Title Page

Title Page: *State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.*

RFP Subject	RFP to Modernize the DMV Driver System
Number	CRFP 0802 DMV2700000001
Vendor's Name	West Virginia Interactive, LLC dba Tyler Technologies West Virginia
Business Address	1614 Kanawha Blvd. E, Charleston, WV 25311
Telephone Number	304-206-9720
Fax Number	304-414-0266
Contact Person	Ian McQuinn, General Manager
Email Address	Ian.mcquinn@tylertech.com
Signature	
Date	10/20/2026

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Tyler Technologies West Virginia
1614 Kanawha Blvd. E,
Charleston, WV 25311
304-414-0265
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5.3.6.2.1 Cover Letter

5.3.6.2.1 *Provide a cover letter of introduction not to exceed two pages which should briefly introduce the prime Vendor, explain any partnerships, joint venture or other teaming arrangement, if applicable, and introduce all major subcontractors/ subconsultants who may be involved in the performance of the work and the specific role the subcontractor is proposed to perform. The cover letter should indicate the office location which will be responsible for the delivery of the work under this RFP and clearly state the responsible contact person' s title and contact information.*

October 20, 2026

Department of Administration
Purchasing Division
2019 Washington St E
Charleston, WV 25305
Attn: John Estep, Buyer

Subject: RFP to Modernize the DMV Driver System, CRFP 0802 DMV2700000001

Dear Mr. Estep,

West Virginia Interactive, LLC dba Tyler Technologies West Virginia, a subsidiary of Tyler Technologies, Inc. (collectively, "Tyler"), respectfully submits this proposal to modernize the West Virginia Department of Transportation, Division of Motor Vehicles (WVDMV) Driver System. Tyler will serve as the prime contractor and single point of accountability, partnering with CHAMP Titles, Inc. ("CHAMP"), provider of the CHAMPgov platform, to deliver a modern Driver License System that supports WVDMV's goals of retiring its legacy mainframe environment, modernizing AAMVA integrations, improving operational efficiency, and enhancing service delivery for West Virginia citizens and businesses.

The Tyler and CHAMP team offers a uniquely relevant combination of proven technology, statewide DMV modernization experience, and established knowledge of West Virginia's operating environment. Together, Tyler and CHAMP provide a production-proven driver licensing platform, experienced implementation personnel, and a repeatable delivery methodology supported by recent modernization efforts. Most notably, the team recently deployed CHAMPgov Driver Services for the Louisiana Office of Motor Vehicles, modernizing statewide driver licensing operations, implementing AAMVA REST services, converting approximately 90 million records, and supporting more than 200 integrations. Since deployment, the platform has operated with 99.9% uptime and has processed more than 582,000 AAMVA transactions, providing WVDMV with a current, customer-verifiable example of the proposed solution operating at statewide scale and a repeatable implementation approach for West Virginia.

Under this proposal, Tyler will retain overall contractual responsibility, executive governance, project management, stakeholder coordination, and delivery oversight. CHAMP will provide the CHAMPgov platform, driver licensing subject matter expertise, solution configuration, implementation services, and product-specific technical leadership. Operating as a single integrated team, Tyler and CHAMP will manage the project through a common governance structure, unified project plan, requirements traceability process, risk and issue management framework, and defined quality and acceptance controls.

Tyler has proudly supported West Virginia government organizations since 2007 through its Charleston office and this will be the office location responsible for the delivery of the work under this contract. The

local Tyler team brings established relationships, knowledge of West Virginia's operating environment, and experience supporting WVDMV's existing Vehicle Services modernization initiatives. This familiarity reduces project risk by limiting discovery effort, accelerating stakeholder engagement, and leveraging existing knowledge of the State's integration, security, standards, and operational requirements.

For WVDMV, the greatest benefit of the proposed team is the ability to leverage both a proven modernization platform and an implementation partner already invested in the State's success. Rather than undertaking a first-time system deployment, WVDMV gains a solution supported by production experience, established implementation artifacts, proven testing and conversion methodologies, and lessons learned from recent driver licensing modernization efforts. Combined with Tyler's longstanding presence in West Virginia and CHAMP's domain expertise, this approach reduces risk across AAMVA modernization, data conversion, testing, training, deployment, and long-term operations.

Tyler appreciates the opportunity to submit this proposal and continue supporting WVDMV's modernization objectives. As Executive Sponsor, I will remain accountable for executive oversight, issue escalation, and coordination with State leadership throughout the project. We welcome the opportunity to discuss how the Tyler and CHAMP team's experience, proven technology, and commitment to West Virginia can help WVDMV successfully achieve its modernization goals and provide lasting value to WVDMV and the citizens it serves.

As the General Manager of Tyler Technologies West Virginia, I will be the responsible contact person for this proposal, and my contact information is (304) 206-9720 or Ian.McQuinn@tylertech.com.

Sincerely,



Ian McQuinn
General Manager
Tyler Technologies West Virginia

5.3.6.2.2 Executive Summary

5.3.6.2.2 Provide an executive summary not to exceed ten (10) pages which provides an overview of the Vendor's proposed solution and how this solution will address WVDMV requirements for modernizing its motor vehicle applications and the Vendor's prior experience implementing its proposed solution. Describe the proposed project organization, the role of each subcontractor/subconsultant and the experience of proposed project team members (prime and subcontractor) to perform their assigned roles on the project. Specifically highlight how the Vendor meets the required and desirable experience requirements.

Tyler offers WVDMV a low-risk path to retiring the legacy mainframe Driver License System, meet AAMVA UNI conversion deadlines, and establish a technology forward, unified customer-centered platform for driver services. Our proposal is backed by three forms of directly relevant evidence: 1) a referenceable, in production, successful statewide driver services system implemented for Louisiana within 13 months of contract signing (12 month implementation), including the conversion of AAMVA UNI to an AAMVA REST API architecture; and 2) nearly two decades supporting West Virginia digital government, providing many WVDMV services, including services that are required integration points for the DMV Driver System, and 3) delivery and operation of WVDMV's CHAMPgov Vehicle Services platform.

WVDMV will benefit from implementing Driver Services on the same CHAMPgov platform currently used for Vehicle Services. By leveraging a common user experience, shared data model, and standardized workflows, WVDMV can improve staff efficiency, reduce training requirements, and provide more consistent service delivery across business areas.

CHAMPgov has been successfully implemented and is operating in production for the Louisiana Office of Motor Vehicles (OMV), whose Driver Licensing System Modernization program includes requirements similar to those identified by WVDMV. The following table maps WVDMV's requirements to corresponding capabilities delivered as part of the Louisiana OMV implementation, demonstrating the maturity and proven functionality of the proposed solution.

WVDMV Objective	Louisiana OMV Implementation	Demonstrated Outcome	Benefit to WVDMV
Replace Legacy Driver License System	Replaced Louisiana's Unisys Driver Services mainframe with the DRIVE360 Driver Services platform	Driver Services platform launched September 16, 2026, following a 12-month implementation	Demonstrates a proven approach for replacing a legacy Driver License System on an accelerated schedule
Modernize AAMVA Services	Migrated AAMVA UNI to REST architecture	Completed REST modernization in 11 months	Supports WVDMV's requirement to retire UNI and implement REST-based services within 12 months
State-to-State & Driver History Record	Implemented SPEXS 6.4 services including State-to-State and Driver History Record	Operational in production following go live	Demonstrates direct experience with core WVDMV modernization objectives
Commercial Driver Licensing Services	Implemented CDLIS, DACH, Change State of Record, and related AAMVA services	Operational within Louisiana Driver Services environment	Directly aligns with WVDMV CDL modernization requirements
Identity Verification Services	Implemented USPVS, SSOLV, HAVV, DLDV, and PDPS	Production identity verification ecosystem	Demonstrates experience with required federal and AAMVA verification services
Driver Licensing & Credential Management	Implemented Driver Licenses, Identification Cards, REAL ID, CDL, violations, reinstatements,	Statewide production deployment	Demonstrates mature driver licensing functionality already operating in production

WVDMV Objective	Louisiana OMV Implementation	Demonstrated Outcome	Benefit to WVDMV
	and credential lifecycle management		
Large-Scale Data Conversion	Converted approximately 90 million legacy records	Completed within nine months	Demonstrates ability to manage complex DMV data conversion efforts at scale
Customer & Credential Data Migration	Migrated approximately 8.3 million credential records and 6.6 million customer records	Production system of record supporting statewide operations	Demonstrates experience with high-volume customer and credential conversion activities
Violation & Reinstatement Management	Implemented more than 500 AAMVA-mapped violation codes and 75 license restrictions	Statewide compliance and enforcement platform	Supports WVDMV requirements for driver history, sanctions, and compliance administration
Integration Management	Delivered more than 200 integrations	Includes real-time, batch, agency, vendor, and partner integrations	Demonstrates ability to manage the complexity of WVDMV Attachment B integrations
User Training & Organizational Readiness	Trained approximately 1,500 analysts and users before deployment	Statewide user adoption and operational readiness	Demonstrates a repeatable training and change-management methodology
Reporting & Operational Visibility	Deployed executive dashboards, operational reports, and business intelligence tools	Real-time visibility into operations and performance	Supports WVDMV reporting, auditing, and management objectives
System Performance	Supports approximately 1,500 concurrent users with response times below two seconds	Statewide production-scale performance	Demonstrates performance exceeding WVDMV requirements
Availability & Operational Stability	Operates 24x7 at 99.9% uptime	Continuous production operations since deployment	Demonstrates operational maturity and reliability
REST Service Operations	Operates modernized REST services following deployment	Managed service model with monitoring, reporting, and support	Supports WVDMV's managed REST operations requirements
Workflow & Case Management	Supports driver workflows, compliance functions, and operational case management	Production implementation	Supports WVDMV medical review, investigations, compliance, and workflow requirements
Mobile Driver License Ecosystem	Integrated digital credential capabilities through a partner-managed ecosystem	Production deployment	Supports WVDMV Mobile ID modernization objectives
Accelerated Delivery	AAMVA UNI to REST completed in 11 months and Driver Services launched within 12 months of project kickoff	Successful statewide implementation delivered on schedule	Direct evidence supporting WVDMV's 12-month REST and 18-month Minimum Viable Product (MVP) milestones
Repeatable Delivery Model	Reusable requirements, design artifacts, conversion methodology, testing assets, training materials, and governance processes	Proven implementation framework	Enables WVDMV to leverage a proven approach rather than a first-time implementation effort

Louisiana Updates 50-Year-Old OMV System

PRESS RELEASE: September 22, 2026

Baton Rouge, La – Today, Governor Landry announced an upgraded system, CHAMP Titles, Inc. ("CHAMP"), successfully launched its Driver Services platform for the Louisiana Office of Motor Vehicles (OMV). Through the new and upgraded platform, Louisiana has replaced 50-year-old technology with a modern system designed to support driver licenses, identification cards, credential management, and future digital government services. This will ensure quicker turn around and less outages and delays. Choosing the CHAMP system will save taxpayers $30 million dollars. Watch Governor Landry's announcement video below.

https://gov.louisiana.gov/news/5176

"We promised Louisianans shorter lines and an easier experience at the OMV, and today we're delivering on that promise. CHAMP gives folks a faster, simpler way to get the services they need, while cutting costs and inefficiencies that have plagued this system for over fifty years. This is what a modern, 21st century government should look like," said Gov. Landry.

The launch is the result of a close partnership between CHAMP, Governor Jeff Landry, his administration, the Louisiana OMV, the Louisiana Office of Technology Services (OTS), and stakeholders across the state. CHAMP and the state will continue work toward implementing the Vehicle Services platform in 2027, creating an integrated environment that supports both driver and vehicle transactions through a unified modern architecture.

The team has applied the Louisiana lessons learned into our proposed work plan, acceptance gates, cutover approach, and stabilization model. Combined with Tyler's existing knowledge of West Virginia DMV operations and Digital Title and Registration System, the Louisiana implementation experience materially lowers project risk for the State.

The Tyler Team / Prime and Subcontractor Roles

The team will consist of Tyler West Virginia team members, supported by Tyler corporate team members as needed, and team members from our subcontractor, CHAMP. Tyler is a public-sector technology company with a long-standing West Virginia presence.

For this engagement, Tyler will provide contract accountability, executive sponsorship, program governance, local account leadership, Tyler digital-service integrations, local coordination with WVDMV and State stakeholders, support continuity, and overall delivery assurance.

CHAMP will provide the CHAMPgov product, solution architecture, product configuration, CHAMPgov implementation services, data migration tooling, product testing, and solution-specific technical leadership.

Tyler has supported West Virginia government entities since 2007 through our Charleston-based team that provides platforms and services to more than 340 West Virginia state agencies, boards, commissions, and local governments. Having worked specifically with WVDMV since 2007, our vast experience gives the proposed team practical knowledge of WVDMV stakeholders, operating practices, security expectations, digital-service channels, and existing integrations. The deep knowledge we've gained as a result of our experience with WVDMV reduces discovery risk and allows the project to focus early on requirements validation, interface design, data conversion, testing, training, and cutover readiness.

Tyler has been partnering with CHAMP, one of the fastest growing software vendors in the GovTech industry, since 2019 to provide modernization solutions to DMVs using the CHAMPgov platform. The existing production relationship of this combined Tyler team has already successfully completed five (5) DMV implementations. This track record of performance provides a proven foundation for linking driver and vehicle information, coordinating interfaces, and creates consistent experiences across WVDMV services.

CHAMP's track record in DMV modernization is unmatched: West Virginia, New Jersey, Kentucky, Illinois, Rhode Island, Louisiana, and Kansas have each trusted CHAMP to be their modernization partner. Tyler and CHAMP have implemented the majority of these projects together and all of them have been on time and on budget, proving that our strong partnership produces results for DMVs across the country.

Proven Partnership with WVDMV

Tyler and CHAMP partnered in 2019 to modernize the WVDMV's vehicle system, eliminating the DMV's reliance on their aged mainframe for vehicle services, and digitizing all titling, registration, and lien processes. This initiative set a national benchmark for DMV modernization, reducing risk, cost, and time to market and provides proven experience modernization mainframe solutions for the State of West Virginia. Since that time, the Tyler team has also implemented Kentucky, New Jersey, Rhode Island, and most recently Louisiana. Each implementation applies knowledge from previous implementations to streamline processes and ensure the most efficient and effective implementation; as a result, Louisiana's Driver Services System was able to be implemented in just 13 months.

The partnership between WVDMV and Tyler has been recognized by AAMVA for service excellence, efficiencies, and value to West Virginians, specifically, our collaboration to deliver the CHAMPgov Vehicle Services Platform, West Virginia's Digital Title and Registration System.

Accountability

Tyler will serve as prime contractor and single point of accountability. CHAMP will serve as Tyler's major subcontractor for the CHAMPgov product and its solution-specific implementation. This combined Tyler team will operate through one integrated program organization, one baseline schedule, one RAID process, one requirements traceability model, and one set of acceptance gates. Defined below are the responsibilities for each part of our team:

- **Tyler**: contract accountability, executive sponsorship, program governance, local account leadership, Tyler digital-service integrations, local coordination with WVDMV and State stakeholders, support continuity, and overall delivery assurance.
- **CHAMP**: CHAMPgov product, solution architecture, product configuration, core implementation services, data migration tooling, product testing, and solution-specific technical leadership.
- **Joint delivery team**: requirements validation, interface planning, data conversion, system and integration testing, training, cutover, stabilization, knowledge transfer, and managed-services readiness.
- **Third-party coordination**: the team will manage dependencies with AAMVA, IDEMIA, OpenText AppEnhancer, the current cashiering platform, State systems, law-enforcement partners, and other interfaces as identified in Attachment B.

WVDMV receives a team that combines current knowledge of West Virginia operations with recent production driver system implementation experience. This combination supports faster validation of business processes and interfaces, realistic State resource planning, disciplined migration and testing, and effective transfer of lessons learned from Louisiana's accelerated implementation.

Benefits of Tyler Team Delivery

Tyler understands the expedited timeline of this project; in order to maximize the timeline and focus on the modernization, Tyler is accepting the State and WVDMV's terms and conditions without exception, including liquidated damages. WVDMV will benefit from a modernization partner that combines established knowledge of the Agency's operating environment with proven driver licensing modernization experience. By leveraging existing knowledge of WVDMV business processes, integrations, stakeholders, and service-delivery objectives, Tyler and CHAMP can reduce project risk, accelerate knowledge transfer, and focus implementation efforts on delivering measurable operational improvements rather than rediscovering existing requirements.

The proposed solution enables WVDMV to simplify and standardize driver licensing operations, improve access to customer information, reduce reliance on manual processes and disconnected systems, and provide a more consistent experience for agency personnel, business partners, and West Virginia citizens. Through a unified customer-centric platform, WVDMV can improve operational efficiency, strengthen compliance and reporting capabilities, streamline customer service activities, and establish a scalable foundation for future modernization initiatives. As a result, WVDMV will receive:

- Improved customer service through faster access to customer, credential, and related agency information.
- Increased staff productivity through streamlined workflows, reduced duplicate data entry, and a unified user experience.
- Reduced operational risk through retirement of aging technologies and modernization of critical AAMVA services.
- Greater visibility into operations through integrated reporting, auditability, and management tools.
- A proven modernization approach supported by recent statewide Driver Services implementation experience and lessons learned.

These benefits will be achieved through a phased modernization strategy that enables WVDMV to modernize AAMVA connectivity, deploy a new Driver License System, and transition away from the legacy mainframe environment while maintaining all authoritative data, providing continuity of operations and service delivery throughout implementation.

Proposed Solution

Tyler will modernize the WVDMV's Driver System by implementing the CHAMPgov platform, leveraging our proven partnership and deep state-specific expertise. CHAMPgov is a cloud-native, modular, API-driven, full-service modernization platform designed specifically for motor vehicle agencies and delivered via a Software as a Service ("SaaS") model. CHAMPgov is the only DMV modernization platform engineered from its inception as a true cloud-native solution. Its modular design, and SaaS model enable WVDMV to benefit from:

- Faster implementation timelines (12 months from kickoff for Driver Services in Louisiana)
- Lower implementation, maintenance and cloud costs
- Enhanced security
- Greater flexibility
- Continuous enhancements

CHAMPgov's architecture allows the Tyler team to deliver value early and often throughout the modernization process. The platform is continuously enhanced on behalf of customers, ensuring it remains efficient and effective; these ongoing improvements are included in a partnership with the Tyler

team, resulting in the lowest total cost of ownership in the industry. The platform's modular architecture allows solutions to be tailored to each state's unique needs, deploying only the necessary components, while offering room and a path to grow as business needs evolve.

CHAMPgov is organized into integrated suites supporting core agency services, electronic agency services, digital agency services, value-added capabilities, and business agency functions. For this procurement, the proposal will prioritize the functions required to complete the AAMVA REST transition and deliver the driver-system MVP.

The solution supports credential issuance and renewal, driver history, suspensions and reinstatements, medical review, compulsory insurance, investigations, configurable notices, authorized record access, reporting, mobile credentials, document management, and interfaces as defined in Attachment B. A Global Customer Identifier and shared entity services will support a unified view of driver and vehicle information, subject to role-based security and privacy controls.

WVDMV Key Benefits of Implementing the CHAMPgov Platform:

- **AAMVA and REST modernization**: implementation and operation of REST services with the existing mainframe by January 1, 2028, including testing, parity validation, reconciliation, runbooks, dashboards, rollback procedures, and 90 days of stable operations before final acceptance.
- **MVP mainframe replacement:** place the new driver licensing system into production within 18 months, migrate the full driver record with at least two mock conversions and 99.99% automated reconciliation, complete all required testing and training, and retire the mainframe without loss of authoritative data.
- **Secure and resilient operations:** support StateRAMP-authorized hosting requirements, State security and privacy controls, Active Directory integration, role-based access, audit trails, disaster recovery, 99.9% availability, and the required production-support model.

Tyler will organize delivery around demonstrable acceptance evidence with the requirements traceability matrix connecting each RFP requirement to design decisions, configuration, interfaces, conversion rules, test cases, defects, training, and go live approval. The master schedule produced for the project will identify critical dependencies, WVDMV resource needs, AAMVA and third-party activities, mock conversions, testing gates, cutover, and the 90-day stabilization period.

Mandatory and Desirable Requirements Achievement Summary

After thorough review of the Mandatory Requirements found in RFP Section 4.2, the Tyler team is proud to confirm that we meet all mandatory requirements. In addition, after thorough review of all Desirable Requirements found in RFP Sections 4.2, we are pleased to report that we meet all desired requirements as well. We have responded inline after each requirement and provided evidence as appropriate within our response in the sections that follow.

The Tyler team will complete implementation of the solution within the expedited schedule reflected in RFP Section 4.2, supported by the recent Louisiana Driver Licensing System Modernization implementation which completed the AAMVA REST conversion and MVP/legacy replacement faster than the timelines stated for West Virginia.

Tyler also meets all of the desirable and mandatory requirements of RFP Section 4.3, Qualifications and Experience. The Louisiana implementation satisfies the **Qualification and Experience Information** found in RFP Section 4.3.1, including 4.3.1.1 of "The Vendor's proposed driver license solution should have been

implemented to a production status for at least one United States jurisdiction as of the date of proposal submission" and 4.3.1.2 of "The Vendor should have prior experience, preferably as the prime system integrator, with implementing the Vendor's proposed driver license solution to a production status for at least one United States jurisdiction as of the date of proposal submission." The proposed driver license solution, CHAMPgov, was deployed in September 2026 in Louisiana. Additional detail on the Louisiana project can be found in our reference writeup found in our response to RFP section 5.3.6.2.10.

Our proposal explains Tyler's and CHAMP's respective implementation roles and documents how the named team members meet or exceed the mandatory experience requirements in Section 4.3.2.

Tyler's Prior Experience Implementing the Proposed Solution

The Tyler team has completed the implementation of CHAMPgov Driver Services in Louisiana and CHAMPgov vehicle services in West Virginia, Kentucky, New Jersey, and Rhode Island. Tyler played a similar prime contractor role in each implementation, resulting in a tempered and mature approach that has been finely tuned throughout these projects and our seven years of partnership.

The recent Louisiana implementation demonstrates that the proposed team can deliver core statewide driver credentialing on an accelerated timeline. Tyler will translate that experience into WVDMV-specific schedule controls, including early interface discovery, a detailed 30-day work plan, parallel REST and MVP workstreams, two mock conversions, formal testing and acceptance gates, a documented fallback strategy, and sustained participation by resources from the original project team through stabilization.

Proposed Project Organization

The majority of individuals proposed to deliver this solution for WVDMV were engaged with the recent Louisiana deployment; as such, they have demonstrable knowledge of CHAMPgov drivers services delivery and can apply lessons learned from the Louisiana deployment. The integrated delivery team will manage requirements, architecture, configuration, interfaces, conversion, testing, security, training, change management, cutover, stabilization, and knowledge transfer.

The Tyler team deploys a three-tier program management structure, with an executive steering committee maintaining overall control of the program and acting as the escalation point for key decision making. This executive steering committee receives monthly updates and also reviews the program's Risks, Assumptions, Issues, and Dependencies (RAID) register.

The Delivery Leadership tier represents a cross functional and cross group team that is involved in the day-to-day program execution. The Delivery Leadership tier is responsible for the end-to-end delivery, testing, training, and activation of the program.

The Delivery Team represents an individual functional team of individuals working on differing aspects of the program, from design, requirements gathering, development, testing, and training. The diagram below illustrates the proposed Project Team with full details of the proposed project organization and their responsibilities included in our response to RFP Section 5.3.6.2.7 below.

Project Team Experience

The proposed team combines West Virginia operational knowledge with recent CHAMPgov production implementation experience. The Tyler team's key personnel includes the Project Manager, Zabed Islam, who is PMP certified (#4391567) and has over ten years of project management experience and has implemented the CHAMPgov platform for two jurisdictions. The Functional Lead, Abby Birmingham, and the Technical Architect, Bo Shim, both have well over the required two (2) years in similar roles

implementing the proposed solution, as required in RFP Section 4.3.2.; both were instrumental in the expedited implementation in Louisiana.

Tyler has served as the prime entity for the implementation of CHAMP'S solution(s) in West Virginia, Kentucky, New Jersey, and Rhode Island. Tyler played a nearly identical role in each implementation, resulting in a tempered and mature approach that has been finely tuned through our seven years of partnership. Tyler selected CHAMP due to our proven success in partnering to provide the production platform and to bring the personnel who designed and implemented it. Our proposal fully discloses CHAMP's subcontractor role and qualifications, with Tyler accountable for coordinating all subcontractor and third-party work.

The proposed Tyler team includes individuals who performed comparable roles on the Louisiana Driver Services implementation and West Virginia Vehicle Services implementation. The proposed Project Manager, Functional Lead, and Technical Architect have experience directly relevant to their WVDMV assignments. Their resumes can be viewed in Tyler Attachment 2 – Resumes which provides two-page resumes for each team member and Tyler Attachment 3 – Certifications provides the PMP Certification required for the Project Manager.

In Summary

Our proposal sets forth clear evidence of the Tyler team's qualifications and experience by providing WVDMV requirement-level proof, a single, integrated organization, and an expedited, acceptance-driven schedule. Throughout our response, we provide a clear and proven path to AAMVA REST compliance, mainframe retirement, and a secure, unified driver and vehicle services platform.

The Tyler team has successfully implemented CHAMPgov Driver Services for the Louisiana Office of Motor Vehicles on an accelerated statewide schedule which exceeds the timelines required in this RFP. The production system replaces legacy technology and supports core driver-service functions, including driver licenses, identification cards, and credential management. This current, customer-verifiable implementation demonstrates the maturity of the proposed solution and provides directly relevant delivery evidence for WVDMV.

The Tyler team offers WVDMV a solution and delivery approach built around evidence, accountability, and risk retirement. CHAMPgov Driver Services is operating in production for Louisiana, supported by a team with recent statewide implementation experience. Tyler also brings nearly two decades of West Virginia experience and current knowledge of WVDMV's Vehicle Services environment. Together, these strengths provide a credible foundation for AAMVA REST modernization, mainframe retirement, and a new driver services platform.

Solution-Specific Glossary

The following glossary defines solution-specific terminology used throughout this proposal. Terms already defined by WVDMV or commonly used within the RFP have been omitted.

Term	Definitions
CHAMPgov	CHAMP's cloud-native platform for Driver Services, Vehicle Services, and related motor vehicle agency modernization initiatives.
Clerk360	CHAMPgov's unified staff workspace which provides access to driver licensing operations, customer service, workflow management, document access, and case management through a common user experience.
DAR	Dashboard Analytics and Reporting. CHAMPgov's reporting, dashboard, operational analytics, and business intelligence capability.
DRIVE360	The production implementation of CHAMPgov Driver Services for the Louisiana Office of Motor Vehicles and the primary driver licensing proof point referenced throughout this proposal.
DTRS	Digital Title and Registration Suite. The CHAMPgov Vehicle Services platform supports West Virginia vehicle titling, registration, and electronic lien operations.
FRICEW	Forms, Reports, Interfaces, Conversions, Enhancements, and Workflows developed, configured, tested, and supported as part of solution implementation and operations.
IDLS	Identity and Driver Licensing Services. CHAMPgov component supporting Driver Licenses, Identification Cards, REAL ID credentials, Commercial Driver Licenses, Mobile ID, driver history, violations, suspensions, reinstatements, and credential lifecycle management.
NDTC	National Digital Titling Clearinghouse. Interstate digital title exchange network currently operating through WVDMV's Vehicle Services modernization program.
SGI	State Gateway Interchange. CHAMPgov integration framework that supports AAMVA, federal, state, and third-party connectivity through standardized services and interfaces.
SPI	State Plugin Interface. CHAMPgov architecture component that enables state-specific business rules, workflows, forms, integrations, and operational configurations without modifying the core platform.
Tyler Data & Insights	Tyler Technologies' reporting, analytics, dashboard, and business intelligence capability used in conjunction with CHAMPgov reporting services.
UADM	Unified Agency Data Model. CHAMPgov's customer-centric data model that connects customer, credential, vehicle, ownership, commercial motor carrier, and related agency information through a common framework.

5.3.6.2.3 Proposed Solution

5.3.6.2.3 Provide a detailed narrative description of the Vendor's proposed solution which describes how the Vendor's proposed solution addresses the requirements of WVDMV as outlined in this RFP. Utilize screen shots and other visuals as appropriate.

WVDMV can replace its legacy mainframe Driver Licensing System and retire the existing AAMVA UNI environment through implementation of CHAMPgov, a cloud-native Driver Licensing modernization platform designed specifically for state motor vehicle agencies. The proposed solution provides a modern system of record for driver licensing and credential management while supporting the phased retirement of aging technologies, modernization of AAMVA services, and deployment of scalable architecture capable of supporting WVDMV's long-term operational, regulatory, and service delivery needs. The Tyler team's implementation approach aligns directly with WVDMV's stated goals to retire the existing mainframe Driver Licensing System, modernize AAMVA integrations, improve operational efficiency, support Mobile ID initiatives, expand digital services, and establish a modern platform capable of adapting to future business and legislative requirements.

Cloud-Native Value

Unlike traditional DMV systems that were originally developed as on-premises products and later adapted for cloud hosting, CHAMPgov was built as a cloud-native SaaS platform from inception. For WVDMV, this means the State can scale capacity as transaction volumes change, recover quickly from service interruptions, deploy enhancements without disruptive upgrades, and avoid the recurring infrastructure replacement cycles associated with aging platforms. The practical benefits of this approach have already been demonstrated through the team's Driver Licensing System Modernization for the Louisiana Office of Motor Vehicles, where the Tyler team replaced a legacy Unisys mainframe system in 12 months. Since production launch on September 16, 2026, Louisiana has operated the platform with 99.9% uptime, response times below two seconds, approximately 1,500 concurrent users, and more than 582,000 processed AAMVA transactions. WVDMV can leverage the same cloud-native platform, implementation approach, and operational model to reduce implementation risk and accelerate modernization outcomes.

Cloud-Native Delivery Model

WVDMV will benefit from a fully managed Software-as-a-Service (SaaS) delivery model hosted within a secure Amazon Web Services (AWS) environment operated and maintained by the Tyler team. Under this approach, the vendor is responsible for infrastructure provisioning, monitoring, maintenance, security updates, backup services, disaster recovery operations, and capacity management, allowing WVDMV to focus on business operations rather than cloud administration. This cloud-native architecture supports scalability, resiliency, operational continuity, and ongoing modernization while reducing the risks associated with maintaining legacy infrastructure.

Unified Platform

The proposed solution combines driver licensing, credential management, customer service, workflow automation, reporting, document management, integration services, digital identity management, and digital service delivery within a unified architecture. As a result, WVDMV can manage credential issuance, driver history, compliance activities, investigations, notifications, reporting, and customer interactions from a single platform rather than relying on numerous disconnected systems and interfaces. The platform's customer-centric architecture links customer, credential, vehicle, and related business information through a unified data model that supports a common view of customer activity and services across the agency.

The following figure presents the proposed CHAMPgov functional architecture which was deployed for the Louisiana Office of Motor Vehicles; it demonstrates how the platform integrates core driver licensing capabilities, data services, external systems, and operational components within a unified environment.

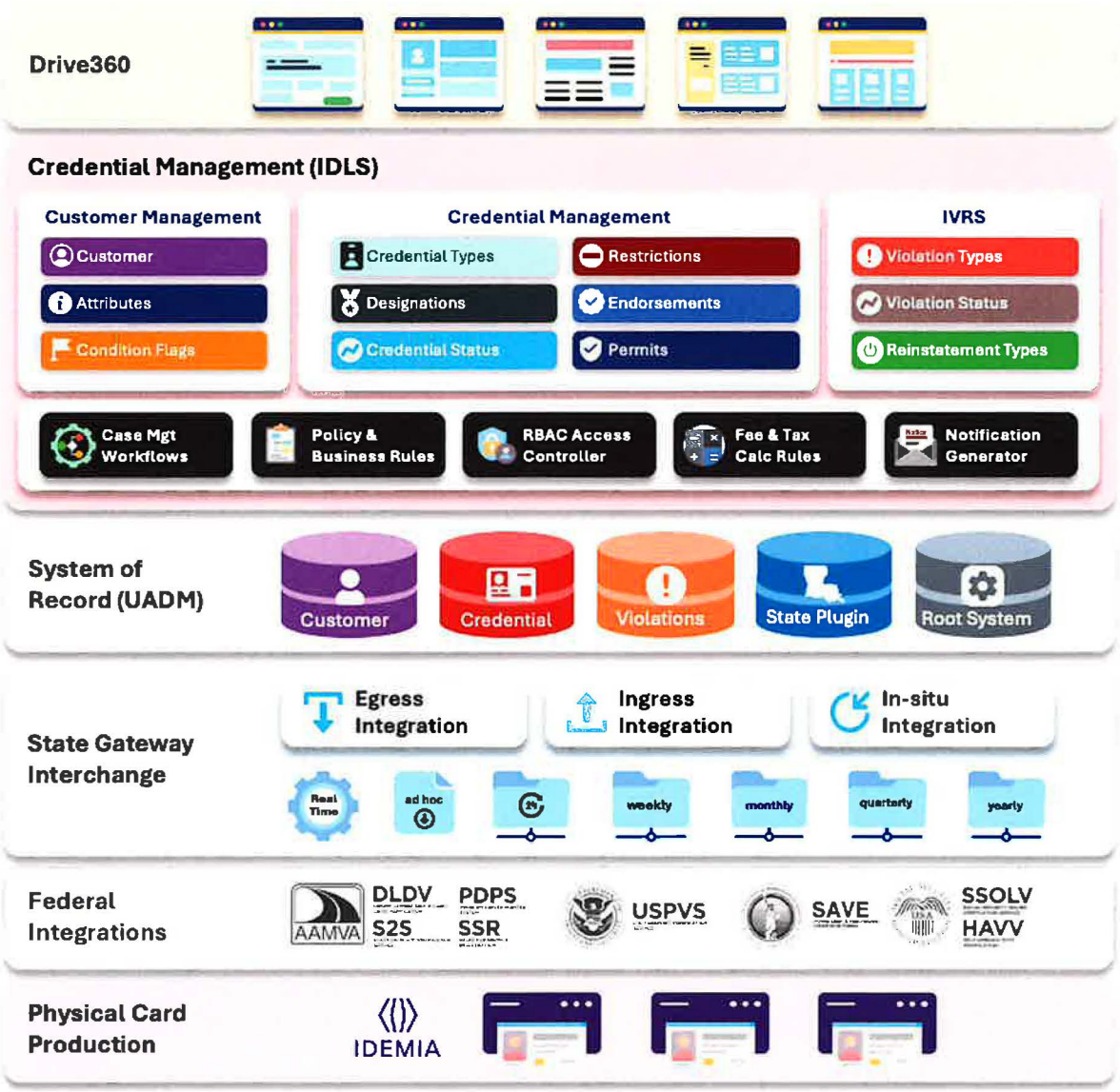


Figure 1: CHAMPgov Functional Architecture

Platform Components

To support WVDMV's objectives, the CHAMPgov platform includes several integrated components that directly align with WVDMV's requirements and are proven components from the implementation for Louisiana:

- Clerk360 provides a unified workspace that supports driver licensing operations, customer service activities, workflow management, document access, and case management through a single user experience. The solution was designed specifically to eliminate the need for staff to navigate numerous disconnected applications while providing a comprehensive view of customer, credential, and related DMV information.

- **Identity & Driver Licensing Services (IDLS)** serves as the core Driver License System and supports Driver Licenses, Identification Cards, REAL ID credentials, Commercial Driver Licenses, Mobile ID, driver history management, violations, suspensions, reinstatements, identity verification, and credential lifecycle management.
- **Business Process Management (BPM)** supports medical review, investigations, insurance compliance, correspondence management, sanctions, provider submissions, and workflow automation. By using configurable workflows rather than extensive software customization, WVDMV can more easily adapt to future policy and operational changes.
- **State Gateway Interchange (SGI)** provides the REST-based integration framework supporting State-to-State, SPEXS/DHR, DACH, EEE, NRCME, USPVS, CDLIS, PDPS, SSOLV, DLDV, SAVE, and other required integrations while reducing the complexity traditionally associated with AAMVA connectivity.
- **Unified Agency Data Model (UADM)** provides a customer-centric system of record that supports customer, credential, vehicle, commercial motor carrier, and entity data within a single architecture. This model enables WVDMV to maintain a consolidated view of customer activity, improve data integrity, and support future modernization initiatives.
- **Dashboard Analytics & Reporting (DAR)** and Tyler Data & Insights provide operational reporting, executive dashboards, auditing, business intelligence, workload analysis, and performance monitoring capabilities that support informed decision-making across the agency.

Proven Delivery Model

WVDMV can leverage a proven driver licensing system modernization approach that has already been successfully applied in Louisiana, allowing the State to benefit from established implementation practices, reusable delivery assets, and lessons learned that reduce risk, accelerate deployment, and support achievement of the required project milestones.

From kickoff to production, CHAMP replaced Louisiana OMV's Unisys mainframe Driver Services system in 12 months and upgraded AAMVA connectivity from UNI to REST in 11 months. The implementation retired the mainframe and 12 separate web applications, converted approximately 90 million historical records, trained 1,500 analysts through 21 training modules, and delivered more than 200 integrations. WVDMV can reuse the same platform components, implementation artifacts, conversion framework, testing practices, AAMVA engagement sequence, training assets, and lessons learned to reduce schedule and execution risk.

WVDMV Experience

The Tyler team brings significant incumbent knowledge of the WVDMV environment. Our team currently supports WVDMV's DTRS, OpenText AppEnhancer integration, online DMV services, appointment scheduling, insurance verification, payment processing, reporting functions, and numerous third-party integrations. Existing knowledge of WVDMV's operating environment, interfaces, business processes, and customer service workflows reduces discovery effort, minimizes integration risk, and allows project activities to focus on modernization rather than re-learning existing operations.

Delivery Commitments

WVDMV can leverage a proven driver licensing platform and an experienced delivery team to implement REST services against the existing mainframe within 12 months, deploy the MVP Driver License System within 18 months, and achieve production readiness by January 1, 2028. Our work in Louisiana demonstrates our team's ability to meet comparable milestones: the new system launched in 12 months from kickoff, AAMVA REST was completed in 11 months, and the legacy mainframe was fully retired.

Delivery for West Virginia will remain accountable to the State's testing, training, conversion, security, go live, stabilization, and acceptance criteria.

In addition to this description of the proposed solution, we are providing inline responses to RFP Sections 4.2 and 4.3 below with a summary table at the beginning of each section in 4.2 Project Goals and Mandatory Requirements to provide an at-a-glance view of each requirement, with columns for Meet/Exceed, Proven Functionality/Configuration/Development, and the page number(s) of the proposal on which our response to each requirement can be found.

System Screenshots

Tyler has provided the following screenshots of the Louisiana CHAMPgov Driver Services solution grouped by functionality to demonstrate some common driver services processes. Below are the descriptions for each set of screen shots, followed by each set of screen shots sorted using the matching header prior to each set of images.

Set 1: Unified Driver Services Operating Environment

These screenshots demonstrate key components of the production Louisiana DRIVE360 solution and illustrate how CHAMPgov delivers a unified, customer-centric operating environment for driver licensing and related agency functions. Together, these examples show how WVDMV personnel can manage front-counter transactions, back-office processing, customer records, credentials, and related vehicle information from a common platform and shared data model.

Set 2: Credential Issuance Workflow

These screenshots demonstrate the production credential issuance workflow used by the Louisiana Office of Motor Vehicles through the DRIVE360 platform. Together, they illustrate how CHAMPgov guides agency personnel through a structured, rules-driven process for customer identification, credential selection, eligibility validation, document verification, and issuance preparation within a single, unified workspace. By presenting customer information, supporting documentation, business rules, and transaction requirements within one workflow, the solution helps improve processing efficiency, reduce manual effort, and support accurate and compliant credential issuance.

Set 3: Credential Verification, Checkout, and Fulfillment

These screenshots illustrate the final stages of the credential issuance process, where CHAMPgov automates eligibility validation, completes required verifications, calculates applicable fees, supports voter registration workflows, and prepares the transaction for issuance and fulfillment. Together, these screens demonstrate how the solution combines automated compliance checks, integrated fee collection, document generation, and final transaction review within a single workflow, helping WVDMV improve processing efficiency, reduce manual effort, and ensure accurate credential issuance.

Set 4: Violation and Reinstatement Management

These screenshots demonstrate CHAMPgov's integrated violation, suspension, and reinstatement management capabilities within the production Louisiana DRIVE360 implementation. Agency personnel can access a comprehensive view of driver violations, associated penalties, payment obligations, compliance requirements, hearing requests, supporting documentation, and reinstatement activities from a single workspace. This consolidated view improves case management, supports consistent application of business rules, and provides staff with the information needed to efficiently manage driver compliance and restoration of driving privileges.

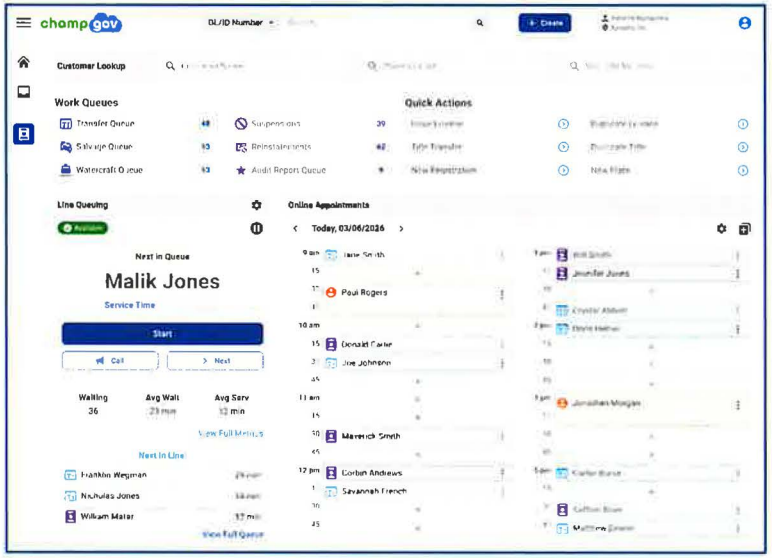
Set 5: Help Desk, Driver Inquiry, and Record Management

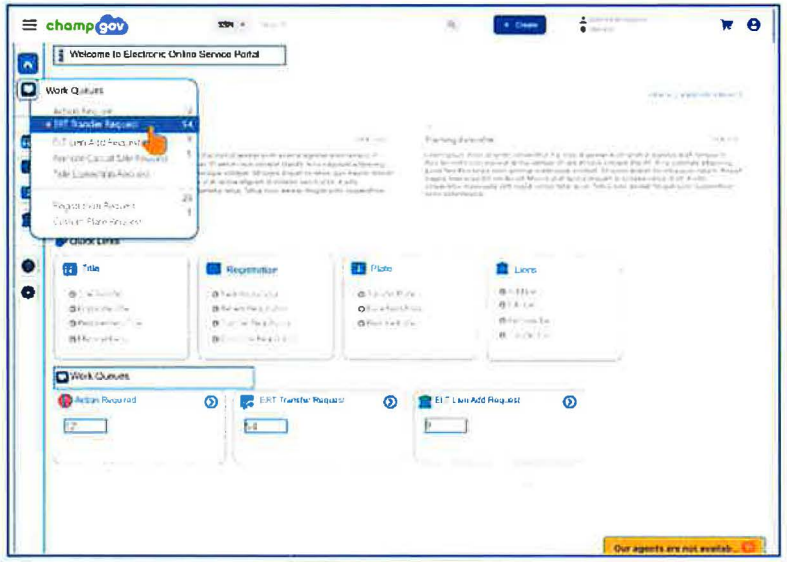
These screenshots demonstrate CHAMPgov's Help Desk and customer record management capabilities within the production Louisiana DRIVE360 implementation. Agency personnel can perform interstate driver inquiries, request and review SPEXS responses, manage AAMVA pointer transactions, investigate customer records, and identify potential duplicate customer records through a centralized service console. This integrated approach improves data quality, streamlines customer support activities, and provides staff with efficient access to the information and tools needed to resolve customer inquiries and maintain accurate driver records.

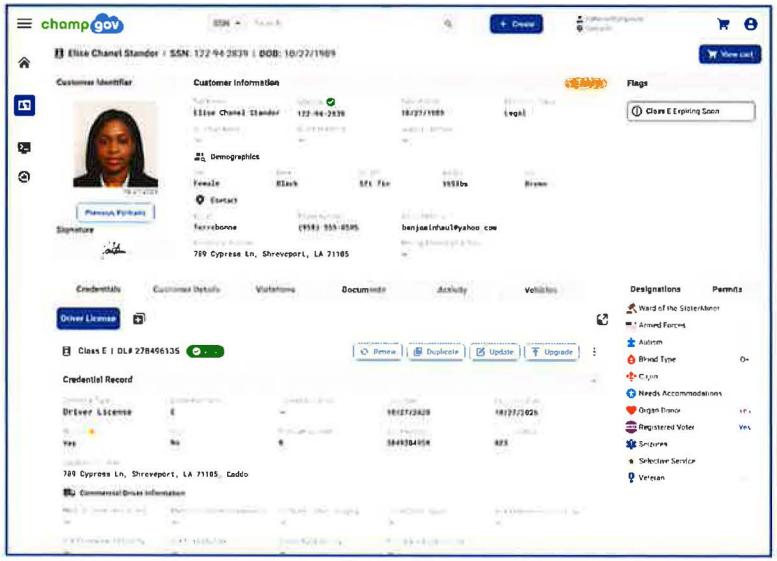
Set 6: Operational Dashboards and Reporting

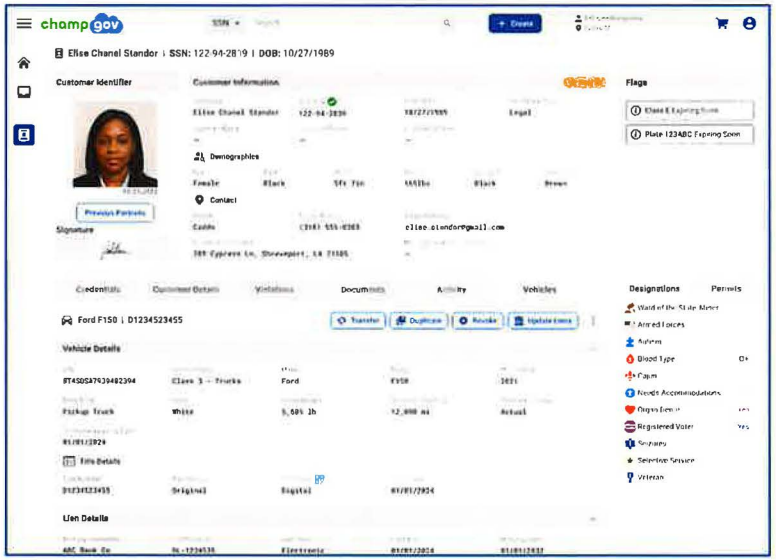
These screenshots demonstrate CHAMPgov's dashboarding and reporting capabilities, which provide WVDMV personnel with real-time operational visibility into service delivery, workload management, transaction activity, office performance, and revenue collection. Through configurable dashboards and detailed management reports, supervisors and agency leadership can monitor key performance indicators, identify trends, support operational decision-making, and improve oversight of driver licensing operations across the enterprise.

Set 1: Unified Driver Services Operating Environment

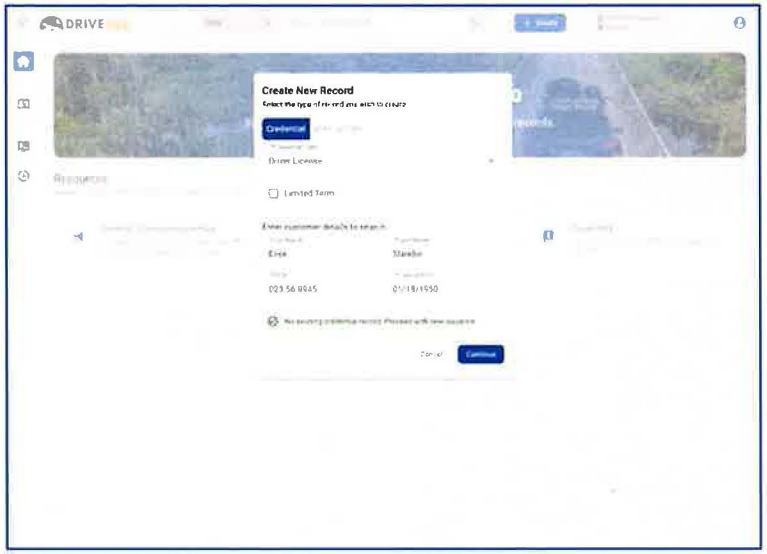


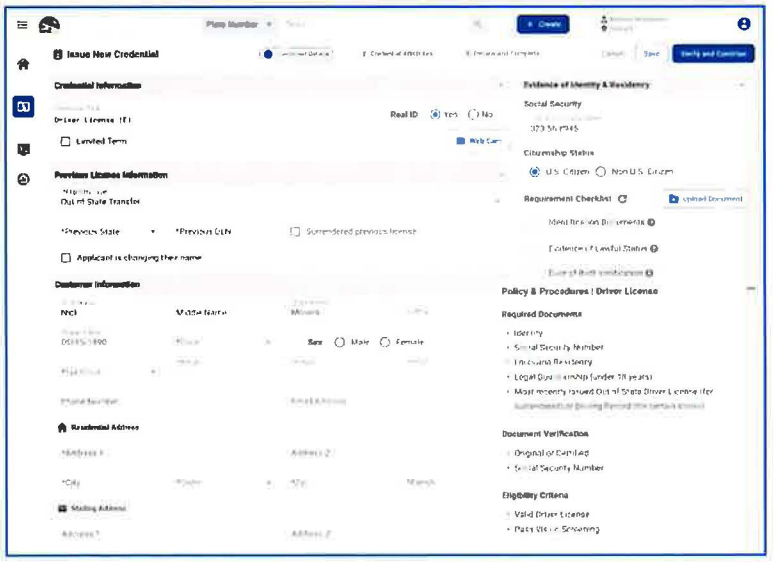


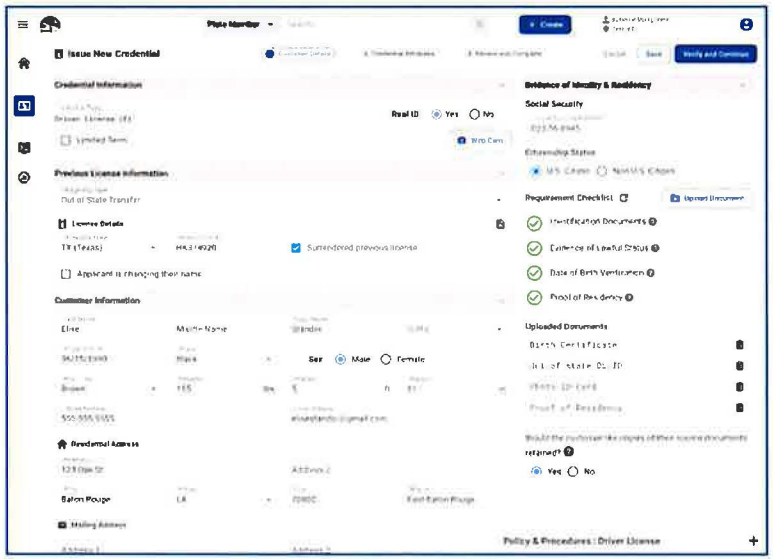


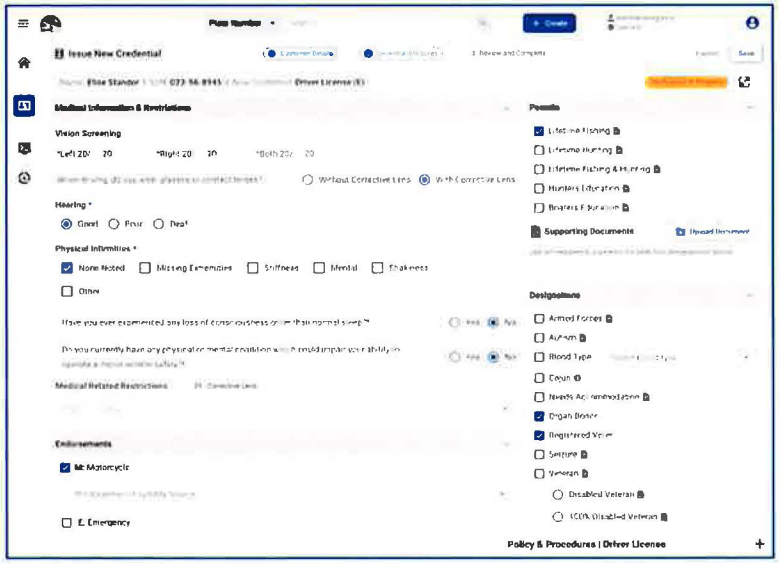


Set 2: Credential Issuance Workflow

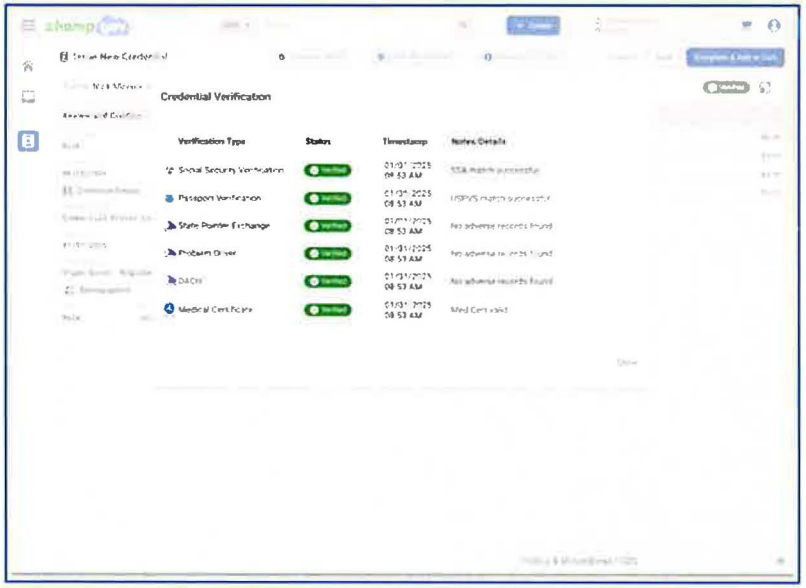


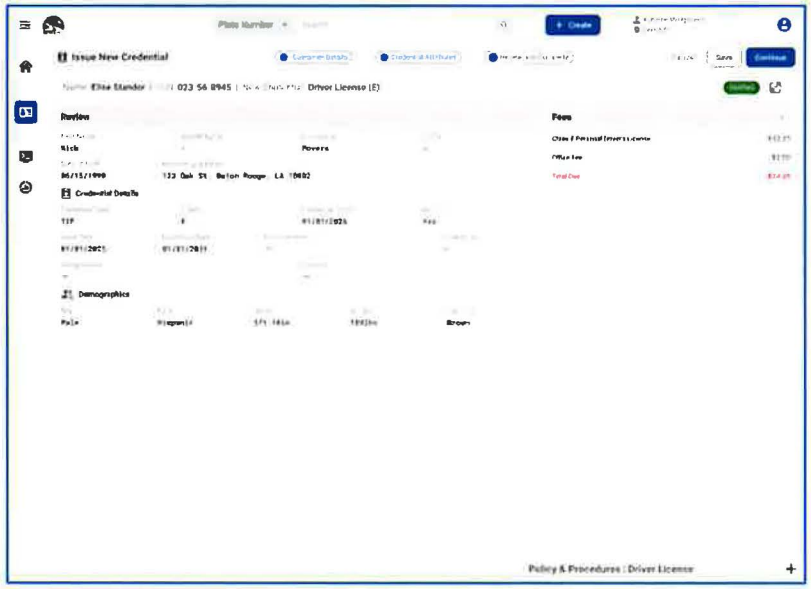


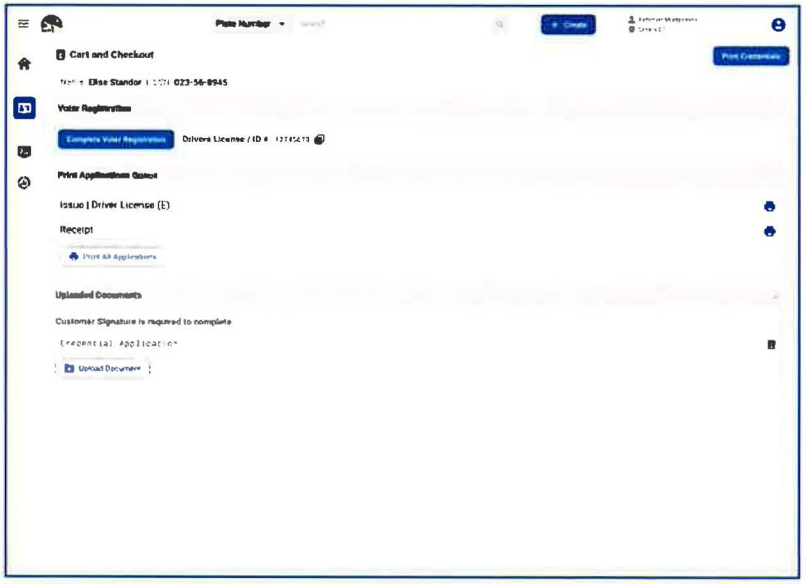


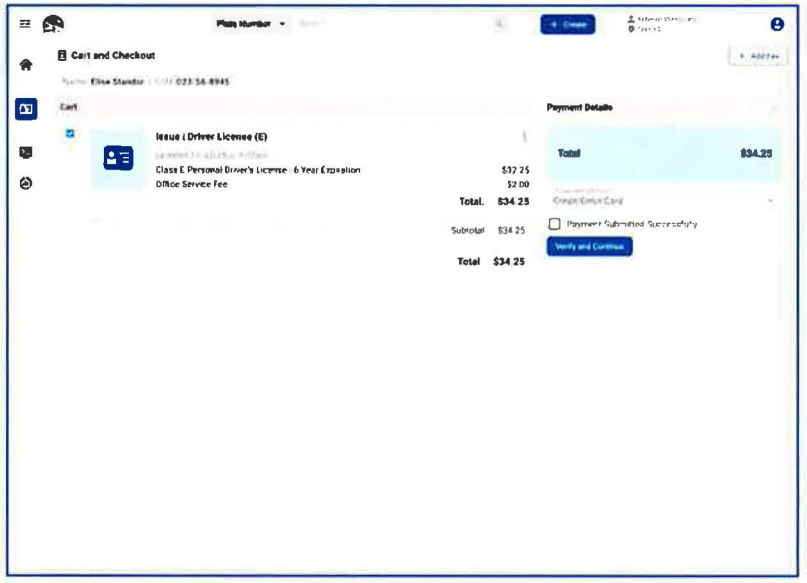


Set 3: Credential Verification, Checkout, and Fulfillment

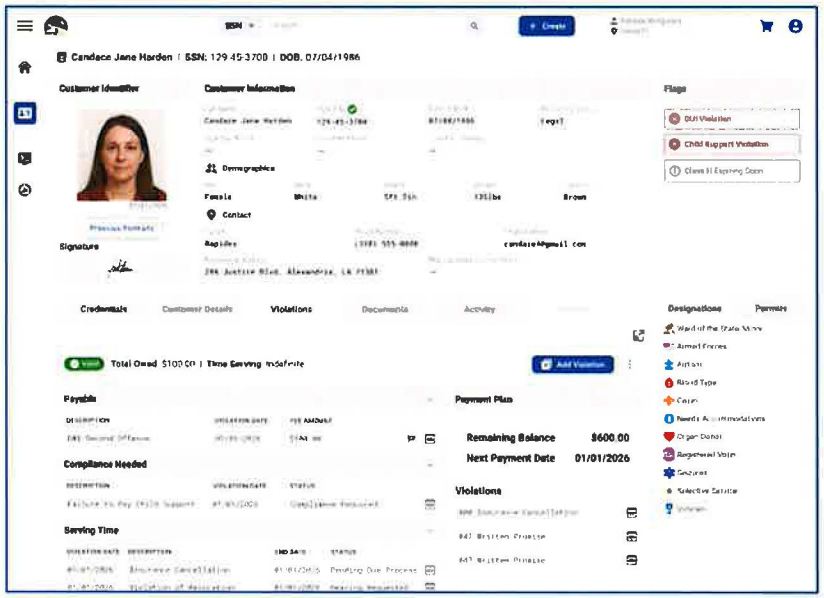


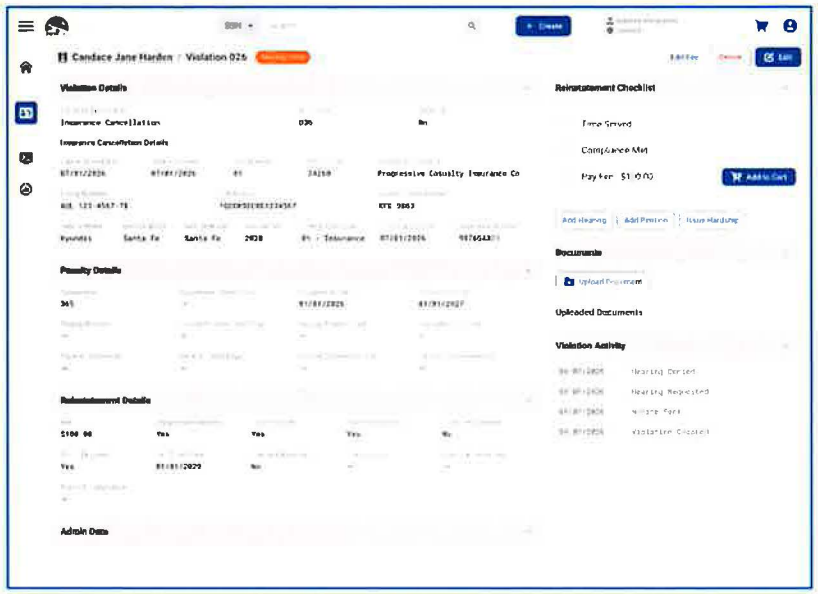




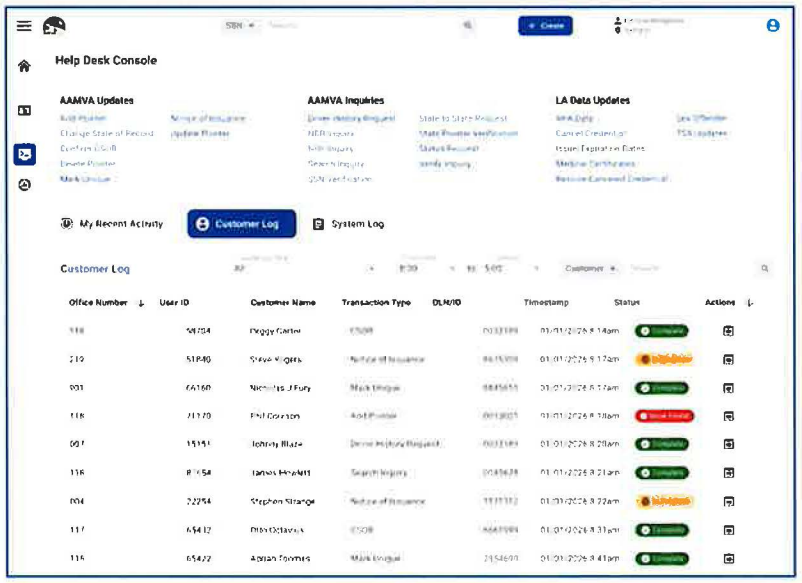


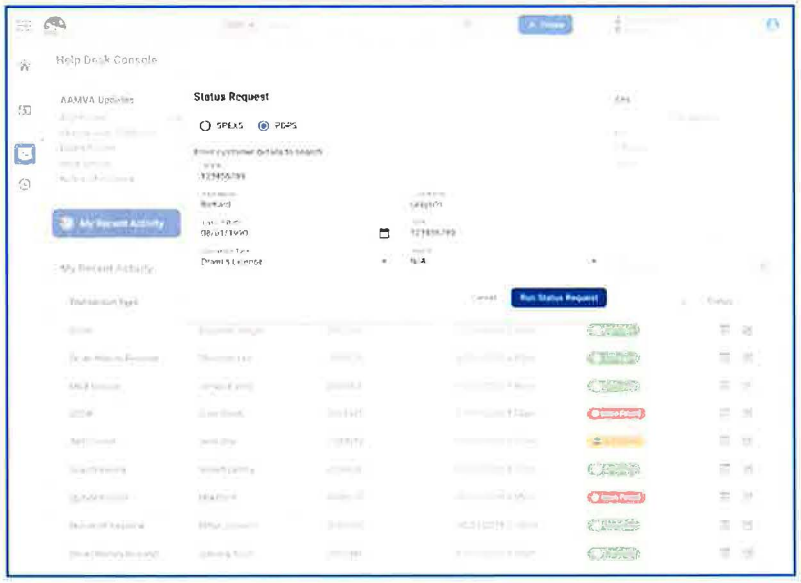
Set 4: Violation and Reinstatement Management

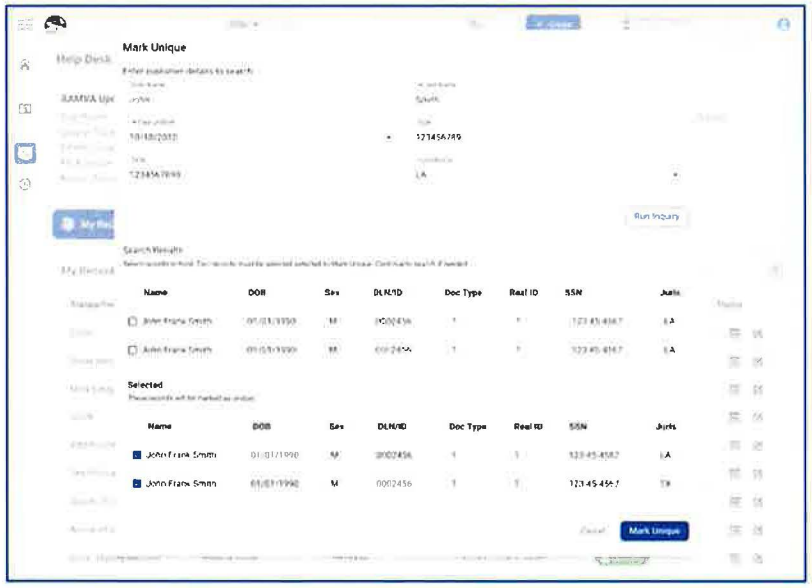


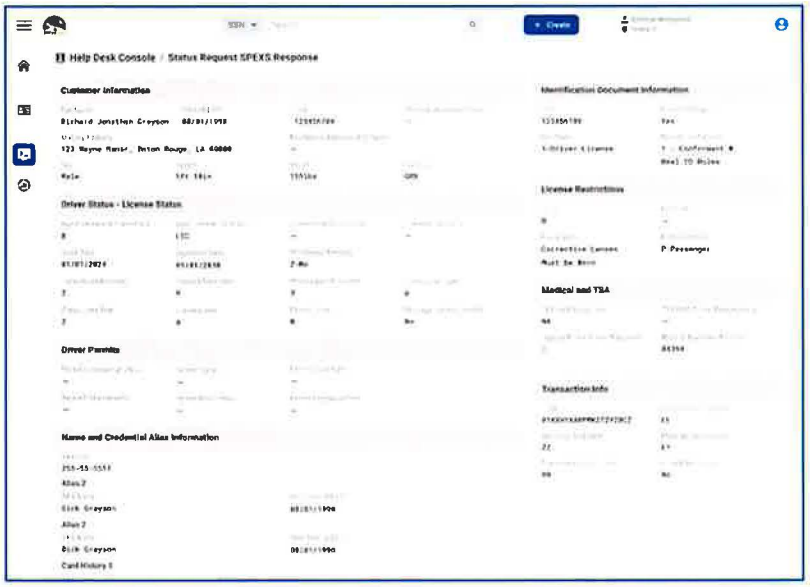


Set 5: Help Desk, PDPS Driver Inquiry, Record Management. SPEXS Response

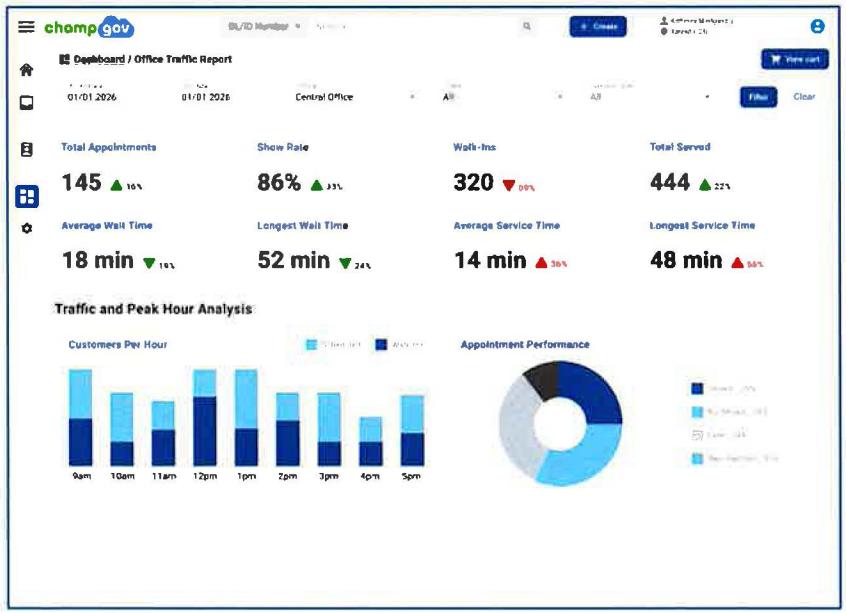


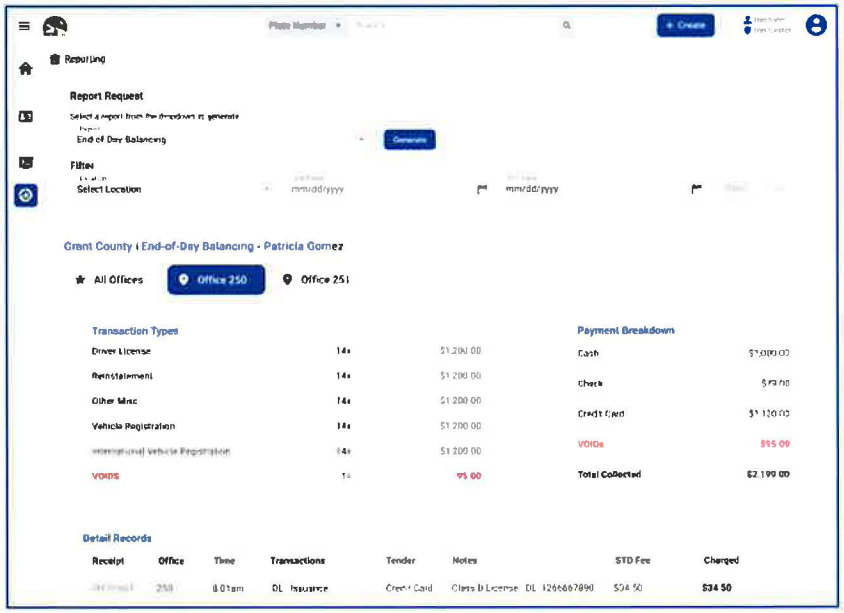






Set 6: Operational Dashboards and Reporting





4.2 Project Goals and Mandatory Requirements

The following responses demonstrate how the Tyler team satisfies WVDMV's goals, mandatory requirements, and desired objectives through a proven driver licensing system modernization platform and implementation approach. Wherever possible, the responses include evidence from our recent Louisiana Office of Motor Vehicles Driver Services modernization, providing WVDMV with measurable proof of successful delivery, large-scale system modernization, AAMVA REST implementation, statewide deployment, and production operations in an environment comparable to the scope of this procurement.

In addition, to assist with your evaluation, we are providing a table below with the list of requirements that the Tyler team exceeds and how they are exceeded.

Requirement Exceeded	How We Exceed the Requirement
4.2.2.3 – AAMVA REST Modernization	The proposed approach exceeds this requirement by leveraging recent experience completing a comparable AAMVA UNI-to-REST modernization for the Louisiana Office of Motor Vehicles. WVDMV benefits from proven integration patterns, testing practices, implementation assets, and lessons learned that reduce implementation and certification risk. Our team implemented the AAMVA REST API in 12 months and operates well below the national exception rate of 1.47% vs national average exception rate of 3.68%
4.2.2.4 – Production-Proven Driver Services Platform	The proposed solution exceeds this requirement through deployment of a Driver Services platform that is currently supporting statewide production operations for the Louisiana Office of Motor Vehicles. WVDMV receives a mature solution supported by personnel with recent experience configuring, deploying, and operating the proposed platform in a comparable DMV environment. The solution supports complex violations rules, customizable credentials, permits, and designations, and supports over the counter and central card fulfillment.
4.2.2.6 – Testing Experience	The proposed testing methodology exceeds this requirement by incorporating experience validating approximately 90 million converted records, more than 200 integrations, AAMVA services, end-to-end workflows, and statewide production readiness activities. WVDMV benefits from proven testing practices that have already been refined through a comparable modernization effort.
4.2.2.9 – Data Migration Experience	The proposed migration approach exceeds this requirement through recent experience converting approximately 90 million records as part of a statewide Driver Services modernization. The methodology incorporates lessons learned related to legacy business logic, distributed data sources, reconciliation, and production-data validation to improve migration quality and deployment readiness.
4.2.2.13 – WCAG 2.2 AA Accessibility	The proposed solution exceeds this requirement through compliance with WCAG 2.2 Level AA

Requirement Exceeded	How We Exceed the Requirement
	accessibility standards, advancing beyond the solicitation's WCAG 2.1 Level AA requirement while continuing to support Section 508 accessibility objectives. This provides WVDMV with a platform aligned to more current accessibility guidance and usability standards.
4.2.2.14 – Document Management Integration	The proposed solution exceeds this requirement by enabling authorized users to access indexed correspondence and document history directly from the unified customer workspace while maintaining integration with OpenText AppEnhancer. This approach reduces system switching and improves efficiency during customer inquiries, administrative reviews, and document retrieval activities.
4.3.2.2 – Key Personnel Experience	The proposed personnel exceed this requirement through experience levels that surpass the two-year minimum qualification threshold. Both the Functional Lead and Technical Architect have served in comparable leadership roles on CHAMPgov implementations and bring direct platform experience relevant to the WVDMV modernization effort.

Our team will deliver the proposed CHAMPgov platform as a web-based Driver License System and perform all services required to design, configure, develop, test, train WVDMV staff, deploy, and support in production. The proposed solution integrates with every WVDMV system as identified in Attachment B and allows authorized users to return all driver information pertaining to a customer through a single search.

Our proven approach follows the two phases WVDMV has defined: retiring the AAMVA UNI connection first and then replacing the mainframe as the State's system of record while performing the tasks for each in parallel. As a result, WVDMV can meet its AAMVA modernization deadline of January 1, 2028, retire the legacy Driver License System within 18 months of delivery order issuance, reduce operational risk associated with aging technologies, and remain fully operational throughout the transition. Tyler agrees to the liquidated damages as described in this requirement.

Phased Implementation

WVDMV can retire its AAMVA UNI connection through REST modernization while the mainframe continues as the interim system of record. This phase implements REST APIs, an enterprise API gateway, and State-to-State services that connect the existing mainframe to AAMVAnet for all required driver license communication, and it is targeted for completion within 12 months of delivery order issuance and no later than the January 1, 2028 go live date. Following deployment, the Tyler team operates the REST services in production and provides initial production support and stabilization.

The Driver License System MVP then becomes the State's system of record within 18 months of delivery order issuance, delivering all functionality required to retire the mainframe while maintaining integrations to the non-mainframe applications WVDMV retains. Both phases begin immediately upon award under a detailed project plan attached to the delivery order, with defined milestones and WVDMV acceptance at each deployment. This approach enables WVDMV to address its most time-critical dependency first, track progress against clear milestones, and transition to a modern system of record on a predictable schedule.

Approach Advantages

WVDMV can reduce implementation risk by separating time-critical AAMVA modernization from the broader system replacement, so the UNI retirement date does not depend on completion of the full MVP. The REST services delivered in the first phase are reused by the MVP, so no AAMVA interface is built twice, and the MVP is configured on an existing platform rather than custom developed, which shortens delivery and reduces defects compared with a single, large-scale replacement or a custom-built approach.

The primary trade-off is a short period in which the REST services support the mainframe before transitioning to the new system of record, which the Tyler team addresses through planned interface cutover and regression testing. By sequencing work around WVDMV's highest-risk dependencies and building on a proven platform, WVDMV can meet federal and AAMVA deadlines, avoid duplicate integration effort, and reach mainframe retirement sooner than alternative approaches would allow.

Continuity and Contingency

WVDMV can remain fully operational until the final system is complete. The mainframe continues as the system of record until the MVP is accepted, UNI remains available in parallel until REST services are validated with AAMVA, and each go live is governed by repeated mock conversions, full data reconciliation, go/no-go decision points, and rehearsed rollback plans approved by WVDMV.

Weekly schedule tracking, risk reviews, and early escalation allow the Tyler team to add resources or re-sequence work before delays affect milestones, and once in production the platform applies updates without taking the system offline. This approach enables WVDMV to protect service delivery, preserve interstate and law enforcement data exchange, keep every driver record accurate and available, and maintain confidence in the schedule throughout the transition.

Through a phased approach, a reusable integration foundation, and layered contingency planning, WVDMV can retire the AAMVA UNI connection and its legacy mainframe driver license system while maintaining uninterrupted service to the customers and partners who depend on it.

4.2.1 Goals and Objectives

Tyler can meet all of WVDMV's goals and objectives as detailed in the sections that follow.

4.2.1.1 Replace Legacy Mainframe with Supported Web-Based Application

WVDMV can replace its legacy mainframe driver license system with a modern, web-based application that the Tyler team provides and supports for the life of the contract. The proposed solution is a cloud-native platform that becomes the State's system of record for driver licensing, credential management, driver history, and compliance programs. Because the Tyler team maintains, secures, and upgrades the platform, WVDMV can move away from aging mainframe technologies and specialized legacy skill sets without taking on the burden of supporting a new custom application.

The transition is structured to protect day-to-day operations. REST modernization first retires the legacy UNI integration layer while the mainframe continues as the interim system of record, and the modernized Driver License System then assumes system-of-record responsibility once data has been converted, reconciled, and accepted by WVDMV. As a result, WVDMV can retire the mainframe on a controlled schedule, reduce operational risk associated with unsupported technologies, consolidate driver licensing functions onto one supported platform, and establish a sustainable foundation for future modernization.

Business Process Efficiency

WVDMV can improve business process efficiency by giving staff a single, browser-based workspace for issuance, renewals, driver history, suspensions, reinstatements, medical review, investigations, and correspondence. Authorized users can locate a customer once and view credentials, driver history, documents, case activity, and notices in one place rather than moving between multiple disconnected applications.

The platform applies configurable rules, guided workflows, automated task routing, and system-generated notices to reduce manual steps and re-keying of data. Routine transactions follow consistent, rules-driven paths, while exceptions are routed to the appropriate work queue for review. These capabilities enable WVDMV to shorten transaction times; reduce manual processing and data entry errors; apply business rules consistently across offices and units; improve workload visibility; and allow staff to focus on work that requires their judgment.

Continuity of Service

WVDMV can modernize its driver licensing environment with little to no interruption to customers. The proposed solution integrates with the systems WVDMV retains, including card production, online services and kiosks, cashiering, knowledge and skills testing, and the West Virginia Mobile ID program so the channels customers use today remain available throughout the transition. Customers keep their existing credentials, and driver records remain available to law enforcement and AAMVA partners at every stage.

Cutover risk is managed through repeated mock conversions, full data reconciliation, parallel validation against legacy results, structured testing, and rehearsed cutover and rollback plans approved by WVDMV before each go live. Go live activities are scheduled in coordination with WVDMV to avoid peak service periods. This approach enables WVDMV to maintain uninterrupted service delivery; protect the accuracy of every driver record; preserve continuity of interstate and law enforcement data exchange; and give staff and customers confidence throughout the transition.

Scalability and Change

WVDMV can rely on a platform designed to grow with transaction volumes and adapt as business needs evolve. The cloud native architecture automatically scales computing capacity to meet demand during peak periods such as REAL ID surges and renewal cycles, and its API-first design allows new partners, interfaces, and digital services to be added without needing to re-engineering the core system.

Business rules, fees, workflows, notices, and credential types are managed through configuration rather than custom code, so legislative, policy, and procedural changes can be implemented and tested quickly. The Tyler team delivers ongoing platform enhancements, security updates, and AAMVA standards changes, keeping WVDMV on the most current release. By combining elastic infrastructure with configuration-driven change, WVDMV can respond quickly to new legislation and federal requirements, absorb growth in transaction volumes, avoid costly redevelopment cycles, and keep its Driver License System current over the long term.

Through a vendor-provided and supported web-based platform, a controlled transition that protects customer service, and architecture built for change, WVDMV can retire its legacy mainframe driver license system and establish a modern foundation for driver licensing in West Virginia.

4.2.1.2 Single Vendor-Supported Platform with Common User Experience

WVDMV can perform its driver licensing functions within a single vendor-supported platform that gives staff one consistent user experience. The proposed CHAMPgov platform brings credential issuance, driver history, violations, suspensions, reinstatements, compliance programs, case management, correspondence, and reporting together in one application that the Tyler team provides, maintains, and supports, replacing the collection of mainframe screens, standalone tools, and manual workarounds staff rely on today.

Where WVDMV retains specialized systems, such as card production, knowledge and skills testing, and document management, the platform will integrate with those so staff can initiate and track that work from the same workspace. As a result, WVDMV can consolidate driver licensing functions onto one supported platform to the maximum extent possible and practical, reduce the number of applications staff must learn and maintain, and establish a single source of truth for every driver record.

Single Vendor Support

WVDMV can manage Driver Licenses, Identification Cards, REAL ID credentials, Commercial Driver Licenses, Mobile ID, driver history, suspensions, reinstatements, points, medical review, insurance compliance, handicap placards, investigations, and notifications within one platform. All functions share a common data model, security framework, rules engine, workflow engine, and audit trail, so a change made in one area of the platform is immediately available in all other areas of the platform.

Because the Tyler team is accountable for the entire platform, WVDMV works with one vendor for configuration, enhancements, security updates, defect resolution, and help desk support rather than coordinating across multiple providers. This approach enables WVDMV to simplify vendor management, eliminate duplicate data and reconciliation between systems, apply business rules consistently across programs, and reduce the long-term cost and risk of maintaining a fragmented application portfolio.

Common User Experience

WVDMV staff can complete their work through one browser-based workspace with consistent navigation, search, screen layouts, and transaction steps across every driver licensing function. Staff locate a customer once and view credentials, driver history, violations, documents, activity, and open cases from a single customer-centric record, while work queues and guided workflows present the next required action. The interface meets WCAG 2.2 AA accessibility standards and supports scanners, cameras, signature pads, and other peripherals used at the counter.

Each screen, menu, work queue, action, and data field is configured by user role through the State's Active Directory, so front counter, back office, medical review, investigations, and supervisory staff see only the information and tasks relevant to their responsibilities. These capabilities allow WVDMV to shorten training time, move staff between functions more easily, reduce errors caused by switching between systems, and deliver a consistent level of service across offices and units.

Through a single vendor-supported platform and a common role-based user experience, WVDMV can unify its driver licensing operations, improve staff productivity, and provide a consistent foundation for future modernization.

The following figures depict the unified user experience provided by CHAMPgov, enabling agency personnel to manage driver licensing functions, customer information, workflows, and supporting services from a single workspace.

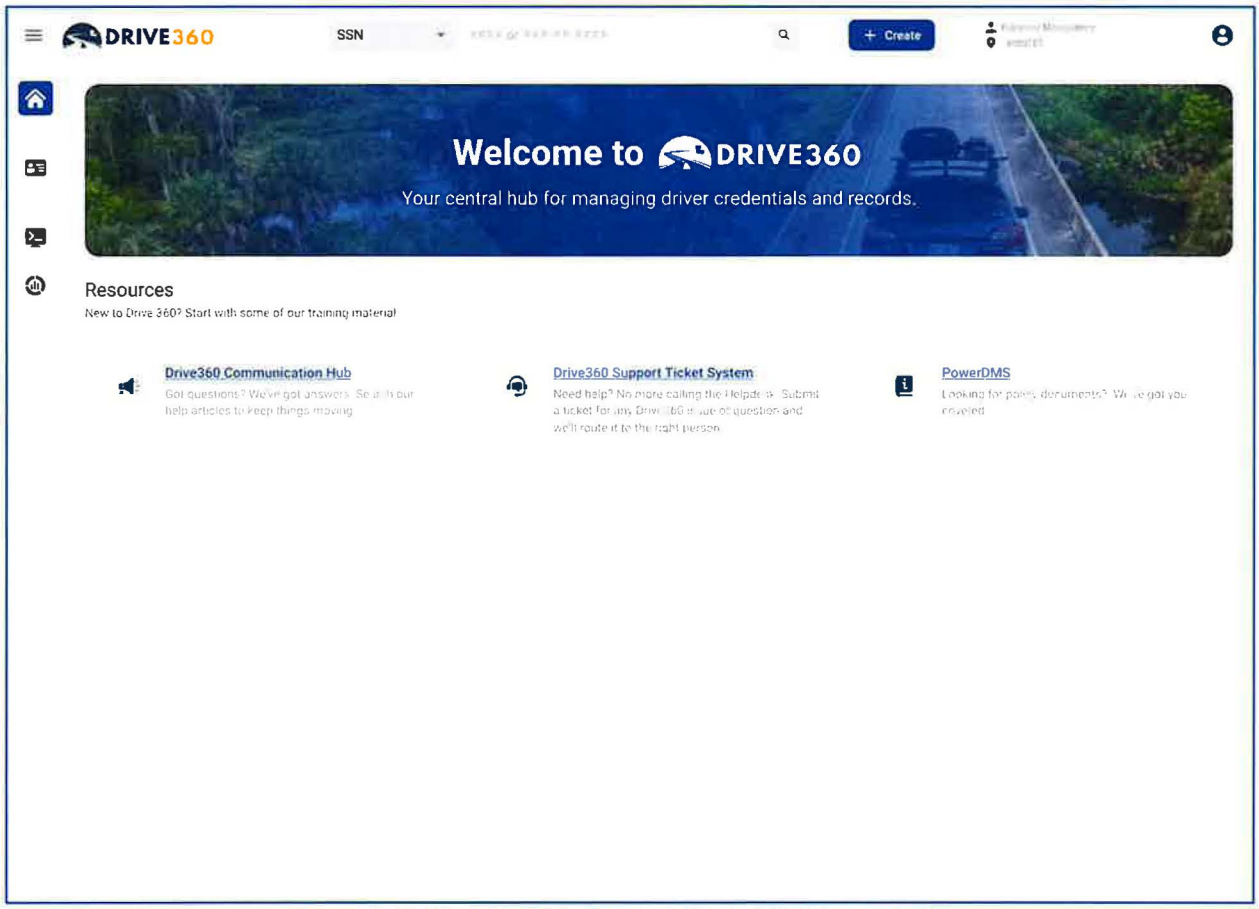


Figure 2: Unified Staff Workspace Central Hub Launch Page

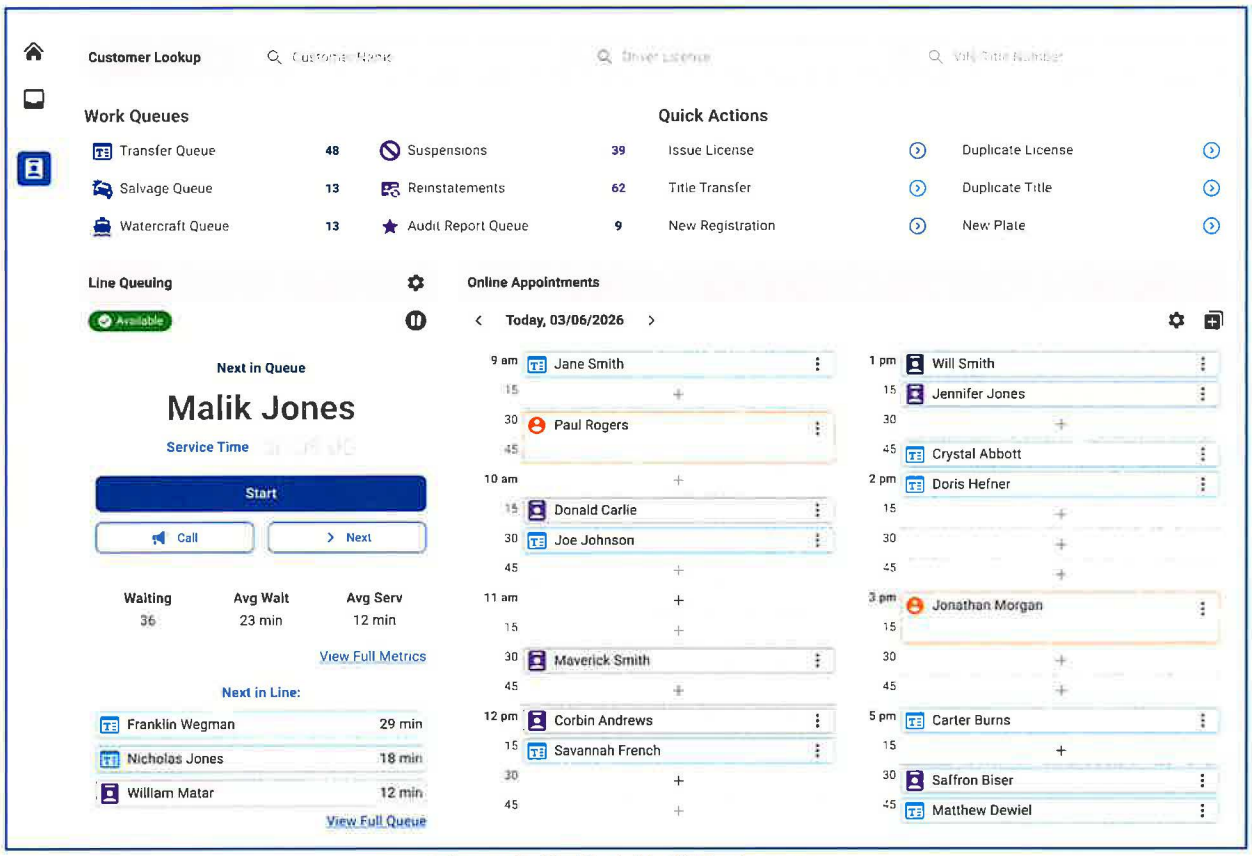


Figure 3: Unified Staff Workspace

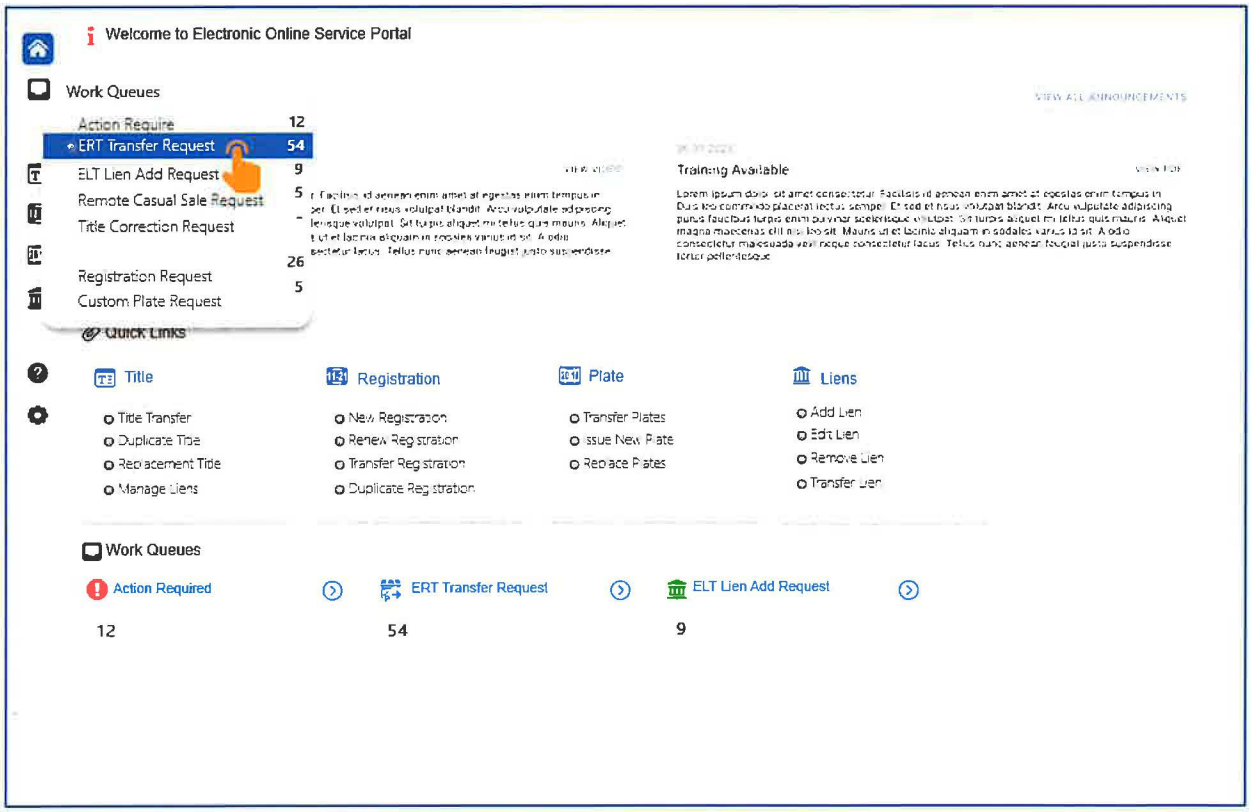


Figure 4: Back Office Workspace – Work Queues

4.2.1.3 Law Enforcement Support and Real-Time Search Capability

The proposed solution provides law enforcement agencies real-time access to accurate driver information and provides WVDMV management with daily business intelligence from the same system of record. Because every transaction updates the driver record as it is completed, officers, analysts, and managers all work from current information rather than batch extracts or delayed reports.

Law Enforcement Search

Law enforcement agencies can retrieve current driver status, credential details, restrictions, endorsements, suspensions, and driver history in real time through the State Police and NLETS interfaces identified in Attachment B, while authorized WVDMV investigators search by name, date of birth, or credential number through an intuitive, role-based workspace. Our approach enables WVDMV to support officer safety, provide immediate visibility into suspensions and revocations, and protect sensitive data through role-based access and full audit logging.

Additionally, Tyler is uniquely positioned to best support WV State Police as the current vendor managing the NLETS interface for vehicle information. This significantly reduces the technical burden to WV State Police, allowing established interfaces to be used for both vehicles and driver information.

Management Reporting and Audit

WVDMV management can access configurable dashboards and reports that are refreshed daily and track transaction volumes, workload, service levels, suspensions and reinstatements, compliance activity, and revenue. Every user action that accesses or updates a record is captured with user, action, date, and time, so auditors can review activity by user, record, or transaction without manual reconstruction. This allows WVDMV to monitor operations, respond to audit and legislative inquiries quickly, and make informed decisions using the latest operational data.

The following figures demonstrate how the CHAMPgov platform enables agency personnel to generate detailed operational and financial reports while using a centralized Help Desk Console to process AAMVA inquiries and updates, review transaction activity, monitor status, and resolve issues.

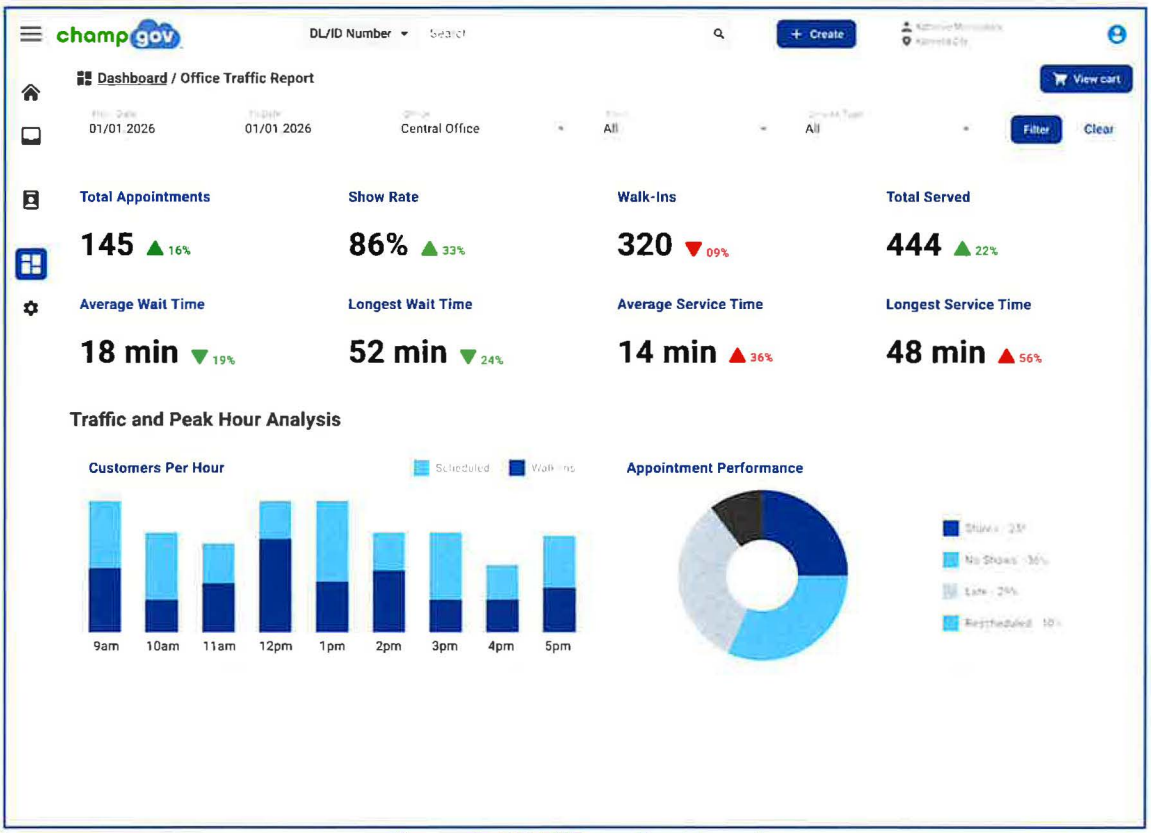


Figure 5: CHAMPgov Dashboard

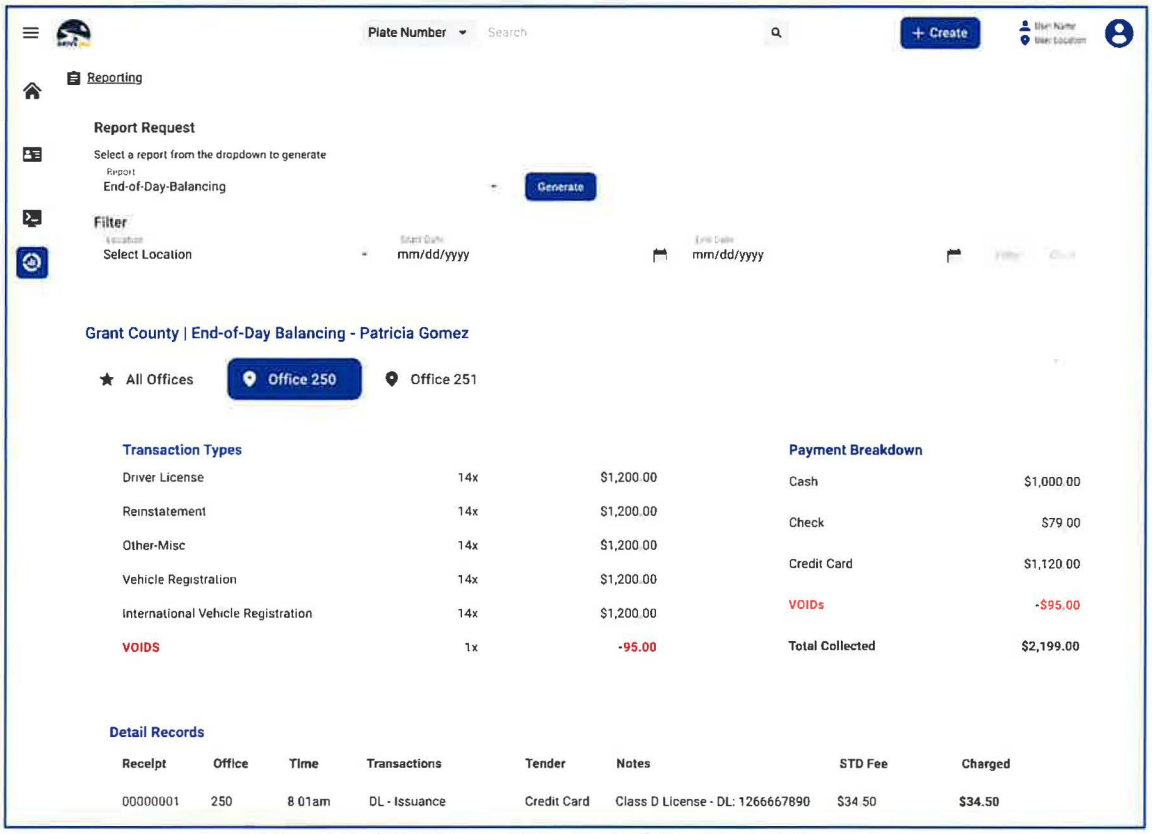


Figure 6: CHAMPgov Daily End-of-Day Report Example

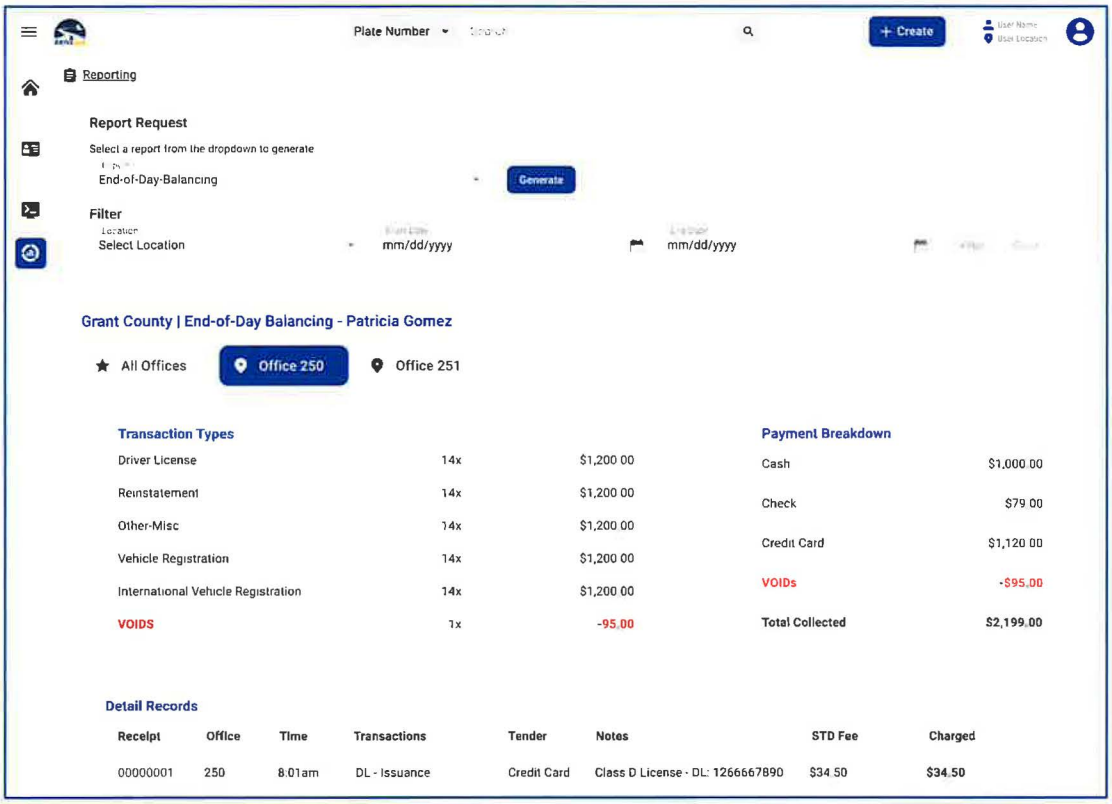


Figure 7: Report Request Screenshot

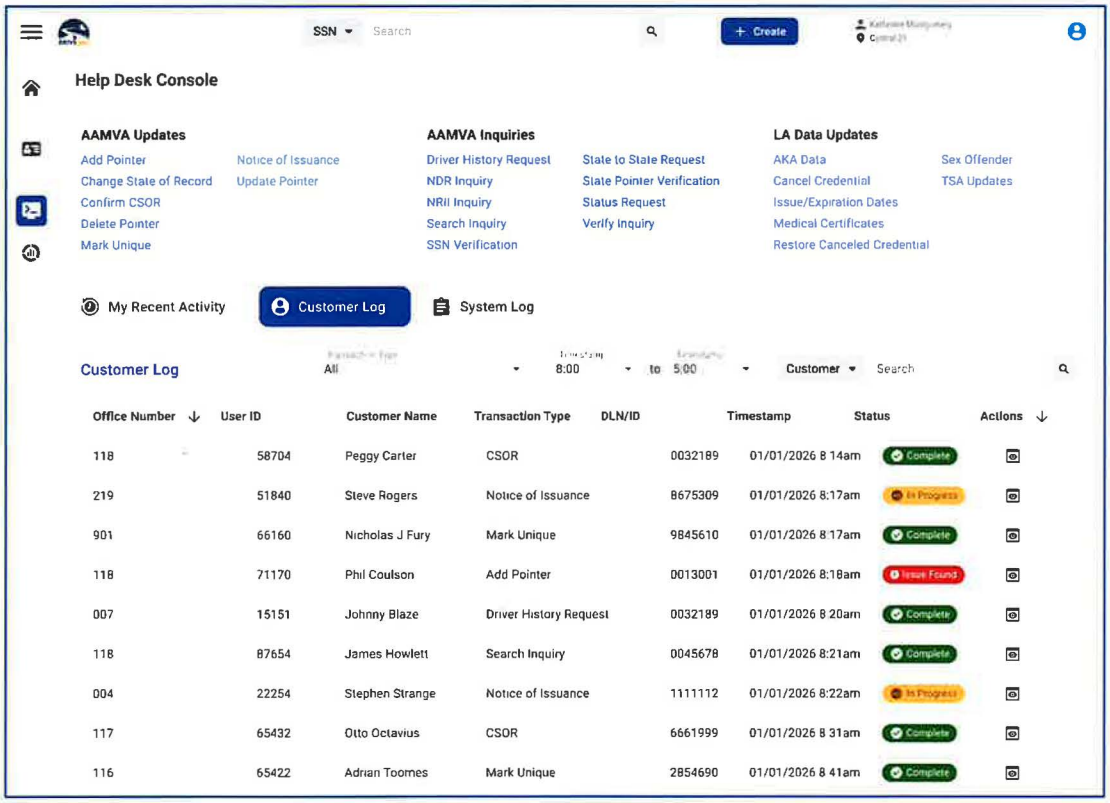


Figure 8: Centralized Help Desk Console

4.2.1.4 Interface with Other DMV Systems/Partners

The proposed solution can interface with all WVDMV systems and partner organizations as listed in Attachment B. We will conduct a detailed interface analysis during the project initiation phase to confirm data exchange requirements, protocols, security standards, and integration points for each interface.

Interfaces identified for initial project-phase implementation will be prioritized and delivered according to the project schedule. We will follow WVDMV-established integration standards and security protocols and will coordinate closely with each system owner to ensure compatibility, data integrity, and timely deployment. A documented interface specification will be produced and reviewed with WVDMV stakeholders before development begins for each interface. All interfaces will include monitoring (performance and security) and error-handling capabilities to support ongoing reliability and maintainability after go live.

4.2.1.5 Implement Programs in Accordance with AAMVA and Federal Standards

The proposed solution enables WVDMV to implement and modernize each specified program in full compliance with AAMVA and federal standards, retiring legacy dependencies while ensuring continuous interstate data exchange. Through our enterprise integration architecture and pre-built connectors, WVDMV can modernize these programs during the initial 12-month REST deployment to interface with the existing mainframe, allowing the agency to decommission the aging Unified Network Interface (UNI) connection well before AAMVA's sunset deadline, and then transition them to the Driver License System MVP as the permanent system of record without the need for duplicate development.

The following figures illustrate the State Gateway Interchange (SGI) framework used to integrate AAMVA, federal, state, and third-party services through a standardized REST-based architecture. This solution was used in Louisiana to support the AAMVA UNI to REST conversion in 11 months.

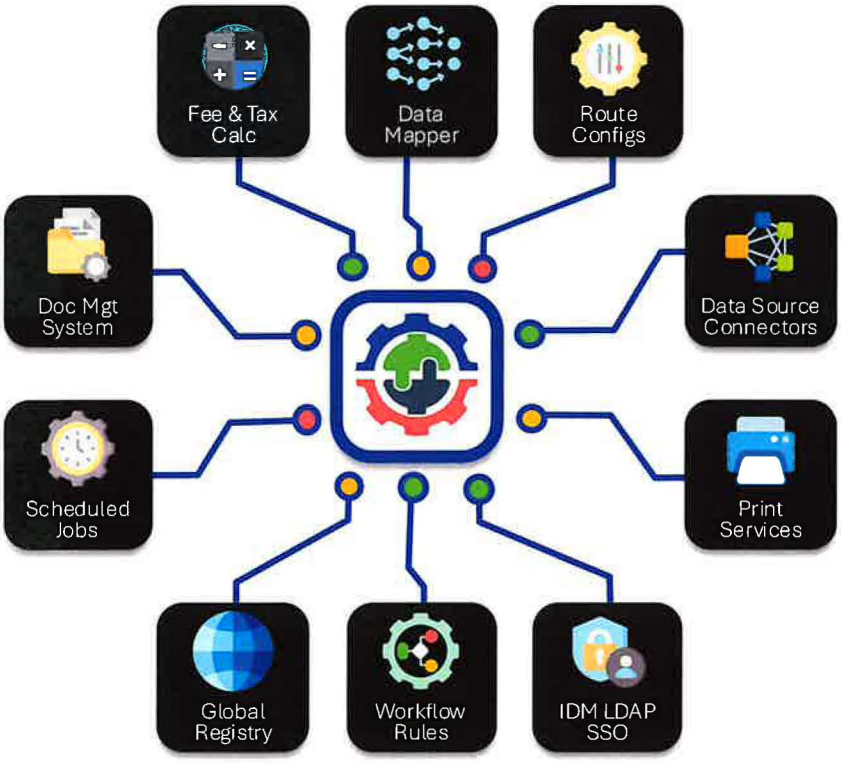


Figure 9: AAMVA REST Services and SGI Connector



Figure 10: SGI State Gateway Interchange Connectors

The proposed solution enables the new WVDMV system to utilize State to State (S2S) verification services and modernize Driver History Record (DHR) data exchanges to SPEXS 6.2 specifications. Implementing S2S allows agency personnel to instantly verify whether an applicant holds an existing credential in another participating jurisdiction, preventing multi-state credential issuance, reducing identity fraud, and supporting seamless record transfers. Upgrading DHR to SPEXS 6.2 equips WVDMV to exchange standardized conviction, withdrawal, and licensing history data in real time across the AAMVA network, ensuring out-of-state driver records are automatically ingested, parsed, and posted to the driver history without manual clerk intervention.

Commercial Driver Compliance

WVDMV can achieve full federal and AAMVA compliance for commercial driver oversight through automated integrations with Exclusive Electronic Exchange (EEE) and the Drug and Alcohol Clearinghouse (DACH) under SPEXS 6.3 standards.

- Implementing EEE eliminates paper-based conviction reporting, enabling WVDMV to transmit and receive commercial driver convictions and disqualifications electronically with other jurisdictions within federally mandated timelines.
- Integrating DACH SPEXS 6.3 enables automated, real-time queries against federal commercial driver clearinghouse records during credential issuance and renewal transactions, ensuring drivers with unresolved drug or alcohol violations are identified immediately and prevented from obtaining or renewing commercial driving privileges.

Medical and Identity Verification

The proposed solution enables WVDMV to automate medical certification validation and identity verification through direct integrations with NRCME and USPVS.

- Connecting to the Federal Motor Carrier Safety Administration (FMCSA)'s NRCME allows agency personnel to validate certified medical examiner credentials electronically, ensuring commercial drivers meet physical qualification standards while eliminating fraudulent paper medical cards.
- Integration with the Department of Homeland Security (DHS)'s USPVS enables real-time verification of U.S. passport data at the point of service, streamlining REAL ID credential workflows, reducing transaction times for residents
- , and ensuring robust identity validation.

Integration and Verification

WVDMV benefits from an integration framework that provides pre-built, reusable connectors to AAMVA and federal registries, including the DHS, FMCSA, and Social Security Administration (SSA). During transaction processing, the system executes real-time verification panels that query against required federal and national registries in parallel, returning transaction statuses, timestamps, and auditable notes directly within the staff workflow. This automation significantly reduces customer wait times at regional offices, eliminates manual data entry errors, ensures strict compliance with federal regulations, and provides leadership with comprehensive audit tracking across all inter-agency inquiries

4.2.1.6 Generate Digital Communication Copies and Store in WVDMV System

The proposed solution enables WVDMV to automate correspondence management through an electronic workflow that generates digital copies of all letters, forms, and notices triggered across driver licensing and compliance operations. As correspondence is generated and dispatched through the customer's preferred communication channel, the platform automatically creates a digital copy, attaches indexed metadata, and stores the document within the customer's electronic record and integrated document management repository (OpenText AppEnhancer), ensuring every communication is immediately available to authorized users without manual scanning, filing, or document retrieval activities.

AppEnhancer Integration

WVDMV benefits from automated, bi-directional archiving through pre-built connectors that integrate directly with WVDMV's document management repository, OpenText AppEnhancer. Utilizing enterprise integration connectors supporting standard web service protocols and secure messaging, the system transmits generated digital documents and their associated index values, including driver license number, customer identifier, document type, and generation timestamp, directly into OpenText AppEnhancer for centralized retention and regulatory compliance. This automated hand off eliminates manual indexing effort, reduces transmission delays, and ensures that the State's central document repository remains current with all agency correspondence.

Document Access

Agency personnel can view and retrieve previously generated documents directly within their unified web-based workspace without navigating away to a separate document system. When a staff member accesses a customer record, the system queries OpenText AppEnhancer through the integrated service layer and displays an indexed history of all generated and sent letters, received forms, and legal notices within a single interface. Authorized users can view, download, or re-print exact historical copies during customer inquiries, administrative hearings, or court proceedings. This unified access reduces transaction handling times, accelerates customer service resolution, maintains strict audit traceability, and ensures full compliance with West Virginia record retention guidelines.

4.2.1.7 Expedited Implementation Timeline

The proposed solution enables WVDMV to significantly compress implementation timeframes and mitigate the critical operational and technical risks of operating its legacy mainframe and sunsetting Unified Network Interface (UNI) connection. Rather than undertaking an extended multi-year custom software development cycle that often spans 24 to 36 months across the industry, our modernization methodology delivers driver and vehicle system replacements faster than ever before. By deploying a mature, cloud-native driver licensing platform supported by established implementation frameworks, WVDMV can achieve full production deployment of its REST-based AAMVA services within 12 months and deliver its MVP Driver License System within 18 months, ensuring WVDMV remains well ahead of the January 1, 2028 deadline.

Parallel Workstreams

WVDMV can lower delivery risk by implementing a phased, concurrent modernization model. In Phase 1, our team establishes the enterprise API gateway and implements REST services connected to the existing mainframe, allowing WVDMV to decommission the legacy AAMVA UNI environment without disrupting ongoing operations. In parallel, our team executes data profiling, cleansing, and iterative conversion routines for the MVP Driver License System, mirroring proven data migration methodologies utilized for the Louisiana Office of Motor Vehicles. This structured, front-loaded approach eliminates schedule compression at cutover and ensures that WVDMV transitions to its modern web-based system of record without operational disruption or loss of authoritative data.

Measurable State Benefits

Expediting the deployment schedule delivers immediate, measurable business outcomes for WVDMV and its customers. Across comparable state implementations, modernizing core systems on an accelerated timeline has eliminated backlogs, dropped transaction processing times from 30 days to a single day, reduced customer wait times in regional offices by 66%, and eliminated millions of physical paper records. By deploying modern automated workflows, real-time interstate validations, and a single pane of glass for agency staff, WVDMV can quickly retire aging mainframe dependencies, reduce reliance on specialized legacy technical skills, and deliver reliable, high-speed credentialing services statewide.

4.2.2 Mandatory Project Requirements

Tyler meets all mandatory project requirements set forth in this RFP. The following responses describe how our proposed solution complies with each mandatory requirement category and identifies specific areas where our solution exceeds the stated minimum.

4.2.2.1 Compliance with State and Federal Laws and Regulations

The proposed driver license solution fully complies with and supports the delivery of motor vehicle services in accordance with West Virginia State Code and Administrative Rules, AAMVA policies and standards, the REAL ID Act, the NHTSA and the FMCSA.

Credential Compliance

CHAMPgov enables WVDMV to manage end-to-end credential lifecycles for standard driver licenses, Commercial Driver Licenses (CDL), graduated driver licenses, learner permits, and state identification cards through automated statutory business rules and validation frameworks. To support REAL ID compliance, the platform validates identity, lawful status, West Virginia residency, and other eligibility requirements through configurable verification workflows, address validation services, and credential security controls to ensure compliant issuance of driver licenses and identification cards.

For commercial driver oversight under FMCSA and NHTSA regulations, the system enforces Commercial Driver License Information System (CDLIS) processing, commercial skills test integrations, and queries against the Drug and Alcohol Clearinghouse (DACH) and the National Registry of Certified Medical Examiners (NRCME) to prevent disqualified drivers from operating commercial vehicles. Credential suspension, revocation, and reinstatement tracking natively supports standardized AAMVA American Driver and Traffic Safety Education Association Code Dictionary (ACD) codes as well as West Virginia-specific violations across traffic convictions, court-ordered sanctions, administrative actions, and compulsory insurance compliance.

Federal Verification

WVDMV benefits from direct, automated interoperability with twelve federal and national registries, executing real-time data verification against Social Security Online Verification (SSOLV), Problem Driver Pointer System (PDPS), State-to-State (S2S) Verification Service, Driver License Data Verification (DLDV), U.S. Passport Verification Service (USPVS), and Systematic Alien Verification for Entitlements (SAVE). In addition, the platform complies with ISO 18013-5 and AAMVA mobile driver license standards, ensuring full interoperability with West Virginia Mobile ID and leading mobile wallets while protecting state-issued identity data.

Relevant Experience

WVDMV can rely on production-proven compliance from Louisiana DRIVE360. The solution fully supports credential issuance, renewal, duplicate, upgrade, downgrade, withdrawal, REAL ID identity verification, graduated licensing, reinstatement workflows, commercial driver requirements, State-to-State and PDPS pointers, Change State of Record, and 24x7 law-enforcement inquiry. Louisiana also implemented more than 500 violation codes mapped to AAMVA Code Dictionary standards and 75 license restrictions, demonstrating the platform's ability to support complex statutory rules through configuration.

By establishing automated, point-of-service compliance checks, WVDMV can eliminate manual verification delays, prevent unlawful or duplicate credential issuance, protect interstate highway safety, and maintain complete audit traceability in alignment with state and federal oversight requirements.

4.2.2.2 Compliance with West Virginia Enterprise Architecture Standards

After thorough review, the Tyler team has determined that the proposed driver licensing solution fully complies with the State of West Virginia Enterprise Architecture standards. Complete alignment with West Virginia Office of Technology (WVOT) policies will be maintained throughout design,

implementation, and ongoing production operations. We are familiar with these standards, and the current West Virginia implementation of CHAMPgov for vehicle services meets these standards.

Standards-Aligned Architecture

CHAMPgov enables WVDMV to implement a modern, cloud-native Software-as-a-Service architecture that adheres directly to the architectural principles, integration standards, and security controls defined by WVOT. The platform leverages an API-first design centered on standard RESTful web services, secure messaging protocols, and an enterprise integration layer that decouples core business logic from external systems. Agency personnel access the system entirely through standard, modern web browsers, eliminating client-side software dependencies, desktop emulators, and local workstation maintenance across all regional offices. In strict accordance with State enterprise standards, the solution integrates with the State of West Virginia's Active Directory for centralized identity management and single sign-on, enforces granular role-based access permissions, maintains comprehensive audit logs, and secures sensitive customer data with FIPS 140-2 validated encryption both at rest and in transit. The hosting environment incorporates automated load balancing, fault tolerance, and geographically separate disaster recovery to meet the State's stringent reliability and high-availability criteria.

West Virginia Experience

WVDMV benefits from an implementation team that possesses demonstrated experience operating within West Virginia's enterprise technical environment. Our team serves as an active technology partner to WVDMV, having successfully delivered electronic registration and titling capabilities in full compliance with WVOT technical and security standards within an expedited nine-month delivery window. This underlying architecture has been implemented across peer state motor vehicle jurisdictions, including credentialing modernization for the Louisiana Office of Motor Vehicles.

State Benefits

Aligning with State Enterprise Architecture standards enables WVDMV to eliminate legacy technical debt, lower infrastructure maintenance costs, and ensure consistent cybersecurity governance across all driver licensing operations. This architectural consistency reduces integration complexity with internal and external state systems, simplifies technical support for WVOT personnel, and provides a scalable, sustainable platform that supports the agency's operational goals and ensures timely system delivery prior to January 1, 2028.

4.2.2.3 Implement REST Services Connected to Existing Mainframe

The proposed solution enables WVDMV to implement RESTful services connected to the existing mainframe Driver License System, decommission the legacy AAMVA Unified Network Interface (UNI) connection within 12 months of delivery order issuance, and operate the environment as a fully managed service in production.

REST and API Architecture

The proposed solution enables WVDMV to replace the legacy AAMVA UNI integration layer with a modern enterprise API gateway and standardized REST services while the mainframe remains the State's interim system of record. To support parallel execution across workstreams, our team establishes distinct acceptance gates for each task, ensuring schedule predictability and rigorous quality control throughout the 12-month delivery window. The enterprise API gateway acts as the secure mediation layer between external networks and the mainframe environment, translating legacy copybook data structures into modern JSON payloads and standard RESTful endpoints.

AAMVA Connectivity

WVDMV benefits from pre-built, reusable integration connectors that interface directly with AAMVAnet, facilitating real-time transactions for all required programs, including State-to-State (S2S), Driver History Record (DHR/SPEXS), Commercial Driver License Information System (CDLIS), and other national registries. The gateway enforces modern security, protocol mediation, message validation, rate limiting, and traffic routing, insulating the mainframe from integration spikes while maintaining low latency.

Managed REST Operations

Our team will operate the RESTful services in production under a comprehensive Fully Managed Service model. We retain end-to-end operational responsibility for API management, continuous infrastructure and service monitoring, routine and emergency patching, automated scaling, and first-line incident response in accordance with the service levels defined in the RFP. Agency leadership and technical staff will receive detailed operational runbooks, real-time service health dashboards, and monthly operational reports detailing transaction volumes, response latencies, error classifications, and SLA adherence.

Go Live and Acceptance Criteria

WVDMV can verify readiness across every facet of deployment by evaluating strict, demonstrable go live criteria:

- Validated OpenAPI specifications for every REST endpoint, backed by fully executed interface agreements with all internal and external interface owners.
- Successful implementation and end-to-end testing of the State-to-State (S2S) connection across the AAMVA network.
- Provisioning and configuration of a high-availability Enterprise API Gateway meeting State of West Virginia Enterprise Architecture standards.
- Successful completion and formal WVDMV approval of system testing, end-to-end integration testing, independent security and vulnerability testing, and load and performance testing.
- Successful completion and formal sign-off by the Agency Project Steering Committee of user acceptance testing (UAT).
- Execution of parallel runs demonstrating functional and performance parity between the new RESTful services and the legacy UNI across representative transaction sets.
- Submission of comprehensive data mapping reconciliation reports confirming bi-directional traceability from mainframe copybook fields to new API fields, demonstrating acceptable exception rates.
- Verification of zero open Critical (Severity 1) issues or deficiencies.
- Remediation of all High (Severity 2) issues, or submission of a WVDMV-approved workaround and remediation plan for any non-blocking issue.
- Approval by WVDMV of a binding work plan with definitive remediation timelines for all open Minor (Severity 3) items.
- Delivery of fully documented rollback procedures, operational runbooks, and a mutually agreed cutover plan approved by WVDMV leadership.

Final Acceptance

Following production go live, the system will undergo a 90-day period of continuous operations with zero Critical defects before WVDMV grants Final Acceptance of the deliverable, ensuring the new integration layer is fully stabilized.

Delivery Proof

WVDMV can rely on a modernization methodology and integration framework proven in Louisiana. CHAMP completed the AAMVA UNI-to-REST upgrade in 11 months by following AAMVA's kickoff, proof-of-concept, informal testing, readiness testing, structured testing, performance testing, and deployment phases. Louisiana is live on SPEXS 6.4, including State-to-State, Driver History Record, Commercial Driver License Information System, Change State of Record, Drug and Alcohol Clearinghouse, and National Registry II medical certification, as well as Problem Driver Pointer System, Driver License Data Verification, Help America Vote Verification, Social Security Online Verification, and U.S. Passport Verification Service.

Since go live, Louisiana processed 582,450 AAMVA service transactions with an exception rate of approximately 1.5%, compared with the cited AAMVA service-level threshold of approximately 3%.

WVDMV Benefits

By deploying RESTful services and an enterprise API gateway within 12 months, WVDMV eliminates the critical business risk of AAMVA's impending UNI sunset without forcing an immediate, risky cutover of the core driver licensing database. This approach allows the State to decommission aging integration software on an expedited schedule; establishes reusable REST services that the Driver License System MVP will consume directly in Phase 2; enhances transaction visibility for agency administrators; and ensures uninterrupted credentialing services for West Virginia residents and commercial drivers.

WVDMV benefits from an experienced partner with an active track record in West Virginia, having achieved a 99.99% production uptime against a 99.5% SLA across state motor vehicle operations. This technical approach directly reflects proven integration patterns deployed for the Louisiana Office of Motor Vehicles credentialing modernization.

4.2.2.4 implement Minimum Viable Product Driver License System

The proposed solution enables WVDMV to implement an MVP Driver License System that fully replaces the legacy mainframe Driver License System within 18 months of delivery order issuance, transitions authoritative system-of-record operations with zero loss of data, maintains all retained non-mainframe integrations, and operates as an API-driven, cloud-native web application with zero client desktop dependencies.

Web-Based Architecture

The proposed solution enables WVDMV to deploy a modern, web-based driver licensing system that frees agency operations from legacy mainframe infrastructure, terminal emulators, and local desktop software dependencies. Agency personnel access all licensing and administrative functions through standard web browsers across the 26 Regional Offices and central headquarters. The architecture is entirely API-driven, providing decoupled business logic and standardized REST services that connect to WVDMV partner applications and peripheral devices without being affected by the local client computing environment. By building upon CHAMP's established driver licensing platform, WVDMV achieves rapid time-to-market and low deployment risk, transitioning from the legacy COBOL, CICS, and DB2 mainframe to a modern data store within an expedited 18-month window.

Credential Issuance

WVDMV can administer every credential program mandated by state and federal statutes within a single, unified workspace. The proposed solution supports standard driver licenses, graduated driver licenses, commercial driver licenses, learner permits, and motorcycle credentials, while enforcing REAL ID Act lawful presence, identity verification, and document validation rules. Agency personnel can process

original issuances, duplicate requests, and renewals for general residents, state employees, and members of the West Virginia Bar. For sensitive operations, the platform provides specialized workflows for undercover law enforcement credentials, masking fictitious identities from unauthorized staff, restricting record visibility strictly to designated security administrators, and logging an immutable audit record containing user identification, timestamp, and legal justification for every inquiry or modification.

The following figures demonstrate the end-to-end credential issuance process, including identity verification, eligibility validation, credential production, and fulfillment activities.

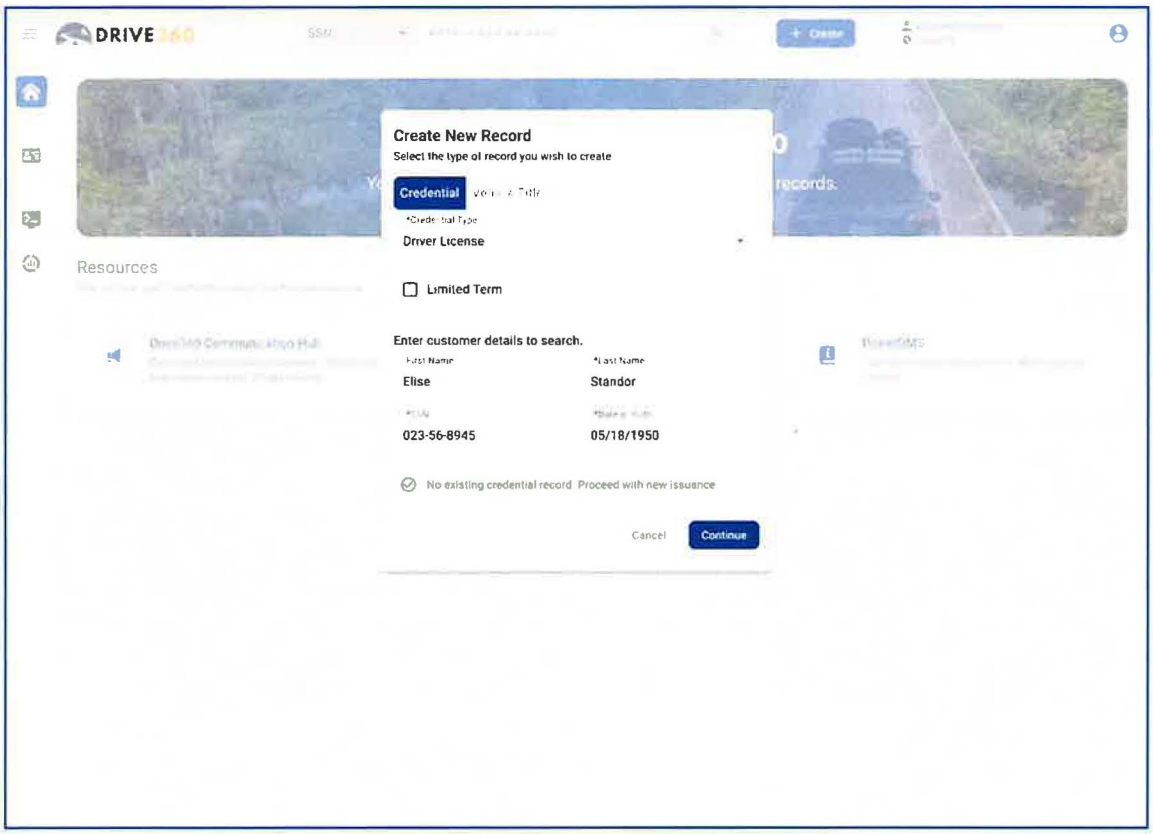


Figure 11: Credential Issuance Workflow Part 1

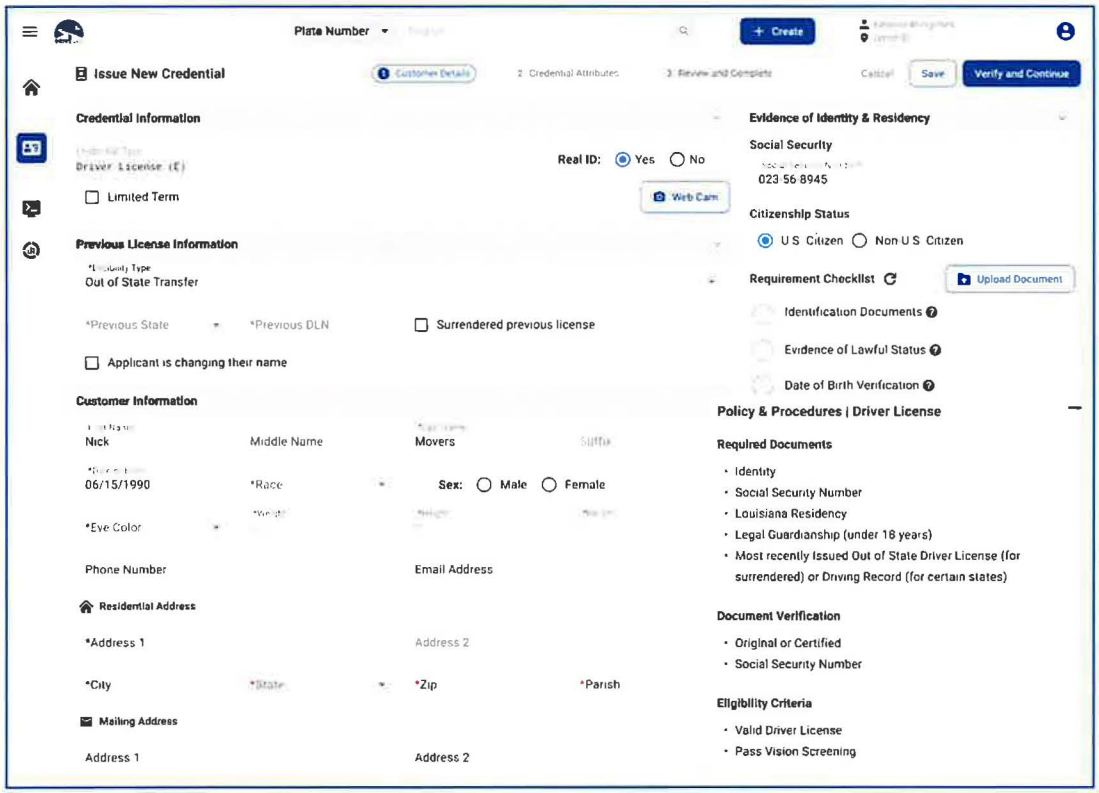


Figure 12:Credential Issuance Workflow Part 2

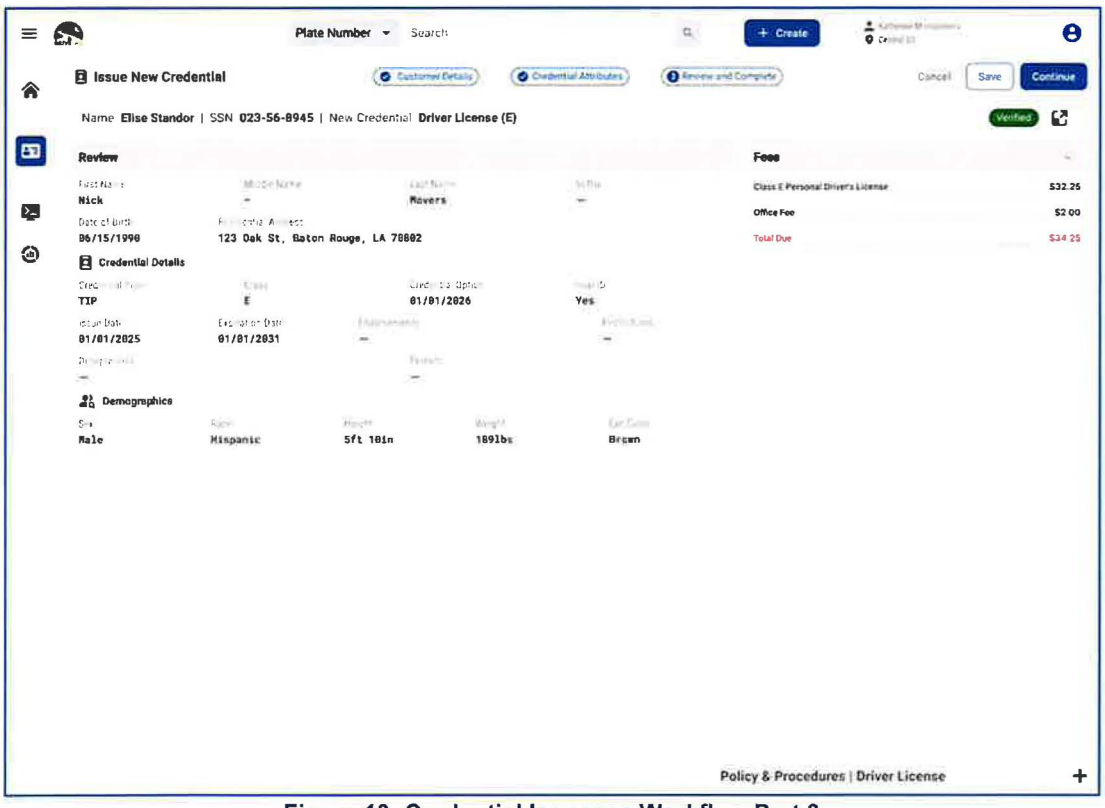


Figure 13: Credential Issuance Workflow Part 3

Mobile Driver License

The proposed solution enables WVDMV to issue, manage, and verify mobile driver licenses and mobile identification credentials in strict conformance with the REAL ID Act, federal regulations under 6 CFR Part 37, and ISO/IEC 18013-5 standards. The platform supports secure mobile wallet provisioning across Apple iOS, Google Android, and Samsung ecosystems. In accordance with federal issuance infrastructure requirements, the solution provides robust cryptographic key management utilizing cloud-based key management and hardware security module capabilities, ensuring digital signing, data encryption, and certificate lifecycle management. The platform maintains complete audit logs of all cryptographic operations, supports real-time credential revocation and status updates, and provides redundant, high-availability services across all regional offices to prevent service interruptions.

Driver History and Medical Review

Agency personnel can manage the entire driver history record through automated workflows that record license restrictions, out-of-state convictions, suspensions, revocations, and reinstatements. The platform automatically tracks violation points, enforces configurable suspension rules, and provides authorized external entities and law enforcement with real-time access to driver status. For medical evaluations, the solution delivers dedicated electronic case management that allows staff to track drivers with medical, vision, or cognitive impairments. Secure document storage restricts confidential medical files to authorized medical review staff, while configurable review workflows automate the application of medical driving restrictions. An external online portal enables certified healthcare providers to submit medical assessments, physical exam reports, and compliance certificates electronically, eliminating manual paperwork and mail delays. External-facing capabilities, such as the Medical Review Provider Portal, are delivered through a configurable online platform that provides a secure extension of CHAMPgov to healthcare providers and other authorized stakeholders. This capability streamlines the electronic submission of medical assessments and supporting documentation, reducing paperwork, improving processing efficiency, and accelerating case resolution.

The following figures illustrate how CHAMPgov manages driver violations, sanctions, compliance requirements, and reinstatement activities through configurable workflows and business rules.

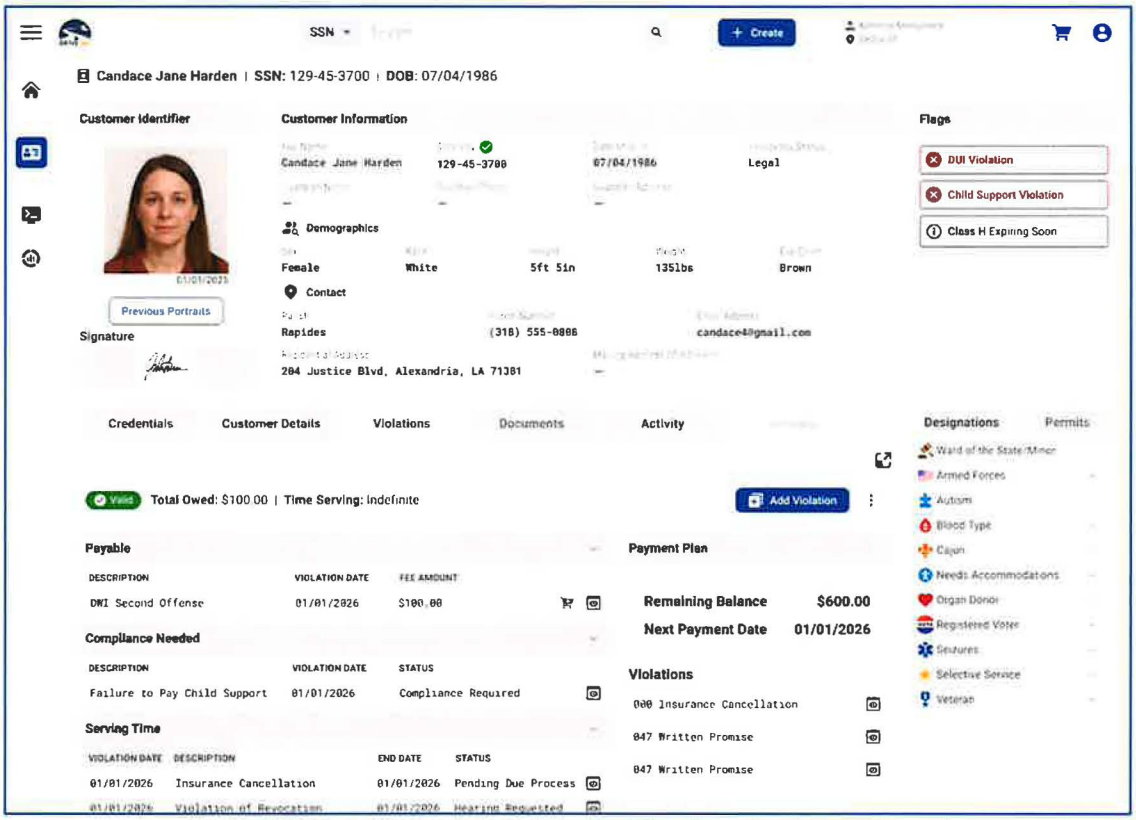


Figure 14: Violation and Reinstatement Service - Customer Record

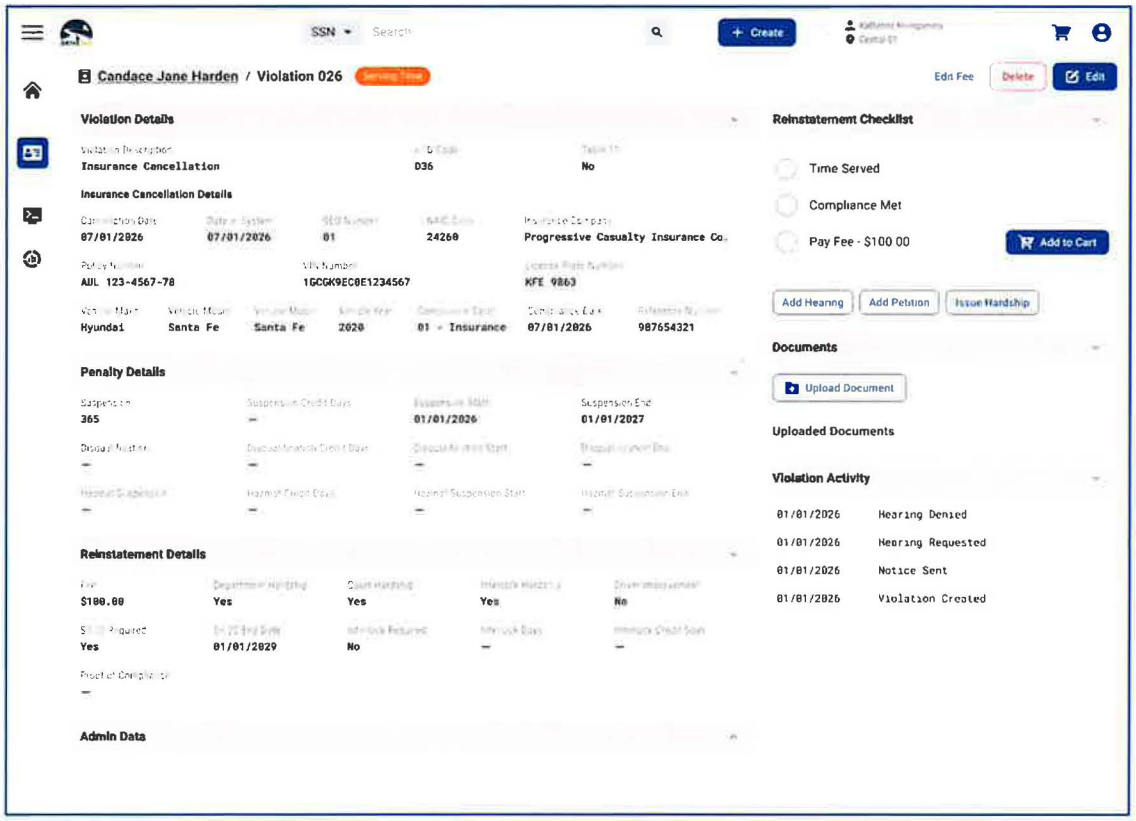


Figure 15: Violation and Reinstatement Service – Violation Details

The following figures illustrate how a request for a medical review can be initiated, the information required for the request, and the attestation information gathered to support the request.

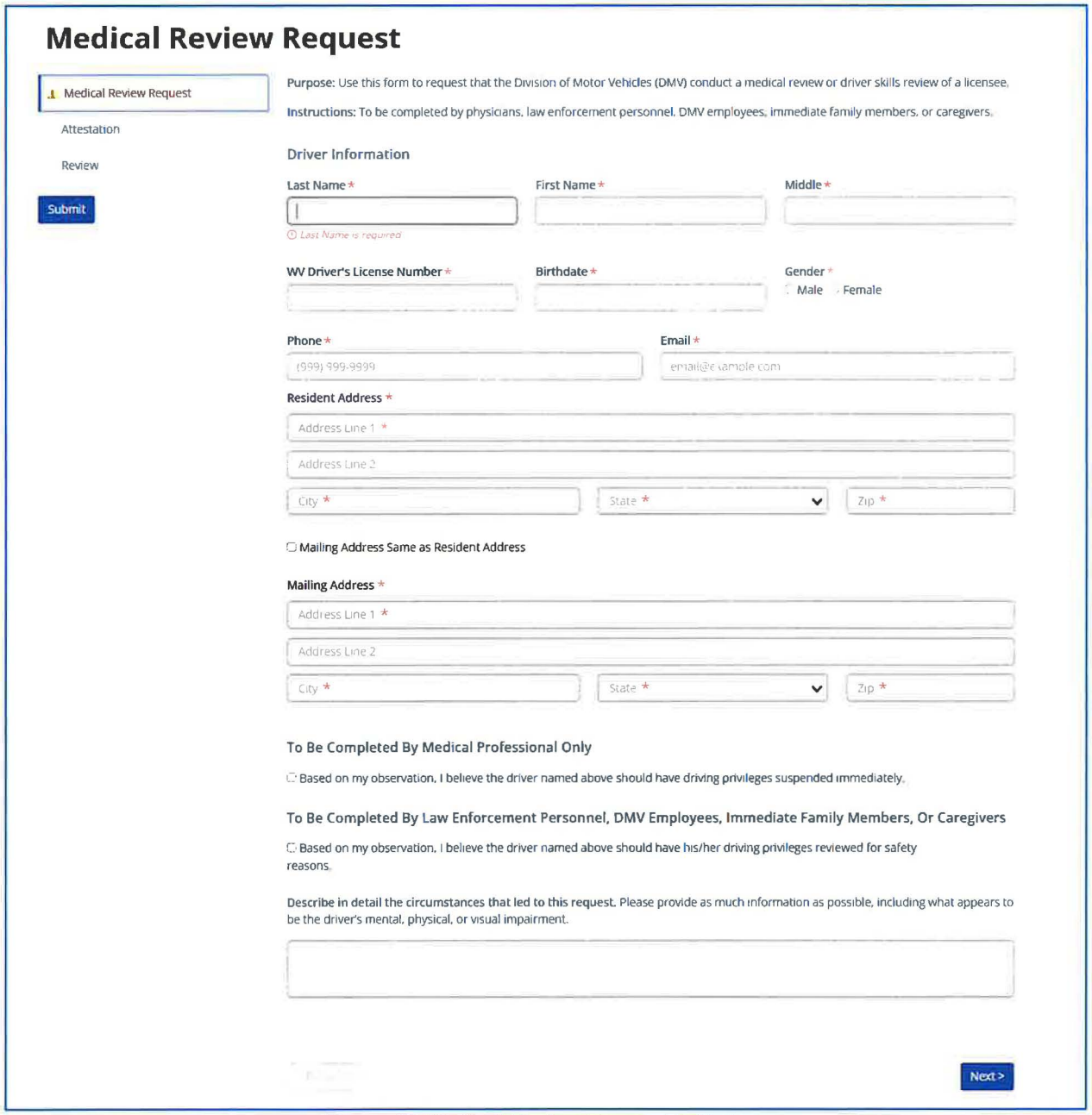


Figure 16: Medical Review Request Initiation

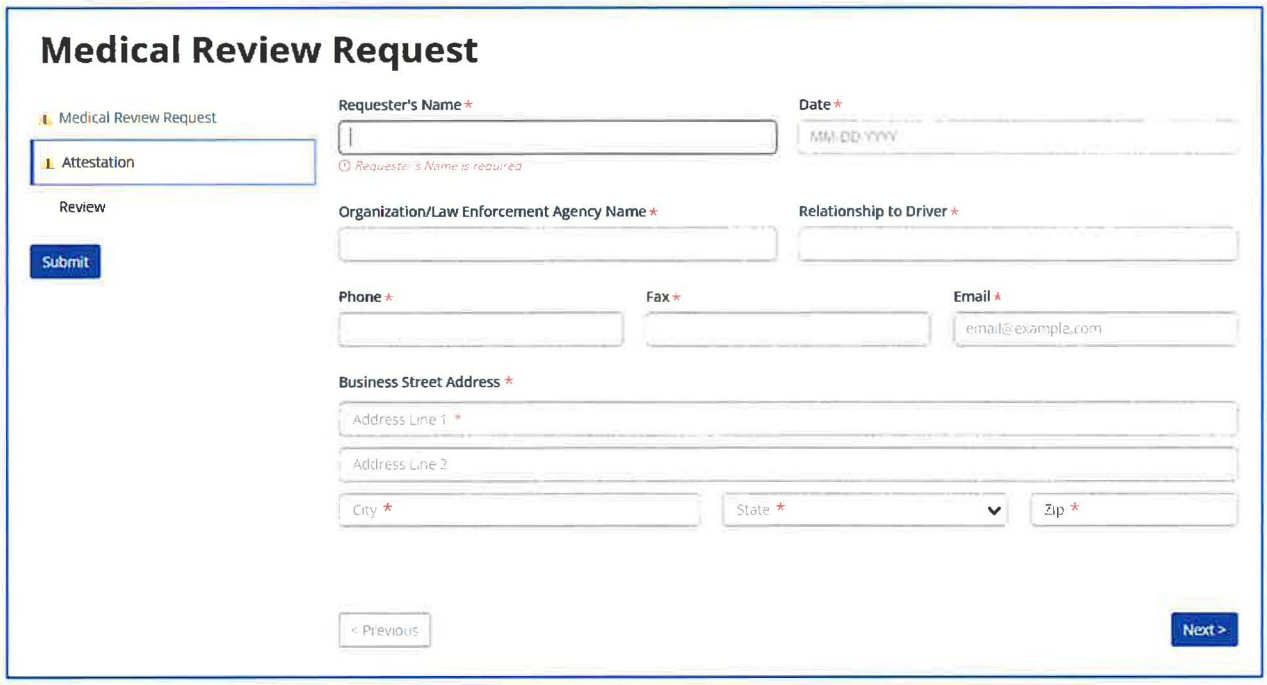


Figure 17: Medical Review Request - Attestation

Compliance and Investigations

The proposed solution enables WVDMV to automate compulsory insurance monitoring by cross-referencing driver and vehicle data, executing automated compliance actions, and administering the Self Insurance program. The platform also incorporates the administration of the handicap placard program, migrating legacy placard records from the mainframe vehicle database into the customer-centric model. To safeguard agency integrity, the system provides case tracking for driver license-related fraud, including employee and customer investigations. Authorized staff can configure template-driven communications dispatched via physical mail, email, customer portal, or text messaging, allowing the agency to rapidly update notification text in response to court orders or statutory changes while preserving a comprehensive communications audit trail. The platform supports automated batch file extracts for authorized state and federal partners and provides secure, role-based online inquiry capabilities for external organizations.

Data Migration

WVDMV can transition its authoritative driver records to the modernized data store with zero data loss through our proven, phased data migration methodology. Operating across structured stages, our migration framework extracts source DB2 data, stages exact copies, applies exclusion and inclusion rules, maps fields to the unified customer and credential data models, and executes automated validation routines. We collaborate with WVDMV to establish explicit conversion rules, data crosswalks, and cleansing scripts. To guarantee operational readiness, our team executes a minimum of two full mock data conversions prior to production cutover, analyzing reconciliation metrics, refining scripts, and verifying data integrity. Production cutover is governed by a strict acceptance target requiring at least 99.99% successful automated reconciliation, with all remaining exceptions documented, triaged, and formally accepted by WVDMV leadership before go live.

Implementation and Acceptance

Our team delivers turnkey implementation services, including on-site business analysis, requirements traceability tracking, fit-gap analysis, and package-driven business process re-engineering. We provide a

managed technical environment supporting concurrent instances for design, configuration, development, testing, data migration, end-user training, and quality assurance. All system deliverables follow a comprehensive system detailed design document and a rigorous testing regimen comprising unit testing, iterative sprint testing, end-to-end system testing, external integration testing with Attachment B partners, Homeland Security mDL certifications, security vulnerability assessments, and performance testing. Go live is contingent upon WVDMV Project Steering Committee approval of user acceptance testing, zero open Severity 1 defects, documented workarounds for any open Severity 2 items, an approved remediation schedule for Severity 3 issues, and rehearsed rollback plans. Final deliverable acceptance occurs following 90 days of continuous production operations without critical defects.

Training and Knowledge Transfer

To ensure seamless operational readiness, our team delivers a multi-tiered training and knowledge transfer program. At project kickoff, we conduct hands-on startup training for up to 20 core WVDMV, WVDOT, and state technical personnel. Prior to rollout, we deliver pilot training and a comprehensive train-the-trainer program, followed by direct support for WVDMV trainers as they instruct approximately 500 agency staff across classroom and digital learning platforms. We manage and refresh dedicated training environments throughout training delivery and for at least 90 days post go live, while providing tailored procedure manuals and public-facing instructional videos. To ensure long-term state self-sufficiency, our team conducts structured knowledge transfer throughout the project, committing to fully train a minimum of three state technical administrators in system architecture, security administration, integration management, and configuration maintenance.

Relevant Experience

WVDMV benefits from a CHAMPgov Driver Licensing Platform in production as Louisiana's statewide system of record (DRIVE360). The DRIVE360 user interface replaced the Unisys mainframe and supports issuance, renewals, duplicates, upgrades, downgrades, withdrawals, REAL ID verification, graduated licensing, reinstatements, commercial driver functions, law-enforcement inquiries, payment plans, over-the-counter issuance, and central fulfillment. Since the September 16, 2026 launch, Louisiana has processed 2,334 temporary instructional permit issuances, 2,050 State ID issuances, 1,621 driver license issuances, 38 CDL issuances, 26,856 renewal and update transactions across credential types, and 18,584 violation and reinstatement transactions. This production evidence reduces WVDMV's risk compared with relying on proposed or untested functionality.

WVDMV Benefits

Implementing the proposed Driver License System MVP enables WVDMV to eliminate its aging mainframe footprint, retire technical debt, and decommission costly legacy infrastructure while securing authoritative driver records. Agency personnel gain a unified, intuitive workspace that reduces transaction times, eliminates manual data re-entry, and enforces automated statutory compliance. By deploying a proven, cloud-native platform backed by rigorous data migration and comprehensive training, WVDMV achieves a low-risk transition, empowers its workforce, and ensures the delivery of modern, accessible licensing services to West Virginia residents ahead of the January 1, 2028 operational deadline.

4.2.2.5 Project Management Services

Our team performs ongoing project management consistent with Project Management Institute (PMI) industry best practices to manage, monitor, and track all project work activities against the approved baseline scope, schedule, and budget throughout system implementation and operations and maintenance.

Governance and Planning

Our proposed management approach enables WVDMV to maintain complete governance, schedule adherence, and risk control from project initiation through long-term maintenance. Within five days of contract award, we will conduct an executive and stakeholder kickoff meeting with WVDMV, WVDOT, and WVOT leadership to review project scope, deliverable roadmaps, and stakeholder engagement requirements. Within 30 days of contract execution, our certified Project Management Professional (PMP) Project Manager will deliver both a comprehensive Project Management Plan ("PM Plan") and a baseline Project Work Plan for agency review and approval. The Work Plan establishes precise task sequencing, critical-path dependencies, resource allocations, and necessary agency facility and computing inputs, while the overarching PM Plan outlines repeatable processes for governance, quality, scope management, and communications in parallel across the 12-month REST deployment and the 18-month Driver License System MVP delivery.

Reporting and Controls

To ensure transparent operational alignment, WVDMV leadership benefits from bi-weekly status reporting and bi-weekly review meetings with key WVDMV, WVDOT, and WVOT stakeholders. Status reports detail work accomplished, upcoming activities for the subsequent two weeks, milestones achieved, deliverables submitted, identified concerns or blockers, and required state actions.

Our team will establish and administer a secure online project collaboration portal accessible to authorized state and vendor personnel, providing a centralized repository for project artifacts, design documentation, and deliverables. This workspace hosts continuously updated project registers, including an active Risk Register with likelihood triggers and mitigation strategies, an Issues Log, an Action Item Log, and a Decision Log. Additionally, within 45 days of contract execution, we will submit a detailed Quality Assurance (QA) Plan defining defect governance, deliverable review standards, customer service remediation, and performance audits. Any proposed baseline adjustments are governed by a formal scope change management process detailing request impact, risks, prioritization, and labor category hourly rates.

Delivery Proof

WVDMV benefits from a proven delivery methodology and partnership model that emphasizes predictable delivery, having successfully completed core driver and vehicle system modernizations within accelerated timeframes. Our project management governance framework draws directly from active state motor vehicle engagements across eight state motor vehicle jurisdictions, including existing work with the West Virginia DMV and the credentialing modernization for the Louisiana Office of Motor Vehicles.

WVDMV Benefits

Through structured PMI-aligned project governance, collaborative communication cadences, and proactive risk management, WVDMV can eliminate operational surprises, protect project timelines, and ensure transparent oversight across all agency stakeholders. This structured management rigor provides WVDMV with complete control over scope and budget while ensuring the new driver licensing platform achieves full operational readiness well before the January 1, 2028 AAMVA deadline.

4.2.2.6 Testing

Our team will develop a comprehensive master test plan and execute all required structured testing phases utilizing automated testing tools to demonstrate that the proposed driver licensing solution satisfies all functional, technical, operational, performance, and security requirements.

Master Test Planning

The proposed solution enables WVDMV to maintain complete quality assurance and governance through a structured, multi-tiered testing regimen executed across every project deliverable. At project initiation, we will develop and submit a detailed Master Test Plan for WVDMV review and approval. The Master Test Plan serves as the foundational roadmap for all quality assurance activities, detailing test modules, execution procedures, testing schedules, specialized equipment, and dedicated technical environments. It establishes precise test acceptance criteria, issue rectification processes, remediation timelines, and formal reporting standards. Automated testing tools are incorporated throughout to enable efficient execution, rapid defect identification, and seamless replication of test scenarios during future regression cycles. Prior to demonstrating functionality to WVDMV, our team conducts comprehensive internal testing, code reviews, and walkthroughs to detect and eliminate anomalies. Following the conclusion of each formal test deliverable, we submit a formal test report documenting test execution results, identifying any anomalies with their associated severity ratings, describing corrective actions, and establishing re-test criteria.

Functional and Integration Testing

Testing deliverables are planned and executed in the exact sequence established by WVDMV. **Deliverable 1** establishes Master Test Planning and Preparation. **Deliverable 2** covers Unit Testing, where our engineers test and document all custom configuration and Forms, Reports, Interfaces, Conversions, Enhancements, and Workflows (FRICEW) elements. **Deliverable 3** provides Initial User Testing or Sprint Testing, facilitating WVDMV staff in evaluating completed functionality through iterative sprints to validate business functions early in the delivery lifecycle. **Deliverable 4** encompasses System Testing, validating that core business functions and internal module integration points operate as designed. **Deliverable 5** covers Integration Testing, verifying end-to-end functionality across all internal components and external interface partners identified in Attachment B. Integration testing incorporates converted data loaded through mock conversion cycles, executing end-to-end business process scripts using validated legacy data.

Security, Performance, and Acceptance Testing

Deliverables 6 through 9 address security, performance, user acceptance, and regression testing. **Deliverable 6** covers Security Testing, demonstrating adherence to all state and federal security mandates, including role-based access control, encryption standards, and vulnerability assessments. **Deliverable 7** executes Performance Testing utilizing automated load testing tools to verify that the platform supports 500 concurrent agency users and 800 concurrent public users, processing 75% of transactions within one second and all transactions within five seconds without performance degradation during batch routines. **Deliverable 8** supports User Acceptance Testing (UAT), which is planned and managed by WVDMV with consultative assistance from our team. We configure and maintain the dedicated UAT environment, provide hands-on test support, document results, and correct identified defects. **Deliverable 9** covers Regression Testing, executed both as a continuous element of all testing phases and as a dedicated regimen for post-go live releases. For all deliverables, we maintain centralized test log recording test procedures, execution dates, results, and re-test histories. The Tyler team will collaborate with WVDMV to construct realistic test data sets encompassing valid, invalid, boundary condition, and stress testing scenarios, utilizing certified and anonymized data sets to ensure realistic evaluation.

Defect Management

Defect management follows a rigorous, transparent process aligned with WVDMV priorities. A defect is defined as any failure of the solution or services to perform in accordance with RFP requirements.

WVDMV maintains sole discretion in assigning defect priority, categorized from Priority 1 (Critical showstopper impacting daily operations), Priority 2 (High material impact with workaround), to Priority 3 (Low or administrative priority). Testing is halted for Priority 1 and Priority 2 defects until the issue is rectified and verified, while testing may proceed during Priority 3 resolution. Once defects are resolved, WVDMV determines which tests must be re-run. The Tyler team bears all costs associated with defect correction, re-testing, and additional demonstrations. Throughout all testing regimens, we maintain a real-time, online defect log accessible to WVDMV that tracks defect descriptions, assigned responsibility, rectification approaches, corrective actions, timestamps, and target release versions.

Testing Experience

WVDMV benefits from a testing methodology that has been validated across multiple CHAMPgov Driver and Vehicle Services modernization initiatives. Most recently, during Louisiana's Driver Services modernization, the Tyler team completed the full AAMVA REST lifecycle, including proof of concept, informal testing, readiness testing, structured testing, performance testing, end-to-end validation, and production deployment. The implementation also included conversion of approximately 90 million records, validation of more than 200 integrations, and extensive user acceptance and operational readiness testing. Since go-live, more than 582,000 AAMVA transactions have been processed at an approximately 1.5% exception rate. These results, combined with our experience testing large-scale vehicle titling, registration, electronic lien, and interoperability solutions in multiple jurisdictions, demonstrate a proven ability to validate high-volume data conversions, real-time services, batch exchanges, work.

WVDMV Benefits

Structured testing ensures WVDMV deploys a fully validated, reliable, and secure Driver License System that performs flawlessly across all 26 Regional Offices and external partner interfaces. By automating test execution and enforcing strict exit criteria, WVDMV can minimize business disruption, eliminate operational risk, accelerate agency user adoption, and achieve confident production go live well ahead of the January 1, 2028 deadline.

4.2.2.7 Design, Develop, Test, Deploy, and Support Required System Integrations

The proposed solution enables WVDMV to design, develop, test, deploy, and support all system interfaces and integrations identified in Attachment B, all internal solution component interfaces required for end-to-end business processes, and a reserve of five additional medium-complexity interfaces included within our effort estimates and cost proposal.

Integration Framework

The proposed solution enables WVDMV to establish an enterprise integration layer and connector framework that facilitates secure, high-performance data exchange across all internal modules, state systems, and external partner networks. Our enterprise application integration architecture utilizes pre-built, reusable connectors operating over industry-standard protocols, including RESTful web services, message queues, secure file transfer protocol (SFTP), and webhooks. This framework directly supports the specific integration categories defined in Attachment B, including federal and national registries such as AAMVA, the SSA, and the DHS; credential production with IDEMIA; document archiving with OpenText AppEnhancer; commercial driver testing via AAMVA CSTIMS; automated driver testing with KnowToDrive; ignition interlock providers such as LifeSafer and Smart Start; law enforcement queries via State Police, Nlets, and FBI CJIS; and data exchanges with LexisNexis.

Interface Delivery Lifecycle

In executing interface design and implementation, our team prepares comprehensive functional and technical design specifications for every interface. Each interface is classified as synchronous or asynchronous and real-time or batch, based on transaction frequency, payload volume, and operational criticality. We define extract and transform mapping rules, develop and unit test all inbound load and outbound extract routines, and configure the mapping logic directly within our enterprise application integration environment. Our technical team remediates all issues identified in vendor-developed software components across all testing deliverables, manages cutover and operational stabilization, and provides full production support for the overall interface architecture and all vendor-built interfaces throughout the post-production support period. In addition, we support WVDMV by providing technical integration specifications, participating in partner coordination meetings, and monitoring progress against the approved project schedule.

Roles and Responsibilities

To ensure clear operational boundaries and eliminate project ambiguity, interface responsibilities are explicitly delineated between the Vendor and the State:

Vendor Responsibilities:

The following are the expected Vendor responsibilities:

- Prepare functional and technical interface design specifications for the modernized licensing platform and enterprise integration layer.
- Define data transformation and field mapping rules between source systems and the core data model.
- Code, configure, and unit test all data extract and load programs associated with vendor solution components.
- Implement transformation and mapping logic within the enterprise integration toolset.
- Remediate defects identified during unit, sprint, system, integration, security, and acceptance testing in all vendor-developed software.
- Provide technical and project management advisory support to assist WVDMV in coordinating external partner migrations.
- Manage production cutover, interface stabilization, and ongoing operational support for all vendor-developed integrations.

WVDMV and Partner Responsibilities:

The following are the expected WVDMV and Partner responsibilities:

- Prepare technical design specifications for data loads into and extracts from existing WVDMV internal systems and partner environments.
- Code, configure, and unit test all load and extract programs operating within WVDMV systems or external partner infrastructure.
- Serve as the primary point of contact for external partners to ensure third-party technical designs and development meet project schedule milestones.
- Remediate software defects identified during testing within components developed by WVDMV, WVDOT IT, the WVOT or state third-party contractors.
- Coordinate and manage required remediation activities for issues arising within external partner applications.

Relevant Experience

The Tyler team provides an integration framework proven at statewide scale in Louisiana. The Tyler team delivered more than 200 integrations, including 29 real-time interfaces, seven on-demand batch exchanges, 161 daily batch files, eight weekly exchanges, three monthly exchanges, one quarterly exchange, and two annual exchanges. The environment connects AAMVA and federal services, IDEMIA card production, document management, online renewals, official driver record requests, mobile driver's license, courts, law enforcement, interlock providers, insurers, child and family services, corrections, public safety, wildlife and fisheries, organ donation, debt recovery, and other partners. This breadth provides directly relevant evidence for managing WVDMV's Attachment B interfaces and batch exchanges.

WVDMV Benefits

By deploying a proven enterprise integration framework with pre-built connectors and clear governance boundaries, WVDMV can eliminate integration bottlenecks, mitigate schedule risk, and retire legacy point-to-point connections. Agency personnel benefit from automated, real-time data flows between licensing workflows and external registries, reducing manual verification, preventing data entry errors, and ensuring that West Virginia maintains continuous, uninterrupted data exchange with state and federal partners ahead of the January 1, 2028 operational milestone.

4.2.2.8 Design, Develop, Test, Deploy, and Support Management Reports

The proposed solution fully satisfies this requirement. The Tyler team will configure and provide WVDMV access to all standard reports delivered with the CHAMPgov platform and will support report execution, scheduling, distribution, and maintenance throughout implementation and production operations.

As part of the implementation effort, the Tyler team will design, develop, test, deploy, and support a minimum of forty (40) medium-complexity management reports. Report requirements will be identified and prioritized through business analysis and requirements validation activities with WVDMV stakeholders. Each report will progress through a structured lifecycle consisting of requirements definition, report design, development, testing, user validation, deployment, and production support.

The proposed reports may include operational, management, financial, compliance, audit, workload, productivity, credentialing, driver history, suspension, reinstatement, and regulatory reporting needs identified by WVDMV. The Tyler team will validate report calculations, business rules, filters, and output formats with WVDMV during testing to ensure reports accurately support agency operations and decision-making requirements.

Following deployment, the Tyler team will provide ongoing support for all standard and custom reports, including defect correction, modifications, performance tuning, and assistance with report scheduling and distribution. This approach enables WVDMV to establish a reliable reporting environment that supports day-to-day operations, management oversight, audit activities, and regulatory compliance requirements.

4.2.2.9 Plan and Execute Data Migration

Tyler will transition WVDMV's authoritative driver records to CHAMPgov through a controlled, auditable migration designed to preserve data integrity and maintain continuity of operations. Tyler and CHAMP will develop a comprehensive Data Migration Plan and use automated conversion processes, iterative validation, multiple mock conversions, reconciliation, parallel-run testing, and documented rollback procedures to verify converted records, business rules, interfaces, reports, and operational outputs

before production deployment. This approach gives WVDMV measurable evidence that its data is complete, accurate, and ready to support reliable Driver Services operations in the new system of record.

Migration Framework

The proposed solution enables WVDMV to replace its legacy mainframe database with a modern, customer-centric data model using our proven three-phase migration framework: Capture, Organize, and Consume. In the Capture phase, legacy data files, records, and copybook definitions from the mainframe DB2 environment are extracted and loaded into an isolated staging database as an exact copy of the source data. During the Organize phase, the data progresses through three rigorous quality stages: Stage 1: Scrubbed, where records receive unique identifiers and are classified into import, exclude, or issue groups based on automated record exclusion rules; Stage 2: Corrected, where field exclusion rules categorize fields as included, excluded, or unknown; and Stage 3: Certified, where automated conversion scripts, crosswalk tables, and machine-learning-assisted record linkages resolve data anomalies and generate validated, anonymized data sets for testing. Finally, in the Consume phase, automated extraction and loading programs populate the verified records into the core Unified Agency Data Model, organizing customer, credential, and compliance data to immediately support unified staff workflows.

The following figure presents our proven data migration methodology used to analyze, validate, convert, reconcile, and certify legacy data prior to production deployment.

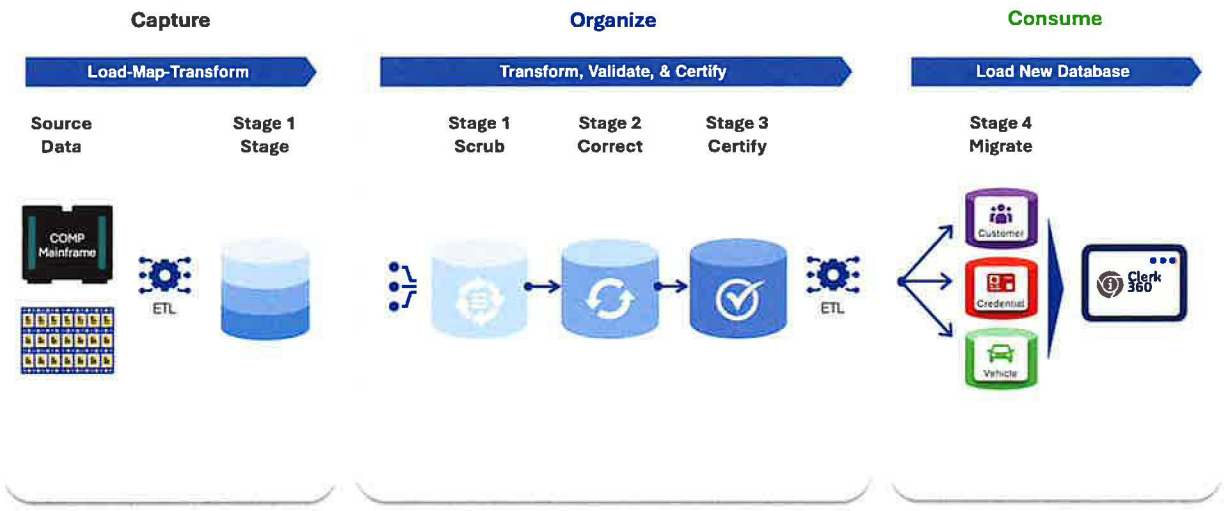


Figure 18: Data Migration Framework

The Tyler team performs front-loaded discovery and data profiling process conducted at project kickoff rather than deferred to later stages. Our team leads interactive strategy and data assessment sessions with WVDMV technical staff to evaluate all DB2 driver licensing tables, historical driver records, citations, suspensions, revocations, and handicap placard records currently housed within the legacy vehicle registration files. We document a comprehensive data inventory, analyze data quality and distribution, profile legacy field dependencies, and identify legacy data anomalies early in the lifecycle. The resulting baseline Data Migration Plan details every table to be built, altered, or loaded, establishes technical conversion specifications, documents estimated record volumes, and defines automated deduplication logic, ensuring complete transparency before any code is executed.

Mapping and Validation

Our technical team works in close collaboration with WVDMV to develop exhaustive source-to-target mapping specifications for every field. We establish standardized business rules to translate legacy mainframe copybook layouts and codes into modern data structures. When multiple source datasets contain overlapping fields that do not completely match, our team works with WVDMV subject matter experts to identify the authoritative system of record for the correct value. We design, code, and unit test all conversion and transformation programs, and we build dedicated crosswalk file structures that allow agency staff to trace any converted record back to its original legacy source. These crosswalks directly support WVDMV in developing comprehensive test scenarios and verifying data consistency across integration, system, and acceptance testing.

Mock Conversions

To eliminate cutover risk and validate execution schedules, our methodology enforces a minimum of two full mock data conversions per deployment prior to production cutover. Mock #1 is executed prior to integration testing, allowing system interfaces, batch routines, and business logic to be tested against realistic, converted legacy datasets. Mock #2 is conducted prior to user acceptance testing, enabling WVDMV staff to validate real-world operational scenarios, edge cases, and end-to-end credential workflows using near-production converted data. Following each mock conversion, our team conducts thorough defect triage and performance analysis to determine precise data load timings, identify exceptions, optimize load scripts, and refine data crosswalks. Lessons learned from each mock run are incorporated into updated conversion scripts and reviewed with agency leadership to ensure predictable production execution.

Reconciliation and Certification

WVDMV can verify data integrity through robust automated reconciliation reports that provide field-level traceability from legacy DB2 copybooks to the modernized data store. Our conversion engine executes automated checksums, record count validations, and cross-field logic verifications to achieve WVDMV's required acceptance threshold of at least 99.99% successful automated reconciliation. Any remaining exceptions are automatically isolated into an exception management queue, where each discrepancy is documented, categorized by root cause, and either programmatically reprocessed or presented to WVDMV leadership for formal triage and acceptance before cutover authorization. Our team actively supports WVDMV in certifying the accuracy of both test and production databases throughout this process.

Cutover and Rollback

Production data migration is executed under a detailed cutover plan governed by unambiguous, WVDMV-approved go/no-go criteria. The cutover plan establishes a synchronized schedule of events, resource assignments, data freeze windows, and validation checkpoints to minimize operational downtime. In the event that unforeseen anomalies or external system interruptions prevent completion of cutover, the plan includes fully documented rollback procedures that define a definitive fallback position, allowing WVDMV to restore legacy mainframe operations without data corruption or service disruption. Production validation teams verify converted records against predetermined operational metrics immediately prior to releasing the system for live operations.

Roles and Responsibilities

To ensure operational accountability and prevent project delays, data conversion responsibilities are clearly delineated between our team and the State:

Vendor Responsibilities:

The following are the expected Vendor responsibilities:

- Author and maintain the comprehensive Data Migration Plan, conversion specifications, and execution schedules.
- Design, build, unit test, and optimize all automated extract, transform, and load conversion programs.
- Establish the staging database environment and build crosswalk file structures and conversion metrics reports.
- Plan, manage, and execute a minimum of two full mock data conversions per deliverable prior to integration testing and user acceptance testing.
- Lead the production conversion execution, manage automated data loads, and provide technical assistance during production data verification.
- Provide automated reconciliation reporting demonstrating at least 99.99% accuracy, manage the exception triage queue, and support WVDMV in final database certification.
- Formulate and validate cutover orchestration runbooks, go/no-go criteria, and rollback procedures.

WVDMV Responsibilities:

The following are the expected WVDMV responsibilities:

- Provide subject matter expertise regarding legacy mainframe data structures, DB2 tables, and legacy business logic.
- Determine the authoritative system of record when conflicting or non-matching fields exist across legacy datasets.
- Review and approve the Data Migration Plan, field mappings, crosswalk structures, and conversion acceptance gates.
- Execute business-level data cleansing or rationalization on source data identified during discovery as requiring agency intervention.
- Assist in validating mock conversion outputs and participate in exception triage and disposition.
- Conduct final verification of converted production data and formally certify acceptance prior to decommissioning legacy mainframe records.

Relevant Experience

WVDMV benefits from conversion experience directly comparable to its mainframe challenge. In Louisiana, CHAMP migrated approximately 90 million records within nine months, including customers, credentials, permits, designations, violations, convictions, reinstatements, medical certifications, and payment plans. The converted production data included 8,334,822 credential records and 6,612,819 customer records. The effort also exposed critical lessons to consider during the data migration in West Virginia: legacy mainframe data contained conflicting customer records, flags, reinstatements, improperly resolved historical convictions, and undocumented business logic that changed outbound AAMVA and official driver record data. For WVDMV, the Tyler team will apply these lessons by obtaining and analyzing mainframe source code and copybooks early, documenting hidden rules before mapping, and validating both stored values and outbound-data behavior during mock conversions.

WVDMV Benefits

By implementing an automated, staged data migration architecture supported by two full mock conversions and rigorous automated reconciliation, WVDMV eliminates the risks of data loss, record corruption, and unexpected downtime. Agency personnel gain complete confidence in the accuracy of

migrated driver history records, while WVDMV leadership achieves a seamless, low-risk transition from the legacy mainframe to a modern system of record, supporting full operational go live well before the January 1, 2028 mandate.

4.2.2.10 Implementation Conformance with All Regulations, Policies, and Requirements

The proposed solution operates in US-only, StateRAMP-aligned AWS Regions and protects sensitive customer and credential information through encryption at rest and in transit, role-based access controls, identity federation, least-privilege security principles, audit logging, and multi-factor authentication capabilities. Integration with the State's Active Directory supports centralized identity management and single sign-on requirements, while security controls are consistently applied across infrastructure, application, integration, and data layers. This approach enables WVDMV to strengthen security, privacy, accountability, and regulatory compliance while maintaining efficient access for authorized users. WVDMV will be able to operate a modernized driver licensing platform designed, implemented, and maintained in strict conformance with all State of West Virginia and federal security regulations, policies, and privacy standards.

Security and Privacy Compliance

CHAMPgov enables WVDMV to meet all statutory and administrative cybersecurity standards, fully conforming to West Virginia Code Section 5A-6B and the WVOT Information Security Policy. Our defense-in-depth information security program encompasses application security, data security, network security, policies, and continuous monitoring to safeguard agency operations. The platform enforces rigorous protections for Personally Identifiable Information, Federal Tax Information guidance, Social Security Online Verification security rules, and all State of West Virginia privacy directives defined in Attachments C and D. Data encryption mechanisms comply with cryptographic standards recognized by the United States DHS, Department of Defense, and National Security Agency, providing end-to-end HTTPS and SSL communications security as well as FIPS 140-2 validated encryption for all system transactions and data at rest. Hosting is delivered in an authorized cloud environment adhering to StateRAMP requirements and the State of West Virginia Cloud Addendum in Attachment E, backed by annual independent SOC 2 Type II examinations, external third-party penetration testing, and ethical hacker vulnerability assessments.

Identity and Access Management

WVDMV benefits from seamless identity federation and single sign-on through direct integration with the State of West Virginia's Active Directory and LDAP identity management infrastructure. System administrators can define users, maintain user profiles, and manage access groups either directly within the system or automatically synchronized through Active Directory. For every user, the platform tracks critical administrative attributes, including employee name, business unit or section, official email address, initial access date, and access termination date.

Administrators can configure custom user access groups based on distinct job responsibilities to guarantee strict separation of duties across central office and regional branch operations. The platform enables authorized administrators to assign users to one or more user groups with defined effective start dates and optional expiration dates, and to designate specific permissions, including add, change, inquire, retire, and delete access.

Role-Based Security

The proposed solution provides granular, multi-layered role-based access control across every software component, transaction, workflow step, form, field update, data query, and row-level locking mechanism. Menu items, navigation tabs, information cards, and transaction action buttons to which a user has not

been granted explicit permissions are completely suppressed and omitted from the interface rather than merely disabled. To support specialized administrative governance, the platform establishes dedicated security administrator roles with segregated controls governing the authorization to view, add, change, inactivate, update, approve, and query system resources. Furthermore, security privileges defined in the operational transaction system are automatically inherited and enforced within reporting and ad-hoc query tools, ensuring that users can never access confidential data through reports or queries that they are restricted from viewing during daily transactions.

Public User Security

Residents and commercial customers can establish secure self-service profiles within public-facing portals and digital applications. The registration framework enables customers to create a unique user identification and strong password, supported by configurable password recovery mechanisms such as automated verification links sent to their registered email address or administrator-defined security questions. To safeguard public user accounts against unauthorized access and identity compromise, the platform provides an optional two-factor authentication mechanism that residents can enable for all public interactions.

Security Monitoring

WVDMV leadership and security officers can maintain comprehensive visibility into system activity through automated security logging and real-time monitoring. The platform logs all security violations and unauthorized access attempts, capturing the authenticated user identification, source network address, specific system function or data record access attempted, and precise timestamp. Authorized security personnel can utilize a dedicated online administrative interface to review security audit logs, investigate failed authentication attempts, and track potential system violations. To safeguard unattended workstations across regional offices and remote locations, administrators can configure allowable user inactivity thresholds. When a user session reaches this configured threshold of inactivity, the platform displays an automated on-screen warning and provides a countdown before gracefully disconnecting the session and logging the user out.

Security Experience

WVDMV can rely on role-based security proven in Louisiana's live Driver Services system. The platform controls what each user group can view, and which actions each group can perform while logging every activity for audit. Louisiana uses these controls for OMV employees, public tag agents, the Department of Corrections, and the Department of Transportation and Development, limiting each group to authorized searches and transactions across an environment supporting approximately 1,500 concurrent users.

WVDMV Benefits

Implementing the proposed solution in full compliance with state and federal security mandates provides WVDMV with an enterprise-grade, audit-ready operational environment. Granular access controls, automated session governance, Active Directory synchronization, and robust encryption protect sensitive citizen records from unauthorized disclosure while streamlining day-to-day administration for State IT personnel. This comprehensive security architecture mitigates legal and operational risk, protects state infrastructure, and ensures West Virginia remains fully compliant with federal oversight mandates ahead of the January 1, 2028 operational deadline.

4.2.2.11 High-Performing Solution

The proposed solution enables WVDMV to deploy and operate a high-performing, cloud-native driver licensing solution designed to meet and exceed all stated concurrency, transaction response time, load balancing, batch isolation, and operational reporting requirements.

Scalability and Response Time

WVDMV benefits from an elastic, cloud-native architecture designed to dynamically scale computing and database capacity to effortlessly support 500 concurrent agency personnel and 800 concurrent public users. The platform incorporates industry-standard load balancing across multi-zone containerized services, distributing incoming network traffic evenly, preventing resource contention, and automatically scaling container instances up or down based on real-time transaction demand. This architecture ensures that even during peak licensing surges, transactions are fully processed within the application and database tiers within one second of receipt, 75% of the time, with all transactions completing within five seconds.

Workload Isolation

To preserve peak online transaction responsiveness and ensure continuous availability during business hours, the proposed solution completely isolates background batch processing and analytical workloads from operational transaction processing. High-volume batch data exchanges, night-run reconciliations, and inter-agency file transfers execute on dedicated, decoupled worker nodes and background queues, ensuring they do not contend for computer resources with counter-facing licensing workflows. Furthermore, WVDMV management and reporting analysts can generate pre-defined management reports, execute ad-hoc data queries, and review operational dashboards without degrading online transaction performance, as reporting access is served by synchronized read replicas and dedicated business intelligence stores rather than the primary transactional database.

Performance Evidence

WVDMV can assess performance using current Louisiana production results rather than theoretical capacity alone. CHAMPgov operates 24x7 with 99.9% uptime, response times below two seconds, and approximately 1,500 concurrent users. The production environment serves 80 OMV field offices, over 362 public tag agents, 522 OMV employees, and approximately 800 public tag agent users. Since go live, it has processed 582,450 AAMVA service transactions and tens of thousands of credential, renewal, violation, and reinstatement transactions.

WVDMV Benefits

By deploying a high-performing, automatically scalable platform, WVDMV can eliminate branch office delays, prevent system lag during volume spikes, and maintain consistent sub-second transaction performance across all 26 Regional Offices. Agency personnel gain responsive, reliable tools that maximize daily throughput and reduce customer wait times, while leadership and analytical teams receive uninterrupted access to operational intelligence, ensuring the agency delivers exceptional, timely service to West Virginia residents well ahead of the January 1, 2028 operational milestone.

4.2.2.12 High Availability and Reliability

The proposed solution enables WVDMV to operate a high-availability, resilient cloud-native driver licensing platform that satisfies and exceeds all availability, geographical redundancy, disaster recovery, automatic failover, and maintenance scheduling requirements.

The AWS architecture supports high availability and operational resilience through geographically separated cloud regions, redundant infrastructure components, automated failover capabilities, backup services, and disaster recovery procedures. This design enables WVDMV to maintain critical driver licensing operations during infrastructure or regional disruptions while supporting the availability, recovery, and business continuity objectives established in the RFP.

Continuous Availability

The proposed solution enables WVDMV to maintain continuous, reliable credentialing operations across all 26 Regional Offices and public channels by providing 99.9% uptime, 24 hours a day, 7 days a week, excluding mutually agreed-upon maintenance windows and agency-approved outages. System availability is actively monitored around the clock, and downtime tracking aligns strictly with the State's definition, calculated from the moment WVDMV first reports an operational impairment until full functionality is verified and returned to service. The cloud-native infrastructure is architected as an always-on environment that dynamically scales computing resources to handle volume spikes while isolating failures, ensuring that routine business operations continue without interruption.

Disaster Recovery and Failover

WVDMV benefits from an enterprise cloud hosting environment that includes a secondary backup data center geographically distant from the primary production facility to ensure business continuity against regional events. In the event of a catastrophic site failure, our comprehensive disaster recovery solution provides automated data restoration and complete system recovery services, guaranteeing full system recovery and operational restart within less than 24 hours. All computing nodes and server environments are deployed across multiple availability zones and configured with automated failover mechanisms, eliminating single points of failure and enabling immediate, hands-free traffic rerouting in the event of an infrastructure anomaly. While the platform is engineered to support zero-downtime maintenance and rollouts without taking services offline, regular monthly maintenance windows will be established in close coordination with WVDMV, and our operations team will deliver formal written notifications at least one week in advance of any scheduled maintenance activity.

Availability

WVDMV can rely on production availability demonstrated in Louisiana. Since its September 16, 2026 launch, CHAMPgov has operated 24x7 at 99.9% uptime with response times below two seconds while supporting approximately 1,500 concurrent users. This evidence shows that the proposed architecture can support statewide field offices, partner locations, law enforcement inquiry, customer-facing services, and high-volume AAMVA processing in a live Driver License System environment.

WVDMV Benefits

By deploying a resilient, geographically redundant cloud architecture with automated failover and rapid disaster recovery, WVDMV eliminates the operational risks and costly service interruptions associated with aging mainframe hardware. Agency personnel and law enforcement partners gain dependable, uninterrupted access to critical driver records, while West Virginia residents experience consistent, dependable service delivery across in-person and digital channels.

4.2.2.13 Consistent and Intuitive User Interface

CHAMPgov provides an intuitive, accessible, and consistent user interface designed in strict compliance with Section 508 and Web Content Accessibility Guidelines (WCAG) 2.2 Level AA standards, incorporating user-maintained business rule tables, real-time data persistence, field-level encryption, centralized context-sensitive help, and comprehensive operational documentation. WCAG 2.2 AA exceeds WCAG 2.1

AA guidelines with additional criteria around keyboard focus, dragging movements, minimum target size, minimum accessible authentication, consistent help location, and elimination of redundant entry. WCAG 2.2 AA is backward compatible, meeting all WCAG 2.1 AA guidelines as well.

Accessibility

The proposed solution enables WVDMV to deploy public-facing and internal user interfaces that ensure universal usability and accessibility across all customer and staff touchpoints. All public-facing portals and self-service applications are engineered to comply with the Rehabilitation Act of 1973, Americans with Disabilities Act Section 508, and WCAG 2.2 Level AA standards. Prior to the commencement of user acceptance testing, our team will provide formal third-party certification confirming that all public-facing application components achieve WCAG 2.2 Level AA compliance. The interface is built to seamlessly interoperate with industry-standard assistive technologies, including screen readers such as JAWS, keyboard-only navigation controls, high-contrast display modes, and scalable text layouts, ensuring residents and agency personnel with disabilities can navigate and execute transactions without barrier.

Consistent User Experience

Agency personnel benefit from a unified, modern workspace that standardizes navigation patterns, search bars, action buttons, and terminology across every licensing and compliance module. Field labels and data definitions maintain strict persistence throughout the application, ensuring that any data element defined within the underlying data model is labeled and referenced identically across all screens, work queues, forms, and system reports. The system operates in real time, guaranteeing that data modifications made on one screen immediately persist and update the entire customer profile; when a user moves between views, the newly updated value is displayed instantly without requiring manual refreshes or cache clearing. All inputs entered online by staff or ingested via batch interface streams are validated at the point of entry against user-configurable business rules, cross-checking formats, data ranges, and mandatory requirements to halt invalid data before transaction processing. System administrators can maintain business rules, lookup tables, fee schedules, statutory sanction timelines, and drop-down values through intuitive administrative screens without requiring software developer intervention or custom code changes.

Data Protection and User Help

WVDMV can protect sensitive customer information and comply with privacy statutes through granular, role-based field masking and data encryption. The platform dynamically masks or encrypts sensitive data fields, including Social Security numbers, payment details, and confidential medical information, displaying values only to authorized personnel based on department, job classification, and security role permissions. To support daily staff productivity, the application provides a centrally maintained, system-wide help library accessible from every screen. Users can access context-sensitive, field-level online help that offers immediate operational guidance, explains data entry requirements, defines system error messages, and guides staff through exception handling. Furthermore, our team delivers comprehensive, searchable user documentation detailing screen navigation, pre-defined reporting, ad-hoc queries, batch program schedules, data dictionaries, and processing parameters.

Relevant Experience

WVDMV benefits from an operational user interface framework deployed across state motor vehicle agencies, supporting thousands of daily clerk and citizen transactions with high user satisfaction. The underlying user workspace is actively proven in high-volume licensing environments, including credentialing modernization delivered for the Louisiana Office of Motor Vehicles, where intuitive clerk workflows and accessible citizen services have streamlined operations and reduced customer wait times.

WVDMV Benefits

By deploying a modern, accessible, and standardized user interface, WVDMV ensures full statutory compliance with federal accessibility mandates while significantly shortening the learning curve for new and existing personnel. Staff can execute transactions faster with fewer data entry errors, administrators gain the flexibility to modify business rules dynamically without vendor programming costs, and residents receive an inclusive, user-friendly service experience across all digital channels ahead of the January 1, 2028 operational deadline.

4.2.2.14 Document Capabilities

CHAMPgov provides comprehensive internal document management functionality to capture, store, and link electronic documents directly to master customer records and licensing transactions, while delivering pre-built integration with WVDMV's document management repository, OpenText AppEnhancer, enabling authorized personnel to view and retrieve documents seamlessly across both systems.

Internal Document Management

The proposed solution enables WVDMV to manage electronic documents directly within the core licensing platform as an integral part of daily operations. Scanned identity documents, proof of residency, certified test results, out-of-state driver records, medical evaluation forms, and legal correspondence are ingested at the point of service and linked to the customer's unified master profile and transaction history. Authorized agency personnel can select and view any attached document directly within their unified web workspace, eliminating the need to toggle between disconnected applications during counter transactions or back-office reviews. Granular, role-based access permissions govern document visibility, ensuring that confidential files, such as medical review assessments, undercover records, or fraud investigation files, remain strictly protected and accessible only to designated staff.

AppEnhancer Integration

WVDMV benefits from an enterprise integration architecture that provides pre-built, reusable connectors designed to integrate directly with external document management repositories, including OpenText AppEnhancer. The solution establishes secure, bi-directional connectivity over standard web services and secure messaging protocols to associate external documents with the modernized driver licensing record. When agency personnel access a customer record, the system queries OpenText AppEnhancer and displays an indexed list of related records, enabling staff to view the archived document directly within the WVDMV document repository. In addition, when the system generates digital correspondence, notices, or forms, it automatically transmits digital copies along with essential indexing metadata, such as the customer identifier, driver license number, document classification, and creation timestamp, to OpenText AppEnhancer for long-term archiving and statutory record retention.

Relevant Experience

WVDMV can rely on document and integration experience from Louisiana, where CHAMP connected the new Driver Services system with IBM Content Manager, IDEMIA, Tyler's online service for renewals and driver record requests, courts, law enforcement, insurers, mobile driver's license, and other agency systems as part of more than 200 delivered integrations. This experience supports WVDMV's requirement to connect CHAMPgov with OpenText AppEnhancer and retained State systems through a controlled, testable integration framework as detailed in Attachment B of the RFP.

WVDMV Benefits

By uniting internal document linking with seamless OpenText AppEnhancer integration, WVDMV can eliminate manual scanning backlogs, reduce physical paper storage, and prevent lost or misfiled records across regional offices and central headquarters. Agency personnel gain immediate, one-click access to complete supporting documentation from a single customer view, shortening transaction handling times, strengthening audit and legal compliance, and supporting smooth system transition well before the January 1, 2028 operational deadline.

4.2.2.15 Audit Trail Functionality

The proposed solution enables WVDMV to maintain comprehensive, immutable audit trail functionality across all database access and update events, user and program tracking, field-level change histories, event-driven email notifications to designated users, report execution tracking, and configurable audit retention and archiving policies.

Comprehensive Audit Logging

WVDMV can maintain complete oversight and operational accountability across its driver licensing operations through the platform's native enterprise auditing architecture. The proposed solution automatically captures an immutable audit log of every user action and system event that updates or accesses the database, recording the user identification, action performed, network origin, and precise date and timestamp. This comprehensive logging applies across all system interaction channels, including in-person regional office counter processing, automated batch cycles, inbound and outbound web services, and public self-service portal transactions. For every database record, the platform tracks and displays the user identification and exact timestamp of the system user who created or last modified the entry.

Notifications, Reporting, and Retention

To facilitate detailed forensic analysis and administrative reviews, the platform records the specific program identification of the application service or process that inserted, deleted, or altered a record, capturing both the original and updated field values for complete before-and-after traceability. Agency leadership can establish configurable business rules that trigger automated email notifications to designated supervisory or security personnel whenever high-risk auditable events occur, such as changes to suspension statuses, modifications to undercover records, or suspicious data query volumes. In addition, the system maintains a detailed audit trail of all reporting activity, capturing the specific report generated, user credentials, execution parameters, and date and timestamp. System administrators can establish flexible retention and archiving rules to govern audit logs in alignment with West Virginia statutory records retention requirements, ensuring historical audit data is securely preserved for e-discovery and compliance without degrading online transaction performance.

Relevant Experience

WVDMV benefits from an established auditing and security framework proven across our eight state agency customers, including partnerships with the West Virginia DMV and credentialing modernization delivered for the Louisiana Office of Motor Vehicles.

WVDMV Benefits

Comprehensive, automated audit logging provides WVDMV with complete forensic transparency and accountability across every credentialing transaction. Real-time notifications and detailed change histories help agency personnel deter internal and external fraud, streamline administrative hearings and

investigations, protect sensitive records, and satisfy all state and federal regulatory audit requirements ahead of the January 1, 2028 operational milestone.

4.2.2.16 Compliance with Service Levels

Our team will operate, maintain, and support the proposed solution in production throughout deployment, post-go live support, and following system acceptance for each deliverable for the full duration of the contract, adhering strictly to contract service levels, cloud architecture standards, and Information Technology Infrastructure Library (ITIL)-aligned managed services frameworks.

Cloud Operations

CHAMPgov was architected to be deployed and operated within a secure, high-performing cloud environment that encompasses both the modern application platform and the underlying cloud infrastructure. Our cloud architecture plan establishes primary production hosting and a geographically separated secondary disaster recovery environment with automated failover and data replication, ensuring continuous availability and rapid recovery within 24 hours in the event of a catastrophic regional incident. In alignment with cloud best practices and State of West Virginia Enterprise Architecture standards, the infrastructure provides automated, multi-zone load balancing, elastic containerized scaling to handle peak licensing volumes without performance degradation, and end-to-end encryption for data at rest and data in transit.

SaaS Value

WVDMV benefits from a Software-as-a-Service model that delivers comprehensive operational value by packaging infrastructure hosting, continuous security management, automated data backups, high-availability architecture, routine maintenance, regular software upgrades, and multi-tier customer support into a predictable, transparent yearly total cost of ownership. This structure relieves WVDMV and WVOT of the overhead of provisioning hardware, managing virtualization platforms, and absorbing unpredictable bandwidth and network traffic expenses. Our detailed technical proposal includes a comprehensive cloud operations RACI model delineating state and vendor operational accountabilities, a complete software licensing schedule, and an architectural design plan.

WVDMV will benefit from a fully managed operating model in which the Tyler team provides, operates, monitors, secures, and maintains the AWS environment as part of the SaaS offering. Tyler assumes responsibility for infrastructure operations, monitoring, patching, backup management, disaster recovery, scalability, and application support, providing WVDMV with a single accountable provider for ongoing system operations. Under the proposed deployment model, Tyler funds and manages the AWS infrastructure; however, if WVDMV elects to deploy within a State-controlled AWS environment, cloud infrastructure costs would be the responsibility of the State.

Application Managed Services

WVDMV can rely on our dedicated application managed services team to maintain operational health following go live and deliverable acceptance. Our operational responsibilities include ongoing monitoring, proactive performance tuning, the application of all routine and emergency software patches within 30 days of release, regression testing using automated test scripts, and defect remediation. Any bug fixes deployed to production are automatically backported to all active development, testing, and staging environments to maintain configuration parity. To support evolving legislative, policy, and business needs, our base managed services incorporate an annual reserve of up to 2,000 enhancement service hours. The WVDMV Change Control Board prioritizes and authorizes these hours for workflow reconfigurations, screen adjustments, report development, and system enhancements, with any additional hours

negotiated using transparent, category-specific hourly labor rates rather than flat blended pricing. If WVDMV elects to assume application managed services in subsequent years, we provide a structured knowledge transfer program and technical training plan to prepare state technical personnel to manage and support the environment.

Help Desk Support

To support agency operations, we establish an integrated, multi-tier incident management and help desk structure. During the critical initial 60 days of production operations for each deliverable, our experienced support personnel will assist WVDMV in staffing the Tier 1 help desk from 7:00 a.m. to 5:00 p.m. Eastern Time Monday through Friday and 7:00 a.m. to 2:00 p.m. on Saturday, ensuring immediate triage, user guidance, and ticket logging. Throughout the entire contract term, we operate a dedicated Tier 2 and Tier 3 technical support help desk accessible via a toll-free telephone number and dedicated support email. Our help desk operates from 7:00 a.m. to 8:00 p.m. Eastern Time Monday through Friday, 7:00 a.m. to 2:00 p.m. on Saturday, and provides extended operational coverage for special state events, such as the West Virginia State Fair.

Incident Management

Incidents are classified and prioritized according to ITIL standards in coordination with WVDMV's IT help desk system. Critical and High-priority incidents are automatically escalated to WVDMV project management. Our assigned technical specialists document diagnostics, remediation steps, and resolution timestamps directly within the ticketing system. Prior to ticket closure, our team conducts a formal root cause analysis and delivers a corrective action plan to eliminate recurrence. When third-party platform or infrastructure components are impacted, we manage Tier 4 vendor escalations, coordinating remediation directly with underlying cloud and software providers to ensure rapid resolution.

Operational Responsibilities

To maintain clear governance, operational responsibilities are formally defined across the project lifecycle:

Vendor Responsibilities:

The following are the expected Vendor responsibilities:

- Manage, monitor, patch, and scale all aspects of the hosted cloud application and infrastructure landscapes.
- Support WVDMV Tier 1 help desk operations during the initial 60 days of production for each deliverable.
- Operate the Tier 2 and Tier 3 help desk during required standard and extended event hours.
- Manage Tier 4 vendor escalation and third-party software provider relationships.
- Deploy software patches within 30 days of release and execute approved product upgrades.
- Execute unit, system, and automated regression testing for all system modifications and defect corrections.
- Update technical runbooks, user manuals, and training materials following system enhancements.
- Synchronize all validated software corrections across active development, testing, and production environments.

WVDMV Responsibilities:

The following are the expected WVDMV responsibilities:

- Operate the Tier 1 customer support desk, supported by vendor specialists during the initial 60-day post-cutover window.
- Perform routine user access and security administration through Active Directory.
- Maintain and troubleshoot state-owned network infrastructure, hardware peripherals, and local office equipment outside the hosted environment.
- Code, unit test, and maintain state-developed interface programs and external system extracts.
- Review, prioritize, and approve system changes and enhancement hour allocations through the WVDMV Change Control Board.
- Participate in and sign off on user acceptance testing for patches and system releases.

Service Performance

WVDMV can depend on an operational track record of high availability and responsive support delivered to state motor vehicle agencies. Against a standard 99.5% contractual service level agreement, our production uptime over the past twelve months achieved 99.99% for the West Virginia DMV, 99.99% for the New Jersey Motor Vehicle Commission, and 100 percent for the Illinois Secretary of State, Kentucky Transportation Cabinet, and Rhode Island DMV. This proven managed services framework and support delivery model are actively in place supporting credentialing modernization for the Louisiana Office of Motor Vehicles under a 99.5% service level agreement.

WVDMV Benefits

By partnering with an experienced managed services provider within a fully managed cloud model, WVDMV can eliminate the overhead and risks of maintaining aging on-premises infrastructure. Agency personnel gain responsive technical support, rapid defect resolution, and guaranteed system reliability across all 26 Regional Offices, while leadership achieves complete operational transparency, predictable budgeting, and flexible enhancement capacity to keep West Virginia's driver licensing platform modern and compliant well beyond the January 1, 2028 operational milestone.

4.2.3 Desired Project Requirements

Tyler meets or exceeds all of the Desired project elements as detailed in the sections that follow.

4.2.3.1 Completion of Implementation Deliverables

We commit to delivering all project deliverables to production status and satisfying all associated go live criteria within the agreed-upon timelines established in the approved project work plan, and we accept the liquidated damages provisions of $5,000 per calendar day for each day exceeding 30 days past the planned go live date for any deliverable that does not achieve production status and meet all go live criteria.

Schedule Management

The proposed solution enables WVDMV to achieve every project deliverable on or ahead of schedule through our mature, configuration-driven modernization methodology and repeatable delivery framework. Rather than subjecting the agency to the protracted timelines of custom software development, our platform leverages proven, pre-built functional modules and integration connectors that substantially compress delivery schedules. We execute critical project paths concurrently, implementing the enterprise API gateway and REST services within the initial 12-month window while simultaneously conducting data profiling, conversion mapping, and sprint validations for the Driver License System MVP to ensure its deployment within 18 months of delivery order issuance. Each deliverable is governed by an approved, baseline work plan managed by a certified PMP, utilizing Project

Management Institute (PMI) standards to track critical path milestones, manage dependencies, and proactively mitigate schedule risks before they impact planned go live dates.

Delivery Record

WVDMV benefits from a delivery model proven against a comparable driver licensing deployment schedule. Louisiana's planned 12-month core implementation was delivered just 12 months from kickoff, culminating in production launch on September 16, 2026. Within that period, the Tyler team retired the Unisys mainframe and 12 separate web applications, migrated approximately 90 million records within nine months, completed AAMVA REST in 11 months, trained 1,500 analysts, and delivered more than 200 integrations. The same delivery leaders, reusable artifacts, AAMVA testing sequence, conversion practices, and lessons learned can be applied to ensure West Virginia's 12-month REST and 18-month MVP commitments.

WVDMV Benefits

By partnering with an experienced provider utilizing a repeatable delivery model and pre-built integration architecture, WVDMV gains schedule certainty and minimizes implementation risk. This proven approach exceeds the prescribed timelines and ensures the agency meets all intermediate delivery milestones, successfully retires the legacy AAMVA Unified Network Interface (UNI) connection and the legacy mainframe Driver License System, and attains full production operations well ahead of the January 1, 2028 deadline without operational disruption or financial exposure.

4.2.3.2 Deploy Implementation Deliverables on Expedited Timeline

Tyler's timeline exceeds the requested project deadlines. The proposed solution enables WVDMV to deploy all project deliverables to production status on an expedited timeline, delivering full required scope and satisfying all associated go live criteria by the Agency-requested dates, and we accept that our committed dates will serve as the contractual basis for calculating liquidated damages for late delivery.

Accelerated Approach

WVDMV can significantly compress implementation timeframes and reduce operational risk through our proven, configuration-driven delivery methodology. While traditional custom development models across the motor vehicle industry routinely require 24 to 36 months to replace core systems, our platform architecture and repeatable deployment framework allow complete driver system replacements to be achieved in 12 months. Rather than building software from the ground up, we configure mature, cloud-native functional modules and pre-built integration connectors to meet West Virginia's specific statutory and operational needs.

Parallel Delivery

To ensure rapid, low-risk execution, our delivery model runs critical workstreams concurrently rather than sequentially. In Phase 1, our team deploys the enterprise API gateway and implements all RESTful AAMVA services connected to the existing mainframe, allowing WVDMV to decommission the sunsetting Unified Network Interface (UNI) connection within 12 months of contract execution. Concurrently, our team initiates legacy DB2 data profiling, automated conversion scripting, and sprint testing for Phase 2, enabling the complete Driver License System MVP to achieve production go live well within the 18-month from issuance of delivery order requirement. By front-loading data migration discovery and executing parallel testing cycles, WVDMV can achieve full operational cutover well ahead of the January 1, 2028 mandate without sacrificing scope or system quality.

Delivery Record

WVDMV benefits from an accelerated delivery approach now proven on a completed Driver License System replacement. Louisiana launched CHAMPgov for driver services in just 12 months from kickoff, upgraded AAMVA UNI to REST in 11 months, migrated approximately 90 million records within nine months, trained 1,500 analysts, and delivered more than 200 integrations. This is directly relevant evidence that the Tyler team can execute configuration, conversion, integration, testing, training, and cutover concurrently without reducing scope or acceptance rigor.

WVDMV Benefits

Deploying the modernized Driver Licensing Platform on an expedited timeline directly lowers agency business risk by retiring aging mainframe dependencies and specialized legacy code bases sooner. Across state agency implementations, this accelerated modernization model has delivered transformative business outcomes, including dropping transaction processing times from 30 days to a single day, reducing regional office wait times by 66%, and eliminating over 50 million paper documents. By committing to an advanced delivery schedule, WVDMV can rapidly eliminate technical debt, enhance the service experience for citizens and commercial drivers across all 26 Regional Offices, and ensure uninterrupted compliance with national driver safety registries.

4.2.3.3 Address Identified Defects

We commit to addressing all issues and defects identified during operations and maintenance in strict adherence to the Agency-defined issue resolution timelines in Table 2, and we accept the service credit structures governing acknowledgment, problem diagnostics, issue resolution, and system availability.

Incident Response

The proposed solution enables WVDMV to maintain reliable, uninterrupted licensing operations through an ITIL-aligned incident and defect management process during operations and maintenance. Our dedicated support team responds to and resolves operational issues within the precise timeframes defined in Table 2 of the RFP:

- **Severity Level 1 (Critical)**: Our team will acknowledge reported Critical incidents and initiate active problem diagnostics within 30 minutes of receipt. We commit to resolving 100% of all Critical incidents or implementing an agency-approved workaround that allows the incident to be reclassified within 24 hours of identification.
- **Severity Level 2 (High)**: Our team will acknowledge High-priority incidents within 30 minutes and commence technical diagnostics within three hours of notification. We commit to resolving at least 95% of all High-priority incidents within five calendar days of identification.
- **Severity Level 3 (Minor)**: Our team will acknowledge Minor incidents within 24 hours and begin problem diagnostics within 10 business days. We commit to resolving at least 90% of all Minor incidents within 20 business days of identification, with any remaining incidents resolved or mitigated via an approved alternative within 60 business days.

Root Cause and Prevention

To prevent recurring issues, our engineering team conducts root cause analysis for every resolved Severity 1 and Severity 2 incident, delivering a corrective action plan and deploying automated regression test scripts to safeguard system stability. System changes and bug fixes are thoroughly tested in dedicated non-production environments and promoted to production in full observance of WVOT change control windows and blackout schedules.

Service Credits

WVDMV benefits from complete contractual accountability, backed by our acceptance of the State's service credit terms as provided in the RFP. If we fail to meet the required response or resolution timelines, WVDMV can assess service credits as specified:

- **Acknowledgment and Problem Diagnostics**: A credit of $1,000 for each hour or part thereof past the required diagnostic timeline for Severity 1 or Severity 2 issues, and $500 for each hour or part thereof for Severity 3 issues.
- **Issue Resolution**: A credit of $5,000 for each hour or part thereof past the resolution timeline for Severity 1 issues, applied directly against monthly application managed services fees. For Severity 2 and Severity 3 issues, a credit of $1,000 for each hour or part thereof past the resolution target, measured on a quarterly basis and credited toward future agency enhancement requests.
- **System Availability**: A credit of $10,000 for each hour the production system is unavailable outside allowed downtime parameters, applied against the monthly application managed services fee.

Service Performance

WVDMV can rely on our proven history of exceeding contractual service level agreements across state motor vehicle agencies. Against a standard 99.5% contractual service level agreement, our production uptime over the past twelve months reached 99.99% for the West Virginia DMV, 99.99% for the New Jersey Motor Vehicle Commission, and 100% for the Illinois Secretary of State, the Kentucky Transportation Cabinet, and the Rhode Island DMV. Furthermore, this managed support model is deployed for the Louisiana Office of Motor Vehicles under a 99.5% service level agreement.

WVDMV Benefits

Adhering to strict issue resolution timelines ensures that WVDMV experiences minimal operational disruption across all 26 Regional Offices and public service channels. Agency staff receive rapid diagnostic and defect remediation support, protecting daily transaction throughput, while leadership maintains full transparency, predictable application performance, and clear financial protections throughout the contract term.

4.2.3.4 Staff Experience Continuity

We meet and exceed this requirement. Should any staff changes become necessary during the contract period, replacement personnel will meet or exceed the experience and qualifications of the individual being replaced.

Each replacement is vetted against the departing individual's qualifications, certifications, and project-specific knowledge, followed by a structured knowledge-transfer overlap period before handoff. Tyler will notify WVDMV in advance of any proposed change and provide the replacement's qualifications for review.

Additionally, the WVDMV project team will have direct access to Tyler team personnel from other jurisdiction engagements who can provide cross-state best practices, lessons learned, and guidance throughout the contract term.

4.2.3.5 Disclosure of Subcontractors and Approval for Changes

CHAMP Titles, Inc. will serve as a disclosed subcontractor and will be responsible for providing the CHAMPgov Driver Licensing Platform, driver licensing subject matter expertise, solution architecture,

configuration, integration services, data conversion support, testing support, training assistance, production deployment activities, and ongoing application support services associated with the proposed solution.

CHAMP was selected for this role because of its direct experience delivering Driver License System modernization solutions for state motor vehicle agencies, including its current Driver License System Modernization engagement with the Louisiana Office of Motor Vehicles. CHAMP's responsibilities are directly aligned with the core requirements of this procurement, including modernization of the driver license system, implementation of REST-based services, support for AAMVA integrations, data migration, testing, operational readiness, and managed services support.

Tyler will retain overall contractual responsibility, project governance, stakeholder management, schedule accountability, and coordination of all subcontractor activities. All subcontractor responsibilities will be documented within the project governance structure, and WVDMV will have full visibility into the roles, responsibilities, and qualifications of all team members assigned to the project.

4.3 Qualifications and Experience

Experience Providing Similar Services

Tyler is providing information on three completed past projects that will inform the West Virginia implementation, beginning with the most recent implementation in Louisiana. These examples demonstrate our experience with driver license systems and vehicle registration systems. We are including with each example below the team members who worked on each project that are also proposed to work on the West Virginia implementation, ensuring that lessons learned will directly translate to West Virginia.

Past Project #1 - Louisiana Office of Motor Vehicles (LAOMV)	
Project Name	Louisiana Office of Motor Vehicles – Driver Licensing & Vehicle Services System Modernization
Location of Project	Louisiana
Type of Project	SaaS modular API-driven platform implementation
Project Manager Name	Robert Franko
Project Manager Contact Information:	**Phone Number**: (440) 840-2002 **Email**: Robert.Franko@champtitles.com
Description	**Overview**: The State of Louisiana awarded CHAMP a contract to provide full modernization of the Office of Motor Vehicles (OMV) motor vehicle systems. In September 2026, Tyler and CHAMP delivered the CHAMPgov platform in an unprecedented 12 months from kickoff. The platform includes all four (4) solution suites - Core Agency Services, Electronic Agency Services, Digital Agency Services, and Business Agency Services. These services provide a new core credentialing/driver's licensing system. Tyler supported the project through our domain knowledge of the OMV as the current provider of digital government services for the agency and other Louisiana agencies, as well as the modernized customer portal that integrates with the CHAMPgov platform. The team employed agile development

methodologies and enterprise project management practices to iteratively deliver the required capabilities on a modular architecture composed and configured to implement state-required workflows and to ensure scalability and compliance with jurisdictional requirements.

Ongoing Modernization: The Louisiana OMV modernization project has a second phase scheduled to launch in August 2027 which includes full modernization of the core vehicle services system, completing the 24-month engagement resulting in a complete transformation of Louisiana's motor vehicle systems, including the deployment of advanced digital services such as Dealer Electronic Titling and Registration Service, Electronic Lien Management Service, Digital Titles, and CHAMP's proprietary AI-powered decisioning engine.

CHAMP's proven ability to execute large-scale modernization projects on time and on budget—without change orders—was a key factor in Louisiana's decision to partner with us during a Governor-declared State of Emergency. Our agile, cloud-native approach ensures that Louisiana OMV will not only meet its immediate modernization goals but will be positioned for long-term success with a future-proof platform.

CHAMP provides the software solution and all necessary support, outreach, education, and training needed to ensure success.

Customer Reaction: "We promised Louisianans shorter lines and an easier experience at the OMV, and today we're delivering on that promise," Louisiana Governor Jeff Landry said on September 22, 2026, in a statement to Erin Lowrey of WDSU News regarding the announcement for the rollout of the new Driver Services platform. "CHAMP gives folks a faster, simpler way to get the services they need, while cutting costs and inefficiencies that have plagued this system for over 50 years. This is what a modern, 21st-century government should look like."

Louisiana administration officials also said that the digital overhaul aims to reduce processing backlogs, curb frequent system crashes, and cut long wait lines for citizens while saving taxpayers $30 million.

Clear Results:

- System has been operating 24x7 with 99.9% up time
- Response times in the system has been <2 seconds with 1,500 concurrent users logged in
- OMVs five separate web applications were replaced with the CHAMPgov platform
- 582,450 AAMVA Services were processed operating around 1.5% exception rate (AAMVA's SLA is around 3%)
- >6,000 New Credentials Issued (includes TIPs, State IDs, DLs, and CDLs)
- >25,000 Renewals, Updates, Downgrade/Upgrade, Duplicates Issued (includes TIPs, State IDs, DLs, and CDLs)
- >18,000 Violations and Reinstatements processed

Past Project #2 – West Virginia Department of Motor Vehicles (WVDMV)	
Project Name	West Virginia DMV Modernization – Digital Titling and Registration
Location of Project	West Virginia
Type of Project	SaaS modular API-driven platform implementation
Project Manager Name	Zabed Islam
Project Manager Contact Information:	**Phone Number**: (404) 314-1476 **Email**: Zabed.Islam@champtitles.com
Description	**Overview**: The State awarded Tyler a contract to provide an electronic titling and vehicle registration system. Tyler and CHAMP designed, architected, built, and launched a new Digital Title & Registration Suite (DTRS) SaaS product to digitalize vehicle title, registration, and electronic liens for West Virginia's Vehicle Titling Administrators, Dealers, Lenders, and all service providers. The solution was launched in December 2021. All modules of the suite were included, which encompass e-titling, electronic lien and titling, cockpit for vehicle administrators, and digital titles. The backend system of record was also fully and seamlessly replaced – resulting in material savings to mainframe costs for the state. Additionally, the solution included the National Digital Titling Clearinghouse (NDTC) which is currently delivering over $2.9 million of revenue to the state that comes from non-WV taxpayers. This solution is expected to grow many times over this current revenue amount and is a resounding success for returning capital to the citizens of West Virginia. **Project goals/achievements included:** – Developing and executing the technology and product strategy for the WVDMV modernization – Establishing the technology and product roadmap aligning to the business objectives – Overseeing the development and management of product design, product pricing, and go-to market strategies. – Leading a team of engineers, designers, and product managers to ensure that the DTRS product meets WVDMV needs and delivers value – Managing the technology budget to ensure that the company is making cost-effective decisions – Assessing emerging technologies and industry trends – Building partnerships and collaborations with external partners and vendors of the WVDMV Tyler provided the software solution and all necessary support, outreach, education, and training needed to ensure success. **Clear Results:** – eliminated more than five million pieces of paper annually – reduced processing time from as much as 60 days to as little as one day

	– eliminated department backlog with title clerks, now processing five times as many titles each day

Past Project #3 – New Jersey Motor Vehicle Commission (NJMVC)	
Project Name	New Jersey Motor Vehicle Commission Electronic Lien and Title Service
Location of Project	New Jersey
Type of Project	SaaS modular API-driven platform implementation
Project Manager Name	Zabed Islam
Project Manager Contact Information:	**Phone Number**: (404) 314-1476 **Email**: Zabed.Islam@champtitles.com
Description	**Overview**: The State of New Jersey mandated that all lienholders managing five or more liens annually must use Electronic Lien and Title technology beginning April 1, 2025. In preparation, in early 2024, Tyler and Champ implemented their seamless vehicle titling and registration and lien management system benefiting stakeholders including vehicle retailers, lenders, insurance carriers, and citizens as a pilot program for the State. The system allows lienholders to submit required forms and fees electronically, communicate in real time with NJMVC, and eliminate the need to store, manage, or ship paper titles. Over 200,000 electronic lien and title transactions were processed prior to the mandate going into effect, ensuring successful conversion at the mandate cutover. Following a successful pilot, the State awarded a contract to Tyler to provide the services. **Key benefits of the new electronic lien and title service include:** – Cost Reductions. Electronic processing eliminates outdated and lengthy paper processes, saving time and money for retailers, lenders, drivers, and department staff. – Improved Efficiency. The system significantly reduces processing times, maximizing agency resources and drastically increasing the number of transactions processed by a single clerk. – Fraud Risk Reduction. Digital processes eliminate the latency of paper-based processes, reducing many opportunities for fraud. Additionally, these digitized processes make document tampering more difficult and help to eliminate risk. – Decreased Environmental Impact. Transitioning to a paperless process is expected to eliminate the use of more than 20 million pieces of paper each year in the state of New Jersey. In addition, as the titling and registration process becomes fully digital, commutes to and from county clerk offices will also decrease, providing additional environmental benefits.

Project References

Tyler Technologies West Virginia has provided project references for these three projects in our response to RFP Section 5.3.6.2.10, as required.

4.3.1 Qualification and Experience Information

Tyler meets the desirable qualifications as detailed in the sections below.

4.3.1.1 Existing Production Status Implementation of Proposed Solution

The Vendor's proposed driver license solution should have been implemented to a production status for at least one United States jurisdiction as of the date of proposal submission.

The Tyler team fully complies with this requirement. The team has implemented the proposed CHAMPgov driver license solution to production status in the State of Louisiana, a United States jurisdiction, as of September 2026. The deployment was completed from project initiation to go live in 12 months. A customer-verifiable reference for the Louisiana implementation is provided in our response to RFP Section 5.3.6.2.10.

4.3.1.2 Prior Experience Implementing Proposed Solution

The Vendor should have prior experience, preferably as the prime system integrator, with implementing the Vendor's proposed driver license solution to a production status for at least one United States jurisdiction as of the date of proposal submission.

The Tyler team fully complies with this requirement. The team implemented the proposed CHAMPgov driver license solution to production status in the State of Louisiana, a United States jurisdiction, in September 2026, serving as the prime system integrator. This implementation demonstrates the Tyler team's ability to deliver core statewide driver credentialing to production status on an accelerated timeline and satisfies the requirement for prior production experience as of the date of proposal submission.

Tyler will apply the experience gained from the Louisiana implementation, including lessons learned, to inform the West Virginia deployment, accelerating ramp-up and reducing program risk

4.3.2 Mandatory Qualification/Experience Requirements

WVDMV benefits from a team with extensive DMV modernization experience and established knowledge of West Virginia's motor vehicle environment. The Tyler team combines deep domain expertise, proven delivery experience, and long-standing support of state agencies, enabling WVDMV to reduce implementation risk and accelerate achievement of its modernization objectives.

Role	Team Member
Project Manager (PMP)	Zabed Islam
Functional Lead	Abby Birmingham
Technical Architecture	Bo Shim
Executive Sponsor	Ian McQuinn

The following responses demonstrate how the proposed solution, organization, and key personnel satisfy the mandatory qualification and experience requirements.

4.3.2.1 Proposed Project Management Professional

The Vendor's proposed Project Manager must be currently certified as a Project Management Professional (PMP) by the Project Management Institute.

Zabed Islam is a Project Management leader certified through the Project Management Institute with over 10 years of Project Management experience with two years of experience directly with DMV operations and processes. His experience fully satisfies the mandatory qualification requirement for the proposed Project Manager. We have included a copy of his certificate #4291567 in Tyler Attachment 3 – PMP Certification. Mr. Islam has extensive experience working with third party vendors, State agencies, governance bodies, and other state partners ensuring the successful completion and on-time delivery of vital digital government services.

WVDMV Experience

WVDMV will benefit from a Project Manager who not only meets the certification requirement, but who already has direct experience coordinating modernization initiatives within the West Virginia DMV environment. As Program Manager for CHAMP, Zabed currently oversees major DMV modernization efforts, including the National Digital Titling Clearinghouse Program, Digital Title rollout initiatives, and DTRS enhancement projects supporting WVDMV. Through these efforts, he has managed multi-agency coordination, implementation planning, operational readiness, stakeholder engagement, executive communications, vendor management, risk mitigation, and delivery oversight across complex modernization programs.

Project Scope Alignment

Zabed's experience managing concurrent modernization initiatives, balancing technical and business workstreams, coordinating cross-functional delivery teams, and maintaining executive visibility directly aligns with the State's requirements outlined in the RFP. His project leadership experience allows him to manage dependencies across data conversion, integrations, testing, training, organizational readiness, security, cutover activities, and production support while maintaining focus on schedule, scope, and acceptance criteria.

Additional DMV Experience

In addition to his West Virginia experience, Zabed currently leads modernization efforts supporting the New Jersey Motor Vehicle Commission, including agency system replacement and enterprise modernization initiatives utilizing CHAMPgov. This experience provides additional insight into large-scale DMV modernization programs, stakeholder governance, organizational change management, and statewide deployment activities that are directly applicable to WVDMV's modernization objectives.

WVDMV Benefits

Most importantly, WVDMV will receive a Project Manager who has successfully deployed CHAMPgov and already understands the agency's modernization priorities, governance expectations, and implementation challenges. Rather than beginning with a lengthy learning curve, Zabed can immediately focus on execution, helping ensure the project remains aligned with WVDMV's schedule objectives, delivery milestones, risk management requirements, and acceptance criteria. His combination of PMP certification, CHAMPgov implementation experience, DMV modernization experience, direct WVDMV involvement, and proven leadership of complex technology initiatives provides WVDMV with a qualified project leader capable of guiding the AAMVA REST modernization effort, MVP Driver License System deployment, data migration activities, testing programs, training efforts, operational readiness activities, and post-go live stabilization required under this solicitation.

4.3.2.2 Proposed Functional Lead and Technical Architect Experience

The Vendor's proposed Functional Lead and Technical Architect must have at least two years of experience working in similar roles on implementations of the Vendor's proposed solution.

Tyler exceeds this requirement. Both proposed key personnel exceed the minimum qualification requirement and bring direct experience leading CHAMPgov implementations for motor vehicle agencies. Their experience includes statewide Driver License System modernization, business process transformation, AAMVA integration modernization, data conversion, testing, deployment, and operational readiness activities that closely align with the scope and objectives of the WVDMV Driver Modernization Program.

Functional Lead: Abby Birmingham

Title: Director, Product, CHAMP Titles, Inc.

Abby Birmingham serves as the proposed Functional Lead for this engagement, bringing 15+ years of product and design leadership experience and **more than two years of direct experience** leading functional requirements definition, business process analysis, and solution design on implementations of the CHAMPgov platform. In her current role as Director, Product at CHAMP, Abby leads cross-functional discovery, requirements definition, and solution design across multiple DMV modernization initiatives, aligning stakeholder needs, policy requirements, and user outcomes.

Abby's experience in similar functional lead roles on CHAMPgov implementations includes:

- **Louisiana Office of Motor Vehicle Modernization (1 year, ongoing)** -- Serves as Product Lead for Louisiana's driver credentialing modernization, partnering with stakeholders, policy experts, and frontline users to define requirements and design a modern driver application. In this role, Abby embeds policy-driven logic, AAMVA transactions, verifications, and state integrations into credentialing workflows -- the same CHAMPgov environment that supports live REST integrations with SPEXS, PDPS, DLDV, DIAE, SSOLV, HAVV, USPVS, and SAVE.
- **West Virginia DMV Digital Title (2 years, ongoing)** -- Served as Product Design lead for West Virginia's digital title implementation, directing product and UX design for the state's citizen portal, dealer title vault, and Dealer Licensing solutions. Her responsibilities included leading user research, workflow design, prototyping, and user interface design to translate complex motor vehicle policies and operational requirements into intuitive, compliant digital workflows.
- **West Virginia Division of Motor Vehicles Vehicle Titling & ELT (2 years, ongoing)** -- Served as Product Design lead for West Virginia's Electronic Lien and Title (ELT) and vehicle titling implementation, defining functional requirements and solution configuration that embedded policy-driven logic, verifications, and state integrations into titling and lien workflows to improve efficiency, reduce errors, and support compliance.
- **Kentucky Transportation Cabinet DMV Modernization (1 year, ongoing)** -- Serves as Product Lead for Kentucky's DMV modernization initiative, guiding functional requirements and solution design for the state's Digital Title and Registration Suite, including the ETRS e-titling module, ELTS electronic lien and title module, and VTAS vehicle administrator cockpit.

Across these engagements, Abby has been responsible for the core functional lead activities that define project success on a CHAMPgov implementation: leading discovery sessions with state stakeholders and policy experts; decomposing complex motor vehicle regulations and operational policies into configurable business rules and workflow requirements; designing citizen-facing, dealer-facing, and agency-facing portal experiences; embedding AAMVA transaction logic and state integration requirements into

functional workflows; conducting usability testing and accessibility reviews to ensure compliance; and aligning state stakeholders and delivery teams to shape CHAMP's commercial and agency portal experiences. She brings deep domain expertise in modernizing DMV services by translating complex policies, operational needs, and technical integrations into intuitive workflows that improve efficiency, reduce manual effort and human error, and help agencies deliver better customer experiences.

Technical Architect: Bo Shim

Title: Chief Product and Technology Officer (CPTO), CHAMP Titles, Inc.

Bo Shim serves as CHAMP's Chief Product and Technology Officer and has served as the technical architect and State Delivery Executive across each of the CHAMPgov state agency engagements over **the past five years.** In this capacity, Bo has been responsible for the end-to-end technical architecture, integration design, and deployment strategy for the CHAMPgov platform across nine contracted state agency implementations spanning Connecticut, Illinois, Kansas, Kentucky, Louisiana, New Jersey, Rhode Island, South Carolina, and West Virginia.

Specifically, Bo's experience in similar technical architect roles on CHAMPgov implementations includes:

- **Louisiana Office of Motor Vehicles (1 year, ongoing)** -- Led the technical architecture for a statewide driver licensing and credentialing modernization that included migration of approximately 90 million legacy records and integration with more than 200 internal, federal, state, and third-party systems. This implementation delivered a credentialing environment supporting identity verification, credential issuance, driver eligibility validation, and AAMVA and federal verification connectivity, including live REST integrations with SPEXS, PDPS, DLDV, DIAE, SSOLV, HAVV, USPVS, and SAVE.
- **Multi-State ELT and ERT Deployments** (5+ years) -- Architected the CHAMPgov platform's patented State Plugin Interface (SPI) and State Gateway Interchange (SGI) integration layers across multiple state environments, enabling seamless interoperability between the CHAMPgov SaaS platform and each state's existing systems of record without requiring disruptive rip-and-replace migrations. Deployments include West Virginia DMV (ELT and ERT, 9 months), New Jersey MVC (ELT, 9 months), Kentucky Transportation Cabinet (ERT, 6 months), Illinois Secretary of State (ELT, 6 months), and Rhode Island DMV (ELT, 9 months).
- **Platform Architecture Ownership** (5 years, ongoing) -- As CPTO, Bo owns the overall technical architecture of CHAMPgov, a cloud-native SaaS platform hosted on Amazon Web Services (AWS), including its configurable workflow services, enterprise reporting, API-based integration framework, security controls, operational monitoring, and automated CI/CD deployment pipeline with over 90% code coverage.
- **AAMVA and Federal Integration Architecture (1 year, ongoing)** -- Designed the REST/JSON-based integration framework connecting CHAMPgov to critical AAMVA registries and services including CDLIS, PDPS, S2S, SPEXS, NMVTIS, and CSTIMS, as well as federal verification systems including SSOLV and DHS SAVE.

Bo's continuous, hands-on involvement across all of CHAMP's implementations -- spanning ELT, ERT, digital titling, and full driver licensing and credentialing modernization programs -- represents more than five years of direct experience as Technical Architect on CHAMPgov deployments, well exceeding the two-year minimum required by this section.

Functional Lead and Technical Architect Resumes

Resumes for both proposed key personnel are included below in Tyler Attachment 2 – Resumes and demonstrate directly relevant experience aligned with the scope and objectives of this procurement.

5.3.6.2.4 Proposed Cloud Operating Environment

5.3.6.2.4 Provide a narrative description of the Vendor's proposed Cloud operating environment (if Cloud hosting is provided by the Vendor) including information on the primary and back-up data center. This section should also include RACI model, a proposed cloud architecture design plan and software licensing list.

The proposed solution enables WVDMV to deploy and operate within a fully managed, cloud-native Software-as-a-Service (SaaS) hosting environment designed specifically to support mission-critical motor vehicle and driver licensing operations. The environment provides an elastic, high-performance platform optimized for the cloud that automatically scales computing and database resources up or down based on real-time transaction volume and workload demands. The platform is designed as an always-on system that delivers zero-downtime maintenance with no required maintenance windows, ensuring continuous service delivery across all 26 Regional Offices and public digital channels. This architecture complies with State of West Virginia Enterprise Architecture standards, adheres to StateRAMP requirements, and fulfills the State of West Virginia Cloud Addendum mandates.

Hosting Model

The proposed solution will be deployed within a vendor-owned and managed AWS environment and delivered as a fully managed SaaS service. The Tyler team is responsible for infrastructure management, monitoring, maintenance, security operations, backup services, disaster recovery, and lifecycle management of the cloud environment. This approach provides WVDMV with predictable operations, reduced infrastructure-management responsibilities, and a scalable platform capable of supporting current and future Driver License System modernization objectives.

Primary and Backup Environments

WVDMV will benefit from a resilient cloud environment hosted within Amazon Web Services (AWS) and designed to support continuous statewide driver licensing operations. The production environment is deployed across multiple AWS Availability Zones within a primary AWS Region, providing fault isolation, automatic workload redistribution, and elimination of single points of failure. Application services are distributed across redundant compute, storage, and networking resources to maintain service availability during infrastructure, facility, or zone-level interruptions.

To support business continuity and disaster recovery requirements, a secondary environment is maintained within a geographically separate AWS Region in the continental United States. Transactional data, system configurations, and application artifacts are continuously replicated between regions using automated AWS replication services. In the event of a regional outage or catastrophic failure, disaster recovery procedures allow the solution to be restored within the required recovery objectives while minimizing data loss and operational disruption. This architecture enables WVDMV to maintain critical driver licensing services, customer transactions, and agency operations during unplanned events while supporting long-term resiliency objectives.

Cloud Architecture

The proposed solution is deployed within a secure, multi-tier Amazon Web Services (AWS) Virtual Private Cloud (VPC) architecture that separates internet-facing services, application services, administrative functions, integrations, and data resources using network segmentation and layered security controls. Public traffic is routed through AWS load-balancing and web application security services that provide HTTPS encryption, threat detection, traffic filtering, rate limiting, and Distributed Denial of Service (DDoS) protection.

CHAMPgov application services are deployed using containerized workloads orchestrated across multiple AWS Availability Zones, allowing resources to scale automatically based on transaction demand. This approach enables WVDMV to support fluctuations in workload volume while maintaining consistent application responsiveness for agency personnel, partner organizations, law enforcement users, and public-facing transactions.

Database services leverage redundant storage, automated backups, point-in-time recovery capabilities, and read-only replication services to support reporting, batch processing, and analytics workloads without impacting operational licensing transactions. Background processing, integrations, notifications, reporting services, and scheduled workloads execute independently from core transaction processing, ensuring that high-volume batch activity does not affect customer-facing services or field office operations.

All citizen information, credential data, audit records, and transaction information are protected using encryption in transit and at rest utilizing AWS-managed cryptographic services and FIPS 140-2 compliant encryption standards. Security monitoring, logging, vulnerability management, identity federation, and access controls are administered through a combination of AWS native services and Tyler team operational security procedures, providing WVDMV with a secure, scalable, and highly available cloud environment capable of supporting current operations and future modernization initiatives.

The following figure illustrates how CHAMPgov integrates the core Driver Licensing Platform, customer and credential data services, workflow automation, AAMVA REST modernization, retained WVDMV systems, and external partner integrations into a unified architecture that supports WVDMV's transition from the legacy mainframe environment to a modern system of record.

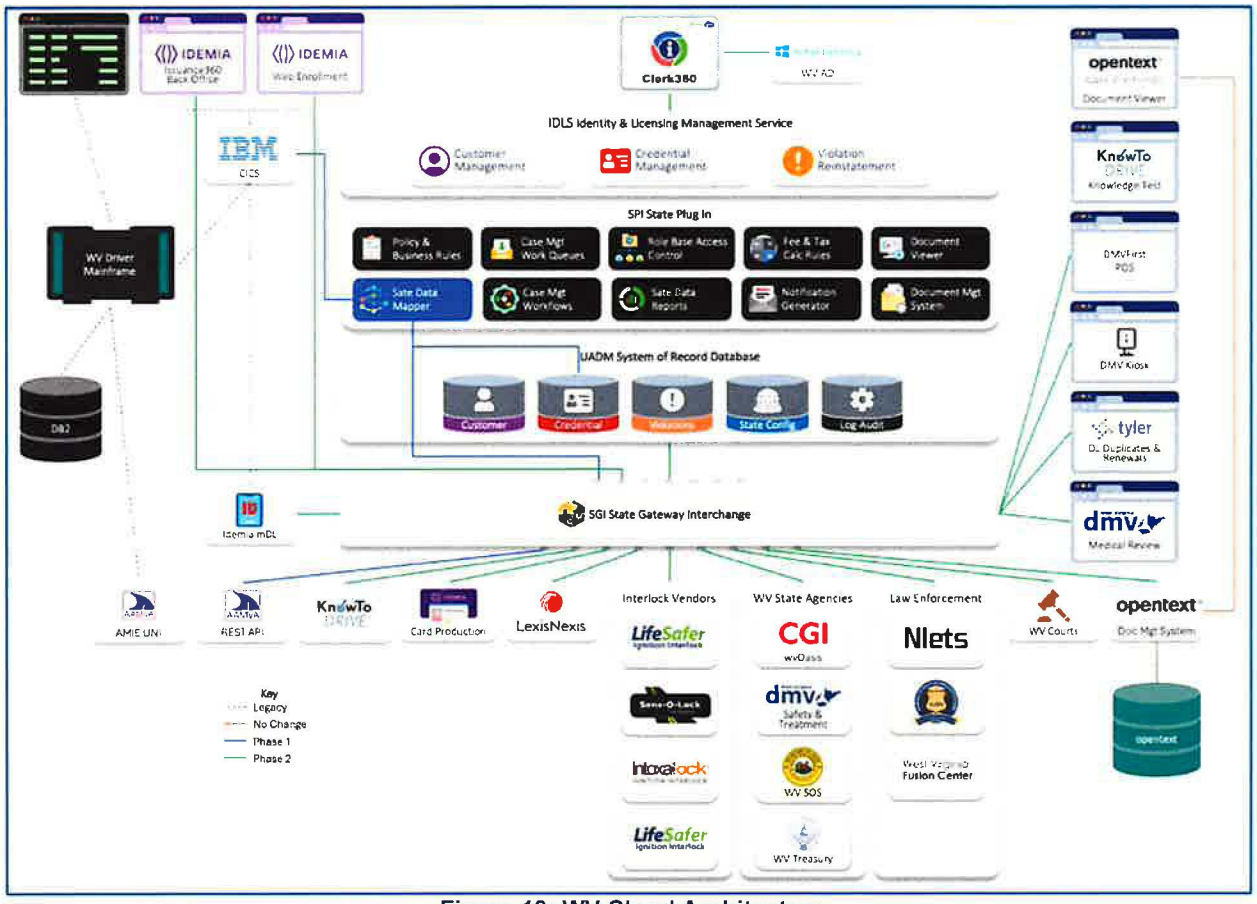


Figure 19: WV Cloud Architecture

Cloud Operations RACI

Operational responsibilities across the cloud environment are clearly delineated using a structured RACI framework among WVDMV, WVOT, and Tyler as follows:

Operational Function	WVDMV	WVOT	Tyler
Cloud Infrastructure & Facility Management	I	I	R/A
Cloud Availability & Disaster Recovery	C	I	R/A
Platform Security & Compliance	C/I	C/I	R/A
Database & Storage Administration	I	I	R/A
Identity Federation & User Access Governance	A/C	R/C	R/C
Daily User Administration & Security Role Assignment	R/A	I	C
Application Management & Defect Remediation	C/A	I	R
Security Role Configuration Support	A	I	R/C
Production Release Approval	A	I	R
Integration Monitoring & Support	C	I	R/A
Application Performance Monitoring	I	I	R/A
Incident Response & Problem Resolution	C	I	R/A
Service Desk & Application Support	I	I	R/A
Compliance Reporting & Audit Support	C	C	R/A
Business Policy & Operational Decision Making	R/A	C	I
Enterprise Identity Standards & Directory Services	C	R/A	C

Software Licensing

The CHAMPgov solution utilizes the commercially licensed software components listed in the table below to support various operational capabilities required to deliver and maintain the solution.

Software	Purpose
Claude Sonnet	Artificial intelligence
CUPS	Print server that enables portal applications to connect with office printers
Dynamsoft	PDF generation
Handlebars	Form generation
K2View	Data anonymization
Metabase	Reporting and analytics
Microsoft Purview	Data governance, risk, and compliance management
New Relic	Application performance monitoring
Pendo	Web analytics
Splunk	Audit logging and log management

SaaS Value

WVDMV benefits from substantial commercial and operational value through this comprehensive Software-as-a-Service delivery model. Rather than incurring significant upfront capital expenditures for enterprise hardware, database licenses, backup infrastructure, and proprietary middleware, WVDMV receives a predictable annual total cost of ownership. The bundled subscription encompasses all cloud hosting infrastructure, data center facilities, high-performance computing resources, unlimited inbound and outbound network data transfer, continuous multi-region disaster recovery, and enterprise security protections. Furthermore, the model includes ongoing system upgrades, regular statutory and AAMVA compliance updates, automated regression testing, and dedicated multi-tier technical support for the duration of the contract, shielding the State from unbudgeted technology refresh cycles and infrastructure depreciation.

Relevant Experience

This cloud hosting architecture is operating in Louisiana as the statewide Driver Services system of record. Since launch, the environment has supported 24x7 service, 99.9% uptime, response times under two seconds, and approximately 1,500 concurrent users. The production scale and operating results provide WVDMV with relevant evidence for the proposed cloud environment, rather than relying solely on architectural assertions.

5.3.6.2.5 Proposed Approach for Project Execution

5.3.6.2.5 Describe the Vendor's proposed approach for executing the project. Provide a high-level timeline for completing the work depicting key tasks/activities and milestones. As an attachment (not counted in page limit), provide an initial project work plan.

Tyler and CHAMP will execute the project through two coordinated workstreams aligned directly with WVDMV's modernization scope. Phase 1 modernizes AAMVA connectivity by replacing the existing Unified Network Interface with REST-based services operating against the current mainframe Driver License System. Phase 2 implements CHAMPgov as WVDMV's modern, web-based driver license system and new system of record. The workstreams proceed in parallel to reduce the State's exposure to aging technology while maintaining separate testing, go live, and acceptance gates, as required in the RFP.

Phase 1: AAMVA REST API Upgrade

Phase 1 directly addresses RFP Section 4.2.2.3 by replacing the existing AAMVA UNI integration layer with REST APIs connected to WVDMV's current mainframe Driver License System. The workstream begins with project mobilization, current-state analysis, detailed requirements, data definition, and mapping of mainframe data to AAMVA message requirements. The Tyler team will then establish the cloud environments and develop the mainframe data services required to support AAMVA inquiry and update transactions.

The team will advance the services through AAMVA informal, performance, readiness, and structured testing, followed by end-to-end and security testing with WVDMV and affected integration partners. Phase 1 concludes when the REST services satisfy the State's go live criteria and operate in production against the existing mainframe within 12 months of contract execution and issuance of the contract delivery order. Following deployment, the Tyler team will operate the REST APIs as a fully managed service, including monitoring, patching, scaling, first-line incident response, runbooks, dashboards, and monthly operational reporting.

Phase 2: Replace the Mainframe Driver License System

Phase 2 addresses WVDMV's priority to replace the legacy mainframe with a modern, vendor-supported, API-driven, web-based driver license system that improves business process efficiency with little to no interruption to customers. The workstream begins with discovery and current-state/future-state assessment, followed by detailed design, business-rule validation, integration definition, and user-access planning.

Configuration and validation will proceed by major driver licensing capability, including:

- Identification Cards, Driver Licenses, Commercial Driver Licenses, and Graduated Driver Licensing;
- Credential renewals, updates, duplicates, cancellations, withdrawals, and revocations;
- Violations, suspensions, reinstatements, AAMVA pointers, Change State of Record, and duplicate-record resolution;
- Required integrations, data exchanges, security roles, and user groups; and
- Migration of legacy customer, credential, driver-history, compliance, and related records to the CHAMPgov Unified Agency Data Model.

Data migration begins early and overlaps with design and configuration so the team can perform data analysis, mapping, cleansing, conversion, reconciliation, and iterative validation before production

cutover. Integration development will likewise overlap with functional configuration to allow sufficient time for partner participation, end-to-end validation, and remediation before deployment.

Multiple user acceptance testing and training cycles will allow WVDMV personnel to validate configured functionality, converted data, interfaces, and operational workflows throughout implementation. Phase 2 concludes only after completion of user acceptance, end-to-end, integration, performance, and security testing; resolution of go live defects; completion of training and operational-readiness activities; and deployment of CHAMPgov as WVDMV's Driver License System of record.

High-Level Implementation Timeline

The following figure depicts the coordinated schedule for both workstreams. Phase 1 begins in January 2027 and progresses through mainframe data preparation, AAMVA certification testing, end-to-end testing, security testing, and production deployment. Phase 2 overlaps with Phase 1 and progresses through discovery, design, credential configuration, data migration, integration, user acceptance testing, training, end-to-end testing, security testing, and deployment.

The overlapping schedule supports WVDMV's priority to expedite both phases while preserving the independent acceptance gates required for each production release. Dependencies shown in the figure establish the sequence between data preparation, configuration, testing, training, and deployment without delaying activities that can proceed concurrently.

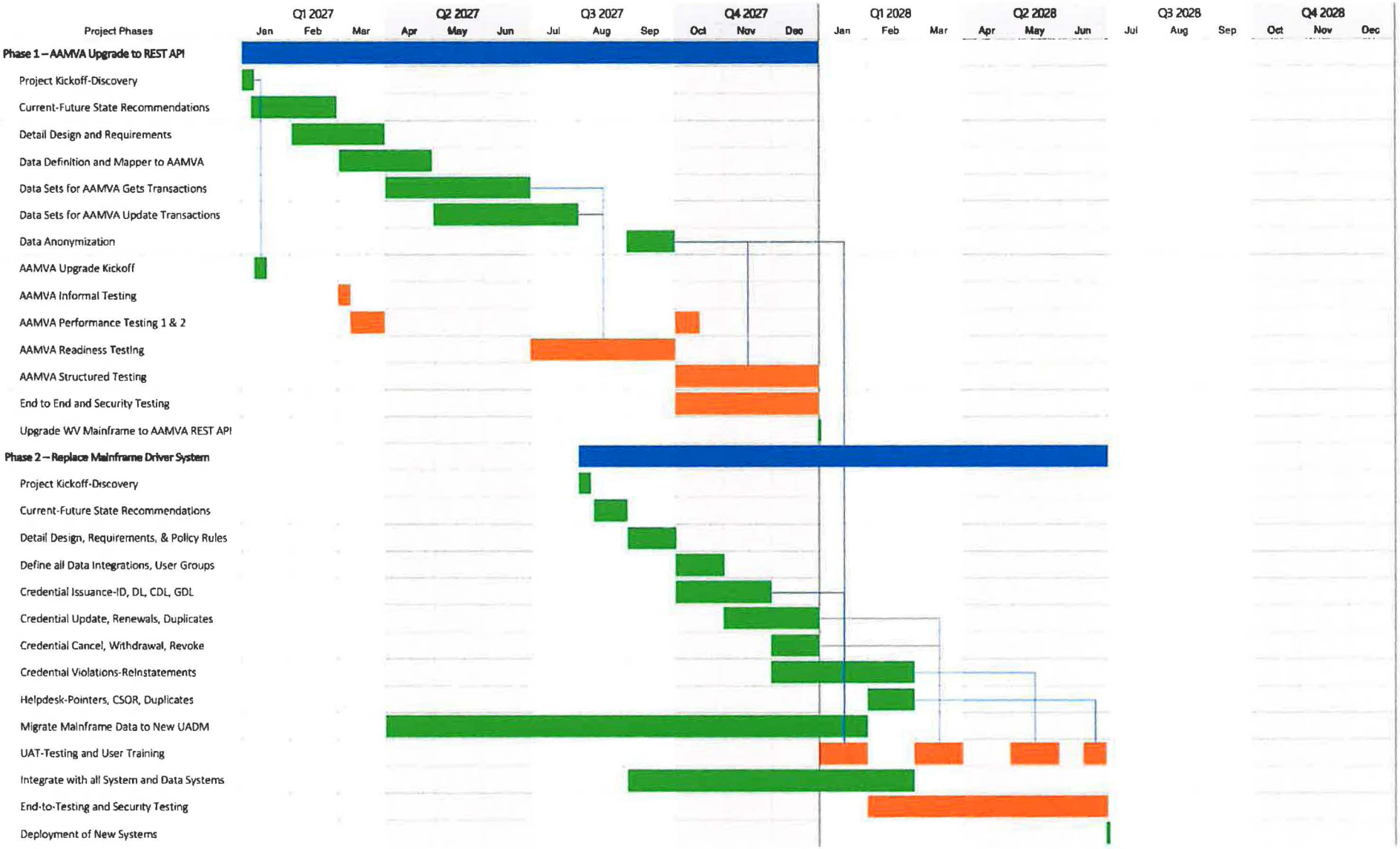


Figure 20: WVDMV Driver Modernization High-Level Timeline

Governance, Testing, and Acceptance

The Tyler team will manage each phase through an approved baseline schedule, defined success criteria, a responsibility assignment matrix, risk and issue controls, dependency tracking, and regular status reporting. Formal tests will produce documented results, identified anomalies, required corrective actions, and retest evidence for WVDMV review and approval. The project will not advance through a production gate until the applicable functional, technical, operational, security, conversion, training, and readiness criteria have been satisfied. Throughout the project, Tyler will maintain a detailed project work plan documenting task sequencing, dependencies, assumptions, key milestones, resource requirements, and phase-specific deliverables to support effective project governance and transparency.

Initial Project Work Plan

The initial project work plan is provided as Tyler Attachment 1 – Project Work Plan below and is not counted against the narrative page limit. The attachment expands the high-level timeline into phase-specific tasks, durations, milestones, sequencing, and dependencies, as required by Section 5.3.6.2.5.

Proven Delivery Model: Louisiana Driver Services Modernization

WVDMV can benefit from a delivery model proven through CHAMP's recent Driver Services modernization for the Louisiana Office of Motor Vehicles. The results directly support the two-phase timeline proposed for West Virginia. For Phase 1, CHAMP upgraded Louisiana's AAMVA connectivity from UNI to REST in approximately 11 months, demonstrating experience completing data mapping, service configuration, AAMVA testing, security validation, and production deployment within WVDMV's required 12-month window. For Phase 2, CHAMP replaced Louisiana's legacy Unisys mainframe with a statewide Driver License System platform in 12 months from kickoff, including conversion of approximately 90 million records within nine months, implementation of more than 200 integrations, and training of approximately 1,500 users.

Since deployment, the Louisiana environment has supported 24x7 operations, 99.9% uptime, response times below two seconds, approximately 1,500 concurrent users, and more than 582,000 AAMVA transactions. By applying the same delivery practices, reusable implementation assets, conversion methods, testing framework, training approach, and lessons learned, the Tyler team can reduce execution risk and strengthen confidence in achieving WVDMV's REST and Driver License System milestones.

5.3.6.2.6 Proposed Approach for Project Execution

5.3.6.2.6 *Describe the Vendor's proposed approach for executing Phase 2 and 3 of the project. Provide a high-level timeline for completing the work depicting key tasks/activities and milestones. As an attachment (not counted in page limit), provide an initial project work plan for Phase 2 and Phase 3.*

As confirmed by the State's response to Question #56 in Addendum #1, this is a duplicate requirement and there is no need to provide a response to this requirement.

5.3.6.2.7 Proposed Project Organization

5.3.6.2.7 Describe the Vendor's proposed project organization for delivery of the requested services. Summarize the experience of the proposed project team. As an attachment (not counted in page limit), provide two-page resumes for each proposed team member which focus on highlighting the specific prior experience relevant to their proposed role on the WVDMV project.

The implementation team that will deliver this solution to WVDMV includes seasoned professionals, many of whom just completed the Louisiana implementation of the same system in an unprecedented 13-month timeframe. The team can directly apply lessons learned from Louisiana and all other previous implementations to enrich the West Virginia experience. Resumes for named staff are provided as an attachment per the RFP.

The Tyler team has a proven track record of delivering complex software solutions for public sector clients. This group of experts has proven technical experience spanning platform modernization, state-level SaaS deployments, and cross-agency integrations, with more than 80% of our implementation team having at least 10 years of experience, bringing senior-level judgment to every implementation. This team combines strategic insight, technical proficiency, and hands-on delivery experience to ensure a smooth, efficient, and compliant implementation tailored to public sector requirements.

This team provides deep expertise in:

- **Solution Architecture & Design** – Led by a technical architect with extensive experience in scalable, secure systems.
- **Program & Project Management** – Senior managers skilled in coordinating large, multi-stakeholder initiatives on time and within budget.
- **Product & Delivery Leadership** – Experts in aligning solution capabilities with client objectives and ensuring successful adoption.
- **Technical Implementation** – Highly qualified technical leads and engineers proficient in modern technologies and integration strategies.

The Tyler team is structured by functional area (Security, Driver System, Data Migration, and Training & Support) to provide experienced CHAMPgov implementation and support teams who have expertise delivering and supporting the CHAMPgov driver system for Louisiana. The proposed project organization is structured to provide WVDMV with clear accountability, specialized subject matter expertise, and dedicated leadership across all major workstreams of the Driver Modernization Program. The organization provides resources to the State's two primary modernization objectives: implementation of AAMVA REST services and deployment of the modernized driver license system, while supporting dedicated oversight for security, data migration, training, change management, and production support. This structure enables parallel execution of critical activities, promotes effective communication and decision-making, and ensures that WVDMV has direct access to experienced leaders responsible for delivery, quality, risk management, operational readiness, and long-term success.

The following figure depicts the proposed functional organization and reporting relationships that will support planning, implementation, testing, deployment, and ongoing operations throughout the project lifecycle.

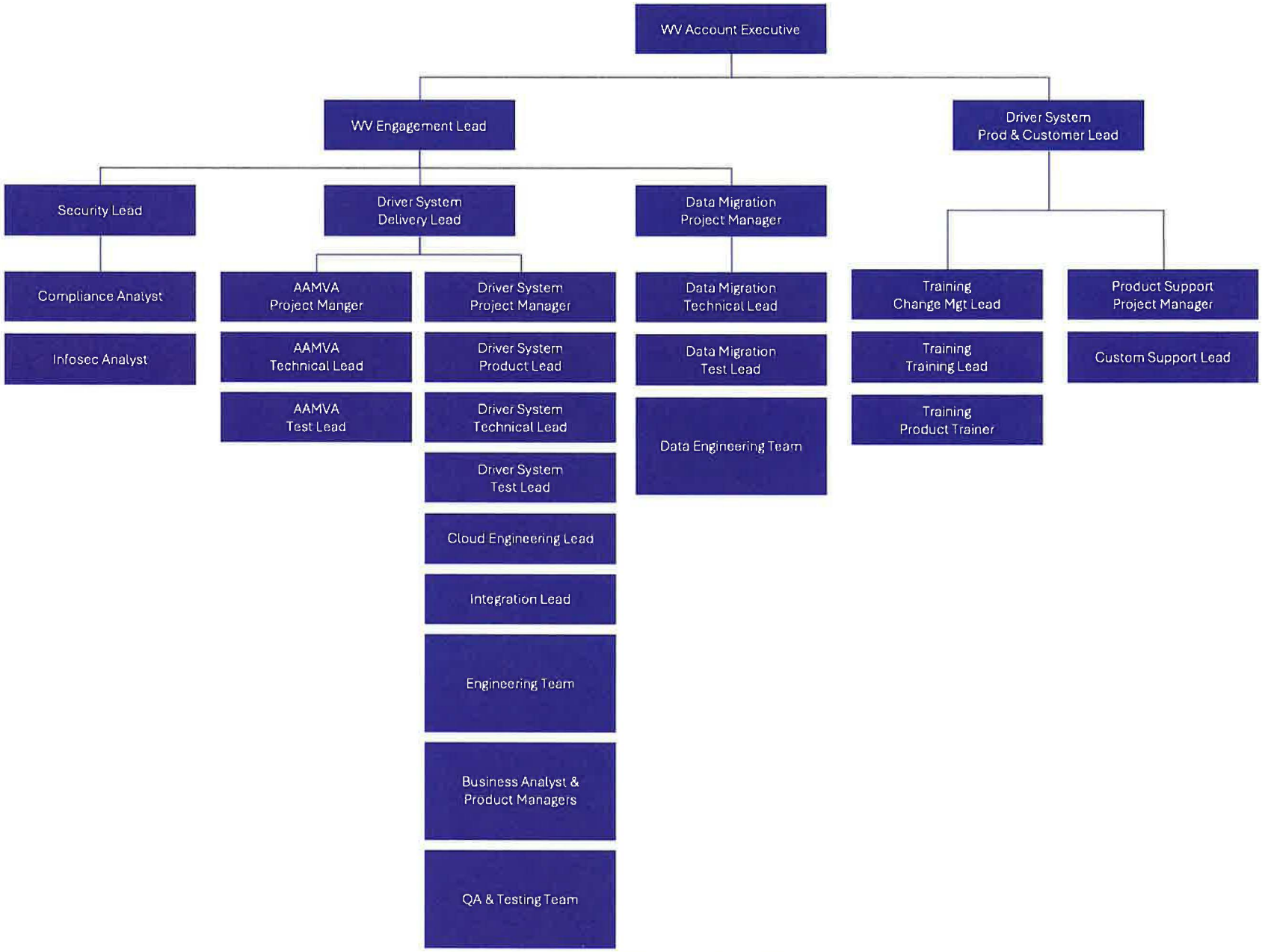


Figure 21: Functional Organizational Chart

5.3.6.2.8 Proposed Project Management Methodology

5.3.6.2.8 Describe the Vendor's proposed project management methodology and approach. This section should not exceed 5 pages.

Our proposed project management methodology enables WVDMV to execute its Driver Modernization Program with complete governance, schedule predictability, and transparent oversight. Built upon Project Management Institute (PMI) industry standards and Project Management Body of Knowledge (PMBOK) principles, our delivery framework pairs structured project controls with iterative, sprint-based solution reviews. This hybrid approach provides executive leadership with the rigor and predictability of milestone-driven contract management while giving operational stakeholders hands-on visibility into business capabilities as they are configured. By leveraging a repeatable modernization methodology refined across multiple state motor vehicle agencies, WVDMV can achieve its critical delivery milestones—deploying REST-based AAMVA services within 12 months, retiring the legacy mainframe Driver License System within 18 months, and achieving full production operations well ahead of the January 1, 2028 deadline.

WVDMV can establish executive alignment, define communication channels, and confirm organizational roles immediately upon contract award. Within five business days of contract award, our team will conduct a formal project kickoff meeting with leadership and key stakeholders from WVDMV, WVDOT, and WVOT. Led by our PMP certified project manager, this session establishes a shared understanding of project vision, delivery phases, governance committees, reporting cadences, and immediate resource commitments. Governance is anchored by the Agency Project Steering Committee, which serves as the primary executive authority for baseline schedule reviews, deliverable signoffs, policy interpretations, and critical-path decisions.

Project Management Plan

Within 30 calendar days of contract execution, our project manager will prepare and submit a comprehensive Project Management Plan for WVDMV review and approval. The plan serves as the master governance blueprint governing all work activities across Phase 1 and Phase 2. It formally establishes operational processes for scope control, schedule tracking, budget oversight, quality assurance, risk and issue management, stakeholder communications, deliverable acceptance, and change management. The plan is maintained as an active operational guide and updated as required at the inception of each project deliverable to reflect evolving project conditions.

Work Plan and Schedule

To ensure schedule integrity and protect WVDMV from delivery risk, our team develops an exhaustive, logic-linked Project Work Plan submitted within 30 calendar days of contract execution. The work plan establishes a granular Work Breakdown Structure (WBS) that details every task, activity, milestone, and deliverable required to achieve full production status. Tasks are logically sequenced with clear predecessors, successors, and critical-path dependencies, providing complete visibility into how work across concurrent streams impacts overall timelines.

The work plan explicitly defines all project assumptions, including required state personnel allocations, physical workspace requirements in Charleston, review cycles, and technical environment dependencies. We manage project activities concurrently across two primary delivery phases: the 12-month REST modernization that replaces the AAMVA Unified Network Interface (UNI) while maintaining the mainframe as the interim system of record, and the parallel 18-month Driver License System MVP delivery that fully decommissions the legacy mainframe. Critical-path tasks are monitored weekly to detect potential schedule variance early, allowing our project leadership to re-sequence activities,

allocate additional technical resources, or implement pre-planned corrective measures before milestones are jeopardized.

Communications and Reporting

WVDMV leadership and project personnel benefit from continuous operational transparency through structured communication cadences and centralized collaboration tools. Our team prepares and submits bi-weekly project status reports to WVDMV, WVDOT, and WVOT stakeholders. Each bi-weekly report documents:

- Key tasks completed during the reporting period
- Critical project milestones reached
- Formal deliverables submitted for review
- Key tasks scheduled for the subsequent two-week window
- Active project concerns, technical challenges, and identified problems
- Specific items, decisions, or resources required from WVDMV to maintain progress against the approved work plan

In conjunction with status reports, our project manager conducts bi-weekly status review meetings with WVDMV project managers and designated state stakeholders. These recurring sessions provide an open forum to review schedule velocity, assess upcoming milestones, discuss technical dependencies, and ensure continuous inter-agency alignment.

Collaboration Environment

To foster seamless collaboration between state and vendor teams, our team implements and administers a secure, web-based project collaboration environment accessible to authorized personnel from WVDMV, WVDOT, WVOT, and our implementation staff. This portal serves as the single source of truth for all project documentation, requirements traceability matrices, technical specifications, design blueprints, meeting minutes, and formal deliverables.

Within this collaboration portal, we maintain real-time, transparent operational logs accessible to all project members:

- **Risk Register**: Identifies and tracks all project, technical, and operational risks, defining risk descriptions, probability, impact severity, early warning triggers, assigned owners, and actionable mitigation strategies.
- **Issues Log**: Records active project impediments, tracking severity, root cause diagnostics, remediation assignments, target resolution dates, and resolution status.
- **Action Item Log**: Catalogs daily and weekly operational tasks arising from project meetings, documenting specific assignees, committed completion dates, and tracking status to closure.
- **Decision Log**: Formally documents all key architectural, business rule, policy, and design decisions made throughout the project lifecycle, capturing the decision rationale, approving authorities, and effective timestamps to prevent redundant discussions and ensure historical traceability.

Quality Management

WVDMV can maintain strict oversight over deliverable quality through a formal Quality Assurance Plan prepared and submitted within 45 calendar days of contract execution. The QA plan documents the standards, methodologies, and audit processes used to guarantee that all vendor work products satisfy contractual requirements and technical specifications. It defines rigorous review processes for professional documentation, establishes customer service standards, provides a mechanism for

addressing findings of substandard performance, and outlines adaptive measures to accommodate emerging agency needs.

Every project deliverable undergoes a structured review and acceptance process. Our team conducts thorough internal reviews and quality checks prior to submitting work products to the agency. In accordance with state specifications, WVDMV is provided ten business days to review each deliverable. If revisions are required, our team addresses feedback promptly and resubmits the deliverable for formal sign-off. Deliverables progress through explicit acceptance gates, ensuring that subsequent workstreams commence only after foundational prerequisites have been validated and approved by the Agency Project Steering Committee.

Risk Management

WVDMV benefits from a proactive risk management framework designed to identify and neutralize operational, organizational, and technical vulnerabilities before they affect project delivery. Our Risk Management Plan outlines systematic processes for risk identification, qualitative and quantitative assessment, response planning, and ongoing monitoring. Risks are categorized across functional areas, including data conversion complexities, external interface dependencies, testing bottlenecks, organizational change adoption, and regulatory shifts.

Our project manager reviews the risk register continuously during internal project meetings and bi-weekly state governance sessions. When early warning triggers indicate that a risk's likelihood of occurrence is increasing, pre-established mitigation plans are activated immediately. By maintaining proactive risk oversight, our team safeguards project momentum, protects state resources, and ensures that potential delivery challenges are addressed collaboratively and transparently.

Change Control

To protect project scope, schedule, and budget baselines, our project management methodology enforces a rigorous, formal change management process. Once the Project Work Plan is baselined, any proposed alteration to project scope, task sequencing, functional requirements, or system deliverables must be processed through the approved Change Control procedure.

The change management process requires a formal Change Request documenting the detailed business justification, functional scope adjustment, technical impact analysis, potential schedule impact, and associated risks. Our team assesses the resource requirements of each change using the differentiated labor category hourly rates submitted within our cost proposal, avoiding the ambiguities of flat blended pricing and providing procurement officials with complete rate transparency. Every change request is prioritized and submitted to the WVDMV Change Control Board, with larger-scale adjustments escalated to WVDOT executive management as necessary. Work on proposed changes commences only upon formal, written authorization from the State.

Delivery Record

WVDMV can rely on a project management approach that has been validated across eight state motor vehicle jurisdictions. While traditional motor vehicle vendors frequently face cost overruns and require 24 to 36 months to replace legacy systems, our structured methodology and configuration accelerators consistently replace core driver and vehicle platforms within 12 months of kickoff. Our project management team has demonstrated this repeatable delivery success in West Virginia through the delivery of digital titling solutions in nine months, in Kentucky in six months, in Illinois in six months, in New Jersey in nine months, and in Rhode Island in nine months. Furthermore, this management methodology directly incorporates operational lessons learned and repeatable delivery frameworks established during credentialing modernization for the Louisiana Office of Motor Vehicles.

Lessons Learned from Louisiana

The lessons learned from Louisiana have strengthened the Tyler team's modernization methodology and directly reduce implementation risks for WVDMV. By expanding legacy system analysis, validating converted production data, engaging interface partners and driver record consumers earlier, and performing comprehensive data discovery activities, WVDMV benefits from improved data accuracy, fewer post-go live issues, stronger stakeholder alignment, and increased confidence in the successful modernization of its driver license system. This continuous improvement approach demonstrates the organizational maturity, accountability, and delivery discipline expected for large-scale public-sector modernization programs.

Lesson Learned	Challenge Encountered	Improvement Applied to WVDMV
Analyze Legacy Source Code and Hidden Business Rules	During Louisiana's Driver Services modernization, critical business logic affecting AAMVA transactions, driver statuses, violation records, locator identifiers, and Official Driving Records (ODRs) was embedded within legacy mainframe code rather than stored in the database. This created differences between the data stored in the system and the information reported externally.	The Tyler team will expand discovery activities to include mainframe source code, copybooks, batch programs, outbound interfaces, and reporting logic. This approach helps ensure hidden business rules are identified early and accurately preserved within the modernized WVDMV solution.
Validate with Converted Production Data	Louisiana testing initially relied on certification and test datasets that did not fully represent historical production conditions. Subsequent validation revealed credential overrides, suspension indicators, violation histories, and other legacy conditions that were not apparent in sample data and affected AAMVA reporting and business outcomes.	The Tyler team will test using converted production data whenever permitted by WVDMV. This enables validation of real-world records, historical exceptions, and agency-specific business rules before deployment, reducing post-go live remediation and improving overall data quality.
Include Consumers of Driver Records in Testing	Louisiana identified differences between legacy and modernized Official Driving Records (ODRs) and Certified Driving Records (CDRs). Some downstream organizations, including insurance-related consumers, relied on legacy reporting behaviors that differed from modernized outputs.	The Tyler team will engage ODR and CDR consumers during testing and validation activities to ensure report outputs, driver status information, and downstream business processes function as expected immediately upon go live.
Perform a Comprehensive Data Source Discovery	Louisiana discovered that critical information supporting payment plans, compliance programs, and customer account balances existed across the mainframe, third-party applications, agency spreadsheets, and manually maintained repositories rather than within a single system of record.	The Tyler team will perform a structured data discovery effort to identify all systems, databases, spreadsheets, third-party applications, and operational repositories contributing information to driver licensing operations. This helps ensure that compliance records, financial obligations, customer statuses, reinstatements, and related data are accurately migrated and validated.

WVDMV Benefits

By implementing a proven, PMI-aligned project management methodology, WVDMV secures complete governance, total budget transparency, and schedule certainty throughout system delivery and production operations. Agency leadership gains clear visibility into critical-path milestones, daily operational registers, and objective progress metrics, while operational staff are actively engaged through iterative solution reviews. This structured, disciplined approach eliminates delivery surprises, minimizes organizational disruption across all 26 Regional Offices, and ensures the timely, successful retirement of West Virginia's legacy mainframe Driver License System ahead of the January 1, 2028 operational deadline.

5.3.6.2.9 Proposed Knowledge Transfer and Technical Training Plan

5.3.6.2.9 Describe the Vendor's proposed knowledge transfer and technical training plan during the first year of production operations of each phase to prepare WVDOT IT staff to take over application managed services support for the new system.

The proposed solution enables WVDMV and WVDOT IT staff to achieve complete operational self-sufficiency through a structured, multi-phased knowledge transfer and technical training plan. Designed specifically to prepare state technical personnel to assume application managed services support following the first year of production operations of each phase, our enablement framework goes far beyond basic end-user training. We provide comprehensive, hands-on technical instruction, operational shadowing, and administrative certification across all architectural tiers. To ensure the State establishes a resilient internal support core, we commit to fully training a minimum of three state technical resources across every operational discipline, eliminating single points of failure and securing long-term state ownership.

Technical Training Curriculum

The technical training curriculum is organized into five core administrative disciplines, ensuring WVDOT IT personnel master every facet of the modernized environment:

1. **System Administration:** WVDOT IT staff gain hands-on expertise in cloud infrastructure monitoring, container orchestration, service health diagnostics, automated load balancing, backup verification, and disaster recovery execution. Training covers cloud resource management, log analysis, and system recovery procedures, ensuring state administrators can manage platform availability and maintain business continuity.
2. **Security Administration**: State administrators learn to manage the platform's security architecture in compliance with WVOT standards and federal regulations. Instruction details the configuration of role-based access controls, Active Directory synchronization, user group provisioning, separation of duties, security violation auditing, and session inactivity governance.
3. **Integration Administration**: Technical personnel receive in-depth training on the enterprise API gateway, message routing, protocol mediation, and connector frameworks. Staff learn to monitor interface health, manage RESTful endpoints, interpret OpenAPI specifications, configure real-time web services connecting to national registries such as AAMVA, and troubleshoot data exchanges with external state and federal partners.
4. **Reporting and Analytics Administration**: WVDOT IT staff are trained on the administration of data stores, synchronized read-replicas, and business intelligence environments. Training provides staff with the technical capabilities required to design, develop, and maintain pre-defined management reports, optimize ad-hoc database queries, and configure executive dashboards without impacting operational transaction processing.
5. **Release and Configuration Management:** State personnel master the platform's table-driven configuration tools, business rules engine, and automated deployment pipelines. Instruction covers managing non-production environments, applying software patches, executing automated regression test suites, configuring workflow rules, and adhering to WVOT change control and release management procedures.

Enablement Milestones

Knowledge transfer activities are structured across distinct milestones that align with the implementation and first-year production lifecycle of both Phase 1 (REST Modernization) and Phase 2 (Driver License System MVP):

Pre-Implementation Milestone: At the onset of each phase, our team conducts foundational architectural briefings and provides start-up technical training for up to 20 core WVDMV, WVDOT, and state technical team members. This milestone establishes a baseline understanding of the cloud-native platform architecture, data models, and integration concepts, enabling state personnel to actively contribute to design reviews and business process analysis.

During Implementation Milestone: Throughout development, configuration, and testing, assigned state technical resources work alongside our engineering teams. State staff participate in data migration mapping, integration connector configuration, mock data conversions, and system testing. This concurrent participation allows WVDOT IT staff to gain practical familiarity with the inner workings of the software and data structures before go live.

Post Go Live and First-Year Production Milestone: Following production go live for each phase, knowledge transfer transitions into an intensive, 12-month operational enablement program. This year-long curriculum is structured into progressive quarters designed to transition daily managed services responsibilities systematically from our team to WVDOT IT staff.

Progressive Shadowing

To ensure a seamless and confident transition of operational responsibilities, technical enablement utilizes a proven, three-tier progressive shadowing framework during the first year of production:

- **Tier 1**: Vendor-Led Operations (Months 1 through 4). Our project and managed services team leads all production operations, tier-two and tier-three technical support, patch deployments, and system monitoring. Assigned WVDOT IT resources observe daily operations, attend triage sessions, participate in root cause analysis reviews, and review incident resolution workflows.
- **Tier 2**: State-Shadowing Operations (Months 5 through 8). State technical staff actively shadow our engineers during live operations, collaboratively performing monitoring tasks, log reviews, routine system configurations, and patch applications in non-production environments under direct vendor supervision and mentorship.
- **Tier 3**: State-Led Operations with Vendor Support (Months 9 through 12). WVDOT IT administrators assume primary responsibility for executing routine application maintenance, incident diagnostics, configuration updates, and reporting administration. Our team transitions into an advisory, oversight role, providing technical validation, quality assurance, and on-demand escalation assistance to ensure state staff are fully confident in managing the production environment.

Technical Documentation

To reinforce technical training and provide permanent reference materials, our team delivers a complete library of technical documentation tailored specifically to WVDMV's environment:

- **Operational Runbooks:** Step-by-step procedures detailing routine operational checklists, incident response protocols, failover procedures, disaster recovery restoration steps, and preventive maintenance routines.

- **Architecture Guides:** Detailed descriptions of the cloud hosting topology, container configurations, network routing, web application firewalls, database replication architectures, and security boundaries.
- **Integration Documentation**: Comprehensive interface specifications, OpenAPI definitions, payload mapping schemas, copybook crosswalks, and endpoint error handling guides for all Attachment B integrations.
- **Configuration and Administration Guides**: Detailed manuals covering the business rules engine, fee table maintenance, workflow configuration, security role definitions, Active Directory federation, and report authoring.

Relevant Experience

WVDMV benefits from a knowledge transfer and technical enablement approach that has been refined through state motor vehicle modernizations nationwide, where our team routinely implements core driver and vehicle replacements on accelerated timelines. This structured training methodology directly incorporates the operational readiness frameworks, technical runbooks, and state enablement practices successfully deployed for the Louisiana Office of Motor Vehicles credentialing modernization.

WVDMV Benefits

By executing a structured knowledge transfer plan that combines formal instruction, comprehensive technical documentation, progressive hands-on shadowing, and a commitment to train at least three dedicated state technical administrators, WVDMV and WVDOT IT gain full operational autonomy, eliminate vendor dependency, and ensure the ongoing security, stability, and high performance of West Virginia's modernized Driver License System platform.

5.3.6.2.10 Client References

5.3.6.2.10 Provide up to three client references which demonstrate the required and desired experience of the Vendor's proposed solution and the Vendor's implementation experience with the proposed solution. Please provide a brief description of the client project, and the client contact name, email and phone number. At least one reference should be for implementation of a driver license system and one reference for implementation of a vehicle registration system. Please note that the Agency reserves the right to check other references not provided by the Vendor and to consider Vendor's prior performance with the Agency (if any) in assessing the Vendor's relevant experience, technical capabilities and ability to deliver on-time and on-budget.

The Tyler team has successfully delivered DMV modernization initiatives across Louisiana, West Virginia, New Jersey, Kentucky, Rhode Island, Illinois, and Kansas using the CHAMPgov platform to support Driver Services, Vehicle Services, or both. The references provided below highlight recent CHAMPgov implementations in Louisiana, West Virginia, and New Jersey, demonstrating proven experience modernizing core motor vehicle operations. Most notably, CHAMP's recent Driver Services modernization for the Louisiana Office of Motor Vehicles provides WVDMV with a relevant, production-proven example of the proposed solution, allowing the project team to apply established implementation practices, reusable project assets, and lessons learned that reduce risk, accelerate deployment, and strengthen confidence in achieving the State's modernization objectives.

Client Reference #1: Louisiana Office of Motor Vehicles – Driver Licensing & Vehicle Services System Modernization

Brief Description of Project

The Louisiana Office of Motor Vehicles (OMV) selected the Tyler team to modernize its statewide Driver Services and Vehicle Services environment using the CHAMPgov platform. The modernization initiative was designed to replace legacy systems, improve customer service, modernize AAMVA integrations, strengthen operational efficiency, and provide a scalable foundation for future digital government services.

The engagement includes a complete transformation of Louisiana's motor vehicle environment through a phased implementation approach encompassing Driver Services, Vehicle Services, customer-facing digital services, credential management, electronic titling, lien management, and digital credential capabilities. The Tyler team supports the initiative through its vast domain knowledge, long-standing experience delivering digital government services, and customer-facing solutions for Louisiana OMV and other Louisiana agencies as well as the modernized customer portal that integrates with the CHAMPgov platform.

Driver Services Modernization

The Driver Services implementation launched in August 2025 and successfully went live on September 16, 2026. Key outcomes include:

- Delivery of a modern driver licensing and credential management system within 12 months of kickoff.
- Modernization of AAMVA integrations through migration from AAMVA UNI services to AAMVA REST services in 11 months.
- Conversion of approximately 90 million legacy records within nine months, including customer records, credentials, permits, designations, violations, convictions, reinstatements, medical certifications, and payment plans.

- Support for more than 500 violation codes mapped to AAMVA ACD standards.
- Configuration and deployment of 75 license restrictions.
- Implementation of more than 200 interfaces and integrations supporting internal systems, partner organizations, AAMVA services, courts, law enforcement, and third-party vendors.
- Training of approximately 1,500 agency personnel.
- Conversion and support of approximately 8.3 million credential records and 6.6 million customer records.

For WVDMV, this implementation demonstrates successful replacement of a legacy driver licensing environment while modernizing AAMVA services, converting large volumes of data, supporting extensive partner integrations, and maintaining aggressive implementation timelines.

Vehicle Services Modernization

Louisiana's Vehicle Services modernization represents the second phase of the program and is scheduled for deployment in 2027. The effort includes modernization of title, registration, electronic lien management, dealer services, digital title capabilities, and advanced customer-facing digital services through the same CHAMPgov platform.

This phased deployment strategy demonstrates the platform's ability to support long-term agency modernization initiatives while preserving operational continuity.

Operational Results Following Go Live

Since deployment, Louisiana OMV has achieved measurable operational results using the CHAMPgov platform:

- Continuous 24x7 operations with 99.9% system availability.
- System response times under two seconds while supporting approximately 1,500 concurrent users.
- Replacement of multiple legacy web applications with a unified platform experience.
- Processing of more than 582,450 AAMVA transactions at an approximately 1.5% exception rate.
- Issuance of more than 6,000 new credentials, including Driver Licenses, Commercial Driver Licenses, Temporary Instruction Permits, and Identification Cards.
- Processing of more than 25,000 renewal, duplicate, upgrade, and update transactions.
- Processing of more than 18,000 violation and reinstatement transactions.

These operational results provide WVDMV with production-proven evidence that the proposed solution can successfully support high-volume driver licensing operations, modernized AAMVA services, large-scale data conversion, and statewide service delivery.

Relevance to WVDMV

Louisiana provides WVDMV with a highly relevant implementation reference because the project required many of the same capabilities sought under this procurement, including Driver License System replacement, AAMVA modernization, REST-based integrations, large-scale data migration, credential management, operational readiness, user training, and statewide deployment. By leveraging the same platform, implementation methodology, integration framework, conversion approach, and lessons learned applied in Louisiana, WVDMV benefits from reduced implementation risk, accelerated delivery, and increased confidence in achieving its modernization objectives.

Client Contact Information

Client Contact Name: Keith Neal, Louisiana OMV Commissioner
Client Contact Email: Keith.Neal@la.gov
Client Contact Phone Number: (225) 512-2025 (cell)

Client Reference #2: West Virginia DMV Modernization – Digital Titling and Registration

Brief Description of Project

The West Virginia Division of Motor Vehicles (WVDMV) selected Tyler Technologies and CHAMP to modernize its vehicle titling, registration, lien, and digital title operations through implementation of the Digital Title and Registration Suite (DTRS). The modernization initiative replaced legacy vehicle services technology with a cloud-based platform designed to improve operational efficiency, expand digital services, streamline stakeholder interactions, and reduce ongoing reliance on mainframe infrastructure.

The solution supports vehicle administrators, dealers, lenders, service providers, and citizens through a fully integrated digital environment that includes electronic titling, electronic lien management, digital titles, administrative work benches, and supporting customer-facing services.

Modernization Outcomes

The solution successfully launched in December 2021 and delivered a fully modernized vehicle services environment for WVDMV. Key outcomes include:

- Replacement of the legacy vehicle services system of record with a modern cloud-based platform.
- Deployment of electronic titling capabilities that support digital title creation, transfer, and management.
- Implementation of Electronic Lien and Title (ELT) services to improve communication between WVDMV and lending institutions.
- Delivery of digital title functionality that reduces dependence on paper-based processes.
- Implementation of the National Digital Titling Clearinghouse (NDTC), creating a nationwide interoperability framework for participating jurisdictions.
- Reduction in legacy mainframe operating costs through migration to a modern platform architecture.
- Deployment of a comprehensive solution supporting DMV personnel, dealers, lenders, and service providers through a unified operating environment.

Operational Benefits

Since deployment, WVDMV has realized significant operational and financial benefits through the modernized platform. Key benefits include:

- Expanded digital service delivery for vehicle titling and lien management transactions.
- Improved processing efficiency through automation of previously manual workflows.
- Reduced dependence on paper-based processing and legacy systems.
- Increased interoperability with external partners, lenders, and participating jurisdictions.
- Generation of more than $1.5 million in revenue to the State through the National Digital Titling Clearinghouse (NDTC), creating value from interstate transaction activity without increasing costs to West Virginia taxpayers.

Relevance to WVDMV Driver Modernization

This reference demonstrates Tyler and CHAMP's existing partnership with WVDMV and successful delivery of a statewide modernization initiative. The project required many of the same disciplines necessary for the driver license system modernization effort, including system replacement, stakeholder coordination, data migration, user training, operational readiness, integration management, and statewide deployment.

Because the Tyler team already supports key WVDMV modernization initiatives, the project team enters this engagement with existing knowledge of agency operations, stakeholder groups, governance expectations, integration touchpoints, and delivery processes. This familiarity reduces implementation risk, accelerates project execution, and supports successful achievement of WVDMV's modernization objectives.

Client Contact Information

Client Contact Name: Everett Frazier, WVDMV Commissioner
Client Contact Email: Everett.j.Frazier@wv.gov
Client Contact Phone Number: (304) 558-3900

Client Reference #3: New Jersey Motor Vehicle Commission - Electronic Lien and Title Service

Brief Description of Project

The New Jersey Motor Vehicle Commission (NJMVC) partnered with Tyler Technologies and CHAMP to modernize lien and title administration through deployment of an electronic lien and title management solution. The initiative was launched in advance of New Jersey's requirement that lienholders managing five or more liens annually transition to electronic lien and title processing beginning April 1, 2025.

The solution modernized communication between NJMVC, lienholders, lenders, vehicle retailers, insurance carriers, and other stakeholders by replacing paper-intensive processes with secure digital transactions and real-time information exchange.

Modernization Outcomes

The implementation included deployment of a modern electronic lien and title platform supporting statewide participation by lenders and business partners. Key outcomes include:

- Electronic submission of lien and title transactions between stakeholders and NJMVC.
- Real-time communication and transaction processing between lienholders and the agency.
- Elimination of paper title storage, handling, and shipping requirements.
- Successful pilot implementation that validated the platform prior to statewide adoption.
- Processing of more than 200,000 electronic lien and title transactions before the statewide mandate took effect.
- Successful statewide transition that supported New Jersey's electronic lien and title mandate.

Following a successful pilot deployment, the State awarded a contract to Tyler Technologies to continue providing the service.

Operational Benefits

The modernization initiative delivered measurable benefits to the agency, business partners, and New Jersey residents. Key benefits include:

Operational Benefit	Achieved Benefits
Reduced Costs	– Elimination of labor-intensive paper processing activities. – Reduced administrative costs for lenders, retailers, residents, and state personnel.
Improved Efficiency	– Faster transaction processing. – Increased staff productivity through process automation. – Improved utilization of agency resources.
Reduced Fraud Risk	– Elimination of delays associated with paper title movement. – Improved transaction traceability and accountability. – Reduced opportunities for document tampering and title fraud.
Environmental Benefits	– Reduction of more than 20 million pieces of paper annually. – Reduced transportation and handling associated with paper-based title processing.

Relevance to WVDMV

New Jersey demonstrates Tyler and CHAMP's ability to successfully deliver high-volume motor vehicle modernization initiatives involving regulatory change, stakeholder adoption, business process transformation, and statewide deployment. The project required integration management, partner onboarding, operational readiness, training, production support, and large-scale transaction processing, all directly supporting the delivery disciplines required for the WVDMV Driver Modernization Program.

Together, the New Jersey and West Virginia references demonstrate the team's ability to implement mission-critical motor vehicle systems, manage complex stakeholder environments, and successfully transition agencies from legacy processes to modern digital platforms while maintaining operational continuity and user adoption.

Client Contact Information

Contact Name: Robert Porreca, Director of Policy & Project Management
Contact Email: Robert.Porreca@mvc.nj.gov
Contact Phone Number: (856) 313-3031

Required Forms

Tyler includes the following required forms beginning on the following page:

- Addenda Acknowledgement Form
- Signed CRFP Form
- Terms and Conditions Certification
- RFP Review Certification

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DMV2700000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge the addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	*Addendum No. 1*	[ ]	*Addendum No. 6*
[ ]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of the addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

West Virginia Interactive, LLC
dba Tyler Technologies West Virginia

Company



Authorized Signature

October 20, 2026

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Centralized Request for Proposals
Info Technology

Proc Folder: 2062022	**Reason for Modification:**
Doc Description: RFP to Modernize the DMV Driver System	ADDENDUM NO_1 Vendor Questions and Response Attach revised Att. A Pricing Page. Attach other Docs - See Header
Proc Type: Central Master Agreement	

Date Issued	Solicitation Closes	Solicitation No	Version
2026-10-09	2026-10-20 13:30	CRFP 0802 DMV2700000001	2

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code: 000000162433
Vendor Name : West Virginia Interactive, LLC dba Tyler Technologies West Virginia
Address : 1614
Street : Kanawha Blvd E
City : Charleston
State : West Virginia **Country :** United States **Zip :** 25311
Principal Contact : Ian McQuinn
Vendor Contact Phone: (303) 206-9720 **Extension:**

FOR INFORMATION CONTACT THE BUYER
John W Estep
304-558-2566
john.w.estep@wv.gov

Vendor Signature X **FEIN#** 26-0574888 **DATE** October 20, 2026

All offers subject to all terms and conditions contained in this solicitation

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Ian McQuinn, General Manager

(Address) 1614 Kanawha Blvd E, Charleston, WV 25311

(Phone Number) / (Fax Number) (304) 206-9720 / Fax: (304) 414-0266

(email address) Ian.Mcquinn@tylertech.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

West Virginia Interactive, LLC dba Tyler Technologies West Virginia
(Company)

(Signature of Authorized Representative)
Ian McQuinn, General Manager
(Printed Name and Title of Authorized Representative) (Date)
(304) 206-9720 / Fax: (304) 414-0266
(Phone Number) (Fax Number)
Ian.Mcquinn@tylertech.com
(Email Address)

Points allocated to the cost proposal are 20

Proposal 1: Step 1 – $1,000,000 / $1,000,000 = Cost Score Percentage of 1 (100%)
Step 2 – 1 X 30 = Total Cost Score of 20

Proposal 2: Step 1– $1,000,000 / $1,100,000 = Cost Score Percentage of 0.909091 (90.9091%)
Step 2 – 0.909091 X 30 = Total Cost Score of 22.727275

6.8. Best and Final Offer: The Agency, if it feels it is in the State's interest to do so, may conduct discussions with, and obtain best and final offers from, responsive and responsible Vendors who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of clarification to assure full understanding of, and responsiveness to, the solicitation requirements. Vendors will be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals, and revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there will be no disclosure of any information derived from proposals submitted by competing bidders.

The Vendor's BAFO response, if requested, will include submission of revised technical and cost proposals. If BAFOs are requested by the State and submitted by the Vendor, they will be evaluated and scored, using the evaluation criteria in Section 6.2. Please note that the Agency reserves the right to award a contract based on the initial proposals received. Therefore, the Vendor should ensure their initial proposal provides the State the best terms from a price and technical standpoint.

6.9. Availability of Information: Proposal submissions become public and are available for review immediately after opening pursuant to West Virginia Code §5A-3-11(h). All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded pursuant to West Virginia Code of State Rules §148-1-6.3.d.

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

REQUEST FOR PROPOSAL

West Virginia DMV Driver Modernization System

West Virginia Interactive, LLC dba
Tyler Technologies West Virginia

(Company)

Ian McQuinn, General Manager

(Representative Name, Title)

(304) 206-9720 / Fax: (304) 414-0266

(Contact Phone/Fax Number)

October 20, 2026

(Date)

Tyler Attachments

The following attachments are provided to satisfy the requirements above; they are referenced above in the corresponding requirements response sections.

- Tyler Attachment 1 – Project Work Plan
- Tyler Attachment 2 – Resumes
- Tyler Attachment 3 – PMP Certification

Tyler Attachment 1 – Project Work Plan

Initial Project Work Plan - AAMVA REST API Upgrade & Driver System Upgrade

ID	Task	Duration	Start	Finish
1.0	**Phase 1 AAMVA REST API Upgrade**	355	1/11/2027	1/1/2028
1.1	Project Kickoff & Mobilization	3	1/11/2027	1/14/2027
1.2	Establish Success Criteria	1		
1.3	Define Project Plan	5	1/14/2027	1/19/2027
1.4	Establish PMO-Dashboard, RACI, and RAD Logs	2	1/14/2027	1/16/2027
1.5	Define Testing Plan	20	2/1/2027	2/21/2027
1.6	Define Data Dictionary and Definition	42	1/18/2027	3/1/2027
1.7	Setup Cloud Environments-Dev, Test, Prod	25	2/1/2027	2/26/2027
1.8	Mainframe Data Map-Conversion-Update Workstream	151	3/1/2027	7/30/2027
1.8.1	Mainframe-AAMVA Data Mapper Inbound Inquiry	15	3/1/2027	3/16/2027
1.8.2	Sprint 1 Dev Dataset for PDPS Inquiry	15	3/16/2027	3/31/2027
1.8.3	Sprint 2 Dev Dataset for PDPS Update	15	3/31/2027	4/15/2027
1.8.3	Sprint 3 Dev Dataset for SPEXS Inquiry	15	4/15/2027	4/30/2027
1.8.4	Sprint 4 Dev Dataset for SPEXS Update	15	4/30/2027	5/15/2027
1.8.5	Sprint 5 Dev Dataset for DACH, NRII	15	5/15/2027	5/30/2027
1.8.6	Sprint 6 Dev Dataset for HAVV	15	5/1/2027	5/16/2027
1.8.7	Sprint 7 Dev Datasets for SSOLV	15	5/16/2027	5/31/2027
1.8.8	Sprint 8 Dev Datasets for USPVS	15	5/31/2027	6/15/2027
1.8.9	Sprint 9 Dev Datasets for SAVE	15	6/15/2027	6/30/2027
1.8.10	Sprint 10 Dev Datasets for CSTIMS Inquiry	15	6/30/2027	7/15/2027
1.8.11	Sprint 11 Dev Datasets for CSTIMS Update	15	7/15/2027	7/30/2027
1.9	AAMVA Upgrade Kickoff	2	1/18/2027	1/20/2027
1.10	AAMVA Informal Testing	7	3/1/2027	3/8/2027
1.11	AAMVA Performance Testing 1	2	3/16/2027	3/18/2027
1.12	AAMVA Readiness Testing	90	7/1/2027	9/29/2027
1.13	AAMVA Structured Testing	90	10/1/2027	12/30/2027
1.14	End to End & Security Testing	90	10/1/2027	12/30/2027
1.15	**Phase 1 Go Live**	**1**	**1/1/2028**	
2.0	**Phase 2 Upgrade Driver System (MVP)**	334	8/2/2027	7/1/2028
2.1	Project Kickoff, Discovery	5	8/2/2027	8/7/2027
2.2	Current-Future State Assessment	21	8/9/2027	8/30/2027
2.3	Detail Design, Business Rules, Requirements	30	9/6/2027	10/6/2027
2.4	Define all Integrations, User Groups	30	10/1/2027	10/31/2027
2.5	Credential Management Development	240	10/1/2027	5/28/2028
2.5.1	Sprint 1 Dev & Test GDL	20	10/1/2027	10/21/2027
2.5.2	Sprint 1 Dev & Test DL	20	10/21/2027	11/10/2027

ID	Task	Duration	Start	Finish
2.5.3	Sprint 1 Dev & Test CLP	20	11/10/2027	11/30/2027
2.5.4	Sprint 1 Dev & Test CDL	20	11/30/2027	12/20/2027
2.5.5	Sprint 1 Dev & Test Renewals	20	12/20/2027	1/9/2028
2.5.6	Sprint 1 Dev & Test Duplicates & Retake	20	1/9/2028	1/29/2028
2.5.7	Sprint 1 Dev & Test Cancel, Revoke	20	1/29/2028	2/18/2028
2.5.8	Sprint 1 Dev & Test Change State Withdrawal	20	2/18/2028	3/9/2028
2.5.9	Sprint 1 Dev & Test Violations	20	3/9/2028	3/29/2028
2.5.10	Sprint 1 Dev & Test Reinstatements	20	3/29/2028	4/18/2028
2.5.11	Sprint 1 Dev & Test Helpdesk AAMVA Pointers	20	4/18/2028	5/8/2028
2.5.12	Sprint 1 Dev & Test Duplicate Records & CSOR	20	5/8/2028	5/28/2028
2.6	Mainframe Data Migration to new UADM DB	300	4/1/2027	1/26/2028
2.6.1	Sprint 1 Data Migration Customer & Test	30	4/1/2027	5/1/2027
2.6.2	Sprint 2 Data Migration Attributes & Test	30	5/1/2027	5/31/2027
2.6.3	Sprint 3 Data Migration State ID & Test	30	5/31/2027	6/30/2027
2.6.4	Sprint 4 Data Migration DL & Test	30	6/30/2027	7/30/2027
2.6.5	Sprint 5 Data Migration CDL & Test	30	7/30/2027	8/29/2027
2.6.6	Sprint 6 Data Migration Restrictions & Test	30	8/29/2027	9/28/2027
2.6.7	Sprint 7 Data Migration Endorsements & Test	30	9/28/2027	10/28/2027
2.6.8	Sprint 8 Data Migration Permits & Designations & Test	30	10/28/2027	11/27/2027
2.6.9	Sprint 9 Data Migration Violations & Test	30	11/27/2027	12/27/2027
2.6.10	Sprint 10 Data Migration Reinstatements & Fees & Test	30	12/27/2027	1/26/2028
2.7	UAT Testing and User Training 1	30	1/10/2028	2/9/2028
2.8	UAT Testing and User Training 2	30	3/1/2028	3/31/2028
2.9	UAT Testing and User Training 3	30	5/1/2028	5/31/2028
2.10	UAT Testing and User Training 4	10	6/12/2028	6/22/2028
2.11	End to End & Security Testing	150	2/1/2028	6/30/2028
2.12	**Phase 2 Go Live**	**1**	**6/30/2028**	

Tyler Attachment 2 – Resumes

The Tyler team is providing the resumes for our Project Manager, Technical Architect, Functional Lead, and Executive Sponsor below.

ZABED ISLAM, MBA, PMP

Project Manager, PMP Certified



EXPERIENCE SUMMARY

10+ years of project and program management experience across government, financial technology, and healthcare. PMP-certified professional with experience leading complex technology initiatives in regulated environments, including DMV modernization. Served as Project Manager on four CHAMPgov implementations, including the state of West Virginia. Skilled in project planning, delivery governance, risk and dependency management, stakeholder coordination, and executive reporting, with a record of improving delivery predictability and operational performance.

WORK HISTORY

Program Manager | CHAMP TITLES | 2024–Present

Responsible for: overseeing state DMV modernization initiatives, including vehicle titling and registration systems, and coordinating delivery across state agencies, technology teams, and partners.

- Lead the NDTC Clearinghouse Program with WV DMV, coordinating out-of-state vehicle titling capabilities, partner onboarding, and operational improvements.
- Oversee WV DMV projects, including the Digital Title rollout and DTRS enhancements, aligning implementation plans, release scope, and operational readiness.
- Manage NJ MVC agency system replacement and ERT implementation initiatives supporting vehicle titling and registration modernization.
- Manage scope, schedules, resources, and dependencies across state stakeholders, product, engineering, and external vendors.
- Standardize processes to improve visibility, stakeholder alignment, handoffs, and execution.
- Provide executive updates, manage risks and escalations, and drive timely decisions and issue resolution.

Senior Practice Manager | FIDELITY INFORMATION SERVICES | 2023–2024

- Directed parallel technology programs and partnered with executives to prioritize investments and resolve resource capacity conflicts.
- Led Program and Project Managers, providing delivery oversight across multimillion-dollar initiatives.
- Standardized delivery governance to improve accountability and portfolio predictability.
- Served as executive escalation owner, driving decisions and resolution of delivery issues.
- Implemented improvements that reduced delivery cycle time by 33% and costs by 25%.

Technical Project Manager| APITURE | 2021–2023

- Led cross-functional engineering teams delivering financial technology platform initiatives.
- Introduced Agile practices to improve delivery predictability and transparency.
- Coordinated technical delivery across engineering and business stakeholders.
- Launched the company's first Embedded Finance solution, creating a new recurring revenue stream.

Senior Technical Project Manager / Agile Lead | FIDELITY INFORMATION SERVICES | Jan 2019–Nov 2021

- Coordinated implementation and adoption of core banking and omnichannel solutions.
- Standardized reporting on budget, scope, and schedule to improve delivery visibility.
- Advanced Agile practices and mentored Scrum Masters and project managers to strengthen delivery execution.

RELEVANT PROJECT EXPERIENCE

PROJECT NAME	PROJECT TYPE	PROJECT ROLE	ASSIGNMENT DURATION
National Digital Titling Clearinghouse (NDTC) | West Virginia DMV	SaaS Implementation and Program Expansion	Program Manager	2 years (Ongoing)
West Virginia DMV Digital Title Rollout and Related Projects	DMV Modernization	Program Manager	1 year (Ongoing)
New Jersey Motor Vehicle Commission Agency System Replacement	DMV Modernization	Program Manager	1 year (Ongoing)
New Jersey Motor Vehicle Commission ERT Modernization	SaaS Implementation	Program Manager	1 year (Ongoing)

EDUCATIONAL BACKGROUND

Davenport University | Master of Business Administration
Kennesaw State University | Bachelor of Science in Biology

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

- Project Management Professional (PMP) – Project Management Institute
- SAFe Agilist
- Certified Scrum Master (CSM)
- Program governance and project planning
- Risk, issue, and dependency management
- State stakeholder and vendor coordination
- Executive reporting and operational performance analysis
- Delivery management

BO SHIM

Technical Architect



EXPERIENCE SUMMARY

29 years of experience, 7 years of DMV services experience. Served as Technical Architect on all CHAMPgov installations, including the most recent CHAMPgov Driver Services implementation for Louisiana. Led the company from three (3) employees, pre-revenue, to a Series B with over 100 team members and revenue generating SaaS product company. Created a patented Proof of Claim, Proof of Validation, and Proof of Attestation consensus algorithms that eliminates the need for paper, wet signatures, and notary for titled asset transfers (US Patent# 11,223,474). Designed, architected, built, and launched a new Digital Title & Registration Suite and CHAMPgov SaaS products to digitize vehicle title, registration, driver's license, and electronic liens for State's Vehicle Titling Administrators, Dealers, and Lenders. Bo's professional experience includes:

- DMV Vehicle Titling and Registration
- DMV Credentialing, Identity, and Customer Management
- DMV Commercial Motor Vehicle Management with Permits, Registration, IRP, and IFTA
- Business and Dealer Licensing and Management
- DMV Back Office and Front Counter Technology Expertise
- Digital Titling and Digital Titles
- Electronic Title and Registration and Electronic Lien Management
- Business Resiliency and Continuity
- Cyber Security and Information Security
- Data Modeling and Analytics
- Technology and Product Development Leadership
- Enterprise Architecture

WORK HISTORY

Chief Product & Technology Officer | CHAMP TITLES | 2018-Present

Responsible for:

- Developing and executing the company's technology and product strategy.
- Establishing the technology and product roadmap aligning to the business objectives.
- Overseeing the development and management of product design, product pricing, and go-to-market strategies.
- Leading a team of engineers, designers, and product managers to ensure that the DTRS product meets customer needs and delivers value to the business.
- Managing the technology budget to ensure that the company is making cost-effective decisions that drive margins and EBITDA.
- Assess emerging technologies and industry trends.
- Build partnerships and collaborations with external partners and vendors.

Chief Technology Officer | BRAND MUSCLE | 2016-2018

- Responsible for the overall product technology strategy and delivery. Leading a global technology workforce to drive technology innovation, continuous improvement, and improve speed-to-market velocity. Shifting the team to an agile and continuous integration methodology and drive automation to unlock time-to-value for our clients.

- Responsible for transforming, while support legacy systems, to deliver a market leading end-to-end Marketing SaaS platform backed by powerful analytic capability that helps our clients manage their marketing budgets, execute their marketing programs, and measure their marketing effectiveness.
- Responsible for building a marketing intelligence big data program to help our clients maximize their ROI on their marketing campaigns.
- Responsible for increasing company valuation by leveraging open-source frameworks to productize the SaaS platform that delivers value to both our clients and our shareholders.

VP of Digital, Store Technologies & Customer Analytics| SIGNET | 2013-2016

- Contributed to new projects in AML, Capital Markets, Finance, and Risk division
- Worked closely with project architect to implement solutions based on design

RELEVANT PROJECT EXPERIENCE

PROJECT NAME	PROJECT TYPE	PROJECT ROLE	ASSIGNMENT DURATION
Louisiana Office of Motor Vehicle Modernization	SaaS Implementation	Chief Technical Officer	1 Year (Ongoing)
Rhode Island Division of Motor Vehicles ELT Modernization	SaaS Implementation	Chief Technical Officer	1 Year (Ongoing)
Illinois Secretary of State ELT Modernization	SaaS Implementation	Chief Technical Officer	2 Years (Ongoing)
New Jersey Motor Vehicle Commission ELT Modernization	SaaS Implementation	Chief Technical Officer	3 Years (Ongoing)
West Virginia Division of Motor Vehicles Vehicle Titling & ELT	SaaS Implementation	Chief Technical Officer	4 Years (Ongoing)
Kentucky Transportation Cabinet DMV Modernization	SaaS Implementation	Chief Technical Officer	4 Years (Ongoing)

EDUCATIONAL BACKGROUND

Ohio University | BS – Bachelor of Science

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

- Blockchain
- AI Machine Learning
- Cloud Computing
- Executive Management

ABIGAIL (ABBY) BIRMINGHAM



Functional Lead

EXPERIENCE SUMMARY

Product and design leader with 15+ years of experience creating user-centered, outcome-driven digital products across government and regulated industries. More than two years' experience implementing CHAMPgov for DMV agencies. Served as Functional Lead on the recent Louisiana CHAMPgov Driver Services implementation and supports other CHAMPgov installations as a Functional Lead. Combines deep expertise in user research, UX strategy, and UI design with product leadership to define the right problems, establish a clear product vision, and guide cross-functional teams from discovery through implementation. Experienced in modernizing DMV services by translating complex policies, operational needs, and technical integrations into intuitive workflows that improve efficiency, reduce manual effort and human error, and help agencies deliver better customer experiences.

WORK HISTORY

Director, Product | CHAMP TITLES | 2025-Present

- Lead cross-functional discovery, requirements definition, and solution design across DMV modernization initiatives, aligning stakeholder needs, policy requirements, and user outcomes.
- Direct product and UX design for West Virginia's citizen portal, dealer title vault, and Dealer Licensing solutions, leading research, workflow design, prototyping, and user interface design.
- Support Louisiana's driver credentialing modernization, partnering with stakeholders, policy experts, and frontline users to define requirements and design a modern driver application.
- Embed policy-driven logic, verifications, AAMVA transactions, and state integrations into credentialing workflows to improve efficiency, reduce errors, and support compliance.
- Align state stakeholders and delivery teams in shaping CHAMPgov's commercial and agency portal experiences, guiding product managers and designers to deliver meaningful user and state outcomes.

Senior UX/UI Designer | CHAMP TITLES | 2024-2025

- Designed CHAMPgov's mobile-first citizen application for digital vehicle titles, creating intuitive experiences that improve access to vehicle ownership information.
- Established user research and usability testing practices to validate design decisions and ensure products meet customer needs and business objectives.
- Supported accessibility reviews and testing efforts to help ensure applications are usable, compliant, and accessible to diverse audiences.

Director, Product | WASTE DYNAMICS | 2020-2024

- Partnered with executives and engineering leaders to set product strategy for a dispatching SaaS platform, commercial driver mobile app, payment processor, quoting tool, e-commerce, and more.
- Incubated a custom AI document processing tool that increased accounts payable efficiency.
- Created outcome-driven product roadmaps and led discovery, prioritization, and delivery

Senior Product Designer | WASTE DYNAMICS | 2018-2020

- Led UX/UI design for B2B web and mobile SaaS applications
- Used research, prototyping, and usability testing to simplify complex user experiences.

UX & Creative Director | FATHOM | 2013-2018

- Managed a multidisciplinary team of 20 UX, visual, and content designers and directed design strategy and execution for 30+ clients across education, retail, and manufacturing.

RELEVANT PROJECT EXPERIENCE

PROJECT NAME	PROJECT TYPE	PROJECT ROLE	ASSIGNMENT DURATION
Louisiana Office of Motor Vehicle Modernization	SaaS Implementation	Product Lead	1 year (Ongoing)
West Virginia DMV Digital Title	SaaS Implementation	Product Design	2 years (Ongoing)
West Virginia Division of Motor Vehicles Vehicle Titling & ELT	SaaS Implementation	Product Design	2 years (Ongoing)
Kentucky Transportation Cabinet DMV Modernization	SaaS Implementation	Product Lead	1 year (Ongoing)

EDUCATIONAL BACKGROUND

Kent State University | Bachelor of Arts, Electronic Media Production

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

- UI/UX design
- User research and discovery
- Journey mapping and service design
- Rapid prototyping
- Usability testing
- Accessibility and inclusive design
- Information architecture
- Design thinking workshop facilitation

IAN MCQUINN

Executive Sponsor



EXPERIENCE SUMMARY

15 years of experience, 13 years of DMV services experience. Executive with responsibility for Tyler's contract with the State of West Virginia and the contract's DMV Services. Manages the success of WVDMV's digital services to adoption levels over 70%. Led the design, implementation, and expansion of numerous, high-impact online and administrative DMV services that substantially improved the citizen experience for WVDMV customers as well as DMV operations. Executive over the West Virginia CHAMPgov vehicle services implementation. Served in a consultative capacity for the Louisiana, New Jersey, Kentucky, and Rhode Island CHAMPgov implementations. In addition, provided oversight for the launch of the nation's first Digital Registration Card for native phone wallets.

WORK HISTORY

Executive Dir., DMV Services | TYLER TECHNOLOGIES | 2023-Present

- Developed strategic vision for DMV solutions across the organization
- Acted as American Association of Motor Vehicles (AAMVA) lead point of contact
- Consulted on CHAMPgov driver services, digital titling & ELT implementations in multiple states
  - Consulted on Louisiana driver services implementation regarding integration strategy and continuity of critical agency services
  - Assisted NJ with lessons learned from WV's ELT implementation
  - Advised on Kentucky project regarding stakeholder outreach, change management, and implementation approach
  - Helped shape Rhode Island's implementation, outreach, and legislative strategy to achieve agency-aligned goals
- Managed DMV-related strategic partnerships
- Provided executive oversight and management of subcontractor and partner Champ on the implementation of the first-in-the-nation National Digital Titling Clearinghouse (NDTC) for West Virginia.
  - Supported the launch of the nation's first fully digital title from West Virginia
  - Promoted adoption and acceptance of the NDTC and West Virginia's Digital Title nationally at AAMVA and other events.
  - Advising West Virginia and Champ on the legal, operational, and policy framework for the NDTC

General Manager, Tyler Technologies West Virginia| TYLER TECHNOLOGIES | 2013-2023

- Utilized creative approaches and developed new partnerships to deliver high-impact, transformational services to West Virginia residents
- Led the delivery of more than forty-five state DMV services including the Motor Vehicle Services Modernization
  - Coordinated with and trained numerous stakeholder groups to ensure buy-in and understanding of modernized vehicle services.
  - Oversaw the careful integration of over thirty (30) existing and critical services to support modernization while maintaining perfect data integrity.
  - Executive oversight of six-month implementation of a new CHAMPgov vehicle system of record and resulting activity-based data migration of data from WV DMV legacy mainframe.
- Developed and strengthened executive-level partner relationships
- Assisted sales and operational efforts in other Tyler states

Dir. Of Marketing & Portal Ops| NIC WEST VIRGINIA | 2011-2013

- Successfully managed complex and high profile eGovernment projects
- Developed and implemented marketing plans and strategies to drive growth
- Established leadership role and mutually respectful relationship with team
- Developed and strengthened key partner relationships at high levels

RELEVANT PROJECT EXPERIENCE

PROJECT NAME	PROJECT TYPE	PROJECT ROLE	ASSIGNMENT DURATION
Louisiana Office of Motor Vehicle Modernization	SaaS Implementation	Consultant	1 year (Ongoing)
West Viriginia DMV Motor Vehicle Systems Modernization	SaaS Implementation	DMV Executive Director/Consultant	3 Years (Entirety)
National Digital Titling Clearinghouse (NDTC) | West Virginia DMV	SaaS Implementation	General Manager/Executive Sponsor	4 Years (Ongoing)
West Virginia DMV Citizen Services Digital Transformation	SaaS Implementation/Custom Software	General Manager/Business Analyst/Project Manager	10 Years (Ongoing)
West Virginia DMV Appointment System Implementation and Queueing Integration	SaaS Implementation	General Manager	3 Months (Entirety)

EDUCATIONAL BACKGROUND

Marshall University | MBA – Business Administration & Management

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

Strategic Partnerships
DMV Strategy

Tyler Attachment 3 – PMP Certification



Project Management Institute.

THIS IS TO CERTIFY THAT

Zabed Islam

HAS BEEN FORMALLY EVALUATED FOR DEMONSTRATED EXPERIENCE, KNOWLEDGE AND PERFORMANCE IN ACHIEVING AN ORGANIZATIONAL OBJECTIVE THROUGH DEFINING AND OVERSEEING PROJECTS AND RESOURCES AND IS HEREBY BESTOWED THE GLOBAL PROFESSIONAL CERTIFICATION

Project Management Professional (PMP)®

IN TESTIMONY WHEREOF, WE HAVE SUBSCRIBED OUR SIGNATURES UNDER THE SEAL OF THE INSTITUTE

Ike Nwankwo, PMP | Chair, Board of Directors

Pierre Le Manh | President & CEO

Certification Number: 4291567

Original Grant Date: 27 January 2026

Citizenship: United States

Expiration Date: 27 January 2029