

ADDENDUM TWO

Date: October 27, 2011

To: All Bidders

From: Gary Ryken, Buyer
Nebraska Department of Motor Vehicles

RE: Questions and Answers for Request for Proposal Number 3820Z1
to be opened November 10, 2011.

Following are the questions submitted and answers provided for the above mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal.

Questions	Answers
1. Section II Procurement Procedures, Part E. Submission of Proposals: Please provide the phone number for the person that will receive our proposal package.	Gary Ryken 402.471.3902
2. Please provide the missing numbers for the following sentence: The Driver Licensing Services Division is staffed with XX administrative staff, XX management level staff and XX examiners.	The Driver Licensing Services Division is staffed with 13 administrative staff, 9 management level staff and 90 examiners.
3. How many personnel will be trained as office inspectors?	DMV will train a maximum of 15 individuals from the Driver Licensing Services Division will be trained and 93 employees will be trained on the County Treasurer side. The vendor is required to supply the training materials and provide a resource person for questions.
4. Will Inspector training occur at one single central site or at multiple sites? If multiple sites, how many?	See question 3.

Questions	Answers
5. If during the collection of information for developing the REAL ID Security Plan, it is determined that the State lacks necessary documentation or programs (e.g., privacy policy, security training programs, or emergency action plans,) what will be the responsibility of the contractor for developing these missing items? Will the responsibility of the contractor be limited to explaining what is missing, or will the contractor be expected to develop these items?	None – the contractor will be limited to explaining what is missing.
6. Upon conclusion of the contract work, will the contractor be asked to continue hosting the online tool for Nebraska for a period of time or should the contractor be prepared to assist Nebraska with installing the tool in-house?	NDMV would expect the contractor to host the tool until completion of the final report.
7. Can the NDMV provide office space at HQ for the Consultants to use as a work location during the project? (i.e. 10x10 cubicle)	Yes
8. Can the state please confirm that all permanent driver license credentials are mailed to drivers and the county Treasurer staff does not manufacture a secured credential document on site for “duplicate and replacement cards” or under any other circumstance?	All permanent driver license and state issued ID cards are mailed to drivers. The County Treasurer’s staff DO NOT manufacture permanent credentials for duplicate and replacement cards or under any other circumstances.
9. For the existing Driver License Issuance are you a photo-last process?	We are a photo-first process.
10. Is your temporary card an interim document or a copy of the Driver’s License?	The 30-day “temporary” document is an interim document that contains the same information as the permanent document.
11. Is the temporary card issued on secure paper or non-secure paper?	Secure paper.
12. Is the County Treasurer staff on-site at each Driver License Issuance location?	No -- in some instances the printing of the 30-day temporary document is done at a remote location.
13. Have you redesigned your Driver License Card Stock with L1?	Yes.

Questions	Answers
14. For the security plan, we will need to provide information on the number of security features and if the different security features on the card Stock, such as overt, covert, and forensic features. Will the State provide this information as part of the requirements gathering process?	Yes, the State will provide this information.
15. Will the State facilitate the work effort between the State and L-1 for additional data gathering?	Yes.
16. Will the vendor be required to travel to the L-1 facility?	No.
17. Will L-1 provide their security C2 certification for the security plan?	NDMV and the successful bidder will work through the process of gathering information from L1 as necessary.
18. In your current Driver License process do you have a "Gating/Review" process internal to the NDMV or is this handled by the vendor?	NDMV has an internal gated issuance process as well as the facial recognition gated process that is provided by the vendor as part of the driver license issuance system.
19. Do all 97 locations create a Driver License transactions?	Yes.
20. Will the vendor have access to all (32) locations where the Driver's license are issued?	Yes. To clarify, driver licenses are manufactured and produced from one central facility – 30-day temporary documents are printed in all 97 locations.
21. Will the vendor be allowed to review the current customer flow process to determine NDMV staff security?	Yes.
22. For your lobby management system, are they connected with the L-1 system or is it independent?	The Lobby Management System is independent from the L1 system.
23. Will all of the work be completed in the Lincoln Facility?	No.
24. Is the vendor required to be on-site for the entire duration of the contract?	No.
25. Can the Vendor work off-site on non-critical items?	Yes.
26. Is the vendor required to be specifically a security consulting firm?	No.
27. Will the NDMV provide the required subject matter experts for collection of all requirements, reviewing the current Driver's License Systems, Regulations, Statutes, and other Departments and the L-1 Vendor?	Yes.

Questions	Answers
28. Will the vendor have access to all DMV facilities for the Driver License issuance, including Driver License storage, and over-the-counter facilities?	Yes. See question #8 for more information.
29. Will the vendor be required to travel to the L-1 production site?	No.
30. Will the NDMV provide the current safeguard policies, regulations, and statutes in place?	Yes.
31. Is it the expectation that the vendor provide the NDMV with policies for the securing of Personally Identifiable Information (PII)?	No.
32. For the security plan, we will need to provide information on the number of security features and if the different security features on the card Stock, such as overt, covert, and forensic features. Will the State provide this information as part of the requirements gathering process?	See 14 above.
33. What access systems, if any, are you currently utilizing for your employees?	NDMV prefers not to disclose this answer in a public document – it will provide this information to the successful bidder.
34. If you don't have an access system, is it the expectation of NDMV that the vendor would provide recommendations for control access systems?	No.
<p>35. a.. Per Rule § 37.45, have all of your employees been background and fingerprinted?</p> <p>b. If not, is it the expectation of NDDMV that the vendor assist in this effort? Including help with ORI requests and establishing procedures?</p> <p>c. Will the vendor be required to work with state Public Safety Department/Agency for the submittal of employee background checks?</p>	<p>a. No.</p> <p>b. No.</p> <p>c. No.</p>

Questions	Answers
<p>36. a. Does the NDMV use any Computer Based Training for the Driver License issuances?</p> <p>b. If not, is it the expectation of NDDMV assist in this looking at possible systems?</p> <p>c. How many NDMV resources will be required to be trained? Will the vendor work with your internal Training team to develop the training required?</p>	<p>a. Yes.</p> <p>b. No.</p> <p>c. The RFP does not require training.</p>
<p>37. a. Is the NDMV or State NIMS compliant?</p> <p>b. If not, will the vendor assist in helping reach compliance?</p> <p>c. Will the vendor work with all other divisions of the NDMV and public safety entities within the State?</p>	<p>a. Yes.</p> <p>b. N.A.</p> <p>c. The contractor will work with other divisions of NDMV but probably not other state agencies.</p>
<p>38. a. For a non-proprietary solution, will the NDMV, be purchasing any required licenses for these tools?</p> <p>b. What is the Service Level Agreement required for the Vendor Resource to be available to answer questions?</p>	<p>a. The contractor must provide the necessary software licenses as part of the overall bid.</p> <p>b. NDMV would expect the resource to be available 8 a.m. to 6 p.m. CST five days per week excluding holidays until the completion of the final Gap Analysis report.</p>
<p>39. How many of the Real ID Material Compliance rules have been met by NDMV?</p>	<p>That will be determined by the gap analysis.</p>
<p>40. Will the State entertain a fixed bid proposal?</p>	<p>Yes.</p>
<p>41. Will the State provide onsite office space and facilities to the contractor?</p>	<p>Yes.</p>
<p>42. Addendum #1 addressed the question submission deadline inconsistency, however the Opening Date inconsistency November 10th, 2011 (on page 1) or November 16th, 2011 (Contractual Services Form) has not been clarified. Which is the correct date?</p>	<p>The bid opening is November 10, 2011, 2:00 p.m. Central Time.</p>
<p>43. If the information on the Contractual Services Form is incorrect should this form be edited by the Respondent since it must be included with the response or will a new form be provided?</p>	<p>Any corrections to the original RFP are made via addendum.</p>