

RFP 3513R10 – PennDOT Digital Driver License System

Addendum 6 – Appendix X – Questions & Answers

1. **Question** – Notwithstanding the RFP requirement that Offerors document good faith efforts to solicit Diverse Business (DB) subcontractors, if all criteria are equal with regard to Offeror(s) Technical and Cost Submittals, please explain how DB participation/proposals factors into final selection of the Contractor awarded a contract from this bid.

Answer – The DB participation is not scored and the level of participation is not a factor in final selection.

2. **Question** – Due to the complexity of the response required, can the proposal due date be extended 3-4 weeks?

Answer – Refer to Addendum 6 where the Proposal Due Date and Time has changed:

From: 10/16/2014 no later than 2:00 pm

To: 11/20/2014 no later than 2:00 pm

3. **Question** – Can the State please provide the current cost per card?

Answer – Please refer to:

<http://www.emarketplace.state.pa.us/BidContractDetails.aspx?ContractNo=9990-04>

All questions pertaining to the current contract should be referred to the Commodity Specialist identified on the contract overview.

4. **Question** – How many service technicians support the current program? Does the State feel this has been adequate?

Answer – The current program has 7 to 8 service technicians assigned. Offerors are encouraged to propose service technicians who will meet the adequate response times and downtime rates that are explained in the RFP, Task G – Maintenance and Support.

5. **Question** – **Page 18, Section III-6.C** “...PROVIDED, HOWEVER, THAT AN AWARD WILL NOT BE MADE TO AN OFFEROR WHOSE PROPOSAL RECEIVED THE LOWEST TECHNICAL SCORE AND HAD THE LOWEST COST SCORE OF THE RESPONSIVE PROPOSALS RECEIVED FROM RESPONSIBLE OFFERORS. IN THE EVENT SUCH A PROPOSAL ACHIEVES THE HIGHEST OVERALL SCORE, IT SHALL BE ELIMINATED FROM CONSIDERATION AND AWARD SHALL BE MADE TO THE OFFEROR WITH THE NEXT HIGHEST OVERALL SCORE.”

This requirement may result in the elimination of a suitable vendor. For instance, if only two vendors submitted bids and they had very close scores, a vendor with a virtually identical technical score and a lower cost proposal would be eliminated.

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Answer – This is a statement, not a question. To the extent that a response is required, the information provided in the RFP Section III-6., C., refers to the RFP process and the language applies.

6. **Question** – Page IV: Based on the calendar of events provided by PennDOT, offeror questions must be submitted by 9/19 and the answers will be provided no later than 10/3. As dictated by the timeline, this affords bidders 12 calendar days from the time answers are made available until the RFP due date. Given the short turn-around time, the Commonwealth cannot be assured that quality, comprehensive responses can be submitted. Would the Commonwealth consider extending the due date for this procurement 45 days? All other proposed timelines for this procurement, i.e., date for questions submitted, pre-proposal conference, etc. are acceptable as stated.

Answer – Please see answer to question #2.

7. **Question** – Page 1 Section I-5: This section refers to a type of contract as an ‘Established Price with Escalation Contract.’ Page 6 Section I-22 refers to the possibility of receiving a maximum 2.5% increase for each contract renewal. Historically, what has been the duration for contract renewals for this particular contract?

Answer – Please refer to:

<http://www.emarketplace.state.pa.us/BidContractDetails.aspx?ContractNo=9990-04>

All questions pertaining to the current contract should be referred to the Commodity Specialist identified on the contract overview.

8. **Question** – Page 12 Section II-9 Diverse Business Participation Submittal: We understand PENNDOT’s desire of offerors to demonstrate and document good faith efforts to include Diverse Business Participation in this procurement. There appears to be a lack of guidance as to the scoring, weighting, and economic commitment required of this particular RFP for the Commonwealth. Will this Section be scored accordingly, and what weighting, (if any) will be applied to the overall scoring of the RFP response? Notwithstanding the RFP requirement that Offerors document good faith efforts to solicit Diverse Business (DB) subcontractors, if all criteria are equal with regard to Offeror(s) Technical and Cost Submittals, please explain how DB participation/proposals factors into final selection of the Contractor awarded a contract from this bid.

Answer – The DB participation is not scored and the level of participation is not a factor in final selection.

9. **Question** – Page 16 –Section III.4.C: Can you please provide further clarification on how the proposed additional 3% in bonus points will be allocated for this award. How is it applied to the scoring? i.e. technical, price, or overall score.

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Answer – **Domestic Workforce Utilization Formula:** The domestic workforce utilization points are 3% of the total number of points allocated for the RFP. The 3% will be added to the total points allocated for the RFP as a bonus.

Note: the Domestic Workforce Utilization formula is not used for procurements involving Materials. It applies to Services only.

The following formula is used to obtain the domestic workforce utilization score from each Offeror's Domestic Workforce Utilization Certification Form:

$$\% \text{ of domestic workforce utilization } \times \text{ allocated points}$$

Example: RFP has 1,000 points total allocated, therefore, 3% of 1,000 points, or 30 points, will be the maximum points available as a bonus for domestic workforce utilization scoring.

- i) Offeror A = 100% domestic workforce, or 1.00×30 points = 30 points.
- ii) Offeror B = 50% domestic workforce, or $.50 \times 30$ points = 15 points.

Note: Do not round results.

10. Question – Page 18 –Section III-6.C –According to the statement provided it can be determined that if an offeror meets the minimum requirements technically, they would be eliminated if they were the lowest cost bid. Can the Commonwealth please provide the rationale behind their decision.

Answer – See answer to question #5. Additionally, this is a long standing Commonwealth policy to evaluate

11. Question – Page IV. Do the security requirements listed under the table also apply to hand delivered RFPs? Are there security requirements for hand delivering packages, such as setting up an appointment with the procurement agent for receipt of package

Answer – No, it does not apply to hand delivered proposals. Hand delivered proposals must be received on the 5th Floor of the Keystone Building in accordance with the due date and time identified on the Calendar of Events. Offerors choosing to hand deliver proposals may do so by speaking with the receptionist on the 5th Floor of the Keystone Building. A receipt that is date and time stamped may also be provided.

12. Question – Would experience with large-scale, national government ID programs that are similar in scope and size be a comparable replacement for the driver's license program implementation history requirement for both the project manager and program manager?

Answer – Offerors are encouraged to provide any and all necessary information in their proposal for PennDOT to consider.

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13. Question – Can an early completion incentive be initiated if the 18-month testing phase is completed in advance of the proposed timeline.

Answer – No.

14. Question – Does the 60 months/5 year contract term begin when the contract is signed, the first card is issued, or when the 18-month testing phase begins? If the latter, would the Commonwealth consider changing the base term of the contract to 78-months?

Answer – See Addendum 6 in which the initial 60 month contract term with a 60 month renewal option has been changed as follows:

From: 60 month contract term with a 60 month renewal option

To: 78 month contract term with a 42 month renewal

15. Question – Page 19 Section 4-1.A General: PennDOT references a current DL/ID card system with an annual production of approximately 4 million license/ID cards a year. However Appendix N-Driver’s License Product Quantities 2013- amounts to a total of approximately 2.2 million DL/ID cards produced annually. As it stands, there is a discrepancy of 1.8 million DL/ID cards. Can the Commonwealth provide clarification. In addition, can the Commonwealth please provide the actual numbers of cards produced over the past five years per card category.

Answer – Appendix N refers to a variety of transactions that occur at Driver License Centers. Not every transaction results in a DL/ID card being produced. Additionally, Photo License Centers and the central printing facility are not represented on Appendix N.

The actual number of cards produced over the previous 5 years is as follows:

2009	3,802,040
2010	3,799,705
2011	3,869,285
2012	3,866,574
2013	3,943,134

16. Question – What is the anticipated award date for the PennDOT Digital Driver License System RFP Project #3513R10?

Answer – It is anticipated that a Notice to Proceed may be issued March 2015; however, PennDOT reserves the right to issue a Notice to Proceed at any time.

17. Question – **Page 6, I-22 Term of Contract, The term of the contract will commence on the Effective Date and will end 60 months after the effective date.** Please confirm that the initial contract term for full card production is 60 months. Thereby allowing bidder to offer the lowest per card price across the required capital expenditure.

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Answer – See answer to question #14.

18. Question – Page 42, Moving Workstations, PennDOT may request that the selected Offeror move Image Capture Workstations temporarily, or permanently, within the same Photo License Center or to another Photo License Center location. The Offeror shall price these services in its Cost Proposal. PennDOT has asked for pricing but has not provided a field to enter them in the Cost Submittal. Where should this information be included?

Answer – The Standard Image Station and Image Capture Workstation are synonymous. Refer to Appendix E, Cost Submittal, Task H-3: Reinstalling or Relocating Standard Image Workstation.

19. Question – Page 42, Spare Image Capture Workstations, The Offeror shall also price out the cost for adding a new, permanent Image Capture Workstation in its Cost Proposal. PennDOT has asked for pricing but has not provided a field to enter them in the Cost Submittal. Where should this information be included?

Answer – Refer to Appendix E, Cost Submittal, Task H-4: Adding Standard Image Capture Workstation with Hardware and Software.

20. Question – Page 45, Task B-4 – Motor Voter, As part of the Image Capture Workstation procedure, the applicant is asked via the monitor whether s/he would like to make application to register to vote. Is it acceptable for an applicant to be able to respond to registration for the Motor Voter (and Organ Donor) via a 4x5 signature pad provided as part of the Image Capture Workstation?

Answer – See answer to question #12.

21. Question – Page 61, Card Security, Offerors must specify in their cost proposal, the cost of each individual security feature available to PennDOT (a la carte). PennDOT has asked for pricing but has not provided a field to enter them in the Cost Submittal. Where should this information be included?

Answer – See Addendum 6 in which Appendix E, Cost Submittal, has been removed in its entirety and replaced with Appendix E, Cost Submittal – FINAL – 10.02.14.

22. Question – Page 69, Testing phase Task C – Testing. As there is already a Task C specified on the previous pages, but no task D, is that task on page 69 intended to be “Task D – Testing”?

Answer – See Addendum Number 6 in which page 69, Task C – Testing is changed from “Task C – Testing” to “Task D – Testing”.

23. Question – Appendix C, Liquidated Damages. Would the State consider a reasonable cap on Liquidated Damages?

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Answer – No.

24. Question – **Appendix C, Liquidated Damages.** Will the State clarify in the final contract that Liquidated Damages set forth in Appendix C will not be assessed if the event causing Liquidated Damages is not the fault of the Contractor or is caused by the Commonwealth or its contractors?

Answer – See answer to question #25. Also, refer to Appendix B, IT Terms and Conditions, Section 50 for additional information.

25. Question – **Appendix C, Liquidated Damages.** Are the Liquidated Damages in paragraph 50 of Appendix B cumulative with the Liquidated Damages in Appendix C?

Answer – Appendix C, Liquidated Damages are in addition to the Liquidated Damages in the Appendix B, IT Terms and Conditions, Section 50 and they relate to separate incidents.

26. Question – **RFP Main Document, Task B-8 – Central Issuance Facilities. Page 58. The Central Issuance Facility must be located in the greater Harrisburg area, convenient to PennDOT.** Question: Will the Commonwealth consider a location within a 2 hours drive from Harrisburg but still located in the Commonwealth?

Answer – The Greater Harrisburg area was identified for purposes of ease of Department IT and staff access, and current daily pick-ups of products for the Department of Corrections. Offerors are encouraged to provide any and all necessary information in their proposal for PennDOT to consider.

27. Question – **RFP Main Document, Task B-10 – DL/ID and SID Cards, 2. Special IDs, Page 63. These special identification cards (Special IDs) (asbestos inspector, lead inspector, etc) are made for various Commonwealth agencies using PennDOT’s infrastructure.** Question: Does “using PennDOT’s infrastructure” mean that these Special IDs are produced over the counter at a PennDOT Driver License and/or Photo Center? If so, will the Commonwealth consider the same pre-printed, embedded security features contained in the driver license to be present in these Special IDs?

Answer – Yes to both questions.

28. Question – **RFP Main Document, Task B-12 – Networking, Page 66. PennDOT will provide all network hardware and network connectivity including switches, routers and other network associated hardware.** Question: Does “other network associated hardware” include Intrusion Detection/Protection Systems, External and Internal Firewalls, Load Balancers and VPN appliances?

Answer – PennDOT will provide WAN connectivity from the remote Photo License Centers to the PennDOT Server Farm and to the Vendors data center.

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29. Question – Appendix A Sample Contract, General Question. We understand that the basis for a contract will be Appendix B, IT Contract Terms and Conditions. Therefore, please clarify the relevance of Appendix A, Sample Contract.

Answer – Appendix A – Sample Contract is provided as a reference only to the type of contract the Selected Offeror may be required to sign.

30. Question – Appendix B, IT Contract Term and Conditions, Section 5, Identification Number. We have attempted to access the following site to obtain an SAP Vendor Number: <https://pasupplierportal.state.pa.us/irj/portal/anonymous> by selecting “Supplier Registration”. However, the Supplier Registration link appears to be broken. Can the Commonwealth provide further details of how to obtain a SAP Vendor Number?

Answer – Offerors are directed to the Pennsylvania Department of General Services, Supplier Service Center website for additional information:

http://www.portal.state.pa.us/portal/server.pt/community/supplier_service_center/5104

31. Question – Appendix B, IT Contract Term and Conditions, Section 9, Option to Extend. The IT Contract Terms and Conditions includes a renewal option that conflicts with the RFP. The Contract lists a renewal term of up to 3 months. The RFP lists a renewal term of up to 60 months. According to the Order of Precedence (Section 6 of the Contract), the Contract governs in the event of any inconsistencies. Please confirm that with respect to this inconsistency we should indeed rely on the 3 month renewal term in the Contract or the 60 month renewal term in the RFP.

Answer – Appendix B, IT Contract Term and Conditions, Section 9, Option to Extend is in addition to the renewal term defined in the RFP, Section I-22.

32. Question – Appendix B, IT Contract Term and Conditions, General Question. Does the Commonwealth require a specific format for proposing changes to Appendix B, IT Contract Terms and Conditions?

Answer – Refer to Section II-8 – Objections and Additions to IT Contract Terms and Conditions for further information.

33. Question – Appendix B, IT Contract Term and Conditions, General Question. Will the Commonwealth treat proposed changes to the IT Contract Terms and Conditions as demerits and weigh them against the Contractor?

Answer – See response to question #32.

34. Question – Appendix C, Liquidated Damages, General Question. Appendix C (Liquidated Damages) appears to include internal comments from the Commonwealth. Please confirm that this document is the final version and not a draft.

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Answer – See Addendum Number 5 in which Appendix C – Liquidated Damages was removed in its entirety and replaced with Appendix C – Liquidated Damages – 9.24.14.

35. Question – General Question. Can the Commonwealth provide a definition for “subcontractor” or otherwise comment about how it distinguishes a subcontractor from a supplier?

Answer – There are no regulatory/public policy definitions. To the extent that a response is required, the term “supplier” tends to refer to a vendor who is registered to do business with the Commonwealth (i.e., the vendor has obtained a six-digit Supplier Number from the Department of General Services). By contrast, the term “Subcontractor” is generally associated with an entity(ies) that has been identified by the proposing Offeror as a business that has the knowledge and expertise to provide a level of work to meet the requirements of the procurement. Any and all agreements made with a Subcontractor(s) are solely the responsibility of the proposing Offeror. The Commonwealth will only contract with the proposing Offeror who will be considered the “Prime” contractor.

36. Question – Appendix X, entitled “Diverse Business Participation for Non-Federally Funded Projects”, is not posted on the site. **II-9. Diverse Business Participation Submittal.** Documentation of good faith efforts to solicit subcontractors that are diverse businesses (DBs) shall be made by the contractor and be subject to the concurrence of the Department. A list of the requirements constituting good faith efforts and additional information concerning DB participation in this contract is contained in **Appendix X**, entitled “Diverse Business Participation for Non-Federally Funded Projects”. Also see **III-1. Mandatory Responsiveness Requirements**. To be eligible for selection, a proposal must be:

A. Timely received from an Offeror;

B. Properly signed by the Offeror; and,

C. Meet the requirements of **Appendix F**, “Diverse Business Participation for Non-Federally Funded Projects”.

Answer – See Addendum’s 1, 2, and 3

37. Question – Page 36, Signature Capture Device, Requirement – If a warning is issued, a positive non-repetitive routine shall occur to assure that all images are captured. Please describe a non-repetitive routine? Common practice would be to initiate the signature process again. This ensures that no matter if it is re-take or a first time capture, the same quality process is used and signature capture results are achieved.

Answer – Non-Repetitive in this instance refers to the Photo Technician and that they do not need to begin the entire process of processing the customer after a warning is issued. The common practice stated here is acceptable to PennDOT.

38. Question – Page 37, Backdrop, Requirement - If a backdrop is necessary for the Offeror's solution, it must be blue. The backdrop shall not be colored white. Must be approved by PennDOT. It must also be able to be either ceiling/wall hung or freestanding (depending on the needs of each center). Is it acceptable to PennDOT if one side of the backdrop is blue and the other is white?

Answer – Yes, but the side in the photo must be blue.

39. Question – Page 38, Bar Code Reader, Requirement - The Image Capture Workstation must be capable of reading a 2-D bar code on the customer's barcoded document and using the data contained therein for monitor display and for printing the customer's demographic data on the Photo License/ID Card. Please describe the barcoded documents. If other than the driver licenses and identification documents issued by PennDOT, please describe the 2-D bar code content of these other documents.

Answer – The barcode document will likely be a paper document. The barcode will contain information that needs to be printed on the license such as DL number, names, address, license class, DOB, etc.

40. Question – Page 40, Central Image Server, Requirement - The Offeror shall specify in its Proposal what quality procedures it will put in place to guarantee that no Image Files are lost between the Image Capture Workstations and the Central Image Server. As worded, this requirement states that an application can't use temp files or caches that are general practice. These methodologies ensure proper transmissions to the servers. Can the requirement be changed to: Data should not be kept on the workstation for longer than it takes to transmit it to the central server?

Answer – The requirement will not be changed as stated. PennDOT understands that the photo goes into memory on the machine for a few moments, but if the connection to the server cannot be made then the image must be deleted immediately. These types of scenarios should be described in the Offeror's quality procedures as mentioned in the requirement.

41. Question – Page 42, Valid without Photo Workstation, Requirement – PennDOT provides Photo License/ID Cards to those customers who have a legitimate claim for a valid without photo product (See Appendix M, Current Issuance Processes, for Valid without Photo process). To serve this purpose, the selected Offeror shall provide an Image Capture Workstation equipped with a scanner, to capture customer signature, for Valid Without Photo Photo License/ID Cards for those customers who send in their application. Additionally, at PennDOT's discretion, a valid without photo license or ID card may be printed through the Central Issuance Facility. The system shall be capable of "flipping" to a standard Image Capture Workstation for times that PennDOT requires additional capacity. The selected Offeror shall also provide a label printer

and appropriate software to print an addressed envelope for the Valid Without Photo customer or design and supply windowed envelopes clearly showing the customer's name and address. If a windowed envelope is used, the Photo License/ID Card must not be visible. This system shall be located at the Bureau of Driver Licensing at the Riverfront Office Center. Is the scanner stated a barcode scanner? If not, what is the scanner for? What types of documents are scanned? If a signature needs to be captured, would the same signature capture device used at the other workstation be acceptable?

Answer – An image of the customer's signature on a document needs to be able to be captured using a scanner, such as a flatbed scanner.

42. Question – **Page 50, Digital Image Exchange, Requirement – Offeror must participate in AAMVA Digital Image Access and Exchange.** What is PennDOT specifically looking for from the responder for this program? Does the responder need to provide the web services and applications? To what extent? What is the expected traffic expected from this program?

Answer – PennDOT currently hosts the applications and equipment necessary to participate in AAMVA Digital Image Access and Exchange. The selected Offeror needs to provide access to the image files in the Central Image Server for the Commonwealth as well as any other state or jurisdiction that participates in the Digital Image Access and Exchange program. The current internal traffic via AAMVA Digital Image Access and Exchange is not tracked, but approximately 52,000 queries per year are made by PA to get images in response to other outside jurisdictions.

43. Question – Does the state have an active directory environment that they wish to have the users authenticated against? If so, please provide details on it.

Answer – Yes, the Commonwealth of Pennsylvania has a Microsoft Active Directory environment that it utilizes for all authentication.

44. Question – **Page 36, Peripherals, Requirement - Pipherals (Monitor, Keyboard, Mouse, Signature Capture Device, etc). Solution must meet Peripherals requirements as described for Image Capture Workstations. But in the same section describing the Duplicate workstations it states: OTC Duplicates shall always be produced from current Image Files and shall never involve capturing a new Photo and/or signature image.** This would mean that a capture tower and signature pad are required. Please confirm that all equipment used for this contract must be new and that existing hardware from the current contractor will not be used in this contract. If new photos are never to be captured, why would they need a camera and signature pad?

Answer – Duplicate products currently use the photo and signature on file. As a result, a photo image and signature capture is not currently required for an OTC duplicate. Offerors are encouraged to describe their solution in their proposal.

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The statement indicating “Peripherals requirements for Image Capture workstations must be met” is referring to only those requirements under the peripherals section, specifically “Solution must meet Peripherals requirements as described in Image Capture Workstations” refers to only the Peripherals section, namely, the following requirements:

1. Shall be ergonomically satisfactory for comfort and fatigue-free use.
2. Shall be adjustable to accommodate multiple users' preferences.
3. Shall be wired (not wireless) and not require batteries.
4. Shall be capable of being operated by either right or left handed individuals.
5. Must support physically disabled customers in wheelchairs.

45. Question – Task B-12, Networking, Requirement – General – PennDOT will provide all network hardware and network connectivity including switches, routers and other network associated hardware. In the CIS section the RFP states: Selected Offeror must provide all hardware and software required to host its proposed Central Image Server for the life of the contract. This includes any hardware and/or software required to communicate with additional selected. Offeror systems (such as Facial Recognition) or PennDOT systems. Can the state please clarify what hardware and network components it is providing?

Answer – See answer to question #28.

46. Question – Appendix C indicates 2.2 million cards issued at OTC locations. There is listed about 550,000 cards at the central facility. The RFP states about 4 million cards in total. Can you explain what I am missing?

Answer – The RFP provides estimates for a variety of transactions. Over the last 5 years, the total amount of products issued range from 3,802,040 products issued in 2009 to 3,943,134 in 2013.

47. Question – Does PennDOT have a preference on the number of sample cards to be submitted with the proposals?

Answer – No; Offerors should submit the number of sample products that it feels properly demonstrates the proposed solution.

48. Question – Is the central facility only to be used for newly issued cards? Or, will the Central Facility also be used for printing of renewal cards that are captured at the 99 Photo License Locations?

Answer – Currently, the central printing facility produces mostly duplicate products and permanent products for customers who have not been fully vetted through the facial recognition process for the very first time. Additionally, through a program that PennDOT has with the PA Department of Corrections, there are some products that are printed at the central printing facility for prisoners who are about to be released from jail. Renewal products are primarily issued over-the-counter at photo license centers.

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PRE-PROPOSAL CONFERENCE GUIDE

1. Ladies and Gentlemen, my name is Amanda Weaver. I am the **Issuing Officer for RFP 3513R10 – PennDOT Digital Driver License System**. I am responsible for **administrative and contractual questions, comments, and issues**. Other Commonwealth personnel present are **Kara Templeton, Director, Bureau of Driver Licensing, Doug Haines, Director, Bureau of Support Services, and Seth Adams, Subject Matter Expert, Business Analysis and Process Improvement Division**. Please be sure to sign the attendance register.
2. Please be sure to sign the attendance register. May I ask you now to introduce yourselves giving your name, title and the firm you represent? ----Thank you.
3. To facilitate the questions and answers portion of the conference, question forms were provided on the table where the sign in sheets are located. Please use this form to write your questions on the forms. When we reach the questions and answers portion, we will collect the forms and read each question without identifying the firm involved. ----Thank you.
4. This Pre-proposal conference has four (4) purposes:
 - a. To furnish you some of the background leading to the issuance of this request for proposals;
 - b. To emphasize those requirements of the RFP we consider especially important;
 - c. To point out some areas Offerors have had problems with in the past; and
 - d. To attempt to provide answers to your questions written on the questions form concerning the RFP.
5. **Background. Problem Statement:** PennDOT is seeking a qualified Offeror to assist with the continued administration of a statewide color photographic driver license and identification card system. The digital photo license system is a complex, on-line, interactive system producing approximately 4 million license/ID products per year. PennDOT wishes to enhance the digital driver license system with the latest and proven industry techniques that will serve to improve product reliability, promote customer service, and enhance security.

Agency Overview: Within PennDOT, the Bureau of Driver Licensing, located at the Riverfront Office Center at 1101 South Front Street in Harrisburg, Pennsylvania, has direct responsibility for issuing photographic driver licenses and identification cards. The Bureau of Driver Licensing issues products over-the-counter across the state at its 71 Driver License Centers, 99 Photo License Centers, and central office headquarters. Additionally, some products are issued from a central printing facility that is staffed and operated by the digital driver license contractor.

Driver License Centers serve customers by performing the testing and processing operations necessary to evaluate prospective drivers before licensing. They process paperwork for initial issuance of Driver License/Identification products, perform necessary verifications, assist out

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of state customers moving to PA and other evaluations, such as knowledge tests and driving exams. They also issue learner's permits and duplicate/replacement Driver License/Identification. PennDOT currently has 71 Driver License Centers located throughout the Commonwealth and every Driver License Center includes a Photo License Center.

Photo License Centers are where customers currently get their photos taken for driver licenses and identification cards. There are currently 99 Photo License Centers located throughout the Commonwealth, PennDOT has Photo License Centers that are co-located with Driver License Centers as well as standalone Photo License Centers, some of these being co-located with private businesses. PennDOT currently has a partnership with UniqueSource Products and Services ("UniqueSource") to provide staff to operate the Image Capture Workstations in the Photo License Centers. Most of these operators have physical or mental disabilities. This partnership is expected to continue through the life of the contract.

The number of driver license and photo centers many change during the life of the contract.

Items of Significance within the RFP: While all requirements are specifically listed in the RFP, here are some highlights of RFP requirements:

- **All Hardware, Software, Materials, and Maintenance**
The proposer's solution must provide all equipment, software, materials, and maintenance needed to produce all driver license and identification card products.
- **Upfront Photo**
With the issuance of this RFP and the successful contractor's solution, PennDOT will transition to an upfront photo process. This will enhance the security of our driver license and identification card issuance processes. All proposals must clearly describe an upfront photo solution.
- **Facial Recognition**
PennDOT currently uses facial recognition; however, this RFP will enhance facial recognition processes to include a real-time check before a product is issued over-the-counter. Proposals must include a description of this process.
- **Central Issuance Facility**
The proposer's solution must include a central printing facility. The successful contractor is responsible for providing the facility, staff, equipment, and supplies necessary to operate the central printing facility and the mailing of products.
- **Over-The-Counter Issuance**
PennDOT issues most of its products over-the-counter. Proposals need to include this process in addition to its Central Issuance Facility.
- **Staffing**
Proposals must describe how the project will be staffed to support both project implementation and ongoing support of the program.

Requirements discussed here are not all-inclusive. Please refer to the RFP and any addendums for a full listing and description of all requirements.

The selected Offeror must ensure that the approved system be fully functional and be fully installed prior to July 27, 2016.

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6. **Critical Points in the RFP.** To minimize delays in proposal evaluation and to avoid rejection of your proposal, read the RFP carefully and submit a complete proposal. Our evaluation will be based almost entirely on what is submitted by you. Follow as completely as possible the proposal format given in Part II of the RFP and provide information as necessary in response to Part IV of the RFP; this will aid us in making our comparative evaluation.

7. **Problem Areas in the RFP.** Point out at least the following:
 - a. No answer is official until it is confirmed in writing.
 - b. Proposal must be timely received from and properly signed by the Offeror.
 - c. The proposal shall consist of **two (2)** separately sealed submittals:
 - i. Technical Submittal; and,
 - ii. Cost Submittal.
 - d. If you specify that the proposal is not firm for the time period specified in Section I-12 of the RFP, which is 120 days, your proposal may be rejected.
 - e. If there are any assumptions included in the cost submittal, your proposal may be rejected.
 - f. If you state that the proposal is contingent on negotiation of offeror terms and conditions, your proposal may be rejected.

8. **Questions.** The Department is still working through the questions that were received in writing and formal responses will be posted in accordance with the Calendar of Events, which shows October 3, 2014 as the posting date. Official answers will be posted in writing to the DGS eMarketplace website as an addendum to, and shall become part of, the RFP.

I will not attempt to answer any question not reduced to writing on the question form. However, if the answer to one question generates another question orally, I ask that the additional oral questions be written on the questions form and provided to me to ensure that the oral questions may be confirmed in writing. All questions asked today will be officially answered in writing and will be posted to the DGS website as an addendum to, and shall become part of, the RFP. Each Offeror is responsible to monitor the DGS website for new or revised RFP information.

Is there anyone who would like to take a short 5 minute break to allow time for you to prepare your written questions?

- If yes, please take 5 minutes to prepare your questions on the questions form.
- If no, we will now collect the questions forms.

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Addendum 6 – Appendix X – Pre-Proposal Conference Guide

I will read each question without identifying the firm involved and, if I can, answer it now. However, any answer given today must be considered unofficial until it is confirmed in writing. All questions and written answers will be posted to the DGS website as an addendum to, and shall become part of, the RFP. Each Offeror is responsible to monitor the DGS website for new or revised RFP information.

9. **Closing Statements.** We would like to thank you for your time and interest in this RFP for **PennDOT's Digital Driver License System**. Please continue to monitor the DGS eMarketplace website for additional information for this procurement. Thank you and have a nice day.

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PENNDOT DIGITAL DRIVER LICENSE SYSTEM

SIGN IN SHEET

SEPTEMBER 26, 2014 - 1:00 PM

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