



STATE OF TENNESSEE  
DEPARTMENT OF SAFETY AND HOMELAND SECURITY

**REQUEST FOR PROPOSALS # 34901-01225  
AMENDMENT # 7  
FOR Credential Production, Issuance, and  
Management Solution**

**DATE: April 14, 2021**

**RFP # 34901-01225 IS AMENDED AS FOLLOWS:**

1. **This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.**

<b>EVENT</b>	<b>TIME (central time zone)</b>	<b>DATE</b>
1. RFP Issued		December 14, 2020
2. Disability Accommodation Request Deadline	2:00 p.m.	December 21, 2020
3. Pre-response Conference	10:00 a.m.	January 5, 2021
4. Site Visits	8:30 a.m. – 12:00 noon	January 7, 8, and 11, 2021
5. Notice of Intent to Respond Deadline	2:00 p.m.	January 13, 2021
6. Written “Questions & Comments” Deadline	2:00 p.m.	January 20, 2021
7. RFP Amendment 2 Revise Schedule of Events		February 11, 2021
8. State Response to Written “Questions & Comments” (RFP Amendment 3)		February 17, 2021
9. RFP Amendment 4 Revise Schedule of Events		February 22, 2021
10. Second Round of “Written Questions & Comments” Deadline		March 3, 2021
11. RFP Amendment 5 Revise Schedule of Events		March 24, 2021
12. RFP Amendment 6 Revise Schedule of Events		April 7, 2021
13. State Response to Second Round of Written “Questions & Comments”		<b>April 14, 2021</b>
14. Response Deadline	2:00 p.m.	<b>May 10, 2021</b>

15. State Completion of Technical Response Evaluations (Sections B. and C., RFP Attachment 6.2.)		May 24, 2021
16. State Schedules Respondent Oral Presentation		May 27, 2021
17. Respondent Oral Presentation	8 a.m. - 4:30 p.m.	June 1-4, 2021
18. State Completion of Technical Response Evaluations (Section D., RFP Attachment 6.2.)		June 10, 2021
19. State Opening & Scoring of Cost Proposals	2:00 p.m.	June 11, 2021
20. Negotiations (Optional)		June 14-16, 2021
21. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection	2:00 p.m.	June 17, 2021
22. End of Open File Period	4:30 p.m.	June 25, 2021
23. State sends contract to Contractor for signature		June 28, 2021
24. Contractor Signature Deadline	2:00 p.m.	July 6, 2021

**2. State responses to questions and comments in the table below amend and clarify this RFP.**

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Attachments 2-5, Amendment 3, Question 117	106	1. With the understanding that the State and its selected vendor could modify the number of workstations and supporting equipment through a mutual agreement, could the State please verify that all vendor's pricing includes estimates for the hardware, software, and support required for 392 Workstations and 37 Kiosks (as per the RFP, attachments 2-5)?	The State verifies that the numbers on the Pro Forma Contract Attachments do not constitute any volume quantity, but are OK to use for cost calculations.
Attachment 2		2. Attachment 2 lists 46 DSC locations, attachment 5 lists 48 DSCs. It appears Barlett Express and Centennial Express have been removed from the list. Please confirm total number of DSCs that should be included in cost	The current number of DSCs is 48, but is subject to change during the Contract Term.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		proposal for equipment and services, e.g. number of workstations.	
Amendment 3, Question 86		<p>3. Question 86 in Amendment 3 asked for user license counts for the queueing system. The response was not clear.</p> <p>DPS staff must be logged in to the queueing system to capture the requested statistics per examiner. Attachment 5 provides number of workstations but does not indicate how many staff members will need access to the queueing system, e.g. part time and second shift staff. So number of licensed users may be greater than number of workstations. Can DPS please clarify the following:</p> <ol style="list-style-type: none"> <li>1. How many total named users are expected. (Including Examiners, receptionist/greeters, supervisors, and admin)?</li> <li>2. Of the total number of users, how many will function as an examiner?</li> </ol>	Queuing has been removed from the RFP, please refer to RFP Release 2 attached to Amendment 7.
Amendment 3		4. In amendment 3, it was made clear that tablets are not the responsibility of the respondent. However, please confirm that greeters (using State provided tablets) should have the ability to put customers into the queue? If so, can you provide the number of staff that will function as a greeter.	The tablet will not be used to put customers into the queue.
		5. Please provide clear guidance for quantity of customer kiosks needed. Quantity directly impacts the cost of providing kiosks. Simply "stating details will be worked" out during the planning and design phase leaves a significant gap and challenge for any vendor to reply to the state with a fair	For calculation purposes, respondents can use a number 350 (include DSC and county locations with no DSC presence).

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>price for hardware and software support. If a specific quantity cannot be provided, please provide a minimum that will be needed.</p>	
		<p>6. Please define the role of the customer kiosk? Adding the queuing function to the current Super Kiosk / I-pad will cause both a bottleneck and customer confusion.</p> <p>Customers who want to conduct a transaction on the kiosk will have to wait unnecessarily behind a line of people trying to enter the queue. Conversely, customers seeking to enter the queue will have to wait while other customers use the kiosks for more time-consuming transactions.</p> <p>How does the state envision the customer flow when approaching the customer kiosk?</p> <p>Multiple kiosks per location will not solve the problem. If two customers are processing a driver license transaction, it may take between 3-6 minutes per person pending on scanning, photos, payment processing. Everyone else, e.g., queueing customers, wait.</p>	<p>The State believes there is a misunderstanding stated in the question. That is not the State's intention. For a definition of a Customer Kiosk, please refer to Pro Forma Contract Section A.2. For information on how the Customer Kiosk is expected to be used, please refer to Pro Forma Contract Section A.8.b. The State intends for a Customer Kiosk to be locally configurable for a number of functionalities as explained in the Pro Forma Contract as well as designate a Customer Kiosk for any particular functionality to manage customer flow in any location.</p>
		<p>7. As oral presentations will be done virtually, will the presentations require only a PowerPoint or does the state require a demo of all products which will be difficult virtually for some items.</p>	<p>Please refer to RFP Attachment 6.2., Section D. for the requirements of what is to be demonstrated during the scored Oral Presentation. The State cannot tell a Respondent how to meet the requirements of RFP Attachment 6.2., Section D. The State hopes Respondents will demonstrate the processes in the best way that meets the requirements contained in RFP Attachment 6.2., Section D.</p>
		<p>8. The state would like us to provide a price for the mdl though we do not have a set of requirements. For example,</p>	<p>The State does not currently have an mdl, but may implement the use of an mdl during the Contract Term. The State has not asked</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>what systems should we integrate with? How many mdl's will be issued yearly?</p>	<p>Respondents for a separate price for an mdl. The State intends for an mdl, when implemented, to be charged at the price-per-card cost.</p>
		<p>9. With regard to Section A8.b.ix "Support State-supplied wireless devices (i.e., 4G- and 5G-capable)", please respond to the following question:</p> <p>A. In Section A8.b.ix, it infers that Customer Kiosks are to be 5G capable. Since 5G is not widely available and unlikely that all existing State wireless devices support this protocol, will the State amend this section to convey Customer Kiosks should be either 5G ready and/or easily upgraded to support 5G when each particular DSC obtains 5G access and capability?</p>	<p>No.</p>
		<p>10. The State advised that the budget will not increase from the previous bid; however, it should be noted that the previous bid did not have mandatory requirements for mobile driver license, kiosks, and scheduling system. With that being said and the fact that these items require extensive additional CAPEX investment, can the State provide clarification as to how they expect any vendor to provide a robust solution based on the mandatory requirements within the budget provided.</p>	<p>The State deems that the budgetary dollar amount proposed is appropriate for the funding of this project. If a Respondent submits a dollar amount higher than the proposed budgetary amount, the State will have to follow the appropriate budgetary process by law to receive any additional appropriate funding that may be needed for this project.</p>
		<p>11. We have understood that the queuing system is required in only 44 DSC locations listed in Attachment 5. (Down from 46 originally listed in the solicitation.) It is our understanding that we are not required to provide the queuing system in the 3rd party locations, county locations, or mobile units. Is this correct?</p>	<p>Queuing has been removed from the RFP, please refer to RFP Release 2 attached to Amendment 7.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Amendment 3, Question 57, A.8.d(11)i		<p>12. Card manufacturing is the production of the card body with no personal identifiable information involved in the process. Card personalization is the printing or laser engraving of the cardholders' data onto the card bodies. Can the State confirm if legislative mandates require manufacturing within the continental US or if this is a preference of the State? If just a preference, would the State allow manufacturing outside the continental US provided the facility used is highly certified (with but not limited to ISO9001, ISO27001, and ISO 14298 regarding quality, cyber security, and security printing) and with extensive safeguards ensuring card bodies are secure throughout the transfer process to the US based personalization facility where they will be personalized with cardholder information?</p>	<p>No; the State will not allow manufacturing outside the continental US.</p>
Amendment 3, Question 153, A.8.d.(1).i		<p>13. While the manufacturing of some substrates allows for quick turnaround, polycarbonate and its more secure features require more advanced manufacturing techniques that take significantly longer to manufacture. A highly secure polycarbonate card body with more complex and innovative security features cannot be manufactured in 30 calendar days because of the required customized tooling to manufacture these card bodies. A polycarbonate card body with highly innovative surface features and features layered within the sheets of polycarbonate before they are fused into a solid block of polycarbonate require upwards of 90 days to manufacture. With the generous 18 month deployment for this project, we</p>	<p>Please refer to RFP Amendment 7 and RFP Release 2 attached to RFP Amendment 7.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		ask that the State provide up to 90 days for manufacturing an actual credential if the vendor is offering a more secure substrate and features such as polycarbonate. Will the State allow up to 90 days to produce an actual polycarbonate card body from the time card design is approved by the State?	
Amendment 3, Question 47, A.8.b.(1).xxvii		14. In the 1st round of QnA, " However, if the state will leverage the same kiosk for self enrollment and queuing, in the scenario whereby multiple applicants are hoping to leverage the kiosk for specific use cases, where the average transaction will take 2-5 minutes, and multiple applicants who would need to entre the queue for transactions / use cases where they would need to work with a TN State employee, these applicants could find themselves waiting behind the self enrollment applicants for a period of time just to entre the queue and would result in a longer wait times for the queue and lead to customer dissatisfaction. Can the state describe the expected experience for customers leveraging the same kiosks for both queuing and self enrollment?What is the expected work around for instances where the applicant requires assistance to complete a transaction, or the receipt roll requires a fresh roll? Each of these will result in a queue for the queuing kiosks and adversely impact the customer experience.	Please refer to Question 6.
Amendment 3, Question 3, A.8.b.(1).xxvii		15. In the instance where applicants begin a transaction in the self enrollment kiosk, but cannot complete the transaction, they will be entered into the queue to be	Please refer to Question 6.

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		<p>assisted by a state employee. However, many citizens do not have a smart device and/or will not wish to use the virtual queuing application and will require a printed receipt in order to obtain their position in the queue for the state employee assistance. What is the expected outcome for the citizen/applicant who is waiting to get into the queuing kiosk or waiting for the applicant ahead of them to complete their transaction?</p>	
<p>Amendment 3, Question 4, A.8.b/(1).xxi</p>		<p>16. In the 1st round of QnA, for the question pertaining to the number of Kiosks the State responded "Please refer to the Pro Forma contract attachments for quantities that can be used for proposal calculation purposes."The list of Kiosks included in Attachment 4 shows a total of 37 Kiosks. However, in response to question #4, the state responded "These details will be worked out during the planning and design phases of the project. Exact quantities are subject to change, so cannot be provided at this time. However, the quantities provided in the Attachments can be used as guidelines. Please review the Pro Forma Contract for additional information on the functionalities of a kiosk (Pro Forma Contract Section A.8.b.)"for the purposes of providing a cost estimate should we use the 37 kiosks that are listed in Attachment 4?Should the final number of kiosks vary from the assumed quantity used for estimating, this will result in a change request and an adjustment to the dollar amount of the contract.</p>	<p>Please refer to Question 5.</p>



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Amendment 3, Question 90, A.8.b/(1).xxi		17. Are there specific legislative or legal rules that would prevent the digitized version of the motor voter questionnaire from being deployed to all workstations throughout the state? Is the expectation to only have this paperless questionnaire in certain workstations or offices?	No; the State hopes the paperless questionnaire can be deployed to all workstations throughout the State, but is aware that not all locations (i.e., 3rd party locations) are capable of having a paperless questionnaire. The paperless questionnaire is possible in all of the State's DSCs.
Amendment 3, Question 108		18. There is substantial scope changes between the first issuance of the RFP back in 2019 and RFP34901 - 01225. This includes: Self Enrollment kiosk, government cloud hosting, queuing system and mobile driver's license, yet the total value of the contract remains the same value range as 2019 with maximum of 30.5M USD.Are there scope items that can be decoupled from this RFP offering (e.g. mDL or Queuing system)?	Queuing has been removed from the RFP, please refer to RFP Release 2 attached to Amendment 7.
Amendment 3, Question 108, 1.1 Statement of Procurement Purpose, Subsection 1.1.2		19. Based on your response to Question #108 from responses of Amendment 3, if a vendor does not fall within the market budget given, would the vendor still be considered?	Yes.
Amendment 3, Question144, A.7.a.2(ii), A.7.a.4(ii)		20. Can the State provide guidance to vendors concerning the maximum amount of all consumables per year to allow all vendors to cost their solutions in an equal manner for the State to evaluate?	The State is not able to provide specific amounts of all consumables per year; however, the amount of consumables should be determined based on the amount of annual activity of approximately 1.8 million transactions per year. The State will no longer be using security paper for an interim document (please refer to the Pro Forma Contract for information on the interim document).
A.7.a.(2).iii.(a)		21. Please confirm that two Examiner Workstations are not allowed to share the same USB connected peripheral device.	Two Examiner Workstations are allowed to share the same USB connected peripheral device; HOWEVER, the Workstations cannot be dependent on each other in such a way that if one goes

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			down, the other one also goes down.
A.8.b.(4)		22. Please confirm that all kiosks at all non-DSC locations are to be considered to be operating in Unattended Mode.	The State does not confirm. Please refer to ProForma Contract Section A.8.b.(1)i.
Section A.8.b.(3).ix  Section A.8.b.(3).xii  Section A.8.b.(3).xiii  Section A.8.b.(3).xv		23. Each referenced requirement mentions "entered into the appropriate queue of the DSC or other External Outlet".  Given the State's answer to Question #50 in Addendum #3 indicating that the scope of the Contractor's Queuing solution corresponds to the State DSC locations, should the reference to "or other External Outlet" be removed from each of these requirements?  Please also confirm that any of these cases involving actual "entry to the appropriate queue" only applies if the Customer Kiosk is set to Attended Mode of operation.	Queuing has been removed from the RFP, please refer to RFP Amendment 7 and RFP Release 2 attached to RFP Amendment 7 for changes to the identified sections.
5.2.1.5.2.		24. Please confirm whether or not bidders are permitted to provide physical or electronic materials related to the virtual Oral Presentation upon notice of scheduled Oral Presentation date.	Bidders are permitted to provide electronic materials related to the Oral Presentation.
5.2.1.5.2.		25. Please confirm whether or not bidders are permitted to provide samples of the proposed credential upon notice of scheduled Oral Presentation date.	Yes.
5.2.1.5.2.		26. Please confirm if a Bidder will be required to fully demonstrate a view showing a human applicant interacting with the proposed kiosk solution during the Oral Presentation.	Please refer to Question 7.
A.8.b.(3).i		27. Given that the kiosk is for both transactions and checking in, does the State have the expectation to have multiple	Please refer to Question 5.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		kiosks at busier DSC locations? And if so, can the State provide us guidance as to quantities?	
		<p>28. Should the Offeror be prepared to present two card options -- one compliant with current legislation, one compliant with pending legislation -- and show the pricing for both given the pending legislation?</p> <p>If so, will the current pricing page have an additional row for price per card added for an alternative card substrate to reflect the option to submit pricing for each?</p> <p>if not, is there guidance for offerors as to whether the state has a preference for credentials compliant with current or pending legislation and if so, will the state amend the RFP requirements?"?</p>	<p>Yes; The State is required to comply with state law, a compliant credential is not based on a "preference" as stated in the question. The Pro Forma Contract in the RFP requires that the credential complies with current state law. If the pending legislation becomes law, it is possible the credential will be changed. Respondents, therefore, should provide a cost for a credential that complies with current law and a cost for a credential that complies with pending legislation. A row will be added to RFP Attachment 6.3. (Cost Proposal) to accommodate that cost. Please refer to RFP Release 2 attached to Amendment 7.</p>
		29. The kiosk and workstation solution includes both a hardware and software component. How are vendors to be measured equally on the hardware component if we are not subject to using the same quantity baseline?	Please refer to Question 5.
A.8.b/(1).xxi		30. Where should per unit pricing to support that volume changing in either direction can be included in the response?	The State believes "volume changing" refers to the quantity of Customer Kiosk, please refer to Question 5. There is no per unit pricing regarding Customer Kiosks.
		31. If additional quantities of hardware beyond what's originally bid are required, how will the vendor be compensated?	If a situation occurs where changes in the Contract's Scope of Services become necessary, but were inadvertently unspecified in the Contract, the State's procurement process allows for a Change Order provision to be in the Contract (see Pro Forma Contract Section A.15.).

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
3.2.2.2		32. Is there a file size limit for files sent via email?	Issues may arise around 20MB. Multiple emails are allowed.
		33. Please confirm that it's the State's expectation that the same physical kiosk in a DSC should be used for both full self-service transactions and simply joining queues.	Queuing has been removed from the RFP, please refer to RFP Release 2 attached to Amendment 7.
		34. Please confirm that pictures taken by the kiosk must be ICAO-compliant.	Please refer to Pro Forma Contract Section A.7.a.(4)i.(b).
E.14		35. We think there is value in having the individual pricing for DL, IVS, Kiosk, Queuing and Mobile ID identified for full evaluation. This will be beneficial for any pricing negotiation session or as it relates to the states provision on partial takeover (E.14).  Will the state expand the pricing worksheet to allow line items that make up the PPC to better compare vendors solution and cost evaluation? "	Queuing has been removed from the RFP, please refer to RFP Attachment 7 and RFP Release 2 attached to RFP Amendment 7. The State respects the opinion expressed, however the pricing worksheet will not be expanded and Respondents are expected to provide pricing inclusive of ancillary costs as indicated on RFP Attachment 6.3.
		36. Since Mobile ID is expected to be included with PPC, should each vendor expect that everyone who has a physical card produced will automatically have the ability to get a Mobile ID?  a. Is it the State's intention to allow a customer to get a Mobile ID in between renewal periods?  b. Will the Mobile ID only be available at the time a new physical card is issued or renewed?	Please refer to Question 8.

**3. Delete RFP # 34901-01225, in its entirety, and replace it with RFP # 34901-01225, Release #2 , attached to this amendment. Revisions of the original RFP document are emphasized within the new release. Any sentence or paragraph containing revised or new text is highlighted.**

**4. Delete RFP Section 1.1.b. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Operations. There are up to forty-eight (48) State-operated Driver Services Centers (DSCs) and up to sixty (60) Third Party Partners located in eight (8) districts across the state covering two (2) time zones (Eastern and Central). The DSCs are typically open two hundred forty-eight (248) days per year, Monday through Friday, 8:30 am-5:00 pm. The hours of Third Party Partners may be similar. Operating days and hours are subject to change. Details can be found at the State's website ([www.tn.gov/safety](http://www.tn.gov/safety)).

**5. Delete RFP Attachment 6.2 A.12 in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Provide a statement that confirms the Respondent's ability to provide a PCI DSS compliant point of sale, signature, response to questions, and payment capturing device as described in *Pro Forma* Sections A.2.n., A.2.dd., A.4.a., A.7.a.(2)i.(f), and A.7.a.(4)i.(f).

**6. Delete RFP Attachment 6.2 D.7. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Demonstrate the Image Capturing functionality at an Examiner Workstation. (see *Pro Forma* Section A.8.a.(1)). The Respondent must separately demonstrate the capturing of the photographic (facial) image and signature point of sale as further described in *Pro Forma* Section A.8.a. The demonstration of a signature pad must include how the signature pad can display text for user review and how user input will be accepted (e.g. checkboxes) as well as how signatures will be accepted. The demonstration may also include how a touchscreen at a Customer Kiosk could alternatively be used to display information for review and accept user input.

**7. Delete Pro Forma Section A.2.n. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Customer Kiosk is a kiosk that shall be located at a DSC, Third Party Partner location, and/or External Outlet. The Customer Kiosk shall be comprised of self-contained hardware that contains an (integrated) camera, scanner, printer, and a PCI DSS compliant point of sale device capable of capturing signature, payment, and response to questions, as well as, displaying customer data for the purposes of verification. A Customer Kiosk is also a free standing touch screen device that may have a printer built in or as an accessory and be capable of printing a document containing information as determined by the State. (see also Section A.8.b.).

**8. Delete Pro Forma Section A.2.w. in its entirety:**

Hold Queue is a temporary pause in service between two (2) Transactions in order for the customer to perform a necessary function of a testing requirement such as the knowledge test or the skills test.

**9. Delete Pro Forma Section A.5.h. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

The Solution, including Credentials, shall, at all times, meet the requirements of Tennessee Code Annotated Title 55, Chapter 50, Part 3.

**10. Delete Pro Forma Section A.8.a.(1).ii.(b). in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Capture a photographic (facial) image of applicant's full facial head above the shoulders (see Section A.8.d.(3 ));

**11 .Delete Pro Forma Section A.8.b(2). in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Components. The quantities of each component will vary depending on the size of a DSC – a small DSC will have less than a medium DSC which will have less than a large DSC. The Contractor shall work with the State to determine quantities and the final decision shall be at the discretion of the State. The State reserves the right to delete or add DSCs and modify quantities at any time during the Contract Term. Each Customer Kiosk shall consist of items described in Section A.7.a(4); and

**12. Delete Pro Forma Section A.8.b.(3).vii. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Transmit existing customer identification data that was entered by the customer (or scanned with a barcode reader) at the sign-in or 'welcome' page to the ALIST to check identity and receive a response; if the identity check fails, an error message shall be displayed;

**13. Delete Pro Forma Section A.8.b.(3).ix. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

If a customer stops a Transaction before completing the Transaction, the customer shall be able to ask for Examiner assistance (only available in "Attended Mode") – if the customer asks for Examiner assistance, the customer shall receive instructions for entering the queue of the DSC or other External Outlet depending upon what is needed to complete the Transaction. If the customer does not want to have assistance, the Transaction shall remain a partial Transaction and the customer shall be able to request an appointment at a scheduled time in the future (available in both "Attended Mode" and "Unattended Mode"); if available appointment times are not acceptable to the customer, walk-in options should be displayed so the customer is aware of these and knows when he or she can complete the partial Transaction; appointments and walk-in options to complete a partial Transaction shall be within a State-determined number of days that shall be configurable by State designated personnel;

**14. Delete Pro Forma Section A.8.b.(3).xii. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Perform one-to-one (1:1) facial verification with the previous image on record and conduct a behind-the-scenes agreement or disagreement; if disagreement occurs, the customer shall receive instructions for entering the queue of the DSC or other External Outlet for an in-person interaction with an Examiner. If the customer does not want to have an in-person interaction with an Examiner, the Transaction becomes a partial Transaction and the customer shall be able to request an appointment at a scheduled time in the future (available in both "Attended Mode" and "Unattended Mode"); if available appointment times are not acceptable to the customer, walk-in options should be displayed so the customer is aware of these and knows when he or she can conduct a Transaction; appointments and walk-in options to conduct a Transaction shall be within a State-determined number of days that shall be configurable by State designated personnel;

**15. Delete Pro Forma Section A.8.b.(3).xiii. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Scanning of documentation, other than an existing Credential, shall not be conducted at a Customer Kiosk; if a customer has documentation that needs to be scanned, he or she shall be notified that an

in-person interaction with an Examiner is needed and the customer shall receive instructions for entering the queue of the DSC or other External Outlet for an in-person interaction with an Examiner and the Transaction will become a partial Transaction; if the customer does not want to have an in-person interaction with an Examiner, the Transaction will remain as a partial Transaction and the customer shall be able to request an appointment at a scheduled time in the future (available in both "Attended Mode" and "Unattended Mode"); if available appointment times are not acceptable to the customer, walk-in options should be displayed so the customer is aware of these and knows when he or she can conduct a Transaction; appointments and walk-in options to conduct a Transaction shall be within a State-determined number of days that shall be configurable by State designated personnel;

**16. Delete Pro Forma Section A.8.b.(3).xv. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Cash or checks shall not be accepted at a Customer Kiosk; however, if a customer wants to pay by cash or check, the customer shall receive instructions for entering the queue of the DSC or other External Outlet for an in-person interaction with an Examiner to complete the Transaction. If the customer does not want to have an in-person interaction with an Examiner, the Transaction shall become a partial Transaction and the customer shall be able to request an appointment at a scheduled time in the future (available in both "Attended Mode" and "Unattended Mode"); if available appointment times are not acceptable to the customer, walk-in options should be displayed so the customer is aware of these and knows when he or she can conduct a Transaction; appointments and walk-in options to conduct a Transaction shall be within a State-determined number of days that shall be configurable by State designated personnel;

**17. Delete Pro Forma Section A.8.b.(3).xix. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Allow customers to provide immediate feedback of their experience by asking four (4) or five (5) questions, determined by the State, that can be quickly answered. Customer feedback shall be optional, not required; and available only for those who fully complete a transaction at the Customer Kiosk. State designated personnel shall be able to tie the feedback to a particular Transaction, ticket number, and Examiner.

**18. Delete Pro Forma Section A.8.d.(1).i. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

All Credentials shall conform to the current AAMVA standards as adopted in Tennessee and contained in state and federal laws, rules, regulations, and standards (see also Sections A.5.b., A.5.h., and particularly but not limited to Tenn. Code Ann. §§ 55-50-331 and 55-50-335 ). The State shall approve in writing the final design of all Credentials. The Contractor shall provide initial Credential Designs thirty (30) calendar days after the final Comprehensive Project Management Plan (see Section A.10.) with the final Credential due within no more than ninety (90) calendar days of the State's written approval;

**19. Delete Pro Forma Section A.8.d.(3). in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Photographic (Facial) Image. Current (2019-2020) Tennessee law requires, among other things, an "above the shoulder" quality color photographic (facial) image of an applicant. The photographic (facial) image of an applicant shall, at all times, comply with Tennessee law (see particularly Tenn. Code Ann. § 55-50-335 ). An "above the shoulder" quality photographic (facial) image of an applicant shall meet the following minimum requirements:

**20. Delete Pro Forma Section A.8.d.(7) in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Credential Design components. (see also Sections A.5.h., A.8.d.(1)i., and A.8.d.(3)) Components shall include :

**21. Delete Pro Forma Section A.10.f.(3)ix. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Additional Plans. Included, when developed, as attachments to the Comprehensive Project Management Plan will be the:

- (a) Master Project Work Plan (see Sections A.2.bb. and A.10.g.);
- (b) Quality Management Plan (see Sections A.2.gg. and A.10.h.);
- (c) Resource Management Plan (see Sections A.2.ii. and A.10.i.);
- (d) Communication Management Plan (see Sections A.2.h. and A.10.j.);
- (e) Configuration Management Plan (see Sections A.2.j., A.6., and A.12.);
- (f) Issue and Resolution Action Plan (see Sections A.2.z. and A.10.f.(3)vi.);
- (g) Operations Management Plan (see Sections A.2.cc., A.4.c., A.7.b., A.13.b., and A.14.);
- (h) Risk Management Plan (see Sections A.2.jj. and A.10.f.(3)v.);
- (i) Data Management Plan (includes data conversion) (see Sections A.2.o. and A.5.i.);
- (j) Implementation and Installation Management Plan (see Sections A.2.x. and A.11.e.);
- (k) Test Management Plan (includes approach for managing defects) (see Sections A.2.pp. and A.12.);
- (l) Training Management Plan (see Sections A.2.rr. and A.13.);
- (m) Maintenance and Support Management Plan (see Sections A.2.aa. and A.14.); and
- (n) Turnover Plan.

**22. Delete Pro Forma Section A.10.g.(3)i. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Design Phase:

- (a) Comprehensive Project Management Plan (see Sections A.2.h. and A.10.f.);



- (b) Master Project Work Plan (see Sections A.2.bb. and A.10.g.);
- (c) Quality Management Plan (see Sections A.2.gg. and A.10.h.);
- (d) Resource Management Plan (see Sections A.2.ii. and A.10.i.);
- (e) Communication Management Plan (see Sections A.2.g. and A.10.j.);
- (f) Configuration Management Plan (see Sections A.2.i., A.6., and A.12.);
- (g) Issue and Resolution Action Pan (see Sections A.2.x. and A.10.f.(3)vi.);
- (h) Operations Management Plan (see Sections A.2.cc., A.4.c., A.7.b., A.13.b., and A.14.);
- (i) Risk Management Plan (see Sections A.2.jj. and A.10.f.(3)v.);
- (j) Test Management Plan (see Sections A.2.pp. and A.12.); and
- (k) Detailed Solution Design (in addition to below, see also Section A.11.c.(2)):
  - (i) Interface Specifications (see Section A.4.h.);
  - (ii) Solution Architecture (see Section A.6.):
    - aa. Clear specifications of all Solution Hardware which must be installed in State datacenters, if any;
    - bb. (Hardware) Capacity Analysis and Growth Plan for all Solution Hardware which must be installed in State datacenters, if any;
    - cc. Specification of which Solution software components that must be installed on Solution Hardware in State datacenters, if any, can and cannot operate on virtual server technology; and
    - dd. Updated comprehensive diagrams detailing how each component of the as-built system will integrate and interface with all other Solution components;
  - (i) Data Management Plan (includes data conversion) (see Sections A.2.o. and A.5.i.);
  - (ii) Solution Functional Design:
    - aa. Full set of updated, recommended to-be process flows; and

- bb. Solution functional and/or configuration specifications;
- (iii) Workflow Design;
- (iv) Scanning Integration Design; and
- (v) Solution Security Design;

**23. Delete Pro Forma Section A.10.g.(3).ii. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Development Phase:

- (a) Training Management Plan (see Sections A.2.rr. and A.13.);
- (b) Training: User Guide and Job Aids (see Section A.13.);
- (c) Contractor (Solution) testing results, approved by the State (see Section A.12.);
- (d) Contractor data conversion testing results, approved by the State;
- (e) Implementation and Installation Management Plan (see Sections A.2.x. and A.11.e.); and
- (f) Maintenance and Support Management Plan (see Sections A.2.aa. and A.14.);

**24. Delete RFP Attachment 6.2 C. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
	C.1.	Provide a narrative that illustrates the Respondent’s understanding of the State’s requirements and project schedule.		1	
	C.2.	Provide a narrative that illustrates how the Respondent will complete the scope of services, accomplish required objectives, and meet the State’s project schedule.		9	
	C.3.	Provide a narrative that illustrates how the Respondent will manage the project, ensure completion of the scope of services, and accomplish required		9	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		objectives within the State’s project schedule.			
	C.4.	Provide a narrative, and appropriate technical drawings, explaining the proposed placement of Examiner Workstation hardware and peripherals in a Driver Services Center. (see <i>Pro Forma</i> Sections A.7.a.(1) and A.7.a.(2)). At the time of the Oral Presentation, the Respondent shall be required to provide a sample of the actual equipment that shall be utilized. (See RFP Attachment 6.2 – Section D., Item D.1.) The equipment shall be configured in the same manner as if in a Drivers Services Center.		2	
	C.5.	Provide a narrative, and appropriate technical drawings, explaining the proposed Customer Kiosk, including the operation and maintenance of the proposed Customer Kiosk (see <i>Pro Forma</i> Sections A.7.a.(4) and A.7.b.). At the time of the Oral Presentation, the Respondent shall be required to provide a sample of the actual equipment that shall be utilized. (see RFP Attachment 6.2 – Section D., Items D.2. and D.3).		8	
	C.6.	Provide a narrative, and appropriate technical drawings, explaining the proposed portable Examiner Workstation, including the operation and maintenance of the proposed portable Examiner Workstation (see <i>Pro Forma</i> Section A.7.a.(3)). At the time of the Oral Presentation, the Respondent shall be required to provide a sample of the actual equipment that shall be utilized. (see RFP Attachment 6.2 – Section D., Item D.4).		3	
	C.7.	Provide a narrative explaining the proposed configurations for all Contractor provided hardware and peripherals. The narrative shall include the proposed Solution architecture (hardware, operating system, software, firmware, security protocols, etc.).		6	
	C.8.	Provide a narrative for the Image Capturing functionality at both an Examiner Workstation and a Customer Kiosk (see <i>Pro Forma</i> Sections A.2.m.(1), A.8.a., and A.8.b.). The narrative shall detail the capturing of the photographic (facial) image and signature point of sale		8	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		as further described in <i>Pro Forma</i> Sections A.8.a. and A.8.b. The narrative shall also include how the signature pad will allow a user to display documents for review and how user input will be accepted (i.e., checkboxes) as well as how signatures will be accepted. The narrative may also include how a touchscreen at a Customer Kiosk could alternatively be used to display information for review and accept user input.			
	C.9.	Provide a narrative for the Barcode Reading functionality. The narrative should explain this functionality at both an Examiner Workstation and a Customer Kiosk. (see <i>Pro Forma</i> Sections A.2.m.(2), A.8.a.(2), and A.8.b.).		1	
	C.10.	Provide a narrative for the Image Verification (Facial Recognition) functionality. (see <i>Pro Forma</i> Sections A.2.m.(5) and A.8.(c.). The narrative shall detail the one-to-one comparison, as well as, the tools used for investigator support. The Respondent shall also provide proof of meeting the ANSI/NIST-IT 1-2011 UPDATE:2015, or current, standard.		7	
	C.11.	Provide a narrative for the Document Scanning functionality at an Examiner Workstation. (see <i>Pro Forma</i> Sections A.2.m.(4) and A.8.a.(3)).		4	
	C.12.	Provide a narrative describing the entire proposed over-the-counter (“OTC”) Credential production process as further described in <i>Pro Forma</i> Section A.8.d.(12). Include technical drawings and process flow diagram(s).		5	
	C.13.	Provide a narrative that summarizes the operational workflow of the Solution. The narrative shall include how it integrates and interfaces with each of the other functionalities in the entire Solution. (see <i>Pro Forma</i> Section A.8).		9	
	C.14.	Provide a narrative that describes the proposed Image Verification initial enrollment, Scrubbing, and ongoing enrollment processes. (see <i>Pro Forma</i> Sections A.8.c.(1)ii. through A.8.c.(1)iv.		4	
	C.15.	Provide a narrative that describes how the Respondent shall meet the Credential		6	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		production requirements as further described in <i>Pro Forma</i> Sections A.8.d.(1) through A.8.d.(12).			
	C.16.	Provide a narrative that describes the process for updating the firmware (if applicable) and software settings of the Solution and its functionalities.		1	
	C.17.	Provide a narrative that describes the reporting tools utilized by the Respondent to produce reports described in <i>Pro Forma</i> Sections A.8. and A.9. The Respondent shall provide examples of these reports produced by these tools.		3	
	C.18.	Provide a narrative that describes how the Respondent will meet all training requirements described in <i>Pro Forma</i> Section A.13. and provide samples of training materials.		6	
	C.19.	Provide a narrative that describes how the Respondent will integrate all interfaces and components of the proposed Solution as described in <i>Pro Forma</i> Section A.4.h.		5	
	C.20.	Provide a narrative that describes how the Respondent will provide a secure, web-based Solution that is 1) cloud-hosted; and 2) delivered by a web browser. The narrative should describe this for both an Examiner Workstation and a Customer Kiosk. (see <i>Pro Forma</i> Sections A.4.a., A.5.a., A.7.b.(3), and A.8.b.(1)xxviii.).		5	
	C.21.	Provide a narrative regarding the backup, high availability, and disaster recovery options for the Solution and its functionalities and how these will be used to meet the Solution availability and operation requirements described in <i>Pro Forma</i> Sections A.4.h.(6), A.14.c.(7), and A.14.c.(8).		2	
	C.22.	Provide a narrative detailing how the Respondent will meet the processing and mailing specifications for the permanent Credential as outlined in <i>Pro Forma</i> Section A.8.d.(10).		3	
	C.23.	Provide a narrative detailing how the Respondent will meet the testing requirements outlined in <i>Pro Forma</i> Section A.12., particularly the Solution's ability to perform successfully and error free for ten (10) consecutive business		7	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		days in an environment that fully and accurately simulates a production environment.			
	C.24.	Provide a narrative on how the Respondent secures data while in transit and at rest. Please also describe how the security features of the Solution's authentication mechanism(s) operate.		3	
	C.25.	Provide a staffing plan that explains the necessary staff, as well as, roles of these individuals prior to and throughout implementation of the project as per further described in <i>Pro Forma</i> Sections A.10. and A.11.		2	
	C.26.	Provide a narrative that describes how the Respondent will meet all maintenance and support requirements contained in <i>Pro Forma</i> Section A.14.		4	
	C.27.	Provide a narrative that describes how the Respondent shall maintain an image of a Credential in accordance with Tenn. Code Ann. § 55-50-335(b)(3).		3	
	C.28.	Provide a narrative that describes the proposed "promote to production" process including development, testing, quality assurance, training, and production. (see <i>Pro Forma</i> Section A.6.b.).		4	
	C.29.	Provide a narrative that describes the planned functionality of a digital driver license. (see <i>Pro Forma</i> Section A.5.b.(3)).		5	
<p><i>The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i></p>				<p><b>Total Raw Weighted Score:</b> (sum of Raw Weighted Scores above)</p>	
<p><b>Total Raw Weighted Score</b></p> <hr/> <p><b>Maximum Possible Raw Weighted Score</b> (i.e., 5 x the sum of item weights above)</p>			<p><b>X 40</b> (maximum possible score)</p>		<p><b>= SCORE:</b></p>
<p>State Use – Evaluator Identification:</p>					

<b>RESPONDENT LEGAL ENTITY NAME:</b>					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
State Use – Solicitation Coordinator Signature, Printed Name & Date:					

**25. Delete RFP Attachment 6.2 D. in its entirety and insert the following in its place** (any sentence paragraph containing revised or new text is highlighted):

<b>RESPONDENT LEGAL ENTITY NAME:</b>				
Oral Presentation Items		Item Score	Evaluation Factor	Raw Weighted Score
<b>D.1.</b>	Bring a sample of all proposed Examiner Workstation equipment to show proposed placement within an Examiner’s workspace. (see <i>Pro Forma</i> Sections A.7.a.(1) and A.7.a.(2)).		4	
<b>D.2.</b>	Bring a sample of all proposed Customer Kiosk equipment (i.e., hardware, stand, enclosure). Details and accurate artwork, photos, and dimensions may take the place of actual equipment. (see <i>Pro Forma</i> Section A.7.a.(4)).		2	
<b>D.3.</b>	Demonstrate the full operation of the proposed Customer Kiosk (i.e., barcode reading, image capturing (photographic (facial) image and signature), allowing a user to display documents for review, how user input will be accepted, and accepting payments). (see <i>Pro Forma</i> Section A.7.b.).		6	
<b>D.4.</b>	Bring a sample of all proposed equipment for a portable Examiner Workstation (i.e., hardware, stand, enclosure). Details and accurate artwork, photos, and dimensions may take the place of actual equipment. (see <i>Pro Forma</i> Section A.7.a.(3)).		5	
<b>D.5.</b>	Demonstrate the full end-to-end process of completing a Credential (i.e., Respondent must demonstrate all functionalities required of the proposed Solution. (see <i>Pro Forma</i> Sections A.2.m. and A.8.).		6	
<b>D.6.</b>	Demonstrate the following within the proposed Solution: (1) web-based Examiner Workstation application; (2) defined security roles at various levels; (3) logging and tracking process; and (4) transmission of data collected to issue a Credential. (see <i>Pro Forma</i> Section A.5.).		3	

<b>RESPONDENT LEGAL ENTITY NAME:</b>			
<b>D.7.</b> Demonstrate the Image Capturing functionality at an Examiner Workstation. (see <i>Pro Forma</i> Section A.8.a.(1)). The Respondent must separately demonstrate the capturing of the photographic (facial) image and signature point of sale as further described in <i>Pro Forma</i> Section A.8.a. The demonstration of a signature pad must include how the signature pad can display text for user review and how user input will be accepted (e.g. checkboxes) as well as how signatures will be accepted. <b>The demonstration may also include how a touchscreen at a Customer Kiosk could alternatively be used to display information for review and accept user input.</b>		<b>5</b>	
<b>D.8.</b> Demonstrate the Barcode Reading functionality at an Examiner Workstation. (see <i>Pro Forma</i> Section A.8.a.(2)).		<b>1</b>	
<b>D.9.</b> Demonstrate the Image Verification (Facial Recognition) functionality. (see <i>Pro Forma</i> Section A.8.c.). The Respondent must separately demonstrate the one-to-one comparison, as well as, the tools used for investigator support.		<b>4</b>	
<b>D.10.</b> Demonstrate the Examiner Workstation Document Scanning functionality. (see <i>Pro Forma</i> Section A.8.a.(3)).		<b>4</b>	
<b>D.11.</b> Demonstrate the process of an over-the-counter (“OTC”) Credential production. (see <i>Pro Forma</i> Section A.8.d.(12)).		<b>6</b>	
<b>D.12</b> Demonstrate the functionality and use of a digital driver license. (see <i>Pro Forma</i> Section A.5.b.(3)).		<b>5</b>	
<b>Total Raw Weighted Score</b> ( <i>sum of Raw Weighted Scores above</i> ): The Solicitation Coordinator will use this sum and the formula below to calculate the score. Numbers rounded to two (2) places to the right of the decimal point will be standard for calculations.			
$\frac{\text{total raw weighted score}}{\text{maximum possible raw weighted score}} \times 25 = \text{SCORE:}$ <i>(i.e., 5 x the sum of item weights above)</i> <span style="margin-left: 100px;"><i>(maximum section score)</i></span>			
<i>State Use – Evaluator Identification:</i>			
<i>State Use – Solicitation Coordinator Signature, Printed Name &amp; Date:</i>			

**26. Delete RFP Attachment 6.3. in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**



RESPONDENT LEGAL ENTITY NAME:										
Cost Item Description	Proposed Cost							State Use ONLY		
	Contr act Year 1	Contr act Year 2	Contr act Year 3	Contr act Year 4	Contr act Year 5	Contr act Year 6	Contr act Year 7	Su m	Evalu ation Factor	Evaluation Cost (sum x factor)
Solution Planning (includes Initiation Phase), Designing, Development, and Implementation Phases (see <i>Pro Forma</i> Section A.11.)	\$ / EACH								1	
Solution Hardware, Solution Hardware Maintenance and Support, Consumables, and Credential Production (see <i>Pro Forma</i> Sections A.2.m., A.7., A.8., A.14., and C.3.d.) <b>NOTE: This row is for a card that complies with current state law</b>	\$ / Card	\$ / Card	\$ / Card	\$ / Card	\$ / Card	\$ / Card	\$ / Card		1,715, 285	
Solution Hardware, Solution Hardware Maintenance and Support, Consumables, and Credential Production (see <i>Pro Forma</i> Sections A.2.m., A.7., A.8., A.14., and C.3.d.) <b>NOTE: This row is for a card that complies with pending legislation</b>	\$ / Card	\$ / Card	\$ / Card	\$ / Card	\$ / Card	\$ / Card	\$ / Card		1,715, 285	
Software licensing and Software Maintenance and Support (see <i>Pro Forma</i> Sections A.14. and C.3.e.)	\$ / Mont h	\$ / Mont h	\$ / Mont h	\$ / Mont h	\$ / Mont h	\$ / Mont h	\$ / Mont h		12	
TOTAL EVALUATION COST AMOUNT (sum of evaluation costs above):										

<b>RESPONDENT LEGAL ENTITY NAME:</b>											
<b>Cost Item Description</b>		<b>Proposed Cost</b>						<b>State Use ONLY</b>			
		<b>Contr act Year 1</b>	<b>Contr act Year 2</b>	<b>Contr act Year 3</b>	<b>Contr act Year 4</b>	<b>Contr act Year 5</b>	<b>Contr act Year 6</b>	<b>Contr act Year 7</b>	<b>Su m</b>	<b>Evalu ation Factor</b>	<b>Evaluation Cost (sum x factor)</b>
		The Solicitation Coordinator will use this sum and the formula below to calculate the Cost Proposal Score. Numbers rounded to two (2) places to the right of the decimal point will be standard for calculations.									
		$\frac{\text{lowest evaluation cost amount from all proposals}}{\text{evaluation cost amount being evaluated}} \times 30 = \text{SCORE}$									
		<i>State Use – Solicitation Coordinator Signature, Printed Name &amp; Date:</i>									

**27. Delete Pro Forma Attachment 7 in its entirety and insert the following in its place (any sentence paragraph containing revised or new text is highlighted):**

Tennessee Department of Safety and Homeland Security  
**CUSTOMER SERVICE EXPERIENCE**

Summary:

The State of Tennessee is redesigning its driver services' customer experience to pursue and achieve the goal of no waiting in its Driver Services Centers and to have minimal in-person contact. This will both minimize the need for an in-person interaction with a Driver Services Examiner and to minimize the in-person time when Driver Services Examiner review or in-person transaction completion is required while still maintaining the full Driver Services Examiner-led transactions for those who need or want the full in-person experience. This will be accomplished through the following:

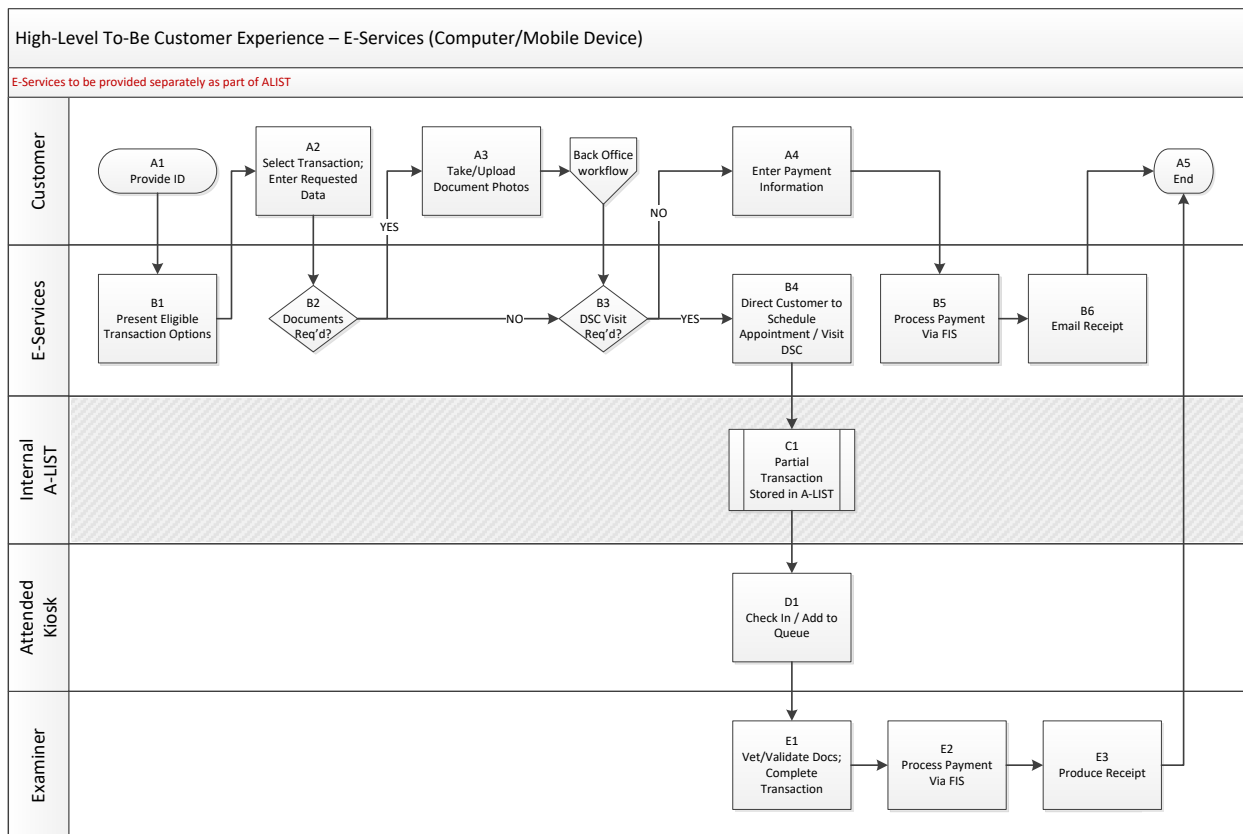
- (1) Maximizing customers' eligibility-based online and self-service transaction capabilities as permitted by law;
- (2) Having an appointment-, virtual line management-, virtual lobby-, and self-service-focused Driver Services Center organization and workflow that leverages the use of personnel in the role as 'greeters' using tablets; and
- (3) Using portable Driver Services Examiner workstations to provide community-located, full-service transactions in locations other than a Driver Services Center and locations that support social distancing in accordance with the Centers for Disease Control and Prevention (CDC) guidelines.

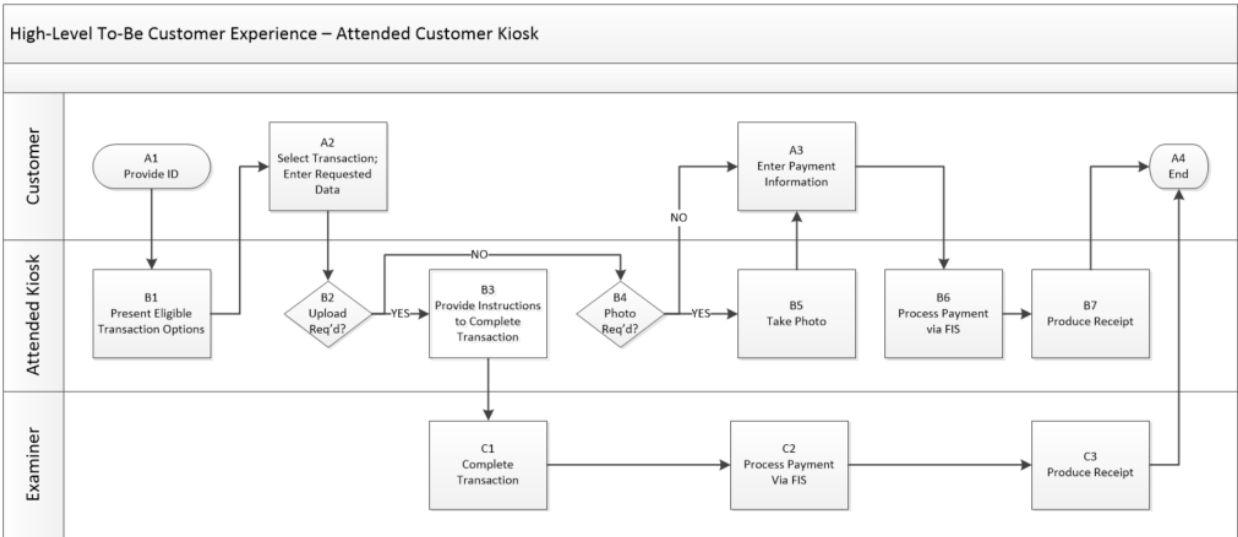
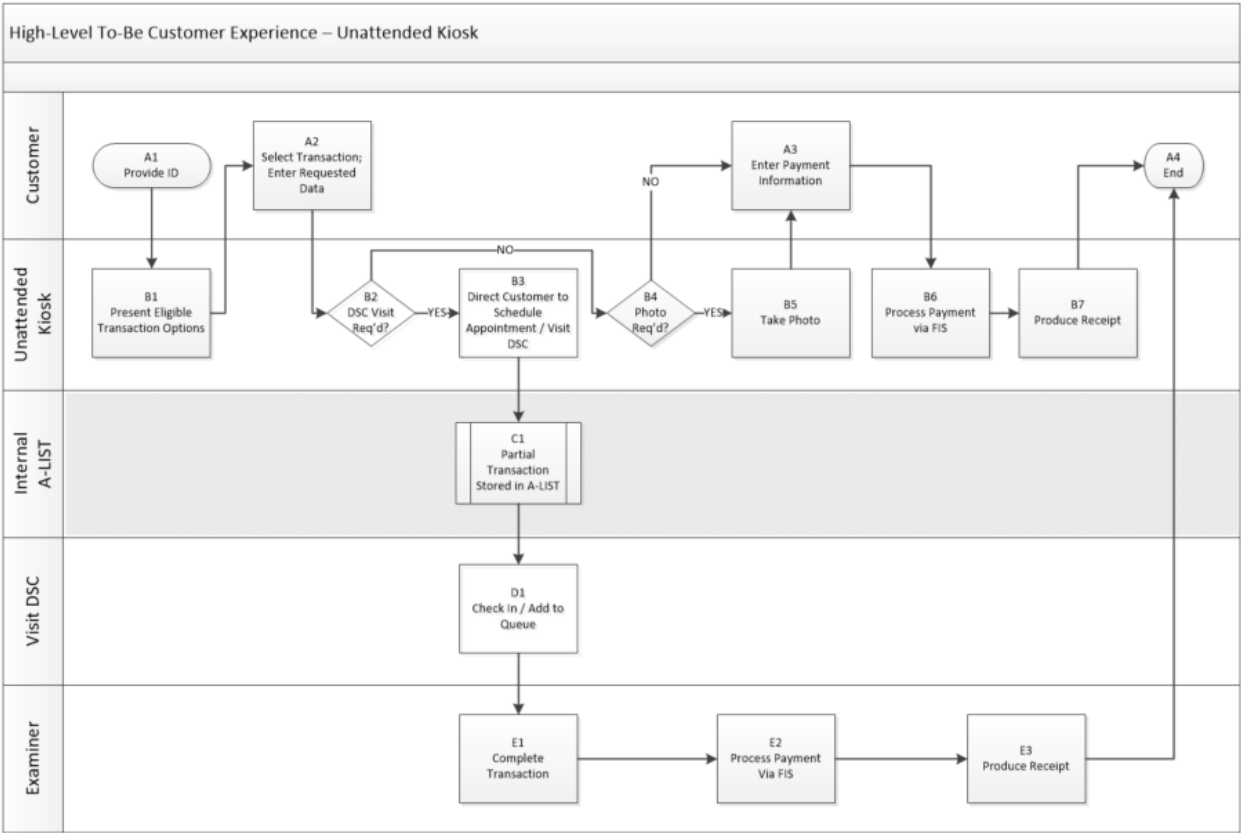
Details:

- a. The transaction capabilities of a Customer Kiosk will combine and expand on the capabilities of the State's current 'super kiosks', iPad kiosks, and queuing kiosks. A Customer Kiosk will take a customer's photo, in accordance with law and policy, will take payment using a variety of payment cards, and will produce a customer receipt that together with an inactive (expired) Credential will provide proof of driving privilege, but the customer receipt will not, by itself, be considered a Credential.
- b. A driver services transaction can, in accordance with law and policy, be started on either the eServices platform or a Customer Kiosk, but always within eligibility constraints for any person using a Customer Kiosk. Eligibility information for a customer will be obtained from the ALIST.
- c. The eServices platform and a Customer Kiosk operating in 'unattended mode' (fully self-service, no one will be providing in-person assistance) will allow a customer to start the application process outside of a Driver Services Center. A Customer Kiosk operating in 'attended mode' (someone is available to provide in-person assistance) will allow a customer to start the application process upon arrival at a Driver Services Center or other location where in-person assistance is available. A customer will enter the application data.
- d. A Customer Kiosk will offer the same transaction functionality, subject to user eligibility, in both the 'unattended mode' and the 'attended mode'. Transactions can be started even if the Customer Kiosk is in 'attended mode' in a Driver Services Center that does not offer completion of the customer's transaction at the particular Driver Services Center (i.e., not all Driver Services Centers perform reinstatements or commercial driver license ("CDL") transactions requiring road skills tests).
- e. Only the eServices platform (not the Customer Kiosk) will provide the capability to upload a picture of issuance documents and compliance documents.
- f. A Customer Kiosk will not provide scanning or submission of issuance documents or compliance documents.
- g. The eServices platform and a Customer Kiosk will permit a customer to save a partial transaction for later completion in a Driver Services Center at an Examiner Workstation for those transactions that by law and policy cannot be completed on the eServices platform or on a Customer Kiosk.
- h. The ALIST will provide functionality for State-designated personnel to review, including approval, denial, and communication back to the customer, documents that were uploaded by the customer and are contained in a partial transaction.
- i. A Customer Kiosk will use the same data elements to lookup customers as is used in the eServices platform.
- j. If a customer has a Tennessee driver license, the eServices platform and a Customer Kiosk will determine if the customer has a partial transaction in the ALIST. If so, the customer will be able to continue the partial transaction, if permitted by law and policy and depending on the customer's location and platform. **If not, the customer shall receive instructions for completing the transaction.**
- k. If a customer has a Tennessee driver license, but no partial transaction, the eServices platform and a Customer Kiosk will offer new transactions based on customer eligibility. The customer will select the desired transaction and will be able to complete, subject to eligibility, as many types of transactions on the eServices platform or on the Customer Kiosk as are permitted by law and policy and depending on the customer's location and platform. If a transaction that

was started or continued on the eServices platform or a Customer Kiosk cannot be completed due to law and policy, **the customer shall receive instructions for completing the transaction.**

- l. The eServices platform will not take a customer's photo.
- m. Goal: a customer can finish as many transaction types as possible, as permitted by law and policy, on a Customer Kiosk that is operating in either 'attended mode' or 'unattended mode'.
- n. Goal: take a customer's photo, in accordance with law and policy, on a Customer Kiosk.
- o. If a customer is not a Tennessee resident, the customer will need to complete a new resident transaction to apply for a Tennessee driver license or Tennessee photo identification license. The new resident transaction can be started, but not completed, on the eServices platform or on a Customer Kiosk. A partial transaction will be stored in the ALIST and **the customer shall receive instructions for completing the transaction.**
- p. The State may choose to limit some of the Customer Kiosks to specific functions (i.e., customer queuing that will be accomplished by foot traffic management; or dedicating one or more Customer Kiosks to new resident transactions in the larger Driver Services Centers).
- q. The State plans on implementing Examiner Workstations that are portable (can be packed up and transported from place to place) to supplement available channels of service. The portable Examiner Workstations shall operate identical to an Examiner Workstation in a Driver Services Center and process any real-time transaction. The portable Examiner Workstation will not be used for any over-the-counter ("OTC") Credential issuance.
- r. The following flowcharts are a visual depiction of the customer experience.





**28. RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.