

Vendor Questions for RFP 19000000008

	Question	Answer
1	What is the estimated cost of the Driver License System project?	Determined by each proposer and their scope of response.
2	Has the Department allocated funding for the Driver License System yet? If so, through which source (budget, CIP, state/federal grant, etc.)?	Yes, Various.
3	How is the Department currently meeting this need?	See RFP for current systems information.
4	Which vendor provides the incumbent Driver License System?	Numerous Vendors
5	Would it be possible to name the three greatest challenges the Department is having with their current solution?	<ul style="list-style-type: none"> • Older technologies to include Hardware and Software • Separate systems that do not operate efficiently. • Business processes that have not been modernized to use technology for automation
6	Who is the technical contact and/or project manager for the Driver License System?	RFP POC – Beverly Anderson – See RFP for contact information.
7	Which operating platform does the Department currently use?	See RFP for current systems information.
8	Which operating platform is desired for the Driver License System?	Current Industry Standards that meet security policies. See RFP for more information.
9	Which other systems will have to integrate/interface with the Driver License System, and will the State provide incumbent vendors for each system?	See RFP for current systems information.
10	What is the number of users anticipated for the Driver License System?	1200+ users, with expected growth to meet state population need.

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11	Can ALEA provide a summary list of all workstation hardware quantities required? Total number of PCs, laptops, cameras, document scanners, signature pads, barcode scanners, etc.	Please refer to the list of computers referenced in Appendix B and C for sites the count of DL Issuance stations. As the number of PC's and Laptops can increase, vendor should propose cost for replacing existing numbers and provide costs for agency to purchase additional systems. The current system does not utilize shared peripherals. The number of peripherals would be dependent on the vendors proposed solutions.
12	Can ALEA provide a list of paper driven processes that need to be automated (1.2)?	Please refer to RFP and vendor's own experience for automation of driver license processes that have been automated during required automation and moderation implementations in other jurisdictions.
13	Are temp. licenses printed on security paper? What are the security features of the temp license (1.2.2)?	Yes, temporary licenses are printed on security paper. Vendor should propose a secured solution that meets AAMVA security standards for temporary credentials.
14	What is the SLA on permanent license issuance (1.2.2)? e.g. how many days after receiving records by vendor for issuance before credentials must be delivered to postal service?	Vendor should propose solution and timetable that vendor is able to meet ensuring the public receives their credential prior to the temporary credential 30-day expiration.
15	Does ALEA have a preference for card substrate, material and/or personalization options (1.2.3)?	Vendor shall propose a solution that meets current AAMVA standards, meets current security standards and is cost effective for the state to implement. Vendor can propose multiple options providing associated costs with each solution, allowing ALEA to select which option will be implemented.
16	Is there currently a transaction fee for each of the vendor provided services (1.2.6)? Can ALEA provide a list of services and fees?	Vendors Alabama Interactive (NIC) charges a transaction fee for credit cards that are processed.

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17	In section 1.3.5.5 reference is made to AAMVA compliant credentials. There could be a number of AAMVA compliant credential designs at various levels of complexity and cost. Can ALEA provide a list of minimum requirements and feature sets preferred?	Vendor can propose different options for compliant credentials with associated itemized costs and detailed descriptions of each option.
18	Can postal fees be invoiced separately and at cost?	Currently ALEA is billed separately for postal fees. Vendor must include in its proposal their plan for postal fee billing.
19	Are the Kiosks required to be capable of taking both credits card and cash payments?	Kiosks do not accept cash payments.
20	What facial recognition system features are expected to be implemented by the vendor – 1:1, 1:R, and 1:N? (1.3.1.20)	Vendor is required to interface with an existing facial recognition system. ALEA currently uses a 1:1 during the issuance process.
21	Is there a time period specified between snapshots for system backups? (1.3.2.11)	Vendor should propose a solution that produces the most available up time, disaster recovery with no data loss
22	Is the vendor to be compensated for additional requirements? (1.3.2.17)	Vendor shall include all associated itemized costs for its solution as solution should be all inclusive. Vendor may propose various options and should include all costs for each option in their proposal.
23	Does all data need to reside in the US for production and Backup and Recovery systems? (1.3.2.12)	Yes, all data must reside in the US in a CJIS validated and verified data center.
24	Can the state list all vendors that the proposed system must interface with (1.2.10 - 1.2.15)?	Current vendors include the following: Alabama Interactive (NIC), IDEMIA, Nemo-Q, MVN, DHS-SAVE, SSA, AAMVA, Sec of State, OffenderWatch, ALEA Custom interfaces. * Vendor systems must be capable of supporting current interfaces and future interfaces. *Vendor list may not be exhaustive.

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25	Can the state also briefly list the integration capability (e.g., REST API, SOAP API, etc.) for each required vendor/system that must be integrated? (1.2.10 - 1.2.15)	Vendors will use industry standard integration methods, SOAP, Windows Foundation Services, etc.
26	Appendix L lists additional required interfaces. Does ALEA currently have an AAMVA UNI tunnel that it will continue to use with the new proposed system to implement new interfaces for (SSOLV, USPVS, CDLIS/PDPS, SSR, etc.)?	ALEA currently has a dedicated AAMVA circuit and utilizes UNI on the mainframe. Proposing vendor should propose a solution that modernizes ALEA's AAMVA transactions as the mainframe will no longer be used when vendors solution is implemented. ALEA will ensure appropriate AAMVA connectivity is provide and maintained.
27	Appendix F lists 24,000,00 million photos and we assume all photos will be migrated into the new system. Does ALEA also want all 24 million photos enrolled into facial recognition matching or will a subset of the 24 million be matched? What is the desired quantity for facial recognition matching if it is a subset?	RFP does not require respondents provide Facial Recognition System.
28	Contract Terms and Conditions. The anticipated contract term is two years, and the anticipated implementation time frame is two years. Can the contract term be extended to cover the implementation term plus two years of production? (5.1)	See Section 5.1 of RFP
29	"All services may be awarded to one (1) professional service provider or ALEA may award different services described in the RFP to different providers." How would ALEA suggest vendors proposals separate solutions such that ALEA could award different services to different vendors? For example, can card production from modernization be responded to separately? (5.3)	Yes, a vendor may submit a proposal for a portion of the RFP. However, the proposal must meet Mandatory Functional Requirements (1.3.1).
30	Based on answers to initial questions, will the State consider a second round of questions?	Deadline for Vendor Questions has passed.

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31	Has a standard format for the pricing been issued by ALEA? We did not see one in the document or attachments.	No, Vendor should provide pricing model based on the solutions and options proposed.
32	To verify, all bids must state both the total solution amount, as well as a cost per card? (3.2)	Yes
33	Do these two items refer to two different pricing tables? 3.2.2 talks about solution and 3.2.3 refers to services contract. Is the respondent to provide Implementation costs separately from services going forward? (3.2.2 and 3.2.3)	Any and all costs related to vendor proposal should be itemized
34	Are the rates requested to be listed in a separate table format or is ALEA expecting the total solution/services pricing to start at the detailed rate level and rollup to the overall total price? (3.2.4)	The format is up to the vendor but should be clear and understandable.
35	Is the price portion of the proposal to be submitted in a separate sealed envelope or with the overall response as an attachment?	No, the entire proposal and pricing should be submitted in one sealed envelope.
36	Please indicate if postage should be including in the price per card, if you would like it separately priced, or whether there is another method to track postage costs.	Any cost built into a vendor's proposal should be itemized.
37	Please provide a pricing page template for bidders to complete, allowing ALEA a method to determine low price.	Vendor should provide itemized pricing for all options proposed.
38	Please provide an example illustrating the calculation of the evaluated number. It is our understanding that the total indicated on the example will be used to compare bidders and determine lowest price.	See Section 4.1 & 4.2 for guidance

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39	<p>On the RFP section pasted below, on item 2.1 (#2), can an equivalent reference be provided and considered compliant (please see the highlighted suggested change below?</p> <ul style="list-style-type: none"> • 2 Vendor Requirements • 2.1 General Requirements • Vendor will have empowered personnel onsite throughout solution development, implementation, and deployment. • 2. In the last 3 years, have in production at least two modernized integrated driver licensing systems OR equivalent DMV Implementations in an AAMVA jurisdiction that took 3 or less years to implement. The solution must have been successfully deployed, fully functional, within budget and currently in operation. Vendor must provide documentation of this requirement with references. 	<p>A DMV equivalent modernization effort may be accepted if it is Driver License related. ALEA will make the determination if the equivalent work meets ALEA's needs</p>
40	<p>Paragraph 5 indicates contract terms of 2 years initial contract plus option years. It is likely no cards will produced during the delivery phase. In order for us to appropriately cost the program under a price per card option, a firm contract term of no less than five (5) years is necessary to amortize the total cost of the program over guaranteed base years of the contract. Please provide the number of base years of the contract.</p>	<p>Initial Contract term is 2 years with annual renewal options thereafter (See Section 5.1)</p>
41	<p>May a Vendor respond to only a specific portion of the scope (e.g., card printing) and potentially receive a contract award for only that scope area?</p>	<p>Yes</p>

	Question	Answer
42	<p>Was it ALEA’s intent, in order to meet the General Requirements Section 2.1.2, for the vendor to have delivered the mandatory Photo and Signature Capture workflow and technology in two (2) modernized integrated driver licensing systems over the past three years?</p>	<p>Vendor should have deployed at least 2 modernized integrated Driver License systems, Deployment of the 2 systems have occurred in the last 3 years. Deployment took 3 years or less to implement.</p>
43	<p>In Section 1.3.5 there are items listed that relate to the physical processing of a DL/ID card and the production of the physical DL/ID card such as front counter hardware, servers (image), card design, and card printing and mailing. Usually image capture software and back office card management software and services are included with the DL card production system. These specialized and unique solution components represent a large portion of the cost of a card issuance system. These components are not core functions offered by modernization vendors and no modernization vendor has delivery these mission critical issuance systems.</p> <p>Please consider acquiring front office hardware, card design services, back office (card issuance management), and card printing and mailing from an expert DL card issuance solution provider through a separate RFP to allow ALEA to obtain the best modernized system and the best DL system & issuance solution.</p> <p>It is very common for the DL card issuance provider to deliver the hardware, capture functions, card design, card production, mailing, image servers, and back office management tools that are designed to communicate with the modernization provider to deliver the complete all-in-one driver licensing system you desire.</p>	<p>Comment is not a question. No Response will be provided.</p>

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44	<p>We are unaware of any modernization vendor other than your current DL system provider who has delivered such functionality within a modernized workflow. The Photo and Signature Capture process includes REAL ID compliance and image quality controls that are tightly integrated with the Image Capture Hardware.</p> <p>Would ALEA consider eliminating the Photo and Signature Capture Process as part of this RFP and releasing a separate RFP for a Driver License Issuance System that includes Photo and Signature Capture as part of Image Capture Front Office Hardware and all other Card Issuance and Production related services and support?</p>	<p>No, RFP will remain as issued. Vendor may provide all solutions and options with their proposal.</p>
45	<p>To ensure card standards are met, please consider adding an RFP requirement that DLs must meet AAMVA DL/ID Card Design Standard 2016.</p>	<p>Proposals that meet or exceed current AAMVA standards are preferred.</p>
46	<p>To ensure card standards are met, please consider adding an RFP requirement that DLs must meet Real ID Standard 2005.</p>	<p>Proposals are required to meet REAL ID requirements.</p>
47	<p>To provide evidence of DL compliance, please consider adding an RFP requirement that Vendors must provide a set of representative card samples of their proposed Adult and Minor DLs.</p>	<p>No, RFP will remain as issued. Vendor may provide all solutions and options with their proposal.</p>
48	<p>To provide evidence of card durability, please consider adding an RFP requirement that Vendors must provide an independent card test report indicating successful test results.</p>	<p>No, RFP will remain as issued. Vendor may provide all solutions and options with their proposal.</p>
49	<p>Does the signature device need to display demographics or affidavit/perjury statements to the applicant for review before signature capture?</p>	<p>Yes</p>

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50	REAL ID is only mentioned in Appendix M and in Section 1.2.3 - Credential Printing and Mailing. Photo capture must meet aspect ratio and quality standards for REAL ID. Please confirm that the Photo Capture process during the transaction must meet REAL ID requirements?	All Real ID laws, standards and policies for REAL ID must be followed.
51	Does ALEA allow Examiners to manually crop images at the time of capture?	Yes
52	Assuming ALEA desires automated ICAO checks, what is ALEA's process for resolving image quality issues (e.g., applicant wears an eye patch)? Does the mandatory Photo and Signature Capture process require supervisory override to approve images that do not meet quality metrics?	The current system ALEA utilizes does allow supervisory override to approve images that do not meet quality metrics. Vendors should provide a proposal that meets current standards and processes which could include ICAO checks or a method to ensure photos captured meet requirements.
53	Does ALEA require the solution to save all images taken during capture even if the transaction is cancelled or not completed?	ALEA prefers the photo capture to occur early in the issuance process and the image to be saved regardless of whether the transaction is cancelled or not completed as per Real ID requirement.
54	Does ALEA require the system to store any images of the printed card as part of the issuance record?	Yes
55	Does ALEA require Covert/Undercover workflows?	Yes
56	Please confirm that the photo capture process under 1.3.1 will require or have capability to compare the image on file with the captured image using 1:1 facial recognition comparison during the transaction.	Section 1.3.1 Item# 20 states "Solution must be capable of interfacing with a facial recognition system". The photos captured must be capable of being submitted to a facial recognition system for a 1:1 comparison.

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57	<p>What kind of reporting tools will be allowed on the ALEA Network? What type of remote access will be allowed on the ALEA Network to support field office equipment?</p>	<p>Industry Accepted, Supported and Secure Reporting tools will be allowed (No Open Source/Freeware/Shareware products will be allowed). ALEA will provide VPN access to vendors who support the proposed system remotely after employees are vetted through ALEA's security checks.</p>
58	<p>A standard requirement for central issuance DL RFPs is for card issuance factories to have NASPO certification. In order to continue to meet CJIS and State Security Policy, please confirm ALEA requires adding NASPO certification as a Card Production factory security requirement.</p>	<p>The RFP requires that vendor meet REAL ID standards and NIST Standards.</p>
59	<p>What are the availability requirements per this section for the front office portion of the solution? Can the awarded Vendor provide the front office hardware while having no responsibility for field service for the hardware?</p>	<p>Vendor should propose a solution that produces the most available up time, disaster recovery with no data loss. Vendor may provide all solutions and options with their proposal.</p>
60	<p>Please confirm that a change order process will address scope, timing, and cost regarding other agreed upon needs.</p>	<p>Vendor shall propose a fully functioning system with all implementation costs provided in proposal.</p>
61	<p>As it related to all aspects of the integrated driver licensing system including Card Production--what is the desired Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) of the Disaster Recovery sites?</p>	<p>Vendor should propose a solution that produces the most available up time, disaster recovery with no data loss.</p>
62	<p>There was no mention of Active Directory (AD). Will ALEA maintain all roles, groups, and assignments to user IDs to support the appropriate levels of access for each employee and allow the vendor to query their AD deployment for access rights? Will ALEA support the solution with their Active Directory (AD) deployment?</p>	<p>Vendors should propose a secure solution and provide any options and associated costs for each option.</p>

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63	Please provide more detail for support and maintenance for Software and Hardware at Driver Licensing Offices listed in Appendix B & C. What are the response time requirements to: 1- Call back to a service call request 2- Arrive on-site 3- Time to remedy the service call once a service technician is on-site	Vendors can provide options for support with associated costs for ALEA to select.
64	Please confirm that each card must bear a “color photograph of the licensee” as required by Alabama code 32-6-6.	RFP requires proposal to comply with Alabama laws.
65	Does ALEA have a preference for a flatbed scanner? Is a document feeder required?	A single functioning scanner that can capture all documents required to meet Real ID is required without damaging documents that doesn’t impact issuance times negatively.
66	What is the minimum resolution ALEA prefers for scanned documents?	Vendors should provide the most reliable and cost-effective solution that meets requirements.
67	Does ALEA have a preferred file format for saved documents?	ALEA prefers a standard format that is most efficient.
68	Is the vendor completely responsible for the site surveys, installation, and training to delivery hardware listed?	Vendor should handle delivery and installation of all equipment and provide training.
69	How many expedited card printing requests are made each year?	Unknown. ALEA does not keep records of number of annual expedited issuances.
70	We were unable to find in Appendix M ALEA IT standards for hardware and software. Can you provide a link for ALEA IT Standards? Will ALEA provide State enterprise software licensing for use by the Vendor?	RFP does not reference ALEA IT standards for hardware and software. No link will be provided. No, ALEA will not provide software licensing for use by vendor.
71	What is the expected growth of transaction volume from year to year?	ALEA issue 1.2 million licenses per year on average.

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72	Please confirm that ALEA does not require pricing pages to be separately packaged in a sealed envelope.	No, Not required to separately packaged. (See Section 3.3)
73	Is color printing required for specialty indicators?	Color printing of specialty indicators is preferred.
74	At what point in the issuance process will portrait validation be performed? What is the workflow for resolving non-successful validations and either cancelling or resuming card production?	It is preferred the portrait validation for comparison between previous photo and newly captured photo to occur when capture is made, via interface with a facial recognition system. A proposed facial recognition system is not required as part of this RFP.
75	Must rates and costs be provided for services that will be covered by a flat fee or price per card (such as the rates and costs for manufacturing cards under the “Card Printing Services” preferred service)? If so, what is the relevance of these rates and costs if the services will be invoiced on a flat fee or price per card basis?	Vendor should provide itemized costs for options proposed. If vendor has alternative pricing plans/options, it should be detailed in their proposal.
76	Will Vendors’ responses to the preferred services described in section 1.3.5 be part of the evaluation?	Yes, it will be included in the evaluation.
77	There are significant preferred services described in Section 1.3.5. Please describe what factors ALEA will use to determine whether a proposer is qualified to provide those preferred services.	See Section 2.1.2 General Requirements; See also 4.1 &4.2 Evaluation and Selection
78	There are significant preferred services described in Section 1.3.5. Please explain how ALEA will compare a proposal that includes preferred services against a proposal that does not include the preferred services. For example, if a proposal includes the preferred services but at a total higher price, will that be scored lower on “Proposed Budget” than a proposal that does not include the preferred services?	See Section 4.1 &4.2 Evaluation and Selection

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79	Please confirm that no service level agreements (SLA's) will be required, as none are included in the RFP.	See Section 5 Award and Contract