

February 8, 2016

AMENDMENT #2 RFP-008-2016 (P) Qualified firm or individual(s) in Designing, Developing, Implementing, Integrating, Testing and Maintaining a Viable Vehicle Registration/ Titling and Driver's License System Software Program in the United States Virgin Islands Territory.

INSERT: *Questions and Answers*

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

BIDDERS MUST ACKNOWLEDGE RECEIPT OF THIS AMENDMENT WITH THEIR BID PROPOSAL.

QUESTION & ANSWER(s):

Question #1 Is it intended for the existing legacy VIBMV Driver License and Vehicle Registration applications to be retired and replaced with a new integrated commercial off the shelf software product together with a new REAL ID compliant image capture system?

Answer: Yes, it is. The current Vehicle Registration System was put in place in 2006 and with no upgrades to the changing of times.

Question #2 What is the primary driver in targeting the completion of this project by 31st August 2016? Is this date mandated by legislation or is it driven by commercial reasons?

Answer: The US Virgin Islands is currently on an extension given by DHS to complete the REAL ID/DL System. However, this project is mandated by legislation and is a high priority for the Governor of the United States Virgin Islands and the Director of the Bureau of Motor Vehicles to be completed by the end of 2016.

Question #3 To assist with completing our response is it possible for the Government of the Virgin Islands to please provide an original PDF or MS Word document (not a scanned copy) so that we may search it?

Answer: Please clarify exactly what you would like to receive a PDF or MS Word copy of.

Question #4 To assist with completing our technical and financial proposals will vendors be permitted to undertake a site survey prior to submitting their response?

Answer: Yes, a site survey can be arranged at the vendor's expense.

Question #5 The current RFP response due date is February 12, 2016. Given the short timeframe to respond will the Government of the Virgin Islands please consider extending the closing date?

Answer: Due to the high urgency of this project the due date can and will only be extended for another week, February 19, 2016.

Question #6 Who is the incumbent vendor/service provider for the existing legacy applications and what is the approximate value of the current contract?

Answer: The Vehicle Registration System that we currently use was designed by Omni Systems Inc. and was implemented in 2006 and the vendor's contract ended before any service or upgrades were required. At this present time we do not have a service provider for the system we are currently using.

Question #7 In the Overview of Requirements on page 4, the solution requirements lists a "Facility Image and Signature Capture Workstation" and a "Mobile System". What number of each are to be delivered, maintained and supported?

Answer: Facility Image and Signature Capture Workstation 3 on St. Thomas, 3 on St. Croix and 2 on St. John. Mobile System one on each island.

Question #8 Central Image and Facial Recognition System Requirements (Paragraph 7.1, Page 23). Also, Section G, Secure Central Issuance Facility Requirements (Page 40). Can you confirm that personalization equipment can be located in the continental United States? Must all equipment delivered under this contract be new and unused? We have existing facilities in the continental United States which are well suited to outsourcing your card production.

Answer: Not all equipment delivered under this contract must be new and unused. However, equipment must not be discontinued or at the end of its life cycle. Production of the cards should occur in the territory.

Question #9 Central Image System Requirements, Estimated Image Volume (Paragraph 7.14, Page 27). "VIBMV currently captures between 9,000 and 15,000 images daily from all facilities combined." Can you describe the types of images and please reconfirm the approximate quantity of each type?

Answer: Scanned images: Physical address documents, birth certificates, passports, social security cards, facial images, signature images, naturalization documents, immigration documents, affidavits, but not limited to this list.

Question #10 Facial Recognition System Requirements, 1:1 and 1:N Matches (Paragraph 9.1, Page 29). "The facial recognition system engine must be capable of 1:1 AND 1:N image comparison with up to 100 million images, which are expected by the end of the ten (10) year contract period." Another similar reference is in Paragraph 7.1, Hardware / Software Requirements with the bullet "All servers must be scaled to allow for estimated growth through the life of the contract (estimate 100 million images by end of full 10 years)".

Given the high volumes, is it anticipated that the 100 million facial images will all come from the US Virgin Islands BMV database or is the system expected to have the capability to verify images from external databases?

Answer: The system should be able to verify images internally with the capability to verify images from external databases once these are made available through AAMVA or mandated by the Federal Government.

Question #11 This paragraph mentions a "ten (10) year contract period". However Paragraph 3.0, Hardware and Software (Page 4) states that "The initial term of the contract will be approximately two (2) years ..." and "A two (2) year renewal option may be available ...". Is the facial recognition portion a 10 year contract while the rest of the project is a 2 year contract? Please confirm the contract term for each component.

Answer: The initial term of the contract is for four (4) years, negotiations can be made for additional years for the vendor providing the level of service needed or maintenance contract.

Question #12 Card Design and Security Features Requirements, Card Design (Paragraph 10.9, Page 38). "Specific designs for each card type will be determined during the planning phase after contract award."

Is it a requirement that the card design include pre-printed security artwork? Or, can the security artwork be printed onto the card at the time of personalization (e.g., using a re-transfer print process)?

Answer: The cards should include the pre-printed art and security features.

Question #13 Card Design and Security Features Requirements, Card Design (Paragraph 10.9, Page 38).

Can you please confirm whether the current card has a magnetic stripe or Integrated Circuit (IC) Chip? And will the new card design include a magnetic strip or Integrated Circuit (IC) chip?

Answer: The current card design includes a barcode, and the new card design will include a barcode.

Question #14 Secure Central Issuance Facility Requirements, Card Volume and Billing (Paragraph 11.15, Billing, Page 44). "All cards printed and mailed from the central issuance facilities may be billed only after successful processing and transfer to the US Postal Service or other carrier."

Will the entire cost of all components be paid on a per card basis? Or does the VIBMV envisage paying for some equipment and services separately (e.g. Facility Workstations, Mobile Workstations, Operations Labor, Training, Help Desk and Maintenance)?

Answer: The VIBMV Secure Central Issuance Facility will be within the Territory, the cost of postage has not been determine as yet. However, the vendor must supply the equipment needed to complete the printing of the cards and can suggest equipment to aide in the mailing process.

Question #15 Long Term Account Management, Maintenance, and Support Requirements, Paragraph 15.7, Help Desk Support. "During the entire term of the contract, the vendor will provide VIBMV with a toll free Help Desk number ...".

Can the Help Desk (and the Help Desk personnel and Help Desk equipment) be located outside the Virgin Islands? For example, could it be located in the continental United States?

Answer: The helpdesk can be located outside the Virgin Islands as long as the response time is not affected.

Question #16 Equipment List, Appendix B, ID Card Printer (Page 75), "Zebra P640i Card Printer, Quantity 4"

Is this a list of equipment that VIBMV has already purchased and is therefore mandatory for it to be used with the new system or is there scope for vendors to propose alternative equipment?

Answer: The vendor can propose alternative equipment, this is encouraged, as long as the equipment is not discontinued or at the end of its life cycle.

Question #17 Can you please confirm the number of cards produced annually as there seems to be a discrepancy between the figures on pages 44 (Paragraph 11.14) and 74 (Appendix A).

Answer: Approximately 47,000 cards are issued annually. The daily production amount has been increasing on all 3 islands.

Question #18 Is there an existing 'Domain' or network security system that the proposed solution will need to be interfaced with? Will other business applications such as email clients / mail servers and word processing need to be installed on the servers and workstations?

Answer: The vendor is responsible for installing the vehicle registration/titling and driver's license system software and making sure the system is fully functional. The vendor will install all software needed for the software system to be operational. The VIBMV will install employee software such as Word, Excel, etc. as needed by the employees. Employees only receive email through their government email, which can be accessed through their browser. If a desktop application is required to access their email the VIBMV will install this software.

Question #19 Is there an existing hosting facility for the public self-service web-sites or will the proposed solution need to include a provision for the set-up and ongoing maintenance of such (e.g. servers, security appliances, network traffic charges etc.)?

Answer: There is no existing self-service website for the VIBMV software. The proposed solution needs to include setup and maintenance.

Question #20 Are we able to use our own format for the pricing sheet or will you be providing us a template to complete? Do you want us to provide a single price per card?

Answer: The vendor will provide us their own format for the pricing sheet and will provide us a single price per card.

Question #21 What is the intended term of the contract? Section 15.23 limits the term to 4 years. However, Section 9.1 mentions a 10 year contract period.

Answer: The intended term of the contract is four years.

Question #22 Will the Mobile Image & Signature Capture Workstation be used outside of the Bureau of Motor Vehicles, (BMV) facility?

Answer: No, the mobile image & signature capture workstation will not be used outside of the BMV facility.

Question #23 The Zebra 640i printer listed in Appendix B is discontinued; however, it is still supported and it works with our software. Is BMV aware to the discontinued status and is it still ok for us to use these printers as part of our solution?

Answer: The BMV is aware that the Zebra 640i is discontinued and we cannot use any discontinued equipment.

Question #24 What is the current bandwidth for communication between the various BMV sites?

Answer: The current bandwidth for communication between the various BMV sites is 50mb per sec.

Question #25 Section 15.18 – System backup. Are the offsite backup to be stored at BMV offsite locations or the vendor's location?

Answer: The offsite backup will be specified by Bureau of Information Technology but the vendor is still responsible for the functionality of the backup.

Question #26 Section B Documentation Requirements states that Digital images of each identity document must be stored in each districts DMV database (St. Thomas/St. John & St. Croix). Are there proper facilities to support hardware and software required at each of the locations? Can this be done at a central location?

Answer: There are proper facilities to support the hardware and software on St. Thomas and on St. Croix. The Bureau of Information Technology will be responsible for providing a secure off island backup location.

Question #27 Section 3.0 Hardware & Software indicates that the initial term of the contract is for two (2) years with a two (2) year renewal. In section 9.1 indicates the total number of estimated images after a 10 year contract please indicate the correct term of the contract and estimated image volume.

Answer: The initial term of the contract is for four (4) years, negotiations can be made for additional years for the vendor providing the level of service needed or maintenance contract.

Question #28 Please provide additional information regarding agency's General Ledger and account payable systems and third party clearing house and financial institutions required interfaces for data exchange.

Answer: Munis created a Tyler Enterprise Reporting Purchasing (ERP) solution interface that is governed by the US Virgin Islands Department of Finance has a general ledger and accounts payable system.

Question #29 Scope of Work: Section 3.A.b (Facial Recognition System Engines) mentions the implementation of Facial Recognition Technology. Will the facial recognition enrollment or identification processes will take place on an indoor or outdoor environment or both?

Answer: The facial recognition enrollment or identification processes will take place indoor only at the Bureau of Motor Vehicles.

Question #30 Section 5.8 Interface with VIBMV Internal System please provide additional information as to the type of interface required and what data elements will be required or available at the VIBMV system.

Answer: Currently the VIBMV doesn't have a link between the driver's record and the images captured to validate the person's identity. Therefore, the vendor must create the software to reflect the captured images & signatures along with the person's record.

Question #31 Section 7.1 states that hardware required for hosting has to be included in the proposal, including server hosting. Regarding that requirement, who will provide the physical site for the servers? Is it indispensable for the servers to be physically on the United States Virgin Islands?

Answer: The Bureau of Information Technology will be hosting our servers in the US Virgin Islands but the vendor is still responsible for the functionality of the backup.

Question #32 Section 7.6 mentions a one (1) second response time for files being transmitted from and to the Central Image System. A 3 to 6 seconds response time is the average response time of the industry for those kind of transmissions. We respectfully require more information regarding that requirement.

Answer: The USVI BMV hosts approximately 110,000 drivers and is significantly smaller the average industry standard. Therefore, a response time less than the average is required.

Question #33 Section 7.7 states that any upgrade is required to maintain "these responses time no matter how many retrieval requests are received". Is this section making reference to the "one (1) second" response time mentioned on the aforementioned section 7.6?

Answer: Yes

Question #34 Section 7.11 Third Party Access, can you please provide additional details on the requirements for this interface?

Answer: User has read only access and should be able to search through the database based on the data elements specified in 9.7 and search criteria specified in 9.8. The interface should also be capable of scanning the barcode on the DL or vehicle registration form.

Question #35 Section 7.12 VIBMV Direct Access to Database, please provide additional details on the system currently being used for these images and the database used by the system.

Answer: Insurance information update, cancelled or renewed insurance; Blocked driver's license by court mandate.

Question #36 Section 7.15 Data Archive please provide additional information on the current system being used for this archive and the total volume of images and storage size required.

Answer: Currently the documents are scanned into a central storage system with no reference to a specific record in the system. There are over 1 million images taking up 100Gb of space.

Question #37 Section b (8) System Administration Requirements, and additional sections throughout the Request for Proposal, states that the application must be browser based. Does this requirement apply to all of the components of the application (i.e. the face recognition engine) or exclusively to the principal application? Furthermore, is it possible to use a browser other than Internet Explorer™, or is this a compulsory requirement?

Answer: No, this is not a requirement for all the components for this software. All areas that deal specifically to Driver's License will be client based software. Yes, it is possible for the use of other browsers other than Internet Explorer but it must be the main browser of choice.

Question #38 Section b (8) System Administration Requirements, and other sections throughout the Request For Proposal, states that the "application must be browser based, so that the installation of client is not required"; in order to work appropriately, face recognition software requires the installation of Client Software. We respectfully require more information about this requirement.

Answer: The application must be a combination of the two areas within the VIBMV. These areas must act as one record within the data bases. A blend of both browser base and client base software is required to do this. Area (1) Titling and Vehicle Registration – this must be a browser based application and Area (2) Driver's License /REAL ID – must be client based software for security purposes.

Question #39 We respectfully require more information and broader definitions regarding sections 9.1 through 9.3 (i.e. business rules that are going to be implemented) in order to respond to those inquiries in a complete and informed manner.

Answer: When doing facial recognition comparison the system should be able to identify accurate matches with a fast performance.

Question #40 Section 9.14 mentions the term "Priority Queues"; we respectfully require more information regarding that term and the parameters associated to it.

Answer: Priority queues for image matches found while doing the comparison, which should be handled on a first in first out solution.

Question #41 Section 9.16 (Fraud Case Management) requires the capability to create fraud case files. In order to respond to this section in a complete manner, we respectfully require more information about this requirement, including the business rules that will be implemented (i.e. User identification, pin number entries, closing of cases by user, among others).

Answer: When an image match has been identified through comparison and verified as a fraud case an electronic case should be created to track the information as specified in 9.16.

Question #42 Section 9.21 mentions the application of filters to search results. We respectfully require more information regarding this inquiry, including search parameters that the application needs to incorporate (i.e. by region).

Answer: Comparison should be accomplished between a selected image and all the images in the system or between a selected image and a filter applied to all the images. The filter applied could be by time frame or other pertinent information.

Question #43 Section 10.4 mentions the term “Instruction Permit”. In order to respond to that query in a complete and informed manner, we respectfully require a broader definition of the aforementioned term.

Answer: The term “Instruction Permit” also known as a Learner’s Permit is defined as a Permit issued to an individual seeking to gain their Driver’s License. An Instruction/Learner’s Permit is only valid for six months. The Permit holder can only operate a motor vehicle with another individual who holds a valid Virgin Islands driver’s license. This Permit holder cannot operate a motor vehicle on their own.

Question #44 Section 11.2 mentions an expedited process. Several processes associated to the Real ID Act (i.e. EVVE and SSOLV databases identification processes) requirements may take up to 3 days. In order to respond to the aforementioned query, we respectfully require a broader definition of such expedited process and any exception that may be implemented for the expedited printing of the ID Card.

Answer: Expedited card processing will be executed ahead of the regular daily card processing.

Question #45 Section 11.3 through 11.5 states the requirement for a Vendor managed “Central Issuance Facility”. In order to respond to those queries in a complete and informed manner, we respectfully require a broader definition of those sections; including, but not limited to, the activities that will take place in such facility, staffing and, location.

Answer: The Central Issuance Facility will be responsible for the background checks on each individual applying for a secure ID and for the Printing as well as the processing of this ID. The staffing and location will be determined by the VIBMV & Bureau of Information Technology (BIT) but it will be housed within the territory.

Question #46 In order to adequately respond to section 11.3, we respectfully require a broader definition and more detailed information of such section.

Answer: The Central Issuance Facility will be responsible for the background checks on each individual applying for a secure ID and for the Printing as well as the processing of this ID. Background checks to include but are not limited to checks with SSOLV, EEVE and any other mandated requirements needed to process the ID. The Printing & Processing will include but is not limited to the printing of cards using a secured card, card printer (suggested by the vendor) and efficient method of mailing (also can be suggested by vendor).

Question #47 Section 11.8 mentions the terms “Card Carriers” and “Card Carrier Designs”. In order to respond to that query on a complete and informed manner, we respectfully ask for broader definition of such terms.

Answer: Card Carriers are the packaging specifically created for ID cards to prevent e ID cards and retrieving information of the ID cards while in transit.

Question #48 Section 12.7 Data Entry/Transfer. Please provide file layout of data entry fields required to be uploaded in this process.

Answer: The VIBMV is open to suggestions of the file layout and will make that format a requirement for the transmitting party.

Question #49 In order to adequately respond to section 12.9, we respectfully require a broader definition and more detailed information of such section.

Answer: When accessing a record marked as an organization record, such as a dealer, fleets, business, all vehicles associated with that organization should be listed for that organization, including all the licensed drivers for that organization. When accessing a record for an individual all the vehicles for that individual should be listed, their driver’s license information and driving history. When accessing a vehicle all the individuals listed as drivers or owners should be displayed and their driver’s history can be accessed from that listing.

Question #50 Section 15.6 Disaster Recovery. Who will be responsible to provide the necessary communication lines between the central image system and the Disaster Recovery site?

Answer: The Bureau of Information Technology (BIT) will be responsible for providing the system arrangement and connection between the central image system and the Disaster Recovery site. The vendor is responsible for the process, procedure, functionality and reliability of the system backup and restore.

Question #51 Section 15.15 Data Storage. Please explain, based on this requirement, how data will be handled at the disaster recovery site?

Answer: The data stored at the VIBMV data center and Disaster Recovery site will be identified by the Bureau of Information Technology (BIT).

Question #52 Does the USVI has all documentation and security plan in place following DHS recommendations and references from NIST, CFR, FIPS, etc.? If these plan is not in place would the USVI want these tasks to be included as part of the answers to the RFP?

Answer: Yes, the enterprise security policy is being governed through the Bureau of Information Technology.

Question #53 Does the USVI has a full internal certification and accreditation process for systems and for system users for all compliances purposes? If not would the USVI want these tasks to be covered under the RFP?

Answer: Currently the USVI does not have internal certification and accreditation process for the systems and for system users for all compliances. This process can be discussed in detail with the Bureau of Information Technology once the vendor has been selected.

Question #54 Does the USVI has all implemented environmental controls on USVI DMV premises and data centers required for compliance? If yes what controls are in place for compliance? If not, would the USVI wants these tasks to be covered in the RFP?

Answer: Yes, the USVI has all implemented environmental controls at the Bureau of Information Technology that are required for compliance. The Bureau of Information Technology will also provide all the necessary controls in detail. The VIBMV cannot disclose this information without the premise of Bureau of Information Technology.

Question #55 Can the contractor provide centralized Real ID printing and hosting solution for compliance purposes outside of USVI?

Answer: The VIBMV Secure Central Issuance Facility will be within the Territory, the cost of postage has not been determine as yet. However, the vendor must supply the equipment needed to complete the printing of the cards and can suggest equipment to aide in the mailing process.

Question #56 Does the service agreement must include all required compliance controls following DHS recommendations?

Answer: Yes, the service agreement must include all required compliance controls following DHS recommendations.

Question #57 How many workstations indoors or mobile are being forecasted per year of the contract?

Answer: Number workstations is estimated at 53.

Question #58 Does the USVI government wants to take a picture of the fingerprint for printing purposes and or for biometrics identification and verification?

Answer: Fingerprint data should be stored in such a way that it can be used for verification and comparison.

Question #59 Appendix B provides a list of equipment and solutions, the SOW of the RFP defines requirements of equipment. Does the USVI has the equipment inventory available as mentioned on the Appendix B? Is the contractor forced to use only that equipment and specific models and solutions?

Answer: All equipment listed in Appendix B is available inventory of the VIBMV. The vendor can propose alternative equipment; this is encouraged, as long as the equipment is not discontinued or at the end of its life cycle

Question #60 For biometric enrollment, can the enrollment be with multiple images?

Answer: Biometric data recorded should be unduplicated.

Question #61 Are all biometric enrollment, verification and identification be on indoors controlled environment? If not please explain different scenarios.

Answers: All biometric enrollment, verification and identification will be in an indoor controlled environment.

Question #62 Does the USVI forecast to have and increment of transactions per day more than the 15,000 as established in section 7.14 and if so, how much more and how many images?

Answer: Currently images are only captured for approved applicants. The new system will capture all applicants' image regardless whether or not the applicant has been approved. In addition images will be captured for learner' permit drivers, visitor and temporary drivers, disabled cards and ID cards.

Question #63 What is the scope of the future archiving of data?

Answer: Transaction history should be available at all time. Images and Scanned documentation older than 7 years can be archived.

Question #64 What is the objective of section 9.1 with the 100 million images are the data sources internal or external?

Answer: Images are to be stored internally in the database and be available for at least 7 years. After the 7 year time period images can be stored externally.

Question #65 Do both centers be operated and secured by the contractor?

Answer: It is the responsibility of the VI BMV to operate and secure the datacenters. However, it's the vendor's responsibility to maintain functionality of the software.

Question #66 Is USVI providing citizens ID's for those not applying for Driver License?

Answer: The current system is not providing Territory IDs. The new system will be issuing REAL ID IDs and Territory IDs.

Question #67 Does USVI have a Site Survey of public services facilities assessment that are already in compliance? Should the facilities assessment include full documentation for preparedness or just an assessment? Does provider needs to fix and provide solutions for the assessment findings?

Answer: No, the USVI does not have current or pass sight survey of the facilities. Vendors can assess and provide the VIBMV with fixed and/or provide a solution based on the assessment findings.

Question #68 What are the transactions and how many transactions are performed at the DMV?

Answer: All transactions related to vehicle registration, titling, driver's license application, driver's license renewal, financial management, driver's history management, and insurance update.

Question #69 Does USVI will provide the Microsoft Windows and SQL Licenses?

Answer: The vendor is responsible for all server licenses and all third party licenses related to the new software system. The VIBMV will be responsible for the PC OS license.

Question #70 Will USVI extend the delivery date for the RFP?

Answer: The US Virgin Islands is currently on an extension given by DHS to complete the REAL ID/DL System. However, this project is mandated by legislation and is a high priority for the Governor of the United States Virgin Islands and the Director of the Bureau of Motor Vehicles to be completed in 2016. Due to the high urgency of this project we have extended the delivery date another week, ending February 19, 2016.

Question #71 Does the RFP solution will use existing communication infrastructure at USVI? Are there any requirements for traffics separation in the network?

Answer: The new software system will use the existing network infrastructure at the three VIBMVs. An RFP is being created for the re-wiring of all three BMVs in the territory.

Questions and Answers

ID	Category	RFP Section / Page	Question
1	Procurement Process	Instructions to Proposals (D)	<p>Q- What is the timetable associated with the following events of the procurement process: Response to written questions, proposal selection, contract signed and the project starting date.</p> <p><i>A-The timetable associated with the above mentioned events will be provided by Department of Property & Procurement.</i></p>
2	Procurement Process	N/A	<p>Q- Due to the limited time for proposal preparation and the importance of this project, is it possible to move the deadline for submission of proposals?</p> <p><i>A-Due to the high urgency of this project it can only be extended for another week, ending February 19, 2016.</i></p>
3	General	N/A	<p>Q-Is a remote hosted solution accepted?</p> <p><i>A-A remote host solution is not accepted. The server(s) that host the application must be physically be housed within the territory.</i></p>
4	General	N/A	<p>Q-How big is the system's database to be migrated?</p> <p><i>A-The VIBMV database is approximately 120GB for all three islands.</i></p>
5	General	N/A	<p>Q-Which Database System is used for the current implemented (DMV) License and Vehicle applications? (Oracle, MSSQL, IBM etc.)</p> <p><i>A-Currently the Database system used for the VIBMV's DL and Vehicle Registration system is MSSQL.</i></p>
6	General	Section 7.12	<p>Q-Is a replicated real-time database accepted for the VIBMV external applications that require direct access to the database? (section 7.12)</p>

			<i>A-Real-time database replication is accepted to accommodate direct access for external application.</i>
7	Procurement Process	N/A	<p>Q-Responses to all submitted questions from bidders will be notified to all participants?</p> <p><i>A-The Department Property and Procurement is in charge of getting answered questions back to the bidders.</i></p>
8	Hardware	N/A	<p>Q-The complete solution requires the implementation of equipment and hardware. However, there is a list in the RFP as available equipment for installation (Appendix B). Is this hardware property of VIBMV? Who is responsible for the corresponding warranties of this hardware?</p> <p><i>A-The equipment in Appendix B is property of the VIBMV and is the full responsibility of the VIBMV. However, equipment on the list that is discontinued, and the end of their life cycle or not supported by the manufacturer anymore should not be used as part of the solution.</i></p>
9	Implementation	14.1 Project Team	<p>Q-Is VIBMV willing to accept an Agile project approach due to the aggressive timeframe of the project?</p> <p><i>A-Yes.</i></p>
10	Implementation	14.1 Project Team	<p>Q-Is VIBMV capable of providing full time subject matter expert (SME) if needed?</p> <p><i>A-The VIBMV will provide a SME. This person will have to be setup with a development environment.</i></p>
11	Implementation	14.9	<p>Q-Should the implementation date of June 30, 2016 be August 31, 2016 as stated in page 4 of the RFP and Appendix 3?</p> <p><i>A-A fully functioning system should be presented on June 30, 2016. The system will go through user acceptance testing in July, user training in August and the system will be operational August 31, 2016.</i></p>
12	Implementation	Appendix C - Work Plan milestones	<p>Q-Is willing to provide for an additional time for project initiation and planning activities?</p>

			<i>A-The vendors are requested to work within the timeframe given.</i>
13	Implementation	Appendix C - Work Plan milestones	<p>Q-The milestones provided in appendix C does not present project planning targets</p> <p><i>A-The VIBMV expects the vendor to create project planning targets to accomplish the milestone of the June 30, 2016 implementation. The VIBMV will have subject matter experts available to help the vendor through the planned stages.</i></p>
14	Implementation	14.18	<p>Q-Is it required a system environment for training to avoid any potential conflicts with project activities occurring in other environments (development and testing)?</p> <p><i>A-The testing and training can occur in the production environment with migrated data. Before the system goes into production a final data migration has to take place or a restore of a successful data migration.</i></p>
15	Implementation	14.19	<p>Q-What would be the service level agreement on VIBMV for the approval of test scripts and any other document prior the execution of the following activities (e.g., testing execution)?</p> <p><i>A-There is no service level agreement concerning section 14.19. However the VIBMV must approve all changes concerning implementation of equipment, configuration changes and/ or software.</i></p>
16	Implementation	14.21	<p>Q-Is it the expectation to execute the performance testing at the same time of the user acceptance test?</p> <p><i>A-Yes, performance testing can take place at the same time as the training and user acceptance testing with migrated data.</i></p>
17	Implementation	14.23	<p>Q-Can the end-to-end testing be integrated with the user acceptance test?</p> <p><i>A-End-to-end testing can be integrated with the user acceptance testing.</i></p>

18	Implementation	14.29 Training Needs	<p>Q-Are the 10 supervisors figure included as part of the 50 facility operation employees?</p> <p><i>A-Supervisors are part of the 50 VIBMV employee figure.</i></p>
19	Implementation	14.29 Training Needs	<p>Q-What the different type of roles comprising the 50 facility operation employees, and any other user of the system?</p> <p><i>A-VIBMV employees: Data Entry, Cashier, Accounting, MIS</i></p> <p><i>There is also external users such as Law enforcement Agencies such as DHS, VIPD and the FBI that need access to this system.</i></p>
20	Implementation	14.29 Training Needs	<p>Q-Will the supervisor also participate in the training event for employees?</p> <p><i>A-Yes.</i></p>
21	Implementation	14.29 Training Needs	<p>Q-Will the operations continue as usual during the training activities or the operations may continue with limited resources?</p> <p><i>A-Operations will discontinue on the island where training is conducted.</i></p>
22	Implementation	14.29 Training Needs	<p>Q-Will VIBMV consider a train-the trainer approach, where VIBMV power users will be trained to perform the training activities with the assistance of the vendor?</p> <p><i>A-Yes.</i></p>
23	Implementation	14.29 Training Needs	<p>Q-Will VIBMV consider using VIBMV power users as the first line of user support during the implementation phase with the vendor support, and after this phase (business as usual)?</p> <p><i>A-Yes. It is requested that this power user is also setup with a development environment.</i></p>
24	Implementation	14.38 Data Migration	<p>Q-What is the scope of the data to be migrated in addition to the images? VER PREGUNTA DE SOFTEK</p> <p><i>A-See section 2.4 and 13.4</i></p>

25	Implementation	14.38 Data Migration	<p>Q-Does the existing images comply with the face recognition requirements?</p> <p><i>A-Yes.</i></p>
26	Implementation	14.39 and 14.40 Pilot Phase	<p>Q-Will the pilot phase start right after the 31st of August?</p> <p><i>A-After August 31, 2016 the system will be in production and the VIBMV will input only into the new system.</i></p>
27	Implementation	14.42 Installers	<p>Q-Are installations on working days or during the weekends to avoid impact to operations?</p> <p><i>A-The new software system will be installed on a separate server(s). There should be no impact on operation. Data migration can be done overnight or on the weekend.</i></p>
28	General	Integration	<p>Q-Our solution use a third party validation process to certify VIN numbers (CVINA). Does USVI has an agreement with a third party to accomplish this validation? Or Is required that we include our third party solution as part of our response to the RFP?</p> <p><i>A-The VIBMV has no agreement with a third party to accomplish VIN validation. A VIN validation solution should be included in the response to the RFP.</i></p>
29	Software	Driver's License	<p>Q-How many Driver License (DL) are registered in the system?</p> <p><i>A-Currently approximately 110,000 driver license are registered in the system.</i></p>
30	Software	Driver's License	<p>Q-Will the system managed driver's license violation like Drivers Under Influence (DUI)?</p> <p><i>A-The new software system should manage the data sent to the VIBMV from the court, which might only entail the points, the violation and the date of the violation.</i></p>
31	Software	Vehicle Module	<p>Q-Will the system managed traffic ticket management? Liens management?</p> <p><i>A-The new software system should manage the data sent to the VIBMV from the court, which might only entail the</i></p>

			<i>points, the violation, the date of the violation and an indicator for unpaid ticket amount.</i>
32	Software	Vehicle Module	<p>Q-Are any third party interfaces or services to accommodate Dealers and Insurance companies to be included within the scope of the solution?</p> <p><i>A-There are no third party interfaces for dealers or insurance companies. The VIBMV is interested in suggestions for future implementation of this feature.</i></p>
33	Software	RealID	<p>Q-Do you have a database with accurate image for biometric validation? Can you provide a sample of the images?</p> <p><i>A-The database has valid images for biometric validation.</i></p>
34	Software	RealID	<p>Q-How many images are in the actual system?</p> <p><i>A-Currently the VIBMV has over 100,000 images.</i></p>
35	General	RealID	<p>Q-Is an extension to the delivery and implementation date of the system?</p> <p><i>A-The US Virgin Islands is currently on an extension given by DHS to complete the REAL ID/DL System in 2016.</i></p>
36	General	Document Printing	<p>Q-Are you evaluating an outsource DL/ID printing facilities?</p> <p><i>A-The VIBMV Secure Central Issuance Facility will be within the Territory.</i></p>
37	General	Document Printing	<p>Q-Can you provide the average DL/ID printed in a year?</p> <p><i>A-Approximately 47,000 cards are issued annually. The daily production amount has been increasing on all 3 islands.</i></p>
38	General	Document Printing	<p>Q-Are you planning a mass issuance and card replacement process?</p> <p><i>A-No, as the current driver license cards expire customers can come in to apply for their REAL ID driver's license. Customers are also allowed to come in before their expiration date and apply for their REAL ID driver's license.</i></p>
39	General	Document Printing	<p>Q-Can the Central Issuance facilities be located anywhere outside the USVI mainland?</p>

			<i>A-The VIBMV Secure Central Issuance Facility will be within the Territory.</i>
40	Software	Mobile Module	<p>Q-How will provide the data communication for mobile units?</p> <p><i>A-Through wireless network connection.</i></p>
41	General	N/A	<p>Q-Is there any outsource company providing system maintenance to current system?</p> <p><i>A-At this present time we do not have a service provider for the system we are currently using.</i></p>