

SP-16-0086, Driver's License and ID Card Issuance System

#	RFP Location	Question	Answer
1.		Can you furnish the current DL 3M contract or a link to the contract?	You may make a FOIA request for this information.
2.		Can we request a copy of the current contract with 3M through June 2017?	You may make a FOIA request for this information.
3.	1.2	Does the three-year term start on the date of contract signing or on the date when the system goes live?	The term start date begins once contract is approved and signed.
4.	30	Please estimate card volumes for the three-year contract period and four extension years, including the estimated impact of the change from four to eight years renewal term effective 1/1/16.	The estimated number of cards is about one million per year.
5.	2.2	Please confirm that all references required shall be for over the counter issuance (OTC).	Yes.
6.	2.2	Will ODS/DFA make arrangements for bidder staff to submit to the Arkansas Criminal Background check?	No. See also addendum 1 for item 2.2.H
7.	2.2	What Federal Background check is required?	See Addendum 1 for item 2.2.H
8.	2.7	Where will the Disaster Recovery site be located and what is the speed of the network to that site?	Data Center West (DCW) in Little Rock. The speed of the network is 500m.
9.	2.7	Please provide a specification for the rules and regulations of DFA Risk Management.	The Arkansas Financial Management Guide, the IRS Pub 1075, NIST 800-39.
10.	2.10	Can the small form factor computer be mounted under the desk?	No
11.	2.10	Will one of the monitors be facing the customer?	Yes.
12.	2.10	Can the monitors be pole mounted to optimize space and viewing?	No
13.	2.10	Will 173 units of all other workstation components be required in a one-to-one ratio to card printers?	See RFP item 2.10.7
14.	2.15	Please confirm that only changes involving data or layout – which do not involve material or security features changes—are expected at no additional cost to the State.	Before the first technical refresh or after the first three (3) years of the contract, if there are no concerns for the State on security features of the DL/ID cards, then no changes are anticipated in the security features.
15.	3.2	Will the Official Bid Price Sheet remain sealed until after the technical evaluation scoring is finalized?	Pricing is to remain sealed until the technical proposal scores have been determined through the evaluation process.
16.	2.1 Bid Solicitation Document & Price Sheet	Can the State please provide the historical and projected annual card volumes?	See Addendum 1 for item 2.1.A.7

17.	2.1 Bid Solicitation Document	Since January 2016, the credentials validity period has been extended to 8 years, what is the impact on the anticipated card volume for the 3 years of initial contract and the possible 4x1 year extensions?	See Addendum 1 for item 2.1.A.7
18.	2.1 Bid Solicitation Document	Is there a possibility the State may stagger expiration dates of current credentials so that workloads even out in the future?	No
19.	2.10 Bid Solicitation Document	Can the State please provide a list of field office locations along with the required number of image capture workstations at each site?	See Addendum 1 item 2.10.A
20.	2.10 Bid Solicitation Document	Does the State want one printer for each ICW or should these workstations and printers be provided with separate issuance workstations?	See Addendum 1 item 2.10.A
21.	2.10 Bid Solicitation Document	Does the State expect a change in the number of field offices over the next 3 years and are there regular relocations?	No
22.	2.10 Bid Solicitation Document	Can the State please provide the implementation deadline for the Driver's License and ID Card Issuance System?	See Addendum 1 item 2.25
23.	1.2 TYPE OF CONTRACT	Can the State please confirm that the contract term begins when the first card is issued and not at contract signature?	The term start date begins once contract is approved and signed.
24.	2.12 Data Conversion Plan	Please provide the quantity of records in database required to be migrated for facial recognition purposes? And corresponding file size?	Quantity of image records: 15,908,288 as of 10/24/16 File size: 20 kilo bytes/image
25.	General	How much is the monthly or annual average growth of the number of records?	Annual growth: 30,000 records added.
26.	General	The number of records and growth is necessary to accurately design the facial recognition system.	Facial Recognition records will increase or include the same number of photos as the number of cards issued. If a card is issued during the day, then that photo record will load to the facial recognition system that night.
27.	2.4 Issuance Application	It is understood the State will host the Issuance application. Will the vendor be required to provide any type of hardware (servers, hard drives, network equipment, ...) and software (e.g. database licenses, backup solution, installation services, ...)	As stated in Section 1.1 Purpose, The issuance system contract shall include all necessary hardware and software products. This includes Server Hardware and associated software licenses. It should include all disaster recovery solutions, database servers and licenses, installation costs. The State will provide necessary racks or rack space along with environmental and power and network connectivity needed for the vendor's hardware.

28.	2.7 Disaster recovery	Will the Issuance application disaster recovery be hosted by the State?	Yes, same requirement as question (27)
29.	2.13 Facial recognition requirements	Will the Facial recognition system be hosted by the State?	Yes, same requirement as question (27)
30.	1.19(B) and 5.12	Section 1.19(B) indicates that there may be some contract negotiation following the award, but Section 5.12 indicates that a contract shall be immediately formed following award. Please clarify the discrepancy – will there be any negotiation between the selected vendor and the State following contract award?	If the state chooses to enter into negotiations, this would be done prior to an award being made. Future negotiations may occur after award due to security features, upgrades, and new technology. See also RFP item 1.16.B, 2.30, & 4.6
31.	5.19	Can the State clarify and/or agree that any intellectual property owned or created by the Contractor prior to entering into a contract with the State, or that it develops during the term of the contract, both from activities for the state and from activities independent of the services performed for the applicable State, shall belong to the Contractor?	Intellectual property owned or created solely by the contractor during the course of the contract remains the property of the contractor.
32.	4.3(B) and 5.20	Will the State agree to provide reasonable notice to the Contractor of any such indemnification claim, and allow the Contractor to control the defense?	The State will notify the contractor of any indemnification claim in a timely manner to allow the contractor to determine the best course of defense that is consistent with both the best interests of both the State and the contractor.
33.	4.3(B)	Can the State agree that responsibility under this section be apportioned in the event that the damage is at least partially responsible to the State's actions or actions of third parties that the State elects to act as its agent?	This pertains to claims or liability arising from or based upon the violation of the law, ordinance, regulation, order or decree by the employee, representative, or subcontract of the vendor. If it is a stat actor or state agent this section does not apply.
34.	5.20	Will the State allow the Contractor to replace or modify products that it believes may be infringing so that they no longer infringe the applicable IP rights, and/or procure for the State the right to continue to use such products?	Yes, if notice is provided, there is no increase in cost, and it is mutually agreed upon in advance.
35.	5.20	With respect to indemnification for patent and copyright claims, would the State be amenable to reasonable exceptions, such as modification other than by the Contractor?	No
36.	4.9 and 5.23	Can the State confirm that the State will pay the sums due for goods and service received and accepted up to the <u>effective date</u> of cancellation (rather than the date of the notice of cancellation)?	Yes, the State will continue to pay for goods and services received and accepted through the effective cancellation date.
37.	-	Can you confirm there is no more a need for cards and corresponding central issuance capacity for the production of Voluntary Enhanced Security Real ID compliant cards?	See Addendum 1 item 2.10.B.7
38.	1.2	Please confirm that each of the 4x 1-year extensions of the contract shall be upon mutual consent of the State and Contractor (and not a unilateral option by the State).	Yes. See also RFP item 1.2.B
39.	4.1	Can you describe the details of payment terms? (such as payment frequency, acceptance of goods criteria, does the number of personalized cards reported by the contractor or the State, ...)	Card issued reports will be provided monthly. Payment and invoicing will be provided based on the monthly reports.
40.	E.8.A Card Security	How many samples should be supplied for evaluation?	Vendor must provide five samples of each of the following: 1) REALD ID Class D

			<p>2) Class A CDL Non-REAL ID</p> <p>3) ID card could be a Limited Term Non-REAL ID</p> <p>4) Intermediate could be a REAL ID. (A total of twenty samples)</p>
41..	Bid Solicitation Document, Submission Deadline, page 1	Would State be willing to extend the bid due date one month after receipt of answers to our questions, to allow vendors enough time to create a quality response to the RFP? Also, would you be able to provide a response to this particular request, as soon as possible, prior to the stated 10/26 date for release of responses to vendor questions?	No. See also Arkansas Procurement Law 19-11-229(d)(1)
42.	General	The RFP asks vendor to provide their methodology, system, software security, etc. There are also several requirements which are general in nature. Can you briefly describe your current solution and workflow?	Vendor is expected to present an over the counter system that meets the specifications.
43.		Is there a stated list of expected deliverables to cover technical topics, such as, architecture, web, security, workflow, time frame, etc.?	Expected deliverables and expectations are defined in the RFP. We expect the vendor to present an over the counter system that meets the specifications. The current process is not the expected new process because we expect the vendor to have updates and improvements.
44.		Can State describe their current process and establish if this is the expected new process?	The current process is <u>not</u> the expected new process due to updates and potential improvements.
45.	General	When is the anticipated start date of the contract?	The State along with the successful vendor will work together to develop an implementation schedule that will have a system in place as soon as feasible.
46.	Bid Solicitation Document, Section 1.21- Equal Opportunity Policy, page 8	Do you require a work force analysis with our Equal Opportunity Policy?	No. See also RFP item 1.21
47.	Bid Solicitation Document, Section 2.1- Scope, A.2, page 10	Please specify the web based systems that DL issuance system must interface with and the nature of information to be exchanged between the systems.	The DL Issuance System must interface with AIRS (Arkansas Integrated Revenue System) which is the web-based host system that maintains all DL information for the State of Arkansas. The information exchanged between these two systems include all information required for the creation of DL and ID cards.
48.	Bid Solicitation Document, Section 2.1- Scope, A.3, page 10	Please specify requirements for FR system, both hardware and performance.	See RFP item 2.3
49.	Bid Solicitation Document, Section 2.1-	Please specify description and quantities of hardware required.	It is the responsibility of the vendor to provide description and quantities of hardware needed for a DR Solution.

	Scope, A.4, page 10		
50.	Bid Solicitation Document, Section 2.1- Scope, A.8, page 10	Please specify or reference SLA requirements.	See RFP item Figure 1: Performance Standards
51.	Bid Solicitation Document, Section 2.2- Vendor Qualifications, F, page 11	Will the State confirm that all Vendor Qualifications apply to all subcontractors regardless of the scope of their role? For example, will a subcontractor retained to perform workstation maintenance be required to have “successfully demonstrated at least 3 years of experience in the production of DL/ID cards with an annual volume, at a minimum, of 1.5 million cards per year” as required in Section 2, item 2.2 C.?	See Arkansas Procurement Law 19-11-272 & RFP item 1.14 Also see Addendum 1: 2.2.C
52.	Bid Solicitation Document, Section 2.2- Vendor Qualifications, H, page 11	Please specify security clearance class required.	See Addendum 1 item 2.2.H
53.	Bid Solicitation Document, Section 2.3- Demonstration, B, page 11	Please confirm attendance excludes competitors.	The state intends to view each vendor’s demonstration separately and at different times. The vendors will not make presentations together at the same time. See also RFP item 2.3.B.
54.	Bid Solicitation Document, Section 2.4- Issuance Application, L, page 12	Please define scope of changes covered under this section (free of charge).	Vendor must <u>not</u> charge any cost to the State for any new addition of functionality, excluding new changes relative to new technology. See also RFP item 2.30 & 4.6
55.	Bid Solicitation Document, Section 2.5-IWA, L, page 13	Is ICAO compliance required?	Yes
56.	Bid Solicitation Document, Section 2.12- Data Conversion Plan, page 16	Please provide an indication of number of records to be converted.	All images in the current system must be converted to the new system. Number of records will increase daily from now till the conversion. Currently there are 15,908,288 images as of 10/24/16.
57.	Bid Solicitation Document, Section 2.15- Card Issuance and Card Designs, D, page 17	How does OSP propose vendor should manage inventory of materials that may be rendered obsolete as a result of changes at the discretion of State?	No. See Addendum 1 item 2.21.F

58.	Bid Solicitation Document, Section 2.15- Card Issuance and Card Designs, D, page 17	Will OSP cover the cost of obsolete inventory?	No. See Addendum 1 item 2.21.F
59.	Bid Solicitation Document, Section 2.18- Software Updates, page 17	Will the State qualify this requirement to exclude changes in State and Federal law which require substantial reprogramming of the software solution?	No. See Addendum 1 item 2.21.F
60.	Bid Solicitation Document, Section 2.27- Maintenance & Service, page 19	Please specify requirements for sub-sections 5, 6 & 7.	5. Transition at End of Contract pertains to a transition plan that would be developed towards the end of the contract. 6. The card requires customization using symbols unique to Arkansas. 7. The vendor is expected to provide card sample.
61.	Bid Solicitation Document, Section 2.27- Maintenance & Service, page 19	Does state anticipate using any of the existing card issuance and FR system components? If yes, please specify.	No, State is not planning to use any existing card issuance and FR system components.
62.	Bid Solicitation Document, Section 4.6-Price Escalation, B, page 29	This provision states, "The request must include supporting documentation demonstrating that the increase in contract price is based on an increase in market price." Will the State confirm the term, "market price" refers to cost components such as labor or material?	See Addendum 1 item 4.6.B
63.	Bid Solicitation Document, Section 5- Standard T&Cs #9, page 30	Will the State exclude from the scope of this provision, design elements specified by the State?	No, the state will not exclude any design elements specified by the State from the testing procedures for specifications compliance. The design elements specified by the State are included in this requirement.
64.	Bid Solicitation Document, Section 5- Standard T&Cs #20, page 31	How many sample cards are required with the bid?	Vendor must provide five samples of each of the following: 1) REALD ID Class D 2) Class A CDL Non-REAL ID 3) ID card could be a Limited Term Non-REAL ID 4) Intermediate could be a REAL ID. (A total of twenty samples)
65.	Technical Proposal Packet, Section E.1-General	Does your Facial recognition require on-demand 1:1, 1: N (nightly) and Investigation tools? Please clarify the FR system requirements.	Yes, the FR system will require 1 to 1 1 to MANY and 1 to ALL other photos in database (nightly). Refer RFP Section 2.13 (D)

	Information, C, page 1 of 5		regarding investigative tools, but would like vendor to demonstrate others investigative tools if available.
66.	Technical Proposal Packet, Section E.4-Technical Requirements, B, page 2 of 5	Will the tech upgrade be required 3 years from system start, or contract signing? Can you clarify the timeline of when this will occur?	The option for a technical evaluation and upgrade is available at the end of year three from contract signing.
67.	Technical Proposal Packet, Section E.5-Image Capture Workstation, A, page 3 of 5	How many image capture workstations are required? Can you give a list based on per site basis?	See Addendum 1 item 2.10.A
68.	Technical Proposal Packet, Section E.6-Data Conversion Plan, page 3 of 5	Can you provide details on the # of records, images, documents, and details of current stored records?	2,409,207 active accounts and 1,498,340 inactive accounts. There are 15,908,288 images stored as of 10/24/16.
69.	Technical Proposal Packet, Section E.15-New Technology, B, page 5 of 5	This references relevant innovations which became available in previous 3 years. Is this related to innovations which have been available that are NOT in your current program/card? If so, can you please provide a feature list of your current program/card/technology?	Vendor should describe the approach in dealing with future innovations including any new technology that may become available during the first three years of this contract. The vendor is responsible for recommending the feature list.
70.	Official Price Sheet	What card material should we base our pricing on?	See RFP item 2.22
71.	Official Price Sheet	Can you provide anticipated volume of cards produced per year?	See Addendum 1 item 2.1.A.7
72.	Official Price Sheet	How many individual DL/ID issuance locations are there?	In production environment there are One hundred and thirty four (134) State Revenue Office locations, one (1) Driver's License issuance location and one (1) Facial recognition location. There is only one (1) test card issuing environment located at AIRS service center
73.	2.17 IMAGE DELIVERY APPLICATION	<p>B. Operators shall have access which allows them to obtain details of the card information and color images of the front and back of the card issued by the system, as well as display the signature and oaths accepted by the customer.</p> <p>Is this requirement asking for a preview image of the front and back of the card to be printed? If not, please explain this requirement further.</p>	Yes
74.	2.3 DEMONSTRATION	A. The top three (3) vendors scoring the highest on the Technical Score must provide (for demonstration purposes) a	The state intends to view each vendor's demonstration separately and at different times. The vendors

		<p>representative system that is substantially similar, in its software and hardware solution, to the system described in this RFP at no cost to the State. (Location and time for the solution demonstration will be specified by the State.)</p> <p>Minimum items that must be demonstrated:</p> <ol style="list-style-type: none"> 1. Functionality of all software and hardware components of DL/ID Issuance System and Facial Recognition System. 2. Security features of the complete Issuance System including the DL/ID card security 3. Quality 4. Ease of use 5. Performance 6. Reliability within the State environment 7. System innovation 8. History of innovation 9. Reporting <p>B. Any cost incurred by the vendor for set up and demonstration of the proposed equipment and/or system shall be borne solely by the vendor.</p> <p>Note: It shall be the discretion of the State who may attend the demonstration.</p> <p>Can we assume that other vendors selected and their personnel would not be allowed to attend the presentations of the other selected vendors?</p>	<p>will not make presentations together at the same time. See also RFP item 2.3.B.</p>
75.	2.5 IMAGE WORKSTATION APPLICATION (IWA)	<p>The Image Workstation Application (IWA) shall be the primary graphical user interface for users in the process that ultimately produces the card credential. The IWA shall meet these minimum requirements:</p> <p>B. The application must be 100% web based, with no need for a local client or agent.</p> <p>Can the vendor assume that common components such as camera drivers and other liaison components are acceptable?</p>	<p>Yes, as long as those components meet all minimum specifications set forth in this RFP and can be updated as needed to remain current.</p> <p>Note: The IWA cannot be client/server based.</p>
76.	2.16 AUTHORIZED USE	<p>A. An operator must not be able to perform any action for which the operator is not authorized, or for which that particular workstation is not authorized.</p> <p>B. The Issuance System shall be configurable to lock out an operator after a State-assigned number of failed attempts to log in.</p> <p>As the Vendor-provided system is utilizing the State's Active Directory environment, can the Vendor assume that the implemented policies and business rules in the State's Active Directory environment provide this functionality during the authentication requests from the Vendors systems, i.e., Active Directory is set to lock a user account after x number of failed login attempts?</p>	<p>The purpose of 2.16 is to define that the IAW must be a role based system.</p> <p>Those roles should be tied to DFA Active Directory Security Groups such that when a user is no longer with the state, that access and role can be removed without accessing an application only database.</p> <p>All DFA active Directory rules would apply including a 3 attempt lockout. See also RFP item 2.16</p>
77.	Section 1.1 PURPOSE (Identical to 2.0 Minimum Requirements - 2.1 Scope - Requirement B)	<p>The DL/ID card produced by the vendor shall be fully compliant with State of Arkansas and Federal statutes including the Real ID Act of 2005 and applicable regulations.</p> <p>Full compliance to the Real ID Act of 2005 generally requires the State to capture and validate the breeder documents presented by the applicants in order to prove their eligibility for a Driver's License if the card is to be Real ID Compliant marked. Is this prerequisite within the scope of the RFP to be proposed by the Vendor?</p>	<p>No</p>
78.	Section 2.4 A - ISSUANCE APPLICATION	<p>Vendor shall provide on premise web based DL/ID card issuance application which will be hosted by the State. The issuance application architecture design should include</p>	<p>Yes, the state will provide the hosting hardware for the application at both the primary and DR hosting locations.</p>

		<p>recommended hardware specifications to successfully meet State of Arkansas requirements for performance and capacity</p> <p>Does this requirement mean to state that all on premise servers or VMs sitting on physical servers are to be provided/hosted by the State for application installation at a State central hosting location (or locations in the case of DR)?</p>	The vendor must provide the specifications for that hardware
79.	Section 2.4 A - ISSUANCE APPLICATION	<p>Vendor shall provide on premise web based DL/ID card issuance application which will be hosted by the State. The issuance application architecture design should include recommended hardware specifications to successfully meet State of Arkansas requirements for performance and capacity</p> <p>Does this requirement mean to state that all on premise PC workstations associated with the Image Workstation Applications used for capturing images are also to be provided and hosted by the State?</p>	No, Section 2.4 relates to the issuance application. Section 2.10 contains requirements for the Image Capture Workstation, which includes specifications for vendor provided hardware.
80.	Section 2.4 A - ISSUANCE APPLICATION	<p>Vendor shall provide on premise web based DL/ID card issuance application which will be hosted by the State. The issuance application architecture design should include recommended hardware specifications to successfully meet State of Arkansas requirements for performance and capacity</p> <p>In addition to meeting this requirement as it is stated, is the State willing to accept an option for hosting the server side of the issuance application at a vendor's secure data/production issuance center?</p>	No
81.	Section 2.7 - DISASTER RECOVERY	<p>Vendor must demonstrate and implement the Disaster Recovery Plan (DRP) for the complete solution</p> <p>Is this requirement to be interpreted to mean that upon award and implementation, the Vendor must demonstrate how to port to the DR solution set as opposed to a "demonstration" of that functionality at time of short-listed vendor's "demos"?</p>	No, the vendor must demonstrate their RFP's ability to "fail over" all test/production systems at two times: 1) during the final testing phase and 2) during the initial pilot. There will be no "porting" of a DR solution.
82.	2.13 FACIAL RECOGNITION REQUIREMENTS	How many images will be migrated to the new FRS at the beginning of the project?	As of 10/24/16 we have 15,908,288 that would be migrated.
83.	2.13 FACIAL RECOGNITION REQUIREMENTS	What is the projected growth for the amount of images in the FRS over the course of the contract?	Estimated average growth of 30,000 images/year
84.	2.13 FACIAL RECOGNITION REQUIREMENTS	How many images will be added each year?	Over 924,000 images taken in the past year.
85.	2.13 FACIAL RECOGNITION REQUIREMENTS	How many historical images of each person is stored in the FRS?	Average is 6 per account.
86.	2.13 FACIAL RECOGNITION REQUIREMENTS	How many adjudication stations will be required for the FRS system?	Vendor must provide four (4) stations for Facial Recognition System.
87.	2.10 Image Capture Workstation	For the 173 printers, are there any sites where multiple workstations share a printer? Please provide a list of sites with	In production environment there are One hundred and thirty four (134) State Revenue Office locations, one (1) Driver's License issuance location

		printer/workstation counts that includes which are the REAL ID sites.	<p>and one (1) Facial recognition location. There is only one (1) test card issuing environment located at AIRS service center</p> <p>REAL ID issuance: - Out of 134 State Revenue Offices, currently there are twenty five (25) locations which can issue both REAL ID and non-REAL ID DL/ID cards. One (1) Driver's License issuance location can issue both the REAL ID and non-REAL ID DL/ID cards.</p> <p>Some offices have 1 printer-1 workstation, 1 workstation-2 printers, 2 workstations - 2 printers</p> <p>Once the contract is awarded, State will furnish the list of workstations per site.</p>
88.		Submission deadline for response, page 1 The current RFP response due date is 10 November 2016. Given the short timeframe to respond will the State please consider extending the closing date?	No. See also Arkansas Procurement Law 19-11-229(d)(1)
89.		No reference (i.e. information not provided, discussed) Who is the incumbent vendor/service provider for the existing legacy applications and what is the approximate value of the current contract?	You may make a FOIA request for this information.
90.	Section 2.10	How many locations do you envisage the Image capture workstation being used in?	One hundred and thirty seven (137) locations.
91.	Section 2.4/2.16	How many concurrent system users do you anticipate?	Six hundred (600)
92.	Section 2.10	Is there a requirement for the image capture workstation to also work as a self-service kiosk or will all image capture workstations be manned by ODS staff?	No, there is no requirement for the image capture workstation to work as self-service kiosk.
93.	Section 2.2	Please confirm that subcontractor experience may be used to qualify for all requirements under Section 2.2 – "Vendor Qualifications"	See Arkansas Procurement Law 19-11-272 & RFP item 1.14
94.	Section 2.1 Item 7	Section 2.1 item 7, states that the system will "print a variety of driver's licenses and ID cards for the State of Arkansas" – can you please confirm the types (e.g. Commercial, Learners, Full) and categories supported by the State. Can you also please confirm what ID cards are to be printed by the system?	Class A, B, C, D, M, and MD. Also Learners License and Intermediate License Commercial Driver's License (CDL) and Commercial Learner's Permits will also be required. In addition to Identification Cards, both State Employee ID cards for state agencies and commissions as well as Person's with Disability Cards will be required.
95.	Section 2.4/2.15/2.21	Can you please confirm the anticipated annual number of driver's licenses (and all other ID cards) that will be printed by the system?	See Addendum 1 item 2.1.A.7
96.	Section 2.13	Can you please confirm the anticipated number of images captured though the facial recognition system per day?	Average daily 3490 images
97.	Section 2.22	An all polycarbonate card provides the highest level of confidence to be able to last 9 years. Would the state prefer an all polycarbonate card be bid for this proposal?	See RFP item 2.22
98.	Section 2.22/2.23	Can you please confirm whether the current card has a magnetic stripe or Integrated Circuit (IC) Chip? And will the	Arkansas law will not allow a Circuit (IC) Chip. There will not be a magnetic stripe on any AR cards.

		new card design include a magnetic strip or Integrated Circuit (IC) chip?	The cards must have the 2016 AAMVA standard Mandatory PDF417 two dimensional Bar Code.
99.	Section 2.10/2.11	In addition to providing and supporting the Image Capture Workstation is there any requirement for the purchase of additional hardware (e.g. PC's) for operating the Card Issuance system?	Facial Recognition location needs four (4) PC's.
100.	Section 2.30, Official Price Sheet Table 1	Will the entire cost of all components be paid on a per card basis? Or does the State envisage paying for some equipment and services separately (e.g. Training, Help Desk and Maintenance)?	See RFP item 1.13.A No, the State will not pay for some equipment and services separately.
101.		Can companies from outside the USA apply for this (like India or Canada)?	Anyone can "apply" or submit bids. See also RFP item
102.		Will we need to come to the USA for meetings?	Yes
103.		Can we perform the tasks (related to this RFP) outside of the USA?	No
104.		Can we submit proposals via email?	No. See also page one (1) of the RFP solicitation document regarding delivery of response documents.
105.	Section 2.2	<p>There are two separate items required as mandatory- 3 DL/ID references for the same and/or similar services and that the vendor has 3 years of experience in producing an annual volume of 1.5 million cards. In E.3 of the Technical Proposal, it specifies 3 references for DL/ID card issuance systems and facial recognition system and that one of these references have an annual volume of 1.5 million cards. Can E.3 be modified to be consistent with what is listed in section 2.2?</p> <p>Also, given that the State issues below 1 million cards per year, can the State change the annual volume requirement to 1 million cards?</p>	See Addendum 1 item 2.2.B