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February 2, 2011

TO: All Interested Vendors

RE: Self-Service Terminal (Kiosk) Technology Conference

The State of Nevada Department of Motor Vehicles (DMV) is requesting information regarding self-service terminals (kiosks) prior to issuing an RFP for a new 10-year kiosk vendor contract (four years with three 2-year renewal options).

The State currently has 27 self-service kiosks with 17 of them located inside DMV offices. In fiscal year 2009, the kiosks handled almost 353,000 transactions and kiosk usage increased another 20% in FY 2010. Approximately 24% of all registration renewals this fiscal year have been done on self-service kiosks. The DMV is looking to add driver's license and identification card renewals, and additional self-services to the kiosk program.

The DMV would like to dramatically grow our kiosk program in the next biennium by adding new transactions and up to 40 additional kiosks in each of the first two years of the contract. This will bring kiosks closer to the public and into residential communities, business centers, colleges, universities, rural areas, and community based retail centers.

The Department is proposing legislation that would allow the State to "pass-through" a transaction processing fee to the user, making the program self-funded. Doing so would allow us to deploy a large number of new kiosks into locations that would better serve the customer. We will be looking at putting kiosks into secure areas that are open to the public 24 hours a day, 7 days a week. This pass-through processing fee must be reasonable enough to attract Nevada residents to use the kiosk program instead of driving to DMV offices.

The State of Nevada invites all interested parties to call and register to attend this conference with our Director and key Administrators. DMV representatives will meet with all vendors on Thursday, February 17, 2011, at 10:00 a.m. at the DMV headquarters, 555 Wright Way, in Carson City, Nevada. All vendors interested in meeting individually with DMV representatives after the Thursday morning meeting will be provided an appointment for either Thursday afternoon or Friday, February 18, 2011.

The State is asking all interested parties to be prepared to respond to the following:

- Your interest in providing the service
- Your ability to integrate with the current DMV application for all transactions
- The services your company can integrate into a self-service kiosk

- Suggestions on language the State might incorporate in its request for proposals
- Your feedback on potential price points to provide the range of services and supplies as stated herein
- Estimated time frame for completing the project
- Your ability to add-on new technology during the length of the contract
- Your suggestions to service and maintain kiosks in both urban and rural locations

This conference is being sought strictly for the purpose of gaining knowledge of services and technologies available with an estimate of the corresponding cost and should not be construed as intent, commitment, or promise to acquire services, supplies, or solutions offered. No contract will result from any response or attendance at this conference. The State of Nevada will not pay for any information herein requested nor is it liable for any cost incurred by the vendor.

To register for this conference, please call Terri Carter, DMV Vehicle Programs Manager, at 775.684.4562 no later than Tuesday, February 15, 2011.