



**REQUEST FOR PROPOSALS # 34901-01225
AMENDMENT # 3
FOR Credential Production, Issuance, and
Management Solution**

DATE: February 17, 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.**

EVENT	TIME (central time zone)	DATE
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”	4:30 p.m.	February 17, 2021
9. Second Round of “Written Questions & Comments” Deadline	2:00 p.m.	March 3, 2021
10. State Response to Second Round of Written “Questions & Comments”	4:30 p.m.	March 24, 2021
11. Response Deadline	2:00 p.m.	April 12, 2021
12. State Schedules Respondent Oral Presentation		April 23, 2021
13. Respondent Oral Presentation	8 a.m. - 4:30 p.m.	May 3-7, 2021
14. State Completion of Technical Response Evaluations		May 10, 2021

15. State Opening & Scoring of Cost Proposals	2:00 p.m.	May 11, 2021
16. Negotiations (Optional)	4:30 p.m.	May 12-14, 2021
17. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection	2:00 p.m.	May 17, 2021
18. End of Open File Period		May 25, 2021
19. State sends contract to Contractor for signature		May 26, 2021
20. Contractor Signature Deadline	2:00 p.m.	June 2, 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
1		1. Is this a new requirement? Or is there an incumbent vendor providing these services?	Not all of the requirements are new. There is a Contract in place for the majority of these services.
		2. If there is an incumbent, what is the contract number, vendor name, and term of the contract?	This question needs to be requested through the Central Procurement Office's (CPO) Public Records Request. https://www.tn.gov/generalservices/about-dgs/public-records-requests.html
		3. Could the State provide a breakdown of the various functionalities that are required on the iPad Kiosks and the ones required on the Super Kiosks?	Please review the Pro Forma Contract for details on functionalities. The Respondent is not responsible for the State issued iPads. 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.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		4. How many kiosks will be required with full functionality vs a sub sections of offerings. Could the State provide a break down on how many kiosks of each type will be required and their associated requirements?	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.)
		5. Can the State provide a number of how many units will run in an unattended mode vs in attended mode?	This level of detail will be worked out during the planning and design phases of the project. This must be a software feature, not about the quantity of equipment. Please see Pro Forma Contract Section A.8.b. for additional information.
		6. The RFP states the goal is to reduce in-person contact, can we offer suggestions that have been successfully used by other jurisdictions to reduce wait times and increase efficiencies? If so, in which section can we include the content?	No, it is not appropriate to make suggestions such as those stated. The RFP and the Pro Forma Contract contains the requirements and what is to be addressed in the Respondent's proposal.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		7. Could the State provide scenarios which requires a customers to go from the Kiosk to the Examiner or in reverse the Examiner to the Kiosk? What type of transactions would take place in these scenarios?	Please review the Pro Forma Contract, particularly Pro Forma Contract Section A.8.b.
		8. Does the State require the onsite visit to happen with the ongoing Covid-19 pandemic? If so, we have noticed there are two sites listed on the document, will we have the chance to visit both?	Please see RFP Section 1.7.1. Attendance at the site visits was mandatory.
		9. Would it be possible to get a list posted or shared of the vendors participating in the prebid conference for CREDENTIAL PRODUCTION, ISSUANCE, AND MANAGEMENT SOLUTION ("SOLUTION") RFP?	Due to the nature of the virtual environment, an official roll was not kept.
		10. Would it be possible to provide us with a pdf of the slide deck presented?	Yes, this will be added to the CPO website. https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/supplier-information/request-for-proposals--rfp--opportunities1.html

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		11. I am seeking information relative to attendees to the Pre-bid conference CPO hosted surrounding Department of Safety RFP: CREDENTIAL PRODUCTION, ISSUANCE, AND MANAGEMENT SOLUTION (“SOLUTION”).	See response 9.
1.1.a (2)		12. Will the state consider central issuance exclusively with a priority mail express service for VIP instead of offering both an Over the Counter and Central Issuance Solution? Central Issuance offers the most secure credential features and options and the express service manages the need for urgent print requests.	No, the State will not consider going with central issuance exclusively.
1.1.a (2)		13. How many locations will host OTC printers?	Please refer to Section A.8.d(12) in the Pro Forma Contract.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
1.1.a (3)		14. What is the annual volume projected for OTC issuance of special handling/confidential Credentials as well as internet and mail renewals?	Central Issuance numbers can be found in Pro Forma contract Attachment Four.
3.2.2.2		15. Per Section 3.2.2.2, proposals <u>can</u> be sent via email. Is there a file size limitation and if so, is it permissible to split the technical in multiple files, if needed?	Multiple files can be submitted. Please add a read receipt to ensure the Solicitation Coordinator has received all files.
3.3.1		16. The implementation of a mobile driver's license can reference different terms and conditions than a typical physical driver's license production. Will the State allow submission of Mobile ID terms and conditions for consideration and negotiation for review during the appropriate time?	Please see response 6.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
5.2.1.6		17. Will the Technical Response be scored before the Cost Proposal is opened?	Please see RFP Section 2. (Schedule of Events) and RFP Section 5.2. (Evaluation Process).
Technical Response and Evaluation Guide - A.12 Pro Forma Sections A.2.n., A.2.ee., A.4.a., A.7.a.(2)i.(f), and A.7.a.(4)i.(f).		18. What is the minimum version of the PCI DSS standard specifications that the State requires compliance to?	Please see Pro Forma Contracts Sections A.5.k. and E.10.a(5). At a minimum, the current version of PCI-DSS is what must be complied with. As of the writing of this response, the current version is v3.2.1. The State expects the eventual Contractor to become compliant with subsequent versions as they are released.
Technical Response and Evaluation Guide - C.8		19. In the context of the Customer Kiosk, would it be acceptable to present the information for review on the touchscreen display of the Kiosk as opposed to the signature pad?	Attachment 6.2. – Section C., Item C.8 has been amended. Please see Amendment 3.
Technical Response and Evaluation Guide - C.27		20. Please confirm that this credential image capture requirement also applies to cards produced over the counter.	The State confirms.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Attachment 6.3 Pricing Worksheet		<p>21. The Pricing worksheet does not specify where we should include Mobile ID Pricing. Will the State clarify where the vendor should include Mobile ID Pricing? Specifically, is the State expecting the price to be included with the Price Per Card, one-time payment or would the State consider a consumer pay model?</p>	<p>Yes, the State expects the price to be included with the price per card.</p>
A.2.m.(1)		<p>22. Please confirm that the document scanner must be capable of handling passport books and also plastic cards.</p>	<p>The reference identified is in the definition section, please refer to Pro Forma Contract Section A.8.a(3).</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.2.n		23. Please confirm that the State is requiring at least two separate form factors for the Customer Kiosk: one comprised of the numerous identified self-contained components and one consisting of just a free-standing touch screen device with ticket printing capability?	No, the State is not requiring two separate form factors for the Customer Kiosk. Please see Pro Forma Contract Section A.8.b. Please also see the response to question 5.
A.2.n		24. If two or more different form factors of Customer Kiosk are expected by the state, please provide expected quantities of each type so that an accurate pricing proposal for the solution based on a commonly understood requirement for all Bidders can be provided.	Please see the response to question 23.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.2.n		25. Please confirm that the scanner being referred to is essentially a barcode reader/scanner to be applied to existing DLs/IDs for extracting customer data and not a document scanner for capturing images of proof of identity or residence documents.	The referenced section (A.2.n.) is in the definition section of the Pro Forma Contract. Please see Section A.8.b. for further information.
A.2.s		26. Please confirm the State will provide an adequate number of USB ports for vendor-supplied peripherals.	The referenced section (A.2.s.) is in the definition section of the Pro Forma Contract. Please see Section A.7.a. for further information.
A.2.z		27. Does the Interim Credential need to contain the same elements as in the permanent credential, for example, photo, signature, and PDF 417 barcode?	No.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
<p>A.7.a.(2).i.(d)</p> <p>A.7.a.(2).i.(g)</p> <p>A.7.a.(4).i.(e)</p>		<p>28. Does the reference to “pre-populated documents related to Credential Issuance” in these requirements require the Bidder’s printer equipment support multiple trays, where one or more trays can be used for such forms?</p>	<p>No; Please refer to RFP Amendment 3.</p>
<p>A.7.a.(2).i</p> <p>A.7.a.(3)</p>		<p>29. Does the same equipment proposed for the hardware peripherals required for fixed position Examiner Workstation workspace need to be utilized in the portable Examiner Workstation solution (e.g., same camera, document scanner, barcode reader, printer and/or point of sale device)?</p>	<p>Please see Pro Forma Contract Section A.7.a.(3).</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.7.a.(2).iii.(a)		<p>30. We assume this requirement means that no peripherals can be shared between two workstations since if the peripheral were to fail, multiple workstations would be impacted. Please confirm. If sharing is to be allowed, please confirm that any such shared peripheral must not be dependent on software deployed on a specific workstation to function and must not require explicit action by either workstation to be shared or unshared.</p>	<p>Please see Pro Forma Contract Section A.7.a.(2).iii.(a).</p>
A.7.a.(3)		<p>31. Please confirm that, as with the fixed position Examiner workspace, the State is responsible for the computing device for the portable Examiner Workstation?</p>	<p>The State confirms.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.7.a.(3)		<p>32. Does the State require the same specific peripheral equipment be employed for the portable Examiner Workstation as will be employed for the fixed position Examiner Workstations in permanent locations?</p>	<p>Please refer to the response to question 29.</p>
A.7.a(2)i(d)		<p>33. How many feeder trays must the printer have, including the single sheet feeder tray?</p>	<p>One.</p>
A.7.a(5)		<p>34. Please confirm that compensation for moves and other additional services in A.7.a(5) will be addressed through the change process in Section A.15. Alternatively, would the State prefer that proposers submit hourly rates to cover moves and other additional services?</p>	<p>The State does not confirm that compensation for moves and other additional services will be addressed through the change process; Proposers should not submit hourly rates to cover moves and other additional services.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.7.a.(4).i		35. Please clarify the reference to "Mechanism to scan documents" mentioned in the Customer Kiosk hardware requirement (on page 55) given other requirements that seem to explicitly disallow document scanning other than barcode reading.	This has been removed. Please refer to RFP Amendment 3.
A.7.a.(4).i.(f)		36. Please confirm that a 'mechanism' can include a combination of devices to achieve this functionality.	The State confirms.
A.7.b.(3)		37. Will the State consider removing references to IE and Safari given their obsolete status for Windows environments?	No.
A.7.b.(4).xi		38. There is no Section E.9.d. Could the State confirm that the correct reference may be Section E.10.d?	This has been updated. Please refer to RFP Amendment 3.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.8.a.(1).i.(d)		39. By “annotated with text and graphics”, does the State mean the ability to “draw an overlay” on the portrait image or the ability to attach text and graphical images to the portrait image?	Please clarify and submit for the second round of questions and comments as set forth in Amendment Three’s Schedule of Events

A.8.a.(1).iii.(d)	<p>40. Please confirm each of the following:</p> <ul style="list-style-type: none"> - Bidder must supply device described as well as replace current state-provided credit/debit payment processing application on the Examiner Workstation; - State will continue to be responsible for cash drawer and end-of-day payment reconciliation functions along with payment processing for customer cash/check/e-check payments; - State's interface will supply the Bidder's credit/debit payment solution with the detailed charges to be collected; - Bidder's credit/debit payment processing application needs only to return payment status (approval or denial) information to A-List 	The State confirms all items.
-------------------	--	-------------------------------

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.8.a.(3)		41. What resolution is the State expecting the images to be scanned in (e.g., 200 DPI) and are the images to be scanned as B&W, Grayscale, or Full Color images?	A scanner should have the capability of scanning at multiple DPIs and multiple formats.
A.8.a.(3).iv		42. Does this requirement mean that all documents should be cropped to a single uniform size and, if so, what is that size?	No, this does not mean that all documents should be cropped to a single uniform size. The requirement is that there should be the capability of cropping various documents to a uniform size. The size of each document will vary depending on type of document.
A.8.a.(3).iv A.8.a.(3).v A.8.a.(3).vii		43. Can the state confirm that all the requirements noted here for fixed position Examiner Workstation are also required for the portable Examiner Workstation?	The State confirms.
A.8.b.(1).ix		44. Please confirm that these State-supplied devices would plug into the Ethernet LAN interface of the Customer Kiosk. If not, please elaborate.	The State confirms.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.8.b.(1).ix		45. Please confirm that not only is the State supplying the device but will be responsible for the wireless service plan as well.	The State confirms.
A.8.b.(1).xxiii		46. Will the State clarify the reference to "which Examiner provided the service" for the context of this Customer (self-service) Kiosk requirement?	"Examiner" refers to the kiosk identification number.
A.8.b.(1).xxvii		47. Wait times cannot apply to self-service customer kiosks as applicants do not check in to utilize them. Will the State consider removing the reference to wait times from this kiosk reporting requirement?	No, the State will not consider removing the reference to wait times from the kiosk reporting requirement. Please refer to Pro Forma Contract Section A.8.b.(3) for information on Transactions.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.8.b/(1).xxi		<p>48. To allow an accurate pricing proposal for the solution based on a commonly understood requirements for all Bidders, will the State provide specific quantities needed that every bidder should presume for the following:</p> <p>Customer Kiosks, with quantities separated for:</p> <p>Free-standing full function self-service kiosks (e.g., capable of portrait capture)</p> <p>Free-standing touchscreen stations without the full set of peripherals needed for the above</p> <p>Tablets to be operated by greeters for assisting customers</p> <p>Examiner Workstations</p> <p>Portable Examiner Workstations</p>	Please refer to the Pro Forma contract attachments for quantities that can be used for proposal calculation purposes.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.8.b.(3),ii		49. Please elaborate on the specific fields that the State minimally expects among the minimum five (5) fields for the sign-in/welcome page for a Customer Kiosk.	The expected data fields will include information to access a driver record.
A.8.b.(4)		50. How many locations must be under the scope of control for the Queuing, Virtual Line Management, Appointment Scheduling and Virtual Lobby functionality described in this section?	The State expects the functionality at all State Driver Services Centers, please refer to Pro Forma Contract Attachments.
A.8.c.(1).i.(a)		51. Please confirm the document referenced here is NIST Special Publication 500-290 Edition 3 (2015) "Data Format for the Interchange of Fingerprint, Facial & Other Biometric Information."	The NIST ANSI/NIST-ITL 1-2011 UPDATE: 2015 is the "Data Format for the Interchange of Fingerprint, Facial & Other Biometric Information ANSI/NIST-ITL 1-2011 NIST Special Publication 500-290 Edition 3" published August 22, 2016. (Citation: Special Publication (NIST SP) - 500-290e3)
A.8.c.(1).ii.(a)		52. What data sources exist for sources of images to be initially enrolled in the Bidder solution?	The data currently exists in the State's content management solution.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.8.c.(1).v.(a).(ii)		<p>53. Section A.8.c.(1).v refers to Image Verification (Facial Recognition) <u>at the Point of Service</u>. Please confirm that the One-to-many ("1:N") comparisons to be performed on a scheduled or on-demand basis are performed by back office personnel and not at the DSC counter.</p>	<p>The State confirms.</p>
A.8.c(1)iii(a)		<p>54. Please confirm that compensation for any scrubs requested under A.8.c(1)iii(a) will be addressed through the change process in Section A.15. Alternatively, would the State prefer that proposers submit hourly rates to cover these services?</p>	<p>Yes, the State confirms that if the State decides a scrub is needed, the Change Order process will be used. The Respondents proposal shall not include hourly rates to cover these services.</p>
A.8.d.(10).vi		<p>55. Please confirm that the State is responsible for providing the mailing inserts and not the vendor.</p>	<p>The Contractor is responsible for the "carrier" used to mail the Credential. If there is an additional insert to be included with the Credential, the State will supply any additional inserts.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.9		56. Can the State specify an estimated number of users who may simultaneously need to access, view, customize, create, or run reports for the Solution?	The State presumes "simultaneously" means at the exact same time. Therefore, the minimum number of simultaneous users is expected to be no less than 5. Not more than 60 users will have access to this functionality.
A.8.d(11) i		57. Please clarify the facility that manufactures the card body, including security preprint and other embedded security features, must be located within the continental United States?	The State confirms.
A.14.c.(6)		58. Will the vendor be allowed to install State-approved monitoring tools on the workstation PCs in the offices? And will be vendor be grated remote access to the workstation PCs in the offices for remote diagnostics and troubleshooting?	State approved monitoring tools will be allowed. Authorized vendor personnel may be granted remote access to workstation PCs when needed.

A.14.c.(7)	<p>59. The leading cloud service providers in the industry do not claim support for 99.999% availability for all their various services that support a cloud hosted application solution. Most of their individual services claim three 9s with some service types claiming four 9s It is a rare service instance among their offerings that claim five 9s availability. Since the successful Bidder for the cloud hosted solution to this RFP will be relying on a large variety of service types from a leading cloud service provider, it is unlikely any Bidder will be able to achieve/claim five 9s availability using the necessary mix of service types available. In order to avoid significant cost to the state for a bidder solution complying with this stringent availability requirement, would the State consider relaxing the availability</p>	<p>This has been updated. Please refer to RFP amendment 3.</p>
------------	---	--

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		requirement to 99.9% availability?	
A.16 Warranty		60. Please confirm that this warranty period applies to credentials, meaning that the State requires credentials with a durability of at least 8 years.	The warranty period applies to credentials but is not limited to credentials, and does not apply to credentials as stated in the question. Please refer to requirements in the Pro Forma contract regarding credentials.
B.		61. Would the State consider changing the expiration to the date that is 84 months after implementation? That way, the Contractor can base its pricing on 7 full years of card production.	No.
B.		62. Please confirm that the expiration date of the contract will be extended if the implementation is delayed (unless the delay was Contractor's fault). Otherwise, Contractor cannot reliably anticipate the length of the term or the number of cards it will produce during the term.	The term is 84 months.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
B.		63. Can the state please confirm that there are no renewal options to be included with the contract term?	The State confirms.
D.19		64. Particularly in light of the fact that the State's third party partners will be handling sensitive State information, it is important make clear that the Contractor is not responsible to the extent damage is caused by another party (other than Contractor's own subcontractors). For example, the Contractor's "act" of providing access to a third-party partner does not make Contractor liable if the third-party partner misuses that access and damages the State. Please confirm that the State will consider contract language post-award to make this more clear.	D.19 is currently limited to damages caused as a result of acts, omissions, or negligence on the part of the Contractor.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
D.32		65. Please confirm that, post-award, the State will consider clarifications regarding the insurance coverage that do not materially impact overall coverage levels and protection.	The State may, at its discretion, consider clarifications regarding insurance coverage that do not materially impact the required coverage levels or protections.
E.3.		66. Please confirm that this section is inapplicable as the State will not be retaining ownership of hardware or software provided under the contract.	E.3. has been revised. Please see Amendment 3.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
E.5		<p>67. We assume the intent of this intellectual property indemnity is to hold the Contractor responsible for any infringement in the goods, software, or services the Contractor provides. As worded, however, this could be misinterpreted to apply to any infringement- even if not related to the Contractor. Please confirm that the State will consider contract language post-award to make this more clear.</p>	<p>The indemnity is limited to infringement related to the Contractor.</p>
E.9.b(1)		<p>68. We ask that the license for Contractor-Owned Software be limited to the term of the Contract (instead of being perpetual). We also ask that any license to Contractor-Owned Software be limited to the State's internal governmental purposes.</p>	<p>If there is custom developed software, the State would need a perpetual license to be able to continue using.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
E.9.b(2)		69. Providing source code to Contractor's Work Product and Contractor-Owned Software would be a drastic security risk to the Contractor and its other customers and would compromise Contractor's most important intellectual property. Please consider removing this requirement or confirm that a source code escrow will satisfy this requirement.	The source code is only provided to the extent that it is necessary for any Custom-Developed Application Software to be installed and function as set forth in the Contract.
E.10.a(1)		70. Please confirm that an encryption technologies will meet this requirement if the technology complies with D113FIPS 140-2 and that third-party certification of compliance is not required.	The State does not confirm that third party certification of compliance is not required. The requirement is that encryption technologies have already been validated.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
E.10.a(3)		71. Please confirm that the State will approval SOC 2 Type II audits that are based only on the "Security Trust Criterion" as the control objectives, as defined by the AICPA	The State does not confirm.
E.10.b(1)		72. Contractor cannot anticipate what may be required by future amendments to State policies. Please confirm that the Contractor is not expected to include these unknown costs in its price and please remove the words "as amended periodically."	The State does not confirm and "as amended periodically" will not be removed.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
E.10.d.(1)		<p>73. The industry leading cloud service providers typically employ transactional backups every 5 minutes for their DB service offerings. In order to avoid significant cost to the State for a bidder solution complying with this stringent RPO requirement, would the State consider relaxing the RPO to 5 minutes (or more) instead of the current expectation of 0 minutes?</p>	<p>No.</p>
E.10.d(2)		<p>74. As noted in the pro forma Contract, it is essential that the Disaster Recovery be tested regularly. These tests can only be effective with the State's participation and support. We ask that the State consider language post -award that will commit the State to participating in, and supporting, annual Disaster Recovery tests.</p>	<p>The State will participate in Disaster Recovery Testing but will not change the language post award.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
E.14.		75. Please confirm that, in the event of a partial takeover, the parties will work in good faith to ensure the Contractor will still be fairly compensated for the remaining services. We ask that the State consider language post -award to capture this understanding.	Please refer to Pro Forma Contract section C.3.
E.15.		76. Particularly in light of the fact that the State's third party partners will have access to PII and the Contractor's system, it is important make clear that the Contractor is not responsible for Unauthorized Disclosures caused by third party partners or another party (other than Contractor's own subcontractors). If credit monitoring is required, it would be paid for by the party at fault.	The provision is limited to Unauthorized Disclosures of PII in the custody or care of the Contractor

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Attachment Four		77. In Attachment 4, can the State break out the issuance and renewals so that bidders can understand how and when the card validity change effected in 2016 (from 5 to 8 years) impacts card volumes in individual contract years?	No.
Attachment Six		78. Can the state explain the instruction about presuming only 175 when 245 iPads are currently deployed among the DSCs? What form of Customer Kiosk is presumed for this instruction to presume 175 quantity? Fully functional kiosk for self-service transactions with photo capture capability vs. free-standing touch screen station primarily for customer check-in associated with the office queue vs. some other purpose?	No. As noted on the Attachments, numbers are subject to change and do not, and shall not, constitute any guarantee of any type of volume guarantee or minimum purchase quantity. This must be a software feature, not about the quantity of equipment. The current situation does not guarantee a future situation.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Attachment 7		79. What is the functionality expected to be available to Greeters from the tablets identified here and who is responsible for providing the tablets (State or Bidder)? If the Bidder is responsible for the tablets, how many such tablets are required to be supplied by the Bidder?	The Respondent is not responsible for the tablets.
Attachment 7		80. Is it expected that all Customer Kiosks have the ability to capture customer photos and accept credit/debit card payments?	Please refer to Pro Forma contract section A.8.b. for information on Customer Kiosks.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Attachment 7		81. "In order to provide the best value to the State, will the State specify the number Customer Kiosks intended for quite limited functions (e.g., queuing/foot traffic management) and the number of Customer Kiosks intended for more full transactional self-service (with photo and other capture capabilities)? "	Please see the response to question 4.
Attachment 7		82. If a failure were to occur at point B5 (Take Photo) or at point B6 (Process Payment), should the result be that the kiosk transaction would go back to B3 (Add Customer to Queue)?	Please see Pro Forma Contract Section A.8.b.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Attachment 7		83. It the case of failure occurring at point B6 (Process Payment), if the customer is to be added to the queue to see an examiner, is there any requirement to retain any of the information gathered previous to the failure of payment? If so, should it be treated like the unattended mode Customer Kiosk with partial transaction stored in A-LIST?	Please see Pro Forma Contract Section A.8.b.
		84. Could the State clarify if the objective of the solution is to add queueing, appointments, and virtual line management to the 3 rd party vendor locations?	Please refer to question 50.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>85. Could the State provide further clarification regarding the queueing system? How many Could the State clarify whether the objective of the solution is to add queueing, appointments, and virtual line management to the Portable DSCs? If so, How many mobile DSCs?</p>	<p>Please clarify and submit for the second round of questions and comments as set forth in Amendment Three's Schedule of Events</p>
		<p>86. Could the State provide further clarification regarding the queueing system. How many total named users will be needed. (All users including: Examiners, receptionist, supervisors, and admin This includes DSC, 3rd party, and portable units. Of the total number of named users above: How many will function as a greeter with tablets? How many will function as an examiner?</p>	<p>The State cannot provide further clarification, please see Pro Forma contract attachments. The Respondent is not responsible for the tablets.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		87. Could the State clarify whether the 175 iPad shown in attachment 6 are provided by the State or are these to be provided by the Vendor?	The Respondent is not responsible for the State issued iPads. 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.
		88. Could the State clarify if the State's objective to eliminate the current iPad kiosks and queuing kiosks, and allow the new customer kiosk as described in this RFP to be the only kiosks used?	Yes.
		89. Could the State clarify how many of the 25,000,000 images mentioned in the RFP are loaded in the FRS? Furthermore, where is the long-term storage for the customers demographic and photographic data occurring. In the State's ALIST system or on the Vendor hosted cloud solution?	All images are enrolled in the FRS. Long term storage of the image or customer demographic is not the Contractor-hosted cloud solution.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		90. Could the State clarify how many OTC permanent credential printers are required as part of this bid?	Please see response to question 14.
		91. Could the State clarify if motor voter registration is to be conducted electronically, then why does the State require a printer to print the voter registration?	Not all of the State's locations are capable of accepting electronic voter registration.
		92. Given the permanent credential printers are very specific to printing on card substrates, is it acceptable to have a second printer to print any paper-based forms that are required?	Please see response to question 29.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>93. Based on the RFP, we understand there are 405 workstations (please confirm) but it's also specified that not every workstation will have all peripherals. Given that the State has expressed that it wishes to share certain devices among workstations or over a common network, can the State please clarify the number of devices required from the following list: (1) camera, (2) document scanner, (3) barcode reader, (4) printer for receipts and interim credentials, (5) backdrop, (6) PCI compliant POS device, and (7) printer capable of producing a permanent credential and prepopulated documents?</p>	<p>No</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		94. Can the State clarify how many Portable Examiner Workstations are required? Also, is the Vendor expected to provide the computing platform, i.e., laptop tablet, and the operating system for the portable examiner workstation?	Numbers related to quantity do not, and shall not, constitute any guarantee of volume or minimum quantity requirements. For calculation purposes, Respondents may use the number of 9 Portable Examiner Workstations; No.
		95. Can the State provide an estimate of how many workstations it expects to add to the fleet during the length of the contract?	Please clarify and submit for the second round of questions and comments as set forth in Amendment Three's Schedule of Events

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>96. Could the State clarify as to how many Customer Kiosks would be required at each location? If the Customer Kiosk provides for the combined capabilities of the current machines - queuing, photo capture, scanning and payment processing utilizing just one machine per location this could inadvertently cause a backup since an entire transaction could take a few minutes per customer. For example, if one customer is conducting a driver license transaction this would tie up the kiosks for several minutes. During that time, customers waiting to join the queuing system would be unable to do so. Imagine 3 driver license customers in a row, the queuing customers could be waiting for 10 – 15 minutes just to sign in.</p>	<p>Please see Pro Forma Contract Section A.8.b., specifically A.8.b.(2).</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>97. Could the State provide information as to how many Customer Kiosks units will be run in unattended mode vs attended mode? What does an attended kiosk provide that an unattended kiosk does not? RFP states all kiosks must have full functionality however does the state intend to have photo capture and scanning capabilities at all locations? Would photo capture be turned on in location like retail grocery if the program is available outside the state DDS office locations?</p>	<p>Please see response to question 5.</p>
		<p>98. Could the State provide scenarios to describe which transactions types are required for a customer to go from a Kiosk to the Examiner or in reverse?</p>	<p>Please see Pro Forma Contract Section A.8.b.(3); please also refer to Pro Forma Attachment 7.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		99. Could the State provide the current data size of its current FRS information?	Our current image database consists of approximately 22.5 million images occupying 2.3 TB.
		100. Does the State require UAT and Test environments for the FRS Cloud service?	Yes, but it may not be necessary to have these environments in place at all times.
		101. Could the State advise as to where the current FRS service hosted? Is it on-site or on the cloud?	The current image verification system is State hosted.
		102. Could the State advise as to what is the current Data Center System platforms that will be communicating with FRS systems? Is it Windows, AIX, Unix, or Linux?	No.
		103. If there is remote access to the FRS Cloud Data Center would this authentication be performed by the current Data Center system?	Yes, but the current situation does not guarantee a future situation.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		104. Could the State advise as to how many Data Centers need to have access to FRS Cloud data center? Example Primary and/or Secondary	No.
		105. Is it the intent of the State that Rights and Title to the Software provision apply to Software expressly funded by the State, versus software developed and funded at Contractor expense?	Correct, that provision applies to Custom-Developed Software Applications in the context of this contract
		106. Could the State clarify as to whether the Cloud hosting is a mandatory requirement, or a value add?	Please refer to Pro Forma Contract Section A.4.a.
		107. Could the State clarify what is required as part of the eServices? Is this currently provided by the State and the Vendor requires to integrate into it? Or does the State need a solution for its current eService offering?	Modification or replacement of eServices is not a part of the scope of this RFP.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>108. Could the State provide clarification regarding the budget provided. The State provided a budget during the previous (RFP 34901-00605) which focused primarily on only the issuance of credentials. The State has now added additional solution requirements, primarily the Kiosk, Cloud Hosting, and Queuing system which in turn would require additional investment from the vendor yet the budget the State has allocated for this RFP has not increased. Seeing that the scope of work has increased substantially, we would like to understand if this was an oversight by the State in the budget preparation of this new RFP.</p>	<p>This was not an oversight by the agency.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>109. With the State responding to the multitude of questions from vendors, which are critical to final pricing strategy and sound responses, receiving answers only on February 10th, does not allow much time for the vendor to provide a comprehensive bid that will benefit the state and its stakeholders. Having said that, would the State consider a 3-week extension in order for the vendors to ensure that the proposed solution is 100% aligned with the State's vision and objectives.</p>	<p>Please refer to the updated Schedule of Events.</p>
	7	<p>110. Given the Holidays and response to written questions not being until 2/10 – can the state extend the response due date by one month?</p>	<p>Please refer to the updated Schedule of Events.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
3.1.2.	8	111. Cost proposal must be recorded on exact duplicate of the RFP Attachment 6.3. Can the state provide an original source document for the cost proposal in Word or Excel format to ensure no errors in conversion from the PDF?	Yes, the State can provide this.
A.7 a.1	53	112. State reserves the right to add, change, reconfigure, consolidate hardware at any time... Can the state provide more context to this so the vendor can adequately cost this? Where does the state expect the vendor to price this function? For example, the vendor provided hardware?	No context can be provided other than what is provided in section A.2.s and A.7.a. Please see Pro Forma Contract Section C.3.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
5	55	<p>113. The State may require the contractor to install or move hardware and associated consumables to support changes in DSC issuance volumes and changes in DSC, Third Party Partner locations and External outlets. Can the state provide more context to this so the vendor can adequately cost this? Where does the state expect the vendor to price this? For example, if vendor supplied hardware is required.</p>	<p>The State is not able to provide the requested information other than to say that approximately 6 moves occurred within the past 5 years. Please refer to question 35.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
10.ii	83	<p>114. The State shall have immediate inspection access to the contractor’s production facility. PCI and NASPO both require pre-registration of visitors to secure areas. Generally, this requires at least 24-hour notice. Is the State willing to accept pre-notification of at least 24 hours in order to maintain compliance with security certifications and compliance rules?</p>	<p>The State has reviewed the requirements referenced in the question. It is agreed that a “visitor” must be registered prior to arrival, but the State did not find a 24-hour notice requirement. Regardless, the State clarifies that the purpose of the stated access is to ensure that the Contractor’s facility complies with the requirements of the Contract and is not a visit for which pre-registration is required. Refer to RFP Amendment 3 for revisions to the Pro Forma Contract.</p>
10.vi	83	<p>115. The State reserves the right throughout the term of the contract to include additional mailing inserts with credentials being mailed. Can the state provide some context to how many this could be at a maximum and how many inserts generally they require so the vendor can adequately plan for this accommodation?</p>	<p>The State recalls only one instance in the past 6 years where the card production Contractor was asked to include an additional insert in the envelope containing the Credential. But this does not guarantee future situations.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
	92, 95, 97	<p>116. "Key Personnel" titles and requirements are listed on page 92. On page 95 and 97... "Key project personnel agreed upon by the Contractor and the State shall be located at a State facility, at a minimum of four (4) seven and one-half (7.5) hour week days, throughout the duration of the project from design to full implementation."</p> <p>Will the state confirm that "Key Project Personnel" in this context will be defined and agreed upon by the vendor and state to mean key personnel from the key personnel list defined on page 92, and the goal of this language is to ensure key people during a given phase of the project are on-site for 7.5 hours / day 4 days per week.</p>	The State confirms.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Attachments 1-6		<p>117. For consistency in cost calculations can state please verify the following volumes of hardware required and should be included in cost calculation</p> <p>Examiner Workstations 392 Kiosks 37 iPads 245 Portable Examiner Workstations, 3? OTC Printers 3 Plus 10% spare parts for all Examiners Workstation components and supplies. Is the state requiring vendors to replace all legacy hardware listed above?</p>	<p>No, the State cannot verify these numbers. Please refer to the Pro Forma Contract Attachments and the disclaimer.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
H	110	<p>118. "Section C3h states "compensation for approved change orders shall not exceed 13% of the sum of the milestone payment rates..."</p> <p>Can state please clarify the compensation limit for change orders by providing an example.</p> <p>Our understanding is that if total cost of "project phases" listed on C.3.b is \$100. Then, any single change order costing less than \$13 (13% of total milestone payments) can be approved and compensated by the state without a formal amendment of the contract"</p>	<p>Project work is contained within the Scope of Services of the Contract. If it becomes necessary to exercise the change order provision, the total change order costs shall not exceed THIRTEEN (13%) of the sum of milestone payment rates detailed in Section C.3.b. which is the total cost for the milestones and associated deliverables set forth in Contract Section A.11.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Attachment 6		<p>119. Appendix Six of the RFP indicated 245 iPads are in service at various Driver Services Centers across the state. Can state please clarify if these iPads will remain in use or they need to be replaced as part of this RFP. If new iPads are required, please provide specification (model number and memory capacity) and verify minimum quantity to be included in cost proposal. Please also describe the use-case for the iPad as it is not described in detail in the RFP.</p>	Please refer to question 87.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.7.		<p>120. The State is responsible for providing Examiner Workstations at the State's facilities. Can you please provide specification for workstation PCs that contractor provided hardware will need to interface? We recommend the state and vendor collaborate on requirements, specifications and timing of the rollout of new equipment including Examiner Workstations as part of the project implementation plan.</p>	No.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.5.b(3)		<p>121. An AAMVA compliant mobile driver license product has been specified as a requirement, however no pricing mechanism is provided for associated fees. Can State please provide guidance on</p> <p>a) where in the cost proposal costs associated with mobile/digital driver license should be reflected</p> <p>b) provide indication of adoption rate by citizens, e.g. how many digital licenses are expected per year in relationship with total number of driver licenses issued</p> <p>c) will State pay for the cost of services or will this be a citizen paid service</p> <p>d) What is the expected payment model for mobile driver licenses (mDL)?</p>	Please refer to question 21.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.4.a, A.5.a		<p>122. The RFP describes and requires a hosted, web-based solution throughout the document for use at the Examiner Workstation and Customer Kiosk. Microsoft Windows and the browser manufacturers sandbox the browser environment. Then web browser applications cannot access the full features available to local-connected USB hardware (e.g., cameras). Will the state allow a local Windows application on the Examiner Workstation capture PCs and the Customer Kiosk?</p>	<p>The State will work with the awardee as needed to resolve the situation posed in the question.</p>

Attachment 7	<p>123. The Unattended Kiosk swim lane within this flow chart decides if the customer requires a DSC visit after collecting minimal customer data. It also decides if the customer must take a photo and the kiosk application must also collect payment. How does the Unattended Kiosk application determine the following?</p> <ul style="list-style-type: none"> - Eligibility for the selected kiosk service at the kiosk vs. routing the customer to a DSC office -Photo requirement for the selected kiosk service -Calculation of fees for selected services <p>Does the A-LIST application provide an endpoint and it will calculate the eligibility and payment so the vendor can interface with it? Or does the state expect the Unattended Kiosk application to program those business rules</p>	Please see Pro Forma contract Section A.8.b. Yes, the A-list application will calculate eligibility and payment. Please see Pro Forma contract section A.4.h.
--------------	--	---

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		(eligibility, photo, and fees) into the kiosk application?	
	31, 65	124. Is the desire to add queueing, appointments, and virtual line management to the 3rd party vendor locations?	Please refer to question 51.
	31, 65	125. For the queueing system, how many total named users will be needed. (All users including: Examiners, receptionist, supervisors, and admin This includes DSC, 3rd party, and portable units. Of the total number of named users above: How many will function as a greeter with tablets? How many will function as an examiner?	Please refer to question 87.
	31, 65	126. Is the goal to eliminate the current iPad kiosks and queuing kiosks, and allow the new customer kiosk as described in this RFP to be the only kiosks used?	Yes.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
	31, 65	127. Is the desire to add queueing, appointments, and virtual line management to the Portable DSCs? If so, How many mobile DSCs?	Please clarify and submit for the second round of questions and comments as set forth in Amendment Three's Schedule of Events
	45, 53, 58	128. Can State further clarify camera specification by providing feedback on following questions; 1. Is there a minimum Inter Eye Distance (IED) that is required for portrait capture? 2. What is the average distance between the customer and the camera at the workstations? 3. Does the application need to support both sitting and standing customers at the same workstation?	Image requirements include those established by AAMVA. Response to question 3, yes in accordance with the Americans with Disabilities Act.
	45, 53, 58	129. Does the customer biometric capture application require to render the physical document on its screen to check for correctness?	Please clarify and submit for the second round of questions and comments as set forth in Amendment Three's Schedule of Events

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>130. I know Idemia had the contract but lost the re-bid. Can you tell me who won the contract prior to the protest and subsequent re-issue? Also, happy to look this up online if it is available there.</p>	<p>Please see response 2.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
1.1.c.(2)	1	<p>131. What is the expected annual growth for the state of Tennessee driver records and additional signatures and photos? Can you confirm how many of the existing images in the database are not ICAO compliant? For the images that are not ICAO compliant, is the vendor to reuse existing images or will the vendor be able to dispose of any non ICAO compliant during the data migration. Can you clarify what the current retention policy for duration of stored images? Can you provide the database you are currently using (e.g. Oracle, MYSQL)</p>	<p>Please see Pro Forma contract attachments for volume history. All images are ICAO compliant. Please refer to the Tennessee Code Annotated for retention requirements for stored images. No.</p>

1.1.c.(2),	1	<p>132. In order to correctly size the solution for legacy data and future growth, please can the State provide details on the following:</p> <p>1. Photo Images to be migrated. What is the average file size of the photos, how many photos need to be migrated and what is the total expected data volume in Terabytes? Is the photo file a proprietary format or can the State please detail what type of file e.g. JPEG?</p> <p>2. Photo Quality. Are all the legacy photos of high quality and to ICAO/ISO/IEC 19794-5 photo standards?</p> <p>3. Signature Images to be migrated. What is the average file size of a signature file, how many signature files need to be migrated and what is total expected data volume in Terabytes? Is the signature file a proprietary format or can the State please detail what type of file e.g.</p>	<p>1. Please refer to question 100, the images are not in a proprietary format.</p> <p>2. Yes</p> <p>3. Respondent does not store signature images.</p> <p>4. Clarify the question</p> <p>5. No</p>
------------	---	--	---

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>JPEG?4. Audit Data. What type of audit data will need to be migrated, the expected number of records and also the data volume in Terabytes? 5. PII Data. Please can the State elaborate on the types of PII data that the vendor is expected to host and the expected data volume to migrate in Terabytes?</p>	
1.1a	1	<p>133. Can the state confirm the number of different credential types? (e.g. Driver's License, Identification, Handgun, etc..) Does handgun license card have a separate card design from the Driver's License and Identification?</p>	<p>Please see Pro Forma Contract Section A.2.k.; 2. Yes, the handgun carry permit license has a separate card design from the driver's license and the photo identification license.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Attachment 4	6	134. We expect volumes will be decreased from 2021 to 2023 as a consequence of the introduction of 8 years DLs in 2016. In order to estimate the real DLs to be issued from 2021 to 2023, could you please tell us how many new DLS and renewal DLs were issued in 2016,2017 and 2018?	Please refer to Exhibit One attached to RFP amendment 3. Please see Exhibit 1.
A.14.	22	135. Will the State accept Date of Birth in black if proposed card body is polycarbonate which requires laser engraving that would appear black if we can find other means to have the element stand out as more prominent?	Current State statute requires that the date of birth is in color. There is proposed legislation to update the card to black and white.
Attachment 6.2, C.10	29	136. It seems it should reference section A.2.m(5) instead of A.2.m (3). Could the State confirm this?	Correct, the reference in RFP Attachment 6.2., Item C.10. should be Pro Forma Contract Section A.2.m.(5). Please see the update in Amendment 3.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.2.z.	46	137. With our onsite visit we noticed that the current interim driver's license is printed in color and on serialized security paper. Can the state confirm that the interim license / identification will be printed on standard plain white paper and can be provided as a black and white (AAMVA Standards), consistent with what is produced with your current Kiosk solution?	The State confirms.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.4.a	49	<p>138. 1. Can the system be a mixed architecture of web and desktop (thick client) applications including the queuing solution? 2. Can the state provide a list of approved government cloud (e.g.. Amazon Web Services)? 3. Will the state consider private cloud as an alternative if the environment is FedRAMP or the hosted solution is SOC 2 Type II audited? 4. With regards to FedRAMP cloud hosting does the State require a specific level of FedRAMP compliance (i.e.. Low, Medium or High)</p>	<p>1. Yes but the primary delivery method shall be web based. 2. No 3. Please refer to Pro Forma contract section E.10. 4. Please refer to Pro Forma contract section E.10.</p>
A.4 h(5)/(6)	50	<p>139. Could the State define how the Service Credit will be calculated or will it be defined at specification phase by mutual agreement?</p>	<p>As the clause states, it's a 24/7/365 basis; therefore, we would not expect a credit for an entire day if the interface was down for 30 seconds; however, we would expect a credit for an hour if the interface was down for that length of time. Also, if the 30 seconds was 10 seconds each day, as an example, we would not expect a credit for all 3 days if the total downtime is only 30 seconds. This will not be a mutual agreement.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.4.(5)	50	140. Typically, how often do the interfaces change and what are the nature of the changes? Is the State willing to cover costs for interface changes? Would the State notify the vendor in advance (e.g. 90 days) of such changes?	1. Changes are infrequent, for example as needed to maintain compliance with security policies. 2. No 3. Yes
A.5.(3)	51	141. How many mDL do you expect to issue on an annual basis? Do you expect on year 1: 50K, year 2: 100K, etc?	This is unknown.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.7a.(2)	53	<p>142. Is the vendor responsible for replacing the receipt rolls for the electronic point of sale or the training of the state operators to replace the printer rolls?</p> <p>Will the state office be responsible for providing storage space, distribution and replenishing for the interim security paper, receipt paper rolls, paper reams, toner, printer drum kits?</p> <p>Will the State provide adequate warehousing for hardware deployment phase that can be accessible 24x7x365 to the vendor during the project phase?</p> <p>Will the State provide adequate warehousing for hardware spares during the support and maintenance phase that can be accessible 24x7x365 to the vendor.</p>	<p>1. No and Yes 2. Yes 3. Details are to be determined during the project planning phase. 4. No</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.7.a.(2)	53	143. Does the State require the vendors to provide the security paper for the interim documents? If required, which security features are needed and annual volumes?	The State cannot provide any additional information other than what is already in the Pro Forma Contract Section being referenced. Please refer to Pro Forma Contract Section A.2.z.
A.7.a.2(ii), A.7.a.4(ii)	54, 55	144. In order to estimate the maximum amount of consumable volumes per year, can the State list all consumables required in an annual basis i.e.: Interim paper, Secured paper, toner (color/BW) , receipt roll, printer drum kit? For volumes above those stated during peak periods, will the State compensate the vendor for those unforecasted additional consumables?	No and no.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.7.a.(4)	55	<p>145. With our onsite visit we noticed that there are multiple types of kiosks, which is consistent with our recommendation and prevents creating a choke point in the customer's experience. This would ensure a customer can approach the queuing kiosk to obtain their number and identify the reason for their visit and another for performing the enrollment tasks.</p> <p>Can you confirm if the state requires two different Kiosks?</p> <p>Can you confirm the number of Customer Kiosks, including the number of Enrollment and Queuing Kiosks per location?</p>	Please refer to question 4.

A.7.a.(4)i	55	<p>146. Document Scanning – from our experience adding a flatbed or ADF (Automated Document Feeder) scanner to the kiosk to allow customers to scan their own documents has a low success yield, due to the varying skills and abilities of end users. In addition with ADF scanners there is the issue of document jams and some documents that might be damaged (Due to customers having varying abilities), hence requiring operator intervention. However as part of the identity proofing process we have devices that can perform Document Authentication which does not require any complex instructions for the customer to follow to process their identity documents. This would provide the state with the ability to automatically verify if a document is genuine and also</p>	<p>Please see Pro Forma Contract Section A.8.b. for information on Customer Kiosks, specifically Section A.8.b.(3)xiii.</p>
------------	----	---	---

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>perform OCR (Optical Character Recognition) of document data, as well as retain a scanned copy of the identity document if required. Documents supported are identity cards, drivers licenses, passports, social security cards, visa's as well as electronic documents (Smartcard and Chip Passports). Would the state accept a Document Authenticator in place of a Document Scanner?</p>	
A.7 b(4)l,	56	<p>147. [SaaS Service Credit] Could the State define how the Service Credit will be calculated or will it be defined at specification phase by mutual agreement?</p>	<p>Please refer to question 139.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.7.b.(4),	57	148. Given that the State is not open 24 X 7 X 365, would the State consider modifying this requirement to match business hours or at least business hours with extended coverage? This level of availability does not leave any time for system maintenance or updates that will need to be applied during the contract period.	This has been updated. Please refer to RFP amendment 3.
A.8.b.(1).ix, A.8.b.(1).xxvi,	61, 62	149. Can the State provide more detail concerning use case, device types and providers? What is the anticipated numbers of users for the mobile access? Is secure remote VPN access to dashboards and reports required?	<ol style="list-style-type: none"> 1. No 2. Not more than 60 users will have access to this functionality. 3. Please refer to Pro Forma Contract Section A.5.e.
A.8.b.(4).xiii.(d),	70	150. Can the State clarify the term "Real"?	Real as in actual, not estimated or averaged.
A.8.b.(4)xv.(b)	75	151. Can the State provide a use case or more detail for virtual lobby integration?	For example: If the virtual lobby is a separate system, it needs to be able to integrate with the queuing and line management system. If these are in the same system, there should be a form of self-integration.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.8.c.(1).iii.(a)	77	152. What criteria determine if a scrub is needed? Is this a one time occurrence? What are the typical parameters?	If needed, this would be a part of the initial enrollment process. Please refer to Pro Forma Contract Section A.8.c.(1).iii.(a).
A.8.d.(1).i	79	153. Does the State mean "with the final credential due within thirty (30) calendar days of the State's written approval" to have a high resolution depiction of the final approved design and security features in a PDF format? And with the physical credential manufactured as per stated in the Comprehensive Project Management Plan?	No, the State expects the actual Credential.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.8.d.(7).vii	82	<p>154. Could the State clarify what 50 gamma charts entails and provide a sample report? We leverage state of the art lithographic printing presses which have built in Quality Control and a Densitometer that ensure all your cards remain within the documented minimum and maximum densities of color. Would the State consider dropping this requirement in favor of a more comprehensive quality report tailored for the manufacturer's security printing process that demonstrates how your cards stay within the set tolerances?</p>	<p>This has been updated. Please refer to RFP amendment .</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.8.d.(7)	82	155. Is the State considering changing the legislation to allow for a black and white image on the card like many other jurisdictions have done such as Virginia, Georgia, and Kentucky? If so, can the vendor propose a credential with a black and white image on the credential?	Current State statute requires that the date of birth is in color. There is proposed legislation to update the card to black and white.
A.8.d.(10).iii.	83	156. Can the state provide the expected volumes for the 'High Priority' category?	The State cannot provide expected volume; however, it does not occur frequently.
A.9.a.(2),	84	157. Can the State provide a list of current reports and a description?	The State cannot provide a list of current reports, it is expected that these details will be determined during the design phase.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.10.g.(3),	83	<p>158. With 15 previous implementations of our solution, we have found it very beneficial to have a phased rollout with a 'Pilot Phase' or soft rollout of designated sites, followed by the state wide roll out of the solution. Does this 18 month implementation include the pilot or the full cutover statewide of the solution?</p>	<p>The 18 months includes full cutover. Please see Pro Forma Contract Section A.11. for the requirements of the project phases.</p>
A.12.b.(1),	98	<p>159. Can the State provide a list of all State systems expected and Interface Control Documents (ICDs) if available?</p>	<p>No.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.14.c(1)ii	103	<p>160. Can you confirm that the vendor's call center will be responsible for attending calls from the designated State personnel only? Will the vendor be responsible for fielding calls from the citizenry directly for the queuing, virtual queuing, or self-enrollment kiosks on a 24/7/365 in support of the solution? If the vendor is responsible for fielding calls from the citizenry, can the state define the annual call volume? What is the responsibility of the vendor for these calls? Does this include all DMV call center traffic including driver information or just in support of queuing and enrollment? Will this support be for the State and the designated personnel in support of the solution?</p>	<p>Support is to be provided to State personnel, not citizenry; and calls will be from State personnel, not citizenry.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.14.c.(2).i.	103	161.Can you provide an example for reasons to contact the field technicians on a 24/7 basis when we have a call center set up and established to take these calls?	For example: a field technician may be called if the call center is not responsive.
A.14.c(8)	104	162. For 95% Hardware Availability – your offices are not open on a 24 x 7 can we calculate based on your supported business hours? Could the State define how the Service Credit will be calculated or will it be defined at specification phase by mutual agreement?	1. No 2. Please refer to question 139.
A.14.c.(10)	104	163. Can you provide examples of Urgent and High severity issues? E.g. Urgent – State wide outage, High – Enrollment suite or central server is experiencing latency issues?	No

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.14 c(8)	105	164. [Solution Hardware Availability] Could the State define how the Service Credit will be calculated or will it be defined at specification phase by mutual agreement?	Please refer to question 139.
2.1 Schedule of Events; B. Page Amendment #1	7, 108	165. The RFP defines the term of contract as 84 months from effective date which is defined as 6/1/2021 and Contractor Signature Deadline as 4/21/2021. Per card price estimate is required from effective date. What is the anticipated Go Live date to begin administering credentials from the new contract? Can you confirm the number of months of card production the vendor will receive?	<ol style="list-style-type: none"> 1. Please see Pro Forma Contract Section C.3.d. This payment shall not begin until Credentials are actually produced. 2. The anticipated Go-Live date is dependent upon the Respondent's implementation timeline. 3. No

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
D.32 d.2	120	166. Will the State instead accept an amount of five million dollars (\$5,000,000) for subpart (2) of d., so long as the coverage in subpart (1) of d. remains at ten million dollars (\$10,000,000) per occurrence or claim and annual aggregate?	No, the amount in subpart (2) will not be changed.
Attachment 6		167. Can the state define the vendor's scope for providing tablets (e.g. provide iPads (version, memory size. Etc.), installation of TN application, support and maintenance)?Do we need to provide pedestals?	The Respondent is not responsible for the State issued iPads. 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.
Attachment 6.3, Cost Proposal		168. The project duration is stated to be (18) months under A.4 Contractor's responsibilities. How should the vendors calculate the per card price on the 2nd year as it would only be for the remaining 6 months of the 2nd year?	Respondents should propose a price per card that is calculated in accordance with the terms of the pro forma contract.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Attachment 6.3, Cost Proposal		169. Pro Forma sections A.2m., A.7., A.8., A.14., and C.3.d also include software references. Could the state clarify/confirm if software references should be included in the 2nd group of Cost Item Descriptions?	The State does not confirm.
		170. Is the contract period seven years from date of signature or 7 years from date of first card issuance?	Please refer to Pro Forma Contract Section B. The calculation of Contract Term starts with the Effective Date as stated in Pro Forma Contract Section B.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>171. The 2020 AAMVA Card Design Standard recommends one of the best methods to protect personalized data is through lenticular patterns such as the variable laser element CLI/MLI. The combination lens structure is integrated into the surface of the document with elements laser engraved or printed into a layer of the card body. The resulting effect consists in multiplexing of 2 images each of them being visible separately depending on the viewing angle. Does Tennessee require CLI/MLI?</p>	<p>Please refer to the Pro Forma Contract. Requirements include those established by AAMVA and adopted in the State of Tennessee as well as those contained in Tennessee Code Annotated Title 55, Chapter 50, Part 3.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>172. AAMVA believes one of the best methods to ensure demographic data is not compromised is to laser engrave the elements into the card body. Any attempts to alter the information will destroy the card body with obvious signs of tampering. Does Tennessee require laser engraving?</p>	<p>Please refer to the Pro Forma Contract. Requirements include those established by AAMVA and adopted in the State of Tennessee as well as those contained in Tennessee Code Annotated Title 55, Chapter 50, Part 3. Current State statute requires that the date of birth is in color. There is proposed legislation to update the card to black and white.</p>
		<p>173. AAMVA recommends the use of personalized tactile elements incorporated into the a secure card design. Using laser tactile elements helps protect the document from design attacks and physical modification. Does the State of Tennessee require the use of laser tactile elements for their driver license and identification card documents?</p>	<p>Please refer to the Pro Forma Contract. Requirements include those established by AAMVA and adopted in the State of Tennessee as well as those contained in Tennessee Code Annotated Title 55, Chapter 50, Part 3. Current State statute requires that the date of birth is in color. There is proposed legislation to update the card to black and white.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>174. AAMVA recommends the use of redundant personalized data on secure card designs. The use of redundant data personalized using a method more difficult to replicate than the primary personalization can make documents more difficult to forge. The use of microtext containing personalized data is one example of protecting a document design from attack. Does the State of Tennessee require the use of personalized microtext?</p>	<p>Please refer to the Pro Forma Contract. Requirements include those established by AAMVA and adopted in the State of Tennessee as well as those contained in Tennessee Code Annotated Title 55, Chapter 50, Part 3. Current State statute requires that the date of birth is in color. There is proposed legislation to update the card to b/w.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>175. In both the Card Body Design Features and Protecting Personalized Data Features list of optional security features, AAMVA recommends the use of an Embossed Surface Pattern and Areas of Different Surface Reflection. A very strong method of utilizing these features in a secure design is by embossing of a card body substrate through a lamination process. Detailed embossing patterns help protect the entire card body from various attacks and offers a layered security feature over personalized data. Does the state of Tennessee require the use of embossing that is integrated into the card body for their secure credentials?</p>	<p>Please refer to the Pro Forma Contract. Requirements include those established by AAMVA and adopted in the State of Tennessee as well as those contained in Tennessee Code Annotated Title 55, Chapter 50, Part 3.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>176. AAMVA Recommends the use of a Visible security device overlapping the portrait. A strong method to protect the portrait from substitution is the use of a complex, customized embossing pattern that is easily verifiable by simply tilting the card. Embossing that is built into the card body is not easily simulation and show signs if tampering has occurred. Does the State of Tennessee require the use of a custom tailored embossing pattern to protect the portrait?</p>	<p>Please refer to the Pro Forma Contract. Requirements include those established by AAMVA and adopted in the State of Tennessee as well as those contained in Tennessee Code Annotated Title 55, Chapter 50, Part 3.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		177. AAMVA recommends the use Pre-printed serial number on card blanks as a card body design security feature to protect against misuse by theft of original blank documents. Does the State of Tennessee require that card bodies be uniquely serialized during the manufacturing process before they are personalized with card holder data?	Please refer to the Pro Forma Contract. Requirements include those established by AAMVA and adopted in the State of Tennessee as well as those contained in Tennessee Code Annotated Title 55, Chapter 50, Part 3.

3. Delete Pro Forma Contract Section A.7.a.(2)i.(g) its entirety and insert the following in its place (Any sentence or paragraph containing revised or new text is highlighted):

(g) A printer capable of producing a permanent Credential for the limited State locations that produce over the counter (“OTC”) Credentials;

4. Delete Pro Forma Contract Section A.7.a.(4)i.(c) in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

i. In addition to the above, Customer Kiosks shall include all of the following:

(a) User interface component(s) for data entry and viewing;

(b) Mechanism to provide ICAO compliant photograph;

(c) Mechanism to read barcodes;

(d) Mechanism capable of printing receipts, Interim Credentials, and pre-populated documents related to Credential issuance (i.e., motor voter registration form);

(e) A PCI DSS compliant point of sale mechanism, or device, capable of capturing signature, payment, and response to questions, as well as, displaying customer data for the purposes of verification; and

5. Delete RFP Pro Forma Section A.14.c.(7) in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

(7) Solution Availability. The Contractor shall provide support services for the Solution to ensure the availability of the Solution 99.99% of the time calculated on a twenty-four (24) hours a day, seven (7) days a week, 365 days a year (with the exception of leap years) basis. In the event this Solution availability target is

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

ii. For quality control purposes and to ensure Contract requirements are being met, the State shall have immediate inspection access to the Contractor's Production Facility. For quality control purposes, Further, the State reserves the right to conduct unannounced on-site inspections of all Credentials ready for mailing and other aspects of the Contractor's operation, including the process used for mailing credentials;

7. Delete RFP Attachment 6.2., Item C.10. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

Provide a narrative for the Image Verification (Facial Recognition) functionality. (see Pro Forma 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.

8. Delete RFP Attachment 6.2 Item C.8. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

Provide a narrative for the Image Capturing functionality at both an Examiner Workstation and a Customer Kiosk (see Pro Forma 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 as further described in Pro Forma Sections A.8.a. and A.8.b. The narrative shall also include how the signature pad will allow a user to present 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 present information for review and accept user input.

9. Delete Pro Forma Contract Section A.7.b.(4)i. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

i. Provide an estimated up-time or Solution availability guarantee of 99.99% calculated on a twenty-four (24) hours a day, seven (7) days a week, 365 days a year (with the exception of leap years) basis, including full Solution redundancy to ensure the availability requirement. The Solution availability guarantee is measured on a monthly basis, excepting regularly scheduled monthly maintenance windows which the State shall be informed of no less than twenty-one (21) calendar days in advance and such maintenance windows shall be no more than once a week and for no more than four (4) hours. In the event the up-time or Solution availability target is not met, the Contractor shall give the State a pro-rated service credit toward the monthly software maintenance and support costs;

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

vii. Document colors that shall be approved in writing by the State during the Credential Design process. The Contractor shall annually provide, at the beginning of each calendar year during the term of the Contract, a comprehensive quality control report (approved by the State during the Credential Design process), illustrating the range of minimum to maximum spectrums of each selected color that shall be maintained;

11. Delete Pro Forma Contract Section E.3. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

State Use and Ownership of Goods. The State shall have full rights to use all goods provided by the Contractor under this Contract. If the State purchases any goods under this Contract, the State shall have ownership, right, title, and interest in all such purchased goods and have full rights to transfer title in all such purchased goods to any third parties.

12. Delete Pro Forma Contract A.4.h.(6). in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

The Contractor shall ensure that these real-time interfaces are operational 99.99% of the time calculated on a twenty-four (24) hours a day, seven (7) days a week, 365 days a year (with the exception of leap years) basis. The Solution availability guarantee is measured on a monthly basis, excepting regularly scheduled monthly maintenance windows which the State shall be informed of no less than twenty-one (21) calendar days in advance and such maintenance windows shall be no more than once a week and for no more than four (4) hours. In the event this real-time interface operational target is not met, the Contractor shall give the State a pro-rated service credit toward the monthly software maintenance and support costs.

13. Delete Pro Forma Contract A.7.b.(4)i. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

Provide an estimated up-time or Solution availability guarantee of 99.99% calculated on a twenty-four (24) hours a day, seven (7) days a week, 365 days a year (with the exception of leap years) basis, including full Solution redundancy to ensure the availability requirement. The Solution availability guarantee is measured on a monthly basis, excepting regularly scheduled monthly maintenance windows which the State shall be informed of no less than twenty-one (21) calendar days in advance and such maintenance windows shall be no more than once a week and for no more than four (4) hours. In the event the up-time or Solution availability target is not met, the Contractor shall give the State a pro-rated service credit toward the monthly software maintenance and support costs;

14. 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.