

STATE OF ALASKA

Department of Administration
Office of Procurement and Property
Management



Driver's License and Identification Card Production and Image Capture and Verification

RFP 02-108-23 2023-0200-0194

Amendment Three

Issued: May 19, 2023

This amendment is being issued to provide:

- 1) Questions and Answers; and
- 2) Remove and Replace.

Important Note to Offerors: You must sign and return this page of the amendment document with your proposal. Failure to do so may result in the rejection of your proposal. Only the RFP terms and conditions referenced in this amendment are being changed. All other terms and conditions of the RFP remain the same.

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COMPANY SUBMITTING PROPOSAL

AUTHORIZED SIGNATURE

DATE

Questions submitted by potential offerors and answers from the state:

Question 1: The RFP states there are 51 DMV locations, but Attachment 2 - Office Locations lists 56. Will the State please confirm the number of sites and apply any adjustments to equipment quantities as needed?

Answer 1: Sec 2.01 BACKGROUND INFORMATION, Page 9, states the DMV currently maintains 51 Offices throughout the State of Alaska. In this statement the Anchorage locations have been combined into one location.

On Attachment 2 – Office Locations, the Anchorage location is split onto six Anchorage office lines making the total line count on attachment two 56.

Question 2: (a) Can the State please provide details on its current backend System of Record (SOR) environment?
(b) Is the system mainframe-based?
(c) What type of APIs are currently in use (e.g., REST-based)?

Answer 2: (a) The current backend SOR is a Windows Microsoft .Net system.
(b) The DMV operating system is not mainframe-based.
(c) This system uses a combination of REST APIs and FTP transfer of text files with our current vendor.

Question 3: RFP Sec 1.01 PURPOSE OF THE RFP, Page 4, which aspects of the temporary license solution is the vendor responsible for?

Answer 3: The vendor shall be responsible for the temporary document rendering software.

Question 4: RFP Sec 1.02 BUDGET, Page 4, is this budget estimate for the initial term of the contract or the full 10-year term?

Answer 4: The RFP budget is for the full 10-year contract term which includes the initial contract term of three years and seven one-year optional renewals to be exercised at the state's discretion.

Question 5: RFP Sec 2.01 BACKGROUND INFORMATION, Page 9, please confirm all DL/ID cards will be produced in a central location and mailed to the recipient.

Answer 5: Yes.

Question 6: RFP Sec 3.03 Deliverables, Item #1, Page 13, the RFP text states 51 signature pads are required, but the Cost Sheet indicates that pricing for only 5 signature pads is to be provided. Will the State please confirm the correct number of signature pads that are to be provided as part of this procurement?

Answer 6: The correct number of signature pads to be provided is.

See Change 1: Remove and Replace below.

Question 7: RFP Sec 3.03 DELIVERABLES, Item #1, Page 13, can the State provide the make, model, and size of the signature pads that are currently in use?

Answer 7: Make: WACOM
Model: STU-530
Produce Dimensions: 161 x 174 x 11mm

Question 8: RFP Sec 3.03 DELIVERABLES, Item #1, Page 13,
(a) Can Alaska please elaborate on why 5 additional spare cameras are expected to be purchased each year?
(b) Are these added to the spare pool for hot-swap or what is the purpose of these units?

Answer 8: (a) The reason for the spare cameras is to keep replacement cameras readily available.
(b) The purpose of the spares cameras is to have cameras available onsite for onboarding of new Business Partners and for when a replacement camera is needed.

Question 9: RFP Sec 3.03 DELIVERABLES, Item #2, Page 13, please confirm this equipment will be purchased and owned by DMV through this contract on behalf of the Business Partners?

Answer 9: Yes.

Question 10: RFP Sec 3.03 DELIVERABLES, Item #2, Page 13, where should the vendor provide pricing for each workstation to be installed at a new location and the ongoing annual support?

Answer 10: This pricing is not required on the cost proposal and will not be evaluated. DMV will request an estimate from the awarded contractor, with associated costs including installation and travel expenses, as needed basis during the life of the contract.

The deliverable "Full-service yearly support to include technical support, repairs, and maintenance" is an annual one-time fee and shall include all locations current and future.

Question 11: RFP Sec 3.03 DELIVERABLES, Item #3, Page 13, please confirm the one-to-one Image Verification is done by counter personnel at the time of capture and the one-to-many image verification is done as a back-office process prior to card issuance.

Answer 11: Yes.

Question 12: RFP Sec 3.03 DELIVERABLES, Item #3, Page 13,
(a) Is this Image Verification process integrated into the issuance workflow?
(b) If so, could the agency detail the workflow?

Answer 12: (a) Yes.
(b) The current image verification process is a one-to-one image process and is done at the time of capture. The one-to-many verification is done daily as a back-office process before the card is released to the vendor. If fraud is suspected the case is flagged for investigation and is not moved forward until it has been cleared by the investigator.

Question 13: RFP Sec 3.03 DELIVERABLES, Item #3, Page 13,
(a) Is it a requirement to enroll historical images into the image verification system?
(b) If so, how many images?

Answer 13: (a) Yes.
(b) DMV would prefer to use all available historical images on file with no cap on the number of images.

Question 14: RFP Sec 3.05 FIELD OFFICES, Page 14,
(a) In the scenario of a camera counter does the state supply the computer, monitor, mouse, and keyboard?
(b) What other peripherals and software are installed on this PC?
(c) What are the other functions of this PC?
(d) Please confirm the PC hardware is maintained by the state (including antivirus, OS updates, break/fix/replacement)?

Answer 14: (a) Yes.
(b) The standard software that comes on a PC – MS Office apps, Adobe, etc.
(c) The primary function of this station is to run the camera software needed to capture applicant photos.
(d) Yes.

Question 15: RFP Sec 3.05 FIELD OFFICES, Page 14,

- (a) In the scenario of a combo workstation does the state supply the workstation?
- (b) What other peripherals and software are installed on this PC?
- (c) What are the other functions of this PC?
- (d) Please confirm the PC hardware is maintained by the state (including antivirus, OS updates, break/fix/replacement)?

Answer 15: (a) Yes.

(b) Signature pad, ALVIN, printer, scanner, barcode scanner as well as the standard software that comes already installed on the PC.

(c) This station would be used to process customer transactions as well as run the software needed to capture the applicant's photo.

(d) Yes.

Question 16: RFP Sec 3.03 DELIVERABLES, Page 13,

- (a) Can a vendor ship hardware to individual locations prior to installation?
- (b) Can DMV please estimate the number of locations that will need these in-person installations annually?

Answer 16: (a) Yes.

(b) On average DMV onboards 2-3 new Business Partners annually.

Question 17: RFP Sec 3.03 DELIVERABLES, Page 13,

- (a) Will a contractor be allowed to remotely connect to equipment to perform maintenance and troubleshooting?
- (b) Please confirm a contractor can store hot-swappable spares at each offices for DMV or Business Partner personnel to swap equipment (ensuring the utmost uptime) and then return the failed equipment via a contractor provided shipping service to the contractor for repair/replacement.

Answer 17: (a) Yes.

(b) All spares will be stored at the main Anchorage DMV location and distributed to DMV offices or Business Partners as needed.

Question 18: RFP Sec 3.02 CONTRACT TERM AND WORK SCHEDULE, page 12, Initial Contract Schedule: What will happen if no bids are received from qualified companies that can meet this delivery timeframe?

Answer 18: Submitting a proposal response that does not meet the delivery timeline will not cause the proposal to be considered non-responsive. The proposal will still be evaluated as long as it is not determined non-responsive for a reason set forth in the RFP.

Question 19: RFP Sec 3.02 CONTRACT TERM AND WORK SCHEDULE, page 12, Initial Contract Schedule: If an offeror submits a response that does not meet this delivery schedule, will the response still be evaluated?

Answer 19: Yes, as long as the proposal is not determined non-responsive for a reason set forth in the RFP. Evaluation scores may be affected by not being able to meet the RFP delivery schedule, as stated in Section 5. EVALUATION CRITERIA AND CONTRACTOR SELECTION.

Question 20: RFP Sec 3.03 DELIVERABLES, page 13, please confirm all equipment to be provided for the initial delivery under this solicitation must be new hardware and cannot be refurbished or previously used.

Answer 20: Yes, all equipment to be delivered under this solicitation must be new.

Changes to the RFP:

Change 1:

REMOVE: Sec. 7.01 ATTACHMENTS, 5) Submittal Form G – Cost Proposal (two pages)

REPLACE: Replace with Amendment Three Attachment 1) Submittal Form G - Revised Cost Proposal (two pages)

End of Amendment