

APPENDIX A: Bidder Response
5914 Z1

Bidder Name: _____

Bidders should complete all questions in Appendix A.

CORPORATE OVERVIEW

Section VI. Proposal Requirements Corporate Overview	
a. Bidder identification and information	
1.	Provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship, etc.), state in which the Bidder is incorporated or otherwise organized to do business, year in which the Bidder first organized to do business, and whether the name and form of organization has changed since first organized.

Section VI. Proposal Requirements Corporate Overview

Bidder description of qualifications

2. Provide a brief description of the company and its relevant qualifications for providing the requested solution.

Section VI. Proposal Requirements Corporate Overview

Financial statements

3. Provide financial statements applicable to the firm. If publicly held, the Bidder must provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the Bidder's financial or banking organization.

If the Bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information, must be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm must provide a banking reference.

The Bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

Section VI. Proposal Requirements Corporate Overview

Change of ownership

4. If any change in ownership or control of the company is anticipated during the twenty-four (24) months following the proposal due date, the bidder should describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded Contractor(s) or Subcontractor will require notification to the State as soon as information is publicly available but no later than 15 days.

Section VI. Proposal Requirements Corporate Overview

Office location

5. Identify the office location to which award of a Contract with the State of Nebraska would be assigned.

Section VI. Proposal Requirements Corporate Overview

Relationships with the State

6. Describe any dealings with the State over the previous five years. If the organization, its predecessor, or any party named in the Bidder's proposal response has contracted with the State, the Bidder shall identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

Section VI. Proposal Requirements Corporate Overview

Bidder's employee relations to State

7. If any party named in the Bidder's proposal response is or was an employee of the State within the past 36 months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

If any employee of any agency of the State of Nebraska is employed by the Bidder or is a Subcontractor to the Bidder, as of the due date for proposal submission, identify all such persons by name, position held with the Bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the Bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

Section VI. Proposal Requirements Corporate Overview

Contract performance

8. If the Bidder or any proposed Subcontractor has had a contract terminated for default during the past 10 years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the Bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the Bidder or litigated and such litigation determined the Bidder to be in default.

It is mandatory that the Bidder submit full details of all termination for default experienced during the past ten (10) years, including the other party's name, address, and telephone number. The response to this section must present the Bidder's position on the matter. The State will evaluate the facts and will score the Bidder's proposal accordingly. If no such termination for default has been experienced by the Bidder in the past ten (10) years, so declare.

If at any time during the past 10 years, the Bidder has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting party.

Section VI. Proposal Requirements Corporate Overview

Summary of Bidder's corporate experience

9. Provide a summary matrix listing the Bidder's and Subcontractor's (if used) previous credential and testing projects similar to this RFP in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the Bidder during its evaluation of the proposal. The Bidder should provide narrative descriptions to highlight the similarities between the Bidder's experience and this Request for Proposal. These descriptions must include:
- a. The time period of the project;
 - b. The scheduled and actual deployment dates;
 - c. The Contractor's responsibilities;
 - d. For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address);
 - e. Each project description should identify whether the work was performed as the prime Contractor or as a Subcontractor. If a Bidder performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget; and
 - f. Contractor and Subcontractor(s) experience should be listed separately. Narrative descriptions submitted for Subcontractor(s) should be specifically identified as Subcontractor projects.

Section VI. Proposal Requirements Corporate Overview

Summary of Bidder's corporate experience

10. Provide a listing of every jurisdiction or organization for whom the Bidder has implemented or operated systems in the past 10 years; and describe how your experience in other states is going to positively impact this project and the solution you are offering.

Section VI. Proposal Requirements Corporate Overview

Client contact information

11. Provide client contact information for a minimum of three (3) CATS systems, or components of the CATS outlined in this RFP, installed by your company.

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Section VI. Proposal Requirements Corporate Overview

Summary of Bidder's proposed personnel/management approach

12. Identify the specific professionals who will work on the State's project if the project is awarded. The names and titles of the team proposed for assignment to the State project shall be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified. The Bidder should provide resumes for all personnel proposed by the Bidder to work on the project. The State will consider the resumes as a key indicator of the Bidder's understanding of the skill mixes required to carry out the requirements of the RFP in addition to assessing the experience of specific individuals. Key personnel are, at a minimum, as follows:

1. Project Manager
2. Lead Technical Architect
3. Technical lead
4. Testing Lead
5. Training Lead
6. Conversion/Migration Lead
7. Card Manufacturing Lead
8. Field Maintenance Lead/Field Support Lead

If there are other roles considered "key" by the Bidder, the Bidder should so state and provide a resume for each. Resumes must not be longer than three (3) pages. Resumes shall include, at a minimum, academic background and degrees; professional certifications, including the date first certified, any lapse in certification, and whether or not the individual is currently certified; employment history; and description of relevant experience. For key personnel, provide three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual.

Section VI. Proposal Requirements Corporate Overview

Summary of Bidder's proposed personnel/management approach

13. Provide the planned percentage of time dedicated to the project and the physical location from which the resource will work.

Section VI. Proposal Requirements Corporate Overview

Summary of Bidder's proposed personnel/management approach

14. Describe, for each key personnel proposed, prior experience with projects of the size and scope of this RFP.

Section VI. Proposal Requirements Corporate Overview

Summary of Bidder's proposed personnel/management approach

15. Disclose current assignments or other commitments of proposed key personnel, and when proposed key personnel would be available for assignment to the DMV project, based on the Contract start date.

Section VI. Proposal Requirements Corporate Overview

Summary of Bidder's proposed personnel/management approach

16. The proposed project personnel may not be reassigned, replaced, or added during the project without the prior written consent of the DMV. The Bidder shall agree the Bidder's proposed key project personnel may not be assigned new or additional Contract assignments outside the DMV Contract, without the prior written consent of the DMV. The Bidder shall describe understanding, adherence to, and intent to remain in compliance.

Section VI. Proposal Requirements Corporate Overview

Summary of Bidder's proposed personnel/management approach

17. Indicate your agreement that the DMV reserves the right to require a change by the Bidder in the project personnel at the Project Administrator's discretion. The Bidder shall describe understanding, adherence to, and intent to remain in compliance.

Section VI. Proposal Requirements Corporate Overview

Subcontractor information

18. For subcontracted work, provide:

1. Name, address, and telephone number of the Subcontractor(s);
2. Narrative description of Subcontractor(s) prior experience;
3. Specific tasks for each Subcontractor(s);
4. Percentage of performance hours intended for each Subcontract;
5. Total percentage of Subcontractor(s) performance hours; and
6. Time periods of Subcontractor(s) responsibilities.

Section VI. Proposal Requirements Corporate Overview

Criminal background checks

19. Indicate your agreement with the provisions outlining requirements for criminal background checks below.

Any employee of the Contractor or subcontractor who will be employed for this project, have access to the buildings occupied by the DMV/Nebraska OCIO or who are involved in the manufacture or production of licenses or cards, or who have the ability to affect information on such licenses or cards shall be subject to a criminal history record information check, including a prior employment references, a lawful status check as required by 6 C.F.R. part 37, and a fingerprint investigation as required by Neb.Rev.Stat. 60-479.01.DMV reserves the right to review criminal background checks conducted on project personnel to uphold the integrity of the project.

The Contractor is responsible for any costs associated with the criminal history record information check and the fingerprint-based state and federal background inquiries. If a fingerprint-based check is required, the DMV will assist with arranging such check. Completion of all other checks are the responsibility of the Contractor. After the contract has been executed, and before any such Contractor's employees are permitted to have access to personal or sensitive personal information or facilities, the Contractor shall submit a list of all persons who will have access to such information and/or facilities to the Director of the DMV or her/his designee. The list shall be kept up-to-date by the Contractor as employees are added to and removed from working on the project in order to manage access to project information and facilities.

Section VI. Proposal Requirements Corporate Overview

Personnel security measures

20. Describe security measures that the Bidder and Subcontractors will take to determine employee suitability to access personal or sensitive personal information and/or facilities, including, but not limited to, employee criminal history record information checks. The description should include how the list shall be kept up-to-date by the Contractor as employees are added to and removed from working on the project in order to manage access to project information and facilities.

TECHNOLOGY REQUIREMENTS

D. Technology Requirements
a. Proposed solution
21. Give a brief overview of your technological solution to meet the CATS requirements.

D. Technology Requirements

a. Proposed solution

22. Hardware and software architecture:

- a. Describe the hardware and software architecture and requirements of the proposed solution.
- b. Provide hardware and software architecture diagrams.
- c. Provide basic hardware, systems software (operating systems licenses, auxiliary or support systems software, etc.), and disk storage space requirements necessary to meet or exceed the minimum requirements represented in this RFP.
- d. Describe the software needed at the DMV to implement the system.

D. Technology Requirements

b. State environment

- 23. Describe how the proposed solution will utilize OCIO enterprise environment including virtual machine, SAN, and state WAN/LAN.
 - a. Describe how your solution will use the IP network and how all servers will have fixed IP addresses.
 - b. Describe how your solution will use the State of Nebraska communications network.
 - c. Describe minimum and optimal bandwidth required for the proposed solution to perform.
 - d. Describe any deficiencies the Bidder identifies between the minimum bandwidth and available bandwidth for optimal performance of the solution being proposed.
 - e. Describe how the proposed solution can be configured to operate within the provided bandwidth and the impact to operations.
 - f. Describe how end user hardware will be enabled to access the State of Nebraska network through both wireless and wired connectivity.

D. Technology Requirements

b. State environment

- 24. Describe how your solution will accommodate the State of Nebraska's use of Microsoft technology as a foundation for its applications.
 - a. Describe how you will keep up-to-date with the State of Nebraska's current version of the Microsoft application.
 - b. How are updates, patches, etc., accomplished (e.g., on web-based it would be remote)? In what cases would updates require personal, in-person intervention?
 - c. Describe your plan for ensuring the latest version of product(s) that will comprise CATS be made available and be installed.

D. Technology Requirements

b. State environment

25. How will your solution use the State of Nebraska Active Directory for single sign-on to CATS?

D. Technology Requirements

c. Roles

26. Describe how your solution will support role-based permissions. Describe how your solution supports persons with more than one role.

D. Technology Requirements

c. Roles

27. Describe how your solution will support the development of additional user roles.

D. Technology Requirements

d. Web-based

- 28. Describe how your solution comports with the requirement that the product be web-based and how you will ensure it is an evergreen version of browsers. If an evergreen version is not offered, identify which browsers are compatible and supported.

D. Technology Requirements

d. Web-based

- 29. Please include how portable workstations and wireless units will connect to IP addresses when employees work in multiple locations.

D. Technology Requirements

e. Real time

30. Describe how your solution meets the requirement of real time operations.

D. Technology Requirements

f. Remote auditing

- 31. Describe how your solution will supply a reporting mechanism to remotely audit the software and hardware configuration of workstations attached to CATS.

Empty response area for requirement 31.

D. Technology Requirements

g. Location

- 32. Describe the location where the development of the solution will occur. The DMV requires all data to be stored within the computer environment hosted by the State of Nebraska. The DMV requires that the development and maintenance of applications for the DMV be performed within the United States.

D. Technology Requirements

g. Location

- 33. Identify the location of credential production and identify the number of years the production facility has been operational. Factory production of documents shall remain within the United States. Describe how transmitted data will be secured.

USERS, UNITS, AND PERIPHERALS

E. Users, Units, and Peripherals

a. Specified units

34. Describe the hardware, software, and peripherals you will provide.
- a) Indicate how your solution will diverge from the hardware/software requirements described in Section V. Project Description and Scope of Work, E. Number of Users, Units and Peripherals, 1. Table 3 *Number of Users, Units, and Peripherals* and b) describe your rationale for divergence.

WORKSTATION DESCRIPTIONS

F. Workstation Descriptions

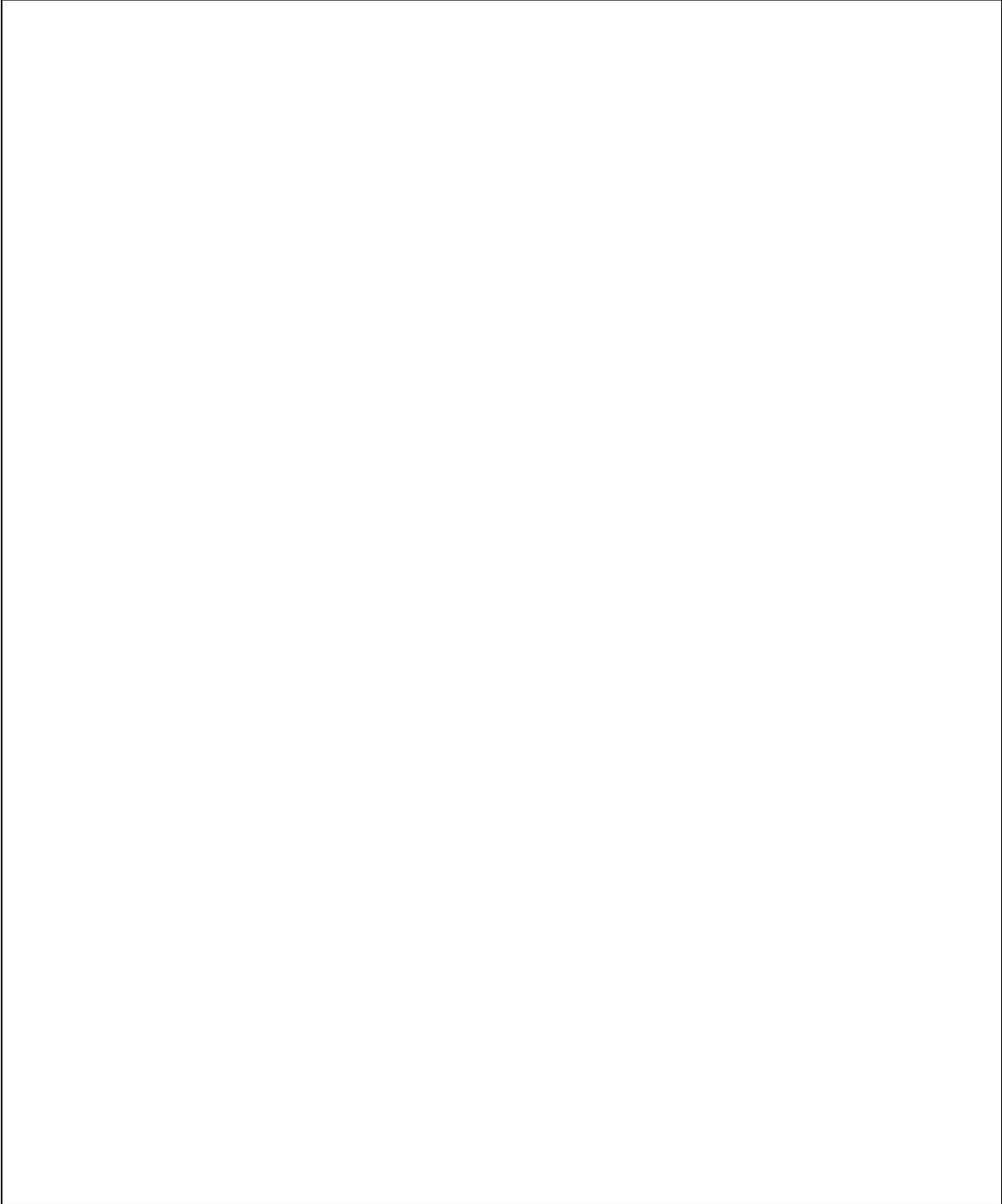
b. Workstations

35. Describe your plan to meet the requirements of what is included in each workstation as outlined in Section V. Project Description and Scope of Work, F. Workstation Description.

F. Workstation Descriptions

b. Permanent workstations

36. What is the total spatial dimension needed for the permanent workstation, as defined in Section V. Project Description and Scope of Work, F. Workstation Description, 2. Permanent Workstations? Provide a photograph and diagram of the workstation with dimensions.



F. Workstation Descriptions

c. Portable workstations

- 37. What is the total spatial dimension needed for the portable workstation as defined in V. Project Description and Scope of Work, F. Workstation Description, 3. Portable Workstations?
 - a. What is the weight of the entire unit?
 - b. What is the size and weight of the camera?
 - c. Provide a photograph and diagram of the workstation with dimensions.

F. Workstation Descriptions

c. Portable workstations

38. What is the setup and breakdown time for portable workstations?

F. Workstation Descriptions

d. Differences between permanent and portable workstations

- 39. Describe any differences when using portable workstations as compared to permanent workstations relating to security, workflow, data access, data entry, or any other function or process.

F. Workstation Descriptions

e. Camera

40. How is the camera adjustable for ease of capture (e.g., can move camera) and able to be fastened to a surface to prevent theft/tip over?

F. Workstation Descriptions

f. Knowledge test tablets

- 41. What is the size and weight of the Knowledge Test tablets, as defined in Section V. Project Description and Scope of Work, F. Workstation Description, 4. Knowledge Test tablets? Bidders should also include the Make and Model of the proposed tablet.

F. Workstation Descriptions

g. Skills test tablets

42. What is the size and weight of the Skills Test tablets, as defined in Section V. Project Description and Scope of Work, F. Workstation Description, 5. Skills Test Tablets? Bidders should also include the Make and Model of the proposed tablet.

H. Workflow

b. Sequence

44. Describe your recommended process/sequence from the client's appearance at the DMV office through client receipt of the credential in the mail (e.g., what is the entitlement process the DMV must complete)?

H. Workflow

c. Applicant tracking

45. Describe how your solution supports tracking of an applicant throughout the enrollment process.

H. Workflow

d. Integration

- 46. Users should have a seamless experience throughout the workflow. How are all components integrated to offer smooth workflow for DMV staff? How will DMV staff navigate between interfaces and components/modules? That is, in what ways will the products be internally and externally integrated to support the logical workflow and to reduce opening and closing stand-alone interfaces?

H. Workflow

e. Troubleshooting

47. How will examining staff be notified of problems with an individual's enrollment?

H. Workflow

e. Troubleshooting

48. Describe how your solution will ensure previous enrollment steps have been completed before moving on to next steps.

H. Workflow

e. Troubleshooting

49. Describe how users may cancel an applicant in the enrollment process and whether that is possible at any time during the process or only at certain points.

H. Workflow

f. Beginning/ending

50. Describe how end users will access the default "home" screen and when they are automatically returned to or must manually navigate to the screen.

H. Workflow

f. Beginning/ending

51. Describe steps for daily start-up and close-down for all workstations and units.

STORAGE AND INTERFACES

I. Storage and Interfaces

a. Mainframe interface

52. Describe how your solution will combine demographic data on the Mainframe with captured and stored images.

I. Storage and Interfaces

b. User interface

53. Describe how the solution will enable users to capture new images and access existing images in an integrated and seamless manner.

I. Storage and Interfaces

c. Hyland certification

54. Describe your approach to interface with the State of Nebraska ECM (Hyland OnBase). This should include all aspects of source document capture.

I. Storage and Interfaces

c. Hyland certification

55. Describe your experience with and plans for providing evidence of API certifications by Hyland Software for the purpose of integrating with OnBase Enterprise Content Manager. Also provide applicable certifications for Modules and Administration where certifications can be obtained to be used to configure/develop and support the proposed solution. The Bidder may provide the certifications as part of the proposed solution, but must provide prior to the Contract start date.

I. Storage and Interfaces

d. Re-enrollment

56. Describe your process for re-enrolling the current library of facial images into your library, including into your preferred algorithm.

I. Storage and Interfaces

e. Interfaces

57. Describe how the solution seamlessly interfaces with the Mainframe for driver license issuance.

Function: *The Contractor polls a web service application to get data from the Mainframe and to return confirmation to the Mainframe. They are: the photo, temporary receipt, and the final release to the factory for printing of the permanent document. The Contractor also sends confirmation to the Mainframe when the document has been mailed.*

Method of Transmission: *Web Services*

Existing Interface: *Exists*

Responsible to Build: *Contractor*

I. Storage and Interfaces

e. Interfaces

58. Describe how the solution seamlessly interfaces with the Mainframe for Knowledge Testing.

Function: *The Contractor polls a web service connected to the Mainframe test result table to get open tests by location and sends the results back to the Mainframe when the tests are completed.*

Method of Transmission: *Web Services*

Existing Interface: *Exists*

Responsible to Build: *Contractor*

I. Storage and Interfaces

e. Interfaces

59. Describe how the solution seamlessly interfaces with the Mainframe for Skills Testing.

Function: *The Contractor polls a web service connected to the Mainframe test result table to get open tests by location and sends the results back to the Mainframe when the tests are completed.*

Method of Transmission: *Web Services*

Existing Interface: *Exists*

Responsible to Build: *Contractor*

I. Storage and Interfaces

e. Interfaces

60. Describe how the solution seamlessly interfaces with the Secretary of State/Voter Registration.

Function: Secretary of State retrieves signatures only for purposes of voter registration.

Method of Transmission: Web Services

Existing Interface: Exists

Responsible to Build: Contractor

I. Storage and Interfaces

e. Interfaces

61. Describe how the solution seamlessly interfaces with NLETS.

Function: Nebraska State Patrol retrieves facial images and signatures.

Method of Transmission: Web Services

Existing Interface: Exists

Responsible to Build: Contractor

I. Storage and Interfaces

e. Interfaces

62. Describe how the solution seamlessly interfaces with NCJIS.

Function: Nebraska Crime Commission retrieve facial images and signatures.

Method of Transmission: Web Services

Existing Interface: Exists

Responsible to Build: Contractor

I. Storage and Interfaces

e. Interfaces

63. Describe how the solution seamlessly interfaces with Digital Image Exchange.

Function: Retrieve facial images via AAMVA's Digital Exchange Program.

Method of Transmission: Web Services

Existing Interface: Exists

Responsible to Build: Contractor

I. Storage and Interfaces

e. Interfaces

64. Describe how the solution seamlessly interfaces with Enterprise Content Management (ECM).

Function: *This is the State's enterprise content management service for storing and managing documents.*

Method of Transmission: *Web Services*

Existing Interface: *Exists*

Responsible to Build: *Contractor*

I. Storage and Interfaces

e. Interfaces

65. Describe how the solution seamlessly interfaces with Nebraska's state e-government portal contractor for Skills Test.

Function: *The Contractor polls a web service connected to Nebraska's state e-government portal contractor by third party tester to open tests and send results back to Nebraska's state e-government portal contractor.*

Method of Transmission: *Web Services*

Existing Interface: *Exists*

Responsible to Build: *Contractor*

I. Storage and Interfaces

e. Interfaces

66. Describe how the solution seamlessly interfaces with Multi-Jurisdiction CDL Collaboration.

Function: *Electronically share images with other jurisdictions, perform facial recognition comparisons for images from participating jurisdictions, send daily images to other jurisdictions for facial recognition comparison, and receive facial recognition comparison results from participating jurisdictions.*

Method of Transmission: *To Be Determined*

Existing Interface: *Exists*

Responsible to Build: *Contractor*

I. Storage and Interfaces

e. Interfaces

67. Describe how the solution seamlessly interfaces with Nebraska's state e-government portal contractor for Conceal Carry Permit.

Function: *Nebraska State Patrol retrieves facial images via a state e-government portal contractor-provided service to issue Conceal Carry Permits.*

Method of Transmission: *Web Services*

Existing Interface: *Exists*

Responsible to Build: *Contractor*

CAPTURE IMAGES

J. Capture Images (Signature and Facial) and Compare to Historical Images

a. Integration

68. Describe how image capture is integrated with your entire solution, including all interfaces. That is, how does the data flow seamlessly between functions/modules and how does the user move between functions/modules in this area to and from other functions/modules?

J. Capture Images (Signature and Facial) and Compare to Historical Images

b. User experience

69. Describe the end user experience in capturing facial images and signatures.

J. Capture Images (Signature and Facial) and Compare to Historical Images

b. User experience

- 70. How does the solution support examining staff's ability to view historical, voided, not issued, and valid facial images and signatures, particularly where more than one exist?

J. Capture Images (Signature and Facial) and Compare to Historical Images

b. User experience

71. Describe how your solution provides real time image comparison, acceptance, and storage.

J. Capture Images (Signature and Facial) and Compare to Historical Images

c. Signature capture

72. Describe how your signature capture solution meets the requirements in V. Project Description and Scope of Work, J. Capture Images (Signature and facial) and Compare Historical Images, 3. Signature Capture Device.

J. Capture Images (Signature and Facial) and Compare to Historical Images

c. Signature capture

- 73. Describe the process for making changes to applicant specific information (such as affirmations and disclaimers) that show on the signature capture device.

J. Capture Images (Signature and Facial) and Compare to Historical Images

c. Signature capture

74. How does your signature capture device accommodate applicants in wheelchairs, persons who are left-handed, persons with physical limitations, and other non-typical users?

J. Capture Images (Signature and Facial) and Compare to Historical Images

d. Facial image capture

75. What automatic facial capture adjustments are made for focusing, centering, image clipping, skin color ranges and combinations, hair color, and height (including standing that are taller or shorter, or seated as for those using wheelchairs), eyeglass glare, persons with physically-manifesting medical conditions, and lighting level of driver license office?

J. Capture Images (Signature and Facial) and Compare to Historical Images

d. Facial image capture

76. How may examining staff manually adjust for focusing, centering, image clipping, skin color ranges and combinations, hair color, and height (including standing that are taller or shorter, or seated as for those using wheelchairs), eyeglass glare, persons with physically-manifesting medical conditions, and lighting level of driver license office?

J. Capture Images (Signature and Facial) and Compare to Historical Images

d. Facial image capture

77. Does the solution automatically edit/override sneezes, head tilts, or closed eyes? Does it make other adjustments?

J. Capture Images (Signature and Facial) and Compare to Historical Images

d. Facial image capture

78. Cite data describing the life expectancy and reliability of the camera and flash.

J. Capture Images (Signature and Facial) and Compare to Historical Images

d. Facial image capture

79. a) Does the solution offer a quality check to ensure the image meets ICAO standards? and b) How does the solution indicate what correction must be made to meet the standards?

J. Capture Images (Signature and Facial) and Compare to Historical Images

d. Facial image capture

- 80. Does the solution prevent the examiner from accepting an image that does not meet ICAO standards? If yes,
 - a. What are the override procedures?
 - b. In what cases will the examiner be able to override a non-compliant digital image and what is the process for overriding?
 - c. What tracking will enable reporting on these overrides and how will this information be made available to management?

J. Capture Images (Signature and Facial) and Compare to Historical Images

e. Backdrop

81. Identify the size and weight of the backdrop and how it is transported when necessary. Include measurement of the backdrop's height from the ground to the backdrop's bottom edge. Describe how the physical backdrop operates (e.g., wall-hung, freestanding). If the backdrops are wall-hung describe how it must be mounted to the wall to appropriately stabilize.

J. Capture Images (Signature and Facial) and Compare to Historical Images

e. Backdrop

82. Do you have a virtual backdrop? What are limitations in using the virtual backdrop? What is its correct capture rate?

DOCUMENT CAPTURE

K. Document Capture	
a. Integration	
83.	Describe how source document capture is integrated with your entire solution, including all interfaces. That is, how does the data flow seamlessly between functions/modules and how does the user move between functions/modules in this area to and from other functions/modules?

K. Document Capture

b. Steps

84. Describe the steps examining staff must take to capture source documents.

Empty response area for question 84.

K. Document Capture

c. Description

85. Describe how your solution meets the requirements described in Section V. Project Description and Scope of Work, K. Document Capture.

Empty response area for item 85.

K. Document Capture

d. Multiple documents

86. During a single interaction with an applicant, multiple documents will be scanned as a group and indexed at different points during the enrollment process. Describe how your solution will support this.

DOCUMENT AUTHENTICATION

L. Document Authentication	
a. Description	
87.	Describe how your solution meets the requirements described in Section V. Project Description and Scope of Work, L. Document Authentication.

L. Document Authentication

b. Authentication types

88. What types of authentication are provided (e.g., infrared, greenlight, UV, other) and what are the accuracy rates for each?

L. Document Authentication

c. Documents

89. Specify the types of documents capable of being authenticated by your solution.

L. Document Authentication

d. Technology

90. What technology do you use to read contents of documents that populate the Mainframe?

L. Document Authentication

e. Library

91. What library or gallery is used to validate documents? How frequently is it updated and how are updates pushed? Describe how you will remain current.

L. Document Authentication

f. Reading capability

92. Does your solution read chips? Can it read watermarks appearing on Nebraska and other State credentials?

L. Document Authentication

g. User experience

93. How is failure of authentication indicated to the examiner or examiners? How does the indication meet requirements for clarity in understanding why a document fails?

L. Document Authentication

h. Speed

94. Estimate the speed of document capture. Estimate the speed of authentication.

KNOWLEDGE TESTING

M. Knowledge Testing

a. Integration

95. Describe how Knowledge Testing is integrated with your entire solution, including all interfaces. How does the data flow seamlessly between functions/modules and how does the user move between functions/modules in this area to and from other functions/modules?

M. Knowledge Testing

b. General requirements

- 96. Describe how your solution meets the Knowledge Testing requirements in terms of ease of use, flexibility, expansion capability, database management, test content and question randomization, and the ability to print tests, detailed further in Project Description and Scope of Work, M. Knowledge Testing, in Sections 3, 4, 5, 9, 10, 13.

M. Knowledge Testing

c. Test types and languages

97. Describe your plan to support all required test types and languages, including sign language, and how updates and test questions are added and deactivated. Also address how audio changes will be accomplished.

M. Knowledge Testing

d. Content

98. Describe how you will meet the Knowledge Test Content requirements described in Section V. Project Description and Scope of Work, M. Knowledge Testing, 10. Knowledge Test Content.

M. Knowledge Testing

e. Media

99. Describe how you will meet the Knowledge Test Media requirements described in Section V. Project Description and Scope of Work, M. Knowledge Testing, 11. Knowledge Test Media.

M. Knowledge Testing

f. Modes

- 100. Describe your test presentation modes and your compliance with the requirements described in Section V. Project Description and Scope of Work, M. Knowledge Testing, 12. Test Presentation and 13. Initiating Printed Tests and explain the process for examining staff to produce paper tests.

M. Knowledge Testing

g. Tablet functionality

- 101. Describe the functionality of the test unit and how it meets the requirements described in Section V. Project Description and Scope of Work, M. Knowledge Testing, 14. Knowledge Test Tablet Software Functions.

M. Knowledge Testing

h. Staff functionality

102. Describe the staff functionality and how it meets the requirements described in Section V. Project Description and Scope of Work, M. Knowledge Testing, 15. Examining Staff Requirements.

M. Knowledge Testing

i. Administrator functionality

- 103. Describe the administrator functionality and how it meets the requirements described in Section V. Project Description and Scope of Work, M. Knowledge Testing, 16. Administer Functionality Requirements.

M. Knowledge Testing

j. Database

- 104. Describe how your solution will satisfy the central statistical database requirements described in Section V. Project Description and Scope of Work, M. Knowledge Testing, 17. Knowledge Test Central Statistical Database Requirements.

SKILLS TESTING

N. Skills Testing

a. Integration

105. Describe how the Skills Testing is integrated with your entire solution, including all interfaces. How does the data flow seamlessly between functions/modules and how does the user move between functions/modules in this area to and from other functions/modules?

N. Skills Testing

b. Workflow

106. Describe how the Skills Testing solution supports the workflow sequence described in Section V. Project Description and Scope of Work, N. Skills Testing, 5. and 6.

N. Skills Testing

c. GPS

107. Describe how your solution will automatically initiate GPS for all Skills Tests without examiner intervention.

N. Skills Testing

c. GPS

108. How will you ensure GPS mapping continues and functions correctly throughout each Skills test?

N. Skills Testing

d. Administrator functions

109. Describe how your solution will support administrators' ability to retrieve, review and print all drive test data, GPS mapping, score sheets and photos of any applicant immediately after the completion of the test.

N. Skills Testing**e. User sequencing**

110. Describe how your solution allows administration of a skills test to one person, or multiple people; completing each segment of the test for everyone in the group, then moving to the next segment of the test.

BACK OFFICE FACIAL RECOGNITION

O. Back Office Facial Recognition

a. Integration

111. Describe how back office facial recognition is integrated with your solution, including all interfaces. That is, how does the data flow seamlessly between functions/modules and how does the user move between functions/modules in this area to and from other functions/modules?

O. Back Office Facial Recognition

a. Integration

112. How does your solution interface with adjunct systems? How might queries be run against other image databases described in this RFP (e.g., NCJIS, NLETS, jails, and other multi-jurisdictional partners)?

O. Back Office Facial Recognition

b. Multi-jurisdictional sharing

113. How will your solution provide the DMV the ability to continue its participation in current and future multi-state efforts to share facial recognition data?

O. Back Office Facial Recognition

c. Approach

114. Describe your approach for completing the back office facial recognition process. Include flowcharts and detailed information about this process.

O. Back Office Facial Recognition

d. Valid matches

115. When making comparisons to other images, how does your solution overcome the impacts of facial image variations, such as a change in applicant's eyeglass style?

O. Back Office Facial Recognition

e. User experience

- 116. Describe what the fraud investigator users will see and experience, and describe the steps to be performed when completing the daily facial recognition review processes. Include screenshots, options for managing images/cases, and tools available to assist with image review.

O. Back Office Facial Recognition

e. User experience

- 117. Describe from the fraud investigator's perspective what users will see, experience, and steps to perform when importing facial images from outside sources for image comparison. Include screenshots, options for managing images/cases, and tools available to assist with image review.

O. Back Office Facial Recognition

e. User experience

- 118. Describe the process for creating dossiers, law enforcement lineups, and other image/facial recognition related documents.

O. Back Office Facial Recognition

f. Best practices

119. Describe gaps in the proposed solution which deviate from the AAMVA Facial Recognition Program Best Practices.

CARD PRODUCTION AND MAILING

P. Card Production and Mailing

a. Integration

120. Describe how card production is integrated with your entire solution, including all interfaces. That is, how does the data flow seamlessly between functions/modules and how does the user move between functions/modules in this area to and from other functions/modules?

P. Card Production and Mailing

b. Real ID

- 121. Describe your plan to meet the Department of Homeland Security standards for materials and facilities as described in the Real ID Security Plan Guidance Handbook in sections 3.1, 3.2, and 3.3.

P. Card Production and Mailing

c. Security

122. How are data and cards secured from the production facility in transit to and at the sorting company (if one is used)?

P. Card Production and Mailing

d. Card design

123. Describe how your solution complies with standards set forth in most current AAMVA DL/ID Card Design Standards.

P. Card Production and Mailing

d. Card design

124. Describe the physical materials comprising the card and why you are recommending each.

P. Card Production and Mailing

d. Card design

125. Describe the card design and approval process.

P. Card Production and Mailing

e. Card security

SECURITY FEATURES: PROPRIETARY AND CONFIDENTIAL. Answers shall be included in the bid package in a separate sealed envelope (separate from any other components).

126. Describe the overt and covert security features you are proposing.

P. Card Production and Mailing

e. Card security

SECURITY FEATURES: PROPRIETARY AND CONFIDENTIAL. Answers shall be included in the bid package in a separate sealed envelope (separate from any other components).

- 127. Describe any additional security features you recommend, but that are not included in the proposed card features.

P. Card Production and Mailing

f. Card durability

128. Describe your quality control/assurance/inspection process.

P. Card Production and Mailing

g. Mailing

129. Describe how your solution meets the requirements that cards are mailed within 84 hours of the receipt of the applicant's file from the DMV.

P. Card Production and Mailing

h. Daily reconciliation

130. Describe how your solution will meet the requirement of 100% reconciliation of all documents and materials used to print the documents on a daily basis.

P. Card Production and Mailing

i. Backup, redundancy, recovery

131. How do you ensure system backup, redundancy, and disaster recovery at the production facility?

P. Card Production and Mailing

j. Inventory

132. What inventory controls do you utilize to ensure materials are available when needed?

P. Card Production and Mailing

k. Card tracking

133. What process do you have in place to expedite, ship, and track specific cards when necessary?

P. Card Production and Mailing

I. Replacements

134. Describe the process the DMV would take to initiate reprints or replacements of cards previously produced.

P. Card Production and Mailing

m. Image

135. Describe how an image of any individual's produced card may be made available to the DMV. For example, the DMV may request the produced card image to provide to law enforcement.

P. Card Production and Mailing

n. Tracking

136. How are cards tracked from issuance of receipt to delivery to United States Postal Service for mailing to the applicant and how is this visible to the DMV?

P. Card Production and Mailing

o. Customer portal

137. Describe your solution to establish a tracking system that interfaces with Nebraska's state e-government portal contractor for customers to check card status from factory receipt of customer information to delivery to a United States Postal Service office. If a mailing service is used, delivery to the mailing service does not serve as a proxy to delivery to a United States Postal Service office.

USER TRAINING AND COMPLEMENTARY PRODUCTS TO SUPPORT

Q. User Training and Complementary Products to Support

a. Overall approach

138. Describe the approach for meeting the training requirements as identified in this RFP.

Q. User Training and Complementary Products to Support

b. Deliverables

139. Describe the various types of curricula and training materials that will be created by the Contractor's training team.

Q. User Training and Complementary Products to Support

c. Train-the-trainer

140. Describe the approach used for a train-the-trainer program. Explain how the Bidder's proposed training team will support the State trainers during delivery of training.

Q. User Training and Complementary Products to Support

d. Student comprehension

141. Describe how your training materials and tools measure student comprehension of the training materials when using a train-the-trainer approach.

DOCUMENTATION

R. Documentation	
a. User Manuals	
142.	Describe in detail the training documentation (e.g. user manuals, brochures, etc.) you will provide.

ONGOING DEDICATED SUPPORT AND MAINTENANCE

S. Ongoing Dedicated Support and Maintenance

a. Maintenance

143. Describe your approach to meeting the DMV's requirements for software and hardware maintenance.

S. Ongoing Dedicated Support and Maintenance

a. Maintenance

144. How many technicians will you have in Nebraska and where will they be located? What are your plans for personnel back-up and redundancy to cover planned and unexpected absences?

S. Ongoing Dedicated Support and Maintenance

b. Support

145. Describe how your Help Desk personnel and technicians will be knowledgeable and kept up-to-date on Nebraska's solution to resolve problems effectively and efficiently.

S. Ongoing Dedicated Support and Maintenance

c. Reporting

146. Describe the problem reporting process you envision the DMV will use.

REPORTING CAPABILITIES

T. Reporting Capabilities	
a. Overall	
147.	Describe how you will meet the reporting requirements in Section V. Project Description and Scope of Work, T. Reporting Capabilities, 1 through 6.

T. Reporting Capabilities

b. Card issuance

148. Describe how you will meet the Card Issuance reporting requirements.

Empty response area for item 148.

T. Reporting Capabilities

c. System reports

149. Describe how you will meet the CATS System Reports reporting requirements.

T. Reporting Capabilities

d. Ticketing reports

150. Describe how you will meet the Help Desk Ticketing System reporting requirements.

T. Reporting Capabilities

e. Knowledge test reports

151. Describe how you will meet the Knowledge Test reporting requirements.

T. Reporting Capabilities

f. Skills test reports

152. Describe how you will meet the Skills Test reporting requirements.

T. Reporting Capabilities

g. Facial recognition reports

153. Describe how you will meet the Facial Recognition System Reports reporting requirements.

T. Reporting Capabilities

h. User experience

154. Will reports be generated from a single reporting utility? If not, please explain where and how users will have to navigate different reporting functions for different reports.

ADMINISTRATIVE FUNCTIONS

U. Administrative Functions

a. Integration

155. Describe how the pre-production verification is integrated with your entire solution, including all interfaces. How does the data flow seamlessly between functions/modules and how does the user move between functions/modules in this area to and from other functions/modules?

U. Administrative Functions

b. Specific requirements

156. Describe how your solution meets the requirements in Section V. Project Description and Scope of Work, U. Administrative Functions, 2 through 7 and address each requirement separately.

U. Administrative Functions

c. Security

SECURITY FEATURES: PROPRIETARY AND CONFIDENTIAL. Answers shall be included in the bid package in a separate sealed envelope (separate from any other components).

- 157. How will your solution support the requirement that undercover law enforcement licenses are kept from moving through the facial recognition process?

INDEPENDENT FEATURES OF THE CREDENTIALING SOLUTION

V. Independent Features of the Credentialing Solution

a. Approach

158. Describe how your solution meets the requirements in Section V. Project Description and Scope of Work, V. Independent Features of the Credentialing Solution.

PROJECT PLANNING AND MANAGEMENT

W. Project Planning and Management

a. Schedule

159. Provide a proposed project schedule for this project including a timeline identifying all major tasks.

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PERFORM IMPLEMENTATION

X. Perform Implementation

a. Deployment approach

160. Describe the proposed deployment strategy and, at a minimum, include the following:
- a. Type of deployment approach (big bang or phased)
 - b. Evidence to justify the selected approach
 - c. If big bang deployment proposed:
 - i. Detailed information on preparation before execution
 - ii. Detailed information on execution of approach
 - d. If a phased deployment proposed:
 - i. Detailed information on how the system will operate in parallel, while keeping data synchronized in real time or near real time with the existing CATS
 - ii. Detailed information on how phases will be defined (location, business process, etc.)
 - iii. Order of deployment
 - e. Will the current system be interrupted for installation of new system? If yes, at what points and for how long?

X. Perform Implementation

b. Data re-enrollment, conversion, and migration

161. Describe your plan for data re-enrollment, conversion, and migration.

X. Perform Implementation

b. Data re-enrollment, conversion, and migration

- 162. Describe your process for converting facial recognition cases/records from legacy facial recognition system to the proposed solution. Include information on how credential production will be enabled for converted records if the status is updated, clearing the record for production, after conversion.

X. Perform Implementation

c. Test activities

163. Describe the approach for system and unit testing, including integration testing.

X. Perform Implementation

c. Test activities

164. Describe your approach to defect tracking.

POST IMPLEMENTATION SUPPORT

Y. Post Implementation Support

a. Maintenance

165. Describe your plan for diagnosing hardware and software problems.

Y. Post Implementation Support

a. Maintenance

166. Describe how you will coordinate with State resources to restore all hardware and software.

Y. Post Implementation Support

b. User support

167. Describe your plan to provide and track user support via telephone or other systems.

Y. Post Implementation Support

c. Production

168. Describe your plan for daily printing and meeting credential production and mailing service levels.

EXTENSIBILITY FOR FUTURE GROWTH AND DEVELOPMENT

AA. Extensibility for Future Growth and Development

a. Approach

169. Describe how your solution may meet the future growth and developments as described in Section V. Project Description and Scope of Work, AA. Extensibility for Future Growth and Development.