

RFP DOS 2013 – 049
ADDENDUM 9
Questions and Answers

#	Page No.	Section No.	QUESTION	ANSWER
1	16	Section 3.5.1, Deficiencies	<p>The last paragraph of Section 3.5.1 describes various remedies available to the State in the event that Vendor is unable to correct any Deficiency (defined on Page 48 as a defect resulting in failure to perform in accordance with the requirements of the RFP) during the maintenance period within the allotted time periods (2 days in the event of a Class A Deficiency (Critical Issues)). The remedies available to the State are (1) to declare a default and terminate the Contract, (2) return of the product and a refund of all amounts previously paid by the State and (3) to pursue its available remedies at law and in equity.</p> <p>a) With respect to remedies (1) and (3), there is no cure period for Vendor to remedy the failure.</p> <p>Would the state consider a cure period before these remedies could be exercised?</p> <p>b) Remedy (2) requires refund of all amounts previously paid. The duration of the Contract may be as long as 8 years (see below). If the State has had the benefit of using the Software for a period of time, it should not be entitled to a refund of all amounts paid in the event that Vendor cannot correct a deficiency.</p> <p>Would the State consider a change to either (a) depreciate over time (e.g., "...refund for all amounts paid to Vendor <i>depreciated on a straight line basis over a period of three (3) years</i>...") or (b) limit the refund remedy to amounts paid in a period of time prior to notice of the Deficiency (e.g., "...refund for all mounts paid to Vendor <i>in the twelve (12) months prior to receipt of notice of the Deficiency</i>...")?</p>	<p>In response to question a, since termination here would be for default, the 30 day cure period mentioned in 4.11.1 Termination for Default would apply</p> <p>In response to part b, please see Addendum 10.</p> <p>In the event the Vendor fails to correct a Deficiency within the allotted period of time stated above, the State shall have the right, at its option to: 1) declare the Vendor in default and terminate the support Contract, in whole or in part, without penalty or liability to the State; or to 2) pursue its remedies available in law or in equity. Additionally, if a Deficiency occurs through the expiration of any warranty period and is not corrected within the allotted period of time stated above, the State shall have the right to return the Vendor's products and receive a refund for all amounts paid to the Vendor for the goods and services being warranted, including but not limited to applicable license fees, within ninety (90) days of notification to the Vendor of the State's intent to request a refund. Once the mandatory software procurement, implementation services and the warranty thereof have been completed, the refund provisions shall only pertain to ongoing or future work.</p>

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2	C-7	Appendix C-7, Equipment Summary	<p>Will the agency please provide sizing information to assist the bidder in determining the correct hardware and system software to propose to meet the performance standards in the RFP? Specifically, the following information will be useful to bidders:</p> <ol style="list-style-type: none"> 1. size of current database for the IDMS applications 2. size of current database for MAAP 3. number of driver records maintained (active and historical) 4. number of vehicle records maintained (active and historical) 5. three years (minimum) data showing active driver records per year 6. three years (minimum) data showing number of convictions processed per year 7. three years (minimum) data showing active vehicle registrations per year 8. three years (minimum) data showing titles granted per year 9. number of transactions pre month and per year for the Online Driver License Renewal (OLDR) web application 10. number of visitors (hits) per month to the agency's web portal 	<ol style="list-style-type: none"> 1. Information related to this question can be found in the following file provided in Addendum 7. <ul style="list-style-type: none"> • IDMS Size Information 2. Information related to this question can be found in the following file provided in Addendum 7. <ul style="list-style-type: none"> • MAAP Size Information 3. 1,348,509 maintained active and historical driver licensing records 711,404 maintained active and historical financial responsibility records 4. 13,870,660 maintained active and historical vehicle records for registration and title 5. 1,048,162 active driver records in 2010 1,057,106 active driver records in 2011 1,060,866 active driver records in 2012 6. 100,182 convictions processed in 2010 82,194 convictions processed in 2011 94,237 convictions processed in 2012 7. 1,447,411 active vehicle registrations in 2010 1,442,877 active vehicle registrations in 2011 1,463,203 active vehicle registrations in 2012 8. 304,442 titles granted in 2010 304,173 titles granted in 2011 321,454 titles granted in 2012 9. 5,500 transactions per month on average 10. 98,985 visitors on average per month in the last six months

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3	4	Section 1. Overview	Please confirm that the required performance bond is limited to the total value of implementation and warranty services provided under the contract (for mandatory services and for optional services when contracted), and that a performance bond is not required for maintenance services. Additionally, please confirm that a Surety's standard, annually renewable, non-forfeiture bond form will meet the State's requirements for the bond-form submission.	Part 1 of the question is confirmed. In response to the last sentence: To clarify, the State did not intend to require a performance bond for maintenance services. The State is unable to categorically approve in advance any bond form that fulfills the criteria specified in the question. See section 4.17 regarding the process for the acceptance of the bond form.
4	17	3.6.7 Intellectual Property	We request the following modifications to the Terms and Conditions included in DOS RFP 2013-049: Upon successful completion and/or termination of the Implementation of the Project, the Vendor shall own and hold all, title, and rights in any Software Configurations or Modifications developed in connection with performance of obligations under the Contract, or modifications to the Vendor provided Software, and their associated Documentation including any and all performance enhancing operational plans and the Vendors' special utilities. The Vendor shall license back to the State the Statewide, perpetual, irrevocable, non-exclusive, non-transferable, limited right to produce, publish, or otherwise use such software, source code , object code, modifications, reports, and Documentation created under the Contract for the sole use of the State.	The State will not make the suggested change; however please review the modification to 3.6.7 in Addendum 10.
5	22	4.10.1 Software License Grant	We request the following modifications to the Terms and Conditions included in DOS RFP 2013-049: The Software License shall grant the State a Statewide, perpetual, irrevocable, non-exclusive, non-transferable, limited license to use the Software, the source code and its associated Documentation, subject to the terms of the Contract.	Please see answer to previous question.
6	22	4.10.1 Software License Grant	In Section 4.10.1 Software License Grant, "the Software License shall grant the State a Statewide, perpetual, irrevocable, non-exclusive, non-transferable, limited license to use the Software, the source code and its associated Documentation, subject to the terms of the Contract." Is it the intention of the State to have access to the source code of the product?	Please see answer to previous question. If an escrow releasing event occurs, the State shall have access and right to use the delivered source code.

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7	30	5.3.1	d. One (1) electronic copy on CD ROM in MS WORD format. Parts of our proposal will come from outside of word. Will the State accept a PDF or multiple files?	The State requires an electronic copy on CD ROM with one (1) Microsoft WORD formatted document to the greatest extent possible, and one (1) PDF version of the document. If multiple files are required for special images, diagrams or other graphics, the State will accept multiple files in their native format.
8	C-1	Table C-1A	Can the State please confirm source code is a non-negotiable requirement and address 3rd party component source code such as SQL/Oracle or maybe reporting/BI tools?	Please review the modification to 3.6.7 in Addendum 10.
9	D-13	Topic 34	Would API/Interface to the vendors issue tracking solution be possible for escalation?	Creating an API/Interface is a possibility and would fall on the Vendor as a responsibility to implement. However this is not a requirement of the State's for this project.
10	E-2	E-1-6	System shall automatically update the status of a user to "open batch" if the user has an incomplete or open transaction. How does a transaction remain open/not complete?	Currently a transaction can remain open if a clerk does not confirm and fee-settle the transaction in the fee settlement screen. The system must automatically notify the user immediately if this occurs with a hard stop if the user has an incomplete or open transaction.
11	E-2	E-1-6	Should this be user initiated or automatic/workflow?	The system must automatically update the status of a user to "open batch" if the user has an incomplete or open transaction.
12	E-3	E-1-19	System shall notify the user if all "DMV clerks" in a current location are not closed out. Is this an automatic notification?	Yes, the system must identify and notify specified users at the DMV and its Business Office responsible for reconciling all locations if an individual user or location is not closed out via a daily exception report.
13	E-3	E-1-19	Can this user close out another user?	The hierarchy of users must allow for a user with permissions to close out another user or location.
14	E-3	E-1-19	If close out does not occur - would automated processes not run (such as E-1-20 and E-1-21)?	The system must trigger a scheduled batch process as stated in Requirements E 1-20 and E 1-21 of all users and locations that have closed and balanced. Any users or locations that remain open and have not closed and balanced must be automatically identified via a daily exception report.

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15	E-3	E-1-20	System shall automatically generate a "close out sequence number" for any transaction which is manually closed out. The auto close is performed after 9:00 PM of the day and before 6:00 AM of the next day. Please confirm this should be completed only once between 9PM and 6AM.	It is completed only once between 9:00 pm and 6:00 am.
16	E-3	E-1-20	How is the sequence number generated (1-x or specific requirements MMDD01, etc)?	Currently the system generates a close out sequence number starting with the number 1 each day and the number increments as each sequential close out occurs for that day. A sequence number is assigned to each close out.
17	E-3	E-1-21	System shall trigger a scheduled batch process, that would perform the following operations: Is this a time based trigger?	Yes, this batch process occurs between 9:00 pm and 6:00 am.
18	E-3	E-1-21	Is the close out sequence number the same for all transactions or does each transaction get a unique number?	The close out sequence number is the same for all transactions that make up that specific closeout. The individual transaction numbers that are included in a sequence are all unique.
19	E-3	E-1-21	Does E-1-20 rely on this process?	Yes
20	E-3	E-1-21	Does this process rely on E-1-20?	Yes
21	E-3	E-1-21	What would cause this process not to run?	Nothing, the process must always run as scheduled. Any users or locations that remain open and have not closed and balanced must be automatically identified via a daily exception report.
22	E-4	E-1-22	Ability to update the funds deposited into the bank, to respective locations and to attach them to the specified cash receipts, using the following information How is the cash receipt generated?	We currently log into our bank and download a report/ file which contains information that is used to manually create a cash receipt. We would like to be able to take that report and import it into our system and have the system check for exceptions.
23	E-4	E-1-25	Ability for the user to search an individual or a business using one of the following or a combination of the following criteria: What should return in the search results?	The search results are to include an individual (s) or business (es) detailing their history to also include all transactions processed at the NH DMV.

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24	E-4	E-1-26 - E-1-30	Would this also display as part of the Global View (D-6 Topic 15)?	Yes, once a specific individual or business is selected for display.
25	E-6	E-1-33	Ability to capture the following details of a protested check associated with the individual/business record: Would this be a bulk/batch import?	After we receive notification from our bank that a check is being returned for insufficient funds we manually enter the information into a batch that runs overnight. We would like to have the ability to run this batch on demand to update records in real time.
26	E-6	E-1-33	Would this be an automated process?	No, this is a manual process.
27	E-6	E-1-34	Ability to calculate the payment pending on a protested check (amount due = administrative fee + bank fee + payment amount on the check). Can a user manually enter and/or edit this information?	The system must allow for a supervisor with appropriate permission to override the system to enter and/or edit the information. This might include waiving a fee, or clearing a suspension. The system must ask for an associated reason code for any overrides entered.
28	E-6	E-1-34	Are the fees system/Statewide or can it be unique per location/office?	All fees are Statewide fees and they are not unique by location.
29	E-6	E-1-34	Please confirm this fee is E-1-55.	Correct
30	E-6	E-1-35	Ability to calculate the effective date of suspension for an individual/business record whose check is protested (effective date = date of check returned + 20 days). Is the suspension date always effective date = date of check returned + 20 days or can be unique?	Yes, the effective date = date when the returned check is entered into the system + 20 days.
31	E-6	E-1-35	Can a user manually enter and/or edit this information?	The system must allow for a supervisor with appropriate permission to override the system to enter and/or edit the information. This might include waiving a fee, or clearing a suspension. The system must ask for an associated reason code for any overrides entered.

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32	E-6	E-1-36	Ability to capture a "charge back" on a credit card as a protested check and capture the following information What this be bulk/batch import?	After we receive notification from our bank of a "charge back." we manually enter the information into a batch that runs overnight. We would like to have the ability to run this batch on demand to update records in real time.
33	E-6	E-1-36	Would this be an automated process?	No, this is a manual process.
34	E-6	E-1-36	Should the system store First 6 + Last 4 or the entire card number?	No, but it should store the last 4 digits of the card number and the authorization code. System must comply with Payment Card Industry Standards. Reference Table A-2 General Mandatory Requirements and Deliverables – No. A-2-4 Certification in DOS RFP 2013-049.
35	E-6	E-1-36	Would Visa/MC reason code need to be stored/captured?	Yes, a reason code must be captured and stored.
36	E-6	E-1-36	What is name of transaction?	The Transaction Name associated with the "charge back".
37	E-6	E-1-37	System shall automatically debit funds from the "protested check account" and credit the transaction when a protested check amount is posted. Would this be essentially the same as voiding the original transaction?	No, the transaction information must remain on the system. The System shall automatically debit funds from the "protested check account" and credit the bank's cash code when a protested check amount is posted.
38	E-6	E-1-40	System shall provide the ability to process a partial payment for a protested check when the payment amount is less than the amount due. Should the system apply to the entire balance or amount or original payment amount then fee?	Applied to the protested check first and then the fee.
39	E-6	E-1-42	System shall calculate the fee due for an individual/business, who has been suspended as a result of a protested check (total payment = amount due). Please confirm this is calculated by E-1-56?	Yes.

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40	E-7	E-1-43	The system shall have the ability to add a pending suspension for an individual/business, if the payment for a protested check is not received within 20 days from the check return date. The following information shall be captured while updating a suspension Should this be automated?	Yes.
41	E-7	E-1-44	Ability to restore an individual on-line when a full payment has been made against a protested check. What does "on-line" mean?	"On-line" means that the restoration of a driver's privilege to operate a motor vehicle is to occur in "real-time" and not completed as a batch process.
42	E-7	E-1-45	Ability to automatically update the individual/business driver record history. Can the State please explain this more.	The system must automatically update the individual/business driver record history in "real-time". If a ticket is paid and a suspension is removed it gets reflected on the citizens driving record immediately.
43	E-7	E-1-49 – E-1-54	Process Bulk Data Transactions Is vendor access to bulk data through the interfaces in Table A-4.3?	Yes, vendors access the data through a secure file exchange server (SFTP) where appropriate customers have access to bulk data that has been provided by the State.
44	E-7	E-1-49 – E-1-54	If no - how does a bulk vendor access transactions?	See previous answer.
45	E-8	E-1-53	Ability to alert the user when the "total amount due" for a bulk data vendor is greater than the "threshold amount." How is this alert delivered?	It currently involves a manual review process. The new system should automatically alert specific users and individuals when a bulk data vendor has surpassed the "threshold amount" through an e-mail notification.
46	E-8	E-1-53	Should it be in real-time?	Real-time is preferred.
47	E-8	E-1-53	Should it suspend the vendors privileges?	No.
48	E-9	E-1-57	Ability to generate and print a "pending suspension" notice for an individual/business whose check has been protested. The notice shall contain the following information Should this be automated?	Yes.

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49	E-9	E-1-58	<p>Ability to automatically generate an email notification for the individual/business whose "escrow account" balance is below a set threshold. Note: Each account has a set threshold level.</p> <p>Should the system be able to send the message internally or use the States mail server?</p>	This requirement is no longer valid and is being withdrawn for consideration.
50	E-9	E-1-58	If use the State's mail server - what mail server and version?	This requirement is no longer valid and is being withdrawn for consideration.
51	E-10	E-1-65	<p>Ability to update funds received from a bank to a specific location and/or individual users in a location and attach the funds to the user specified cash receipt, using the following information</p> <p>Is this an automated process?</p>	We currently log into our bank and download a report/ file which contains information that is used to manually create a cash receipt. We would like to be able to take that report and import it into our system and have the system check for exceptions.
52	E-10	E-1-71 – E-1-77	<p>Create a Short Slip</p> <p>Could another word for short slip be partial payment?</p>	Yes, a short slip typically gets created when the payment received is less than the total amount due.
53	E-10	E-1-71 – E-1-77	<p>Create a Short Slip</p> <p>Can a single short slip have multiple transactions tied to it?</p>	Yes.
54	E-12	E-1-75	<p>System shall automatically generate a sequence number and assign it to the respective short slip.</p> <p>How is the sequence number generated?</p>	The system is to generate a unique sequence number and assign the number to the respective short slip.
55	E-11	E-1-78	<p>Ability to search a short slip by using one or more of the following criteria</p> <p>How is the short slip number generated?</p>	The system is to generate a unique short slip number and assign the number to the short slip.
56	E-11	E-1-78	Please confirm this is unique from the sequence number.	Yes, the short slip number is unique, but part of the sequence.
57	E-12	E-1-84	<p>Ability for the system to automatically credit the "short slip account" when a payment has been made against a short slip.</p> <p>Would this update the ERP invoice to paid?</p>	This requirement is no longer valid and is being withdrawn for consideration.
58	E-12	E-1-85	<p>Ability for the user to transfer a short slip to ERP as an invoice and change the status of the short slip to "invoiced."</p> <p>Is this manual?</p>	This requirement is no longer valid and is being withdrawn for consideration.

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59	E-12	E-1-85	Is this always done?	This requirement is no longer valid and is being withdrawn for consideration.
60	E-12	E-1-85	Is this done in real-time (ERP update)?	This requirement is no longer valid and is being withdrawn for consideration.
61	E-12	E-1-86	Ability to automatically update the status as "closed" for a short slip when a payment is made in full and credit the payment to "short slip" account. Would this also update the ERP to paid?	No, the requirement for the short slips to automatically update into ERP has been removed.
62	E-13	E-1-87	Why would the user not process against a short slip?	An override by a user with permissions may be done for business reasons. See answer/example below.
63	E-13	E-1-87	Can the State please give an example of when this would be done.	An individual, whose license was suspended, has outstanding fees owed to the State and needs a non-driver ID as a condition of their employment. We may override the short slip so that individual can obtain a non-driver ID and then put the short slip back in immediately.
64	E-14	E-1-102	Ability for the system to automatically update the status of the credit memo to "closed" when the "credit amount" is equal to zero. Note: A credit memo is considered to be closed when all funds of such credit memo are used. Can this be overridden?	No.
65	E-15	E-1-103	Ability to allow user with supervisory privileges to override a credit memo and process a transaction. System must automatically restore the overridden credit memo once the transaction is complete. Would this be done on a queue type basis? For example a non-supervisor makes the request which then gets "routed" to a supervisor who approves it?	No, users would be given the permission to not use/override a credit memo if the customer chooses not to as this happens often. Many customers show up to process a transaction with the check already made out for a specific amount to cover the transaction. We inform them that they have a credit memo on the system but do not force them to use it to complete the transaction.
66	E-17	E-1-122	Ability for the user to capture the document receive date and process payment for any payment received. Should the system also accept/store the "document"?	Although this is not a requirement it is a method that would be considered.

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67	E-17	E-1-124	Ability for users with role based access to modify payment types. What does modify payment types mean?	A clerk inadvertently identifies the payment type as a check when it was actually paid in cash.
68	E-17	E-1-129	Financial management system must follow standard debit and credit revenues recording convections as prescribed by generally accepted accounting principles. How are card/transactions fees calculated and applied?	Credit card fees are calculated by the credit card issuing bank and are paid by the State outside of the transaction. These fees are not passed onto the individual.
69	E-18	E-1-132	Financial management system must have the ability to be set up to automatically produce daily/weekly/monthly/yearly financial and management reports. What is the desired format of these reports?	Microsoft Excel, Microsoft Word and Portable Document Format (PDF) formats.
70	E-18	E-1-136	Must have the ability to set fee structures within a specific date range. Can the State please provide an example date range.	Fee is \$1.00 beginning 1/1/2013 through 12/31/2013.
71	E-18	E-1-142	Passes fees calculated in other Motor Vehicle Software to Financial Software with both customer and transaction information. What is other motor vehicle software?	MAAP software is used for motor vehicle registration and titling. The vendor solution must interface with this software. Reference DOS RFP 2013-049 Appendix A: Detailed System and Interface Requirements and Appendix G: MAAP Interfaces
72	E-19	E-1-150	Generate a check report and view details about activity and statements Where would these fees apply?	This is a desired cash draw reporting function.
73	E-19	E-1-151	Create activity and statement inquiries at an approved/authorized level. What is a blind close?	A clerk closes/reconciles their individual cash draw without them knowing how much, both in total and individual payment types (Cash, Check), should be in their cash drawer. Clerk enters amounts and system indicates whether they are correct.
74	E-22	E-2-6	Ability to create individual, capture and retain the photo of a first time NH Driver License or Non-Driver identification card applicant regardless of success or failure of transaction. Should individuals with this "status" return in general search results?	Yes, regardless of the transaction outcome, historical data of all transactions, complete or incomplete, will establish a timeline of events.
75	E-23	E-2-8	Ability to interface with queuing system to generate a queue number. What is the queuing system?	This requirement is no longer valid and is being withdrawn for consideration.

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76	E-23	E-2-8	How should the interface work?	This requirement is no longer valid and is being withdrawn for consideration.
77	E-24	E-2-11	Ability to alert the user if an individual's record already exists in the system to avoid creation of a duplicate record. Which fields should the system determine/check/validate?	Name – First, Last, and Middle. Date of Birth Social Security number (if available).
78	E-24	E-2-13	Ability to remove SSN after issuance of Operator and Motorcycle licenses, and Non-Driver identification cards (not available for CDL). Should this remove completely (delete)?	Yes, completely remove the number from the database.
79	E-25	E-2-15	Ability to capture the following details associated with each address type Typically Address Line 2 I used for Suite, apartment, floor, etc. What should go in Line 1 and Line 2 if such value does not exist?	Address line one (1) to be used for mailing. Address line two (2) to be used for “legal” address (physical) Address line three (3) to be used for a “temporary” mailing address if the applicant requests the license/ID to be mailed to an alternate location.
80	E-25	E-2-17	Ability to establish time validity of an address by capturing "from date" and "to date" information. Permanent address does not require "to date" whereas temporary address requires both "from date" and "to date" information. How is to date used?	”To” and “From” dates will be used to establish a timeline of events as it pertains to customer contact.
81	E-25	E-2-17	What happens when To date is reached?	The “primary” address will take precedence.
82	E-25	E-2-19	Ability to generate a unique control number for new individuals being added and existing records in our system. How is the control number used?	The control number will be used as an alternate way to track applicants internally.
83	E-25	E-2-20	Ability to capture using a check box if "legal address" is same as "mailing address" then set "legal address" to "mailing address." Is it desired the solution store the address 2 times or just "mark" it?	Yes, repeat in both address locations.

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84	E-25	E-2-21	<p>Ability for users with role-based access to merge identification numbers associated to an individual in the system.</p> <p>Should the system allow for the user to select which identification number wins or should it be pre-defined?</p>	<p>The ability for the system to recognize which records need to be merged. Upon recognition, a supervisor override would be required to allow the system to continue to merge the associated information in the manner being revealed.</p>
85	E-25	E-2-22	<p>Ability to verify mailing address and legal address (includes city & zip codes) by using USPS interface (CASS).</p> <p>Should this be in real-time?</p>	<p>Yes, real time is required.</p>
86	E-27	E-2-29	<p>Ability to view and initiate background check for all Non-US citizen applicants whose background check status is "not started". Once the background check is initiated, a detailed report (daily) containing individual, driver license and image information is generated for all Non-US citizen applicants and set the 'background check status' to 'in progress'.</p> <p>Is this task initiated automatically or manually?</p>	<p>This task is an automated process which runs through the AAMVAnet in real time. The program is called "SAVE" and is initiated at the time of the transaction. The result of the check will determine whether the transaction can proceed.</p>
87	E-27	E-2-30	<p>Ability to capture driver education details if a Non-US Citizen applicant does not have a driver license from other US jurisdiction or home country.</p> <p>How is this done?</p>	<p>Documentation is screened manually by the clerk. The proposed solution shall have a "check" box to indicate if the applicant has a valid license from another US jurisdiction or is need of driver training.</p>
88	E-30	E-2-43	<p>Ability to trigger calculation of actual expiration date when applicant's Visa expiration date is updated.</p> <p>How is does the system learn of the Visa expiration date change?</p>	<p>This is currently accomplished via a manual calculation and data entry by the clerk. The proposed solution shall have the ability to calculate the license term by the expiration date of the VISA.</p>
89	E-34	E-2-62	<p>Ability to trigger SSN check by interacting with SSOLV system and set the value of SSN verification as "failed."</p> <p>Should this be real-time?</p>	<p>Yes, real time verification through the AAMVAnet system.</p>
90	E-34	E-2-62	<p>Should the system also run batch jobs with the SSA direct?</p>	<p>The system shall have the ability to do so as a "back up" if the real time system fails. This will allow us to continue to process applicants during outage periods or lost connectivity to AAMVAnet.</p>

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91	E-37	E-2-87-E-2-92	Should these items be automatic within the processes?	Yes, the proposed solution should calculate which applicants need an exam by a predetermined rule or law.
92	E-39	E-2-110	Ability to display the following as reasons for rejection and allow the user to select and update the status of application as rejected: Do these rejections occur in real-time?	Yes, rejections need to occur on or before the point of sale.
93	E-40	E-2-111	Ability to interrupt transaction by selecting the following reason codes What should happen when the transaction is interrupted?	The transaction rejection needs to be recorded for historical purposes. The rejections should be a “hard” stop which can be overridden by a Supervisor.
94	E-40	E-2-118	Ability to reset the duplicate license count to zero at every renewal transaction. Can you please explain this.	Applicants must renew their license every five (5) years. If an applicant loses their license they can apply for a “duplicate” license. By rule, applicants can only apply for three (3) duplicates in a five (5) year renewal period.
95	E-40	E-2-118	What if duplicates exist? What should happen if the count is reset to 0?	The ability to “reset” the number of duplicates to zero should be a Supervisor function only. Three (3) duplicates need to be a “hard” stop.
96	E-41	E-2-127	Ability to capture and track comments associated with an 'at risk' driver. Are these personnel comments?	Yes, comments related to the test results of a specific applicant.
97	E-41	E-2-127	Are they ever shared with drivers?	No.
98	E-41	E-2-127	Do viewing restrictions exist? Should they appear in the Global View when viewing a driver?	Yes, all restrictions and endorsements should be a “global” view.
99	E-55	E-2-251	Ability to generate report of all students associated with a school. How are the students entered into the system?	Currently, the information is entered and contained in a separate access data base which will need to be converted to the “new” proposed solution.
100	E-69	E-3-38	Ability for system to generate a notice of suspension either on-line or via batch process and produce a printed and electronic retained image of the document. What is online?	Notice would be printed real time.

#	Page No.	Section No.	QUESTION	ANSWER
101	E-69	E-3-39	<p>The system shall have the ability to identify specific requirements that in accordance with NH law must be completed prior to restoration (example: DWI conviction - requirements include: proof of completion of an impaired driver education program, filing proof of insurance, surrender of NH license, timed period of revocation/suspension). Additional requirements may also be included and linked to the sanction.</p> <p>Should the system store the requirements or does it retrieve it/receive it?</p>	<p>The requirements that are associated to specific suspension/revocation/disqualification/denial actions that are created following the entry of certain convictions would be stored in a table. Following the entry of such a conviction, and when the suspension/revocation/disqualification/denial record is added/created, the system would retrieve the specific requirements from the Table and automatically be written to the individual's record.</p>
102	E-73	E-3-62	<p>Once all requirements associated to a sanction have been met and if no other sanctions exist against the privilege the system shall generate and print a formal notice of restoration/rescind. The notice shall contain references to each of the sanctions that have been satisfied, the time of day the letter printed, the individual's full name (first, middle, last, suffix), mailing address, etc. An electronic of this document shall be retained.</p> <p>Is this automatic?</p>	<p>Yes.</p>
103	E-18	E-3-115	<p>The system shall have the ability to automatically suspend an individual who fails to meet an SR-22 requirement within 21 days of the entry/processing of an SR-26 (Certificate of Cancelation).</p> <p>How is the SR-26 received?</p>	<p>Paper copies of the certificates are received and manually entered into the database.</p>
104	E-85	E-3-139	<p>Ability to update the following details associated to the mailing address of an individual</p> <p>Please confirm the system should retain the old address.</p>	<p>Yes, past address information should be included as part of historical record.</p>
105	E-95	E-3-227	<p>Ability to have a corporate entity stand in for an individual for any actions taken by the Division of Motor Vehicles or Bureau of Hearings</p> <p>What additional data should be captured here?</p>	<p>Any described action against an individual such as; posting of convictions, suspension/revocation/disqualification/denial records, and restoration records can be added to the motor vehicle record of a corporate entity. Note: However, the suspension/revocation/disqualification/denial actions would be linked to the corporate entity's registration privilege (single registration or full registration).</p>

#	Page No.	Section No.	QUESTION	ANSWER
106	E-117	E-4-2	<p>Ability to search an individual using any or combination of the following criteria</p> <p>How is the unique internal DMV identifier number generated?</p>	<p>The proposed solution is for the system to create a unique internal DMV identifier number. The actual number may be comprised of alpha and or numerical characters/references.</p>
107	E-118	E-4-6	<p>Ability to retrieve and view the following information associated to an individual:</p> <p>Please confirm this is more a limited view and not part of the Global View?</p>	<p>This information is not limited and can be viewed as part of a Global View within the DMV.</p>
108	E-118	E-4-7	<p>The system shall have the ability to communicate with the Driver License subsystem and search and retrieve an individual based on ALIAS name and date of birth and return the record as inquired.</p> <p>How is ALIAS name entered?</p>	<p>An alias is a historical name record that is retained within the database following a change to the individual's name (first, last, middle), date of birth or Social Security Number (SSN). The change may occur as the result of the receipt of the appropriate source documents (paper) or when records are merged to a master record.</p>
109	E-119	E-4-11	<p>Ability to capture the following details associated with each address type</p> <p>Address 2 is listed as optional but in other parts of the system required. Is this intentional?</p>	<p>Yes, individuals are often created based upon the receipt of court documents and traffic tickets. The individual may reside in another state or country or may simply be a NH resident that has never applied for or received a NH issued credential (license, non-driver ID, car registration/plates).</p>
110	E-120	E-4-13	<p>Ability to generate a unique identification for new individuals being added to the system.</p> <p>How is the unique number generated?</p>	<p>The proposed solution is for the system to create a unique internal DMV identifier number. The actual number may be comprised of alpha and or numerical characters/references.</p>
111	E-120	E-4-15	<p>Ability to update an individual's license status to "denied" when an individual has been issued citations for driving without a license and is convicted for another offense in a single stop or at the same time. Note: "denied" status would mean</p> <p>If an individual has had no license should this match on SSN/address?</p>	<p>As indicated, the denial status is established following the entry of citations/convictions into the database therefore, a unique number/identifier would have been established for this person and the records would be tied to this individual.</p>

#	Page No.	Section No.	QUESTION	ANSWER
112	E-126	E-4-40	Ability for the user to retrieve and view the following information associated with a hearing (number) What is audio file information?	Each hearing is digitally recorded. The reference is an indicator that the hearing was held and recorded.
113	E-126	E-4-40	What is email request?	At present an individual can request a hearing via email by going to the DOS, Bureau of Hearings website.
114	E-127	E-4-42	The system shall have the ability to automatically schedule a hearing for individuals from the following batch reports and display the list of hearings scheduled How are time slots allocated?	Each hearing reason code shall be assigned a duration.
115	E-127	E-4-42	Should the system have some intelligence built in?	The proposed solution should provide users with the appropriate permissions the ability to view and update the hearing scheduled for a particular location with real time view and update capabilities.
116	E-127	E-4-42	How many locations are hearings done at?	At present hearing are conducted in six locations all of which are DMV substations.
117	E-128	E-4-46	For individuals "not selected" in the hearing selection process, prevent their future selection until an additional points offense occurs. Can you please explain this.	At present certain hearing codes, such as Demerit Points and Habitual Offender Certification, require a manual review of the convictions that are posted to an individual's record. The records that are reviewed, following the receipt of a daily report, which identifies conviction records that were last updated the previous day. Therefore the report may include the names of individual's whose records were previously selected, reviewed and determined not to qualify. The proposed solution is to report the names of those individuals that qualified for review based upon convictions that were posted to the record the previous day.
118	E-128	E-4-47-E-4-48	Should this be different then the Global View?	Yes, this is specific to the driver record report. The intent is to provide those with the appropriate roles/permissions the ability to view the driver record (history). At present the record must be printed and reviewed.

#	Page No.	Section No.	QUESTION	ANSWER
119	E-129	E-4-56	<p>Ability for the user to reschedule a hearing for an individual whose mailing address has been updated due to a "mail return."</p> <p>What should the system do if no new address exists? Would this be E-4-46?</p>	<p>No, the clerk would simply log the receipt of the returned mail, update the hearing status to default, and create a suspension/revocation/disqualification/denial record.</p>
120	E-130	E-4-67	<p>Ability for the users to update hearing status to "pending" when the outcome has not been determined.</p> <p>Do hearings only remain pending for a set duration?</p>	<p>The "pending" status itself will not have a set duration. Rather, each hearing code has a pre-determined time period (days) which the hearing must be closed within. The proposed solution should identify and generate a report of those hearings, which based upon the hearing reason code, remain in pending status yet have exceeded the established duration.</p>
121	E-131	E-4-75	<p>Ability to manage points associated with conviction types.</p> <p>Would this be the master table or individual overrides?</p>	<p>Both, as indicated the points associated to a specific conviction shall be carried in a Master Table that can be updated manually in real time.</p>
122	E-133	E-4-82	<p>The system shall have the ability to display all registrations associated to an individual or a business, and allow the user to select a specific registration for suspension (single registration suspension).</p> <p>Should this display within the Global View?</p>	<p>Yes, the Global View should list the status (suspended/revoked/disqualified/denied/pending) of each registration associated to an individual or corporate entity.</p> <p>To further clarify this requirement please note that at present the clerk must manually key in the plate type and registration information. The desired process would be for the system to display the list of vehicles registered to the individual or corporate entity as the clerk would then select the appropriate registration that would be linked to a single registration suspension/revocation/disqualification / denial action.</p>
123	E-133	E-4-84	<p>Ability for users to add the effective date and duration, while adding suspension to an individual's record.</p> <p>Would this be a manual override?</p>	<p>Yes.</p>

#	Page No.	Section No.	QUESTION	ANSWER
124	E-134	E-4-91	<p>Ability to automatically suspend an individual with a default record under the following conditions</p> <p>Please confirm default record.</p>	<p>Default record is related to an individual's failure to pay/respond to a fine or answer a complaint (traffic citation/complaint received via Plea-by-Mail or failure to pay fine owed to or appear in person to a court).</p>
125	E-134	E-4-92	<p>The system shall have the ability to alert users to enter the "docket number" of a previous suspension, while adding consecutive suspensions to an individual's record.</p> <p>How is the docket number generated?</p>	<p>NH Court Convictions – A Docket Number is issued by the court where the case was adjudicated. At present the court docket number is manually recorded on the court paperwork (abstract) that is received at the DMV.</p> <p>Out of State Court Convictions – The Docket Number is again taken from the source document that is forwarded to the DMV.</p> <p>-Plea by Mail traffic citations/complaints, in this case the six digit citation/complaint number shown on the PBM citation/complaint, is maintained as the Docket Number. The numbers themselves are pre-printed on the forms.</p>
126	E-139	E-4-137	<p>Ability for users to select the bureau to which a mail has been returned from the list given below</p> <p>Does all return mail go to a single location?</p>	<p>No, return mail is returned to the DMV Bureau where the document originated or where the postage is charged.</p>
127	E-139	E-4-137	<p>Does return mail need to be scanned/stored (i.e the address not found label from the USPS)</p>	<p>Yes.</p>
128	E-139	E-4-138	<p>Ability to update the following details associated to the mailing/legal address of an individual</p> <p>Address 2 is optional here but required in other areas.</p>	<p>In the case of returned mail received with a new mailing address, the clerk would only update the mailing address on file. Address 2 which represents that legal address would not be updated.</p>
129	E-145	E-4-193	<p>Ability to generate a notification to the law enforcement officers when a hearing has been scheduled and ability for the user to send the notifications through an email.</p> <p>How are email notifications logged & sent?</p>	<p>At present all email notifications are sent from a specific email address associated to the Bureau of Hearings. The email sent is then moved to a folder where it is archived.</p>
130	E-145	E-4-193	<p>Is it per individual or a batch type process?</p>	<p>Per individual.</p>

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131	E-145	E-4-193	Should the system send or just make note of it?	The system should make note that on the formal notice of hearing the notice was sent via email at a particular recorded date and time.
132	E-145	E-4-193	How does the system become aware of the email addresses?	Based upon the source. An individual can provide their email address and/or that of their legal representative. The same is true for law enforcement officers and prosecutors.
133	E-145	E-4-193	Does the system maintain an offices database?	Not at present.
134	E-145	E-4-193	Would this come from the original citation/other data entry point?	The Notification of Hearing would be generated by the database when the hearing has been scheduled.
135	E-171	E-5-46	System shall set the approval status of an inspection station to "approved" if all the below approvals are obtained How are these approvals obtained and stored into the system?	Currently this is a manual paper process. Nothing is entered into the system until final approval. We would like this all automated once the application is received and to be able to store the information electronically. This process requires letters to be created automatically and printed as a batch process. Dates of the application process are to be kept in the system detailing the different stages such as Town Approval, State Police Approval and Final DMV Approval.
136	E-171	E-5-50	System shall allow users to view existing inspection station records during the approval process. Would this be of the same owner/type/etc?	Yes, all information entered for that particular station, owners, mechanics, address, authorized users.
137	E-172	E-5-51-E-5-55	How are numbers generated?	The current system automatically generates a sequential number in order from the last number issued, currently we are at 4300.
138	E-172	E-5-51-E-5-55	Do the numbers need to be globally unique?	Yes, no two active current inspection stations can share the same number.
139	E-172	E-5-56	The system shall automatically add all inspection station owners as "authorized individuals." Should the inspection station display on the individuals global view page?	Yes, if available.

#	Page No.	Section No.	QUESTION	ANSWER
140	E-177	E-6-118 – E-6-125	Online Notifications What are online notifications?	Automatic system generated letters, to be mailed out, based on the information entered regarding a particular dealer. For example, a brand new dealer's first step in the approval process is the town approval; we want the town approval letter to automatically generate based on the information entered for that dealer.
141	E-189	E-6-43	System shall set the application status to "completed" after the completion of approval process for all of the following approvals How are the approvals entered into the system?	Currently this is a manual paper process. Nothing is entered into the system until final approval. We would like this all automated once the application is received and to be able to store and track the information (approvals and dates) electronically.
142	E-189	E-6-50	Ability to alert user to reject application if required bond is not furnished by applicant. How/when is this alert displayed?	The system needs to display a message to the clerk, prior to final approval, indicating that the required bond has not been filed and the clerk should not be able to continue with the approval process until the required bond has been filed.
143	E-189	E-6-53	Ability for a user with supervisory permissions to override and assign new dealer number. Please confirm the old number should be retained.	Yes, a complete history should be maintained for each dealer.
144	E-189	E-6-73	System shall alert the user of any expiring bond associated with a valid dealer How is this alert generated/displayed?	The current system does not provide this ability, but the proposed system needs to display a message indicating the bond's expiration date when processing any updates for that particular record and not permit the process to proceed if the bond has expired.
145	E-200	E-6-131	The system shall have the ability to register a dealer to receive email notifications. How is the dealer registered?	The system should have an indicator that the dealer is opting to receive e-mail notifications along with field to accept an e-mail address provided by the dealership that will be entered in by a DMV clerk.
146	E-200	E-6-132	Dealers shall be able to opt out of receiving notifications by mail. Is this email?	Yes, the word mail in this requirement should have been e-mail.

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147	E-200	E-6-132	Would this be provided via link in the emails (during registration and/or mailings)?	No, the system should have an indicator that the dealer has opted out of receiving e-mail notifications. The indicator should prevent any e-mail being sent to this dealer via e-mail distribution.
148	E-200	E-6-133	Ability to send email notifications to the dealers who have registered for receiving all DMV notifications through email. Should these be sent in real-time?	They can be sent real-time, but are not required to be.
149	E-200	E-6-133	What email server should it use?	The State will utilize an existing Microsoft Exchange server to relay e-mails from the proposed solution.
150	E-201	E-6-135	Ability to view copy of notifications sent to dealers. Should this be in the global view?	No, but a location with links to these letters needs to be available.
151	F-7	F-1-19	Would this be the Price Digests data?	Yes, the system is to validate a Vehicle Identification Number (VIN) and populate vehicle information fields with the appropriate information using data provided by Price Digests reporting subscription service.

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BIDDER _____ ADDRESS _____

BY _____

(this document must be signed)

_____ TEL. NO. _____

(please type or print name)