2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at **wvOASIS.gov**. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at **WVPurchasing.gov** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Jump to: FORMS | Go | Home | Personalize | Accessibility | App Help | About

Welcome, Lu Anne Cottrill | Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | Dept: 0802 | ID: ESR05031700000005274 | Ver.: 1 | Function: New | Phase: Final | Modified by batch , 05/03/2017

Header 📎 3

List View

| General Information | Contact | Default Values | Discount | Document Information |

Procurement Folder: 257829

Procurement Type: Central Master Agreement

Vendor ID: VS0000011689

Legal Name: Veridos America, Inc

Alias/DBA:

Total Bid: $14,290,400.00

Response Date: 05/03/2017

Response Time: 9:36

SO Doc Code: CRFQ

SO Dept: 0802

SO Doc ID: DMV1700000002

Published Date: 4/25/17

Close Date: 5/3/17

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No. 8 Drivers License and ID Card

Total of Header Attachments: 3

Total of All Attachments: 3

Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Solicitation Response

Proc Folder : 257829

Solicitation Description : Addendum No. 8 Drivers License and ID Card

Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2017-05-03 13:30:00	SR 0802 ESR05031700000005274	1

VENDOR
VS0000011689
Veridos America, Inc

Solicitation Number: CRFQ 0802 DMV1700000002

Total Bid : $14,290,400.00   **Response Date:** 2017-05-03   **Response Time:** 09:36:50

Comments:

FOR INFORMATION CONTACT THE BUYER
Melissa Pettrey
(304) 558-0094
melissa.k.pettrey@wv.gov

Signature on File   **FEIN #**   **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Driver's License and Identification Cards	4000000.0000	EA	$2.380000	$9,520,000.00

Comm Code	Manufacturer	Specification	Model #	
55121802				

Extended Description : Driver's License and ID Card production.
Estimated usage over a ten (10) year period.
Cost per card.

Comments: Based on over-the-counter issuance.
Project dates to be agreed upon award

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Drivers License and Identification Cards	1000000.0000	EA	$4.180000	$4,180,000.00

Comm Code	Manufacturer	Specification	Model #	
55121802				

Extended Description : Drivers License and ID Card production.
Estimated usage over a ten (10) year period.
Cost per card.

Comments: Central issuance
Project dates to be agreed upon award

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Hourly Programming	400.00000	HOUR	$144.000000	$57,600.00

Comm Code	Manufacturer	Specification	Model #	
81111511				

Extended Description : Hourly programming rate.
Estimated yearly quantity.
Year One.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Hourly Programming	400.00000	HOUR	$144.000000	$57,600.00

Comm Code	Manufacturer	Specification	Model #	
81111511				

Extended Description : Hourly programming rate.
Estimated yearly usage
Year Two.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Hourly Programming	400.00000	HOUR	$144.000000	$57,600.00

Comm Code	Manufacturer	Specification	Model #	
81111511				

Extended Description : Hourly programming rate.
Estimated yearly usage.
Year Three.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Hourly Programming	400.00000	HOUR	$144.000000	$57,600.00

Comm Code	Manufacturer	Specification	Model #	
81111511				

Extended Description : Hourly programming rate.
Estimated yearly usage.
Year Four.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Hourly Programming	400.00000	HOUR	$150.000000	$60,000.00

Comm Code	Manufacturer	Specification	Model #	
81111511				

Extended Description : Hourly programming rate.
Estimated yearly usage.
Year Five.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Hourly Programming	400.00000	HOUR	$150.000000	$60,000.00

Comm Code	Manufacturer	Specification	Model #	
81111511				

Extended Description : Hourly programming rate.
Estimated yearly usage.
Year Six.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Hourly Programming	400.00000	HOUR	$150.000000	$60,000.00

Comm Code	Manufacturer	Specification	Model #
81111511			

Extended Description : Hourly programming rate.
Estimated yearly usage.
Year Seven.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Hourly Programming	400.00000	HOUR	$150.000000	$60,000.00

Comm Code	Manufacturer	Specification	Model #
81111511			

Extended Description : Hourly programming rate.
Estimated yearly usage.
Year Eight.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Hourly Programming	400.00000	HOUR	$150.000000	$60,000.00

Comm Code	Manufacturer	Specification	Model #
81111511			

Extended Description : Hourly programming rate.
Estimated yearly usage.
Year Nine, first optional renewal ,will be initiated by Agency request, agreed to by the Vendor and processed as a
Change Order authorized as issued by the West Virginia Purchasing Division.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Hourly Programming	400.00000	HOUR	$150.000000	$60,000.00

Comm Code	Manufacturer	Specification	Model #
81111511			

Extended Description : Hourly programming rate.
Estimated yearly usage.
Year Ten. second optional renewal ,will be initiated by Agency request, agreed to by the Vendor and processed as a
Change Order authorized as issued by the West Virginia Purchasing Division.

Exhibit A: Cost Sheet

REVISED April 10, 2017

Item			Unit Cost	Unit of Measure	Estimated Quantity	Extended Cost
1	Over The Counter Issuance, Cost Per Card		2.38	Cost Per Card	4,000,000	$9,520,000.00
2	Central Issuance, Cost Per Card		4.18	Cost Per Card	1,000,000	$4,180,000.00
	Hourly Programming Rate					
3		Year One	144.00	Per Hour	400	$57,600.00
4		Year Two	144.00	Per Hour	400	$57,600.00
5		Year Three	144.00	Per Hour	400	$57,600.00
6		Year Four	144.00	Per Hour	400	$57,600.00
7		Year Five	144.00	Per Hour	400	$57,600.00
8		Year Six	150.00	Per Hour	400	$60,000.00
9		Year Seven	150.00	Per Hour	400	$60,000.00
10		Year Eight	150.00	Per Hour	400	$60,000.00
11		Year Nine	150.00	Per Hour	400	$60,000.00
12		Year Ten	150.00	Per Hour	400	$60,000.00
					Total Bid Amount	**$14,288,000.00**

The Estimated Quantity for items one (1) and two (2) are based on estimated usage over ten (10) years. Cost for items one (1) and two (2) are to be a firm and fixed price for the length of the contract. Vendor should not alter pricing page and should fill out pricing page in its entirety. The addition of alterations to the pricing page and/or addition of commodities other than those listed on the pricing page online or as an attachment may result in disqualification of bid submittal.

Request for Quotation: DMV1700000002

West Virginia Division of Motor Vehicles

RFQ to provide Driver's License and ID Card

Bid Clerk

Department of Administration – Purchasing Division

2019 Washington St. E.

Charleston, West Virginia. 25305

Prepared By:

Kathleen Synstegaard – Sales Executive

+1 (612) 618-5124

Veridos America Inc.

VERIDOS
IDENTITY SOLUTIONS
by Giesecke & Devrient
and Bundesdruckerei

March 23, 2017

ATTN: Melissa Pettrey

RE: RFQ DMV1700000002

Dear Ms. Pettrey,

On behalf of Veridos America, Inc. we are pleased to present our response to the West Virginia Division of Motor Vehicles (WVDMV), to **RFQ DMV1700000002** Driver's License and ID Card.

Veridos understands the need of jurisdictions across North America to provide their citizens with the most secure credentials possible. We believe that together, we can implement a solution that increases both the security and customer experience of West Virginia's citizens while simultaneously offering cost savings to the WVDMV.

Veridos is currently providing similar solutions to jurisdictions in both Canada and the United States and we have identified a number of solutions within our proposal that would bring West Virginia's hybrid issuance model ahead of the national curve. As part of Giesecke & Devrient Group, Veridos offers the WVDMV over 160 years of experience providing secure documents and credentials. Our full range of identification products and solutions offer West Virginia a complete solution to all the requirements of this RFQ. We would be happy to provide references who can speak to the quality of our solution, many of whom we have served for over a decade. It is this dedication to long-term quality, combined with innovation and customer focus that makes Veridos the ideal partner for the WVDMV.

We are confident that the Driver's License and Identity Card Solution contained within this proposal provides West Virginia with the most secure, cost effective hybrid issuance solution.

We look forward to your review and look forward to the opportunity to discuss our proposal with you further. The attached offer is valid for One-Hundred-Twenty (120) days from today.

Kind Regards,

Kathleen Synstegaard   Paul Mazzeo
Sales Executive   President Veridos America Inc.

Table of Contents

Designated Contact

Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Kathleen Synstegaard – Sales Executive

(Name, Title)

Kathleen Synstegaard – Sales Executive

(Printed Name and Title)

45925 Horseshoe Dr. Dulles, Virginia. 20166

(Address)

1 (612) 618 – 5124

(Phone Number) / (Fax Number)

Kathleen.synstegaard@veridos.com

(email address)

Certification and Signature

By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Veridos America, Inc.

(Company)

Paul Mazzeo, President Veridos America, Inc.

(Authorized Signature) (Representative Name, Title)

President Veridos America, Inc.

(Printed Name and Title of Authorized Representative)

April 27, 2017

(Date)

1 (905) 946 - 2809

(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: DMV1700000002

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X] Addendum No. 1   [X] Addendum No. 6

[X] Addendum No. 2   [X] Addendum No. 7

[X] Addendum No. 3   X   Addendum No. 8

[X] Addendum No. 4   [   ] Addendum No. 9

[X] Addendum No. 5   [   ] Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Veridos America, Inc
Company

Authorized Signature

April 27, 2017
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"**Debt**" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"**Employer default**" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"**Related party**" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code* §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: _VERIDOS AMERICA, INC._

Authorized Signature: _____ Date: _4/17/17_

State of _Virginia_

County of _Loudoun_, to-wit:

Taken, subscribed, and sworn to before me this _17_ day of _April_, 20_17_.

My Commission expires _February 28,_, 20_19_.

AFFIX SEAL HERE   NOTARY PUBLIC _Jana Ferrera_

                                          Purchasing Affidavit (Revised 08/01/2015)

```
*************************************
  JANA LYNN FERRERA
  Notary Public
  Commonwealth of Virginia
  7113652
  My Commission Expires Feb. 28, 2019
*************************************
```
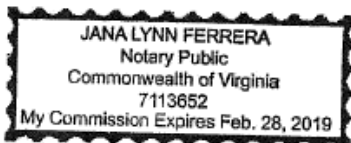
West Virginia Vendor Preference Forms

WV-10
Approved / Revised
12/16/15

State of West Virginia
VENDOR PREFERENCE CERTIFICATE

Certification and application is hereby made for Preference in accordance with **West Virginia Code**, §5A-3-37. (Does not apply to construction contracts). **West Virginia Code**, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the **West Virginia Code**. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

1.   **Application is made for 2.5% vendor preference for the reason checked:**

☐   Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**

☐   Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification;

☐   Bidder is a resident vendor partnership, association, or corporation with at least eighty percent of ownership interest of bidder held by another entity that meets the applicable four year residency requirement; **or,**

☐   Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or,**

2.   **Application is made for 2.5% vendor preference for the reason checked:**

☐   Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or,**

3.   **Application is made for 2.5% vendor preference for the reason checked:**

☐   Bidder is a nonresident vendor that employs a minimum of one hundred state residents, or a nonresident vendor which has an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia and employs a minimum of one hundred state residents, and for purposes of producing or distributing the commodities or completing the project which is the subject of the bidder's bid and continuously over the entire term of the project, on average at least seventy-five percent of the bidder's employees or the bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years and the vendor's bid; **or,**

4.   **Application is made for 5% vendor preference for the reason checked:**

☐   Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or,**

5.   **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**

☐   Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or,**

6.   **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**

☐   Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

7.   **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with West Virginia Code §5A-3-59 and West Virginia Code of State Rules.**

☐   Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) rescind the contract or purchase order; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: _Veridos America, Inc._   Signed: _[signature]_

Date: _4/17/17_   Title: _Treasurer._

Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

Bidder does not qualify for any Preference categories. _[initials]_

Executive Summary

Veridos America, Inc. is pleased to present our response to the West Virginia Division of Motor Vehicles (WVDMV), for **RFQ DMV1700000002** Driver's License and ID Card.

For many years the Government Solutions team of Giesecke & Devrient (G&D) has partnered with Bundesdruckerei to deliver class leading identity solutions. Veridos was founded as a joint venture between the Government Solutions teams of these two firms. Our unique history allows Veridos to be the only firm in the industry devoted exclusively to servicing the unique needs of Government clients. Together with our parent companies Veridos has successfully delivered more than 150 government ID projects encompassing hundreds of millions of Driver's Licenses ID cards and Passports.
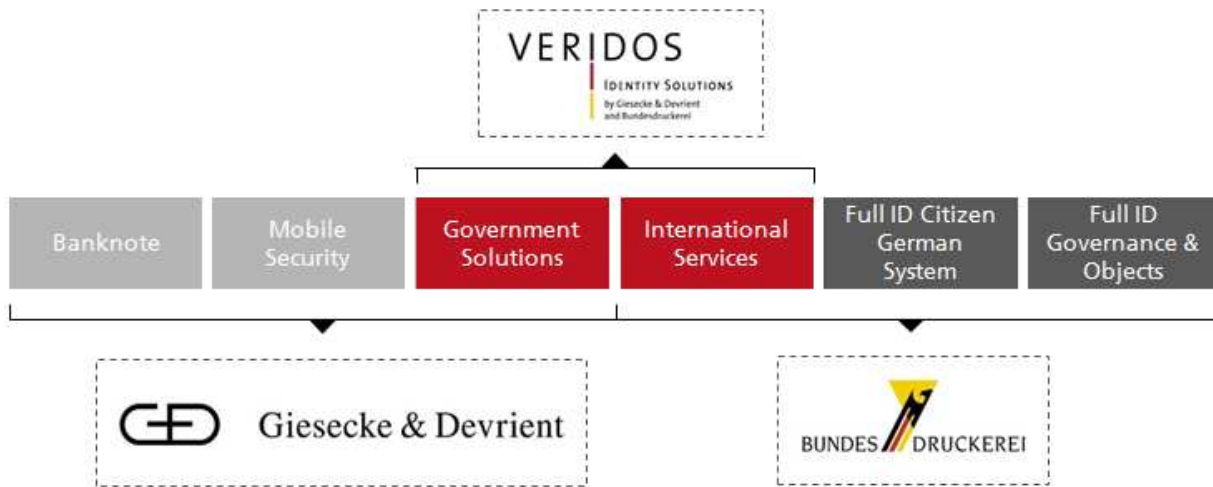
Giesecke & Devrient (G&D) holds 60% of this joint venture and is an international supplier of banknotes, payment and smart cards, SIM cards and mobile / cloud solutions with a significant footprint in North America.

Bundesdruckerei holds 40% ownership of Veridos and is a class leader in secure identity systems including ePassports, Border Control Solutions and document verification services. Veridos is proud to build upon our parent firm's more than 25 years of success in the United States and more than 400 years combined experience in secure printing.

Veridos and our parent firm G&D together have more than 1,300 employees in the United States, Canada and Mexico across 8 facilities including 3 high volume production sites.

Our Twinsburg, OH facility is our premier standards-compliant facility in the United States, producing secure government identification credentials for multiple jurisdictions. Veridos will act as a strong advocate for West Virginia through our global presence and global network.

We have read and understood the WVDMV's requirements contained within this RFQ and are confident that our solution will facilitate West Virginia's transition to a new hybrid issuance model securely, seamlessly, on-time and on-budget. If selected, Veridos offers the WVDMV our full

commitment to providing the citizens of West Virginia with the most secure, durable and cost-effective documents. Through our continued investments into new and emerging technologies both in the United States and in our subsidiaries in 31 countries around the world, Veridos is an ideal partner for the State of West Virginia for the full term of this contract and beyond.

All in One Solution

Veridos will offer the West Virginia DMV an all-in-one solution. We will provide:

- A complete DL / ID card solution including highly-secure custom card designs, secure printing in the United States, secure tracking of all card stock, Datacard CD800 card printers for personalization at DMV sites.
- Fully customizable, high-security, AAMVA compliant card bodies created from extremely durable and secure substrate material. West Virginia's new cards are designed to be easily validated by law-enforcement and the private sector.
- Secure temporary Driver's Licenses.
- End-to-end system for driver's license / ID card issuance. In addition to providing fully installed image capture workstations in DMV offices, Veridos' software will assist operators to quickly enroll licensees and either issue the brand new credential over-the-counter, or pass the request to our central issuance facility in Ohio for rapid card distribution.
- Secure data transmission and reception in formats that will work with WVDMV's systems.
- A proven operations and project management team that can meet your scheduling and planning needs.
- Ultra-secure central issuance facility to ensure your information and product is always secure.
- Exceptional, customized training to WVDMV's 'Train-the-Trainers'. Our customized training plan will include skills-based, hands-on modules created exclusively for the WVDMV by the OEM hardware manufacturers and Veridos' system architects.
- Best in class partnership and a total suite of professional services. Key to Veridos' success is our desire to be a long term partner to each of the jurisdictions we serve. Our comprehensive program management and extensive industry knowledge provide us the best ability to monitor, manage and track your solutions performance. As a Veridos partner, West Virginia will have a dedicated team of experts who will manage all facets of your Driver's License and ID card program. From rapid service at DMV sites to regular meetings to demonstrate the latest trends and technology, Veridos will work tirelessly to ensure that our solutions provide West Virginia with the most secure programs available.

Security of Central Issuance, Convenience of Over-The-Counter

Veridos' solution is designed to provide the WVDMV with both best in class security and world-class customer satisfaction. Veridos is the original manufacturer of the AAMVA and Real-ID compliant cards proposed in this bid. These cards are constructed of a special blend of materials that have been extensively tested and qualified by Veridos and multiple independent laboratories. The card material cannot be obtained through any source other than Veridos. Each card will be marked with a Document

Control Number at the time of manufacture and this number will be used to track the card through its entire life cycle including in the hands of the licensee.

From the moment of manufacture, through issuance and into the hands of the end-user, these card bodies will work with our Inventory Management System (IMS) to ensure total inventory control. As just one example of our unprecedented level of tracking options, the Datacard printers to be provided as part of our solution can be configured to scan the DCN from every card they print, automatically updating the systems to show when a specific card body has been issued. Combined with the custom security features unique to West Virginia, this level of inventory tracking and card material control will provide unrivalled resistance to fraud. With this level of security and control, WVDMV can continue to provide its citizens with the convenience of instant, over-the-counter issuance while also offering a new level of security for federal Real-ID compliant cards issued from Veridos' high security facility.

High Level Overview of Veridos' Solution

Veridos' End-to-End Solution

- Fully installed workstations with all required hardware and software to produce and issue cards in minutes, or transmit request to Central Issuance facility
- Powerful Facial Recognition System with 1:1 and 1:N matching
- Online search and reporting capabilities
- Experienced Project Management and Delivery Team
- Proven Governance and Project Delivery Model.
- Local presence for rapid DMV maintenance
- Dedicated team for in field support and day-to- day account management

Secure Central Issuance for Federal ID Cards

- All card bodies for West Virginia will be printed at our high security facility in Twinsburg, Ohio
- Site certified by Visa, MasterCard, Discover and American Express
- Quality certification ISO 9001, 27001, 14001
- Total supply chain control and inventory management
- Fully customizable reporting allows for card tracking in real-time
- Secure fulfilment and mailing
- Encrypted and secure IT environments for file processing, testing and implementation.
- DRP facility in Dulles Virginia

Card Design & Security

- Secure design from an expert Graphics team meeting all AAMVA standards
- State of the art, high quality card bodies designed to exceed West Virginia's longevity requirements
- Layered security features make cards extremely resistant to counterfeit and other attempts at fraud
- Ongoing redesign and card design security reviews
- Secure storage and shipping of card stock to DMV offices

Veridos as a Partner

We recognize the challenge organizations face in balancing ways to reduce on-going costs and yet effectively process and deliver a highly secure Government identification card. Over the last several years, we have enabled our clients to overcome their challenges through our investments in technology, research and development, services, employees and strategic partnerships. We have extensive experience globally in helping government institutions reduce their total cost of ownership and provide a cutting edge secure solution. .

The Veridos vision is to provide superior business outsourcing services that enhance the long-term value and effectiveness of our clients. We realize this vision by employing a highly capable workforce and by providing our clients with superior quality services at a competitive cost. Our mission is to create, deliver and continuously improve our business services to help transform and enhance our clients' business. Through our ongoing annual investments into research and development, Veridos is poised to offer exciting new products into the marketplace including advancements in Print on Demand offerings and I.D. verification services and new **mobile driver's license and identity card application** to allow WVDMV customers the chance to carry all of their secure credentials on their smartphone.
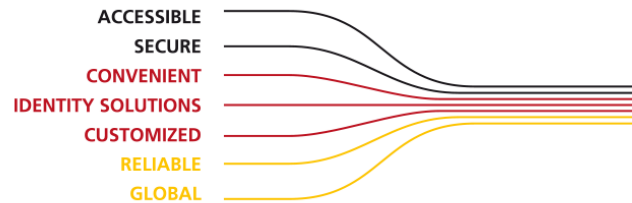
Our unique structure has enabled Veridos to grow substantially continue to deliver work for many high profile clients across North America. Our wider solutions portfolio includes the 80% of the Canadian secure payment card market, secure driver's licenses, AAA cards, national and local ID and health cards.

Secure Manufacturing in the United States

We maintain PCI-CP certifications for manufacturing and personalizing Visa, MasterCard, Discover, and American Express cards, as well as ISO 9001, ISO 14001, ISO 18001, and ISO 27001. All cards manufactured by Veridos meet or exceed the International Standards Organization (ISO), International Card Manufacturers Association (ICMA), American National Standards Institute (ANSI), National Institute of Standards and Technology (NIST), the ABA, and all major payment card manufacturing standards and specifications.

Veridos and our Parent firm G&D have more than 1,300 employees in the United States, Canada and Mexico across 8 facilities including 3 high volume production facilities. In North America, Veridos leverages all of G&D's facilities, to deliver class leading solutions.

Our North American footprint offers several advantages to the WVDMV, including:

- Cost savings from using Veridos' state of the art facility in Twinsburg, Ohio as the primary production and central issuance facility. The Twinsburg site is a key component of Veridos' North American footprint that is already established and fulfilling client orders.
- In the unlikely event of a natural disaster or disruption of service, Veridos has a secondary site located in Dulles Virginia to provide disaster recovery service.
- Both locations offer highly secure logical and physical environments. Having these sites in close geographical proximity to West Virginia means that the WVDMV is well positioned to rapidly implement any desired advances or updates as soon as they are available. This proximity also offers a reduction in lead-time for mailing and service.

Veridos' Experience

Veridos (G&D) has implemented more than 150 government projects in the past 25 years. Some of our larger implementations from the past decade include:

Ontario Driver's License and Health Card, 2007 - Ongoing

Manitoba Driver's License and ID Card, 2009 - Ongoing

Saskatchewan Driver's License and ID Card, 2016 – Ongoing

Oregon Driver's License and ID Card – Launching 2017

German EID, 2013 - Ongoing

International Aero Transport Association, 2013 - Ongoing

Austrian National Electronic Health Card, Residence Card, e-Passport chips, 2004 – Ongoing

Brazilian Electronic ID Card, 2009 - 2012

Bulgarian National ID & European Residence Card, 2009 - Ongoing

Czech Republic European Residence Permit, 2011 - Ongoing

Dominican Republic Voter ID Card - 2007

Macau Electronic ID Card, 2002 - 2008 and MWS upgrade, 2011 - 2012

Macedonian New Identification Documents for Macedonia, 2005 - Ongoing

Mexican Voters ID, July 2013 - Ongoing

United Arab Emirates MIL ID, 2010 - Ongoing

Austrian Passport - Supply of Chip Modules, 2006, 2010 - 2014

Kosovo Travel Documents and Personalization System, 2000 - 2007, 2008 - 2011

Botswana Passport, PP Production and Border Control System, 2008 - 2012

Bhutanese Passports, 2005 - 2011

Haiti Passport and Border Control System, 2002 - 2012

Latvia Passports and Passport System, 2009 – 2012

Turkmenistan National ID Documents, 2010 - 2012

Madagascar Passports, 2005 - 2010

Yemen Passports, 2004 - 2011

Zambian Passports, 2006 – 2012

Partnerships for West Virginia DMV

For the West Virginia DL / ID solution, Veridos will engage in long-term partnerships to ensure that the WVDMV's new DL/ID program is a success. Both of our chosen subcontractors for this bid have proven themselves to be reliable and professional additions to the industry.

Entrust Datacard and Veridos have partnered for more than 10 years to deliver DL / ID solutions and Excel Management Systems has 28 years of experience providing IT and physical infrastructure support across the United States.

Veridos takes full responsibility for the performance of our subcontractors and has full confidence in their performance.

Entrust Datacard

Veridos is working with Entrust Datacard to provide the front-end capture hardware, over-the-counter and central issuance card personalization and mailing systems for this bid. Veridos and Entrust Datacard have a proven track record of delivering solutions together. We have partnered to deliver projects across the globe including but not limited to the Ministry of Transportation of Ontario, Manitoba Driver License, Saskatchewan Government Insurance and we are working together to implement a successful driver license system for the State of Oregon. Over the past decade we have developed a tight partnership that will enable us to work together seamlessly to deliver the strongest possible solution for the WVDMV.

> "Entrust Datacard is honored to be part of Veridos' team for this bid. Veridos is valued partner of Entrust Datacard's globally in both government identification and financial markets. Together, we have delivered several highly-successful and advanced government identification solutions around the world."
>
> **Michael Berman,**
>
> Entrust Datacard's General Manager and Vice President Americas Public Sector

Entrust Datacard is a respected OEM solutions and hardware provider whose solutions are used in 6 Canadian Provinces and 15 U.S. States including West Virginia.

EDC experience in Canada:

- British Columbia
- Manitoba
- Ontario
- Quebec
- Saskatchewan
- Yukon

EDC experience in the United States:

- Alaska
- Colorado
- Delaware
- Washington DC
- Hawaii
- Idaho
- Maryland
- New Hampshire
- Ohio
- Oregon
- South Carolina
- South Dakota
- Washington
- West Virginia
- Wyoming

Outside of North America, Entrust Datacard provides solutions across the globe.

AFGHANISTAN	COTE D'IVOIRE	INDIA	MONTENEGRO	SLOVENIA
ALBANIA	CROATIA	INDONESIA	MOROCCO	SOMALIA
ALGERIA	CYPRUS	IRAQ	MOZAMBIQUE	SOUTH AFRICA
ANGOLA	DENMARK	IRELAND	NETHERLANDS	SPAIN
ARGENTINA	DOMINICAN REPUBLIC	ITALY	NETHERLANDS ANTILLES	SRI LANKA
ARMENIA	ECUADOR	JAMAICA	NEW ZEALAND	ST. MAARTEN
ARUBA	EGYPT	JAPAN	NICARAGUA	SWEDEN
AUSTRALIA	EL SALVADOR	KENYA	NIGERIA	SWITZERLAND
AUSTRIA	ETHIOPIA	KOREA (SOUTH)	OMAN	TANZANIA
BAHRAIN	FIJI	KOSOVO	PAKISTAN	THAILAND
BANGLADESH	FINLAND	KYRGYZSTAN	PANAMA	TUNISIA
BARBADOS	FRANCE	LESOTHO	PARAGUAY	TURKEY
BELIZE	GEORGIA	LIECHTENSTEIN	PERU	TURKMENISTAN
BERMUDA	GERMANY	LITHUANIA	PHILIPPINES	UKRAINE
BOLIVIA	GHANA	LUXEMBOURG	POLAND	UNITED ARAB EMIRATES
BRAZIL	GRENADA	MACEDONIA	PUERTO RICO	UNITED KINGDOM
BRUNEI	GUATEMALA	MALAYSIA	QATAR	UNITED STATES
CAMBODIA	GUINEA BISSAU	MALDIVES	ROMANIA	URUGUAY
CANADA	HAITI	MALTA	RUSSIAN FEDERATION	US VIRGIN ISLANDS
CHILE	HONDURAS	MAURITANIA	SAUDI ARABIA	VENEZUELA
CHINA	HONG KONG	MAURITIUS	SEYCHELLES	VIETNAM
COLOMBIA	HUNGARY	MEXICO	SINGAPORE	ZAMBIA
COSTA RICA	ICELAND	MONACO	SLOVAKIA	

▸ 400+ Government Identity Programs

▸ 30K+ passports issued daily

▸ 18 of top 20 e-gov programs

▸ 10M credentials and 5M smart cards issued daily

Excel Management Systems Inc.

EXCEL is a Veteran Owned, Ohio-certified Minority Business Enterprise (MBE), incorporated in the State of Ohio by Mr. Curtis T. Jewell in 1989 with nearly Twenty (20) professionals on staff. The company has an excellent 27-year history, and outstanding past performance demonstrated in a variety of market sectors, including the Federal government, multiple State of Ohio agencies, and commercial and non-profit organizations. EXCEL has established itself as a subject matter expert related to IT infrastructure and hardware maintenance as well as sound and proven processes that effectively enable the recruiting, vetting, training, and managing of subcontracted resources.

Excel has supported numerous national brands such as:

- Cash America

- Bob Evans Restaurants

- Donatos

- TBC Brands (Carroll Tire Company, Big O Tires, Tire Kingdom, Merchants Tire & Auto Centers, NTB, and Midas)

EXCEL will be responsible for the installation, maintenance and end-user training of project related hardware.

Card Issuance for West Virginia

Key Advantages of the Veridos Solution

For capture and enrolment, Veridos is proposing its credential lifecycle management software, Secura and Capture Manager, to drive the signature and photo capture processes and applicant enrolment. The solution is commercially available built in Microsoft's Windows Workflow model that provide an easy to use user interface for the configuration of workflow processes such as showing live video, automatic ICAO cropping and a proofing window for operator final acceptance and the ability to use a simple drag-and-drop activity to easily arrange needs to meet any capture workflow.

- Intuitive and easy to use capture stations make it easy for WVDMV staff to operate
- Image and signature capture system supports high-resolution applications, visual verification, and photo upfront functionality
- Risk reduction due to internal card manufacturing; no outside vendor required
- Robust security features, such as data integrity
- Scalable solution; system can evolve with technology developments or to accommodate other required modifications
- System enables a photo upfront solution that meets the needs of REAL ID and AAMVA standards, starting with a photo at the beginning of the workflow
- Fully installed and tested system
- A modular system that allows easy customization without the cost or time associated with custom development
- Image and signature capture system support high-resolution applications, visual verification, and photo first functionality.

Includes:

- Fully installed workstations including photo capture station, software, consumable supplies, etc.
- All secondary peripherals (cords, surge protector, etc.) to ensure a complete turn-key solution
- Up to date, industry standard hardware and software that will be fully supported and maintained throughout the life of the contract

Facial Recognition for 1:1 or 1:N

Veridos' system includes the industry gold standard Cognitec Facial Recognition system. This system allows investigators to verify the enrollment package against authorized databases, enabling cross-checking with driver's license, image, and other government databases to ensure applicants are authorized to receive a license.

- Facial recognition software allows for the comparison of facial images to those stored in multi-million image databases
- Instantly view match lists with the most similar identities
- Full control of thresholds and match list sizes
- A full suite of examiner tools to filter and enhance images and compare them side by side
- Management of demographics and case related data

West Virginia Proposed System Architecture
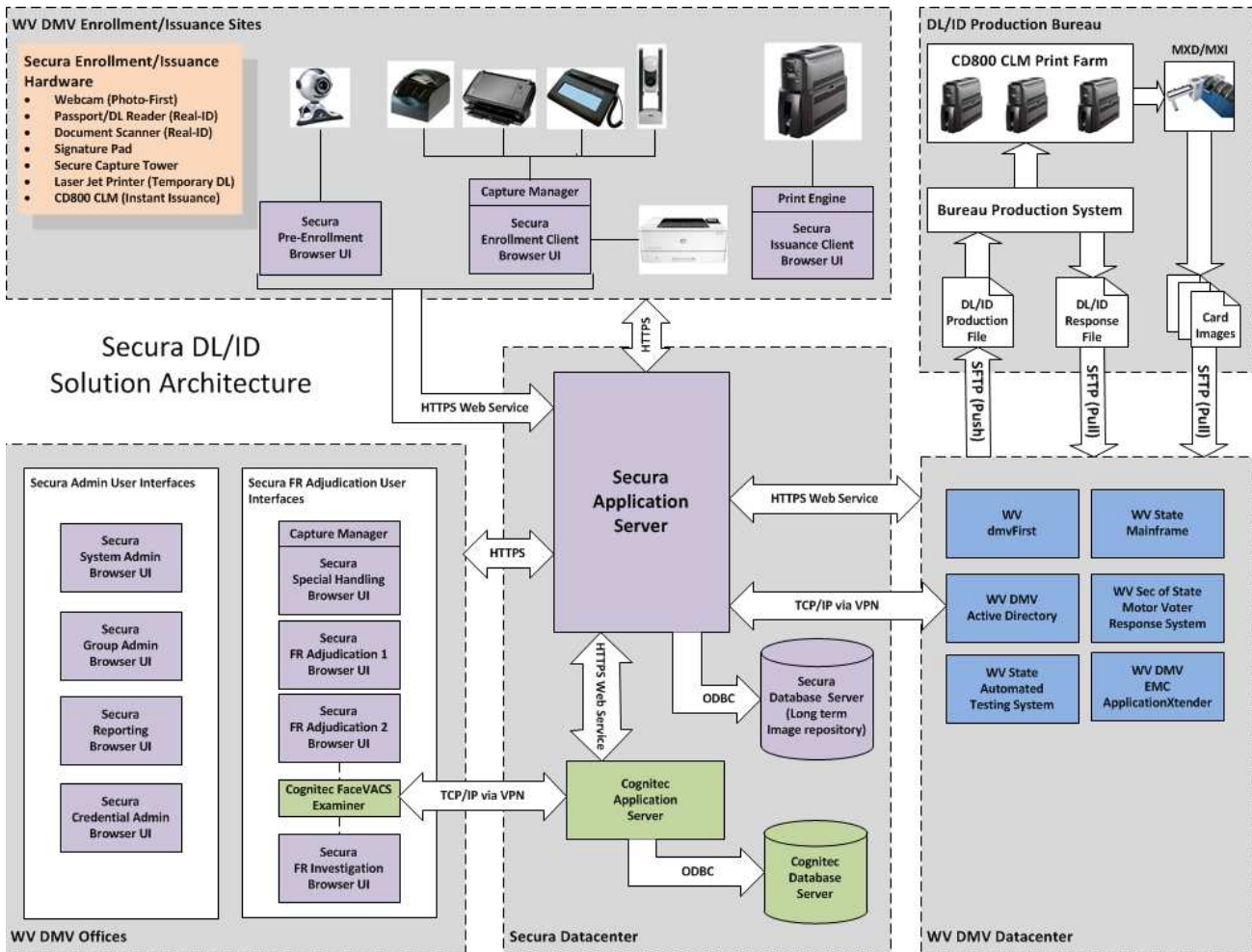
Credential Imaging System - CIS

Logitech HD Pro Webcam C920

As part of Veridos' proposed solution, we have included the **Logitech HD Pro Webcam C920.**

The Logitech C920 features USB connectivity and is recognized by Windows as a standard device. The Carl Zeiss optics features a 20-step autofocus for maximum clarity and a high quality dual mic for stereo audio. Video Image Resolution is 1280 x 720 and image resolution up to 15.0MP.

The proposed Webcam solution includes a tripod stand or can be mounted to a computer monitor as desired by WVDMV staff.

Dell OptiPlex 3050 Small Form Factor Desktop Computer

Veridos has included the **Dell OpitPlex 3050 Small Form Factor** (or equivalent) desktop which exceeds the requirements of this RFQ. Specifications for the personal computer are listed below:

- Intel Core i3-7500 dual core processor with 3.9 GHz processing speed.
- Windows 10 Pro 64 bit
- 4 GB 2400MHz DDR4 Memory
- 3.5 inch 500B 7200rpm Hard Disk Drive
- 8 External USB ports

Height: 29.0 cm (11.4") x Width: 9.26 cm (3.7") x Depth: 29.2 cm (11.5")

Weight: 5.14 kg (11.31 lbs.)

Dell P2107H Monitor

Veridos has included the **Dell P2017H** flat screen LED monitor (or equivalent) which exceeds the requirements of this RFQ. Specifications for the monitor are listed below:

- Flat screen LED design
- 19.5" diagonal viewing sign
- Low-level radiation protection features
- Antiglare coating
- 1600 x 900 Maximum resolution
- VGA and HDMI ports.
- Height-adjustable stand (130mm)
- Tilt (-5° to 21°)
  Swivel (45° to 45°)
  Pivot (90° clockwise)
  Built in cable-management
- High 4 million: 1 dynamic contrast ratio
- Auto Mode and PowerNap – Customizable color settings and 'PowerNap' mode allowing for a reduction in energy consumption

Topaz Gemview 10 Tablet Display –TD-LBK101VA

Veridos has included the **Topaz Gemview 10 Tablet Display –TD-LBK101VA** signature pad (or equivalent) which exceeds the requirements of this RFQ. Specifications for the signature pad are listed below:

- 10.1" high resolution, full-color, backlit LCD screen with 1280 x 800 resolution
- Ability to display messages and check boxes
- Allows applicants to see their signature on the device as they are signing
- Captures a true representation of written signature
- Supports signature retake if unacceptable, as per the ICA capture workflow
- Stylus is tethered and can be used by both right and left-handed signers.
- Powered by a single A-CUR6-1 USB cable (included in Veridos' proposed) solution which also functions to transmit data to the CIS
- Software will not compress signature images unless requested by WVDMV
- Dimensions 11.81" x 7.28" x 0.87"

3M AT9000 MK2 Validation Device with AssureID Software

Veridos has included the **3M AT9000 MK2** validation device with **Acuant AssureTec – AssureID** software (or equivalent) which exceeds the requirements of this RFQ. Specifications for the device are listed below:

- Can read a variety of document types including ID cards, Driver's Licenses, Passports and Visas
- Capabilities include reading full pages, color UV, 2D barcodes and MRZ zones from documents, national, state and military issued cards or smartphone screens
- Reflection free optically system and Active video feature reads in virtually any orientation or angle to ensure high accuracy
- USB 2.0 Connectivity with 2-port USB hub
- Can read and compare chip data on ePassports

Honeywell Xenon 1900 GSR Barcode Scanner

Veridos has included the **Honeywell Xenon 1900 GSR** 1D and 2D Barcode Scanner with **EZDL Software. MK2** (or equivalent) which meets or exceeds the requirements of this RFQ.

The proposed barcode scanner includes the 'Gooseneck' style Intellistand to enable the DMV operator to scan the subject license with the scanner resting in the cradle, or removed from the cradle to operate in a handheld fashion. A 7" USB cable is also included for USB connectivity. The scanner will decode the supplied barcode and transmit the decoded data to the PC securely.

SecureCapture Tower

Veridos has included the **Entrust DataCard Secure Capture Tower** with an 18.0 Mega Pixel **Canon Rebel** camera (or equivalent) which exceeds the requirements of this RFQ. Specifications for the tower are listed below

- 8.0" in. x 8.0" (20.32 cm x 20.32 cm) Baseplate
- 13.0" x 8.0" x 32.0" height
- 120 VAC / 240 VAC power options
- Rated for 250,000 flash cycles
- 18.0 Mega Pixel Canon Rebel camera (or better)
- 30 Degree tilt
- Average of 5 seconds or less for retake support

CD800 Card Printer

Our proposed solution includes the CD800 printer manufactured by Entrust Datacard, which provides direct-to-card dye-sublimation thermal transfer printing and lamination.

The CD800 installed in DMV offices would allow for the two sided printing and lamination of any Driver's License / Identification Card as described in this RFP. Using the Image Capture Workstation, the CD800 will print the front and back of the DL/ID card, apply laminations and complete personalization without Operator intervention. The CD800 supports printing of alphanumeric text, logos and digitized signatures as well as 1D/2D barcode images. The CD800 supports printer spooling/sharing.

The card printer will automatically flip the card for backside printing, and no manual flipping of the card by the Operator is required.

<u>CD800 Instant Issuance Printer Specifications:</u>

- Standard 100 -card input hopper
- Backlit LCD offers at-a-glance print status
- Tactile Impresser for tamper-evident security
- Ethernet port for network connectivity
- Bar code reader for serialized card body inventory tracking
- Secure storage for rejected cards
- Quick-change ribbons switch out in seconds
- Easy access to color-coded laminating cartridges with easy-to-load supplies
- Inline de-bower flattens cards after lamination
- Print technology
    o   Direct-to-card dye-sublimation/resin thermal transfer
- Print resolution
    o   Standard mode: 300 x 300 dots per inch; standard text, bar code and graphics printing
    o   High-quality mode: 300 x 600 dots per inch for enhanced text, bar code and graphics printing; 300 x 1200 dots per inch for enhanced text and bar code printing
- Print speed
    o   Up to 185 cards/hour – dual sided YMCK-KT printing with single sided lamination
- Card capacity
    o   Card input hopper capacity – 100 (200 option)
    o   Card output hopper capacity – 100
    o   Reject hopper capacity – 10
- Physical dimensions
    o   Printer: 23.2 in. x 10.6 in. x 20.2 in. (589 mm X 270 mm X 513 mm)
    o   Printer with Impresser: 26.6 in. x 10.6 in. x 20.2 in. (675 mm x 270 mm x 513 mm)

Temporary DL Printer – HP M553dn Laser Jet Enterprise

Our proposed solution includes a the **HP Laser Jet Enterprise M553dn network printer** (or equivalent) which will provide dedicated color printing capacity for temporary driver's licenses on secure material.

Specifications for the printer are below:

- 650 sheet standard capacity
- 1200 x 1200 DPI resolution
- Dimensions: 18.9" x 27.5" x 15.7"
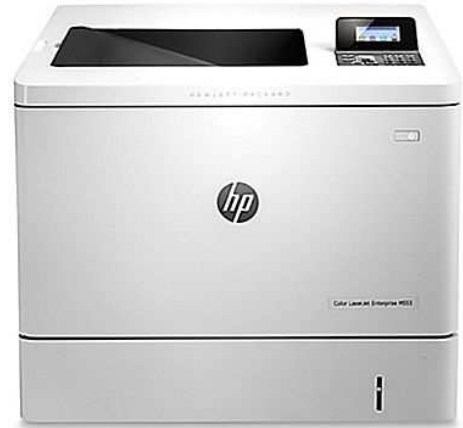
Universal Power Supply – Tripp Lite Smartpro 1500

Our proposed solution includes the Tripp Lite SmartPro 1500 (or equivalent).

This universal power supply will provide a minimum of 10 minutes temporary workstation power during an outage.

- Automatic Voltage Regulation (AVR) circuits with two boost and one voltage reduction level maintains usable 120V nominal output over an input voltage range of 75-147V.

Response to Technical Requirements

3. GENERAL REQUIREMENTS

3.1 Contract Items and Mandatory Requirements: Vendor shall provide Agency with the Contract Items listed below on an open-end and continuing basis.

Contract Items must meet or exceed the mandatory requirements as shown below.

3.1.1 CENTRAL IMAGE SYSTEM REQUIREMENTS.

3.1.1.1 Hardware and Software Requirements

3.1.1.1.1 All software necessary for communication between the central image system and other Vendor or WVDMV systems must be provided by the Vendor.

3.1.1.1.2 All software shall include monitoring capabilities to alert Vendor staff and WVDMV staff of failures or errors.

3.1.1.1.3 All virtual servers necessary for the central image system shall be provided by and located in the West Virginia Office of Technology data center in Charleston, West Virginia.

3.1.1.1.4 All hardware and software provided as part of this solution must be fully compatible with Internet Explorer 11, Windows 7 and Windows 10 operating environments.

3.1.1.1.1	Veridos accepts, complies and will be responsible for this requirement Veridos will provide a secure SFTP site for WVDMV systems to transmit data and production files to Veridos' network.
3.1.1.1.2	Veridos accepts, complies and will be responsible for this requirement The proposed CIS software, Datacard 'Secura' credential lifecycle management software, provides operators a snapshot view of the status of each record that is being processed through all steps in the workflow. The following reports are readily accessible through Secura: • Transaction by Operator Report • Transaction by Workstation Report • Transaction by DLO • Transaction by Customer Report • Transaction by Date Report • Failed Facial Recognition Report • Failed 3rd Party Vetting Report Once records are batched for card production, they are strictly accounted for and monitored. The following events are monitored and statuses are provided to Veridos, either in real-time or at a pre-defined time: • Cards stock manufactured status • Transmitting DL/ID card requests (batches or web requests) success and

	failure • Data balancing status (received batch quantity does not balance) failure and success • Data format status failure and success • Data requests rejected • Transfer stock status (for example, to DRP location) • Pull request status failure and success • Card damaged and its remake status • Cards QA status • Cards produced status • Cards packages mailed /shipped status (include quantity and dates) • Expedited requests status • Request on Hold status Requests purged/destroyed status
3.1.1.1.3	Veridos accepts, complies and will be responsible for this requirement
3.1.1.1.4	Veridos accepts, complies and will be responsible for this requirement • Internet Explorer 11 – Yes • Windows 7 – Yes • Windows 10 - Yes

3.1.1.2 Data Storage

3.1.1.2.1 Vendor's solution must meet all policy requirements regarding the collection, storage, usage, classification, transmission, backup, and retention of data as deemed by the Office of Technology Policy number P01001, P01006, and P01013. http://www.technology.wv.gov/security/Pages/policies-issued-bythe-cto.aspx

3.1.1.2.2 The central image system must be capable of storing the facial image files, signature image files, demographic, and card issuance data for every transaction through the life of the contract. This must include specific card data that will be returned from the central issuance facility.

3.1.1.2.3 Facial image and signature files must be stored in a way so as not to lose image quality through compression and decompression processing.

3.1.1.2.4 Facial and signature images must be stored in JPEG 2000 or compatible format using the WVDMV EMC ApplicationXTender servers.

3.1.1.2.5 The system must log and store audit data for all types of system and data access including details of specific tasks performed and records accessed.

3.1.1.2.6 Central image system shall be configured for storing scanned document images associated with demographic data and issuance records in TIF format using the WVDMV EMC ApplicationXtender servers

3.1.1.2.1	Veridos accepts, complies and will be responsible for this requirement
3.1.1.2.2	Veridos accepts, complies and will be responsible for this requirement All data approved by the operator will be transmitted to the central image system in real time. No customer data shall be stored on the Image Capture Workstation at any time subsequent to completion of an individual Image Capture process step. The Secura Image Capture Enrollment platform supports the provision of detailed transaction audit files as a quality procedure. Once transmitted to the central image system the image files, signature files, demographic and card issuance data for every transaction will be merged with the specific card data from the central image facility, sorted, indexed and stored. Veridos' solution will provide a standard Web Service Interface with documentation thereof for query and retrieval to and from the Central Image Server.
3.1.1.2.3	Veridos accepts, complies and will be responsible for this requirement The Central Image Server will back up and store all image files. The facial image and signature files will be stored in color and compressed .JPEG format with no degradation of image quality.
3.1.1.2.4	Veridos accepts, complies and will be responsible for this requirement
3.1.1.2.5	Veridos accepts, complies and will be responsible for this requirement All elements of Veridos' solution are designed to provide the WVDMV with maximum traceability and audit capabilities. The Secura Image Capture Enrollment platform supports the provision of detailed transaction audit files. The enrollment transaction becomes a subset of the complete enrollment and issuance audit/log. Secura retains the user audit log for all types of system and data access. Standard system reports can include (but are not limited to): • Transaction by Operator Report • Transaction by Workstation Report

	• Transaction by Driver License Office • Transaction by Customer Report • Transaction b Date Report • Failed Facial Recognition Report Individual user activity can be logged including (but not limited to): • Taking customer image • Quality check overrides • 1:1 check overrides • 1:N check overrides • Manual 1:N checks • Creating dossiers • Flagging customer images • Administrator functions • Do Not Produce requests • Log-on / Log-off • Records accessed All card bodies produced by Veridos for the WVDMV, whether shipped to DMV sites for over-the-counter issuance, or personalized and mailed from our central issuance facility will be serialized to include a Document Control Number (DCN) that allows each card to be monitored and audited for reconciliation. The DCN is a unique alphanumeric value of 9 characters printed on the card following manufacturing. During personalization the DCN is allocated to a cardholder for the life cycle of the card. DCN inventory, movement and issuance can be tracked through the use of Veridos' Online Portal. FaceVACS-DBScan allows FRS operators to develop watch lists of potential matches while recording a full audit trail for each step in the process.
3.1.1.2.6	Veridos accepts, complies and will be responsible for this requirement

3.1.1.3 Ownership of Data

3.1.1.3.1 All images and data shall be the sole property of WVDMV. The Vendor may access and use these records solely for WVDMV system development, enhancement, testing, maintenance, and other support activities required to fulfill their obligations under this contract.

3.1.1.3.2 By submitting a response, Vendor acknowledges that the successful bidder will have access to information which is considered personally identifiable information, the dissemination of which is limited by federal and/or state law, including the Federal Drivers Privacy Protection Act, 18 USC 2721 et. seq. Vendor acknowledges that the improper dissemination of personally identifying information is a violation of the Federal Drivers Privacy Protection Act and that any individual or entity who violates this Act is subject to criminal prosecution, fines, and civil penalties of $2,500 for each

improper disclosure of information. Vendor further agrees to include the forgoing language in any contract with a subcontractor who will have access to personally identifying information.

> **3.1.1.3.3** Vendor must sign and agree to Personally Identifiable Information (PII) Acknowledgement form, Exhibit D.

3.1.1.3.1	Veridos accepts, complies and will be responsible for this requirement
3.1.1.3.2	Veridos accepts, complies and will be responsible for this requirement
3.1.1.3.3	Veridos accepts, complies and will be responsible for this requirement We have included the Personally Identifiable Information (PII) Acknowledgement Form, Exhibit D as **Exhibit D** in this proposal.

3.1.1.4 System Availability

> **3.1.1.4.1** Retrieval from the central image system must be available 24 hours per day, 7 days per week. This retrieval time must be maintained regardless of any maintenance, back up, or other activity that must be performed by or on the central image system

3.1.1.4.1	Veridos accepts, complies and will be responsible for this requirement Veridos proposed architecture is designed to provide redundancy and backup sites built into the solution so that data will be accessible to WVDMV 24 hours a day, 7 days a week,

3.1.1.5 Access to Data

> **3.1.1.5.1** Access to the central image system will be restricted to individuals whose duties require such access and are authorized by WVDMV.

> **3.1.1.5.2** Secure, remote access to Vendor staff for purposes of support will be allowed via the West Virginia Office of Technology Network Access Form (NAF) request process at no cost to the Vendor.

3.1.1.5.1	Veridos accepts, complies and will be responsible for this requirement
3.1.1.5.2	Veridos accepts, complies and will be responsible for this requirement

3.1.1.6 System Performance

> **3.1.1.6.1** The total time required from the time the image file transmit request is received by the central image system until the image file is being transmitted from the central image system shall not exceed one (1) second during the life of the contract. Total time for retrieval excludes the transmission time across the WVDMV communications network.

3.1.1.6.1	Veridos accepts, complies and will be responsible for this requirement

3.1.1.7 Upgrades

3.1.1.7.1 The Vendor is responsible for any upgrades to software that are required to maintain these response times no matter how many retrieval requests are received. These upgrades, if required, will be at no additional cost to WVDMV.

3.1.1.7.1	Veridos accepts, complies and will be responsible for this requirement Veridos is committed to maintaining the agreed upon response time. Should at any time during the contract updates be required to any of the provided software components in our solution, whether to handle an increase in volume or due to other circumstances, these upgrades will be provided at no cost to the WVDMV

3.1.1.8 Reports

3.1.1.8.1 The central image system software must allow WVDMV to retrieve and print the number of DL/ID cards printed and issued by type from the central issuance system for daily, weekly, monthly, and yearly time periods.

3.1.1.8.1	Veridos accepts, complies and will be responsible for this requirement Veridos provides multiple solutions to meet and support WVDMV's reporting needs. Key to this support is the Veridos Online Portal. All online services are accessible via the Veridos Online Portal web interface. The various applications provided to WVDMV allow authorized users on your staff to access the application simultaneously and query information 24 / 7. The portal comes pre-configured with the following services: • **Pull Manager** – Allows users to submit a request to either hold, destroy or redirect the card to another destination. • **Status Inquiry** – Provides the status of card requests sent to Veridos in the form of personalization requests. • **Reports Online** – Provides an easy to use tool that allows the WVDMV to access reports generated as a result of personalization file processing, or customer specific reports that are created based on your specific requirements. **Reports Online** will provide the WVDMV's users easy and round-the-clock access to a variety of standard reports which will allow users to retrieve and print the number of DL / ID cards issued on a daily, weekly, monthly and yearly time period. The reports can also be filtered based on additional search criteria. In addition to the query function, Reports Online comes with the following pre-configured reports:

Report Name	Report Purpose/Description	List of Data Elements contained in Report
Vault DCN Inventory	Vault DCN inventory status for primary & backup sites for all cards which includes new manufactured cards being added to the vault(s)	DCN start # & end #, stock balance, new cards manufactured, cards in use, rejected, destroyed, removed from vault, moved to backup facility or primary facility & totals
Card Production	Monitors the card production volumes from West Virginia receiving the order to the final event status	Orders Received by West Virginia, Successful Pulled broken down by reason, mailed broken down by reason, Final Production Failure broken down by reason, total destroyed & percentage, total purged & percentage for each Wi State, card, run type and for a date (day, week, month, quarter, year or defined period)
Spoilage	To provide a total number of spoiled cards by card type and West Virginia during any point of the card lifecycle	DCN, Card Type, Date/Time
Lost Card	Listing of all cards lost

This is an e-mail alert. | DCN, Card Type, Date/Time, Batch ID |
Personnel attendance by shift	Listing of personnel attendance	Name, User ID, Shift, Attendance, date/time
Delivery Component	Listing of delivery components	Delivery Component, Quantity, Description, date/time
Daily Order Files	Used to track order batch filenames, corresponding request batch filename, order batch ID, order record count and Card Production Centre Status	Request batch filename, order batch ID, order record count, date/time
Access Control Logs	Lists all accesses for computer and compartmental areas	Date/Time, User ID, Access, Computer, Compartmental area
Card Production Failure	Lists all item orders/cards that have failed and ensure that every DCN is accounted for and items.	DCN, Card Type, Date/Time, Failure Type
Reconciliation Invoice	Provides a monthly total broken down by each week for each West Virginia card, for mailed, pulled & reprints. Totals for all cards, GST and grand total.	DCN, Time, # of cards charged with associated cost broken for the month and weeks within the month

	Detailed Reconciliation Invoice (by day)	Provides a detailed listing for reconciliation that is broken down by week and then by day with the same details as the Reconciliation Invoice.	Same as above and broken down by week, day and individual DCN
	Pulled Status	To provide a listing of all pulled requests from the web-based application and status	DCN, Card Type, Date/Time, Status
	Daily Merge Failures	Used to track image merge failures.	File type, DL/ID, Spare #, value, date mismatch and status, grand total of failures
	Inventory Usage Report by card	Track full inventory and usage	To provide a listing broken down by card that shows the inventory items and quantities used for processing item orders
	Unsuccessful Print/Reprint Requests	Track all unsuccessful requests for reconciliation	Listing of all reprints that are processed at no charge
	Backlog Item Orders	This is an e-mail alert for tracking all backlog items	Listing of all outstanding item orders that have not been processed in the required timeframe
	Inventory Planner - collateral	Weekly (or flexibly set by basis) report providing collateral inventory status	Listing all collateral items, Qty, 90 day usage
	Inventory Planner - Plastics	Weekly (or flexibly set by basis) report providing plastics inventory status	Listing all plastic items, Qty, 90 day usage

3.1.1.9 Third Party Access

3.1.1.9.1 Images and demographic data must be accessible to law enforcement personnel through third party systems, such as the Law Enforcement Agencies Data System (LEADS)

3.1.1.9.2 Images and demographic data must be accessible to other third party applications, as needed, through the life of the contract

3.1.1.9.3 Use of the images and data through Vendor provided applications will be granted to WVDMV employees, including authorized employees with the West Virginia State Police.

3.1.1.9.1	Veridos accepts, complies and will be responsible for this requirement
3.1.1.9.2	Veridos accepts, complies and will be responsible for this requirement
3.1.1.9.3	Veridos accepts, complies and will be responsible for this requirement

3.1.1.10 Estimated Image Volume

3.1.1.10.1 WVDMV currently captures between 500 and 2,000 images daily from all facilities combined. This number will *increase* with the workflow change to capture images for applicants who are not approved for card issuance.

3.1.1.10.2 Vendor's solution must provide for the migration of credential images and index information from the current MARQUIS ID system to be utilized in the new central image system. Migration must result in a minimum of 98 percent usage of the current credential images. There are approximately 3 million JPG images that average 10kbs in size each.

3.1.1.10.1	Veridos accepts, complies and will be responsible for this requirement Veridos' solution is fully capable of handling WVDMV's current volumes. The configuration which Veridos has designed for WVDMV is more than adequate to handle any increase in image volume.
3.1.1.10.2	Veridos accepts, complies and will be responsible for this requirement Veridos will enroll and migrate all credential images and index information by the time of project implementation.

3.1.1.11 Card Images

3.1.1.11.1 The CIS system must be capable of storing images of the front and back of all cards printed at the secure central issuance facilities. Cards printed at the secure central issuance facilities must be imaged after printing and before being attached to the card carrier. Card images must be stored as JPG files, and must be retrievable as part of the customer's central issuance record.

3.1.1.11.1	Veridos accepts, complies and will be responsible for this requirement The image capture solution provides the flexibility to store images in a number of formats including JPG2000 format, which is compliant with ICAO standards (ISO/IEC FCD 19794-5)

3.1.2 SYSTEM ADMINISTRATION REQUIREMENTS

3.1.2.1 Brower Based Application

3.1.2.1.1 The application must be browser based so that installation of client software is not required. All browser based applications must support Internet Explorer 11.

3.1.2.1.1	Veridos accepts, complies and will be responsible for this requirement All user interfaces and applications provided as a component of Veridos' proposed configuration are browser-based and support Internet Explorer 11.

3.1.2.2 User Interface

3.1.2.2.1 The solution must include a system administration module with a user interface for managing system settings.

3.1.2.2.1	Veridos accepts, complies and will be responsible for this requirement
	The Secura Administration Interface module manages system settings. The most commonly used functions are:
	• Defining ICS operator roles and permissions
	• Configuring service scheduling and system maintenance activities
	• Querying the status of the card print records — Shows tracking information of expedited print records
	• User administration. Add / Remove users, track user permissions and activity.
	• FRS review and fraud management functions.
	• Generating system reports, including:
	– Transaction by Operator Report
	– Transaction by Workstation Report
	– Transaction by Driver License Office Report
	– Transaction by Customer Report
	– Transaction by Date Report
	– Failed Fingerprint Check Report
	– Failed Facial Recognition Report

3.1.2.3 Access to System Administration

3.1.2.3.1 Access to the system administration module must be controlled with username and password login and validation of appropriate permissions.

3.1.2.3.1	Veridos accepts, complies and will be responsible for this requirement

3.1.2.4 User Account Management

3.1.2.4.1 Vendor's solution must be compatible with Windows Active Directory protocol to utilize the agencies logon credentials

3.1.2.4.1	Veridos accepts, complies and will be responsible for this requirement

3.1.2.4.2 The system administration module must include user account management functions for:

3.1.2.4.2.1 Adding and removing users

3.1.2.4.2.2 View last login date/time for each user

3.1.2.4.2.3 Managing user permissions

3.1.2.4.2.4 Applications that each user can access

3.1.2.4.2.5 Individual functions in applications that the user can perform

3.1.2.4.2.6 Access to match / non-match queues

3.1.2.4.2.7 Access to fraud case management files

3.1.2.4.2.8 Ability to view SSN data in all applications

3.1.2.4.2.9 Ability to view all reports or individual reports

3.1.2.4.2 3.1.2.4.2.1 – 3.1.2.4.2.9	Veridos accepts, complies and will be responsible for this requirement Secura's administration module will be fully customized for West Virginia to provide the system administration with the above, and any other desired functionality. Veridos' proposed solution uses permission-based access control (PBAC) as part of the system security architecture. PBAC is a method to control which users have access to system resources based on the roles and zones assigned to them. This security feature protects stored data from unauthorized viewing and modifications. PBAC security is transparent to users. This means that after a user's identity is verified, they are allowed to only view data and execute authorized operations based on their defined roles, permissions, and zones. The PBAC method protects data and system security by making sure users cannot misuse their access rights and privileges. User accounts with the System Administrator privilege are used to manage other user account permissions. A System Administrator uses the Users and Roles tab of the web client to configure authorized users and define how they access the system. Within the Users and Roles tab, the Users tab lets you add, edit, and delete users from the system and associate users with credential types. The Roles tab lets you manage responsibilities. The administrative dashboard view will provide WVDMV administrators to accomplish the requirements of 3.1.2.4.2.1 – 3.1.2.4.2.9

3.1.2.5 Data Management

3.1.2.5.1 The system administration module must include data management functions for:

3.1.2.5.1.1 Removing records with data or image errors

3.1.2.5.1.2 Marking records that are to be used for testing purposes

3.1.2.5.1.3 Access to system audit logs

3.1.2.5.1.1	Veridos accepts, complies and will be responsible for this requirement The Capture Manager software included with Veridos' solution automatically adjusts camera settings and manages lighting and cropping, eliminating red eye. Operators see a live video image of the applicant, then point-and-click to capture. The software automatically crops and saves the image. It also provides guidance to the operator to determine if the capture photo is acceptable. The software features tools to adjust the photo if necessary, or the ability to retake the image quickly and easily.
3.1.2.5.1.2	Veridos accepts, complies and will be responsible for this requirement Prior to completion of the enrollment step, the WVDMV operator will have the ability to enter data distinguishing the record as a test file, Secura can also be customized to include a file flag indicating a test record which will be separately processed at Veridos' central issuance facility.
3.1.2.5.1.3	Veridos accepts, complies and will be responsible for this requirement

3.1.2.6 System Usage Dashboard

3.1.2.6.1 The system administration module must include a current view of system usage including:

3.1.2.6.1.1 Number of users currently logged into FRS & ICW applications

3.1.2.6.1.2 List of User IDs logged into system including the application or ICW they are logged into

3.1.2.6.1.3 Total time each user has been logged into the application

3.1.2.6.1.4 Number of records pending in all queues in FRS

3.1.2.6.1.5 Number of images added to the system for the current day

3.1.2.6.1 3.1.2.6.1.1 – 3.1.2.6.1.5	Veridos accepts, complies and will be responsible for this requirement The FaceVACS-DBScan FRS solution will be fully integrated with Secura to provide WVDMV with an overview of system usage based on the requirements

	of 3.1.2.6.1.1-.3.1.2.6.1.5

3.1.2.6.1.6 Central production facility statistics

    3.1.2.6.1.6.1 Number of print requests received previous day

    3.1.2.6.1.6.2 Number of cards printed previous day

    3.1.2.6.1.6.3 Number of cards mailed previous day

    3.1.2.6.1.6.4 Number of records pending in all production queues

3.1.2.6.1 3.1.2.6.1.1 – 3.1.2.6.1.4	Veridos accepts, complies and will be responsible for this requirement This information will be made available for access to WVDMV administrators through Veridos' Online Portal service.

3.1.2.7 Management of Central Issuance Records

3.1.2.7.1 System must have the ability to allow for status queries on individual card print records.

3.1.2.7.2 System must have the ability to allow for holds to be placed on individual card print records prior to the start of processing.

3.1.2.7.3 System must have the ability to allow for priority flags to be set on individual card print records which must trigger expedited processing.

3.1.2.7.4 Tracking information must be available for expedited print request records.

3.1.2.7.1	Veridos accepts, complies and will be responsible for this requirement The Veridos Online Portal will provide WVDMV with the ability to query the status of individual records through the use of our **Status Inquiry** application.
3.1.2.7.2	Veridos accepts, complies and will be responsible for this requirement The Veridos Online Portal will provide WVDMV with the ability to query the status of individual records through the use of our **Pull Manager** application. Pull manager allows the user to submit a request to either hold, destroy, or redirect the card to another destination.
3.1.2.7.3	Veridos accepts, complies and will be responsible for this requirement One of the final stages of the intake process The Online Portal **Pull Manager** application can also be used to change the priority of a specific card record. Expedited cards shall be marked for fast track

	production and delivery.
3.1.2.7.4	Veridos accepts, complies and will be responsible for this requirement
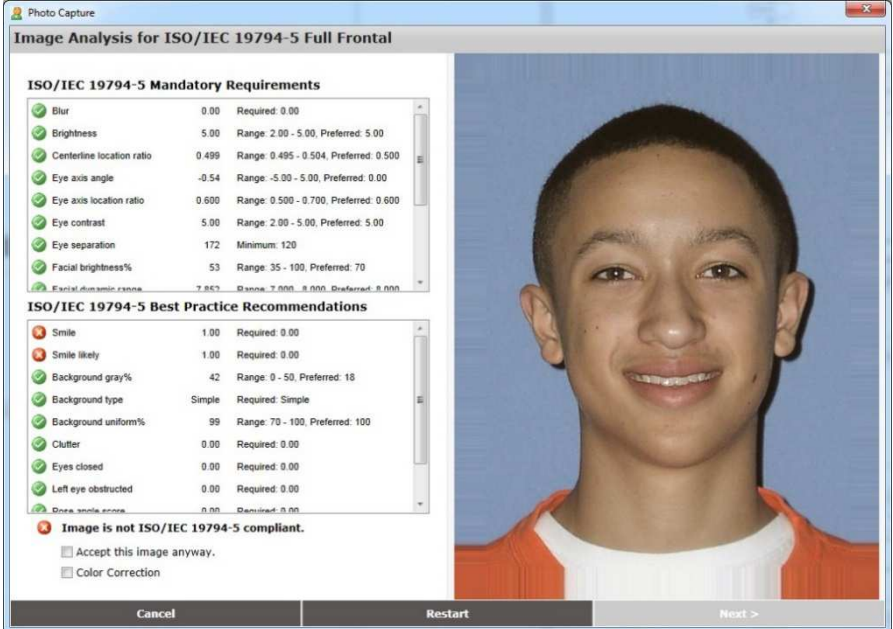
3.1.2.8 System Configuration

3.1.2.8.1 At a minimum, WVDMV must be able to configure the following settings:
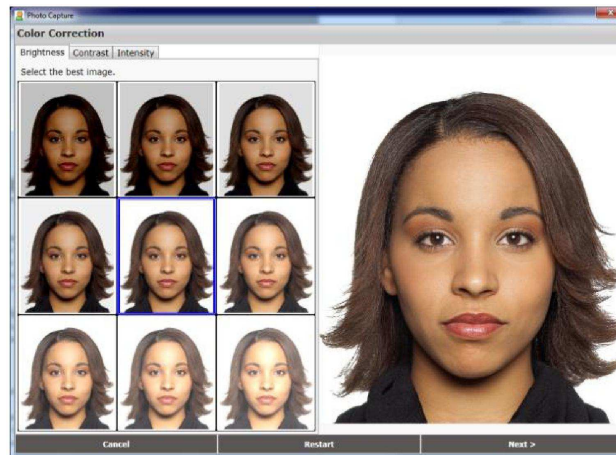
3.1.2.8.1.1 ICAO verifications (allow each check to be enabled or disabled)

3.1.2.8.1.2 Thresholds for 1: N and 1:1 match or non-match results

3.1.2.8.1.3 Search limit thresholds for all applications

3.1.2.8.1.1	Veridos accepts, complies and will be responsible for this requirement The Capture Manager software included with this proposal is a tool that provides guided assistance in capturing AAMVA and ICAO-compliant images. The software automatically adjusts camera settings and manages lighting and cropping, eliminating red eye. Operators see a live video image of the applicant, then point-and-click to capture. The software automatically crops and saves the image. It also provides guidance to the operator to determine if the capture photo is acceptable. The software features tools to adjust the photo if necessary, or the ability to retake the image quickly and easily. As shown in the diagram below, facial features are rated based on the certain of ICAO's standards. The rating structure can be configured specifically for WVDMV's requirements.

	An optional Color Correction step can be provided in the workflow, if desired. This option provides operators the ability to enhance the image quickly and easily by choosing one of the images in the left hand pane. All the ICAO and photo consistency checks are run on the chosen image to ensure the image meets the required quality specifications. All ICAO checks can be enabled or disabled based on WVDMV requirements.
3.1.2.8.1.2	Veridos accepts, complies and will be responsible for this requirement The Facial Recognition solution proposed for this project is the FaceVACS-DBScan solution from Cognitec, integrated with the ICS and Workflow Software. The 1:1 and 1:N thresholds will be fully adjustable based upon WVDMV preferences. The FaceVACS-DBScan performs efficient, fast and accurate 1:N identification in large databases (up to 100 million images in operation), and compares 1 million images/sec per CPU core. FaceVACS-DBScan includes the Examiner Application for use by investigators. Examiner provides a suite of enhancement tools to help the investigator obtain relevant candidates for further investigation and comparison. The application allows for adjustable thresholds for both match scores and the number of returned records in score order. The investigative case can store multiple identification runs and provides an audit trail of each change to the Probe Image to clearly document each step taken during the investigation of that image. FaceVACS-DBScan also provides several tools for doing comparison analysis. These include Database Identification, Mates Identification and Cross Identification. These tools can be run against the entire data set or configured for specific subsets. This provides 1 to All, 1 to Many, or 1 to Few comparisons, depending on requirements. The 1 to All provides a method to identify records

	with high probability that they match to help clean the dataset of duplicates or administrative errors, or to identify potential fraud.
3.1.2.8.1.3	Veridos accepts, complies and will be responsible for this requirement

All Veridos supplied applications will provide WVDMV with the ability to set limit thresholds. |

3.1.3 FACILITY IMAGE & SIGNATURE CAPTURE SOLUTION

3.1.3.1 Functional Requirements

3.1.3.1.1 Search

3.1.3.1.1.1 Must be capable of retrieving previous image, signature and demographic information data from the central image system for applicants using, at a minimum, the following data fields:

3.1.3.1.1.1.1 DL-1D number

3.1.3.1.1.1.2 First and Last Name

3.1.3.1.1.1.3 First, Middle, and Last Name

3.1.3.1.1.1.4 First, Middle, and Last Name + Date of Birth

3.1.3.1.1.1.5 First, Middle, and Last Name + Zip Code

3.1.3.1.1.1.6 First and Last Name + Date of Birth

3.1.3.1.1.1.7 First and Last Name + Zip Code

3.1.3.1.1.1.8 Social Security Number

3.1.3.1.1.1.9 Must be capable of scanning 1D or 2D barcode on the back of DL-ID cards for data entry of search criteria

3.1.3.1.1.1.1-3.1.3.1.1.1.9	Veridos accepts, complies and will be responsible for this requirement

Secura, the web based identification and credential management software proposed for use at WVDMV, provides the ability to search based on the above criteria.

The requested fields will be available for the user to query, as long as those fields of data are made available to the Secura application during enrollment. |
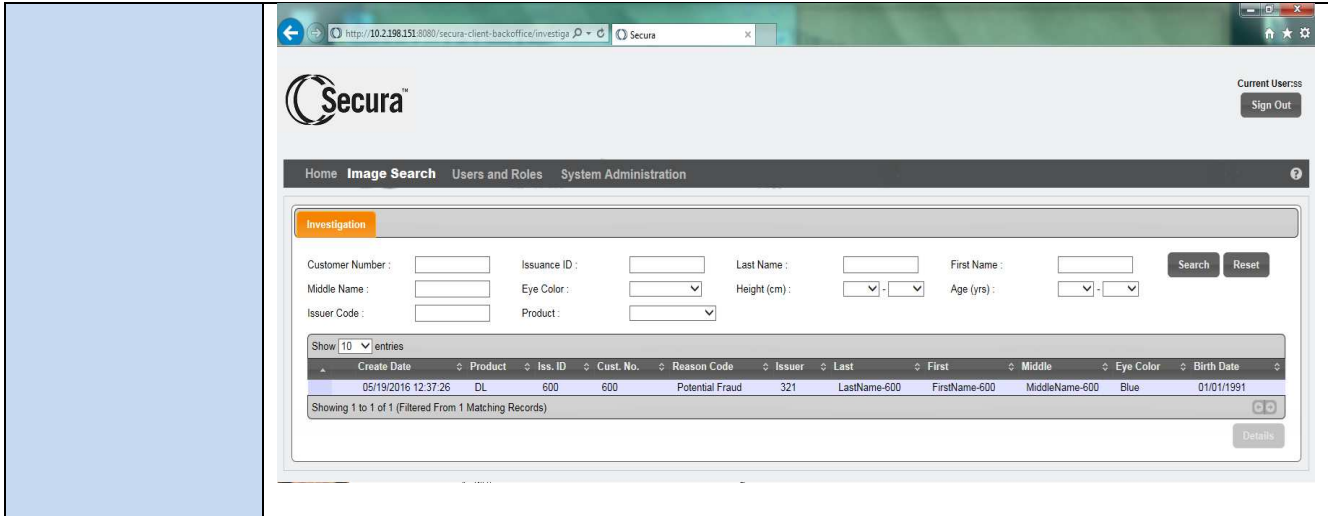
3.1.3.1.2 Record Selection

3.1.3.1.2.1 Must allow employee to select the appropriate record from the search results list.

3.1.3.1.2.1	Veridos accepts, complies and will be responsible for this requirement Any record returned in the search results can be clicked on to view further details and to begin the appropriate process for that queue.

3.1.3.1.3 New Record

3.1.3.1.3.1 Must allow employee to create a new record for new applicants. Data entry fields must include, at a minimum:

3.1.3.1.3.1.1 First Name

3.1.3.1.3.1.2 Middle Name

3.1.3.13.1.3 Last Name

3.1.3.1.3.1.4 Suffix

3.1.3.1.3.1.5 Date of Birth

3.1.3.1.3.1.6 SSN

3.1.3.1.3.1.7 Gender
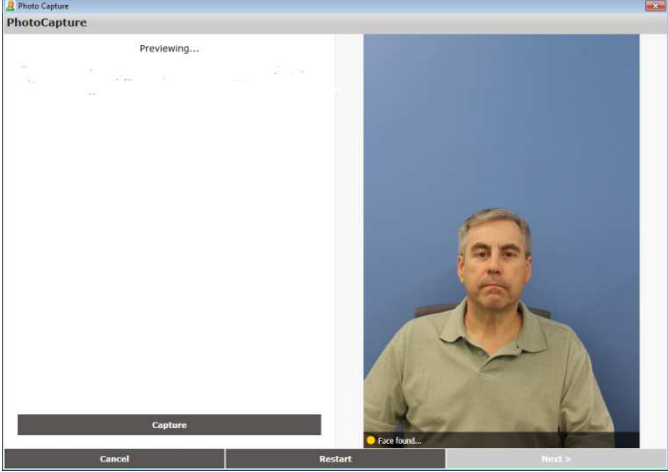
3.1.3.1.3.1.1 -	Veridos accepts, complies and will be responsible for this requirement

| 3.1.3.1.3.1.7 | New records can be created within Secura. The appropriate fields, including the ones list above can be provided.

The exact layout and fields will be determined via a collaborative process between Veridos and WVDMV during the design phase of the project. |
| --- | --- |

3.1.3.1.4 Image Capture Requirements

3.1.3.1.4.1 Must display live video of the applicant.

3.1.3.1.4.2 Must allow employee to freeze (capture) the image. **3.1.3.1.4.3**

Must automatically crop the image.

3.1.3.1.4.4 Image must meet ISO/IEC 19794-5:2011 Information Technology — Biometric Data Interchange Formats — Part 5: Face Image Data or current specifications. http://www.iso.org/iso/home/store/catalogueics/cataloguedetail ics.htm?esnumber=50867

3.1.3.1.4.5 Must perform configured ICAO checks and return results to the employee (See ICAO requirements).

3.1.3.1.4.6 Must allow the employee to unfreeze and recapture the image as many times as necessary.

3.1.3.1.4.7 Must allow the employee to make slight adjustments to the image.

3.1.3.1.4.7.1 Adjust cropping slightly closer or farther

3.1.3.1.4.7.2 Adjust cropping slightly left or right

3.1.3.1.4.7.3 Adjust cropping slightly up or down Must recheck for ICAO compliance after manual adjustments

3.1.3.1.4.8 Must allow employee to accept the image when all ICAO checks are successful. Must allow employee to override an image when one or more ICAO checks are unsuccessful.

| 3.1.3.1.4.1 | Veridos accepts, complies and will be responsible for this requirement

The proposed capture software meets this requirement. Operators see a live video image of the applicant, ten point-and-click to capture. |
| --- | --- |

| 3.1.3.1.4.2 | Veridos accepts, complies and will be responsible for this requirement

Secura provides a live preview of the image; the user clicks a button on the form to capture and crop the photograph. |
| 3.1.3.1.4.3 | Veridos accepts, complies and will be responsible for this requirement

The software automatically crops, analyzes, and saves the image. As needed, the operator has the ability to manually adjust brightness, contrast and intensity of the image, and make corrections to the cropping. The software allows the operator to retake the image quickly and easily if needed. |
| 3.1.3.1.4.4 | Veridos accepts, complies and will be responsible for this requirement

Capture Manager software has an algorithm that provides an automatic cropping routine for cropping and analyzing images against ICAO and ISO 19794-5 specifications. The results are shown to the operator, who can then either use additional tools to re-crop the image, click 'Restart' to go back to the live preview to take another picture, or accept the image as is. |

3.1.3.1.4.5	Veridos accepts, complies and will be responsible for this requirement
	Automatic ICAO photo quality checks are performed on all photos captured by the system. Images are rechecked for ICAO compliance if any manual cropping is performed.
	The specific ICAO checks to be performed, and the acceptable threshold levels, are configurable by a system administrator. This allows the solution to be tailored to WVDMV's needs without interfering with the objective of capturing ICAO-complaint images.
	Figure 1. As shown in the screenshot, the solution's quality check verifies pose, face position, lighting, feature points, and more. The image capture solution automatically crops images to meet ICAO and ISO 19794-5 full frontal specifications.
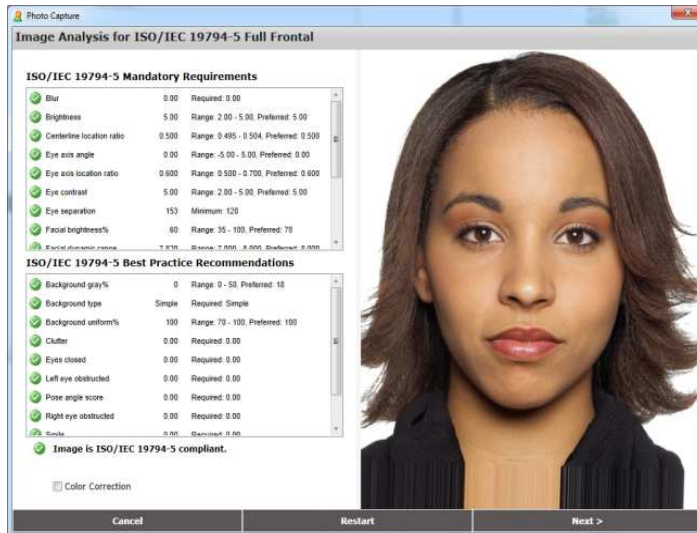
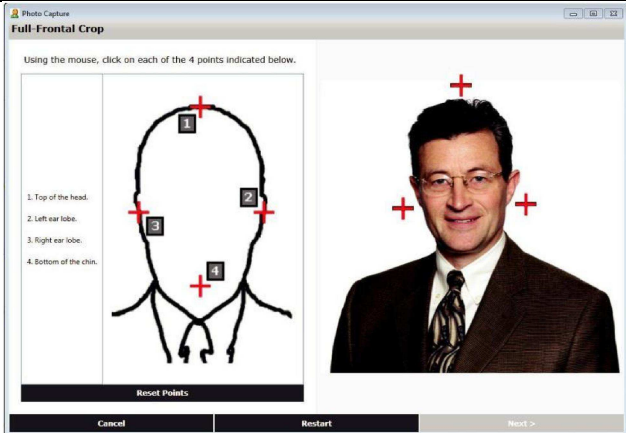|	Figure 2. An optional Color Correction step can be provided in the workflow, if desired. This option would provide operators the ability to enhance the image quickly and easily by choosing one of the images in the left hand pane. All the ICAO and photo consistency checks are run on the chosen image to ensure the image meets the required quality specifications.
3.1.3.1.4.6	Veridos accepts, complies and will be responsible for this requirement The Capture Manager software allows the operator to retake the image quickly and easily and as many times as needed by clicking the 'Restart' button on the bottom of the screen.
3.1.3.1.4.7, 3.1.3.1.4.7.1 – 3.1.3.1.4.7.3	Veridos accepts, complies and will be responsible for this requirement Capture Manager software, a subcomponent of the overall image capture solution, has an ICAO cropping function built into it. Operators see a live video image of the applicant. When the subject is appropriately positioned, the operator clicks 'Capture' to initiate the process. After the image is captured, it is automatically sent to the ICAO cropping algorithm, and the results are shown to the operator. The operator can accept the image as is; use the 'Restart' button to go back to the live preview to capture a new image; or use the color correction tools to adjust the brightness, contrast and intensity of the image, if desired. This usually is not required, but it is there if needed. The software automatically adjusts camera settings and manages lighting and cropping, eliminating red eye. Operators see a live video image of the applicant, then point-and-click to capture. The software automatically crops and saves the image. It also provides guidance to the operator to determine if the capture photo is acceptable. The software features tools to adjust the photo if necessary, or the ability to retake the image quickly and easily. The operator also has the ability to make minor adjustments to the cropping by using the arrow keys to zoom in and out and to reposition the image in the window if necessary. As shown in the diagram below, facial features are rated based on the certain of ICAO's standards. The rating structure can be configured specifically for WVDMV's requirements. The final image is checked against the ICAO cropping algorithm and the results shown to the operator
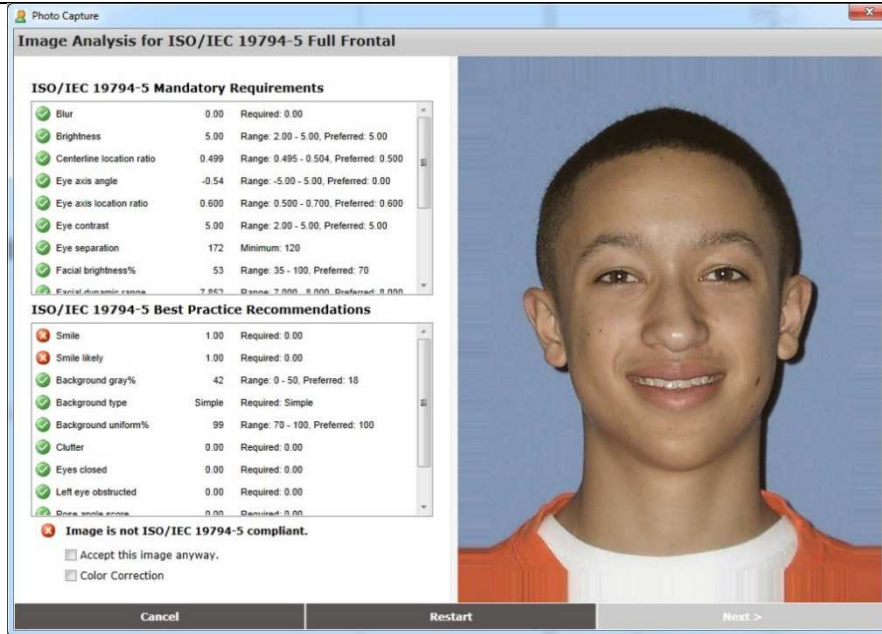
An optional Color Correction step can be provided in the workflow, if desired. This option provides operators the ability to enhance the image quickly and easily by choosing one of the images in the left hand pane. All the ICAO and photo consistency checks are run on the chosen image to ensure the image meets the required quality specifications.
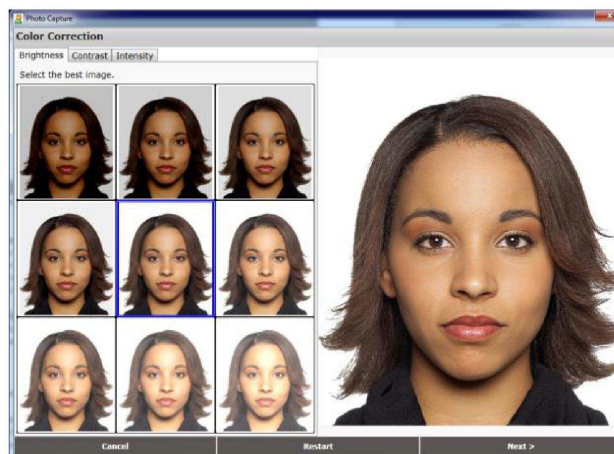
The system allows for the manual capture and retaking of images. The image checks performed include facial feature identification, image cropping, image placement, and checks for lighting. Users can also manually crop the image, at which time it is checked for ICAO compliance. A supervisory override is available, if required, to allow images of individuals who have unique characteristics that may show up in the background of an ID card photo, for example, a high-backed wheelchair in an accessible station.

| 3.1.3.1.4.8 | Veridos accepts, complies and will be responsible for this requirement

The operator can accept the image as is; use the 'Restart' button to go back to the live preview to capture a new image; or use the color correction tools to adjust the brightness, contrast and intensity of the image, if desired. This usually is not required but the capability is there if needed. |
|---|---|

3.1.3.1.5 ICAO Requirements

3.1.3.1.5.1 The system must be capable of ICAO image quality checks

3.1.3.1.5.2 All checks should be configurable to allow the WVDMV system's administrator to select the specific ICAO checks to be enabled.

3.1.3.1.5.3 All checks should be configurable to allow the WVDMV system's administrator to select the specific ICAO checks where overrides are allowed.

| 3.1.3.1.5.1 | Veridos accepts, complies and will be responsible for this requirement

The solution has an internal ICAO-compliant quality checking algorithm, performed during the capture process that eliminates records being sent that would not be satisfactory for use in the FRS.

Automatic ICAO photo quality checks are performed on photos captured by the system. Images are rechecked for ICAO compliance if any manual cropping is performed.

The specific ICAO checks to be performed, and the acceptable threshold levels, are configurable by the System Administrator. This allows the solution to be tailored to WVDMV's needs without interfering with the objective of capturing ICAO-complaint images.

An operator also has the ability to made adjustments the placement of the head in the window if necessary. |
|---|---|

3.1.3.1.5.2	Veridos accepts, complies and will be responsible for this requirement The specific ICAO checks to be performed, and the acceptable threshold levels, are configurable by the System Administrator. This capability allows the solution to be tailored to WVDMV's needs without interfering with the objective of capturing ICAO-complaint images.
3.1.3.1.5.3	Veridos accepts, complies and will be responsible for this requirement The solution allows for the configuration of the parameters to be used within the ICAO cropping process.

3.1.3.1.6 Signature Capture

3.1.3.1.6.1 Must capture a true representation of the applicant's written signature

3.1.3.1.6.2 Must allow applicant to clear and sign again

3.1.3.1.6.3 Must display live signature on the workstation for the employee to view.
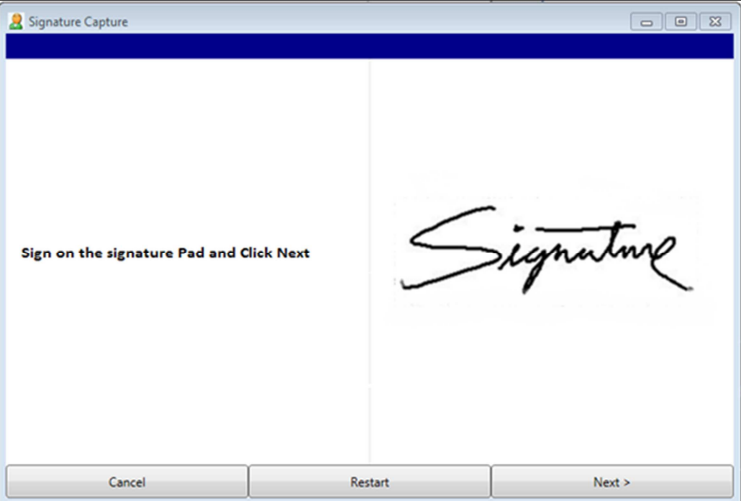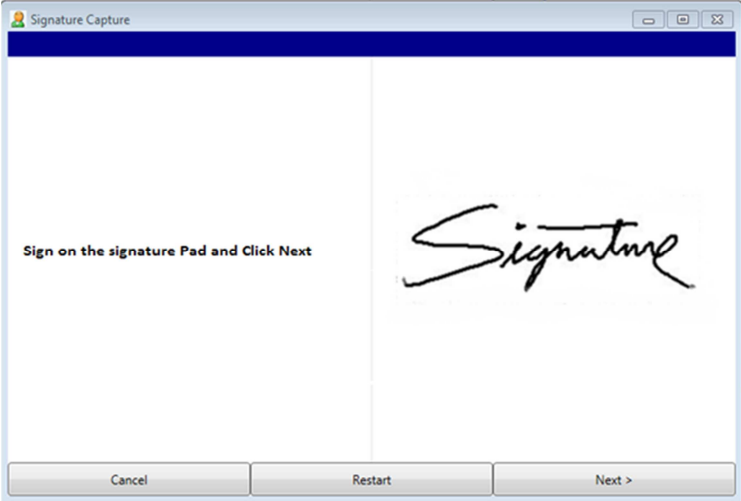
3.1.3.1.6.4 Must allow employee to freeze and accept signature on the workstation, over-riding the clear selection on the signature pad.

3.1.3.1.6.5 Must allow employee to clear signature to allow the applicant to sign again.

3.1.3.1.6.6 Must allow employee to select "Unable to Sign" for those applicants who are unable to provide a signature.

3.1.3.1.6.7 Must allow for the display and recording of responses to questions prompted on the signature capture device.

3.1.3.1.6.1	Veridos accepts, complies and will be responsible for this requirement

3.1.3.1.6.2	Veridos accepts, complies and will be responsible for this requirement A Restart button is displayed to both the operator and applicant and can be used to clear the pad and allow the applicant to sign again as necessary.
3.1.3.1.6.3	Veridos accepts, complies and will be responsible for this requirement The operator can see the signature live as it is being captured. The 'OK' and 'Clear' buttons are displayed on the signature pad to allow users to clear or accept the signature. The 'Restart' button clears the display and the display on the signature pad, and allows the applicant to sign again. An "Unable to Sign' radial button is displayed on the main page for the operator to select if required. It will be displayed on both monitors (the operator and applicant review screens), as required, so both the applicant and operator can view it.
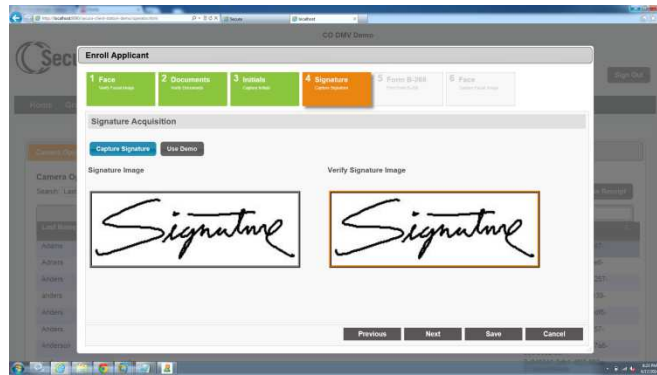
As represented by the screen shot above, the previously captured signature is displayed next to the signature that was just captured from the applicant.

The "Finish" button on the bottom of the signature capture dialog box freezes and accepts the live image.

Supervisory override is provided.

Veridos will work with State of West Virginia to determine the correct settings to use for the production system to be rolled out to the field.

| 3.1.3.1.6.4 | Veridos accepts, complies and will be responsible for this requirement

The signature is captured when the operator clicks 'Next' or 'Finish'. The 'Clear' button on the signature pad itself is overridden. |
| 3.1.3.1.6.5 | Veridos accepts, complies and will be responsible for this requirement

The 'OK' and 'Clear' buttons are displayed on the signature pad to allow users to clear or accept the signature. |
| 3.1.3.1.6.6 | Veridos accepts, complies and will be responsible for this requirement

A check box on the form allows the operator to select 'Unable to Sign'. |
| 3.1.3.1.6.7 | Veridos accepts, complies and will be responsible for this requirement

Questions displayed to the applicant and the answers captured are part of the proposed Veridos solution, and are to be used to collect answers to questions for the Motor Voter application process as an example. |

3.1.3.1.7 Interface with WVDMV Internal Systems

3.1.3.1.7.1 Must be capable of sending information to the dmvFIRST Web Application as part of dmvDRIVES via a web service call

3.1.3.1.7.2 Must be capable of displaying voter registration questions and sending the returned responses to the West Virginia Secretary of State's Office, to include applicant signature.

3.1.3.1.7.3 Must be capable of sending and receiving information from the State's mainframe system that serves as the primary driver record.

3.1.3.1.7.4 Must be capable of sending and receiving testing information from the State's Automated Testing System

3.1.3.1.7.5 Must be capable sending and receiving information with West Virginia Interactive; providing multiple online solutions.

3.1.3.1.7.6 Must be capable of sending and receiving information from the WVDMV EMC ApplicationXtender servers.

3.1.3.1.7.1	Veridos accepts, complies and will be responsible for this requirement Secura is capable of sending information to dmvFIRST via web services. The exact file format and frequency of batch transfers will be finalized and approved by WVDMV during project phase.
3.1.3.1.7.2	Veridos accepts, complies and will be responsible for this requirement The application solution process will be responsible for uploading 2 batch files to dmvFIRST. The format and data contained in each batch file will be identified and approved by WVDMV at project contract start. One (1) batch file will include Initial Registration Applications. This file will be uploaded to the WVDMV systems on a pre-determined schedule to minimize network impact. In addition, as a supplement to each batch file, the process must include a separate .zip file containing all signature files associated with the correspondingly uploaded applicant files.
3.1.3.1.7.3 – 3.1.3.1.7.6	Veridos accepts, complies and will be responsible for this requirement

3.1.3.1.8 Communication with Central Image Server

3.1.3.1.8.1 The ICW must be capable of near real-time (not just nightly batch) of demographic data and images to the central image server.

3.1.3.1.8.2 Data and images must be transferred in such a way as to not overly burden the network.

3.1.3.1.8.3 All images and data captured must be transferred to the central image server for storage even if the transaction was cancelled or not completed.

3.1.3.1.8.1 – 3.1.3.1.8.3	Veridos accepts, complies and will be responsible for this requirement Veridos will provide the equipment, software and systems and related maintenance needed to transfer demographic data and images to the central image server in near real-time. The constant transfer of images and demographic data will prevent the network burden caused by the transmission of a single large file.

	The ICW will be configured upon implementation to transfer all images and data captured to the central image server, even if the transaction is cancelled, not completed, or no credential issued.

3.1.3.1.8.3.1 If the applicant had to cancel or was not able to complete the transaction, Vendor's solution must provide for a verification match of the applicant's image and data against the central image server upon the applicant's return to any WVDMV Office for completion of the licensing process.

3.1.3.1.8.3.1	Veridos accepts, complies and will be responsible for this requirement If an FR template fails to enroll, an audit log entry is created and the record is placed into the appropriate queue for adjudication. Steps used to resolve this case would be a manual enrollment of the photo into the FR system using the provided toolsets. The card production bureau will monitor transmission traffic to and from the WVDMV server. In the event of a transmission failure between both servers, Veridos performs ongoing monitoring when such failure is detected. An automated transmission failure event (in the form of XML or any other message format) will be provided in real time to WVDMV on an agreed basis. Once data is successfully transmitted to the card production bureau, data formats, data completeness, business rules validation, and requests balancing will be performed in an automated manner. For unsuccessful results, WVDMV will be notified in the form of automated events (XML or any other message format). In case of a business rule validation failure, a Rejects Data file will be provided back to WVDMV for data corrections. Incomplete requests will be rejected and sent back for correction. The business rules set at Veridos back-end systems to validate data will be decided in combination with WVDMV. Some of the examples include: (1) Cardholder name must be present, (2) DL/ID card number must be present, (3) address lines must be present, and (4) others as defined with WVDMV.

3.1.3.1.8.4 Images and data for incomplete transactions must be distinguishable from completed issuance records

3.1.3.1.8.4	Veridos accepts, complies and will be responsible for this requirement When data is successfully transmitted to the card production bureau, data formats, data completeness, business rules validation, and requests balancing is performed in an automated manner. When results are unsuccessful, WVDMV is notified in the form of automated events (XML or any other message format).

3.1.3.1.9 Continued Operations (Local Mode)

    3.1.3.1.9.1 The ICW must be capable of capturing images and signatures when communication with the central image server is down. The system must be able to link new data and images to existing records when communication with the server is restored.

3.1.3.1.9.1	Veridos accepts, complies and will be responsible for this requirement Secura is a web based system with the ability to securely store and prepare data in offline mode and link this to the CIS once communication is restored.

    3.1.3.1.10 Secure Temporary DL

       3.1.3.1.10.1 The solution must be capable of producing a secure temporary driver's license with the applicant's image and signature.

       3.1.3.1.10.2 Temporary DL can be printed from the Vendor's image and signature capture workstation or from a Vendor web application accessed from WVDMV workstations

       3.1.3.1.10.3 If the print request is triggered from the ICW, it must be automatic and must not require employee action.

       3.1.3.1.10.4 In case of paper jams, solution must include a function for reprinting the temporary DL.

       3.1.3.1.10.5 Temporary DL must include the same data elements as the printed license, but with the correct expiration date for the temporary

       3.1.3.1.10.6 Temporary DL must be printed on secure paper (See Card Design and Security Requirements).

3.1.3.1.10.1	Veridos accepts, complies and will be responsible for this requirement Each Image Capture workstation will include all hardware and software necessary to produce a secure temporary driver's license including the applicant's image and signature.
3.1.3.1.10.2	Veridos accepts, complies and will be responsible for this requirement The interim DL/ID can be printed from the capture workstation or from Secura's web application

| 3.1.3.1.10.3 | Veridos accepts, complies and will be responsible for this requirement

The proposed image capture workstations needed to print interim licenses include PC, Datacard® SecureCapture™ tower, signature pad, paper printer, Datacard® CD800 CLM card printer, and Datacard® Secura® credential lifecycle management software.

The interim DL/ID can be printed from the capture workstation or from Secura's web application. If the print request is triggered from the ICW, it will print automatically on a printer already assigned to that workstation. The system includes a function for reprinting the temporary DL/ID, with supervisor override capability, if necessary. |
|---|---|
| 3.1.3.1.10.4 | Veridos accepts, complies and will be responsible for this requirement

The proposed image capture workstations needed to print interim licenses include PC, SecureCapture tower, printer, and Secura credential lifecycle management software.

The interim DL/ID can be printed from the capture workstation or from Secura's web application. If the print request is triggered from the ICW, it will print automatically on a printer already assigned to that workstation. The system includes a function for reprinting the temporary DL/ID, with supervisor override capability, if necessary. |
| 3.1.3.1.10.5 | Veridos' proposed solution complies with this requirement. |
| 3.1.3.1.10.6 | Veridos accepts, complies and will be responsible for this requirement

Veridos' temporary licenses will be printed on 24lb secure paper with embedded security features designed exclusively for West Virginia to prevent duplication or attempts to tamper or alter personalization data using known counterfeit methods. |

3.1.3.1.11 Over the Counter DL

3.1.3.1.11.1 The solution must be capable of producing an Over the Counter (Not for Federal) driver's license with the applicant's image and signature.

3.1.3.1.11.2 The Over the Counter DL can be printed from the Vendor's image and signature capture workstation or from a Vendor web application accessed from WVDMV workstations.

3.1.3.1.11.3 If the print request is triggered from the ICW, it must be automatic and must not require employee action.

3.1.3.1.11.4 In case of substrate jams, laminate issues or other printer related problems, solution must include a function for reprinting the Over the Counter DL (Not for Federal)..

| 3.1.3.1.11.1 | Veridos' proposed solution complies with this requirement.

Veridos will provide a full over-the-counter issuance solution to the WVDMV including all hardware and software components of the Image Capture Workstation.

Veridos offers WVDMV our tradition of secure document design combining state-of-the-art security features with attractive and functional design. As the original OEM, Veridos can easily adapt the proposed card stock to meet the evolving security and legislative needs of WVDMV.

To provide WVDMV with Over the Counter issuance capabilities, Veridos' proposed solution includes the **Datacard CD800 CLM Instant Issuance Printer,** fully installed and with a complete maintenance plan**.**

The CD800 installed in DMV offices would allow for the printing of any Driver's License / Identification Card as described in this RFP. Using the Image Capture Workstation, the CD800 will print the front and back of the DL/ID card, apply laminations and complete personalization without Operator intervention.

The card printer will automatically flip the card for backside printing, and no manual flipping of the card by the Operator is required.

<u>CD800 Instant Issuance Printer Specifications:</u>

- Standard 100 -card input hopper
- Backlit LCD offers at-a-glance print status
- Tactile Impresser for tamper-evident security
- Ethernet port for network connectivity
- Bar code reader for serialized card body inventory tracking
- Secure storage for rejected cards
- Quick-change ribbons switch out in seconds
- Easy access to color-coded laminating cartridges with easy-to-load supplies
- Inline de-bower flattens cards after lamination
- Print technology
  - o Direct-to-card dye-sublimation/resin thermal transfer
- Print resolution
  - o Standard mode: 300 x 300 dots per inch; standard text, bar code and graphics printing
  - o High-quality mode: 300 x 600 dots per inch for enhanced text, bar code and graphics printing; 300 x 1200 dots per inch for enhanced text and bar code printing
- Print speed
  - o Up to 185 cards/hour – dual sided YMCK-KT printing with single sided lamination
- Card capacity
  - o Card input hopper capacity – 100 (200 option)
  - o Card output hopper capacity – 100 |

	o Reject hopper capacity – 10
	• Physical dimensions
	    o Printer: 23.2 in. x 10.6 in. x 20.2 in. (589 mm X 270 mm X 513 mm)
	    o Printer with Impresser: 26.6 in. x 10.6 in. x 20.2 in. (675 mm x 270 mm x 513 mm)

3.1.3.1.11.2	Veridos' proposed solution complies with this requirement. Over the Counter DL / ID cards can be printed direct from the ICW or via the Secura web based interface provided by Veridos.
3.1.3.1.11.3	Veridos' proposed solution complies with this requirement. The CD800 installed in DMV offices would allow for the printing of any Driver's License / Identification Card as described in this RFP. Using the Image Capture Workstation, the CD800 will print the front and back of the DL/ID card, apply laminations and complete personalization without Operator intervention.
3.1.3.1.11.4	Veridos' proposed solution complies with this requirement. The proposed image capture workstations needed to print interim licenses include PC, SecureCapture tower, signature pad, paper printer, Datacard CD800 CLM card printer, and Secura credential lifecycle management software. As with the interim DL/ID, the non-Real ID card printed on a CD800 CLM Over the Counter card issuance printer can be printed from the capture workstation or from Secura's web application. If the print request is triggered from the ICW, it will print automatically on a printer already assigned to that workstation. The system includes a function for reprinting the DL/ID card, with supervisor override capability if necessary.

3.1.3.1.12 Reports

    3.1.3.1.12.1 Audit data for all images and data captured and for all temporary DLs produced must be stored and available in detail and summary reports.

    3.1.3.1.12.2 Must be capable of producing daily reconciliation reports.

    3.1.3.1.12.3 Must be capable of requesting reports for specific date.

    3.1.3.1.12.4 Must be capable of printing to WVDMV network laser printer.

3.1.3.1.12.1 – 3.1.3.1.12.3	Veridos accepts, complies and will be responsible for this requirement The Secura reporting architecture is de-signed to support industry standard reporting tools so as to be reporting software agnostic, to better integrate into an enterprise class customer's environment. • Secura reporting supports output formats such as HTML, PDF and CSV. • Secura supports the ability to create customer reports by providing Web Services-based APIs for integration with third-party reporting technologies.

	The WVDMV image capture and enrollment process will generate a large number of transactions and data for which some standard reports will be available off-the-shelf, and others will be created specifically for this project. The standard/off-the shelf transactional / operational reports include: • Number of Credentials Enrolled • Number of Credentials Issued • Type of Credential Enrolled / issued • Breakdowns of above by workstation, by user, by date/time • Summary reporting • Workflow reporting • Workflow status reporting Secura will provide all of the functionality requested in requirements 3.1.3.1.12.1 – 3.1.3.1.12.3
3.1.3.1.12.4	Veridos accepts, complies and will be responsible for this requirement

3.1.3.2 Security Requirements

3.1.3.2.1 Centralized Authorization

3.1.3.2.1.1 Users must be forced to log in to the workstation via username and password.

3.1.3.2.1.2 Management of user authentication system must be centralized and not local to each machine.

3.1.3.2.1.3 Only authorized users shall be allowed access to the workstation.

3.1.3.2.1.1	Veridos accepts, complies and will be responsible for this requirement Access to the ICW applications will be managed by username and password.
3.1.3.2.1.2	Veridos accepts, complies and will be responsible for this requirement User access is managed through permissions assigned to individuals or groups that are added to WVDMV's account within active directory. The permissions for the group are assigned within the Secura application's permission's editor. This is a centralized repository and is therefore machine agnostic.
3.1.3.2.1.3	Veridos accepts, complies and will be responsible for this requirement Veridos provides WVDMV with full control over the creation and management of user accounts.

	User accounts with the System Administrator privilege are used to manage other user account permissions. A System Administrator uses the Users and Roles tab of the web client to configure authorized users and define how they access the system. Within the Users and Roles tab, the Users tab lets you add, edit, and delete users from the system and associate users with credential types. The Roles tab lets you manage responsibilities.
	Once the user account has been created and permissions assigned, a username and password must always be used in order to access the workstation.

3.1.3.2.2 Controlled Use

3.1.3.2.2.1 The ICW must be able to log unauthorized attempts to access the system software.

3.1.3.2.2.1	Veridos accepts, complies and will be responsible for this requirement
	The ICW can be configured to provide a management level report of all failed log-on attempts. These reports can be queried by date as well as saved or exported.

3.1.3.2.3 Security Protection

3.1.3.2.3.1 The workstation must have security protection to prevent unauthorized access.

3.1.3.2.3.1	Veridos accepts, complies and will be responsible for this requirement

3.1.3.2.4 Remote Access

3.1.3.2.4.1 Secure, remote access to Vendor staff for purposes of support will be allowed via the West Virginia Office of Technology Network Access Form (NAF) request process at no cost to the Vendor.

3.1.3.2.4.1	Veridos accepts, complies and will be responsible for this requirement

3.1.3.2.5 Data Storage

      3.1.3.2.5.1 Local storage of data must be kept to a minimum. Once data has been confirmed as successfully transferred to the central image server, it shall be purged from the local hard drive.

3.1.3.2.5.1	Veridos accepts, complies and will be responsible for this requirement

3.1.3.2.6 Encryption

      3.1.3.2.6.1 The solution must have the capability of encrypting system data and images for security purposes.

3.1.3.2.6.1	Veridos accepts, complies and will be responsible for this requirement The proposed solution does not use a long-term data store on the client side of the solution; the data is stored in the data warehouse. The data shown on the client right after image capture and before transmission to the server is securely stored in encrypted data stores. As soon as data is successfully transmitted to the server, it is deleted from the client's computer workstations. The solution will use SSL to secure the data transmitted between the clients and the server. On the server, the personal data will be encrypted when stored in the database. Veridos ensures that client data is transmitted via secure channels, using dedicated server access accounts, certificates, passwords, encryption keys, and separate file folders on servers. WVDMV file transmissions will be separated files, encrypted with pair keys dedicated to West Virginia only. Any WVDMV data processed within the Veridos production network is stored in strictly dedicated databases, tables and folders that are securely separated and encrypted within the production network. Batch data transfer between WVDMV and Veridos will be encrypted and performed over a dedicated line using s-FTP Service. The dedicated line and router will be installed and managed. Veridos' S-FTP Servers responsible for files transfer are configured to allow failover and redundancy. All data transferred via S-FTP channels is encrypted using PGP keys. Diversification of PGP keys encryption of production files vs test files vs response files will be ensured. PGP Keys will be ex-changed with West Virginia and configured in all S-FTP servers in communications setups. The preferred method of encryption will be negotiated with WVDMV based upon project requirements and standards.

3.1.3.2.7 Equipment Installations

      3.1.3.2.7.1 To minimize clutter, prevent damage, and prevent easy removal, only the workstation components that are necessary for capturing the applicant's

image, validating DL credentials and signature should be located on the counter or desk.

3.1.3.2.7	Veridos accepts, complies and will be responsible for this requirement
	The SecureCapture tower contains the camera is designed to capture images of people at various heights in both standing and sitting positions, including those with disabilities that require wheelchairs. It does this through a combination of features, the primary mechanical methods include:
	• A tools-free, operator-adjustable vertical rail system that allows height adjustments of the camera and flash assembly over a 10 (ten) inch vertical range
	• A rotating head (camera and flash assembly) with a 30 degree tilt range to better fine tune the capture angle and extend the effective height range on both the seated (lower) and standing (taller) ends of the capture range.
	In addition, the Secura solution is designed to accommodate individuals with disabilities from a software perspective. If required, a supervisory override is available to allow images of individuals who may have unique characteristics that show up in the background of an ID card photo; for example, a high-backed wheelchair, in order to accept those images that would normally be rejected.
	If accommodations for disabled operators is envisioned, Veridos is able to provide recommendations for workstation requirements similar to the below provided purely for illustration purposes
	1
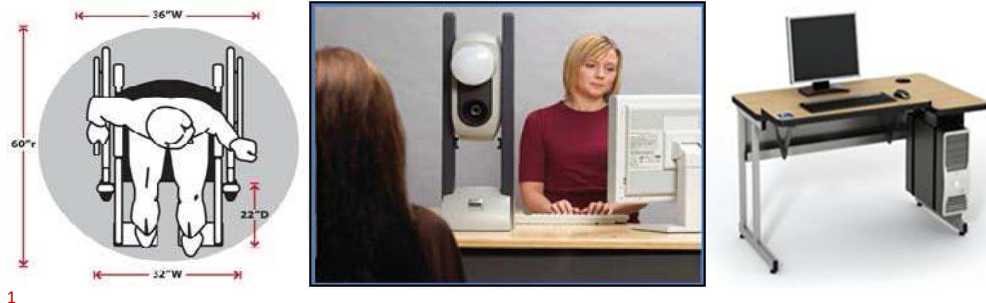
3.1.3.2.8 Audit Functions

3.1.3.2.8.1 The solution must be capable of storing the username for every transaction completed on the image and signature capture workstation. Re-authentication upon the printing of each temporary driver's license may be needed and should be configurable.

3.1.3.2.8.1	Veridos accepts, complies and will be responsible for this requirement

3.1.3.3 Image and Data Retrieval Requirements

3.1.3.3.1 Browser Based Application

3.1.3.3.1.1 The application must be browser based so that installation of client software is not required. All browser based applications must support Internet Explorer 11.

3.1.3.3.1.1	Veridos accepts, complies and will be responsible for this requirement All user interfaces are browser-based and can be accessed from any workstation on the WVDMV network. The solution supports Internet Explorer 11.

3.1.3.3.2 Image and Data Retrieval Application

3.1.3.3.2.1 Vendor solution must include an application for the retrieval of image and data from the central image system.

3.1.3.3.2.1	Veridos accepts, complies and will be responsible for this requirement The Secura solution provides this functionality.

3.1.3.3.3 Login

3.1.3.3.3.1 Access to the image and data retrieval application shall be controlled by username and password login with validation of appropriate permissions.

3.1.3.3.3.1	Veridos accepts, complies and will be responsible for this requirement

3.1.3.3.4 Search Criteria

3.1.3.3.3.1 The image and data retrieval application must allow database searches based on one or more of the following data elements:

3.1.3.3.4.1.1 Last name

3.1.3.3.4.1.2 First name

3.1.3.3.4.1.3 Middle name

3.1.3.3.4.1.4 DL or ID number

3.1.3.3.4.1.5 Social security number

3.1.3.3.4.1.6 Customer number

3.1.3.3.4.1.7 Date of birth (allow range)

3.1.3.3.4.1.8 Age (allow range)

3.1.3.3.4.1.9 Gender

3.1.3.3.4.1.10 Height range

3.1.3.3.4.1.11 Weight range

3.1.3.3.4.1.12 Eye color

3.1.3.3.4.1.13 Issue date (allow range)

3.1.3.3.4.1.14 Facility number (where application processed)

3.1.3.3.4.1.15 Operator number

3.1.3.3.4.1.16 Card type

3.1.3.3.4.1.17 Image capture date (allow range)

3.1.3.3.4.1.18 Image ID

3.13.3.4.1.19 Address line 1

3.1.3.3.4.1.20 Address line 2

3.1.3.3.4.1.21 City

3.1.3.3.4.1.22 State

3.1.3.3.4.1.23 Zip

3.1.3.3.3.1 3.1.3.3.4.1.1 – 3.1.3.3.4.1.23	Veridos accepts, complies and will be responsible for this requirement Secura screens use the style of search mechanisms shown below. The requested fields will be made available to the user to search for data, as long as those fields of data are made available to the Secura application.
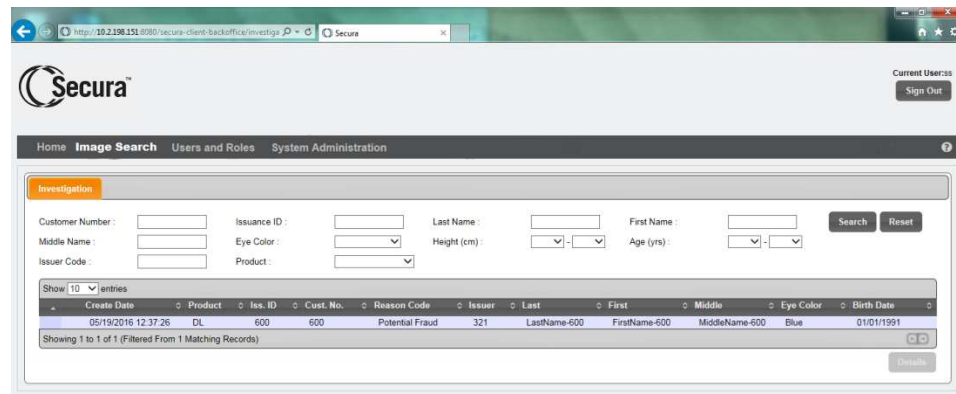
3.1.3.3.5   Wildcard Searches

3.1.3.3.5.1 Wildcard searches must be allowed for all data elements including first character searches

3.1.3.3.5.1	Veridos accepts, complies and will be responsible for this requirement Wildcard searches are allowed within the application.

3.1.3.3.6 Search Results

3.1.3.3.6.1 Search results must be returned in a format that allows for easy sorting and selection of individual records to view
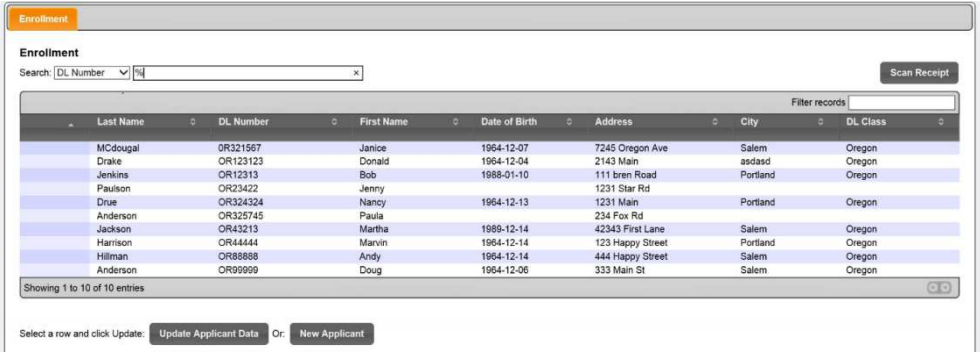
3.1.3.3.6.2 Application must allow for easy navigation between the search results list, individual detail records, and back to the search results list without searching again.

3.1.3.3.6.3 Thumbnail images for each record should be displayed

3.1.3.3.6.4 The number of search results returned shall be limited to prevent accidental execution of a broad search which could overly burden the server.

3.1.3.3.6.5 Search results page must include a count of the total number of records returned.

3.1.3.3.6.6 Search results shall be printable and properly formatted

3.1.3.3.6.1	Veridos accepts, complies and will be responsible for this requirement Search results are displayed as pictured below. An operator can re-sort the returned results by clicking on the top of any column header; this will sort the records by that column, flipping between ascending and descending order.
3.1.3.3.6.2	Veridos accepts, complies and will be responsible for this requirement To see the detail of any particular record displayed in the search results, the operator clicks on the relevant record. The record details are displayed as appropriate for the process the operator is performing.
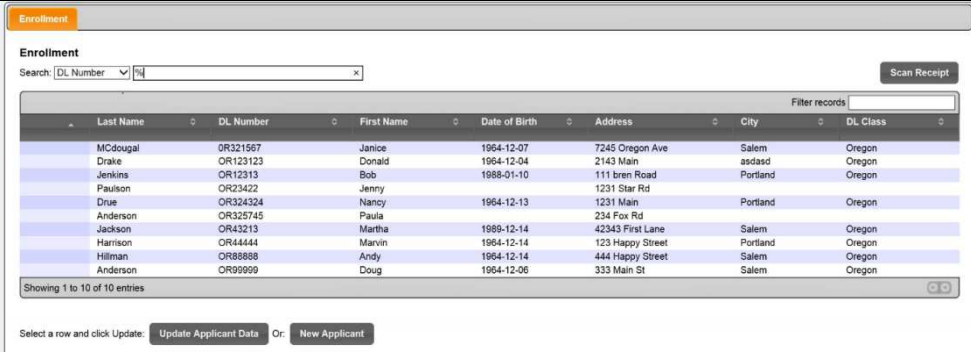
An operator can click 'Cancel' to return to the search results screen at any time.
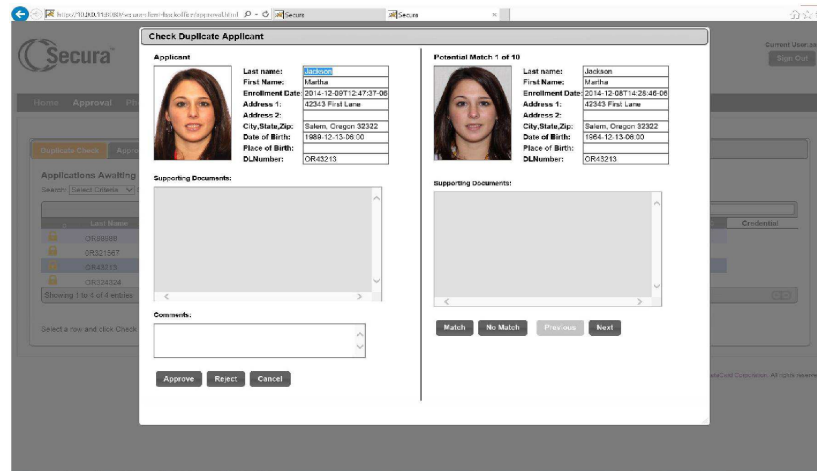
3.1.3.3.6.3	Veridos accepts, complies and will be responsible for this requirement
3.1.3.3.6.4	Veridos accepts, complies and will be responsible for this requirement The maximum number of search results that are returned is a configurable system setting.
3.1.3.3.6.5	Veridos accepts, complies and will be responsible for this requirement Page count is displayed at the bottom of the search results screen.
3.1.3.3.6.6	Veridos accepts, complies and will be responsible for this requirement The system provides the ability to print the search results in a proper layout.

3.1.3.3.7 Record Detail

3.1.3.3.7.1 The solution must allow users to select individual records from the search results list to view more detailed information.

3.1.3.3.7.2 All personal data elements that are stored in the central image system should be displayed on the record detail page, including the facial image and signature.

3.1.3.3.7.3 The ability to view the SSN shall be controlled by the permissions set in the account management system for each user.

3.1.3.3.7.4 Record detail screen shall default to the display data for the most recent issuance, but allow selection of detail for historical issuances.

3.1.3.3.7.5 Record detail information must be printable and properly formatted.

3.1.3.3.7.1	Veridos accepts, complies and will be responsible for this requirement The Operator clicks on a record in the search results to see detailed information on the relevant record.
3.1.3.3.7.2	Veridos accepts, complies and will be responsible for this requirement A collaborative process between Veridos and the State of West Virginia during the project design phase determines the exact layouts of the screens. The exact fields to be displayed and their locations on which screens also are determined during this process. Any data stored can be displayed within the system, including personal data, facial images, and signatures.
3.1.3.3.7.3	Veridos accepts, complies and will be responsible for this requirement The solution provides a role-based user account management system that allows for specific fields to be viewable only by individuals with the correct roles assigned to their user account. The SSN will be set up to be viewable by the approved roles.
3.1.3.3.7.4	Veridos accepts, complies and will be responsible for this requirement The most current data in the system is displayed to the user; historical data can be accessed via multiple different avenues within the software solution.
3.1.3.3.7.5	Veridos accepts, complies and will be responsible for this requirement The software allows printing of record details in properly formatted layouts. Other screens that have a 'Print' button within a selected process also can be printed.

3.1.3.4 Review and Fraud Case Management Application

    3.1.3.4.1 Browser Based Application

        3.1.3.4.1.1 The application must be browser based so that installation of client software is not required. All browser based applications must support Internet Explorer 11.

3.1.3.4.1.1	Veridos accepts, complies and will be responsible for this requirement FaceVACS-DBScan operates in a true cluster system that can work with multiple physical hardware systems or virtual servers without the need for special operating systems. Cluster management is included with FaceVACS-DBScan to allow for high availability and scalability. The application supports Internet Explorer 11.

    3.1.3.4.2 Login

        3.1.3.4.2.1 Access to the manual review and fraud case management application shall be controlled by username and password login with validation of appropriate permissions.

3.1.3.4.2.1	Veridos accepts, complies and will be responsible for this requirement Veridos' proposed solution supports this functionality.

    3.1.3.4.3 Manual Review of Suspected Match/Non-match Records
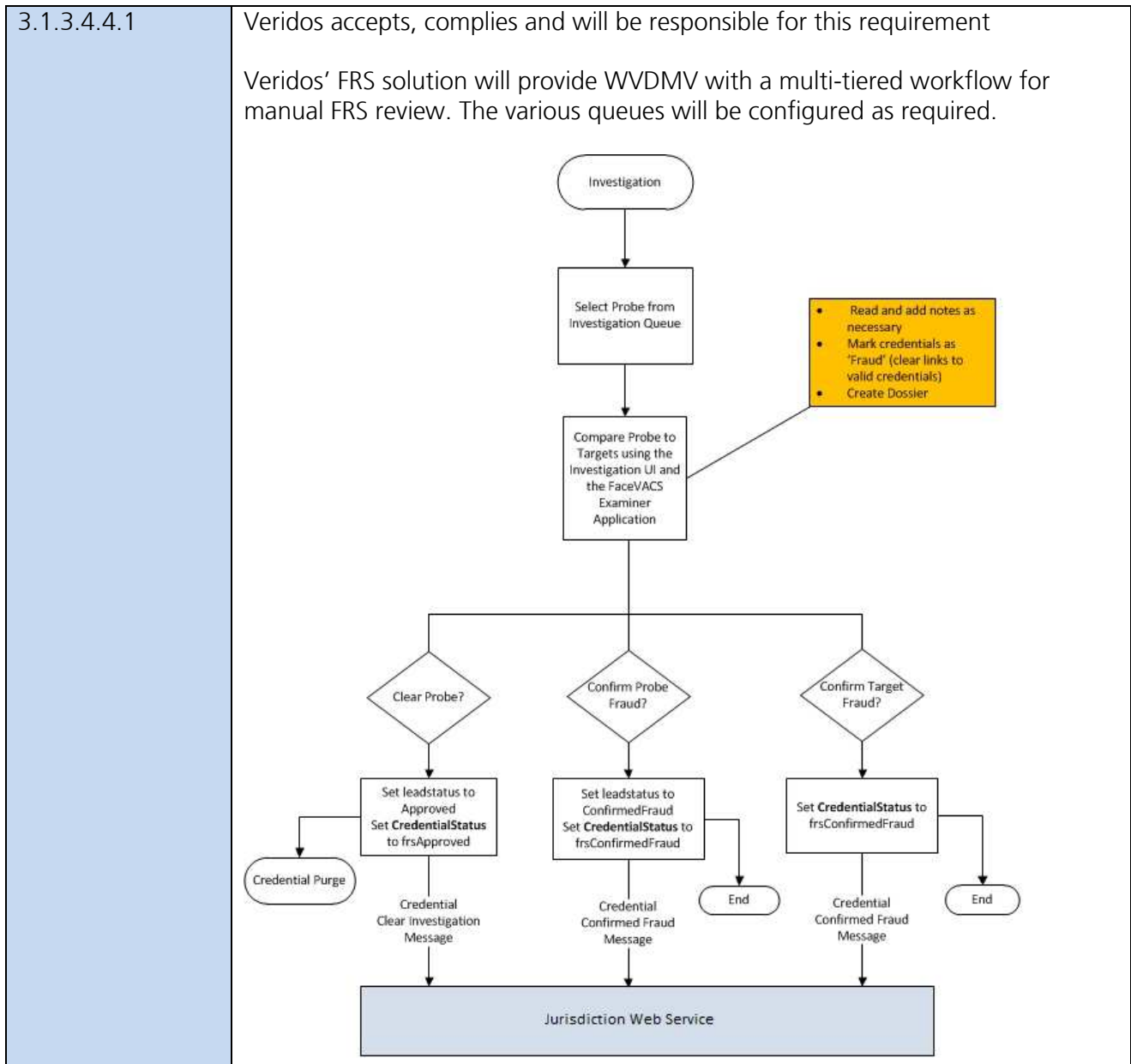
        3.1.3.4.3.1 Vendor solution must include an application for the manual review of the match and non-match records.
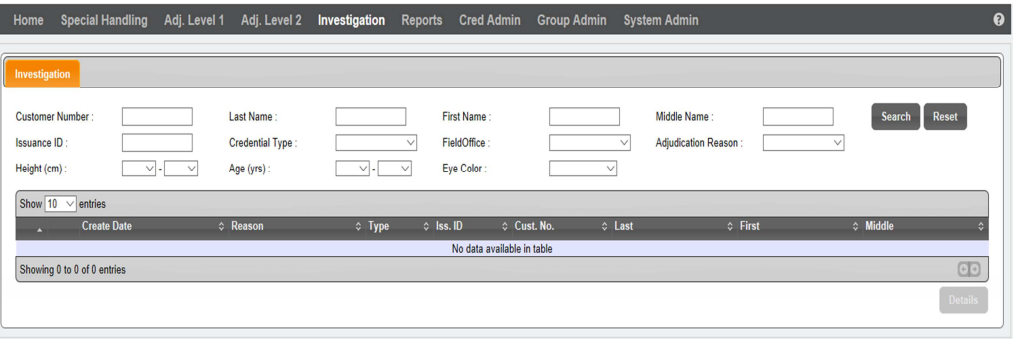
3.1.3.4.3.1	Veridos accepts, complies and will be responsible for this requirement The Veridos FRS system provides a process for manual review and adjudication of both match and no-match cases. The system will allow for the manual review of potential matches identified by the Facial Recognition system (cases). The potential matches will be provided in a "queue" with operators able to select either the next available case or a specific case. Cases are able to be assigned to specific users, if necessary. Manual review images are sent to the special handling queue for review before the image is enrolled.
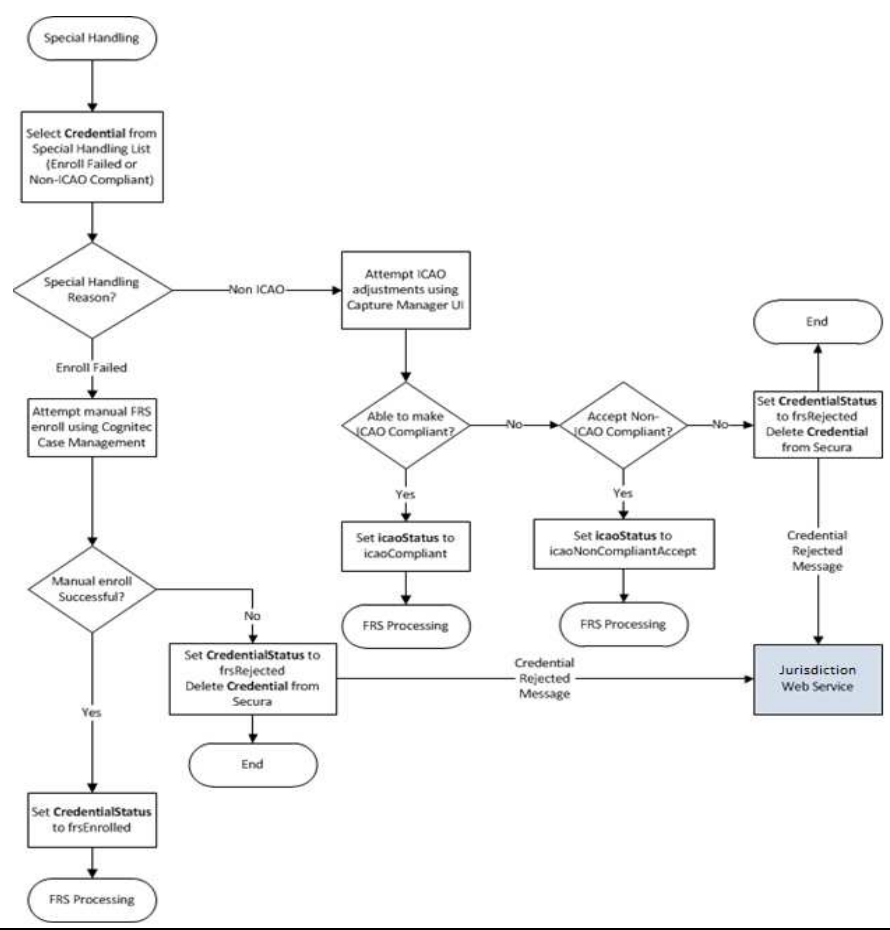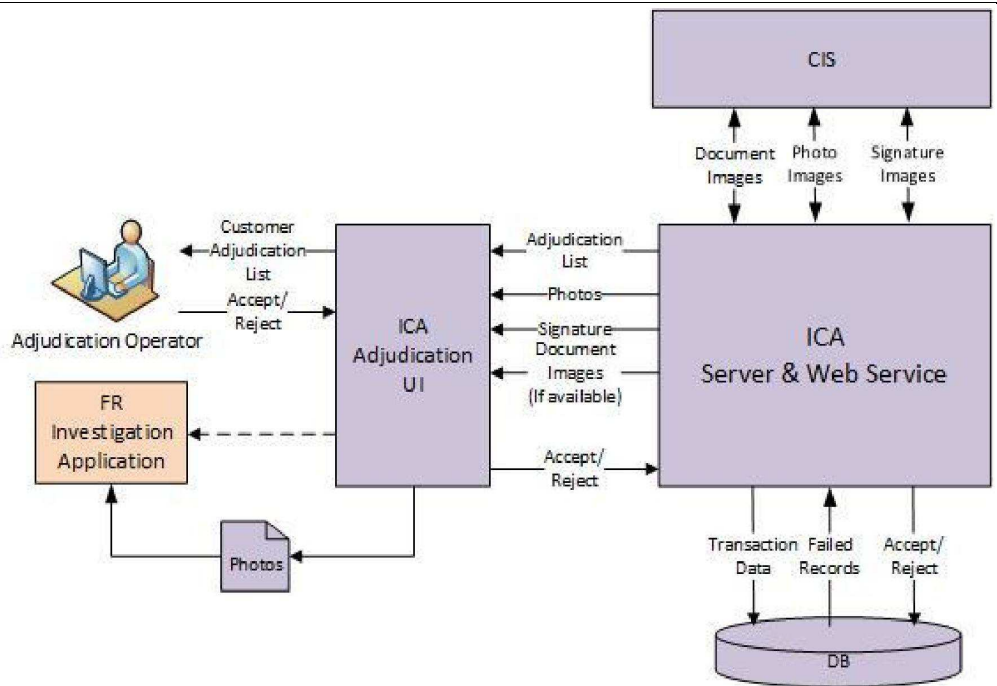
3.1.3.4.4 Manual Review of Suspected Match/Non-match Records

3.1.3.4.4.1 The solution must provide a multi-tiered workflow for the manual review of match and non-match records, including priority queues.

3.1.3.4.4.2 All expedited records that have matches must go to a separate priority queue for same day manual review.

3.1.3.4.4.3 All queues listed must include the number of records that are pending review.

3.1.3.4.4.4 Access to individual queues must be controlled with permissions in the account management system.

3.1.3.4.4.5 System must allow for multiple users to work in the same queue at the same time.

3.1.3.4.4.1	Veridos accepts, complies and will be responsible for this requirement Veridos' FRS solution will provide WVDMV with a multi-tiered workflow for manual FRS review. The various queues will be configured as required.

3.1.3.4.4.2	Veridos accepts, complies and will be responsible for this requirement

The Veridos solution supports the creation of an expedited queue for priority manual review. The applications which have been marked as 'Expedited' during enrolment will be sent to the Rush Request queue. |
| 3.1.3.4.4.3 | Veridos accepts, complies and will be responsible for this requirement

The queues will include the number of records that are pending. The queue is fully searchable based on numerous criteria.

Search Criteria:

• Customer Number
• Last Name
• First Name
• Middle Name
• Issuance ID
• Credential Type
• Field Office
• Special Handling Reason |
| 3.1.3.4.4.4 | Veridos accepts, complies and will be responsible for this requirement

The proposed FRS provides a Manual Review & Probe/Investigative Application that uses the same role-based security based on authentication of the user accounts to an active directory. |
| 3.1.3.4.4.5 | Veridos accepts, complies and will be responsible for this requirement |

3.1.3.4.5 Match / Non-match records

3.1.3.4.5.1 All match and non-match records should display the facial image, signature and demographic information formatted in such a way as to highlight the differences in data between the records.
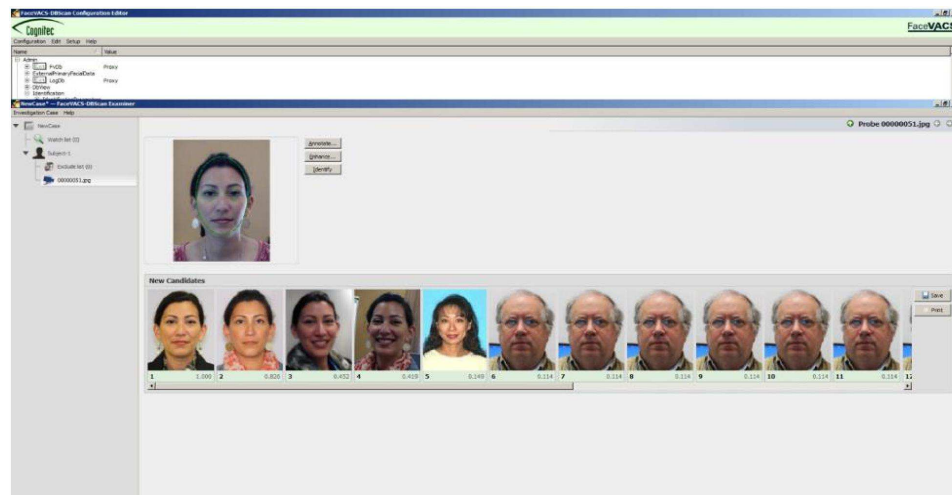

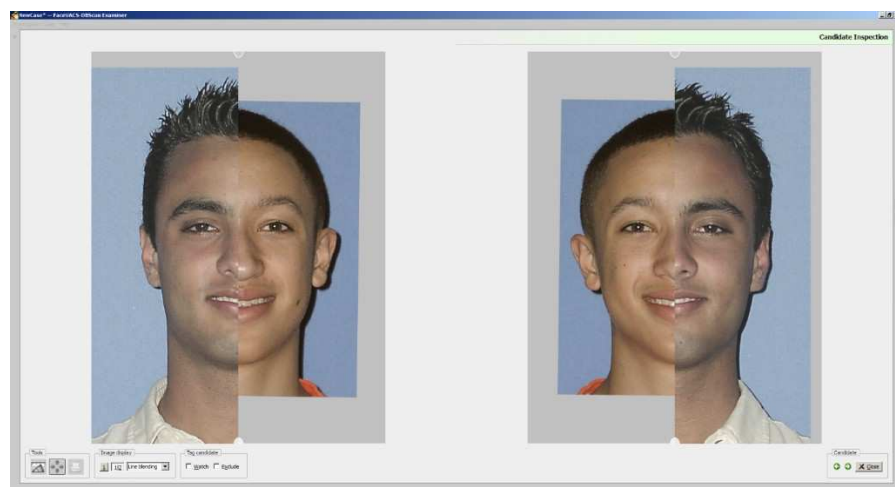**3.1.3.4.5.2** Adjudicating each record must require as few mouse clicks or keystrokes as possible.

3.1.3.4.5.1	Veridos accepts, complies and will be responsible for this requirement
	Veridos' FRS solution's Examiner Mode provides WVDMV with an interface to display all required information to complete a manual verification.
	The potential matches are displayed below, with the probe image ranked from highest potential to lowest, left to right. The individual score is shown below each potential match.
	The operator can then select a potential match to review more in-depth, once chosen the probe and the potential match are shown in the inspection screen
	The operator can use the overlay to get a better view of if the potential match is indeed something that requires further investigation using the overlay view, measuring specific points such as from the tip of the nose to a distinguishing
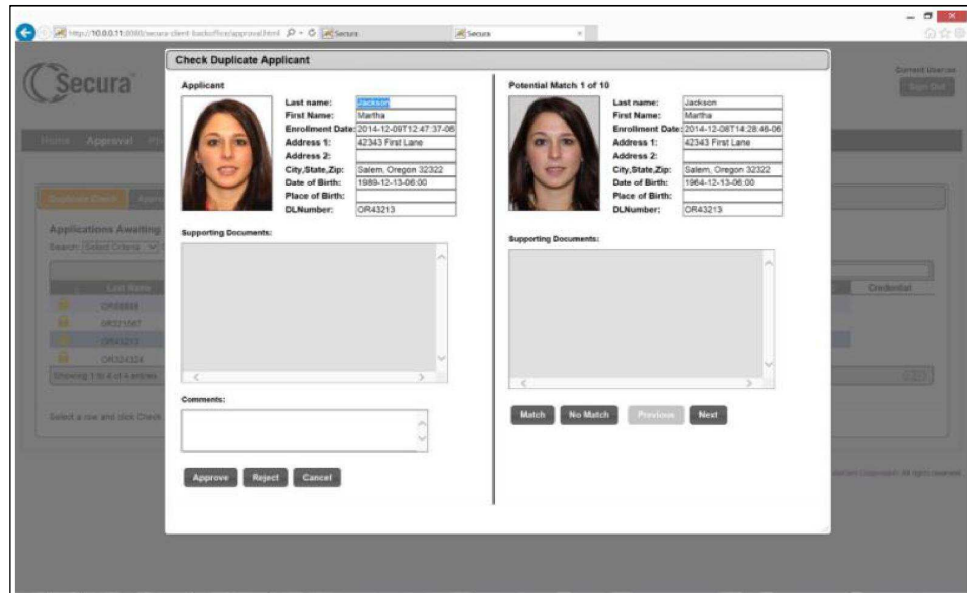
	mark.
3.1.3.4.5.2	Veridos accepts, complies and will be responsible for this requirement

Many functions can be performed simply by pressing an arrow key to move forward or backward to review additional information or images. |

3.1.3.4.6 Search Results

3.1.3.4.6.1 The system must allow for the creation of electronic fraud case files.

3.1.3.4.6.2 The system must allow users to easily add match or non-match records with suspected fraud to active fraud case files.

3.1.3.4.6.3 The system must allow for the closing of active fraud case management files, but must store closed files for historical purposes

3.1.3.4.6.4 The system must allow for the re-opening of closed fraud case files if new information is found.

3.1.3.4.6.5 Access to fraud case files must be controlled based on permissions set in the account management system.

3.1.3.4.6.6 Fraud case files must be printable and properly formatted.

| 3.1.3.4.6.1 | Veridos accepts, complies and will be responsible for this requirement

Veridos' FRS solution provides WVDMV the ability to:

• The creation of electronic fraud case files. |
|---|---|

	• The ability to add match or non-match records with suspected fraud to active fraud case files. • The closing of active fraud case management files, but must store closed files for historical purposes. • The re-opening of closed fraud case files in the event that new information is found. • Printable and properly formatted case files.
3.1.3.4.6.2	Veridos accepts, complies and will be responsible for this requirement This functionality is integrated into the 'Candidate Inspection Window' This window brings up the probe and candidate images in a split screen so you can examine the two images as parts of each other. The initial split is a vertical split showing half of each face. The probe is on the left and the candidate on the right. This split is fully configurable by selecting the circle at the top or bottom of the image and dragging it to the desired location. This allows for either vertical or horizontal splits, or anywhere in between that the inspector desires. In addition one can select the [1|2] button below the image to get two side-by-side images that are mirrored. The left image displays the probe on the left, and the candidate on the right image displayed the other way around. Also in that pane it is possible to add the investigated candidate to the watch or exclude list.
3.1.3.4.6.3 / 3.1.3.4.6.4	Veridos accepts, complies and will be responsible for this requirement Case data will be archived to allow for closed cases to be re-opened as necessary.
3.1.3.4.6.5	Veridos accepts, complies and will be responsible for this requirement The solution provides a role-based user account management system that allows for specific fields to be viewable only by individuals with the correct roles assigned to their user account. The search results will be set up to be viewable by the approved roles.
3.1.3.4.6.6	Veridos accepts, complies and will be responsible for this requirement

3.1.3.5 Manual Image Enrollment Application Requirements

3.1.3.5.1 Browser Based Application

3.1.3.5.1.1 The application must be browser based so that installation of client software is not required. All browser based applications must support Internet Explorer 11.

3.1.3.5.1.1	Veridos accepts, complies and will be responsible for this requirement All user interfaces and applications provided as a component of Veridos'

	proposed configuration are browser-based and support Internet Explorer 11.

3.1.3.5.2 Login

3.1.3.5.2.1 Access to the manual image enrollment application shall be controlled by username and password login with validation of appropriate permissions.

3.1.3.5.2.1	Veridos accepts, complies and will be responsible for this requirement Veridos' proposed solution supports this functionality.

3.1.3.5.3 Manual Image Enrollment Application

3.1.3.5.3.1 Vendor solution must include an application for the manual enrollment of images not captured by the image capture workstation and 1: N comparison of the image against the images in the database.

3.1.3.5.3.1	Veridos accepts, complies and will be responsible for this requirement Secura provides a "Special Handling" queue. The Special Handling queue is where records that were unable to enroll properly in the FRS system as well as images that were taken with images that were captured by the front end application land for manual processing. In the Special Handling queue, operators are given tools to re-crop the image and adjust the brightness, contrast, and intensity of the images in order to make them acceptable to the FRS system. Images are again analyzed automatically by the ICAO algorithm to ensure as much compliance as possible for all the images enrolled into the FRS. **Importing File Data** In many cases, face images are primarily present as file data. FaceVACS-DBScan supports populating its databases from this data and optional additional case information by means of database import procedures. Once enrolled the FRS system will conduct a 1:N comparison against images in the database.

3.1.3.5.4 Uploading of image

3.1.3.5.4.1 Vendor solution must allow images that were not captured by the image and signature capture workstation to be uploaded to the system for comparison against images in the database.

3.1.3.5.4.2 System must allow images of various file types to be uploaded into the manual enrollment application, including JPG, GIF, TIF, PNG, and BMP.

3.1.3.5.4.3 System must allow user to choose to keep uploaded images permanently enrolled in the facial recognition system with appropriate demographic data.

3.1.3.5.4.4 Uploaded images that are retained in the facial recognition system must be distinguishable from images captured via the normal process.

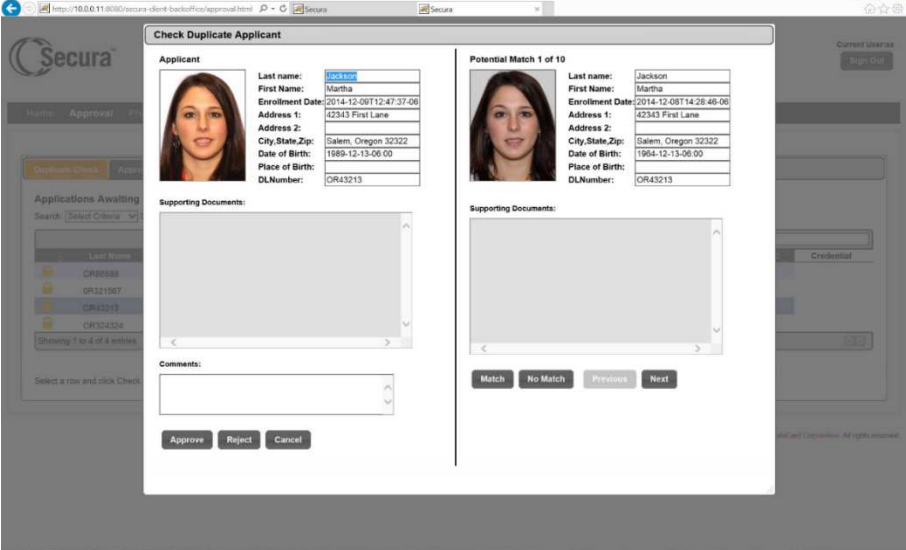| 3.1.3.5.4.1 – 3.1.3.5.4.4	Veridos accepts, complies and will be responsible for this requirement

3.1.3.5.5 1:N Image Comparison

3.1.3.5.5.1 System must be capable of running a 1: N comparison of uploaded images against all other images in the facial recognition system.

3.1.3.5.5.2 System must allow users to apply filters for some demographic information prior to the 1: N search.

3.1.3.5.5.3 Enabling and disabling of filters should be controlled by the user and easily changed for each search.
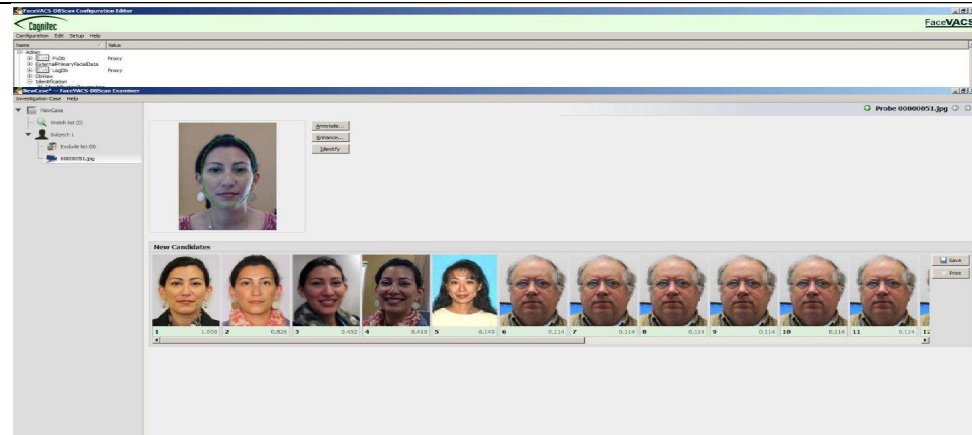
3.1.3.5.5.1	Veridos accepts, complies and will be responsible for this requirement
	Each time an image is enrolled, the Secura system performs both a 1:N comparison to all enrolled templates to find potential candidates for comparison if the match threshold is exceeded and a 1:R comparison against related templates for candidates where the score is below the match threshold.
	This helps detect where individuals may have multiple records in the system under different identities, or where a single identity may have records with different faces providing the capacity to detect potential fraud. Comparisons resulting in a list of candidates are sent to the Special Handling queue for further investigation. Audit logs are created in the Secura system for these records and for each step of the investigative process.
	Once an operator with sufficient privileges in the system searches for and selects a case, the case details including the photo of the applicant, as well as the possible matching records data for either a 1:1 or 1:N returns are displayed to the operator in the screen below:

3.1.3.5.5.2	Veridos accepts, complies and will be responsible for this requirement The proposed FRS solution includes a full suite of examiner tools to filter results. The WVDMV will have full control of thresholds and match criteria.
3.1.3.5.5.3	Veridos accepts, complies and will be responsible for this requirement Veridos' solution provides a convenient text box that allows the user filter to the list of retrieved credential to only those entries which contain the entered text.

3.1.3.5.6 Search Results

3.1.3.5.6.1 Search results must display images in descending order with closest matches shown first.

3.1.3.5.6.2 Presentation of images in the search results must allow for side-by-side comparison of the match images to the uploaded image.

3.1.3.5.6.3 Each image returned in the search results must have available demographic data and displayed in such a way as to make differences in data very distinguishable.

3.1.3.5.6.4 System shall allow limits to be set for the number of matches to be returned so as not to overly burden the system. Limits should be set in the system administration application.
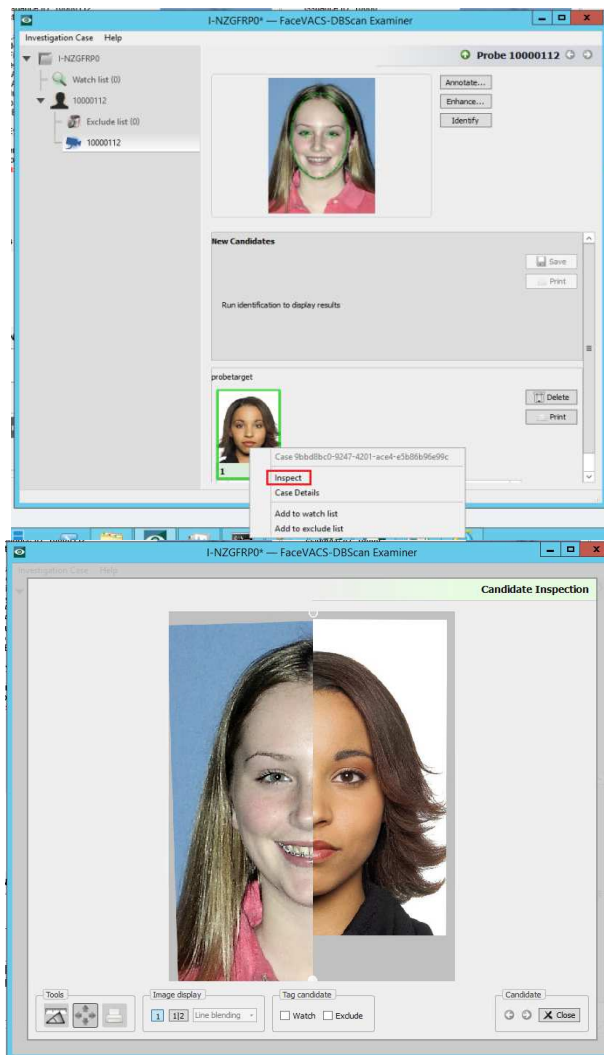
3.1.3.5.6.1	Veridos accepts, complies and will be responsible for this requirement The closest matches are displayed first with subsequent matches shown in descending order from right to left.

| 3.1.3.5.6.2 | Veridos accepts, complies and will be responsible for this requirement

The proposed solution's examiner tools allow for the comparison of captured and comparison images side by side.

 |
| 3.1.3.5.6.3 | Veridos accepts, complies and will be responsible for this requirement |

	The Adjudication Detail screens (Level 1, Level 2, and Investigation) display for the credential lead probe and targets: • Credential Demographics • Credential Photo • Credential Signature • Credential Information
3.1.3.5.6.4	Veridos accepts, complies and will be responsible for this requirement This functionality is contained in the Secura administration application.

3.1.3.5.7 Selection of Match Results

3.1.3.5.7.1 Vendor solution must allow users to select images from the match results to add to fraud case management files.

3.1.3.5.7.2 Selected match results must be printable and appropriately formatted.

3.1.3.5.7.1 – 3.1.3.5.7.2	Veridos accepts, complies and will be responsible for this requirement

3.1.3.5.8 1:N Search of Database Image

3.1.3.5.8.1 Vendor solution must allow images to be selected from the central image database for on demand 1: N comparison.

3.1.3.5.8.2 On demand searches, must have all the same functions as searches of uploaded images.

3.1.3.5.8	Veridos accepts, complies and will be responsible for this requirement Based on the permissions a user is assigned, the user is able to search records to respond to applicable queries. For example, when an operator chooses a record, the probe record details, along with the matching records details are displayed. The operator can click Next on the bottom of the left portion of the screen to scroll through all the potential matches identified by the FRS. The probe image will be made available to the FRS Examiner portal to aid in investigations.
3.1.3.5.8	Veridos accepts, complies and will be responsible for this requirement Examiner mode will offer users the same functionality.

3.1.3.6 System Reports

3.1.3.6.1 Browser Based Application

3.1.3.6.1.1 The application must be browser based so that installation of client software is not required. All browser based applications must support Internet Explorer 11.

	Veridos accepts, complies and will be responsible for this requirement

	All user interfaces and applications provided as a component of Veridos' proposed configuration are browser-based and support Internet Explorer 11.

3.1.3.6.2 Login

3.1.3.6.2.1 Access to the system reports shall be controlled by username and password login with validation of appropriate permissions. User permissions must be capable of being set by all reports or individual reports.

3.1.3.6.2.1	Veridos accepts, complies and will be responsible for this requirement
	Veridos' proposed solution supports this functionality.

3.1.3.6.3 System Reports Application

3.1.3.6.3.1 Vendor solution must include an application for running various system reports on demand.

3.1.3.6.3.1	Veridos accepts, complies and will be responsible for this requirement
	Veridos solution provides WVDMV the ability to run system reports in real-time and on demand through the Secura Administration User Interface. Further reports relating to card production are available through Veridos' online portal **Reports Manager.**

3.1.3.6.4 Standard Reports

3.1.3.6.4.1 Vendor proposals must include descriptions and examples of all standard system reports, including criteria used to limit the report data.

3.1.3.6.4.1	Veridos accepts, complies and will be responsible for this requirement
	The proposed enrollment software, Secura, includes an Administration User Interface that supports standard system reports. The following DPL reports are readily accessible to administrators:
	• Transaction by Operator Report
	• Transaction by Workstation Report
	• Transaction by DLO
	• Transaction by Customer Report
	• Transaction by Date Report
	• Failed Fingerprint Check Report
	• Failed Facial Recognition Report
	• Failed 3rd Party Vetting Report
	Once records are batched for card production, they are strictly accounted for and monitored. The following events are monitored and statuses provided to WVDMV, either in real-time or at a pre-defined time:

- Cards stock manufactured status
- Transmitting DL/ID card requests (batches or web requests) success and failure
- Data balancing status (received batch quantity does not balance) failure and success
- Data format status failure and success
- Data requests rejected
- Transfer stock status (for example, to DRP location)
- Pull request status failure and success
- Card damaged and its remake status
- Cards QA status
- Cards produced status
- Cards packages mailed /shipped status (include quantity and dates)
- Expedited requests status
- Request on Hold status
- Requests purged/destroyed status

Reports:

Please note that all dates will be displayed in the format mm-dd-ccyy. The screen shots shown below may show a different date format.

Report User Interface

The Secura Report User Interface supports:

1) Entering reporting search criteria

2) Displaying the report in the browser

   a) Audit Event – Report Viewed

MonthDate	Enrollments	Leads Created	L1 N- Leads Approved	L2 N- Leads Approved	L2 N- Leads Escalated	L1 R- Leads Approved	L2 R- Leads Approved	L2 R- Leads Escalated	Cleared Further Investigation
01-04-2016	0	0	0	0	0	0	0	0	0
02-04-2016	0	0	0	0	0	0	0	0	0
03-04-2016	0	0	0	0	0	0	0	0	0
04-04-2016	0	0	0	0	0	0	0	0	0
05-04-2016	0	0	0	0	0	0	0	0	0
06-04-2016	0	0	0	0	0	0	0	0	0
07-04-2016	40	32	6	3	4	4	3	1	0
08-04-2016	0	0	0	0	0	0	0	0	0
09-04-2016	0	0	0	0	0	0	0	0	0
10-04-2016	0	0	0	0	0	0	0	0	0

Reports

Report Query: Transaction Summary-Monthly ▾ View Export as PDF Export as CSV Print

Filter:
Year: 2016 ▾   Month: April ▾

Show 10 ▾ entries   Search:

Showing 1 to 10 of 31 entries

3) Exporting report data to CSV file

   a) Audit Event – Report Exported to CSV

	A	B	C	D	E	F	G	H	I	J	K
1	Transaction Summary-Monthly										
2	MonthDate	Enrollmer	Leads Cre	L1 N-Lead	L2 N-Lead	L2 N-Lead	L1 R-Lead	L2 R-Lead	L2 R-Lead	Cleared	Further Invest
3	2016-01-04	0	0	0	0	0	0	0	0	0	
4	2016-02-04	0	0	0	0	0	0	0	0	0	
5	2016-03-04	0	0	0	0	0	0	0	0	0	
6	2016-04-04	0	0	0	0	0	0	0	0	0	
7	2016-05-04	0	0	0	0	0	0	0	0	0	
8	2016-06-04	0	0	0	0	0	0	0	0	0	
9	2016-07-04	40	32	6	3	4	4	3	1	0	
10	2016-08-04	0	0	0	0	0	0	0	0	0	
11	2016-09-04	0	0	0	0	0	0	0	0	0	
12	2016-10-04	0	0	0	0	0	0	0	0	0	
13	2016-11-04	1	2	0	0	1	0	0	0	0	
14	2016-12-04	0	0	0	0	0	0	0	0	0	

4) Exporting report to PDF

   a) Audit Event – Report Exported to PDF

Transaction Summary-Monthly

MonthDate	Enrollments	Leads Created	L1 N-Leads Approved	L2 N-Leads Approved	L2 N-Leads Escalated	L1 R-Leads Approved	L2 R-Leads Approved	L2 R-Leads Escalated	Cleared Further Investigation
01-04-2016	0	0	0	0	0	0	0	0	0
02-04-2016	0	0	0	0	0	0	0	0	0
03-04-2016	0	0	0	0	0	0	0	0	0
04-04-2016	0	0	0	0	0	0	0	0	0
05-04-2016	0	0	0	0	0	0	0	0	0
06-04-2016	0	0	0	0	0	0	0	0	0
07-04-2016	40	32	6	3	4	4	3	1	0
08-04-2016	0	0	0	0	0	0	0	0	0
09-04-2016	0	0	0	0	0	0	0	0	0
10-04-2016	0	0	0	0	0	0	0	0	0
11-04-2016	1	2	0	0	1	0	0	0	0
12-04-2016	0	0	0	0	0	0	0	0	0
13-04-2016	0	0	0	0	0	0	0	0	0
14-04-2016	0	0	0	0	0	0	0	0	0
15-04-2016	0	0	0	0	1	0	0	0	0
16-04-2016	0	0	0	0	0	0	0	0	0
17-04-2016	0	0	0	0	0	0	0	0	0
18-04-2016	2	2	0	0	0	0	0	0	0
19-04-2016	0	0	0	0	0	0	0	0	0
20-04-2016	1	1	0	0	0	0	0	0	0
21-04-2016	0	0	0	0	0	0	0	0	0
22-04-2016	0	0	0	0	0	0	0	0	0
23-04-2016	0	0	0	0	0	0	0	0	0
24-04-2016	0	0	0	0	0	0	0	0	0
25-04-2016	0	0	0	0	0	0	0	0	0

Month: 4
Year: 2016
user: ss
Report Date: 2016-04-21 11:18

MonthDate	Enrollments	Leads Created	L1 N-Leads Approved	L2 N-Leads Approved	L2 N-Leads Escalated	L1 R-Leads Approved	L2 R-Leads Approved	L2 R-Leads Escalated	Cleared Further Investigation
26-04-2016	0	0	0	0	0	0	0	0	0
27-04-2016	0	0	0	0	0	0	0	0	0
28-04-2016	0	0	0	0	0	0	0	0	0
29-04-2016	0	0	0	0	0	0	0	0	0
30-04-2016	0	0	0	0	0	0	0	0	0
Total	44	37	6	3	6	4	3	1	0

Audit Reports

Secura audit reports display information regarding the Secura audit events that occur during the Secura FRS process. The audit entries recorded in the Secura FRS are never purged and are always available for reporting purposes.

Three audit report perspectives are supported:

1. Credential – all events related to a specified credential (Issuance ID)
2. Customer – all events related to a specified customer ID (all credentials associated with the customer)
3. User – all events release to events initiated by the specified user (Secura user name)

Each of the audit reports support the following columns:

- Logged – The timestamp of when the event was logged
- User – The Secura user associated with the event
- Issuance ID – The credential issuance ID associated with the event (when applicable)
- Customer Number – The customer number associated with the event

(when applicable)

- Event Type – The event type of the entry (refer to the Audit Event Type table below)
- Event Data – Additional data associated with the event (when applicable)

Credential Audit Report

The credential audit report shows Secura FRS audit events associated with a specified credential (Issuance ID) over a specified date range. The filter parameters for the credential audit report are:

- Start Date – The starting timestamp for entries to include in the report
- End Date – The ending timestamp for entries to include in the report
- Issuance ID – The credential issuance ID for entries to include in the report
- Sort Order – The order to sort the 'Logged' timestamp column (Ascending or Descending)

Customer Audit Report

The customer audit report shows Secura FRS audit events associated with a specified customer over a specified date range. The filter parameters for the customer audit report are:

- Start Date – The starting timestamp for entries to include in the report
- End Date – The ending timestamp for entries to include in the report
- Customer Number – The customer number for entries to include in the report
- Sort Order – The order to sort the 'Logged' timestamp column (Ascending or Descending)

User Audit Report

The user audit report shows Secura FRS audit events associated with a specified user over a specified date range. The filter parameters for the user audit report are:

- Start Date – The starting timestamp for entries to include in the report
- End Date – The ending timestamp for entries to include in the report
- User – The Secura user ID for entries to include in the report (free form text box)
  - This report logs only audit events created by users in Secura.
- Sort Order – The order to sort the 'Logged' timestamp column (Ascending or Descending)

Summary Reports

The Secura summary reports display daily summary information related to the number of occurrences of Secura audit events which occur during the Secura FRS process.

Four time period perspectives are supported:

- Date Range – The start and end date timestamps of the period of interest are entered in the filter criteria

- Monthly – The start and end date timestamps are set by selecting the year and the month of interest

- Quarterly – The start and end date timestamps are set by selecting the year and the quarter of interest

- Yearly – The start and end date timestamps are set by selecting the year of interest

The last line of each summary report is a 'TOTAL' line containing the sum of each column in the report.

Enrollment Summary Reports

The enrollment summary report contains columns displaying the number of occurrences for each day of the following events:

- Date – The timestamp of when the event occurred
- Attempted Enrollments – The number of credential enrollment attempted for this day
  - Validation: 'Attempted Enrollments' = 'FRS Enrollments' + 'Failed FRS Enrollments'
- FRS Enrollments – The number of successful FRS enrollments for this day
  - Validation: 'FRS Enrollments' = 'Passed FRS Checks' + '1N Leads Created'
- Failed FRS Enrollments – The number of failed FRS enrollments (requiring manual FRS enrollment) for this day
- Manual Enrollments – The number of manual FRS enrollment performed for this day
- Passed FRS Checks – The number of credentials which passed the FRS checks immediately following FRS enrollment (no leads generated)
- 1N Leads Created – The number of credential enrollments which generated a 1:N lead for this day
- 1R Leads Created – The number of credential enrollments which generated a 1:R lead for this day
- 1N and 1R Leads Created – The number of credential enrollments which generated both a 1:N and a 1:R lead for this day

Reports

Reports

Report Query: Enrollment Summary - Date Range ▼   View   Export as PDF   Export as CSV   Print

Filter:

Start Date: 2016-07-23 00:00:00   End Date: 2016-07-29 23:59:00

Show 10 ▼ entries   Search:

Date	Attempted Enrollments	FRS Enrollments	Failed FRS Enrollments	Manual Enrollments	Passed FRS Checks	1N Leads Created	1R Leads Created	1N and 1R Created
23-07-2016	0	0	0	0	0	0	0	0
24-07-2016	0	0	0	0	0	0	0	0
25-07-2016	1	0	1	1	0	0	0	0
26-07-2016	0	0	0	0	0	0	0	0
27-07-2016	8	7	1	0	3	2	1	1
28-07-2016	0	0	0	0	0	0	0	0
29-07-2016	0	0	0	0	0	0	0	0
TOTAL	9	7	2	1	3	2	1	1

Showing 1 to 8 of 8 entries

N Lead Summary Reports

The N Lead summary report shows a summary of the number of occurrences each day of adjudication events for 1:N leads during the specified time period. This report contains the following columns:

- Date – The timestamp of when the event occurred
- L1 Approved – A 1:N lead at adjudication level 1 has been approved
- L1 Escalated – A 1:N lead at adjudication level 1 has been escalated to L2 status
- L2 Approved – A 1:N lead at adjudication level 2 has been approved

- L2 Escalated – A 1:N lead at adjudication level 2 has been escalated to Investigation status

R Lead Summary Reports

The R Lead summary report shows a summary of the number of occurrences each day of adjudication events for 1:R leads during the specified time period. This report contains the following columns:

- Date – The timestamp of when the event occurred
- L1 Approved – A 1:R lead at adjudication level 1 has been approved
- L1 Escalated – A 1:R lead at adjudication level 1 has been escalated to L2 status
- L2 Approved – A 1 R lead at adjudication level 2 has been approved
- L2 Escalated – A 1:R lead at adjudication level 2 has been escalated to Investigation status

Investigation Summary Reports

The investigation summary report contains columns displaying the number of occurrences for each day of the following events:

- Date – The timestamp of when the event occurred
- Investigation Cleared – A credential has had the investigation of 'potential fraud' cleared
- Confirmed Fraud - PROBE – The probe credential in a lead has been marked as 'confirmed fraud'
- Confirmed Fraud - TARGET – A target credential in a lead has been marked as 'confirmed fraud'

Management Reports

Group Permission Report

The Group Permission report shows the complete list of permissions for each group and last update details.

Note: This report will be updated to be compatible with the Group Admin functionality currently in development.

Exception Reports

Special Handling Summary Report

Each of the special handling summary report shows history and status of the credentials which have gone through the special handling screen. This report contains the following columns:

- Created On – The timestamp of when the event was created
- Customer Number – The customer number associated with the event
- Issuance ID – The credential issuance ID associated with the event

- Reason Code – The reason code of why this credential is in special handling
- ICAO Non Compliance Reason – If the reason code is 'Non ICAO', the details non-ICAO details sent when the credential was enrolled
- Issuer Code – The issuer code of the enrollment location from where the credential was enrolled
  - Note: This will be changed to 'SRVC_CNTR_NUM'
- Action Taken – The action which has been taken (if any yet) to resolve the special handling condition
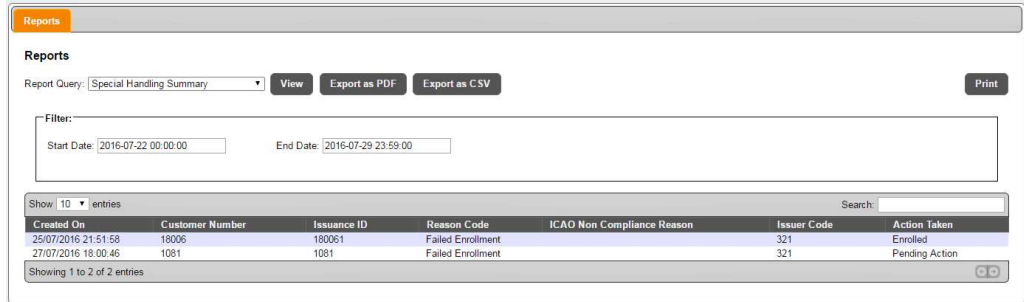
3.1.3.6.5 Custom Reports

3.1.3.6.5.1 In addition to any standard reports the solution offers, proposal must allow WVDMV to define up to 10 additional custom reports at no additional charge over the life of the contract.

3.1.3.6.5.2 If WVDMV determines a need for more than ten (10) custom reports over the life of the contract, those additional reports must be provided, but for a fee that will be negotiated based on the number of programming hours needed to write the report.

3.1.3.6.5.1	Veridos accepts, complies and will be responsible for this requirement
3.1.3.6.5.2	Veridos accepts, complies and will be responsible for this requirement

Veridos' solution provides a high level of customization to the WVDMV. During the initial project build phase, we will work with WVDMV to customize the standard reports available through Secura and Veridos' Online Portal.
If, during the life of the contract, WVDMV identifies the need for additional reporting in excess of the ten (10) reports agreed upon in our response to **3.1.3.6.5.1** then Veridos will provide these reports based upon the number of programming hours required to create and implement the change. |

3.1.3.6.6 View or Print

3.1.3.6.6.1 All reports must display for view on the screen and must be printable and properly formatted. Report data must be displayed on screen in such a way as to limit the need to navigate through multiple pages.

| 3.1.3.6.6.1 | Veridos accepts, complies and will be responsible for this requirement

All reports are displayed in a convenient and succinct format. Printing and exporting can be initiated using a single button on the reports menu. |
|---|---|

3.1.4 Supporting Hardware

3.1.4.1 The Vendor's solution must provide the hardware for the collection, and capture of the applicant's "Photo First" image, and store all images on premise within the Central Image System.

3.1.4.1.1 Web Camera of equal or better quality

3.1.4.1.1.1 Maximum still image resolution – up to 3.0MP

3.1.4.1.1.2 Camera design - Universal

3.1.4.1.1.3 Maximum Video Image Resolution 1280 x 720

3.1.4.1.1.4 Connectivity –USB

| 3.1.4.1.1
3.1.4.1.1.1 –
3.1.4.1.1.4 | Veridos accepts, complies and will be responsible for this requirement

As part of Veridos' proposed solution, we have included the **Logitech HD Pro Webcam C920.**

The Logitech C920 features USB connectivity and is recognized by Windows as a standard device. The Carl Zeiss optics features a 20-step autofocus for maximum clarity and a high quality dual mic for stereo audio. Video Image Resolution is 1280 x 720 and image resolution up to 15.0MP.

The proposed Webcam solution includes a tripod stand or can be mounted to a computer monitor as desired by WVDMV staff. |
|---|---|

3.1.4.2 The Vendor shall be required to provide each WVDMV Office with the hardware to support the Credential Imaging Systems (CIS), as defined in Exhibit C, consisting of the CSR Window and ICW locations. Each CSR Window will include one (1) webcam, while each ICW station will include; a personal computer (including mouse and keyboard), monitor, DL/ID validation device, signature pad, camera with backdrop, printers (two (2) for Over the counter credentials and one (1) temporary DL printer) and battery backup. The two (2) Over the Counter printers shall be configurable to allow both printers to work in tandem, or as primary/secondary, reducing laminate waste based on facility workload.

3.1.4.2	Veridos accepts, complies and will be responsible for this requirement Our proposed solution for the Credential Imaging System is listed in the responses below.

3.1.4.2.1 Personal Computer of equal or better quality:

    3.1.4.2.1.1 Dual core processor

    3.1.4.2.1.2 RAM — minimum of 4 GB

    3.1.4.2.1.3 Processor speed — minimum of 2.40 GHZ

    3.1.4.2.1.4 Hard Drive — Minimum of 500 GB

    3.1.4.2.1.5 Minimum of 8 USB ports

| 3.1.4.2.1
3.1.4.2.1.1 –
3.1.4.2.1.5 | Veridos accepts, complies and will be responsible for this requirement

Veridos has included the **Dell OpitPlex 3050 Small Form Factor** (or equivalent) desktop which meets or exceeds the requirements of this RFQ. Specifications for the personal computer are listed below:

• Intel Core i3-7500 dual core processor with 3.9 GHz processing speed.
• Windows 10 Pro 64 bit
• 4 GB 2400MHz DDR4 Memory
• 3.5 inch 500B 7200rpm Hard Disk Drive
• 8 External USB ports

Height: 29.0 cm (11.4") x Width: 9.26 cm (3.7") x Depth: 29.2 cm (11.5")
Weight: 5.14 kg (11.31 lbs.) | |

3.1.4.2.2 Monitor of equal or better quality:

    3.1.4.2.2.1 Shall be flat screen LED

    3.1.4.2.2.2 Minimum of 17" diagonal

    3.1.4.2.2.3 Shall include tilt and swivel adjustments, reflection/glare

                reduction features, brightness and contract controls

    3.1.4.2.2.4 Low-level radiation protection features

3.1.4.2.2.5 Ports for VGA and HDMI

3.1.4.2.2
3.1.4.2.2.1 –
3.1.4.2.2.5
	Veridos accepts, complies and will be responsible for this requirement
	
	Veridos has included the **Dell P2017H** flat screen LED monitor (or equivalent) which meets or exceeds the requirements of this RFQ. Specifications for the monitor are listed below:
	
	• Flat screen LED design
	• 19.5" diagonal viewing sign
	• Low-level radiation protection features
	• Antiglare coating
	• 1600 x 900 Maximum resolution
	• VGA and HDMI ports.
	• Height-adjustable stand (130mm)
	  Tilt (-5° to 21°)
	  Swivel (45° to 45°)
	  Pivot (90° clockwise)
	  Built in cable-management
	• High 4 million: 1 dynamic contrast ratio
	• Auto Mode and PowerNap – Customizable color settings and 'PowerNap' mode allowing for a reduction in energy consumption

3.1.4.2.3 Signature pad of equal or better quality:

3.1.4.2.3.1 5" high-resolution color LCD screen with 800x480 resolution to view and sign documents.

3.1.4.2.3.2 Ability to display messages and check boxes.

3.1.4.2.3.3 True representation of written signature.

3.1.4.2.3.4 Protection from static interference.

3.1.4.2.3.5 Meets AAMVA DL/ID Card Design Standard for signature.

3.1.4.2.3.6   Styles tethered to the pad.

3.1.4.2.3.7   Accommodates right-handed and left-handed signers.

3.1.4.2.3.8   A single USB cable supplies power and data, minimizing clutter   at the counter.

3.1.4.2.3 3.1.4.2.3.1 – 3.1.4.2.3.8	Veridos accepts, complies and will be responsible for this requirement Veridos has included the **Topaz Gemview 10 Tablet Display –TD-LBK101VA** signature pad (or equivalent) which exceeds the requirements of this RFQ. Specifications for the signature pad are listed below: • 10.1" high resolution, full-color, backlit LCD screen with 1280 x 800 resolution • Ability to display messages and check boxes • Allows applicants to see their signature on the device as they are signing • Captures a true representation of written signature • Supports signature retake if unacceptable, as per the ICA capture workflow • Stylus is tethered and can be used by both right and left-handed signers. • Powered by a single A-CUR6-1 USB cable (included in Veridos' proposed solution) which also functions to transmit data to the CIS • Software will not compress signature images unless requested by WVDMV • Dimensions 11.81" x 7.28" x 0.87"

3.1.4.2.4 DL/ID Validation device of equal or better quality:

3.1.4.2.4.1 Flexible OCR to read various document types.

3.1.4.2.4.2 MRZ passport and full page ID scanning in visible white and IR light.

3.1.4.2.4.3 Color UV reading.

3.1.4.2.4.4 Reading ID and 2D bar codes from printed documents.

3.1.4.2.4.5 Reflection-free optical system ensuring high OCR accuracy.

3.1.4.2.4.6 Automatic face comparison: printed photo on the data page compared to chip photo.

3.1.4.2.4.7 Two USB ports for connecting external devices.

3.1.4.2.4 3.1.4.2.4.1 – 3.1.3.2.4.6	Veridos accepts, complies and will be responsible for this requirement Veridos has included the **3M At9000 MK2** validation device with **Acuant AssureTec – AssureID** software (or equivalent) which exceeds the requirements of this RFQ. Specifications for the device are listed below: • Can read a variety of document types including ID cards, Driver's Licenses, Passports and Visas • Capabilities include reading full pages, color UV, 2D barcodes and MRZ zones from documents, national, state and military issued cards or smartphone screens • Reflection free optically system and Active video feature reads in virtually any orientation or angle to ensure high accuracy • USB 2.0 Connectivity with 2-port USB hub • Can read and compare chip data on ePassports

3.1.4.2.5 Mobile Barcode Scanner of equal or better quality:

3.1.4.2.5.1 1D and 2D barcode scanner.

3.1.4.2.5.2 May be operated handheld, or resting in the 'gooseneck' stand.

3.1.4.2.5.3 Decoded barcode data supplied to the PC (no software required to decode the barcode).

3.1.4.2.5.4 USB (7' USB to handset) cable.

3.1.4.2.5.5 'Gooseneck' Intellistand.

3.1.4.2.5 3.1.4.2.5.1 – 3.1.4.2.5.5	Veridos accepts, complies and will be responsible for this requirement Veridos has included the **Honeywell Xenon 1900 GSR** 1D and 2D Barcode Scanner with **EZDL Software. MK2** (or equivalent) which meets or exceeds the requirements of this RFQ. Specifications for the scanner are listed below: The proposed barcode scanner includes the 'Gooseneck' style Intellistand to enable the DMV operator to scan the subject license with the scanner resting in the cradle, or removed from the cradle to operate in a handheld fashion. A 7" USB cable is also

	included for USB connectivity. The scanner will decode the supplied barcode and transmit the decoded data to the PC securely.

3.1.4.2.6 Secure Image Capture Tower of equal or better quality:

3.1.4.2.6.1 Flash Cycles — rated for 250,000 cycles.

3.1.4.2.6.2 Flash, External — 100WS, 120 VAC..

3.1.4.2.6.3 Flash Recycle time — average of 5 seconds or less for retake support.

3.1.4.2.6.4 Camera resolution — 18 megapixels or greater digital SLR photo capture.

3.1.4.2.6.5 Camera zoom — digital auto zoom or manual zoom.

3.1.4.2.6.6 Camera tower range — vertical adjustment --10 inches.

3.1.4.2.6.7 Camera tower range — rotation — tilt range of 30 degrees allows for seated and standing subjects.

3.1.4.2.6.8 Camera tower security — hardware mountable to a countertop — theft and vandalism resistant.

3.1.4.2.6.9 Connectivity — USB 2.0 — multiple USB ports in support of computer and peripheral connectivity.

3.1.4.2.6.10 Connectivity — Ease of Connectivity — Single wire data connection with built in USB hub for peripherals.

3.1.4.2.6 3.1.4.2.6.1 – 3.1.4.2.6.10	Veridos accepts, complies and will be responsible for this requirement
	Our proposed solution includes a Secure Capture tower, manufactured by Entrust Datacard, which provides a digital camera in a secure, fully adjustable, desk-mountable housing with a high-powered flash with a life of 250,000 flashes.
	The tower's state-of-the-art design keeps the camera and studio-quality flash in proper alignment and reduces the risk of damage and theft. The camera head is easily adjustable for both height and tilt angle, and the flash eliminates shadows and ambient light in virtually any environment. The tower base enables secure mounting to a countertop or desktop and contains a USB hub for cleanly cabling workstation peripherals such as signature pads.
	The high-intensity flash allows you to capture crisp, high-resolution images with no shadows or bright spots, and is designed to maintain image quality even in environments where lighting conditions change constantly

SecureCapture Tower Specification	
Purpose	To capture images for drivers licenses
Base Plate	8.0" in. x 8.0" (20.32 cm x 20.32 cm)
Size	13.0" x 8.0" x 32.0" height
Weight	22.0 lbs. (10.0 kg)
Power Options	120 VAC/60Hz model 240 VAC/50Hz model
Operating Temperature	60°F to 95°F (15°C to 35°C)
Operating Humidity	20% to 80% RH non-condensing
Storage	5°F to 140°F (-15°C to 60°C)
Flash Working Range	3.0 to 12.0 feet (1.8^m to 4.6^m)
Flash Cycles	Rated for 250,000 cycles
Flash, External	100WS, 120 VAC
Flash Recycle Time	Average of 5 seconds or less for re-take support
Camera Resolution	18 megapixel or greater digital SLR photo capture
Camera	Canon Rebel EOS T5 or newer
Camera Zoom	Digital auto zoom or manual zoom
Camera Tower Range Vertical Adjustment	10 inches
Camera tower range rotation	Tilt range of 30 degrees, allows for seated or standing subjects
Camera Tower Security	Hardware mountable to a countertop; theft and vandalism resistant
Camera API Compatibility	Windows 7 or 10 via Datacard Capture Manager license
Connectivity	Single wire data connection with built-in USB hub for peripherals

The Secure Capture Tower solution is designed to be robust and integrate with minimal adjustment or modification to counters.

To prevent theft and maintain optimal position for capturing images, we recommend the SecureCapture tower be secured to the desk/counter surface using four screws/bolts. This also protects against a person knocking the SecureCapture tower over.

The compact 8" x 8" SecureCapture baseplate has threaded holes in the base to allow it to be secured to a tabletop to prevent theft and maintain an optimal

position for capturing images.
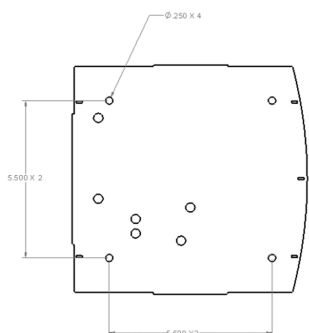
The tower is also hot-swappable and recognized by Windows as a standard device.

3.1.4.2.7 Data Card CD800 Printer or equal:

3.1.4.2.7.1 Print Direct-to-card dye-sublimation/resin thermal transfer.

3.1.4.2.7.2 Print and lamination capabilities.

3.1.4.2.7.2.1 Two-sided edge-to-edge printing, with two-sided lamination

3.1.4.2.7.2.2 Full color printing capabilities

3.1.4.2.7.2.3 Alphanumeric text, logos, and digitized signatures

3.1.4.2.7.2.4 1D/2D bar code images

3.1.4.2.7.2.5 Printer spooling/sharing

3.1.4.2.7 3.1.4.2.7.1 3.1.4.2.7.2 3.1.4.2.7.2.1-5	Veridos accepts, complies and will be responsible for this requirement Our proposed solution includes the CD800 printer manufactured by Entrust Datacard, which provides direct-to-card dye-sublimation thermal transfer printing and lamination. The CD800 installed in DMV offices would allow for the two sided printing and lamination of any Driver's License / Identification Card as described in this RFP. Using the Image Capture Workstation, the CD800 will print the front and back of the DL/ID card, apply laminations and complete personalization without Operator intervention. The CD800 supports printing of alphanumeric text, logos and digitized signatures as well as 1D/2D barcode images. The CD800 supports printer spooling/sharing. The card printer will automatically flip the card for backside printing, and no manual flipping of the card by the Operator is required. **CD800 Instant Issuance Printer Specifications:** • Standard 100 -card input hopper

	• Backlit LCD offers at-a-glance print status
	• Tactile Impresser for tamper-evident security
	• Ethernet port for network connectivity
	• Bar code reader for serialized card body inventory tracking
	• Secure storage for rejected cards
	• Quick-change ribbons switch out in seconds
	• Easy access to color-coded laminating cartridges with easy-to-load supplies
	• Inline de-bower flattens cards after lamination
	• Print technology
	    o Direct-to-card dye-sublimation/resin thermal transfer
	• Print resolution
	    o Standard mode: 300 x 300 dots per inch; standard text, bar code and graphics printing
	    o High-quality mode: 300 x 600 dots per inch for enhanced text, bar code and graphics printing; 300 x 1200 dots per inch for enhanced text and bar code printing
	• Print speed
	    o Up to 185 cards/hour – dual sided YMCK-KT printing with single sided lamination
	• Card capacity
	    o Card input hopper capacity – 100 (200 option)
	    o Card output hopper capacity – 100
	    o Reject hopper capacity – 10
	• Physical dimensions
	    o Printer: 23.2 in. x 10.6 in. x 20.2 in. (589 mm X 270 mm X 513 mm)
	    o Printer with Impresser: 26.6 in. x 10.6 in. x 20.2 in. (675 mm x 270 mm x 513 mm)

3.1.4.2.7.3   Print resolution.

3.1.4.2.7.3.1   Standard mode: 300 x 300 dots per inch; standard text, bar code and graphics printing

3.1.4.2.7.3.2   High Quality mode: 300 x 600 dots per inch; enhanced text, bar code and graphics printing

3.1.4.2.7.3.3   256 shades per color panel

3.1.4.2.7.3 3.1.4.2.7.3.1 - 3	Veridos accepts, complies and will be responsible for this requirement

3.1.4.2.7.4 Print Quality.

3.1.4.2.7.4.1 Ability to conform to sRGB standards

3.1.4.2.7.4.2 Flexible color management options

3.1.4.2.7.4	Veridos accepts, complies and will be responsible for this requirement

3.1.4.2.7.4.1 – 2	

3.1.4.2.7.5 Card capability.

3.1.4.2.7.5.1 Automatic feed: 100-card input for 0.030 inch.

3.1.4.2.7.5 3.1.4.2.7.5.1	Veridos accepts, complies and will be responsible for this requirement

3.1.4.2.8 Temporary DL Printer of equal or better quality.

3.1.4.2.8.1 Capable of producing temporary driver's license on secure material.

3.1.4.2.8.2 Must be capable of network printing.

3.1.4.2.8.3 Will be used solely for printing the temporary DL.

3.1.4.2.8.4 ~~Must be capable of printing high quality grayscale images~~.

Updated per addendum no. 3

Must be capable of printing high quality color images.

3.1.4.2.8.5 Must be a color printer.

3.1.4.2.8 3.1.4.2.8.1-5	Veridos accepts, complies and will be responsible for this requirement Our proposed solution includes the HP Laser Jet Enterprise M553dn network printer (or equivalent) which will provide dedicated color printing capacity for temporary driver's licenses on secure material. Specifications for the printer are below: • 650 sheet standard capacity • 1200 x 1200 DPI resolution • Dimensions: 18.9" x 27.5" x 15.7"	

3.1.4.2.9 Uninterrupted Power Supply of equal or better quality:

3.1.4.2.9.1 Must provide minimum 10 minutes' reserve at full load.

3.1.4.2.9 3.1.4.2.9.1	Veridos accepts, complies and will be responsible for this requirement Our proposed solution includes the Tripp Lite SmartPro 1500 (or equivalent). This universal power supply will provide a minimum of 10 minutes temporary workstation power during an outage. • Automatic Voltage Regulation (AVR) circuits with two boost and one voltage reduction level maintains usable 120V nominal output over an input voltage range of 75-147V.

3.1.5 CARD DESIGN AND SECURITY FEATURES REQUIREMENTS

3.1.5.1 Card Production

3.1.5.1.1 Vendor solution shall be a hybrid issuance solution (consisting of a Central Issuance/Over the Counter issuance), for REAL ID-compliant and non-REAL ID-compliant DL /IDs and State Image Identification cards. REAL ID Act of 2005 (littps://www.dhs.Rov/xlibrary/assets/real-id-act-text.pdf) and REAL ID Act Final Rule (https://www.gpo.gov/fdsys/pkg/FR2008-01-29/htm1/08-140.htm29/htm1/08-140.htm).

3.1.5.1.1	Veridos accepts, complies and will be responsible for this requirement

3.1.5.2 Secure Temporary Driver's License

3.1.5.2.1 Vendor's solution must be capable of producing a secure temporary driving credential for applicant use while waiting for the card to be printed at the secure central production facility.

3.1.5.2.2 Temporary DL must not require specialized printing equipment.

3.1.5.2.3 Temporary DL will be printed with dedicated printing equipment.

3.1.5.2.4 Temporary DL must be printed on secure paper, not a hard card.

3.1.5.2.5 Materials for production of temporary DL must not be readily available to the public

3.1.5.2.1	Veridos accepts, complies and will be responsible for this requirement Veridos' solution includes all the required hardware and software to produce a

	secure temporary driver's license for applicant use.
3.1.5.2.2	Veridos accepts, complies and will be responsible for this requirement The temporary DL will be printed on the dedicated desktop printer included with Veridos' solution.
3.1.5.2.3	Veridos accepts, complies and will be responsible for this requirement
3.1.5.2.4	Veridos accepts, complies and will be responsible for this requirement Veridos has included a solution based on the use of secure paper not a hard card.
3.1.5.2.5	Veridos accepts, complies and will be responsible for this requirement Veridos' solution includes a secure and unique temporary DL which is not available to the retail public.

3.1.5.3 Data on Secure Temporary Driver's License

3.1.5.3.1 The secure temporary DL will include the same data that will be printed on the permanent, standard term card, including facial image and signature.

3.1.5.3.2 Must include correct expiration date of temporary credential.

3.1.5.3.3 Must state on face that it is a temporary credential.

3.1.3.3.4 Must include statement, "Valid for operation of motor vehicle only".

3.1.5.3.5 Must have a fraud-warning marker on the temporary credential, for any application that is marked for potential fraud, i.e. not meeting the facial 1:1 match.

3.1.5.3 3.1.5.3.1 – 5	Veridos accepts, complies and will be responsible for this requirement The temporary DL will conform to the requirements of this RFP.

3.1.5.4 No Temporary Credential for ID Card

3.1.5.4.1 Temporary credentials for identification card applicants will **not** be provided. WVDMV will issue a paper receipt.

3.1.5.4 3.1.5.4.1	Veridos accepts, complies and will be responsible for this requirement

3.1.5.5 Card Types

3.1.5.5.1 The following card types are issued by WVDMV.

3.1.5.5.1.1 NOT FOR FEDERAL – Driver's License and ID

3.1.5.5.1.1.1 Original Driver's License (DL)

3.1.5.5.1.1.2 Bi-optic Driver's License

3.1.5.5.1.1.3 Bi-optic Instruction Permit

3.1.5.5.1.1.4 Commercial Driver's License

3.1.5.5.1.1.5 Commercial Driver's License Permit

3.1.5.5.1.1.6 Instruction permit

3.1.5.5.1.1.7 Motorcycle Only Driver's License

3.1.5.3.1.1.8 Motorcycle Instruction Permit

3.1.5.5.1.1.9 Bi-optic Driver's License, Under 21

3.1.5.5.1.1.10 Bi-optic Instruction Permit, Under 21

3.1.5.5.1.1.11 Commercial Driver's License, Under 21

3.1.5.5.1.1.12 Commercial Driver's License Permit, Under 21

3.1.5.5.1.1.13 Full Class E License, Under 21

3.1.5.5.1.1.14 Instruction Permit, Under 21

3.1.5.5.1.1.15 Level One, Instruction Permit, Under 21

3.1.5.5.1.1.16 Level Two, Instruction Permit, Under 18

3.1.5.5.1.1.17 Motorcycle Only, Driver's License, Under 21

3.1.5.5.1.1.18 Motorcycle Instruction Permit, Under 21

3.1.5.5.1.1.19 Driver's License, Under 21

3.1.5.5.1.1.20 Non-Operators Identification

3.1.5.5.1.1.21 Employee ID Cad

3.1.5.5.1.1.22 Sample Card

3.1.5.5 3.1.5.5.1.1.1 – 22	Veridos accepts, complies and will be responsible for this requirement Veridos' card solution allows for WVDMV to issue cards with all of the above designations.

3.1.5.5.1.2 FEDERAL USE – Driver's License and ID

3.1.5.5.1.2.1 Original Driver's License (DL)

3.1.5.5.1.2.2 Bi-optic Driver's License

3.1.5.5.1.2.3 Bi-optic Instruction Permit

3.1.5.5.1.2.4 Commercial Driver's License

3.1.5.5.1.2.5 Commercial Driver's License Permit

3.1.5.5.1.2.6 Instruction permit

3.1.5.5.1.2.7 Motorcycle Only Driver's License

3.1.5.3.1.2.8 Motorcycle Instruction Permit

3.1.5.5.1.2.9 Bi-optic Driver's License, Under 21

3.1.5.5.1.2.10 Bi-optic Instruction Permit, Under 21

3.1.5.5.1.2.11 Commercial Driver's License, Under 21

3.1.5.5.1.2.12 Commercial Driver's License Permit, Under 21

3.1.5.5.1.2.13 Full Class E License, Under 21

3.1.5.5.1.2.14 Instruction Permit, Under 21

3.1.5.5.1.2.15 Level One, Instruction Permit, Under 21

3.1.5.5.1.2.16 Level Two, Instruction Permit, Under 18

3.1.5.5.1.2.17 Motorcycle Only, Driver's License, Under 21

3.1.5.5.1.2.18 Motorcycle Instruction Permit, Under 21

3.1.5.5.1.2.19 Driver's License, Under 21

3.1.5.5.1.2.20 Non-Operators Identification

3.1.5.5.1.2 3.1.5.5.1.2.1 - 20	Veridos accepts, complies and will be responsible for this requirement Veridos' card solution allows for WVDMV to issue cards with all of the above designations.

3.1.5.6 Card Design

3.1.5.6.1 Specific designs for each card type will be determined during the planning phase after contract award.

3.1.5.6.2 Card design shall be based on 2016 AAMVA DL/ID Card Design Standard (http://www.aamva.org/2016CarciDesignStandard/).

3.1.5.6.3 Card design must comply with West Virginia Code §Chapter 17B Motor Vehicle Driver's License (http ://www. legis. state.wv.us/wvcode/Code.cfm?chap=17b&art=

3.1.5.6.4 Card design must include version number.

3.1.5.6.1	Veridos accepts, complies and will be responsible for this requirement Upon contract award Veridos will make the full services of our card design team

	available to WVDMV.
3.1.5.6.2	Veridos accepts, complies and will be responsible for this requirement
3.1.5.6.3	Veridos accepts, complies and will be responsible for this requirement
3.1.5.6.4	Veridos accepts, complies and will be responsible for this requirement

3.1.5.6.5 The data printed on the front of the card must include:

3.1.5.6.5.1 Facial image

3.1.5.6.5.2 Signature

3.1.5.6.5.3 Full Name

3.1.5.6.5.4 Demographic data, to include: DOB, address, height, weight, eye color and hair color

3.1.5.6.5.5 Applicable classification, restriction, and endorsement codes

3.1.5.6.5.6 Issue and Expiration Dates

3.1.5.6.5.7 Organ Donor Designation

3.1.5.6.5.8 Veteran Designation

3.1.5.6.5.9 Card Type

3.1.5.6.5.10 Facility Control Number

3.1.5.6.5.11 DL or ID Number

3.1.5.6.5.12 Under 18/21 Designation Including Vertical Format

3.1.5.6.5 3.1.5.6.5.1 – 12	Veridos accepts, complies and will be responsible for this requirement. The above listed requirements will form the basis for the WVDMV card design.

3.1.5.6.6 The back of the card must include at a minimum:

3.1.5.6.6.1 Classification, endorsement, or restriction literals

3.1.5.6.6.2 Card serial number

3.1.5.6.6.3 1D Barcode with card serial number

3.1.5.6.6.4 Card design version number

3.1.5.6.6.5 2D barcode containing same data elements printed on front of card - must not be encrypted

3.1.5.6.6 3.1.5.6.6.1 - 5	Veridos accepts, complies and will be responsible for this requirement The above listed requirements will form the basis for the WVDMV card design.

3.1.5.6.7 All card types must be capable of printing the words "valid without photo", "valid without signature", or "valid without photo & signature" in the areas where the image or signature would normally appear.

3.1.5.6.7	Veridos accepts, complies and will be responsible for this requirement The Secura enrollment system allows for the operator to select 'valid without photo' or 'valid without signature' as a valid entry. Once selected, the card will print (in an OTC environment) or the record will be sent (in a CI environment) with a flag indicating that the record will not be accompanied by a photo and signature image. During the project and testing phase, Veridos will design and provide WVDMV with an appropriate image and text indicating that the card is valid without photo, signature or both. This image will be printed on all cards issued under this category.

3.1.5.6.6 All data must be printed for maximum readability.

3.1.5.6.6	Veridos accepts, complies and will be responsible for this requirement
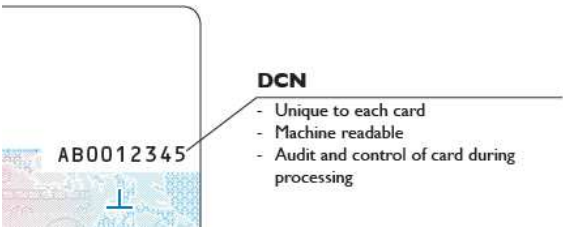
3.1.5.7 Card Materials and Security Features

3.1.5.7.1 Card materials must be serialized.

3.1.5.7.2 Specific card layout and design will be selected during the planning phase after contract award.

3.1.5.7.3 Card stock will consist of a PVC/PET substrate.

3.1.5.7.4 The credential must comply with 2016 AAMVA DL/ID Card Design Standard - Annex B Physical Security requirements listed.

3.1.5.7.1	Veridos accepts, complies and will be responsible for this requirement. Each card produced for WVDMV whether to be issued OTC or CI will contain a unique Document Control Number (DCN) on the card back. From manufacturing, a	

	Document Control Number (DCN) is assigned to each card body. Details and a database of these DCNs are sent to WVDMV prior to storage in the secure vault. Cards are then inventoried and stored. The secure vault has its own surveillance system and is always operated under dual custody.
	Veridos will provide event notifications defining the status of each card using the DCN as an identifier.
	Some (but not limited) examples include:
	• Event notification of stock manufactured (file with all cards ordered and DCNs applied) • Event notification of stock transferred (file with cards transferred to DRP utility with DCN as identifier) • Event notification of cards damaged (file with cards damaged during personalization processed with DCN as identifier) • Event notification of cards shipped (file with cards completed and shipped with DCN as identifier)
3.1.5.7.2	Veridos accepts, complies and will be responsible for this requirement.
3.1.5.7.3	Veridos accepts, complies and will be responsible for this requirement. As stated in 'Instructions to Vendors submitting bids' **Article 10 'Alternates'** Veridos' response to this section provides WVDMV with an alternate to the above listed card substrate. Our alternate is of higher quality and exceeds the required specifications. Veridos has prepared a total DL/ID solution for WVDMV. The total solution package being offered to West Virginia is designed to prevent tampering and counterfeiting. Our cards feature advanced security and production measures designed to assist law enforcement use the cards during field operations while simultaneously providing attractive, long lasting cards to the citizens of West Virginia. The proposed Driver's License is constructed of Polyester Enhanced Polycarbonate (PEC) that has been extensively tested and qualified by Veridos and third party laboratories. The card body is constructed of multiple layers, which include transparent and opaque materials which are a Veridos trade-secret and are not commercially available. Once assembled, the materials are laminated together under specific heat and pressure (without any adhesive or thermoplastics) to form a consistent card body which **cannot be delayered** as is possible using other substrates. Card Overview **Material**: Polyester Enhanced Polycarbonate (PEC) **Service Life**: 8 years of usage **Dimensions**: 85.60 mm Wide x 53.98 mm High x 0.76 mm Thick (nominal)

	ISO/IEC Spec: 7810:2003 (Card Body) 7811-6 (Optional MAG Stripe)
	Color Photo: Thermal dye diffusion printing
	Benefits of Polyester Enhanced Polycarbonate (PEC)
	• Durable PEC card body • Color photo using thermal dye diffusion printing (D2T2) • Offers superior value at cost effective price • Offers outstanding durability • Similar technology to what is used in passports and National ID card programs • Environmentally friendly material • Protection against photo substitution • Protection against counterfeits including types A1, A2, B1, and B2
3.1.5.7.4	Veridos accepts, complies and will be responsible for this requirement.

3.1.5.8 Card Materials and Security Features

3.1.5.8.1 Card materials must have a guaranteed life of eight (8) years against breakage or significant deterioration or degradation of the data on the front and back of the card.

3.1.5.8.2 ~~For any individual card lasting more than five (5) years, but less than eight (8) years, the Vendor's sole liability shall be to provide a replacement card to WVDMV at no cost, via a credit to a subsequent invoice.~~

Updated per addendum no. 3

For any individual card not lasting the eight (8) years, the Vendor's sole liability shall be to provide a replacement card to WVDMV at no cost, via a credit to a subsequent invoice.

3.1.5.8.3 Vendor will not be held responsible for damage to cards due to adverse actions by the cardholder.

3.1.5.8.4 After the card design is finalized during the planning phase of the project, the Vendor will be required to provide no less than twenty-five (25) sample cards produced with the same card materials and security features for WVDMV to submit for independent durability testing. The Vendor will be required to make modifications to the card materials and/or card manufacturing process and to submit additional samples until the card can pass the required testing.

3.1.5.8.1	Veridos accepts, complies and will be responsible for this requirement. Veridos warrants that all cards issued as part of the WVDMV solution will have a guaranteed lifespan of eight (8) years under normal use.

3.1.5.8.2	Veridos accepts, complies and will be responsible for this requirement. Any cards determined to have failed due to quality concerns and not as a result of misuse will be credited to WVDMV on a subsequent invoice.
3.1.5.8.3	Veridos accepts, complies and will be responsible for this requirement.
3.1.5.8.4	Veridos accepts, complies and will be responsible for this requirement.

3.1.5.9 Card Design Changes

3.1.5.9.1 Changes to the data printed on the front or back of the card must be allowed at any time with no additional cost to WVDMV.

3.1.5.9.2 Up to two (2) card format changes per year per card type must be allowed at no additional cost to WVDMV.

3.1.5.9.3 Vendor must be capable of implementing card format changes within 30 days of notice by WVDMV of the change.

3.1.5.9.4 WVDMV agrees to work with the Vendor on the timing of the card format changes to make efficient use of existing card materials and to avoid waste.

3.1.5.9.1 – 3.1.5.9.4	Veridos accepts, complies and will be responsible for these requirements. Veridos supports changes to the data and format printed on WVDMV's cards which do not effect a change to the pre-printed card substrate.

3.1.5.10 Consumables for Central Issuance Sites

3.1.5.10.1 Consumables used in the production of credentials at the secure central issuance facility will be the sole responsibility of the Vendor.

3.1.5.10.2 Vendor shall keep a minimum of a sixty (60) day supply of consumables in stock at each central issuance site always.

3.1.5.10.3 Consumables stored at the central issuances sites must be stored securely without risk of becoming mixed with consumables for other states or customers.

3.1.5.10.4 Cost for all consumables will be the responsibility of the Vendor

3.1.5.10.1 – 3.1.5.10.4	Veridos accepts, complies and will be responsible for these requirements.

3.1.5.11 Consumables for Secure Temporary DL

3.1.5.11.1 Secure paper stock for the production of the secure temporary DL will be provided to WVDMV by the Vendor.

3.1.5.11.2 Vendor must provide a system for electronically ordering and tracking the secure paper stock for use in each of 25 WVDMV facilities.

3.1.5.11.1 – 3.1.5.11.2	Veridos accepts, complies and will be responsible for these requirements.

3.1.5.12 Availability of Consumables

3.1.5.12.1 If any consumable needed for the production of any credential for WVDMV, either temporary or standard term, becomes unavailable or discontinued, Vendor agrees to work with WVDMV to identify acceptable replacement materials and to take steps necessary to implement the use of the replacement materials at no additional cost to WVDMV.

3.1.5.12.2 Vendor must guarantee no interruption of service due to shortage or unavailability of consumables.

3.1.5.12.1 – 3.1.5.12.2	Veridos accepts, complies and will be responsible for these requirements.

3.1.6 SECURE CENTRAL ISSUANCE FACILITY REQUIREMENTS

3.1.6.1 Communication with WVDMV Data Center

3.1.6.1.1 Transfer of Data

3.1.6.1.1.1 The secure central issuance facility must be capable of communicating with the central image system located in the WVDMV data center.

3.1.6.1.1.2 Servers in the central issuance facilities must be redundant with failover and load balancing.

3.1.6.1.1.3 The transfer of information must be over secure channels and all data in motion must be encrypted.

3.1.6.1.1.1 – 3.1.6.1.1.3	Veridos accepts, complies and will be responsible for these requirements.

3.1.6.1.2 Card Production Data Files

3.1.6.1.2.1 WVDMV will send the standard card production data file once daily at a mutually agreed upon time.

3.1.6.1.2.2 WVDMV will send the card production data file six (6) days per week.

3.1.6.1.2.3 Vendor will return a confirmation file to WVDMV upon receipt of the standard production files.

3.1.6.1.2.4 Confirmation files must include at a minimum the number of print requests received for validation by WVDMV against the number of print requests sent.

3.1.6.1.2.1 – 3.1.6.1.2.4	Veridos accepts, complies and will be responsible for these requirements.

3.1.6.1.3 Management of Central Issuance Facilities

3.1.6.1.3.1 Vendor Responsibility

3.1.6.1.3.1.1 The Vendor shall be responsible for the complete management of the central issuance facility.

3.1.6.1.3.1.2 All hardware and software necessary for the operation of the secure central issuance facilities will be the responsibility of the Vendor.

3.1.6.1.3.1.3 All staffing and operational needs will be the responsibility of the Vendor.

3.1.6.1.3.1.4 Security of the central issuance facilities will be the responsibility of the Vendor and must meet at least the minimum-security requirements of the REAL ID Act and any Department of Homeland Security published implementation rules.

3.1.6.1.3.1.1	Veridos accepts, complies and will be responsible for this requirement. The proposed Central Issuance Facility (CIF) for the manufacture, personalization, and mailing of West Virginia's DL and ID cards would be the Veridos / G&D owned and operated facility in Twinsburg, Ohio. This facility is accredited for High Security Card Production & Personalization for government ID and transit cards, Visa, MasterCard, and Discover, and meets quality certification ISO 9001, 27001, 14001. Veridos is responsible for all aspects of the CIF.
3.1.6.1.3.1.2	Veridos accepts, complies and will be responsible for this requirement.
3.1.6.1.3.1.3	Veridos accepts, complies and will be responsible for this requirement.
3.1.6.1.3.1.4	Veridos accepts, complies and will be responsible for this requirement. Veridos' security team is dedicated to ensuring continued compliance to all REAL ID Act and DHS regulations and standards.

3.1.6.1.3.2 WVDMV Access to Central Issuance Facilities

3.1.6.1.3.2.1 WVDMV reserves the right to have designated personnel inspect the central issuance facilities at any time during the life of the contract.

3.1.6.1.3.2.2 If the central issuance facility is used to produce cards for other Vendor customers, WVDMV understands the need to pre-arrange visits around normal production schedules for those customers.

3.1.6.1.3.2.1	Veridos accepts, complies and will be responsible for this requirement. The WVDMV is welcome at any time during the contract to visit the CIF and inspect the solution. Due to PCI, MasterCard, Visa and Veridos/G&D security regulations, we require 24 hours advance notice prior to any site visit.
3.1.6.1.3.2.2	Veridos accepts, complies and will be responsible for this requirement.

3.1.6.1.3.3 Standard Processing Time.

3.1.6.1.3.3.1 There will be a standard three (3) day hold on printing from the date the print file is sent to the production facility, allowing for proper fraud investigation.

3.1.6.1.3.3.2 Cards must be mailed from the production facility no later than two (2) regular business days following the printing of the credential.

3.1.6.1.3.3.3 Mailed means transferred to the US Postal Service, not transferred to a third-party mail processing Vendor.

3.1.6.1.3.3.4 Vendor must have monitoring in place to ensure card production within two business days after the three (3) day hold period.

3.1.6.1.3.3.5 For cards not mailed within two (2) business days after the three (3) day hold period, Vendor must use Express Mail or other next day service for shipping the card to the applicant at no additional cost to WVDMV.

3.1.6.1.3.3.1	Veridos accepts, complies and will be responsible for this requirement.
3.1.6.1.3.3.2	Veridos accepts, complies and will be responsible for this requirement. Veridos accepts responsibility for meeting all contractual SLAs.
3.1.6.1.3.3.3	Veridos accepts, complies and will be responsible for this requirement.
3.1.6.1.3.3.4	Veridos accepts, complies and will be responsible for this requirement. Veridos' internal production systems will automatically assign an SLA to a production file upon receipt. This system, along with our operations team will monitor the card production files queued for adjudication and subsequently released to production to ensure SLA compliance. To supplement this internal system, the Veridos Online Portal 'Status Inquiry' application will provide WVDMV with the ability to track individual records submitted to the CIF.
3.1.6.1.3.3.5	Veridos accepts, complies and will be responsible for this requirement.

3.1.6.1.3.4 Card Carriers

3.1.6.1.3.4.1 The Vendor will provide one (1) card carrier design.

3.1.6.1.3.4.2 Card carrier design will be in gray scale, not full color.

3.1.6.1.3.4.3 System must be capable of automatically affixing the credential to the appropriate card carrier.

3.1.6.1.3.4.4 Adhesive used to affix the card carrier must be strong enough to hold the card through the mailing process, but be easily removed by the applicant.

3.1.6.1.3.4.5 Changes to the card carrier designs must be allowed two (2) times per year at no cost to WVDMV for the life of the contract.

3.1.6.1.3.4.1	Veridos accepts, complies and will be responsible for this requirement.
3.1.6.1.3.4.2	Veridos accepts, complies and will be responsible for this requirement.
3.1.6.1.3.4.3	Veridos accepts, complies and will be responsible for this requirement. Our card production process will easily accommodate this requirement. The central issuance facility uses the Datacard MX6100 high volume card personalization and mailing systems. The MX6100 with mailing modules will automatically affix the card to the appropriate carrier. MX6100 System with MXD System & MXi Envelope Insertion System Our production system then provides card affixing to the carriers, along with QA checks to ensure that the right card is attached to the right carrier. With both automated and manual Quality Control processes in place, various processing equipment is configured with features which ensure the accuracy and integrity of the production run, e.g. vision systems. With Veridos' automated matching system, the machine reads the barcode and a camera reads the corresponding barcode on the card carrier. If there is a match, the equipment will continue to process. Should the account number on the card not match the account number on the carrier, the machine automatically stops for Operator review. Our process will ensure that 100% of cards are matched

	to the correct card carrier.
3.1.6.1.3.4.4	Veridos accepts, complies and will be responsible for this requirement. Veridos will use adhesive that will be strong enough to hold the card through mailing, while still being able to be easily removed by the applicant.
3.1.6.1.3.4.5	Veridos accepts, complies and will be responsible for this requirement. Veridos agrees to provide up to two (2) format changes to the card carrier annually for the life of the contract. Veridos supports changes to the data and format printed on WVDMV's card carriers which do not effect a change to the pre-printed carrier substrate.

3.1.6.1.3.5 Quality Assurance

3.1.6.1.3.5.1 Vendor staff will be responsible for the quality assurance checks of all items produced at the central issuance facility, including the WVDMV credential, card carrier, and the process of preparing them for mailing.

3.1.6.1.3.5.2 The Vendor QA process must guarantee that 100% of all cards mailed will be free from any defect in printed data or card design features, incorrect data, incorrect card type, and card materials must be free from any material defect.

3.1.6.1.3.5.3 The Vendor QA process must ensure that the correct image is printed on the card and that the image quality meets or exceeds process standards.

3.1.6.1.3.5.4 The Vendor QA process must guarantee that 100% of card carrier form produced will be of high quality with professional printing, as determined by WVDMV

3.1.6.1.3.5.5 Card Carrier form must not be smudged, wrinkled, torn, or otherwise damaged during the production process.

3.1.6.1.3.5.6 Envelopes used for card mailing must be secure, properly sealed, and not smudged, wrinkled, torn, or otherwise damaged in the production process.

3.1.6.1.3.5.1	Veridos accepts, complies and will be responsible for this requirement. Veridos has a comprehensive Quality Assurance program in place throughout the Production environment. This program incorporates both **quality and security balancing procedures at each production step.** In addition to the in-process QA review, Veridos has an independent QA team that randomly samples all completed Production output to ensure the highest level of quality is maintained. The total Level of sampling amounts to over 12 million+ cards annually. All production rejects are logged in our Production System (SAP).

	Production Quality at a High Level ● Automatic quality checks are performed by central issuance equipment ● Cards identified as failed are separated and each is manually inspected ● Inspection is based on: cards damaged, poor data, signature and photo quality ● Damaged card status is updated on systems and cards are remade An integral part of our QA process is the collection, analysis, and reporting of quality and service related incidents. As part of our continuous improvement initiative, we have implemented an incident tracking system that is utilized by **all areas** of our Operation. An incident is **anything that impacts a customer and / or production deliverable** regardless of the nature or root cause of the incident i.e. the issue can be the result of a customer initiated problem. Any WVDMV correspondence which raises a service and/or quality issue is also logged via the incident reporting system.
3.1.6.1.3.5.2	Veridos accepts, complies and will be responsible for this requirement.
3.1.6.1.3.5.3	Veridos accepts, complies and will be responsible for this requirement.
3.1.6.1.3.5.4	Veridos accepts, complies and will be responsible for this requirement.
3.1.6.1.3.5.5	Veridos accepts, complies and will be responsible for this requirement.
3.1.6.1.3.5.6	Veridos accepts, complies and will be responsible for this requirement.

3.1.6.1.3.6 Card Mailing

3.1.6.1.3.6.1 WVDMV will be responsible for actual USPS postage charges for cards mailed from the central production facilities.

3.1.6.1.3.6.2 The mailing process must include pre-sorting and printing of intelligent mail barcodes (IIVIB) to maximize postal service discounts and tracking.

3.1.6.1.3.6.3 All cards for standard processing shall be mailed via USPS, using a return address specified by WVDMV, unless the two-day production time is exceeded.

3.1.6.1.3.6.4 All envelopes shall be marked with "Return Receipt Requested" to prevent forwarding.

3.1.6.1.3.6.5 If a third-party Vendor is to be used for mail sorting, their processing time must be included in the maximum two (2) business days and the Vendor must be disclosed as a subcontractor.

3.1.6.1.3.6.1	Veridos accepts, complies and will be responsible for this requirement.
3.1.6.1.3.6.2	Veridos accepts, complies and will be responsible for this requirement. After an agreed daily cut-off time, Veridos will deliver all mail pieces to a USPS presort facility in Cleveland via secure transportation. All mail pieces will get sorted, metered, co-mingled with other mail and injected into the postal stream Based on the overall volume and final weight of each mail piece, discounts in the postage per mail piece may be realized.
3.1.6.1.3.6.3	Veridos accepts, complies and will be responsible for this requirement.
3.1.6.1.3.6.4	Veridos accepts, complies and will be responsible for this requirement.
3.1.6.1.3.6.5	Veridos accepts, complies and will be responsible for this requirement.

3.1.6.1.3.7 Card Volume

3.1.6.1.3.7.1 The central issuance system must be capable of meeting daily production needs.

3.1.6.1.3.7.2 Sufficient capacity must be provided to accommodate system outages including repairs and preventative maintenance.

3.1.6.1.3.7.1	Veridos accepts, complies and will be responsible for this requirement. Veridos' proposed central issuance facility in Twinsburg, Ohio currently has an annual capacity of ~144 million cards (and has produced that number in the past), and currently produces ~100 million cards a year. Thus Veridos has more than ample capacity to produce and fulfill WVDMV's annual CI volumes each year with scalable capacity to meet sudden surges and projected growth in volume.
3.1.6.1.3.7.2	Veridos accepts, complies and will be responsible for this requirement. Veridos operates numerous redundant systems to ensure that all SLAs are met during periods of system maintenance and during the unlikely event of an outage.

3.1.6.1.3.8 Billing

3.1.6.1.3.8.1 All cards printed and mailed from the central issuance facilities will be billed only after successful processing and transfer to the USPS or other carrier.

3.1.6.1.3.8.2 Sufficient detail must be provided to allow WVDMV to reconcile card counts between the invoice, the central image system, and internal WVDMV systems.

3.1.6.1.3.8.3 WVDMV will only *be* responsible for paying the cost per card for cards issued to an applicant. WVDMV will not pay for cards rejected due to material or printing process defects, or for cards used for system testing.

3.1.6.1.3.8.1	Veridos accepts, complies and will be responsible for this requirement.
3.1.6.1.3.8.2	Veridos accepts, complies and will be responsible for this requirement. In addition to the billing reports which will be customized for WVDMV, the central image system, Secura and Veridos Online Portal can be used provide reports so that invoicing can be reconciled.
3.1.6.1.3.8.3	Veridos accepts, complies and will be responsible for this requirement.

3.1.7 COVERT SYSTEM REQUIREMENTS

3.1.7.1 Covert Credentials

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

3.1.7.1	Veridos accepts, complies and will be responsible for this requirement.

3.1.8 MAINTENANCE AND SUPPORT

3.1.8.1 This is a critical system and shall be operational and fully supported 7:00 a.m. to 8:00 p.m. Monday through Friday, and 7:00 a.m. to 2:00 p.m. on Saturday hours.

3.1.8.1	Veridos accepts, complies and will be responsible for this requirement.

3.1.8.2 The Vendor's solution must be compatible with the networking and operating environment established by the Office of Technology at the time of award, currently consisting of:

- Internet Explorer version: 11

- Java version: 7

- .NET Framework version: 4.1

Changes to this environment will be addressed by Change Order as this environment could change as new security vulnerabilities are identified and addressed in future updates.

3.1.8.2	Veridos accepts, complies and will be responsible for this requirement • Internet Explorer 11 – Yes • Java Verison 7 – Yes • .NET Framework version 4.1 - Yes

3.1.8.3 The Vendor's solution must be capable of maintaining functionality and operations with any Office of Technology published security update within 30 days of scheduled release.

3.1.8.3	Veridos accepts, complies and will be responsible for this requirement

3.1.9 PROJECT MANAGEMENT

3.1.9.1 Project Management Responsibilities

3.1.9.1.1 The Vendor project manager will be expected to be involved in every detail of the project from start to finish. High level oversight will not be acceptable.

3.1.9.1.2 The requirements listed in this document are not meant to be the final requirements of the project. The Vendor project manager must follow project phases from project initiation through acceptance, including requirements gathering and analysis. The Vendor project manager must be prepared and capable of facilitating requirements gathering meetings with WVDMV staff.

3.1.9.1.3 The Vendor project manager will be involved in the technical details of the design, development, and testing phases of the project, and should not expect the Vendor technical lead to fully manage those activities.

3.1.9.1.1	Veridos accepts, complies and will be responsible for this requirement The Veridos Project Manager's prime responsibility is to ensure that the project produces the required deliverables to the required standard of quality and within the specified constraints of time and cost in compliance with the processes and policies defined and applicable for the specific project Veridos deliverable. The Veridos Project Manager will be responsible for the following: • Project Management planning, development and execution of the Veridos

	Project Plan. • Client Communication (from Veridos to WVDMV) • Updates to Veridos Project Plan • Maintain Veridos Project Log and distribution to team members • Change Request/Decision Request • Defect Tracking and facilitation of timely resolution of items • Weekly Client Meeting between Veridos, WVDMV and Veridos Resources • Monthly Steering Committee • Veridos Resource Allocation • Production Test Coordination • Project Implementation
3.1.9.1.2	Veridos accepts, complies and will be responsible for this requirement The Business Requirements Definition phase has proven to be one of the most significant stages in the development of a successful implementation and transition of a Project. Our Project Managers have been trained and are experienced in ensuring that the appropriate focus and time is given during this stage. This is a disciplined approach of ensuring all of the business requirements are gathered and fully understood from end-to-end. This process would involve the participation of individuals representing all areas of the project. As this project involves the migration of the card production to our facility, this process would allow for our team of experts to provide a full consultative review of the business requirements versus our operational capabilities. This consultative review would provide WVDMV with potential opportunities for efficiencies and/or cost reductions, as well as the operational capabilities to improve security and/or client communication requirements. This latter point may be of significance to WVDMV, as the project will be introducing a new card platform to the residents of West Virginia, which will place a greater emphasis on educating and reassuring West Virginia's citizens on the rationale for the new card platform. This phase also provides the benefit of ensuring the proper coordination of activities with the existing contractor. There will be a need to have an understanding of both environments in order to ensure a smooth migration. Veridos has extensive experience in migrating clients from another vendor to our own environment.
3.1.9.1.3	Veridos accepts, complies and will be responsible for this requirement

3.1.9.2 Project Work Plan

3.1.9.2.1 The Vendor shall include in the response a draft project work plan that includes project phases and milestones required from project initiation through full implementation (i.e. planning, analysis, design, development, testing, deployment, and operations).

3.1.9.2.2 The project work plan must be as detailed as possible with the understanding that it will be revised during the planning and initiation phase of the project.

3.1.9.2.3 The project work plan will be a living document that must be kept up to date with tasks completed, modified, or added through the life of the project.

3.1.9.2.4 The project work plan will be used as a measurement of progress.

3.1.9.2.1	Veridos accepts, complies and will be responsible for this requirement Veridos has included a detailed project plan in our response. WVDMV will find the full details of our draft work plan including all milestones and phases in **Section E – 3.1.9.2 Project Work Plan** A digital copy has also been made available to WVDMV as part of Veridos' proposal. The sample project plan included with our proposal reflects an implementation timeframe of six months per Addendum 3; however, we believe that a six-month implementation does not provide for enough time for WVDMV to review and approve specifications, card designs, proofs, etc. The Veridos project team is are more comfortable with an implementation timeframe of nine months.
3.1.9.2.2	Veridos accepts, complies and will be responsible for this requirement
3.1.9.2.3	Veridos accepts, complies and will be responsible for this requirement
3.1.9.2.4	Veridos accepts, complies and will be responsible for this requirement

3.1.9.3 Communication

3.1.9.3.1 The Vendor project manager shall manage the work by establishing and maintaining communications with all groups related to the project. The activities of the Vendor's project team shall be directed, coordinated, and communicated with the WVDMV Project Manager to ensure that the project progresses per the project work plan and is completed on schedule.

3.1.9.3.2 The Vendor project manager must communicate with the WVDMV project manager daily for resolution of issues, decisions, or just to report project status.

3.1.9.3.1	Veridos accepts, complies and will be responsible for this requirement Veridos follows a highly structured project management discipline, which closely adheres to a "waterfall" methodology. During each stage of the project all activities will be directed, coordinated and communicated to the WVDMV

	Project Manager.
	Projects are conducted in phases as described below and the entrance and exit criteria for each phase will be clearly defined at the on-set of the project:
	Veridos' Project Manager continuously monitors and controls the following aspects within the Project:
	• **Project Organization** Defines and establishes the project's structure of accountability and responsibility.
	• **Quality** Defines and implements the means by which the project will create and verify products that are fit for purpose.
	• **Plans** Facilitate communication and control by defining the means of delivering products (where, how, by whom, when, how much)
	• **Risk** Identify, assess and control uncertainty and, as a result, improve the ability of the project to succeed.
	• **Change** Identify, assess and control any potential and approved change to the baseline.
	• **Progress** Establish mechanism to monitor and compare actual achievements against the planned achievements; provide forecast for the project objectives and the project's continued viability, and control any unacceptable deviations.
3.1.9.3.2	Veridos accepts, complies and will be responsible for this requirement Veridos' Project Manager will be in daily contact with their counterpart at WVDMV to discuss any issues, decisions, changes to project

3.1.9.4 Weekly Status Reporting

3.1.9.4.1 Vendor's Project Manager must facilitate weekly project status reviews to ensure measurable progress is being achieved and the Vendor's project team is following the agreed upon work plan.

3.1.9.4.2 Additional meetings shall be scheduled as required by the WVDMV Project Manager or the Vendor. The Vendor's Project Manager and personnel shall be available to provide information, reports, audits, or other special projects as required by the WVDMV Project Manager.

| 3.1.9.4.1 | Veridos accepts, complies and will be responsible for this requirement

Veridos' Project Manager will hold a weekly Project Status Meeting to demonstrate measurable progress with both WVDMV and all of Veridos' sub-contractors.

The Project Status Meeting is used as a weekly follow-up of the activities done by the project members; they give a status of the project's improvement during the week, including milestones, issues and risk evolution. |
|---|---|
| 3.1.9.4.2 | Veridos accepts, complies and will be responsible for this requirement

Veridos will make all requisite data and resources available to WVDMV as required. |

3.1.9.4.3 The following deliverables are required prior to the weekly status meetings:

> **3.1.9.4.3.1** Updated project work plan indicating progress for each task
>
> **3.1.9.4.3.2** Identify and report the status of all tasks that have fallen behind schedule, the reason for the delay, the projected completion date and project impact
>
> **3.1.9.4.3.3** Identify and summarize all risks and problems identified by the Vendor, which may affect the project**:**
>
>> **3.1.9.4.3.3.1** For each risk and issue, identify the action and person(s) responsible for mitigating the risk and resolving the issue, and the time required to implement avoidance and/or mitigation actions.
>>
>> **3.1.9.4.3.3.2** For each risk and issue identified, state the impact to the project schedule discuss and identify all personnel, equipment, facilities, and resources of WVDMV. that will be required for the Vendor to perform the project work plan tasks at least two (2) weeks in advance of the need.

3.1.9.4.3.1	Veridos accepts, complies and will be responsible for this requirement
3.1.9.4.3.2	Veridos accepts, complies and will be responsible for this requirement
3.1.9.4.3.3	Veridos accepts, complies and will be responsible for this requirement
3.1.9.4.3.3.1	Veridos accepts, complies and will be responsible for this requirement
3.1.9.4.3.3.2	Veridos accepts, complies and will be responsible for this requirement

3.1.9.5 Change Control

3.1.9.5.1 Change Control Plan

3.1.9.5.1.1 The Vendor shall develop, implement, and maintain a Change Control Plan, subject to WVDMV approval, in accordance with industry standards that sets forth the procedures for controlling changes to project scope, cost, schedule, and quality requirements. The Change Control Plan shall include the procedures and entities involved with requesting, evaluating and approving changes to the project deliverables.

3.1.9.5.1.1	Veridos accepts, complies and will be responsible for this requirement
	Veridos uses a defined and systematized Change Management process in order to ensure that changes throughout the program can always be fully scoped, tracked and managed for WVDMV. Change that will occur can affect the scope, cost, quality and nature of the contract deliverables, as well as the functioning of the project team. In order to maintain the balance between requirements and the cost/schedule, the project manager will establish a Change Management Process. This process allows for change during the project's life cycle, but will always place change in the context of the latest documented agreement (project plan) between WVDMV and Veridos.
	The Change Management Process consists of a series of steps that allows changes to be identified, evaluated, priced and tracked through closure. A typical Change Control Process is illustrated in the following Figure. The Lead Project Manager shall implement a Change Management Process according to the particular needs of this project. Based on previous experience in managing projects of similar size and scope, it is envisioned that change requests will be submitted to the Steering Committee for review and approval. Should the Change Request involve a significant change to the Project Charter, the Change Request will be escalated to the Executive Sponsor for review and approval.

3.1.9.5.2 Documentation

3.1.9.5.2.1 All changes must be documented. Approval must be obtained prior to any work on changes. Documented changes must have official sign-off by both the WVDMV and Vendor project managers, and must include the reason for the change.

3.1.9.5.2.1	Veridos accepts, complies and will be responsible for this requirement
	Veridos maintains a fully defined Change Management process. This process allows for change during the project's life cycle, but will always places change in the context of the latest documented agreement (project plan) between WVDMV and Veridos.
	Veridos maintains a change management process to manage the scope of the project and to reduce the risk to timelines. A Change Request process will apply to changes of Project scope, Project Requirements, and/or the timing of Project deliverables as requested by WVDMV or by Veridos. Change request can easily be initiated by sending a written request to Veridos in the form of a Project

	Change Request form. The Veridos Project Manager will be responsible for the receipt, tracking, communication of impacts and coordination of the customer initiated change requests. The Change Management Process consists of a series of steps that allows changes to be identified, evaluated and tracked through closure. A typical Change Control Process is illustrated in the following Figure. The Lead Project Manager shall implement a Change Management Process according to the particular needs of this project. Based on previous experience in managing projects of similar size and scope, it is envisioned that change requests will be submitted to the Steering Committee for review and approval. Should the Change Request involve a significant change to the Project Charter, the Change Request will be escalated to the Executive Sponsor for review and approval.

3.1.9.5.3 Change Orders

3.1.9.5.3.1 Care must be taken when evaluating the requirements and preparing the cost proposal. *Change orders are rarely approved.* If a scope change does occur impacting the cost or timeline of the project, the WVDMV Project Manager and the WVDMV Purchasing Office must be notified in writing immediately upon discovery and BEFORE any work takes place.

3.1.9.5.3.2 Change orders submitted for work that has already been completed will NOT be considered. Written approval must be obtained prior to any work that is considered outside the original scope

3.1.9.5.3.1	Veridos accepts, complies and will be responsible for this requirement
3.1.9.5.3.2	Veridos accepts, complies and will be responsible for this requirement

3.1.9.6 Testing & Test Systems

3.1.9.6.1 Test Plan

3.1.9.6.1.1 The Vendor shall develop, implement, and maintain a test plan, subject to WVDMV approval, in accordance with industry standards to manage testing and defect tracking for providing an efficient error correcting process to be used in system and user acceptance testing (UAT).

3.1.9.6.1.1	Veridos accepts, complies and will be responsible for this requirement Veridos will provide a written test plan that addresses all of the requirements of this RFQ along with any additional requirements determined by WVDMV upon contract execution. The Test Plan will be provided by Veridos in collaboration with WVDMV and WVDMV will approve the Test Plan prior to the beginning of the UAT period. Veridos will be responsible for complete installation and testing of all of the components of the system. Testing for cards is done in multiple phases. During

	UAT, when we conduct end-to –end testing which includes cards, carriers, collateral fulfillment, for security reasons on blank white plastics are to be used. (Veridos Security Protocol does not allow for the personalization of Production cards (with artwork) using file/data sent from Test systems/interfaces.) These can have an active magnetic stripe, but none of the security card security features that are embedded into the plastic.
	Following UAT, we will conduct Production Testing with WVDMV. This activity takes place after all systems have migrated final code to production and before the systems are released to the pilots. Records produced during this test can be for designated WVDMV personnel or else for fictional test "users." These cards will be used only to validate the test criteria and should be destroyed by WVDMV in a secure manner.
	The WVDMV will enter the required test through their front end user interface, process records and transmit file to Veridos in the required format. Veridos will process the file, fulfill the packages (Card+Carrier+Inserts), provide required reporting and return files in the agreed format.
	Following execution of the testing plan, Veridos will implement our proposed solution on a select group of pilot sites. We will work with the WVDMV to generate card production files for the records and images processed from these pilot sites and successfully issue and mail cards from our central production facility in Twinsburg, Ohio. Once the pilot program is successful, we have prepared a plan to roll the solution out to all locations, while supporting the WVDMV to immediately include card production data for each site that is installed. This process will ensure a smooth transition – taking each site to central production as soon as local installation is confirmed by our field technicians.
	Throughout the transition process and on an ongoing basis, our card production system will be available real-time to WVDMV personnel to monitor and track card production as it occurs. We will also immediately generate reports from the card production data to confirm that DL/ID cards are being properly issued and mailed for each site that is brought on-board.
	Veridos will reduce WVDMV's risk and will work in a conservative, yet efficient manner to bring all sites on-line with central issuance without issue.

3.1.9.6.1.2 The test plan must include all the following:

3.1.9.6.1.2.1 Unit testing — on-going development testing (Vendor)

3.1.9.6.1.2.2 Integration testing — all the pieces work together (Vendor and WVDMV)

3.1.9.6.1.2.3 Usability testing — user friendly, intuitive application (Vendor and WVDMV)

3.1.9.6.1.2.4 Functional testing — test scenarios against requirements (Vendor and WVDMV)

3.1.9.6.1.2.5 Performance testing — stress and load (Vendor)

3.1.9.6.1.2.5.1 Vendor to provide mechanism to create load and stress conditions

3.1.9.6.1.2.6 Testing of external interfaces — communication with other applications, databases, etc. (Vendor and WVDMV)

3.1.9.6.1.2.7 Continuous regression testing — on-going to determine impact of changes (Vendor and WVDMV)

3.1.9.6.1.2.8 Backup and recovery testing — ability to conduct a local recovery and disaster recovery (Vendor and WVDMV)

3.1.9.6.1.2.4 – 3.1.9.6.1.2.8	Veridos accepts, complies and will be responsible for this requirement Upon contract award Veridos will provide WVDMV a complete test plan for approval, including scope and timelines for the above stated requirements.

3.1.9.6.1.3 The test plan must include a schedule for when software or other changes will be deployed to the test system and testers must receive documentation of the changes.

3.1.9.6.1.3	Veridos accepts, complies and will be responsible for this requirement

3.1.9.6.1.4 WVDMV requires a minimum of two (2) weeks' notice to schedule resources for UAT.

3.1.9.6.1.4	Veridos accepts, complies and will be responsible for this requirement Veridos' test plan will be fully defined upon contract award. By completing the plan prior to project launch West Virginia will have ample time to anticipate resource requirements and allocate the required personnel.

3.1.9.6.2 Test Systems

3.1.9.6.2.1 The Vendor is required to provide two complete test systems. The first one is the Vendor Quality Assurance System. This system must be installed at a Vendor location and must be accessible to Vendor quality assurance employees. Any development, enhancements, upgrades, changes, etc. must be thoroughly tested by the Vendor before releasing to WVDMV for user acceptance testing.

3.1.9.6.2.2 The second complete test system is the WVDMV User Acceptance Test System. This system must be installed in the WVDMV data center and must be accessible to WVDMV employees around the State that will be responsible for testing any enhancements, upgrades, or changes prior to

moving the changes into the WVDMV production environment. This system will be used for the initial user acceptance testing during the first two years of the contract period and prior to full system implementation, but must also be available for on-going testing and training for the life of the contract.

3.1.9.6.2.1 – 3.1.9.6.2.2	Veridos accepts, complies and will be responsible for this requirement

3.1.9.6.3 Test Scripts

3.1.9.6.3.1 The Vendor must provide and execute a test script, subject to WVDMV approval, prior to the implementation of equipment, configuration changes and/or software to the UAT system. WVDMV must conduct testing of new equipment and/or software in UAT before any such changes are installed in production.

3.1.9.6.3.2 Full regression testing by the Vendor on the QA system must be completed before any change is deployed to the UAT system.

3.1.9.6.3.1 – 3.1.9.6.3.2	Veridos accepts, complies and will be responsible for this requirement

3.1.9.6.4 Documentation for Testing

3.1.9.6.4.1 Updated user, and/or administrator manuals are to be supplied prior to the testing and acceptance phases of the project.

3.1.9.6.4.2 Vendor must supply written test cases for WVDMV resources to use during UAT.

3.1.9.6.4.1 - 3.1.9.6.4.2	Veridos accepts, complies and will be responsible for this requirement

3.1.9.6.5 User Acceptance Testing

3.1.9.6.5.1 The user acceptance testing (UAT) must be planned and coordinated jointly by the Vendor and WVDMV project managers.

3.1.9.6.5.2 The Vendor must use standard defect tracking tools to track all feedback from testers. Final UAT shall end when the system has met the standard of performance for a period of ten (10) consecutive working days, as determined by the WVDMV Project Manager in conjunction with WVDMV testers.

3.1.9.6.5.3 Prior to final sign-off of user acceptance testing, all stated requirements for functionality must be in place, tested, and working free of bugs or defects, and all system performance testing must be complete and must meet required performance measures.

3.1.9.6.5.1	Veridos accepts, complies and will be responsible for this requirement

	As part of our project management discipline, cross-functional teams are in place to review the change agenda. All changes to the production environment, regardless of size and scope, must be signed-off by the process owners and coordinated by the cross-functional project teams Veridos has a vigorous testing discipline supported by a testing environment in both the IT and production functions. This testing often incorporates the coordinated involvement of both Veridos and the customer. A sign-off process is in place to accept the changes to the production environment as well as accept all UAT test output.
3.1.9.6.5.2	Veridos accepts, complies and will be responsible for this requirement
3.1.9.6.5.3	Veridos accepts, complies and will be responsible for this requirement

3.1.9.6.6 Test Materials

3.1.9.6.6.1 It is the Vendor's responsibility to provide test materials at no additional cost to WVDMV. This includes secure paper for testing production of the temporary DL and card materials for testing the end-to-end process through the central issuance facilities.

3.1.9.6.6.1	Veridos accepts, complies and will be responsible for this requirement

3.1.9.6.7 Performance Testing

3.1.9.6.7.1 Performance testing shall end when the system has met the standard of performance for a period of ten (10) consecutive calendar days. The standard of performance shall mean the system operates in conformance with the Vendor's technical and functional specifications, in conformance with this contract, and in conformance to the mutually agreed test criteria.

3.1.9.6.7.2 If the System fails during a ten (10) day period, the Vendor will re-start performance testing. The testing shall continue on a day-by-day basis until the standard of performance is met, without downtime, for a total of ten (10) calendar days.

3.1.9.6.7.3 The Vendor is to provide the mechanism to create load and stress conditions. Metrics and results of the load and stress testing must be provided to WVDMV for review and approval.

3.1.9.6.7.1 – 3.1.9.6.7.3	Veridos accepts, complies and will be responsible for this requirement

3.1.9.6.8 Upgrades, Patches, Fixes or Other System Updates

3.1.9.6.8.1 Ongoing changes to the Vendor's systems or hardware must be documented, tested, and approved by the WVDMV. Any changes during the life of the contract fall under the testing criteria listed above.

3.1.9.6.8.2 Implementation or release of Vendor changes to any of the Vendor's software or hardware must be scheduled and approved by WVDMV.

3.1.9.6.8.3 A pilot process of up to four (4) sites may be used to ensure reliability of the upgrade, patch, fix, or other system updates. WVDMV will determine the need for deployment to pilot sites depending on the scope of the change.

3.1.9.6.8.4 In the event of a problem with the upgrade, patch, fix, or other system updates, the Vendor shall have a plan to immediately restore the previous version or release to keep facilities in production.

3.1.9.6.8.1 – 3.1.9.6.8.4	Veridos accepts, complies and will be responsible for these requirements

3.1.9.7 Training

3.1.9.7.1 Training Plan

3.1.9.7.1.1 The Vendor shall develop, and implement a training plan that specifies the approach and steps to be taken by the Vendor to ensure that the knowledge, skills, and abilities necessary to operate the proposed system are transferred to WVDMV Train-the-Trainers (approximately 75 employees). The training plan will be subject to WVDMV approval.

3.1.9.7.1.2 Training dates for Train-the Trainer will be determined as part of the implementation plan. The Vendor will be responsible for delivering the training to all employees designated as Train-the-Trainers.

3.1.9.7.1.1	Veridos accepts, complies and will be responsible for this requirement The Training Plan associated with the new DL / ID issuance solution will be uniquely created for WVDMV by Veridos. The plan will be all-encompassing and train users on each of the systems and hardware elements provided by Veridos. By tailoring the schedules, methods and curriculum specifically to the needs of the WVDMV in-house trainers, this in-depth training program will reduce risk and provide a smooth transition to the new system. Our trusted partner Excel Management will be responsible for carrying out the Train-the-Trainer program to WVDMV staff.
3.1.9.7.1.2	Veridos accepts, complies and will be responsible for this requirement

3.1.9.7.2 On-Site Training

3.1.9.7.2.1 The Vendor shall provide on-site training at WVDMV Headquarters located in Kanawha City, WV. All training materials shall be provided in electronic and hard copy.

3.1.9.7.2.1	Veridos accepts, complies and will be responsible for this requirement

3.1.9.7.3 Right to Reproduce and Distribute

3.1.9.7.3.1 All training material and documentation of this system will become the property of the WVDMV, which includes the right to reproduce documentation for distribution to system users and managers. All training material and documentation is subject to WVDMV approval prior to use.

3.1.9.7.3.1	Veridos accepts, complies and will be responsible for this requirement

3.1.9.7.4 Training Costs

3.1.9.7.4.1 The cost of all training and training materials must be included. WVDMV will not be responsible for travel expenses associated with installation or training at facilities. WVDMV will be responsible for travel costs for WVDMV employees to receive training at the central issuance facilities.

3.1.9.7.4.1	Veridos accepts, complies and will be responsible for this requirement Veridos expressly accepts all costs associated with providing training to the WVDMV.

3.1.9.8 Documentation

3.1.9.8.1 Training Guide

3.1.9.8.1.1 One training guide is required for each trained employee specific to the class content.

3.1.9.8.1.2 The training guide must include (at a minimum):

3.1.9.8.1.2.1 An introduction to the Digital Driver's License application systems

3.1.9.8.1.2.2 A layman's explanation of the function of each component of the system

3.1.9.8.1.2.3 Systematic operating instructions for system components

3.1.9.9.1.2.4 Procedures for system start-up, daily operation, and end-of-day transactions

3.1.9.8.1.2.5 Guidelines for maintenance, problem solving, troubleshooting, back-up, and recovery

3.1.9.8.1.3 The training guide must also be available to all employees online through the WVDMV internal website and through online help which is integrated into the software application.

3.1.9.8.1 – 3.1.9.8.3	Veridos accepts, complies and will be responsible for this requirement Veridos will provide the above material at no cost to WVDMV

3.1.9.8.2 User Operations Manuals

3.1.9.8.2.1 The Vendor will provide documentation in the form of functional specifications and user manuals for all system components.

3.1.9.8.2.2 The user operations manuals are intended to be used as a reference document. For facility operations, one hardcopy of the user operations manual must be provided for every image capture workstation.

3.1.9.8.2.1 – 3.1.9.8.2.2	Veridos accepts, complies and will be responsible for these requirements

3.1.9.8.3 Technical Documentation

3.1.9.8.3.1 Vendor must provide technical documentation that describes the operation of all system components, including their interfaces to WVDMV or third party systems. This documentation must include at a minimum:

3.1.9.8.3.1.1 Complete Data Dictionary with all tables, fields, and values

3.1.9.8.3.1.2 System Architecture Diagrams

3.1.9.8.3.1.3 Communication Protocols

3.1.9.8.3.1.4 Listing of all data center equipment with DNS and IP information, operating systems, and software information including versions

3.1.9.8.3.1.5 Functional Specifications for the interaction of all components

3.1.9.8.3.1 3.1.9.8.3.1.1 – 3.1.9.8.3.1.5	Veridos accepts, complies and will be responsible for these requirements

3.1.9.8.4 User Operations Manuals

3.1.9.8.4.1 The Vendor must supply and or update all training, operations, or troubleshooting manuals when a system is replaced, or software is upgraded that creates a significant change to a process. Appropriate manuals must be redistributed by the Vendor to all impacted locations.

3.1.9.8.4.1	Veridos accepts, complies and will be responsible for this requirement

3.1.9.9 Implementation Plan and 90 Day Support

3.1.9.9.1 Implementation Plan

3.1.9.9.1.1 The Vendor shall be responsible for preparing an implementation plan for every component of the system. The implementation plan must ensure

that all equipment and system components can be installed and functional prior to the target go live date of the system. The Vendor must fully implement the system and all components at all facilities in the State of West Virginia.

3.1.9.9.1.2 The implementation plan must include at a minimum:

3.1.9.9.1.2.1 Listing of the Vendor resource for each implementation task

3.1.9.9.1.2.2 Plan for conducting site surveys of all WVDMV facilities

3.1.9.9.1.2.3 Schedule including delivery and installation of equipment   and training

3.1.9.9.1.2.4 Plan for migrating data from current image database

3.1.9.9.1.2.5 Plan for installation and coordination of a minimum of three (3)   pilot facilities

3.1.9.9.1.2.6 Plan for installation and deployment of all data center   equipment and systems

3.1.9.9.1.2.7 Plan for installation and deployment of all central issuance   facility equipment and production procedures

3.1.9.9.1.3 The Vendor shall provide as a part of their proposal, a sample plan for the implementation and rollout of the solution to all locations.

3.1.9.9.1.1 – 3.1.9.9.1.3	Veridos accepts, complies and will be responsible for these requirements
	Veridos will work closely with WVDMV to understand and define specific transition needs that will ensure the smoothest possible migration from the current solution to the new solution.
	Veridos has extensive experience providing transition services for numerous government identification programs globally, including large-scale programs in North America including the Ontario, Manitoba and Saskatchewan Driver License programs.
	Veridos' methodology for Transition Planning will be agreed to with the customer as part of the Statement of Work negotiated subsequent to award, and generally follows the practice of supporting an assumptive design architecture that includes separate customer environments for development/test, quality assurance/support, and production/backup so as to provide a seamless and phased approach to solution cutover without interruption or disablement.
	Additionally, and upon agreement between Veridos and the State of West Virginia as part of the Statement of Work / Transition Plan subsection, Veridos methodology includes a defined Acceptance Criteria for the Quality Assurance phase before proceeding to the Production Phase and its own agreed-upon

	Service Level Agreements (SLAs)
	Veridos will carefully execute transition activities as defined in the SOW. Veridos will fully support WVDMV through testing and implementation of the new issuance solution; we will even provide test use cases and complete Testing Plans.
	The implementation phase of the project actualizes the solution. Installation, user training, and other transition activities are undertaken and the solution is put into production.

3.1.9.9.2 Data Migration

3.1.9.9.2.1 The Vendor must provide a detailed plan for migrating the data from the current MIDS image database into the new central image system database.

3.1.9.9.2.1	Veridos accepts, complies and will be responsible for this requirement
	Veridos has a Data Migration utility that provides for the batch enrolment of all of the required images at the start of the contract. The utility can reference the images as flat files or as a BLOB in a database field. The solution automatically cycles through all of the images, enrolling them appropriately. If any issues arise during the enrolment process with a particular record, it is placed in the "Special Handling" queue, where an operator is provided the necessary tools to get the records successfully enrolled.

Process Step	Task Description
Step 1	Identify the source data repository for card data, images and signatures, and images to be enrolled into the facial comparison system
Step 2	Determine connection methods available to the current data set: a. Connection type b. Connection reliability c. Connection throughput d. Connection Interface
Step 3	Profile current data repository: a. Create Data b. Number of records c. Quality of data/images d. Identify and address Scripts, Stored Procedures, and other functions that require special data handling

Step 4	Analyze data to be migrated:
	a. Work with the jurisdiction to determine the business rules to determine what data gets migrated, i.e.:
	    i. Will images below a certain quality standard be omitted from the conversion to improve facial recognition hit rate?
	    ii. How many historical images of each subject will be

			loaded into the facial recognition system?
			iii. Will images older than x period of time be converted?
			b. Determine proper mapping of each data field from legacy system to the new system
			c. Identify any data transformation that needs to occur, the criteria for transformation and the handling of null or empty data
			d. Calculate data set storage requirements
			e. Calculate expected duration of conversion
	Step 5		Determine proper data synchronization plans to take place after the conversion:
			a. Identify any potential sources of conflicts that could occur during synchronization
			b. Is a multi-master type synchronization routine required?
			c. Plan out conflict resolvers whether automated or manual
	Step 6		Create schedule for conversion timeline as to not to impact current operations
	Step 7		Determine and document the fallback plan if data conversion does not succeed for any reason
	Step 8		Setup new infrastructure, including:
			a. Image Repository
			i. Build servers and install
			ii. Run table creation scripts
			iii. Run scripts to ensure successful creation of the correct table structures
			b. FRS Solution
			i. Install nodes
			ii. Configure cluster controller
			iii. Set initial parameters
			iv. Run verification tests
			c. Data transformation Packages
			i. Configure any required data transformation routines
			ii. Run verification tests
			d. Ongoing Data Synchronization
			i. Analyze synchronization options
			ii. Develop/implement tool set
			iii. Run verification test
	Step 9		Initial test run on sub set of data
			a. Randomly selected smaller quantity of records
	Step 10		Analyze results:
			a. Analyze logs and reports
			b. Determine root cause of any errors
			c. Implement any necessary changes
			d. Re-run test
	Step 11		Review results with the jurisdiction and either:
			a. Receive approval from the jurisdiction to move on to mass image conversion
			b. Re-run test

	Step 12	Execute required unit acceptance tests (UAT):
		    a. Review results
		    b. Make any required changes
		    c. Re-run until customer acceptance is achieved	

	Step 13	Receive go/no-go decision for mass conversion	
	Step 14	Begin mass conversion	
	Step 15	Monitor ongoing conversion: a. Investigate and resolve any issues as they happen	
	Step 16	Analyze logs and reports and determine if fallback is necessary	
	Step 17	Conduct manual adjudication of images unable to be enrolled in FRS	
	Step 18	Conduct manual adjudication of images unable to be migrated into the new image repository	
	Step 19	Present to the jurisdiction the images that had matches on the N:N check as they were enrolled a. Execute the jurisdiction's requested actions of those matches	
	Step 20	Run scripts to determine that all images where successfully migrated and\or processed	
	Step 21	Present results to the jurisdiction and receive sign off	

	Step 22	Implement ongoing Synchronization Plan:
		    a. Implement conflict resolution plan
		    b. Monitor/analyze/resolve any conflicts until system Go Live	

	Step 23	Present results to the jurisdiction and receive sign off	

3.1.9.9.3 Pilot Phase

3.1.9.9.3.1 A minimum of three (3) pilot sites will be selected for installation prior to full statewide rollout. The pilot sites will be selected by WVDIVIV and should be installed one site at a time with on-site support from the Vendor on the day of installation and go-live.

3.1.9.9.3.2 The Vendor will be responsible for monitoring activities at the pilot sites to ensure successful operation. The duration of each pilot will be mutually agreed upon by the Vendor and WVDMV project managers.

3.1.9.9.3.1 – 3.1.9.9.3.2	Veridos accepts, complies and will be responsible for these requirements

3.1.9.9.4 Statewide Implementation

3.1.9.9.4.1 Upon approval by WVDMV of all testing, including successful implementation of the pilot phase, the Vendor will complete full implementation statewide for the facilities. Full implementation by the Vendor shall be completed pursuant to a schedule agreed upon by WVDMV and the Vendor.

3.1.9.9.4.2 Installations will be rolled out over time. Vendor must provide on-site support for no less than 3 hours on the morning of the go-live in each facility.

3.1.9.9.4.3 Professional Installation of equipment.

3.1.9.9.4.3.1 All equipment must be professionally installed using guidelines established by the Vendor and WVDMV

3.1.9.9.4.3.2 All cables must be clearly and legibly marked at both ends.

3.1.9.9.4.3.3 All equipment installations must be designed to keep cable clutter to a minimum and not to represent a hazard to the public or WVDMV staff

3.1.9.9.4.3.4 Inserts should be used in all counter holes to prevent damage to cables from rough cut holes.

3.1.9.9.4.3.5 Cable guides and ties should be used to route cables appropriately and to keep enough slack in the cable to prevent damage or loose connections.

3.1.9.9.4.3.6 Equipment installed on countertops or desks will be limited to only those pieces necessary for easy access by employees or customers.

3.1.9.9.4.3.7 Installers must ensure work areas are cleaned and all trash removed prior to leaving the facilities.

3.1.9.9.4.3.8 Any required installation checklists or forms must be completed and submitted prior to leaving **the** facility

3.1.9.9.4.3.9 Any necessary testing must be limited to appropriately flagged test records, and images captured must be professional and in accordance with production image capture guidelines.

3.1.9.9.4.3.10 Installers must keep on band at least one spare unit for every piece of equipment being installed.

3.1.9.9.4.1 – 3.1.9.9.4.3	Veridos accepts, complies and will be responsible for these requirements
	Veridos will be responsible for complete installation and testing of all of the components of the system. Our expert technicians will install the workstations, set up the back end infrastructure to interface with Veridos systems, and conduct full testing, including: unit testing with full QA, integration testing, usability testing, functional testing, performance testing with load and stress condition testing, external and internal interface testing, regression testing, user acceptance testing, and full end-to-end and performance testing.
	Once the system is fully tested, the Veridos team will provide a full staged rollout including site assessments, installation and training program to the WVDMV locations. The Veridos installation teams will assess each site, install all workstation software and peripherals, and provide full training.

3.1.9.9.5 90 Day Support Plan

3.1.9.9.5.1 The Vendor must provide a comprehensive plan for product support during the pilot, roll out period, and initial ninety (90) days of production.

3.1.9.9.5.2 Support must be available on-site at each location during the installation of the pilot facilities. Support must be available to installation technicians and WVDMV staff always during installation and configuration of any system component. Enhanced dedicated support must be available for WVDMV during the first ninety (90) days after full system go live before transitioning to long term help desk support.

3.1.9.9.5.3 The completion of ninety (90) consecutive calendar days of successful statewide performance as determined by WVDMV. shall result in System Acceptance.

3.1.9.9.5.1	Veridos accepts, complies and will be responsible for this requirement Upon contract award and the finalization of the Project Plan, Veridos will supply WVDMV with a detailed and comprehensive plan for support lasting from the first day of the pilot and concluding after the first ninety (90) days in production.
3.1.9.9.5.2 – 3.1.9.9.5.3	Veridos accepts, complies and will be responsible for these requirements

3.1.9.10 Long Term Account Management, Maintenance and Support Requirements

3.1.9.10.1 Account Manager for Operations

3.1.9.10.1.1 Vendor must provide to WVDMV one primary person who will be responsible for the long-term management of the contract and service level agreement.

3.1.9.10.1.2 The account manager will be an escalation point for issues that are not resolved through normal processes and within agreed upon timeframes.

3.1.9.10.1.3 The account manager will be a liaison for WVDMV with all other departments within the Vendor's organization.

3.1.9.10.1.4 The account manager must have a detailed understanding of the WVDMV systems and interfaces.

3.1.9.10.1.5 The account manager should be an operations person who is capable of detailed technical discussions with other Vendor resources, and whose primary responsibilities are not with sales and marketing.

3.1.9.10.1.6 The Vendor must identify the account manager and have them involved in the detailed management of the project no later than user acceptance testing to ensure a smooth transition after full system implementation.

3.1.9.10.1.7 WVDMV reserves the right to approve the selection of the account manager.

3.1.9.10.1 3.1.9.10.1.1 – 3.1.9.10.1.7	Veridos accepts, complies and will be responsible for these requirements Upon contract execution, WVDMV will have two primary points of contact within Veridos' organization. The primary day-to-day contact for WVDMV will be a dedicated and experience Client Relationship Manager who will field all standard inquiries and process special requests. The primary liaison, responsible for contract and service level management, along with long-term strategic management of WVDMV's account will be Veridos' Account Executive. Veridos' Account Executive is **Kathleen Synstegaard.** Kathleen has 20 years of experience with both Veridos and Entrust Datacard providing government solutions. Kathleen is also the AAMVA Industry Advisory Board Chairperson.

3.1.9.10.2 Service Level Agreement

3.1.9.10.2.1 Preventive and Remedial Maintenance

3.1.9.10.2.1.1 The Vendor <u>shall</u> provide all remedial and preventative maintenance for all system components (hardware and software) including provision of all parts and labor during the term of the contract.

3.1.9.10.2.1.2 On-site remedial and preventative maintenance for facility equipment shall be available during facility working hours, generally between 8:00am and 5:30pm, Eastern Time, Monday through Friday, and 8:00am and 12:00pm, Eastern Time on Saturday.

3.1.9.10.2.1.3 Preventative maintenance for the central image system and / or facial recognition system components must be completed during pre-arranged maintenance windows, generally on weekends, outside of normal business hours.

3.1.9.10.2.1.4 No costs related to maintenance of hardware and software, including travel time and expenses, shall be billable to WVDMV. These costs must be included in the cost per card.

3.1.9.10.2.1 3.1.9.10.2.1.1 – 3.1.9.10.2.1.4	Veridos accepts, complies and will be responsible for these requirements

3.1.9.10.2.2 Replacement of Equipment / Inventory of Spares

3.1.9.10.2.2.1 The Vendor shall replace any hardware if its maintenance or repair problems are chronic (Requires a support call and occurs three (3) or more times within a twelve (12) month period).

3.1.9.10.2.2.1	Veridos accepts, complies and will be responsible for this requirement

3.1.9.10.2.2.2 If a repair or maintenance problem is systemic, i.e. occurring system wide, the Vendor shall provide a system wide solution, which may include statewide upgrade or replacement of all units.

3.1.9.10.2.2.2	Veridos accepts, complies and will be responsible for this requirement

3.1.9.10.2.2.3 At the time of installation, all equipment must be new and in good working order.

3.1.9.10.2.2.3	Veridos accepts, complies and will be responsible for this requirement All equipment included with Veridos proposed solution is confirmed to be new and in good working order. Veridos' installation team will verify the condition and integrity of the entire solution prior to installation in WVDMV offices.

3.1.9.10.2.2.4 The Vendor shall maintain a suitable quantity of each type of equipment to be used as replacement units or spares, as needed for service calls.

3.1.9.10.2.2.4	Veridos accepts, complies and will be responsible for this requirement Each field office will always have a supply of all materials required to service the devices in their possession so that they will be able to respond quickly to service requests. The field services headquarters in will maintain and manage the inventory of devices and supplies that will be distributed and replenished to the field technicians as needed. The spare parts pool will be purchased by Veridos at the outset of the contract to ensure their availability. Veridos has allocated the required inventory stock in our purchasing plan. This inventory will be constantly tracked in a site inventory log.

3.1.9.10.2.2.5 The Vendor is responsible for the replacement of any cables that fail or break during normal operating conditions.

3.1.9.10.2.2.6 The Vendor will be responsible for proper inventory tracking of all equipment from initial installation and through any service replacements.

3.1.9.10.2.2.7 The Vendor will notify WVDMV of equipment swaps so that the WVDMV inventory system will be kept current. All replacement equipment used must be current, available technology, and not obsolete or discontinued.

3.1.9.10.2.2.5 – 3.1.9.10.2.2.7	Veridos accepts, complies and will be responsible for these requirements

3.1.9.10.2.3 Service Response Times

3.1.9.10.2.3.1 The Vendor shall repair or replace the ICW, Central Image System, Facial Recognition System, or Central Issuance system hardware/software within the following timeframes:

3.1.9.10.2.3.1.1 ICW

3.1.9.10.2.3.1.1.1 Six (6) working hours after notification that an ICW component needs remedial maintenance if a back-up or replacement unit is available for use on site.

3.1.9.10.2.3.1.1.2 Two (2) hours after notification that an ICW component needs remedial maintenance if a backup or replacement unit is not available on site.

3.1.9.10.2.3.1.1.3 If the facility is "down", that is, unable to process applicants, Vendor must continue to work on down equipment until the site can process. This includes non-working hours. Vendor cannot leave at 5pm and come back the next day without express approval from the WVDMV system administrator and the facility manager

3.1.9.10.2.3.1.1 3.1.9.10.2.3.1.1.1 – 3.1.9.10.2.3.1.1.3	Veridos accepts, complies and will be responsible for these requirements

3.1.9.10.2.3.1.2 Central Image System & FRS

3.1.9.10.2.3.1.2.1 Four (4) hours after notification of a problem with the central image system or facial recognition system if the system is still available for use.

3.1.9.10.2.3.1.2.2 Two (2) hours after notification of a problem with the central image system or facial recognition system if the failover is not working and the system is not available for use.

3.1.9.10.2.3.1.2.3 Vendor must provide emergency support 24 hours per day, 7 days per week for the Central Image and FRS systems.

3.1.9.10.2.3.1.2 3.1.9.10.2.3.1.2.1 – 3.1.9.10.2.3.1.2.3	Veridos accepts, complies and will be responsible for these requirements

3.1.9.10.2.3.2 Chronic or repeat issues — the Vendor will immediately dispatch a system expert to the site of the central image server or facial recognition system if a problem remains undiagnosed and/or unresolved after seventy-two (72) hours, and if the problem affects facility operations or other issuance or retrieval operations or prevents or impedes proper database storage and back up processes, even if it does not result in down time.

3.1.9.10.2.3.3 If reported problems are not resolved within the required response times, the Vendor shall be deemed in default of these standards of performance. In such an instance, the Vendor and WVDMV will determine if it is necessary to provide an alternative solution that allows operations to continue.

3.1.9.10.2.3.4 Support issues, tickets, or calls must not be closed without confirmation from WVDMV that the issue has been resolved.

3.1.9.10.2.3.2 – 3.1.9.10.2.3.4	Veridos accepts, complies and will be responsible for these requirements

3.1.9.10.2.4 System Availability

3.1.9.10.2.4.1 All image capture workstations must be available during regular WVDMV business hours, and during extended hours for special events as needed.

3.1.9.10.2.4.2 All central image system and facial recognition system servers must be available 24 hours per day, 7 days per week, and 365 days per year.

3.1.9.10.2.4.3 All servers used as part of the Vendor solution must be configured for automatic failover to minimize system downtime.

3.1.9.10.2.4.4 Monthly maintenance windows for servers will be established, and the Vendor must provide notification of their intent to utilize the maintenance window no less than 1 week in advance.

3.1.9.10.2.4.5 Downtime is defined as any time that any portion of the ICW, CIS, or FRS systems are unavailable for normal business operations, and when an WVDMV approved work around is not available.

3.1.9.10.2.4.6 Downtime will start from the time WVDMV first notifies the Vendor's designated representative or Help Desk of the inoperative condition until it is returned to working order.

3.1.9.10.2.4 3.1.9.10.2.4.1 – 3.1.9.10.2.4.6	Veridos accepts, complies and will be responsible for these requirements

3.1.9.10.2.5 Help Desk Support

3.1.9.10.2.5.1 During the entire term of the contract, the Vendor will provide WVDMV with a toll-free Help Desk number and email address to contact the Vendor for technical support. At a minimum, the Help Desk Hours must be:

31.9.10.2.5.1.1 7:30am to 6:00pm, Eastern Time Monday through Friday

3.1.9.10.2.5.1.2 7:30am to 12:30pm, Eastern Time Saturdays

3.1.9.10.2.5.1.3 Extended hours as needed for special events such as the West Virginia State Fair.

3.1.9.10.2.5.2 Within fifteen (15) minutes of the phone call or receipt of the email, Vendor personnel knowledgeable with the operation of the WVDMV systems must call the designated WVDMV contact to determine the exact problem.

3.1.9.10.2.5.3 If the problem cannot be resolved over the phone, remote access can be used to assist in diagnosing and fixing the problem.

3.1.9.10.2.5.4 If the problem cannot be fixed remotely, the Vendor must dispatch a field service technician to resolve the issue.

3.1.9.10.2.5.5 The Vendor must have a clearly defined problem escalation process and all Help Desk and Field Service personnel must be trained and knowledgeable in this process.

3.1.9.10.2.5.1 – 3.1.9.10.2.5.5	Veridos accepts, complies and will be responsible for these requirements

3.1.9.10.2.6 Help Desk Reporting System

3.1.9.10.2.6.1 All support issues must be logged in a help desk reporting system and updated in real time.

3.1.9.10.2.6.2 WVDMV must have access to the reporting system for review of open, closed, and resolved support tickets.

3.1.9.10.2.6.3 The help desk reporting system must be capable of automatic tracking of response times and must send alerts when issues require escalation if response times are exceeded.

3.1.9.10.2.6.4 The help desk reporting system must provide summary and detail reports on repetitive or chronic issues, open and closed tickets, maintenance performed, and average response times.

3.1.9.10.2.6.5 Reports must be available by facility for specific date range.

3.1.9.10.2.6 3.1.9.10.2.6.1 – 3.1.9.10.2.6.5	Veridos accepts, complies and will be responsible for these requirements

3.1.9.10.2.7 Field Service Support

3.1.9.10.2.7.1 To meet the required response times, the Vendor will need to have several field service technicians in the State of West Virginia.

3.1.9.10.2.7.2 WVDMV will not set a requirement for the number of field technicians. It will be the Vendor's responsibility to determine the number of technicians necessary to meet response times and to appropriately cover time off.

3.1.9.10.2.7.3 WVDMV must be provided with a list of all field service technicians, and the technicians must have a means of identifying themselves to WVDMV staff when they arrive at an WVDMV location.

3.1.9.10.2.7.4 As part of the support agreement, Field service technicians will be required to set up and remove equipment for any special events, such as the West Virginia State Fair and other public demonstrations as determined by the State Governor or the WVDMV Commissioner.

3.1.9.10.2.7.5 As part of the support agreement, Field service technicians will be required to uninstall and reinstall equipment, as needed, if a facility moves to a new location.

3.1.9.10.2.7 3.1.9.10.2.7.1 – 3.1.9.10.2.7.5	Veridos accepts, complies and will be responsible for these requirements The Veridos team will provide on-call maintenance as part of our service offering for this program. This includes maintenance for the software, ICW, printers, capture tower and signature pad. The support services team will include highly-skilled, well-trained technicians who are certified to service our proposed solution. We will also provide a call center that will be available for all hours that WVDMV facilities are open. The call center personnel will be capable of verifying preliminary checks with the WVDMV representative prior to dispatching a technician. The call center will be backed by local technicians situated strategically throughout the State of West Virginia as a fully prepared Mobile Service Response team. Each member of the Response team will be outfitted with a completely equipped response vehicle, stocked with all necessary equipment to ensure a quick response and resolution to any issue that cannot be corrected over the phone. Each Response team member will be fully trained and certified to meet the service requirements of our solution. In addition to repair supplies, each Response team member will have an inventory of full replacement units to allow for quick resolution of nearly any problem by, when necessary, simply swapping out an affected device. Veridos acknowledges all of the maintenance and support requirements. Veridos has included our hardware maintenance plan at no additional cost to the State and will remain in place for the full-term of the contract. The critical elements of our support model are in absolute alignment with the requirements and include the following: • The field team designates one of their senior technicians as the Subject Matter Expert of the respective hardware. • The subject matter expert, in collaboration with WVDMV, constructs documentation regarding the technical specifications of any hardware. The documentation also includes standard troubleshooting protocol for each device. This documentation will include all technical manuals from

the equipment OEM. These will be provided and maintained in written and CD format to assist field technicians, and an electronic copy of the most current documentation provided to WVDMV for central maintenance and reference.

- There will be a minimum of 10 field technicians who will be supporting the DL/ID devices. The field team supporting the hardware will be selected based on the required Service Level Agreement that must be achieved.

- All field technicians that will be supporting the hardware are provided the technical and troubleshooting documentation and receive training from the subject matter expert. The training will be conducted in person with each technician that will be supporting the devices and will be "hands on".

- All equipment and hardware provided as part of Veridos' solution will be of new manufacture. Staging and testing will be conducted by field technicians prior to installation, to ensure all hardware is installed in good working order. Approval will be obtained from WVDMV prior to installation.

- Each field office will always have a supply of all materials required to service these devices in their possession so that they will be able to respond quickly to service requests. The field services headquarters in will maintain and manage the inventory of devices and supplies that will be distributed and replenished to the field technicians as needed. The spare parts pool will be purchased by Veridos at the outset of the contract to ensure their availability. Veridos has allocated the required inventory stock in our purchasing plan. This inventory will be constantly tracked in a site inventory log.

Our helpdesk systems will include;

1) A web portal to submit service requests.

2) An established 800 number.

3) A ticketing system. The current support process would also be utilized for the DL/DI solution.

- A service request from WVDMV would be submitted through our web portal. A service request may also be submitted by placing a call to our 800 number or by email though the most efficient option is the use of the web portal.

- A service ticket will be created by the helpdesk team. The ticket and its status will be visible to the WVDMV team through the web portal.

- Our helpdesk team will immediately contact the site that is reporting the issue well within the SLA and execute the troubleshooting protocol.

- If the issue was not resolved by the troubleshooting protocol then a field technician will be immediately dispatched and will be onsite within the SLA.

	• All field technicians will have identical device kits in their possession as well as any other materials that may be needed to service the devices (i.e., cabling, patch cables, etc.).
	• The field technician will quickly execute the troubleshooting protocol again. The technician will determine if the failure is due to a hardware or software issue.
	o If the failure is determined to be a software issue then the technician will immediately contact WVDMV technical support team to report the issue and continue to troubleshoot the issue in collaboration with the WVDMV technical team.
	o If the failure is determined to be a hardware issue the device will be immediately uninstalled. A replacement device will be installed and tested. The onsite contact will be kept updated throughout the service call. The technician will fill out form DPS 0116 to track the asset being removed and the asset being installed. The site log would also be updated. This information would be included in the field service record.
	• The field technician will update the helpdesk team before leaving the site as to the resolution of the ticket.
	• The helpdesk team will immediately update the ticket and close it.
	• The field technician would return the removed asset to the field services headquarters to be repaired or returned to the manufacturer.
	• The Veridos team will submit monthly reports to WVDMV related to all service requests received for the month. The report will highlight the following service request data:
	o Ticket number
	o Location submitting the service request
	o Serial numbers of tracked assets
	o Timeline of activities
	o Resolution of the ticket

3.1.9.10.3 Information Technology Requirements

3.1.9.10.3.1 Communications

3.1.9.10.3.1.1 WVDMV will be responsible for data communication between the facilities and the WVDMV data center. Communication between the WVDMV data center and the central production facilities will be the responsibility of the Vendor.

| 3.1.9.10.3.1.1 | Veridos accepts, complies and will be responsible for this requirement |

3.1.9.10.3.2 Recovery After Power or Communication Failure

3.1.9.10.3.2.1 In the event of a power failure:

3.1.9.10.3.2.1.1 In-process transactions in system queues must be able to be restarted after power-up with no loss of transactions or data.

3.1.9.10.3.2.1.2 If a transaction cannot be restarted, the system must roll back to the beginning of the transaction process.

3.1.9.10.3.2.1.3 Software settings must be retained and return to current settings displayed prior to the power failure.

3.1.9.10.3.2.1.4 All regularly required statistical and audit transactions regarding applications in progress must be restored and must continue to function as if no interruption had occurred.

3.1.9.10.3.2.1 3.1.9.10.3.2.1.1 – 3.1.9.10.3.2.1.4	Veridos accepts, complies and will be responsible for these requirements

3.1.9.10.3.2.2 In the event of a communication failure:

3.1.9.10.3.2.2.1 Facility applications must be capable of continuing to operate with data stored locally.

3.1.9.10.3.2.2.2 When communication is restored all pending data must be transferred to the central image system in a manner so as not to cause processing delays on the server or communication network

3.1.9.10.3.2.2.1	Veridos accepts, complies and will be responsible for these requirements

3.1.9.10.3.3 Data Storage

3.1.9.10.3.3.1 All data will be stored at the WVDMV data center to comply with the State of West Virginia statutory requirements, administrative rules, and records retention requirements.

3.1.9.10.3.3.2 The data associated with this system is the property of WVDMV and is not available for resale or distribution.

3.1.9.10.3.3.3 Data sent to the central production facility servers for card printing must be deleted no more than thirty (30) days after receipt of the print request.

3.1.9.10.3.3.1 – 3.1.9.10.3.3.3	Veridos accepts, complies and will be responsible for these requirements

3.1.9.10.3.4 Software Updates

3.1.9.10.3.4.1 The Vendor must provide WVDMV with software updates not more than once per year (except as needed to fix high priority system defects) which include bug fixes, and agreed upon minor enhancements. The implementation of these updates must adhere to normal project management methodologies, including fall system testing. The schedule for the updates must be planned in coordination with WVDMV, and notice must be given to allow time for the planning of testing resources.

3.1.9.10.3.4.2 Major enhancements shall be charged on an hourly base as defined by Exhibit A - Pricing Sheet.

3.1.9.10.3.4.3 The Vendor must develop and provide a formal back-out plan for all updates in the event of failure.

3.1.9.10.3.4.1	Veridos accepts, complies and will be responsible for this requirement
3.1.9.10.3.4.2	Veridos accepts, complies and will be responsible for this requirement Veridos' hourly programming rate has been included in Exhibit A – Pricing sheet
3.1.9.10.3.4.3	Veridos accepts, complies and will be responsible for this requirement Upon contract award and prior to execution, Veridos will provide WVDMV with a complete back-out plan outlining the process and timeline for all elements of the solution.

3.1.9.10.3.5 Change to Production System

3.1.9.10.3.5.1 At no time, shall anyone on the Vendor's staff make changes to the WVDMV production systems without coordination with WVDMV, full system testing by both the Vendor and WVDMV, and strict adherence to the change management process.

3.1.9.10.3.5.1	Veridos accepts, complies and will be responsible for this requirement

3.1.9.10.3.6 Required Environments

3.1.9.10.3.6.1 The Vendor must provide four complete environments.

3.1.9.10.3.6.1.1 Complete Quality Assurance System - Vendor Location

3.1.9.10.3.6.1.2 Complete UAT System - WVDMV

3.1.9.10.3.6.1.3 Complete Production System – WVDMV

3.1.9.10.3.6.1.4 Complete Disaster Recovery System WVDMV

3.1.9.10.3.6.1	Veridos accepts, complies and will be responsible for these requirements

3.1.9.10.3.6.1.1 – 3.1.9.10.3.6.1.4	

3.1.9.10.3.7 End of Contract

3.1.9.10.3.7.1 At the end of the contract, or sooner, if the contract is terminated, the Vendor must transfer all image files and data to a WVDMV or third party database.

3.1.9.10.3.7.2 The Vendor must provide technical support for a period of two (2) months after the data transfer to ensure that the data is migrated in a way that is usable by WVDMV.

3.1.9.10.3.7.1	Veridos accepts, complies and will be responsible for this requirement
3.1.9.10.3.7.2	Removed per addendum no. 3

Exhibit D

PII Acknowledgement

The Vendor understands that this Agreement requires access to Personally Identifiable Information or PII found within the WVDMV's records. Personally Identifiable Information includes any information that can identify a person, including, but not limited to the name, address, social security number, driver's license number, date of birth, photograph, computerized image, telephone number, medical information or disability information of any person or organization found in DMV records.

The Vendor understands that any PII obtained from the WVDMV's records is subject to the federal Driver Privacy Protection Act and the West Virginia Uniform Records Disclosure Act, hereinafter WVURDA found at West Virginia Code §17A-2A-1, et seq. A copy of the WVURDA is attached and made a part of this Agreement.

The Vendor and its' employees, agents, contractors, subcontractors, assigns and heirs agree to read the WVURDA, and all personnel who will have access to the WVDMV's records must sign a Confidentiality Agreement prior to access to PII found within the WVDMV's records. Failure to comply with this provision may affect deadlines required by the Vendor. The Vendor agrees that failure to submit Confidentiality Agreements from all Vendor users of the WVDMV's records constitutes a breach of the Agreement and the WVDMV may terminate the Agreement without consequence to WVDMV on that basis. To complete the Confidentiality Agreement, the Division's Privacy Program must be reviewed by each user. Copies of the Division's Privacy Policy and the Confidentiality Agreement are attached and are made part of this Agreement.

The Vendor hereby agrees that it will only access PII as required to perform its duties under the Agreement. The Vendor understands that it is required to secure the PII that it accesses as part of this Agreement and to ensure that it is not accessed by unauthorized individuals or released to any other persons, companies or entities.

The Vendor agrees to keep all personal and non personal information accessed from testing applicants and WVDMV confidential and protected from intentional and unintentional disclosure;

The Vendor acknowledges that authorized access or transactions provide no right to possession or ownership by the Vendor to the WVDMV's data records or to the records of the testing applicants at any time;

The Vendor shall not access or retain any data submitted by testing applicants or by the WVDMV for any reason other than the information that it is required to retain under this Agreement in its transaction logs;

The Vendor will ensure that it does not aggregate information or create any databases to information which it has access, including WVDMV's data and data submitted by testing applicants for the purposes of building comprehensive data records or for any other purpose;

The Vendor will take all reasonable precautions to protect against unauthorized access or release of WVDMV data records, confidential records or confidential information in its custody;

The Vendor will follow the notification requirement if it discovers that information or services provided under this Agreement have been disclosed or are being used in violation of the federal Driver Privacy Protection Act, the West Virginia Records Disclosure Act, the federal Privacy Act of 1974 or any other state or federal laws. **The Vendor shall also immediately notify the WVDMV within 24 hours by telephone at 304.558.2723 and by facsimile machine at 304.558.1987 as well as the West Virginia Office of Technology at 304.558.9966 or 877.558.9966 if it discovers that personal information provided under this Agreement have been disclosed or are being used in violation of the Agreement, or state or federal laws;**

AGREED:

Paul F. Mazzeo
Printed Name

President - Veridos America, Inc
Title

Signature

Date

Exhibit E – 3.1.9.2 Project Work Plan

The sample project plan included with our proposal reflects an implementation timeframe of six months per Addendum 3; however, we believe that a six-month implementation does not provide for enough time for WVDMV to review and approve specifications, card designs, proofs, etc. The Veridos project team is are more comfortable with an implementation timeframe of nine months.

WVA RFQ - Notional
Project Plan draft.mp

WVA RFQ - Notional
Project Plan draft V1:

Digital Copy: Double-click to open

Exhibit F – Request for Clarification

ID	WBS	Task Name	Predecessors	Duration	Start	Finish	Resource Names	Notes
0		**WVA Card Production Solution**		**257days**	**Mon 5/1/17**	**Wed 5/9/18**		
1	1	Complete Commerical Requirements		25days	Mon 5/1/17	Mon 6/5/17		
2	1.1	Receipt of Notice of Award		0days	Mon 5/1/17	Mon 5/1/17	G&D,WVA	
3	1.2	Receipt of Notice to Proceed	2	10days	Mon 5/1/17	Fri 5/12/17		
4	1.3	Execution of PRIME Contract	2	20days	Mon 5/1/17	Fri 5/26/17	G&D,WVA	
5	1.4	Schedule Project Kickoff Meeting	3	10days	Mon 5/15/17	Fri 5/26/17	WVA	
6	**1.5**	Conduct Project Kick-off		**2days**	**Fri 6/2/17**	**Mon 6/5/17**	**EDC,G&D,WVA**	
7	1.5.1	Complete Commerical and Technical Overview	5FS+3days	1.5days	Fri 6/2/17	Mon 6/5/17	EDC,G&D,WVA	
8	1.5.2	Complete the Solution Demonstration	7	0.5days	Mon 6/5/17	Mon 6/5/17	EDC,G&D,WVA	
9	**2**	**Phase 1 Planning**		**6days**	**Tue 6/6/17**	**Tue 6/13/17**		
10	**2.1**	**Provide Project Management Plan**		**6days**	**Tue 6/6/17**	**Tue 6/13/17**	**G&D**	
11	2.1.1	Develop Project Management Plan/PMP	6	5days	Tue 6/6/17	Mon 6/12/17	G&D	
12	2.1.2	Conduct Review of Plan/PMPwith WVA	11	1day	Tue 6/13/17	Tue 6/13/17	G&D,EDC	
13	2.1.3	Approve Plan	12	0days	Tue 6/13/17	Tue 6/13/17	WVA	
14	**3**	**Phase 2 Analysis**		**45days**	**Tue 6/6/17**	**Tue 8/8/17**		
15	**3.1**	**Complete WVA Gap Analysis**		**20days**	**Tue 6/6/17**	**Mon 7/3/17**	**G&D**	
16	3.1.1	Conduct WVA Gap Analysis	6	10days	Tue 6/6/17	Mon 6/19/17	EDC,G&D	
17	3.1.2	Document & Analyze Findings of WVA Analysis	16	5days	Tue 6/20/17	Mon 6/26/17	EDC,G&D	
18	3.1.3	Develop Recommendations	17	5days	Tue 6/27/17	Mon 7/3/17	EDC,G&D	
19	3.1.4	Communicate Findings & Recommendations	18	0days	Mon 7/3/17	Mon 7/3/17	G&D	
20	3.2	Develop Transition Plan	6	45days	Tue 6/6/17	Tue 8/8/17	G&D,EDC,WVA	
21	**4**	**Phase 3 & 4 Design & Development**		**160days**	**Mon 5/15/17**	**Wed 1/3/18**		
22	**4.1**	**Card Fulfilment Work package**		114days	Fri 6/30/17	Wed 12/13/17	G&D	
23	4.1.1	Provide card designs/artfiles		5days	Fri 6/30/17	Fri 7/7/17	WVA	
24	4.1.2	Create DL & ID card proofs	23	15days	Mon 7/10/17	Fri 7/28/17	G&D	
25	4.1.3	Review card proofs & provide feedback	24	5days	Mon 7/31/17	Fri 8/4/17	WVA	
26	4.1.4	Update card proofs	25	10days	Tue 8/8/17	Mon 8/21/17	G&D	
27	4.1.5	Approve card proofs	26	5days	Tue 8/22/17	Mon 8/28/17	WVA	
28	4.1.6	Manufacture press proof samples	27	20days	Tue 8/29/17	Tue 9/26/17	G&D	
29	4.1.7	Review press proof samples and provide feedback	28	5days	Wed 9/27/17	Tue 10/3/17	WVA	
30	4.1.8	Approve press proofs and place order	29	0days	Tue 10/3/17	Tue 10/3/17	WVA	
31	4.1.9	Manufacture approved DL & ID cards	30	45days	Wed 10/4/17	Fri 12/8/17	G&D	
32	4.1.10	Vault cards into inventory	31	3days	Mon 12/11/17	Wed 12/13/17	G&D	
33	4.2	**Card Fulfilment System**		145days	Tue 6/6/17	Wed 1/3/18	G&D	
34	4.2.1	Complete Requirements Gathering		13days	Tue 6/6/17	Thu 6/22/17	G&D,VWA	
35	4.2.2	Complete Technical Specifications	34	13days	Fri 6/23/17	Wed 7/12/17	G&D	
36	4.2.3	Review Techinical Specifications	35	1day	Thu 7/13/17	Thu 7/13/17	G&D,VWA	
37	4.2.4	Approve Techinical Specifications	36	0days	Thu 7/13/17	Thu 7/13/17	VWA	
38	4.2.5	Complete Solution Development	37	84days	Fri 7/14/17	Thu 11/9/17	G&D	

ID	WBS	Task Name	Predecessors	Duration	Start	Finish	Resource Names	Notes
39	4.2.6	Integration & QA	38	34days	Mon 11/13/17	Wed 1/3/18	G&D	
40	**4.3**	**Develop DL Solution**		**125days**	**Mon 5/15/17**	**Wed 11/8/17**		
41	**4.3.1**	**Complete System Development**		**105days**	**Mon 5/15/17**	**Wed 10/11/17**	**EDC**	
42	4.3.1.1	Development of Secura FRS Solution Specification		20days	Mon 5/15/17	Mon 6/12/17	EDC	
43	4.3.1.2	Complete FRS Data Model	42FS+5day	5days	Tue 6/20/17	Mon 6/26/17	EDC	
44	4.3.1.3	Complete Data Migration Utilities	43	5days	Tue 6/27/17	Mon 7/3/17	EDC	
45	4.3.1.4	Complete Production Integration	44	10days	Wed 7/5/17	Tue 7/18/17	EDC	
46	4.3.1.5	Complete External Messaging Integration	43	15days	Tue 6/27/17	Tue 7/18/17	EDC	
47	4.3.1.6	Complete Workflows and User Interfaces	46	30days	Wed 7/19/17	Tue 8/29/17	EDC	
48	4.3.1.7	Complete Solution Reports	47	30days	Wed 8/30/17	Wed 10/11/17	EDC	
49	**4.3.2**	**Complete Solution Documentation**		**105days**	**Tue 6/13/17**	**Wed 11/8/17**	**EDC**	
50	4.3.2.1	Develop Data Migration Plan	43SS+10da	10days	Wed 7/5/17	Tue 7/18/17	WVA,EDC	
51	4.3.2.2	Development of System Integration Test/SIT Plan	42	20days	Tue 6/13/17	Tue 7/11/17	EDC	
52	4.3.2.3	Development of User Acceptance Test/UAT Plan	51	20days	Wed 7/12/17	Tue 8/8/17	WVA	
53	4.3.2.4	Complete Solution Documentation - Operator	47	10days	Wed 8/30/17	Wed 9/13/17	EDC	
54	4.3.2.5	Complete Solution Documentation - Admin	48	20days	Thu 10/12/17	Wed 11/8/17	EDC	
55	**5**	**Phase 5 Testing**		**69days**	**Thu 10/12/17**	**Wed 1/24/18**		
56	**5.1**	**Solution Deployment to TEST Environments**		**69days**	**Thu 10/12/17**	**Wed 1/24/18**		
57	5.1.1	Install - Integration Test Environment	41	1day	Thu 10/12/17	Thu 10/12/17		
58	5.1.2	Complete Data Migration for Integration Testing	57	1day	Fri 10/13/17	Fri 10/13/17		
59	5.1.3	Complete Development Integration Testing/DIT	57,41	15days	Fri 10/13/17	Thu 11/2/17	EDC	
60	**5.1.4**	**Complete System Integration Testing/SIT**		**20days**	**Fri 11/3/17**	**Tue 12/5/17**		
61	5.1.4.1	Conduct End-to-End Integrated Testing	59	20days	Fri 11/3/17	Tue 12/5/17	EDC,WVA	
62	5.1.5	Install - User Acceptance Environment/UAT	61FF-3day	3days	Tue 11/28/17	Thu 11/30/17	EDC,WVA	
63	5.1.6	Complete Data Migration for UAT Testing	62	2days	Fri 12/1/17	Mon 12/4/17		
64	**5.1.7**	Complete User Acceptance Testing/UAT	63	10days	Tue 12/5/17	Mon 12/18/17	WVA	
65	5.1.8	Performance testing	64	7days	Tue 12/19/17	Thu 12/28/17		
66	5.1.9	Card Production User Acceptance Testing	39	14days	Thu 1/4/18	Wed 1/24/18	G&D,VWA	
67	**6**	**Phase 6 Deployment**		**39days**	**Tue 12/19/17**	**Wed 2/14/18**		
68	**6.1**	**WVA sign-off to Implement**		**39days**	**Tue 12/19/17**	**Wed 2/14/18**		
69	6.1.1	Environment Install - Production/PROD Environment	64SS+10da	3days	Tue 12/19/17	Thu 12/21/17	EDC,WVA	
70	6.1.2	Environment Install - Disaster Recovery/DR Environment	69	3days	Fri 12/22/17	Wed 12/27/17	EDC,WVA	
71	6.1.3	Complete Data Migration for Production	69	7days	Fri 12/22/17	Wed 1/3/18	EDC.WVA	
72	**6.1.4**	**Complete Promotion to Production**		**21days**	**Wed 1/17/18**	**Wed 2/14/18**		
73	6.1.4.1	Implement Card Fulfilment System		21days	Wed 1/17/18	Wed 2/14/18		
74	6.1.4.1.1	Approve Promotion of Code into Production	66	0days	Wed 1/24/18	Wed 1/24/18	VWA	
75	6.1.4.1.2	CODE FREEZE		11days	Wed 1/17/18	Wed 1/31/18	VWA	
76	6.1.4.1.3	Install Application and On-line Services		10days	Thu 1/18/18	Wed 1/31/18	G&D	
77	6.1.4.1.4	First Run Assistance	76	10days	Thu 2/1/18	Wed 2/14/18	G&D	

ID	WBS	Task Name	Predecessors	Duration	Start	Finish	Resource Names	Notes
78	**7**	**Provide Training**		**126days**	**Wed 7/5/17**	**Thu 1/4/18**		
79	7.1	Develop Training Plan	15	50days	Wed 7/5/17	Wed 9/13/17	EDC,WVA	
80	**7.2**	Approve Training Plan	**79**	**76days**	**Thu 9/14/17**	**Thu 1/4/18**	**WVA**	
81	**7.2.1**	**Complete Training Readiness**		**76days**	**Thu 9/14/17**	**Thu 1/4/18**	**WVA**	
82	**7.2.1.1**	**Identify training populations**		**15days**	**Thu 10/12/17**	**Wed 11/1/17**	**EDC,WVA**	
83	7.2.1.1.1	identify UAT personnel for training	48	15days	Thu 10/12/17	Wed 11/1/17		
84	7.2.1.1.2	identify personnel for Operator course	48	15days	Thu 10/12/17	Wed 11/1/17		
85	7.2.1.1.3	identify personnel for Secura Admin course	48	15days	Thu 10/12/17	Wed 11/1/17		
86	7.2.1.1.4	identfy personnel for Secura Adjudication	48	15days	Thu 10/12/17	Wed 11/1/17		
87	7.2.1.1.5	identify personnel for Train the Trainer course,if required	48	15days	Thu 10/12/17	Wed 11/1/17		
88	**7.2.1.2**	**Schedule trainees**		76days	Thu 9/14/17	Thu 1/4/18	EDC,WVA	
89	7.2.1.2.1	schedule UAT training, if required	62SS-15da	5days	Thu 11/2/17	Wed 11/8/17		
90	7.2.1.2.2	schedule Secura Administrator training classes		10days	Thu 9/14/17	Wed 9/27/17		
91	**7.2.1.2.3**	Schedule Secura Training classes		**41days**	**Thu 11/2/17**	**Thu 1/4/18**		
92	7.2.1.2.3.1	schedule Operator training for UAT personnel, if required	62SS-15da	5days	Thu 11/2/17	Wed 11/8/17		
93	7.2.1.2.3.2	schedule Operator training for UAT personnel, if required	62SS-15da	5days	Thu 11/2/17	Wed 11/8/17		
94	7.2.1.2.3.3	schedule Secura Operator classes for Pilot site personnel	115SS-20d	5days	Wed 11/29/17	Tue 12/5/17		
95	7.2.1.2.3.4	schedule Secura Adjudication training for Pilot personnel	115SS-20d	5days	Wed 11/29/17	Tue 12/5/17		
96	7.2.1.2.3.5	Schedule Secura Operator Training for Implementation sit	94	20days	Wed 12/6/17	Thu 1/4/18		
97	7.2.1.2.3.6	Schedule Secura Adjudication Training for Implementatior	94	20days	Wed 12/6/17	Thu 1/4/18		
98	7.2.1.3	Prepare Training room (s)		5days	Thu 9/14/17	Wed 9/20/17		
99	7.2.1.4	Complete updates to training materials	49	25days	Thu 11/9/17	Mon 12/18/17		
100	7.2.1.5	Ship training materials	99	3days	Tue 12/19/17	Thu 12/21/17	EDC	
101	**7.3**	**Deliver Secura Administration Training for WVA Administrators and IT staff**		**4days**	**Wed 12/6/17**	**Mon 12/11/17**	**EDC**	
102	7.3.1	Mobilize Trainer to Training site	115SS-15d	1day	Wed 12/6/17	Wed 12/6/17		
103	7.3.2	Conduct Secura System Administration Training	102	3days	Thu 12/7/17	Mon 12/11/17		
104	7.4	Deliver Secura Operator Training	115SS-15d	0days	Wed 12/6/17	Wed 12/6/17	EDC	
105	**7.5**	**Deliver Secura Adjudication Training - roles based on Business Use cases**	115SS-15d	**4days**	**Wed 12/6/17**	**Mon 12/11/17**		
106	7.6	**Deliver "Train the Trainer Course"**	103	4days	Tue 12/12/17	Fri 12/15/17		
107	**8**	**Complete DLO Site Installations**		**109days**	**Thu 11/30/17**	**Wed 5/9/18**		
108	**8.1**	**Complete Pilot Phase**		**24days**	**Thu 11/30/17**	**Fri 1/5/18**		
109	**8.1.1**	**Conduct Site Readiness**		**13days**	**Thu 11/30/17**	**Tue 12/19/17**		
110	8.1.1.1	Lock Down Pilot Schedule	62	0days	Thu 11/30/17	Thu 11/30/17		
111	8.1.1.2	Stage Equipment Deliveries for each Pilot Site	115SS-15d	4days	Wed 12/6/17	Mon 12/11/17		
112	8.1.1.3	Ship Equipment for each Pilot Site	111	5days	Tue 12/12/17	Mon 12/18/17		
113	8.1.1.4	Confirm Delivery of Equipment for each Pilot Site	112	1day	Tue 12/19/17	Tue 12/19/17		
114	8.1.1.5	Confirm Training of Staff at each Pilot Site	115SS-10d	5days	Wed 12/13/17	Tue 12/19/17		

ID	WBS	Task Name	Predecessors	Duration	Start	Finish	Resource Names	Notes
115	**8.1.2**	**Install Pilot DLO Sites**		**1day**	**Thu 12/28/17**	**Thu 12/28/17**	**EDC**	
116	8.1.2.1	Install Pilot Site #1	70	1day	Thu 12/28/17	Thu 12/28/17		
117	8.1.2.2	Install Pilot Site #2	70	1day	Thu 12/28/17	Thu 12/28/17		
118	8.1.2.3	Install Pilot Site #3	70	1day	Thu 12/28/17	Thu 12/28/17		
119	8.1.3	Receipt of Acceptance of Pilot Phase	118	5days	Fri 12/29/17	Fri 1/5/18	WVA	
120	8.2	Receipt of Acceptance of Implementation Phase		0days	Wed 1/31/18	Wed 1/31/18	WVA	
121	**8.3**	**Provide Warranty Support**	**115**	**90days**	**Fri 12/29/17**	**Wed 5/9/18**		
122	**8.4**	**Project Closure**		**20days**	**Thu 2/15/18**	**Thu 3/15/18**		
123	8.4.1	Finalize Documentation	77	20days	Thu 2/15/18	Thu 3/15/18	G&D	
124	8.4.2	Handover to Relationship Managers	77	1day	Thu 2/15/18	Thu 2/15/18	G&D	