



## American Association of Motor Vehicle Administrators (AAMVA)

# REQUEST FOR PROPOSAL

No. FY25-36342

Consulting Services for Assistance with IT Service Management (ITSM) Tool Procurement.

### OUR VISION:

Safe drivers, Safe vehicles, Secure identities, Saving lives!

### OUR MISSION:

Serve North American motor vehicle and law enforcement agencies to accomplish their mission.

### ABOUT AAMVA:

AAMVA is a tax-exempt, nonprofit organization that develops and supports model programs in motor vehicle administration, law enforcement, and highway safety. The association also serves as an information clearinghouse in these areas and acts as the international spokesman for these interests.

Founded in 1933, AAMVA represents the state, provincial, and territorial officials in the United States and Canada that administer and enforce motor vehicle laws. AAMVA's programs encourage uniformity and reciprocity among the states and provinces. The association also serves as a liaison with other levels of government and the private sector. Its development and research activities provide guidelines for more effective public service. AAMVA's membership includes associations, organizations, and businesses that share an interest in the association's goals.

### AAMVA Systems and Applications

The exchange of information for AAMVA occurs through a combination of real-time system-to-system messaging (e.g., web services), batch processing (e.g., files), or through web user interfaces. The systems supporting the exchange of information are critical to AAMVA and its customers, as they have a direct impact on the motor vehicle agencies' ability to conduct their business operations.

AAMVA's AAMVAnet network processes more than 2.4 billion messages a year. Some of the databases hold over 2 billion records and exceed 1 TB of data. The infrastructure supporting those systems across their lifecycle exceeds 200 servers spread across three on-prem data centers, fully integrated with two Azure

Gov-hosted sites and two Azure Commercial-hosted sites. The connectivity between on-prem and cloud sites is enabled through Express Routes, backed up by VPN circuits.

AAMVA currently provides application solutions and network services to its subscribers. Network services include a nationwide telecommunications network (AAMVAnet) that facilitates the exchange of information among government agencies and their private-sector trading partners. AAMVAnet is an external customer network separate from AAMVA's internal network.

AAMVAnet is a fully managed, private network environment built upon Verizon Business Solutions' Private IP (PIP) multiprotocol label switching (MPLS) core network service. AAMVA is in the process of rolling out SD-WAN technology to enable better routing performance, security and transport/provider diversity.

All AAMVA critical systems are developed in house using Microsoft technologies and are on a continuous modernization improvement trajectory that focuses on cloud native technology, and micro-services.

In addition to the critical applications that AAMVA operates to serves its members and customers, AAMVA also operates many systems typical of an association such as email (i.e., M365), customer relationship management, productivity and collaboration, and financial applications.

AAMVA prides itself in providing its external and internal customers with outstanding services, which are made possible through devoted management of its infrastructure and service levels objectives by dedicated staff complemented with external offerors and third-party service providers.

- A detailed inventory of the information assets in scope for this RFP will be provided under NDA and once AAMVA receives an intent to bid.

### **AAMVA Capabilities**

AAMVA has approximately 210-225 personnel supporting the organization; among those, AAMVA benefits from a highly technical and competent IT professionals consisting of approximately 140-155 staff members who support all phases of a system's lifecycle, from business requirements to operations.

The AAMVA teams involved with both cloud and on-premises data center operations are organized as follows:

- Application development and tiers 3 support
- Infrastructure, data center, and network operations and engineering
- Quality Assurance
- Help desk operations. and,
- Security operations and engineering.

The IT staff supports data center operations at the application, operating system, and infrastructure layers. The staff has the capability to deploy servers, manage data centers, develop, and support applications, practice Continuous Integration (CI) and Continuous Delivery (CD) in a DevSecOps driven culture.

A third-party managed services provider oversees the continuous (24x7x365) monitoring of health and capacity of the Azure government regions, as well as provide backup and patch management of resources currently in production.

AAMVA boasts a mature Cyber Security operation, incorporating standard enterprise security practices such as Logging and Monitoring, Identity and Access Management (including Privileged Identity Management),

in-house Managed Detection & Response (MDR), Cryptography, Network Access (including Privileged Access Management), Business Continuity/Disaster Recovery, and Endpoint Protection, among others.

While the majority of AAMVA staff is located within the metropolitan DC, MD, and VA area, AAMVA is a “remote organization”, whereby all its personnel is working remotely.

### **AAMVA Compliance Requirements**

As part of AAMVA’s key organizational objectives, AAMVA strives to enhance compliance and transparency. To that effect, AAMVA is currently supporting the following practices:

- SOC2 Type II
- FISMA – NIST SP800-53 Rev 5
- FedRAMP Moderate

### **Purpose:**

The American Association of Motor Vehicle Administrators (referred to here as “AAMVA”) releases this request for proposal (RFP) to solicit proposals from qualified firms interested in participating in the bidding process.

The purpose of this RFP is to hire a consultant/consulting firm to help AAMVA with analyzing our environments, identifying gaps and requirements, creating scope of services & statement of work to incorporate in RFP for a new IT services Management (ITSM product). AAMVA currently uses a ticketing system (BMC product, called FootPrints). This product was procured more than Thirteen years ago and has become outdated, difficult to use, and cumbersome to manage.

### **ESSENTIAL DUTIES AND FUNCTIONS:**

AAMVA seeks a consultant/consulting firm to assist with the following services:

- 1. Requirements and Gap Analysis of AAMVA’s current setup as it relates to ticketing and IT Service Management (ITSM) products. This can include, but not be limited to, areas such as CMDB, Incident Management, Change Management, Inventory/Asset Management, Risk Management, Knowledge Base etc.**
  - The consultant shall be required to thoroughly assess the AAMVA requirements for an ITSM. This will require taking a deep dive into AAMVA's current systems and processes, including but not limited to, interviewing stakeholders from different areas of the organization. The output of this phase will be a Requirement & Gap Assessment document.
  - AAMVA utilizes Atlassian JIRA and Confluence applications. Knowledge of these applications and integration details/points with ITSM applications is essential.
  - AAMVA utilizes various monitoring applications like SolarWinds, Nagios, Sentinel, Azure Alerts, Site Uptime, etc. Atlassian JIRA and Confluence applications. Some knowledge of these applications and/or integration details/points with ITSM applications is preferred.

**2. Develop scope of services and statement of work for the RFP to select an IT Service Management (ITSM) product.**

- Based on the Requirements and Gap Assessment, the consultant shall work with AAMVA to help create a comprehensive scope of services and Statement of Work for the RFP to select an IT Service Management (ITSM) product that satisfies AAMVA's needs.

**Minimum Skills:**

- At least 10 years of relevant IT Service Management (ITSM) experience
- Significant experience with Requirements gathering and Proposals creation.
- Strong interpersonal and communication skills to effectively work and collaborate with colleagues and stakeholders, including the ability to appreciate, bridge, and leverage differing viewpoints.
- Strong analytical, and writing skills,
- Demonstrated ability to handle sensitive and confidential matters with discretion.
- Preferred experience with federal, state, and local agencies.

**PROPOSAL GUIDELINES:**

AAMVA is soliciting competitive responses from a referred group of offerors. There will be at minimum, two rounds of reviews.

AAMVA requires all referred offerors to submit written documentation (outlined below) and take part in at least one round of interviews (to be held virtually) with the AAMVA evaluation team.

**RESPONSE GUIDELINES:**

Interested offerors should submit a written response of no more than (5) single-spaced pages, font size 12 combined. All responses are deemed confidential and restricted between the offeror and AAMVA.

Responses are due no later than **Friday, November 8<sup>th</sup>, 2024**, and should be emailed to:

[procurement@aamva.org](mailto:procurement@aamva.org).

**Section 1 Consultant (s) Biography:**

- Limit to one (1) single-spaced page including graphics.
- Offeror(s) shall provide a biography (or multiple) for the consultant(s) who would be assigned to this engagement if successful. The biographies should detail their background as well as speak to how their background meets the minimum and preferred skills outlined above.

**Section 2 Experience and Management Approach:**

- Limit to two (2) single-spaced pages including graphics.

- Offeror(s) shall describe their experiences supporting clients similar to AAMVA (tax-exempt, nonprofit organizations, non-governmental organizations, or associations) as well as general service providers. Please provide examples of similar projects/engagements. Offerors should state what differentiates their firm, approach, and staff from others and why they would work well with AAMVA leadership and AAMVA as an entity.
  - Offerors should also speak about resource availability for their proposed consultant.
  - Offerors that are proposing multiple consultants in support of this engagement, should detail their project management structure; specifically, client relationship management, weekly client engagement, and knowledge sharing. It is AAMVA's preference for sole consultant engagement and relationship management.

### Section 3 Pricing:

- Limit to two (2) single-spaced pages including graphics.
- Offeror(s) provide their hourly rates for consultants proposed and any additional pertinent information, such as alternative rate structures, etc.

### EVALUATION CRITERIA:

AAMVA anticipates two rounds of reviews, with the criterion of determining the service provider who will be the 'best fit' to meet AAMVA's needs.

- The first review will be based on written responses and initial interviews (to be held virtually).
- AAMVA will then shortlist selected vendors for in-person interviews.