Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

County Equipment Guide

Procedures for Acquiring Equipment and Supplies

REV 7/3/19

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1 Introduction

1.1 Overview

The Texas Department of Motor Vehicles (TxDMV) partners with county tax assessor-collectors (TACs) across the state who provide valuable assistance to the department by processing various types of vehicle title and registration transactions. For over 20 years, the State has provided TACs with equipment and consumable resources necessary to carry out these functions on its behalf. This guide is intended to document the processes, expectations and requirements related to equipment and consumables issued by TxDMV to the TACS.

Below is a summary of what is addressed in this guide. Detailed requirements are contained within, so please review the entire guide carefully to familiarize yourself with all policy requirements and deadlines.

COMPUTER WORKSTATIONS

There are two types of available workstations:

1. basic registration and title system (RTS) workstation, and
2. the webDEALER workstation.

Workstations are provided at state expense based on county transaction volumes and county site locations. Additional RTS workstations may be leased for an annual fee. Methodologies used to determine allocations at state expense and the details surrounding RTS workstation leases are found in Section 2.

ANNUAL OPEN REQUEST PERIOD

County workstation summaries showing workstation counts and available allocations (based on TxDMV fiscal year transaction counts) will be posted on the TAC Information Hub at http://www.TxDMV.gov/tax-assessor-collectors by October 1. Counties should review this data in preparation for the annual open request period. All requests for *additional* workstations (allocated RTS, webDEALER, RTS lease, or workstation conversions) must be made during the annual open request period, which runs from November 1 to November 30. TxDMV will evaluate all requests and respond with approval or denial no later than December 31 by returning copies of submitted forms via email. Installations will then be coordinated through the IT Services Division and will begin in January of each year.

WORKSTATION MOVES

Workstation moves may be requested at any time (including moves for office relocations); however, please note that moves require a formal request and approval from TxDMV *prior* to the move. Also, all costs related to moves shall be borne by the county. If assistance is needed (move assistance will be provided by a designated TxDMV vendor or TxDMV staff), the move will be coordinated through the IT Services Division and the county will be charged for actual labor and travel costs associated with the move.

CONSUMABLE RESOURCES

TxDMV provides TACs with necessary consumable supplies to conduct TxDMV business. Certain consumable resources, including VTR-500-RTS paper and toner cartridges, have maximum annual allocations based on transaction volumes and historical usage. Each county will receive an annual allocation of VTR-500-RTS paper and toner cartridges. Once the county exhausts its annual allocation, the cost of additional consumable resources shall be borne by the county. Details can be found beginning in Section 9.

TRAINING

TxDMV provides web-based training for TAC staff, which can be accessed at any time. The training modules focus on title and registration transactions but also include AAMVA fraud modules and administrative modules such as report printing. Details regarding eLearning can be found in Section 8.

1.2 Interlocal Agreement for Provision of Equipment and Consumables

Each county is required to execute the Interlocal Agreement for Provision of Equipment and Consumables. This is a contract between TxDMV and the county that outlines each party's responsibilities and documents the legal expectations surrounding the partnership. Incorporated as attachments to the contract are the Workstation Lease Agreement, the Designation of Equipment Custodian, and the County Equipment List.

Each county must designate a primary equipment custodian who is responsible for tracking all equipment assigned to the county. The equipment custodian is responsible for ensuring compliance with the policies and procedures set forth in the County Equipment Guide. The equipment custodian is also responsible for preparing the county for periodic equipment refreshes.

Counties are responsible for all equipment issued by TxDMV. The County Equipment List is a list of all equipment assigned to the county as of a given date. This list will be updated and provided on an annual basis by TxDMV and incorporated into the Interlocal Agreement as an attachment.

2 Workstations

Workstation options include allocated RTS workstations (state expense), webDEALER workstations (state expense), and leased RTS workstations (county expense). The total number of workstations to which each county is eligible is determined as follows:

Workstation allocations based on transactions (one workstation allocation for every 11,400 transactions)

+

Workstations based on remote sites (one workstation allocation for each county remote site)

+

One webDEALER workstation for each county site (if eligible for webDEALER per Section 2.3)

=

TOTAL WORKSTATIONS AVAILABLE AT STATE EXPENSE

Note: additional webDEALER workstations may be allocated based on webDEALER transactions percentage (see Section 2.3 webDEALER Workstations); however, eligibility for additional webDEALER workstations does not increase the total number of workstations available to the county at state expense. Instead, allocations of additional webDEALER workstations will simply result in conversions of existing allocations (see Section 2.5 Workstation Conversions).

2.1 Basic RTS Workstation

Workstation Components

- CPU
- Monitor (RTS = 22”; webDEALER = 27”)
- keyboard and mouse
- printer
- cabling

Network Equipment

- router
- switch (if required)
- T1 line

Optional Equipment

- cash drawer

Workstations do NOT include

- non-RTS equipment (toggle switch boxes, etc.)
- flash drive
- wireless keyboard
- mouse pad
- ergonomic equipment
- scan gun

2.2 Workstation Allocations

There are two ways a county may qualify for workstation allocations: 1) allocations based on transactions, and 2) allocations based on remote county locations.

ALLOCATIONS BASED ON TRANSACTIONS

$$\frac{\text{Total county transactions from September 1 to August 31}}{\text{Avg \# of transactions processed by RTS workstations across the state (currently set at 11,400)}}$$

ALLOCATIONS BASED ON REMOTE SITE LOCATIONS

In addition to the transaction-based allocation, counties are also entitled to one workstation allocation per remote site location. If your county has two locations in addition to the main tax office, then you are entitled to two additional RTS workstation allocations on top of the transactional allocation.

EXAMPLE

Total transactions September 1 to August 31 = 228,000
Breakpoint = 11,400
RTS workstation allocation = 228,000 / 11,400 = **20.0** (decimals are rounded up)
Remote locations = **2**
RTS workstation allocation = 22 (20 + 2)

2.3 webDEALER Workstations

Counties must first meet the webDEALER criteria to qualify for webDEALER workstations. To qualify, counties must register a minimum of five dealers who process a total of 25 transactions per month. Once qualified, there are two methods used to allocate webDEALER workstations: webDEALER Base and webDEALER Conversion.

webDEALER Base

webDEALER Base entitles eligible counties to one workstation for each county location. If a county has three total locations (main office plus two remote sites), then the county is entitled to three webDEALER workstations.

EXAMPLE

Using the example above, the county is entitled to:
Workstations based on transactions = 20
Workstations based on remote locations = 2
webDEALER Base allocation = 3 (one workstation per county location)
Total workstations available at state expense = 25 (22 allocated + 3 webDEALER)

webDEALER Conversion

TxDMV has implemented a new allocation policy for webDEALER workstations based on the county's percentage of webDEALER transactions to overall transactions. webDEALER Conversion allows a county to **convert** allocated workstations to webDEALER workstations – it does not increase the number of workstations available at state expense. The webDEALER percentage is applied to the county's total workstation allocation available at state expense (RTS + webDEALER Base) to determine the total number of webDEALER workstation allocations available to a county. If the county's webDEALER allocation count per the webDEALER Conversion calculation is greater than its webDEALER allocation count per the webDEALER Base calculation, then the county may convert the difference in those counts from allocated workstations to webDEALER workstations by exchanging the smaller monitors for larger webDEALER monitors.

The new policy was established to provide additional support to counties who conduct higher volumes of webDEALER transactions. Please note that eligibility for webDEALER workstation conversions do not impact a county's total workstations available at state expense. If a county receives additional webDEALER workstations based on its webDEALER transactions percentage, the effect will be conversions of existing workstation allocations by replacing the 22" RTS monitors with the 27" webDEALER monitors.

EXAMPLE

webDEALER transactions September 1 to August 31 = 42,000
Total transactions September 1 to August 31 = 228,000
webDEALER perectage = 18% (42,000 / 228,000)
Continuing from the last example:
If the county is entitled to a total of 25 workstations at state expense, then the webDEALER Conversion Calculation is 18% x 25 = 4.5, which is rounded to 5. The county is entitled to a total of 5 webDEALER workstations at state expense. If we compare the webDEALER Conversion count of 5 to the webDEALER Base count of 3, this county is entitled to convert 2 (5-3) of its allocated workstations to webDEALER workstations.
Total workstations available at state expense = 25 (20 allocations + 5 webDEALER)

Please note that webDEALER Conversions do not increase the total number of workstations available at state expense. webDEALER conversions allow a county to replace the 22" RTS monitors with the 27" webDEALER monitors.

2.4 Leased Workstations

Counties may lease additional RTS workstations at county expense.. Further, all workstations located at full service deputy locations must be leased workstations. The annual lease term coincides with the state fiscal year, September 1 to August 31. The annual cost to lease a workstation is discussed in Section 10 – County Costs and Invoicing, and an example of lease costs can be found in Appendix C.

All workstation lease requests must include an executed lease agreement. Please note that lease agreements require the signature of a county judge. A copy of the current lease agreement can be found in Appendix B, Attachment D.

Leased workstations at county offices (not full service deputy locations) may be converted to allocated workstations during the annual open request period if the county has available allocations (see Section 2.5 Workstation Conversions).

2.5 Workstation Conversions

There are two ways that workstations may be converted: 1) a workstation lease may be converted to an allocation during the annual open enrollment period if the county has available workstation allocations based on the number of county transactions, and 2) allocated workstations (22" monitor) may be converted to webDEALER workstations (27" monitor) during the annual open enrollment period if the county is eligible for webDEALER conversions based on the webDEALER transactions percentage described in Section 2.3 webDEALER workstations. The annual county workstation summary, which is published on the TAC Information Hub http://www.TxDMV.gov/tax-assessor-collectors by October 1 each year, will list available workstation allocations as well as available workstation conversions.

3 The Equipment Request Process

All additional workstation requests (allocated RTS, webDEALER, RTS lease, or workstation conversions) *must* be made during the annual open request period using the **Equipment Request Form** (sample can be found in Appendix D). A separate form must be submitted for each county location. This is a fillable form that is located online on the TAC Information Hub at http://www.TxDMV.gov/tax-assessor-collectors. Please complete forms online and submit electronically via email to RTS-Workstation-Allocations@TxDMV.gov. Forms may also be completed manually and faxed or mailed if necessary (see Section 3.1 for fax number and mailing address).

Each county's workstation summary showing workstation counts and available allocations (based on TxDMV fiscal year transaction counts) will be posted on the TAC Information HUB at http://www.TxDMV.gov/tax-assessor-collectors by October 1. Counties should review this data in preparation for the annual open request period. All requests for *additional* workstations (allocated RTS, webDEALER, RTS lease or workstation conversions) must be made within the annual open request period, which runs from November 1 to November 30. TxDMV will evaluate all requests in the order they are received and respond with approval or denial no later than December 31 by returning copies of submitted forms via email.

Installations will be coordinated in the order the requests are received through the IT Services Division's County Network Support (CNS) group and will begin in January of each year. CNS will contact the county to schedule the delivery and installation of the equipment. If workstations are available in inventory, delivery can be expected within two to three weeks of CNS contact. If workstations are not available in inventory, CNS will notify the county and delivery and installation will take approximately three months.

Approval of workstation requests will depend on available allocations for your county as well as equipment availability and available TxDMV budget funding.

KEY DATES

October 1	Workstations summaries will be posted on the TAC Information Hub at http://www.TxDMV.gov/tax-assessor-collectors
November 1-30	Annual open request period (submit Equipment Forms via email)
December 1-31	TxDMV evaluation period (approvals and denials will be communicated electronically via return of the submitted Equipment Request Form)
January	Workstation installations coordinated with IT Services Division

EXCEPTIONS TO MAKING WORKSTATION REQUESTS DURING THE OPEN REQUEST PERIOD

- There are two exceptions for workstation requests outside the open request period:
    1. Workstation moves (intraoffice or interoffice and includes moves due to office relocations), and
    2. Workstation replacements due to natural disasters or other unforeseen circumstances that necessitate workstation or equipment replacements.

Workstation requests outside the open request period should be made using the same procedure prescribed above. Complete the appropriate fillable form online and submit completed form electronically via email to RTS-Workstation-Allocations@TxDMV.gov. Forms may also be completed manually and faxed or mailed if necessary (see Section 3.1 for fax number and mailing address). These requests will be reviewed as they are received and an approval or denial response will be provided to the county electronically via return of the submitted Equipment Request Form or Equipment Move Form within 10 working days. Workstation replacements will be coordinated through the IT Services Division.

3.1 Steps for making workstations requests

Step 1. Review workstation summary for your county and determine workstation needs for the upcoming period of November 1 to October 31.

Step 2. Complete applicable forms online and submit via email if possible anytime during November 1 to November 30.

Email	RTS-Workstation-Allocations@TxDMV.gov (emailed is preferred)
Fax	512-465-4117
Mail	Texas Department of Motor Vehicles Attn: VTR Equipment Request 4000 Jackson Ave., Bldg 1 Austin, Texas 78731

Step 3. Requests will be evaluated and TxDMV will respond with approval or denial no later than December 31 by returning copies of submitted forms via email.

Step 4. Workstations approvals will be forwarded to the IT Services Division who will coordinate installations directly with the county beginning January of each year.

4 Moving or Relocating Existing Workstation Equipment

Workstations consist of equipment designed to work together as a unit. *Do not move or exchange any parts of the equipment within the office or between locations without prior authorization from TxDMV*. It is important to notify TxDMV when moving equipment in order to maintain an accurate inventory list. All equipment is inventoried and tracked by location as required by State Property Accounting Rules. Equipment must be available for inspection during work hours to TxDMV or its representatives.

To obtain authorization, submit the **Equipment Move Form** (a sample can be found in Appendix D). Equipment move requests may be made at any time and are not required to be submitted during the annual open request period. The Equipment Move Form is located online on the TAC Information Hub at http://www.TxDMV.gov/tax-assessor-collectors. Complete the fillable form online and submit electronically via email to RTS-Workstation-Allocations@TxDMV.gov. Forms may also be completed manually and faxed or mailed if necessary (see Section 3.1 for fax number and mailing address).

4.1 Moving equipment within an existing office (intraoffice)

When relocating TxDMV equipment inside the existing facility, the county may relocate the equipment at its expense after TxDMV approval. TxDMV can provide assistance with moving or relocating equipment, if desired. Assistance will be provided by a TxDMV vendor or TxDMV staff. Use the **Equipment Move Form** to request authorization and notify TxDMV of the move. If assistance is needed, please indicate so on the Equipment Move Form. If the county would like a cost estimate for TxDMV move assistance, please indicate so on the form, and the county will be notified within 10 working days with the estimated cost associated with the move so that the county may determine whether to proceed with move assistance. The county will be charged for the actual cost of labor and travel. See Section 10 – County Costs and Invoicing for details.

4.2 Relocating equipment to an external location (interoffice)

A county may wish to move equipment from one location to another, or the county may have an office relocation. When relocating TxDMV equipment outside the existing facility, the county may relocate the equipment at its expense after TxDMV approval. TxDMV can provide assistance with moving or relocating equipment, if desired. Assistance will be provided by a TxDMV vendor or TxDMV staff. Use the **Equipment Move Form** to request authorization and to notify TxDMV of the move. When relocating equipment to a new office location for county convenience, costs associated with the relocation will be the county's responsibility. If the county would like a cost estimate for TxDMV move assistance, please indicate so on the form, , and the county will be notified within 10 working days with the estimated cost associated with the move. The county will be charged for the actual cost of labor and travel as well as site setup costs, if applicable. See Section 10 – County Costs and Invoicing for details.

For moves requiring assistance, please note the lead times indicated below:

Cable drop needed	minimum lead time required is 15 working days
No cable drop needed	minimum lead time required is 10 working days

5 Workstation Modifications and Equipment Maintenance and Support

All equipment remains the property of TxDMV. Equipment must be kept in a secure place. Normal maintenance should be performed by the county (cleaning, changing toner cartridges, etc.). Equipment should be made available for inspection during working office hours when deemed necessary by TxDMV.

5.1 Workstation Modifications

Workstations should not be modified without written approval from TxDMV. Examples of modifications include credit card readers, automatic security open cash drawers, peripherals, linking to databases, firewall access, etc.. The following items are not allowed to be added to workstations under any circumstances: software (including device drivers) and any system that requires interconnection to county networks. To request a workstation modification, submit the Workstation Modification Form (a sample can be found in Appendix D) to Security_Management@TxDMV.gov. The Workstation Modification Form is located online on the TAC Information Hub at http://www.TxDMV.gov/tax-assessor-collectors. Please allow 15 business days for review of requests. Approval or denial will be provided via email by return of the Workstation Modification Form.

5.2 Planned outages for system maintenance

TxDMV will provide advanced notice of planned down periods that occur during normal business hours to the extent possible. TxDMV will make every effort to avoid planned outages during business hours. These announcements are distributed via govDELIVERY e-mail and posted to the TAC Information Hub. In the event of an unexpected failure/outage, the same process will be followed and notice will be issued as soon as possible. When available, TxDMV will give an estimated time for repair. The govDELIVERY e-mail contact(s) for this communication should be kept updated to ensure timely communication to the correct person(s).

5.3 Support for equipment

RTS equipment support will be provided by the RTS Help Desk toll-free number 1-877-933-2020 Monday – Friday during the hours of 8:00 a.m. – 5:00 p.m. Any issues not immediately resolved will be escalated in order to provide a 48-hour turnaround time for resolution.

5.4 Lost, stolen or damaged equipment

Stolen equipment should be reported immediately upon discovery to both the RSC and local law enforcement. Report lost or damaged equipment to the RSC within 48 hours. Forward a copy of the police report to RTS-Workstation-Allocations@TxDMV.gov within five business days. The report may also be faxed or mailed if necessary (see Section 3.1 for fax number and mailing address).

The county will be responsible for the *replacement value* (and all associated labor costs) of lost, stolen or damaged equipment (not due to a natural disaster). Invoicing for any lost, stolen or damaged equipment will be done on an annual basis following the procedures outlined in Section 10 – County Costs and Invoicing. Equipment that is damaged due to natural disaster will be replaced subject to equipment availability and available budget.

6 Returning Equipment to TxDMV

Equipment returns may be necessary for various reasons including damaged equipment, equipment reductions during the refresh period (see Section 7.1, Equipment Reductions), or office closings. Damaged equipment must be returned to TxDMV for inspection and possible use. If the equipment is not or cannot be upgraded, it must go through the inventory reduction process and be disposed of as surplus through the Comptroller's website.

To initiate an equipment return for any reason, please contact the RTS Help Desk toll-free number 1-877-933-2020 Monday – Friday during the hours of 8:00 a.m. – 5:00 p.m. The RTS Help Desk will collect contact information that will be provided to our IT Services staff who will then send an email with further instructions.

RETURNING DAMAGED EQUIPMENT

IT Services will first ship replacement equipment to the county, including a shipping label for return of damaged equipment. If possible, please use the same box in which the replacement equipment was shipped to return the damaged equipment. If the box provided does not accommodate the equipment, the county is responsible for supplying a box. The equipment should be clean and all parts, including all cables, must be packaged together as a unit. When returning equipment, please include where the equipment was located and the reason for removal. **Please package the equipment securely** and return using the shipping label provided. Please return using regularly scheduled FedEx pickup, or call TxDMV at 512-465-4282 to schedule a FedEx pickup

NOTE: If equipment is not packaged properly and damage occurs due to improper packaging, the county may be financially responsible and invoiced for the replacement cost (including all associated labor costs) of the equipment.

7 Equipment Refresh Schedule and Equipment Reductions

TxDMV replaces county workstations periodically to ensure equipment is current and operates effectively. Starting in spring 2021, TxDMV will stagger equipment refreshes based on the following schedule:

Group 1: Spring 2021 – 33% of workstations replaced → Next replacement Spring 2027

Group 2: Spring 2022 – 33% of workstations replaced → Next replacement Spring 2028

Group 3: Spring 2023 – 33% of workstations replaced → Next replacement Spring 2029

Once it is determined which county workstations will be replaced in each group, the schedule details will be provided to the counties. Note that routers and switches will be replaced during the three consecutive years after the workstation replacements (i.e., 2024, 2025, 2026), resulting in a six-year, staggered replacement cycle.

7.1 Equipment Reductions

Coinciding with the year of equipment replacement, a county's allocated workstations *may be reduced* if the workstation summary based on the prior year's transactions no longer supports the number of allocated workstations. See Section 2.2 for allocation calculations. The county's workstation summary for that year will indicate if equipment reductions are required. If reductions are necessary, the county may choose to convert the allocation(s) to leased equipment or to return the equipment to TxDMV during the refresh/replacement period.

8 eLearning

The eLearning environment is a web-based, interactive training platform that was created to assist TACs with staff training related to processing title and registration transactions. TxDMV employs a training specialist who works with program area staff to develop and edit module content that covers topics essential to processing transactions for the Texas motoring public. For questions about eLearning, please email TxDMV-Learning@txdmv.gov. The link to the eLearning environment is https://learningtxdmv.articulate-online.com/Login.aspx.

8.1 eLearning Accounts

To add or delete eLearning user accounts, please submit the **eLearning User Account Form** (a sample can be found in Appendix D) via email to TxDMV-Learning@txdmv.gov. The eLearning User Account Form is located online on the TAC Information Hub at http://www.TxDMV.gov/tax-assessor-collectors.

A county is allocated eLearning accounts based on the county's current workstation count. Each allocated and leased TxDMV workstation is assigned one eLearning user account, which represents the county's Base Accounts. Counties that have workstation counts from 1 to 19 are entitled to one additional eLearning account. Counties that have workstation counts of 20 or more are entitled to 10% additional eLearning accounts, which represents the county's Additional Accounts. For example, a county that has 14 workstations is entitled to 15 eLearning accounts. A county that has 74 workstations is entitled to 82 eLearning accounts (74 x 10% = 7.4, rounded up to 8). The county's Base Accounts plus Additional Accounts equals the county's Total Accounts at State Expense.

If a county desires eLearning accounts in excess of the county's Total Accounts at State Expense additional accounts may be requested at county expense pending availability. Counties will be charged for the cost of each account (see Appendix E for a price list for potential county costs) over the number of allocated eLearning accounts (Total Accounts at State Expense) and will be invoiced on an annual basis following the procedures outlined in Section 10 – County Costs and Invoicing. Not only is it important to keep eLearning user accounts up-to-date to ensure accurate reporting of module completion, but it is also important to prevent being charged for eLearning user accounts for staff who are no longer employed, which may contribute to eLearning accounts in excess of allocated eLearning accounts.

8.2 eLearning Modules

The eLearning modules cover various topics related to the title and registration process in Texas such as Title Transactions, Title Errors, Bonded Titles, Registration Basics, Permits, and Disabled Placards. In addition to title and registration modules, there are also administrative modules such as Batch Inventory Action Report, Technical and Content Problem Reporting, and Learning Center Tutorials. There is also a suite of fraud detection modules developed by the American Association of Motor Vehicle Administrators. For a complete list of eLearning modules, please see Appendix F.

9 Consumable Resources

TxDMV provides the counties with the following supplies to conduct business on its behalf:

- Disabled Placards
- Cardboard Tags
- Forms (either hard copies or printable)
- License Plates
- Registration Stickers
- Toner Cartridges
- TxDMV Ad Campaign Supplies

A list of supplies available for order from the Huntsville Warehouse can be found on our website at http://www.TxDMV.gov/tax-assessor-collectors.

9.1 Annual limits for county allocations of VTR-500-RTS paper and toner cartridges

Starting in state fiscal year 2020 (September 2019 to August 2020), annual limits will be set by county for allocations of VTR-500-RTS paper and toner cartridges. If a county exhausts its annual allocation, yet determines additional paper or toner cartridges are needed, the county will be responsible for the cost of supplies in excess of the annual allocation. The costs can be found in Appendix E.

The annual allocation limit of VTR-500-RTS paper and toner cartridges will be indicated on the county workstation summary provided to each county by October 1. Allocation quantities will be tracked and the county will be notified when the annual limit has been reached. The county will be responsible for the cost of all cartons of VTR-500-RTS paper and toner cartridges that exceed its annual allocation. These costs will be included on the county's annual invoice.

NOTE: Defective toner cartridges should be returned to the RSC to receive a credit to the county's annual allocation.

9.2 Allocation methodology for VTR-500-RTS paper and toner cartridges

Allocation limits are determined based on the county's last three years' transactions. Actual transactions for the past three fiscal years are evaluated to determine each county's actual VTR-500-RTS paper needs and toner cartridge needs. A three-year average is then taken, and a 5% growth factor is applied to determine the upcoming fiscal year's annual allocation limit of VTR-500-RTS paper and toner cartridges.

10 County Costs and Invoicing

The TAC may incur costs throughout the year for 1) leased workstations, 2) workstation moves, 3) lost, stolen or damaged equipment, 4) eLearning accounts in excess of allocation, and 5) VTR-500-RTS paper and toner cartridges in excess of the county's annual allocation. An itemized list of potential costs can be found on the Price List in Appendix E.

10.1 Annual cost for leased workstations

The cost for leasing a workstation depends on 1) whether the site where the workstation will be installed requires cabling or a T1 line, and 2) whether the workstation will be installed at a county site or a full service deputy location. If no cabling or T1 is needed, the cost represents hardware costs amortized over the life of the equipment (six years based on the county refresh schedule), plus any other one-time installation costs. Lease costs for workstations installed at full service deputy locations will also include the cost of the T1 circuit. Please see Appendix C for an example of lease costs as well as the Price List in Appendix E. Lease costs will be prorated in the first year of the lease based on the installation date.

10.2 Cost for workstation moves

Actual labor and travel costs associated with workstation moves that require assistance (assistance will be provided by a TxDMV vendor or TxDMV staff) will be charged to the TAC.

10.3 Cost for equipment replacements due to loss, theft, or damage

Counties will be charged for the replacement cost (including all associated labor costs) of any equipment that is lost, stolen or damaged (not due to natural disaster).

10.4 Cost of eLearning accounts in excess of workstation count

Counties that need eLearning accounts in excess of their total allocated accounts (Base Accounts + Additional Accounts = Total Accounts at state expense) will be charged for the cost of each extra account.

10.5 Cost of VTR-500-RTS paper and toner cartridges in excess of annual allocation limit

The TAC will be charged for all VTR-500-RTS paper and toner cartridges in excess of its annual allocation. The paper cost will be based on the unit price of the last order delivered during the given state fiscal year. The cost for toner cartridges will be the cost charged TxDMV by the vendor.

10.6 Invoicing

All costs incurred by the TAC during the state fiscal year will be totaled and TxDMV will invoice the TAC by October 1 of each year. All payments will be due no later than December 1 of each year.

11 Appendices

- APPENDIX A: Glossary and Acronyms
- APPENDIX B: Master Contractual Obligation and Lease Agreement
- APPENDIX C: Sample Workstation Lease Cost
- APPENDIX D: Equipment Request Form, Equipment Move Form, eLearning User Account Form, Workstation Modification Form
- APPENDIX E: Price List for Potential County Costs
- APPENDIX F: eLearning Modules

Appendix A

GLOSSARY AND ACRONYMS

AT&T – Company currently contracted to install the T1 lines externally from the source pole to the building.

Cable Drops – Process performed internally at the targeted location to input new wiring necessary to make RTS available inside the county building.

County Remote Site – Location other than the main county TAC office that is maintained by the county, staffed by county employees and conducts titles and registration services.

Custodian – each county must designate one person who is responsible for all TxDMV equipment at all county locations.

Deputy – a person appointed to serve in an official government capacity to perform designated motor vehicle titling, registration, and registration renewal services as a deputy assessor-collector. The term "deputy" does not include an employee of a county tax assessor-collector.

> **Dealer deputy –** A motor vehicle dealer who is deputized to process motor vehicle titling and registration transactions, and who may be authorized to provide registration renewal services.
>
> **Full service deputy** – A deputy appointed to accept and process applications for motor vehicle title transfers and initial registrations, and process registration renewals and other transactions related to titling and registration.
>
> **Limited service deputy** – A deputy appointed to accept and process motor vehicle registration renewals.

DTA – Dealers Titling Application.

eLearning – web-based, interactive title and registration training modules available to TAC staff.

Equipment Request Form – form required to request additional/new equipment.

Equipment Move Form – form required to request equipment moves.

FAS – TxDMV Finance and Administrative Services Division.

ITS – TxDMV Information Technology Services Division.

Lease Agreement – Contractual agreement required to lease workstations (use when no allocations available or when workstations will be located at full service deputy locations).

Master Equipment Agreement – Contractual agreement required for each county that covers obligations of both the county and TxDMV related to workstations.

RSC – Regional Service Center – liaison team between TxDMV and the counties.

RTS – Registration and Title System.

T1 Line – Serial cable required for communication access.

TAC – County Tax Assessor-Collector.

TAC Information Hub – Location at TxDMV.gov to find helpful information for TACs. http://www.TxDMV.gov/tax-assessor-collectors.

VTR – TxDMV Vehicle Titles and Registration division.

webDEALER – The webDEALER system allows dealers to process title applications and new registrations online.

webDEALER Incentives – Counties with five or more registered dealers executing a minimum of 25 transactions per month are authorized one webDEALER workstation for each county location. Additional webDEALER workstations may be authorized based on the percentage of webDEALER transactions to total transactions. See the webDEALER section for details.

Workstations – Hardware components used to process vehicle title and registration transactions.

Appendix B

STATE OF TEXAS §

COUNTY OF TRAVIS §

INTERLOCAL AGREEMENT

for Provision of Equipment and Consumables

THIS CONTRACT is made by and between the State of Texas, acting by and through the Texas Department of Motor Vehicles, hereinafter called the "department" or "TxDMV," and the County of _____, Texas, acting by and through its duly authorized officials, hereinafter called the "county."

WITNESSETH

WHEREAS, the department is statutorily responsible for administering motor vehicle titles and registrations pursuant to Texas Transportation Code Chapters 501, 502, 504 and 520; and

WHEREAS, the county tax assessor-collector acts as agent for the department in the administration of motor vehicle titles and registration; and

WHEREAS, Texas Transportation Code §501.023 provides that to obtain a vehicle title an owner must apply to the county tax assessor-collector; and

WHEREAS, Texas Transportation Code §502.040 provides that an application for vehicle registration is made through the county tax assessor-collector; and

WHEREAS, the department maintains an automated system for the uniform administering of motor vehicle titles and registration, hereinafter identified as the automated registration and title system (RTS); and

WHEREAS, equipment is necessary for the processing of motor vehicle titles and registration; and

WHEREAS, the department and the county desire that equipment procured by the department, hereinafter identified as the "equipment," be installed and operated at location(s) under the jurisdiction of the county; and

WHEREAS, associated policies and procedures for the county use of the equipment are found in the department's County Equipment Guide and in Title 43, Texas Administrative Code (TAC), Sections 217.71-.74; and

WHEREAS, the department will furnish the equipment to the county provided the county agrees to adhere and comply with the County Equipment Guide and the requirements established in this agreement; and

WHEREAS, the department provides the county with certain consumable materials that are integral to the administration of motor vehicle titles and registrations, including disabled placards, cardboard tags, forms, license plates, registration sticker paper, toner cartridges, registration receipt paper, department ad campaign supplies, and other materials (hereinafter referred to as "consumables"); and

WHEREAS, the department and the county are authorized to enter into interlocal contracts or agreements under the authority of Texas Government Code, Chapter 791; and

WHEREAS, on the ____ day of _____, 20___, the _____ County Commissioners Court Order or Resolution No. _____, attached and identified as "Attachment C," authorizing the county's execution of this agreement.

AGREEMENT

NOW, THEREFORE, in consideration of the mutual covenants and agreements herein contained, the parties do hereby agree as follows:

I. CONTRACTING PARTIES:

The Texas Department of Motor Vehicles (TxDMV or department)

_____ (County)

II. PURPOSE: Provision of Equipment and Consumables to counties to administer motor vehicle title and registration transactions.

III. STATEMENT OF SERVICES TO BE PERFORMED: TxDMV and the county will perform statutorily required functions related to administering titles and registrations of motor vehicles as described in **Attachment A**, Scope of Services.

IV. CONTRACT PAYMENT: Each party paying for the performance of governmental functions or services must make those payments from current revenues available to the paying party.

V. TERM OF CONTRACT: This contract begins when fully executed by both parties and terminates six years from the date this contract is executed by the state, or when otherwise terminated as provided in **Attachment B**, Article 4 of this Agreement.

VI. CONTINUING CONTRACT OBLIGATIONS: The obligations and requirements of this contract are not affected by a change in personnel at the county or at the department, including a change in elected or appointed officials.

VII. LEGAL AUTHORITY: The parties certify that the services provided under this contract are services that are properly within the legal authority of the Contracting Parties.

The County Commissioners Court, by resolution or ordinance dated_____, has authorized the county to obtain and provide the services described in **Attachment A**.

This contract incorporates the provisions of **Attachment A**, Scope of Services**, Attachment B**, General Terms and Conditions, **Attachment C**, Resolution or Ordinance, **Attachment D**, RTS Workstation Lease Agreement, **Attachment E**, Designation of Equipment Custodian, **Attachment F**, County Equipment List.

FOR THE COUNTY

_____(Name of County)

By Date

_____ _____

Typed or Printed Title and Name

_County Judge_____

FOR THE STATE OF TEXAS

Executed for the Executive Director and approved by the Texas Department of Motor Vehicles Board for the purpose and effect of activating and/or carrying out the orders, established policies, or work programs approved and authorized by the Texas Department of Motor Vehicles Board.

By Date

_____ _____

Jeremiah Kuntz
Director, Vehicle Titles and Registration Division
Texas Department of Motor Vehicles

ATTACHMENT A

Scope of Services

The department will continue to provide equipment, consumables, and support to the county to facilitate the county in administering motor vehicle title and registration transactions, under the following conditions:

The department shall:

1. Provide workstations and equipment in accordance with guidelines set forth in the County Equipment Guide. On an annual basis, the department will provide the county a list of the equipment then assigned to the county. Attachment F, County Equipment List, will be renewed as according to the County Equipment Guide, and will become part of this agreement.The department retains full and complete ownership of the equipment and nothing in this agreement shall grant to the county, its officers, employees, or contractors, ownership in the equipment;

2. Maintain all the hardware and software necessary to support the equipment at approved county tax assessor-collector office locations;

3. Provide the county with the opportunity to lease additional workstations at county expense. A copy of the lease agreement is incorporated into this agreement and is found in Attachment D. Leased workstations are the property of the department;

4. Determine the county's annual needs of VTR-500-RTS paper and toner cartridges, based on historical use, as described in the County Equipment Guide. VTR-500-RTS paper and toner cartridges in excess of the department's determination are available at county expense;

5. Provide basic web-based training for county staff on the processing of title and registration transactions. Additional instruction, training, webinars and user guides may be provided as system adjustments and enhancements are made; and

6. Provide online access to department registration and title manuals.

The county shall:

1. Designate a person employed by the county to serve as the primary equipment custodian, whose responsibility it is to track equipment received by the county pursuant to this agreement. The county will designate the primary equipment custodian in Attachment E of this agreement, and may designate secondary equipment custodians if needed for multiple sites. The primary equipment custodian, in addition to the county itself, is responsible for ensuring compliance with the County Equipment Guide, which is adopted by reference to this agreement. If the County Equipment Guide is updated by the department, the primary equipment custodian must ensure that appropriate county personnel are informed of the update. The primary equipment custodian is also responsible for preparing the county for periodic equipment refreshes. Should the primary or secondary custodians cease employment with the county, the county shall appoint new custodians and update Attachment E.

2. Report lost or stolen equipment to the department within 48 hours of discovery, as provided by the

County Equipment Guide. A copy of any resulting police report shall be provided to the department within five business days;

3. Reimburse the department for the replacement cost of lost, stolen or damaged (not due to natural disaster) equipment. The department will invoice the county in accordance with the County Equipment Guide;

4. Not dispose of, transfer, resell, or designate as surplus any of the equipment or consumables provided through this agreement;

5. Process transactions in compliance with the Transportation Code and the department's title and registration manuals and related bulletins;

6. Turn in defective consumables for replacement to the department's local regional service center to which the county is assigned;

7. Ensure all county personnel (or those acting on its behalf) are adequately trained to administer motor vehicle title and registration transactions on behalf of the department;

8. Provide all personnel who use department workstations with training on confidentiality and fraud detection; and

9. Ensure access to department equipment and systems by terminated employees is removed within 48 hours of termination.

ATTACHMENT B

General Terms and Conditions

Article 1. Amendments

The Interlocal Agreement, Scope of Services, and General Terms and Conditions may be amended upon agreement by both parties, without the need to execute a new contract.

The department may update and make changes to the County Equipment Guide and appendices not listed above unilaterally.

Article 2. Conflicts Between Agreements

If the terms of this contract conflict with the terms of any other contract between the parties, the most recent contract shall prevail.

Article 3. Ownership of Equipment

All equipment provided by TxDMV under this contract is and will remain the property of the TxDMV.

Article 4. Suspension or Termination

This contract may be terminated by any of the following conditions:

A. By mutual consent and agreement of the parties.
B. By either party after thirty days written notice.
C. By TxDMV, should it determine at any time that the County has failed to comply with any of the requirements in this agreement.

Should termination of this agreement occur, the County shall allow TxDMV to remove its equipment. TxDMV shall remove equipment within a reasonable amount of time.

In lieu of termination, should TxDMV determine at any time that the County has failed to comply with any of the requirements in this agreement, TxDMV may suspend access to the automated registration and title system at one or all County locations until such failure is corrected.

Article 5. Compliance with Laws

The parties shall comply with all federal, state, and local laws in any manner affecting the performance of this agreement.

Article 6. Signatory Warranty

Each signatory warrants that the signatory has necessary authority to execute this agreement on behalf of the entity represented.

Article 7. Unauthorized Use of Equipment

The county is provided complete workstations to access RTS. Thus, absent written approval by TxDMV, no additional equipment, hardware, or software may be installed or attached to a workstation.

The equipment may not be moved, relocated, manipulated, disassembled, or reassembled without written approval by TxDMV. This includes attempts to repair the equipment. Absent written approval by TxDMV, workstations may only be used to access RTS.

Article 8. Confidentiality

The county understands that TxDMV collects and maintains confidential and sensitive information and that TxDMV permits access to this data by this agreement. The county is responsible, by law and through this agreement, for maintaining the confidentiality of that data. The county may only disclose confidential information in accordance with Transportation Code Chapter 730, Government Code Chapter 552, and this agreement. The county understands and agrees that the unauthorized release of confidential information may subject its officers, employees, and contractors to liability or prosecution, and may result in the termination of this contract.

The county understands and agrees that any access to RTS granted by the department, including any logins and passwords, are confidential and that said access will not be disclosed to unauthorized persons. Attempts to circumvent department security devices or protocols, by unauthorized software, hardware, or other means, is expressly prohibited and may result in liability or prosecution and termination of this contract.

ATTACHMENT C
Resolution or Ordinance

On the_____day of_____, 20____, the _____ _____ _____ County Commissioner's Court passed Resolution No. _____, hereinafter identified by reference, authorizing the County's participation in this Agreement.

Please attach a copy of the Resolution or Ordinance to this Agreement.

ATTACHMENT D

RTS WORKSTATION LEASE AGREEMENT

STATE OF TEXAS

COUNTY OF _____

THIS AGREEMENT is made between the Texas Department of Motor Vehicles "TxDMV" or "department" and the "county" pursuant to Texas Transportation Code, Section 520.0093, for the purposes of providing the County of _____, Texas an option to lease additional Registration and Title System ("RTS") workstations directly from the State. This agreement is incorporated into the Interlocal Agreement for Provision of Equipment and Consumables ("County Agreement") and is subject to the provisions of the County Agreement and the County Equipment Guide, including but not limited to provisions relating to: equipment installation, RTS programming and hardware/software configuration, security, maintenance, equipment repair and replacement, equipment movement, unauthorized equipment use, building electrical requirements, accountability/inventory of equipment, training, and supplies.

1. If the county desires additional RTS workstations beyond what is allocated by the department, the workstations may be leased **at county expense** from the department.

2. The cost of leasing a basic RTS workstation[1] will be $350 per year plus $11 per year for an eLearning account, for a total annual lease cost of $361. If a cable drop is needed for a workstation, there is a one-time cost of $180 per drop. For workstations that are leased by the county for placement in a full service deputy ("FSD") office, there is an additional annual cost of $4,260 per full service deputy site, per year to cover the T1 circuit cost.

3. Lease charges are billed annually on the county's annual invoice. Lease costs are prorated for the first year of the lease term based on the installation date, and the prorated amount will be included on the county's next annual invoice.

4. The county may request the department remove the leased equipment at any time. The equipment will be removed within 30 days of the request being received by TxDMV. The county will forfeit any portion of the annual lease fee that remains.

5. Costs for leased equipment and services are subject to change annually.

6. The county will indicate equipment requirements below (by site and quantity). Total annual costs can be projected using the table provided. TxDMV will compute final costs and the county will be billed in accordance with paragraphs 2 and 3 above.

7. In addition to the provisions of the original County Agreement, TxDMV's responsibility for equipment installed at FSD sites (i.e., privately owned, for-profit enterprises performing motor vehicle title and registration transactions for the county tax office) is limited to ensuring the equipment remains operational. The county will be responsible for all training, forms, supplies, user policy and procedures, etc., associated with this offsite equipment. This agreement will remain in force for as long as the County Agreement remains effective.

8. Workstations identified below that are leased under the provisions of this agreement will be installed following approval of the County Commissioner's Court and after signature by the County Judge (or a designee when

supported by a certified copy of the Commissioner's Court Order or Resolution, which must be attached) and counter signed by the Director of the Vehicle Titles and Registration Division of the Texas Department of Motor Vehicles.

The County of _____, Texas will lease _____ additional RTS workstation(s) to be installed at the following County Tax Office or full service deputy location(s).

Site Type County or FSD	New (N) or Existing (E) Site	Site Name	Site Address	Workstation Quantity

	Item	Site Name	Quantity	Individual Item Cost	Total Annual Cost
1.	RTS Workstation, Basic[1] (non-FSD site)			$361.00	
2.	RTS Workstation, Basic[1] (FSD site)			$361.00	
3.	T1 Circuit Cost (FSD sites only – one annual circuit charge per FSD site)			$4,260.00	
Note: cable drops are an additional $180 each and charged in first year only				**Annual Lease Cost**	

_____ _____
County Judge Date

_____ _____
Jeremiah Kuntz Date
Director, Vehicle Titles and Registration

_____
County

ATTACHMENT E

Designation of Equipment Custodian(s)

The county is required to designate a primary equipment custodian who is responsible for the tracking of equipment assigned to the county by the department pursuant to this agreement. The county may choose to designate secondary equipment custodians who are responsible for equipment at county sites where equipment provided through this contract is located.

Primary County Equipment Custodian

County	
Name	
Email	
Phone Number	
Physical Address	

Secondary County Equipment Custodian(s)
may designate one per county office

County Site Name	Custodian Name	Email	Phone Number

ATTACHMENT F

County Equipment List[1]

Count	Item Type	Asset Tag Identification Number
1.	Workstation, Basic[1]	
2.	Workstation, Basic	
3.	webDEALER Workstation	
4.	webDEALER Workstation	
5.		
6.		
7.		
8.		
9.		
10.		

By signing this form, the equipment custodian, so designated by the county, takes responsibility for the equipment in the county's possession.

County _____

Equipment Custodian Name _____

Equipment Custodian Signature _____

[1]The department will provide an annual County Equipment List that will serve as Attachment F.

[2]The Basic Workstation includes all standard items for full functionality (monitor, CPU, keyboard, mouse, printer, software, support, and cash drawer, if necessary), in a normal environment.

Appendix C

RTS Workstation Lease Cost Analysis (EXAMPLE ONLY)

	Cost	1/6th Workstation Components* (6-year amortization per refresh schedule)	Notes
RTS HP G3 Workstation (includes CPU, keyboard and mouse)	$ 665.94	$ 111.00	these costs amortized over 6 years since equipment refresh done every 6 years
HPM506 Printer	$ 441.21	$ 74.00	
HP M506 3rd Printer Tray	$ 167.28	$ 28.00	
USB Cash Drawer	$ 265.73	$ 44.00	
Locking Till Cover for Cash Drawer	$ 33.53	$ 6.00	
22" ViewSonic Monitor	$ 106.43	$ 18.00	
Insight cost to install a workstation (which includes all workstation components listed above)	$ 411.50	$ 69.00	
Workstation Cost (sum of above)		$ 350.00	
Articulate Account	$ 11.00	$ 11.00	
Total Annual RTS Workstation Lease Cost		**$ 361.00**	

Cost to install one cable drop	$ 180.00	$ 180.00	charged in year 1 only
Average cost of a T1 circuit is $355/month or $4,260 annually	$ 355.00	$ 4,260.00	FSD locations only
Total cost of all items above		**$ 4,801.00**	

this is a per site cost, not per workstation lease

SAMPLE LEASE COSTS

Non-FSD site; no cable drop needed**	**Year 1**	**Year 2**	**Year 3**	**Year 4**	**Year 5**	**Year 6**
Equipment plus installation	$ 350.00	$ 350.00	$ 350.00	$ 350.00	$ 350.00	$ 350.00
Articulate Account	$ 11.00	$ 11.00	$ 11.00	$ 11.00	$ 11.00	$ 11.00
Annual Lease Cost	**$ 361.00**	**$ 361.00**	**$ 361.00**	**$ 361.00**	**$ 361.00**	**$ 361.00**

Non-FSD site; cable drop needed						
Equipment plus installation	$ 350.00	$ 350.00	$ 350.00	$ 350.00	$ 350.00	$ 350.00
Cable Drop	$ 180.00	$ -	$ -	$ -	$ -	$ -
Articulate Account	$ 11.00	$ 11.00	$ 11.00	$ 11.00	$ 11.00	$ 11.00
Annual Lease Cost	**$ 541.00**	**$ 361.00**	**$ 361.00**	**$ 361.00**	**$ 361.00**	**$ 361.00**

NOTE: T1 COSTS ARE PER SITE, NOT PER WORKSTATION LEASE

FSD sites	**Year 1**	**Year 2**	**Year 3**	**Year 4**	**Year 5**	**Year 6**
T1 circuit cost (per FSD site)	**$ 4,260.00**	**$ 4,260.00**	**$ 4,260.00**	**$ 4,260.00**	**$ 4,260.00**	**$ 4,260.00**

FSD lease costs are the same as above, EXCEPT that the T1 circuit costs will be applied per site.

FSD with 3 workstations; no cable drops needed	$ 5,343.00	$ 5,343.00	$ 5,343.00	$ 5,343.00	$ 5,343.00	$ 5,343.00
FSD with 3 workstations; 3 cable drops needed	$ 5,883.00	$ 5,343.00	$ 5,343.00	$ 5,343.00	$ 5,343.00	$ 5,343.00

**rounded to nearest whole dollar*

***FSD = full-service deputy*

Appendix D

Texas Department of Motor Vehicles

Equipment Request Form

Use this form for all workstation additions, workstation conversions, and new site installations. All requests must be made during the annual open enrollment period (November 1-30).

A separate form must be submitted for each existing or new site.

County
County Site Name

TxDMV Only

Date Received

Instructions

This form should be used for all RTS workstation additions (allocated, web DEALER, lease), conversions (allocated, webDEALER), and new site installations. For your convenience, this is a fillable form that can be easily populated on your computer. Submit completed forms via email to RTS-Workstation-Allocations@TxDMV.gov and copy your regional service center manager. A separate form must be submitted for each existing or new county site. Additional information can be found in the County Equipment Guide located on the TAC Information Hub at http://www.TxDMV.gov/tax-assessor-collectors. **Requests for workstation additions, conversions, and new site installations must be made during the annual open enrollment period (November 1-30).**

Contact Information

County Contact Name	County Site Name	New Site (yes/no)

Site Address	City	State	Zip

Email Address	Phone Number	Cell Phone Number

Workstation Additions

Quantity	Workstation Type	Is cabling needed?	Does the workstation have a cash drawer?	Will cash drawer need to be mounted under desk?	TxDMV Only (approved/denied)
	Allocated				
	webDEALER				
	Lease				

Workstation Conversions

Type of Conversion (allocated/webDEALER)	Workstation Control Point	Serial Number CPU	Serial Number Printer	TxDMV Asset Tag CPU	TxDMV Asset Tag Printer	TxDMV Only (approved/denied)

New Site Information

New Sites require the installation of a T1 circuit; however, the circuit cannot be ordered until four requirements are in place: backboard, ground wire, conduit, and electricity.

		New Site Requirements	Is requirement in place? (yes/no)	If no, provide date requirement will be in place
Alternate County Contact Name (in addition to Contact on page 1)				
New Site Land Line Phone Number	Alternate County Contact Cell Phone	Backboard		
Alternate County Contact Email Address		Ground Wire		
New Site Name (the same indicated in Contact Information on page 1)		Conduit		
If cabling is needed, how many cable drops needed for new site?		Electricity		

TxDMV Response (to be used for denials or further explanation)

Workstation Additions	
Workstation Conversions	
New Site Installations	

TxDMV Use Only – Internal Routing

VTR →	ITS →	VTR
BRS Review Date	ITS Received Date	BRS Received Date
VTR Deputy Director Review Date	Equipment Installation Date (if applicable)	Installation Completion Date
VTR Director Review Date	Form Emailed to BRS Date	Request Closed Date
Form Returned to County Date		
Form Emailed to ITS Date		

Texas Department of Motor Vehicles

Equipment Move Form

Use this form for all workstation move requests, including moves due to office relocations.

A separate form must be submitted for each location.

County
County Site Name

TxDMV Only

Date Received

Instructions

This form should be used for all RTS workstation move requests and office relocation requests regardless of whether move assistance is needed. If move assistance is needed, the county will be charged for actual labor and travel costs. For your convenience, this is a fillable form that can be easily populated on your computer. Submit completed forms via email to RTS-Workstation-Allocations@TxDMV.gov and copy your regional service center manager. Additional information can be found in the County Equipment Guide located on the TAC Information Hub at http://www.TxDMV.gov/tax-assessor-collectors.

Workstation Move – Current Workstation Site MINIMUM LEAD TIME 10 BUSINESS DAYS; 15 BUSINESS DAYS IF CABLE DROP(S) NEEDED

County Contact Name	Site Name		
Site Address	City	State	Zip
Email Address	Phone Number	Cell Phone Number	

Workstation Move – New Workstation Site MINIMUM LEAD TIME 10 BUSINESS DAYS; 15 BUSINESS DAYS IF CABLE DROP(S) NEEDED

County Contact Name	Site Name		
Site Address	City	State	Zip
Email Address	Phone Number	Cell Phone Number	

Workstation Information

Workstation Control Point	Serial Number CPU	Serial Number Printer	TxDMV Asset Tag CPU	TxDMV Asset Tag Printer	Does workstation have a cash drawer?	Will cash drawer need to be mounted under desk?	TxDMV Only (approved/denied)

If cabling is needed, how many cable drops needed for new workstation site?		NOTE: If move assistance is needed, the county will be charged for actual costs of labor and travel.	Is move assistance needed? (yes/no)		Is a cost estimate requested for this move?	

Office Move – Current Site 60 WORKING DAY NOTICE REQUIRED (NOTE: County will be charged for actual costs of labor, travel and site setup costs)

County Contact Name	Site Name		
Site Address	City	State	Zip
Email Address	Phone Number	Cell Phone Number	

Office Move – New Site 60 WORKING DAY NOTICE REQUIRED

County Contact Name	Site Name		
Site Address	City	State	Zip
Email Address	Phone Number	Cell Phone Number	

Workstation Information (please use additional forms if needed)

Workstation Control Point	Serial Number CPU	Serial Number Printer	TxDMV Asset Tag CPU	TxDMV Asset Tag Printer	Does workstation have a cash drawer?	Will cash drawer need to be mounted under desk?	TxDMV Only (approved/denied)

New Site Information (for Office Moves only)

New Sites require the installation of a T1 circuit; however, the circuit cannot be ordered until four requirements are in place: backboard, ground wire, conduit, and electricity.

Alternate County Contact Name)		New Site Requirements	Is requirement in place? (yes/no)	If no, provide date requirement will be in place
New Site Land Line Phone Number	Alternate County Contact Cell Phone	Backboard		
Alternate County Contact Email Address		Ground Wire		
New Site Name		Conduit		
If cabling is needed, how many cable drops needed for new site?		Electricity		

TxDMV Cost Estimate for Requested Workstation Move(s)	
Labor Cost Estimate	
Travel Cost Estimate	
Additional Cost Estimate	
Total Cost Estimate	

TxDMV Use Only – Internal Routing		
VTR →	**ITS →**	**VTR**
BRS Review Date	ITS Received Date	BRS Received Date
Form Emailed to ITS Date	Cost Estimate to County Within 10 Working Days	Move(s) Completion Date
	Form Emailed to BRS Date	Request Closed Date

Texas Department of Motor Vehicles

eLearning User Account Form

Use this form for all eLearning user account additions, deletions or modifications.

Instructions

This form should be used for all eLearning user additions, deletions or modifications. For your convenience, this is a fillable form that can be easily populated on your computer. Submit forms via email to TxDMV-Learning@TxDMV.gov.

The number of eLearning user accounts provided at state expense is based on the number of TxDMV-issued workstations.
Each TxDMV-issued workstation is entitled to one eLearning user account, which represents a county's **Base Accounts**.
Counties with 1-19 workstations will receive one additional eLearning account, and counties with 20 or more workstations will receive an additional 10% eLearning accounts, which represents a county's **Additional Accounts**.

Base Accounts + Additional Accounts = Total Accounts at State Expense

Counties with more than the Total Accounts at State Expense will be required to pay $11 for each additional eLearning account.

Please follow the steps below when submitting this form:

1. Complete the Contact Information section and submit via email to TxDMV-Learning@TxDMV.gov.
2. We will populate the Base Accounts, Additional Accounts, Total Accounts and Current # of eLearning Accounts and return via email using the email address provided.
3. Populate remaining sections and submit via email to TxDMV-Learning@TxDMV.gov.
4. The signature at the bottom of the page serves as the county's acceptance of any account fees owed.

Contact Information

County	County Contact Name	
Email Address	Phone Number	Cell Phone Number

Tabulation of eLearning User Accounts at State Expense and Account Fees Owed

Base Accounts Current # of workstations	Additional Accounts		Total Accounts Base + Additional	Current # of eLearning Accounts	Net Adds (Deletes) per this request	Ending # of eLearning Accounts	# of Accounts Above (Below) Total Accounts	Account Fee Owed $11 x # of Accounts Above Total Accounts
	1-19 workstations = 1 additional	20+ workstations = 10% additional						

Add Users

(Email addresses serve as eLearning account user names. If a user needs an email address assigned, please leave the Email filed blank, check the Create Email box, and we will populate the Email field for that user.)

First Name	Last Name	Email this will be the eLearning account user name	Create Email
			❑
			❑
			❑
			❑
			❑
		Total User Accounts Added	

Delete Users

First Name	Last Name	Email user name
		Total User Accounts Deleted

Reporting Administrator Designation

(Use this section to change the designation of an existing eLearning user account; for example, if a new user account listed above will also be a reporting administrator, the user must also be listed in the Add Users section above.)

First Name	Last Name	Email user name	Add Designation	Remove Designation
			❑	❑
			❑	❑

I have the authority on behalf of _____ County to approve any eLearning Account Fees Owed.

Printed Name / Title _____ Signature _____ Date _____

Texas Department of Motor Vehicles

Workstation Modification Form

Submit questions related to this form to Security_Management@TxDMV.gov.

Instructions

All modifications to or connectivity from an RTS workstation must be reviewed and approved by TxDMV. This includes credit card readers, automatic security cash drawer openers, peripherals, linking to databases, access to websites, firewall access, etc. To request any such modifications, please complete this form and submit to Security_Management@TxDMV.gov. Approval or denial will be communicated by return of this form via email to the email address listed below. Please allow 15 business days for processing.

Contact Information

County	County Contact Name	
Email Address	Phone Number	Cell Phone Number

Type of Request

Website Access ❑	Device/Peripheral Connected to RTS Workstation ❑	Connection to County System ❑

Website Information

URL	Type of Website	Business Justification for Website Access from RTS Workstation

Device/Peripheral Information

Type of Device/Peripheral (e.g., credit card reader, auto security cash drawer openers, etc.)	Model Name	Model Number	Type of Connection (e.g., USB, serial port, etc.)	Does connection of device require software (including device drivers) installed on RTS workstation? ❑ Yes ❑ No

Vendor Information	Vendor Name	Vendor Contact	Phone Number	Email Address

Description of how the device will be used:

Additional technical information for Credit Card Readers only

Website URL(s) (max of 5)	Does the payment process utilize more than five (5) external URSs?	Is the vendor certified PCI compliant?	Is the vendor PA-DSS compliant and/or is the system on the PABP list?
	❑ Yes ❑ No	❑ Yes ❑ No	❑ Yes ❑ No

Attach the following technical documentation:

1) Vendor contract(s)
2) Appropriate PCI SAQ (self-assessment questionnaire)*

Click to download form

*The most recent PCI-DSS form version found on the PCI website should be used.

NOTE: Vendors must not accept charges using the RTS Network until they have been approved to do so.

County System Information

Description of County System:	Does the access to this County System require connection of the RTS Workstation to the county network? ❑ Yes ❑ No
Business justification for connection of County System to RTS Workstation:	

Additional Information (use this section to provide additional information or details about the requested modification(s))

Requested By

Name	Title
Signature	Date

For credit card readers, my signature above confirms that all impacted personnel have read the validation policy RTS Vendor Request for Credit Card Processing and agree to adhere to it.

TxDMV Use Only

Website Access	❑ Approved	❑ Denied	If denied, reason:
Device/Peripheral	❑ Approved	❑ Denied	If denied, reason:
County System	❑ Approved	❑ Denied	If denied, reason:

Comments:

Reviewed by	Title
Signature	Date

Appendix E

PRICE LIST

ITEM	DIR STATE PRICE
ROUTERS	
Cisco Router 4221	$1,200.00
Cisco Maintenance for 4221 Router	$256.00
Telecommunication Card (WIC) for 4221 Router	$836.55
19" Rack Mount Kit for Cisco 4221 Router	$69.00
Verizon 4G LTE Wireless Card for Cisco 4221 Router	$701.00
SWITCHES	
Cisco Switch C2960CX-8TC-L	$690.00
Cisco Maintenance for C2960CX-8TC-L	$97.00
Cisco Switch C2960L-16TS-LL	$657.25
Cisco Maintenance for C2960 16 port Switch	$101.00
Cisco Switch C2960L- 24TS-LL	$698.50
Cisco Maintenance for C2960 24 port Switch	$146.00
Cisco Switch C2960L- 48TS-LL	$1,119.25
Cisco Maintenance for C2960 48 port Switch	$263.00
WORKSTATION	
HP G3 SFF workstation (includes CPU, keyboard & mouse)	$665.94
3 year warranty	included in price
MONITORS	
22" View Sonic Monitor (basic RTS)	$106.43
27" View Sonic Monitor (webDEALER only)	$205.50
PRINTERS	
HP M506 Laserjet printer	$441.21
HP M506 3rd tray	$167.28
3 year warranty	$38.88
HP M605 Laserjet printer	$808.88
HP M605 3rd tray	$182.88
3 year warranty	$68.88
ACCESSORIES	
USB Cash Drawer	$265.73
Locking Till Cover for Cash Drawer	$33.53
Mounting Bracket for Cash Drawer	$35.19
VENDOR COSTS	
Insight cost to install a workstation	$411.50
P&C cost to install a cable drop	$177.70
CONSUMABLE RESOURCES	
VTR-500-RTS Paper (1 carton = 2,500 forms)	$24.10
HP M506 Toner (HP87A)	$152.01
HP M605 Toner (CF281X)	$159.35
OTHER COSTS	
T1 Circuit (annual cost)	$4,260.00
Articulate eLearning Account	$11.00
Workstation Move	actual labor and travel costs
Workstation Lease	varies - see example in Guide

Appendix F

eLearning Modules

TITLE MODULES

T-101	Texas Titles and the TxDMV
T-102	Sales Tax and Presumptive Value (SPV)
T-103	Title Transaction
T-104	Texas Title for New Resident
T-105	RPO; Title only
T-106	Odometer
T-107	Title Errors
T-108	Trailers and Semitrailers
T-110	Introduction to NMVTIS
T-201	Operation of Law
T-202	Street Rod and Custom Vehicles
T-203	Off Road Type Vehicles
T-204	Bonded Titles
T-205	Licensed Vehicle Storage Facility Lien Foreclosure
T-206	Mechanics Lien
T-210	NMVTIS II

REGISTRATION MODULES

R-101	Introduction to Registration
R-102	Registration Basics
R-103	What You Need to Register
R-104	Renewals
R-105	Miscellaneous Registration Transactions
R-106	Permits
R-107	Disabled Placards
R-108	RTS Overview and Security
R-109	Closeout; Reports
R-110	Voiding; Setting Aside; Reprinting in RTS
R-117	Introduction to Single Sticker
R-209	webSUB for County Administrators
R-210	Approving Batches in webSUB
R-211	webSUB HEB WebEx
R-212	webSUB and Remittance Machine Integration WebEx

AAMVA MODULES

AAMVA FDR - 2018 Update Only Module
AAMVA FDR - Electives - Internal Froud for Staff
AAMVA - Managers/Administrators - Administrator's FIFTEEN
AAMVA FDR - Managers-Administrators - Admin 15 Fraud Unit
AAMVA FDR - Managers-Administrators - Internal Fraud for Managers
AAMVA FDR Electives - Law Enforcement & the DMV
AAMVA FDR Level 1 - Core - Counterfeits and Alterations
AAMVA FDR Level 1 - Core - Introduction to Fraud
AAMVA FDR Level 1 - Core - People and Actions
AAMVA FDR Level 1 - Core - Security Features
AAMVA FDR Level 1 - Driver - Birth Certificates
AAMVA FDR Level 1 - Driver - Driver Licenses and ID Cards
AAMVA FDR Level 1 - Driver - High Quality Counterfeits L1
AAMVA FDR Level 1 - Driver - Mexican Documents
AAMVA FDR Level 1 - Driver - Military ID Cards
AAMVA FDR Level 1 - Driver - Social Security Cards
AAMVA FDR Level 1 - Driver - Travel Documents
AAMVA FDR Level 1 - Driver - US Immigration Documents
AAMVA FDR Level 1 - Vehicle - NMVTIS Investigation Tools
AAMVA FDR Level 1 - Vehicle - Vehicle Documents
AAMVA FDR Level 2 - Expanding the Review
AAMVA FDR Level 2 - High Quality Counterfeits Level II
AAMVA FDR Level 2 - Introduction to Covert Features

OTHER MODULES

RSS-1	IRP
RSS-2	Certified Copy of Title (CCO)
RSS-3	Batch Inventory Action Report (BIAR)

Technical and Content Problem Reporting
Value added - C.S.I Customer Service
Learning Center Tutorial - View and Print Your Own Activity Report
Learning Center Tutorial - View and Print a Group (County) Activity Report
Information Security Awareness
Texas.gov Payment Processor Transition