

Updated Dates for Vehicle transactions:

- August 29, 2016 at 10pm last date for transactions in TitleWave.
- September 1, 2016
 - 4pm last Vehicle transactions processed. On line registration renewal shut down.
 - 6pm MVD 2.0 shuts down- no more vehicle transactions accepted.
- September 2, 2016
 - Noon. Tapestry all driver transactions shut down.

Bonds: See Attachment C for Vehicle Services

- Bond requirements?
 - 1,000 to 5,000 transactions/year \$125,000 bond
 - 5,000 to 15,000 transactions/year \$250,000 bond
 - 15,000 or more transactions/year \$500,000 bond
- Do we need a separate bond for each VIN inspector?
 - VIN Inspection bond of \$30,000 per VIN inspector required, unless the VIN inspectors being used are already under the blanket coverage of the corporation.

Training:

- Why is the training class so expensive?
 - Training was priced by a third party agreement with UNM, and is not controlled by TRD/MVD.
- How many times will UNM make training classes available?
 - Updates will be provided shortly.
- Will it always be so expensive?
 - Updates will be provided shortly.
- Will training be available on line?
 - Not at this time, it is consideration for the future.
- Will we ever be able to do in house training (train the trainer)?
 - No. All training needs to be provided by a TRD-approved training vendor, currently UNM.
- Will MVD offer training for new partners on MVD policy and procedures too?
 - Not at this time, it is consideration for the future.
- Can we get a training discount if we send more people?
 - At this time UNM has offered no volume discounts.
- Why do I have to pay to train my staff for titles if we only do registration renewals?
 - There are only two main training courses, Driver Services and Vehicle Services. Neither is subdivided by individual transaction types. TRD has no plans to further subdivide these courses.

Support Vendor:

- Who is this support vendor? How much will this cost?
 - TRD\MVD has issued an RFP 5/6/2016 which will, by July 5, yield a list of TRD\MVD-approved support vendors. This list, with contact information, will be supplied to all potential partners having submitted an Intent Form by the deadline May 16, 2016. It will then be the responsibility of each MVD Partner to contact, negotiate, and execute an agreement with one of these approved support vendors.

IT: See revised Appendix D

- Do we need to buy a new sticker printer?
 - Printer must be an equivalent to the HP LaserJet P3015DN.
- Bandwidth connection- what if you have an office of 3, it's not clear?
 - Please use the next highest bandwidth.
- Are there other options for the scanner?
 - No.
- Where do we get the license?
 - EMC is going to offer a subscription\license to Partners. Partners should expect to pay \$350/yr/office for this subscription. After architectural details are worked out with EMC, information will be provided where/how these subscription/licenses can be obtained
- Why do we need 8 USB ports to title a car?
 - Minimum number of ports required is 4.

Agreement:

- Can anyone apply to be a partner?
 - Not at this time, only business currently processing transactions on behalf of the State of New Mexico (currently MVD 2.0/ Title Wave users) will be accepted upon the submission of the Intent Letter. Those partners already using Tapestry for Driver Services will remain. The application process for additional Partners will open after the first of the year.
- Is there a criterion to make a "good partner"?
 - TBD
- Where does the \$2 fee go?
 - Required by law to maintain and improve the MVD systems providing Driver and Vehicle Services.
- 9.2 in provider agreement- \$2 cost recovery "for each service provided by Provider for which Provider charges Provider's customers a service fee", does this include a VIN inspection?
 - Within Tapestry, there is no separate VIN inspection. The VIN inspection is included in title transactions.
 - The cost recovery fee is the fee that will be charged per transaction in Tapestry. For example: title only is \$2, title and vehicle registration is \$2, duplicate title \$2.00. A title history, vin inspection, vehicle owner search will not have a fee
- What point can everybody provide the same services (print titles and issue credentials)?
 - MVD will start accepting applications to expand services (issue credentials) in the spring of 2017.
- How soon will we know if our agreement is accepted?
 - Each applicant that completes the letter of intent will move forward and receive an individual Partner Agreement. Every business must meet the requirements outlined in the Partner Agreement to access Tapestry.
- How will the state protect us, as a partner, against a bad check since we will have paid the registration for the customer. Can the state cancel the registration for the partner?
 - The state cannot "protect" the partner from a bad check. It will be the responsibility of the Partner to obtain recompense from the individual.

- What is the renewal date/license date?
 - All Partner Agreements are for 1 year.
- What is the name of the company for the background check?
 - MVD contracts with a company named Cogent. Directions will be provided after the partner agreement is executed.
- How much does a background check cost?
 - Approximately \$44

Inventory:

- When we will get our first batch of inventory if we become a partner?
 - You will continue to use the current inventory in your office. MVD will provide directions on how to input all current controlled consumable inventory (plates, titles only if you currently process titles) into Tapestry before your first transaction.

General:

- Will MVD alert the public that we will all be down for Labor Day weekend and won't be able to provide any services?
 - MVD will release PSA's as necessary.
- Import option: Will this import all the customer information too?
 - Any information that is stored in Dealer Management System that you would key into Tapestry, can be exported from DMS to be imported Tapestry. This however, depends on whether the vendor for your Dealer Management System offers this function.
- Do we still need to mail in copies and a check to MVD?
 - No, each account will be swept nightly via ACH. All transaction copies and originals will be scanned into Tapestry and maintained with the transaction. Each partner is required to maintain all original documents for 3 years.
- Do we need to display a sign?
 - Yes. Refer to 6.7.3 in the user agreement.
- If I have 5 different locations, do I need to send someone from each location? Currently, I can just use a different login for each office code and process all the transactions from the one place.
 - Each location will need to be licensed and have a unique office code (with necessary bank information). The same individual can process transactions for multiple offices from a central location.
- I'm a current TSC, but I don't want to become a "partner", what do I do? Can I still do my VIN inspections and take all my transactions to the field office?
 - You will be able to continue as a VIN inspector and take transactions to a field office for processing. Field offices will limit the number of transactions per visit.

Transactions:

- Why can't we print titles in September?
 - The decision was made to provide access within Tapestry that the Partner currently has under MVD 2.0 or TitleWave today regarding title stock inventory. This will be reevaluated in the future.

VIN: See Attachment C for bond coverage:

- If a Dealer is a Partner too, can they do VIN inspections on vehicles that are not in their physical inventory?
 - Yes, as determined by blanket coverage of the corporation.
- If a Dealer is a Partner too, can they do VIN inspections off of their physical lot?
 - Yes, as determined by blanket coverage of the corporation.
- What if I just want to do VIN inspections and go to a field office, can I still do that?
 - Yes, however field office transactions are limited to 3 per customer. Individual VIN inspectors must also possess a Business License and a NM CRS Number.