



Licensing and Registration System

# UPDATE

## One Step Closer

### Evaluation Process Underway for MNLARS System Vendor

eval-u-ate: to determine the significance, worth, or condition of—usually by careful appraisal and study ~ *Webster's Dictionary*

The Department of Public Safety (DPS) is one step closer to selecting a MNLARS System Vendor as it evaluates the proposals submitted by 3M and Hewlett-Packard.



MNLARS is following the State's best practices related to vendor proposal evaluations. It worked closely with the Department of Administration when developing the evaluation process and tools. By providing a fair and transparent process, building a well defined evaluation and scoring procedure and allowing adequate time for robust evaluation and scoring, it is helping to ensure that the evaluation process is not arbitrary or capricious.

The individuals serving on the evaluation team have extensive experience with either the business and processes of Driver and Vehicle Services or with the technology and project management required to successfully design, build and implement a system

like MNLARS. In addition to relying on their individual experience and knowledge, subject matter experts were asked to read portions of the responses and provide feedback to the evaluation team.

The evaluation team has completed its preliminary evaluations and invited 3M and Hewlett-Packard to give oral presentations later in September. This will be the second phase of the evaluation process. The process is expected to be finished later this autumn, after which contract negotiations will begin with the highest scored vendor. The MNLARS System Vendor will begin work on the project in early 2011.



# MNLARS Requirements

In their proposals, 3M and Hewlett-Packard must demonstrate how they can meet the MNLARS requirements outlined in the RFP. Some of what the evaluators are looking for is information in each proposal that explains how the vendor will:

- ▶ Use process automation to capture and report on transaction progress
- ▶ Have edits at data entry or as early as possible in the transaction to improve accuracy
- ▶ Automate reconciliation of daily financial reports for DVS staff, deputy registrars, and driver's license agents
- ▶ Identify and print the appropriate insert as part of the process for printing a letter/correspondence
- ▶ Employ role based security access that recognizes where different DVS staff and agents are performing steps within the same transaction
- ▶ Provide 360° customer view that offers a complete view of all data related to a customer (e.g., driver's license and associated vehicles)
- ▶ Track and log all data (record) changes, the time of the change, and the identification of the change author

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