



**Statement of Work – 01
Attachment 1 - Scope
Document**

**Registration and
Licensing**

For

Baldwin County

December 2018

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1 Overview

This document describes the project scope related to the customization, implementation and provision of a Registration and Licensing Application (the "Application") by Ingenuity, Inc. ("Ingenuity") for the Baldwin County Commission and the Baldwin County Probate Judge's Office (cumulatively referred to herein as "Baldwin County"), as well as Ingenuity's ongoing maintenance and support related to the Application. It also presents Ingenuity's project approach, requirements and assumptions.

Ingenuity will provide a Registration and Licensing Application for Baldwin County with:

- Features to allow the initial registration and registration renewals for automobiles, boats, and manufactured homes
- Features to enable the creation and renewal of business licenses
- Features to enable the creation and registration of disability parking placards
- Integrated Electronic Title Application Processing System (ETAPS) functionality
- Integrated ALVerify and OIVS functionality
- Integrated Daily MVTRIP file upload processes
- Integrated document scanning
- Functionality for the online registration, transfer, and renewal of automobile registrations and the online renewal of boat, business license, and manufactured home registrations
- Functionality to capture registration and renewal-related payment information and provide relevant reports and data exports
- Features to print selected forms provided by Baldwin County, including facilitation of an outsourced renewal notice process
- Administrative functionality such as reporting, transaction management and data maintenance

The Application will take advantage of web-based technologies.

2 Approach

Ingenuity will work with Baldwin County in a collaborative manner to achieve the objectives of the Registration and Licensing Application Initiative based on the requirements presented in the Functional Requirements Section below.

The Ingenuity approach for customizing and implementing the Application will include the following phases:

- Requirements and Planning
- Customization
- Implementation
- Testing/Training
- Production

2.1 Requirements Phase

During the Requirements Phase, Ingenuity will conduct the following activities:

- Conduct project kickoff
- Develop project schedule
- Validate all of the requirements for the project including:
 - Reports
 - Data migration
 - Technical infrastructure (server/network layout, etc.)
 - Security
 - Test data

Key deliverables of the Requirements Phase are:

- Project Schedule
- Infrastructure Plan that defines the infrastructure (e.g., hardware, network, host and third-party integration points) that is recommended for the production environment
- Specifications that describe the process and design for using existing Baldwin County data in the new Application environment

2.2 Customization Phase

Because of the differences in policies and procedures pertaining to Licensing and Registration among Alabama counties, the Application must be customized for Baldwin County prior to implementation. During the Customization Phase, Ingenuity will:

- Develop, test, and implement a custom import routine tailored to data made available from Baldwin County's legacy system.

- Research all applicable local legislation pertaining to License and Registration in Baldwin County. Develop, test, and implement any required new functionality or modifications to the Application to comply with applicable local legislation.
- Load Baldwin County specific tax rates and fees to the Application. Applicable rates include, but are not limited to: Sales Tax, Use Tax, Ad Valorem Tax, Transaction Fees, Issuance Fees, Local Fees, and Copy Fees.
- Meet with accounting staff to discuss all monthly reports and how each fee/tax is distributed. Create and test all required distribution reports and supplemental reports using Baldwin County specific recipient information.
- Develop and test any local reports used by Baldwin County Accounting staff.
- Request Baldwin County credentials from the Alabama Department of Revenue. Set up and test communication with State of Alabama web services using these credentials.
- Customize all generated forms with Baldwin County data. These forms include, but are not limited to: Motor Vehicle Receipts, Business License Receipts, Boat Receipts, Manufactured Home Receipts, Credit Card Receipts, and Renewal Notices.
- Integrate Baldwin County's existing address database for use in validating and normalizing Baldwin County address data.
- Customize the verbiage on the Baldwin County Online Renewal site to include Baldwin County contact information and disclosure of rates/fees.
- Meet with Baldwin County Operations to discuss employee-specific roles/permissions in the Application. Develop, test, and implement any custom role/permission based on Baldwin County's specifications.
- Meet with Baldwin County Operations to discuss License and Registration workflow. Develop, test, and implement any custom workflow based on Baldwin County's specifications.
- Meet with Baldwin County IT to discuss IT Infrastructure. Develop, test, and implement any new interfaces required to be compatible with existing or newly procured hardware.
- Meet with Baldwin County Accounting to discuss Bank Reconciliation and perform a review of all applicable bank statements. Develop, test, and implement any required changes to the Application's Bank Reconciliation tools to conform to Baldwin County accounts.

Because many of the items completed during the Customization Phase described above require new development or modification of existing processes to conform to Baldwin County specifications, special attention should be paid to these customizations during User Acceptance Testing (UAT) conducted during the Test/Training Phase.

2.3 Implementation Phase

During the Implementation Phase, Ingenuity will:

- Assist Baldwin County with preparation of the production environment
- Test data import routines
- Review test plan, describing the overall testing approach and the test data to be used
- Implement the Application in test mode in the production environment

2.4 Testing/Training Phase

Following completion of the implementation activities, Ingenuity will conduct formal system testing of the software. The testing will consist of the following:

- Functional Testing: Functional validation testing, which includes validation of the user interface (UI) forms, will be conducted for all components of the Application.
- Performance Testing: Performance testing will be conducted to demonstrate that the Application meets or exceeds reasonable performance metrics for these types of applications.
- Data Load Testing: Testing will be conducted to ensure that any of Baldwin County's data that is brought into the Application is successfully loaded.
- User Acceptance Testing (UAT) - The primary objective of UAT is for Baldwin County to validate that the application is working as described in the Functional Requirements. Baldwin County's approval of UAT will include the formal acceptance of the Application.

Concurrent with these testing activities, Ingenuity will conduct onsite classroom training for all supervisors and clerks.

During the Testing Phase, Baldwin County will continue to use its current production systems.

2.5 Production Phase

Upon completion of the Testing Phase, the project will move to the Production Phase.

Ingenuity and Baldwin County will develop a production checklist that will determine the exact steps that will be taken to put the Application into production.

During the first month following Implementation into the production environment, Ingenuity will provide an onsite resource to assist Baldwin County employees and provide ongoing training. Additionally, Ingenuity will provide an onsite resource on the first and last business day of each month for the first six (6) months following implementation. Hours for this resource will be 8:30 a.m. to 2:30 p.m. during most business days. Any deviations from this schedule would be communicated with Baldwin County as soon as possible.

2.6 Additional Services

In addition to the tasks and deliverables outlined in the five project phases above, Ingenuity will provide the following services:

- Project management
- Coordination and establishment of processes to facilitate outsourcing of the creation and mailing of renewal notices
- Ongoing maintenance and support
 - These services shall include support calls and Application maintenance, as well as periodic data updates based on new requirements from the State of Alabama

3 Functional Requirements

The Application will have five primary components:

1. An intuitive and web-based interface, providing features for Baldwin County to:
 - Allow creation, renewal and updating of automobile registrations
 - Allow creation, renewal and updating of boat registrations
 - Allow creation, renewal and updating of manufactured home registrations
 - Allow creation, renewal and updating of business licenses
 - Supply error reporting and search capabilities
2. An Administrative console, including features to:
 - View and update transaction details

- Create and manage users, roles, and privileges
 - Run reports
 - Perform other miscellaneous administrative tasks necessary for the normal operation of the Application
 - View and modify any registrations with incomplete assessment information. The primary use for this feature is to allow Baldwin County personnel to verify and correct registrations prior to renewal notice generation.
3. The Ingenuity Online Renewal system will allow customers to renew automobile, boat, and manufactured home registrations online – other online renewals may be implemented following the initial implementation of the Application.
 4. The Ingenuity Online Registration/Transfer system (“EasyTag”) that will allow Baldwin County residents and/or Alabama dealerships to submit relevant documents and information to facilitate new registration and registration transfer over the Internet.

3.1 Internal Online Features

The following features will be provided for Baldwin County:

3.1.1 Registration of Automobiles and Boats

These activities include but are not limited to the following transaction types:

- New Registration
- Renewal
- Exchange/Upgrade/Swap
- Transfer
- Replacement
- Commitment to Purchase
- Taxes Only
- Business Operating License (BOL)
- Title Only

3.1.2 Manufactured Home Registrations

These activities include but are not limited to the following transaction types:

- New Registration

- Renewal
- Replacement
- Sales Tax Only
- Title Only

3.1.3 Business Licenses

These activities include but are not limited to the following transaction types:

- New Registration
- Renewal
- Replacement
- Transfer

3.1.4 Payment for Transactions

- Cash, check, credit, and debit card transactions will be accepted.

3.1.5 Online Renewals

The Ingenuity Online Renewal system allows for Baldwin County customers to renew their automobile, boat, business license, and manufactured home registrations online.

Using the Online Renewal website, Baldwin County customers will:

- Enter Automobile/Boat/Business License/Manufactured Home Renewal Information
- Select which registration(s) to renew
- Enter Payment Information utilizing SSL (Secure Sockets Layer)
- View and Print Payment Receipt

Ingenuity support staff will also offer assistance to Baldwin County customers who wish to renew over the phone during normal business hours (M-F, 8-5pm CT).

The following assumptions apply to the online renewal features:

- Vehicle renewals will be authorized using either a special code provided to customers through a link included with the renewal reminder emails and on renewal postcards mailed to customers or by using the customer's driver's license number in lieu of the special code
- Any necessary certifications will be determined during the Requirements Phase and may include certifications for insurance or other conditions

- Baldwin County will provide a location for the Application production server to operate and high-speed Internet access to this server to allow for online transactions

Once a customer has completed payment for an online renewal, no further transaction processing is required by Baldwin County. Because the online renewal system is integrated into the Application, the registration must simply be printed and mailed to the customer with the applicable tag/decal included.

The integrated Online Renewal system also contains an administrative console for Baldwin County personnel to manage online renewals. This console allows for the review, updating, and printing of all online renewal registration receipts. In addition to the administrative console, Ingenuity has created several reports that Baldwin County personnel may use to further manage and streamline the online renewal fulfillment process.

3.2 Online New Registrations/Transfers ("EasyTag")

The Ingenuity EasyTag system provides the capability for automobile dealerships and/or Baldwin County customers to electronically submit information and documents pertaining to the purchase of a vehicle to Baldwin County. With the EasyTag system, Baldwin County personnel may complete initial vehicle registrations and registration transfers for these customers over the Internet.

Using EasyTag, a customer or dealership would perform the following steps:

- Enter a valid Alabama title application number and customer name
- Verify automobile information (via link to ETAPS)
- Input/Verify driver's license, insurance, and current registration information
- Provide copies of all relevant/required documentation (including: Bill of Sale, Title Application, Dealers Affidavit, Proof of Residency)

Once the data has been input by the customer or dealership, Baldwin County can review and process the transaction using the Application's online renewal management console.

After the registration transaction has been successfully completed by Baldwin County, the EasyTag system will:

- Provide automated feedback to the customer via text message and email to prompt the customer to pay the applicable fees and taxes
- Accept payment from the customer online

- Update the Application to show that the transaction has been completed/paid and enter the transaction into a queue for Baldwin County to perform final fulfillment, including mailing applicable receipts, decals, and/or metal plates

3.3 Reporting and Other Features

3.3.1 Reports

The following will be provided for Baldwin County:

- Reports mandated by the Alabama Department of Revenue (ADOR) in support of registration fees, Ad Valorem and Sales taxes collected and remitted, and related supporting details as required by ADOR/Examiners Office
- Various administrative reports to assist Baldwin County in daily activities, including but not limited to:
 - End-of-Day Deposit Reports
 - Transaction Summary Reports
 - Online Renewal Reports
 - End-of-Month Distribution and Remittance Reports
 - User Performance Reports

In addition to these reports, the Application allows for Baldwin County and Ingenuity to create additional local reports to facilitate internal reconciliation processes and other administrative tasks.

3.3.2 Data Maintenance

Ingenuity will provide the following maintenance functionality and support services for Baldwin County:

- The import of VINVAL, MLI Suspension and similar external source files needed to maintain the Application
- Loading of any new tag types, tax rates, or other information on an as-needed basis.
- Administrative-level capabilities for performing activities such as updates to new vehicle types, processing of 'non-standard' transactions, and adjustment to completed transactions

4 Roles and Responsibilities

4.1 Baldwin County

The deliverables presented in this Project Scope Document are based on the following assumptions:

- Baldwin County will be responsible for providing and implementing the production hardware and software that the base Application will run on and utilize, as well as the work station computers, scanners and printers. Baldwin County will also be responsible for the maintenance and support of this hardware and software including any related expenses.
- For online transactions, the external server must have a live connection back to the production server.
- Baldwin County will work with Ingenuity to deploy the recommended production environment configuration.
- Baldwin County will identify and provide Subject Matter Expert (SME), application users, and the required documentation as necessary during the project.
- Baldwin County will provide a representative responsible for coordinating resources and support for this project.
- Baldwin County will be responsible for providing test data for the application on a timely basis.
- Baldwin County will be responsible for PCI Compliance related to credit card payments. Ingenuity and GovtPortal will assist Baldwin County in the preparation of responses to any Compliance Self-Assessment Questionnaires and will provide any quarterly server scans required by the ongoing compliance verification process.
- Related to the Application implementation, Baldwin County will provide all information (including record layouts and data dictionary information regarding database records and indicator values) needed by Ingenuity from Baldwin County's current application(s) in a format to be defined by Ingenuity.
- Baldwin County will provide resolution to Ingenuity-initiated project issues within three (3) business days of receipt.
- Baldwin County and Ingenuity will publish a joint press release about the new system and will encourage the media to publicize the new online services and encourage citizens to sign up for email reminders via the County website or by emailing the license office.

- Baldwin County and Ingenuity will promote the use of online services using notifications on the online renewal web site as well as the motor vehicle receipts and renewal notices if applicable. Other mutually agreed up methods of advertisement and/or promotion of online services may also be used.
- Baldwin County will provide any Ingenuity personnel working onsite in Baldwin County with the necessary work facilities, tools, workspace, work materials, print facilities and any special software, hardware and system access to perform tasks associated with the project. These requirements will include the equipment and facilities needed to perform the onsite classroom training sessions.

Any changes to the requirements detailed in this proposal will be addressed through a formal change control process.

4.2 Ingenuity

- Ingenuity will be responsible for the overall project management and implementation of the Application.
- Ingenuity will assist Baldwin County in its selection and implementation of the appropriate server hardware and software that the base Application will utilize.
- Ingenuity will host the online renewal site and will maintain the server used for online renewals at no additional cost to Baldwin County.
- Ingenuity will conduct testing of the application using a combination of Microsoft Internet Explorer and Microsoft Windows (currently IE 11.0).

5 Change Control

Due to the importance of completing this project in an effective and efficient manner, Ingenuity and Baldwin County agree that it is critical that the entire effort be closely managed. Therefore, the following change procedures will be followed in regards to any change control issue that arises during this project:

- The Baldwin County Representative will submit to Ingenuity a written description of any Baldwin County desired change to the project's scope, effort or schedule.
- Ingenuity will respond to any Baldwin County change request within three (3) business days with a written response that explains the effect of the requested change.