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Motor Vehicle Division Invites Proposals to Implement Customer-Friendly System to Better Serve New Mexicans

SANTA FE – The New Mexico Motor Vehicle Division is requesting proposals to design, develop, and implement a modern driver and vehicle information system to replace the existing computer systems.

“It’s time to replace an antiquated MVD computer system with more customer-friendly programs that not only improve our internal operations but also provide more customer service options for New Mexicans,” said Demesia Padilla, Cabinet Secretary for the State Taxation and Revenue Department that oversees MVD. “Our goal is to implement a highly functional and versatile system that allows integrating technological advances and breakthroughs to improve overall customer service. This is long overdue.”

The Request for Proposal (RFP) was issued last Friday, and proposals are due by Feb. 28, 2013. After review of the proposals by the Department’s Evaluation Committee, selection of finalists, and oral presentations and demonstrations by the finalists, it is anticipated a single contractor will be selected and a contract for delivery of MVD’s new system awarded by June, 2013. Implementation of the new system will take between a year and a half and four years.

“Once the new system is implemented, the possibilities are endless in terms of how we can better serve our customers,” said Mark Williams, Director of MVD. “New Mexicans will be able to log on to this system using tablets, smart phones and other electronic devices to conduct their motor vehicle transactions without having to visit our offices.

“This new system will take us to the next generation of technological competence that will be a win-win situation both for us and our customers,” Williams said.

MVD’s current computer systems are over 25 years old, obsolete and difficult to maintain. And there is real concern that they could simply break down if not replaced soon.

The new system is expected to be:

- Stable, highly functional and built in a way that will allow it to adapt to changing needs and conditions as required by MVD and its customers.
- Customer centric, so that each MVD customer's contact information, driver license and vehicle history and current status can be easily accessed by MVD agents.
- Customer-friendly, so that customers can easily access and manage their own information with special "my MVD" customer accounts.
- Flexible, offering customers a variety of ways available to complete MVD transactions, including the current in-person and telephone alternatives as well as expanded Internet access using computers, tablets, smart phones and even ATM-like kiosks that may be available 24 hours a day, seven days a week in convenient public locations.
- Capable of producing substantially improved customer service and dramatically reduced field office wait times.

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