State of New Hampshire - Department of Safety
VISION Card Creation System (CCS) RFP 2015-072
Addendum 5
Additional Vendor Questions and Answers

Question Number	Page Number	RFP Paragraph Number	Requirement Statement	Question	Answer
1	A-4	A-2-25	Any modifications, outside of the **current State safety standards**, to Internet Explorer or printer settings must be provided to the State and should not affect the use of any other Department of Safety standard applications.	Please provide documentation on the State's "current state safety standards".	Please see attachment printer configuration standards
2	C-5	Topic 3, 3rd item in bulleted list	What is the proposed software distribution method for components required by your solution? Can your distribution requirements be met by IBM Endpoint Manager (IEM)?	IBM Endpoint Manager is a suite of tools; which tools does the state use?	The end point manager we use is called Tivoli version 902
3	8	2.3.1	The vendor must provide workstations and all required peripherals for 60 CSR counter positions (as described in APPENDIX E Future System Environment). The workstations must meet or exceed the specifications found in APPENDIX E Future System Environment, and support the States VISION and MAAP systems operations as well as any applications provided under this procurement. The State will provide software licensing for VISON, MAAP, productivity tools and anti-virus software. The vendor must provide licenses for any other software required to operate their proposed solution.	Which anti-virus software does the state provide for the proposed workstations?	McAfee is version 8.8

4	8	2.3.1		It states that the State will provide software licensing for VISION, MAAP, productivity tools and anti-virus software. Does this also include the Microsoft OS Licenses?	Yes
5	8	2.3.2		Please confirm all photos, signatures and document images will be stored on the VISION system and not on the vendor system.	Yes
6	11	3.1.1		RFP states the Project Manager must be primarily on site…Can you please be specific on the location of the PM and associated timeframes?	The state will provide a desk and connectivity at the Concord DMV headquarters at 23 Hazen Drive. The vendor's proposal should explain how their project manager will accomplish their tasks and what amount of time they will be onsite to do this.
7	14	3.3.3		Will NH specify the duration of acceptance testing for each of the various deliverables under the contract?	The time for testing depends on the complexity of the vendors proposed solution.
8	14	3.4		What warranty period does the state require?	The vendor is responsible to ensure the full system performs for the duration of the contract and any extensions.
9	A-2	A-2-6		It is stated the data migration is not to exceed 48 hours. Is this for the entire database? What is the reason for the short time span? Typically, a snapshot of the current database is converted prior to going live. Then periodic snapshots are taken and converted during the phased in implementation. A final snapshot is then converted after the system has been fully implemented. Is the State acceptable to this approach?	No, the only data conversion into the proposed card creation system will be the pending transactions at the time of "go live". The conversion is expected to take place during the "cut over" period.

10	A-2	A-2-34		For adhoc reports, please confirm this tool should be similar to a Crystal Reports package with full adhoc capabilities and not just adhoc entry of date ranges, statuses, etc?	Yes
11	C-1	C-1		The State disclosed pricing for the previous contract at the bidder's conference under the previous contract. Can the State provide the volumes forecasted for these card volumes?	No
12	Appendix E	15	Future Systems Environment	The State indicates that the Vendor is required to provide a Panasonic document scanner but there appears to be no mention of the software to capture the documents. Does the Vendor need to include this capture functionality in our solution or is it the intent of the State to have the document capture functionality to be managed by Tech Mahindra.	The brand of the document scanner provided under the proposal is up to the vendor. The current scanner is a "Panasonic". The "VISION" system will use COFAX. If the selected vendor proposes a different solution, they must provide the software (WHAT VERSION OF COFAX…ADD HERE).
13	Appendix E	15	Future Systems Environment	The State indicates that the Vendor is required to provide a document verification scanner but there appears to be no requirements listed for the providing this functionality in our software. We assume the State wishes the Vendor to provide the document verification functionality in its offer. Can you confirm?	Yes, the State requires the equipment and software needed to verify credentials and passports at a minimum.