

**State of New Hampshire - Department of Safety
VISION Card Creation System (CCS) RFP 2015-072
Addendum 6**

Additional Vendor Questions and Answers

Question Number	Page Number	RFP Paragraph Number	Requirement Statement	Question	Answer
1	7	2.2	The workstations provided under this procurement will exist in the DMV network environment and will be a State standard device configured to meet the State standard specifications for operating system and software.	Would the state please define, "a State standard device"?	OptiPlex 7020 SFF BTX (210-ACSN) 4GB (1x4G) 1600MHz DDR3 Memory (370-AAJE) US English (QWERTY) Dell KB212-B Quiet Key USB Keyboard Black (580-AAQX) Intel Integrated Graphics, Dell OptiPlex (490-BBFG) No Wireless (555-BBFO) 500GB 3.5inch Serial ATA (7,200 Rpm) Hard Drive (400-AANO) Windows 7 Professional, Canada MUI, 64bit (includes Windows 8.1 Pro 64bit License and Media) (536-BBBJ)

2		Section 3.6.7 and 4.11.4	Legal Terms	<p>Contain software license language that does not appear applicable to the scope of the RFP. Proponent would like to modify the software license to only allow use of any software without any right to produce or publish the software. As this is not a works made for hire contract, Proponent is not able to allow third parties access to source code or object code, nor is Proponent comfortable providing certain confidential and proprietary information related to same at the termination of the contract. Similarly, Proponent is not able to support the State's use of its intellectual property to create competing software. Is the state amenable to contract changes in keeping with these concerns?</p>	<p>State would like to clarify its intent. The Vendor shall license back to the State the Statewide, perpetual, irrevocable, non-exclusive, non-transferable, limited right to use such software, source code, object code, modifications, reports, and Documentation created under the Contract. If needed the state may release source code/ object code to state vendors in order to create links between this and other state software needed take create the driver's license and non driver ID cards. No change will be made to 4.11.4.</p>
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3		Section 4.12.2 and 4.17	Legal Terms	contain carve outs to Proponent's limitation of liability for the indemnity obligations set forth in the State of New Hampshire Terms and Conditions P37. Proponent is uncomfortable with an unlimited cap of direct damages arising in relation to its indemnity obligations and would like to know if the state is amenable to removing this carve out to allow the cap of 2X the Contract price to apply to all indemnity obligations arising under the Contract? Similarly, Proponent is interested in limiting: (i) the term of the performance bond to the conclusion / expiration of any applicable warranty provisions provided under the Contract related to this particular RFP and (ii) to only direct damages as provided in the Contract.	No
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4			State of New Hampshire Proposal Transmittal Form Letter	State, Proponent's intends to limit the number of requested modifications to the Contract, but is unable to agree to at least a few of the existing RFP terms. With that in mind, is the State willing to remove or amend the following: "The company has reviewed and agreed to be bound by all RFP terms and conditions including but not limited to the STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37 in APPENDIX F: and GENERAL CONTRACT REQUIREMENTS in Section 4, which shall form the basis of any Contract resulting from this RFP; No new terms and conditions have been added and no existing terms and conditions have been deleted in this RFP Proposal."	No
5		Section 7		Although only definitions, Proponent is not PCI-DSS compliant and does not intend to offer any works made for hire under the Contract. Proponent would like to modify any Contract language (which may include related definitions) that is inconsistent with these positions, is the state amenable to such changes	State agrees to remove PCI language from its definitions section. There is no requirement in the RFP that the vendor provide a PCI compliant product.
6			General	Can the State provide a workflow diagram of the desired interactions between the VISION system and the vendor system?	No
7	5	Section 1, Overview		Would the State owned production facility option be staffed by vendor personnel or state personnel?	Operated by state staff and maintained by vendor staff

8	4	Section 1, Overview		What method of remote access will be allowed for vendor access to systems? (Site-to-site VPN, dedicated private line, etc.)	VPN
9	6	Section 1.2, Schedule of Events		Since the Vendor Conference was delayed and, subsequently, the submission of questions, will the State grant a one-week extension to the vendor proposal submission date?	No
10	8	Section 2.3.5, Temporary Card Production		What are the requirements for the temporary card?	Reference the RFP
11	8	Section 2.3.5, Temporary Card Production		If this is a paper card produced from the laser printer, is it expected that some form of lamination is required to enhance longevity and meet 'at least 180 day' lifespan of the temporary credential?	We did not expect the temporary cards to be laminated
12	8	Section 2.3.5, Temporary Card Production		What tests will be performed to ensure temporary cards have a lifespan of at least 180 days?	It is the vendors responsibility to ensure the temporary lasts 180-days if actual experience demonstrates the card doesn't last, the vendor is responsible to make the appropriate corrections
13	12	Section 3.1.3, Project Schedule		What is the target 'Go Live' date if VISION software will not be operational until Q4 2015?	The CCS system is expected to go live at the same time as the VISION system
14	13	Section 3.3.1, Testing and Acceptance		Can the State provide a template for the desired format of the test plan for easier inclusion in the VISION test plan?	Yes, after contract award
15	14	Section 3.5, On-sight Technical Support Services		Does the Help Desk tool need to be accessible to the State? Or is that up to the discretion of the Vendor their defined methodology?	The state must have at least "read only" access to the tool set.

16	14	Section 3.5, On-sight Technical Support Services		Are the operating hours Monday through Friday, or does it also include Saturdays and/or Sundays?	Standard operating hours are Monday-Friday 0700 to 1700 hrs. The central server is expected to be available after hours and weekends to support DMV after hours initiatives.
17	14	Section 3.5, On-sight Technical Support Services		Are the PM and Technical support on call 24-7 or just during normal operating hours of 8AM - 4:30PM?	The support is expected for customer service counter equipment during normal business hours, central server support must be 24-7
18	15	Section 3.6.2, Shipping and Delivery Fee Exemption		In order to provide optimal postal discounts, would the State entertain paying postage direct rather than the Vendor paying?	The state will pay for postage and will consider all options to include paying direct or being invoiced but this will not be taken into consideration when scoring.
19	38	Section 5.5, Required Certificates		Are the certificates identified in this section required with our proposal response, or only after contract award?	Only after contract award
20	A-2	Section A-2, General Requirements Checklist,		What level of system functionality is required if the VISION system is unavailable?	None
21	A-2	Section A-2, General Requirements Checklist,		Are multiple data centers available within the NH networks or may disaster recovery servers be housed in the same data center?	The State can provide an alternate data center but has no alternate production facility. The vendors may propose a disaster recovery approach utilizing their own facility.
22	A-2	Section A-2, General Requirements Checklist,		As part of the Vision project, will state be importing all the data and images for any "in process transaction" from the existing image capture system in the new Vision repository?	Yes
23	A-2	Section A-2, General Requirements Checklist,		By "In process", we are referring to transactions in which images have been captured, but a card has not been produced.	Yes

24	A-2	Section A-2, General Requirements Checklist, Requirement A-2-5		Is it the intent of State that Vision system will primary repository for all driver data including images and that state wishes to minimize the amount of data and duration that any driver data will be store in other repositories?	Yes
25	A-2	Section A-2, General Requirements Checklist, Requirement A-2-6		Approximately how many records will be migrated into the Vendor database?	Approximately 20,000 records
26	A-3	Section A-2, General Requirements Checklist, Requirement A-2-15		How often will the State team, along with the Vendor team, be required to test the Disaster Recovery plan - annually, quarterly, monthly, etc.?	Prior to go live and again on an annual basis
27	A-5	Section A-2, General Requirements Checklist, Requirement A-2-38		Is Active Directory the only system with which SSO will occur?	Yes
28	A-7	Section A-3, Deliverables and Milestones		Is there an estimated number of training trips each year?	Up to the vendors proposal
29	A-7	Section A-3, Deliverables and Milestones		What is the estimated length of training for each?	Up to the vendors proposal
30	A-7	Section A-3, Deliverables and Milestones		Will all training be in Concord or will the training be at the individual facilities?	Training to be held in Concord

31	A-8	Section A-4, Detailed Interface Requirements		This section states reference to “web services” for interface between the Vision and the CCS software. Topic 7 States that the CCS must be tightly integrated with the Vision systems.	“The integration should be seamless using web services. The Tightly integrated here refers to seamless transition of business processes and data between two systems”
32	A-8	Section A-4, Detailed Interface Requirements		Will the VISION system host the SFTP server or will the vendor need to provide such a server?	Vision Environment’s SFTP server can be utilized
33	B-2	Section B-2, Test Planning and Preparation		Is the State responsible for supplying their own testing environment?	The State will provide a "VISION" environment. The vendor must provide a "back end" environment
34	C-5	Appendix D, Topic 4		Given the sensitivity nature of the driver license records and risk of identity thief, it is critically important to ensure that the obligations under of the New Hampshire Drivers Privacy Protection Act Driver Privacy Act (DPA), NH RSA 260:14 are meet and enforceable. To this end, all Personally Identifiable Information must remain solely within the 48 contiguous U.S. states and the District of Colombia.	No
35	C-5	Appendix D, Topic 4		Is a mandatory tender requirement for a vendor owned card production facility would need to be located within the 48 contiguous states of the United States of America and the District of Colombia?	No
36	C-5	Appendix D, Topic 4		As well, Is it a mandatory requirement that any back up production facility would need to be located within the 48 contiguous states of the United States of America and the District of Colombia?	No

37	C-7	Appendix D, Section D-1, Topic 8		This section states that the response page limit is 4 pages. However, the summary table on page C-3 shows 2 pages. Please clarify.	Yes, 4-pages
38	C-8	Appendix D, topic 11		How should documents which fail document authentication be handled?	The image shall be captured, the reason for failure should be "logged"
39	C-8	Appendix D, topic 11		Should the system cross-check fields from authenticated documents with data provided by the VISION system as part of authentication?	This would be acceptable feature if the vendor would like to provide it
40	C-9	Appendix D, Section D-1, Topic 16		This section states that the response page limit is 6 pages. However, the summary table on page C-3 shows 3 pages. Please clarify.	6-pages
41	19	Appendix E		Can the State provide a list of documents that are considered valid for document authentication?	Jurisdiction ID's, passports and federal credentials

42		Appendix E, Section E-2, Card Design	*C.3 Misuse by theft of original blank documents	<p>Driver's licenses have become increasingly important to the day to lives of American citizens. The findings the 9/11 commission identity that driver's license are an important element of civil and national security; therefore, it is important to ensure a secure and reliable source of supply for not only the driver license and ID cards themselves, but also the card materials and security laminates. These items could be used to produce cards that are indistinguishable from the legitimate ones. Given the critical nature of the card materials and laminates, it is very important to ensure the reliability and security of the supply chain and the manufacture of blank cards or other sensitive materials not just the personalization step. Will consideration be given to potential suppliers that manufacture and source the majority of components form within the within the 48 contiguous U.S. states or the District of Colombia?</p>	Consideration will be given based on the scoring criteria identified in the RFP.
43	5	Attachment 1 CCS (batch) Interface HLD V1_2.docx	"For Permanent Credential Issuance Process, VISION will pass a file with records for each permanent credential to be produced. CCS will use the photo/signature images that it has on file."	There are cases when the CCS may not have the photo/signature images on file such as reprint or if card personalization preformed within the vendors facilities. Is DOS open to amending Batch interface to include the photo and signature images?	For transactions where image capture is not contemporaneous with the transaction, VISION will transfer the image to the card creation system.

44		5 Attachment 2 CCS (online) Interface HLD v1.3 in section 1.1 Purpose and Scope	In "image first" transactions, must the vendor system cache the image/signature for later issuance or will it be provided back to the system from VISION when a card issuance request is made?	In "image first" transactions, must the vendor system cache the image/signature for later issuance or will it be provided back to the system from VISION when a card issuance request is made?	It is expected to cache image/signature
45		Attachment 2 CCS (online) Interface HLD v1.3 in section 1.3 Assumptions and Dependencies		What version of BizTalk is being utilized for VISION?	BizTalk Server 2012 R2
46		5 1.1	The foremost requirement is that there must be an existing software product as the foundation for any proposal.	Must the existing software product be in current use in an AAMVA jurisdiction?	No
47	A-1	A-2	All Requirements are Mandatory and the Vendor must indicate a response for each requirement listed in the table. If modifications are needed to meet the requirements, those modifications must be included in the cost, otherwise check "Not Included" if the requirement cannot be met.	Since Requirements are Mandatory, will a vendor be disqualified if they check "Not Included" for a requirement?	Consideration will be given based on the scoring criteria identified in the RFP.
48			Amendment 3 – Answer to Question 15 references Question 11 which refers to annual service and support pricing	Would the state please clarify the types, formats and quantities of legacy data to be imported into the new solution?	The successful vendor must be able to migrate data for all transactions that are pending at the time of the go-live date.

49		Section 4.12.2 and 4.17		<p>Contain carve outs to Proponent's limitation of liability for the indemnity obligations set forth in the State of New Hampshire Terms and Conditions P37. Proponent is uncomfortable with an unlimited cap of direct damages arising in relation to its indemnity obligations and would like to know if the state is amenable to removing this carve out to allow the cap of 2X the Contract price to apply to all indemnity obligations arising under the Contract? Similarly, Proponent is interested in limiting: (i) the term of the performance bond to the conclusion / expiration of any applicable warranty provisions provided under the Contract related to this particular RFP and (ii) to only direct damages as provided in the Contract.</p>	No
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50		<p>1) Section 4 - General Contract Requirements: Sections: 4.5; 4.8; 4.9; 4.10; 4.11; 4.12.2; 4.13; 4.14 and 4.152)</p> <p>Appendix F - State of New Hampshire Terms and Conditions P-37: Sections 3.2; 5.1; 5.2; 6.1; 6.3; 7.1; 9; 10; 13; 14 and 18</p>		<p>The State and the Vendor have in place a comprehensive agreement that allows for the purchase of hardware, software and associated services. This agreement was recently extended by the parties until 2020. The Vendor would respectfully seek to utilize the substance of the terms and conditions as agreed to by the parties in our Master Agreement as the basis for the terms and conditions contained in the State's RFP. We seek the State's concurrence with this approach, as it will expedite commencement of the project should we be chosen for award. Specifically, in accordance with the State's request, the Vendor has identified the following sections of the State's RFP that the Vendor would seek revisions, consistent with our Statewide contract:</p> <p>1) Section 4 - General Contract Requirements: Sections: 4.5; 4.8; 4.9; 4.10; 4.11; 4.12.2; 4.13; 4.14 and 4.15</p> <p>2) Appendix F - State of New Hampshire Terms and Conditions P-37: Sections 3.2; 5.1; 5.2; 6.1; 6.3; 7.1; 9; 10; 13; 14 and 18</p>	No