

State of Nevada  
Department of Administration

Purchasing Division

515 E. Musser Street, Suite 300  
Carson City, NV 89701



Brian Sandoval  
Governor

James R. Wells, CPA  
Director

Greg Smith  
Administrator

State of Nevada

Purchasing Division

## **Request for Proposal: 3158**

For

### **Nevada Department of Motor Vehicles System Modernization**

Release Date: July 17, 2015

Deadline for Submission and Opening Date and Time: **October 6, 2015 @ 2:00 PM**

*Refer to Section 10, RFP Timeline for the complete RFP schedule*

For additional information, please contact:

Shannon Berry, Assistant Chief Procurement Officer

State of Nevada, Purchasing Division

515 E. Musser Street, Suite 300

Carson City, NV 89701

Phone: 775-684-0171

Email address: [sberry@admin.nv.gov](mailto:sberry@admin.nv.gov)

(TTY for Deaf and Hard of Hearing: 1-800-326-6868

Ask the relay agent to dial: 1-775-684-0171/V)

*Refer to Section 12 for instructions on submitting proposals*

## VENDOR INFORMATION SHEET FOR RFP 3158

**Vendor Must:**

- A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 will be used for development of the contract;
- B) Type or print responses; and
- C) Include this Vendor Information Sheet in Tab III of the Technical Proposal.

V1	Company Name	
----	--------------	--

V2	Street Address	
----	----------------	--

V3	City, State, ZIP	
----	------------------	--

V4	Telephone Number	
	Area Code:	Number:

V5	Facsimile Number	
	Area Code:	Number:

V6	Toll Free Number	
	Area Code:	Number:

V7	<b><i>Contact Person for Questions / Contract Negotiations, including address if different than above</i></b>	
	Name:	
	Title:	
	Address:	
Email Address:		

V8	Telephone Number for Contact Person	
	Area Code:	Number:

V9	Facsimile Number for Contact Person	
	Area Code:	Number:

V10	<b><i>Name of Individual Authorized to Bind the Organization</i></b>	
	Name:	Title:

V11	<b><i>Signature (Individual must be legally authorized to bind the vendor per NRS 333.337)</i></b>	
	Signature:	Date:

## TABLE OF CONTENTS

1. PROJECT OVERVIEW .....	4
2. ACRONYMS/DEFINITIONS .....	15
3. BACKGROUND .....	33
4. SYSTEM REQUIREMENTS .....	60
5. SCOPE OF WORK .....	109
6. COMPANY BACKGROUND AND REFERENCES .....	147
7. PROJECT COSTS .....	160
8. FINANCIAL .....	164
9. WRITTEN QUESTIONS AND ANSWERS .....	165
10. RFP TIMELINE .....	166
11. REFERENCE LIBRARY .....	166
12. PROPOSAL SUBMISSION REQUIREMENTS, FORMAT AND CONTENT .....	167
13. PROPOSAL EVALUATION AND AWARD PROCESS .....	177
14. TERMS AND CONDITIONS .....	179
15. SUBMISSION CHECKLIST .....	195
ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION .....	196
ATTACHMENT B – TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE .....	197
ATTACHMENT C – VENDOR CERTIFICATIONS .....	198
ATTACHMENT D – CONTRACT FORM .....	199
ATTACHMENT E – INSURANCE SCHEDULE FOR RFP 3158 .....	200
ATTACHMENT F – REFERENCE QUESTIONNAIRE .....	201
ATTACHMENT G – PROJECT DELIVERABLE SIGN-OFF FORM .....	202
ATTACHMENT H – STATEMENT OF UNDERSTANDING .....	203
ATTACHMENT I – PROPOSED STAFF RESUME .....	204
ATTACHMENT J – PROJECT COSTS .....	205
ATTACHMENT K – COST PROPOSAL CERTIFICATION OF COMPLIANCE .....	206
ATTACHMENT L – REQUIREMENTS MATRIX .....	207

**A Request for Proposal (RFP) process is different from an Invitation to Bid. The State expects vendors to propose creative, competitive solutions to the agency's stated problem or need, as specified below. Vendors' technical exceptions and/or assumptions should be clearly stated in Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP. Vendors' cost exceptions and/or assumptions should be clearly stated in Attachment K, Cost Proposal Certification of Compliance with Terms and Conditions of RFP. Exceptions and/or assumptions will be considered during the evaluation process; however, vendors must be specific. Nonspecific exceptions or assumptions may not be considered. The State reserves the right to limit the Scope of Work prior to award, if deemed in the best interest of the State per NRS 333.350(1).**

**Prospective vendors are advised to review Nevada's ethical standards requirements, including but not limited to, NRS 281A and the Governor's Proclamation, which can be found on the Purchasing Division's website (<http://purchasing.state.nv.us>).**

## **1. PROJECT OVERVIEW**

The Nevada Department of Motor Vehicles (NV DMV) is looking to modernize the current system to provide for better customer service, reduce transaction processing time, increase speed-to-market of offered NV DMV products and services, enhanced security, and reduce system backlog.

The Nevada State Purchasing Division, on behalf of the NV DMV is soliciting proposals for a contractor to provide, design, and implement a new system to replace the existing and aging client server application which uses a DB2 database on an IBM mainframe with Common Business Oriented Language (COBOL) as the Remote Procedure Calls (RPCs) and both Sysbase's Powerbuilder and ASP.NET being used for the frontend with an integrated application that runs on a consolidated platform. There will also be additional disparate 3<sup>rd</sup> party solutions and manual processes that will be replaced by the proposed contract system.

Our current system has deficiencies which make it difficult and time consuming to keep up with legislative mandates, stay current with new technologies, and meet the growing demand of a technology savvy public. The modernized application would allow for a reduced multi-channel and multi-device application deployment.

In addition to the ability to provide better service to our customers, the integrated system would be comprised of a finance system, inventory control system, correspondence management system, customer relationship management system (with call routing, integrated help, fillable online forms, chat support, etc.), security system, business analytics (including predictive analysis and forecasting, Key Performance Indicator [KPI] measurability, Business Process Outsourcing [BPO]), case management system, and replacing all of the current NV DMV functions.

The final goal is to implement a modernized Information Technology (IT) platform that is easy to configure and maintain, and provide the necessary automated tools to test, monitor, troubleshoot and, accurately manage the system in real-time. The modernized solution will provide enhanced security, disaster recovery, fail-over capability, and provide functionality that is easily enhanced to provide better customer service experiences.

The NV DMV RFP provides a business centric view of the organization and is looking to attract the right mix of best-in-class technologies to replace the existing CARRS Application, including disparate systems, multiple manual processes, and the varied business functions.

## **1.1 DIRECTIVES**

The following sections provide the NV DMV directives for the proposed RFP responses.

### **1.1.1 Project Timelines**

- 1.1.1.1 The NV DMV System Modernization (DMV SM) project will start upon passage and approval of the project and funding by the 2015 Nevada Legislature and approval of the contract negotiations. The estimated project start and end dates are between February 2016 and June 2020. Contractors must be acutely aware the time projected to complete the project transition falls within a 5 year period.
- 1.1.1.2 Where possible, the NV DMV and contractor will optimize the project by a concurrent and iterative implementation rather than a waterfall process. Vendors must consider this plan when submitting a response.
- 1.1.1.3 The vendor's proposed solution must attain a steady state of equilibrium, factoring in the most collaborative and ready-to-market solutions. The vendor must also plan for the inclusion of new technology where appropriate to include new secure, easily integrated, and certified applications.

### **1.1.2 Administering Agency**

- 1.1.2.1 The NV DMV will be the only administering agency of the System Modernization (SM) project. Additional State stakeholders, such as the Governor's office, Legislative Council Bureau (LCB), LCB Audit, and Enterprise Information Technology Services (EITS) may be involved for the project duration.
- 1.1.2.2 One of the tools that will be used by the NV DMV for governance and compliance management of the project will be metric driven Service Level Agreements (SLAs). During contract negotiations, the SLAs will be finalized. The protection of NV DMV assets will be guaranteed by meeting the requirements of this RFP.

### **1.1.3 The Prime Directive**

- 1.1.3.1 The prime directive of this RFP is to lay out an integral informational roadmap that will allow an informative group of solution vendors and/or integration specialists to digest and present a best-in-class response to the DMV SM RFP requirements to purchase a complete and integrated IT system.
- 1.1.3.2 This RFP establishes a framework to promote a seamless approach to

business and technology integration capabilities. The vendor's proposal should demonstrate the capabilities, features, and benefits from basing the architecture on sound principles and standards such as Service Oriented Architecture (SOA). This RFP provides the WHAT and not the How. With that in mind, the NV DMV requires a system that will meet, above all, the desired business evolution coherently and cohesively. This direction must be apparent in the vendor's solution responses.

1.1.3.3 The NV DMV will continue to maintain its current services pursuant to legislative and statutory mandates.

#### 1.1.4 The Desired Response

The NV DMV is looking to improve current processes, gain efficiencies, and improve how its core business is managed. The vendor responses, where possible, must demonstrate the capability to design, develop, test, and deploy optimized workflows with an integrated solution that consolidates and automates many NV DMV products and services; reducing or eliminating manual processes.

#### 1.1.5 Risk Management

1.1.5.1 The NV DMV will institute risk management based on security principles that allow for continued growth and business continuity on the vendor's proposed solution.

1.1.5.2 The NV DMV will look to the successful vendor to provide a solution that allows for the inclusion of maximum security measures based on international, U.S. Federal, and recognized standards. Due to current cyber threats and vulnerabilities, minimum tolerances will not be accepted.

1.1.5.3 Vendors must demonstrate a sustainable and leading edge risk managed environment. Holistic assurances that stem and address all vulnerabilities from an end-to-end architecture perspective must be demonstrated.

1.1.5.4 This RFP though focusing on DMV SM and its benefits, will also emphasize the absolute need to design a security solution into the foundational fabric of the architecture, thus enhancing countermeasures and assurances based on current measurable and immeasurable threats and vulnerabilities. Security defenses should not be thought of as an overlay to the Operations and IT architecture, but as part of a total DMV SM interlaced solution.

#### 1.1.6 Security

1.1.6.1 The NV DMV is seeking near zero tolerant security. The vendor's proposed response must allow the NV DMV to evaluate mechanisms that address information sharing and information security. The

proposed solution must allow NV DMV leadership to decide what degree of security risk is acceptable and under what circumstances when addressing information sharing requirements.

1.1.6.2 The NV DMV is looking for a vault-type/tokenization security model in the reference architecture. The vault or bar-code repository must be decoupled from other agency interfaces. All data consumed by or presented in any publication to other agencies, internally, or with NV DMV business partners will be handled within prescribed boundaries of this security model. The vendor's proposed response should provide the security model to be used.

1.1.6.3 The vendor's proposed solution will be built with its own secure enterprise that will exist seamlessly within the existing State enterprise governed by EITS, and be transparent where necessary.

#### 1.1.7 Irreproachable Stewardship

The NV DMV is the steward of consummate intellectual property, the Personally Identifiable Information (PII), of every Nevada citizen that has been issued a Driver's License (DL) or Identification Card (ID). The vendor's proposed solution shall ensure that PII is a collection of unique identification properties that only pertain to one individual. No duplicates will be accepted. The proposed solution will ensure uniqueness, security, and data integrity.

## 1.2 SPECIAL INSTRUCTIONS

1.2.1 Contract award is dependent on legislative funding and Board of Examiners (BOE) approval. Upon BOE approval, the project is anticipated to start on or before March 1, 2016, and end by June 30, 2020.

1.2.2 If BOE approval is not granted, the NV DMV reserves the right to cancel this RFP.

1.2.3 The NV DMV will not consider any design or architecture that stifles ongoing system advancement and evolution.

1.2.4 The NV DMV will not consider any design, system architecture, or other components that come with an expired shelf-life.

## 1.3 PROCESS AND SYSTEM TRANSFORMATION

The NV DMV intends to move away from the IBM mainframe "Z" architecture and a constrained Business Process Model (BPM). Due to inherent architecture, modern technical SOA wrappers require an unavoidable siloed architecture. **See *Section 3.4 Current Computing Environment*.**

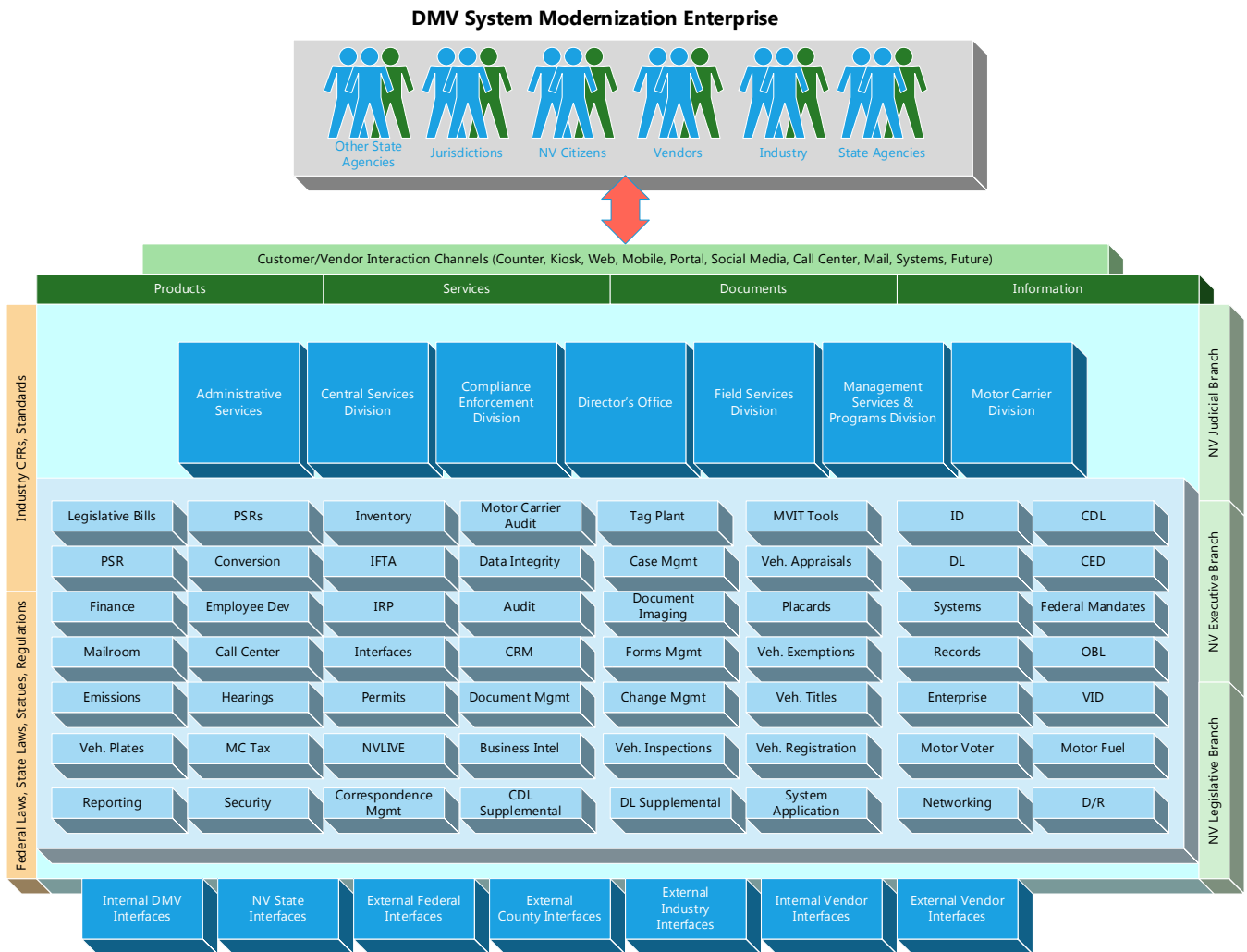
#### 1.3.1 Transformation Scope

The future business and technical transformation proposed by the vendor will integrate separated services and products into a seamless and dynamic optimized

BPM. The vendor’s proposed architecture must address this transformation and apply the dynamics needed to fully integrate the BPM and provide a multi-dimensional presentation of business intelligence. The following sections provide a description of what the NV DMV is looking to modernize. The detailed requirements can be found in *Attachment L, Requirements Matrix* of this RFP.

### 1.3.2 Enterprise Services

The NV DMV desires a solution that creates a seamless and cohesive set of enterprise services. The vendor’s proposed response will meet the enterprise services requirements in this RFP. The major NV DMV services include business processes such as, but not limited to: DL/ID issuance, vehicle registration, vehicle titling, motor carrier administration, finance (to include receipt, distribution and reconciliation of revenue), occupational business licensing, motor fuel tax processing, emissions control, document control, customer relationship, secure stewardship, compliance enforcement, etc.



### 1.3.3 Finance

1.3.3.1 The NV DMV desires an integrated financial system that will ensure financial compliance, automation of financial transactions, financial

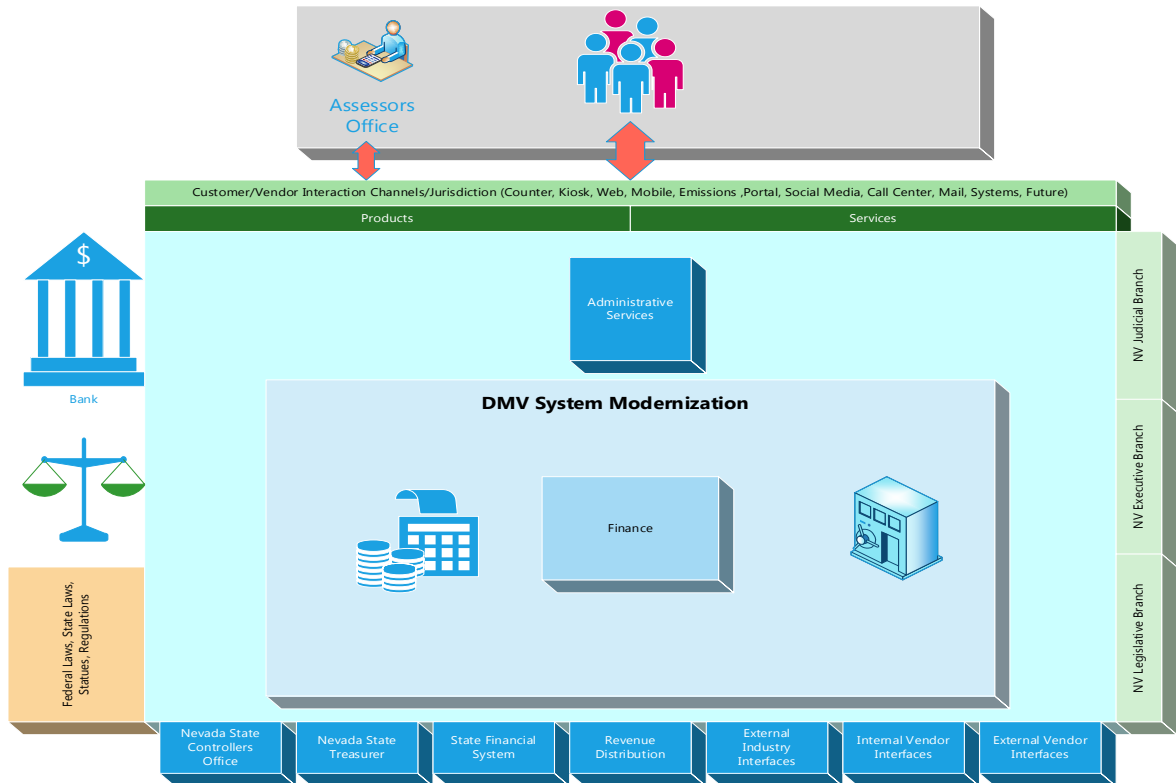


reconciliation, General Ledger (GL) processing, receipt and revenue distribution, and allows for the easy creation of future financial transactions.

1.3.3.2 The vendor’s proposed system must provide an intuitive and user-friendly portal managing a transaction based GL. The system shall provide reporting, revenue receipt and distribution, and reconciliation that will interface to the State’s Financial System, AMS Advantage 2000. The system shall also interface with other DMV business partners and agencies such as State of Nevada Controller’s Office, Nevada State Treasurer’s Office, ePayments Vendor, etc. (See **Attachment L, Requirements Matrix**). The NV DMV will continue to collect revenue using the same payment channels (counter, Web, kiosk, emission stations, assessor’s office, etc.) and payment types (Cash, credit/debit cards, checks, echecks, state journal vouchers, etc.). The NV DMV will reserve the possibility, as secure interface and payment channels mature, to adopt new payment forms such as Apple-Pay™.

1.3.3.3 The system must optimize current resources, streamline financial operations, reporting, proper internal controls, and auditing controls to comply with the State Accounting Policies and Procedures, and Nevada Revised Statutes (NRS). The system must deliver core business intelligence to gain real-time insight into overall performance within US GAAP and State standards.

1.3.3.4 Additionally, the core financial system shall integrate processes from all revenue generating transactions for a consolidated single version of financial truth operating in multiple geographies in Nevada.



### 1.3.4 Customer Relations and Business Processes

The vendor's proposed solution shall provide a much improved citizen and customer outreach to include a knowledgebase interchange by delivering a dynamic Customer Relationship Management (CRM) portal, customer-centric customer view, a radical redesign of business processes to achieve dramatic improvements in organizational performance, and faster and efficient transaction processing.

The vendor's proposed CRM solution will include the software application and the business strategy. The CRM solution should include a homogenous enablement of both application and strategy to ensure ease of maintenance, unpredictable adaption enhancements, reliability of interactive systems, and meet the future business process changes and the subsequent deployments. The CRM solution should include methods, strategies, software, and network capabilities with the goal to improve NV DMV's resource management and enhance the customer's experience. In addition, the CRM solution should allow dynamic collection and distribution of data into all core business areas.

### 1.3.5 Sustainability

The NV DMV desires a sustainable system which enforces protective environment measures and should allow future system expansions to be relatively easy to deploy.

## **1.4 GOALS AND OBJECTIVES**

NV DMV functions and processes will be reengineered to maximize technologies, processes, and resources.

Existing NV DMV vendor contracts will remain with current terms and continue to be used with no changes identified.

Vendor proposed solutions will be designed, developed, tested, and implemented to meet the requirements defined in this RFP.

The DMV SM project implementation strategy will be created by the NV DMV and the awarded vendor will meet the business needs for all functions and processes defined within the approved funding model.

### 1.4.1 NV DMV Customer Service Environment

- 1.4.1.1 Improve customer service by aligning business processes to be customer centric and increase customer relationship management.
- 1.4.1.2 Increase customer service interaction efficiency and improve customer perception of DMV.
- 1.4.1.3 Increase customer education about NV DMV products, services, and legislative mandates.

- 1.4.1.4 Provide a one-stop-shop to all NV DMV customers in all possible customer interaction channels.
- 1.4.1.5 Manage and respond efficiently, quickly, and accurately to NV DMV customer inquiries of DMV specific products and services.
- 1.4.1.6 Reduce time to conduct NV DMV customer research.
- 1.4.1.7 Remove existing manual processes and procedures.
- 1.4.1.8 Provide 360 degree view of customer information.
- 1.4.1.9 Increase stream-lined products and services available.
- 1.4.1.10 Increase NV DMV customer independence for self-managing individual profiles and accounts; as allowed by law.
- 1.4.1.11 Increase NV DMV customer awareness of increased alternate technologies available for services and products.
- 1.4.1.12 Increase the expedient and timely receipt of NV DMV products and services.
- 1.4.1.13 Improve Quality of Service (QOS) by assigning customer requests to appropriate personnel through work scheduler.

#### 1.4.2 Public Safety

- 1.4.2.1 Continue to protect, secure, and seal NV DMV customer PII when checked by law enforcement.
- 1.4.2.2 Increase NV DMV customer education on all motor vehicle subjects.
- 1.4.2.3 Increase the automation and management of Nevada Court interfaces for timely updates to driver's license/identification cards, and motor vehicle records.
- 1.4.2.4 Continue to protect, secure, and seal all law enforcement undercover processes.

#### 1.4.3 Business Enterprise

- 1.4.3.1 Manage the business architecture requirements for the future growth of NV DMV services, processes, transactions, and projections over the next 15 years and foreseeable future.
- 1.4.3.2 Ensure the NV DMV has adequate computing resources to absorb traffic load and meets projected future growth.
- 1.4.3.3 Increase management and resource allocation with the development of

rapid Just-in-Time (JIT) coverage overlap; with consideration to outlying locations and distance between DMV field offices.

- 1.4.3.4 Automate collection, reconciliation, and distribution of revenue collected by eliminating all manual processes.
- 1.4.3.5 Reduce research time for NV DMV customer inquiries.
- 1.4.3.6 Increase NV DMV alternate technologies available for services and products.
- 1.4.3.7 Streamline user interfaces so they are intuitive, simple, and secure.
- 1.4.3.8 Reduce user interface complexity and offer context sensitive integrated help for NV DMV resources and customers' self-service functions.
- 1.4.3.9 Implement a system-wide reporting tool/application that will allow real-time or batch reporting to all NV DMV divisions.
- 1.4.3.10 Centralize expedient document distribution and other products provided by the NV DMV from dual-centric hub systems; reducing the field office inventory requirements.
- 1.4.3.11 Increase NV DMV customer self-sufficiency with the increase of products and services using alternate technologies.
- 1.4.3.12 Deliver the best-in-class SOA that will add new inner DMV operation dynamics for all business functions.
- 1.4.3.13 Implement full failover securing a 24/7 failsafe data replication that will meet all operational transparency, business continuity, and disaster/recovery mandates.
- 1.4.3.14 Avoid building a modern version of a monolithic mainframe with near-term legacy concepts; instead using a substantial and vastly improved technology readily available in the marketplace today and positioned for the future.
- 1.4.3.15 Improve automated information sharing with other State agencies.
- 1.4.3.16 Reduce the creation of multiple versions of same data in varied formats.
- 1.4.3.17 Reduce manual processes to eliminate the risk of data manipulation by providing single sign-on solution and operations governed by user roles and privileges.
- 1.4.3.18 Offer all NV DMV products and services throughout all physical locations, as well as, maximizing and optimizing the use of alternate technologies; where legislative mandates permit.

- 1.4.3.19 Streamline all motor carrier tax collection products and services.
- 1.4.3.20 Improve the NV DMV compliance enforcement, audit, and customer issue responses with the use of a case management system.

#### 1.4.4 Zero Tolerant Security

- 1.4.4.1 The vendor's proposed security solution shall emphasize a zero tolerant security model. All program requirements should be considered to ensure the security solution model is not over-emphasized in relation to the total solution.
- 1.4.4.2 Operate at the highest level of security stewardship, administering security measures that proactively detect, thwart and provide mechanisms to mitigate sophisticated threats and vulnerabilities and protect the most confidential, if not secret data, pertaining to the NV DMV's customers with state-of-the-art countermeasures.
- 1.4.4.3 The vendor's proposed infrastructure shall provide management mechanisms and dashboards to deal with proactive and reactive vulnerabilities to manage and thwart the NV DMV's growing security risks.
- 1.4.4.4 The vendor's proposed system shall be designed to be robust with a security framework that installs new concepts of decoupled SOA architecture incorporating a zero tolerant application.
- 1.4.4.5 Follow security guidelines set out by various security entities such as, but not limited to International Organization for Standardization, National Institute of Standards and Technology (NIST), Target of Evaluation (TOE), Common Criteria, and the NRS.
- 1.4.4.6 Provide zero risk by making information entirely inaccessible to anyone without required permissions, separating process layer from data layer with decoupled clients and interface staging areas, and encapsulating all system interactions under Division "A" Verified Protection as the predominating acceptable level of security using the Trusted Computer System Evaluation Criteria (TCSEC) semantics.
- 1.4.4.7 Monitor and control all exploited internal and external vulnerabilities of basic and enhanced-basic brute force attacks.
- 1.4.4.8 Monitor and control all attack potentials on internal and external vulnerabilities of high and beyond-high sniffing attacks, infiltration, non-specified interfaces, unencrypted/weak/non-standard crypto algorithms, malicious intrusion, undetected system activity, resource exhaustion, user data disclosure, and general TOE failures.
- 1.4.4.9 Secure all PII in sealed data vaults/tokenization and possibly accessible through trust management, role based permissions, or using avatars,

gadgets, or other secure components.

- 1.4.4.10 Provide concepts and the potential addition of future security system augmentations to defend and contravene quantum computer attacks.

#### 1.4.5 Architecture

- 1.4.5.1 The vendor's proposed solution architecture shall adopt seamless standards, policy, and well-tried principles.
- 1.4.5.2 The vendor's proposed solution architecture shall not be driven by the technology, instead by capabilities required to perform the business functions.
- 1.4.5.3 The vendor's security shall be an embedded mandate for the enterprise architecture and every measure to protect data, the user, and stakeholder is interwoven into the End-to-End sustainable operation principles.
- 1.4.5.4 The vendor's proposed solution shall use a widely accepted and standardized Master Data Management (MDM) driven SOA to meet the highest standards that will allow the NV DMV to optimize its business processes with application assets that return the fullest support and avoids redundancy, innumerable supply-chain systems, multiple CRM systems, as well as multiple and disparate disconnected application layers that fail to work effectively.
- 1.4.5.5 The vendor's proposed solution shall not replace the former legacy architecture with a contemporary legacy solution that is camouflaged with a modern wrapper.
- 1.4.5.6 The vendor's proposed solution shall remain open to advances in architecture without incurring unnecessary risk maintaining the philosophy and industry norm that service oriented architecture is the best-in-class and that there really are no viable alternatives other than Commercial Off The Shelf (COTS) closed systems.

#### 1.4.6 Technology Improvements

- 1.4.6.1 Eliminate the existing main-frame legacy concepts from the future NV DMV systems.
- 1.4.6.2 Eliminate doing Business as Usual (BAU).
- 1.4.6.3 Reengineer the business process context and the data behavior.
- 1.4.6.4 Optimize business processes by utilizing efficient BPM, SOA, and other ecosystems in conjunction with shared service models.
- 1.4.6.5 Reduce and streamline the data system round-trip when building the NV DMV business processes.

- 1.4.6.6 Utilize a lean approach incorporating end-to-end architecture.
- 1.4.6.7 Eliminate unnecessary builds and Extract Transform Load (ETL) processes used in the legacy technology.
- 1.4.6.8 Eliminate unauthorized data injection into the NV DMV application.

1.4.7 Sustainability

- 1.4.7.1 Inclusions of the following four modernization factors that distinguishes a long-lived IT organization to improve environmental performance:
  - A. Sensitivity and adaptability to the business environment
  - B. Cohesion and sense of identity
  - C. Tolerance of diversity (decentralization)
  - D. Enforce sustainability cornerstones into modernization architectural paradigms.

2. **ACRONYMS/DEFINITIONS**

For the purposes of this RFP, the following acronyms/definitions will be used:

<b>Acronym</b>	<b>Definition</b>
<b>IG</b>	Gasoline Inspector certification for Emissions testing only.
<b>2G</b>	Gasoline Inspector certification for Emissions testing and repairs on vehicle emission components.
<b>A8</b>	Emissions Automotive Service Excellence Engine Performance
<b>AAMVA</b>	American Administration of Motor Vehicle Administrators
<b>AB</b>	Assembly Bill
<b>ACD</b>	AAMVA Code Dictionary
<b>ACL</b>	Access Control List
<b>AES</b>	Advanced Encryption Standard algorithm, a symmetric block cipher specification for the encryption of electronic data established by the U.S. National Institute of Standards.
<b>AICPA</b>	American Institute of Certified Public Accountants
<b>AKA</b>	Also Known As
<b>AMIE</b>	AAMVAnet Message Interchange Envelope
<b>ANSI</b>	American National Standards Institute
<b>API</b>	Application Program Interface

<b>Acronym</b>	<b>Definition</b>
<b><i>APPS</i></b>	Applications
<b><i>ASD</i></b>	Administrative Services Division
<b><i>ASE</i></b>	Automotive Service Excellence
<b><i>Assumption</i></b>	An idea or belief that something will happen or occur without proof. An idea or belief taken for granted without proof of occurrence.
<b><i>ASTM</i></b>	American Society for Testing and Materials
<b><i>AVAYA</i></b>	An application used in the State of Nevada for telephone and call center services.
<b><i>Awarded Vendor</i></b>	The organization/individual that is awarded and has an approved contract with the State of Nevada for the services identified in this RFP.
<b><i>B2B</i></b>	Business to Business
<b><i>B2C</i></b>	Business to Customer
<b><i>B2G</i></b>	Business to Government
<b><i>BAC</i></b>	Blood Alcohol Content
<b><i>BAU</i></b>	Business As Usual
<b><i>BCP</i></b>	Business Continuity Plan
<b><i>BI</i></b>	Business Intelligence
<b><i>BIOS</i></b>	Basic Input/Output System
<b><i>BLOB</i></b>	Binary Large Object
<b><i>BN</i></b>	Billion
<b><i>BOE</i></b>	State of Nevada Board of Examiners
<b><i>BPA</i></b>	Business Process Analyst
<b><i>BPEL</i></b>	Business Process Execution Language
<b><i>BPF</i></b>	Business Process Framework
<b><i>BPM</i></b>	Business Process Model
<b><i>BPO</i></b>	Business Process Outsourcing
<b><i>BPR</i></b>	Business Process Re-Engineering
<b><i>BR</i></b>	Business Requirements
<b><i>BSD</i></b>	Berkeley Software Distribution (license)
<b><i>CARRS</i></b>	Combined Automotive Revenue and Registration System; Fully integrated client server system written in Power Builder, VB.NET, ASP.NET, COBOL, DB2, and SQL.
<b><i>CBA</i></b>	Cost Benefit Analysis
<b><i>CBC</i></b>	Cipher-Block Chaining
<b><i>CC</i></b>	Cubic Centimeter



<b>Acronym</b>	<b>Definition</b>
<b><i>CC 3.1 Rev 4</i></b>	Common Criteria for Information Technology Security Evaluation
<b><i>CDL</i></b>	Commercial Driver's License
<b><i>CDLIS</i></b>	Commercial Driver's License Information System
<b><i>CED</i></b>	Compliance Enforcement Division
<b><i>CERT</i></b>	Community Emergency Response Team
<b><i>CFR</i></b>	Code of Federal Regulations
<b><i>CIA</i></b>	Central Intelligence Agency
<b><i>CICS</i></b>	Customer Information Control System
<b><i>CIS</i></b>	Center for Internet Security
<b><i>CISA</i></b>	Certified Information Security Auditor
<b><i>CLI</i></b>	Command Line Interface
<b><i>Client/Server</i></b>	The client/server model typically defines the relationship between processes running on separate machines. The server process is a provider of services. The client is the consumer of the services. In essence, client/server provides a clean separation of function based on the idea of service.
<b><i>CLP</i></b>	Commercial Learner's Permit
<b><i>CMS</i></b>	Call Management System
<b><i>CMU SEI CMMI</i></b>	Carnegie Mellon Software Engineering Institute Capability Maturity Model Integration
<b><i>COBOL</i></b>	Common Business Oriented Language
<b><i>Confidential Information</i></b>	Any information relating to the amount or source of any income, profits, losses or expenditures of a person, including data relating to cost or price submitted in support of a bid or proposal. The term does not include the amount of a bid or proposal. Refer NRS 333.020(5) (b).
<b><i>Contract Approval Date</i></b>	The date the State of Nevada Board of Examiners officially approves and accepts all contract language, terms and conditions as negotiated between the State and the successful vendor.
<b><i>Contract Award Date</i></b>	The date when vendors are notified that a contract has been successfully negotiated, executed and is awaiting approval of the Board of Examiners.
<b><i>Contractor</i></b>	The company or organization that has an approved contract with the State of Nevada for services identified in this RFP. The contractor has full responsibility for coordinating and controlling all aspects of the contract, including support to be provided by any subcontractor(s). The contractor will be the sole point of contact with the State relative to contract performance.
<b><i>COTS</i></b>	Commercial Off the Shelf
<b><i>CPA</i></b>	Certified Public Accountant

<b>Acronym</b>	<b>Definition</b>
<i>CPU</i>	Central Processing Unit
<i>CR</i>	Cash Receipt
<i>Credential</i>	License, Decal, Cab Card, Registration, etc.
<i>CRM</i>	Customer Relationship Management
<i>Cross Reference</i>	A reference from one document/section to another document/section containing related material.
<i>CSD</i>	Central Services Division
<i>CSPRNG</i>	Cryptographically secure pseudorandom number generator
<i>CSS</i>	Cascading Style Sheets
<i>CSTIMS</i>	Commercial Skills Test Information Management System
<i>CTI</i>	Computer telephony integration
<i>Customer</i>	Department, Division, or Agency of the State of Nevada
<i>CVIEW</i>	Commercial Vehicle Information Exchange Window
<i>CVINA</i>	Complete Vehicle Identification Number Analysis
<i>CVISN</i>	Commercial Vehicle Information and Network
<i>CVR</i>	Computerized Vehicle Registration
<i>DAC</i>	Driver's Authorization Card
<i>DASD</i>	Direct Access Storage Device
<i>DAWN</i>	Data Warehouse of Nevada
<i>DB</i>	Database
<i>DBA</i>	Database Administrator
<i>Deliverables</i>	Project work products throughout the term of the project/contract that may or may not be tied to a payment.
<i>DETR</i>	Department of Employment Training and Rehabilitation
<i>Development Environment</i>	A computer system, toolset and methodology used to develop and/or modify and test new software applications.
<i>DFSG</i>	Debian Free Software Guidelines
<i>DHCP</i>	Dynamic Host Control Protocol
<i>DHHS</i>	Department of Health and Human Services
<i>DHS</i>	Department of Homeland Security
<i>Division/Agency</i>	The Division/Agency requesting services as identified in this RFP.
<i>DL</i>	Driver's License
<i>DLDV</i>	Driver License and Identification Card Data Verification

<b>Acronym</b>	<b>Definition</b>
<i>DLL</i>	Dynamic-Link Library
<i>DLN</i>	Driver's License Number
<i>DMV</i>	Department of Motor Vehicles
<i>DMZ</i>	Demilitarized Perimeter Network
<i>DOB</i>	Date of Birth
<i>DOD</i>	Department of Defense
<i>DOT</i>	Department of Transportation
<i>DPAPI</i>	Data Protection Application Programming Interface
<i>DPI</i>	Dots Per Inch
<i>DPL</i>	Data Protection Level
<i>DPS</i>	Department of Public Safety
<i>DR; D/R</i>	Disaster Recovery
<i>DRL</i>	Driving on a Restricted License
<i>DRS</i>	Dealer Report of Sale
<i>DS3</i>	Digital Signal Level 3 (AKA T3 line)
<i>DSA</i>	Digital Signature Algorithm
<i>DSD</i>	Detailed System Design
<i>DUAL EC DRBG</i>	Dual Elliptic Curve Deterministic Random Bit Generator
<i>DUI</i>	Driving Under the Influence
<i>E2E Architecture</i>	End-to-End Architecture
<i>EA</i>	Estimated Audit
<i>EAL</i>	Evaluation Assurance Level
<i>EAM</i>	Embedded Audit Module
<i>ECDLP</i>	Elliptic curve discrete logarithm problem
<i>ECDSA</i>	Elliptic Curve Digital Signature Algorithm offers a variant of the Digital Signature Algorithm
<i>EDI</i>	Electronic Data Interchange is a standard format for exchanging business data. The standard is ANSI X12, developed by the Data Interchange Standards Association. ANSI X12 is either closely coordinated with or is being merged with an international standard, EDIFACT.
<i>EDRMS</i>	Electronic Document and Records Management System
<i>EDRS</i>	Electronic Dealer Report of Sale
<i>eDS</i>	eDealer Services- Electronic Lien and Titling Vendor

<b>Acronym</b>	<b>Definition</b>
<b>EDW</b>	Enterprise Data Warehouse
<b>EFT</b>	Electronic Funds Transfer – an electronic transfer of funds through a national automated clearinghouse directly to a designated account.
<b>EIDM</b>	Enterprise Identity Management
<b>EIN</b>	Employer Identification Number
<b>EITS</b>	Enterprise Information Technology Services Division
<b>ELT</b>	Electronic Lien and Title
<b>ELU</b>	Eluding Police Officer
<b>Email</b>	Electronic mail
<b>EMR</b>	Electronic Medical Record
<b>EPA</b>	Environmental Protection Agency
<b>ERD</b>	Entity Relationship Diagram
<b>ERIC</b>	Electronic Registration Information Center is a program which holds a comprehensive database of voters across participating states with the goal of eliminating duplicate voter registration in multiple states.
<b>ERP</b>	Enterprise Resource Planning
<b>ESB</b>	Enterprise Service Bus
<b>ESMT</b>	Extended Simple Mail Transfer
<b>ESSIV</b>	Encrypted Salt-Sector Initialization Vector
<b>ESX</b>	Elastic Sky X (hypervisor)
<b>ETL</b>	Extract Transform Load
<b>EVA</b>	Evading a Peace/Police Officer
<b>Evaluation Committee</b>	An independent committee comprised of a majority of State officers or employees established to evaluate and score proposals submitted in response to the RFP pursuant to NRS 333.335.
<b>EVVER</b>	Electronic Verification of Vital Events Records
<b>Exception</b>	A formal objection taken to any statement/requirement identified within the RFP.
<b>FBI</b>	Federal Bureau of Investigation
<b>FED EX</b>	Federal Express
<b>FEIN</b>	Federal Employer Identification Number
<b>FIFO</b>	First In First Out
<b>FIPS</b>	Federal Information Processing Standard
<b>FirstData</b>	Electronic Payment Vendor
<b>FLOSS</b>	Free/Libre/Open Source Software

<b>Acronym</b>	<b>Definition</b>
<b>FMCSA</b>	Federal Motor Carrier Safety Administration
<b>FOSS</b>	Free Open Source Software
<b>FR</b>	Federal Register
<b>FRS</b>	Failure-Resistant System
<b>FSD</b>	Field Services Division
<b>FTE</b>	Full Time Equivalent
<b>FTP</b>	File Transfer Protocol
<b>Functional Requirements</b>	A narrative and illustrative definition of business processes independent of any specific technology or architecture.
<b>FURPS+</b>	Functionality, Usability, Reliability, Performance, Supportability [+ = HP extended]
<b>FURPS++</b>	Functionality, Usability, Reliability, Performance, Supportability [+ = unified model extended]
<b>FY</b>	Fiscal Year
<b>GAAP</b>	Generally Accepted Accounting Principles
<b>Gadgets</b>	A gadget is a small tool or application such as a virtual machine that has a particular niche function sometimes referred to as gizmos.
<b>GAO</b>	General Accountability Office
<b>GL</b>	General Ledger
<b>GNU</b>	GNU's Not Unix (non-UNIX OS)
<b>Goods</b>	The term “goods” as used in this RFP has the meaning ascribed to it in NRS §104.2105(1) and includes, without limitation, “supplies”, “materials”, “equipment”, and “commodities”, as those terms are used in NRS Chapter 333.
<b>GPL</b>	General Public License
<b>GPS</b>	Global Positioning System
<b>GST</b>	Government Services Tax
<b>GUI</b>	Graphical User Interface
<b>GVWR</b>	Gross Vehicle Weight Rating
<b>GYR</b>	Green-Yellow-Red
<b>HAVA</b>	Help America Vote Act
<b>Hazmat</b>	Hazardous Material
<b>HDD</b>	Heavy Duty Diesel
<b>High Desert</b>	Scanning Vendor
<b>HIPAA</b>	Health Insurance Portability and Accountability Act
<b>HR</b>	Human Resources

<b>Acronym</b>	<b>Definition</b>
<b>HTML</b>	Hyper Text Mark Up Language
<b>HTTPS</b>	Hypertext Transfer Protocol Secure
<b>I/M</b>	Inspection and Maintenance Advisory Committee
<b>I/O</b>	Input/Output
<b>IaaS</b>	Infrastructure as a Service
<b>IBM Z Systems</b>	Cloud computing transaction infrastructure for new mobile apps, analytics, and security
<b>ICC</b>	Infrastructure Capacity Checklist
<b>ICS</b>	Industrial Control Systems
<b>ID</b>	Identification
<b>IDE</b>	Integrated Development Environment
<b>IEC</b>	International Electrotechnical Commission
<b>IEEE</b>	Institute of Electrical and Electronics Engineers
<b>IFS</b>	Integrated Financial System
<b>IFTA</b>	International Fuel Tax Agreement
<b>IICMVA</b>	Insurance Industry Committee on Motor Vehicle Administration The liaison between the insurance industry and Motor Vehicle Departments in the US and Canada.
<b>Interoperability</b>	The ability to exchange and use information (usually in a large heterogeneous network made up of several local area networks). Interoperable systems reflect the ability of software and hardware on multiple machines from multiple vendors to communicate.
<b>IP</b>	Internet Protocol
<b>IRP</b>	International Registration Plan
<b>IRQ</b>	Infrastructure Review Questionnaire
<b>IRS</b>	Internal Revenue Service
<b>IRW</b>	Image Retrieval Workstation
<b>ISAE</b>	International Standards for Assurance Engagements
<b>iSight</b>	iSight Case Management System which is an internet based tool that provides case management tracking of investigations.
<b>ISO</b>	Information Security Officer
<b>ISO 15048</b>	General Concepts & Principles of IT Security Evaluation
<b>ISO 27001</b>	Information Security Management
<b>ISO 27002</b>	Security Framework (formerly ISO 17799)

<b>Acronym</b>	<b>Definition</b>
<b>ISO 2700X</b>	Security Standard Master for ISO 27001 & ISO 27002
<b>ISSA</b>	Information Systems Security Association Communication Requirements
<b>IT</b>	Information Technology
<b>ITES</b>	Information Technology Enabled Service
<b>ITI</b>	Intellectual Technology, Inc. Vendor
<b>ITP</b>	Information Technology Programmer
<b>ITPI</b>	IT Process Institute
<b>IVP</b>	Insurance Verification Program now referred to as Nevada LIVE
<b>J2EE</b>	Java 2 Platform, Enterprise Edition
<b>J2SE</b>	Java 2 Platform, Standard Edition
<b>JAD</b>	Joint Application Development
<b>JDK</b>	Java Development Kit
<b>JEE</b>	Java Platform Enterprise Edition
<b>JIT</b>	Just-In-Time
<b>JLINK</b>	Justice Link
<b>JV</b>	Journal Voucher
<b>Key Personnel</b>	Vendor staff responsible for oversight of work during the life of the project and for deliverables.
<b>KPI</b>	Key Performance Measure
<b>KPO</b>	Knowledge Process Outsourcing
<b>KVM</b>	Keyboard, Video, Mouse
<b>LI (MorphoTrust)</b>	Driver's License and Identification Card Production Vendor
<b>LAN</b>	Local Area Network
<b>LCB</b>	Legislative Counsel Bureau
<b>LCV</b>	Longer Combination Vehicle
<b>LGPL</b>	Lesser General Public License
<b>LIFO</b>	Last In First Out
<b>LLC</b>	Limited-Liability Company
<b>LLP</b>	Limited Liability Partnership
<b>LOE</b>	Level of Effort
<b>LOI</b>	Letter of Intent - notification of the State's intent to award a contract to a vendor, pending successful negotiations; all information remains confidential until the issuance of the formal notice of award.

<b>Acronym</b>	<b>Definition</b>
<b><i>LPAR</i></b>	Logical Partition
<b><i>LPO</i></b>	Legal Process Outsourcing
<b><i>May</i></b>	Indicates something that is recommended but not mandatory. If the vendor fails to provide recommended information, the State may, at its sole option, ask the vendor to provide the information or evaluate the proposal without the information.
<b><i>MC</i></b>	Motor Carrier
<b><i>MC45</i></b>	Motor Carrier Refund Form for Gas/Diesel Tax
<b><i>MCD</i></b>	Motor Carrier Division
<b><i>MCSIA</i></b>	Motor Carrier Safety Improvement Act
<b><i>MCTS</i></b>	Motor Carrier Tax System
<b><i>MDM</i></b>	Master Data Management
<b><i>MDM Ecosystem</i></b>	The circulation of Master Data by core capabilities and technologies that provide the glue between upstream and downstream systems.
<b><i>MDS</i></b>	Microsoft Deployment Services
<b><i>MIT</i></b>	Massachusetts Institute of Technology
<b><i>MOODLE</i></b>	Modular Object Oriented Dynamic Learning Environment
<b><i>MOSA</i></b>	Modular Open Systems Approach
<b><i>MPC</i></b>	Monthly Project Charges
<b><i>MPG</i></b>	Miles Per Gallon
<b><i>MPM</i></b>	Master Project Manager
<b><i>MS</i></b>	Microsoft
<b><i>MS .NET</i></b>	Microsoft Dot Net Framework
<b><i>MS&amp;P</i></b>	Management Services and Programs Division
<b><i>MSA</i></b>	Master Services Agreement
<b><i>MSO</i></b>	Multi-System Operator
<b><i>MSRP</i></b>	Manufacturer's Suggested Retail Price
<b><i>Must</i></b>	Indicates a mandatory requirement. Failure to meet a mandatory requirement may result in the rejection of a proposal as non-responsive.
<b><i>MUX</i></b>	Multiplexer
<b><i>MV</i></b>	Motor Vehicle
<b><i>MVA</i></b>	Motor Vehicle Agencies
<b><i>MVIP</i></b>	Motor Vehicles Industry Portal



<b>Acronym</b>	<b>Definition</b>
<b><i>MVIT</i></b>	Motor Vehicle Information Technology Division
<b><i>MVR</i></b>	Motor Vehicle Record
<b><i>MyDMV</i></b>	DMV Portal Account
<b><i>NAC</i></b>	Nevada Administrative Code –All applicable NAC documentation may be reviewed via the internet at: <a href="http://www.leg.state.nv.us">www.leg.state.nv.us</a> .
<b><i>NACD</i></b>	National Association of Corporate Directors
<b><i>NADA</i></b>	National Automotive Dealers Association
<b><i>NAIC</i></b>	Nevada Citation/Accident Tracking System
<b><i>NAICS</i></b>	North American Industry Classification System
<b><i>NAPHSIS</i></b>	National Association for Public Health Statistics and Information Systems
<b><i>NCATS</i></b>	Nevada Citation and Accident Tracking System
<b><i>NCCIC</i></b>	National Cybersecurity and Communications Integration Center
<b><i>NCDL</i></b>	Non-Commercial Driver’s License
<b><i>NCIC</i></b>	National Crime Information Center
<b><i>NCJIS</i></b>	Nevada Criminal Justice Information System
<b><i>NCORS</i></b>	Nevada Commercial Online Registration System
<b><i>NCS</i></b>	Network Control Software
<b><i>NDOT</i></b>	Nevada Department of Transportation
<b><i>NEATS</i></b>	Nevada Employee Action and Timekeeping System
<b><i>NEBS</i></b>	Nevada Executive Budget System
<b><i>NEIM</i></b>	National Information Exchange Model
<b><i>NFE</i></b>	Non-Functional Exceptions
<b><i>NHP</i></b>	Nevada Highway Patrol
<b><i>NHTSA</i></b>	National Highway Traffic Safety Administration
<b><i>NIST</i></b>	National Institute of Standards and Technology
<b><i>NLA</i></b>	An indicator which represents a SR22 requirement due to a vehicle registration reinstatement.
<b><i>NLB</i></b>	A withdraw action which initiates a 30 day driver’s license suspension. This is a penalty for insurance offenders who have reached or exceeded their third offence of no insurance within a 5 year period. The withdraw code is added to the DL when processing the vehicle registration reinstatement.
<b><i>NMVITS</i></b>	National Motor Vehicle Title Information System
<b><i>NOA</i></b>	Notice of Award – formal notification of the State’s decision to award a

<b>Acronym</b>	<b>Definition</b>
	contract, pending Board of Examiners approval of said contract, any non-confidential information becomes available upon written request.
<b>NOMADS</b>	Nevada Operations of Multi–Automated Data Systems
<b>NORRS</b>	Nevada Out-of-State Registration Reporting System
<b>NRS</b>	Nevada Revised Statutes – All applicable NRS documentation may be reviewed via the internet at: <a href="http://www.leg.state.nv.us">www.leg.state.nv.us</a> .
<b>NSA</b>	National Security Agency
<b>NSF</b>	Non-Sufficient Funds (Insufficient)
<b>NSOR</b>	National Sex Offender Registry
<b>NV</b>	Nevada
<b>NV DMV</b>	Nevada Department of Motor Vehicles
<b>NV LIVE</b>	Nevada Liability Insurance Validated Electronically
<b>OAG</b>	Office of the Attorney General
<b>OBD</b>	On Board Diagnostics
<b>OBD-II</b>	On Board Diagnostic System. Emission inspection that utilizes the vehicle’s on board computer to test the vehicle’s emission system.
<b>OBL</b>	Occupational and Business Licensing
<b>OCR</b>	Optical Character Recognition
<b>ODS</b>	Operational Data Store
<b>OHV</b>	Off Highway Vehicle
<b>OIS</b>	Office of Information Security
<b>OLAP</b>	Online Analytical Processing
<b>Open Systems</b>	Computer systems that provide some combination of interoperability, portability and open software standards.
<b>OPM</b>	Office of Personnel Management
<b>OPSEC</b>	Temporary Placard Vendor
<b>OPTEC</b>	Vision Test System Vendor
<b>Organizational Silos</b>	Silos can be departmental separation, or executive separation from operational as well as geographical separation where horizontal information and management is not equally shared or distributed.
<b>OS</b>	Operating System
<b>OSI</b>	Open Source Initiative
<b>OSS</b>	Open Source Software
<b>P&amp;P</b>	Policy and Procedure

<b>Acronym</b>	<b>Definition</b>
<b><i>PaaS</i></b>	Platform as a Service
<b><i>Pacific Time (PT)</i></b>	Unless otherwise stated, all references to time in this RFP and any subsequent contract are understood to be Pacific Time.
<b><i>Paradox</i></b>	Database tracking system in MCD to track receipt, balance, and aging of negotiable items and payments. A non-supported database.
<b><i>Paypoint</i></b>	Electronic Payments via First Data
<b><i>PC</i></b>	Personal computer
<b><i>PDF</i></b>	Portable Document Format
<b><i>PDPS</i></b>	Problem Driver Point System
<b><i>PII</i></b>	Personally Identifiable Information
<b><i>PIO</i></b>	Public Information Officer
<b><i>PM</i></b>	Program Manager
<b><i>PMI</i></b>	Project Management Industry
<b><i>PMO</i></b>	Project Management Office
<b><i>PMP</i></b>	Project Management Professional
<b><i>PMT</i></b>	Project Management Team
<b><i>POA</i></b>	Power of Attorney
<b><i>POC</i></b>	Proof of Concept
<b><i>POD</i></b>	Print On Demand
<b><i>POLK</i></b>	Vin Decoding Company with CVINA product offering
<b><i>POS</i></b>	Point of Sale
<b><i>PowerBuilder</i></b>	An integrated development environment owned by Sybase, a division of SAP.
<b><i>PP</i></b>	Protection Profile
<b><i>PPS</i></b>	Productivity Platform Suite
<b><i>PRISM</i></b>	Performance and Registration Information Systems Management
<b><i>Production Environment</i></b>	A computer system, communications capability and applications software that facilitates ongoing business operations. New hardware/software is not introduced into a production environment until it is fully tested and accepted by the State.
<b><i>Proprietary Information</i></b>	Any trade secret or confidential business information that is contained in a bid or proposal submitted on a particular contract. (Refer to NRS 333.020 (5) (a).
<b><i>PSR</i></b>	Project Service Request
<b><i>PSZ</i></b>	Pixel Statistic Zone
<b><i>Public Record</i></b>	All books and public records of a governmental entity, the contents of

<b>Acronym</b>	<b>Definition</b>
	which are not otherwise declared by law to be confidential must be open to inspection by any person and may be fully copied or an abstract or memorandum may be prepared from those public books and public records. (Refer to NRS 333.333 and NRS 600A.030 [5]).
<b>PV</b>	Payment Voucher
<b>PVA</b>	Point Violation
<b>Q&amp;A</b>	Question and Answer
<b>QA</b>	Quality Assurance
<b>QAS</b>	Quality Address System
<b>QLESS</b>	Customer Queuing System Vendor
<b>QOS</b>	Quality Of Service
<b>RA</b>	Reference Architecture
<b>RACF</b>	Resource Access Control Facility
<b>RDBMS</b>	Relational Database Management System
<b>RDZ</b>	Rational Developer for System z
<b>Redacted</b>	The process of removing confidential or proprietary information from a document prior to release of information to others.
<b>RFID</b>	Radio-Frequency Identification
<b>RFP</b>	Request for Proposal - a written statement which sets forth the requirements and specifications of a contract to be awarded by competitive selection as defined in NRS 333.020(8).
<b>RHA</b>	Reckless Driving /Hit and Run
<b>RISS</b>	Regional Information Sharing System
<b>RMF</b>	Risk Management Framework
<b>RMIN</b>	Rocky Mountain Information Network
<b>RMM</b>	Removable Media Manager
<b>ROI</b>	Return on Investment
<b>ROOSTER</b>	Report Out of State Test Results – AAMVA development system that supports rule § 383.79 of the new CLP regulation. The regulation provides that a person who holds a CLP will be able to take the CDL skills test outside of his/her state of domicile. The rule also requires that states be able to exchange electronically test results in a safe and secure manner by July 08, 2015.
<b>RPC</b>	Remote Procedure Call
<b>RPM</b>	Revolution Per Minute
<b>RSA</b>	Rivest-Shamir-Adleman algorithm, a cryptosystem for public-key encryption

<b>Acronym</b>	<b>Definition</b>
<b>S2S</b>	State to State Verification Service
<b>SaaS</b>	Software as a Service
<b>SAFER</b>	Safety and Fitness Electronic Records
<b>SAM</b>	State Administrative Manual (Nevada)
<b>SAN</b>	Storage Area Network
<b>SANS Institute</b>	System Administration, Networking, and Security Institute a Private U.S. company that specializes in information security and cybersecurity training
<b>SARS</b>	Security Assurance Requirements
<b>SAS-70</b>	Statement on Auditing Standards (SAS) No. 70
<b>SAVE</b>	Systematic Alien Verification for Entitlements
<b>SB</b>	Senate Bill
<b>SDA</b>	Suspension Based on Security deposit
<b>SDLC</b>	System or Software Driven Lifecycle
<b>Security Ecosystem</b>	A security ecosystem is a model of infinite possibilities (similar to the UNIX shell) that functions similarly to the human immunity system. The ecosystem is highly sensitive to the ever evolving synthesis and distribution of incalculable gradations of continual threats and vulnerabilities. The ecosystem is supported by strategic and nimble executable countermeasures that interweave systemically through a complex array of interdependent assets. The security components working together thus enable informational systems to work with the highest levels of seamless indemnification of human intervention and interaction producing a cohesively secure and holistic system.
<b>SEI CMMI</b>	Software Engineering Institute Capability Maturity Model Integration
<b>SEP</b>	Systems Engineering Plan
<b>SFR</b>	Security Functional Requirements
<b>SFTP</b>	Secure File Transfer Protocol
<b>SHA</b>	Secure Hash Algorithm designed by the National Security Agency (NSA) to be part of the Digital Signature
<b>Shall</b>	Indicates a mandatory requirement. Failure to meet a mandatory requirement may result in the rejection of a proposal as non-responsive.
<b>Should</b>	Indicates something that is recommended but not mandatory. If the vendor fails to provide recommended information, the State may, at its sole option, ask the vendor to provide the information or evaluate the proposal without the information.
<b>SIEM</b>	Security Information and Event Management
<b>SJR</b>	Senate Joint Resolution

<b>Acronym</b>	<b>Definition</b>
<i>SL</i>	Service Level
<i>SLA</i>	Service Level Agreement
<i>SLO</i>	Service Level Objective
<i>SM</i>	System Modernization
<i>SME</i>	Subject Matter Expert
<i>SM RFP</i>	System Modernization Request for Proposal
<i>SMS</i>	Storage Management System
<i>SM TIR</i>	System Modernization Technology Investment Request
<i>SOA</i>	Service Oriented Architecture
<i>SOC</i>	Service Organization Control
<i>SOC-1</i>	Policy Packets on Reports on Controls at a Service Organization and SSAE 16
<i>SOC-2</i>	Policy Packets on AICPA
<i>SOC-3</i>	Reports and Trust Service Principles
<i>SOR</i>	State of Record
<i>SOW</i>	Statement of Work
<i>SOX</i>	Sarbanes-Oxley Act Sections 302 & 404
<i>SPDY</i>	Open network protocol for transporting web content developed primarily by Google
<i>SQL</i>	Structure Query Language
<i>SR22</i>	Certificate of Financial Responsibility Form
<i>SRA</i>	System Reference Architecture
<i>SRI</i>	Stanford Research Institute
<i>SSA</i>	Social Security Administration
<i>SSAE</i>	Statement of Standards for Attestation Engagement
<i>SSL</i>	Secure Sockets Layer
<i>SSN</i>	Social Security Number
<i>SSO</i>	Single Sign-on
<i>SSOLV</i>	Social Security On Line Verification
<i>SSRS</i>	Single State Registration System
<i>ST</i>	Security Target
<i>State</i>	The State of Nevada and any agency identified herein

<b>Acronym</b>	<b>Definition</b>
<i>Statement of Understanding</i>	A non-disclosure agreement that each contractor and/or individual must sign prior to starting work on the project.
<i>Steering Committee</i>	The Steering Committee is made up of the Director/Administrator of the agency and State, local government and private sector representatives.
<i>STOVEPIPE (Organization)</i>	A stovepipe organization has a structure which largely or entirely restricts the flow of information within the organization to up-down through lines of control, inhibiting or preventing cross-organizational communication.
<i>STS</i>	Solutions Thru Software Vendor (Driver's License Knowledge Test)
<i>Subcontractor</i>	Third party, not directly employed by the contractor, who will provide services identified in this RFP. This does not include third parties who provide support or incidental services to the contractor.
<i>T1</i>	A copper based digital transmission system and the first generation of T carrier.
<i>TCP/IP</i>	Transmission Control Protocol & Internet Protocol
<i>TCSEC</i>	Trusted Computer System Evaluation Criteria
<i>TIR</i>	Technology Investment Request
<i>TOE</i>	Target of Evaluation
<i>TQMS</i>	Total Quality Management System
<i>Trade Secret</i>	Information, including, without limitation, a formula, pattern, compilation, program, device, method, technique, product, system, process, design, prototype, procedure, computer programming instruction or code that: derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by the public or any other person who can obtain commercial or economic value from its disclosure or use; and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.
<i>TS</i>	Tax System (Xerox)
<i>TSA</i>	Transportation Security Administration
<i>TXI</i>	Tax Industry
<i>TXN</i>	Transaction
<i>U.S.</i>	United States
<i>UAT</i>	User Acceptance Testing
<i>UC</i>	Under Cover
<i>UI</i>	User Interface
<i>UID</i>	Unique Identification
<i>UML</i>	Unified Modeling Language

<b>Acronym</b>	<b>Definition</b>
<b><i>Unbundling</i></b>	A neologism of leanness or etymology to describe how the ubiquity of mobile devices, Internet connectivity, consumer web technologies, social media and information access today is affecting older institutions as in government agencies by breaking down the stove pipes and narrow unwieldy packages once offered, providing particular parts of them at a scale and cost unmatched by the old order of doing business.
<b><i>UNI</i></b>	Unified Network Interface
<b><i>UNIX</i></b>	Uniplexed Information and Computing System - A multi-user operating system.
<b><i>UNIX/SS7</i></b>	A multi-user operation system signaling system 7.
<b><i>UPS</i></b>	Uninterruptible Power Supply
<b><i>URI</i></b>	Uniform Resource Identifier
<b><i>URL</i></b>	Uniform Resource Locator
<b><i>USB</i></b>	Universal Serial Bus
<b><i>USCIS</i></b>	United States Citizenship and Immigration Services
<b><i>User</i></b>	Department, Division, Agency or County of the State of Nevada
<b><i>USPS</i></b>	United States Postal Service
<b><i>USPV</i></b>	United States Passport Verification
<b><i>UX</i></b>	User Experience
<b><i>VA</i></b>	Veterans Administration
<b><i>Vendor</i></b>	Organization/individual submitting a proposal in response to this RFP.
<b><i>VID</i></b>	Vehicle Information Database
<b><i>VIN</i></b>	Vehicle Identification Number
<b><i>VIR</i></b>	Vehicle Inspection Report – Smog Certificates
<b><i>Virtual</i></b>	In computing, refers to the act of creating a virtual (rather than actual) version of something, including but not limited to a virtual computer hardware platform, operating system (OS), storage device, or computer network resources.
<b><i>Vista Financial</i></b>	An interface for transaction payment and distribution
<b><i>VLAN</i></b>	Virtual Local Area Network
<b><i>VLS</i></b>	Verification of Lawful Status
<b><i>VM</i></b>	Virtual Machine
<b><i>VMM</i></b>	Virtual Machine Monitor or Hypervisor
<b><i>VMware</i></b>	Virtualization and Cloud Computing Software
<b><i>VoIP</i></b>	Voice over Internet Protocol



<b>Acronym</b>	<b>Definition</b>
<b>VPN</b>	Virtual Private Network
<b>VTS</b>	Vision Test System
<b>W6A</b>	Commercial Driver's License infraction
<b>Walkthrough</b>	Oral presentation by the contractor of deliverables and/or work products.
<b>WAN</b>	Wide Area Network
<b>WCAG</b>	Web Content Accessibility Guidelines
<b>WEB</b>	World Wide Web
<b>WEP</b>	Worldwide Environmental Products
<b>WIFI</b>	Wireless Technology
<b>Will</b>	Indicates a mandatory requirement. Failure to meet a mandatory requirement may result in the rejection of a proposal as non-responsive.
<b>WSDL</b>	Web Service Description Language
<b>XML</b>	Extensible Markup Language
<b>XNIS</b>	Cross Nevada Information System – A system developed by EITS to facilitate access to DMV data by other State Agencies.

## **2.1 STATE OBSERVED HOLIDAYS**

The State observes the holidays noted in the following table. Note: When January 1<sup>st</sup>, July 4<sup>th</sup>, November 11<sup>th</sup> or December 25<sup>th</sup> falls on Saturday, the preceding Friday is observed as the legal holiday. If these days fall on Sunday, the following Monday is the observed holiday.

<b>Holiday</b>	<b>Day Observed</b>
New Year's Day	January 1
Martin Luther King Jr.'s Birthday	Third Monday in January
Presidents' Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Nevada Day	Last Friday in October
Veterans' Day	November 11
Thanksgiving Day	Fourth Thursday in November
Family Day	Friday following the Fourth Thursday in November
Christmas Day	December 25

## **3. BACKGROUND**

### **3.1 PROJECT**

The existing NV DMV system has been in use for the past 16 years using a Mainframe COBOL back-end and Sysbase's front-end PowerBuilder application and .NET. The current system is archaic in design, inefficient to modify, and requires multiple screens to accomplish what modern systems can do in a fraction of the time. Existing systems and processes are fragmented and do not work together. System changes are difficult to make and maintain. The systems and processes have reached a point of increased risk that we will no longer be able to function as a Department in the current environment. Customer volumes and business demands continue to increase. The skill-set required for programmers to support our antiquated systems is hard to find and costly.

The NV DMV continues to see a rise in services provided; processing approximately 8.4 million transactions and growing at 6% annually. With continuing biennium approval of legislative bills, and the fast pace of technology changes, we find ourselves at capacity to make all required changes. This becomes doubly important given the current climate regarding identity theft and the increasing credit card processing security requirements associated with this issue. The current use of disparate systems is creating an unstable environment in our database and lends itself to time consuming and unnecessary duplication of data which is becoming difficult to maintain. All of these issues contribute to lost opportunities for the Department and the State of Nevada as a whole.

The following paragraphs describe the history and business reasons for the NV DMV SM RFP.

- 3.1.1 The NV DMV application, primarily written in PowerBuilder and COBOL, was designed to provide a better way to create and maintain individual and business records, give the end user the ability to easily access information needed to provide better customer service, and allow for the ability to automate systems that are being done manually. In addition, the system was the gateway for the Department to join the computer-age by providing web-based transactions which eventually led to the ground breaking self-service process provided by the agency's kiosks, MyDMV portal, and online Web.
- 3.1.2 With the State of Nevada's population growing, the ever changing landscape of technology, legislative mandates, changing Federal regulations and the needs of the public at large, the deficiencies in the NV DMV application have become glaring.
- 3.1.3 Many of the shortcomings with our current NV DMV application (renamed Combined Automotive Revenue and Registration System [CARRS] in 2012) are related to the inability to find adequate programming staff schooled in the PowerBuilder and COBOL languages. With resources to work in our application at a premium, it is difficult to keep up with existing programming issues as well as the changes mandated by legislature and/or Federal Regulation or enhancements needed to keep up with demand. This has resulted in an estimated 7± year backlog of fixes and enhancements which, in turn, hinders the level of services and offered products available to Nevadans.
- 3.1.4 The current client-server application is composed of desktop PowerBuilder application that provides intuitive Graphical User Interface, ASP.NET web applications, and COBOL/CICS/DB2 application that runs on System Z. In an effort to offer alternative services to our customers, the NV DMV developed Web

applications that run on a customers' browser. As we continue to evolve and grow, we have to maintain business rules in multiple languages. Changes made in the PowerBuilder language often must be duplicated in the ASP.NET Web application and the IBM Mainframe, resulting in longer implementation times. The lack of an integrated system inhibits the ability to be flexible in meeting the needs of Nevadans. Additionally, our inability to provide adequate interfaces and comply with specific Federal enforcement programs results in the States' lost opportunity to capitalize on available Federal grant funding.

- 3.1.5 Unfortunately, one of the biggest issues with the CARRS application is the lack of integrated/automated systems needed to track and distribute the \$1.2 Billion (\$1.2BN) in revenue collected annually. CARRS also lacks the ability to track customer correspondence, maintain or predict inventory levels, and provide or derive analytics and statistics in an expedited manner. Because of these shortcomings, various Divisions within the Department have resorted to creating their own homegrown applications and manual business processes which are prone to error, not user-friendly between Divisions, create redundancies and are difficult to audit. In addition to these shortcomings, we have issues with disparate software used by one of our divisions, which was not included in the launch of the original application. This division's program was developed later and was built as a Web based application and has difficulty integrating into the CARRS application with any sort of finesse. In addition, we are inhibited to track and collect monies owed due to bad debts due to lack of integrated processes. Our current bad debt application does not tie payments to the original transaction and transaction reversals must be completed manually.
- 3.1.6 Another shortcoming of our current application is the need to test all changes and enhancements manually. This is a hardship and causes delays in implementation due to the lack of a dedicated testing group and the amount of time needed to ensure all functions are normal. All changes/enhancements must be tested multiple times to ensure no faulty functionality makes its way into the Production environment.
- 3.1.7 The NV DMV further lacks an integrated scanning application to capture and store customer information as mandated by Nevada Revised Statutes (NRS). Disparate software systems are used to scan and maintain hard-copy documentation. The scanning applications are not user friendly, are time consuming to operate, and do not provide real-time search capabilities which would allow for faster customer issue resolution and provide better tools for investigations launched by Compliance Enforcement. An integrated system would correct these shortcomings while complying with State regulation.
- 3.1.8 While the challenges currently facing the Department are vast, nowhere are these challenges felt more directly than by the Motor Vehicle Information Technology Division (MVIT). From a technological perspective, the shortcomings of the current system are cumbersome, but from the business processing side of MVIT, the shortcomings are debilitating. To sum up these concerns:
  - 3.1.8.1 **System Dynamics** – Adaptability is non-existent due to system limitations and the inability to rely on a once-and-done approach

hinders our ability to offer more Alternate Services. Necessary changes must be made to disparate systems resulting in reduced efficiency and puts MVIT programmers in a perpetual state of playing catch-up.

- 3.1.8.2 **Consolidated Source Management System** – The existing source code management system requires multiple code migrations and deployments. Mainframe and server based code requires different packaging and implementation; which are cumbersome and time consuming. Tracking of source code changes is difficult and the increased risk of entering corrupt data into Production is amplified.
- 3.1.8.3 **Consolidated Project Management and Application Tracking** – Currently, automated project management is non-existent. In addition, program development, project reporting, document versioning control, requirements gathering, technical specifications gathering, project dashboards, and work assignments must be tracked manually.
- 3.1.8.4 **Integrated and Automated Testing System** – The NV DMV lacks an automated, integrated testing tool. Due to the older technologies, the development phase often takes a longer time which can result in a short and not thorough enough testing phase. System load-testing is non-existent. Testing is conducted by a limited number of people who are often overwhelmed by the sheer volume of testing required.
- 3.1.8.5 **System Monitoring Tools** - Existing system monitoring tools are rudimentary. The requirement to be proactive and provide end-to-end assistance in discovering and preventing issues is not possible. System monitoring tools which would determine externally sourced data corruption, a potential denial of service and system hardware failures are unavailable. In addition, tools to identify any spike in transaction processing, system performance metrics, and a consolidated system health evaluation are unavailable. Exception handling, fault analysis monitoring tools, and metrics are unavailable. We are unable to provide real-time analysis of the system health or allow for a quick proactive response versus a reactive response.
- 3.1.8.6 **Disaster/Recovery (D/R)** – Because of the separate and distinct systems used by the NV DMV, the risk is significant of having no viable way of bringing up all of the systems required to meet current business Service Level Agreements (SLAs). With the NV DMV’s data being housed by the State’s Enterprise Information Technology Services (EITS) division’s mainframe, EITS has a D/R plan in place for the State’s mainframe. But a consolidated D/R plan for the NV DMV is not fully developed.
- 3.1.8.7 **Security** – The Department prides itself on its ability to secure and protect customer information. With the ever increasing threat of identity theft, database hijacking and encryption requirements, the lack of a comprehensive and consolidated secure application becomes a viable threat.

3.1.9 Though the current application integrates several core business functions, DMV continues to rely on a few vendor provided legacy applications to provide services. The number of manual processes and procedures that are employed to address limitations in the current system is on the rise.

The current architecture inhibits our ability to be nimble, proactive, and agile. Consequently, the time to implement newer projects mandated by legislature and the Federal government has continued to rise. The current system limits DMV’s ability to adapt and offer modern services that citizens expect. As a result, the backlog of enhancements and fixes requested has been steadily climbing.

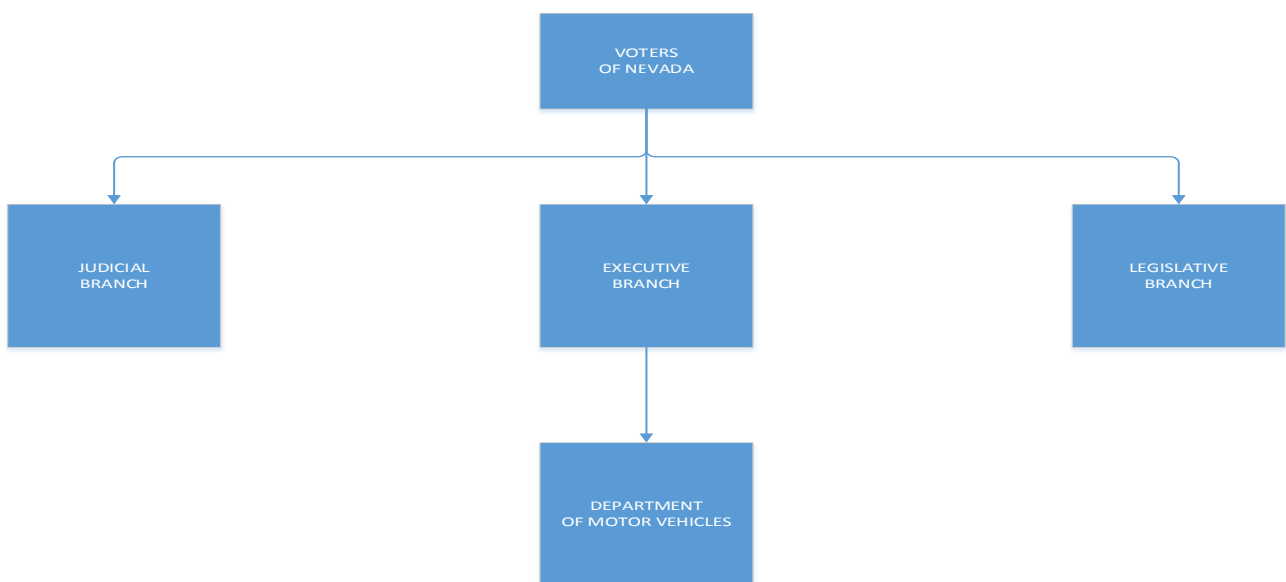
3.1.10 For the reasons outlined above and the desire to provide optimal services to Nevadans doing business with us electronically, via kiosks, and in person at our field offices, the NV DMV is looking to replace our current application with an integrated, modern system that will allow us to offer additional industry standard alternate services.

The vendor’s proposed solution shall allow for a quick launch of new products and services; faster response to regulatory, statutory, and federally mandated changes; updated transaction processing; a single platform; and a consolidated system support network.

### 3.2 AGENCY

3.2.1 The NV DMV is an agency that is part of the Nevada Executive branch and has been established by Nevada Statutes. Please see the State Organizational Chart below for a detailed view of the NV DMV and its role within the State of Nevada.

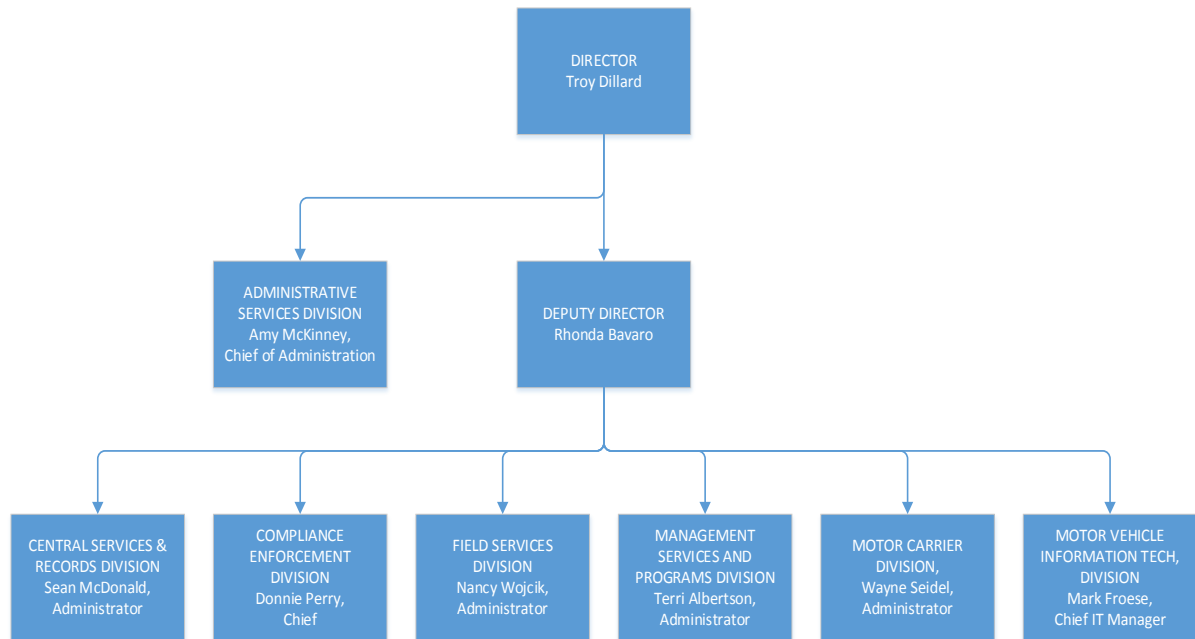
#### NEVADA STATE GOVERNMENT



3.2.2 The NV DMV is a multi-divisional organization which provides vehicle and driving industry products and services to Nevada citizens, State and Federal

agencies, and both external & internal customers. The NV DMV includes the Director's office and seven divisions. Please see the Department's Organizational Chart below for a detailed view of the NV DMV organization.

### NEVADA DEPARTMENT OF MOTOR VEHICLES



Each division within the Department administers several programs. The divisions and examples of administered programs are described below:

3.2.2.1 The **Director's Office** (which includes Public Information and Hearings Offices) establishes policy for the department. The Director's office is also responsible for leading, and controlling the agency's operations, and responding to all media inquiries through the Public Information Officers. Additionally, department policies and procedures, information security, human resource management and employee development units fall under the responsibility of this office. The Public Information officers interact directly with the public and act as liaisons with other Public Information Officers and officials from federal, state, local and non-governmental organizations. The Hearings Office provides due process hearings to any person aggrieved by a decision of the Department. Under the general direction of the Director, Deputy Director, and the State's Chief Information Security Officer, the Information Security Officer is responsible for the development and delivery of a comprehensive information security and privacy program for the Department of Motor Vehicles.

3.2.2.2 The **Administrative Services Division (ASD)** is charged with providing professional, timely, and accurate support services to the Director, various divisions of the department, and other associated agencies. Support services include fiscal accounting, budgeting, travel

arrangements, payroll, warehousing, inventory control, mail services, purchasing services, contract management, facilities management, revenue collection, revenue distribution, and bad debt service. Through its centralized functions, ASD provides services to all divisions within the department. With the centralized services, the department is able to ensure consistency, accuracy, and compliance with laws and regulations for all divisions in these service areas. ASD also responds to State of Nevada Legislative Branch inquiries.

- 3.2.2.3 The **Central Services and Records Division (CSD)** provides alternative processing methods for NV DMV customers regarding drivers' licenses, registrations, titles, and license plates. This division is also responsible for processing titles, ensuring data integrity, applying driver's license sanctions, and processing customer information requests.

The License Plate Factory is also operated by the Central Services and Records Division. Also known as the "Tag Plant," the License Plate Factory is charged with designing, manufacturing, and distributing Nevada's vehicle license plates to NV DMV offices and State Assessor's Offices for issuance to vehicle owners and operators in Nevada.

CSD also oversees the Insurance Verification Program, known as Nevada LIVE (Liability Insurance Validation Electronically), which ensures registered owners maintain continuous liability insurance. Any lapses in insurance, if detected, result in fines and suspensions.

- 3.2.2.4 The **Compliance Enforcement Division (CED)** is the regulatory division of the NV DMV. Regulating the auto industry provides consumer protection through the licensing and regulation of businesses related to the manufacture, transport, sale, and disposal of vehicles. The fraud investigation section is responsible for the investigation and resolution of fraudulent activity. The Division also investigates all complex and criminal complaints filed against licensees. Staff conducts audits, monitors, inspects, and provides investigative services on the internal and external entities related to the DMV core programs.

In addition, the Emissions Control Program ensures vehicles in the State comply with Nevada's laws and regulations regarding emission standards, licensing and regulating emissions stations and inspectors, and providing training and certification of applicants seeking employment as Emission Inspectors.

- 3.2.2.5 The **Field Services Division (FSD)** is responsible for direct customer service operations for the driver licensing, DL/ID credentialing, vehicle registration functions, and providing additional customer oriented functions such as Motor Voter, additional State issued credentials, vehicle inspections, fleet operations, etc. Field Services assures that only safe and knowledgeable drivers receive the privilege to drive on the highways. It also registers and titles vehicles, and collects

appropriate fees and taxes from the owners and operators of vehicles.

3.2.2.6 The **Management Services and Programs Division** is a resource to the Department to help achieve the Department's strategic plan goals and is responsible for developing regulations, drafting legislation, preparing fiscal notes, surveys, forms, desk reference manuals, developing requests for proposals, and managing projects related to all NV DMV functions and business programs. This division develops policies and procedures for all DMV divisions to ensure consistent and uniform program delivery. Division responsibilities also include support for the other divisions in the areas of research, coordination of regulation and statutory changes, and legislative interaction.

3.2.2.7 The **Motor Vehicle Information Technology Division (MVIT)** provides data processing support for the NV DMV. MVIT is responsible for the development of new programs, enhancements to existing programs and maintains application systems and the necessary infrastructure for systems data, as well as provides technical and operating support. MVIT is also responsible for providing and maintaining all hardware, networks, software, security, and all field-office hardware used (workstations, scanners, POS devices, etc.).

3.2.2.8 The **Motor Carrier Division (MCD)** is responsible for ensuring compliance with Nevada laws applicable to its motor carrier customers. This includes administration of special fuel and motor fuel supplier programs to fairly collect and distribute the total fuel tax revenue owed to Nevada and other entities (counties, cities, etc.); licensing all commercial vehicles over 26,000 pounds; licensing vehicles with interstate operations under the International Registration Plan (IRP) and International Fuel Tax agreement (IFTA); revenue and bad debt collections; and conducting audits of motor carriers and fuel suppliers to ensure customer education and compliance with Nevada laws and regulations, the International Registration Plan (IRP), and the International Fuel Tax Agreement (IFTA).

### 3.2.3 DMV Uniqueness

3.2.3.1 The NV DMV currently does business with over two million people a year, which is projected to grow. Today NV DMV also manages at least 15% of State operating revenues. With increased system efficiency and optimized workflow, the NV DMV SM project will improve the collection and distribution of revenues. Therefore, the high end system requirement capacities to handle increased data, data traffic, transactions, security, as well as increased online and alternate technologies access are a requirement of the new system.

3.2.3.2 Today the NV DMV is a broad and diverse enterprise agency that not only issues driver's licenses, registers vehicles, and produces vehicle titles, but also performs Motor Carrier related functions such as, motor fuel taxes, IRP and IFTA, issues occupational and business licenses,



regulates and audits emission stations, and additional statutorily mandated functions. This markedly differentiates the NV DMV from motor vehicle agencies in other states.

3.2.3.3 The NV DMV today maintains PII that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context and under no circumstances can any customer information be compromised by the NV DMV SM system.

3.2.3.4 The NV DMV currently interacts with more customers than any other State agency and produces the most important government secure identity for the State of Nevada; the identification card and the driver's license.

#### 3.2.4 DMV Field Offices and Assessors

The NV DMV's business is transacted through 18 office locations in Northern and Southern Nevada, self-service kiosks, County assessor offices, Web, MyDMV portal, and in a centralized back-office. The following chart provides the various locations where DMV functions are processed. Back-office functions are completed in the Carson City Office and include the call center, all renewals-by-mail, records and data integrity, etc.

<b>Field Office</b>	<b>City</b>
Carson City	Carson City, NV
Donovan CDL	Las Vegas, NV
Elko	Elko, NV
Ely	Ely, NV
Fallon	Fallon, NV
Hawthorne	Hawthorne NV
Henderson	Henderson, NV
Las Vegas - East Sahara	Las Vegas, NV
Las Vegas - West Flamingo	Las Vegas, NV
North Las Vegas - Decatur	Las Vegas, NV
Laughlin	Laughlin, NV
Mesquite	Mesquite, NV
Pahrump	Pahrump, NV
Reno	Reno, NV
Sparks CDL	Sparks, NV
Tonopah	Tonopah, NV
Winnemucca	Winnemucca, NV
Yerington	Yerington, NV

<b>County Assessor Offices</b>	<b>City</b>
Douglas County Clerk/Treasurer	Stateline, NV
Esmeralda	Goldfield, NV
Eureka	Eureka, NV
Lander County Recorder	Battle Mountain, NV
Lander County Recorder	Austin, NV
Lincoln	Pioche, NV
Pershing	Lovelock, NV
Storey	Virginia City, NV

The NV DMV also provides services in some city police departments.

### 3.2.5 State Growth Rate

The following chart provides the State Demographer’s published growth rate and is used to project future growth within the NV DMV:

<b>State Demographer Growth Rate</b>				
<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
1.30%	1.30%	1.30%	1.00%	0.90%

**Note:** Growth for FY18 & FY19 is based on the Demographer’s most recent 20 year projections.

3.2.6 DMV Transaction Statistics

The following chart provides the NV DMV annual transactions processed. The transactions have been projected using the State growth rates:

**Nevada DMV Total Transactions (TXN) Growth Rate Projection**

Year	Total TXNs
2013 (Actual)	<b>8,430,476</b>
2014 (Actual)	<b>8,669,517</b>
2015 (Projected)	8,782,221
2016 (Projected)	8,896,390
2017 (Projected)	9,012,043
2018 (Projected)	9,102,163
2019 (Projected)	9,184,083

3.2.7 DMV AAMVA Transaction Statistics

The following chart provides the NV DMV annual AAMVA transactions processed. The transactions have been projected using the State growth rates:

<b>Nevada DMV Total AAMVA Transactions (TXN) Growth Rate Projection</b>		
Year	SSA Charged Transactions	PDPS Charged Transactions
2013 (Actual)	<b>190,907</b>	<b>2,699,543</b>
2014 (Actual)	<b>447,777</b>	<b>2,797,944</b>
2015 (Projected)	453,598	2,834,317
2016 (Projected)	459,495	2,871,163
2017 (Projected)	465,468	2,908,489
2018 (Projected)	470,123	2,937,573
2019 (Projected)	474,354	2,964,012

3.2.8 DMV Verification of Lawful Status Transaction Statistics

The following chart provides the NV DMV annual Verification of Lawful Status (VLS) transactions processed. The transactions have been projected using the State growth rates:

<b>Nevada Verification of Lawful Status Projected Growth Rate</b>	
<b>Year</b>	<b>VLS Charged Transactions</b>
2013 (Actual)	<b>129,800</b>
2014 (Actual)	<b>130,008</b>
2015 (Projected)	131,698
2016 (Projected)	133,410
2017 (Projected)	135,145
2018 (Projected)	136,496
2019 (Projected)	137,724

3.2.9 DMV Current Processes and Functionality

As described previously, the NV DMV is a multi-divisional organization with multi-function processing for the products and services to Nevada citizens, state agencies, and internal customers.

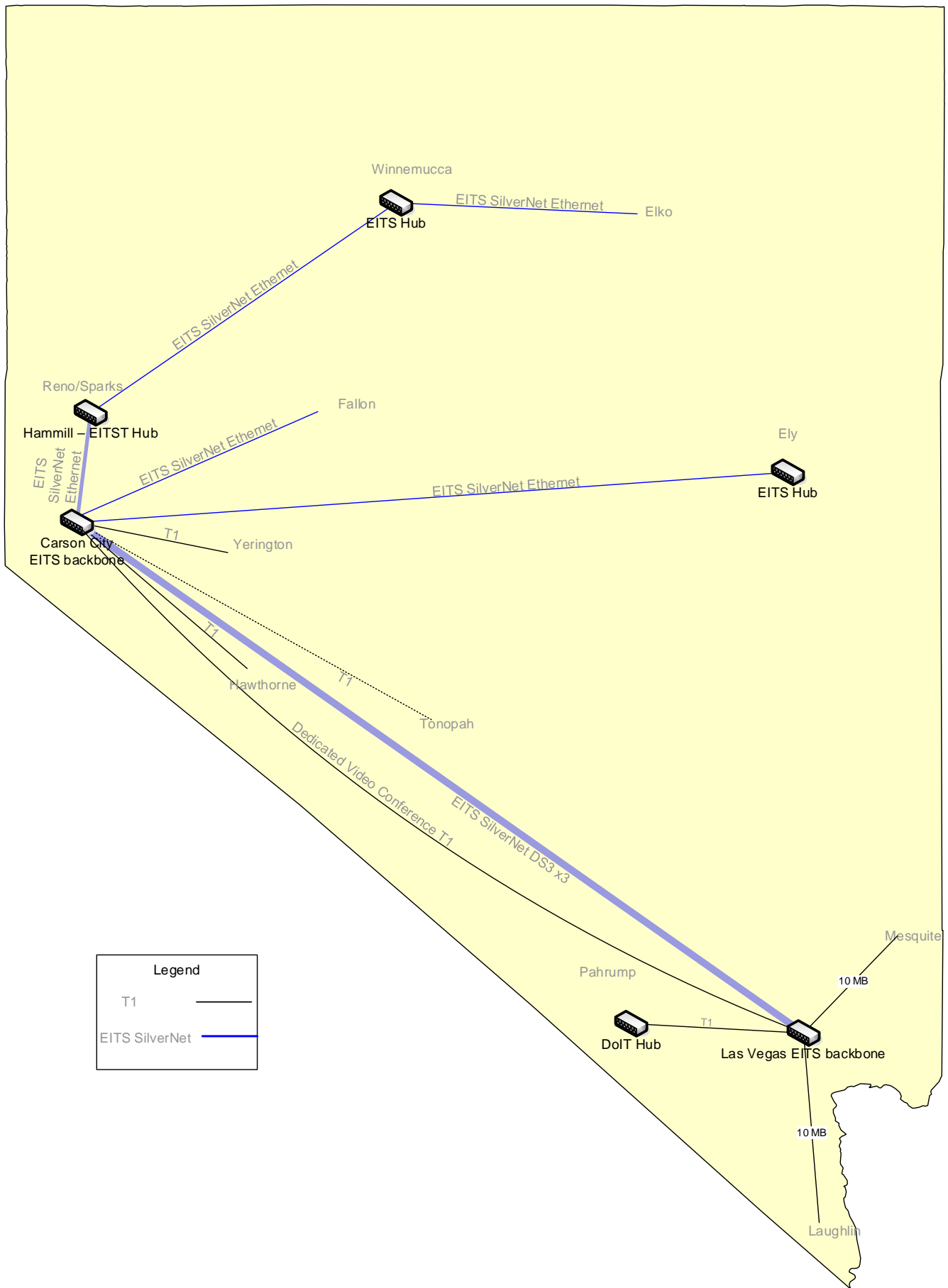
Please see the DMV Division Functions chart below for a detailed view of the functions performed by each NV DMV division.



DMV SMRFP Division  
Functions.pdf

3.2.10 DMV Current Network

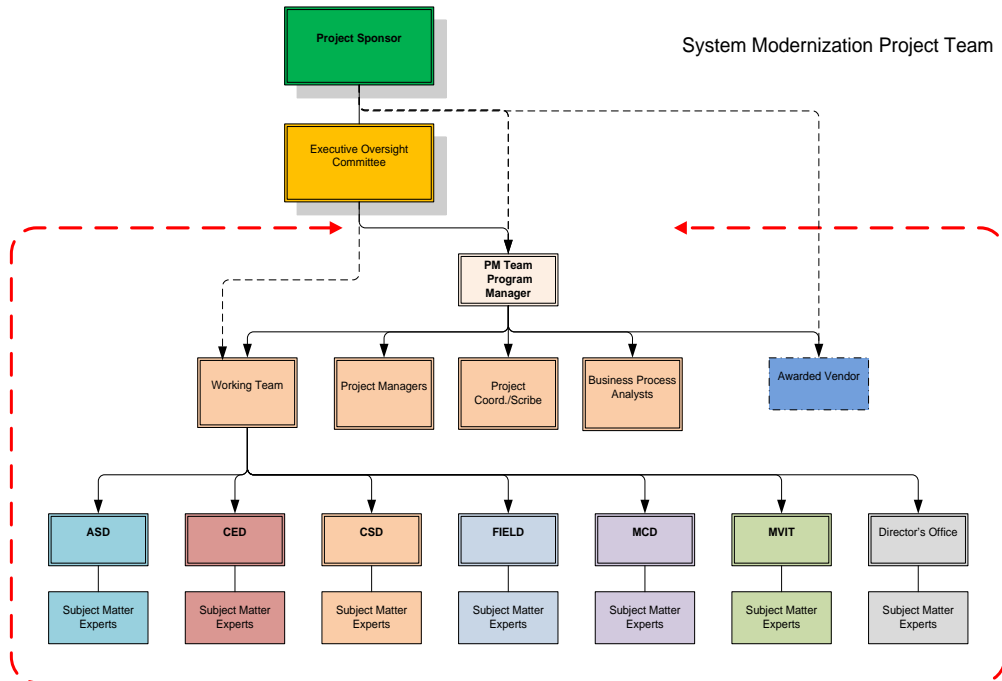
The NV DMV uses the State Silver-Net Backbone for all network traffic and connectivity. The following diagram provides the current DMV network connectivity for the field office locations.



### 3.2.11 DMV System Modernization Project Characteristics

All NV DMV Divisions support the DMV SM project. The following diagram represents the NV DMV proposed project team to be used for the management of DMV SM.

The DMV SM project will be managed by a multi-tier management structure.



### 3.2.12 DMV SM Project Timeline

Project implementation – The detailed project plan will be revised based on vendor award, platform, and NV DMV implementation strategy. The goal is to reduce project risks and allow for multiple business functions to be implemented at various times. The NV DMV will establish the implementation rollout hierarchy. The vendor shall provide the proposed timeline for the design, development, testing, training, and implementation of requirements for all functions as defined in this RFP. The timeline shall be negotiated with the awarded vendor and NV DMV.

The following proposed project implementation strategy will be used:

- 3.2.12.1 The project team will be selected and will be dedicated exclusively to system modernization. All project standards, templates, and project storage will be created prior to the project kick-off. The NV DMV will use both SharePoint and various shared drives dedicated to the project for keeping and sharing all project documentation.
- 3.2.12.2 The project is anticipated to kick off within 30 days after contract approval and negotiations have been completed.
- 3.2.12.3 Project initiation and planning will be completed first. During these

phases, the system implementation strategy, architecture design, and data conversion will be planned. The overall project plan with dependencies will be created. In addition, all sub-project plans will be completed. The NV DMV will work with the awarded contractor to finalize the project details and agreed-upon implementation timelines.

- 3.2.12.4 The project will consist of multiple concurrent sub-projects being initiated; based on importance and project dependency. Each sub-project will have its own project dependencies, tasks, timeline, milestones, and implementation date.
- 3.2.12.5 All sub-projects will be managed using PMI Project phases (as a preferred methodology): Initiation, Planning, Execution, Monitor and Control, and Closing. The NV DMV will also look to the awarded contractor to provide other methodologies for the project methodology. The NV DMV is open to using an Agile methodology for implementation.
- 3.2.12.6 The PMT will manage the entire project and look to the Executive Oversight Committee for guidance as required.
- 3.2.12.7 The following Gantt chart defines a high-level proposed project timeline. As defined above, the project is expected to be completed within 5 years. Each sub-project will begin with a planning phase prior to the development phase.

Please see the DMV SMRFP Project Implementation chart for a detailed view of the sample project timeline.



- 3.2.13 Legislative bills introduced and enacted during the 2015, 2017, and 2019 Legislative sessions, Federal mandates, or additional Regulatory changes may impact the business requirements, development, and developed functions during the project implementation.

### **3.3 CONCURRENT IMPACTS/PROJECTS**

#### **3.3.1 Legislative Session**

The State of Nevada has a legislative session every 2 years (every odd year). Per the Nevada Constitution, this appointed time is when the Legislative Branch of the State convenes to enact new laws and amend existing laws. The NV DMV has no control over the initiatives that are approved or passed by the Legislative Branch. However, historically, many initiatives impacting the NV DMV are approved. The NV DMV is required to fulfill the mandates.

- 3.3.1.1 The vendor shall work with the NV DMV to meet all legislative mandates by the prescribed implementation dates in the approved initiatives.
- 3.3.1.2 The vendor shall work with the NV DMV to implement all future legislative mandates.
- 3.3.1.3 The vendor shall include the 2015 legislative mandates listed below, as part of their RFP response.
- 3.3.1.4 The vendor shall be responsible to review which mandates have passed and will be required to be implemented.
- 3.3.1.5 The 2015 legislative mandates are:

Bill #	Description
<b>Assembly Bills</b>	
<a href="#">AB32</a>	Revises provisions governing taxes on special fuels.
<a href="#">AB62</a>	Requires collection, tracking, sharing and reporting of information related to veterans. Requires agencies to submit solicitation of award of contracts to the Office of Economic Development.
<a href="#">AB89</a>	Authorizes certain persons (who served in U.S. armed forces) to obtain a CDL without taking a driving skills test. Also, requires certain regulatory bodies to submit annual reports to the Interagency Council on Veterans Affairs.
<a href="#">AB103</a>	Provides for issuance of special license plates for veterans who are awarded the Silver Star or Bronze Star Medal.
<a href="#">AB131</a>	Revises provisions governing the Department of Motor Vehicles and registration under the Selective Service System.
<a href="#">AB143</a>	Authorizes electronic verification of motor vehicle insurance.
<a href="#">AB145</a>	Revises provisions governing vehicle licensing, registration, and insurance.
<a href="#">AB155</a>	Revises provisions governing the issuance of special license plates for retired professional firefighters.
<a href="#">AB179</a>	Adds DAC numbers to the list of confidential information that must be protected by businesses that collect that information.
<a href="#">AB189</a>	Revises provisions governing special license plates.
<a href="#">AB191</a>	Revises provisions governing fuel taxes.
<a href="#">AB204</a>	Revises provisions governing motor vehicle licensing. (Special parking placard).



<a href="#">AB248</a>	Reporting of epilepsy information by physicians to DMV.
<a href="#">AB250</a>	Revises provisions relating to special license plates.
<a href="#">AB251</a>	Revises provisions governing vehicle dealers.
<a href="#">AB364</a>	Revises provisions governing business licensing (state business portal).
<a href="#">AB366</a>	Revises provisions relating to the use of certain motor vehicle fuel taxes.
<a href="#">AB383</a>	Revises provisions relating to motor vehicles. Reciprocity with Taiwan.
<a href="#">AB449</a>	Special license plates for Boy Scouts and Girl Scouts of America.
<a href="#">AB484</a>	Provides for the rolling reissuance of license plates by the DMV.
<b>Senate Bills</b>	
<a href="#">SB3</a>	Requires the DMV to establish a next-of-kin registry.
<a href="#">SB21</a>	Clarifies provisions governing reimbursement of interstate special fuel users for taxes paid on fuel outside of NV.
<a href="#">SB26</a>	Requires use of electronic funds transfer or prepaid debit cards for payment by State of NV of accounts payable and salaries and wages of state officers and employees.
<a href="#">SB34</a>	Revises provisions governing licensing of stations authorized to perform emission inspections of motor vehicles.
<a href="#">SB39</a>	Revises provisions governing state business licenses.
<a href="#">SB43</a>	Revises provisions governing the safety requirements for driving on highways that cross railroad tracks.
<a href="#">SB52</a>	Revises provisions governing search warrants.
<a href="#">SB59</a>	Revises provisions governing the State Business Portal. Agencies that issue business certificates, licenses, etc., must provide information through the SOS business portal.
<a href="#">SB60</a>	Moves the confidential address program (CAP) from the Secretary of State's Office to the Attorney General.
<a href="#">SB62</a>	Revises provisions governing employment, promotion, dismissal, demotion and suspension of state employees. Gives Commission authority to adopt regulations regarding medical marijuana IDs.
<a href="#">SB67</a>	Allows insurance companies to issue evidence of insurance electronically.
<a href="#">SB110</a>	Revises provisions governing the disposal of abandoned recreational vehicles.
<a href="#">SB121</a>	Revises provisions relating to certain special license plates.
<a href="#">SB127</a>	Revises provisions relating to the Department of Motor Vehicles.
<a href="#">SB142</a>	Defines "trimobile".
<a href="#">SB145</a>	Authorizes a nonresident on active duty in the Armed Forces in NV to enroll in the Program for Education of Motorcycle Riders.
<a href="#">SB155</a>	Makes various changes relating to farm vehicles and equipment.

<a href="#">SB188</a>	Revises provisions relating to vehicle collisions. (Changes the word "accident" to "crash").
<a href="#">SB206</a>	Revises provisions relating to organ donation.
<a href="#">SB209</a>	Revises provisions governing a designation of veteran status on drivers' licenses and other documents issued by the Department of Motor Vehicles.
<a href="#">SB229</a>	Provides for the issuance of special license plates indicating support for Second Amendment Rights.
<a href="#">SB376</a>	Revises provisions relating to motor carriers.
<a href="#">SB395</a>	Relating to requirements for marriage and marriage licenses (could impact DMV services).
<a href="#">SB404</a>	Makes certain changes concerning registration of mopeds and similar vehicles.
<a href="#">SB447</a>	Make changes to NV's medical marijuana laws.
<a href="#">SB454</a>	Requires DMV to issue a duplicate DL or ID to a person scheduled for release from prison.
<a href="#">SB483</a>	Extends GST diversion to the General Fund for FY16; then half to the General Fund and half to the Highway Fund for FY 17; then 100% to the Highway Fund beginning 7/1/2017.
<a href="#">SB492</a>	Revises provisions governing the financial administration of off-highway vehicle titling and registration.
<a href="#">SB502</a>	Makes an appropriation to the DMV for System Modernization and provides authority to collect technology fees.
<a href="#">SJR15</a>	Revises provisions governing elections. Requires proof of identity to vote in person. Will require DMV to issue voter ID cards at no cost.

### 3.4 CURRENT COMPUTING ENVIRONMENT

The current NV DMV computing environment is composed of a PowerBuilder (thick client) application used to power the NV DMV technician's desktop and ASP.NET Web applications used by both technicians and citizens of the State. The client .NET and PowerBuilder applications invoke COBOL RPCs that run on the State's IBM System Z. A DB2 database on System Z serves as the core system of record. A SQL Server database is also used to hold discrete application data. SQL Anywhere is used as the local database that the PowerBuilder application uses to display static reference data; such as menu screen drop downs. The following diagram is a high-level overview of the current technology platform.



DMV\_SMRFP\_Environment.pdf

The following section provides an overview of DMV's current computing environment.

#### 3.4.1 DMV MVIT Services

The citizens of the State of Nevada can seek services and products by visiting one of the 18 physical NV DMV offices spread throughout the State. Subsets of

services are offered at eight (8) County Assessors' offices, some police departments, various emission stations, and auto dealers. In addition a growing portfolio of services is offered online, at self-service kiosks in NV DMV offices and partnership locations across the State offer select services. The users of the NV DMV application, spread across the State, can be classified as either internal NV DMV or State employees, external, public, or virtual.

The NV DMV relies on the MVIT division for IT services. MVIT collaborates with the Enterprise Information Technology Services (EITS) division within the Department of Administration who oversee, host, and maintain a comprehensive IT infrastructure including a system Z IBM mainframe.

3.4.1.1 EITS provides services such as, but not limited to:

- A. Wide Area Network (WAN) provisioning and support
- B. Local Area Network (LAN) provisioning and support
- C. Mainframe (System Z) hardware and upgrades
- D. System Z software installation and upgrades
- E. Enterprise Storage services
- F. Enterprise Storage replication for Disaster Recovery
- G. IT Governance and Standards

3.4.1.2 MVIT provides services such as, but not limited to:

- A. NV DMV specific IT infrastructure (Windows Servers, VMWare ESX Server hypervisor, SAN)
- B. NV DMV specific Local Area Network (LAN) provisioning and support
- C. IT hardware and equipment inventory, rollout, and maintenance
- D. Non-application specific IT inquiries and support
- E. Application specific issues and inquiries and support
- F. Batch schedule administration and output management
- G. Application Lifecycle Management
- H. Establish and enforce IT policies and procedures
- I. Security, Access Control, and Auditing

- J. Business Operation Reporting
- K. Application and System performance monitoring and tuning
- L. Database administration
- M. Backup and recovery of application and data
- N. IT project administration
- O. Application design, development, and maintenance
- P. SAN storage & replication

### 3.4.2 Key Computing Activities

- 3.4.2.1 MVIT provides the following key computing activities such as, but not limited to Distribution of NV DMV CARRS Application, Authentication/ Security, Cluster/Failover, Rollout of IT equipment, Storage replication/backup, Disaster/Recovery, etc.
- 3.4.2.2 The distribution of application software components is facilitated through localized distribution servers. Interaction between appropriate versions of software components is enabled through versioning. The software components rely on Active Directory Services and Identity Manager (Mainframe RACF) to authenticate and control access.
- 3.4.2.3 MVIT personnel in the North and South manage rolling out new IT equipment, software installation and upgrades, and support NV DMV offices across the State.
- 3.4.2.4 EITS replicates the storage between Northern and Southern Nevada facilities for Disaster Recovery (DR) purposes for the NV DMV CARRS Application. EITS is responsible for establishing the IT infrastructure (platform, software, and communications) that is necessary for NV DMV to access and restore NV DMV specific resources that are required to recreate the application environments at the DR site. NV DMV specific resources include application libraries, user accounts, configuration, files, and database.

### 3.4.3 Information/Data Store and Interfaces Accessed

The NV DMV application interfaces with several distributed applications that are hosted by vendors, insurance companies, AAMVA, Public Safety, Secretary of State, Department of Homeland Security, US Department of State, State Controllers' Office, State Treasurer's Office, etc. The information is exchanged through standard services such as Web service, FTP, SFTP, and TCP/IP sockets. NV DMV also uses self-signed certificates and third party certificates for authentication. In addition, few applications have added security through IP filtering. The contract and the description of data exchanged between requester and

provider applications range from being application specific that are documented or well defined through open standards such as WSDL. The current system has a polling process that automatically polls SFTP server and transfers files to mainframe for additional processing. *See Attachment L, Requirements Matrix.*

#### 3.4.4 Location Awareness

- 3.4.4.1 Currently NV DMV applications use the computer's IP address to determine the location of the user logging into that machine.
- 3.4.4.2 All financial transactions performed by the user logging into a computer are associated to the user's financial drawer within that location. The system opens and closes financial drawers automatically on a daily basis for virtual users like Web, self-service kiosks, and MyDMV Portal, etc.
- 3.4.4.3 The ability to track revenue collection and revenue distribution by user and location is of paramount importance. The NV DMV application leverages services offered by IT infrastructure to be location aware.

#### 3.4.5 Network Architecture, Topology, and Traffic Observations

- 3.4.5.1 The current NV DMV network infrastructure consists of: Ethernet TCP/IP network with a star topology, a fiber optic backbone to the NV DMV Metro offices and T1 connection to the rural offices. Multiple DS3's connect the North and South devices. Nodes on the network are connected via 1 Gigabit (Gb) switched Ethernet connections. IP addresses are static for servers and are assigned via DHCP to our desktop computers. Network resource names are resolved by a Domain Name Server. Firewalls are used to create our DMZ & PSZ environments.
- 3.4.5.2 The current Storage Area Network (SAN) includes disk enclosures with 15k RPM and enclosures with 7.2k RPM drives. Servers connect to the SAN storage with 10 Gb over copper. There are two physical replicated locations, one in the North and one in the South.
- 3.4.5.3 The NV DMV workstations use Windows7 and Servers using Windows Server 2008/2012 with VMWare version 5.0.
- 3.4.5.4 The NV DMV backups utilize CommVault version 9; the Copy to Disk then to tape backup for off-site storage.
- 3.4.5.5 The NV DMV uses SSL, and public key certificates as part of our business solution.

#### 3.4.6 MVIT Environment/Regions

MVIT hosts and maintains distinct application environments. These environments include the Development, Integration test, User Acceptance, and Production. Developers utilize the Development region to develop and unit test their programs.

The Integration test environment is made accessible to selective testers and NV DMV application users in addition to MVIT personnel who test fixes, enhancements and new applications.

MVIT packages and promotes application components to the User Acceptance environment on a weekly basis. The software components that have been tested and approved in User Acceptance environment are promoted to the production region monthly.

### 3.4.7 Administration and Monitoring

The system status and health of Network and Servers are monitored proactively by MVIT. MVIT personnel manage systems and networks that are specific to the NV DMV. Collaboration between the NV DMV and EITS is done when needed.

### 3.4.8 Computing Infrastructure

The following is a list of hardware, software, and tools that are currently in use.

<b>Table I - Current Computing Infrastructure</b>	
Data Stores	VSAM, Flat Files, DB2V10, SQL Server 2008R2, Paradox, Access DB, SQL Anywhere (Sybase)
Computing Platform	IBM System Z (Mainframe), MS Windows Server 20xx, VMWare Ver. 5
Network	TCP/IP, WAN, Cisco, F5
Storage	DASD, Virtual Tapes (VTS), Enterprise Storage Area Network, Tape Cartridges
Application runtime and development Software	Interspace (DMV written), QAS (Quick Address System), PDF4Net, PDF4View, Microsoft Internet Information Services, , IBM CICS Transaction Server, IBM DB2 Connect, Informatica Identity Systems, BPF Sound Software, UNI (AAMVA), Identity and Access Manager (DMV written), Secure FTP polling processor (DMV written), TAL Barcode Software  Microsoft Visual Studio 2008/2010, Sybase Power Builder V12, IBM RDz, Humming Bird, PDF4Net, PDF4View, IBM Debug tool, IBM Fault Analyzer, IBM File Manager, Acrobat Write Pro 10  MS Team Foundation Server, Lifecycle Manager
Reporting / Document Management	Crystal Reports Ver. /10, , SQL Server Integration Services, SQL Server Reporting Services, Microsoft SharePoint 2010

<b>Table I - Current Computing Infrastructure</b>	
Administration, Monitoring, Management and scheduling tools	Dameware, DB2 Admin tool, DB2 Object Compare, DB2 Query Monitor, Omegamon for DB2, Omegamon for CICS, RMF, SMS, ZEKE, IBM Output Manager, IBM Removable Media Manager
Typical Desktop	Dell Optiplex 7010 (OptiPlex 7010, 8GB Ram, 1GB AMD video card, 500GB SATA HDD, I7 3.4GHz processor, Single 22" monitor), Windows 7
Typical Server OS	Windows 2008R2 & Windows 2012
Front Counter Peripherals	Barcode Scanner, IPad (Credit Card Scanner), Document Scanner (Canon M160), POD Printer, Dell (Laser) Printer – All are USB ports except Print On-Demand (POD) Printers.
Power User's Desktop	Dell Precision 1700 (Precision 1700, 8GB Ram, 1GB NVIDIA video card, 500GB SATA HDD, I7 3.60GHz processor, Dual 22" monitors)
Email Communications	MS Exchange Server 2010
Office Productivity Suite	Microsoft Office
Typical Workstation Printer	Dell Laser 5460
High Volume/High Speed Printers	Oce VarioPrint 110 Laser Printers, Printronix P700 Series Line Matrix, High Volume POD Printers, Batch Decal Printers
Network Infrastructure	Cisco Switching / Routing
Interactive Voice Response Unit	Avaya Equipment
Call Management / Call Center Phone Switching	Avaya CTI / CMS Application
Document Imaging	Kodak, WebXtender, ASD Document Imaging, Colfax
Anti-Virus Software	Symantec

### **3.5 PROJECT SOFTWARE**

The following is a list of Project Software, and tools that are currently in use.

<b>Project Software/Tools</b>	<b>Remarks</b>
MS Office Suite (Word, Excel, Access, Outlook, Power Point, Project, SharePoint, Visio, Onenote, Publisher)	
WinSCP	Third Party Tool used to connect to FTP Servers.
WebXtender	
Hyena	User and end point administration
Screen Print Platinum 5	Screen Print Software
CMS (Phone System)	Access phone switch reports for Computer Help Desk
CommVault	Server Tape Backup System
Application Extender	
Windows 7, Windows Server 2008, 2012	Operating System
Cisco VPN	Desktop access from remote locations
Remedy	Project and Ticket Reporting System and Equipment Inventory
Symantec Virus Scan Enterprise	Virus
MDS – Microsoft Deployment Services	Used for Ghost Images
Identity Manager	Application User Administration
DB2 Connect	ODBC v10.5
Crystal Reports	Adhoc Reporting Tool
Adobe Reader	

### **3.6 DEVELOPMENT SOFTWARE**

3.6.1 All proposed software used in the design, development, testing and implementation of the deliverables outlined in this RFP must be approved by the State. The vendor must provide a licensing strategy.

3.6.2 The following is a list of Development Software, and tools that are currently in use.



<b>Development Software/Tools</b>	<b>Remarks</b>
Microsoft Visual Studio 2008/2010	
Sybase Power Builder V12	
Interspace	Homegrown Application
IBM RDz	IBM IDE - Used for Mainframe Access
Humming Bird	Used for Mainframe Access
Crystal Reports Ver. 9/10	
QAS Batch Software	Address Verification Application
Dameware	Remote Access to PCs
Sybase SQL Anywhere	
PDF4Net	Third Party Tool used to create PDF forms/reports through ASP.NET
MS SQL Server 2008 R2	Microsoft SQL Server DB Software
MS Team Foundation Server	Source Control Software
Microsoft Internet Information Services	Web Servers.
Adobe Acrobat X PRO	Limited number of licenses for creating PDFs.
Microsoft SharePoint 2010	
IBM CICS Transaction Server	
IBM DB2	
IBM DB2 Connect	
ZEKE	Batch job scheduler on System Z
IBM Output Manager	
IBM Removable Media Manager	Tape Management software
Informatica Identity Systems	Fuzzy search software
BPF Sound Software	Barcoding software
UNI (AAMVA)	
Identity and Access Manager	Built by MVIT to authenticate and control access to DMV applications.
Secure FTP polling processor	Built by MVIT for processing to receive, process and return insurance data for NVLIVE
Microsoft SilverLight SDK	

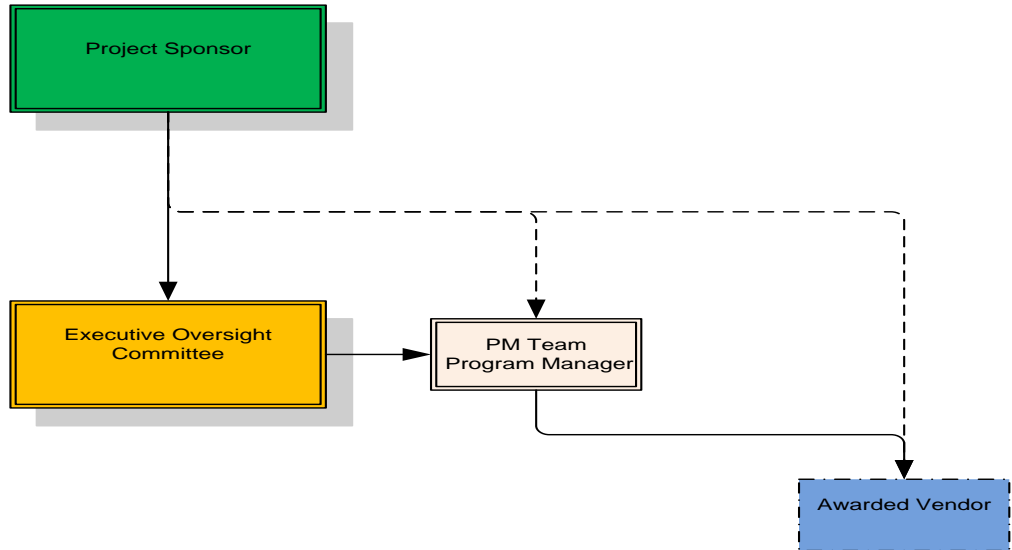
### 3.7 STATE RESOURCES

The following paragraphs describe the resources the State has committed to this project.

#### 3.7.1 NV DMV System Modernization Project Management Tier 1

The first tier, the Executive project sponsor, may consist of the NV DMV Director, the NV DMV Deputy Director, or a designee, who will provide oversight and direction of the project.

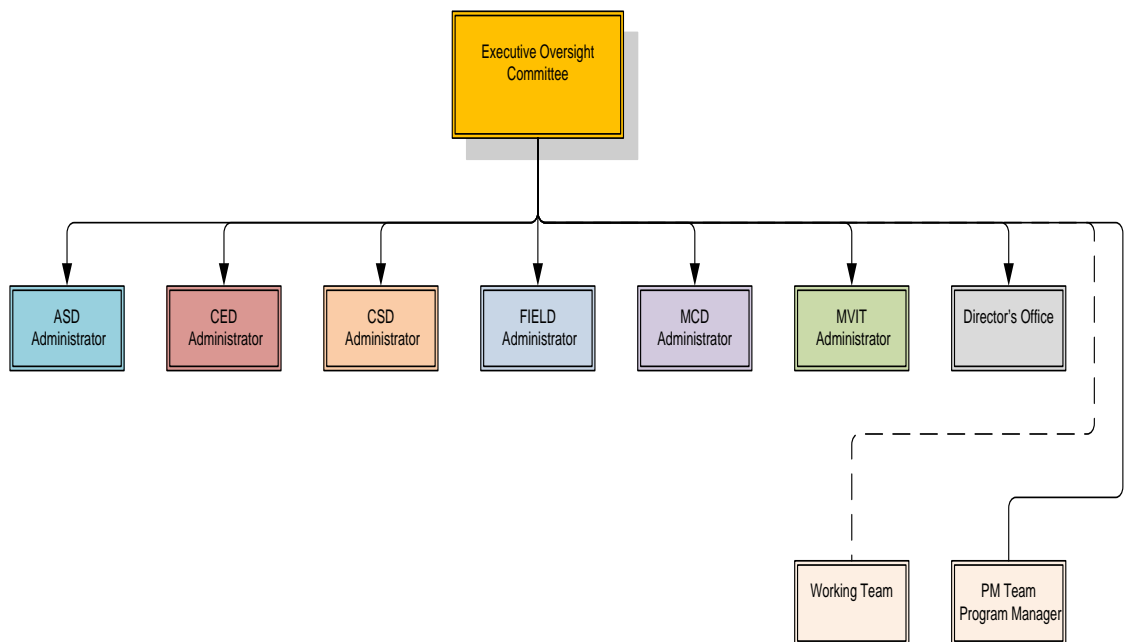
## System Modernization Project Sponsor Tier 1



### 3.7.2 NV DMV System Modernization Project Management Tier 2

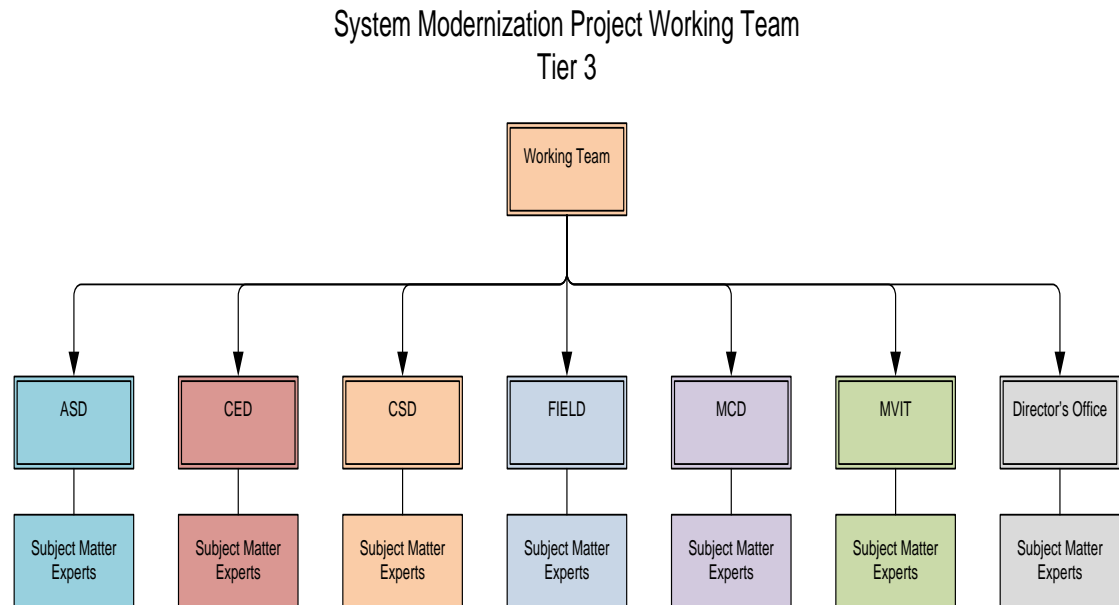
The second tier, the Executive Oversight Committee, will consist of executive management, or their designee, from each Division within the Department. Their role will be to provide oversight and make executive decisions for SM.

## System Modernization Oversight Executive Committee Tier 2



### 3.7.3 NV DMV System Modernization Project Management Tier 3

The third tier, the Project Management Team (PMT) will consist of several subject-matter experts from each division who will serve as the key stakeholders to different sub-projects within SM. They will provide a single point of contact and be the responsible decision makers regarding division impacts. Other team members from their respective divisions will be included as needed.



### 3.7.4 NV DMV System Modernization Project Management Office

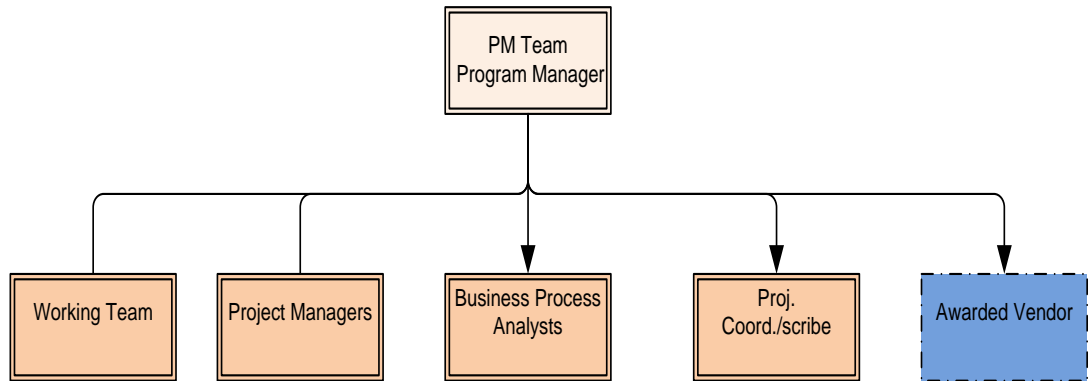
3.7.4.1 The Project Management Team (PMT) will be led by the NV DMV Contract Program Manager, who will be ultimately responsible for NV DMV SM oversight and implementation and will guide several project managers, business process analysts, project coordinators, the working team, and the awarded vendor. Given the importance of system modernization, the established PMT, led by the dedicated program manager, will report directly to the Executive Oversight Committee. Dedicated Project Managers will manage various sub-projects related to system modernization; each responsible for managing their key projects, timelines, and deliverables. Dedicated Business Process Analysts (BPAs) will be involved in all business process functionality and will report directly to the Program Manager. The project management team will also consist of project coordinators whose primary role will include administrative functions, project scribe, and overall coordination of necessary team functions. The contractor's resources will report into this project structure.

3.7.4.2 The NV DMV PMT will establish the implementation rollout hierarchy and will negotiate the implementation timelines with the contractor.

3.7.4.3 The NV DMV Program Manager and the contractor's Program Manager (or equivalent) shall report to the NV DMV Project Sponsor.

3.7.4.4 The PMT will utilize Project Management Industry (PMI) as the preferred methodology, along with NV DMV project documentation standards.

### System Modernization Project Management Team



3.7.4.5 The planned structure allows for quick, responsive executive management decisions. All changes and decisions required can be quickly communicated to the appropriate Divisions for impact analysis. This will ensure proposed system enhancements do not negatively impact other Division processes or system requirements.

## 4. SYSTEM REQUIREMENTS

Vendors must explain in sufficient detail how they will satisfy the NV DMV SM's project requirements described below and in *Attachment L, Requirements Matrix*. If subcontractors will be used for any of the tasks, vendors must indicate what tasks and the percentage of time subcontractor(s) will spend on those tasks.

### 4.1 COMPUTING PLATFORM

One of the key goals of this RFP is to engineer a solution that does not involve discrete hardware and software technologies that are difficult to extend, maintain, and enhance. The solution shall include an integrated stack of Oracle software and hardware that provides performance, reliability, and flexibility. The proposed solution architecture shall allow the NV DMV to meet the key goals and objectives outlined in this RFP while lowering the total cost of ownership and increasing operational efficiency through the use of engineered hardware that is optimized to run dynamic workloads. Though this RFP does not comprehensively dictate the technology components that may be included in the vendor's proposed solution, the integration between the components used in the solution shall be supported by Oracle.

- 4.1.1 The vendor's proposed solution shall include hardware and software components that are supported and are not near end-of-life. The solution shall not incorporate older versions of software components or end-of-life hardware wrapped in a newer façade.
- 4.1.2 The vendor's proposed solution shall consider using a commercial off-the-shelf solution, such as Siebel CRM, to enable faster deployment of DMV products and services through configuration.
- 4.1.3 In an effort to potentially consolidate and centralize the use of Database as a service within the State, the solution shall include Oracle Exadata as an integrated database platform.
- 4.1.4 The vendor shall include tools such as Oracle Mobile Application Framework to develop native mobile applications once and deploy to multiple mobile devices and platforms including iOS and Android.
- 4.1.5 The vendor shall consider including a standard based SOA platform such as Oracle SOA suite that reduces integration cost and complexity, reduce time to market for new project integration, offers ability to react to business events, and provides end-to-end solution monitoring.
- 4.1.6 The vendor shall consider in the future, where applicable, the use of cloud services and cloud-ready components to meet the requirements outlined in this RFP. NV DMV might consider hosting the entire solution or specific components as services in the future.
- 4.1.7 The vendor shall consider including an integrated identity and access management software such as Oracle Identity and Access Management suite to centralize user account management.
- 4.1.8 The vendor shall provide an enterprise job scheduler that automates and integrates business processes and provides a centralized view of operations.
- 4.1.9 The vendor shall consider including Oracle Database Vault to secure PII information from insider and outsider threats as outlined in this RFP.
- 4.1.10 The vendor shall consider including Oracle Policy Automation platform to consolidate rules and manage policies.
- 4.1.11 The vendor shall consider including a comprehensive Application testing suite that provides the ability to manage test cases and perform functional and load tests.
- 4.1.12 The vendor shall consider including a Business Intelligence suite such as Oracle Business Intelligence Enterprise edition which offers rich visualization to generate reports and perform ad-hoc analysis.
- 4.1.13 The vendor shall consider including Oracle General Ledger software to support financial requirements outlined in this RFP.

4.1.14 The vendor shall consider including Oracle Inventory Management software to support inventory management requirements outlined in this RFP.

## 4.2 TECHNICAL REQUIREMENTS

The vendor must follow the technical requirements as set out in this RFP which describes in detail the product's intended capabilities, interactions with users, and sets out the intended modernization of the NV DMV computer technology environment. The vendor shall propose a best-in-class solution that shall meet the mandatory technical requirements outlined in this section.

The vendor shall, in their RFP response, offer high standard products, design, or architecture that will resolve mandatory technical requirements. The response should include hardware and software components that are supported and are not near end-of-life. The vendor shall use fair competitive methods in acquiring their defined proposed system.

The vendor shall not price their product for resale or licensing of any old/new products, or components thereof in an excessive amount for any delivered product in response to this RFP. The inclusion of resale or used products is strictly prohibited.

The vendor should review all technical and functional mandatory requirements. Requirements have been included from both a business and a technical perspective; in some cases from both perspectives. The vendor shall respond to all mandatory and desired requirements outlined in this RFP. The vendor has the opportunity to include additional information to further explain how the requirement shall be met.

The vendor shall reflect, within their proposal response and plans, their recommended approach to developing the mandatory technical and functional requirements to accomplish all tasks and activities identified within this RFP, wherein a requirement is an objective that must be met.

The following sections provide technical requirements of this RFP:

### 4.2.1 Open System Topography

4.2.1.1 The vendor shall design the proposed solution as an open system that implements sufficient open specifications for interfaces, services, and supporting formats to enable properly engineered components to be utilized across a wide range of systems with minimal changes, to interoperate with other components on local and remote systems, and to interact with users in a style that facilitates portability.

4.2.1.2 The vendor shall work with the NV DMV to provide detailed specifications that define an open system as a collection of interacting software, hardware, and human components, designed to satisfy stated needs, with the interface specification of components fully defined and maintained according to NV DMV requirements, and in which the implementations of components conform to specifications.

- 4.2.1.3 The vendor shall design an open system that employs modular design tenets, uses widely supported and consensus-based standards for its key interfaces, and is subject to validation and verification, including test and evaluation, to ensure the openness of its key interfaces.
- 4.2.1.4 The vendor shall use a design approach for developing an affordable and adaptable open system and should derive inputs from both the technical management processes and technical processes undertaken within the systems engineering and other life-cycle processes.
- 4.2.1.5 The vendor shall provide an open systems design strategy to be implemented as part of the program's overall technical approach and becomes an integral part of the program's Systems Engineering Plan (SEP) and a summary in their Acquisition Strategy.

#### 4.2.2 Engineered Hardware

- 4.2.2.1 The vendor shall consider including an engineered system such as Exadata and Exalogic to maximize scalability, availability, reliability, and performance while lowering the total cost of ownership and increasing operational efficiency.
- 4.2.2.2 The vendor shall propose a solution that minimizes the administrative overhead through the use of engineered hardware and systems.
- 4.2.2.3 The vendor shall consider using an Oracle certified system configuration that offers enhanced support including, but not limited to:
  - 24/7 remote fault monitoring
  - Accelerated response
  - Patching services at no additional cost

#### 4.2.3 Segmentation and Highly Secure Decoupled SOA Architecture

- 4.2.3.1 The vendor shall adhere to all reference architectures that improves the security, the lean cost model, and the performance, reliability and sustainability of the overall enterprise design, and allowing future scalability and service extensibility.
- 4.2.3.2 The vendor's proposed solution shall be nimble and flexible to meet the demands of a changing landscape of technology, legislative mandates, changing Federal regulations, and meet the needs of Nevada citizens. The proposed solution shall allow for quicker launches of newly offered products and services, and a concise widespread response to regulatory, statutory, and federally mandated changes.
- 4.2.3.3 The vendor shall design the proposed system as a SOA platform that enables service levels, future upgrades, replacement, and augmentation allowing the system to be incrementally modernized throughout its life span to enable the system to fit future NV DMV needs.

4.2.3.4 The vendor's proposed solution shall use a business rule engine to consolidate rules and manage policies.

#### 4.2.4 Service Oriented Architecture and Policy Requirements

The vendor's proposed architecture shall adhere to the following umbrella policy requirements:

4.2.4.1 **Service Oriented Architecture (SOA)** – Use of Service Oriented Architecture design principles and approaches.

4.2.4.2 **Interoperability/Interfaces** – Provision for compliance with interoperability standards and interfaces with internal and external systems.

4.2.4.3 **Scalability and Extensibility** – The vendor's proposed solution shall be highly scalable, highly flexible, and extensible for ease of maintenance and response to changing future needs and technologies.

4.2.4.4 **Performance** – The vendor's proposed solution shall perform to specific standards for different types of transactions and user requests.

4.2.4.5 **Regulatory / Policies** – The vendor's proposed solution shall address a number of State and Federal regulations and policies as highlighted in this RFP.

4.2.4.6 **Audit / Compliance** – The vendor's proposed solution shall provide a comprehensive audit trail and compliance alerts.

4.2.4.7 **Usability** – The vendor's proposed solution shall provide a highly user friendly system that leverages the UX design standards and meets the Web Content Accessibility Guidelines (WCAG).

#### 4.2.5 Streamlined User Interaction – Web Center

4.2.5.1 The vendor's proposed solution shall offer optimized digital experience across all channels.

4.2.5.2 The vendor shall include tools that allow business users to design, author, and manage content.

4.2.5.3 The vendor shall include tools to manage content infrastructure for managing documents, images, rich image files, and records with end-to-end content lifecycle management from creation to archiving.

4.2.5.4 The vendor shall include tools to create, update, and maintain a searchable knowledgebase.

4.2.5.5 The vendor shall include tools such as Oracle Mobile Application



Framework to develop native mobile applications once and deploy to multiple mobile devices and platforms including iOS and Android.

- 4.2.5.6 The vendor's proposed solution shall empower end users with integrated self-service portals.
- 4.2.5.7 The vendor's proposed system shall provide a comprehensive portal platform that integrates application, business processes, business intelligence, content, and data.
- 4.2.5.8 The vendor's proposed solution shall streamline access to relevant information and content by delivering a personalized, contextual, efficient, and actionable interface.
- 4.2.5.9 The vendor's proposed solution shall include vertical portals that allow access to specific applications and business functions and horizontal portals that integrate and aggregate information from multiple cross enterprise applications.

#### 4.2.6 Service Oriented Architecture Capabilities and Key Features

- 4.2.6.1 The vendor shall include standards based SOA platform such as Oracle SOA suite that reduces integration cost and complexity, reduces time to market for new project integration, offers ability to react to business events, and provides end-to-end solution monitoring.
- 4.2.6.2 The SOA platform shall include a highly scalable and robust Enterprise Service Bus that connects, mediates, and manages interactions between heterogeneous services and systems.
- 4.2.6.3 The vendor's proposed solution shall ensure that a message broker will function as a complete integration hub by performing a wide range of transformation operations on message data, and applies rules and policies in flight.
- 4.2.6.4 The SOA platform shall provide centralized policy management for governing SOA interactions.
- 4.2.6.5 The SOA platform shall include managed file transfer to enable secure file exchanges between partners and internal State entities.
- 4.2.6.6 The vendor's proposed solution shall interface or integrate with other service delivery systems internal and external to the State's agencies.
- 4.2.6.7 The vendor's proposed solution shall ensure the enterprise data interchange, aggregation, and analytics solution(s) coexist well with existing agency systems.
- 4.2.6.8 The vendor's proposed solution shall be based on national standards for interoperability and data sharing, and support incremental adoption of

an enterprise approach to data sharing and shared analytics.

- 4.2.6.9 The vendor's proposed solution shall provide a modern system with components that can be easily changed, combined, and reused to meet current and future needs for more efficient, transparent, and public safety products.
- 4.2.6.10 The vendor shall design Master Data driven SOA architecture to integrate, share, unbundle, and fully-automate all current disparate core manual services supporting the management, fulfillment of all agency services offered, all functions, and where technologically unfeasible, transition to semi-automated shared services.
- 4.2.6.11 The vendor's proposed system shall design a SOA decoupled architected system that enables faster adoption of new technologies, improving security to zero tolerance and zero incident levels, as well as improve existing functionality of the current online, mobile, and kiosk channels, allowing for the tracking of all crucial business processes, providing better processes for front end users, allowing more flexibility, and removing the backlog NV DMV is currently faced with.

#### 4.2.7 Privacy, Security, Identity, and Access Management

- 4.2.7.1 The vendor's proposed solution shall include an integrated access management solution that provides centralized, policy-based authentication and single sign-on for applications, services, and data.
- 4.2.7.2 The vendor's proposed solution shall provide real-time external authorization for applications, middleware, and databases with granular security.
- 4.2.7.3 The vendor's proposed solution shall include a seamless single sign-on to any application from any device.
- 4.2.7.4 The vendor's proposed solution shall include a role-based or profile driven security model to control privileges within the application.
- 4.2.7.5 The vendor's proposed solution shall control access to data to ensure privacy and security in compliance with all applicable state and federal laws and regulations.
- 4.2.7.6 The vendor's proposed solution shall centralize user account management, authentication and authorization, and user provisioning.
- 4.2.7.7 The vendor's proposed solution shall centralize consent management services.
- 4.2.7.8 The vendor's proposed solution shall strengthen security, audit trails, quality assurance and fraud, and abuse prevention and detection.

#### 4.2.8 Commercial Off-The-Shelf CRM

The vendor's proposed solution shall consider using a Siebel CRM commercial off-the-shelf solution to develop and deploy a configurable solution.

#### 4.2.9 Database and Vault

4.2.9.1 The vendor's proposed solution shall include Exadata Oracle Database appliance.

4.2.9.2 The vendor's proposed solution shall include Oracle Database Vault to secure PII information from insider and outsider threats as outlined in this RFP.

#### 4.2.10 Business Rule Policy Automation

The vendor's proposed solution's architecture, in order to conform to System Dynamic principles, shall adopt Oracle Policy Automation platform to consolidate rules, and policy management based systemic approach.

#### 4.2.11 General Ledger Management

The vendor's proposed solution shall include General Ledger software to account for revenue collection and distribution.

#### 4.2.12 Inventory Management

The vendor's proposed solution shall include Inventory Management software.

#### 4.2.13 Business Intelligence

4.2.13.1 The vendor's proposed solution shall include Oracle Business Intelligence Enterprise Edition to create a Decision Support Data warehouse system to measure KPI, generate reports, and dashboards to gain better insight into business processes.

4.2.13.2 The vendor's proposed solution shall allow users to schedule and subscribe to analytical reports and notifications.

4.2.13.3 The vendor's proposed solution shall allow users to generate ad-hoc analytical reports.

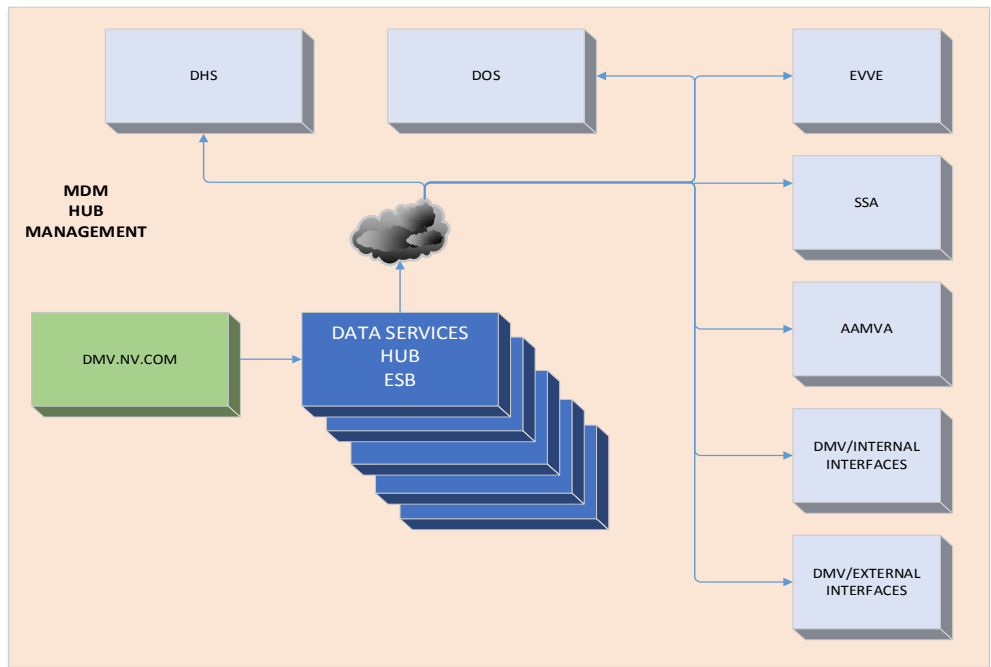
4.2.13.4 The vendor's proposed solution shall reduce the time required to gather, process and share information (required for the provision of services and benefits), and creation of reporting on those services and benefits.

4.2.13.5 The vendor's proposed solution shall provide forecasting and trend analysis for all processes, functions, interactions with customers, business partners, and internal users.

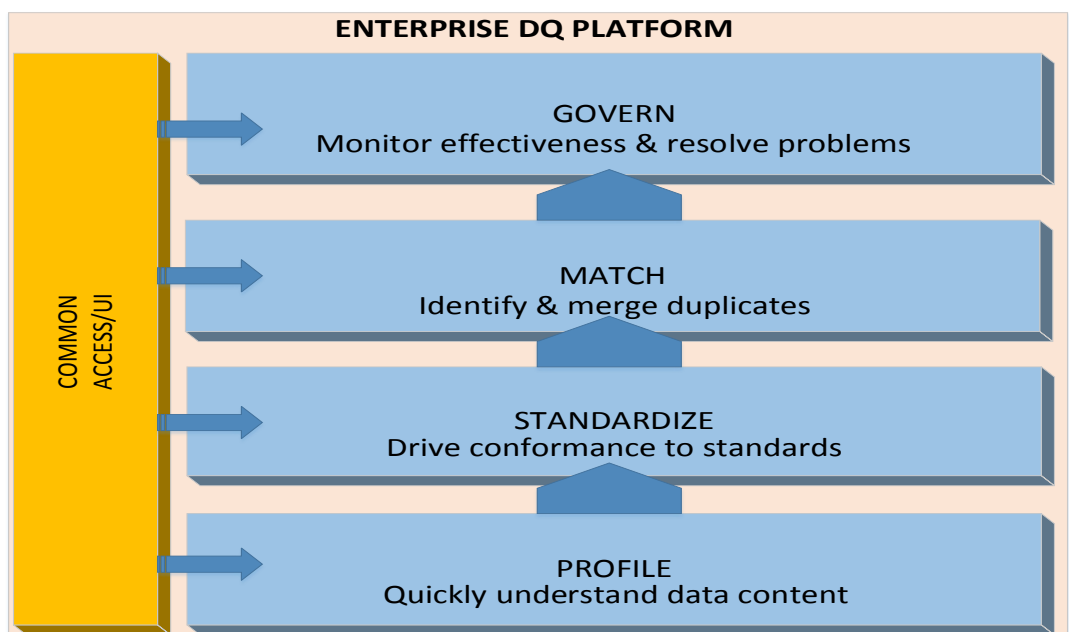
- 4.2.13.6 The vendor's proposed solution shall enhance capacity to do "predictive modeling" and "what if" scenarios to support program and policy development.
- 4.2.13.7 The vendor shall design a system to include Business Intelligence (BI) and functionality supporting a potentially broad range of areas including, but not limited to, security monitoring and control of systems and users, document processing quality and control, staff, appointment and service office resource management, etc., using real-time data with supporting graphics-based dashboards with all transactions available from throughout the entire NV DMV system ubiquitously.
- 4.2.13.8 The vendor's proposed system shall employ real-time data visualization methods on the core data creating a visual descriptive statistics platform.
- 4.2.13.9 The vendor's proposed BI system shall deliver complex data that is highly accessible, understandable, and usable to the user community allowing the measuring and dissection of patterns or relationships in the data for one or more variables.

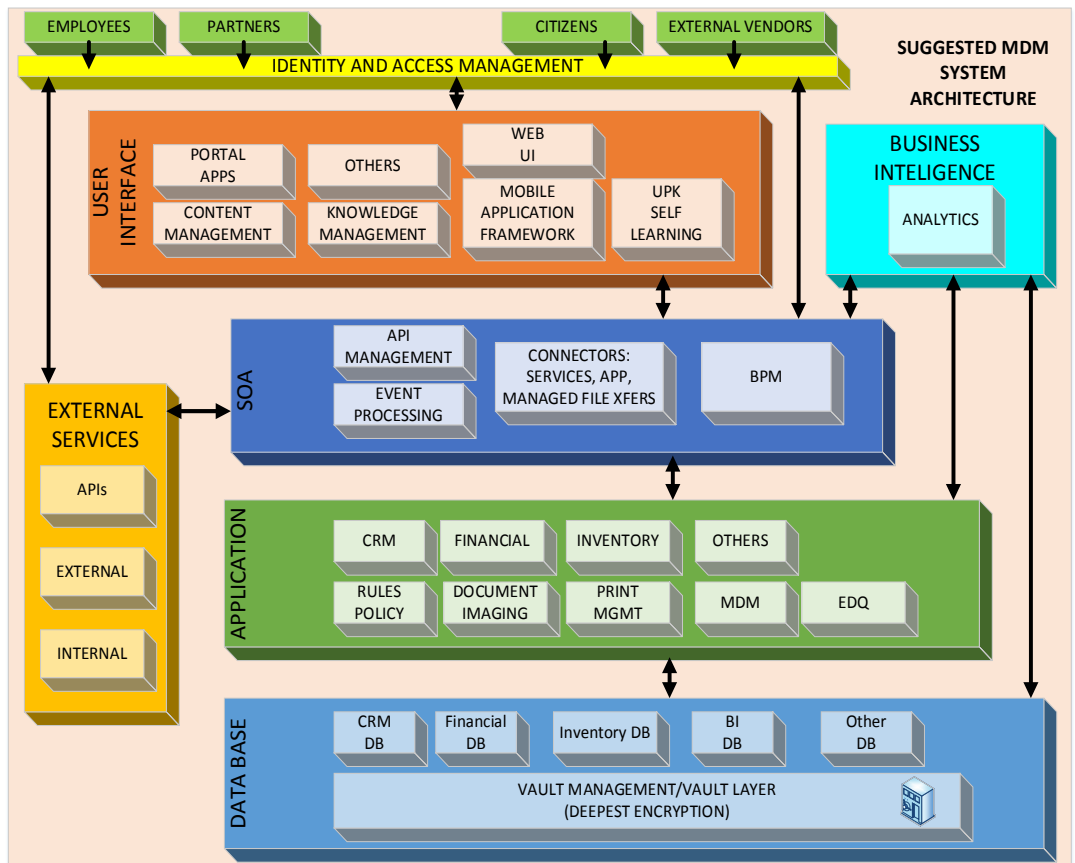
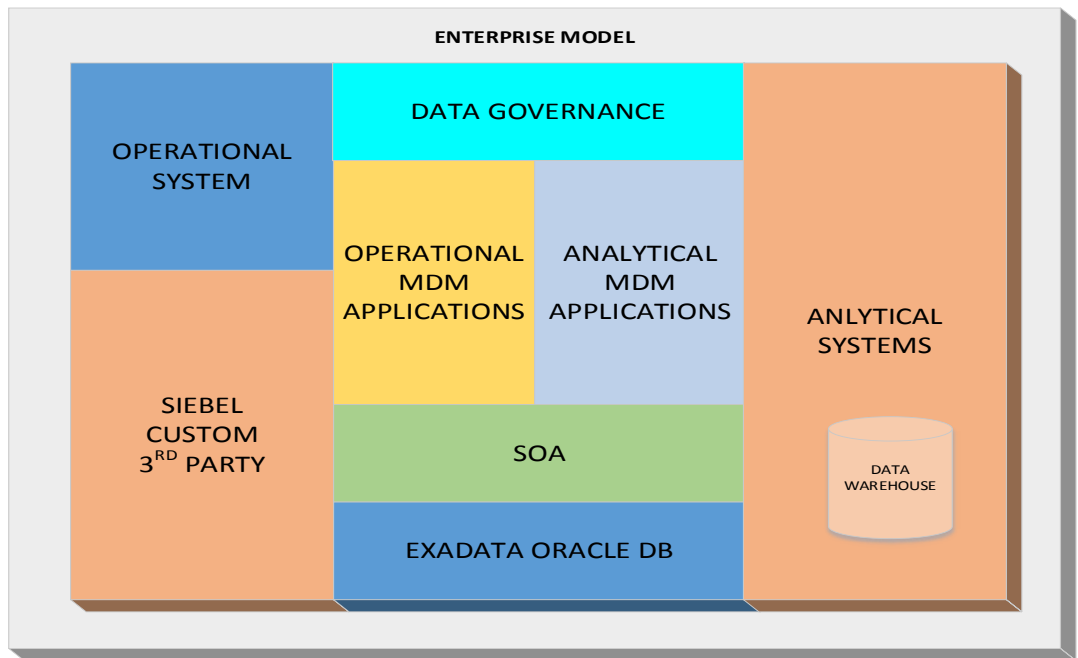
#### 4.2.14 Master Data Management/Enterprise Data Quality

- 4.2.14.1 The vendor's proposed solution shall include Identity Management software to ensure no customer data is duplicated.
- 4.2.14.2 The vendor's proposed solution shall include the ability to score the degree to which customer name (business or individual) matches.
- 4.2.14.3 The vendor's proposed solution shall include address standardization software. NV DMV currently utilizes Experian's Quick Address System and may be leveraged to standardize addresses.
- 4.2.14.4 The vendor's proposed solution shall optionally include Enterprise Data Quality software to profile, standardize, match and govern enterprise data.
- 4.2.14.5 The vendor shall optionally include Master data management software to consolidate, cleanse, govern, and share key enterprise data securely.
- 4.2.14.6 The vendor's proposed solution shall address data definition, transformation, integrity, and quality issues for consistency across programs, functions, and business partners.
- 4.2.14.7 The vendor shall design the MDM Hub management architecture to incorporate pre-designed data from the master data model to execute in the unique data model requirements of the ERP-CRM, ODS, EDW and BI domains guaranteed by MDM governance, maintaining transparency and sustainable quality. The SOA will be Master Data driven, not event driven, in that the Master Data represents the role and unique PII.



- 4.2.14.8 The vendor shall adopt the suite strategy, or similar, when application suites that are not of the same data and/or process model coexist.
- 4.2.14.9 The vendor shall adopt the concept of an active data model to standardize references to the data allowing multi-application use of the same core data to allow open source data integration to supply domain driven integration.
- 4.2.14.10 The vendor’s proposed system shall provide the required tools to ensure that NV DMV data will be continuously reviewed and relentlessly focused on ensuring the highest quality of data content.





#### 4.2.15 Consent Management

- 4.2.15.1 The vendor shall provide a highly granular consent management tool that allows NV DMV technicians to segment PII, under control and audit conditions, to manage and observe the lawful usage of electronic records.

4.2.15.2 The vendor shall provide a highly granular consent management tool that imprints electronic signature capabilities into the intended workflow of authorizations, escalations of processes, and customer documents.

#### 4.2.16 SDLC Tools

4.2.16.1 The vendor's proposed solution shall include complete Application Lifecycle Management tools to manage requirements, changes through source control, build, deployment, and software configuration.

4.2.16.2 The vendor's proposed solution shall include IDE to develop and unit test applications.

4.2.16.3 The vendor's proposed solution shall include tools to validate application functionality, and perform load testing.

4.2.16.4 The vendor's proposed solution shall include tools to manage test processes including, but not limited to, test requirements management, test cases, test execution, and defect tracking.

4.2.16.5 The vendor's proposed solution shall include end-to-end monitoring and tracing tools to diagnose and fix issues.

4.2.16.6 The vendor's proposed solution shall include performance and system health monitoring tools.

4.2.16.7 The vendor's proposed solution's architecture shall incorporate a consolidated source management system with the ability to track source code changes (JIT to enable single source migration, source-code management, and increase production efficiencies).

4.2.16.8 The vendor's proposed solution's architecture shall incorporate consolidated project management and application tracking to increase productivity by seamlessly managing program development, project reporting, document versioning control, requirements gathering, technical specifications gathering, project dashboards, and work assignments.

#### 4.2.17 Electronic Documents and Records Management System (EDRMS)

4.2.17.1 The vendor's proposed solution shall streamline business processes that involve documents and images by capturing, classifying, and extracting information from paper forms.

4.2.17.2 The vendor's proposed solution shall generate new documents or reports by overlaying data and forms, storing generated documents in a repository, and optionally printing, emailing, or faxing.

4.2.17.3 The vendor's proposed solution shall provide adapters to Windows files,

folders, and/or FTP servers that could be stored and related to business processes.

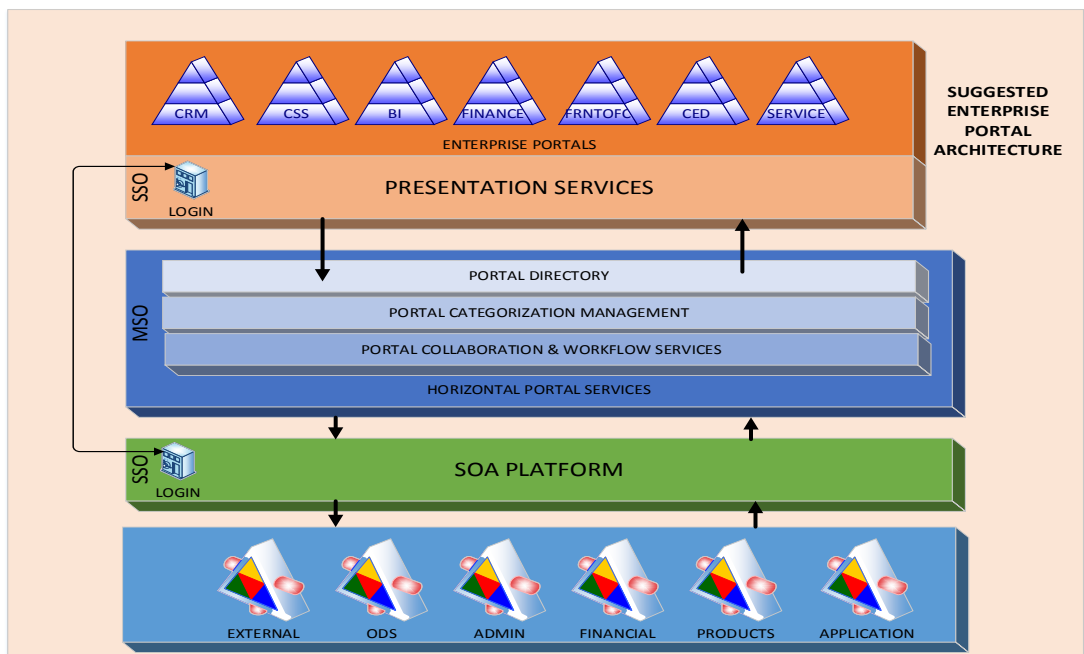
- 4.2.17.4 The vendor's proposed solution shall include OCR capability to pre-process, classify, and index data.
- 4.2.17.5 The vendor's proposed solution shall include the ability to manage print queues, view documents waiting to be printed, and release them to printer.
- 4.2.17.6 The vendor's proposed solution shall include the ability to pause or hold print queues and release them at a later time.
- 4.2.17.7 The vendor's proposed solution shall include the ability to view past print jobs and reprint on demand.
- 4.2.17.8 The vendor's proposed system shall capture and store all correspondence, documents, notices, letters, and all other customer-centric information.
- 4.2.17.9 The vendor's proposed system shall interface with the NV DMV's document system for the capture and storage of all correspondence, documents, notices, letters, and all other customer-centric information.
- 4.2.17.10 The vendor shall design a system that complies with the generic Model Requirements for the Management of Electronic Records for the NV DMV as follows:
  - A. All standard file formats currently envisaged will be storable in the database.
  - B. Ability to store single documents with various storage sizes.
  - C. Provide full text search to be carried out in the document types (MS Office formats, Adobe suite formats, OpenDocument format) most frequently used by the NV DMV.
  - D. To classify, index, and relate correspondence and documents, the proposed solution shall include the ability to add metadata such as, but not limited to: document title, subject, location, confidentiality, retention, volume, a visible unique identifier for the document, etc.
  - E. Interfaces to common document storage, backup software, shall be compatible with MVIT system requirements.
  - F. All physical file storage on disks shall be compatible with MVIT system requirements.
- 4.2.17.11 The vendor's proposed solution shall include a document template management system that could be leveraged to create form overlays that



can be combined with application data to generate correspondence.

- 4.2.17.12 The vendor's proposed solution shall enable the use of NV DMV official state letterhead stationery.
- 4.2.17.13 The vendor's proposed solution shall include control number and expiry date in accordance with State standards specifically in formatting and discrete disclosures and embedded protective measures.
- 4.2.17.14 The vendor's proposed solution shall include a transparent multi-tier responsibility chain for text, legal, and regulatory compliance approvals subjected to an audit trail.
- 4.2.17.15 The vendor's proposed solution shall integrate the existing NV DMV document imaging system to capture and store customer documents.
- 4.2.17.16 The vendor's proposed solution shall ensure the document imaging system is user friendly, responsive, allows real-time search capabilities, and retrieves customer documents.

#### 4.2.18 System Enterprise Portals



#### 4.2.19 Application Program Interface (API)s

The vendor shall design a system that utilizes a full set of secure Application Protocol Interfaces (API) to access data internally by other internal/external NV DMV business partners as well as via the Web by external and public parties similar to Data Protection Application Programming Interface (DPAPI).

#### 4.2.20 Database Management System

The vendor shall ensure the proposed system's rules and regulations that govern data collection, storage and use are rigorously applied and enforced.

#### 4.2.21 Cloud Ready

4.2.21.1 At deployment time, the vendor's proposed solution or data will not be deployed to the Cloud. However, the vendor's proposed solution shall be designed to be Cloud-ready in the future.

4.2.21.2 The vendor shall design a Cloud-ready social architecture to include management of decoupled components that interface with social networks at a B2C, B2B, and B2G criteria and address issues of privacy, public policy, and advanced security such as vaults/tokenization.

4.2.21.3 The vendor's proposed design shall facilitate either a partial or whole solution to the Cloud at a future date with minimum effort.

4.2.21.4 The vendor shall describe the Cloud-ready solution's security components as follows:

- A. Protection of systems, networks, and data with advanced capabilities.
- B. Deployment of anti-malware and anti-spam filtering to principally protected components.
- C. Employment of data loss prevention capabilities.
- D. Redundancy of servers and premier disaster recovery capabilities.
- E. Monitoring of target system allowing security forensic experts to review system.
- F. Safeguarding of data and metadata.
- G. Cloud-ready system uptime availability.
- H. Running of email and other communication devices.

4.2.21.5 The vendor shall describe the Cloud-ready solution's shareable online file storage devices as follows:

- A. Services that NV DMV can store and share documents, photos, video, data, and other document files.
- B. Allowed permissions of stored files.
- C. Allowed access to shared documents using multi-access platforms and devices such as, but not limited to: internal computers, mobile, etc.

4.2.21.6 The vendor shall describe the Cloud-ready solution's social connectors as follows:

- A. Social Networks
- B. Professional Networks
- C. Open Business Clubs

4.2.21.7 The vendor shall describe the Cloud-ready solution's infrastructure services as follows:

- A. Share Service Layers
- B. SQL RDBMS
- C. BLOB Storage

#### 4.2.22 Big Data Analytics Ready

4.2.22.1 The vendor shall describe possible big data goals for collaboration, solving issues, and identify growth opportunities.

4.2.22.2 The vendor shall describe the big data range that will be appropriate for ease in scalability and for providing secure shared access.

4.2.22.3 The vendor shall describe the big data possible scope of unstructured data that may be leveraged by the NV DMV.

4.2.22.4 The vendor shall describe industry-leading capacity, performance, and workload requirements.

#### 4.2.23 Mandatory Exclusions

4.2.23.1 The vendor shall follow the mandatory excluded requirements defined in this section. The vendor shall protect the NV DMV from the use of malware, bad code, unsupported specifications, and non-standard architecture.

4.2.23.2 The vendor shall exclude and shall protect the proposed system from inheriting low-quality, unpredictable, and unsupported technology.

4.2.23.3 The vendor shall exclude all Open Source Software (OSS) as defined in this section of the RFP; although marketing and vendors state OSS is technologically feasible and architecturally sound.

4.2.23.4 The vendor shall adhere to the security master model and security reference architecture.

4.2.23.5 The vendor shall not develop the proposed system using the mandatory exclusions.

4.2.23.6 The vendor shall identify within their response, the recommended approach to meeting the mandatory exclusions requirements of this RFP.

#### 4.2.24 Open Source Software (OSS)

4.2.24.1 The vendor shall not use, develop, or integrate any functionality using Open Source Software (OSS) or other “open” gadgets at any place in the architectural stack be they coarse grained or fine grained.

4.2.24.2 The NV DMV definition of OSS is “all software for which the human-readable source code is available for use, study, reuse, modification, enhancement, and re-distribution by the users of that software.”

4.2.24.3 Additional synonyms for open source software include "Free software", "libre software", "Free/open source software (FOSS or F/OSS)", and "Free/Libre/Open Source Software (FLOSS)".

4.2.24.4 The vendor shall use, develop, and integrate with controllable, accountable metrics published and governed as conforming technology that poses no security risk to users, interfaces, or system architecture.

4.2.24.5 The vendor shall ensure licenses for use on the proposed solution are **not** part of the Open Source Initiative (OSI), GNU operating system, Fedora Project, Debian Free Software Guidelines (DFSG), MIT licenses, BSD licenses, Apache, GNU Lesser General Public License (LGPL), GNU General Public License (GPL), or any open source definition available in the current market.

4.2.24.6 The vendor shall provide non-open source software and licenses.

#### 4.2.25 System Throughput and Processing

The vendor’s proposed solution shall meet the following additional requirements:

4.2.25.1 The vendor’s proposed solution shall run on Windows 7 workstations or higher.

4.2.25.2 The vendor’s proposed solution shall run on a minimum of a T1 connection.

4.2.25.3 The vendor’s proposed solution shall run on industry standard browsers such as, but not limited to, Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, Microsoft Spartan, etc.

4.2.25.4 The vendor’s proposed solution shall be optimized for a screen resolution of 1024 x 768 DPI.

- 4.2.25.5 The vendor's proposed solution shall not exceed .70 second response time, during peak times, at all NV DMV locations.
- 4.2.25.6 The vendor's proposed solution shall have a minimum throughput of 8,000 transactions per hour with at least 150 concurrent transactions per minute.
- 4.2.25.7 The vendor's proposed solution maintenance window shall not exceed 2 hours on weekdays and 3 hours on weekends or holidays.
- 4.2.25.8 The vendor's proposed solution shall not require extensive changes to the application during hardware and software updates/upgrades.
- 4.2.25.9 The vendor's proposed solution shall allow access to a minimum of 1,500 internal, 1 million external registered users, and 500,000 external non-registered guest users.
- 4.2.25.10 The vendor's proposed solution shall employ keyboard shortcuts when available and meet the process and system flow.
- 4.2.25.11 The vendor shall make every attempt to avoid commonplace errors in architecture, design, implementation, deployment, and delivery of the proposed system.
- 4.2.25.12 The vendor's proposed solution shall ensure scalability and sustainability beyond simple overloads and should be up to 60 times the ratio of normal business.
- 4.2.25.13 The vendor's proposed solution shall ensure accurate and actionable enterprise identity management check capability.
- 4.2.25.14 The vendor's proposed solution shall ensure HTTP 503 errors is a non-issue.
- 4.2.25.15 The vendor's proposed solution shall ensure recoverability from crashes and unexpected failures.

4.2.26 Application Environments

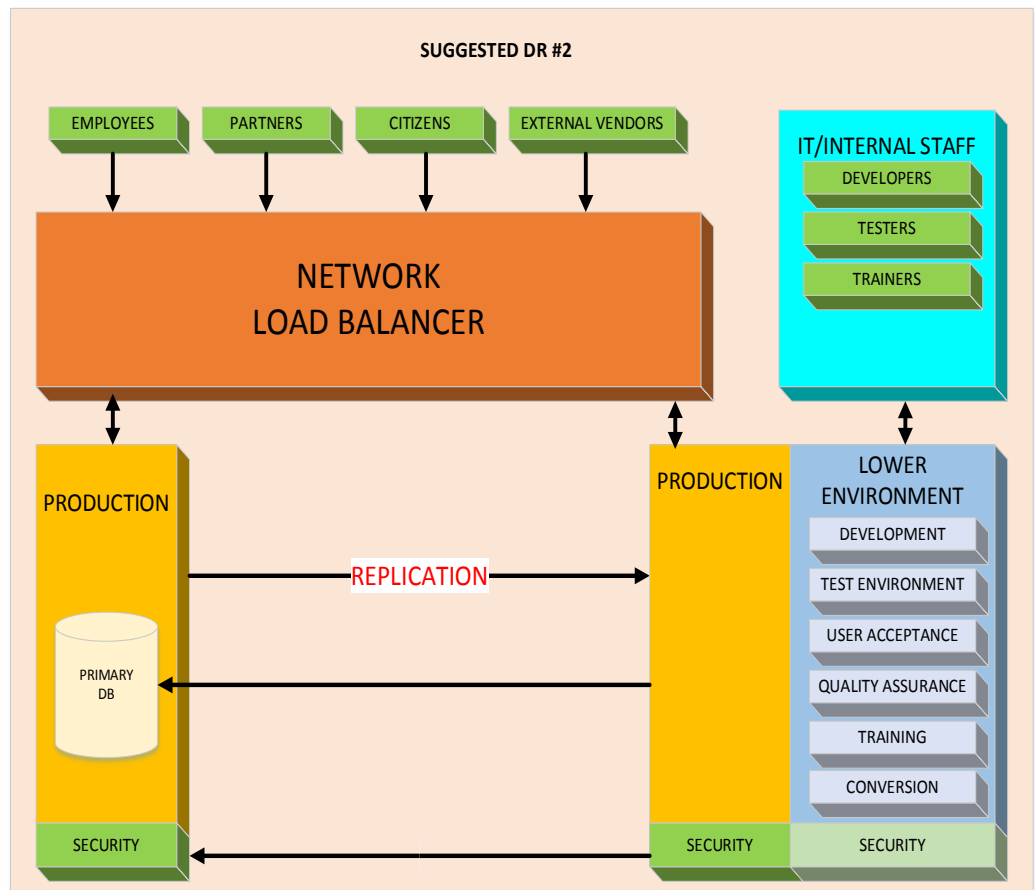
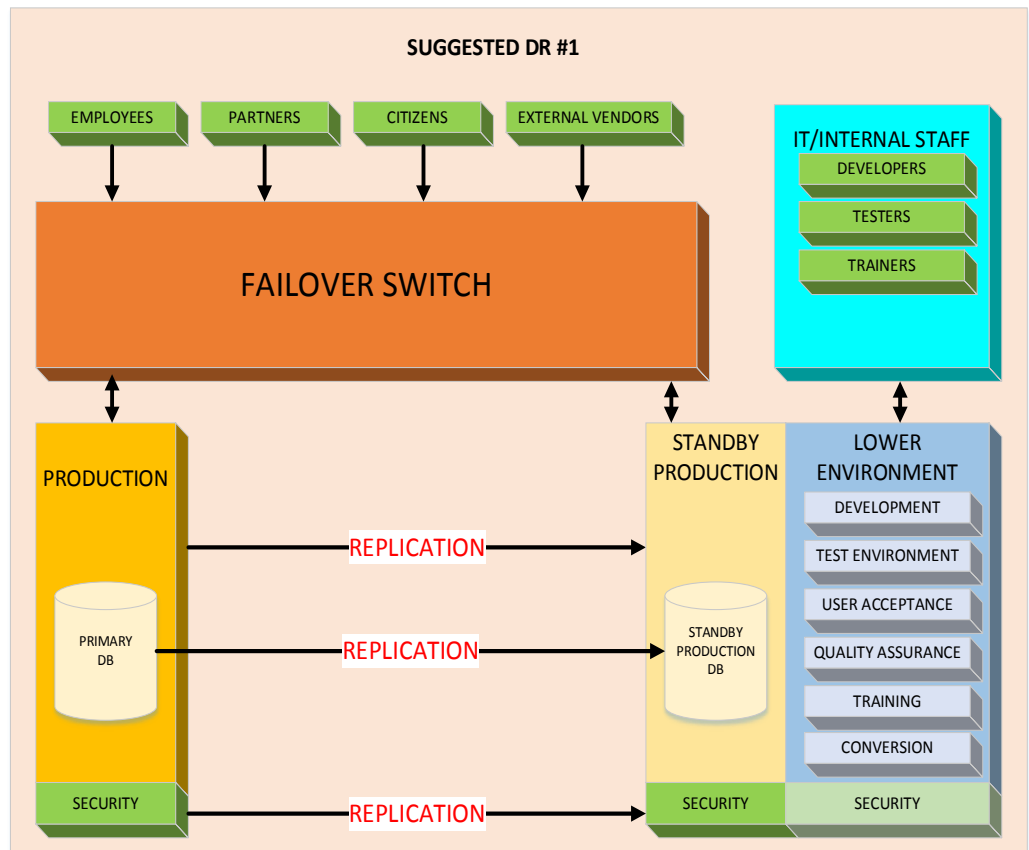
- 4.2.26.1 The vendor's proposed solution shall consider hosting production and non-production environments on separate physical hardware.
- 4.2.26.2 Though NV DMV is expecting to support the following discrete Application Environments and the vendor shall propose the number of discrete application environments that might be needed:
  - A. Production
  - B. Development

- C. Integration Test
- D. User Acceptance
- E. QA
- F. Training
- G. Disaster Recover
- H. Conversion

#### 4.2.27 Disaster Recovery

NV DMV is expecting to host two data centers. The data center at Carson City, Nevada, will be the primary site. The data center in Las Vegas, Nevada, will be the secondary site. The secondary site in Las Vegas is expected to become primary if the Carson City data center is either offline or is inaccessible. The secondary site in Las Vegas could host non-production environments should the vendor choose to separate production and non-production environments between the data centers.

- 4.2.27.1 The vendor's proposed solution shall include tools needed to replicate persisted data that is needed to establish a comprehensive production environment at the secondary site.
- 4.2.27.2 The vendor's proposed solution shall optionally load balance the production environment between the data centers, if needed, to meet the requirements outlined in this RFP.
- 4.2.27.3 The vendor shall comprehensively list the tools, hardware, software, and network bandwidth requirements needed to replicate production data between the sites.
- 4.2.27.4 The vendor shall recommend and offer guidance about conditions that could be considered for automatic failover.
- 4.2.27.5 The vendor shall recommend and offer guidance about conditions that could be considered for manual failover to minimize scheduled outages.
- 4.2.27.6 The vendor's proposed solution shall include comprehensive documentation, procedure, best practices, and suggest frequency to test failover capability between the primary and secondary sites.
- 4.2.27.7 The vendor shall include an architectural diagram detailing the hardware, software, and the Application environments that are needed to meet the requirements outlined in this RFP.
- 4.2.27.8 The following are the recommended Disaster/Recovery diagrams:



#### 4.2.28 Training Environment

- 4.2.28.1 The vendor's proposed solution shall establish an environment that can be used to train new recruits.
- 4.2.28.2 The vendor's proposed solution shall include tools that would allow the NV DMV Training Division to restore the training environment to a consistent state to ensure users can repetitively try, practice, and learn.

#### 4.2.29 Non-Production Environment Data Load

NV DMV currently has limited license to IBM's Optim Test Data Management software tool that could be utilized to establish non-production environments or personal sandbox development environments with privatized sampled data from the production environment. The vendor shall suggest using existing Optim TDM or similar tool that could be leveraged.

- 4.2.29.1 The vendor's proposed solution shall include tools to sample and privatize production data to create non-production environments.
- 4.2.29.2 The vendor's proposed solution shall allow specific production data to be privatized and extracted to a non-production environment to recreate an issue reported in production.

### **4.3 FUNCTIONAL REQUIREMENTS**

The vendor must follow the functional requirements as set out in this formal RFP, which makes the best attempt to describe in detail the product's intended capabilities, appearance, and interactions with users. This particular set of mandatory functional requirements lays out the intended greenfield modernization of the entire NV DMV computer technology environment.

The vendor must use this particular set of mandatory functional requirements as a best-in-class attempt to set out a holistic modernization of the entire NV DMV computer technology environment describing what the system is supposed to do by defining functions and high-level logic.

#### 4.3.1 Self-Help Serviceable Knowledge Inter-Change

- 4.3.1.1 The vendor's proposed solution shall provide a 360 degree-view of all associated records for a customer.
- 4.3.1.2 The vendor's proposed solution shall provide accurate information that allows customers to use and conduct self-service transactions.
- 4.3.1.3 The vendor's proposed solution shall provide knowledge based self-help to be used by both internal and all external alternate platforms.

#### 4.3.2 Integrated Social Networking Features



4.3.2.1 The vendor shall design customer interfaces to leverage alternate technologies such as social networking, mobile, and future platforms for customer transaction processing.

4.3.2.2 The vendor shall design interfaces to leverage alternate electronic payments forms such as, ePay or Apple Pay, or other future payment platforms for processing customer monetary transactions.

#### 4.3.3 Educational Portals

The vendor shall design alternate technology outreach interfaces to promote customer self-sufficiency, provide accessible and intuitive educationally based products and services, as well as, clear and understandable notifications of changes to motor vehicle laws.

#### 4.3.4 Case Management and Business Process Model

4.3.4.1 The vendor shall implement a flexible and customizable platform case management portal, with a mobile-optimized interface that allows investigators to update cases and input data on any device from anywhere using an internet connection.

4.3.4.2 The vendor's proposed solution shall ensure the portal provides a case management solution that tracks investigations to the highest degree of confidentiality involving cases that include: workplace misconduct, security incidents, criminal activity, DMV fraud, or large-scale embezzlement of revenues.

4.3.4.3 The vendor's proposed solution shall implement case management as part of the BPM with the capability to store all incident reports and complaints, that once entered, are queued and assigned as case files. Wherein, the case file becomes the system of record, capturing the steps in the lifecycle of the case, from the decision to investigate and the analysis of scope to asset recovery.

4.3.4.4 The vendor shall provide a system capable of allowing the NV DMV to respond effectively to any and all compliance and enforcement requirements and motor vehicle laws using efficient case management.

#### 4.3.5 Rules Based Engine/Policy Administration

The vendor's proposed solution shall deliver a flexible, configurable rules driven platform managing end-to-end policy administration with an intuitive portal allowing a consolidated view of policy, product, and ownership. The solution shall incorporate business rule driven workflow processing with real-time tracking and reporting.

#### 4.3.6 Inter-Division Commerce and Revenue Management

4.3.6.1 The vendor shall design a system that provides automated seamless

application and repository systems required to track and distribute financial transactions. The system shall include the ability to track customer transactions, customer correspondence, create internal State journal and payment vouchers, financial reconciliation, closing of financial day, and provide or derive reports, analytics, and statistics in an expedited manner.

4.3.6.2 The vendor's proposed system shall include functionality to collect customer bad debt, including the capability for a payment plan, and update customer products and services based on bad debt disposition.

4.3.6.3 The vendor's proposed system shall include interfaces, reconciliation, balancing of financial transactions with the NV DMV's business partners, internal State agencies, and the State's financial system.

#### 4.3.7 Workforce Development and Training

4.3.7.1 The vendor shall design a system that provides an integrated world approach to employee development to include, but not limited to: web-conferencing, social networking, etc.

4.3.7.2 The vendor shall design a system that includes an employee training portal array with integrated screens and sanitized data to perform all NV DMV functions.

4.3.7.3 The vendor shall provide on-site user training on all NV DMV system functionality.

4.3.7.4 The vendor shall design a system that provides onboarding and screening portal array with integrated screens and reference links to evaluate all future DMV employees for their eligibility, with technical and business process capabilities from a top down and a bottom up perspective.

4.3.7.5 The vendor shall design a system that provides initial testing and certification portal array with integrated screens and reference links to evaluate all future DMV employees for their eligibility, with technical and business process capabilities from a top down and a bottom up perspective.

4.3.7.6 The vendor shall provide complete up-to-date operational, technical, and user documentation for all system functionality.

4.3.7.7 The vendor shall provide system documentation such as, but not limited to: network configuration, user guides, basic program structure detailed design, internal classes, database structures, migration processes, and recovery and backup procedures.

4.3.7.8 The vendor shall provide documentation expressed in terms easily understood by the intended audience and at a reasonable reading

comprehension level.

#### 4.3.8 User Administration – Identity and Access Management

- 4.3.8.1 The vendor’s proposed solution shall provide an administration of users feature.
- 4.3.8.2 The vendor’s proposed solution shall provide a feature to authenticate and control user access.
- 4.3.8.3 The vendor’s proposal solution shall provide an integrated system for administration, authentication, and user access control meeting all security requirements. *See Section 4.4.10 Identity Management/Single Sign-On (SSO).*

#### 4.3.9 Integrated Privilege

The vendor’s proposed solution shall have the ability to transform and consolidate the privilege eligibility and enrollment functions to a consumer-centered profile PII model that incorporates a customer registry and an electronic case record that improves both user and consumer experience and will include:

- 4.3.9.1 Simplification and consolidation of customer eligibility rules based on criteria that can be easily utilized by multiple NV DMV business partners and enable a flexible, adaptable, extensible, and easy to use rules-based engine.
- 4.3.9.2 Provide a robust customer self-service one-stop-shop through multi-channel use of technology and automated validation and verification.
- 4.3.9.3 Enable eligibility determinations to be completed by the appropriate person(s) in real-time or near real-time with automated validation and verification for all NV DMV programs; with staff intervention only where requested or required by program or policy.
- 4.3.9.4 Provide for the transfer of all NV DMV eligibility, enrollment, and disenrollment information between the NV DMV and internal/external business partners.
- 4.3.9.5 Automation of customer notices and alerts.
- 4.3.9.6 Allow the addition of controls to provide for more accurate processing and supports comprehensive quality monitoring program.

#### 4.3.10 Customer Look-Up

- 4.3.10.1 The vendor’s proposed solution shall conduct NV DMV/Customer look-up, search, and view query results across business functions, multiple channels, and alternative platforms.

4.3.10.2 The vendor's proposed solution shall retrieve data from existing electronic sources including scanned documents to streamline the application and renewal processes, minimize duplication of effort, and reduce the overall paperwork involved.

#### 4.3.11 Identity Management

4.3.11.1 The vendor's proposed solution shall provide common customer service integration and prevent duplication of customer data.

4.3.11.2 The vendor's proposed solution shall support outcome-focused case management.

#### 4.3.12 Scheduling

4.3.12.1 The vendor's proposed solution shall provide the functionality for multiple sources to schedule customer appointments.

4.3.12.2 The vendor's proposed solution shall provide the ability to use resource calendars, define appointment availability, and assign appointment times.

#### 4.3.13 External Interfaces

4.3.13.1 The vendor must incorporate and continue to support all external interfaces with NV DMV's business partners as specified in this RFP. ***See Attachment L, Requirements Matrix.***

4.3.13.2 The vendor's proposed system must provide secure interfaces to law enforcement.

4.3.13.3 The vendor's proposed system shall interface with existing external interfaces with minimal changes or impacts. Where feasible, some interfaces shall be upgraded.

#### 4.3.14 Internal Interfaces

4.3.14.1 The vendor shall incorporate and continue to support all internal interfaces as specified in this RFP. ***See Attachment L, Requirements Matrix.***

4.3.14.2 The vendor's proposed system shall interface with existing internal interfaces with minimal changes or impacts. Where feasible, some interfaces shall be upgraded.

#### 4.3.15 Application Consolidation

The vendor shall design a system capable of consolidating and enforcing transparency for all mobile, kiosk, and desktop browser based applications, be they

Windows based, Web based, or UNIX based, avoiding duplication, stale data, errors, and data duplication.

#### 4.3.16 Ease of Services and System Adoptability

4.3.16.1 The vendor shall design a system capable of delivering optimal services to Nevada citizens using alternate platforms, as well as those who visit our field offices.

4.3.16.2 The vendor's proposed system shall allow for quick customer-ready launch of newly offered products and services. In addition, the vendor's proposed solution shall deliver a faster and more accurate system governed by a quality response to regulatory, statutory, and federally mandated changes.

#### 4.3.17 Configuration Management

The vendor shall design a system capable of integrating the functionality supporting configuration managed automated control and monitoring of all NV DMV functions, defined in *Attachment L, Requirements Matrix*, at all customer interactions.

### 4.4 SECURITY STANDARDS

4.4.1 The NV DMV is required by law to meet the highest security standards in its technology platforms to meet all risks that could possibly affect the integrity of the State as a steward of public data and the issuance of legal documents.

4.4.2 The NV DMV shall publish and update all of its security documentation for SM based on the following basic security mandate's best practices:

4.4.2.1 **Security Policy and Standards:** The DMV security office, for the purposes of this RFP, is in the process of increasing the scope of the Nevada State security standards. Part of that increased scope incorporates NRS 242, Common Criteria 3.1 Revision 4, September 2012, TOE, various Federal standards, and Zero-tolerance security policy.

4.4.2.2 The NV DMV, for the purposes of this RFP, has set out mandatory organizational policies and standards that govern the system's design, deployment, controls and run time; describing both what is allowed as well as what is not allowed in the system.

4.4.2.3 **Security Architecture:** A strategic and unifying framework employing reusable services that implement policy standards and risk management decisions (see: RA Security). The master security model architecture should resemble a series of interlocking defensive zones. Upon detection, a suspected viral anomaly should be successively stripped of its harmful components and forced into an isolated zone. The viral anomaly shall be isolated for analysis and subsequently destroyed.

- 4.4.2.4 **Security Processes:** Should be driven by a modern technical security ecosystem that is not only current but forward looking into the ever evolving landscape of hacking and viruses. The technical Ecosystem should be a living application that constantly thwarts threats and vulnerabilities and produces highly available countermeasures to protect the integrity and privacy of the State, the public at large, and the NV DMV data.
- 4.4.2.5 **Security Metrics:** Measuring and monitoring standards, architecture, and process to validate the hermetic seal of the system.
- 4.4.3 The technical ecosystem will form the basis to carry out the intent of the NV DMV to impose well measured risk management, to be able to adhere to security policies with zero tolerance, allowing the constant adoption of better and better standards as the threats evolve and new vulnerabilities require highly available and effective countermeasures.
- 4.4.4 In addition to the SM goals, core, and ancillary functionality required, simultaneously maximum security standards shall be interwoven into the core of a product. Minimum standards can be used where encapsulated and protected within a higher security standard shell. The strategic security goal is to reduce compromises, probability of attacks, and data corruption from both outside and inside the NV DMV. Requirements are based on this polymorphic and encapsulated security model.
- 4.4.5 The NV DMV will prescribe a security architecture blueprint detailing a proposed security managed SOA environment.
  - 4.4.5.1 System must meet State security standards for transmission of personal information as outlined in NRS 205.4742 and NRS 603A.
  - 4.4.5.2 Protection of sensitive information will include the following:
    - 4.4.5.3 Sensitive information in existing legacy applications will encrypt data as is practical.
      - A. Confidential Personal Data will be encrypted whenever possible.
      - B. Sensitive Data will be encrypted in all newly developed applications.
- 4.4.6 All system development projects must include a documented change control and approval process and must address the security implications of all changes recommended and approved to a particular service or system. The responsible agency must authorize all changes.
- 4.4.7 Application systems and information that become obsolete and no longer used must be disposed of by appropriate procedures. The application and associated information must be preserved, discarded, or destroyed in accordance with

Electronic Record and Record Management requirements defined in NRS and NAC 239, Records Management.

4.4.8 Software development projects must comply with State Information Security Consolidated Policy 100, Section 4.7, Software Development and Maintenance and State Standard 131, “Security for System Development”.

4.4.8.1 Separate development, test, and production environments must be established on State systems.

4.4.8.2 Processes must be documented and implemented to control the transfer of software from a development environment to a production environment.

4.4.8.3 Development of software and tools must be maintained on computer systems isolated from a production environment.

4.4.8.4 Access to compilers, editors and other system utilities must be removed from production systems.

4.4.8.5 Controls must be established to issue short-term access to development staff to correct problems with production systems allowing only necessary access.

4.4.8.6 Security requirements and controls must be identified, incorporated in and verified throughout the planning, development, and testing phases of all software development projects. Security staff must be included in all phases of the System Development Lifecycle (SDLC) from the requirement definitions phase through implementation phase.

4.4.9 Minimum Security Standards

4.4.9.1 The vendor shall ensure end-to-end security is installed and applied to all sustainable and reliable environments such as, but not limited to: Development, unit testing, integration testing, user acceptance testing, quality assurance testing, production, training, etc.

4.4.9.2 The vendor shall ensure the top-down view does not lose sight nor hide the atomic details and inherent security weaknesses.

4.4.9.3 The vendor shall ensure Web URIs and URLs are tamper, phishing, hacker, virus, and spider proof.

4.4.9.4 The vendor shall share and must inform the NV DMV of all possible internal threats, weaknesses, and vulnerabilities.

4.4.9.5 The vendor shall recommend and inform the NV DMV of changes to personnel policies to reflect the true risks thus ensuring adequate countermeasures and enforcement of such.

- 4.4.9.6 The vendor shall ensure EDI standards and stop/plug any and all vulnerabilities encountered.
- 4.4.9.7 The vendor shall ensure PII is protected and stored accurately.
- 4.4.9.8 The vendor shall ensure transactions and logs are optimized for accuracy, roll-back of breeches, and lost data.
- 4.4.9.9 The vendor shall ensure all transactions and logs are stored for State compliance and per NV DMV policies.
- 4.4.9.10 The vendor's proposed solution shall ensure process and information are segregated for the user interfaces and not comingled.
- 4.4.9.11 The vendor's proposed solution shall ensure that business information and business controls are separate.
- 4.4.9.12 The vendor's proposed solution shall ensure accurate customer and NV DMV employee profiles.
- 4.4.9.13 The vendor's proposed solution shall ensure formal end-to-end ad-hoc performance testing.
- 4.4.9.14 The vendor shall adhere to the security master model and security reference architecture in this section.
- 4.4.9.15 The vendor shall follow the zero-tolerant security mandates in this RFP.
- 4.4.9.16 The vendor shall design a network system capable to integrate the functionality of contemporary devices such as, but not limited to:
  - A. VLANs
  - B. IEEE 1613 specified Multiplexing
  - C. HTTP/2
  - D. SPDY 4.0
  - E. RFID Technology

#### 4.4.10 Identity Management/Single Sign-On (SSO)

- 4.4.10.1 The vendor shall provide all users of the intended system with unified sign-on and authentication across all their enterprise resources, including mobile and pad devices, kiosks, desktops, client-server, custom tools, and host-based SOA applications.
- 4.4.10.2 The vendor shall provide a centralized framework for security and compliance enforcement linked to a discrete BI portal.



4.4.10.3 The vendor shall eliminate the need for multiple usernames and passwords.

4.4.10.4 The vendor shall enforce strong password and authentication policies.

4.4.11 Identity Management/Multiple Sign-On (MSO)/Multi-factor Authentication (MFA)

4.4.11.1 The vendor shall design an MSO or MFA, where applicable, as an added security so that users are required to enter both a device-level passcode and a container-level passcode, and administrators have both device-level controls and application-level controls.

4.4.11.2 The vendor shall enable app-to-app collaboration with other managed and secure applications within the container.

4.4.11.3 The vendor shall ensure the keys to the lower level sign-on are kept in Escrow.

4.4.12 Vault/Tokenization Technology

4.4.12.1 The vendor shall design a Vault/Tokenization security management system that covers at a minimum items such as, but not limited to:

A. Real-time asset inventory control

B. Active and passive network scanning and monitoring

C. Vulnerability assessments

D. Testing and monitoring

E. Intrusion Detection Systems (IDS)

F. File threat detection

G. Supplying security intelligence information such as SIEM correlation, incident response, reporting, and alarms

H. MDM and containerization deployed on the same device

4.4.12.2 The vendor shall design at minimum a SSO managed device architecture that provides a fundamental barrier. The vendor shall consider an extra barrier to access NV DMV agency content forcing users to utilize MSO or MFA.

4.4.12.3 The vendor shall extend the Vault/Tokenization technology to an Enterprise Mobility Management Platform.

4.4.12.4 The vendor shall design the proposed system to allow NV DMV to

monitor the entire deployment of mobile apps through a single lens.

- 4.4.12.5 The vendor shall design a secure mobile platform using containerization stability to continually add users, deploy content, and extend applications.

4.4.13 Encryption Methods

- 4.4.13.1 The vendor shall incorporate the highest encryption standards including or similar to, but not limited to:

- A. **NIST:** Special Publications 800-111, 131A, 57, Part 1, CMVP Validation List

Algorithm	Min Key Length	Use Case
AES	128	Data Encryption
RSA	2048	Digital Signatures/Public Key Encryption
ECDSA	224	Digital Signatures/Public Key Encryption
SHA	224	Hashing

- B. NSA insertion of Dual EC DRBG

- C. Advanced Encryption Standard (AES): symmetric block cipher used by the U.S. government to protect classified information implemented in software and hardware to encrypt sensitive data.

- D. Un-decodable Encryption Schemes and Barcodes: bit secure cipher text.

- E. Federal Register (FR): contains government agency rules and proposed rules.

- 4.4.13.2 **SANS 20 Critical Security Controls:** Industry-accepted best practices for cyber defense, minimum standard Data Protection Level (DPL) 0-3

- 4.4.13.3 **HP 256-bit key Atalla Cloud Encryption:** ESSIV Schema, Cipher-Block Chaining (CBC)

- 4.4.13.4 **HIPAA:** Under the HIPAA Security Rule, there are two implementation standards related to encryption:

- A. Encryption and Decryption - 164.312(a)(2)(iv): Implement a method to encrypt and decrypt electronic protected health information.

- B. Encryption - 164.312(e)(2)(ii): Implement a mechanism to encrypt electronic protected health information whenever deemed appropriate.

#### 4.4.14 Risk Averse Security

- 4.4.14.1 The vendor shall integrate a risk-averse security model into its end-to-end architecture.
- 4.4.14.2 The vendor shall ensure a risk management centric approach allowing the security architecture to be agile in responding to the business continuity and disaster aversion needs.
- 4.4.14.3 The vendor's proposed system shall ensure that the end-to-end threats and vulnerabilities shall be destroyed, contained, quarantined or at least mitigated by deploying countermeasures.
- 4.4.14.4 The vendor shall implement risk assessment to ensure the NV DMV's risk exposure is in line with risk tolerance goals; zero tolerance.
- 4.4.14.5 The vendor shall offer the highest opportunities to create highly available and successful countermeasures for the proposed solution.
- 4.4.14.6 The vendor shall design the proposed solution to take on at a minimum the appropriate level of risk-averse actions based on the business goals as set out in this RFP.

#### 4.4.15 SOA Security

- 4.4.15.1 The vendor shall incorporate SOA architecture in the proposed solution and meet the standard risk-averse or risk-centric approach.
- 4.4.15.2 The vendor shall respond with an equivalent requirements SOA security model to the NV DMV's four high-levels of concern as follows:
  - A. **Strategy Model:** The vendor shall describe the organization's strategic security goals, the intended business design from a user and operator perspective, as well as, clear business objectives, and high-level rules.
  - B. **Operational Model:** The vendor shall describe a compute-independent SOA security model of business processes and rules. The model shall include constraints and compliance rules in which business processes must comply with zero tolerance. System constraints may be validated at the user level. Whereas others will be verified transparently in an end-to-end architectural model including but not limited to: from the UI, the cache, user authentication component (SSO), Web services, ESBs, middleware, APIs, databases and the new back end MDM Ecosystem.

- C. **Execution Model:** The vendor shall describe the platform-independent description of documents, flows, connections to resources, applications, data sources and their inherent relationships (not merely superficial), and specific rules and behavioral patterns capture. Security and compliance requirements shall be described as well.
  
- D. **Implementation Model:** The vendor shall describe the platform specific model of the intended IT infrastructure, consisting of hardware, system software, Cloud infrastructure, big data infrastructure, mobile infrastructure, kiosk infrastructure, as well as scripts and middleware frameworks that support the UI and channels. The vendor shall also include a platform-dependent configuration; security and compliance requirements and infrastructure realization must all be taken into account from an end-to-end perspective (E2E) and not just an individual domain such as Middleware or a Database. The infrastructure must present a cohesive and seamless model for all security no matter how fine grained or coarse grained the gadget.

#### 4.4.16 Response to Areas of Concern

The vendor shall design a system that will mitigate the NV DMV from technology security breaches; internal and external.

#### 4.4.17 Internal Risk Avoidance

- 4.4.17.1 The vendor shall build the proposed solution with measures into its security offering that treat the prevalence and insider threat severity by:
  - A. Denying identity fraud and/or theft of PII information.
  - B. Denying the falsification of test results or false credentials of any third party.
  
- 4.4.17.2 The vendor shall build the proposed solution with measures into its security offering that treat the prevalence and severity of the insider threat by denying the issuance of any falsified NV DMV documentation.
  
- 4.4.17.3 The vendor shall build the proposed solution with measures into its security offering that treat the prevalence and severity of the insider threat by denying the fraudulent activities surrounding fuel taxes.
  
- 4.4.17.4 The vendor shall design the proposed solution with means to ensure no user can impersonate and gain trusted user status of all the persons, known or unknown, with access to systems and data.
  
- 4.4.17.5 The vendor shall design the proposed solution to prevent incidents

found by Risk Based Security, Inc. and the Open Security Foundation's review of insider malicious activity.

4.4.17.6 The vendor shall design the proposed solution to prevent incidents found by Risk Based Security, Inc. and the Open Security Foundation's review of errant website postings, careless equipment disposal or poor equipment management.

#### 4.4.18 External Risk Avoidance

4.4.18.1 The vendor's proposed solution shall protect the NV DMV from external bad acts caused by bad design and/or standard or non-standard components that the vendor recommends, integrates, implements and/or deploys such as:

- A. The vendor's proposed solution shall prevent cyber-vandalism from affecting the NV DMV.
- B. The vendor's proposed solution shall prevent hacks into DMV's unclassified email system.
- C. The vendor's proposed solution shall prevent "cyber-security intrusion" from exposing employee personal information.
- D. The vendor's proposed solution shall prevent computer-hacking that causes significant security-breaches of inter-agency computer security.
- E. The vendor's proposed solution shall prevent weaknesses found in 3rd party software such as, but not limited to: Microsoft DLLs, Microsoft's Word, MS Excel, etc.; to allow hackers to penetrate the DMV.

4.4.18.2 The vendor's proposed solution shall prevent NV DMV files and records from being stolen.

#### 4.4.19 Discrete Protection Services

4.4.19.1 The vendor shall provide confidentiality, integrity, and availability of needed protection services for the vendor's proposed solution.

4.4.19.2 The vendor's proposed solution shall provide specialized and discrete services that are implemented purely as protection services such as, but not limited to:

- A. Authentication and authorization.
- B. Detection services, such as monitoring and auditing.
- C. Response services such as incident response including state of the

art forensics.

- 4.4.19.3 The vendor shall ensure the proposed solution allows the NV DMV to become an auto-governed risk management body.

#### 4.4.20 Zero Tolerant Security

- 4.4.20.1 The vendor's proposed security solution shall emphasize a zero tolerant security model. All program requirements should be considered to ensure the security solution model is not over-emphasized in relation to the total solution.
- 4.4.20.2 The vendor shall incorporate zero-tolerance policy management functionality into the proposed solution's architecture by offering zero-discretion policy services; where the goal is ZERO room for deviation from the absolute rule.
- 4.4.20.3 The vendor shall be prohibited from public disclosure of security vulnerabilities (source, cause, and remediation methods) found in the vendor's proposed solution.
- 4.4.20.4 The vendor shall ensure system security vulnerabilities remain discrete for certified "NV DMV Eyes-only".
- 4.4.20.5 The vendor shall ensure the proposed system has the ability to discover new security vulnerabilities in real-time.
- 4.4.20.6 The vendor shall provide expert resources to ensure that all security vulnerabilities are addressed.
- 4.4.20.7 The vendor shall implement security patches, during the course of the project, in a timely manner to meet the gravitas of the breach and the magnitude of disruption to business continuity.
- 4.4.20.8 The vendor shall implement best practices to enforce system security Zero-Tolerance functional policy models.
- 4.4.20.9 The vendor shall adopt a similar practice model for Zero-Tolerance policy which will have a specified hard deadline to remediate or turn-off. The specific timeline shall be negotiated between the NV DMV and the awarded vendor.
- 4.4.20.10 The vendor shall incorporate a case management tool that includes the Case-by-Case approach to any security breach; which shall include items such as, but not limited to: case identification, assignment, resolution, disposition, etc.
- 4.4.20.11 The vendor shall ensure that all software implemented with the proposed solution does not contain rogue software that would assume to take control, load, or threaten the NV DMV functionality.

#### 4.4.21 Zero Incident Security

- 4.4.21.1 The vendor shall design and employ a zero-incidents system reaction model; in addition to zero-tolerance services that shall force strong responses and indemnity after an event.
- 4.4.21.2 The vendor shall design and employ functional capacity to ensure preventative frameworks ensure zero incidents.
- 4.4.21.3 The vendor shall ensure the proposed solution has sufficient awareness of erratic or out of the ordinary life factor behavior such as, but not limited to: non-verbal system behavior such as email content, copying files that are confidential, and where files are unusually deleted, etc.
- 4.4.21.4 The vendor shall ensure the erratic system behavior has a de-escalation solution.

#### 4.4.22 Common Criteria

- 4.4.22.1 The vendor shall ensure that all security components of the proposed solution have been tested and meet Common Criteria (CC) guidelines and specifications.
- 4.4.22.2 The vendor shall ensure compliance at a minimum with CC 3.1, which aligns with ISO/IEC 15408:1999, and shall meet the requirements in context with this RFP.
- 4.4.22.3 The vendor shall include the considered scope of CC 3.1 for this RFP, as follows:
  - A. Assurance requirements of CC 3.1
  - B. A scale for measuring assurance
  - C. A criteria for evaluation
- 4.4.22.4 The vendor shall meet the CC 3.1 minimum requirement to further adopt measures such as, but not limited to:
  - A. Vulnerability reduction
  - B. Increased ability to exercise control over (i.e. intentionally exploit or unintentionally trigger) vulnerabilities
  - C. Offer remediation from an exercised vulnerability
  - D. Facilitate subsequent vulnerability identification
  - E. Elimination, mitigation, and/or notification of exploited or triggered

## vulnerability

### 4.4.23 Vulnerability Protection

4.4.23.1 The vendor shall design the proposed system to ensure protection of weaknesses and vulnerabilities such as, but not limited to:

- A. Authentication
- B. Denial of Service
- C. Buffer Overflow
- D. Memory Corruption
- E. Directory Traversal
- F. Protocol Vulnerability
- G. Privilege Escalation
- H. Cross Site Scripting
- I. Remote Code Execution
- J. SQL Injection
- K. Integer Overflow
- L. Stack Overflow
- M. Heap Corruption
- N. Use After Free

### 4.4.24 Security Architecture Web Service Components

The vendor shall include the following Web service requirement for the design and implementation of the proposed solution:

4.4.24.1 **Transparency:** The vendor's proposed solution shall include transparent recovery to ensure that users (internal and external) never experience a loss of a Web presence.

4.4.24.2 **Recovery:** The vendor's proposed solution shall recover from malicious hacking attacks and malware by enabling frontend quarantine devices; while a backend countermeasure is launched to destroy or at least mitigate the threat.

4.4.24.3 **System Failure Recovery:** The vendor's proposed solution shall



include a design mechanism that keeps the agency's sites running at a minimum in the event of a system failure within the Internet Data Center, e.g., hardware or software.

- 4.4.24.4 **Site Failure Recovery:** The vendor's proposed solution shall include a design that keeps the site running in the event of a failure that takes down the entire Internet Data Center, e.g., natural disasters or utility failures.

4.4.25 3<sup>rd</sup> Party Insulation Security Layer

The vendor shall create an insulation layer in the proposed solution to protect the system from third party security failures.

4.4.26 Security Ecosystem

- 4.4.26.1 The vendor shall use the various standards for the proposed solution to ensure the highest level of security compliance. These standards include:

- A. State and EITS security Policy and Procedures
- B. N.R.S and N.A.C 242
- C. ISO 15408 and ISO 2700x
- D. NIST
- E. CC 3.1

- 4.4.26.2 The vendor shall use the standards, in **Section 4.4.26.1** and incorporate them into the proposed solution to include:

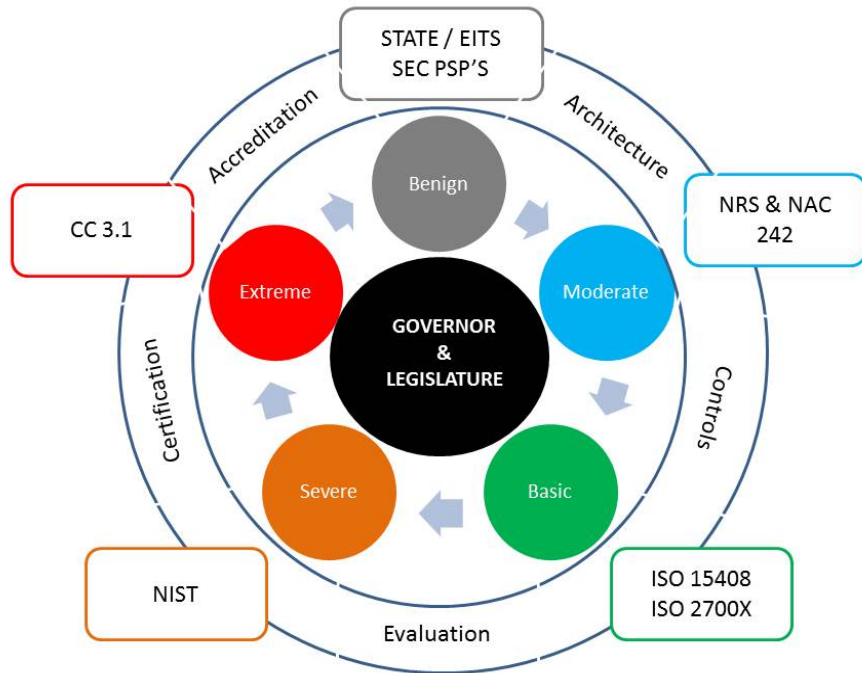
- A. System Architecture
- B. System Controls
- C. Evaluation
- D. Certification
- E. Accreditation

- 4.4.26.3 The vendor shall incorporate the standards, in **Section 4.4.26.1**, when assessing the various malicious attacks encountered by severity such as:

- A. Benign
- B. Moderate

- C. Basic
- D. Severe
- E. Extreme

See the diagram below:



4.4.26.4 Based on rules outlined in the Nevada State Administrative Manual (SAM), any material referenced in this RFP requiring acquisition of copy written materials or standards necessary to respond to this RFP shall be the sole responsibility of the vendor.

4.4.26.5 The vendor’s proposed architecture shall refer to these security requirements as a starting point.

4.4.27 Common Criteria Security

4.4.27.1 The vendor shall take a two pronged concrete approach to security; one is to use firewalls, routers, etc. and the other is to design and develop software with security in mind from the beginning to ensure security goals are realized as part of the core development of SM.

4.4.27.2 The vendor shall implement stringent standards to enhance all security levels prone to known and unknown vulnerabilities.

4.4.27.3 The vendor shall design, build, test, and deploy the proposed solution adhering to the fundamentals of a segregated based security reference architecture.

4.4.27.4 During the project requirements phase of all NV DMV functions, the vendor shall:

- A. Document security specifications of all services and systems developed or acquired and shall include an analysis of security risks and recommended controls (including access control systems and contingency plans).
- B. Security requirements shall be developed at the same time all NV DMV functional requirements are created for the proposed system. The requirement shall permit updates as new threats/vulnerabilities are identified and/or new technologies implemented.
- C. Security requirements and evaluation/test procedures shall be included in all proposed security architecture to validate security components implemented.
- D. Design and deliver the proposed system and shall not include any system back doors, or include code that would cause or allow unauthorized access to systems, code, or data.
- E. Work with the NV DMV for authorization and approval of all security changes.

4.4.27.5 The vendor's proposed solution shall include security development as follows:

- A. Segregation-based security architecture to include evaluation, certification, and accreditation.
- B. Monitoring and controls based development.
- C. Evaluation, certification, and accreditation.

4.4.27.6 The vendor shall use common criteria/ISO 15408 as the basis of evaluating all security properties, products, and services in the vendor's proposed system.

#### 4.4.28 NIST

The vendor shall take into account NIST standards applicable to the various system object mappings when developing security objects as follows:

<b>NIST #</b>	<b>Title</b>	<b>Association</b>
N/A	President issued Executive Order 13636, "Improving Critical Infrastructure Cybersecurity	Architecture
N/A	NIST Cybersecurity Framework	Architecture
12	An Introduction to Computer Security: The NIST Handbook	Architecture

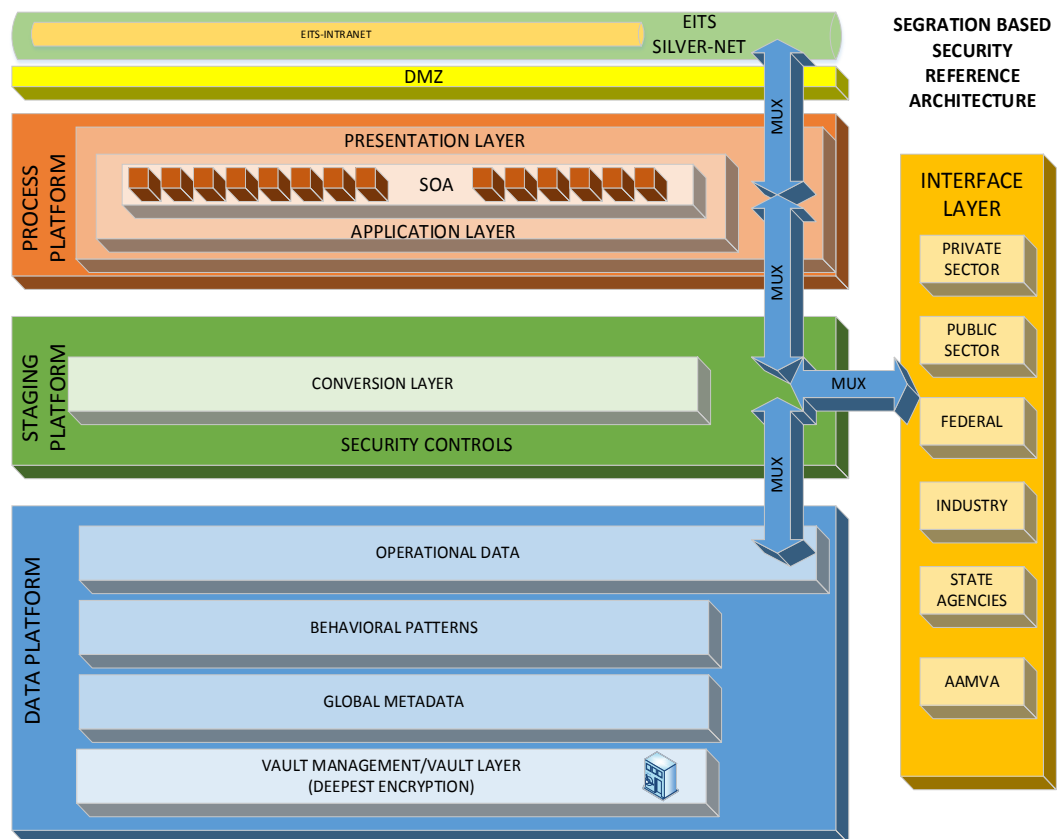
14	Generally Accepted Principles and Practices for Securing Information Technology Systems	Architecture
41	Guidelines on Firewalls and Firewall Policy	Architecture
44	Guidelines on Securing Public Web Servers	Architecture
45	Guidelines on Electronic Mail Security	Architecture
47	Guide for Interconnecting Information Technology Systems	Architecture
54	Border Gateway Protocol Security	Architecture
58	Considerations for Voice Over IP Systems	Architecture
66	Guide for Implementing the Health Insurance Portability and Accountability Act (HIPAA)	Architecture
76	Biometric Specifications for Personal Identity Verification	Architecture
77	Guide to IPsec VPNs Recommendations	Architecture
81	Secure Domain Name System (DNS) Deployment Guide	Architecture
90	Recommendation for Random Number Generation Using Deterministic Random Bit Generators	Architecture
95	Guide to Secure Web Services	Architecture
120	Recommendation for EAP Methods Used in Wireless Network Access Authentication	Architecture
123	Guide to General Server Security	Architecture
125	Guide to Security for Full Virtualization Technologies	Architecture
40	Guide to Enterprise Patch Management Technologies	Controls
48	Guide to Securing Legacy IEEE 802.11 Wireless Networks	Controls
53A	Assessing Security and Privacy Controls in Federal Information Systems and Organizations: Building Effective Assessment Plans	Controls
57	Recommendation for Key Management	Controls
61	Computer Security Incident Handling Guide	Controls
83	Guide to Malware Incident Prevention and Handling Recommendations	Controls
92	Computer Security Log Management	Controls
94	Guide to Intrusion Detection. and Prevention Systems (IDPS)	Controls
107	Recommendation for Applications Using Approved Hash Algorithms	Controls
118	Guide to Enterprise Password Management	Controls
122	Guide to Protecting the Confidentiality of Personally Identifiable Information (PII)	Controls
161	Supply Chain Risk Management	Controls
55	Security Metrics Guide for Information Technology Systems	Evaluation
63	Electronic Authentication Guideline	Evaluation

64	Security Considerations in the System Development	Evaluation
88	Guidelines for Media Sanitization	Certification
79	Guidelines for the Accreditation of Personal Identity Verification Card Issuers	Accreditation
60	Guide for Mapping Types of Information and Information Systems to Security Categories	Models
67	Recommendation for the Triple Data Encryption Algorithm (TDEA) Block Cipher	Models

#### 4.4.29 System Reference Architecture (SRA)

4.4.29.1 The vendor shall propose a segregation-based SRA.

4.4.29.2 The following diagram demonstrates a sample SRA:



## 4.5 PROOF OF CONCEPT

The NV DMV shall require that the vendor, if selected to be part of the on-site presentation, demonstrate a Proof-of-Concept (POC). This section defines the “Proof of Capability” scenario that will allow NV DMV personnel to evaluate the strength and merit of the proposed solution.

The NV DMV has chosen functionality required to be used for the proof-of-concept. The NV DMV shall require the vendor to process a single transaction multiple times with different values applied, such as payment amounts, general ledger distributions, etc.

The proof-of-concept shall allow customer records, permits, payments, and general ledger updates in real-time. The NV DMV shall provide transaction information during the proof-of-concept transaction processing such as, but not limited to: Payment amount, effective dates, GL distribution amounts, transaction fee amount, expiration dates, etc.

In addition, the vendor shall display, demonstrate, and provide verification of updates to system components such as, but not limited to: tables, databases, logs, etc. The NV DMV shall have the vendor demonstrate 4 to 6 use cases as part of the POC demonstration.

During the POC demonstration, the vendor shall implement an enhancement request. The scope of the enhancement request will be provided during the POC and will be limited to modifications of the transaction proposed in this Proof of Concept. The vendor will be provided an allotted time to implement the enhancement request and demonstrate the efforts needed to implement the change.

A tentative schedule for the POC will be provided to the selected vendor(s) prior to the meeting.

#### 4.5.1 Proof of Concept Objectives

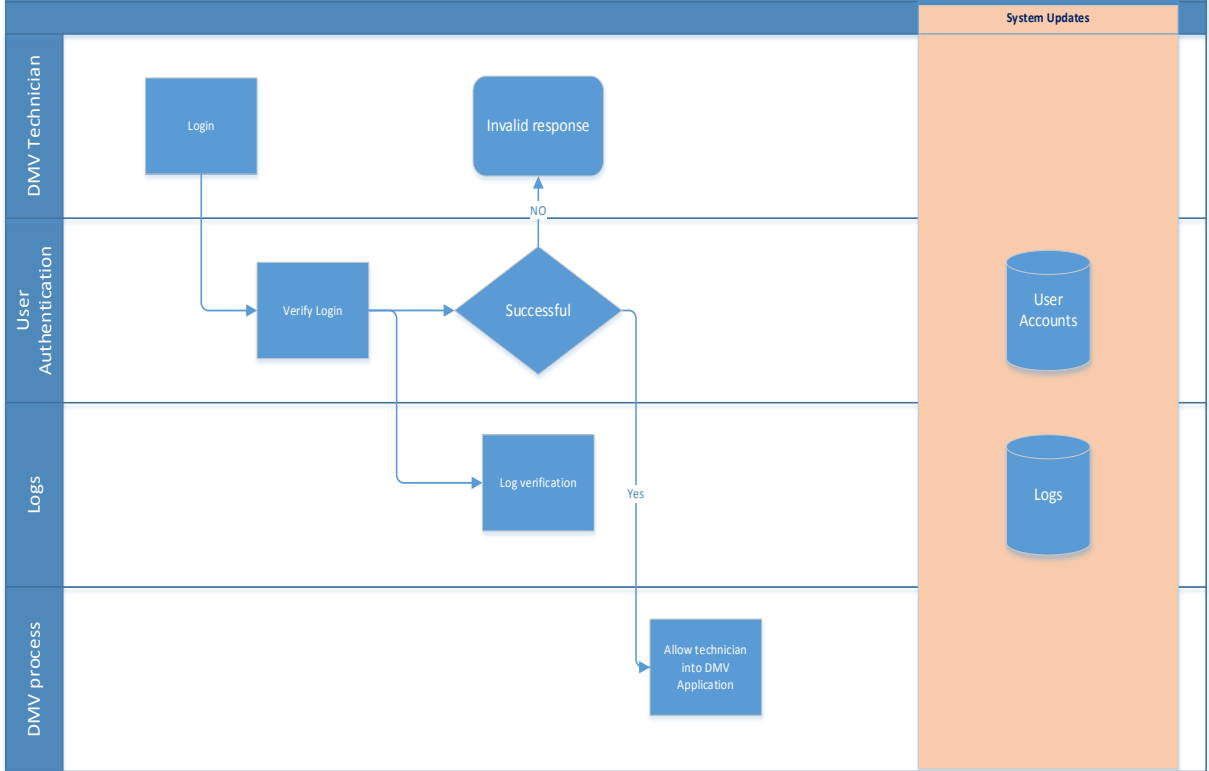
- 4.5.1.1 The vendor's proposed solution shall be composed of software and hardware that evolves and grows to incorporate emerging technologies.
- 4.5.1.2 The vendor's POC demonstration shall help the NV DMV:
  - A. Understand the core capabilities and evaluate the vendor's proposed solution.
  - B. See into the vendor's proposed system to understand the level of customization and efforts needed to implement the requirements outlined in the POC scope of work.
  - C. Understand implementation enhancement efforts by providing an enhancement request on the day of the POC.

#### 4.5.2 Proof of Concept Assumptions

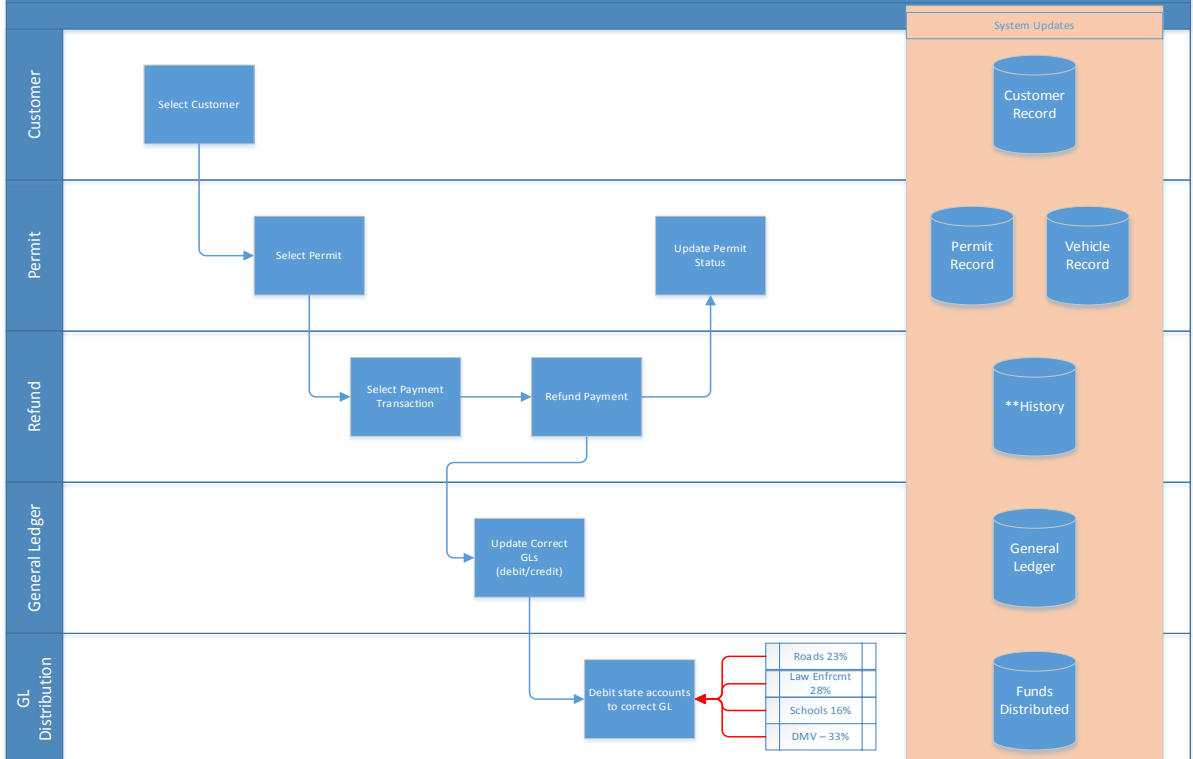
- 4.5.2.1 The vendor shall deliver and present the POC on-site at the NV DMV. See **Section 10, RFP Timeline** for approximate presentation date.
- 4.5.2.2 The vendor shall provide all required software and hardware to demonstrate the POC. The software/hardware will not be provided by the NV DMV.
- 4.5.2.3 The vendor shall carry and deliver all hardware/software components for the on-site presentation.

- 4.5.2.4 The vendor shall work with the NV DMV to establish hardware setup times.
- 4.5.2.5 The NV DMV shall provide internet connectivity via a secured Wi-Fi connection in the event the vendor chooses not to bring hardware components. However, in the interest of validation, the vendor shall demonstrate true Web-enabled connectivity via a secured Wi-Fi connection.
- 4.5.2.6 The vendor shall have full freedom to design screens, process flows, and system flows to minimize data flows and optimize transaction processing time.
- 4.5.2.7 The NV DMV shall provide adequate and reasonable time to implement the enhancement request during the presentation.
- 4.5.2.8 The POC shall be updateable at the time of demonstration.
- 4.5.2.9 The POC shall demonstrate and ensure all updates to any NV DMV record creates a historical record. The historical record shall include, but not be limited to:
  - A. Account changes,
  - B. Financial transactions, and
  - C. General Ledger updates, etc.
- 4.5.2.10 The POC shall demonstrate three major components:
  - A. NV DMV login,
  - B. Issue a permit, and
  - C. Refund a permit.
- 4.5.2.11 The following diagrams provide the high-level process flows for the POC:

## System Modernization RFP - Proof of Concept (POC) – DMV Login

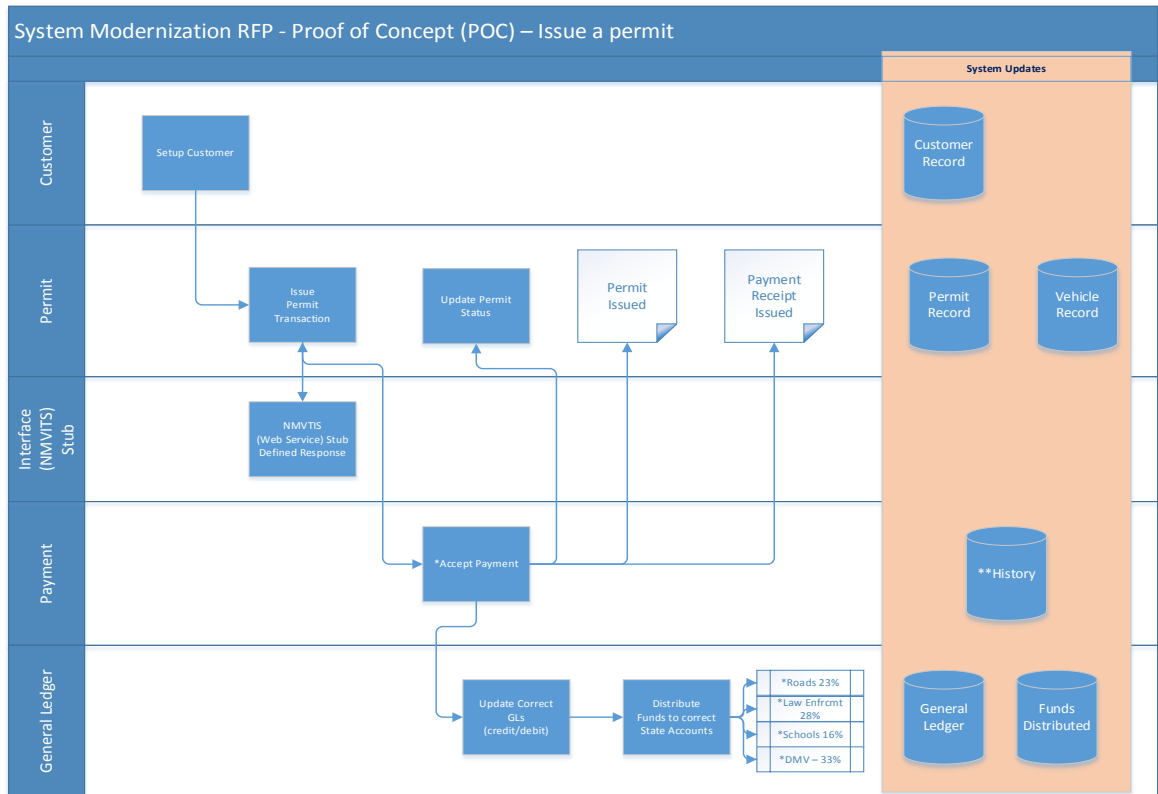


## System Modernization RFP - Proof of Concept (POC) – Refund a permit





4.5.2.12 The vendor shall produce a sample permit.



4.5.2.13 The vendor shall produce a sample receipt.



DMV\_SMRFP\_Sample  
\_Receipt.pdf

4.5.2.14 The vendor shall meet the POC requirements as follows:

A. Technician Login

1. The system shall allow a technician to login using a vendor specified user ID and Password.
2. The system shall provide a user authentication and prevent unauthorized access.
3. The system shall lock out user after a number of invalid login attempts.
4. The system shall allow the creation, inquiry, changes, and deletion of customer records.

5. The system shall capture customer information such as, but not limited to Customer name, address, telephone numbers, email address, etc.
6. The system shall generate a unique customer identification number.
7. The system shall allow a customer status such as, but not limited to Active, deceased, administrative hold, etc.
8. The system shall keep historical transaction information for all completed changes to the customer account.

#### B. Drive Away Permits

1. The system shall allow for the creation, inquiry, changes, and deletion and void of Drive-away permits.
2. The system shall capture customer permit information such as, but not limited to: Customer name, contact information, physical address, mailing address, telephone number, email, etc.
3. The system shall capture vehicle information such as, but not limited to: Vehicle identification number, year, make, body type, model, etc.
4. The system shall capture from/to location information such as, but not limited to: From city, from state, To city, to State, etc.
5. The system shall generate a unique drive away permit number.
6. The system shall expire drive away permits based on expiration date entered.
7. The system shall link the permit to the vehicle identification number.
8. The system shall link the permit to the customer account.
9. The system shall allow for permit status such as, but not limited to: Active, expired, on-hold, suspended, canceled, stolen, etc.
10. The system shall allow for additional permits to be created such as, but not limited to: Duplicates, renewals, etc.
11. The system shall allow drive permit issuance based on effective dates.

12. The system shall calculate the appropriate fees based on the issued date.
13. The system shall allow capture of the customer's electronic signature.
14. The system shall generate a permit with vehicle information in PDF.



DMV\_SMRFP\_Sample  
\_Drive\_Away\_Permit.p

15. The system shall simulate a NMVITS call to verify vehicle stolen verification. A Web-service call with a predefined response shall be simulated. The Web-service call may be a stubbed call.
16. The system shall keep historical transaction information for all completed changes to the permit record.

#### C. Payment

1. The system shall accept the payment such as, but not limited to: Credit card, debit card, cash, check, echeck, etc.
2. The system shall update the payment status such as, but not limited to: Complete, pending, etc.
3. The system shall generate a payment transaction receipt in PDF. (see attached sample receipt in *Section 4.2.5.13*).
4. The system shall keep historical transaction information for all completed changes to the payment record.

#### D. General Ledger

1. The system shall update required "Credit/Debit" general ledger accounts.
2. The systems shall distribute the payment amount into various sub-GLs as follows:
  - DMV 33%
  - Schools 16%
  - Law Enforcement 28%
  - Roads 23%

3. Note the Distribution Amounts shall allow modification during presentation.
4. The system shall update all GLs for applied credit or debit transactions.

E. Refunds

1. The system shall allow for payment refunds to be created.
2. The system shall allow the original transaction to be selected.
3. The system shall reverse the customer payment amount.
4. The system shall reverse the correct amounts from all general ledger accounts.
5. The system shall prevent the original transaction from being selected for additional reversals once the refund transaction is completed.
6. The system shall keep historical transaction information for all completed changes to the customer record, permit record, payment record, GL, etc.
7. The system shall update permit status such as, but not limited to: Active, expired, on-hold, suspended, canceled, stolen, etc.

#### 4.6 REQUIREMENTS MATRIX

Vendor must:

- 4.6.1 Present the platform requirements for efficient operation of the system;
- 4.6.2 Review *Attachment L, Requirements Matrix* carefully to ensure the proposed system design addresses all of the Business Requirements (BR);
- 4.6.3 Tie each data element/function to the vendor’s project plan by task number;
- 4.6.4 Respond to all of the requirements by properly coding and indicating how the requirement is satisfied. The proposed costs and project plan must reflect the effort needed to satisfy the requirements;
- 4.6.5 Identify, for each of the system requirements identified in *Attachment L, Requirements Matrix*, whether it is:

Condition	Description
S – Standard Function	The proposed system fully satisfies the requirement as stated. The vendor must explain how the requirement is satisfied by the system.

<b>Condition</b>	<b>Description</b>
W – Workflow or System Configuration Required	Current functionality of the proposed system exists in the system and can be modified by a system administrator to meet this requirement. The vendor must explain how the requirement is satisfied by the system.
M – Modification Required	The proposed system requires a modification to existing functionality to meet this requirement which requires a source code modification. The system will be modified to satisfy the requirements as stated or in a different format. The vendor must explain the modifications and include the cost of all modifications above and beyond the base cost in <i>Attachment J, Project Costs</i> .
F – Planned for Future Release	This functionality is planned for a future release. The vendor must explain how the requirement will be satisfied by the system and when the release will be available.
C – Custom Design and Development	The proposed system requires new functionality to meet this requirement which requires a source code addition. The vendor must explain the feature and its value, and include any cost above and beyond the base cost in <i>Attachment J, Project Costs</i> .
N – Cannot Meet Requirement	The proposed system will not satisfy the requirement. The vendor must explain why the requirement cannot be satisfied.
O – Other Software	While meeting the requirements of <i>Sections 4.2.23 Mandatory Exclusions and 4.2.24 Open Source Software (OSS)</i> , if the requirement is to be satisfied through the use of a separate software package(s), vendors must identify those package(s) and describe how the functionality is integrated into the base system.

- 4.6.6 Identify whether each requirement is in the firm fixed price included within the cost proposal; and
- 4.6.7 Describe how the proposed system meets the requirements specified within this RFP.

## 5. SCOPE OF WORK

The scope of work is broken down into tasks, activities and deliverables. The tasks and activities within this section are not necessarily listed in the order that they should be completed. Vendors must reflect within their proposal and preliminary project plan their recommended approach to scheduling and accomplishing all tasks and activities identified within this RFP.

## 5.1 VENDOR RESPONSE TO SCOPE OF WORK

- 5.1.1 Within the proposal, vendors must provide information regarding their approach to meeting the requirements described within *Section 5.4, Planning and Administration*.
- 5.1.2 If subcontractors will be used for any of the tasks, vendors must indicate what tasks and the percentage of time subcontractor(s) will spend on those tasks.
- 5.1.3 Vendor's response must be limited to no more than five (5) pages per task not including appendices, samples, and/or exhibits.

## 5.2 DELIVERABLE SUBMISSION AND REVIEW PROCESS

Once the detailed project plan is approved by the NV DMV, the following sections detail the process for submission and review of deliverables during the life of the project/contract:

### 5.2.1 General

- 5.2.1.1 The contractor must provide one (1) master (both hard and soft copies) and four (4) additional hard copies of each written deliverable to the appropriate NV DMV Program Manager as identified in the contract.
- 5.2.1.2 Once a deliverable is approved and accepted by the NV DMV, the contractor must provide an electronic copy. The NV DMV may, at its discretion, waive this requirement for a particular deliverable.
- 5.2.1.3 The electronic copy must be provided in software currently utilized by the NV DMV or provided by the contractor.
- 5.2.1.4 Deliverables will be evaluated by the NV DMV utilizing mutually agreed to acceptance/exit criteria.

### 5.2.2 Deliverable Submission

- 5.2.2.1 Prior to development and submission of each contract deliverable, a summary document containing a description of the format and content of each deliverable will be delivered to the NV DMV Program Manager for review and approval. The summary document must contain, at a minimum, the following:
  - A. Cover letter;
  - B. Table of Contents with a brief description of the content of each section;
  - C. Anticipated number of pages; and
  - D. Identification of appendices/exhibits.

- 5.2.2.2 The summary document must contain an approval/rejection section that can be completed by the NV DMV. The summary document will be returned to the contractor within a mutually agreed upon time frame.
- 5.2.2.3 Deliverables must be developed by the contractor according to the approved format and content of the summary document for each specific deliverable.
- 5.2.2.4 At a mutually agreed to meeting, on or before the time of delivery to the NV DMV, the contractor must provide a walkthrough of each deliverable.
- 5.2.2.5 Deliverables must be submitted no later than 5:00 PM, per the approved contract deliverable schedule and must be accompanied by a deliverable sign-off form (*refer to Attachment G, Project Deliverable Sign-Off Form*) with the appropriate sections completed by the contractor.

### 5.2.3 Deliverable Review

#### 5.2.3.1 General

- A. The NV DMV's review time begins on the next working day following receipt of the deliverable.
- B. The NV DMV's review time will be determined by the approved and accepted detailed project plan and the approved contract.
- C. The NV DMV has up to five (5) working days to determine if a deliverable is complete and ready for review. Unless otherwise negotiated, this is part of the NV DMV's review time.
- D. Any subsequent deliverable dependent upon the NV DMV's acceptance of a prior deliverable will not be accepted for review until all issues related to the previous deliverable have been resolved.
- E. Deliverables determined to be incomplete and/or unacceptable for review will be rejected, not considered delivered and returned to the contractor.
- F. After review of a deliverable, the NV DMV will return to the contractor the project deliverable sign-off form with the deliverable submission and review history section completed.

#### 5.2.3.2 Accepted

- A. If the deliverable is accepted, the original deliverable sign-off form signed by the appropriate NV DMV representatives will be returned to the contractor.

- B. Once the contractor receives the original deliverable sign-off form, the NV DMV can then be invoiced for the deliverable (*refer to Section 8, Financial*).

#### 5.2.3.3 Comments/Revisions Requested by the State

If the NV DMV has comments and/or revisions to a deliverable, the following will be provided to the contractor:

- A. The original deliverable sign-off form with an updated entry to the deliverable submission and review history section.
- B. Attached to the deliverable sign-off form will be a detailed explanation of the revisions to be made and/or a marked up copy of the deliverable.
- C. The State's first review and return with comments will be completed within the times specified in the contract.
- D. The contractor will have five (5) working days, unless otherwise mutually agreed to, for review, acceptance and/or rejection of the State's comments.
- E. A meeting to resolve outstanding issues must be completed within three (3) working days after completion of the contractor's review or a mutually agreed upon time frame.
- F. Agreements made during meetings to resolve issues must be documented separately.
- G. Once an agreement is reached regarding changes, the contractor must incorporate them into the deliverable for resubmission to the State.
- H. All changes must be easily identifiable by the State.
- I. Resubmission of the deliverable must occur within five (5) working days or a mutually agreed upon time frame of the resolution of any outstanding issues.
- J. The resubmitted deliverable must be accompanied by the original deliverable sign-off form.
- K. This review process continues until all issues have been resolved within a mutually agreed upon time frame.
- L. During the re-review process, the State may only comment on the original exceptions noted.



- M. All other items not originally commented on are considered to be accepted by the State.
- N. Once all revisions have been accepted, the original deliverable sign-off form signed by the appropriate State representatives will be returned to the contractor.
- O. The contractor must provide one (1) updated and complete master paper copy of each deliverable after approval and acceptance by the State.
- P. Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable (*refer to Section 8, Financial*).

#### 5.2.3.4 Rejected, Not Considered Delivered

If the State considers a deliverable not ready for review, the following will be returned to the contractor:

- A. The original deliverable sign-off form with an updated entry to the deliverable submission and review history section.
- B. The original deliverable and all copies with a written explanation as to why the deliverable is being rejected, not considered delivered.
- C. The contractor will have five (5) working days, unless otherwise mutually agreed to, for review, acceptance and/or rejection of the State's comments.
- D. A meeting to discuss the State's position regarding the rejection of the deliverable must be completed within three (3) working days after completion of the contractor's review or a mutually agreed upon time frame.
- E. Resubmission of the deliverable must occur within a mutually agreed upon time frame.
- F. The resubmitted deliverable must be accompanied by the original deliverable sign-off form.
- G. Upon resubmission of the completed deliverable, the State will follow the steps outlined in *Section 5.2.3.2, Accepted*, or *Section 5.2.3.3, Comments/Revisions Requested by the State*.

### 5.3 PROJECT KICK OFF MEETING

A project kick off meeting will be held with representatives from the State and the contractor after contract approval and prior to work being performed. Items to be covered in the kick off meeting will include, but not be limited to:

- 5.3.1 Deliverable review process;
- 5.3.2 Determining format and protocol for project status meetings;
- 5.3.3 Determining format for project status reports;
- 5.3.4 Setting the schedule for meetings between representatives from the State and the contractor to develop the detailed project plan;
- 5.3.5 Defining lines of communication and reporting relationships;
- 5.3.6 Reviewing the project mission;
- 5.3.7 Pinpointing high-risk or problem areas; and
- 5.3.8 Issue resolution process.

## **5.4 PLANNING AND ADMINISTRATION**

### 5.4.1 Objective

The objective of this task is to ensure that adequate planning and project management are dedicated to this project.

### 5.4.2 Activities

The awarded vendor must provide each of the following activities.

#### 5.4.2.1 Master Project Plan

- A. The contractor shall develop and submit a Master Project Plan with fixed deadlines, contractor resource assignment, and take into consideration State and Federal holidays.
- B. The Master project plan shall include:
  - Project schedule including tasks, activities, activity duration, sequencing and dependencies.
  - Project work plan for each deliverable, including a work breakdown structure.
  - Completion date for each task.
  - Project Milestones.
  - Entrance and exit criteria for specific project milestones.

- Contractor project organization including a resource plan defining roles and responsibilities for the awarded vendor, subcontractors (if applicable) and the State.

#### 5.4.2.2 Detailed Sub-Project Plan

- A. The contractor shall develop and submit a detailed Sub-project plan for each detailed NV DMV requirements and functions with fixed deadlines, contractor resource assignment, and take into consideration State and Federal holidays.
- B. The Sub-project plan shall include:
- Sub-project schedule including tasks, activities, activity duration, sequencing and dependencies.
  - Sub-project work plan for each deliverable, including a work breakdown structure.
  - Completion date for each task.
  - Sub-project milestones.
  - Entrance and exit criteria for specific project milestones.

#### 5.4.2.3 Meeting Minutes

The contractor shall develop a record of meetings, using NV DMV standardized documentation, in conjunction with DMV recording all those required persons and/or proxies who attend, plus additional optional attendees, as well as, those required who do not attend by default that participate in all project related meetings requested by the State, at a location to be determined by the State. Attendance shall be in person for all NV DMV and contractor key project team members. Additional project resources may attend via teleconferencing, as mutually agreed to by the project team. These meetings shall follow an agenda mutually developed by the State and the awarded vendor. The awarded vendor shall prepare materials or briefings for these meetings as requested by the State. Minutes shall be taken and distributed by State staff within five (5) working days after the meeting. Minutes will be distributed as defined by the communications plan. The meeting agenda may include, but not limited to:

- A. Review and approval of previous meeting minutes
- B. Vendor project status
- C. State project status
- D. Contract status and issues, including resolutions

- E. Quality assurance status
- F. New action items
- G. Outstanding action items, including resolutions
- H. Setting of next meeting date
- I. Other business

#### 5.4.2.4 Semi-Monthly Overall Project Status Reports

The contractor shall provide a semi-monthly overall project status report. The contractor shall submit status reports to the State for acceptance. The report shall be delivered to NV DMV Program Manager by the third (3<sup>rd</sup>) working day following the end of each reporting period. For all sub-projects, a weekly project status report must be written and provided by the first (1<sup>st</sup>) working day following the end of the previous week. The project and sub-project status reports, using NV DMV standardized documentation, shall be approved by the State prior to issuance of the first semi-monthly project status report. The first semi-monthly report covers the reporting period from the 1<sup>st</sup> through the 15<sup>th</sup> of each month; and the second semi-monthly report covers the reporting period from the 16<sup>th</sup> through the end of the month. The status reports must include, but not be limited to the following:

- A. Overall completion status of the project in terms of the State approved project work plan and deliverable schedule
- B. Accomplishments during the period
- C. Problems encountered and proposed/actual resolutions
- D. What is to be accomplished during the next reporting period
- E. Issues that need to be addressed, including contractual
- F. Quality Assurance status
- G. Updated MS Project time line showing percentage completed, tasks assigned, completed, and remaining
- H. Identification of schedule slippage and strategy for resolution
- I. Contractor staff assigned and their location/schedule
- J. State resources required for activities during the next time period
- K. Resource allocation percentages including planned versus actual by

project milestone.

#### 5.4.2.5 Monthly Forecast Funding Report

The contractor shall provide funding forecast reports of each sub-project to the NV DMV for acceptance. The aim of these reports are to formally publish in writing the completion of monthly funding forecasting reports by the third (3rd) working day following the end of each reporting period; using NV DMV standardized documentation. The funding forecast reports shall be approved prior to completion of the monthly funding forecast reports. The monthly reports shall cover the reporting period from the 1st through the end of the month. The reports are to ensure that funding variances are identified, planned for, corrective action initiated, communicated, and acted upon effectively. The funding forecast report must include, but not be limited to the following:

- A. Overall funding status of the sub-project in terms of the State approved project work plan and deliverable schedule
- B. Expended funds during the monthly period
- C. Forecast funds to be spent for the next project duration
- D. Funding forecast variance
- E. Identification of funding forecast variance, reason for variances and strategy for corrective action
- F. Funding forecast variances (+/-) outside of allowed definitions shall require an immediate meeting with DMV Project Management Team.

#### 5.4.2.6 Communication Plan

The contractor shall develop and provide a communication plan, using NV DMV standardized documentation, to the NV DMV for acceptance. This plan shall include a comprehensive approach for handling communications with both internal and external audiences. Effective communication is critical to the development of productive relationships with concerned stakeholders. The communication plan shall be created for the entire project and all sub-projects. The communication plan shall include but not limited to:

- A. A plan for generation, documentation, storage, transmission, and disposal of all project information.
- B. The contractor shall meet and coordinate with the NV DMV to complete a communication plan within thirty (30) days of contract award.

C. The contractor shall produce intuitive and instructional communication requirements to facilitate interactive and productive communications with the NV DMV.

#### 5.4.2.7 Risk Management Plan

The contractor shall develop and provide a Risk Management Plan, using NV DMV standardized documentation, to the NV DMV for acceptance. This plan shall ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively. The risk management plan shall be created for the master project and all sub-projects.

#### 5.4.2.8 Quality Assurance Plan

The contractor shall develop and provide a Quality Assurance Plan, using NV DMV standardized documentation, to the NV DMV for acceptance. This plan shall include workmanship, project schedules and subcontractor(s) activities. The quality assurance plan shall be created for the master project and all sub-projects.

#### 5.4.2.9 Change Management Plan and Control Procedures

The contractor shall develop and provide Change Management and Control Procedure plans to the NV DMV for acceptance. This plan shall be used by the contractor and the NV DMV in the design specification. The change management plan and control procedures shall be provided for the master project and all sub-projects.

#### 5.4.2.10 Resource Management Plan

The contractor shall develop and provide a Resource Management Plan, using NV DMV standardized documentation, to the NV DMV for acceptance. This plan is to ensure that all resources are identified, procured, and roles and responsibilities are assigned for all project activities and acted upon effectively. The resource management plan shall be created for the master project and all sub-projects.

A. The contractor shall notify the NV DMV when an employee, vendor or sub-vendor no longer has a contract with the vendor.

B. The contractor shall provide and maintain a list of the names, mailing address, telephone number, and email address of the contact person for each employee, vendor or sub-vendor using the NV DMV system.

C. The contractor shall work with the NV DMV for all vendors, or sub-contract changes, updates, etc. made for the duration of the contract.

D. The contractor shall not change key-project resources without prior

notification and approval of the NV DMV.

- E. The contractor shall maintain current and permanent personnel records for its employees, vendors and sub-vendors involved with the NV DMV.
- F. The contractor shall ensure that all personnel records will be made available to the NV DMV, authorized investigators, and auditors upon request.
- G. The contractor and key staff shall be co-located, on-site, with the NV DMV; unless prior negotiation has been approved.

#### 5.4.2.11 Procurement Management Plan

The contractor shall develop and provide a Procurement Management Plan to the NV DMV for acceptance. This plan is to ensure all procurement components are identified (hardware/software/licenses, etc.), procured, and implemented and acted upon effectively. The procurement management plan shall be created for the master project and all sub-projects.

#### 5.4.2.12 Business Continuity and Disaster Recovery Plan

The contractor shall develop and provide a Business Continuity and Disaster Recovery Plan, of the proposed solution, to the NV DMV for acceptance. The plan shall be used by the contractor and NV DMV in the design specification. The plan shall include all proposed BCP and D/R. The BCP and D/R plan shall include all proposed solutions such as, but not limited to:

- A. Symmetric site
- B. Asymmetric site
- C. Cloud Based BCP
- D. Cloud Based D/R
- E. Hybrid Cloud Based BCP
- F. Hybrid Cloud Based D/R
- G. Other proposed BCP and D/R plans

#### 5.4.2.13 Project Methodology

The contractor shall describe the project management methodology and processes utilized for:

- A. Project integration to ensure that the various elements of the project are properly coordinated.
- B. Project scope to ensure that the project includes all the work required and only the work required to complete the project successfully.
- C. Time management to ensure timely completion of the project; include defining activities, estimating activity duration, developing and controlling the project timeline schedule.
- D. Management of contractor and/or subcontractor issues and resolution processes.
- E. Responding to and covering requested changes in the project time frames.
- F. Responding to NV DMV generated issues.
- G. Cost management plan to ensure that the project is completed within the approved budget. Include resource planning, cost estimating, cost budgeting, and cost control.
- H. Resource management plan to ensure the most effective use of resources involved in the project including contractors.
- I. Communications management plan to ensure effective information generation, documentation, storage, transmission, and disposal of project information.
- J. Risk management plan to ensure that risks are identified, planned for, analyzed, communicated, and acted upon effectively.

#### 5.4.2.14 Project Implementation and Deliverables

- A. Upon BOE contract approval, the successful contractor shall meet with all NV DMV project committee representatives prior to the start of work activities to discuss project methodology, scheduling and to ensure mutual understanding of the work to be done. All significant findings or recommendations are to be presented or discussed in the meetings to be held with the NV DMV. The location of meetings shall be provided by the NV DMV at that time.
- B. The contractor shall meet with the NV DMV's project team, Project Sponsor, Executive Management Team, PMT, Working Team, and technical resources within thirty (30) days of contract approval.
- C. A project kick off meeting will be held with representatives from the NV DMV and the contractor after contract approval and prior to work performed. Items to be covered in the kick off meeting will



include, but not be limited to:

- Deliverable review process;
- Determining format and protocol for project status meetings;
- Reviewing the NV DMV standard project status reports;
- Setting the schedule for meetings between representatives from the NV DMV and the contractor to develop the detailed project plan;
- Defining lines of communication and reporting relationships for this master project and sub-projects;
- Reviewing the project mission;
- Pinpointing high-risk or problem areas;
- Issue resolution process;
- Monthly Funding Forecast reports; and
- The NV DMV sub-project implementation hierarchy.

#### 5.4.2.15 Project Schedule

- A. Upon BOE approval and within thirty (30) days, the contractor shall work with the NV DMV to develop the implementation dates for all master and sub-project contractor deliverables. The plan will include items such as, but not limited to training, pilot, and implementation timelines. The NV DMV must approve the master project plan.
- B. The contractor shall work with the NV DMV to plan all project implementation deliverables to include, but not limited to:
  - Data Conversion
  - Hardware Procurement
  - DMV functions
  - Interfaces
  - Security
  - Implementation
  - Other
- C. The contractor shall meet with the NV DMV for a formal sign off.

#### 5.4.2.16 Modernized System

- A. The contractor shall deliver a modernized system with SOA/MDM environments that are seamlessly integrated, adhere to the Zero-tolerance Master Security Model, and meets all of the requirements in this RFP.
- B. All proposed software used in the design, development, testing and implementation of the deliverables outlined in this RFP must be approved by the NV DMV.

#### 5.4.2.17 Project Documentation

The contractor shall work with the NV DMV to design and deliver project documentation for the master project and sub-projects that shall meet the requirements outlined in this RFP such as, but not limited to:

- Project Definition Document
- Infrastructure Capacity Checklist (ICC)
- Risk Analysis
- Enterprise Architecture Alignment Assessment
- Capacity Planning
- Development Approach Assessment
- Application Decommissioning
- Vendor Management
- Enterprise Procurement
- Authorization for Expenditure
- Target Release
- Cross Line-of-Business Requirements Review and Confirmation Complete
- Statement of Work (SOW)
- Business Requirements
- Final Detailed Business Requirements or Use Cases
- Business Continuity Plan
- Information Security Plan
- Test Strategy
- Implementation Strategy
- Transition Approach
- Release Readiness Assessment
- Solution Design
- Functional System Design
- System Architecture Specifications
- Enterprise Architecture Alignment Assessment - Design
- Application/System Design Documents Complete
- Requirements Traceability
- Infrastructure Review Questionnaire (IRQ)
- Issues Management
- Risk Management Plan
- Test Plans
- Test Cases
- Test Scripts
- Information Security Review
- Test Readiness Assessment
- Change Requests
- Architecture Exceptions Mitigated
- Test Results Approval
- Implementation Readiness Assessment
- Change Management
- Funding Expense Tracking and Forecasting

- Project Review
- Archive Project Documentation
- Disaster Recovery Plan
- Business Continuity Plan
- Training Documentation
- Policy and Procedures
- Regulations

All project documentation deliverables outlined in this RFP must be approved by the NV DMV.

#### 5.4.2.18 Technical Documentation

- A. The contractor shall work with the NV DMV to design and deliver technical requirements that shall meet the requirements outlined in this RFP.
- B. The contractor shall work with the NV DMV to design and deliver architectural specifications that shall meet the requirements outlined in this RFP.
- C. The contractor shall work with the NV DMV to design and deliver system network specifications that shall meet the requirements outlined in this RFP.
- D. In the future, if the NV DMV moves to a Cloud-based solution, the contractor shall work with the NV DMV to design and deliver system Cloud-based specifications that shall meet the requirements outlined in this RFP.
- E. The contractor delivered technical documentation shall include, but not limited to:
  - Technical requirements that identify attributes, capabilities, characteristics, or qualities of a system
  - The architecture/design that includes the software and hardware overview. The documentation shall include design principles to be used in design of system components such as, but not limited to:
    - Software
    - System Hardware
    - Data Management
    - Networking
    - Zero Tolerant Security
    - Control Processes – change control, build and deploy, configuration management, etc.

- The database documentation shall include design principles to be used in design of system components such as, but not limited to:
  - Data Dictionary
  - Entity Relationship diagram (showing DB relationships)
  - List of Database objects to include Tables, Stored Procedures, Views, and User Defined Functions along with descriptions and usage
  - Encryption Levels (Mandatory) to be compatible with State of Nevada standards and additionally with current NIST, and HIPAA standards.
  - Detailed explanation of the implemented security model.
  
- F. The technical documentation shall include design principles to be used in design of system components such as, but not limited to:
  - Code documentation
  - Algorithms
  - Interfaces
  - APIs
  
- G. The End User documentation shall include design principles to be used in design of system components such as, but not limited to:
  - Manuals for the End User
  - System Administrators
  - Support Staff
  
- H. The contractor shall work with the NV DMV to provide a 60 day advance notice of changes to be implemented
  
- I. The contractor shall work with the NV DMV to provide the migration into lower environment timelines.

#### 5.4.2.19 Training Plan

- A. The contractor shall work with the NV DMV to design and deliver a training plan and documentation for the master project and sub-projects that shall meet the requirements outlined in this RFP such as but not limited to:
  - DMV transactions and procedures.
  - Overview of computer system and data storage.
  - Interpreting information on vehicle records.
  - Correct usage of codes and proper format.
  - Information and system security functions.
  - Problem identification and resolution.
  - Use of reference materials.
  
- B. The contractor shall work with the DMV to arrange training for NV

DMV employees, at appropriate intervals determined, by the vendor and the Department. Training shall be scheduled as needed, due to employee turnover or changes in system design or procedures, or any other reason deemed by the NV DMV to require additional training.

#### 5.4.2.20 Testing and Test Plan

- A. The contractor shall work with the NV DMV to design and deliver a comprehensive test plan, test cases, test scripts, and documentation for the master project and sub-projects that shall meet the requirements outlined in this RFP.
- B. The contractor shall work with the NV DMV to execute parallel tests with the current legacy environment, as well as, perform standalone unit, integrated, and end-to-end testing on the proposed system.
- C. The contractor shall work with the NV DMV to execute end-to-end security testing in a SOA/MDM environment on the proposed system.
- D. The contractor shall work with the NV DMV to execute end-to-end performance tests in a SOA/MDM environment on the proposed system.
- E. The contractor shall work with the NV DMV to execute disaster recovery tests in a SOA/MDM environment on the proposed system.
- F. The contractor shall work with the NV DMV to create a comprehensive test plan that will bear out a seamless integrity with the zero-tolerance master security model.
- G. The contractor shall work with the NV DMV to design and deliver a comprehensive set of test conditions based on the approved project time for all developed applications, system components, and security components.
- H. The contractor shall work with the NV DMV to execute the comprehensive test plans for the master project and sub-projects that shall meet the requirements outlined in this RFP such as but not limited to:
  - System Connectivity: Ensure that all proposed system components are installed and communicating properly.
  - Business Functionality: Ensure that the application and proposed system components work together to achieve the desired business requirements as outlined in the Business Requirement Document, **Attachment L, Requirements Matrix**.

- Management Expectation Testing: Ensure that the NV DMV's Executive Oversight Committee indicates that the application and information reports meet expectations.
- Problem Tracking: Track any problem incidents that are found during all phases of testing, assess what corrective action is needed, and take corrective action; based on a timeline manner.

#### 5.4.2.21 Implementation Plans

- A. The contractor shall produce a sound and executable implementation plan, to ensure the seamless code migration, firing off actionable interfaces, managing metadata, proving the UI/USB can handle the predicted traffic, ensuring the apps and their reference DBs talk to each other, ensuring that the OS can manage a collaborative farm, and that the network can adapt and carry the broker load to implement the security measures in the Zero-tolerance Master Security Model.
- B. The contractor shall work with the NV DMV to develop and execute implementation plans based on the approved project timelines on all sub-projects, which includes, but is not limited to, a migration plan, responsibility matrixes, cutover plans, incident response plans, and back out plans.
- C. The contractor shall develop and create Post-Implementation Plans based on the approved project timelines of all sub-projects, for all developed applications, system components, and security components.
- D. The contractor shall work with the NV DMV to identify the problem on all sub-projects, document them and track problem reports and resolutions.
- E. The contractor shall work with the NV DMV to provide a written evaluation after three months of implementing the specific Sub-Project. The evaluation should include opportunities for improvement. This will include a post implementation review.

#### 5.4.2.22 Project Management Tools

- A. The contractor shall utilize and optimize project management tools for rolling out the proposed system as expediently and efficiently as possible.
- B. The contractor shall submit required materials to the project management team.
- C. The contractor shall work with the NV DMV Program Manager for

preparing materials for Project Manager meetings, and conference calls, conducted as required by the NV DMV.

- D. The contractor's program manager/project manager/equivalent shall be present for all NV DMV SM meetings and/or conference calls.
- E. The contractor shall work with the NV DMV to provide a meeting agenda to the DMV's Program Manager at least 24 hours prior to any meeting.
- F. The contractor shall provide sub-project status report weekly or at the request of the NV DMV's Program Manager.
- G. The contractor shall work with the NV DMV's Program Manager to develop formal issue papers to assist with the resolution of issues that cannot be resolved by the project management team and present those issue papers to the NV DMV. Issued papers should define the issue, evaluate at least two proposed alternative solutions, and conclude with a recommendation. The contractor shall then implement the recommendation if approved by the NV DMV.
- H. The contractor shall work with the NV DMV's Program Manager to document in writing all meetings and conference calls related to the proposed system. This documentation will be submitted to the NV DMV within three business days. This task may be assigned to the BPA's and/or Project Coordinator positions as required.
- I. The contractor shall provide a sub-project status report to be prepared monthly, or at the request of the NV DMV project managers. The report should contain funding activities, forecasting, variances, recommendations/corrective actions, and should be presented to the Project Manager/s.
- J. The contractor shall work with the NV DMV's Program Manager to develop formal forecast variance issue papers to assist with the corrective action that cannot be resolved by the project management team and present those corrective action papers to the NV DMV. Corrective action papers should define the funding variance, evaluate at least two corrective action alternative solutions, and conclude with a recommendation. The contractor will work the NV DMV to implement the recommendation if approved by the NV DMV.

#### 5.4.2.23 Manuals

- A. The contractor shall produce intuitive and instructional manuals that allow the contractor and the NV DMV to collaborate in the governance quality.
- B. The contractor shall work with the NV DMV to develop and provide

detailed Department-approved manuals based on the approved project timeline, outlining all operating guidelines for all users, including security procedures, properly executed paperwork, and training requirements.

- C. The contractor shall reproduce and distribute these manuals to the NV DMV in a format approved by the NV DMV.

#### 5.4.2.24 Customer Support

- A. The contractor shall develop clear instructional customer service requirements for the NV DMV call center/customer support division for all system functionality.
- B. The contractor shall develop and implement the online help function to assist the NV DMV staff with issue resolutions.
- C. The contractor shall provide training support to NV DMV's staff when assistance is required in solving any help-desk issues.

#### 5.4.2.25 Audit

- A. The contractor shall provide, in accordance with the Statement of Standards for Attestation Engagement (SSAE) 15 where applicable to include, but not limited to:
- SOC 1 Policy Packets on Reports on Controls at a Service Organization and SSAE 16 report on management's description of a service organization's system and the suitability of the design of controls.
  - SOC 2 - Policy Packets on AICPA if your organization has a true relationship and/or nexus with internal control over financial reporting.
  - Report on management's description of a service organization's system and the suitability of the design and operating effectiveness of controls.
  - SOC 3 - Reports and Trust Service Principles International Standards for Assurance Engagements (ISAE) No. 3402 and Service Organization Control (SOC) reporting.
  - Sarbanes-Oxley Act (SOX) Sections 302 & 404 "Equivalent Traceability" to offset FRAUD
  - American Institute of Certified Public Accountants (AICPA)
  - Assurance Services Executive Committee, June 2011, Audit Data Standards and Apps



- Assurance Services Executive Committee’s Emerging Assurance Technologies Task Force
- Continuous Audit Monograph (CICA/AICPA 1999)
- Embedded Audit Module (EAM)
- CIS – Center for Internet Security
- ISSA – Information Systems Security Association Communication Requirements
- ITPI – IT Process Institute
- CMU/SEI – Carnegie-Mellon University, Software Engineering Institute
- NACD – National Association of Corporate Directors
- SANS Institute
- Six Sigma (Black Belt)

- B. The contractor shall cooperate with any audit and investigation initiated by the NV DMV.
- C. The contractor shall work directly with sub-vendors or vendors to resolve all issues encountered with application, hardware, software, and security of the proposed system.
- D. The contractor shall provide issue/resolution historical and real-time data querying reporting systems and they must be easily and readily downloadable in a format that is compatible with multiple Microsoft Office products and approved by the NV DMV.
- E. The issue/resolution system shall permit NV DMV to create and manipulate real-time ad-hoc queries and subsequent reports at any time during normal business hours, without affecting the system’s performance.
- F. The contractor shall create and provide an escalation procedure establishing service level agreements to meet the NV DMV’s system issue/resolution timeline.

#### 5.4.2.26 Knowledge Transfer Plan

- A. The contractor shall provide knowledge transfer of all delivered system and process deliverables using variety of sources such as, but not limited to documentation, online help, online documentation,

working with State staff, lessons, training, manuals, classes, etc.

- B. The contractor shall continue to instruct State resources on all system components, processes, or other during all phases of the project which include, but not limited to requirements, development, testing, implementation, production support, etc.
- C. The contractor shall develop a plan, along with the training plan, that will include timelines for knowledge transfer of all project/sub-project deliverables.

5.4.2.27 Post Implementation Evaluation Review

The State will perform a Post Implementation Evaluation Review (PIER) approximately six (6) months after full implementation and State acceptance of all deliverables. The awarded vendor's Project Manager will be required to participate on site for a period of not to exceed three (3) days.

5.4.3 Deliverables

- 5.4.3.1 The vendor shall provide well thought out and executable plans with a dedicated project management team, technical resources, and any subject matter experts required to deliver a solution that meets all requirements of this RFP. Master and Sub-project plans shall be required as part of this RFP.

Please see “Overview” section of this RFP to review the NV DMV’s proposed project management structure. All project plans should reflect these components. However, the NV DMV will allow the vendor to propose alternatives.

Some of the plans/reports shall be required after vendor award.

The vendor shall reflect within their proposal and plans their recommended approach to developing the required plans and accomplishing all tasks and activities identified within this RFP.

<b>5.4.3.1 PLANNING AND ADMINISTRATION DELIVERABLES</b>			
<b>DELIVERABLE NUMBER</b>	<b>DESCRIPTION OF DELIVERABLE</b>	<b>ACTIVITY</b>	<b>STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)</b>
A.	Master Project Plan	5.4.2.1	15
B.	Detailed Sub-Project Plan	5.4.2.2	15
C.	Meeting Minutes	5.4.2.3	N/A
D.	Semi-Monthly Overall Project Status Report	5.4.2.4	5
E.	Monthly Funding Forecast Report	5.4.2.5	5
F.	Communication Plan	5.4.2.6	15

<b>5.4.3.1 PLANNING AND ADMINISTRATION DELIVERABLES</b>			
G.	Risk Management Plan	5.4.2.7	15
H.	Quality Assurance Plan	5.4.2.8	15
I.	Change Management Plan and Control Procedures	5.4.2.9	15
J.	Resource Management Plan	5.4.2.10	15
K.	Procurement Management Plan	5.4.2.11	15
L.	Business Continuity and Disaster Recovery Plan	5.4.2.12	15
M.	Project Methodology	5.4.2.13	15
N.	Project Implementation and Deliverables	5.4.2.14	15
O.	Project Schedule	5.4.2.15	15
P.	Modernized System	5.4.2.16	Based on Project/sub-project timeline
Q.	Project Documentation	5.4.2.17	Based on Project/sub-project timeline
R.	Technical Documentation	5.4.2.18	Based on Project/sub-project timeline
S.	Training Plan	5.4.2.19	15
T.	Testing and Test Plan	5.4.2.20	15
U.	Implementation Plans	5.4.2.21	15
V.	Project Management Tools	5.4.2.22	15
W.	Manuals	5.4.2.23	Based on Project/sub-project timeline
X.	Customer Support	5.4.2.24	Based on Project/sub-project timeline
Y.	Audit	5.4.2.25	20
Z.	Knowledge Transfer Plan	5.4.2.26	Based on Project/sub-project timeline
A1.	Post Implementation Evaluation Review	5.4.2.27	5

#### 5.4.3.2 Deliverable Submission

- A. The contractor, prior to development and submission of each contract deliverable, shall submit a summary document containing a description of the format and content of each deliverable to the NV DMV's Program Manager for review and approval.
- B. The summary document shall contain items such as, but not limited to:

- Cover letter
  - Table of Contents with a brief description of the content of each section
  - Anticipated number of pages
  - Identification of appendices/exhibits
- C. The summary document shall contain an approval/rejection section that can be completed by the NV DMV. The summary document will be returned to the contractor within a mutually agreed upon time frame.
- D. Deliverables shall be developed by the contractor according to the approved format and content of the summary document for each specific deliverable.
- E. The contractor shall provide a walkthrough of each deliverable on or before the time of delivery to the NV DMV.
- F. Deliverables shall be submitted no later than 5:00 PM, per the approved contract deliverable schedule and must be accompanied by a deliverable sign-off form with the appropriate sections completed by the contractor.

#### 5.4.3.3 Deliverable Review Process

- A. The NV DMV shall review the deliverables provided by the contractor and shall review the document as follows:
- B. The NV DMV's review time begins on the next working day following receipt of the deliverable.
- C. The NV DMV's review time will be determined by the approved and accepted detailed project plan and the approved contract.
- D. The NV DMV has up to five (5) working days to determine if a deliverable is complete and ready for review. Unless otherwise negotiated, this is part of the State's review time.
- E. Any subsequent deliverable dependent upon the NV DMV's acceptance of a prior deliverable may not be accepted for review until all issues related to the previous deliverable have been resolved.
- F. Deliverables determined to be incomplete and/or unacceptable for review will be rejected, not considered delivered and returned to the contractor.
- G. After review of a deliverable, the NV DMV shall return to the contractor the project deliverable sign-off form with the deliverable submission and review history section completed.

#### 5.4.3.4 Deliverable Accepted

- A. If the deliverable is accepted, the original deliverable sign-off form signed by the appropriate NV DMV representatives will be returned to the contractor.
- B. Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable.

#### 5.4.3.5 Deliverable Comments/Revisions

If the NV DMV has comments and/or revisions to a deliverable, the following shall be provided to the contractor:

- A. The original deliverable sign-off form with an updated entry to the deliverable submission and review history section.
- B. Attached to the deliverable sign-off form will be a detailed explanation of the revisions to be made and/or a marked up copy of the deliverable.
- C. The NV DMV's first review and return with comments shall be completed within the times specified in the contract.
- D. The contractor shall have five (5) working days, unless otherwise mutually agreed to, for review, acceptance and/or rejection of the State's comments.
- E. A meeting to resolve outstanding issues shall be completed within three (3) working days after completion of the contractor's review or a documented mutually agreed upon time frame.
- F. Agreements made during meetings to resolve issues must be documented separately.
- G. Once an agreement is reached regarding changes, the contractor shall incorporate them into the deliverable for resubmission to the State.
- H. All changes must be easily identifiable by the NV DMV.
- I. Resubmission of the deliverable must occur within five (5) working days or a mutually agreed upon documented time frame of the resolution of any outstanding issues.
- J. The resubmitted deliverable must be accompanied by the original deliverable sign-off form.
- K. This review process continues until all issues have been resolved

within a documented mutually agreed upon time frame.

- L. During the re-review process, the NV DMV may only comment on the original exceptions noted.
- M. All other items not originally commented on are considered to be accepted by the NV DMV.
- N. Once all revisions have been accepted, the original deliverable sign-off form signed by the appropriate NV DMV representatives will be returned to the contractor.
- O. The contractor must provide one (1) updated and complete master paper copy of each deliverable after approval and acceptance by the NV DMV.
- P. Once the contractor receives the original deliverable sign-off form, the NV DMV can then be invoiced for the deliverable.

#### 5.4.3.6 Deliverable Rejected

If the NV DMV considers a deliverable not ready for review, the following will be returned to the contractor:

- A. The original deliverable sign-off form with an updated entry to the deliverable submission and review history section.
- B. The original deliverable and all copies with a written explanation as to why the deliverable is being rejected, not considered delivered.
- C. The contractor will have five (5) working days, unless otherwise mutually agreed to, for review, acceptance and/or rejection of the NV DMV's comments.
- D. A meeting to discuss the NV DMV's position regarding the rejection of the deliverable must be completed within three (3) working days after completion of the contractor's review or a documented mutually agreed upon time frame.
- E. Resubmission of the deliverable must occur within the documented mutually agreed upon time frame.
- F. The resubmitted deliverable must be accompanied by the original deliverable sign-off form.
- G. Upon resubmission of the completed deliverable, the NV DMV shall follow the steps outlined in this section.

## 5.5 SERVICE LEVEL AGREEMENTS

This section sets forth a sample of performance specifications for the Service Level Agreements (SLA) and Service Level Objectives (SLO) to be established between the NV DMV and the contractor. This section contains the SLAs/SLOs that provide the NV DMV framework, expectations relating to service level commitments, and the implications of meeting versus failing to meet the requirements and objectives, as applicable. This section defines the NV DMV's detailed performance, management, and reporting requirements to meet the SLAs/SLOs in this RFP.

The full set of SLA/SLOs shall be provided, reviewed, and negotiated between the NV DMV and the awarded contractor.

5.5.1 The contractor is to note that SLAs/SLOs associated with this RFP and ongoing support are independent of one another and in all cases shall only refer to the activities, responsibilities and costs associated with each high level activity area.

5.5.2 Both the NV DMV and the contractor recognize and agree that new categories of SLAs/SLOs may be added, in writing, during the term of the contract as business, organizational objectives and technological changes permit or require.

5.5.3 The contractor shall be required to comply with the following performance management and reporting mechanisms for all services within the scope of this RFP:

5.5.3.1 **Service Level Specific Performance** – Agreed upon specific service levels to measure the performance of specific services or service elements. Individual service levels are linked to financial credits due to the NV DMV (“Performance Credits”) to incent contractor performance.

5.5.3.2 **Overall Contract Performance** – An overall performance score of the contractor across all service levels. The overall performance score is linked to governance and escalation processes as needed to initiate corrective actions and remedial processes.

5.5.3.3 **Service Level Agreement Specific Performance Credits** - Each SLA measure shall use a time mechanism. The performance credit shall be due to the NV DMV in the event a specific individual SLA falls outside of the agreed SLA limit. The amount of the performance credit for each SLA shall be based on the SLA to be met. Further, the amounts of the performance credits shall, in certain cases, increase from the agreed SLA limit when the SLA has not been met. No service level performance credit shall be payable from the contractor for meeting the SLA.

5.5.3.4 **Service Level Objective Specific Performance Credits** - Each SLO shall be measured using a time mechanism. The performance credit shall be due to the NV DMV in the event a specific individual SLO falls outside of the agreed SLO limit. The amount of the performance credit for each SLO shall be based on the SLO to be met. Further, the amounts of the performance credits shall, in certain cases, increase from

the agreed SLA limit when the SLO has not been met. No service level performance credit shall be payable from the contractor meeting the SLO. Performance credits shall be identified in the specific SLA/SLO as follows: Per hour, per occurrence, per event, or as defined by the NV DMV.

- 5.5.3.5 **SLA/SLO Agreement** - The SLA/SLO's are written in a spirit of partnership between the NV DMV and contractor. The contractor shall do everything possible to rectify every issue in a timely manner as specified in this RFP. The contractor shall be helpful and accommodating at all times and will assist NV DMV during the term of this contract.
- 5.5.4 The contractor agrees the performance credits associated with the individual SLA/SLO shall be applied to the NV DMV invoice by the contractor for failure to meet the service levels set forth in the contract.
- 5.5.5 On the invoice following the incident the contractor shall apply the performance credits to the NV DMV.
- 5.5.6 In the event of consecutive failures to meet the SLAs/SLOs, the contractor shall be required to credit the NV DMV and continue to pay the rate per SLA/SLO.
- 5.5.7 The contractor shall not be liable for any failed SLAs/SLOs caused by circumstances, as defined in SLA/SLO Exclusions, provided that the contractor immediately notifies the NV DMV in writing and takes all steps necessary to minimize the effect of such circumstances and resumes its performance of the services in accordance with the SLAs/SLOs as soon as possible.
- 5.5.8 The performance credits available to the NV DMV shall not constitute the NV DMV's exclusive remedy to resolving issues related to the contractor's performance.
- 5.5.9 SLAs/SLOs become effective with Project initiation of each sub-project during pre- and post-production phases.
- 5.5.10 Above and beyond the service levels discussed in this RFP, should any failure to deliver services by the contractor result in a mandated regulatory fine associated with late, incomplete, or incorrect filings as a direct result of contractor's failure to deliver services under the defined statement(s) of work, production schedules, reporting and filing obligations, the requirements and service levels contained herein, the contractor shall be obligated to issue a credit to the NV DMV equal to the amount of paid for work to-date in the defined Statement of Work.
- 5.5.11 The NV DMV acknowledges that its application environment requirements fall into two major categories:
  - 5.5.11.1 **Critical applications** – Those applications that are required to perform day-to-day NV DMV functions in production or support the SDLC requirements for major infrastructure investments for major initiatives



where significant funds are devoted to providing environments to development teams.

- 5.5.11.2 **Non-critical application environments** – Which are defined as items that do not have a significant impact on day-to-day operations, are used in a non-production capacity, which may not adversely impact the productivity of NV DMV development efforts or are otherwise used to support non-commercial activities. The contractor must deliver service levels in keeping with the criticality levels as described below.

## **5.6 OVERALL CONTRACT PERFORMANCE**

5.6.1 In addition to the service specific performance credits, on a monthly basis, an overall SLA/SLO score (the “Overall SLA/SLO Score”) shall be determined, by assigning points to each SL based on its individual SLA/SLO.

5.6.2 The overall SLA/SLO score is calculated by adding the number of each missed SLA/SLO open. Based on the overall SLA/SLO score thresholds value exceeding a threshold of 15, the Executive escalation procedures shall be initiated to restore acceptable SLA/SLOs. If a successful resolution is not reached, then the NV DMV may terminate the contract for cause if:

- 5.6.2.1 The overall SL score reaches a threshold over a period of three (3) consecutive months with the equivalent of 50% of the service levels; and the contractor fails to cure the affected SLAs/SLOs within 60 calendar days of receipt of the NV DMV’s written notice of intent to terminate; or

- 5.6.2.2 The NV DMV exercises its right to terminate the contractor for exceeding the threshold level of 75% of SLAs/SLOs in total over a six (6) month period.

- 5.6.2.3 The overall contract performance shall not constitute the NV DMV’s exclusive remedy to resolving issues related to the contractor’s performance. The NV DM retains the right to terminate for overall contract performance under the terms of this contract.

## **5.7 MONTHLY SERVICE LEVEL REPORT**

5.7.1 On a monthly basis, the contractor shall provide a written report (the “Monthly Service Level Report”) to the NV DMV which includes the following information:

- 5.7.1.1 Contractor’s quantitative performance for each service level;

- 5.7.1.2 Each individual SLA/SLO;

- 5.7.1.3 Amount of any monthly performance credit for each SLA/SLO;

- 5.7.1.4 Year-to-date total performance credit balance for each SLA/SLO;

- 5.7.1.5 SLA/SLO Description;
  - 5.7.1.6 “Root-Cause Analysis” and corrective action plan with respect to any service levels where the individual SLA/SLO was missed; and
  - 5.7.1.7 Trend or statistical analysis with respect to each SLA/SLO as requested by the NV DMV.
- 5.7.2 The monthly SLA/SLO report shall be due no later than the tenth (10th) business day of the following month.

## **5.8 SERVICE LEVEL REVIEW AND CONTINUAL IMPROVEMENT**

- 5.8.1 Within three months of Project initiation, the NV DMV and contractor shall meet to review the SLAs/SLOs and the contractor’s performance and discuss possible modifications to the SLAs/SLOs. Any changes to the SLAs/SLOs shall be only as agreed upon, in writing, by the NV DMV and the contractor.
- 5.8.2 On an ongoing basis, the NV DMV and contractor shall meet to review the service levels and the contractor’s performance on a mutually agreed frequency.
- 5.8.3 Within six months of migration of the project to production operation, the NV DMV and contractor shall meet to review the initial service levels and contractor’s performance and discuss possible modifications to the service levels. Any changes to the service levels shall be only as agreed upon in writing by the parties.
- 5.8.4 Twelve months after the completion of transition as outlined in the SOW, the parties shall meet to review the service levels and contractor’s performance in the period of time since the prior review. For each SLA and SLO, the performance during the six highest performing months shall be averaged and this performance, if in consideration of the prevailing charges, actual delivered service levels if higher than the current SLA/SLO, NV DMV may opt for SLA/SLO modification and or a reduced structure associated with a lower, but agreeable service level going forward.
- 5.8.5 Contractor and the NV DMV shall set a mutually agreed date to conduct annual reviews of the service levels and contractor’s performance with respect to the service levels. At a minimum, the annual review shall include:
  - 5.8.5.1 Comprehensive review of the previous year’s performance including fault, impact time, and duration and a root cause analysis.
  - 5.8.5.2 Compendium of remedial actions, operational or process enhancements, system hardware, or software enhancements implemented to address any deficiencies with regard to delivering the service levels.
  - 5.8.5.3 Revision of the service levels, if any, based upon mutual written agreement.

## 5.9 SERVICE LEVEL COMMITMENTS–PROJECT IMPLEMENTATION SERVICES

5.9.1 The contractor shall meet the service level commitment for each SLA/SLO set forth in the charts below:

Service Level	SLA or SLO	Support Hours	NV DMV Requirements		
			Required Response	Required Resolution	
Defect Resolution – Priority 1 Items	SLA	7 X 24	Every 15 minutes until resolution	<= 1 hour	
User Experience – Application Availability	SLA	7 X 24	Every 1 hour	Critical Application <= 2 hours	Non-Critical Application

### 5.9.2 Service Levels – Software Development I

Service Level Agreement	
<b>Defect Resolution – Time to Repair/Resolve (Priority 1 Items)</b>	
<b>Specification:</b>	Defect Resolution – Time to Repair/Resolve (Priority 1 Items)
<b>Definition:</b>	<p>Time to Repair (Priority 1 Items) shall be calculated by determining time (stated in hours and minutes) representing the time and incidents for all Priority 1 Defects for in-scope deliverables in the contract month.</p> <p>“Time to Repair” is measured from time the issue is received at the NV DMV’s issue/defect tracking system to a point in time when the defect is resolved and the contractor submits the repair to the NV DMV for confirmation of resolution.</p> <p>“Priority 1 Defect service request” means an incident where the NV DMV’s use of a solution service element has stopped or is so severely impacted the NV DMV personnel cannot continue to work.</p> <p>This SLA begins upon contractor presentation of a deliverable (generally code based) to the NV DMV for conducting acceptance testing and when this deliverable is initially migrated or otherwise used in a production environment.</p>
<b>Formula:</b>	<p>Time to Repair (Priority 1 Outages)</p> <p><b>EQUALS</b></p> <p>(Total elapsed time it takes to repair Priority 1 Defect service Requests)</p> <p><b>DIVIDED BY</b></p> <p>(Total Priority 1 Defect Service Requests)</p>
<b>Measurement</b>	Monthly

<b>Period:</b>	
<b>Frequency of collection:</b>	Per Incident
<b>Required Status Response:</b>	Every 15 minutes
<b>Data Source:</b>	The NV DMV's issue/defect tracking system. The NV DMV's application shall be the system of record.
<b>Service Level Measures (Resolution Period):</b>	<b>NV DMV performance credits/per hour due from contractor</b>
<b>&lt;= 1 hours</b>	\$0,000.00 - To be negotiated
<b>&gt; 1 hours</b>	\$0,000.00/Hour - To be negotiated

### 5.9.3 Service Levels – User Experience

<b>Service Level Agreement</b>	
<b>User Experience</b>	
<b>Specification:</b>	Application Availability
<b>Definition:</b>	<p>Application Availability means access to the pre-production system is enabled; log-in permitted from the local user LAN and all business transactions can be executed. While it is dependent on hardware, system software and third-party software availability the expectation is that the contractor will implement monitoring instrumentation that validates availability to the point of service availability.</p> <p>“Downtime” is measured from time the issue is received at the NV DMV's issue/defect tracking system to a point in time when the defect is resolved and the contractor submits the repair to the NV DMV for confirmation of resolution.</p>
<b>Formula:</b>	<p>Application Availability</p> <p><b>EQUALS</b></p> <p>(Total application scheduled uptime</p> <p><b>MINUS</b></p> <p>total application unscheduled downtime)</p> <p><b>DIVIDED BY</b></p> <p>(Total application scheduled uptime)</p> <p><b>MULTIPLIED BY</b></p> <p>100</p>
<b>Measurement Period:</b>	Monthly

<b>Frequency of collection:</b>	Per Incident
<b>Required Status Response:</b>	Every 1 hour
<b>Data Source:</b>	The NV DMV's issue/defect tracking system. The NV DMV's application shall be the system of record.
<b>Service Level Measures (Resolution Period):</b>	<b>NV DMV performance credits/per incident due from contractor</b>
<b>Critical Applications:</b>	
>= 99.99%	\$0,000.00 - To be negotiated
< 99.99%	\$0,000.00/Incident - To be negotiated
<b>Non-Critical Applications:</b>	
>= 99.9%	\$0,000.00 - To be negotiated
<99.9%	\$0,000.00/Incident - To be negotiated

## 5.10 SERVICE LEVEL COMMITMENTS—ONGOING OPERATIONS AND MANAGED SERVICE

### 5.10.1 Period Service Level in Full Effect and In-Progress Service Levels

- 5.10.1.1 Service levels specified herein shall be in full effect no later than fifteen (15) days following the completion of migration of the current services and environments to production operations.
- 5.10.1.2 During the period in which the contractor is operating application environments on the NV DMV's behalf, or the use of NV DMV or contractor premises, the contractor agrees to:
- A. Perform services in keeping with the described service levels contained herein;
  - B. Promptly report any service level violations in accordance with the service level reporting requirements contained herein;
  - C. Work in good faith and using commercially reasonable efforts to address and otherwise resolve service level violations that arise; and
  - D. Provide a service level in keeping with levels performed by NV DMV personnel and otherwise aligned with commercial best practices prior to the operational transfer.

### 5.10.2 Service Level Commitments

- 5.10.2.1 The contractor shall meet the service level commitment for each SLA/SLO set forth in the charts below:

Service Level	SLA or SLO	Support Hours	NV DMV Requirements	
			Required Response	Required Resolution
Incident Resolution – Mean Time to Repair (Priority 1 Outages)	SLA	7 X 24	Every 15 minutes until resolution	<= 1 hour
Security – Security Compliance Zero-Tolerance	SLA	7 X 24	Continuous	N/A
Service Availability – Real-time Processing	SLA	7 X 24	See specification below	N/A

### 5.10.2.2 Service Levels – User Experience I

Service Level Agreement	
User Experience	
<b>Specification:</b>	Incident Resolution – Time to Repair (Priority 1 Outages)
<b>Definition:</b>	<p>Time to Repair (Priority 1 Outages) shall be determined by determining the elapsed time (stated in hours and minutes) representing the statistical mean for all Priority 1 Outage service requests for in-scope services in the contract month.</p> <p>“Time to Repair” is measured from the time a service request is received at the NV DMV’s service desk to the point in time when the incident is resolved and the contractor submits the resolved service request to the NV DMV for confirmation of resolution.</p> <p>“Priority 1 Outage service Request” is defined as :  An Incident shall be categorized as a “Severity 1 Incident” if the Incident is characterized by the following attributes: the incident</p> <ul style="list-style-type: none"> <li>(a) renders a business critical system, service, software, equipment or network component unavailable, substantially un-available or seriously impacts normal business operations, in each case prohibiting the execution of productive work, and</li> <li>(b) affects either <ul style="list-style-type: none"> <li>(i) a group or groups of people, or</li> <li>(ii) a single individual performing a critical business function.</li> </ul> </li> </ul> <p>This service level begins upon completion of agreed production acceptance criteria and a measurement period as documented in the transition to production plan. The initial service level shown for this SLA shall be 99.99%, and shall be validated during a measurement period.</p>

	Following the measurement period, the initial service level may be adjusted. The measurement period shall be as mutually agreed by the parties, not to exceed six (6) months.
<b>Formula:</b>	Time to Repair (Priority 1 Outages)  <b>EQUALS</b>  (Total elapsed time it takes to repair Priority 1 Outage service Requests)  <b>DIVIDED BY</b>  (Total Priority 1 Outage service Requests)
<b>Measurement Period:</b>	Monthly
<b>Frequency of collection:</b>	Per Incident
<b>Required Status Response:</b>	Every 15 minutes
<b>Data Source:</b>	The NV DMV's issue/defect tracking system. The NV DMV's application shall be the system of record.
<b>Service Level Measures (Resolution Period):</b>	<b>NV DMV performance credits/per hour due from contractor</b>
<b>&lt;= 1 hours</b>	\$0,000.00 – To be negotiated
<b>&gt; 1 hours</b>	\$0,000.00/Minute - To be negotiated

### 5.10.2.3 Service Levels – Support of NV DMV Activities II

<b>Service Level Agreement</b>	
<b>Support of NV DMV Activities</b>	
<b>Specification:</b>	Security – Zero-Tolerance Security Compliance
<b>Definition:</b>	<p>Zero-Tolerance Security shall be determined by monitoring compliance with the following five key performance indicators (KPI):</p> <ol style="list-style-type: none"> <li><b>1. Access Control:</b> NV DMV employs a number of authentication and authorization controls that are designed to protect against unauthorized access in the following areas of threats and vulnerabilities: Authentication controls, authorization controls, accountability and consequences control, personnel security.</li> <li><b>2. Physical and Environmental Security:</b> NV DMV has policies, procedures, and infrastructure to handle both physical security of its data centers as well as the environment from which the data centers operate under the following areas of threats and</li> </ol>

	<p>vulnerabilities: Physical security controls, environmental controls, power (24/7), climate and temperature, and fire detection and suppression.</p> <p>3. <b>Infrastructure Security:</b> NV DMV security policies provide a series of threat prevention and infrastructure management procedures in the following areas of threats and vulnerabilities: Malware prevention, monitoring (internal network traffic, employee actions on systems; and outside knowledge of vulnerabilities), vulnerability management, incident management, network security, transport layer security, and operating system security.</p> <p>4. <b>Systems Development and Maintenance:</b> It is NV DMV's policy to consider the security properties and implications of applications, systems, and services used or provided by NV DMV throughout the entire project lifecycle under the following areas of threats and vulnerabilities: Security forensics and review, security in the context of DMV's software lifecycle, security education, and implementation-level security testing and review.</p> <p>5. <b>Disaster Recovery and Business Continuity:</b> To minimize service interruption due to hardware failure, natural disaster, or other catastrophe, the NV DMV shall implement a future disaster recovery program at all of its intended data centers. This program includes multiple components to minimize the risk of any single or multiple point of failure, including the following: Data replication and backup, and operates a geographically distributed set of data centers that is designed to maintain service continuity in the event of a disaster or other incident in a single region. High-speed connections between the data centers help to support swift failover. Management of the data centers is also distributed to provide location-independent, around-the-clock coverage, and system administration.</p>
<b>Formula:</b>	<p>Zero-Tolerance Security Compliance</p> <p><b>EQUALS</b></p> <p>([Total number of threats and vulnerabilities to individual KPI's performed per month</p> <p><b>MINUS</b></p> <p>Total number of individual KPI's performed per month</p>



	that were not in compliance]  <b>DIVIDED BY</b>  Total number of countermeasures to individual KPI's performed per month)  <b>MULTIPLIED BY</b>  100
<b>Measurement Period:</b>	Monthly
<b>Frequency of collection:</b>	Continuous
<b>Required Status Response:</b>	Continuous
<b>Data Source:</b>	The NV DMV's issue/defect tracking system. The NV DMV's application shall be the system of record.
<b>Service Level Measures (Resolution Period):</b>	<b>NV DMV performance credits/per event due from contractor</b>
<b>Critical Applications:</b>	
<b>&gt;=99.99%</b>	\$0,000.00 – To be negotiated
<b>&lt; 99.99%</b>	\$0,000.00/Event - To be negotiated

#### 5.10.2.4 Service Levels – Back-End System Support II

<b>Service Level Agreement</b>	
<b>Support of NV DMV Activities</b>	
<b>Specification:</b>	Service Availability – Real-time or Intra-day Events
<b>Definition:</b>	<p>Real-time or Intra-day events are determined by monitoring compliance with the following key performance indicators (KPI):</p> <p>Real-time event processing started on time per the mutually agreed schedule.</p> <p>Monitor real-time events and report to the NV DMV as set forth in supporting documents, NV DMV run book or other supporting documents within 30 minutes after an alert.</p> <p>The initial service level shown for this SLA shall be 99.99% and shall be validated during the measurement period. The measurement period shall be as mutually agreed by the parties, not to exceed six (6) months.</p>
<b>Formula:</b>	<p>Real-time Processing</p> <p><b>EQUALS</b></p>

	(Total number of real-time events where individual KPI's were in compliance for the day)  <b>DIVIDED BY</b>  Total number of real-time events for the day)  <b>MULTIPLIED BY</b>  100
<b>Measurement Period:</b>	Monthly
<b>Frequency of collection:</b>	Monthly
<b>Required Status Response:</b>	Daily
<b>Data Source:</b>	The NV DMV's issue/defect tracking system. The NV DMV's application shall be the system of record.
<b>Service Level Measures (Resolution Period):</b>	<b>NV DMV performance credits/per event due from contractor</b>
<b>Critical Applications:</b>	
>=99.99%	\$0,000.00 - To be negotiated
< 99.99%	\$0,000.00/Event - To be negotiated
<b>Non-Critical Applications:</b>	
>= 99.9%	\$0,000.00 - To be negotiated
< 99.9%	\$0,000.00/Event - To be negotiated

## 5.11 SYSTEM AVAILABILITY

- 5.11.1 The contractor's proposed system shall be available at a minimum of 99.99% for all NV DMV business.
- 5.11.2 If system uptime drops below the relevant threshold, a penalty will be applied in the form of a performance credit to the NV DMV.
- 5.11.3 Uptime penalties in any month shall be capped at 40% of total monthly fee.
- 5.11.4 The following table provides system availability percentages:

Availability %	Downtime per year	Downtime per Month	Downtime per Week
90%	36.5 days	72 hours	16.8 hours
95%	18.25 days	36 hours	8.4 hours
98%	7.30 days	14.4 hours	3.36 hours
99.0%	3.65 days	7.20 hours	1.68 hours
99.5%	1.83 days	3.60 hours	50.4 minutes
99.80%	17.52 hours	86.23 minutes	20.16 minutes
99.9% (three nines)	8.76 hours	43.2 minutes	10.1 minutes
99.95%	4.38 hours	21.56 minutes	5.04 minutes

99.99% (four nines)	52.6 minutes	4.32 minutes	1.01 minutes
99.999% (five nines)	5.26 minutes	25.9 seconds	60.5 seconds
99.9999% (Six nines)	31.5 seconds	2.59 seconds	0.605 seconds

## 5.12 SLA/SLO EXCLUSIONS

SLA/SLO's are written in a spirit of partnership between the NV DMV and contractor. The following SLA/SLO exclusions apply:

- 5.12.1 The SLA/SLOs do not apply in circumstances that could be reasonably said to be beyond the contractor's control. These items include things such as Floods, War, Acts of God, etc.
- 5.12.2 The SLA/SLOs do not apply in circumstances where purchased hardware arrives as defective or non-operational.
- 5.12.3 The SLA/SLOs do not apply in circumstances where the NV DMV prevents the contractor from performing required maintenance and update tasks.
- 5.12.4 The SLA/SLOs do not apply during the scheduled maintenance windows.

## 6. COMPANY BACKGROUND AND REFERENCES

### 6.1 VENDOR INFORMATION

6.1.1 Vendors must provide a company profile in the table format below.

<b>Question</b>	<b>Response</b>
Company name:	
Ownership (sole proprietor, partnership, etc.):	
State of incorporation:	
Date of incorporation:	
# of years in business:	
List of top officers:	
Location of company headquarters:	
Location(s) of the company offices:	
Location(s) of the office that will provide the services described in this RFP:	
Number of employees locally with the expertise to support the requirements identified in this RFP:	
Number of employees nationally with the expertise to support the requirements in this RFP:	
Location(s) from which employees will be assigned for this project:	

6.1.2 **Please be advised**, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state must register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be executed between

the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

- 6.1.3 The selected vendor, prior to doing business in the State of Nevada, must be appropriately licensed by the State of Nevada, Secretary of State’s Office pursuant to NRS 76. Information regarding the Nevada Business License can be located at <http://sos.state.nv.us>.

Question	Response
Nevada Business License Number:	
Legal Entity Name:	

Is “Legal Entity Name” the same name as vendor is doing business as?

Yes		No	
-----	--	----	--

If “No”, provide explanation.

- 6.1.4 Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

- 6.1.5 Has the vendor ever been engaged under contract by any State of Nevada agency?

Yes		No	
-----	--	----	--

If “Yes”, complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

Question	Response
Name of State agency:	
State agency contact name:	
Dates when services were performed:	
Type of duties performed:	
Total dollar value of the contract:	

- 6.1.6 Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

Yes		No	
-----	--	----	--

If “Yes”, please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State

of Nevada within the past two (2) years, and if such person will be performing or producing the services which you will be contracted to provide under this contract, you must disclose the identity of each such person in your response to this RFP, and specify the services that each person will be expected to perform.

- 6.1.7 Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor’s ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP must also be disclosed.

Does any of the above apply to your company?

Yes		No	
-----	--	----	--

If “Yes”, please provide the following information. Table can be duplicated for each issue being identified.

Question	Response	
Date of alleged contract failure or breach:		
Parties involved:		
Description of the contract failure, contract breach, litigation, or investigation, including the products or services involved:		
Amount in controversy:		
Resolution or current status of the dispute:		
If the matter has resulted in a court case:	Court	Case Number
Status of the litigation:		

- 6.1.8 Vendors must review the insurance requirements specified in **Attachment E, Insurance Schedule for RFP 3158** Does your organization currently have or will your organization be able to provide the insurance requirements as specified in **Attachment E**?

Yes		No	
-----	--	----	--

Any exceptions and/or assumptions to the insurance requirements **must** be identified on **Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP**. Exceptions and/or assumptions will be taken into consideration as part of the evaluation process; however, vendors must be specific. If vendors do not specify any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

Upon contract award, the successful vendor **must** provide the Certificate of Insurance identifying the coverages as specified in **Attachment E, Insurance Schedule for RFP 3158**.

- 6.1.9 Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.
- 6.1.10 Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.
- 6.1.11 Financial information and documentation to be included in **Part III, Confidential Financial Information** of vendor's response in accordance with **Section 12.5, Part III – Confidential Financial**.
  - 6.1.11.1 Dun and Bradstreet Number
  - 6.1.11.2 Federal Tax Identification Number
  - 6.1.11.3 The last two (2) years and current year interim:
    - A. Profit and Loss Statement
    - B. Balance Statement

**6.2 SUBCONTRACTOR INFORMATION**

6.2.1 Does this proposal include the use of subcontractors?

Yes		No	
-----	--	----	--

If "Yes", vendor must:

- 6.2.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.
- 6.2.1.2 If any tasks are to be completed by subcontractor(s), vendors must:
  - A. Describe the relevant contractual arrangements;
  - B. Describe how the work of any subcontractor(s) will be supervised, channels of communication will be maintained and compliance with contract terms assured; and
  - C. Describe your previous experience with subcontractor(s).
- 6.2.1.3 Vendors must describe the methodology, processes and tools utilized for:
  - A. Selecting and qualifying appropriate subcontractors for the project;
  - B. Incorporating the subcontractor's development and testing processes

into the vendor's methodologies;

C. Ensuring subcontractor compliance with the overall performance objectives for the project; and

D. Ensuring that subcontractor deliverables meet the quality objectives of the project.

6.2.1.4 Provide the same information for any proposed subcontractors as requested in **Section 6.1, Vendor Information**.

6.2.1.5 Business references as specified in **Section 6.3, Business References** must be provided for any proposed subcontractors.

6.2.1.6 Provide the same information for any proposed subcontractor staff as specified in **Section 6.4, Vendor Staff Skills and Experience Required**.

6.2.1.7 Staff resumes for any proposed subcontractors as specified in **Section 6.5, Vendor Staff Resumes**.

6.2.1.8 Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

6.2.1.9 Vendor must notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in **Section 6.2, Subcontractor Information**. The vendor must receive agency approval prior to subcontractor commencing work.

6.2.1.10 All subcontractor employees assigned to the project must be authorized to work in this country.

### **6.3 BUSINESS REFERENCES**

6.3.1 Vendors should provide a minimum of five (5) business references from similar projects performed for state and/or large local government clients within the last three (3) years and five (5) years' experience with integration of private clients.

6.3.2 Business references must show a proven ability of:

6.3.2.1 Developing, designing, implementing and/or transferring a large scale application with public and/or private sectors;

6.3.2.2 Developing and executing a comprehensive application test plan;

6.3.2.3 Developing and implementing a comprehensive training plan;

6.3.2.4 Experience with comprehensive project management;

6.3.2.5 Experience with cultural change management;

- 6.3.2.6 Experience with managing subcontractors; and
  - 6.3.2.7 Development and execution of a comprehensive project management plan.
- 6.3.3 Vendors must provide the following information for *every* business reference provided by the vendor and/or subcontractor:

The “Company Name” must be the name of the proposing vendor or the vendor’s proposed subcontractor.

<b>Reference #:</b>		
<b>Company Name:</b>		
<i>Identify role company will have for this RFP project (Check appropriate role below):</i>		
	<b>VENDOR</b>	<b>SUBCONTRACTOR</b>
Project Name:		
<b>Primary Contact Information</b>		
Name:		
Street Address:		
City, State, Zip:		
Phone, including area code:		
Facsimile, including area code:		
Email address:		
<b>Alternate Contact Information</b>		
Name:		
Street Address:		
City, State, Zip:		
Phone, including area code:		
Facsimile, including area code:		
Email address:		
<b>Project Information</b>		
Brief description of the project/contract and description of services performed:		
Original Project/Contract Start Date:		
Original Project/Contract End Date:		
Original Project/Contract Value:		
Final Project/Contract Date:		
Was project/contract completed in time originally allotted, and if not, why not?		
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?		



- 6.3.4 Vendors must also submit *Attachment F, Reference Questionnaire* to the business references that are identified in *Section 6.3.3*.
- 6.3.5 The company identified as the business references must submit the Reference Questionnaire directly to the Purchasing Division.
- 6.3.6 It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in *Section 10, RFP Timeline* for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.
- 6.3.7 The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

#### **6.4 VENDOR STAFF SKILLS AND EXPERIENCE REQUIRED**

The vendor shall provide qualified personnel to perform the work necessary to accomplish the tasks defined in the Scope of Work. The State must approve all awarded vendor resources. The State reserves the right to require the removal of any member of the awarded vendor's staff from the project.

Vendor's representatives shall be able to proficiently communicate, speak and read in English. Communications between vendor personnel and NV DMV personnel is mandatory for safe and effective performance.

The NVDMV reserves the right to disqualify any vendor's employees or sub-vendors whose background checks suggest conduct, involvements, and/or associations that the NV DMV determines, in its sole discretion, may be inconsistent with the performance and/or security requirements set forth in this RFP. The NV DMV reserves the right to request the vendor perform additional background checks on vendor employees, and sub-vendor employees, at the sole expense to the vendor.

The vendor shall be responsible to ensure their employees and sub-vendors acknowledge and adhere to the NV DMV User Data Confidentiality agreement.

The vendor shall provide a group of limited resources, as approved by the NV DMV, to be assigned to the ultra-sensitive functions of the DMV, such as, but not limited to: Undercover plates, registration, DL/IDs. All of the documentation, processes, system development, and system implementation shall remain private and considered Top-Secret. This information shall not be shared with any other resource.

The vendor shall provide their approach to acquiring and recruiting additional staff required for the project.

The vendor shall provide their approach for replacement of key staff which shall include approval by the NV DMV.

##### **6.4.1 Program Manager/Sr. Project Manager Qualifications**

The Program Manager/Sr. Project Manager assigned by the awarded vendor to the engagement must have:

- 6.4.1.1 A minimum of ten (10) years of project management experience with increasingly responsible experience and minimum five (5) years of management of increasingly complex projects in a technical environment;
- 6.4.1.2 Demonstrated ability to work effectively and efficiently in a complex, diverse environment with multiple and changing demands while meeting client needs;
- 6.4.1.3 Demonstrated understanding and experience in project management methodologies;
- 6.4.1.4 Multi-discipline of theoretical and practical experience; and
- 6.4.1.5 Recommended Qualifications of:
  - A. Master's Degree, or combined equivalent of education and experience
  - B. PMP certification from the Project Management Institute
  - C. Experience working with jurisdictions, state, or other governmental entities
  - D. Experience in the motor vehicle industry desired

6.4.2 Project Manager Qualifications

The Project Managers assigned by the awarded vendor to the engagement must have:

- 6.4.2.1 Minimum of five (5) years of project management experience and a minimum of three (3) years of management of increasingly complex projects in a technical environment;
- 6.4.2.2 Demonstrated ability to work effectively and efficiently in a complex, diverse environment, and thorough understanding of theoretical and practical aspects in their own professional discipline;
- 6.4.2.3 Understanding and experience in project management methodologies; and
- 6.4.2.4 Recommended Qualifications of:
  - A. Bachelor's Degree, or combined equivalent of education and experience

- B. PMP certification from the Project Management Institute
- C. Experience working with jurisdictions, states, or other governmental entities
- D. Experience in the motor vehicle industry desired

#### 6.4.3 Technical Lead Qualifications

The technical leads assigned by the awarded vendor must have a minimum of ten (10) years' experience in the technology being used to build the proposed solution and will have worked on successful projects of this size and complexity.

#### 6.4.4 Implementation Lead Qualifications

The implementation leads assigned by the awarded vendor must have a minimum of five (5) years' experience in the technology being used to build the proposed solution.

#### 6.4.5 Individual Team Member Qualifications

##### 6.4.5.1 Qualifications for Business Analysts or equivalent:

- A. A minimum of five (5) years of business experience in all levels of a systems development life cycle to include development of: Business requirements, test plans, test scripts, data mapping, project documentation, training, training documentation, policy and procedures, with thorough understanding of theoretical and practical aspects in their own professional discipline.
- B. Demonstrated ability to work effectively and efficiently in a complex, diverse environment, and have a thorough understanding of theoretical and practical aspects in multi-professional disciplines.
- C. Recommended Qualifications:
  - 1. Bachelor's Degree, or combined equivalent of education and experience.
  - 2. Experience working with jurisdictions, states, or other governmental entities.
  - 3. Experience in the motor vehicle industry desired.

##### 6.4.5.2 Qualifications for Business Process Analyst or equivalent:

- A. A minimum of five (5) years of business experience in BPM life cycles with a thorough understanding of theoretical and practical aspects in their own professional discipline.

B. Demonstrated ability to work effectively and efficiently in a complex, diverse environment, and a thorough understanding of theoretical and practical aspects in their own professional discipline.

C. Recommended Qualifications:

1. Bachelor's Degree, or combined equivalent of education and experience
2. BPM certified
3. Experience working with jurisdictions, states, or other governmental entities
4. Experience in the motor vehicle industry desired

6.4.5.3 Qualifications for Quality Assurance or Software Testing Specialist or equivalent:

- A. A minimum of three (3) years of business experience in Quality Control life cycle to include: test plans, test scripts, reporting, etc.
- B. Thorough understanding of theoretical and practical aspects in the testing discipline.
- C. Demonstrated ability to work effectively and efficiently in concurrent project implementation in a complex, diverse environment.

D. Recommended Qualifications:

1. Bachelor's Degree or equivalent of education and experience.
2. Quality Assurance and Software Testing certified.

6.4.5.4 Qualifications for additional IT resources:

The additional IT staff which the vendor shall assign to this project will have a minimum of five (5) years experience in the technology being used to build the vendor's proposed solution.

6.4.5.5 The following resources are not required, but are desirable:

A. Technical Writers

Additional technical writers for which the vendor shall assign to this project will have a minimum of two (2) years experience in the technology being used to build the vendor's proposed solution.

B. Trainers

Additional project coordinators which the vendor shall assign to this project will have a minimum of two (2) years experience in the technology being used to provide training on the vendor's proposed solution.

## 6.5 VENDOR STAFF RESUMES

A resume must be completed for each proposed individual on the State format provided in *Attachment I, Proposed Staff Resume*, including identification of key personnel per *Section 14.3.19, Key Personnel*.

## 6.6 PRELIMINARY PROJECT PLAN

- 6.6.1 Vendors must submit a preliminary project plan as part of the proposal, including, but not limited to:
  - 6.6.1.1 Gantt charts that show all proposed project activities;
  - 6.6.1.2 Planning methodologies;
  - 6.6.1.3 Milestones;
  - 6.6.1.4 Task conflicts and/or interdependencies;
  - 6.6.1.5 Estimated time frame for each task identified in *Section 5, Scope of Work*; and
  - 6.6.1.6 Overall estimated time frame from project start to completion for both Contractor and State activities, including strategies to avoid schedule slippage.
- 6.6.2 Vendors must provide a written plan addressing the roles and responsibilities and method of communication between the contractor and any subcontractor(s).
- 6.6.3 The preliminary project plan will be incorporated into the contract.
- 6.6.4 The first project deliverable is the finalized detailed project plan that must include fixed deliverable due dates for all subsequent project tasks as defined in *Section 5, Scope of Work*. The contract will be amended to include the State approved detailed project plan.
- 6.6.5 Vendors must identify all potential risks associated with the project, their proposed plan to mitigate the potential risks and include recommended strategies for managing those risks.
- 6.6.6 Vendors must provide information on the staff that will be located on-site in Carson City. If staff will be located at remote locations, vendors must include specific information on plans to accommodate the exchange of information and transfer of technical and procedural knowledge. The State encourages alternate methods of

communication other than in person meetings, such as transmission of documents via email and teleconferencing, as appropriate.

## **6.7 PROJECT MANAGEMENT**

Vendors must describe the project management methodology and processes utilized for:

- 6.7.1 Project integration to ensure that the various elements of the project are properly coordinated;
- 6.7.2 Project scope to ensure that the project includes all the work required and only the work required to complete the project successfully;
- 6.7.3 Time management to ensure timely completion of the project. Include defining activities, estimating activity duration, developing and controlling the project schedule;
- 6.7.4 Management of contractor and/or subcontractor issues and resolution process;
- 6.7.5 Responding to and covering requested changes in the project time frames;
- 6.7.6 Responding to State generated issues;
- 6.7.7 Cost management to ensure that the project is completed within the approved budget. Include resource planning, cost estimating, cost budgeting and cost control;
- 6.7.8 Resource management to ensure the most effective use of people involved in the project including subcontractors;
- 6.7.9 Communications management to ensure effective information generation, documentation, storage, transmission and disposal of project information; and
- 6.7.10 Risk management to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively.

## **6.8 QUALITY ASSURANCE**

Vendors must describe the quality assurance methodology and processes utilized to ensure that the project will satisfy State requirements as outlined in *Section 5, Scope of Work* of this RFP.

## **6.9 METRICS MANAGEMENT**

Vendors must describe the metrics management methodology and processes utilized to satisfy State requirements as outlined in *Section 5, Scope of Work* of this RFP. The methodology must include the metrics captured and how they are tracked and measured.

## **6.10 DESIGN AND DEVELOPMENT PROCESSES**

Vendors must describe the methodology, processes and tools utilized for:

- 6.10.1 Analyzing potential solutions, including identifying alternatives for evaluation in addition to those suggested by the State;
- 6.10.2 Developing a detailed operational concept of the interaction of the system, the user and the environment that satisfies the operational need;
- 6.10.3 Identifying the key design issues that must be resolved to support successful development of the system; and
- 6.10.4 Integrating the disciplines that are essential to system functional requirements definition.

## **6.11 CONFIGURATION MANAGEMENT**

Vendors must describe the methodology, processes and tools utilized for:

- 6.11.1 Control of changes to requirements, design and code;
- 6.11.2 Control of interface changes;
- 6.11.3 Traceability of requirements, design and code;
- 6.11.4 Tools to help control versions and builds;
- 6.11.5 Parameters established for regression testing;
- 6.11.6 Baselines established for tools, change log and modules;
- 6.11.7 Documentation of the change request process including check in/out, review and regular testing;
- 6.11.8 Documentation of the change control board and change proposal process; and
- 6.11.9 Change log that tracks open/closed change requests.

## **6.12 PEER REVIEW MANAGEMENT**

Vendors must describe the methodology, processes and tools utilized for:

- 6.12.1 Peer reviews conducted for design, code and test cases;
- 6.12.2 Number of types of people normally involved in peer reviews;
- 6.12.3 Types of procedures and checklists utilized;
- 6.12.4 Types of statistics compiled on the type, severity and location of errors; and

6.12.5 How errors are tracked to closure.

## 7. **PROJECT COSTS**

The Cost Schedules to be completed for this RFP are embedded as an Excel spreadsheet in *Attachment J, Project Costs*.

All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.

### 7.1 **COST SCHEDULES**

The cost for each deliverable must be complete and include all expenses, including travel, per diem and out-of-pocket expenses as well as administrative and/or overhead expenses. Each table in the Excel spreadsheet in *Attachment J, Project Costs* must be completed and detailed backup must be provided for all cost schedules completed.

The vendor shall provide zero tolerant security model costs and shall be proportional to all costs associated with this RFP.

#### 7.1.1 Detailed Deliverable Cost Schedules

The schedules have been set up so that the sub-total from each deliverable cost schedule will automatically be transferred to the summary table in *Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)*.

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in *Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)* prior to submitting their cost proposal.

#### 7.1.2 Development and Data Conversion Environments

Proposers must identify costs for any hardware and/or software proposed for the Development and Data Conversion Environments, as follows:

7.1.2.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in *Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)*.

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in *Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)* prior to submitting their cost proposal.

7.1.2.2 Proposers must provide a detailed description and cost for each proposed item.



- 7.1.2.3 The State reserves the right not to accept the proposed hardware and/or software.
- 7.1.2.4 Costs for specific licenses must be provided.
- 7.1.2.5 The State reserves the right not to purchase the proposed hardware and/or software from the successful proposer.

### 7.1.3 Integration, System Test, Quality Assurance, and UAT Environments

Proposers must identify costs for any hardware and/or software proposed for the Integration, System Test, Quality Assurance, and UAT Environments, as follows:

- 7.1.3.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in ***Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)***.

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)*** prior to submitting their cost proposal.

- 7.1.3.2 Proposers must provide a detailed description and cost for each proposed item.
- 7.1.3.3 The State reserves the right not to accept the proposed hardware and/or software.
- 7.1.3.4 Costs for specific licenses must be provided.
- 7.1.3.5 The State reserves the right not to purchase the proposed hardware and/or software from the successful proposer.

### 7.1.4 Training Environment

Proposers must identify costs for any hardware and/or software proposed for the Training Environment, as follows:

- 7.1.4.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in ***Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)***.

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)*** prior to submitting their cost proposal.

- 7.1.4.2 Proposers must provide a detailed description and cost for each

proposed item.

- 7.1.4.3 The State reserves the right not to accept the proposed hardware and/or software.
- 7.1.4.4 Costs for specific licenses must be provided.
- 7.1.4.5 The State reserves the right not to purchase the proposed hardware and/or software from the successful proposer.

#### 7.1.5 Production Environment

Proposers must identify costs for any hardware and/or software proposed for the Production Environments, as follows:

- 7.1.5.1 The schedule has been set up so that the sub-total from this cost schedule will automatically transferred to the summary table in ***Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)***.

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)*** prior to submitting their cost proposal.

- 7.1.5.2 Proposers must provide a detailed description and cost for each proposed item.
- 7.1.5.3 The State reserves the right not to accept the proposed hardware and/or software.
- 7.1.5.4 Costs for specific licenses must be provided.
- 7.1.5.5 The State reserves the right not to purchase the proposed hardware and/or software from the successful proposer.

#### 7.1.6 Disaster Recovery Environment

Proposers must identify costs for any hardware and/or software proposed for the Disaster Recovery Environment, as follows:

- 7.1.6.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in ***Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)***.

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)*** prior to submitting their cost proposal.

- 7.1.6.2 Proposers must provide a detailed description and cost for each proposed item.
- 7.1.6.3 The State reserves the right not to accept the proposed hardware and/or software.
- 7.1.6.4 Costs for specific licenses must be provided.
- 7.1.6.5 The State reserves the right not to purchase the proposed hardware and/or software from the successful proposer.

7.1.7 Attachment L Cost Schedule

Proposers must identify costs for any hardware and/or software proposed for the system function business requirements as follows:

- 7.1.7.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in ***Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J Project Costs)***.

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)*** prior to submitting their cost proposal.

- 7.1.7.2 Proposers must provide a detailed description and cost for each proposed item.
- 7.1.7.3 The State reserves the right not to accept the proposed hardware and/or software.
- 7.1.7.4 Costs for specific licenses must be provided.
- 7.1.7.5 The State reserves the right not to purchase the proposed hardware and/or software from the successful proposer.

7.1.8 Other Associated Costs

Proposers must identify any other costs not covered on the Detailed Deliverable Cost Schedules and/or the cost schedules for any hardware and/or software proposed, as follows:

- 7.1.8.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in ***Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)***.

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in **Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)** prior to submitting their cost proposal.

7.1.8.2 Proposers must provide detailed information for each item identified.

#### 7.1.9 Summary Schedule of Project Costs

Proposers must make sure that all totals from the Detailed Deliverable Cost Schedules, the cost schedules for any hardware and/or software proposed and other associated costs are transferred to **Section 7.1.9, Summary Schedule of Project Costs (refer to Attachment J, Project Costs)**.

#### 7.1.10 Hourly Rate Schedule for Change Orders

7.1.10.1 Prices quoted for change orders/regulatory changes must remain in effect for six (6) months after State acceptance of the successfully implemented system.

7.1.10.2 Proposers must provide firm, fixed hourly rates for change orders/regulatory changes, including updated documentation.

7.1.10.3 Proposers must provide a firm, fixed hourly rate for each staff classification identified on the project. Proposers must not provide a single compilation rate.

#### 7.1.11 Annual Product Licensing and Maintenance Schedule

Proposers must provide a four (4) year fee schedule with the following information:

7.1.11.1 Listing of each product;

7.1.11.2 Original project proposed price;

7.1.11.3 Annual licensing fee, if applicable;

7.1.11.4 Annual maintenance fee, if applicable; and

7.1.11.5 Percentages of the original amount for each fee.

## 8. FINANCIAL

### 8.1 PAYMENT

8.1.1 Upon review and acceptance by the State, payments for invoices are normally made within 30-45 days of receipt, providing all required information, documents and/or attachments have been received.

8.1.2 Pursuant to NRS 227.185 and NRS 333.450, the State shall pay claims for supplies, materials, equipment and services purchased under the provisions of this RFP electronically, unless determined by the State Controller that the electronic payment would cause the payee to suffer undue hardship or extreme inconvenience.

## **8.2 BILLING**

8.2.1 There shall be no advance payment for services furnished by a contractor pursuant to the executed contract.

8.2.2 Payment for services shall only be made after completed deliverables are received, reviewed and accepted in writing by the State.

8.2.3 The vendor must bill the State as outlined in the approved contract and/or deliverable payment schedule.

8.2.4 Each billing must consist of an invoice, less any applicable performance credits, and a copy of the State-approved deliverable sign-off form.

## **8.3 TIMELINESS OF BILLING**

The State is on a fiscal year calendar. All billings for dates of service prior to July 1 must be submitted to the State no later than the first Friday in August of the same year. A billing submitted after the first Friday in August, that forces the State to process the billing as a stale claim pursuant to NRS 353.097, will subject the contractor to an administrative fee not to exceed \$100.00. This is the estimate of the additional costs to the State for processing the billing as a stale claim and this amount will be deducted from the stale claims payment due the contractor.

## **8.4 HOLD BACKS**

8.4.1 The State shall pay all invoiced amounts, less a 30% hold back, following receipt of the invoice and a fully completed project deliverable sign-off form.

8.4.2 The distribution of the hold backs will be negotiated with the awarded vendor.

8.4.3 Actual payment of hold backs will be made with the approval of the project Executive Oversight Committee.

## **9. WRITTEN QUESTIONS AND ANSWERS**

The Purchasing Division will accept questions and/or comments in writing, received by email regarding this RFP.

### **9.1 QUESTIONS AND ANSWERS**

9.1.1 The RFP Question Submittal Form is located on the Services RFP/RFQ Opportunities webpage at <http://purchasing.state.nv.us/services/sdocs.htm>. Select this RFP number and the "Question" link.

9.1.2 The deadline for submitting questions is as specified in *Section 10, RFP Timeline*.

9.1.3 All questions and/or comments will be addressed in writing. An email notification that the amendment has been posted to the Purchasing website will be issued on or about the date specified in *Section 10, RFP Timeline*.

## 10. **RFP TIMELINE**

The following represents the proposed timeline for this project. All times stated are Pacific Time (PT). These dates represent a tentative schedule of events. The State reserves the right to modify these dates at any time. The State also reserves the right to forego vendor presentations and select vendor(s) based on the written proposals submitted.

<b>Task</b>	<b>Date/Time</b>
Deadline for submitting questions	08/11/2015 @ 2:00 PM
Answers posted to website	On or about 08/25/2015
Deadline for submittal of Reference Questionnaires	No later than 4:30 PM on 10/05/2015
<b>Deadline for submission and opening of proposals</b>	<b>No later than 2:00 PM on 10/06/2015</b>
Evaluation period (approximate time frame)	10/06/2015 – 12/04/2015
Proof of Concept Presentations (approximate time frame)	12/01/2015 – 12/04/2015
Selection of vendor	On or about 12/07/2015
Anticipated BOE approval	02/09/2016
Contract start date (contingent upon BOE approval)	03/01/2016

## 11. **REFERENCE LIBRARY**

### 11.1 **GENERAL INFORMATION**

11.1.1 The State has established a library containing links to reference materials for applicable regulations and information pertinent to responding to this RFP.

11.1.2 The information contained in the reference library has been assembled by the State to assist vendors in the preparation of proposals and to ensure that all vendors have equal access to such information.

11.1.3 Vendors are encouraged to review all documentation in the reference library.

11.1.4 While the State has attempted to gather the most accurate information available for the reference library at the time this RFP was released, the State makes no assurances or guarantees that all information and data presented is accurate or complete.

### 11.2 **REFERENCE LIBRARY LINKS**

11.2.1 The library contains the following links to reference materials:

AAMVA <a href="http://www.aamva.org/">http://www.aamva.org/</a>
ASTM <a href="http://www.astm.org/">http://www.astm.org/</a>
CDLIS <a href="http://www.aamva.org/CDLIS/">http://www.aamva.org/CDLIS/</a>
CFR <a href="http://www.gpo.gov/fdsys/browse/collectionCfr.action?collectionCode=CFR">http://www.gpo.gov/fdsys/browse/collectionCfr.action?collectionCode=CFR</a>
CSTIMS <a href="http://www.aamva.org/CSTIMS/">http://www.aamva.org/CSTIMS/</a>
CVISN <a href="http://www.fmcsa.dot.gov/information-systems/cvisn/core-cvisn">http://www.fmcsa.dot.gov/information-systems/cvisn/core-cvisn</a>
EPA <a href="http://www.epa.gov/">http://www.epa.gov/</a>
FMCSA <a href="http://www.fmcsa.dot.gov/">http://www.fmcsa.dot.gov/</a>
IFTA <a href="http://www.iftach.org/">http://www.iftach.org/</a>
IRP <a href="http://www.irponline.org/">http://www.irponline.org/</a>
State of Nevada 78 <sup>th</sup> (2015) Legislative Bills <a href="http://www.leg.state.nv.us/Session/78th2015/">http://www.leg.state.nv.us/Session/78th2015/</a>
NAC <a href="http://search.leg.state.nv.us/NAC/NAC.html">http://search.leg.state.nv.us/NAC/NAC.html</a>
NRS <a href="http://search.leg.state.nv.us/NRS/NRS.html">http://search.leg.state.nv.us/NRS/NRS.html</a>
PDPS <a href="http://www.aamva.org/PDPS/">http://www.aamva.org/PDPS/</a>
PRISM <a href="http://www.fmcsa.dot.gov/information-systems/prism/performance-and-registration-information-systems-management-prism">http://www.fmcsa.dot.gov/information-systems/prism/performance-and-registration-information-systems-management-prism</a>
SAFER <a href="http://www.safer.fmcsa.dot.gov/">http://www.safer.fmcsa.dot.gov/</a>
SAM <a href="http://budget.nv.gov/uploadedFiles/budgetnv.gov/content/Documents/State%20Administrative%20Manual.pdf">http://budget.nv.gov/uploadedFiles/budgetnv.gov/content/Documents/State%20Administrative%20Manual.pdf</a>
SSOLV <a href="http://www.aamva.org/SSOLV/">http://www.aamva.org/SSOLV/</a>

## **12. PROPOSAL SUBMISSION REQUIREMENTS, FORMAT AND CONTENT**

### **12.1 GENERAL SUBMISSION REQUIREMENTS**

Vendors' proposals must be packaged and submitted in counterparts; therefore, vendors must pay close attention to the submission requirements. Proposals will have a technical response, which may be composed of two (2) parts in the event a vendor determines that a portion of their technical response qualifies as "confidential" as defined within *Section 2, Acronyms/Definitions*.

If complete responses cannot be provided without referencing confidential information, such confidential information must be provided in accordance with *Section 12.3, Part IB – Confidential Technical* and *Section 12.5, Part III Confidential Financial Information*. Specific references made to the tab, page, section and/or paragraph where the confidential information can be located must be identified on *Attachment A, Confidentiality and Certification of Indemnification* and comply with the requirements stated in *Section 12.6, Confidentiality of Proposals*.

The remaining section is the Cost Proposal. Vendors may submit their proposal broken out into the three (3) sections required, or four (4) sections if confidential technical information is included, in a single box or package for shipping purposes.

The required CDs must contain information as specified in *Section 12.6.4*.

Detailed instructions on proposal submission and packaging follows and vendors must submit their proposals as identified in the following sections. Proposals and CDs that do not comply with the following requirements may be deemed non-responsive and rejected at the State's discretion.

- 12.1.1 All information is to be completed as requested.
- 12.1.2 Each section within the technical proposal and cost proposal must be separated by clearly marked tabs with the appropriate section number and title as specified.
- 12.1.3 Although it is a public opening, only the names of the vendors submitting proposals will be announced per NRS 333.335(6). Technical and cost details about proposals submitted will not be disclosed. Assistance for handicapped, blind or hearing-impaired persons who wish to attend the RFP opening is available. If special arrangements are necessary, please notify the Purchasing Division designee as soon as possible and at least two days in advance of the opening.
- 12.1.4 If discrepancies are found between two (2) or more copies of the proposal, the master copy will provide the basis for resolving such discrepancies. If one (1) copy of the proposal is not clearly marked "MASTER," the State may reject the proposal. However, the State may at its sole option, select one (1) copy to be used as the master.
- 12.1.5 For ease of evaluation, the proposal must be presented in a format that corresponds to and references sections outlined within this RFP and must be presented in the same order. Written responses must be in *bold/italics* and placed immediately following the applicable RFP question, statement and/or section. Exceptions/assumptions to this may be considered during the evaluation process.
- 12.1.6 Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.



Unnecessarily elaborate responses beyond what is sufficient to present a complete and effective response to this RFP are not desired and may be construed as an indication of the proposer's lack of environmental and cost consciousness. Unless specifically requested in this RFP, elaborate artwork, corporate brochures, lengthy narratives, expensive paper, specialized binding, and other extraneous presentation materials are neither necessary nor desired.

The State of Nevada, in its continuing efforts to reduce solid waste and to further recycling efforts requests that proposals, to the extent possible and practical:

- 12.1.6.1 Be submitted on recycled paper;
- 12.1.6.2 Not include pages of unnecessary advertising;
- 12.1.6.3 Be printed on both sides of each sheet of paper; and
- 12.1.6.4 Be contained in re-usable binders or binder clips as opposed to spiral or glued bindings.

12.1.7 For purposes of addressing questions concerning this RFP, the sole contact will be the Purchasing Division as specified on Page 1 of this RFP. Upon issuance of this RFP, other employees and representatives of the agencies identified in the RFP will not answer questions or otherwise discuss the contents of this RFP with any prospective vendors or their representatives. Failure to observe this restriction may result in disqualification of any subsequent proposal per NAC 333.155(3). This restriction does not preclude discussions between affected parties for the purpose of conducting business unrelated to this procurement.

12.1.8 Any vendor who believes proposal requirements or specifications are unnecessarily restrictive or limit competition may submit a request for administrative review, in writing, to the Purchasing Division. To be considered, a request for review must be received no later than the deadline for submission of questions.

The Purchasing Division shall promptly respond in writing to each written review request, and where appropriate, issue all revisions, substitutions or clarifications through a written amendment to the RFP.

Administrative review of technical or contractual requirements shall include the reason for the request, supported by factual information, and any proposed changes to the requirements.

12.1.9 If a vendor changes any material RFP language, vendor's response may be deemed non-responsive per NRS 333.311.

## **12.2 PART IA – TECHNICAL PROPOSAL**

12.2.1 The technical proposal must include:

- 12.2.1.1 One (1) original marked "MASTER"; and

12.2.1.2 Thirteen (13) identical copies.

12.2.2 The technical proposal **must not include** confidential technical information (refer to **Section 12.3, Part IB, Confidential Technical**) or cost and/or pricing information. Cost and/or pricing information contained in the technical proposal may cause the proposal to be rejected.

12.2.3 Format and Content

12.2.3.1 Tab I – Title Page

The title page must include the following:

<b>Part IA – Technical Proposal</b>	
RFP Title:	<i>NV DMV System Modernization</i>
RFP:	3158
Vendor Name:	
Address:	
Opening Date:	October 6, 2015
Opening Time:	2:00 PM

12.2.3.2 Tab II – Table of Contents

An accurate and updated table of contents must be provided.

12.2.3.3 Tab III – Vendor Information Sheet

The vendor information sheet completed with an original signature by an individual authorized to bind the organization must be included in this tab.

12.2.3.4 Tab IV – State Documents

The State documents tab must include the following:

- A. The signature page from all amendments with an original signature by an individual authorized to bind the organization.
- B. Attachment A – Confidentiality and Certification of Indemnification with an original signature by an individual authorized to bind the organization.
- C. Attachment C – Vendor Certifications with an original signature by an individual authorized to bind the organization.
- D. Copies of any vendor licensing agreements and/or hardware and software maintenance agreements.
- E. Copies of applicable certifications and/or licenses.

12.2.3.5 Tab V - Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP

- A. **Attachment B** with an original signature by an individual authorized to bind the organization must be included in this tab.
- B. If the exception and/or assumption require a change in the terms or wording of any section of the RFP, the contract, or any incorporated documents, vendors **must** provide the specific language that is being proposed on **Attachment B**.
- C. Only technical exceptions and/or assumptions should be identified on **Attachment B**.
- D. The State will not accept additional exceptions and/or assumptions if submitted after the proposal submission deadline. If vendors do not specify any exceptions and/or assumptions in detail at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

12.2.3.6 Tab VI – Section 4 – System Requirements

Vendors must place their written response(s) in **bold/italics** immediately following the applicable RFP question, statement and/or section.

12.2.3.7 Tab VII – Section 5 – Scope of Work

Vendors must place their written response(s) in **bold/italics** immediately following the applicable RFP question, statement and/or section.

12.2.3.8 Tab VIII– Section 6 – Company Background and References

Vendors must place their written response(s) in **bold/italics** immediately following the applicable RFP question, statement and/or section. This section must also include the requested information in **Section 6.2, Subcontractor Information**, if applicable.

12.2.3.9 Tab IX – Attachment I – Proposed Staff Resume

Vendors must include all proposed staff resumes per **Section 6.5, Vendor Staff Resumes** in this section. This section should also include any subcontractor proposed staff resumes, if applicable.

12.2.3.10 Tab X – Preliminary Project Plan

Vendors must include the preliminary project plan in this section.

12.2.3.11 Tab XI – Requirements Matrix

Vendors must include their completed requirements matrix (refer to *Attachment L, Requirements Matrix*) in this section.

12.2.3.12 Tab XII – Other Informational Material

Vendors must include any other applicable reference material in this section clearly cross referenced with the proposal.

**12.3 PART IB – CONFIDENTIAL TECHNICAL PROPOSAL**

12.3.1 Vendors only need to submit Part I B if the proposal includes any confidential technical information (*Refer to Attachment A, Confidentiality and Certification of Indemnification*).

12.3.2 The confidential technical proposal must include:

12.3.2.1 One (1) original marked “MASTER”; and

12.3.2.2 Thirteen (13) identical copies.

12.3.3 Format and Content

12.3.3.1 Tab I – Title Page

The title page must include the following:

<b>Part IB – Confidential Technical Proposal</b>	
RFP Title:	<i>NV DMV System Modernization</i>
RFP:	3158
Vendor Name:	
Address:	
Opening Date:	October 6, 2015
Opening Time:	2:00 PM

12.3.3.2 Tabs – Confidential Technical

Vendors must have tabs in the confidential technical information that cross reference back to the technical proposal, as applicable.

**12.4 PART II – COST PROPOSAL**

12.4.1 The cost proposal must include:

12.4.1.1 One (1) original marked “MASTER”; and

12.4.1.2 Thirteen (13) identical copies.

12.4.2 The cost proposal must not be marked “confidential”. Only information that is deemed proprietary per NRS 333.020(5)(a) may be marked as “confidential”.

### 12.4.3 Format and Content

#### 12.4.3.1 Tab I – Title Page

The title page must include the following:

<b>Part II – Cost Proposal</b>	
RFP Title:	<i>NV DMV System Modernization</i>
RFP:	3158
Vendor Name:	
Address:	
Opening Date:	October 6, 2015
Opening Time:	2:00 PM

#### 12.4.3.2 Tab II – Cost Proposal

Cost proposal must be in the format identified in ***Attachment J, Project Costs***.

#### 12.4.3.3 Tab III – ***Attachment K, Cost Proposal Certification of Compliance*** with Terms and Conditions of RFP

- A. ***Attachment K*** with an original signature by an individual authorized to bind the organization must be included in this tab.
- B. In order for any cost exceptions and/or assumptions to be considered, vendors ***must*** provide the specific language that is being proposed on ***Attachment K***.
- C. Only cost exceptions and/or assumptions should be identified on ***Attachment K***.
- D. ***Do not restate*** the technical exceptions and/or assumptions on this form.
- E. The State will not accept additional exceptions and/or assumptions if submitted after the proposal submission deadline. If vendors do not specify any exceptions and/or assumptions in detail at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

## 12.5 PART III – CONFIDENTIAL FINANCIAL INFORMATION

12.5.1 The confidential financial information part must include:

- 12.5.1.1 One (1) original marked “MASTER”; and
- 12.5.1.2 One (1) identical copy.

12.5.2 Format and Content

12.5.2.1 Tab I – Title Page

The title page must include the following:

<b>Part III – Confidential Financial Proposal</b>	
RFP Title:	<i>NV DMV System Modernization</i>
RFP:	3158
Vendor Name:	
Address:	
Opening Date:	October 6, 2015
Opening Time:	2:00 PM

12.5.2.2 Tab II – Financial Information and Documentation

Vendors must place the information required per *Section 6.1.11* in this tab.

**12.6 CONFIDENTIALITY OF PROPOSALS**

12.6.1 As a potential contractor of a public entity, vendors are advised that full disclosure is required by law.

12.6.2 Vendors are required to submit written documentation in accordance with *Attachment A, Confidentiality and Certification of Indemnification* demonstrating the material within the proposal marked “confidential” conforms to NRS §333.333, which states “Only specific parts of the proposal may be labeled a “trade secret” as defined in NRS §600A.030(5)”. Not conforming to these requirements will cause your proposal to be deemed non-compliant and will not be accepted by the State of Nevada.

12.6.3 Vendors acknowledge that material not marked as “confidential” will become public record upon contract award.

12.6.4 The required CDs must contain the following:

12.6.4.1 One (1) “**Master**” CD with an exact duplicate of the technical and cost proposal contents only.

A. The electronic files must follow the format and content section for the technical and cost proposal.

B. The CD must be packaged in a case and clearly labeled as follows:

<b>Master CD</b>	
RFP No:	3158
Vendor Name:	
Contents:	Part IA – Technical Proposal Part IB – Confidential Technical Proposal

<b>Master CD</b>	
	Part II – Cost Proposal

12.6.4.2 One (1) “**Public Records CD**” which must include the technical and cost proposal contents to be used for public records requests.

- A. This CD **must not** contain any confidential or proprietary information.
- B. The electronic files must follow the format and content section for the redacted versions of the technical and cost proposal.
- C. All electronic files **must** be saved in “PDF” format, with one file named Part IA – Technical Proposal and one (1) file named Part II – Cost Proposal.
- D. The CD must be packaged in a case and clearly labeled as follows:

<b>Public Records CD</b>	
RFP No:	3158
Vendor Name:	
Contents:	Part IA – Technical Proposal for Public Records Request Part II – Cost Proposal for Public Records Request

12.6.5 The Public Records submitted on the CD will be posted to the Purchasing Website upon the Notice of Award.

12.6.6 It is the vendor’s responsibility to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation.

12.6.7 Failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by release of said information.

**12.7 PROPOSAL PACKAGING**

12.7.1 If the separately sealed technical and cost proposals as well as confidential technical information and financial documentation, marked as required, are enclosed in another container for mailing purposes, the outermost container must fully describe the contents of the package and be clearly marked as follows:

12.7.2 Vendors are encouraged to utilize the copy/paste feature of word processing software to replicate these labels for ease and accuracy of proposal packaging.

**Shannon Berry**  
**State of Nevada, Purchasing Division**  
**515 E. Musser Street, Suite 300**  
**Carson City, NV 89701**

<b>RFP:</b>	3158
<b>OPENING DATE:</b>	October 6, 2015
<b>OPENING TIME:</b>	2:00 PM
<b>FOR:</b>	<i>NV DMV System Modernization</i>
<b>VENDOR'S NAME:</b>	

12.7.3 Proposals must be received at the address referenced below no later than the date and time specified in **Section 10, RFP Timeline**. Proposals that do not arrive by proposal opening time and date will not be accepted. Vendors may submit their proposal any time prior to the above stated deadline.

12.7.4 The State will not be held responsible for proposal envelopes mishandled as a result of the envelope not being properly prepared.

12.7.5 Email, facsimile, or telephone proposals will NOT be considered; however, at the State's discretion, the proposal may be submitted all or in part on electronic media, as requested within the RFP document. Proposal may be modified by email, facsimile, or written notice provided such notice is received prior to the opening of the proposals.

12.7.6 The technical proposal shall be submitted to the State in a sealed package and be clearly marked as follows:

<b>Shannon Berry State of Nevada, Purchasing Division 515 E. Musser Street, Suite 300 Carson City, NV 89701</b>	
<b>RFP:</b>	3158
<b>COMPONENT:</b>	PART IA – TECHNICAL PROPOSAL
<b>OPENING DATE:</b>	October 6, 2015
<b>OPENING TIME:</b>	2:00 PM
<b>FOR:</b>	<i>NV DMV System Modernization</i>
<b>VENDOR'S NAME:</b>	

12.7.7 If applicable, confidential technical information shall be submitted to the State in a sealed package and be clearly marked as follows:

<b>Shannon Berry State of Nevada, Purchasing Division 515 E. Musser Street, Suite 300 Carson City, NV 89701</b>	
<b>RFP:</b>	3158
<b>COMPONENT:</b>	PART IB – CONFIDENTIAL TECHNICAL PROPOSAL
<b>OPENING DATE:</b>	October 6, 2015
<b>OPENING TIME:</b>	2:00 PM
<b>FOR:</b>	<i>NV DMV System Modernization</i>
<b>VENDOR'S NAME:</b>	



12.7.8 The cost proposal shall be submitted to the State in a sealed package and be clearly marked as follows:

<b>Shannon Berry State of Nevada, Purchasing Division 515 E. Musser Street, Suite 300 Carson City, NV 89701</b>	
<b>RFP:</b>	3158
<b>COMPONENT:</b>	PART II – COST PROPOSAL
<b>OPENING DATE:</b>	October 6, 2015
<b>OPENING TIME:</b>	2:00 PM
<b>FOR:</b>	<i>NV DMV System Modernization</i>
<b>VENDOR’S NAME:</b>	

12.7.9 Confidential financial information shall be submitted to the State in a sealed package and be clearly marked as follows:

<b>Shannon Berry State of Nevada, Purchasing Division 515 E. Musser Street, Suite 300 Carson City, NV 89701</b>	
<b>RFP:</b>	3158
<b>COMPONENT:</b>	PART III - CONFIDENTIAL FINANCIAL INFORMATION
<b>OPENING DATE:</b>	October 6, 2015
<b>OPENING TIME:</b>	2:00 PM
<b>FOR:</b>	<i>NV DMV System Modernization</i>
<b>VENDOR’S NAME:</b>	

12.7.10 The CDs shall be submitted to the State in a sealed package and be clearly marked as follows:

<b>Shannon Berry State of Nevada, Purchasing Division 515 E. Musser Street, Suite 300 Carson City, NV 89701</b>	
<b>RFP:</b>	3158
<b>COMPONENT:</b>	CDs
<b>OPENING DATE:</b>	October 6, 2015
<b>OPENING TIME:</b>	2:00 PM
<b>FOR:</b>	<i>NV DMV System Modernization</i>
<b>VENDOR’S NAME:</b>	

**13. PROPOSAL EVALUATION AND AWARD PROCESS**

*The information in this section does not need to be returned with the vendor’s proposal.*

**13.1** Proposals shall be consistently evaluated and scored in accordance with NRS 333.335(3) based upon the following criteria:

13.1.1 Demonstrated competence

13.1.2 Experience in performance of comparable engagements

13.1.3 Conformance with the terms of this RFP

13.1.4 Expertise and availability of key personnel

13.1.5 Cost

13.1.6 Financial stability will be scored on a pass/fail basis

13.1.7 Proof of Concept Presentations

13.1.7.1 Following the evaluation and scoring process specified above, the State may require vendors to make a presentation of their proposal to the evaluation committee.

13.1.7.2 The State, at its option, may limit participation in vendor presentations up to the four (4) highest ranking vendors.

13.1.7.3 The State reserves the right to forego vendor presentations and select vendor(s) based on the written proposals submitted.

13.1.7.4 Presentations shall be consistently evaluated and scored based upon the following criteria:

A. Conformance with the specifications of the Proof of Concept

B. Fiscal Processing

C. Demonstrated Efficiencies

**Proposals shall be kept confidential until a contract is awarded.**

**13.2** The evaluation committee may also contact the references provided in response to the Section identified as Company Background and References; contact any vendor to clarify any response; contact any current users of a vendor's services; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information deemed pertinent to the evaluation process. The evaluation committee shall not be obligated to accept the lowest priced proposal, but shall make an award in the best interests of the State of Nevada per NRS 333.335(5).

**13.3** Each vendor must include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigations pending which involves the vendor or in which the vendor has been judged guilty or liable. Failure to comply with the terms of this provision may disqualify any proposal. The State reserves the right to reject any proposal based upon the vendor's prior history with the State or with any other party, which documents, without limitation,

unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures. See generally, NRS 333.335.

- 13.4** Clarification discussions may, at the State's sole option, be conducted with vendors who submit proposals determined to be acceptable and competitive per NAC 333.165. Vendors shall be accorded fair and equal treatment with respect to any opportunity for discussion and/or written revisions of proposals. Such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing vendors. Any modifications made to the original proposal during the best and final negotiations will be included as part of the contract.
- 13.5** A Notification of Intent to Award shall be issued in accordance with NAC 333.170. Any award is contingent upon the successful negotiation of final contract terms and upon approval of the Board of Examiners, when required. Negotiations shall be confidential and not subject to disclosure to competing vendors unless and until an agreement is reached. If contract negotiations cannot be concluded successfully, the State upon written notice to all vendors may negotiate a contract with the next highest scoring vendor or withdraw the RFP.
- 13.6** Any contract resulting from this RFP shall not be effective unless and until approved by the Nevada State Board of Examiners (NRS 333.700).

## **14. TERMS AND CONDITIONS**

### **14.1 PROCUREMENT AND PROPOSAL TERMS AND CONDITIONS**

*The information in this section does not need to be returned with the vendor's proposal. However, if vendors have any exceptions and/or assumptions to any of the terms and conditions in this section, they MUST identify in detail their exceptions and/or assumptions on **Attachment B, Technical Proposal Certification of Compliance**. In order for any exceptions and/or assumptions to be considered they MUST be documented in **Attachment B**. The State will not accept additional exceptions and/or assumptions if submitted after the proposal submission deadline.*

- 14.1.1 This procurement is being conducted in accordance with NRS Chapter 333 and NAC Chapter 333.
- 14.1.2 The State reserves the right to alter, amend, or modify any provisions of this RFP, or to withdraw this RFP, at any time prior to the award of a contract pursuant hereto, if it is in the best interest of the State to do so.
- 14.1.3 The State reserves the right to waive informalities and minor irregularities in proposals received.
- 14.1.4 For ease of responding to the RFP, vendors are encouraged to download the RFP from the Purchasing Division's website at <http://purchasing.state.nv.us>.
- 14.1.5 The failure to separately package and clearly mark **Part IB and Part III** – which contains confidential information, trade secrets and/or proprietary information,

shall constitute a complete waiver of any and all claims for damages caused by release of the information by the State.

- 14.1.6 The State reserves the right to reject any or all proposals received prior to contract award (NRS 333.350).
- 14.1.7 The State shall not be obligated to accept the lowest priced proposal, but will make an award in the best interests of the State of Nevada after all factors have been evaluated (NRS 333.335).
- 14.1.8 Any irregularities or lack of clarity in the RFP should be brought to the Purchasing Division designee's attention as soon as possible so that corrective addenda may be furnished to prospective vendors.
- 14.1.9 Proposals must include any and all proposed terms and conditions, including, without limitation, written warranties, maintenance/service agreements, license agreements and lease purchase agreements. The omission of these documents renders a proposal non-responsive.
- 14.1.10 Alterations, modifications or variations to a proposal may not be considered unless authorized by the RFP or by addendum or amendment.
- 14.1.11 Proposals which appear unrealistic in the terms of technical commitments, lack of technical competence, or are indicative of failure to comprehend the complexity and risk of this contract, may be rejected.
- 14.1.12 Proposals from employees of the State of Nevada will be considered in as much as they do not conflict with the State Administrative Manual, NRS Chapter 281 and NRS Chapter 284.
- 14.1.13 Proposals may be withdrawn by written or facsimile notice received prior to the proposal opening time. Withdrawals received after the proposal opening time will not be considered except as authorized by NRS 333.350(3).
- 14.1.14 Prices offered by vendors in their proposals are an irrevocable offer for the term of the contract and any contract extensions. The awarded vendor agrees to provide the purchased services at the costs, rates and fees as set forth in their proposal in response to this RFP. No other costs, rates or fees shall be payable to the awarded vendor for implementation of their proposal.
- 14.1.15 The State is not liable for any costs incurred by vendors prior to entering into a formal contract. Costs of developing the proposal or any other such expenses incurred by the vendor in responding to the RFP, are entirely the responsibility of the vendor, and shall not be reimbursed in any manner by the State.
- 14.1.16 Proposals submitted per proposal submission requirements become the property of the State, selection or rejection does not affect this right; proposals will be returned only at the State's option and at the vendor's request and expense. The masters of the technical proposal, confidential technical proposal, cost proposal and

confidential financial information of each response shall be retained for official files.

14.1.17 The Nevada Attorney General will not render any type of legal opinion regarding this transaction.

14.1.18 Any unsuccessful vendor may file an appeal in strict compliance with NRS 333.370 and Chapter 333 of the Nevada Administrative Code.

## 14.2 CONTRACT TERMS AND CONDITIONS

*The information in this section does not need to be returned with the vendor's proposal. However, if vendors have any exceptions and/or assumptions to any of the terms and conditions in this section, they MUST identify in detail their exceptions and/or assumptions on **Attachment B, Technical Proposal Certification of Compliance**. In order for any exceptions and/or assumptions to be considered they MUST be documented in **Attachment B**. The State will not accept additional exceptions and/or assumptions if submitted after the proposal submission deadline.*

### 14.2.1 Background Checks

14.2.1.1 All contractor personnel assigned to the contract must have a background check from the Federal Bureau of Investigation pursuant to NRS 239B.010. All fingerprints must be forwarded to the Central Repository for Nevada Records of Criminal History for submission to the Federal Bureau of Investigation.

14.2.1.2 Any employee of the selected vendor, who will require any type of system access, must have a State Background Check (as identified in **Section 14.2.1.4 "A"** below) before system access will be granted. The vendor or its employees may be denied access to the premises if they have not been security cleared.

14.2.1.3 All costs associated with this will be at the contractor's expense.

14.2.1.4 The contractor shall provide to the contracting agency's Human Resource Department or designee the following documents:

A. A State Background Check for the state the individual claims as their permanent residency. The contractor can use the following site which has immediate results: <http://www.integrascan.com>. Once the contractor has a copy of their personal background check from their state of record, they will forward those results to the designated State representative who will then forward it to the contracting agency's Human Resource Department or designee in order to obtain approval for interim system access;

B. A Civil Applicant Waiver Form, signed by the contractor(s); and

C. A Prior Arrests and Criminal Conviction Disclosure Form, signed

by the contractor(s).

- 14.2.1.5 If out-of-state, contractor must provide one (1) completed fingerprint card from a local sheriff's office (or other law enforcement agency).
  - 14.2.1.6 In lieu of the out-of-state fingerprint card, contractors can perform LiveScan fingerprinting at the Nevada Department of Public Safety, General Services Division.
  - 14.2.1.7 Contractor must provide a money order or cashier's check made payable to the General Services Division in the amount of \$40.00 or current rate at time of submission.
  - 14.2.1.8 In lieu of the above background check and subject to acceptance by the contracting agency's Human Resource Department or designee, contractor may submit a current active federal authority security clearance (FBI, DoD, NSA) indicating a fingerprint based background check has been completed with no positive findings.
  - 14.2.1.9 Contractor(s) may not begin work until such time as they have been cleared by the contracting agency's Human Resource Department or designee.
  - 14.2.1.10 Positive findings from a background check are reviewed by the contracting agency's Human Resource Department or designee, in consultation with the State Chief Information Security Officer, and may result in the removal of vendor staff from the project.
- 14.2.2 The awarded vendor will be the sole point of contract responsibility. The State will look solely to the awarded vendor for the performance of all contractual obligations which may result from an award based on this RFP, and the awarded vendor shall not be relieved for the non-performance of any or all subcontractors.
- 14.2.3 The awarded vendor must maintain, for the duration of its contract, insurance coverages as set forth in the Insurance Schedule of the contract form appended to this RFP. Work on the contract shall not begin until after the awarded vendor has submitted acceptable evidence of the required insurance coverages. Failure to maintain any required insurance coverage or acceptable alternative method of insurance will be deemed a breach of contract.
- 14.2.4 The State will not be liable for Federal, State, or Local excise taxes per NRS 372.325.
- 14.2.5 **Attachment B and Attachment K** of this RFP shall constitute an agreement to *all* terms and conditions specified in the RFP, except such terms and conditions that the vendor expressly excludes. Exceptions and assumptions will be taken into consideration as part of the evaluation process; however, vendors *must* be specific. If vendors do not specify any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

- 14.2.6 The State reserves the right to negotiate final contract terms with any vendor selected per NAC 333.170. The contract between the parties will consist of the RFP together with any modifications thereto, and the awarded vendor's proposal, together with any modifications and clarifications thereto that are submitted at the request of the State during the evaluation and negotiation process. In the event of any conflict or contradiction between or among these documents, the documents shall control in the following order of precedence: the final executed contract, any modifications and clarifications to the awarded vendor's proposal, the RFP, and the awarded vendor's proposal. Specific exceptions to this general rule may be noted in the final executed contract.
- 14.2.7 Local governments (as defined in NRS 332.015) are intended third party beneficiaries of any contract resulting from this RFP and any local government may join or use any contract resulting from this RFP subject to all terms and conditions thereof pursuant to NRS 332.195. The State is not liable for the obligations of any local government which joins or uses any contract resulting from this RFP.
- 14.2.8 Any person who requests or receives a Federal contract, grant, loan or cooperative agreement shall file with the using agency a certification that the person making the declaration has not made, and will not make, any payment prohibited by subsection (a) of 31 U.S.C. 1352.
- 14.2.9 Pursuant to NRS Chapter 613 in connection with the performance of work under this contract, the contractor agrees not to unlawfully discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex, sexual orientation or age, including, without limitation, with regard to employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including, without limitation apprenticeship.

The contractor further agrees to insert this provision in all subcontracts, hereunder, except subcontracts for standard commercial supplies or raw materials.

### 14.3 PROJECT TERMS AND CONDITIONS

*The information in this section does not need to be returned with the vendor's proposal. However, if vendors have any exceptions and/or assumptions to any of the terms and conditions in this section, they MUST identify in detail their exceptions and/or assumptions on **Attachment B, Technical Proposal Certification of Compliance**. In order for any exceptions and/or assumptions to be considered they MUST be documented in **Attachment B**. The State will not accept additional exceptions and/or assumptions if submitted after the proposal submission deadline.*

#### 14.3.1 Award of Related Contracts

- 14.3.1.1 The State may undertake or award supplemental contracts for work related to this project or any portion thereof. The contractor shall be bound to cooperate fully with such other contractors and the State in all

cases.

- 14.3.1.2 All subcontractors shall be required to abide by this provision as a condition of the contract between the subcontractor and the prime contractor.

#### 14.3.2 Products and/or Alternatives

The State, at its sole discretion, will determine if the proposed alternative meets the intent of the original RFP requirement.

#### 14.3.3 State Owned Property

The awarded vendor shall be responsible for the proper custody and care of any State owned property furnished by the State for use in connection with the performance of the contract and will reimburse the State for any loss or damage.

#### 14.3.4 Contractor Space

- 14.3.4.1 The contractor will be required to have its project team and key resources located in Carson City, NV for the duration of the project. Contractor personnel shall be co-located with the NV DMV project resources.
- 14.3.4.2 All communication lines, workstations, workstation hardware and software and contractor facility will be provided by the NV DMV.
- 14.3.4.3 The contractor must comply with the State standards for hardware, software and communication lines.
- 14.3.4.4 The contractor must, at its own expense and through its own channels, provide its own photocopying and/or resources for its operations.
- 14.3.4.5 The NV DMV will provide space for up to 20 contractor personnel. If additional space is required, the space selected by the contractor must be mutually agreed upon by the NV DMV and at contractor's sole expense.
- 14.3.4.6 The State guarantees the contractor access to the job site premises, when appropriate, during reasonable hours and without undue hindrance and/or interference in performing work required under the contract.
- 14.3.4.7 The contract will be effective upon approval by the BOE and through the period of time the system and all system functions, hardware and software are installed, operational and fully accepted by the State, including the maintenance and warranty period and delivery and acceptance of all project documentation and other associated material.

#### 14.3.5 Inspection/Acceptance of Work

- 14.3.5.1 It is expressly understood and agreed all work done by the contractor



shall be subject to inspection and acceptance by the State.

14.3.5.2 Any progress inspections and approval by the State of any item of work shall not forfeit the right of the State to require the correction of any faulty workmanship, hardware, software or material at any time during the course of the work and warranty period thereafter, although previously approved by oversight.

14.3.5.3 Nothing contained herein shall relieve the contractor of the responsibility for proper installation and maintenance of the work, materials, hardware, software, and equipment required under the terms of the contract until all work has been completed and accepted by the State.

#### 14.3.6 Completion of Work

Prior to completion of all work, the contractor shall remove from the premises all equipment and materials belonging to the contractor. Upon completion of the work, the contractor shall leave the site in a clean and neat condition satisfactory to the State.

#### 14.3.7 Periodic Project Reviews

14.3.7.1 On a periodic basis, the State reserves the right to review the approved project plan and associated deliverables to assess the direction of the project and determine if changes are required.

14.3.7.2 Changes to the approved project plan and/or associated deliverables may result in a contract amendment.

14.3.7.3 In the event changes do not include cost, scope or significant schedule modifications, mutually agreed to changes may be documented in memo form and signed by all parties to the contract.

#### 14.3.8 Change Management

14.3.8.1 Should requirements be identified during system validation, development and/or implementation that change the required work to complete the project and upon receipt of a change order request by the contractor, a written, detailed proposal must be submitted as outlined in **Section 14.3.8.2**.

14.3.8.2 Within 15 working days of receipt of a requested change order, the contractor must submit an amended project plan to include:

A. The scope of work;

B. Impacts to the schedule for remaining work for implementing the identified change;

- C. Impacts of not approving the change;
- D. Estimated cost of change;
- E. Alternative analysis of all identified solutions to include, but not limited to:
  - 1. A system impact report;
  - 2. Resource requirements for both the State and the contractor;
  - 3. A work plan;
  - 4. Estimated hours to complete the work;
  - 5. The estimated cost of each solution; and
  - 6. A plan for testing the change.

14.3.8.3 The amended project plan will be prepared at no cost to the State and must detail all impacts to the project. The contractor must present the project plan to the NV DMV Contract Program Manager for submission to the Executive Oversight Committee prior to final acceptance and approval.

14.3.8.4 The Executive Oversight Committee will either accept the proposal or withdraw the request within 15 working days after receiving the proposal.

#### 14.3.9 Issue Resolution

During the term of the contract, issue resolution will be a critical component. The following process will be adhered to for all issues.

##### 14.3.9.1 Presentation of Issues

- A. Issues must be presented in writing to the designated Program/Project Manager for each party.
- B. A uniform issues processing form will be developed by the NV DMV to record all issues, responses, tracking and dispositions.
- C. A project issues log will be kept by the NV DMV.
- D. Issues raised by either party must be accepted, rejected and/or responded to in writing within three (3) working days of presentation or by a mutually agreed upon due date.
- E. Failure to accept, reject and/or respond within the specified time frame will result in deeming the issue presented as accepted and the

party presenting the issue may proceed to act as if the issue were actually accepted.

#### 14.3.9.2 Escalation Process

- A. If no resolution is obtainable by the respective Program/ Project Managers, the issue will be escalated to the:
  - 1. The NV DMV Director or their designee; and
  - 2. Designated representative for the contractor.
- B. A meeting between the parties will take place within three (3) working days or a mutually agreed upon time frame.
- C. Final resolution of issues will be provided in writing within two (2) working days of the meeting or a mutually agreed upon time frame.
- D. All parties agree to exercise good faith in dispute/issue resolution.
- E. If no resolution is obtainable after the above review, the issue will be escalated to the Executive Oversight Committee and the designated representative for the contractor.
- F. A meeting between the parties will take place within three (3) working days of the meeting or a mutually agreed upon time frame.
- G. Final resolution of issues will be provided in writing within two (2) working days of the meeting or a mutually agreed upon time frame.

#### 14.3.9.3 Proceed with Duties

The State and the contractor agree that during the time the parties are attempting to resolve any dispute in accordance with the provisions of the contract, all parties to the contract shall diligently perform their duties thereunder.

#### 14.3.9.4 Schedule, Cost and/or Scope Changes

If any issue resolution results in schedule, cost and/or scope changes, a State BOE contract amendment will be required.

#### 14.3.10 Travel Requirements

Most design, development and testing activities will occur in Carson City, NV (except those activities mutually agreed to be performed at the contractor's facility).

#### 14.3.11 Source Code Ownership

- 14.3.11.1 The contractor agrees that in addition to all other rights set forth in this section the State shall have a nonexclusive, royalty-free and irrevocable license to reproduce or otherwise use and authorize others to use all software, procedures, files and other documentation comprising the NV DMV SM project at any time during the period of the contract and thereafter.
- 14.3.11.2 The contractor agrees to deliver such material to the State within 20 business days from receipt of the request by the State. Such request may be made by the State at any time prior to the expiration of the contract.
- 14.3.11.3 The license shall include, but not be limited to:
- A. All NV DMV SM supporting programs in the most current version;
  - B. All scripts, programs, transaction management or database synchronization software and other system instructions for operating the system in the most current version;
  - C. All data files in the most current version;
  - D. User and operational manuals and other documentation;
  - E. System and program documentation describing the most current version of the system, including the most current versions of source and object code;
  - F. Training programs for the State and other designated State staff, their agents, or designated representatives, in the operating and maintenance of the system;
  - G. Any and all performance-enhancing operational plans and products, exclusive of equipment; and
  - H. All specialized or specially modified operating system software and specially developed programs, including utilities, software and documentation used in the operation of the system.
- 14.3.11.4 All computer source and executable programs, including development utilities, and all documentation of the installed system enhancements and improvements shall become the exclusive property of the State and may not be copied or removed by the contractor or any employee of the contractor without the express written permission of the State.
- 14.3.11.5 Proprietary software proposed for use as an enhancement or within a functional area of the system may require the contractor to give, or otherwise cause to be given, to the State an irrevocable right to use the software as part of the system into perpetuity.

- 14.3.11.6 Exemptions may be granted if the proprietary product is proposed with this right in place and is defined with sufficient specificity in the proposal that the State can determine whether to fully accept it as the desired solution.
- 14.3.11.7 The contractor shall be required to provide sufficient information regarding the objectives and specifications of any proprietary software to allow its functions to be duplicated by other commercial or public domain products.
- 14.3.11.8 The software products (i.e., search engine) must be pre-approved by the State. The State reserves the right to select such products.
- 14.3.11.9 Ongoing upgrades of the application software must be provided through the end of the contract.
- 14.3.11.10 Any other specialized software not covered under a public domain license to be integrated into the system must be identified as to its commercial source and the cost must be identified in **Attachment J, Project Costs**.
- 14.3.11.11 The State may, at its option, purchase commercially available software components itself.
- 14.3.11.12 Title to all portions of the system must be transferred to the State including portions (e.g., documentation) as they are created, changed and/or modified.
- 14.3.11.13 The contractor must convey to the State, upon request and without limitation, copies of all interim work products, system documentation, operating instructions, procedures, data processing source code and executable programs that are part of the system, whether they are developed by the employees of the contractor or any subcontractor as part of this contract or transferred from another public domain system or contract.
- 14.3.11.14 The provision of **Section 14.3.11 Source Code Ownership** must be incorporated into any subcontract that relates to the development, operation or maintenance of any component part of the system.

#### 14.3.12 Escrow Account

- 14.3.12.1 The State may require contractor to establish an escrow account. The escrow agent chosen for this transaction must be acceptable to the State.
- 14.3.12.2 If required, the escrow account must contain the following items:
  - A. Two copies of the source code (preferably commented code) including all listing of the lines of programming and any custom developed code for the system for each version of the software on

virus-free magnetic media, compiled and ready to be read by a computer;

- B. A complete copy of the executable code including table structures, data structures, system tables and data;
- C. A golden master of the software;
- D. Build scripts;
- E. Any configuration files separate from the build scripts;
- F. Object libraries;
- G. Application Program Interfaces (APIs);
- H. Compilation instructions in written format or recorded on video format;
- I. Complete documentation on all aspects of the system including design documentation, technical documentation and user documentation; and
- J. Names and addresses of key technical employees that a licensee may hire as a subcontractor in the event the contractor ceases to exist.

14.3.12.3 The escrow deposit materials must be shipped to the escrow agent via a traceable courier or electronically. Upon receipt of the materials, the escrow agent must verify that the contents of the deposit are in good working order and certify the same to the State.

14.3.12.4 The escrow agency must store the materials in a media vault with climate control and a gas-based fire extinguishing system.

14.3.12.5 Each time the contractor makes a new release or updated version of the software available to customers, that version as described in **Section 14.3.12.2** must be deposited with the escrow agent and proof of the deposit must be forwarded to the State.

14.3.12.6 In the event that contractor becomes insolvent, subject to receivership, or becomes voluntarily or involuntarily subject to the jurisdiction of the bankruptcy court, or if the contractor fails to provide maintenance and/or support for the product as outlined in the contract, or the contractor discontinues the product, the State will be entitled to access the software source code and related items for use in maintaining the system either by its own staff or by a third party.

Any costs associated with an escrow account must be included in **Attachment J, Project Costs**.

#### 14.3.13 Ownership of Information and Data

- 14.3.13.1 The State shall have unlimited rights to use, disclose or duplicate, for any purpose whatsoever, all information and data developed, derived, documented, installed, improved or furnished by the contractor under this contract.
- 14.3.13.2 All files containing any State information are the sole and exclusive property of the State. The contractor agrees not to use information obtained for any purposes not directly related to this contract without prior written permission from the State.
- 14.3.13.3 Contractor agrees to abide by all federal and State confidentiality requirements including, without limitation, providing at Contractor's expense all notices or other corrective or mitigating measures required by law in the event of a breach of the security of the data for which Contractor is responsible.

#### 14.3.14 Guaranteed Access to Software

- 14.3.14.1 The State shall have full and complete access to all source code, documentation, utilities, software tools and other similar items used to develop/install the proposed NV DMV SM or may be useful in maintaining or enhancing the equipment and proposed system after it is operating in a production environment.
- 14.3.14.2 For any of the above-mentioned items not turned over to the State upon completion of the installation, the contractor must provide a guarantee to the State of uninterrupted future access to, and license to use, those items. The guarantee must be binding on all agents, successors and assignees of the contractor and subcontractor.
- 14.3.14.3 The State reserves the right to consult legal counsel as to the sufficiency of the licensing agreement and guarantee of access offered by the contractor.

#### 14.3.15 Patent or Copyright Infringement

To the extent of any limited liability expressed in the contract, the contractor agrees to indemnify, defend and hold harmless, not excluding the State's right to participate, the State from any and all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney's fees and expenses, arising out of any claims of infringement by the contractor of any United State Patent or trade secret, or any copyright, trademark, service mark, trade name or similar proprietary rights conferred by common law or by any law of the United States or any state said to have occurred because of systems provided or work performed by the contractor, and, the contractor shall do what is necessary to render the subject matter non-infringing in order that the State may continue its use without interruption or otherwise reimburse all consideration paid by the State to the contractor.

#### 14.3.16 Contract Restriction

Pursuant to NAC 333.180, if the Division or using agency undertakes a project that requires (A) more than one request for proposals or invitation for bids; and (B) an initial contract for the design of the project, the person who is awarded the initial contract for the design of the project, or any associated subcontractor, may not make a proposal, assist another person in making a proposal, or otherwise materially participate in any subsequent contract related to that project, unless his participation in the subsequent contract is within the scope of the initial contract.

#### 14.3.17 Period of Performance

The contract will be effective upon approval by the BOE and through the period of time the system and all system hardware, and software are installed, operational and fully accepted by the State, including the maintenance and warranty period and delivery and acceptance of all project documentation and other associated material.

#### 14.3.18 Right to Publish

All requests for the publication or release of any information pertaining to this RFP and any subsequent contract must be in writing and sent to the State of Nevada, Purchasing Division.

- 14.3.18.1 No announcement concerning the award of a contract as a result of this RFP can be made without prior written approval of the NV DMV Director or their designee.
- 14.3.18.2 As a result of the selection of the contractor to supply the requested services, the State is neither endorsing nor suggesting the contractor is the best or only solution.
- 14.3.18.3 The contractor shall not use, in its external advertising, marketing programs, or other promotional efforts, any data, pictures or other representation of any State facility, except with the specific advance written authorization of the NV DMV Director or their designee.
- 14.3.18.4 Throughout the term of the contract, the contractor must secure the written approval of the State per **Section 14.3.18.2** prior to the release of any information pertaining to work or activities covered by the contract.

#### 14.3.19 Key Personnel

- 14.3.19.1 Key personnel will be incorporated into the contract. Replacement of key personnel may be accomplished in the following manner:
  - A. A representative of the contractor authorized to bind the company will notify the State in writing of the change in key personnel.
  - B. The State may accept or reject the change of the key personnel by



notifying the contractor in writing.

- C. The signed acceptance will be considered to be an update to the key personnel and will not require a contract amendment. A copy of the acceptance must be kept in the official contract file.
- D. Replacements to key personnel are bound by all terms and conditions of the contract and any subsequent issue resolutions and other project documentation agreed to by the previous personnel.
- E. If key personnel are replaced, someone with comparable skill and experience level must replace them.
- F. At any time that the contractor provides notice of the permanent removal or resignation of any of the management, supervisory or other key professional personnel and prior to the permanent assignment of replacement staff to the contract, the contractor shall provide a resume and references for a minimum of two (2) individuals qualified for and proposed to replace any vacancies in key personnel, supervisory or management position.
- G. Upon request, the proposed individuals will be made available within five (5) calendar days of such notice for an in-person interview with NV DMV staff at no cost to the State.
- H. The NV DMV will have the right to accept, reject or request additional candidates within five (5) calendar days of receipt of resumes or interviews with the proposed individuals, whichever comes later.
- I. A written transition plan must be provided to the State prior to approval of any change in key personnel.
- J. The State reserves the right to have any contract or management staff replaced at the sole discretion and as deemed necessary by the State.
- K. The contractor shall use U.S. based resources for the data conversion sub-project from the NV DMV data to the vendor's proposed system. These resources must pass background checks as defined in this RFP.

#### 14.3.20 Authorization to Work

Contractor is responsible for ensuring that all employees and/or subcontractors are authorized to work in the United States.

#### 14.3.21 System Compliance Warranty

Licensors represent and warrant: (a) that each Product shall be Date Compliant; shall be designed to be used prior to, during, and after the calendar year 2000 A.D.; will operate consistently, predictably and accurately, without interruption or manual intervention, and in accordance with all requirements of this Agreement, including without limitation the Applicable Specifications and the Documentation, during each such time period, and the transitions between them, in relation to dates it encounters or processes; (b) that all date recognition and processing by each Product will include the Four Digit Year Format and will correctly recognize and process the date of February 29, and any related data, during Leap Years; and (c) that all date sorting by each Product that includes a "year category" shall be done based on the Four Digit Year Format.

#### **14.4 AGENCY SPECIFIC TERMS AND CONDITIONS**

- 14.4.1 Contract award is dependent on Board of Examiners (BOE) approval.
- 14.4.2 The estimated project start and end dates are between February 2016 and June 2020. Vendors must be acutely aware the time projected to complete the project transition falls within a five (5) year timeline.
- 14.4.3 The NV DMV operates under regulatory direction from multiple agencies including State, Federal, and the Motor Vehicle/Motor Carrier Industry. The websites listed in *Section 11 Reference Library* highlights specific Regulatory Agencies and Motor Vehicle/Motor Carrier Program links.
- 14.4.4 The NV DMV is governed by specific chapter references in Nevada law as well as applicable sections of the Code of Federal Regulation.

## 15. SUBMISSION CHECKLIST

This checklist is provided for vendor’s convenience only and identifies documents that must be submitted with each package in order to be considered responsive. Any proposals received without these requisite documents may be deemed non-responsive and not considered for contract award.

<b>Part IA– Technical Proposal Submission Requirements</b>		<b>Completed</b>
Required number of Technical Proposals per submission requirements		
Tab I	Title Page	
Tab II	Table of Contents	
Tab III	Vendor Information Sheet	
Tab IV	State Documents	
Tab V	Attachment B – Technical Proposal Certification of Compliance with Terms and Conditions of RFP	
Tab VI	Section 4 – System Requirements	
Tab VII	Section 5 – Scope of Work	
Tab VIII	Section 6 – Company Background and References	
Tab IX	Attachment I – Proposed Staff Resume(s)	
Tab X	Preliminary Project Plan	
Tab XI	Attachment L – Requirements Matrix	
Tab XII	Other Information Material	
<b>Part IB – Confidential Technical Proposal Submission Requirements</b>		
Required number of Confidential Technical Proposals per submission requirements		
Tab I	Title Page	
Tabs	Appropriate tabs and information that cross reference back to the technical proposal	
<b>Part II – Cost Proposal Submission Requirements</b>		
Required number of Cost Proposals per submission requirements		
Tab I	Title Page	
Tab II	Cost Proposal	
Tab III	Attachment K - Cost Proposal Certification of Compliance with Terms and Conditions of RFP	
<b>Part III – Confidential Financial Information Submission Requirements</b>		
Required number of Confidential Financial Proposals per submission requirements		
Tab I	Title Page	
Tab II	Financial Information and Documentation	
<b>CDs Required</b>		
One (1)	Master CD with the technical and cost proposal contents only	
One (1)	Public Records CD with the technical and cost proposal contents only	
<b>Reference Questionnaire Reminders</b>		
Send out Reference Forms for Vendor (with Part A completed)		
Send out Reference Forms for proposed Subcontractors (with Part A and Part B completed, if applicable)		

**ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION**

Submitted proposals, which are marked “confidential” in their entirety, or those in which a significant portion of the submitted proposal is marked “confidential” **will not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a “trade secret” as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors’ technical and cost proposals become public information.

In accordance with the Submittal Instructions of this RFP, vendors are requested to submit confidential information in separate binders marked “**Part I B Confidential Technical**” and “**Part III Confidential Financial**”.

The State will not be responsible for any information contained within the proposal. Should vendors not comply with the labeling and packing requirements, proposals will be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that will be in an open meeting format, the proposals will remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information as defined in *Section 2 “ACRONYMS/DEFINITIONS.”*

*Please initial the appropriate response in the boxes below and provide the justification for confidential status.*

<b>Part IB – Confidential Technical Information</b>			
YES		NO	
<b>Justification for Confidential Status</b>			

<b>A Public Records CD has been included for the Technical and Cost Proposal</b>			
YES		NO (See note below)	
<i>Note: By marking “NO” for Public Record CD included, you are authorizing the State to use the “Master CD” for Public Records requests.</i>			

<b>Part III – Confidential Financial Information</b>			
YES		NO	
<b>Justification for Confidential Status</b>			

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

**This document must be submitted in Tab IV of vendor’s technical proposal**

**ATTACHMENT B – TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE  
WITH TERMS AND CONDITIONS OF RFP**

I have read, understand and agree to comply with *all* the terms and conditions specified in this Request for Proposal.

YES \_\_\_\_\_ I agree to comply with the terms and conditions specified in this RFP.

NO \_\_\_\_\_ I do not agree to comply with the terms and conditions specified in this RFP.

If the exception and/or assumption require a change in the terms in any section of the RFP, the contract, or any incorporated documents, vendors *must* provide the specific language that is being proposed in the tables below. If vendors do not specify in detail any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

*Vendors MUST use the following format.* Attach additional sheets if necessary.

**EXCEPTION SUMMARY FORM**

<b>EXCEPTION #</b>	<b>RFP SECTION NUMBER</b>	<b>RFP PAGE NUMBER</b>	<b>EXCEPTION (Complete detail regarding exceptions must be identified)</b>

**ASSUMPTION SUMMARY FORM**

<b>ASSUMPTION #</b>	<b>RFP SECTION NUMBER</b>	<b>RFP PAGE NUMBER</b>	<b>ASSUMPTION (Complete detail regarding assumptions must be identified)</b>

**This document must be submitted in Tab V of vendor’s technical proposal**

## ATTACHMENT C – VENDOR CERTIFICATIONS

Vendor agrees and will comply with the following:

- (1) Any and all prices that may be charged under the terms of the contract do not and will not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.
- (2) All proposed capabilities can be demonstrated by the vendor.
- (3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.
- (4) All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.
- (5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.
- (6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion must be in writing and included in the proposal at the time of submission.
- (7) Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.
- (8) All employees assigned to the project are authorized to work in this country.
- (9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.
- (10) The company has a written policy regarding compliance for maintaining a drug-free workplace.
- (11) Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.
- (12) Vendor must certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.
- (13) The proposal must be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

---

Vendor Company Name

---

Vendor Signature

---

Print Name

---

Date

**This document must be submitted in Tab IV of vendor's technical proposal**

## ATTACHMENT D – CONTRACT FORM

The following State Contract Form is provided as a courtesy to vendors interested in responding to this RFP. Please review the terms and conditions in this form, as this is the standard contract used by the State for all services of independent contractors. It is not necessary for vendors to complete the Contract Form with their proposal.

If exceptions and/or assumptions require a change to the Contract Form, vendors *must* provide the specific language that is being proposed on *Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP*.

Please pay particular attention to the insurance requirements, as specified in *Paragraph 16 of the embedded contract and Attachment E, Insurance Schedule for RFP 3158*.



ATTACHMENT D -  
Contract Form.doc

*To open the document, double click on the icon.*

*If you are unable to access the above inserted file  
once you have doubled clicked on the icon,  
please contact Nevada State Purchasing at  
[srvpurch@admin.nv.gov](mailto:srvpurch@admin.nv.gov) for an emailed copy.*

## ATTACHMENT E – INSURANCE SCHEDULE FOR RFP 3158

The following Insurance Schedule is provided as a courtesy to vendors interested in responding to this RFP. Please review the terms and conditions in the Insurance Schedule, as this is the standard insurance schedule used by the State for all services of independent contractors.

If exceptions and/or assumptions require a change to the Insurance Schedule, vendors **must** provide the specific language that is being proposed on ***Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP.***



ATTACHMENT E -  
Insurance Schedule.doc

*To open the document, double click on the icon.*

*If you are unable to access the above inserted file  
once you have doubled clicked on the icon,  
please contact Nevada State Purchasing at  
[srvpurch@admin.nv.gov](mailto:srvpurch@admin.nv.gov) for an emailed copy.*



## ATTACHMENT F – REFERENCE QUESTIONNAIRE

The State of Nevada, as a part of the RFP process, requires proposing vendors to submit business references as required within this document. The purpose of these references is to document the experience relevant to the scope of work and provide assistance in the evaluation process.

<b>INSTRUCTIONS TO PROPOSING VENDOR</b>	
1.	Proposing vendor or vendor’s proposed subcontractor <b>MUST</b> complete Part A and/or Part B of the Reference Questionnaire.
2.	Proposing vendor <b>MUST</b> send the following Reference Questionnaire to <b>EACH</b> business reference listed for completion of Part D, Part E and Part F.
3.	<p>Business reference is requested to submit the completed Reference Questionnaire via email or facsimile to:</p> <p style="padding-left: 40px;">State of Nevada, Purchasing Division            Subject:       <b>RFP 3158</b>            Attention:     <b>Purchasing Division</b>            Email:         <a href="mailto:rfdocs@admin.nv.gov">rfdocs@admin.nv.gov</a>            Fax:            775-684-0188</p> <p>Please reference the RFP number in the subject line of the email or on the fax.</p>
4.	The completed Reference Questionnaire <b>MUST</b> be received <i><b>no later than 4:30 PM PT October 5, 2015.</b></i>
5.	Business references are <b>NOT</b> to return the Reference Questionnaire to the Proposer (Vendor).
6.	In addition to the Reference Questionnaire, the State may contact any and all business references by phone for further clarification, if necessary.
7.	Questions regarding the Reference Questionnaire or process should be directed to the individual identified on the RFP cover page.
8.	Reference Questionnaires not received, or not complete, may adversely affect the vendor’s score in the evaluation process.



ATTACHMENT F -  
Reference Questionnaire

*To open the document, double click on the icon.*

*If you are unable to access the above inserted file once you have doubled clicked on the icon, please contact Nevada State Purchasing at [srvpurch@admin.nv.gov](mailto:srvpurch@admin.nv.gov) for an emailed copy.*

## ATTACHMENT G – PROJECT DELIVERABLE SIGN-OFF FORM

Deliverables submitted to the State for review per the approved contract deliverable payment schedule must be accompanied by a deliverable sign-off form with the appropriate sections completed by the contractor.

Please refer to *Section 5.2, Deliverable Submission and Review Process*, for a discussion regarding the use of this form.



Sample Project  
Deliverable Sign Off F

*To open the document, double click on the icon.*

*If you are unable to access the above inserted file  
once you have doubled clicked on the icon,  
please contact Nevada State Purchasing at  
[srvpurch@admin.nv.gov](mailto:srvpurch@admin.nv.gov) for an emailed copy.*

## ATTACHMENT H – STATEMENT OF UNDERSTANDING

Upon approval of the contract and prior to the start of work, each of the staff assigned by the contractor and/or subcontractor to this project will be required to sign a non-disclosure Statement of Understanding.

All non-disclosure agreements shall be enforced and remain in force throughout the term of the contract and any contract extensions.



Statement of  
Understanding.doc

*To open the document, double click on the icon.*

*If you are unable to access the above inserted file  
once you have doubled clicked on the icon,  
please contact Nevada State Purchasing at  
[srvpurch@admin.nv.gov](mailto:srvpurch@admin.nv.gov) for an emailed copy.*

## ATTACHMENT I – PROPOSED STAFF RESUME

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff using the State format.



ATTACHMENT I -  
Proposed Staff Resum

*To open the document, double click on the icon.*

*If you are unable to access the above inserted file  
once you have doubled clicked on the icon,  
please contact Nevada State Purchasing at  
[srvpurch@admin.nv.gov](mailto:srvpurch@admin.nv.gov) for an emailed copy.*

## ATTACHMENT J – PROJECT COSTS

The cost for each task/deliverable must be complete and include all expenses, including travel, per diem and out-of-pocket expenses as well as administrative and/or overhead expenses. Detailed backup must be provided for all cost schedules completed.



ATTACHMENT J -  
Project Costs.xlsx

*To open the document, double click on the icon.*

*If you are unable to access the above inserted file  
once you have doubled clicked on the icon,  
please contact Nevada State Purchasing at  
[srvpurch@admin.nv.gov](mailto:srvpurch@admin.nv.gov) for an emailed copy.*

**ATTACHMENT K – COST PROPOSAL CERTIFICATION OF COMPLIANCE  
WITH TERMS AND CONDITIONS OF RFP**

I have read, understand and agree to comply with *all* the terms and conditions specified in this Request for Proposal.

YES \_\_\_\_\_ I agree to comply with the terms and conditions specified in this RFP.

NO \_\_\_\_\_ I do not agree to comply with the terms and conditions specified in this RFP.

If the exception and/or assumption require a change in the terms in any section of the RFP, the contract, or any incorporated documents, vendors *must* provide the specific language that is being proposed in the tables below. If vendors do not specify in detail any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

**Note: Only cost exceptions and/or assumptions should be identified on this attachment. Do not restate the technical exceptions and/or assumptions on this attachment.**

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

***Vendors MUST use the following format.*** Attach additional sheets if necessary.

**EXCEPTION SUMMARY FORM**

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)

**ASSUMPTION SUMMARY FORM**

ASSUMPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	ASSUMPTION (Complete detail regarding assumptions must be identified)

**This document must be submitted in Tab III of vendor's cost proposal.  
This form MUST NOT be included in the technical proposal.**

## ATTACHMENT L – REQUIREMENTS MATRIX

All requirements must be properly coded using the condition and description as described in *Section 4.6.5*, along with how the requirement will be satisfied.



ATTACHMENT L -  
Requirements Matrix



Interfaces\_List.xlsx



Veh\_Plates\_List.xlsx

*To open the document, double click on the icon.*

*If you are unable to access the above inserted file  
once you have doubled clicked on the icon,  
please contact Nevada State Purchasing at  
[srvpurch@admin.nv.gov](mailto:srvpurch@admin.nv.gov) for an emailed copy.*