

RFP DOS 2013 – 049
ADDENDUM 2
INITIAL Questions and Answers

#	PG. NO.	SECTION REFERENCE	QUESTION	ANSWER
1	N/A	N/A	Several years ago we understood the State to have budgeted this project at \$9MM. An estimated market value for a solution described in the State's RFP is likely to be significantly greater. Please clarify if the States budget is constrained by the \$9MM? Are there any other budgetary constraints related to State funding for this project?	The State has existing budget authority for expenditure of approximately \$9.5 M. There is a possibility of additional Federal funding. No other State funding sources are available at this time.
2	N/A	N/A	Would the State consider vendor proposals with alternative payment models?	The State is not considering any alternative payment models.
3	N/A	N/A	Please clarify whether the State has an existing payment processor that vendors are required to interface with for processing over the counter transactions.	Yes the State has an existing payment processor, Bank of America. The State processes merchant cards using the Payware transact payment engine, a gateway using API connection or the acquiring banks virtual terminal.
4	20	4.2	The contract is effective through June 30, 2019, and may be extended up to three years but not beyond June 30, 2022. Please clarify the State's expectations regarding the implementation timeline, eg. Will the implementation span over 6 years and does it include maintenance and support? Is maintenance and support optional?	The State estimates that the implementation of the solution to be completed within 12 - 18 months from the signing of the contract. The Vendor must outline in their proposal as to the timeline that is needed for them to complete the project. The additional time until 2022 is to allow the State to exercise options for additional services and maintenance support under the resulting contract.
5	D-8	Appendix D-1 Topic 20	Appendix D refers to being IRP compliant; didn't know IRP was in the scope.	IRP is not in scope or a requirement of the mandatory portion of the RFP. However, optional software and services in support of vehicle registration functionality must address IRP. The state expects vendors to explain how IRP would be handled (software module, interface to 3rd party solution, etc.) in their software architecture.
6	N/A	N/A	The 9.5 million in funding, does that include implementation and additional years of maintenance?	The budget of \$9.5MM is to includes the purchase price of the solution and approximately 1 year of maintenance. We will be seeking additional funding for an operating budget.

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7	A-3	Appendix A-2 Table A-2 No. A-2-15	What is needed for a Disaster Recovery Plan?	The Vendor must provide a Disaster Recovery plan and a Business Continuity plan. This plan must detail how services will be continued if major problems are encountered anywhere in the technology infrastructure or in the event of a disaster at any point in time during the project or post-implementation.
8	N/A	N/A	What is the key to vehicle records?	The driver license number is the only identifier across both systems.
9	9	2.3	There are four Interfaces with Municipalities?	Approximately half of the Municipal Agents utilize one of four vendor developed software packages to interface with the MAAP system via an XML interface. The remaining Municipal Agents use a web browser-based thin client to interface with the MAAP system.
10	A-2	Appendix A-2 Table A-2 No. A-2-4	Vendor will be required to meet PCI requirements?	The Vendor is required to provide a Certificate of Compliance that the application meets the Payment Application Data Security Standards (PA-DSS) or the Payment Card Industry-Data Security Standard (PCI-DSS) as established by the PCI Security Standards Council. This certification is the responsibility of the vendor and shall be done at no additional cost to the State and must be provided by an authorized and agreed upon third party.
11	N/A	N/A	Will you be storing credit card information on the system?	Credit card information is not to be stored on the proposed environment.
12	N/A	N/A	Is it possible to have a second round of questions and answers after Final State responses on 5/3/13? Or can we get answers to these questions prior to final questions due on 4/16/13?	The date that the Vendor Inquiry Period ends (final inquiries due) has been extended from Tuesday, 04/16/2013 to Tuesday, 04/23/2013. See Addendum 2 which contains the revised Schedule of Events from Section 1.2 of the RFP.
13	5	1.1	At the time of demonstration, what % of the mandatory requirements should our foundation software meeting?	At the time of the demonstration the Vendor is to show the current capability of their software.
14	5	1.1	Does the State expect a proposal to meet 85% of the mandatory requirements at the time of demonstration or at the time of signing the contract?	At the time of the contract signing the proposed solution must meet or exceed the requirements contained in the RFP.

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15	7	2.1	Does the term the MOTS (Modifiable off the Shelf) mean real-time/on-the-fly modification of the software or modification in the foundation software through reprogramming or modifications?	The State expects the Vendor's base software to meet 85% of the RFP requirements through minimal, on-the-fly modifications. The vendor must also be able to achieve 95% compliance through proposed software modification (reprogramming or modifications).
16	E-84-85	Appendix E-3	Is there an E-3-138 requirement or just a numbering typo?	Appendix E-3 Financial Responsibility Requirement E-3-138 does not exist as a result of a numbering malfunction that occurred.
17	N/A	N/A	How does the DMV connect with its remote offices and municipalities?	All substations connect to the State of New Hampshire data network over a private leased frame-relay circuit or over a Carrier-based Ethernet network. All Municipal Agents access the State of New Hampshire data network either through a VPN connection over the Internet or over a private leased frame-relay circuit.
18	N/A	N/A	Does each location keep a copy of their local system and data (e.g. are the local systems able to work without connection to centralized State services and, if so, is this a requirement for the proposed solution)?	Each substation (location) does not keep a copy of their local system and data and for this reason they are not able to work without connection to centralized State services. Refer to the following areas of the RFP which further detail the required needs for failover and survivability as a result of system loss. <ul style="list-style-type: none"> • Page A-2, Appendix A-2, Table A-2, Section - Architecture, No. A-2-3 (Mandatory Requirement) • Page A-3, Appendix A-2, Table A-2, Section - Disaster Recovery Plan, No. A-2-15 (Mandatory Requirement) • Page D-5, Appendix D:, D-1 System Architecture and Operation, Topic 9 - Continuity of Business Operations (Narrative Response) • Page D-9, Appendix D:, D-1 System Architecture and Operation, Topic 26 - AAMVAnet System Outage

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19	N/A	N/A	What does the current and desired hardware architecture for the for the VISION system?	<p>A current and desired hardware architecture does not exist as the RFP states that the vendor must fully identify the recommended hardware architecture and capacity for successful system implementation of the solution. The State will procure the needed hardware and commercially available system software. Refer to the following areas of the RFP which further detail this concern.</p> <ul style="list-style-type: none"> • Page 9, Section 2.5 - Hardware Architecture • Page 10, Section 3 - Project Requirements • Page C-7, Appendix C-7 - Equipment Summary • Page D-3, Appendix D:, D-1 System Architecture and Operation, Topic 2 - Hardware Architecture
20	N/A	N/A	In responding to the Tables in Appendices E & F, would the State like to see detailed explanations under the Comment Column or a detailed write-up after the table with just references to the section/page number for a descriptive write-up elsewhere in the proposal? If references to sections/pages elsewhere in the proposal, where would the State like to see this detailed write-up, before or after the Appendix E & F tables?	<p>For all detailed explanations provide a brief explanation in the Comments Column for each specific requirement with a reference to where the detailed explanation is located. The location of the detailed write up is to reside after the table for the specific requirement section being addressed. As an example, detailed explanations for any requirements in Appendix E-1 - Financial Requirements (page E-1) are to be included after the end of this table (page E-20).</p>
21	N/A	N/A	What "status" is being specified in Requirement E-2-2?	<p>The word "Status" found in Appendix E-2, Requirement Number E-2-2 refers to Driver License Statuses such as Suspended, Invalid, etc..., or other statuses that may be provided in the vendor's software.</p>
22	N/A	N/A	What is the NH Photo and SSN retention policy (what is required of the process)? Is it different for Driver and Voter IDs?	<p>Photographs and social security numbers are retained during the driver licensing issuance process for all Commercial License holders (CDL) and shall not be removed. Operator, motorcycle and non-driver ID holder's photographs and social security numbers are retained unless the applicant chooses to have them removed from the database. We remove photographs and social security numbers via a manual process after all background checks are complete. All Voter ID information, to include photograph, is purged from DMV record within 30 days of issuance.</p>

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