

ADDENDUM ONE, QUESTIONS and ANSWERS ROUND ONE

Date: September 14, 2018

To: All Bidders

From: Teresa Fleming / Dianna Gilliland, Buyers
AS Materiel State Purchasing

RE: Addendum for Request for Proposal Number 5914 Z1 to be opened October 25, 2018 at 2:00 p.m. Central Time

Questions and Answers

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. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.			Whether companies from Outside USA can apply for this? (like, from India or Canada)	Yes, if the Contractor can meet the following requirements: 1) Section III.B. Employee Work Eligibility Status and 2) Section V., D. Technology Requirements, 13.
2.			Whether we need to come over there for meetings?	Yes, please refer to Section V.W. Project Planning and Management 2.a.through 3.d. and Section V.Q. User Training and Complementary Products to Support Trainers and Users 1 through .6.e.

3.			Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	No. Please see answer to Question 1.
4.			Can we submit the proposals via email?	No.
5.	V. Project Description and Scope of Work – A. Project Scope of Work	27	2.d. – v. Knowledge Testing System and vi. Skills Testing System Question: Given that the current knowledge and skills testing systems were deployed in 2016, can the state please explain the need to replace the system in 2020 as part of this procurement?	The current Contract for knowledge and skills testing expires in November 2020.
6.	V. Project Description and Scope of Work – B. Project Environment	30	6. Participation in multi-jurisdiction biometric identification “The solution shall enable Nebraska’s continued participation in this multi-jurisdiction system.” Questions: Our understanding is that the multi-jurisdiction program only exchanges biometric templates generated by Idemia algorithms. Can the state please provide clarification by responding to the following questions: 1) Rather than templates, can the multi-jurisdiction program accept facial images in standard formats such as jpeg, png, or bmp?	The DMV does not have this information available.

			<p>2) Does the multi-jurisdiction program accept interoperable data formats for exchanging images such as the Department of Justice's National Information Exchange Module (NIEM) or the National Institute of Standards and Technology's (NIST), ANSI/NIST-ITL?</p> <p>3) If neither standard image files or standard data formats can be used, will the state please make the multi-jurisdiction system interface specification available?</p>	<p>The DMV does not have this information available.</p> <p>The API used to fulfill this requirement is provided by the current Contractor; DMV does not have the specifications.</p>
7.	V. Project Description and Scope of Work – D. Technology Requirements	31	<p>13. Off-Shore Development and Hosting of State Data "The DMV requires the development and maintenance of applications for the DMV be performed within the United States." Question: 1) Can the State change this requirement to read "The DMV requires the development and maintenance of applications for the DMV be performed within the United States or Canada."?</p>	No, the requirements will remain as written.
8.	Project Scope of Work - V. A. 2.c.	27	In addition to the migration of existing image libraries and re-enrollment into the new facial recognition system, what is meant by the term "Data Conversion" as it applies to existing data and/or image files?	Facial images and signatures have related meta data associated. This meta data must also be converted to the new system.
9.	Project Scope of Work - V. A. 2.c.	27	In addition to the migration of existing image libraries and re-enrollment into the new facial recognition system, what is meant by the term "Associated Data" as it applies to migrating Data?	Please see answer to Question 8.

10.	Project Scope of Work - V. A. 2.g.	27	"Contractor must maintain the system for six months following the end of the contract" This would infer the contractor would be providing the enrollment and issuance services (and cards) without a contract for 6 months. Can the state please elaborate on this requirement in terms of what must be "maintained" in regards to "the system"?	The Contractor will need to ensure the system is maintained to facilitate card production for individuals who have applied for a license, but for whom card production has not taken place, prior to the end of the contract. Access to existing systems must also be maintained in order to ensure access to data for use in investigations.
11.	Project Scope of Work - V. B. 1.a.	27	"The portable equipment is transported from county to county processing applicants and administering driver license Knowledge and Skills Tests." Does "processing applicants" include the applicant enrollment and image/document capture process in addition to the Knowledge and Skills testing process?	Yes, examiners using both permanent and portable equipment capture the digital photo and signature of applicants along with any source documents presented. See Section V.A. Project Scope of Work.2.d.
12.	Project Scope of Work - V. B. 1.g.	27	During the 6 months following the end of the contract, if a new vendor is selected for the following contract, will they have access to the incumbent's solution? Will cards be issued during this 6 month period? And in what approximate quantities?	The DMV will have access to both the old and new Contractor's solution only. Yes, some card production may be required during this time. Quantities are unknown at the time; however, the numbers may diminish with time.
13.	Project Scope of Work - V. D. 3.	30	"The Contractor will be provided with server hardware, Microsoft Server 2016 (or current version), SQL Server 2016 (or current version), VM software, network, SAN storage, and document image capture scanners." Does the state intend to provide only the document scanners for breeder document image capture, and not those required for document authentication (such as for DL and passport validation)?	The Contractor must provide scanners for document authentication.
14.	Project Scope of Work - V. F. 2.c.i.c.	32	Permanent Workstations - "Dual 19" monitors." Does this requirement infer that one of the monitors must face the customer?	The monitors will be used by and for the examiners. Monitors will not face the customer.

15.	Project Scope of Work - V. F. 2.c.i.c.	32	Permanent Workstations - "Dual 19" monitors" If one of the monitors is required to face the customer, does it require any input peripherals or a touch screen requirement?	No, the dual monitor does not require any input peripherals or touch screen requirements.
16.	Project Scope of Work - V. F. 2.c.ii.f.	32	Are headphones required? If so, could the state please provide a requirement for either ear-bud type or full headset headphones?, or is it possible to delete the requirement if not needed?	Yes, see Section V.F. Workstation Descriptions, 2.c.ii.f. and 3.c.ii.h. DMV requires full headset headphones, not ear buds.
17.	Project Scope of Work - V. F. 2.c.ii.i.	32	To better estimate the type of webcam and solution workflow required, could the State clarify the use of the "webcam" for the permanent and portable workstation?	The webcam will be used primarily to communicate between management and front line examiners, individually or as a group.
18.	Project Scope of Work - V. F. 2.d.iii.f	33	"Driver for CanoScan LiDE 210 and 220 scanners" – Is it correct that the state is providing this hardware? Is the State application or is the vendor provided application meant to use this hardware? What is the intent of the state in using the existing device give the requirement for the vendor to provide new devices?	The State will provide the CanoScan LiDE 210 or 220 and the associated document management system. Yes, due to ECM requirement. The document scanner is not required however the authentication hardware is required.
19.	Project Scope of Work - V. F. 2.d.iii.g	33	"Driver for Panosonic KV-S1027C scanner" – Is it correct that the state is providing this hardware? Is the State application or is the vendor provided application meant to use this hardware? What is the intent of the state in using the existing device give the requirement for the vendor to provide new devices?	The State will provide the KV-S1027C-NT scanners and the associated document management system. Yes, due to ECM requirement. The document scanner is not required however the authentication hardware is required.

20.	Project Scope of Work - V. H. 1.	35	"When the database ascertains there is a match, the remaining fields required by the examiner must be automatically populated with complete and accurate information." - Does this requirement apply to the DL applicant capture and enrollment process, or only the testing process since the term "examiner" is used?	The Contractor must suggest solutions in all aspects of the CATS which limits the number of keystrokes necessary by examiners to process applicants.
21.	Project Scope of Work - V. I.9.4	37	"Secretary of State retrieves signatures only for purposes of voter registration". Does the state require an interface to (or provision of) an integrated voter registration process, or only a web service interface for retrieving digital signature images?	An integrated voter registration process is not required. A web service interface for the request and retrieval of images is required.
22.	Project Scope of Work - V.L.6.	39	"The solution must be able to read a digital watermark" - Digital Watermarks are usually proprietary technologies forensically determined, not usually read with conventional document authentication devices designed to validate DLs or Passports. Can the state further elaborate on the need to read or provide a forensic or algorithm based digital watermark within an image on a Driver's license? Is this required to read other states digital watermarks?, or is this requirement just for Nebraska? Does Nebraska have an agreement with the current watermark vendor to allow to read digital watermarks for the states referenced in the answer of the above question?	The Contractor must provide a solution which is capable of reading a Digital Watermark. If necessary, Contractor will need to work with owner(s) of proprietary technologies. Yes, must read both out-of-state and Nebraska license digital watermarks. No.
23.	Project Scope of Work - V.O.9.	47	"The system shall allow fraud investigators to perform ad hoc queries against the image database utilizing images in the database or imported from outside sources". Will the	Capability for up to 20 investigator/adjudication is required. The workstations are not a requirement of V. Project Scope of Work, O. Back Office Facial

			state please provide an estimated number of fraud investigators/adjudicators workstations that the solution will need to support in addition to the enrollment workstations?	Recognition, 9.
24.	Project Scope of Work - V.S.6.A	51	"Repair of all hardware, cameras, and peripherals shall be accomplished with new replacements and shall not be accomplished with used or refurbished replacements, unless approved by the DMV" - Should this requirement mean that all repairs must use new components as associated with a Maintenance offering, (not replaced with new equipment)?	Yes, the DMV will only accept new components or new replacements when the Contractor is repairing hardware, cameras and peripherals, unless approved by the DMV.
25.	Temporary documents	N/A	Is the vendor solution expected to print a temporary ID/receipt after the enrollment process is completed? If so, is the vendor expected to provide paper printers and secure paper stock for printing temporary ID/receipts?	No, this will not be the responsibility of the Contractor.
26.	O. Back Office Facial Recognition - 7 a.	46	"The system shall support Nebraska's continued participation in the multi-jurisdiction facial recognition program. Other current participants include Iowa, South Dakota, and Illinois." Can the State provide details of the API's and functionality to fulfill this requirement? Can the State also provide an estimated volume for incoming and outgoing requests required?	The API used to fulfill this requirement is currently provided by the current Contractor. This API will need to be created by the awarded Contractor per the requirements of the RFP. Daily estimates for the current states are as follows: Incoming – 3,000 Outgoing – 400
27.	P. Card Production and Mailing system. 5. Card Mailing. H.	48	"The solution must be able to produce an image of any individual's produced card. For example, the DMV may request the produced card image to provide to law enforcement." Is the State looking for an	The DMV requires the ability to see the image (front and back) of any card that has been produced at the factory. These images will assist employees in answering questions, resolving issues and may be shared with

			interface where an operator can search for a particular card produced and save to a JPEG file the image associated with the card production request? or is the State looking for an API that other systems can use to query the FRS system for specific images?	authorized entities. DMV is not looking for an API that other systems can use to query the FRS system for specific images.
28.	I. Storage and Interfaces.5	36	"The Contractor must provide evidence of API Certifications by Hyland Software for the purpose of integrating with OnBase Enterprise Content Manager. The Contractor must provide applicable certifications for Modules and Administration where certifications can be obtained to be used to configure/develop and support the proposed solution prior to the contract start date." Can this requirement be changed to allow the vendor to become certified after contract negotiations have been completed and prior to project implementation?	Section V.I. Storage and Interfaces, 5. Is hereby deleted and replaced with the following: The Contractor must provide evidence of API Certifications by Hyland Software for the purpose of integrating with OnBase Enterprise Content Manager. The Contractor must provide applicable certifications for Modules and Administration where certifications can be obtained to be used to configure/develop and support the proposed solution prior to the beginning work on the OnBase ECM.
29.	M. Knowledge Testing and N. Skills Testing	39-46	To improve competition and increase the number of vendors able to participate in these RFPs, states usually make two distinct requests, one for credentials (card ID, drivers licenses, etc.), and a separate RFP for Knowledge and Skills testing. Will the State of Nebraska consider moving the Knowledge and Skills testing requirements to a separate RFP?	No.
30.	Section V.B.6	30	Does the multi-jurisdictional biometric identification currently only apply to CDL applicants?	Yes, it currently only applies to CDL applicants.
31.	Section V.B.6	30	Is the multi-jurisdictional biometric identification currently based on a publishable (but not public) API framework?	The API used to fulfill this requirement is currently provided by the current Contractor; the API is not publishable.
32.	Section V.B.6	30	If so, can this framework be shared with respondents?	The DMV does not have the framework; therefore, cannot provide.

33.	Section V.D.1	30	Will you consider a cloud hosted solution, which will save hardware expense and minimize staff's need to configure and maintain the on-premise hardware?	No, the State will not consider a cloud based solution.
34.	Section V.D.1,3	30	In the event the contractor wishes to utilize only VMs, will the contractor be responsible for provisioning, and maintaining the VMs required (and their corresponding server HW), or will the VMs be created and managed by the State's OCIO, with the vendor only having access once the VM is functional?	The VMs will be created and managed by the State's OCIO with input and coordination with the Contractor.
35.	Section V.I.5	36	Is the API certification by Hyland required as part of the response, or can this be agreed to as a function of the contract?	Please see the answer Question 28.
36.	Section V.J.6	38	Refers to facial images, not signatures?	Section V.J.6 refers both to the digital image and digital signature.
37.	Section V.Q.3.b	49	Does the state offer 'sandbox' environments for testing? As this will be an integrated application set, with connections into multiple state systems, for each system is there a QA or sandbox which can be used for testing and training purposes.	The State does not host a 'Sandbox' environment. If the Contractor deems a 'Sandbox' or QA environment is needed, it will need to be provided by the Contractor.
38.	Section V.Q.3.b	49	Do these existing test environments have test data?	The State legacy system does have a test environment but does not host a test or QA environment for the services being requested in this RFP.
39.	Section V.Q.3.b	49	Do these test environments utilize the same version of API or integration methods as the production applications?	Please see answer to Question 38
40.	D.1 Technology Requirements, item d	30	Given that the solution will be in a virtual environment, should Technology Requirement D.1.d be restated to say 'The Contractor will be responsible for managing the <i>virtual machine</i> configurations on the State-owned hardware'?	The VMs will be managed by the State's OCIO with input and coordination with the vendor.

41.	F.2 Permanent Workstations, item c.i.i	32	Does the State want an external webcam or is a built-in webcam acceptable?	An internal webcam would be acceptable.
42.	V.F.2.ii.i) & V.F.3.ii.i)	32 & 33	Please describe the use case where a webcam will be used for both the Permanent and Portable Workstations.	Please refer to answer for Question 17.
43.	F.3. Portable Workstations, item c.ii.a	33	Would the State please clarify requirements it seeks for ADA compliance?	DMV requires a light-weight carrying case with capability to extend handles so that examiner does not have to bend over to pull it. Rollers must be of high quality to make it easy to roll.
44.	F.5 Skills Test Tablet	34-35	Screen sizes of portable, handheld, ruggedized tablets generally available in the market are smaller than 17". Experiences from other jurisdictions indicate a smaller screen size is available to meet all the requirements of F.5.d. Will the DMV allow the Contractor to propose the best tablet with the largest screen size available that will also meet the DMV's ruggedness, ergonomics, and durability required?	Section V. F. Workstation Requirements, 5. Skills Test Tablets. b. i. a) is hereby deleted and superseded with the following: a) tablet with a minimum of 10" screens with touch screen technology. Section V. F. Workstation Requirements, 4. Knowledge Test Tablets. c. i. a) is hereby deleted and superseded with the following: a) tablet with a minimum of 10" screens with touch screen technology. The tablet must meet the requirements of the RFP.
45.	F.5 Skills Test Tablets, items g & h	35	Please confirm that "wireless" here means a Wi-Fi connection and not a cellular connection.	The term wireless refers to a Wi-Fi connection.
46.	L. Document Authentication	39	Is it your intent that you will store the scanned image from document authentication?	No, images will not be stored from document authentication.

			If yes, will it be on the Contractor's system or the ECM?																																																																																	
47.	Q.5. DMV Staff Training, item b	50	Would the State please clarify whether "Trainers" means DMV staff or Contractor personnel?	Trainers means DMV staff and Contractor personnel. State trainers will be trained by Contractor personnel to administer staff training, but Contractor personnel will also attend staff training to assist when needed.																																																																																
48.	Q.6 Other User Training, items d & e	50	Would the State please clarify the role of the Contractor for "Other User Training"?	Please see answer to Question 47.																																																																																
49.	Cost Proposal		<p>Given the duration of this partnership, will the State consider making the labor rates table more dynamic, such as the following:</p> <table border="1"> <thead> <tr> <th>Year >>></th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> <th>7</th> <th>8</th> <th>9</th> <th>10</th> <th>11</th> <th>12</th> <th>13</th> <th>14</th> <th>15</th> </tr> </thead> <tbody> <tr> <td>Labor Category 1</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>Labor Category 2</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>Labor Category 3</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>Labor Category 4</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </tbody> </table> <p>This will allow the rate to be lower in the near future and increase slowly over time.</p>	Year >>>	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	Labor Category 1																Labor Category 2																Labor Category 3																Labor Category 4																No, not at this time.
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50.	Cost Proposal		Bidder assumes that low price comparison between bids is based on the cost-per-card line. Please indicate if the recommended security features and the hourly rates are also calculated to determine low price. If so, how are they calculated?	<p>Bidders should provide the best cost per the requirements of the RFP.</p> <p>Also see the Evaluation Criteria posted on the State Purchasing Bureau website.</p>																																																																																
51.	M. Knowledge Testing and N. Skills Testing	39 - 46	These sections of the RFP require that Knowledge and Skills Testing be integrated with the entire solution. We believe that this creates an unfair competitive advantage for the incumbent. Please consider removing	No, the requirements will remain as written.																																																																																

			the Knowledge and Skills Testing from this RFP to promote a more competitive procurement.	
52.	L. Document Authentication	39	The ability to read a watermark is proprietary to the incumbent. Please consider removing this requirement to promote a more competitive procurement.	The ability to read the digital watermark will not be removed from the RFP. The requirements will remain as written. Please see answer to Question 22.
53.	I.L / I.Q	4 & 5	I.L: When requested, samples shall be furnished at the Bidder's expense prior to the opening of the bid, unless otherwise specified. I.Q: The Bidder must supply a minimum of 48 card samples of the recommended card type with the proposal. Are these two sections referring to different sample sets?	Yes, these are two different sample sets. Section I. L. Credential Samples is for information purposes only. Section I. Q Request for Proposal/Proposal Requirement is a mandatory requirement.
54.	I.T	6	State reserves the right, in its discretion, to select only the top scoring bidders to present/give oral interviews Can DAS specify how many of the top bidders will be provided the opportunity to present/give oral interviews?	Should oral interviews be conducted, the number of bidders invited to give presentations will be determined after the evaluation of the Corporate, Technical and Cost scores have been completed.
55.	1.J	14	Bidders should submit one proposal marked on the first page: "ORIGINAL". If multiple proposals are submitted the State will retain one copy marked "ORIGINAL" and destroy the other copies. Should bidder's provide any printed copies of the response or just the requested original?	Bidders should submit only the requested ORIGINAL. No copies.
56.	III. N	22	N. DISASTER RECOVERY/BACK UP PLAN The Contractor shall have a disaster recovery and back-up plan, of which a copy should be provided upon request to the State, which includes, but is not limited to equipment, personnel, facilities, and	The State does have a Disaster Recovery data center which will be utilized by the Contractor for data and image recovery.

			<p>transportation, in order to continue services as specified under the specifications in the contract in the event of a disaster.</p> <p>We can offer the state both card manufacturing and card personalization facilities, the data center is hosted by the State. Does the State have a Disaster Recover data center (e.g. Secondary site)?</p> <p>If not is the vendor required to provide a DR data center and does the state accept that this will be out of State due to disaster recover planning best practices?</p>	
57.	V.B.4	29	<p>B. PROJECT ENVIRONMENT</p> <p>4. Images Please can the State specify the average size of photo images, and also the total size in Terrabytes of the entire photo data to be migrated?</p> <p>Are all the photo images of ICAO quality, please elaborate on quality aspects?</p> <p>What is the typical size of Legacy Records and the total volume of all the audit data in Terrabytes?</p>	<p>DMV is currently obtaining this information. The answer will be posted separately when available.</p> <p>Photos captured post July 2009 were captured using ICAO standards.</p> <p>DMV is currently obtaining this information. The answer will be posted separately when available.</p>
58.	V.D.1	30	<p>D. TECHNOLOGY REQUIREMENTS</p> <p>1. The Contractor will utilize OCIO enterprise environment including virtual machine, storage area network (SAN), and state WAN/LAN.</p> <p>Will OCIO also provide the same enterprise environment and resources required for the Facial Recognition System?</p>	Yes

59.	V.D.1b	30	<p>D. TECHNOLOGY REQUIREMENTS 1b. The SAN is a single piece of equipment and is a self-contained redundant storage system. It has redundant power supplies and network connections. The SAN has included additional drive(s) and will serve as the global hot spare in the overall array.</p> <p>Does OCIO have a Disaster Recovery (DR) data center, if so how will the SAN data or even the Virtual Machines be replicated to the DR?</p> <p>Is the state going to provide the a replication solution?</p>	<p>The State does have a Disaster Recovery data center which will be utilized by the Contractor for data and image recovery. Interfaces between the Contractor's system and the DR environment will be configured with the OCIO and the Contractor.</p> <p>The State will provide the replication solution.</p>
60.	V.D.1d	30	<p>D. TECHNOLOGY REQUIREMENTS d. The Contractor will be responsible for managing the hardware configurations on the state-owned hardware.</p> <p>Will the Contractors IT staff have access to the data center to manage the solution?</p> <p>Under which conditions 24x7 access or?</p>	<p>The Contractor will have limited access to the OCIO data center. Management of the system will be accomplished through VPN access to the system. Contractor must make prior arrangements with the OCIO to be escorted into the facility 24/7.</p>
61.	V.D.3	30	<p>D. TECHNOLOGY REQUIREMENTS 3. The Contractor will be provided with server hardware, Microsoft Server 2016 (or current version), SQL Server 2016 (or current version), VM software, network, SAN storage, and document image capture scanners.</p> <p>With regards to MS Server 2016, is the State providing Standard Edition or Data Center Edition or both?</p> <p>With regards to MS SQL Server, is the State offering Enterprise Edition?</p>	<p>MS Server 2016 and MS SQL Server licenses will be provided by the State, version to be determined by the solution requirements. Please specify what your specific needs are in your response to the RFP. The State has access to the Enterprise Edition.</p>

62.	V.D.7	31	<p>D. TECHNOLOGY REQUIREMENTS 7. The web-based solution shall be supported by an evergreen version of browsers, including but not limited to, Internet Explorer/Edge, Google Chrome, Mozilla Firefox, and Safari.</p> <p>Does the State accept a mixed architecture solution consisting of of both thick client desktop software and also web-based applications?</p>	Yes, in those cases where the workstation hardware is required to be provided by the Contractor. (This does not include the facial recognition investigators/adjudicators.)
63.	V.D.13	31	<p>D. TECHNOLOGY REQUIREMENTS 13. Off-Shore Development and Hosting of State Data: The Contractor must protect all production data, application development, and card production in a manner that complies with the information security and physical security requirements of 6 CFR 37. The DMV requires all data to be stored within the computer environment hosted by the State of Nebraska. The DMV requires the development and maintenance of applications for the DMV be performed within the United States. Factory production of documents shall remain within the United States.</p> <p>As a point of information, different substrates require different production techniques and steps. In the current substrate used for Nebraska's DL/ID cards, manufacturing and personalization (adding personal data to the card) occur in nearly a single step. Other substrates require two completely separate steps - card manufacturing and card personalization. Card manufacturing personnel create the card body stock and</p>	No

			<p>they have no access to a cardholder's data. Card personalization is where the operators add personal information onto the card body stock and do have access to personal data.</p> <p>Would the State consider this requirement just for card personalization and issuance?</p>	
64.	V.D.16	31	<p>D. TECHNOLOGY REQUIREMENTS 16. The solution must be available 24 hours a day, 7 days a week. Performance must be maintained regardless of any maintenance, back up, or other activities.</p> <p>In some cases planned maintenance "out of DMV business hours" may be required to be conducted, whereby the system will be offline during an agreed period with the State, is this acceptable?</p>	Yes for scheduled and abbreviated periods of time as approved by the DMV.
65.	V.F.2	32	<p>F. WORKSTATION DESCRIPTIONS 2. Permanent Workstations ii. Peripherals h) card authenticator (small, durable, lightweight)</p> <p>Is the "Card authenticator" referring to the requirement for Document Authentication in section "L. DOCUMENT AUTHENTICATION 2. The solution must identify, extract, and verify covert security features of any driver license or other acceptable identity document (e.g., passport) for authentication purposes.", if so the State is asking for passport authentication as well, so must Contractors provide an authenticator device that can verify both cards and passports for these Permanent Workstations?</p>	The card authenticator must have the capability to verify Nebraska and other state licensing and State ID Card documents, United States Citizenship and Immigration Services documents, and U.S. passports.

66.	V.F.2	32	<p>F. WORKSTATION DESCRIPTIONS 2. Permanent Workstations ii. Peripherals i) webcam</p> <p>What is the States use for the webcam, is this for taking the applicant's final ICAO compliant portrait? If so we do not recommend this as the quality will be of low quality.</p> <p>Hence will the State accept a DSLR (Digital Single Lens Reflex) camera as a substitution for this device? This DSLR would provide a high quality portrait capture.</p>	<p>Please see answer to Question 17.</p> <p>The webcam will not be used to take applicants' digital images.</p>
67.	V.F.2	32	<p>F. WORKSTATION DESCRIPTIONS 2. Permanent Workstations i. Hardware d) wireless keyboard with data entry keypad</p> <p>What does the term "Data entry keypad" refer to?</p> <p>Is this in reference to the dedicated numeric key pad portion of a keyboard?</p>	<p>Yes, when the DMV is referring to a data entry keyboard, DMV is referring to the dedicated numeric key pad portion of the keyboard.</p>
68.	V.F.3	33	<p>3. Portable Workstations</p> <p>We assume that the portable workstations will be connected online back to the OCIO data center via the VPN (CISCO AnyConnect) provided by OCIO?</p> <p>How will the data connectivity be provided, we assume the State will provide some mobile device connectivity?</p>	<p>Portable workstations will connect to the OCIO data center via secured Wi-Fi connection or VPN (Cisco AnyConnect).</p>
69.	V.F.3	34	<p>f) Driver for CanoScan LiDE 210 and 220 scanners</p>	<p>See the answer to Question 18 and 19.</p>

			<p>g) Driver for Panasonic KV-S1027C scanner</p> <p>The State specifies drivers to be installed on both Permanent and Portable workstations, does this mean that the state will also provide both these scanner devices for all the workstations or is the vendor expected to procure these scanners?</p> <p>If vendors must procure these devices, can the State please clarify the exact quantities?</p>	See Section V., E. Number of Users, Units and Peripherals.
70.	V.F.4	34	<p>4. Knowledge Test Tablets</p> <p>c. The Knowledge Test tablets shall be equipped with:</p> <p>i. Hardware</p> <p>a) tablet with a minimum of 17" screens with touch screen technology</p> <p>Will the state accept tablets with a minimum of 10" screens because the specification of 17" is not very ergonomic for mobile use in our experience?</p>	Please see answer to Question 44
71.	V.F.5	34	<p>5. Skills Test Tablets</p> <p>b. The Skills Test tablets shall be equipped with:</p> <p>i. Hardware</p> <p>a) tablet with a minimum of 17" screens with touch screen technology</p> <p>Will the state accept tablets with a minimum of 10" screens because the specification of 17" is not very ergonomic for mobile use in our experience?</p> <p>If 10" is not acceptable, please can the State define another minimum screen size below 17"?</p>	Please see answer to Question 44.

72.	V.I.5	36	<p>I. STORAGE AND INTERFACES</p> <p>5. The Contractor must provide evidence of API Certifications by Hyland Software for the purpose of integrating with OnBase Enterprise Content Manager. The Contractor must provide applicable certifications for Modules and Administration where certifications can be obtained to be used to configure/develop and support the proposed solution prior to the contract start date.</p> <p>Will the State accept Hyland OnBase Certifications from a subcontractor that will provide to the main Contractor consulting and services for this integration?</p>	<p>Yes.</p> <p>Please see answer to Question 28.</p>
73.	V.I.6	36	<p>6. The Contractor will be responsible for re-enrolling all existing images into its facial recognition solution to ensure they are searchable through the approach used by the Contractor to evaluate and assess all features of the image presented.</p> <p>What is the total volume of images and the size in Terrabytes to be migrated?</p>	<p>See the answer to Question 57.</p>
74.	V.K.2b	39	<p>K. DOCUMENT CAPTURE</p> <p>b. Have the ability to accept the image scanned by hardware owned by the DMV. The DMV currently uses Panasonic DV1027C.</p> <p>We are unable to find the model DV1027C, please can the State confirm the correct model number?</p>	<p>Section V. K. Document Capture, 2. b. is hereby deleted and superseded with the following:</p> <p>Have the ability to accept the image scanned by hardware owned by the DMV. The DMV currently uses Panasonic KV-S1027C-NT and CanoScan LiDE 210 and 220.</p>
75.	V.P.1.c	47	<p>...full background checks must be conducted on all Contractor employees involved in or with access to the hardware and software used for producing the cards.</p>	<p>The Contractor must not assume that only those employees with access to personal data should have a background check. The DMV requires that a full background check must be</p>

			<p>As a point of information, different substrates require different production techniques and steps. In the current substrate used for Nebraska's DL/ID cards, manufacturing and personalization (adding personal data to the card) occur in nearly a single step. Other substrates require two different steps - card manufacturing and card personalization. Card manufacturing personnel create the card body stock and they have no access to a cardholder's data. Card personalization is where the operators add personal information onto the card and do have access to personal data.</p> <p>Can the Contractor assume that when the State refers to "card production", that background checks are only required for the personnel involved in the final step of card personalization where the Contractor is adding personal data to the card?</p> <p>On a side note, all employees within our facilities undergo thorough background checks, including card manufacturing personnel.</p>	<p>conducted on all Contractor employees involved in or with access to the hardware and software used for producing the cards.</p>
76.	V.P.1.d	47	<p>Cards must be printed on a minimum Monday through Friday.</p> <p>As long as the Contractor meets the SLA of 84 hours to personalize and get the cards to the USPS from the time it receives the card request, do the cards require daily personalization?</p>	<p>The DMV will consider alternate printing schedules which meet the 84 hour requirement.</p>

77.	V.O.7	47	<p>O. BACK OFFICE FACIAL RECOGNITION</p> <p>7. The system shall enable Nebraska's participation in Multi-Jurisdiction Collaboration.</p> <p>a. The system shall support Nebraska's continued participation in the multi-jurisdiction facial recognition program. Other current participants include Iowa, South Dakota, and Illinois.</p> <p>For this multi-jurisdictional program, can the State provide more detail?</p> <p>Does the State share the same application and platform as the other three jurisdictions?</p> <p>Are you sharing images (photos) or templates?</p> <p>If it is images (photos) can the State provide information and requirements on the interfaces?</p> <p>If it is templates, there is only one vendor who will be able to qualify for this opportunity. If this is the case, would the State consider either:</p> <ol style="list-style-type: none"> 1. Removing the facial recognition requirement from the RFP so others can qualify for this opportunity, or 2. Work with your current provider to allow the other Contractors to submit an image to them and then convert it so that you can continue to participate in that multi-state program? 	<p>Currently, all jurisdictions utilize the application and platform provided by the same Contractor.</p> <p>Both, images and templates.</p> <p>The application used to fulfill this requirement is provided by current Contractor.</p> <p>See the answer to Question 6.</p>
78.	V.P.1i	47	P. CARD PRODUCTION AND MAILING SYSTEM	Typically, there is only one card at a time that needs to have an expedited print request.

			<p>i. The Contractor must accommodate requests from the DMV for expedited printing. The expedited requests are approximately five times per year.</p> <p>What card volumes are expected to be produced by the contractor for an expedited printing request?</p> <p>When you reference expedited, are you referring to expediting the mailing or also including courier services as well?</p>	<p>That means the request needs to be processed immediately and sent overnight mail to the recipient.</p>
79.	V.P.2.d	48	<p>Card issued to non-citizens must be completely and visually distinct and distinguishable from citizen cards.</p> <p>How does the State identify citizens from non-citizens today?</p> <p>Are non-citizens capable of obtaining all card types today?</p>	<p>The terms Non-Domiciled and Limited Term are used on the face of the documents for non-citizens who have lawful status.</p> <p>Yes, non-citizens are capable of obtaining all card types today.</p>
80.	V.P.3.b	48	<p>Covert optical machine readable technology must be incorporated on the front of the proposed card.</p> <p>Can these covert features also appear on the back of the card if they are tastefully presented and do not interfere with the readability of the card?</p>	<p>Yes, covert features may be included on the back of the card in addition to those on the front.</p>

This addendum will become part of the Proposal and should be acknowledged with the Request for Proposal response.