
STATE OF NEW JERSEY

Chris Christie
Governor

M E M O R A N D U M

Kim Guadagno
Lt. Governor

Raymond P. Martinez
Chairman and Chief Administrator

TO: David J. Rosen, Legislative Budget and Finance Officer
Office of Legislative Services

FROM: Raymond P. Martinez, Chairman and Chief Administrator
Motor Vehicle Commission



DATE: May 6, 2014

SUBJECT: Request for Assembly Budget Committee

I am providing the following information on behalf of the Motor Vehicle Commission (MVC) as requested by members of the Assembly Budget Committee at the budget hearing held on April 28, 2014.

Assemblyman Singleton:

Request: Please provide to the committee a copy of the "Skip the Trip" graphics which were created for the northern and central MVC agencies, which reflect the wait times at southern MVC agencies.

Response: Attached you will find charts reflecting the wait times for all southern motor vehicle agencies as well as the charts for the northern and central high volume motor vehicle agencies, which were displayed at the Assembly Budget Hearing. While the agencies in the southern part of the State do not experience the same daily heavy customer traffic as some northern and central agencies, there are still times of the month when there is heavier customer volume, particularly at the end of the month. We have seen benefits from the "Skip the Trip" program in the southern agencies as well, although there were impacts from the significant weather events this past winter season that caused spikes in volume on sporadic days. The MVC is committed to reducing our customer wait times through initiatives such as "Skip the Trip." We continue to monitor customer volumes and wait times against performance indicators and we look forward to reporting additional customer service successes in the future.

Assemblyman Cryan:

Request: Please provide the committee with a full list of revisions and updates involving a cost adjustment for the MATRX contract with HP and the MATRX oversight contract with MATHTECH which allow the committee to track the cost of each contract from the original amount to their current estimated cost today and any additional features that have been added to the scope of work which explain the increases in cost for these contracts.

Response: The Motor Vehicle Automated Transaction System (MATRX) was awarded to Saber Holdings, Inc., on September 11, 2008 for \$51.6 million. Electronic Data Systems (EDS) acquired Saber Holdings, Inc., in early 2009. In August of 2009, Hewlett Packard purchased EDS and became the vendor for the MATRX project. Payments for the contract are based upon the acceptance of specific deliverables by the MVC. This is not a "time and materials" contract the way most contracts are written.

There were six (6) Change Orders that were approved for this contract that totaled \$13.1 million; however, only \$8.3 million has been expended to date, leaving a balance of \$4.8 million. These Change Orders include the following:

Amendment 1: Oracle Upgrade	\$ 408,000
Amendment 2: Modifications to Release 1	\$ 175,790
Amendment 3: Oracle Inventory	\$ 75,500
Amendment 4:	\$5,649,208
State Police Integration: Release 2	
State Police Completion: Release 3	
Amendment 5:	\$3,365,112
Release 2 Deployment Delays	
Oracle Database Upgrade	
Data Conversion – Additional	
Project Management/Operations Support	
Amendment 6:	\$3,456,787
Out-of-Scope Tickets	
Additional Iteration 2 Activities	
Delays for Release 2 Interfaces	
Reverse & Forward Flow Issues	

With regard to the oversight contractor, MATHTECH, the original contract was awarded on March 24, 2006 for a duration of two years. The value of the original contract when awarded, excluding hourly rates, was \$2,662,232. In total, there were seven (7) extensions as follows:

Extension 1	One Year	03/24/08 to 03/23/09	All Prices and
Extension 2	Three Months	03/24/09 to 05/23/09	Contract Lines
Extension 3	Three Months	05/24/09 to 07/23/09	Remained the Same
Extension 4	One Year	07/24/09 to 08/23/09	
Extension 5	Two years/8 Months	08/24/09 to 04/30/12	Technical Oversight Unified Program Mgt.
Extension 6	Two Months	05/01/12 to 06/30/12	Prices Remained the Same
Extension 7	Two Years/3 Months	07/01/12 to 09/30/14	Prices Remained the Same

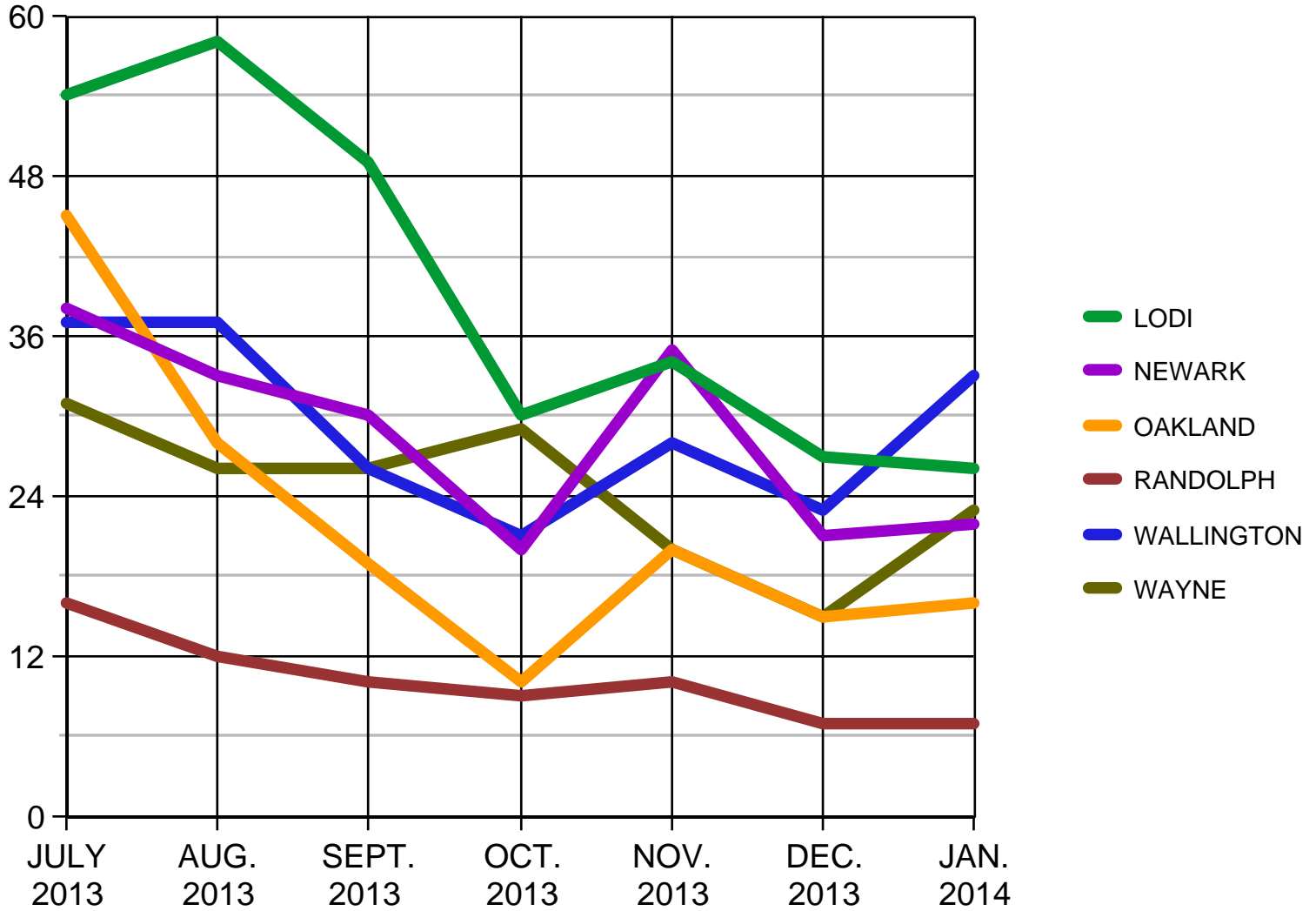
In Extension 5, Technical Oversight for \$73,500 per month and Unified Program Management for \$16,320 were added to the contract while all other price lines remained the same. This extension also included \$89,860 per month for User Acceptance Testing. In Amendment 8, a price reduction was noted for a Senior Analyst/Consultant for \$137.50 per hour and the Technical Oversight was reduced to \$70,576 per month. The Commission was also advised by the Division of Purchase and Property within the Department of the Treasury that no further extensions would be granted. To date, the MVC has paid MATHTECH \$16,211,893 for their services. These costs were necessitated due to the extended time that Hewlett Packard has needed to complete the project.

Please let me know if you have any questions regarding this information.

Attachments
RPM/rmg

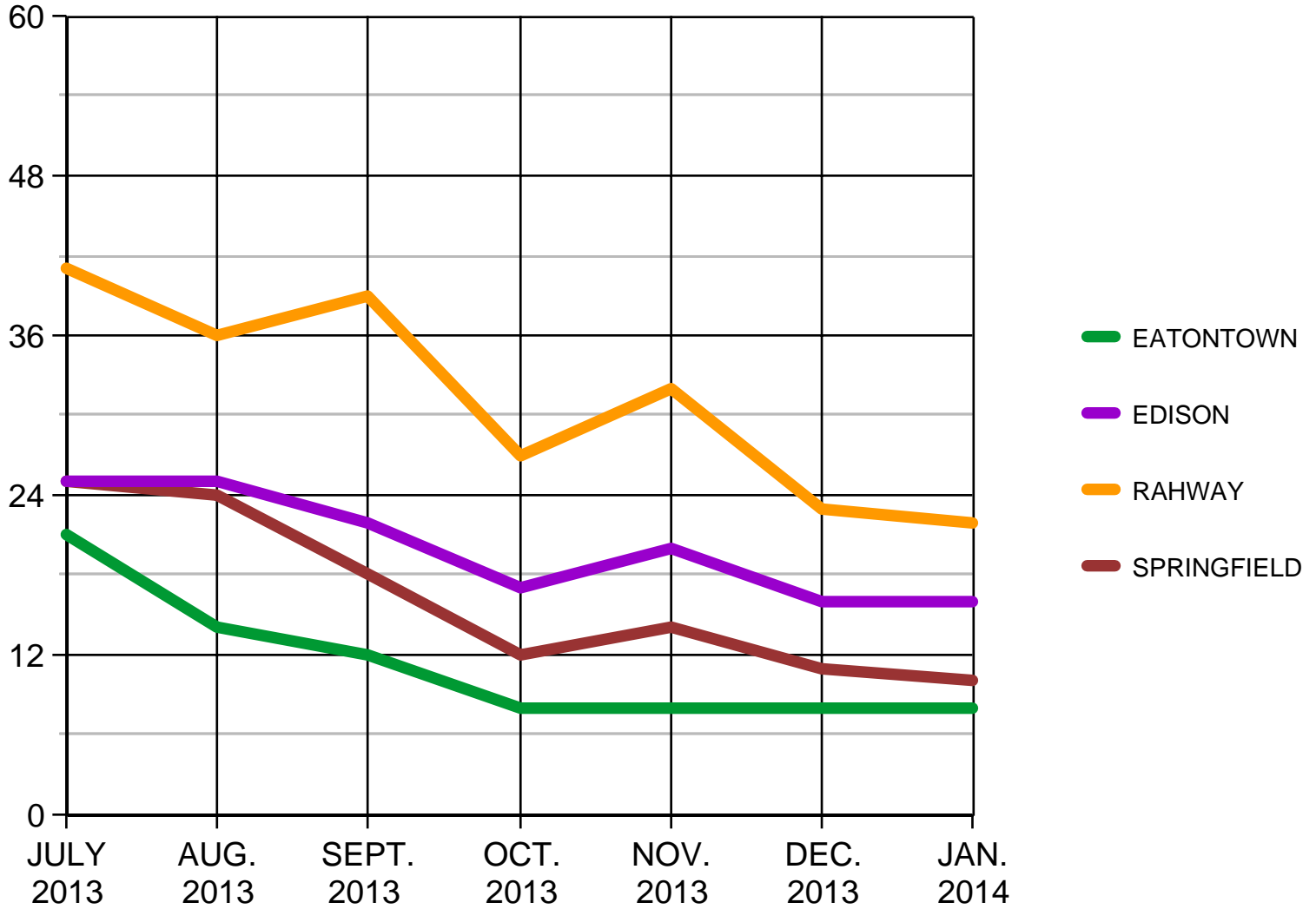
c: Kate Tasch, Acting Deputy Chief Administrator, MVC
Richard J. Miller, Deputy Administrator of Finance and Administration, MVC
Selika Gore, Deputy Administrator of Operations, MVC
Carol Hollows, Director, Financial Management MVC

Agency Wait Times - North



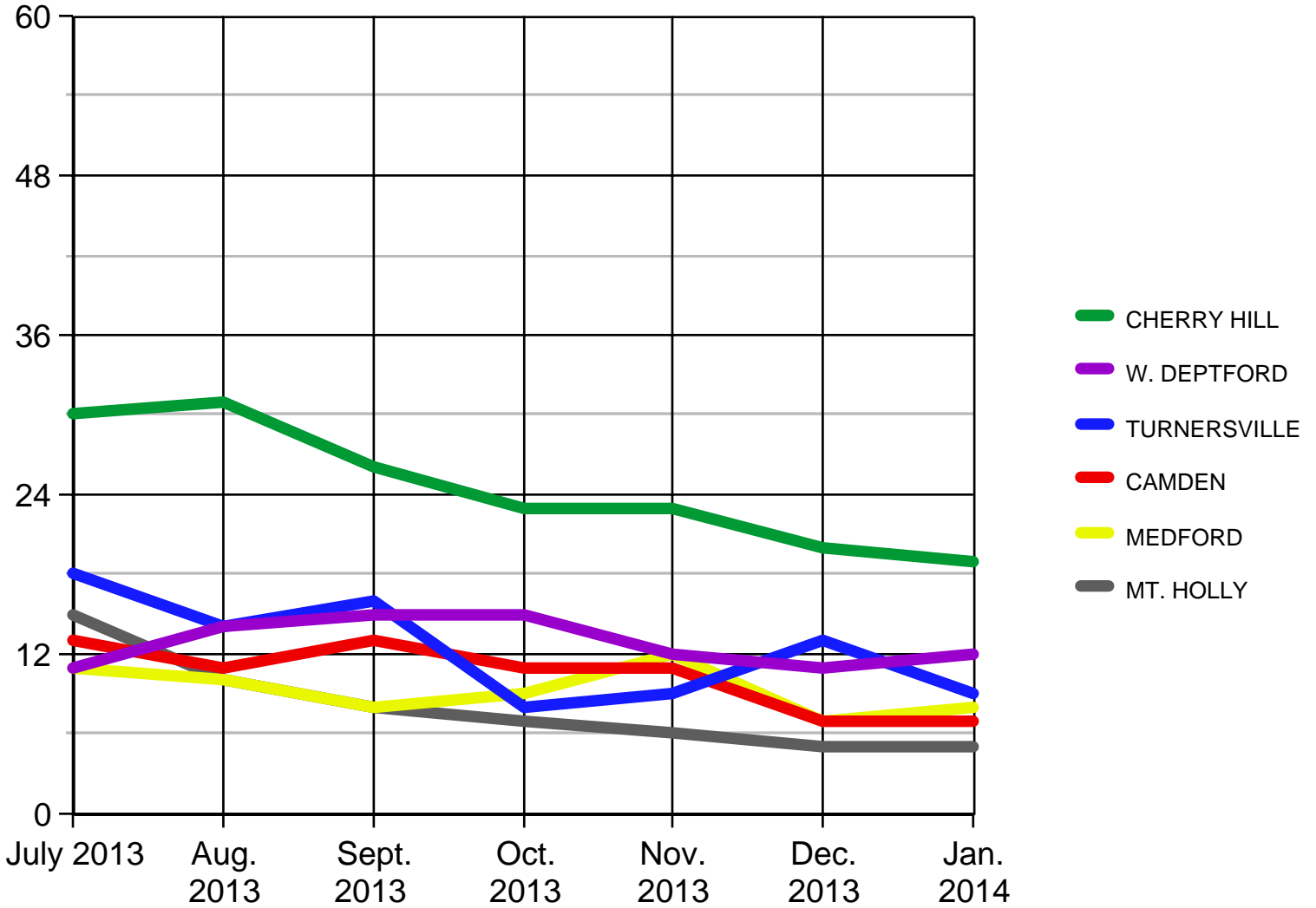
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