

**GOVERNMENT OF
THE VIRGIN ISLANDS OF THE UNITED STATES**

**Request for Proposal – Negotiation
Professional Services**

To:

Date: January 12, 2016

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RFP No. 008-2016 (P)

Pursuant to 31 V.I.C. 239 (a) (4) and Rules and Regulations thereunder issued, the Government of the Virgin Islands, Department of Property and Procurement will receive proposals for the work described below. Proposals will be received until **Friday, February 12, 2016 @ 4:00 o'clock p.m.**

SCOPE OF SERVICES: ATTACHED

NEGOTIATED PROCEDURES:

The Commissioner of the Department of Property and Procurement will appoint Selection Committee to assist in the evaluation and selection of the Contractor. Accordingly current data on qualifications and performance should be submitted with proposals. After reviewing the qualifications and proposals the Committee will select for discussions from the firm/s or person/s considered not less than three (3), in order of preference, **deemed to be most highly qualified to provide the services herein required.** Discussions will be conducted successively and severally with the firms or persons so selected the anticipated concepts and the relative utility alternative methods of approach for furnishing the services hereunder.

FACTORS FOR DISCUSSIONS

Selection criteria will include (i) Professional qualification, registration and general reputation of the principals of the firm or person; (ii) the extent to which the firm or person specializes in or has designed projects of a type and scope similar to the hereunder; (iii) familiarity with the area in which the project is to be located; (iv) capability of meeting design schedules; and (v) quality of performance on other projects.

NEGOTIATION:

The Selection Committee shall recommend to the Commissioner **the highest qualified firm or person with whom a contract shall be negotiated.** The Commissioner, with the assistance of the Selection Committee, shall attempt to negotiate a contract with such firm or person.

Should the Commissioner be unable to negotiate a satisfactory contract with the firm considered to be the most qualified, at a price he determines to be fair and reasonable to the Government, negotiations with that firm will be formally terminated. Negotiations will then be commenced with the second most qualified, the third most qualified or additional firms, in order to preference and their competence and qualification, and shall continue until an agreement is reached.

Randolph N. Bennett
Commissioner of Property and Procurement

INSTRUCTION TO PROPOSALS

A. NOTICE

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

Information provided in the scope of work is to be used only for purposes of preparing a proposal. It is further expected that each bidder will read the scope of work with care, for failure to meet certain specified conditions may invalidate the proposal.

The Government of the Virgin Islands, herein after referred to as GVI, reserves the right to reject any or all proposals or any portion thereof and to accept the proposal deemed most advantageous to GVI. Price shall not be the sole criterion of awarding this project. Scope and quality of work proposed and the ability of the bidder to complete this type of project shall also be considered.

Applicants are requested to submit proposals on the basis of the scope of work. Alternative proposals recommending new features and technology other than that requested in the scope of work will receive consideration providing such new features and/or technology is clearly explained. Any exceptions to the requirements requested herein must be clearly noted in writing and be included as part of the proposal.

The information contained herein is believed to be accurate, but is not be to consider in any way as a warranty. Request for additional information clarifying the Scope of Work should be directed in writing to **Deputy Commissioner of Procurement, Ms. Latisha Blyden** at latisha.blyden@dpp.vi.gov. All request will be forwarded to **Lawrence Olive, Director, Bureau of Motor Vehicle**.

B. STATEMENT OF PURPOSE

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

C. PROPOSE SCOPE OF WORK

See Attached Scope of Work

D. TIMETABLE

1. Last day for requests for written clarification will be
Thursday January 28, 2016 @ 4:00 p.m.
2. Proposals will be accepted at Department of Property & Procurement, no later than **Friday, February 12, 2016 @ 4:00 p. m.**

E. SUBMISSION OF PROPOSAL

All interested parties shall submit *seven (7)* sets of proposals, which are to be delivered to the Department of Property and Procurement during normal business hours, no later than **Friday, February 12, 2016 @ 4:00 p. m.**

They shall be addressed to:

Randolph N. Bennett
Commissioner
Department of Property & Procurement
Building #1 Subbase, 3rd Floor
St. Thomas, Virgin Islands 00802

The sealed envelope containing the proposal must have the following information written on the outside of the envelope:

SEALED PROPOSALS-DO NOT OPEN

RFP-008-2016 (P)

(Name of Bidder)

(Mailing Address of Bidder)

(Telephone Number of Bidder)

(Fax Number of Bidder)

Where proposals are sent by mail, the bidder shall be responsible for their delivery to DOT before the date and time set for the closing of acceptance of proposals.

F. WITHDRAWALS OF PROPOSAL

A proposal may be withdrawn at any time prior to the time specified as the closing time for acceptance of proposals. However, no proposal shall be withdrawn or canceled for a period of thirty (30) days after said closing time for acceptance of proposals nor shall the successful provider withdraw or cancel or modify his proposal, except at the request of GVI after having been notified that said proposal has been accepted by GVI.

G. INTERPRETATION OF SPECIFICATIONS

If any person contemplating submitting a proposal requires clarification of any part of the scope of work, he/she may submit to the GVI a written request for an interpretation thereof to the **Commissioner of Department of Property and Procurement Randolph N. Bennett**. GVI will not respond to questions received after the above established date. The person submitting the request will be responsible for its prompt delivery. Any interpretation of the scope of work will be made in writing to all prospective providers. Oral explanations will not be binding.

H. CONSIDERATION OF PROPOSAL

The Commissioner of Property and Procurement shall represent and act for GVI in all matters pertaining to the scope of work and contract in conjunction therewith. **This RFP does not commit GVI to the award of a contract, nor pay any cost incurred in the preparation and submission of proposals in anticipation of a contract. GVI reserves the right to reject any or all proposals and to disregard any informality and/or irregularity in the proposal when, in its opinion, the best interest of GVI will be served by such action.** Proposals failing to provide some of the items in the scope of work shall not be rejected per se but any deviations from the scope must be clearly noted.

I. ACCEPTANCE OF PROPOSALS

GVI will notify in writing acceptance of one of the proposals. Failure to provide any supplementary documentation to comply with the vendor's proposal may be grounds for disqualification.

J. CONTENTS OF PROPOSAL

The following is a list of information to be included in the written proposal. Failure to comply with all the requirements as outlined, will disqualify the applicant.

1. Introductory letter about the applicant:
 - a. Name, address, fax and telephone numbers.
 - b. Type of service for which individual/firm is qualified.
2. Organization:
 - a. Names/addresses of Principals of Firm.
 - b. Names of key personnel with experience of each and length of time in organization.
 - c. Number of staff available for assignment. (Local & Off-Territory)
 - d. Copy of Articles of Incorporation
 - e. Copy of Certificate of Resolution
 - f. Copy of valid Business License
3. Outside consultants that will be retained for this project and percentage of work to be sub-contracted.
4. Project experience:
 - a. List of completed projects and estimated cost of each.
 - b. Current projects underway; scope; percentage completed to date and estimated cost of each.
5. Project References: (including a notarized written consent from the authorized representative which must include: name; telephone number; email address and facsimile number).
6. Project Approach:
 - a. Describe how you will approach this project and availability to perform the services requested.
7. Cost: The Cost Proposal must be submitted in a separate sealed envelope.

K. CONFLICT OF INTEREST

A proposer filing a proposal hereby certifies that no officer, agent or employee of GVI has a pecuniary interest in this proposal or has participated in contract negotiations on behalf of GVI; that the proposal is made in good faith without fraud, collusion, or connection of any kind with any other Bidder for the same request for proposals; the Bidder is competing solely in its own behalf without connection with, or obligation to, any undisclosed person or firm.

L. LICENSE REQUIREMENT

An award will not be made to any firm or individual doing business in the Virgin Islands to perform work with the Government of the Virgin Islands until evidence is submitted that the said firm or individual has a valid V.I. Business License to do business in the Virgin Islands. Bidders must submit hard copy of a valid V.I. business license within ten (10) working days after award.

All Bidders bidding as Joint Ventures must be licensed as a Joint Venture in the Virgin Islands.

M. REQUIRED DOCUMENTS

1. **PUBLIC LIABILITY:** The successful bidder will be required to obtain and have in place public liability insurance and other insurance necessary as requested in this proposal package. Insurance policy(ies) shall name the Government of the Virgin Islands as "**Additional Insured**". The public liability insurance shall have a minimum limit of not less than **one hundred thousand (\$100,000.00) dollars** for anyone occurrence for death or personal injury and **one hundred thousand (\$100,000.00) dollars** for anyone occurrence for property damage. Bidder must provide public liability insurance within ten (10) working days after award.
2. **WORKERS' COMPENSATION:** Within ten (10) working days after award of project the successful bidder must submit a copy of their certificate providing that his firm and his agents are covered by Workers' Compensation Employee's Liability.
3. **FAILURE TO PROVIDE THE CERTIFICATED WITHIN THE STATED TIME PERIOD MAY RESULT IN THE PROPOSAL DEEMED NON-RESPONSIVE AND MAY BE IMMEDIATELY DISQUALIFIED WITH NO FURTHER CONSIDERATION GIVEN FOR POTENTIAL AWARDED OF THE CONTRACT.**

N. REQUIREMENTS FOR CORPORATION

1. ARTICLES OF INCORPORATION
2. CERTIFICATE OF CORPORATE RESOLUTION
3. CERTIFICATE OF GOOD STANDING

THESE WILL BE REQUIRED PRIOR TO AWARD OF CONTRACT.

Government of the Virgin Islands of the United States

BUREAU OF MOTOR VEHICLES



**U.S. VIRGIN ISLANDS
DRIVER'S LICENSE/REAL ID VEHICLE TITLING
AND
REGISTRATION**

SCOPE OF WORK

SCOPE OF WORK

The Contractor will provide professional, technical and other services needed in designing, developing, implementing, integrating, testing and maintaining a viable vehicle registration/titling and driver's license system software program that meets the standard outlined in the REAL ID Act of 2005 as indicated below. The list of equipment listed in Appendix B entitled "**Equipment List**" should be used but is not limited to the installation of the vehicle registration/titling and driver's license system:

1.0 Review of the current system

The current system consists of a database/application server on each island. The US Virgin Islands (which consists of three major islands) has one workstation for driver license printing per island and several workstations for vehicle registration/titling throughout the territory. The system should accommodate multiple driver license print stations on each island.

A. Driver License

The current Driver License system is a browser based application and is compliant with the American Association of Motor Vehicle Administrators (AAMVA) 2005 standards and contains many of the elements required for the new Real ID standard. However, the Identification printing software is a separate desktop application that retrieves data from the server before printing. The Verification of the required documents are scanned into a separate database outside of the Driver's License software and is not linked to the **Electronic Verification of Vital Events (EVVE) system** maintained by the National Association for Public Health Statistics and Information Systems (NAPHSIS), or to the **Social Security On-Line Verification (SSOLV) database** managed by the Social Security Administration.

B. Vehicle Registration

The current Vehicle Registration system is a browser based application just like the Driver's License System. It uses the same database as the Driver License system but does not share the same tables. This causes duplication within the database. The Vehicle Registration system was re-created in 2005 to function like the desktop system that was in place prior to the current system.

2.0 Real ID

A. Data Requirements

A Real ID-compliant form of identification requires the following pieces of data:

- Full legal name,
- Signature,
- Date of birth,

- Gender,
- Unique, identifying number,
- Principal residence address,
- Front-facing photograph of the applicant.

Real ID cards must feature specific security features intended to prevent tampering, counterfeiting, or duplication of the document for fraudulent purposes. These cards must present data in a common, machine-readable format (bar codes, smart card technology, etc.).

B. Documentation Requirements

Before a card can be issued, the applicant must provide the following documentation:

- A photo ID, or a non-photo ID that includes full legal name and birthdate
- Documentation of birth date
- Documentation of legal status and Social Security number
- Documentation showing name and principal residence address

Digital images of each identity document must be stored in each district's DMV database (St. Thomas/St. John & St. Croix).

C. Document Verification

The Real ID Act requires the states to "verify, with the issuing agency, the issuance, validity, and completeness of each document" that is required to be presented by a driver's license applicant to prove their identity, birth date, legal status in the U.S., social security number and the address of their principal residence. It also states that the only foreign document acceptable is a foreign passport.

The Department of Homeland security (DHS) rule mandates that the Real ID license applicants be required to present at least two documents documenting the address of their primary residence.

The DHS rule also requires the states to verify the validity, and its match with the name given, of the social security number itself, via electronically querying the **Social Security On-Line Verification (SSOLV) database** managed by the Social Security Administration.

The DHS rule specifies that the validity of birth certificates, presented to document the date of birth or to prove U.S. citizenship, should be verified electronically, by accessing the **Electronic Verification of Vital Events (EVVE) system** maintained by the National Association for Public Health Statistics and Information Systems (NAPHSIS), rather than directly with the issuers of the birth certificates (such as hospitals).

These two (2) services must be connected to in the implementation of the driver's license system.

D. Information Sharing

Each state must agree to share its motor vehicle database with all other states. This database must include, at a minimum, all the data printed on the state drivers' licenses

and ID cards, plus drivers' histories (including motor vehicle violations, suspensions, and points on licenses). **The Driver Privacy Protection Act** must be complied with.

3.0 Hardware & Software

VIBMV seeking bids from vendors for a digital driver's license with facial recognition and vehicle registration and titling system with the following components:

Driver's License

- Facility Image and Signature Capture Solution
- Mobile Image and Signature Capture Solution
- Central Image System
- Facial Recognition System
- Covert Issuance System
- Card Design Services
- Card Production Services in a Secure Central Issuance Facility
- Project Management and Implementation Services
- Long Term Support Services

Vehicle Registration and Titling

- Vehicle Management
- Inventory Tracking
- Financial Management
- Insurance Management

The Vendor must provide all hardware, software, and services to transition from our current vendor system by August 31, 2016. The initial term of the contract will be approximately two (2) years, including 6 months for implementation and then 1 year and 6 months of production. A two (2) year renewal option may be available after the initial two (2) years up to a maximum four (4) years total from contract execution date to expiration.

A. Overview of Requirements

The following sections will provide high level requirements and descriptions of necessary system functions.

a. Solution Requirements

- Facility Image and Signature Capture Workstation - Hardware and Operating System Requirements
- Facility Image and Signature Capture Workstation - Functional Requirements
- Facility Image and Signature Capture Workstation - Security Requirements
- Mobile System - Hardware and Operating System Requirements
- Mobile System - Functional Requirements

- Mobile System - Security Requirements
- Central Image System Requirements
- System Administration
- Facial Recognition System Requirements

b. Facial Recognition System Engine

- Image and Data Retrieval
- Manual Review and Fraud Case Management
- Manual Image Enrollment
- Reporting

c. Card Design Requirements

- Card Types
- Card Security Features
- Card Materials
- Card Design
- Card Data

d. Secure Central Issuance Facility Requirements

- Communication with VIBMV Data Center
- Management of Central Issuance Facilities
- Standard Processing Time
- Expediting Processing
- Card Volume and Billing

e. Vehicle Management

- Manages vehicle information including registration, plates, tags, permits and fleets.
- Track vehicles across multiple owners and all transactions
- VIN decoder
- Fee calculator

f. Inventory

- Maintain inventory information on all traceable items
- Inventory accessibility
- Status reports

g. Financial Management

- Fee calculation, cash drawer management, payment processing and complete financial transaction management functionality
- Transmission of data an agency's General Ledger and accounts payable systems as well as third party clearing houses and financial institutions

h. Covert System Requirements

i. Project Management and Implementation Requirements

- Key Personnel
- Project Management
- Change Control
- Testing / Test Systems
- Training / Documentation

j. Implementation Long Term Account Management, Maintenance, and Support Requirements

k. Long Term Account Management

l. Service Level Agreement

- Preventative and Remedial Maintenance
- Replacement of Equipment / Inventory of Spares
- Service Response Times
- System Uptime
- Help Desk
- Field Service Support
- Damages
- Disaster Recovery

m. Information Technology Requirements OPTIONAL Requirements

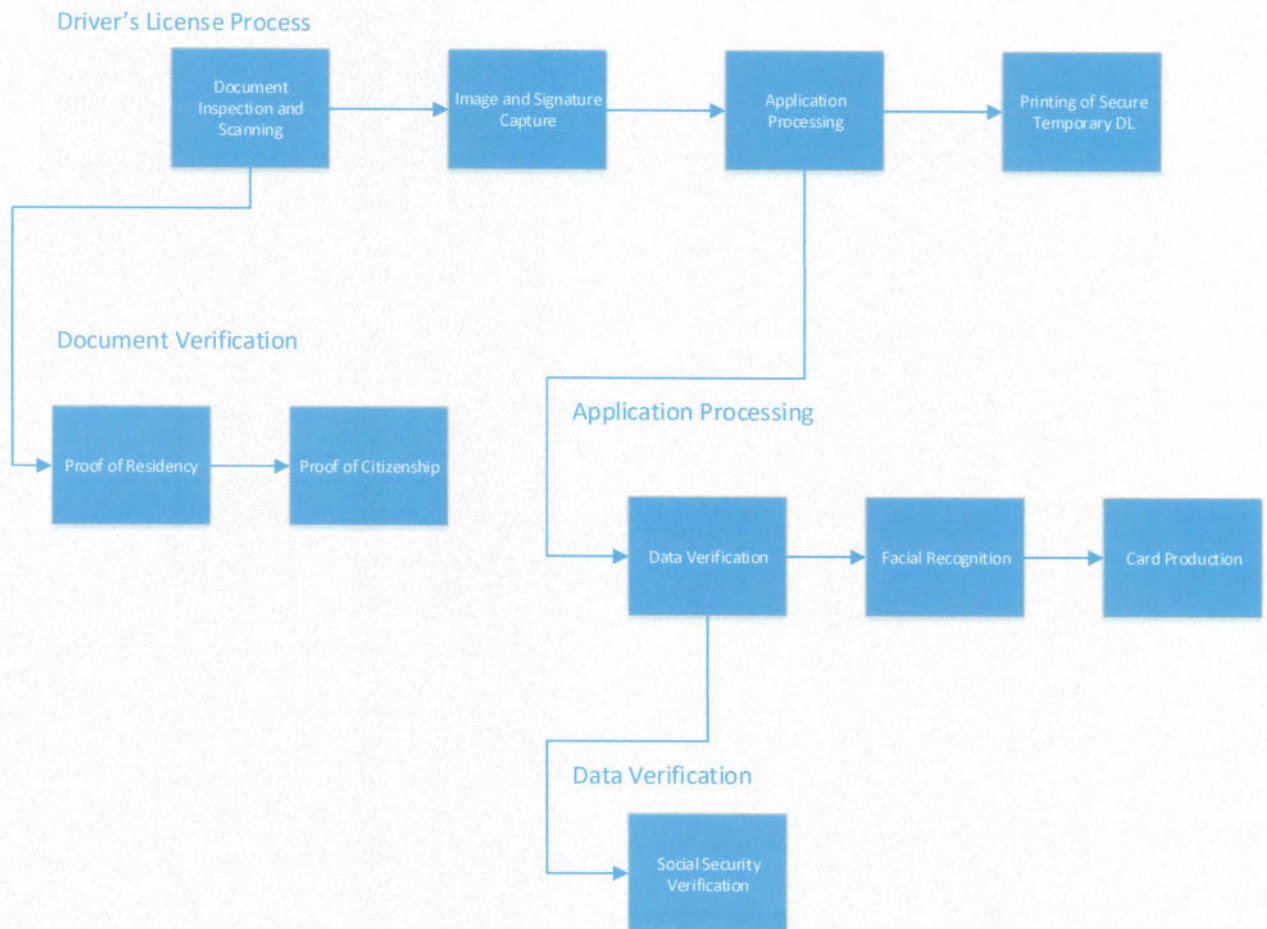
n. Document Management

o. Location of Secure Central Issuance Facilities

B. Solution Requirements

a. Facility Workflow Components

Driver's License Process



Vehicle Registration and Titling Process



b. Back Office Components

The Vendor components for the back office must include facial recognition technologies and gated issuance prior to card production at a secure central

issuance facility. VIBMV will process the record through a series of data verification steps prior to releasing to the card production facility. The gated issuance process can be managed by VIBMV or by the Vendor. Vendors are not required to provide gated issuance functions, but solutions that include this capability are encouraged.

C. Image and Signature Capture Workstation Requirements

This section will include hardware, functional, and security requirements for the facility image and signature capture workstation, and the mobile image and signature capture workstation.

a. Facility Image & Signature Capture Workstation - Hardware & Operating System Requirements

Req#	Facility Image & Signature Capture Workstation
Hardware & Operating System Requirements	
1.1	ICW Hardware Components: <ul style="list-style-type: none"> • Personal Computer • Monitor • Keyboard • Optical Mouse • Camera • Signature Pad • Barcode Scanner • Printer (for temporary DL) • Uninterrupted Power Supply • Surge Protector • Cabling & Wiring • Hubs, Mounting Hardware, or Other Accessories • Auto-feed Document Scanner
1.2	Personal Computer Requirements <ul style="list-style-type: none"> • Current, available technology • Dual core processor • RAM – Minimum of 4 GB • Processor Speed – Minimum of 3.00 GHZ • Hard Drive – Minimum of 1.5TB • Minimum of 8 USB ports • Ports to accommodate all peripherals and potential additional peripherals • Sufficient expansion slots, SIMMS, and drive bays to allow for future expansion
1.3	Monitor Requirements <ul style="list-style-type: none"> • Current, available technology • Monitors shall be flat screen LCD

	<ul style="list-style-type: none"> • Minimum of 17" diagonal • Shall include tilt and swivel adjustments, reflection/glare reduction features, brightness and contrast controls. • Low-level radiation protection features. • Ports for VGA and HDMI • Plug and play • Ergonomically satisfactory for comfort and fatigue-free viewing
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Req #	Facility Image & Signature Capture Workstation
1.4	Keyboard Requirements <ul style="list-style-type: none"> • Current, available technology • Keyboard must not be wireless • Angle adjustable • Minimum of 1 USB port. • 10 Key Pad separate on Keyboard • Function Keys are separate (Not Ctrl +) • Hot Keys • Plug and play • Includes a palm/wrist support • Ergonomically satisfactory for comfort and fatigue-free use
1.5	Optical Mouse Requirements <ul style="list-style-type: none"> • Current, available technology • Optical • Not wireless • Two button with scroll wheel • Mouse pad • Plug and play • Ergonomically satisfactory for comfort and fatigue-free use
1.6	Camera Requirements <ul style="list-style-type: none"> • Current, available technology • Automatic focus and centering • Focal distance shall not exceed sixty (60) inches. • Strobe or other lighting device able to compensate for various facility ambient light conditions and for applicants with various complexions • Small footprint – base not to exceed 12"L x 12"W • Meets minimum resolution for the facial recognition software • Easily adjustable for standing or sitting applicant • Able to be securely mounted to counter or desk

1.7	Backdrop <ul style="list-style-type: none"> • Backdrop – blue, mounted to wall, suspended from ceiling, or standalone • The type of backdrop for each facility must be determined during the site survey.
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Req #	Facility Image & Signature Capture Workstation
1.8	Signature Pad Requirements <ul style="list-style-type: none"> • Current, available technology • Ability to display messages and check boxes • True representation of written signature • No battery power required • Protection against static interference • Meets AAMVA DL/ID Card Design Standard for signature • Must not be POS type terminal • Stylus tethered to the pad • Accommodates right-handed and left-handed signers
1.9	Barcode Scanner <ul style="list-style-type: none"> • Current, available technology • Connect via USB • Plug and Play • Able to read 1D & 2D formats • With flex stand
1.10	Temporary DL Printer <ul style="list-style-type: none"> • Capable of producing temporary driver's license on secure material • Must be capable of network printing • Will be used solely for the purpose of printing the temporary DL • Must be capable of printing high quality grayscale images Must not be a color printer
Req #	Facility Image & Signature Capture Workstation
1.11	Uninterrupted Power Supply Requirements <ul style="list-style-type: none"> • Minimum 10 minutes at full load
1.12	Surge Protector Requirements <p>All proposed equipment that is sensitive to voltage fluctuation must be connected to a surge protector to ensure proper operation and to prevent damage to equipment.</p>

1.13	Cabling and Wiring Requirements All necessary cables, wires, connectors, hubs, or other peripheral devices necessary for the installation of the equipment must be included.
1.14	Mounting Hardware or Other Accessories All equipment must be professionally installed using appropriate mounting hardware or other accessories as needed. Wires must be hidden and protected from any rough cut holes or counter edges using appropriate professional materials. All cables must be appropriately labeled at both ends.
1.15	Hardware Condition All hardware must be new. Used, refurbished, or remanufactured equipment is not acceptable.
1.16	Hardware Availability All hardware must be currently available. Devices or components of devices that have been discontinued are not acceptable. Hardware that is selected must not be at the end of its life cycle. Vendors must supply the original release date of the hardware and any known withdrawal dates including, but not limited to withdrawal dates for marketing, enhancements, and support.
1.17	Operating System Requirements Microsoft Operating System must be Windows 7 or newer with current service pack and still supported.
1.18	Hardware Specifications Proposals shall include representative hardware specifications with the understanding that exact models may change prior to the purchase date, and will be agreed upon at that time. In the event that any hardware becomes unavailable or discontinued, and the quantity of spares reaches a level less than what would normally be replaced in any 6 month period, Vendor agrees to work with VIBMV to identify acceptable replacement equipment and to take steps necessary to implement the use of the replacement equipment at no additional cost to VIBMV. Vendor must guarantee no interruption of service due to shortage or unavailability of replacement hardware.

b. Facility Image & Signature Capture Workstation - Functional Requirements

Req #	Facility Image & Signature Capture Workstation
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2.1	<p>Search</p> <p>Must be capable of retrieving previous image, signature, scanned documents, and demographic data from the central image system for applicants using, at a minimum, the following data fields:</p> <ul style="list-style-type: none"> • DL-ID Number • First and Last Name • First, Middle, and Last Name • First, Middle, and Last Name + Date of Birth • First, Middle, and Last Name + Zip Code • First and Last Name + Date of Birth • First and Last Name + Zip Code • Social Security Number • Must be capable of scanning 1D or 2D barcode on the back of DL-ID cards for data entry of search criteria
2.2	<p>Search Results</p> <p>Must be capable of displaying search results when multiple records are returned.</p>
2.3	<p>Record Selection</p> <p>Must allow employee to select the appropriate record from the search results list.</p>
Req #	Facility Image & Signature Capture Workstation
2.4	<p>New Record</p> <p>Must allow employee to create a new record for new applicants. Data entry fields must include, at a minimum:</p> <ul style="list-style-type: none"> • First Name • Middle Name • Last Name • Suffix • Date of Birth • SSN • Gender • Front-facing photograph of the applicant • Fingerprint • Scanned document(s) link

2.5	Image Capture Requirements <ul style="list-style-type: none"> • Must display live video of the applicant • Must allow employee to freeze (capture) the image • Must automatically crop the image • Image must meet ISO/IEC 19794-5:2005 Information Technology – Biometric Data Interchange Formats – Part 5: Face Image Data or current specifications • Must perform configured ICAO (International Civil Aviation Organization) checks and return results to the employee (See ICAO requirements) • Must allow the employee to unfreeze and recapture the image as many times as necessary • Must allow the employee to make slight adjustments to the image <ul style="list-style-type: none"> ○ Adjust cropping slightly closer or farther ○ Adjust cropping slightly left or right ○ Adjust cropping slightly up or down • Must recheck for ICAO compliance after manual adjustments • Must allow employee to accept the image when all ICAO checks are successful Must allow employee to override an image when one or more ICAO checks are unsuccessful
2.6	ICAO Requirements <ul style="list-style-type: none"> • The system should be capable of ICAO image quality checks. • All checks should be configurable to allow the VIBMV system's administrator to select the specific ICAO checks to be enabled. • All checks should be configurable to allow the VIBMV system's administrator to select the specific ICAO checks where overrides are allowed.

Req #	Facility Image & Signature Capture Workstation
2.7	Valid Without Photo / Signature <ul style="list-style-type: none"> • Solution must allow processing of records that are valid without a facial image, without a signature, or without a facial image and signature • This functionality must not be available on all workstations, but should be configurable for individual workstations as needed. • Solution must be capable of printing a standard image on the cards that indicate: <ul style="list-style-type: none"> ○ "Valid Without Photo" ○ "Valid Without Signature" ○ "Valid Without Photo & Signature"

2.8	Signature Capture <ul style="list-style-type: none"> • Must display applicant's name and date of birth • Must capture a true representation of the applicant's written signature • Must allow applicant to clear and sign again • Must display live signature on the workstation for the employee to view Must allow employee to freeze and accept signature on the workstation, overriding the clear selection on the signature pad • Must allow employee to clear signature to allow the applicant to sign again Must allow employee to select "Unable to Sign" for those applicants who are unable to provide a signature
2.9	Interface With VIBMV Internal System <p>The facility image and signature capture workstation must be capable of sending and receiving information to and from the VIBMV Driver Services' Software Application on the local facility server via a mutually agreeable data transfer method.</p>
2.10	Communication with Central Image Server <ul style="list-style-type: none"> • The image and signature capture workstation must be capable of near real-time transfer (not just nightly batch) of demographic data and images to the central image server. • Data and images must be transferred in such a way as to not overly burden the network. • All images and data captured must be transferred to the central image server for storage even if the transaction was cancelled or not completed. • Images and data for incomplete transactions must be distinguishable from completed issuance records.
2.11	Continued Operation (Local Mode) <p>The image and signature capture workstation must be capable of capturing images and signatures when communication with the central image server is down. The system must be able to link new data and images to existing records when communication with the server is restored.</p>
Req #	Facility Image & Signature Capture Workstation
2.12	Secure Temporary DL <ul style="list-style-type: none"> • The solution must be capable of producing a secure temporary driver's license with the applicant's image and signature. • Temporary DL can be printed from the Vendor's image and signature capture workstation or from a Vendor web application accessed from VIBMV workstations. • If the print request is triggered from the ICW, it must be automatic and must not require employee action. • In case of paper jams, solution must include a function for reprinting the temporary DL. • Temporary DL must include the same data elements as the printed license, but with the correct expiration date for the temporary. • Temporary DL must be printed on secure paper. (<i>See Card Design and Security Requirements</i>)

2.13	Reports <ul style="list-style-type: none"> • Audit data for all images and data captured and for all temporary DLs produced must be stored and available in detail and summary reports. • Must be capable of producing daily reconciliation reports. • Must be capable of requesting reports for specific date. • Must be capable of printing to VIBMV network laser printer.
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c. Facility Image and Signature Capture Workstation - Security Requirements

Req #	Facility Image & Signature Capture Workstation
Security Requirements	
3.1	Centralized Authentication <ul style="list-style-type: none"> • Users must be forced to login to the workstation via username and password. • Management of user authentication system must be centralized and not local to each machine. • Only authorized users shall be allowed access to the workstation. • At a minimum, passwords must meet the specifications
3.2	Controlled Use <p>The workstation must not allow the user access to the operating system, utility software, or any other software that might allow the system to be used for unauthorized purposes. Any attempt to leave the approved software to access unauthorized system software shall be prohibited.</p> <p>The ICW must be able to log unauthorized attempts to access the system software.</p>
Req #	Facility Image & Signature Capture Workstation
3.3	Security Protection <p>The workstation must have security protection to prevent unauthorized access, including virus protection. Use of the VIBMV virus protection may be mutually agreed upon.</p>
3.4	Remote Access <p>Procedures for remote access by Vendor personnel for purposes of diagnostics and support must be secure and mutually agreed upon by VIBMV and the Vendor.</p>
3.5	Data Storage <p>Local storage of data must be kept to a minimum. Once data has been confirmed as successfully transferred to the central image server, it shall be purged from the local hard drive.</p>

3.6	Encryption The solution must have the capability of encrypting system data and images for security purposes.
3.7	Equipment Installation To minimize clutter, prevent damage, and prevent easy removal, only the workstation components that are necessary for capturing the applicant's image and signature should be located on the counter or desk.
3.8	Audit Functions The solution must be capable of storing the username for every transaction completed on the image and signature capture workstation. Re-authentication upon the printing of each temporary driver's license may be needed and should be configurable.

D. Mobile System

a. Hardware & Operating System Requirements

Req #	Mobile Image & Signature Capture Workstation
Hardware & Operating System Requirements	
4.0	ICW Hardware Components <ul style="list-style-type: none">• Travel Case• Laptop Computer• Optical Mouse• Camera• Signature Pad• Barcode Scanner• Printer (for temporary DL)• Uninterrupted Power Supply• Surge Protector• Cabling & Wiring• Hubs, Mounting Hardware, or Other Accessories OPTIONAL – Autofeed Document Scanner
4.1	Mobile Travel Case <ul style="list-style-type: none">• Must have wheels• Must be easily transportable by one person• Must have all devices securely restrained to prevent damage during transportation and setup
4.2	Laptop Computer Requirements <ul style="list-style-type: none">• Current, available technology• Dual core processor• RAM – Minimum of 4 GB• Processor Speed – Minimum of 3.00 GHZ• Hard Drive – Minimum of 1.5 TB• Minimum of 8 USB ports• Ports to accommodate all peripherals and potential additional devices
4.3	Optical Mouse Requirements <ul style="list-style-type: none">• Current, available technology• Optical• Not wireless• Two button with scroll wheel• Mouse pad• Plug and play• Ergonomically satisfactory for comfort and fatigue-free use

Req #	Mobile Image & Signature Capture Workstation
4.4	Camera Requirements <ul style="list-style-type: none"> • Current, available technology • Automatic focus and centering • Focal distance shall not exceed sixty (60) inches. • Strobe or other lighting device able to compensate for various facility ambient light conditions and for applicants with various complexions • Meets minimum resolution for the facial recognition software • Easily adjustable for standing or sitting applicant • Securely mounted to mobile travel case • Freestanding backdrop – Blue, able to be setup by one person
4.5	Backdrop <ul style="list-style-type: none"> • Blue • Freestanding • Must not require more than one person to set up or take down
4.6	Signature Pad Requirements <ul style="list-style-type: none"> • Current, available technology • Ability to display messages and check boxes • True representation of written signature • No battery power required • Protection against static interference • Meets AAMVA DL/ID Card Design Standard for signature • Must not be POS type terminal • Stylus tethered to the pad • Accommodates right-handed and left-handed signers
4.7	Barcode Scanner <ul style="list-style-type: none"> • Current, available technology • Connect via USB • Plug and Play • Able to read 1D & 2D formats • With flex stand
4.8	Temporary DL Printer <ul style="list-style-type: none"> • Capable of producing temporary driver's license on secure material • Must be capable of network printing • Will be used solely for the purpose of printing the temporary DL • Must be capable of printing high quality grayscale images Must not be a color printer
Req #	Mobile Image & Signature Capture Workstation

4.9	Uninterrupted Power Supply Requirements <ul style="list-style-type: none"> • Sufficient to shut down the system • Minimum 10 minutes at full load
4.10	Surge Protector Requirements <p>All proposed equipment that is sensitive to voltage fluctuation must be connected to a surge protector to ensure proper operation and to prevent damage to equipment.</p>
4.11	Cabling and Wiring Requirements <p>All necessary cables, wires, connectors, hubs, or other peripheral devices necessary for the installation of the equipment must be permanently installed within the mobile travel case.</p> <p>External power cables must be limited to no more than two cords.</p>
4.12	Hardware Condition <p>All hardware must be new. Used, refurbished, or remanufactured equipment is not acceptable.</p>
4.13	Hardware Availability <p>All hardware must be currently available. Devices or components of devices that have been discontinued are not acceptable. Hardware that is selected must not be at the end of its life cycle. Vendors must supply the original release date of the hardware and any known withdrawal dates including, but not limited to withdrawal dates for marketing, enhancements, and support.</p>
4.14	Operating System Requirements <p>Microsoft Operating System must be Windows 7 or newer with current service pack and still supported.</p>
4.15	Hardware Specifications <p>Proposals shall include representative hardware specifications with the understanding that exact models may change prior to the purchase date, and will be agreed upon at that time.</p> <p>In the event that any hardware becomes unavailable or discontinued, and the quantity of spares reaches a level less than what would normally be replaced in any 6 month period, Vendor agrees to work with VIBMV to identify acceptable replacement equipment and to take steps necessary to implement the use of the replacement equipment at no additional cost to VIBMV.</p> <p>Vendor must guarantee no interruption of service due to shortage or unavailability of replacement hardware.</p>
Req #	Mobile Image & Signature Capture Workstation

4.16	Ease of Use The mobile unit should function with minimal set-up and unpacking. Assembly and disassembly of the equipment should not require more than one person. Equipment in any single case must not weigh more than fifty (50) lbs.
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b. Mobile Image & Signature Capture Workstation - Functional Requirements

Req #	Mobile Image & Signature Capture Workstation
Functional Requirements	
5.1	Search Must be capable of retrieving previous image, signature, and demographic data from the central image system for applicants using, at a minimum, the following data fields: <ul style="list-style-type: none"> • DL-ID Number • First and Last Name • First, Middle, and Last Name • First and Last Name + Date of Birth • First and Last Name + Zip Code • Social Security Number • Must be capable of scanning 1D or 2D barcode on the back of DL-ID cards for data entry of search criteria
5.2	Search Results Must be capable of displaying search results when multiple records are returned.
5.3	Record Selection Must allow employee to select the appropriate record from the search results list.
5.4	New Record Must allow employee to create a new record for new applicants. Data entry fields must include, at a minimum: <ul style="list-style-type: none"> • First Name • Middle Name • Last Name • Suffix • Date of Birth • SSN • Gender
Req #	Mobile Image & Signature Capture Workstation

5.5	Image Capture Requirements <ul style="list-style-type: none"> • Must display live video of the applicant • Must allow employee to freeze (capture) the image • Must automatically crop the image • Image must meet ISO/IEC 19794-5:2005 Information Technology – Biometric Data Interchange Formats – Part 5: Face Image Data or current specifications • Must perform configured ICAO (International Civil Aviation Organization) checks and return results to the employee (See ICAO requirements) • Must allow the employee to unfreeze and recapture the image as many times as necessary • Must allow the employee to make slight adjustments to the image <ul style="list-style-type: none"> ○ Adjust cropping slightly closer or farther ○ Adjust cropping slightly left or right ○ Adjust cropping slightly up or down • Must recheck for ICAO compliance after manual adjustments • Must allow employee to accept the image when all ICAO checks are successful Must allow employee to override an image when one or more ICAO checks are unsuccessful
5.6	ICAO Requirements <ul style="list-style-type: none"> • The system should be capable of ICAO image quality checks. • All checks should be configurable to allow the VIBMV system's administrator to select the specific ICAO checks where overrides are allowed
5.7	Signature Capture <ul style="list-style-type: none"> • Must display applicants name and date of birth • Must capture a true representation of the applicant's written signature • Must allow applicant to clear and sign again • Must display live signature on the workstation for the employee to view Must allow employee to freeze and accept signature on the workstation, overriding clear selection on the signature pad • Must allow employee to clear signature to allow the applicant to sign again Must allow employee to select "Unable to Sign" for those applicants who are unable to provide a signature
5.8	Interface With VIBMV Internal System <p>The facility image and signature capture workstation must be capable of sending and receiving information to and from the VIBMV Driver Services' Software Application on the local facility server via a mutually agreeable data transfer method.</p>

Req #	Mobile Image & Signature Capture Workstation
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5.9	Communication with Central Image Server <ul style="list-style-type: none"> • The image and signature capture workstation must be capable of near real-time transfer (not just nightly batch) of demographic data and images to the central image server. • Data and images must be transferred in such a way as to not overly burden the network. • All images and data captured must be transferred to the central image server for storage even if the transaction was cancelled or not completed. • Images and data for incomplete transactions must be distinguishable from completed issuance records.
5.10	Continued Operation (Local Mode) <ul style="list-style-type: none"> • The image and signature capture workstation must be capable of capturing images and signatures when communication with the central image server is down. • The system must be able to link new data and images to existing records when communication with the server is restored.
5.11	Secure Temporary DL <ul style="list-style-type: none"> • The solution must be capable of producing a secure temporary driver's license with the applicant's image and signature. • Temporary DL can be printed from the Vendor's image and signature capture workstation or from a Vendor web application accessed from VIBMV workstations. • If the print request is triggered from the ICW, it must be automatic and must not require employee action. • In case of paper jams, solution must include a function for reprinting the temporary DL. • Temporary DL must include the same data elements as the printed license, but with the correct expiration date for the temporary. • Temporary DL must be printed on secure paper. (<i>See Card Design and Security Requirements</i>)
5.12	Reports <ul style="list-style-type: none"> • Audit data for all images and data captured and for all temporary DLs produced must be stored and available in detail and summary reports. • Must be capable of producing daily reconciliation reports. • Must be capable of requesting reports for specific date. • Must be capable of printing to VIBMV network laser printer.

c. Mobile Image & Signature Capture Workstation - Security Requirements

Req #	Mobile Image & Signature Capture Workstation
Security Requirements	
6.1	Centralized Authentication <ul style="list-style-type: none"> • Users must be forced to login to the workstation via username and password. • Management of user authentication system must be centralized and not local to each machine. • Only authorized users shall be allowed access to the workstation.
6.2	Controlled Use <p>The workstation must not allow the user access to the operating system, utility software, or any other software that might allow the system to be used for unauthorized purposes. Any attempt to leave the approved software to access unauthorized system software shall be prohibited.</p> <p>The ICW must be able to log unauthorized attempts to access the system software.</p>
6.3	Security Protection <p>The workstation must have security protection to prevent unauthorized access, including virus protection. Use of the VIBMV virus protection may be mutually agreed upon.</p>
6.4	Remote Access <p>Procedures for remote access by Vendor personnel for purposes of diagnostics and support must be secure and mutually agreed upon by VIBMV and the Vendor.</p>
6.5	Data Storage <p>Local storage of data must be kept to a minimum. Once data has been confirmed as successfully transferred to the central image server, it shall be purged from the local hard drive.</p>
6.6	Encryption <p>The solution must have the capability of encrypting system data and images for security purposes.</p>
6.7	Audit Functions <p>The solution must be capable of storing the username for every transaction completed on the image and signature capture workstation. Re-authentication upon the printing of each temporary driver's license may be needed and should be configurable.</p>

E. Central Image and Facial Recognition System Requirements

The following sections include requirements for the central image system and facial recognition system requirements. The requirements are meant to describe desired functionality, not necessarily how the functionality is delivered. The various required pieces could be delivered as separate applications or all the pieces could be integrated into one application with access to functions controlled by user permissions. VIBMV has no preference.

a. Central Image System Requirements

Req #	Central Image System Requirements
Central Image System Requirements	
7.1	Hardware / Software Requirements <ul style="list-style-type: none"> • All hardware and software necessary for hosting the central image system must be included in the proposal and maintained by the Vendor for the life of the contract. • All server hardware must be redundant with failover and load balancing. • Vendor system must not have any single point of failure. • All hardware and software must be current, available, and supported technology. • All hardware and software necessary for communication between the central image system and other Vendor or VIBMV systems must be included. • All servers and equipment necessary for the central image system must be located in the VIBMV data center in US Virgin Islands. • 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). • All hardware and software should include monitoring capabilities to alert Vendor staff and VIBMV staff of failures or errors.
7.2	Data Storage <ul style="list-style-type: none"> • The central image system must be capable of storing the facial image files, signature image files, scanned documents, demographic, and card issuance data for every transaction through the life of the contract. • This must include specific card data that will be returned from the central issuance facility. • Facial image and signature files must be stored in a way so as not to lose image quality through compression and decompression processing. • Facial and signature images must be stored in JPEG 2000 or compatible format. • The system must log and store audit data for all types of system and data access including details of specific tasks performed and records accessed. • All data in the central image system must be encrypted.
Req #	Central Image System Requirements

7.3	<p>Ownership of Data</p> <p>All images and data shall be the sole property of VIBMV. The Vendor may access and use these records solely for the purpose of VIBMV' system development, enhancement, testing, maintenance, and other support activities required to fulfill their obligations under this contract.</p> <p>By submitting a proposal, vendor acknowledges that the successful bidder will have access to information which is considered personally identifiable information, the dissemination of which is limited by federal and/or state law, including the Federal Drivers Privacy Protection Act, 18 USC 2721 et. seq. Vendor acknowledges that the improper dissemination of personally identifying information is a violation of the Federal Drivers Privacy Protection Act and that any individual or entity who violates this Act is subject to criminal prosecution, fines, and civil penalties of \$2,500 for each improper disclosure of information. Vendor further agrees to include the forgoing language in any contract with a subcontractor who will have access to personally identifying information.</p>
7.4	<p>System Availability</p> <p>Retrieval from the central image system must be available 24 hours per day, 7 days per week. This retrieval time must be maintained regardless of any maintenance, back up, or other activity that must be performed by or on the central image system.</p>
7.5	<p>Access to Data</p> <ul style="list-style-type: none"> • Access to the central image system will be restricted to individuals whose duties require such access and are authorized by VIBMV. • Security protection to prevent unauthorized access including virus protection must be included. • Secure, remote access to Vendor staff for purposes of support will be allowed via a mutually agreed upon method.
7.6	<p>System Performance</p> <p>The total time required from the time the image file transmit request is received by the central image system until the image file is being transmitted from the central image system shall not exceed one (1) second during the life of the contract. Total time for retrieval excludes the transmission time across the VIBMV communications network.</p> <p>The database server must be capable of supporting up to five thousand (5000) concurrent connections without any impact to system performance.</p>
7.7	<p>Upgrades</p> <p>The Vendor is responsible for any upgrades to hardware and/or software that are required to maintain these response times no matter how many retrieval requests are received. These upgrades, if required, will be at no additional cost to VIBMV.</p>
Req #	Central Image System Requirements

7.8	Secondary Server(s) <p>A backup or secondary server or servers must remain on site at the VIBMV data center in St. Croix and St. Thomas, Virgin Islands, to serve as a hot spare. This secondary system will be considered a live production system and will not be used for development or testing purposes. Data must be kept in sync on this secondary system in real-time.</p>
7.9	Reports <p>The central image system software must allow VIBMV to retrieve and print the number of DL/ID cards printed and issued by type from the central issuance system for daily, weekly, monthly, and yearly time periods. The final format of these reports will be mutually agreed upon during the design phase of the implementation.</p>
7.10	Hardware Specifications <p>Proposals shall include representative hardware specifications with the understanding that exact models may change prior to the purchase date, and will be agreed upon at that time.</p> <p>In the event that any hardware becomes unavailable or discontinued, and the quantity of spares reaches a level less than what would normally be replaced in any 6 month period, Vendor agrees to work with VIBMV to identify acceptable replacement equipment and to take steps necessary to implement the use of the replacement equipment at no additional cost to VIBMV.</p> <p>Vendor must guarantee no interruption of service due to shortage or unavailability of replacement hardware</p>
7.11	Third Party Access <ul style="list-style-type: none"> • Images and demographic data must be accessible to law enforcement personnel through third party systems, such as the Law Enforcement Agencies Data System (LEADS). • Images and demographic data must be accessible to other third party applications, as needed, through the life of the contract. • Use of the images and data through Vendor provided applications will be granted to VIBMV employees, including VIBMV Police, and authorized employees with the VIPD.
7.12	VIBMV Direct Access to Database <p>VIBMV currently has a number of scheduled jobs that run against the central image database. The jobs currently access the central image database tables by direct query, during non-business hours. The most recent images are replicated to the VIBMV mainframe for easier access by third party applications. Over time, VIBMV will modify these applications to access this data directly from the central image database, eliminating the need to replicate images to the mainframe. This access is expected to be real time for one image at a time, not a nightly batch process.</p>

Req #	Central Image System Requirements
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7.13	<p>Gated Issuance System</p> <ul style="list-style-type: none"> • Data from the central issuance system must be available for generation of the daily card production data files that will be sent to the card production facilities for processing. • A gated issuance process will be used for selection of records that are ready to be sent for printing. • Vendor solutions can include a process for managing the gated issuance process or VIBMV can manage the process. • Vendor solutions that include management of the gated issuance process must be capable of accepting verification data from VIBMV performed checks.
7.14	<p>Estimated Image Volume</p> <p>VIBMV currently captures between 9,000 and 15,000 images daily from all facilities combined. This number will increase with the workflow change to capture images for applicants who are not approved for card issuance.</p>
7.15	<p>Data Archive</p> <p>VIBMV has images and data available since the implementation of the first digital system in 1998. The quality of the images and the data from the earliest five or six years does not meet current standards, but this data is still very valuable. VIBMV would like to archive these images and data in such a way as to remove it from the primary production database, but it still must be readily accessible to the users on a daily basis.</p> <p>Vendors must include recommendations for handling this older data in their written proposals.</p> <p>Vendors must also allow for future archiving of data at no additional cost on a schedule to be determined by VIBMV.</p>
7.16	<p>Card Images</p> <ul style="list-style-type: none"> • The central image system must be capable of storing images of the front and back of all cards printed at the secure central issuance facilities. • Cards printed at the secure central issuance facilities must be imaged after printing and before being attached to the card carrier. • Card images must be stored as JPG files, and must be retrievable as part of the customer's central issuance record.

b. System Administration Requirements

Req #	System Administration Requirements
System Administration Functional Requirements	
8.1	Browser Based Application <p>The application must be browser based so that installation of client software is not required. All browser based applications must support the version of Internet Explorer that is available at the time of implementation.</p>
8.2	User Interface <p>The solution must include a system administration module with a user interface for managing system settings.</p>
8.3	Access to System Administration <p>Access to the system administration module must be controlled with username and password login and validation of appropriate permissions.</p>
8.4	User Account Management <p>The system administration module must include user account management functions for:</p> <ul style="list-style-type: none"> • Adding and removing users • Resetting passwords • View last login date/time for each user • Managing user permissions <ul style="list-style-type: none"> ○ Applications that each user can access ○ Individual functions in applications that the user can perform ○ Access to match / non-match queues ○ Access to fraud case management files ○ Ability to view SSN data in all applications ○ Ability to view all reports or individual reports • Setting user password expiration periods
8.5	Data Management <p>The system administration module must include data management functions for:</p> <ul style="list-style-type: none"> • Removing records with data or image errors • Marking records that are to be used for testing purposes • Access to system audit logs
Req #	System Administration Requirements

8.6	<p>System Usage Dashboard</p> <p>The system administration module must include a current view of system usage including:</p> <ul style="list-style-type: none"> • Number of users currently logged into FRS & ICW applications • List of UserIDs logged into system including the application or ICW they are logged into • Total time each user has been logged into the application • Number of records pending in all queues in FRS • Number of images added to the system for the current day <p>Central production facility statistics</p> <ul style="list-style-type: none"> • Number of print requests received previous day • Number of cards printed previous day • Number of cards mailed previous day • Number of records pending in all production queues
8.7	<p>Management of Central Issuance Records</p> <ul style="list-style-type: none"> • System must have the ability to allow for status queries on individual card print records. • System must have the ability to allow for holds to be placed on individual card print records prior to the start of processing. • System must have the ability to allow for priority flags to be set on individual card print records which must trigger expedited processing. • Tracking information must be available for expedited print request records.
8.8	<p>System Configuration</p> <p>At a minimum, VIBMV must be able to configure the following settings:</p> <ul style="list-style-type: none"> • ICAO verifications (allow each check to be enabled or disabled) • Thresholds for 1:N and 1:1 match or non-match results Search limit thresholds for all applications

c. Facial Recognition System Application Requirements

Req #	Facial Recognition System Requirements
Facial Recognition System Engine Requirements	
9.1	<p>1:1 and 1:N Matches</p> <p>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.</p>

Req #	Facial Recognition System Requirements
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9.2	Accuracy of Match Results / Quality of Images <p>The facial recognition system engine must be capable of producing accurate match and non-match results using the thresholds configurable in the system administration application to find the correct balance.</p> <p>System must be accurate even with images that have slight variations in lighting, head tilt, facial expressions, cropping, and with individuals who wear glasses.</p>
9.3	System Performance <p>The facial recognition engine must be capable of returning match or non-match results to 1:N searches within five (5) seconds from the time the search request is received.</p>
Image and Data Retrieval Requirements	
9.4	Browser Based Application <p>The application must be browser based so that installation of client software is not required. All browser based applications must support the version of Internet Explorer that is available at the time of implementation.</p>
9.5	Image and Data Retrieval Application <p>Vendor solution must include an application for the retrieval of image and data from the central image system.</p>
9.6	Login <p>Access to the image and data retrieval application shall be controlled by username and password login with validation of appropriate permissions.</p>

Req #	Facial Recognition System Requirements
9.7	<p data-bbox="289 226 500 258">Search Criteria</p> <p data-bbox="289 300 1516 363">The image and data retrieval application must allow database searches based on one or more of the following data elements:</p> <ul data-bbox="289 405 941 1276" style="list-style-type: none"> • Last Name • First Name • Middle Name • DL or ID Number • Social Security Number • Customer Number • Date of Birth (allow range) • Age (allow range) • Gender • Height Range • Weight Range • Eye Color • Issue Date (allow range) • Facility Number (where application processed) • Operator Number • Card Type • Image Capture Date (allow range) • Image ID • Address Line 1 • Address Line 2 • City • State • Zip
9.8	<p data-bbox="289 1318 548 1350">Wildcard Searches</p> <p data-bbox="289 1392 1516 1455">Wildcard searches must be allowed for all data elements including first character searches (S* or Sm*) and replacement of individual characters (S?ith).</p>

Req #	Facial Recognition System Requirements
9.9	Search Results <ul style="list-style-type: none"> • Search results must be returned in a format that allows for easy sorting and selection of individual records to view. • Application must allow for easy navigation between the search results list, individual detail records, and back to the search results list without searching again. • Thumbnail images for each record should be displayed. • The number of search results returned shall be limited to prevent accidental execution of a broad search which could overly burden the server. • Search results page must include a count of the total number of records returned. Search results shall be printable and properly formatted.
9.10	Record Detail <ul style="list-style-type: none"> • The solution must allow users to select individual records from the search results list to view more detailed information. • All personal data elements that are stored in the central image system should be displayed on the record detail page, including the facial image and signature. • The ability to view the SSN shall be controlled by the permissions set in the account management system for each user. • Record detail screen shall default to the display data for the most recent issuance, but allow selection of detail for historical issuances. • Record detail information must be printable and properly formatted.
Manual Review and Fraud Case Management Application	
9.11	Browser Based Application <p>The application must be browser based so that installation of client software is not required. All browser based applications must support the version of Internet Explorer that is available at the time of implementation.</p>
9.12	Login <p>Access to the manual review and fraud case management application shall be controlled by username and password login with validation of appropriate permissions.</p>
9.13	Manual Review of Suspected Match/Non-match Records <p>Vendor solution must include an application for the manual review of the match and nonmatch records.</p>

Req #	Facial Recognition System Requirements
9.14	Multi-Tiered Workflow <ul style="list-style-type: none"> The solution must provide a multi-tiered workflow for the manual review of match and non-match records, including priority queues. All expedited records that have matches must go to a separate priority queue for same day manual review. All queues listed must include the number of records that are pending review. Access to individual queues must be controlled with permissions in the account management system. System must allow for multiple users to work in the same queue at the same time.
9.15	Match / Non-match Records <ul style="list-style-type: none"> All match and non-match records should display the facial image, signature and demographic information formatted in such a way as to highlight the differences in data between the records. Adjudicating each record must require as few mouse clicks or keystrokes as possible.
9.16	Fraud Case Management <ul style="list-style-type: none"> The system must allow for the creation of electronic fraud case files. The system must allow users to easily add match or non-match records with suspected fraud to active fraud case files. The system must allow for the closing of active fraud case management files, but must store closed files for historical purposes. The system must allow for the re-opening of closed fraud case files in the event that new information is found. Access to fraud case files must be controlled based on permissions set in the account management system. Fraud case files must be printable and properly formatted.
Manual Image Enrollment Application Requirements	
9.17	Browser Based Application <p>The application must be browser based so that installation of client software is not required. All browser based applications must support the version of Internet Explorer that is available at the time of implementation.</p>
9.18	Login <p>Access to the manual image enrollment application shall be controlled by username and password login with validation of appropriate permissions.</p>

Req #	Facial Recognition System Requirements
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9.19	Manual Image Enrollment Application <p>Vendor solution must include an application for the manual enrollment of images not captured by the image capture workstation and 1:N comparison of the image against the images in the database.</p>
9.20	Uploading of Image <ul style="list-style-type: none"> • Vendor solution must allow images that were not captured by the image and signature capture workstation to be uploaded to the system for comparison against the other images in the database. • System must allow images of various file types to be uploaded into the manual enrollment application, including JPG, GIF, TIF, PNG, and BMP. • System should allow user to choose to keep uploaded images permanently enrolled in the facial recognition system with appropriate demographic data. • Uploaded images that are retained in the facial recognition system must be distinguishable from images captured via the normal process.
9.21	1:N Image Comparison <ul style="list-style-type: none"> • System must be capable of running a 1:N comparison of uploaded images against all other images in the facial recognition system. • System must allow users to apply filters for some demographic information prior to the 1:N search. • Enabling and disabling of filters should be controlled by the user and easily changed for each search.
9.22	Search Results <ul style="list-style-type: none"> • Search results must display images in descending order with closest matches shown first. • Presentation of images in the search results must allow for side-by-side comparison of the match images to the uploaded image. • Each image returned in the search results must have available demographic data and displayed in such a way as to make differences in data very distinguishable. • System shall allow limits to be set for the number of matches to be returned so as not to overly burden the system. Limits should be set in the system administration application.
9.23	Selection of Match Results <ul style="list-style-type: none"> • Vendor solution must allow users to select images from the match results to add to fraud case management files. • Selected match results must be printable and appropriately formatted.
Req #	Facial Recognition System Requirements

9.24	1:N Search of Database Image <ul style="list-style-type: none"> • Vendor solution must allow images to be selected from the central image database for on demand 1:N comparison. • On demand searches must have all the same functions as searches of uploaded images.
System Reports	
9.25	Browser Based Application <p>The application must be browser based so that installation of client software is not required. All browser based applications must support the version of Internet Explorer that is available at the time of implementation.</p>
9.26	Login <p>Access to the system reports shall be controlled by username and password login with validation of appropriate permissions. User permissions must be capable of being set by all reports or individual reports.</p>
9.27	System Reports Application <p>Vendor solution must include an application for running various system reports on demand.</p>
9.28	Standard Reports <p>Vendor proposals must include descriptions and examples of all standard system reports, including criteria used to limit the report data.</p>
9.29	Custom Reports <p>In addition to any standard reports the solution offers, proposal must allow VIBMV to define up to 10 additional custom reports at no additional charge over the life of the contract.</p> <p>If VIBMV determines a need for more than ten (10) custom reports over the life of the contract, those additional reports must be provided, but for a fee that will be negotiated based on the number of programming hours needed to write the report.</p>
9.30	View or Print <p>All reports must display for view on the screen and must be printable and properly formatted. Report data must be displayed on screen in such a way as to limit the need to navigate through multiple pages.</p>

F. Card Design and Security Requirements

The following sections provide requirements for the card design and security features. This includes all types of standard term cards and the secure temporary driver's license.

Req #	Card Design and Security Features Requirements
10.1	Secure Temporary Driver's License <ul style="list-style-type: none"> • Vendor solution must be capable of producing a secure temporary driving credential for applicant use while waiting for the card to be printed at the secure central production facility. • Temporary DL must not require specialized printing equipment. • Temporary DL will be printed with dedicated printing equipment. • Temporary DL must be printed on secure paper, not a hard card. • Materials for production of temporary DL must not be readily available to the general public. • Proposed materials for temporary DL must show a balance between security and cost. • Proposals must include samples of secure paper that could be used for the temporary DL.
10.2	Data on Secure Temporary Driver's License <ul style="list-style-type: none"> • The secure temporary DL should include the same data that will be printed on the permanent, standard term card, including facial image and signature. • Must include correct expiration date of temporary credential. Must state on face that it is a temporary credential. • Must include statement, "Valid for operation of motor vehicle only"
10.3	No Temporary Credential for ID Card <p>Temporary credentials for identification card applicants will not be provided. VIBMV will issue a paper receipt.</p>
10.4	Regular Driver's Instruction Permits <ul style="list-style-type: none"> • Instruction Permits do not require the same level of security as standard term cards, but must be durable enough to last for up to 2 years of normal use. • Instruction permits must be printed in the VIBMV facilities on the same secure paper that is used for the temporary DL. • Instruction permits will be formatted to include receipt information. • Instruction permits should include the same data elements as the standard DL, with the exception of the facial image and signature. • Instruction Permit must include a blank signature line.
10.5	Types of Regular Driver's Instruction Permits <ul style="list-style-type: none"> • Original DL Instruction Permit • Duplicate DL Instruction Permit • Corrected DL Instruction Permit

Req #	Card Design and Security Features Requirements
10.6	<p>Commercial Learner's Permits (CLP)</p> <ul style="list-style-type: none"> • The Vendor solution must be capable of producing a secure, serialized commercial learner's permit with all the same security features and using the same card materials as the standard term hard cards. • The CLP will be held by the applicant for up to 180 days. • The CLP must include the same data elements as the standard CDL <i>including the facial image and signature</i>. • Issuance of CLPs must adhere to all the requirements of the Commercial Driver's License Standards, 49 CFR parts 383, 384, 385.
10.7	<p>Types of Secure Commercial Learner's Permits</p> <ul style="list-style-type: none"> • Original Commercial Learner's Permit (CLP) • Duplicate CLP • Corrected CLP • Original Commercial Learner's Permit (CLP) Under 18/21 • Duplicate CLP Under 18/21 • Corrected CLP Under 18/21
10.8	<p>Card Types</p> <p>The following card types are issued by VIBMV:</p> <ul style="list-style-type: none"> • Original Driver's License (DL) • Duplicate DL • Corrected DL • Original DL for Under 21 • Duplicate DL for Under 21 • Corrected DL for Under 21 <p>The following card types should be issued by the VIBMV:</p> <ul style="list-style-type: none"> • Original Commercial Driver's License (CDL) • Duplicate CDL • Corrected CDL • Original CDL for Under 21 • Duplicate CDL for Under 21 • Corrected CDL for Under 21 • Original Identification Card (ID) • Duplicate ID • Corrected ID • Original ID for Under 21 • Duplicate ID for Under 21 • Corrected ID for Under 21

Req #	Card Design and Security Features Requirements
	<ul style="list-style-type: none"> • Original Disabled ID • Original Disabled ID for Under 21 • Original Lifetime ID
10.9	<p>Card Design</p> <ul style="list-style-type: none"> • Specific designs for each card type will be determined during the planning phase after contract award. • Card designs should be based on the 2012 AAMVA DL/ID Card Design Standard. • Card design must include version number. • The data printed on the front of the card must include at a minimum: <ul style="list-style-type: none"> ○ Facial Image ○ Signature ○ Full Name • Demographic Data, such as DOB, address, height, weight, eye color, etc. <ul style="list-style-type: none"> ○ Applicable classification, restriction, and endorsement codes ○ Issue and Expiration Dates ○ Organ Donor Designation ○ Veteran Designation ○ Card Type • Facility Control Number <ul style="list-style-type: none"> ○ DL or ID Number ○ School Bus Indicator ○ Motorcycle Indicator • Under 21 Designation Including Vertical Format • The back of the card must include at a minimum: <ul style="list-style-type: none"> ○ Classification, endorsement, or restriction literals ○ Card serial number • 1D Barcode with card serial number • Card design version number • 2D barcode containing same data elements printed on front of card - <i>must not be encrypted</i> • Text required by 625 ILCS 5/6-110 regarding medical information • All card types must be capable of printing the words "Valid Without Photo", "Valid Without Signature", or "Valid without Photo & Signature" in the areas where the image or signature would normally appear. • All data must be printed to allow for maximum readability.
Req #	Card Design and Security Features Requirements

10.10	Card Materials and Security Features <ul style="list-style-type: none"> • Card materials must be serialized. • Specific card materials and security features will be selected during the planning phase after contract award. • Proposals must include secure card materials that are not easily available to the general public and must be unique to the Virgin Islands. • At a minimum, card design must include three (3) Level 1, three (3) Level 2, and one (1) Level 3 security features. • Pricing for card security features must be presented in the cost proposal individually (a la carte), so that appropriate cost comparisons can be made between proposals. DO NOT INCLUDE PRICING IN THE RESPONSE TO THIS SECTION. PRICING MUST BE SUBMITTED IN THE SEPARATE SEALED COST PROPOSAL ONLY. • Card stock can include PVC, Teslin, Polycarbonate, or approved equivalent. • Card stock must be indicated in the proposal for appropriate comparison of costs. Vendors are allowed to offer pricing for more than one type of card.
10.11	Card Durability <ul style="list-style-type: none"> • Card materials must have a guaranteed life of five (5) years against breakage or significant deterioration or degradation of the data on the front and back of the card. • For any individual card lasting more than five (5) years, but less than ten (10) years, the Vendor's sole liability shall be to provide a replacement card to VIBMV at no cost, via a credit to a subsequent invoice. • Vendor will not be held responsible for damage to cards due to adverse actions by the cardholder. • After the card design is finalized during the planning phase of the project, the Vendor will be required to provide no less than twenty five (25) sample cards produced with the same card materials and security features for VIBMV to submit for independent durability testing. The Vendor will be required to make modifications to the card materials and/or card manufacturing process and to submit additional samples until the card is able to pass the required testing.
10.12	Card Design Changes <ul style="list-style-type: none"> • Changes to the data printed on the front or back of the card must be allowed at any time with no additional cost to VIBMV. • Up to two (2) card format changes per year per card type must be allowed at no additional cost to VIBMV. • Vendor must be capable of implementing card format changes within 30 days of notice by VIBMV of the change. • VIBMV agrees to work with the Vendor on the timing of the card format changes to make efficient use of existing card materials and to avoid waste.
Req #	Card Design and Security Features Requirements

10.13	<p>Consumables for Central Issuance Sites</p> <ul style="list-style-type: none"> • Consumables used in the production of credentials at the secure central issuance facility will be the sole responsibility of the Vendor. • Vendor shall keep a minimum of a sixty (60) day supply of consumables in stock at each central issuance site at all times. • Consumables stored at the central issuances sites must be stored securely. • Cost for all consumables will be the responsibility of the Vendor.
10.14	<p>Consumables for Secure Temporary DL</p> <ul style="list-style-type: none"> • Secure paper stock for the production of the secure temporary DL will be provided to VIBMV by the Vendor. • The Vendor must maintain a minimum sixty (60) day supply of secure paper in each facility at all times. <i>See Appendix A – Facility Information for estimated volumes per facility.</i> • Vendor must provide a system for electronically ordering and tracking the secure paper stock for use in each of approximately 120 VIBMV facilities.
10.15	<p>Availability of Consumables</p> <p>In the event that any consumable needed for the production of any credential for VIBMV, either temporary or standard term, becomes unavailable or discontinued, Vendor agrees to work with VIBMV to identify acceptable replacement materials and to take steps necessary to implement the use of the replacement materials at no additional cost to VIBMV.</p> <p>Vendor must guarantee no interruption of service due to shortage or unavailability of consumables.</p>

G. Secure Central Issuance Facility Requirements

The following sections provide the requirements for the management of the secure central issuance facilities. VIBMV requires two (2) secure central issuance facilities for purposes of failover. Card volume may be split between the two or can be setup as primary and secondary sites for overflow and disaster recovery. The two sites must be located at least 35 miles apart.

Req #	Secure Central Issuance Facility Requirements
Communication with VIBMV Data Center	
11.1	Transfer of Data <ul style="list-style-type: none"> • The secure central issuance facility must be capable of communicating with the central image system located in the VIBMV data center. • Servers in the central issuance facilities must be redundant with failover and load balancing. • The transfer of information must be over secure channels and all data in motion must be encrypted.
11.2	Card Production Data Files <ul style="list-style-type: none"> • VIBMV will send the standard card production data file once daily at a mutually agreed upon time. • VIBMV will send the card production data file five (5) days per week. • VIBMV will transmit print request files for expedited records twice daily, at mutually agreed upon times. • Expedited print requests will be sent in a file separate from the standard daily card production file. • Vendor will return a confirmation file to VIBMV upon receipt of the standard or expedited card production files. • Confirmation files must include at a minimum the number of print requests received for validation by VIBMV against the number of print requests sent.
Management of Central Issuance Facilities	
11.3	Vendor Responsibility <ul style="list-style-type: none"> • The Vendor shall be responsible for the complete management of the central issuance facility. • All hardware and software necessary for the operation of the secure central issuance facilities will be the responsibility of the Vendor. • All staffing and operational needs will be the responsibility of the Vendor. • Security of the central issuance facilities will be the responsibility of the Vendor and must meet at least the minimum security requirements of the REAL ID Act and any Department of Homeland Security published implementation rules.
11.4	Background Checks <p>With regard to the background checks required by Article 20 of the Standard Terms and Conditions, said fingerprint criminal background verification and driver history background checks may also be conducted on CONTRACTOR'S officers, employees or agents, including subcontractors, who would directly supervise or physically perform the CONTRACT requirements at the secure central issuance facilities. Article 20 shall also apply to subcontractors who physically perform the CONTRACT requirements at State facilities.</p> <p>CONTRACTOR shall immediately notify PRINCIPAL in the event CONTRACTOR'S or its employees' and/or agents' driver's license(s) is revoked, suspended, expires or is otherwise deemed invalid. Proof of the validity of CONTRACTOR'S and/or its employees and agents' driver's license(s) may be required at any time during the term of the CONTRACT.</p>

Req #	Secure Central Issuance Facility Requirements
11.5	VIBMV Access to Central Issuance Facilities <ul style="list-style-type: none"> • VIBMV reserves the right to have designated personnel inspect the central issuance facilities at any time during the life of the contract. • If the central issuance facility is used to produce cards for other Vendor customers, VIBMV understands the need to pre-arrange visits around normal production schedules for those customers.
Standard Processing	
11.6	Standard Processing <p>The central issuance facility will be responsible for the complete card production process from card printing through mailing including the printing of various card carriers depending on the card type.</p>
11.7	Standard Processing Time <ul style="list-style-type: none"> • Cards must be mailed from the production facility no later than two (2) regular business days following transmission to the production facility. • Mailed means transferred to the US Postal Service, not transferred to a third party mail processing Vendor. • Vendor must have monitoring in place to ensure card production within two business days. • For cards that are not printed and mailed within two business days, Vendor must use Express Mail or other next day service for shipping the card to the applicant at no additional cost to VIBMV.
11.8	Card Carriers <ul style="list-style-type: none"> • The Vendor will provide for up to five (5) different card carrier designs. • The print file will include a variety of card types along with a flag to indicate which card carrier must be used. • Separate print files will not be sent for each card carrier type. • Preference will be given to solutions capable of reading the card carrier flag and printing the appropriate carrier design on demand. • Card carrier designs will be in gray scale, not full color. • System must be capable of automatically affixing the credential to the appropriate card carrier. • Adhesive used to affix the card carrier should be strong enough to hold the card through the mailing process, but should be easily removed by the applicant. • Changes to the card carrier designs must be allowed two (2) times per year at no cost to VIBMV for the life of the contract.

Req #	Secure Central Issuance Facility Requirements
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11.9	Quality Assurance <ul style="list-style-type: none"> • Vendor staff will be responsible for the quality assurance checks of all items produced at the central issuance facility, including the VIBMV credential, card carriers, and the process of preparing them for mailing. • The Vendor QA process must guarantee that 100% of all cards mailed will be free from any defect in printed data or card design features, incorrect data, incorrect card type, and card materials must be free from any material defect. • The Vendor QA process must ensure that the correct image is printed on the card and that the image quality meets or exceeds process standards. • The Vendor QA process must guarantee that 100% of card carrier forms produced will be of high quality with professional printing, as determined by VIBMV. • Card Carrier forms should not be smudged, wrinkled, torn, or otherwise damaged during the production process. • The Vendor QA process must guarantee that 100% of cards will be matched with the appropriate card carrier and will be mailed to the correct address. • Envelopes used for card mailing must be secure, properly sealed, and not smudged, wrinkled, torn, or otherwise damaged in the production process.
11.10	Card Mailing <ul style="list-style-type: none"> • VIBMV will be responsible for actual USPS postage charges for cards mailed from the central production facilities. • The mailing process must include pre-sorting and printing of intelligent mail barcodes (IMB) to maximize postal service discounts and tracking. • All cards for standard processing shall be mailed via US Postal Service, using a return address specified by VIBMV, unless the two day production time is exceeded. • All envelopes shall be marked with "Return Receipt Requested" to prevent forwarding. If a third party Vendor is to be used for mail sorting, their processing time must be included in the maximum two (2) business days and the Vendor must be disclosed as a subcontractor.
Expedited Process	
11.11	Expedited Processing Time <p>VIBMV anticipates the need to offer expedited processing of central issuance requests. Expedited print requests shall be processed and shipped the same day they are received from VIBMV and must be sent to the applicant for delivery the following business day, including Saturdays.</p>
11.12	Tracking for Expedited Requests <p>Tracking for expedited print requests must be available through the system administration module.</p>
Req #	Secure Central Issuance Facility Requirements

11.13	<p>Billing for Expedited Processing</p> <p>Vendors must clearly distinguish expedited processing fees on the cost proposal worksheet.</p> <p>DO NOT INCLUDE PRICING IN THE RESPONSE TO THIS SECTION. PRICING MUST BE SUBMITTED IN THE SEPARATE SEALED COST PROPOSAL ONLY.</p>
Card Volume and Billing	
11.14	<p>Card Volume</p> <ul style="list-style-type: none"> • The central issuance system must be capable of meeting daily production needs. Sufficient capacity must be provided to accommodate system outages including repairs and preventative maintenance. • VIBMV cannot guarantee card volumes, and can only provide card volume estimates for pricing purposes. <ul style="list-style-type: none"> ◦ VIBMV has approximately 80,000 drivers ◦ VIBMV issues nearly 52,000 cards annually • VIBMV issues approximately 50,000 regular instruction permits per year <ul style="list-style-type: none"> ◦ VIBMV estimates Commercial Learner's Permits issuance will be approximately 5,000 per year
11.15	<p>Billing</p> <ul style="list-style-type: none"> • 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. • Invoicing must be detailed and list separate charges for standard processing cards, expedited cards, and US Postal Charges. • Sufficient detail must be provided to allow VIBMV to reconcile card counts between the invoice, the central image system, and internal VIBMV systems. • VIBMV will only be responsible for paying the cost per card for cards actually issued to an applicant. VIBMV will not pay for cards rejected due to material or printing process defects, or for cards used for system testing.
11.16	<p>Disposal of Consumables</p> <p>The Vendor will be responsible for the complete destruction of used or wasted card materials and consumables so that no usable product can be obtained.</p> <p>The Vendor will provide VIBMV with a monthly report on the disposal of all consumables from the central issuance facilities.</p>

H. Vehicle Registration and Titling

a. Vehicle Registration – Functional Requirements

Req #	Vehicle Registration
12.1	<p>Search</p> <p>Must be capable of retrieving previous demographic data from the central image system for the vehicle registration using, at a minimum, the following data fields:</p> <ul style="list-style-type: none">• First, Middle, or Last Name• Plate Number• VIN• Make• Model• Color• Sticker Number• Must be capable of scanning 1D or 2D barcode on the front of the vehicle registration form for data entry of search criteria
12.2	<p>Search Results</p> <p>Must be capable of displaying search results when multiple records are returned.</p>
12.3	<p>Record Selection</p> <p>Must allow employee to select the appropriate record from the search results list.</p>
12.4	<p>New Record</p> <p>Must allow employee to create a new record for new applicants. Data entry fields must include, at a minimum:</p> <ul style="list-style-type: none">• First Owner First Name• First Owner Middle Name• First Owner Last Name• First Owner Suffix• Second Owner First Name• Second Owner Middle Name• Second Owner Last Name• Second Owner Suffix• Registration Display Name• Condition• Date 1st Sold• Transaction Code• Inspected By• Inspection Date

	<ul style="list-style-type: none"> • Odometer • VIN – which will automatically populate Make, Model, Year, etc. • Make • Model • Year • Color • Body Style • Cylinders • Fuel Type • Class • Plate Number • Weight • Island • Title Number • Insurance Company • Insurance Policy • Insurance Expiration Date • Senior Citizen ID • Disabled Sticker Number • Different Fees – should be calculated automatically • Comment
12.5	Fee Calculation <ul style="list-style-type: none"> • System administrator has the ability to add new fees and change fee amounts in the fee schedule. • The registration fees for each updated or newly entered record should be calculated automatically according to the fee schedule. • The fee calculation is based on the weight and class of the vehicle.
12.6	Vehicle Registration Form Printing <ul style="list-style-type: none"> • The solution must be capable of producing a vehicle registration form printed on pre-printed paper. • The vehicle registration form should have all the required data on it including a barcode. • The barcode on the vehicle registration form should contain the same information displayed on the vehicle registration form in addition to the unique Customer ID. • The vehicle registration form should be able to print on any standard printer. • In case of paper jams, solution must include a function for reprinting the Vehicle Registration form.
12.7	Data Entry / Transfer <ul style="list-style-type: none"> • The solution must be capable of allowing data entry for the driver's history. • Motor vehicle violations, suspensions, and points should be added to the record via data entry, file transfer/file load, or guest user interface for the court or responsible party. • Insurance cancellation and renewals should be entered into the system by file transfer/file load.

Req #	Facility Image & Signature Capture Workstation
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12.8	Vehicle Management <ul style="list-style-type: none"> • Manages vehicle information including registration, plates, tags, permits and fleets. • Vehicles can be tracked across multiple owners and all transactions within this module are also integrated with our workflow and rules engine enabling real-time execution of agencies' policies and practices.
12.9	Customer Management <ul style="list-style-type: none"> • Manages information specific to customers (which may be individuals and/or organizations (e.g. dealers, fleets) • Provide a 360 degree view into a customer record, and a customer may be associated with all other information in the system including licenses, vehicles, registrations, activities and cases. • Organizes and manages activities between agency staff and customers including but not limited to tasks, complaints, hearings, appeals, inspections, medical reviews, letters, emails and phone calls. These activities integrate with the workflow and rules engine to automatically create, schedule and route these tasks to the appropriate recipients based on configurable attributes.
12.10	Inventory <ul style="list-style-type: none"> • Maintains inventory information on all traceable items used by motor vehicle agencies including plates, decals, placards, and permits. • Inventory can be assigned to different locations and tracked throughout its lifecycle. • Agencies may define inventory levels and views and view status through embedded reports.
12.11	Financial Management <ul style="list-style-type: none"> • Provides fee calculation, cash drawer management, payment processing and complete financial transaction management functionality (e.g. refunds reversals, write-offs, invoicing) for licensing and motor vehicle revenue operations. • Financial data may be transmitted to an agency's General Ledger and accounts payable systems as well as third party clearing houses and financial institutions.
12.12	Self Service <p>Provides responsive, web-based self-service access to customers and third party business partners, including license and vehicles registration transaction processing, payment processing, customer account management, customer complaints/comments and information access requests.</p>
12.13	Document and Content Management <p>Documents and files can be scanned/imaged and tagged to system data and transactions within the solution. Communications with internal and external constituents are available to be rendered in templates, scheduled, sent and retained.</p>
Req #	Facility Image & Signature Capture Workstation
12.14	Reports

	<ul style="list-style-type: none"> • Audit data for all registrations produced must be stored and available in detail and summary reports. • Must be capable of producing daily reconciliation and activity reports. • Must be capable of requesting reports for specific date. • Must be capable of printing to VIBMV network laser printer.
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b. Vehicle Titling – Functional Requirements

Req #	Vehicle Registration
13.1	Search Must be capable of retrieving demographic data from the central image system for vehicle title using, at a minimum, the following data fields: <ul style="list-style-type: none"> • First, Middle, or Last Name • VIN • Make • Model • Color • Sticker Number • Must be capable of scanning 1D or 2D barcode on the front of the Certificate of Title form for data entry of search criteria.
13.2	Search Results Must be capable of displaying search results when multiple records are returned.
13.3	Record Selection Must allow employee to select the appropriate record from the search results list.
13.4	New Record Must allow employee to create a new record for new applicants. Data entry fields must include, at a minimum: <ul style="list-style-type: none"> • Certificate Number • First Owner First Name • First Owner Middle Name • First Owner Last Name • First Owner Suffix • Second Owner First Name • Second Owner Middle Name • Second Owner Last Name • Second Owner Suffix • Certificate of Title Display Name • Date Sold

	<ul style="list-style-type: none"> • Odometer • VIN – which will automatically populate Make, Model, Year, etc. • Make • Model • Year • Color • Body Style • Cylinders • Fuel Type • Axle • Weight • Address • Title Number • First Lien Holder • First Lien Maturity Date • Second Lien Holder • Second Lien Maturity Date
13.5	Certificate of Title Printing <ul style="list-style-type: none"> • The solution must be capable of producing a Certificate of Title form printed on pre-printed paper. • The Certificate of Title form should have all the required data on it including a barcode. • The barcode on the Certificate of Title form should contain the same information displayed on the Certificate of Title form in addition to the unique Customer ID. • The Certificate of Title form should be able to print on any standard printer. • In case of paper jams, solution must include a function for reprinting the Certificate of Title form.

Req #	Facility Image & Signature Capture Workstation
13.6	Customer Management <ul style="list-style-type: none"> • Manages information specific to customers (which may be individuals and/or organizations (e.g. dealers, fleets) • Provide a 360 degree view into a customer record, and a customer may be associated with all other information in the system including licenses, vehicles, registrations, titles, activities and cases. • Organizes and manages activities between agency staff and customers including but not limited to tasks, complaints, hearings, appeals, inspections, medical reviews, letters, emails and phone calls. These activities integrate with the workflow and rules engine to automatically create, schedule and route these tasks to the appropriate recipients based on configurable attributes.

13.7	Vehicle Management <ul style="list-style-type: none"> • Manages vehicle certificate of title information. • Vehicles can be tracked across multiple owners and all transactions within this module are also integrated with our workflow and rules engine enabling real-time execution of agencies' policies and practices.
13.8	Inventory <ul style="list-style-type: none"> • Maintains inventory information on all traceable items used by motor vehicle agencies including certificate of title. • Inventory can be assigned to different locations and tracked throughout its lifecycle. • Agencies may define inventory levels and views and view status through embedded reports.
13.9	Financial Management <ul style="list-style-type: none"> • Provides fee calculation, cash drawer management, payment processing and complete financial transaction management functionality (e.g. refunds reversals, write-offs, invoicing) for licensing and motor vehicle revenue operations. • Financial data may be transmitted to an agency's General Ledger and accounts payable systems as well as third party clearing houses and financial institutions.
13.10	Self Service <p>Provides responsive, web-based self-service access to customers and third party business partners, including title, license and vehicles registration transaction processing, payment processing, customer account management, customer complaints/comments and information access requests.</p>
13.11	Document and Content Management <p>Documents and files can be scanned/imaged and tagged to system data and transactions within the solution. Communications with internal and external constituents are available to be rendered in templates, scheduled, sent and retained.</p>
Req #	Facility Image & Signature Capture Workstation
13.12	Reports <ul style="list-style-type: none"> • Audit data for all certificate of titles produced must be stored and available in detail and summary reports. • Must be capable of producing daily reconciliation reports. • Must be capable of requesting reports for specific date. • Must be capable of printing to VIBMV network laser printer.

I. Covert System Requirements

VIBMV requires system functionality to support the issuance of covert credentials. For security reasons, details of the desired functionality will not be provided as part of the Request for Proposal. VIBMV believes that vendors understand the needs of this type of program and will be able to address those needs appropriately during the planning and design phase of the project. Vendor must not include details of their covert systems in their proposals, but must acknowledge that this is a required functionality that must be provided.

J. Project Management and Implementation Requirements

Req #	Project Management and Implementation Requirements
Key Personnel	
14.1	<p>Project Team</p> <p>The Vendor shall propose a project team composed of the best-qualified staff for the Virgin Islands Bureau of Motor Vehicles (VIBMV). Key personnel are those responsible for the management, planning, design, testing, implementation, installation, system integration, security, and ongoing maintenance of the Digital Driver's License System and processes.</p> <p>The State has designated four (4) positions as "Key Personnel":</p> <ul style="list-style-type: none">• Vendor Project Manager• Vendor Business Operations Manager• Vendor Technical Lead• Vendor Installation Manager <p>The Vendor shall specify the name of each person designated as Key Personnel and shall provide detailed résumés for each of the staff that is proposed to meet the Key Personnel Minimum Requirements.</p> <p>The Vendor must demonstrate through résumés and references that each proposed Key Personnel possesses a minimum level of experience in the general areas of responsibility listed for that position. Points will be awarded for proposed key personnel with additional desirable experience.</p> <p>Résumés must be specific to the individuals who will perform the tasks and produce the deliverables associated with this project; "representative" or "sample" résumés are not acceptable. Sufficient detail must be included in each résumé to allow VIBMV to verify the experience cited, including an explicit statement of the total cumulative time each individual performed work on each of the components for each project on which they worked. VIBMV, at its discretion, may contact the listed references to confirm the information provided by the Vendor. Notice will be provided to the Vendor prior to contacting any listed references.</p> <p>Consideration will be given to combined roles for the Vendor Project Manager and Vendor Business Operations Manager.</p> <p>Consideration will be given to combined roles for the Vendor Technical Lead and the Vendor Installation Manager.</p>

Req #	Project Management and Implementation Requirements
14.2	<p>On Site Work</p> <p>The identified "Key Personnel" must be available to work on site (St. Croix, St. John and St. Thomas, Virgin Islands) as determined by VIBMV at the time of contract award and continuing through the implementation of the Digital Driver's License Production System.</p> <p>Any work that is to be performed offsite (not at an VIBMV location) is subject to prior written approval by the VIBMV Project Manager and all Vendor personnel assigned to this project must be available Monday through Friday, during normal business hours (8am-5pm) Eastern Time.</p> <p>Travel costs for vendor employees must be paid for by the VENDOR for the life of the contract. These costs are not billable to VIBMV.</p>
14.3	<p>Vendor Project Manager</p> <p>The Vendor will designate and provide an experienced Project Manager with responsibility for all aspects of the contract. The Vendor shall include a detailed résumé identifying the Project Manager by name, including education, project management experience, experience implementing statewide or multiple site systems, and other qualifications supporting the efforts of implementing a Digital Driver License and Identification Card system, Central Image System, Facial Recognition System, Vehicle Registration/Titling System, and Central Issuance System of this size and complexity. VIBMV reserves the right to interview the proposed Project Manager prior to contract award.</p> <p>The Vendor Project Manager is responsible for the day-to-day management of the contract, including overall performance and contract compliance, and is the Vendor's onsite representative making decisions on behalf of the Vendor.</p> <p>The Vendor Project Manager is responsible for managing and coordinating all Vendor resources, including any subcontractor resources assigned to the contract, and ensuring that all tasks are executed in compliance with the agreed upon schedules and Virgin Islands requirements.</p> <p>The Vendor Project Manager must be available for regular onsite meetings in Springfield from contract award and until the VIBMV officially accepts the Vendor's production system.</p> <p>The duties of the Vendor Project Manager will include, but are not limited to the following:</p> <ul style="list-style-type: none"> • Works closely with the VIBMV Project Manager on a daily basis. • Directs the contracted portions of the project with responsibility for project performance from initiation to closure, including planning, organizing, managing, and controlling all aspects of the project, and that project tasks are performed according to the approved Project Schedule and Project Plan. • Initiates and maintains project documentation systems to ensure that project documentation is up-to-date, organized and readily accessible by appropriate Vendor and VIBMV staff. • Communicates with the VIBMV's Project Manager regularly, as determined by VIBMV, regarding project progress and activities, and ensures adequate communication between members of the Vendor's and VIBMV's implementation staffs. • Promptly consults with the VIBMV's Project Manager when Project Plan deviations occur, and documents all such plan deviations in accordance with agreed upon change control procedures.

Req #	Project Management and Implementation Requirements
	<ul style="list-style-type: none"> • Identifies potential problem areas, recommends solutions, and works closely and cooperatively with the VIBMV Project Manager to resolve issues quickly and fairly. • Identifies and provides VIBMV with timely written notice of all issues that may threaten the implementation, operation or performance of the system. • Maintains a log of all defects, incomplete requirements or unresolved issues that occur over the course the project, including date and manner of resolution. A current soft copy of such log shall be made available to the VIBMV Project Manager and designees at all times. • Provides consultation and advice to the VIBMV on matters related to project implementation strategies, key decisions and approaches, and project operational concerns/issues, and acts as a liaison to the Vendor's specialist resources that may be needed to supplement the Vendor's normal implementation staff. • Facilitates review meetings and conferences between the VIBMV and the Vendor's executives when requested by the VIBMV.
14.4	<p>Vendor Business Operations Manager</p> <p>The Vendor Business Operations Manager is responsible for the business process development, documentation, implementation, and training. This position also assists the Vendor Project Manager with the installation, system integration, security, and database design to ensure the technology solution meets the business process need.</p> <p>The Vendor Business Operations Manager must be available for regular onsite meetings in Springfield from contract award and until the VIBMV officially accepts the Vendor's production system.</p>
14.5	<p>Vendor Technical Lead</p> <p>The Vendor Technical Lead is responsible for developing the System Architecture and Integration Plan for all the components relating to the proposed solution.</p> <p>The Vendor Technical Lead must be available for regular onsite meetings in Springfield from contract award and until the VIBMV officially accepts the Vendor's production system.</p>
14.6	<p>Vendor Installation Manager</p> <p>The Vendor shall provide an Installation Manager with experience managing similar large-scale software/hardware installations.</p> <p>The Vendor Installation Manager must be available to work on-site in St. Croix, St. John and St. Thomas, Virgin Islands during any system installation period, including facility installations or data center installations.</p>

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14.7	<p>Continuity of Project Staff and Replacement Personnel</p> <p>VIBMV reserves the right, at its sole discretion, to disapprove the continuing assignment of Vendor personnel provided to the VIBMV under this contract. If the VIBMV exercises this right, the Vendor must terminate the personnel from the contract within three (3) working days of notice by VIBMV, and must provide qualified replacement personnel who meet the minimum requirements set forth in this RFP within five (5) working days of the VIBMV exercising its rights under this paragraph. A failure to provide qualified replacement personnel (as determined by the VIBMV), within the specified period, will constitute a breach of this agreement and will entitle the VIBMV, at its sole discretion, to pursue all of its available legal remedies.</p> <p>If replacement of any key personnel is necessary, the Vendor shall notify the VIBMV Project Manager and submit a résumé for the replacement personnel to the VIBMV Project Manager within five (5) business days of notification to the VIBMV. The replacement personnel must have the skills and experience, which meet or exceed the minimum requirements set forth in the RFP. The VIBMV Project Manager will approve or reject the replacement personnel before their services are rendered. In the event the VIBMV Project Manager does not approve such replacement, the Vendor shall continue to submit résumés until the VIBMV Project Manager approves such replacement. A failure to provide suitable replacement personnel, as determined solely by the VIBMV, shall constitute a breach of this agreement and shall entitle the VIBMV, at its sole discretion, to pursue all of its available legal remedies.</p>
Project Management	
14.8	<p>Project Management Responsibilities</p> <p>The Vendor project manager will be expected to be involved in every detail of the project from start to finish. High level oversight will not be acceptable.</p> <p>The requirements listed in this document are not meant to be the final requirements of the project. The Vendor project manager should expect to follow project phases from project initiation through acceptance, including requirements gathering and analysis. The Vendor project manager should be prepared and capable of facilitating requirements gathering meetings with VIBMV staff.</p> <p>The Vendor project manager needs to be involved in the technical details of the design, development, and testing phases of the project, and should not expect the Vendor technical lead to fully manage those activities.</p>
14.9	<p>Project Work Plan</p> <p>The Vendor shall include in the response a draft project work plan that includes project phases and milestones required from project initiation through full implementation (i.e. planning, analysis, design, development, testing, deployment, and operations), working backwards from the target implementation date of June 30, 2016.</p> <p>The project work plan should be as detailed as possible with the understanding that it will be revised during the planning and initiation phase of the project.</p> <p>The project work plan will be a living document that must be kept up to date with tasks completed, modified, or added through the life of the project.</p> <p>The project work plan will be used as a measurement of progress.</p>

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14.10	<p>Communication</p> <p>The Vendor project manager shall manage the work by establishing and maintaining communications with all groups related to the project. The activities of the Vendor's project team shall be directed, coordinated and communicated with the VIBMV Project Manager to ensure that the project progresses per the project work plan and is completed on schedule.</p> <p>The Vendor project manager must communicate with the VIBMV project manager on a daily basis for resolution of issues, decisions, or just to report project status.</p>
14.11	<p>Weekly Status Reporting</p> <p>Vendor's Project Manager must facilitate weekly project status reviews to ensure measurable progress is being achieved and the Vendor's project team is following the agreed upon work plan.</p> <p>Additional meetings shall be scheduled as required by the VIBMV Project Manager or the Vendor. The Vendor's Project Manager and personnel shall be available to provide information, reports, audits or other special projects as required by the VIBMV Project Manager.</p> <p>The following deliverables are required prior to the weekly status meetings:</p> <ul style="list-style-type: none"> • Updated project work plan indicating progress for each task • Identify and report the status of all tasks that have fallen behind schedule, the reason for the delay, the projected completion date and project impact • Identify and summarize all risks and problems identified by the Vendor, which may affect the project: <ul style="list-style-type: none"> ○ For each risk and issue, identify the action and person(s) responsible for mitigating the risk and resolving the issue, and the time required to implement avoidance and/or mitigation actions ○ For each risk and issue identified, state the impact to the project schedule • Discuss and identify all personnel, equipment, facilities and resources of VIBMV that will be required for the Vendor to perform the project work plan tasks at least two (2) weeks in advance of the need.
Change Control	
14.12	<p>Change Control Plan</p> <p>The Vendor shall develop, implement, and maintain a Change Control Plan, subject to VIBMV approval, in accordance with industry standards that sets forth the procedures for controlling changes to project scope, cost, schedule, and quality requirements. The Change Control Plan shall include the procedures and entities involved with requesting, evaluating and approving changes to the project deliverables.</p>

14.13	<p>Documentation</p> <p>All changes must be documented. Approval must be obtained prior to any work on changes. Documented changes must have official sign-off by both the VIBMV and Vendor project managers, and should include the reason for the change.</p>
14.14	<p>Sample Change Control Plan</p> <p>The Vendor's proposal shall include a sample Change Control Plan and description of how the Vendor project manager has implemented change control processes for other projects with similar size and scope.</p> <p>The Vendor's sample Change Control plan, at a minimum, shall address:</p> <ul style="list-style-type: none"> • How changes will be identified, documented, evaluated, approved or rejected, and tracked through implementation • How impact analysis and options will be documented and presented • Roles and responsibilities of all entities involved in the change control process • Identification of an escalation process and authority levels for changes Sample forms and workflow
14.15	<p>Change Orders</p> <p>Care must be taken when evaluating the requirements and preparing the cost proposal. <i>Change orders are rarely approved.</i> If a scope change does occur that will impact the cost or timeline of the project, the VIBMV Project Manager and the VIBMV Budget Office must be notified in writing immediately upon discovery and BEFORE any work takes place.</p> <p>Change orders submitted for work that has already been completed will NOT be considered. Written approval must be obtained prior to any work that is considered outside the original scope.</p>
14.16	<p>Addition of Outside Resources</p> <p>If at any point during the life of the contract, the Vendor has the need to bring in third party resources, which could mean subcontractors, contractual employees, consultants, or any other person who is not a full time employee of the Vendor, formal subcontractor approval processes must be followed. The Vendor must declare the use of a subcontractor and the subcontractor must be registered to do business in the Virgin Islands. The third party resource is not allowed to do any work on the project until all of these tasks are complete and official approval has been given by the VIBMV Budget and Procurement Office.</p>
Testing & Test Systems	

14.17	<p>Test Plan</p> <p>The Vendor shall develop, implement, and maintain a Test Plan, subject to VIBMV approval, in accordance with industry standards to manage testing and defect tracking for the purpose of providing an efficient error correcting process to be used in system and user acceptance testing (UAT).</p> <p>The test plan must include all of the following:</p> <ul style="list-style-type: none"> • Unit testing – on-going development testing (Vendor) • Integration testing – all the pieces work together (Vendor and VIBMV) • Usability testing – user friendly, intuitive application (Vendor and VIBMV) • Functional testing – test scenarios against requirements (Vendor and VIBMV) • Performance testing – stress and load (Vendor) <ul style="list-style-type: none"> ○ Vendor to provide mechanism to create load and stress conditions • Testing of external interfaces – communication with other applications, databases, etc. (Vendor and VIBMV) • Continuous regression testing – on-going to determine impact of changes (Vendor and VIBMV) • Backup and recovery testing – ability to conduct a local recovery and disaster recovery (Vendor and VIBMV) <p>The Test Plan must include a schedule for when software or other changes will be deployed to the test system and testers must receive documentation of the changes.</p> <p>VIBMV requires a minimum of two (2) weeks' notice to schedule resources for UAT.</p>
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Req #	Project Management and Implementation Requirements
14.18	<p>Test Systems</p> <p>The Vendor is required to provide two complete test systems. The first one is the Vendor Quality Assurance System. This system must be installed at a Vendor location and must be accessible to Vendor quality assurance employees. Any development, enhancements, upgrades, changes, etc. must be thoroughly tested by the Vendor before releasing to VIBMV for user acceptance testing.</p> <p>The second complete test system is the VIBMV User Acceptance Test System. This system must be installed in the VIBMV data center and must be accessible to VIBMV employees around the State that will be responsible for testing any enhancements, upgrades, or changes prior to moving the changes into the VIBMV production environment. This system will be used for the initial user acceptance testing during the first two years of the contract period and prior to full system implementation, but must also be available for on-going testing and training for the life of the contract.</p>
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14.19	<p>Test Scripts</p> <p>The Vendor must provide and execute a test script, subject to VIBMV approval, prior to the implementation of equipment, configuration changes and/or software to the UAT system. VIBMV must conduct testing of new equipment and/or software in UAT before any such changes are installed in production.</p> <p>Full regression testing by the Vendor on the QA system will be expected before any change is deployed to the UAT system.</p>
14.20	<p>Documentation for Testing</p> <p>Updated user, and/or administrator manuals are to be supplied prior to the testing and acceptance phases of the project.</p> <p>Vendor must supply written test cases for VIBMV resources to use during UAT.</p>
14.21	<p>User Acceptance Testing</p> <p>The User Acceptance Testing (UAT) must be planned and coordinated jointly by the Vendor and VIBMV project managers.</p> <p>The Vendor must use standard defect tracking tools to track all feedback from testers. Final UAT shall end when the system has met the standard of performance for a period of ten (10) consecutive working days, as determined by the VIBMV Project Manager in conjunction with VIBMV testers.</p> <p>Test locations for image capture workstations (ICW) must include:</p> <ul style="list-style-type: none"> • St. Croix, Virgin Islands • St. John, Virgin Islands • St. Thomas, Virgin Islands <p>Prior to final sign-off of user acceptance testing, all stated requirements for functionality must be in place, tested, and working free of bugs or defects, and all system performance testing must be complete and must meet required performance measures.</p>
14.22	<p>Test Materials</p> <p>It is the Vendor's responsibility to provide test materials at no additional cost to VIBMV. This includes secure paper for testing production of the temporary DL and card materials for testing the end-to-end process through the central issuance facilities.</p>

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14.23	<p>End-to-End Integration Testing</p> <p>The test plan must be designed to exercise the entire system including all features and functions. Before acceptance of the system, VIBMV needs to verify that all the features and functions have been delivered and operate as set forth in the contract. Individual pieces can be tested as they become available, but complete end-to-end system testing is required prior to go live.</p> <p>Both the Vendor and VIBMV personnel will operate the system to assure its complete functionality and compatibility with the VIBMV Communications Network.</p>
14.24	<p>Performance Testing</p> <p>Performance testing shall end when the system has met the standard of performance for a period of ten (10) consecutive calendar days. The standard of performance shall mean the system operates in conformance with the Vendor's technical and functional specifications, in conformance with this contract, and in conformance to the mutually agreed test criteria.</p> <p>If the System fails during a ten (10) day period, the Vendor will re-start performance testing. The testing shall continue on a day-by-day basis until the standard of performance is met, without downtime, for a total of ten (10) calendar days. This must be accomplished within thirty (30) consecutive calendar days.</p> <p>The Vendor is to provide the mechanism to create load and stress conditions. Metrics and results of the load and stress testing must be provided to VIBMV for review and approval.</p>
14.25	<p>Upgrades, Patches, Fixes or Other System Updates</p> <p>Ongoing changes to the Vendor's systems or hardware must be documented, tested and approved by the VIBMV. Any changes during the life of the contract fall under the testing criteria listed above.</p> <p>Implementation or release of Vendor changes to any of the Vendor's software or hardware must be scheduled and approved by VIBMV.</p> <p>A pilot process of up to four (4) sites may be used to ensure reliability of the upgrade, patch, fix, or other system updates. VIBMV will determine the need for deployment to pilot sites depending on the scope of the change.</p> <p>In the event of a problem with the upgrade, patch, fix, or other system updates, the Vendor shall have a plan to immediately restore the previous version or release in order to keep facilities in production.</p>
Training	

14.26	<p>Training Plan</p> <p>The Vendor shall develop, and implement a Training Plan that specifies the approach and steps to be taken by the Vendor to ensure that the knowledge, skills and abilities necessary to operate the proposed system are transferred to VIBMV operations (approximately 1,800 employees) and DoIT personnel (approximately 20 employees). The Training Plan will be subject to VIBMV approval.</p> <p>Training dates for end users will be determined as part of the implementation plan. The Vendor will be responsible for delivering the training to all VIBMV employees.</p>
14.27	<p>On-Site Training</p> <p>The Vendor shall provide on-site training at no less than three (3) VIBMV locations. All training materials shall be provided in electronic and hard copy.</p>
14.28	<p>Right to Reproduce and Distribute</p> <p>All training material and documentation of this system will become the property of the VIBMV, which includes the right to reproduce documentation for distribution to system users and managers. All training material and documentation is subject to VIBMV approval prior to use.</p>

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14.29	<p>Specific Training Needs</p> <p>The Vendor shall provide training within the following constraints:</p> <p>All facility operation training must be held at the three (3) training centers.</p> <ul style="list-style-type: none"> • St. Croix, Virgin Islands - Monday through Friday • St. John, Virgin Islands - Monday through Friday • St. Thomas, Virgin Islands - Monday through Friday <p>Technical training for the Department of Information Technology (DoIT) employees must be accomplished between 8 am and 2 pm Eastern Time in St. Croix, St. John and St. Thomas, Virgin Islands.</p> <p>Specific training needs will be mutually agreed upon during the planning phase of the project. The following information should be used as a guideline only:</p> <ul style="list-style-type: none"> • Up to eight (8) hours of training for each of the 50 facility operations employees • Up to two (2) additional hours of supervisor training for each of the 10 supervisors and managers <ul style="list-style-type: none"> ○ Supervisor training is separate and in addition to sessions held for facility operators. • Training for facility employees may not occur more than thirty (30) calendar days prior to the implementation of the system. • Up to five (5) days training on the Facial Recognition and Central Image Systems in St. Croix, St. John and St. Thomas, Virgin Islands for approximately fifty (50) VIBMV and Virgin Islands Police Department employees. • Up to eight (8) hours of VIBMV Help Desk training in St. Croix, St. John and St. Thomas, Virgin Islands for approximately twenty (20) employees • One (1) day of high level training of the central issuance procedures for up to three (3) VIBMV employees to be held at the central issuance facilities. <p>In addition to training all of the above employees, the Vendor shall provide training on the system to the VIBMV trainers who will provide ongoing training to new employees after installation is complete.</p>
14.30	<p>Training Costs</p> <p>The cost of all training and training materials must be included. VIBMV will not be responsible for travel expenses associated with installation or training at facilities. VIBMV will be responsible for travel costs for VIBMV employees to receive training at the central issuance facilities.</p>

Req #	Project Management and Implementation Requirements
Documentation	
14.31	<p>Training Guide</p> <p>One training guide is required for each trained employee specific to the class content. The training guide must include (at a minimum):</p> <ul style="list-style-type: none"> • An introduction to the Digital Driver's License application systems • A layman's explanation of the function of each component of the system • Step by step operating instructions for system components • Procedures for system start-up, daily operation, and end-of-day transactions • Guidelines for maintenance, problem solving, troubleshooting, back-up and recovery <p>The training guide must also be available to all employees online through the VIBMV internal website and through online help which is integrated into the software application.</p>
14.32	<p>User Operations Manuals</p> <p>The Vendor will provide documentation in the form of functional specifications and user manuals for all system components.</p> <p>The user operations manuals are intended to be used as a reference document. For facility operations, one hardcopy of the user operations manual must be provided for every image capture workstation.</p>
14.33	<p>Technical Documentation</p> <p>Vendor must provide technical documentation that describes the operation of all system components, including their interfaces to VIBMV or third party systems. This documentation must include at a minimum:</p> <ul style="list-style-type: none"> • Complete Data Dictionary with all tables, fields, and values • System Architecture Diagrams • Communication Protocols • Listing of all data center equipment with DNS and IP information, operating systems, and software information including versions • Functional Specifications for the interaction of all components
14.34	<p>Updates to Documentation</p> <p>The Vendor must supply and or update all training, operations, or troubleshooting manuals when a system is replaced, or software is upgraded that creates a significant change to a process. The appropriate manuals must be redistributed by the Vendor to all impacted locations.</p>

Req #	Project Management and Implementation Requirements
Implementation and 90 Day Support	
14.35	<p>Implementation Plan</p> <p>The Vendor shall be responsible for preparing an implementation plan for every component of the system. The implementation plan must ensure that all equipment and system components can be installed and functional prior to the target go live date of the system. The Vendor must fully implement the system and all components at all facilities in the Virgin Islands.</p> <p>The implementation plan must include at a minimum:</p> <ul style="list-style-type: none"> • Listing of the Vendor resource for each implementation task • Plan for conducting site surveys of all VIBMV facilities • Schedule including delivery and installation of equipment and training • Plan for migrating data from current image database • Plan for installation and coordination of a minimum of three (3) pilot facilities • Plan for installation and deployment of all data center equipment and systems • Plan for installation and deployment of all central issuance facility equipment and production procedures <p>The Vendor shall provide as a part of their proposal, a sample plan for the implementation and rollout of the solution to all locations.</p>
14.36	<p>Site Survey of Public Service Facilities</p> <p>The Vendor must provide a detailed site survey and assessment prior to installation of equipment for each facility. Because of the change in workflow to photo first, many sites will have to change the flow of people through their facility. The Site Survey report must provide recommendations for re-routing people through the application steps.</p> <p>Site survey report must include, at a minimum:</p> <ul style="list-style-type: none"> • Facility floor plan • Facility layout • Appropriate measurements • Photos • Electrical requirements • Cabling requirements • Recommendations for workflow changes • Security concerns • Number of ICWs needed • Other recommendations or concerns
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14.37	<p>Site Survey of Central Office / Data Center Facilities</p> <p>The Vendor must provide a detailed site survey and assessment for the production, test and disaster recovery environments to include:</p> <ul style="list-style-type: none"> • Facility floor plan • Facility layout • Appropriate measurements • Photos • Electrical requirements • Cabling requirements • Network diagrams • Physical diagrams • Other recommendations or concerns
14.38	<p>Data Migration</p> <p>The vendor must provide a detailed plan for migrating the data from the current VIBMV image database into the new central image system database.</p>
14.39	<p>Pilot Phase</p> <p>A minimum of three (3) pilot sites will be selected for installation prior to full statewide rollout. The pilot sites will be selected by VIBMV and should be installed one site at a time with on-site support from the Vendor on the day of installation and go live.</p> <p>The Vendor will be responsible for monitoring activities at the pilot sites to ensure successful operation. The duration of each pilot will be mutually agreed upon by the Vendor and VIBMV project managers.</p>
14.40	<p>Territorial Wide Implementation</p> <p>Upon approval by VIBMV of all testing, including successful implementation of the pilot phase, the Vendor will complete full implementation territorial wide for the facilities. Full implementation by the Vendor shall be completed pursuant to a schedule agreed upon by VIBMV and the Vendor.</p> <p>Vendor must provide on-site support for no less than 3 hours on the morning of the go live in each facility.</p>
14.41	<p>Installers</p> <p>The Vendor will ensure that all installers are fully trained and have prior relevant experience. Installers are expected to arrive on time to all facilities according to the implementation schedule. VIBMV expects all installation staff to be professional in their work and behavior. Every effort must be made to complete the installations in the time allotted in the schedule.</p>
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14.42	Professional Installation of Equipment <ul style="list-style-type: none"> • All equipment must be professionally installed using guidelines established by the vendor and VIBMV. • All cables must be clearly and legibly marked at both ends. • All equipment installations must be designed to keep cable clutter to a minimum and not to represent a hazard to the public or VIBMV staff. • Inserts should be used in all counter holes to prevent damage to cables from rough cut holes. • Cable guides and ties should be used to route cables appropriately and to keep enough slack in the cable to prevent damage or loose connections. • Equipment installed on countertops or desks should be limited to only those pieces necessary for easy access by employees or customers. • Installers must ensure work areas are cleaned and all trash removed prior to leaving the facilities. • Any required installation checklists or forms must be completed and submitted prior to leaving the facility. • Any necessary testing must be limited to appropriately flagged test records, and images captured must be professional and in accordance with production image capture guidelines. • Installers must carry at least one spare unit for every piece of equipment being installed.
14.43	90 Day Support Plan <p>The Vendor must provide a comprehensive plan for product support during the pilot, roll out period, and initial ninety (90) days of production.</p> <ul style="list-style-type: none"> • Support must be available on-site at each location during the installation of the pilot facilities. • Support must be available to installation technicians and VIBMV staff at all times during installation and configuration of any system component. • Enhanced dedicated support must be available for VIBMV during the first ninety (90) days after full system go live before transitioning to long term help desk support. <p>The completion of ninety (90) consecutive calendar days of successful statewide performance as determined by VIBMV shall result in System Acceptance.</p>

K. Long Term Account Management, Maintenance, and Support Requirements

After the initial ninety (90) days of successful production, VIBMV will require long term account management, maintenance, and support. The following section provides requirements for the long term management of the contract and details of expected service level agreements.

Req #	Long Term Account Management, Maintenance, and Support Requirements
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15.1	<p>Account Manager for Operations</p> <ul style="list-style-type: none"> • Vendor must provide to VIBMV one primary person who will be responsible for the long term management of the contract and service level agreement. • The account manager will be an escalation point for issues that are not resolved through normal processes and within agreed upon timeframes. • The account manager will be a liaison for VIBMV with all other departments within the vendor's organization. • The account manager must have a detailed understanding of the VIBMV systems and interfaces. • The account manager should be an operations person who is capable of detailed technical discussions with other vendor resources, and whose primary responsibilities are not with sales and marketing. • The Vendor must identify the account manager and have them involved in the detailed management of the project no later than user acceptance testing to ensure a smooth transition after full system implementation. • VIBMV reserves the right to approve the selection of the account manager.
Service Level Agreement	
15.2	<p>Preventative and Remedial Maintenance</p> <ul style="list-style-type: none"> • The vendor shall provide all remedial and preventative maintenance for all system components (hardware and software) including provision of all parts and labor during the term of the contract. • On-site remedial and preventative maintenance for facility equipment shall be available during facility working hours, generally between 8:00am and 5:00pm, Eastern Time, Monday through Friday. • Preventative maintenance for the central image system and / or facial recognition system components must be completed during pre-arranged maintenance windows, generally on weekends, outside of normal business hours. • No costs related to maintenance of hardware and software, including travel time and expenses, shall be billable to VIBMV. These costs must be included in the cost per card.

Req #	Long Term Account Management, Maintenance, and Support Requirements
15.3	<p>Replacement of Equipment / Inventory of Spares</p> <ul style="list-style-type: none"> • The Vendor shall replace any hardware if its maintenance or repair problems are chronic (Requires a support call and occurs 3 or more times within a twelve (12) month period). • If a repair or maintenance problem is systemic, i.e. occurring system wide, the vendor shall provide a system wide solution, which may include statewide upgrade or replacement of all units. <ul style="list-style-type: none"> • At the time of installation, all equipment must be new and in good working order. The • Vendor shall maintain a suitable quantity of each type of equipment to be used as replacement units or spares, as needed for service calls. • The Vendor is responsible for the replacement of any cables that fail or break during normal operating conditions, including those in the mobile units. • The Vendor will be responsible for proper inventory tracking of all equipment from initial installation and through any service replacements. The Vendor will notify VIBMV of equipment swaps so that the VIBMV inventory system will be kept current. • All replacement equipment used must be current, available technology, and not obsolete or discontinued.
15.4	<p>Service Response Times</p> <p>The Vendor shall repair or replace the ICW, Central Image System, Facial Recognition System, Vehicle Registration/titling System or Central Issuance system software within the following timeframes:</p> <p>ICW</p> <ul style="list-style-type: none"> • Six (6) working hours after notification that an ICW component is in need of remedial maintenance if a back-up or replacement unit is available for use on site. • Two (2) hours after notification that an ICW component is in need of remedial maintenance if a backup or replacement unit is not available on site. <ul style="list-style-type: none"> ○ If the facility is "down", that is, unable to process applicants, Vendor must continue to work on down equipment until the site is able to process. This includes non-working hours. Vendor cannot leave at 5pm and come back the next day without express approval from the VIBMV system administrator and the facility manager. <p>Central Image System & FRS</p> <ul style="list-style-type: none"> • Four (4) hours after notification of a problem with the central image system or facial recognition system if the system is still available for use. • Two (2) hours after notification of a problem with the central image system or facial recognition system if the failover is not working and the system is not available for use. <ul style="list-style-type: none"> ○ Vendor must provide emergency support 24 hours per day, 7 days per week for the Central Image and FRS systems. <p>Chronic or repeat issues – the Vendor will immediately dispatch a system expert to the site of the central image server or facial recognition system if a problem remains undiagnosed and/or unresolved after seventy-two (72) hours, and if the problem affects facility operations</p>

	<p>or other issuance or retrieval operations or prevents or impedes proper database storage and back up processes, even if it does not result in down time.</p> <p>If reported problems are not resolved within the required response times, the Vendor shall be deemed in default of these standards of performance. In such an instance, the Vendor and VIBMV will determine if it is necessary to provide an alternative solution that allows operations to continue.</p> <p>Support issues, tickets, or calls must never be closed without confirmation from VIBMV that the issue has been resolved</p>
15.5	<p>System Availability</p> <ul style="list-style-type: none"> • All image capture workstations must be available during regular VIBMV business hours, and during extended hours for special events as needed. • All central image system and facial recognition system servers must be available 24 hours per day, 7 days per week, and 365 days per year. • All servers used as part of the vendor solution must be configured for automatic failover to minimize system downtime. • Monthly maintenance windows for servers will be established, and the vendor must provide notification of their intent to utilize the maintenance window no less than 1 week in advance. • Downtime is defined as any time that any portion of the ICW, CIS, or FRS systems are unavailable for normal business operations, and when an VIBMV approved work around is not available. • Downtime will start from the time VIBMV first notifies the Vendor's designated representative or Help Desk of the inoperative condition until it is returned to working order.
15.6	<p>Disaster Recovery</p> <ul style="list-style-type: none"> • The Vendor will install and maintain a full disaster recovery system for all central image system servers and facial recognition system servers. • The Disaster Recovery servers will be kept in sync with primary and secondary database servers at all times, in real time. • Application and other servers will be kept in sync with production servers in terms of software versions, operating system versions, and all patches, or upgrades. • The Disaster Recovery system must be tested by the Vendor once per year at a time that is mutually agreeable between the Vendor and VIBMV. • In the event of a disaster, the system must be fully operational no more that seventy two (72) hours after an event has been declared.

Req #	Long Term Account Management, Maintenance, and Support Requirements
15.7	<p>Help Desk Support</p> <ul style="list-style-type: none"> • During the entire term of the contract, the vendor will provide VIBMV with a toll free Help Desk number and email address to contact the vendor for technical support. • At a minimum, the Help Desk Hours must be: <ul style="list-style-type: none"> ◦ 7:30am to 6:00pm, Eastern Time Monday through Friday ◦ Extended hours as needed for special events • Within fifteen (15) minutes of the phone call or receipt of the email, Vendor personnel knowledgeable with the operation of the VIBMV systems must call the designated VIBMV contact to determine the exact problem. • If the problem cannot be resolved over the phone, remote access can be used to assist in diagnosing and fixing the problem. • If the problem cannot be fixed remotely, the Vendor must dispatch a field service technician to resolve the issue. • The Vendor must have a clearly defined problem escalation process and all Help Desk and Field Service personnel must be trained and knowledgeable in this process.
15.8	<p>Help Desk Reporting System</p> <ul style="list-style-type: none"> • All support issues must be logged in a help desk reporting system and updated in real time. • VIBMV must be given a minimum of twenty (20) licenses to access the reporting system for review of open, closed, and resolved support tickets. • The help desk reporting system must be capable of automatic tracking of response times and must send alerts when issues require escalation if response times are exceeded. • The help desk reporting system must provide summary and detail reports on repetitive or chronic issues, open and closed tickets, maintenance performed, and average response times. Reports must be available by facility for specific date range.
15.9	<p>Field Service Support</p> <ul style="list-style-type: none"> • To meet the required response times, the vendor will need to have a number of field service technicians in the Virgin Islands. • VIBMV will not set a requirement for the number of field technicians. It will be the Vendor's responsibility to determine the number of technicians necessary to meet response times and to appropriately cover time off. • VIBMV must be provided with a list of all field service technicians, and the technicians must have a means of identifying themselves to VIBMV staff when they arrive at a VIBMV location. • As part of the support agreement, Field service technicians will be required to set up and remove equipment for any special events. • As part of the support agreement, Field service technicians will be required to uninstall and reinstall equipment, as needed, if a facility moves to a new location.

Req #	Long Term Account Management, Maintenance, and Support Requirements
Information Technology Requirements	
15.10	<p>List of All Software with Versions</p> <p>Proposals should include a list of all vendor and third party software, including version numbers that will be used as part of the overall solution. VIBMV understands that the version numbers may change prior to system installation.</p> <p>Vendors must supply the original release date of the software and any known withdrawal dates including, but not limited to withdrawal dates for marketing, enhancements, and support.</p>
15.11	<p>Software Licenses</p> <p>The terms of this CONTRACT may not be altered by any license agreement with any software provider or by a warranty for any hardware or software. Any software licenses or warranties from any third party to this CONTRACT providing software or hardware must be included with the bid response, as exceptions to the relevant requirements of this RFP. CONTRACTOR will be responsible for negotiating with the third party any changes to the licenses or warranties to comply with this CONTRACT.</p>
15.12	<p>System Monitoring</p> <p>VIBMV Department of Information Technology staff and the Vendor will discuss and agree upon system monitoring solutions during the design phase of the project.</p> <p>All systems must have monitoring software installed and operational.</p>
15.13	<p>Communications</p> <p>VIBMV will be responsible for data communication between the facilities and the VIBMV data center. Communication between the VIBMV data center and the central production facilities will be the responsibility of the vendor.</p>
15.14	<p>Recovery After Power or Communication Failure</p> <p>In the event of a power failure:</p> <ul style="list-style-type: none"> • In-process transactions in system queues must be able to be restarted after power-up with no loss of transactions or data. • If transaction cannot be restarted, it must roll back to the beginning. • Software settings must be retained and return to current settings displayed prior to the power failure. • All regularly required statistical and audit transactions regarding applications in progress must be restored and must continue to function as if no interruption had occurred. <p>In the event of a communication failure:</p> <p>Facility applications must be capable of continuing to operate with data stored locally. When communication is restored all pending data must be transferred to the central image system in a manner so as not to cause processing delays on the server or communication network</p>

Req #	Long Term Account Management, Maintenance, and Support Requirements
15.15	Data Storage <ul style="list-style-type: none"> • All data will be stored at the VIBMV data center in order to comply with the Virgin Islands statutory requirements, administrative rules, and records retention requirements. • The data associated with this system is the property of VIBMV and is not available for resale or distribution. • Data that is sent to the central production facility servers for card printing must be deleted no more than 30 days after receipt of the print request.
15.16	Software Updates <p>The Vendor must provide VIBMV with software updates not more than once per year (except as needed to fix high priority system defects) which include bug fixes, and agreed upon minor enhancements. The implementation of these updates must adhere to normal project management methodologies, including full system testing. The schedule for the updates must be planned in coordination with VIBMV, and advance notice must be given to allow time for the planning of testing resources.</p> <p>The Vendor must develop and provide a formal back-out plan for all updates in the event of failure.</p>
15.17	Change to Production Systems <p>At no time shall anyone on the Vendor's staff make changes to the VIBMV production systems without coordination with VIBMV, full system testing by both the Vendor and VIBMV, and strict adherence to the change management process.</p>
15.18	System Backups <ul style="list-style-type: none"> • In addition to the secondary and disaster recovery servers, the Vendor must provide a system for complete backups of all data. • System backups must be capable of being stored offsite on electronic media or removable hard drive. • All components of the backup system must be provided by the Vendor. • No less than one time per year, with coordination from VIBMV, the Vendor must test the recovery of data from the backup system.
15.19	Disposal of Hardware <p>Vendor must have a procedure in place for the proper disposal of any system hardware that is replaced over the life of the contract. For any hardware capable of storing data, the vendor will be responsible for transporting the replaced hardware to St. Croix or St. Thomas, Virgin Islands. VIBMV Information Technology staff will be responsible for ensuring that all data is removed and not retrievable prior to disposal. VIBMV will notify the vendor when equipment can be picked up for disposal and vendor will be responsible for any costs associated with the equipment disposal.</p>

Req #	Long Term Account Management, Maintenance, and Support Requirements
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15.20	<p>Equipment for New Sites</p> <p>Vendor agrees to provide hardware and installation services for up to two (2) additional new locations per year over the life of the contract. Installation services shall be considered part of normal support services and not billable separately.</p> <p>Vendors must supply the original release date of the hardware and any known withdrawal dates including, but not limited to withdrawal dates for marketing, enhancements, and support.</p>
15.21	<p>Required Environments</p> <p>The Vendor must provide four complete environments.</p> <ul style="list-style-type: none"> • Complete Quality Assurance System – Vendor Location • Complete UAT System – VIBMV • Complete Production System – VIBMV • Complete Disaster Recovery System – VIBMV
15.22	<p>Source Code</p> <p>Any source code, computer programs, supporting documentation, training materials or other work product developed by the Vendor pursuant to this Agreement shall become the sole property of the VIBMV.</p> <p>If the Vendor uses and licenses to the VIBMV any pre-existing, proprietary software to fulfill any of its obligations under this agreement, the Vendor shall place a copy of that proprietary software application source code, runtime programs and any associated documentation in escrow with an agreed upon third party. The escrowed source code and documentation must be kept up-to-date with the current version used in production. In the event that the Vendor ceases operations, as a result of bankruptcy or any other cause, or ceases to support the software licensed to the VIBMV, the escrowed source code and documentation shall be provided to the VIBMV at no additional cost.</p> <p>The cost of keeping the source code and documentation in escrow shall be the responsibility of the vendor.</p>
15.23	<p>End of Contract</p> <ul style="list-style-type: none"> • At the end of the contract, or sooner, if the contract is terminated, the Vendor must transfer all image files and data to a VIBMV or third party database. • The Vendor must provide technical support for a period of two (2) months after the data transfer to ensure that the data is migrated in a way that is usable by VIBMV. • If VIBMV is unable to implement a new system prior to the end of the contract, vendor must agree to extend the service contract on a month to month basis with no more than a 5% increase over the old service contract. • In no event shall the total term of the CONTRACT, including the initial term, any renewal terms and any extensions, exceed four (4) years

L. Document Scanning Requirements

Req #	Scanning Requirements
Document Management System	
16.1	<p>Document Scanner</p> <p>If the Vendor's proposal includes the optional document scanning functionality, all hardware and software necessary for scanning and storing the document images must be included.</p> <ul style="list-style-type: none"> • High speed, desktop auto-feed scanner • Desktop flatbed scanner for documents unable to go through the auto-feed scanner • Both types of scanners must be capable of scanning at a minimum of 200 dpi Capable of scanning up to 26 pages per minute • Color, duplex • Able to scan hard cards • One auto-feed scanner per image capture workstation • One flatbed scanner per facility <p>Estimated volume is 5-7 documents per transaction</p>
16.2	<p>Document Capture Requirements</p> <p>The following are requirements of the document capture solution.</p> <ul style="list-style-type: none"> • Ability to scan source documents presented by applicants. • Ability to view document images after scanning. • Ability to accept document images. • Ability to reject and rescan document images. • Ability to assign a document type to each scanned document.
16.3	<p>Document Storage Requirements</p> <p>The system must be able to link the scanned documents to the applicant's demographic data, image, and signature.</p>

Appendix A – Facility Information

Facility Number	Facility Name	Number of ICWs Needed	High or Low Volume	Average Daily Card Volume	Average Daily Temp DL Volume (Estimate)
A	St. Thomas	3	70/40	50	50
B	St. Croix	3	70/40	50	50
C	St. John	2	40/10	30	30

Appendix B – Equipment List

The following table is a list of equipment to be used in the final design and build that meets the standard outlined in the REAL ID Act of 2005:

ITEM	BRAND/MODEL	QUANTITY	USE
Server	Dell PowerEdge R420	15	Server
Server	Dell PowerEdge R720xd	7	Server
Rack Console	Dell KMM FPM185	1	Server Access
Battery Backup	APC Smart-UPS 2200XL	2	Battery Backup Supply Unit
Router	Cisco Catalyst 3560G PoE-48	4	Switch
Router	Cisco 1841	3	Router
Server Rack Powerstrip	ACC SLOT SNMP	2	Powerstrip in Server Rack
Server Rack	PowerEdge 4220 42U	2	Rack for Servers
Camera Tower	Datacard Secure Capture SC04D	8	Camera in DL
Multi-Function Machine	HP LaserJet Pro 200 Color MFP M276nw	10	Print, Fax, Scan, Copy
ID Card Printer	Zebra P640i Card Printer	4	ID Car Printer
Computer	HP Compaq 6005 Pro USDT, Win 7	10	DL Computers
Document Scanner	L1 Identity Solutions	4	Document Scanner
Finger Print Scanner	Futronic FS88	4	Finger Print Scanner
Signature Pad	Topaz T-L460-HSB-R	4	Signature Pad
Storage Cabinet	FireKing Storage Cabinet	3	Storage

This equipment listed in the “**Equipment List**” is brand new equipment that is available for installation and is to be part of the design, development, implementation, integration, testing and maintenance of a viable driver’s license system software program that meets the standard outlined in the REAL ID Act of 2005

Appendix C – Project Work Plan / Timeline

The following milestones for the timeline should be followed for the production of the Digital Driver License and Identification Card system, Central Image System, Facial Recognition System, Vehicle Registration/Titling System, and Central Issuance System software program.

- March – May, 2016: Software Design, Testing, Integration
- June – July, 2016: Implementation, User Acceptance Testing
- August 1, 2016: Training
- August 31, 2016: Operation and Maintenance, support for the system in production