



State of New Jersey

DEPARTMENT OF THE TREASURY

DIVISION OF PURCHASE AND PROPERTY

PURCHASE BUREAU

P.O. BOX 230

TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

BRADLEY I. ABELOW
State Treasurer

April 17, 2007

To: All Interested Bidders

Re: RFP # 008-X-39202
MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX)
IMPLEMENTATION FOR MVC

Bid Due Date: **May 17, 2007 (2:00 p.m.)**

ADDENDUM #1

The following constitutes Addendum #1 to the above referenced solicitation. This addendum consists of one (1) part:

Part 1: Mandatory Bidders' Conference Location

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

PART 1
MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX)
IMPLEMENTATION FOR MVC
Bid Number 08-X-39202

MANDATORY BIDDERS' CONFERENCE LOCATION

The Mandatory Bidders' Conference, scheduled for May 17, 2007 at 10:00 a.m. will be held at:

Mercer County Community College, West Windsor Campus
Communications Building, Room CM107
1200 Old Trenton Rd.
West Windsor, NJ 08550

Driving directions and other college information may be found at:
http://www.mccc.edu/welcome_campus_tour_index.shtml



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TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

BRADLEY I. ABELOW
State Treasurer

April 19, 2007

To: All Interested Bidders

Re: RFP # 008-X-39202
MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX)
IMPLEMENTATION FOR MVC

Bid Due Date: **May 17, 2007 (2:00 p.m.)**

Mandatory Bidders' Conference: Thursday, April 26, 2007, 10:00 a.m.

ADDENDUM #2

The following constitutes Addendum #1 to the above referenced solicitation. This addendum consists of one (1) part:

Part 1: Correction to Addendum #1 Mandatory Bidders' Conference Location

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

PART 1
MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX)
IMPLEMENTATION FOR MVC
Bid Number 08-X-39202

MANDATORY BIDDERS' CONFERENCE LOCATION

The text in Addendum #1 indicates that the Mandatory Bidders' Conference is scheduled for May 17, 2007 at 10:00 a.m. The Bid Due Date is May 17, 2007. The date of the Mandatory Bidders' Conference has not changed. The only Mandatory Bidders' Conference will be held on Thursday, April 26, 2007 at 10:00 a.m. as stated in the RFP. The conference will be held at:

Mercer County Community College, West Windsor Campus
Communications Building, Room CM107
1200 Old Trenton Rd.
West Windsor, NJ 08550

Conference attendees are to park in the "Student Parking Lot."

Driving directions, a campus map and other college information may be found at:
http://www.mccc.edu/welcome_campus_tour_index.shtml



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P.O. BOX 230

TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

BRADLEY I. ABELOW
State Treasurer

May 4, 2007

To: All Interested Bidders

Re: RFP # 008-X-39202
MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX)
IMPLEMENTATION FOR MVC

Bid Due Date: **May 17, 2007 (2:00 p.m.)**

ADDENDUM #3

The following constitutes Addendum #3 to the above referenced solicitation. This addendum consists of two (2) parts:

Part 1: List of Bidders Conference Attendees

Part 2: Additions, deletions, clarifications and modifications to the RFP

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

PART 1
MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRIX)
IMPLEMENTATION FOR MVC
Bid Number 08-X-39202

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PART 2
MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX)
IMPLEMENTATION FOR MVC
Bid Number 08-X-39202

Appendix 13 is deleted in its entirety and is replaced by Appendix 14.



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TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

BRADLEY I. ABELOW
State Treasurer

May 11, 2007

To: All Interested Bidders

Re: RFP # 008-X-39202
MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX)
IMPLEMENTATION FOR MVC

Original Qualifications Proposal Due Date: **May 17, 2007 (2:00 p.m.)**

Revised Qualifications Proposal Due Date: **May 25, 2007 (2:00 p.m.)**

Final Bid Due Date: **July 20, 2007**

ADDENDUM #4

The following constitutes Addendum #4 to the above referenced solicitation. This addendum consists of one (1) part:

Part 1: Change in Bidder Qualifications Proposal Due Date

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

PART 1
MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX)
IMPLEMENTATION FOR MVC
Bid Number 08-X-39202

The original due date for the Bidder Qualification Proposal as required in accordance to RFP Section 1.3.1.3, Receiver Bidder Qualifications and Section 4.4.1, Qualification Proposal Content/Evaluation Criteria of May 17, 2007 at 2:00 p.m. is changed to May 25, 2007 at 2:00 p.m.

The Bidder Qualification Proposal is now due on **May 25, 2007 at 2:00 p.m.** All other terms and requirements of the RFP and posted addenda remain the same.



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TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

BRADLEY I. ABELow
State Treasurer

May 17, 2007

To: All Interested Bidders

Re: RFP #: 08-X-39202
Motor Vehicle Automated Transaction System (MATRX) for MVC

Qualifications Submission Due Date: May 25, 2007 (2:00 p.m.)

Final Bid Due Date: July 20, 2007 (2:00 p.m.)

ADDENDUM #1

The following constitutes Addendum # 5 to the above-referenced solicitation. This addendum is divided into the following parts:

Part 1: Answers to questions.

Part 2: Additions, deletions, clarifications and modifications to the RFP

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

PART 1
Motor Vehicle Automated Transaction System (MATRX) For MVC
RFP Number 08-X-39202

Answers to Questions

Note: Some of the questions have been paraphrased in the interest of readability and clarity. Each question is referenced by the appropriate RFP page number(s) and section where applicable.

#	Page(s)	RFP Section Reference	Question	Answer
1.		General	We have an ongoing implementation with the NJMVC for converting some legacy and client/server applications to Web-based, n-tier architecture applications. Does this restrict our participation in the current bid in any way?	No
2.		General	Some deliverables indicate software to be delivered and/or developed/delivered. Can contractor assume that all software to be supplied is accounted for in the aggregated list of deliverables?	All software to be developed / delivered is included in the list of deliverables. However, if any additional COTS software is recommended for the bidder's solution, prices must be provided on the Optional Hardware/Software Price Sheet.
3.		General	Can we have the submission date extended by two weeks? This will allow for effective teaming to take place which will be of substantial benefit to the State for a bid of this size and scope.	The Qualifications Due Date has been extended until 5/25/07.
4.		General	Please provide information or links to information on the funds earmarked for this effort by the NJ Legislature for Fiscal Years 2007-2011. If no funds are earmarked, please provide details on the funding model: self-funded, bonds or withholding of funds or other mechanisms.	Funding information for this project will not be provided.
5.		General	Has the NJMVC conducted or received demos from vendors during the last two years? If yes, please indicate the vendors that provided the demos.	Yes, demos were provided by Bearing Point, IBM, Oracle, Saber and Computer Associates.
6.		General	Will participation in project as a Prime or Sub Contractor preclude bidding on future New Jersey Procurements?	Not necessarily. Subcontractors on this procurement may be excluded in participating in other State procurements if there is a conflict of

#	Page(s)	RFP Section Reference	Question	Answer
				interest between the work involved with MATRX and the future procurement. The exclusion would be on a case by case basis.
7.		General	Can the bidders please get a copy of the RFP documents in MS Office formats (Word and Excel) to enable response preparation?	No.
8.		General	Will the state entertain a transfer framework solution that is hosted on the MS Windows 2003 operating system and developed in .NET?	Yes, as stated on page 134 of the RFP, "Bidders may propose software to be developed, software that has been developed, software that is commercially available "off-the-shelf" (COTS or framework), or any combination of these, provided the requirements as identified in this RFP are fully met." Also, bidders should note the following as stated on page 100, "With reference to the State's installed base of products as described in this RFP, the following applies. For consistency, reusability and total cost of ownership, the State views components of the installed base as a benchmark for evaluating technology solutions. Those solutions that implement supported or installed technologies are presumed to be in the State's best interest. For proposed technologies that diverge from the installed base, the contractor must document that the alternate technology is: 1) technically superior to the existing preferred or supported technology; 2) compatible with existing systems; and, 3) has a total cost of ownership that is equal to or less than the existing preferred or supported technology.
9.		General	How will project governance be conducted? For instance, how will architectural decisions be made and by whom? Will there be an Architectural Review Board? If so, what organizations will have seats on it? Will there be a steering committee including members from executive management, business management, and the IT team? How will decisions be made?	There will be a Steering Committee overseeing the project. The State Project Manager and Oversight Contractor will implement various working groups as appropriate to guide decision making. With respect to technology decisions, MVC has an internal IT organization and Architecture group that will guide the planning, design and implementation of the project. MVC also coordinates with OIT with regard to technology decisions, implementations, and support.
10.		General	An MOU is indicated concerning	Biometric fingerprint technology is

#	Page(s)	RFP Section Reference	Question	Answer
			information security policy for facial recognition. The only biometric technology that was referenced as part of the RFP (for single sign on and the like) was fingerprinting. Is automated biometric facial recognition used at MVC and will its functionality be incorporated as a feature of MATRX (either to perform functions within the MATRX system, or as a means of aiding in identifying customers)?	currently deployed throughout MVC Agency sites. It is used to authenticate MVC staff when they access workstations. This authentication technology is integrated with MVC's Windows Domain. MATRX components should be compatible with and leverage this infrastructure. Facial Recognition technology is important to MVC and is part of the long term plan. MATRX bidders are not expected to bid or incorporate Facial Recognition technologies.
11.		General	Other relevant projects - The State has issued an RFP for a POS system, Internet Driver Testing and is currently implementing Oracle eBusiness Financial Management Suite. What are the anticipated implementation schedules for these projects and how will they impact the MATRX schedule?	These systems must be integrated with MATRX. The State believes that these systems will be operational and ready for development and production implementation ahead of MATRX development.
12.		General	Organizational Change - How does the State plan to manage the Organizational Changes resulting from the modernization of the MVC systems?	The State, the Oversight Contractor and the Implementation Contractor will be working on organizational change management. Specifically, the Implementation Contractor (pg 71) "should assist with cultural change management plans and activities prior to each of the phased rollouts."
13.	Cover	Pre Bid Conference	Has the pre-bid meeting location been determined? Can you please share that info with us?	This question was answered by Addendum 1 issued 4/17/07 and Addendum 2 issued 4/19/07
14.	Cover	Small Business	Cover Page, Small Business Set-Aside - This section references RFP Section 4.4.2.2. We could not find that paragraph in the RFP.	The reference is incorrect. It should refer to Section 4.4.3.3.2.
15.	1	Cover	The small business set-aside table refers to RFP Section 4.4.2.2 to provide more information. This section does not appear in the RFP. Is there another section of the RFP that contains the information?	See response to question 14.
16.	Cover	Pre Bid Conference	I am unclear whether the bidders' conference is April 26th as in the original RFP or May 17th. Addendum #1 title "Part 1: Mandatory Bidders Conference Location" seems to indicate a change to the location but	In Addendum 1, the State incorrectly posted the Mandatory Bidders Conference as May 17, 2007. May 17, 2007 is the due date for qualification submittals. This error was corrected by Addendum 2 and the Mandatory

#	Page(s)	RFP Section Reference	Question	Answer
			not necessarily the date.	Bidders Conference was held on April 26, 2007 as scheduled in the RFP and Addendum 2.
17.	1	Table of Events	How long after the qualifications and draft bid submissions can contractors expect to be notified if they are qualified to participate in the next phase of bid process?	The State cannot provide an estimated timeframe since the State does not know how many qualification proposals will need to be reviewed. The State will strive to make this time period as short as practicable.
18.	8	1.2.1	8th bullet under 5th paragraph ("Next Generation" systems) RFP indicates "The following approaches are part of the overall strategy for successfully redeveloping and maintaining MVC's new systems: - Create user groups for ongoing subject matter management and requirements development." Is the vendor expected to support these user groups for the duration of the contract? If so, in what capacity?	User groups were created "for ongoing subject matter management and requirements development". These groups developed the requirements that were included in Appendices 3 through 9. These groups will be available to work with the Contractor to clarify and further describe business requirements. The Contractor and the Oversight Contractor will determine the exact role of these groups based upon the system development methodology that is proposed by the Contractor and MVC approach to providing and approving design specifications.
19.	8	1.2.1	Please provide the number of lines of code of the existing Comprehensive System, and/or of the individual subsystems. Please also provide any other available measures of complexity, either qualitative or quantitative	MVC will not provide the number of lines of code. To assist bidders in determining complexity, the RFP provides a list of the current Comprehensive System components. Additionally, the Appendices describe significant functional requirements. Bidders may also reference applicable State Legislation including Title 39. Bidders should also reference and be familiar with national standards such as those defined by AAMVA including national systems and databases. Bidders are also required to have experience with other large Motor Vehicle systems and MVC believes that the complexity of its systems is similar to that of other large states.
20.	11	1.2.1.3	RFP page 11, Section 1.2.1.3 describes the Agency System configurations. Can we obtain additional information about the MVC Agency System configurations including server details, storage, and any other requisite components in advance of the post bid award assessment process?	The Agency System will be replaced by MATRX. The Capacity Assessment will examine the MVC environment described in Section 3.4.13, pages 121 and 122.
21.	11	1.2.1.4	RFP references the separate point-of-sale (POS) bid effort and the reporting	The MATRX System will generate Transaction ID Numbers that are

#	Page(s)	RFP Section Reference	Question	Answer
			prospects created by POS. Often, transaction numbers are drawn from the financial system. Will transaction reporting be required from both MATRX and POS? Will this create potential conflicts in transactional reporting?	associated with each individual Licensing or Vehicle Transaction. The POS system will link one or more Transaction ID Numbers to a payment transaction. It is anticipated that the POS system will maintain another set of transaction numbers associated with payment transactions. MVC does not believe that this will generate a conflict. This approach is subject to change depending upon the features of the POS system chosen for implementation.
22.	12	1.2.1.5	RFP page 12, Section 1.2.1.5 CURRENT VOLUMES - This data is as of September 2005, which is now 1.5 years old, and only contains record counts, not actual storage capacity. Can you please provide current capacity information for all storage currently in use?	<p>MVC believes that current storage numbers will have minimal impact on the design of the new system. The current systems use less than 1 TB of storage. The MATRX system will have a significantly expanded data model and storage requirements.</p> <p>Document image storage will have a significant impact on storage requirements. Transaction and population volumes along with the documentation requirements of Real ID and of NJ's 6-Point ID process will be significant factors in estimating storage.</p>
23.	12	1.2.1.5	This section states: "The following statistics about file sizes and transaction volume from the legacy systems were collected in 2005". Please clarify which of these are file size and which represent yearly transaction counts. What is the annual growth rate for the files and transaction counts?	<p>The statistics in Section 1.2.1.5 represent totals from a point in time (2005). They represent the number of driver records, number of vehicle records, number of title records, number of registration records, etc.</p> <p>1.2.1.5 provides transaction counts, not file sizes.</p> <p>Average growth is consistent with population changes and vehicle ownership trends.</p> <p>The new design for the MATRX system shall manage a much larger scope of data. MVC believes that characterizations of existing data are useful but not indicative of future storage requirements.</p>
24.	15	1.2.6	Regarding RFP page 15, Section 1.2.6, have metrics been developed to measure the Expected Benefits?	The general benefit of the MATRX system is presented in the RFP. New performance measures have not been defined at this time.
25.	15	1.2.6	Strong Management of Revenue Collection RFP indicates "The implementation of a COTS financial package. Oracle eBusiness Suite is already underway under separate contract." Who is performing this	<p>The implementation of the Oracle eBusiness Suite is already underway and being completed by in-house and contract staff.</p> <p>This effort is significantly ahead of any</p>

#	Page(s)	RFP Section Reference	Question	Answer
			implementation and can you provide a high-level project schedule as the effort may impact MATRX for interface development and implementation? (Will it impact MATRX or POS as a dependency?)	MATRX development and should be ready for any design and development work.
26.	16	1.3	What will be the role of the oversight contractor during the procurement process beyond the RFP?	See Section 3.1.4, pages 30 and 31 which discusses the role of the Oversight Contractor. Also see Appendix #2 "IT Management Oversight RFP".
27.	17	1.3.2.1	Proposal Review Phase. What are the proposed begin/end dates for this phase? What is the anticipated due date for the draft bid proposal?	See the response to question 28. The Proposal Review Phase begins after Draft Bid Proposals are submitted and ends when Final Bids are submitted. Exact dates have not been set at this time and will be determined at a later time.
28.	17	1.3.2.1	Please clarify when draft bids are due for this RFP. Section 1.3.2.1 states bidders must submit a draft bid proposal. However, the draft bid events table on the RFP cover page does not specify a due date for draft proposals. Is the draft bid due on May 17th with the Qualifications Submission as stated in the event table, on July 20 with the Final Bid Submission as stated in the event table, or at some other time?	<p>The due date for draft bid proposals will be determined after the qualified bidders have been selected. Only qualified bidders will participate in the draft and final bid proposal process. Only the bidder's qualifications as required by the RFP shall be submitted on May 25, 2007 at 2:00 p.m.</p> <p>The Draft Bid Proposal due date will be determined after the qualified bidders are selected. The Draft Bid Proposal due date will be posted on an addendum once the date is determined, though it is anticipated that Draft Bid Proposals will be due within the first half of September 2007.</p> <p>This revision will require a change in the date the Final Bid Proposal will be due. The new due date for the Final Bid Proposal will be posted on a separate addendum.</p>
29.	17	1.3.2.1	The RFP text refers to a draft proposal but no due date for a draft proposal is listed in the timeline. Is a draft submittal required?	Yes, a draft bid proposal is required. See answer to Question 28.
30.	17	1.3.2.1	At the bidders meeting the State said it had not set a due date for the draft proposal. Does the state anticipate a date at which it will set the due date of the draft proposal?	See answer to Question 28.
31.	1	Cover Page	On RFP page 1, Event Dates Table, a date is not specified for submission of	See answer to Question 28.

#	Page(s)	RFP Section Reference	Question	Answer
			Draft Bid Proposals (per Section 1.3.2.1) from qualified vendors. Please provide the due date and time for submission of Draft Bid Proposals from qualified bidders.	
32.	17	1.3.2.1	Page 17, Section 1.3.2.1 - Will the State please clarify if a draft bid proposal is required and if required please identify the due date for the required draft proposal?	See answer to Question 28.
33.	17	1.3.2.1	Page 17, 1.3.2.1 Receive Draft Bid Proposals from Qualified Bidders. The submission date for this is not listed in the event table on the cover of the RFP. What is the due date for the draft bid proposal?	See answer to Question 28.
34.	96	3.3.2	The RFP references a COTS Point-of-Service solution being developed under separate contract. Please provide information about this COTS solution.	The Point-Of –Service RFP is available on the Treasury website. It is bid number 08-X-38216.
35.	23	1.5.8	If a joint venture is submitting a proposal, is it adequate if (a) one party or (b) the majority partner of the joint venture attends the mandatory bid meeting?	One of the parties to the Joint Venture must have been present at the bidder's conference.
36.	28	3.1.1	RFP indicates the contractor shall."Convert all data from the legacy systems necessary for the new Oracle MATRX database." Has any of this already been done? If yes, how much is left to be converted?	The State has made considerable progress toward converting legacy data to the MATRX database. It is uncertain as to how much work will be left at the time that the Contractor begins work. The Price Sheets request a price for the MATRX database assuming it will be developed by the Contractor. It is an optional item but the price must be provided.
37.	28	3.1.1	RFP indicates the contractor shall."Develop online and classroom-based training curriculum (and materials)." The MVC has a separate procurement for a point-of-sale (POS) system that incorporates a requirement for a Learning Management System (LMS). Will these MATRX training curricula and materials need to be compatible with the LMS developed / installed as part of the POS procurement?	The answer to this question is dependant on other processes and will be answered at a later date, after the qualified bidders are selected.
38.	28	3.1.1	OVERVIEW OF SCOPE OF WORK states that the Contractor shall	Some documentation does exist related to the current systems. The Contractor

#	Page(s)	RFP Section Reference	Question	Answer
			"Conduct Four Assessments: Capacity Assessment and Planning Document, Business Continuity Plan, Disaster Recovery Plan, Security Vulnerability (Optional)" - It is suggested in Section 3.2.5 ASSESSMENTS AND SPECIFICATIONS that the Business Continuity Plan and the Disaster Recovery Plan exist in some form today. Please verify.	shall be responsible for developing new plans incorporating the MATRX System components and its operations.
39.	29	3.1.2	Proposed Schedule. This section states "Priority 1 and 2 projects from Phase 1 Foundation Technologies should be completed before many of the Base Applications are started." Is "many" the intended word? If so, please define "many".	This statement is intended to describe that the foundation technologies are building blocks for many of the base applications in our proposed design. For example, the database needs to be created before any applications that require the database. Other examples are: Content Management is required for a Case Management Application, identity management is required for many of the applications.
40.	29	3.1.2	For guidance as to the MVC's desired schedule, should the bidder use the information at the top of page 30, or the information in the schedule chart in Appendix A? For instance, the foundation technologies in the chart in Appendix A extend beyond 1/2 year as mentioned on page 30; similarly for the base applications and business solutions.	As stated on page 30, "MVC has projected that all three phases will be completed in 3 years." The Contractor must develop a Project Plan that describes its proposed solution.
41.	29	3.1.2	Does "content management" as used on page 29 mean the same as "document management" used elsewhere in the RFP?	Content Management as referenced on page 29 means the same as "Document Management".
42.	30	3.1.4	This section states that the Oversight Contractor will perform such tasks to include assistance with Business Process Redesign - As part of the MATRX project, what degree of BPR does the State anticipate and who will be responsible for performing the BPR? What is MVC' vision of the selected Vendor's involvement with the Oversight Contractor in relation to Business Process Analysis efforts? Is any Business Process Analysis available for review now?	The Contractor shall participate in and/or lead defining business processes as necessary to finalize system requirements, define technical designs, and to develop user manuals and training materials. The Oversight Contractor will lead traditional BPR sessions.
43.	30	3.1.4	Page 30, Reference Section 3.1.4 - Will the State please provide the name and contact point for the IT Management Oversight Contractor?	The IT Management Oversight Contractor is Mathtech, Inc. Appendix #2 contains the MVC IT Management Oversight RFP.

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44.	31	3.1.5	Contractor Staffing. The seven required (key) staff positions listed in this section are slightly different than the ones listed on Page 130, 4.4.1.4 Project Team Organization and Staffing Response. Which list should be used for the response?	See #1 in Part 2 of this addendum.
45.	31	3.1.5	Contractor Staffing. Is the "executive manager" the same as the "senior project manager"	No. The Executive Manager is the Corporate Officer that is responsible for the project. The Senior Project Manager role is described in section 3.1.5, page 31.
46.	32, 33, 99, 121	3.1.5, 3.4.1, 3.4.13 Table 3.4.1.1	It is implied through staff qualifications that a .Net or J2EE can be recommended. Table 3.4.1.1 requires Unix as the mandatory OS. This essentially limits the proposed solution to a J2EE solution. Section 3.4.13 further reinforces this conclusion due to the requirement for the proposed system to run on AIX. Can the State clarify if it has a preference for a .Net or a J2EE system or is neutral?	As stated in section 3.4.1, page 100, "With reference to the State's installed base of products as described in this RFP, the following applies. For consistency, reusability and total cost of ownership, the State views components of the installed base as a benchmark for evaluating technology solutions. Those solutions that implement supported or installed technologies are presumed to be in the State's best interest. For proposed technologies that diverge from the installed base, the contractor must document that the alternate technology is: 1) technically superior to the existing preferred or supported technology; 2) compatible with existing systems; and, 3) has a total cost of ownership that is equal to or less than the existing preferred or supported technology.
47.	33	3.1.6	RFP indicates "work must be performed onsite at the MVC sites." Can QA work be performed at an off-site location within the U.S.?	Yes, as long as there is frequent communications and appropriate interaction with the project team. If the State believes that appropriate interaction is not being achieved, it will immediately require activities to be moved on-site at the contractor's expense. As stated in the RFP, the State will need to approve all exceptions to the on-site work.
48.	33	3.1.6	This section states, "To support iterative development, allow involvement of State technical staff, ensure knowledge transfer, and provide security, work must be performed onsite at the MVC site and related sites in Trenton, NJ, for the duration of the project. All exceptions to work done onsite must first be	The State believes that it may be possible for some activities to occur off site as long as there is frequent communications and appropriate interaction with the Project team, and that the State and the Oversight Contractor have full access to the team and all project materials.

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			approved by the State Project Manager." Will the state entertain exceptions to the onsite requirement if the bidder proposes a core onsite team with additional activities performed at the bidders' location?	<p>If the State believes that appropriate interaction is not being achieved it will immediately require activities to be moved on-site at the contractor's expense.</p> <p>As stated in the RFP, the State will need to approve all exceptions to the on-site work.</p>
49.	33	3.1.6	Contractor Logistics. The RFP states that office space and desks will be provided for contractors working onsite. How many contractor staff desks does the State anticipate providing?	The Bidder needs to propose the number of desks at MVC that are required to implement their project plan.
50.	37	3.2.4	This section states - 'The documents include a partial list of business rules. It shall be the contractor's responsibility to conduct sessions with the State to complete the set of business rules". How are the business rules documented? How complete are the business rules definitions by business function at this time? How many sessions, by business function, does the State anticipate will be necessary to complete the business rules.	<p>The State does not have an estimate of the number of "Business Rule Definition Sessions" required. Bidders should use their own experience with systems of similar size and complexity to estimate such efforts.</p> <p>At this time, the State does not believe that it has documented business rules so as to significantly reduce the effort typically required for such projects.</p>
51.	37	3.2.4	RFP indicates that contractor shall use a tool such as Rational Requisite Pro / Rational Rose. Does the State have existing licenses that may be used for this project?	No
52.	37	3.2.4	RFP page 37, Section 3.2.4 reads "The contractor shall use a system development methodology that incorporates an object-oriented, iterative approach." AND Page 42, Section 3.2.6 reads "The contractor should use the Rational Unified Process (RUP) methodology as the development methodology." Does the bidder have latitude to employ an object-oriented, iterative methodology of its choice?	Yes, the Contractor may propose an object-oriented, iterative methodology of its choice. The methodology must be comparable or better than RUP. It must be an industry accepted approach that will allow individuals to join the team and participate without having to learn a proprietary or outdated approach.
53.	40	3.2.5	RFP page 40, Section 3.2.5 ASSESSMENTS AND SPECIFICATIONS, Subsection A. Capacity Analysis Document contains a sub-item beginning with "High availability (HA)	High Availability is intended for centralized server systems and infrastructure, not for agency site systems.

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			with redundancy on all tiers of the application." - This speaks to all tiers, yet only two "data centers" are specifically identified in the text/requirements that follow. What are the HA parameters as they apply to the MVC Agencies and Regional Centers? In addition, does the term "data center" apply to the Agencies as well, or is that covered with the "Needed facility improvements" recommendations?	
54.	39	3.2.5A	Does the State have a preferred load testing platform or tool suite? If yes, will the State make licenses for these tools available to the selected vendor?. Page 40, Section 3.2.5 - Does the MVC have an implementation of an Enterprise Service Bus?	See section 3.4.12.
55.	40	3.2.5B	Who is the Business Continuity Vendor?	OIT performs this function.
56.	40	3.2.5B 3.2.5C	Please provide the specific high-level goals of the existing MVC Business Continuity Plan and the existing MVC Disaster Recovery Plan. What is the existing Recovery Point Objective? What is the existing Recovery Time Objective? Will these parameters change for MATRX implementation?	This question will be answered at a later date, after the qualified bidders are selected. See Q. 57 also,
57.	41	3.2.5C	This section states.. "The Contractor is not responsible for building disaster recovery .. is responsible for building Hub/River Road failover" 'Please clarify "disaster recovery" vs "failover to River Road"? Are these synonymous terms?	Failover between River Road and the HUB facilities is designed to provide real-time High Availability. The Contractor must design, configure, and test its systems to failover from one site to the other. This includes applications, MVC application servers, supporting software, COTS software, database, OS, and utilities. A third NJ State site is planned for Disaster Recovery. Contractor is not responsible for configuring the disaster recovery site but will be required to work with the state to ensure that the design and approach for the Disaster Recovery Site is appropriate and achievable. Some support for the site may be necessary but the State will have the lead and responsibility for implementing it.
58.	44	3.2.6	On RFP page 44, Section 3.2.6, the	It is expected that changes will be

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			RFP states "Once the design has been accepted and approved by the State, the contractor must ensure that MATRX accommodates any new or revised user requirements as directed by the State, which may result from changes to State and federal law, regulations, and policies." Is it expected that these changes will be handled through the Change Order process?	<p>addressed through a Change Order Process. Changes in legislation that require software changes will be considered for change orders.</p> <p>However, the State has made its best effort to define the required modules and functionality of the MATRX System. The State believes that the requirements, designs, and business descriptions provided in the RFP describe a comprehensive picture of the systems required. The State, the Oversight Contractor, and the Contractor will work together to develop the requirements as presented into a detailed design. Additional detail that is developed as part of the design process that may not exactly be described in the RFP but that can reasonably be considered, by the State, to be an obvious or necessary component of the original requirements will not be considered a candidate for a change order.</p>
59.	46	3.2.8	The State Requires use of Informatica PowerCenter and PowerExchange Tools during Data conversion - Is the contractor responsible for the licenses of these tools.	No. The State has procured server licenses and has workstation licenses for the State staff.
60.	46	3.2.8	The State said at the bidders meeting that it was conducting the data conversion currently. Does the State have a projected completion date?	No the State does not have a projected completion date. If the data conversion process continues at its current pace, it will be substantially complete by the time the MATRX vendor begins work.
61.	46	3.2.8 Appendix 1	Data conversion of this magnitude is a significant effort. Appendix 1 further indicates this is required early on in the project. Why is this task marked optional? Please clarify.	This task is marked optional since the State is already undertaking this effort. It is not known at this time if the work will be completed by the State in time for this project.
62.	48	3.2.9	This section contains a list of existing interfaces. Is this the complete list? Does MVC envision any new required interfaces?	This list is the current list. The new system may require some new interfaces.
63.	48	3.2.9	Is it the intention of the State that the vendor selected for MATRX will maintain the interfaces specified in section 3.2.	The Contractor will develop the required interfaces for MATRX. Section 3.2.9 contains the current list of interfaces.
64.	48	3.2.9	Please provide further details for the interfaces. For example, please provide the speeds and volumes of data for each interface, direction of	Bidders who are familiar with large state systems and large motor vehicle systems will appreciate that there are a substantial amount of interfaces that

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			data transfer, and any data conversion required for each interface	<p>support internal systems, other state agencies, law enforcement, and national motor vehicle systems and all contain varying speeds, volumes and other specifications which the State cannot provide.</p> <p>The contractor shall implement a configurable "interface engine" that must accommodate the variety of interfaces typically required and enable the contractor to implement these interfaces as part of the proposed scope of work.</p> <p>The table in section 3.2.9 (p. 48) must be included in the interfaces approach.</p> <p>The State will limit the number of required interfaces to 60 as part of the required scope of work. The State will determine which are the 60 interfaces to be implemented.</p>
65.	52	3.2.9	State Police Interface - Are there any requirements involving storing of fingerprints.	No
66.	52	3.2.9	Bureau of Vital Statistics The interface described in the RFP currently only matches on death records by social security number and name. Are there definitive plans to interface with New Jersey's Bureau of Vital Statistics and/or the National Association of Public Health Services & Information Systems (NAPHSIS) to verify data points from birth certificates? If so, will this additional interface be included as part of the MATRX effort?	<p>The contractor shall build these and other interfaces as required by Real ID and other national requirements. These are standards provided by AAMVA and the Federal Government.</p> <p>The State will limit the number of required interfaces to 60 as part of the required scope of work.</p>
67.	57	3.2.12	Is it the responsibility of the contractor to specify and supply printing hardware for the printing subsystem. If yes, can the state supply current printing volumes and desired forms specifications?	Yes the Contractor must specify printing hardware. The State expects that future printing volumes will differ from today's printing volumes. The State expects fewer printed reports with the new system. Many of the reports will be viewable online and printed only when required.
68.	57	3.2.13	Are there existing document images that are to be migrated as part of the MATRX effort? Will the MATRX effort include the conversion of alternate archive media (microfilm, microfiche, paper) to digital image format?	No. Conversion of existing images will not be required.

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69.	58	3.2.13	DOCUMENT MANAGEMENT IMPLEMENTATION (PHASE ONE) states "MVC envisions the migration of distributed documents to Trenton, according to storage management rules as network bandwidth permits." - Are these rules then defined in the paragraph that follows which states "The document migration and storage management must be sensitive to factors such as age of document, frequency of retrieval from geographic locations that wish to eventually centralize, etc." or is there some other definition of these storage management rules and if so what is that definition?	Yes, the rules are specified in section 3.2.13. Specific rules will be developed during the design phase of the project.
70.	61	3.2.15	Training will be done in State facilities. Does MVC have a list of their training facilities and locations that are intended to be used?	Training shall be conducted at State provided facilities throughout the State. The State does not have a list of these facilities at this time.
71.	61	3.2.15	Overview Training The RFP indicates that Overview Training sessions will occur in distributed facilities around the state. How many different facility locations should be planned for?	See answer to 70. The precise number is not known at this time.
72.	66	3.2.16	Does MVC have any preference or current standard for the automated testing product?	No
73.	66	3.2.16	The Oversight Contractor is involved quite extensively in the Testing of the system. Will any of the Oversight Contractor staff be directly involved in the actual testing? Is it correct to assume that the oversight contractor will test from contractor-provided testing inputs for all testing, except for the user acceptance test?	The Oversight Contractor will be directly involved in testing activities and may conduct independent tests in addition to the planned tests using inputs provided by the contractor and other inputs as determined necessary. See section 3.2.18 The Contractor shall be responsible for providing appropriate testing inputs. (See #2 in Part 2 of this addendum.)
74.	68	3.2.18	This section states that "An Acceptance Test team composed of State users from various functional areas and the Oversight Contractor will plan and conduct the Acceptance Test". It also states a Contractor deliverable of UAT Testing Plan and Testing Results. Please clarify which Contractor (MATRX or Oversight) is	The Oversight Contractor will develop the UAT plan and document results. The Contractor shall provide support. (See #2 of Part 2 of this addendum.)

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			responsible for creating the test plan and test results.	
75.	69	3.2.19	Please clarify the location of the Public, Application and MVC IT help Desk facilities. Is it centrally located in the Trenton facilities? How many staff members will be trained for each Help Desk? Does the state currently have a Help Desk Knowledge Base Facility?	<p>The Help Desks are centrally located in Trenton. The current Help Desk staffing is approximately 15. The Contractor must recommend future staffing requirements.</p> <p>The State does not currently have a knowledge base.</p>
76.	75	3.3	MVC mentions that there is 'work in process'. Please identify which items are 'work in process'.	While MVC may be in the process of developing certain items on their own, all items specified in this RFP must be priced if that item is included on the price sheet regardless of its status. All optional items must be priced.
77.	75	3.3	Inventory is listed as an optional module, but on P95 it states that MVC already has this module in process. Is Inventory in scope of this RFP?	Inventory module is not in scope and should not be priced. However, the interface to the inventory module is required and should be priced appropriately.
78.	75	3.3.1	Issue & Maintain Business Licenses For enforcement, how many users must be supported with what type of access to the system?	MVC has approximately 40 users supporting the business licensing process.
79.	75	3.3.1	Issue & Track Inspection Stickers What is the range of channels that must be supported to report issuance of stickers? IVR, Internet, mail, etc.?	Inspection stickers must be distributed in-person or via the mail. Orders will be processed in-person or via the internet.
80.	75	3.3.1	Leveraging Enhanced Identification The second sentence speaks of "creating or leveraging secure ID cards." Are these cards in addition to New Jersey Driver Licenses or ID cards? What about for non-residents	The System must support the process by which MVC can issue a NJ ID card to out-of-state residents who conduct business with MVC who do not have an NJ Driver's License.
81.	75	3.3.1	On-Line Information Center for Businesses Will parents with minors (operating under New Jersey's graduated driver license program) be included under this functionality?	The On-Line Information Center for Businesses shall support commercial businesses.
82.	75	3.3.1	Automated Verification of Supplied Data Does New Jersey have specifications for interfacing with sources for birth records, death records, passport verification, and immigration data? What about facial recognition (mentioned on p. 49)?	The contractor shall design and build a flexible framework for interfacing with other systems and verifying data.

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83.	75	3.3.1	3.3.1, Issue & Maintain Registrations Concerning Specialty & Personalized Plate Management, do the desired functions include plate design?	The system must support all of the plate functions described in the appendices. The system does not need to support the graphical design of license plates.
84.	91	3.3.2	Customer Information Management / Customer Profile Management. Concerning the third paragraph, how will the profile management deal with overlaps in the two distinct categories, such as motor carrier owner-operators?	The system shall manage all information related to businesses and individuals and manage related vehicles, driver licenses, and business licenses. A person can be in both categories at the same time. The MATRX data model accommodates persons who have driver licenses and also conduct business with the state.
85.	91	3.3.2	This section states that "All of the custom developed MATRX software does not constitute one subsystem". Please clarify what is meant by this.	MATRX consists of various components: both COTS software (e.g. Oracle eBusiness suite) and custom software. As stated on page 91, "Custom code shall be used to develop many different subsystems that range from customer information and privilege management to various web-based interfaces."
86.	95	3.3.2	This section states that "MVC is developing an "off-the shelf" Inventory Management System which will be a sub-system to MATRX and all subsystems that affect stock levels will need to interface to this system". Is this inventory system part of the Oracle eBusiness suite mentioned earlier in the RFP? In Section 3.3, page 75 states that the Inventory module is Optional. Is the Oracle eBusiness Suite Inventory module being implemented? What are the dates for the implementation of the Inventory Module?	The Inventory System is part of the Oracle eBusiness Suite. As stated in section 3.3.2, page 96, "The contractor is responsible to interface all contractor developed subsystems that affect inventory stock levels to this subsystem. This interface shall be constructed in such a manner that data in the contractor's subsystem that changes inventory levels shall automatically be transferred to the Inventory Management System." The implementation date is not currently known.
87.	96	3.3.3	Does the last deliverable (Document Identity Management Software) mean User Identity Management Software?	Deliverable #38 is to document the Identity Management Software.
88.	98	3.4.1	We assume that there could for good reason be a substitution for some of the tools listed -- for example, Rational Application Developer for the IDE?	Yes, substitutions may be made if the bidder provides a reason why the proposed software / methods are comparable or superior. The determination will be made by MVC.
89.	99	3.4.1	Table 3.4.1.1 of the RFP on page 99 references Unix as a requirement for the operating system. If the bidder has a transfer solution which runs on the MS Windows 2003 operating system,	See question #8.

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			will the state entertain acceptance of this operating system?	
90.	99	3.4.1	How many interface points are required for the Content/Document Management and Imaging, Workflow, and E-Forms components? Are they real-time or batch interfaces? What external systems are involved?	Appendices 3 through 9 describe the business requirements. Specific uses of document management, workflow and e-Forms are described throughout the Appendices. The Contractor shall design an integrated system using these technologies. External interfaces are described in Section 3.2.9.
91.	99	3.4.1	What is the total volume of documents expected per year that need to be scanned? While Section 1.2.1.5 of the RFP did provide current volumes, how many pages of the various types of documents will be scanned on an annual basis?	Section 1.2.1.5 contains expected transaction volumes. The 6 Point Id Program described on the NJ Motor Vehicle website describes the documents needed for verification of identification. Those documents will be imaged and stored electronically. The Real Id Act may define additional requirements in the future. The Contractor should estimate volumes of scanned documents by the description of business requirements described throughout the RFP and Appendices and the requirements of the 6 Point Identification.
92.	99	3.4.1	Please provide a list of FileNet components and versions already licensed at NJ Motor Vehicle Commission and how many licenses for each exist?	MVC currently has no FileNet licenses but may be acquiring them in the near future. The bidder is not expected to provide FileNet licenses unless it wishes to provide prices for any additional optional hardware or software.
93.	99	3.4.1	Given NJ Motor Vehicle Commission has an existing FileNet solution, what content storage hardware is already in use, how much space is used, and how much is available?	MVC will be initiating a new document management environment.
94.	99	3.4.1	Should new storage device(s) be procured or more space added to existing device(s) as part of the MATRX project? Is this determined during the Capacity Analysis effort such that it should not be included in the proposal? Same question for scanners - is the number of scanners required determined during Capacity Analysis?	<p>MVC will provide the necessary storage required and the necessary storage capacity will be determined during analysis.</p> <p>MVC will provide the necessary scanners the number of which will be determined during analysis.</p> <p>Scanners are an optionally priced hardware item that may or may not be purchased off this contract.</p>
95.	99	3.4.1	What user counts are expected specifically for the Content/Document Management and Imaging, Workflow, and E-Forms components of the	<p>See answer to Question 99.</p> <p>The user counts will be determined during the capacity analysis phase. (See answer to question 94.)</p>

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			MATRX solution - 3,300 end-users and 50 tech staff/administrators?	
96.	99	3.4.1.1	2. It is noted in Table 3.4.1.1 of the RFP that NJ Motor Vehicle Commission already owns FileNet licensing for content management, e-forms, workflow, imaging, and document management. What additional FileNet licensing should the vendor propose given the requested MATRX functionality for Content/Document Management and Imaging, Workflow, and E-Forms?	See question #92.
97.	100	3.4.2	Exactly what infrastructure and capacity are expected for the agency (field) offices? To what extent will the state accept true processing centralization at the Hub as opposed to parallel processing, the results of which would be replicated in real time or near real time?	The answer to this question is dependant on other processes and will be answered at a later date, after the qualified bidders are selected.
98.	102	3.4.2	On RFP page 102, Section 3.4.2, the text beneath the diagram states "Servers to support document management will be located centrally in Trenton and at the Agencies. They will be synchronized periodically to most efficiently support the application requirements." - Is this synchronization an existing function? If so, how is that currently done? Does this synchronization actually refer to the data, and not the server? Is the synchronization "function" something that vendors can propose alternatives to?	There is no existing function to synchronize imaged documents. MVC is describing a possible solution to synchronize documents at the Agencies with a copy at a central server. The bidder must propose solutions for this requirement.
99.	106	3.4.3	MVC envision that almost every workstation will have a scanning resource available - How many workstations require a scanner?	See the answer to question 95.
100.	106	3.4.3	The State describes requirements for scanning of customer documents. Since FileNet can interface with multiple scanning applications, what is the current scanning software being used for the scanning of documents into the FileNet repository?	The bidder must propose solutions for this requirement. MVC currently is not using any software for this purpose.
101.	106	3.4.3	It is noted that the Document Management and Imaging component of the solution must include functionality to 'Manage Archive and	The bidder must propose solutions for this requirement.

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			Retention Schedule'. Does this functionality involve full automated records management (action-driven purge and retention) or simple user-driven retention and disposal based on document create date?	
102.	119	3.4.11	SYSTEM MANAGEMENT states "Comprehensive backup and restore functions at the system, volume, directory/catalog (and subdirectory/sub-catalog), and discrete file levels for all media on all platforms." - Are there existing backup definitions, schedules, and guidelines that must be met, and if so, can you please provide them? Information about backup types, frequency, media, media management, immutability requirements (if any), retention periods, rotation media reclamation, etc. would be helpful.	The answer to this question is dependant on other processes and will be answered at a later date, after the qualified bidders are selected.
103.	121	3.4.13	Is it the State's expectation that we estimate in our proposal if the existing infrastructure is adequate and plan for potential costs involved in acquiring additional hardware?	Yes. The bidder must provide a solution which satisfies MVC's requirements and the bidder must include all costs associated with that solution.
104.	122	3.4.13	RFP page 122, Section 3.4.13 Storage, states "MVC will be using SAN storage as provided by NJ-OIT" - Is this absolute or negotiable, as are other components of the solution, provided we substantiate our recommendation?	MVC is committed to leveraging the SAN infrastructure at OIT and is already doing so. MVC is also supplying the primary set of servers at the primary and failover sites.
105.	121	3.4.13	The RFP describes an available AIX hosting platform in section 3.4.13. Is the described environment to be utilized for the production environment or all of the 6 environments requested by NJ? If for production only, does NJ intend to provide similar infrastructure for the remaining environments?	Section 3.4.13 describes the hosting platform for all of the environments.
106.	121	3.4.13	The State references the use of a Hitachi SAN for this project, what management software is used for the SAN?	The answer to this question is dependant on other processes and will be answered at a later date, after the qualified bidders are selected.
107.	123	3.4.1.4	Section 3.4.14 of the RFP, page 123, states that MVC has not determine the platforms for web serving and application serving. Will the state accept a proposal which offers MS	See Question #8.

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			solutions for these services?	
108.	127	4.3	Number of Bid Proposal Copies. This section specifies two versions of the proposal be submitted, one of which is editable and "writable" PDF. Please clarify how the redaction will be performed.	All redactions will be conducted according to State law and regulations using the appropriate technology,
109.	129	4.4.1.3	Can we use references from any prior/current implementations with the NJMVC?	Yes
110.	129	4.4.1.3	If the prime contractor is a joint venture of two or more entities, please confirm if this requirement can be met through the collective references of the joint venture participants.	Yes it can.
111.	130	4.4.1.4	Section 4.4.1.4, includes "Executive Manager" in the list of key staff positions. Page 31, Section 3.1.5 lists a "Senior Project Manager" in the key staff positions, but not an "Executive Manager". Is the "Executive Manager" considered to be the same position as the "Senior Project Manager"?	See Question #45.
112.	132	4.4.2.3	This section states that "The bidder shall include a proposed rules engine product in its proposal, and the rules engine must be one of the major vendors". Which vendors does the State view as the top vendors in this space?	The State is open to any of the leading products in the market.
113.	134	4.4.2.3.1	Section 4.4.2.3.1 states "Bidders may propose software to be developed, software that has been developed, software that is commercially available "off-the-shelf (CTOS or framework), or any combination of these, provided the requirements as identified in this RFP are fully met." If a bidder proposes use of framework motor vehicle software developed in MS .NET for the MS Windows 2003 platform and proposes to continue use of these technologies for this project, will the state determine this proposal meets the technology requirements?	See Question #8.
114.	137	4.4.2.5	Please confirm that the response to RFP page 137, Section 4.4.2.5	The information requested under Section 4.4.2.5 shall be submitted as

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			Subcontractor(s), is to be included in Section 2 of the Draft Bid Proposal	part of the Draft Bid Proposal and again as part of the Final Bid Proposal.
115.	139	4.4.3.3.2	Page 139, Section 4.4.3.3.2 - Will the State please confirm if there is a mandatory requirement to subcontract with Small Business firms for this procurement?	Bidders intending to subcontract have an obligation to subcontract with small businesses or provide a good faith effort documenting their efforts in attempting to subcontract with a small business enterprise. Bidders not intending to subcontract are not obligated to subcontract with small businesses nor are they obligated to provide a good faith effort. See Section 4.4.2.5 second paragraph, page 137.
116.	140	4.4.3.6	RFP page 140, Section 4.4.3.6 Organizational Support and Experience, identifies two components for this section of the Final Bid Proposal - Organization Chart (4.4.3.6.1) and Resumes (4.4.3.6.2). Please confirm that the additional components included in the Organization Support and Experience section (4.4.2.4) of the Draft Bid Proposal are not required in the Final Bid Proposal. Components in the Draft Bid Proposal that were not listed in the Final Bid Proposal are Location (4.4.2.4.1), Backup Staff (4.4.2.4.4), and Subcontractors (4.4.2.5).	The Organization Chart and Resumes to be submitted in the Final Bid Proposal are to contain updated information. If nothing has changed since the submission of the Draft Bid Proposal, the Organization Chart and the Resumes submitted in the Final Bid Proposal will be the same. If organization and/or staffing information changed, the updated chart and updated resumes submitted with the Final Bid Proposal shall reflect the changes. As a result, any changes in information regarding Location (4.4.2.4.1), Back-up Staff (4.4.2.4.4) and Subcontractors (4.4.2.5) shall be contained in the Updated Organization Chart and Updated Resumes.
117.	141	5.2	Page 141, Section 5.2 Contract term and extension option. Do normal escalation rates apply?	This shall be a fixed price contract. Submitted pricing shall not increase over the term of this contract or extensions.
118.	147	5.22.2	Page 147, Section 5.22.2 - Will the State evaluate a contractor's proposal that includes alternative terms and conditions to the liability listed in this section? As an example, would a proposed limitation of liability equal to 50% or 100% of the contract value be considered?	No.
119.	Price Sheets	Pricing	Various sections: Some items are listed as optional (security vulnerability, data conversion, datamart/data warehouse.) The Pricing sheets do not appear to have all of these optional items listed separately. Where are they broken out in Pricing?	Optional items are marked as optional in the Price Sheets. Those optional items must have prices on the Price Sheets.
120.	Price	Pricing	In the MATRX Deliverables Price	The functionality requested in

#	Page(s)	RFP Section Reference	Question	Answer
	Sheets		Sheet, Lines 28, 29, and 30 for the Content Management components are listed as optional. Please confirm whether the Content Management pieces are mandatory or optional for this project. Also, please confirm whether this is pricing for Phase 1 and 2 or just Phase 1.	conjunction with Price Sheet lines 28, 29 and 30 is optional at MVCs discretion. However, the bidder must provide a price on these price lines. All modules that require document management will require appropriate integration with the document management software whether the module is in Phase 1 or Phase 2.
121.	"A7" 10		Regarding Shared IT Architecture page 10, is the NJ Enterprise Logical Data Model (NJELDM) fully developed or under development? How will its development intersect with the project? What dependencies exist upon outside entities for data modeling?	This project will not depend upon outside entities for data modeling.
122.	"A7" 13		Regarding Shared IT Architecture page 13, is the choice of J2EE vs. .NET technology to be proposed or decided during the project as part of the process?	Bidders must clearly define their solution in their bid.
123.	"A1" 1		We feel the timelines are aggressive. Will we be penalized for proposing alternate timelines that are longer than suggested timelines?	The bidder must propose a realistic schedule that is appropriate for its solution. Bidders will not be penalized for presenting alternate schedules.

PART 2
Motor Vehicle Automated Transaction System (MATRX) For MVC
RFP Number 08-X-39202

Additions, Deletions, Clarifications and Modifications to the RFP

#	Page(s)	RFP Section Reference	Addition, Deletion, Clarification, Modification
1	130	4.4.1.4	<p>The key staff list in Section 4.4.1.4 is deleted in its entirety and replaced with:</p> <ul style="list-style-type: none">• Executive Manager;• Senior Project Manager;• Project Manager (s);• Lead for System Architect;• Lead for Testing (Testing Manager);• Lead for Training (Training Manager);• Lead for Security Analyst;• Lead Data Base Designer/Administrator <p>Related to Question 44</p>

2	68	3.2.18	<p>The text under 3.2.18 is deleted in its entirety and replaced with:</p> <p>An Acceptance Test team composed of the Contractor, State users from various functional areas and the Oversight Contractor will plan and conduct the Acceptance Test. The Acceptance Test will include all activities to take place during the actual implementation, as well as a series of mock business days (a minimum of 3). Acceptance testing will be performed in the QA testing environment.</p> <p>The test will verify the following:</p> <ul style="list-style-type: none"> • All functional aspects of the system • Ease of use • Installation of software • Conversion of data • Accuracy and performance of system interfaces • Effectiveness of training methods and materials • Response time and overall system performance • System hardware, software and telecommunications performance • System, data, and application security <p>The State may modify the time period for User Acceptance Testing based on the results. UAT will be performed for each implementation of a module/business function.</p> <p>Contractor Tasks:</p> <ul style="list-style-type: none"> • Refresh the QA environment to replicate the production environment • Analyze, correct, and retest reported problems <ul style="list-style-type: none"> • Track, reproduce, correct problems, and retest <p>Contractor Deliverables (for all modules/subsystems):</p> <ul style="list-style-type: none"> • Assist in UAT Testing
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State of New Jersey

DEPARTMENT OF THE TREASURY

DIVISION OF PURCHASE AND PROPERTY

PURCHASE BUREAU

P.O. BOX 230

TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

BRADLEY I. ABELOW
State Treasurer

June 4, 2007

To: All Interested Bidders

Re: RFP # 08-X-39202
MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX)
IMPLEMENTATION FOR MVC

Bid Due Date: **July 20, 2007 (2:00 p.m.)**

ADDENDUM #6

The following constitutes Addendum #6 to the above referenced solicitation. This addendum consists of one (1) part:

Part 1: List of Qualifications Bids received.

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

PART 1
MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX)
IMPLEMENTATION FOR MVC
Bid Number 08-X-39202

Bearing Point
301 Congress Ave.
Suite 1500
Austin TX 78701
512-632-5323
Marc.chance@bearingpoint.com

SAIC
7125 Columbia Gateway Dr.
Suite 300
Columbia MD 21046
410-953-6918
stephensh@said.com

Saber Corp.
1800 SW First Ave.
Suite 350
Portland OR 97201
866-587-2237
jpeyton@sabercorp.com

Booz Allen Hamilton
8283 Greensboro Dr.
McLean VA 22102
703-902-4827
gundepudi-pk@bah.com

IBM Corp.
1551 S. Washington Ave.
Piscataway NJ 08854
732-424-7287
richt@usibm.com



State of New Jersey

DEPARTMENT OF THE TREASURY

DIVISION OF PURCHASE AND PROPERTY

PURCHASE BUREAU

P.O. BOX 230

TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

BRADLEY I. ABELOW
State Treasurer

July 16, 2007

To: All Interested Bidders

Re: RFP # 08-X-39202

**MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX)
IMPLEMENTATION FOR MVC**

Original Bid Due Date: July 20, 2007 (2:00 p.m.)

Revised Bid Due Date: November 20, 2007

ADDENDUM #7

The following constitutes Addendum #7 to the above referenced solicitation. This addendum consists of one (1) part:

Part 1: Bid opening date change and a date for the Qualified Bidders Conference.

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

PART 1
MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX)
IMPLEMENTATION FOR MVC
Bid Number 08-X-39202

The revised due date for Final Bid Proposals has been changed. Final Bid Proposals must be received prior to 2:00 PM, November 20, 2007. All other terms and conditions of delivery remain the same.

Currently, the State is evaluating the submitted Qualification Proposals. When this process is completed, the State will announce via addendum the names of the Qualified Bidders. The first due date for Draft Proposals to be submitted by the Qualified Bidders will also be announced via future addendum.

The State has scheduled a Mandatory Qualified Bidders Conference for August 7, 2007 at 10:00 a.m. The conference will be held in the Bidders Conference Room, 33 W. State Street, 9th Floor, Trenton, NJ 08625 (for directions: <http://www.state.nj.us/treasury/purchase/directions.htm>). This conference is only open to bidders who submitted Qualification Proposals and who were deemed qualified by the State. Qualified Bidders may bring intended subcontractors to the Qualified Bidders Conference provided the subcontractor was included in the bidder's submitted Qualification Proposal.



State of New Jersey

DEPARTMENT OF THE TREASURY

DIVISION OF PURCHASE AND PROPERTY

PURCHASE BUREAU

P.O. BOX 230

TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

BRADLEY I. ABELOW
State Treasurer

July 18, 2007

To: All Interested Bidders

Re: RFP # 08-X-39202

**MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX)
IMPLEMENTATION FOR MVC**

Original Bid Due Date: July 20, 2007 (2:00 p.m.)

Revised Bid Due Date: November 20, 2007

ADDENDUM #8

The following constitutes Addendum #8 to the above referenced solicitation. This addendum consists of one (1) part:

Part 1: Administrative change to website information.

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

PART 1
MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX)
IMPLEMENTATION FOR MVC
Bid Number 08-X-39202

This addendum is posted to allow for an administrative update to the website for this RFP. After the posting of Addendum 7, the bid opening date for this RFP contained on the Bidding Opportunities Webpage and the RFP Overview Page did not change to reflect the revised Bid Due Date of 11/20/07. Addendum 8 is created and posted to force these changes to the website. No other terms or conditions of the RFP are affected by this Addendum.

As provided in Addendum 7, the current Bid Due Date for final bid proposals is 11/20/07.



State of New Jersey

DEPARTMENT OF THE TREASURY

DIVISION OF PURCHASE AND PROPERTY

PURCHASE BUREAU

P.O. BOX 230

TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

BRADLEY I. ABELOW
State Treasurer

August 22, 2007

To: All Qualified Bidders

Re: RFP # 08-X-39202
Motor Vehicle Automated Transactions System (MATRX) for MVC

Draft Bid Due Date: **September 25, 2007** (2:00 p.m.)

Final Bid Proposal Due Date: November 20, 2007 (2:00 p.m.)

ADDENDUM #9

The following constitutes Addendum #9 to the above referenced solicitation. This addendum is divided into the following parts:

Part 1: Additions, deletions, clarifications and modifications to the RFP

Part 2: Answers to questions from the Qualified Bidders' Conference.

Attachment 1: Updated Architecture Diagram

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

PART 1
MATRX
Bid Number 08-X-39202

Additions, Deletions, Clarifications and Modifications to the RFP

This addendum includes clarifying statements and the questions and answers discussed at the qualified bidders conference on August 7, 2007.

The information provided in this addendum is considered additional requirements and must be addressed specifically in the bidder's proposals.

All oral and written representations or presentations made during the MATRX bidders' conference shall be superseded by this addendum to the RFP.

All changes, additions, corrections, and clarifications made to the scope of work or any other section of the RFP arising out of the conference are set forth in this addendum to the RFP.

Any written and/or oral representation or statement made at the qualified bidders' conference that is not set forth or addressed in this addendum shall not be part of the RFP or affect the scope of work required under the RFP.

#	Page #	RFP Section Reference	Additions, Deletions, Clarifications and Modifications
1	95	RFP Section 3.3.2	<p>The paragraph under <u>Financial Management</u> is modified by eliminating the reference to A/P (Accounts Payable is not a part of this RFP). In addition, the following paragraph is added:</p> <p>The contractor shall configure and implement a COTS Oracle eBusiness Accounts Receivable (A/R) Module to include the following deliverables:</p> <p>Oracle A/R software installation Configure Oracle A/R software Test Oracle A/R software Pilot Oracle A/R software Train Oracle A/R software Rollout Oracle A/R software Document Oracle A/R software configurations Integrate Oracle A/R software with MATRX system</p> <p>(See item 6 below.)</p> <p>The MVC is currently revising the price sheets to accommodate changes in pricing and pricing strategy. The revised price sheets will be provided in a separate addendum.</p>

#	Page #	RFP Section Reference	Additions, Deletions, Clarifications and Modifications
2	140	Section 4.4.3.6 Optional Hardware and Software Price Sheet	Bidders shall include costs for optional hardware and software as described in Section 4 of this addendum. Totals are estimated for bid comparison purposes. Exact totals will be determined as requirements and designs are finalized. It will be the State's option to purchase these items directly from the contractor or procure them from other State contracts. Revised price sheets will be provided in a separate addendum.
3	33	Section 3.1.6 Contractor Logistics	The State confirms its requirements under RFP Section 3.1.6. Information provided at the Qualified Bidders' Conference indicating there would be a need for the contractor to provide office space is no longer valid.
4	75	Section 3.3 Functional Requirements	The list at the end of the section for 3.3 and just prior to the beginning of Section 3.3.1 is modified to indicate that A/R (Accounts Receivable) Module while still an optional module, the scope is expanded from interfacing to configuration and implementation. (See item 1 in this addendum).
5	75	Section 3.3 Functional Requirements	<p>Clarification:</p> <p>In addition to the requirements contained in Section 3.3, the contractor must provide the following tasks related to Business Process Re-engineering (BPR) workflow. These items shall be included in the price lines for Requirements/Design for each module on the revised price sheets.</p> <ul style="list-style-type: none"> ▶ Review anticipated future business workflows as part of JAD sessions ▶ Document anticipated future business workflows as part of JAD documentation <p>These workflows will be used in design and implementation as well as for test scripts and training materials.</p> <p>MVC has spent significant time reviewing and updating its business processes. The contractor must review and document the new workflows and requirements to facilitate the construction of the MATRX system.</p> <p>During this review, contractor shall contribute its own experience with motor vehicle systems and operations. This contribution may impact the final workflows.</p>

#	Page #	RFP Section Reference	Additions, Deletions, Clarifications and Modifications
6	75	Section 3.3 Functional Requirements	<p>RFP Section 3.3 Functional Requirements is amended to include the following:</p> <p>Oracle Account Receivable (A/R) eBusiness government module.</p> <p>The contractor must implement the Oracle A/R module. This module is part of the base systems in the architecture diagram and is envisioned to be a configured, but non-customized implementation. Once implemented, the A/R module must be integrated with the existing Oracle General Ledger (G/L), with the MATRX system, and with the Point of Sale(POS) System.. The contractor shall install, configure, document, test, train, pilot, rollout and administer this Oracle A/R module.</p> <p>MVC will use A/R and manage accounts for business partners and customers that maintain a credit or debit balance. It will not be used to track the routine payments individually for each customer. Such regular payments by drivers and vehicle owners shall be consolidated into one “cash payment” account. These may vary if it becomes necessary to have one “cash account” per agency.</p> <p>The solution must implement all appropriate management functionality including daily, weekly, monthly, quarterly, and annual reports. The implementation must reconcile with the MATRX transactions and the POS transactions.</p> <p>The solution must generate invoices to customer with outstanding balances and allow business areas to manage customer accounts and balances.</p> <p>The MATRX System must be able to insert transactions into the A/R system as the result of a MATRX Transaction processed in real-time or batch.</p> <p>MATRX Transactions will include Transaction fee and sub-fee information that will be sent to A/R. The A/R system must be able to consolidate all transaction, fee, and sub fee information and generate summary transaction for the General Ledger.</p>
7	91	Section 3.3.2 MATRX Base Applications	<p>Clarification:</p> <p>Customer Profile Manager, Customer Information Manager and Customer Manager are the same subsystem.</p>
8	91	Section 3.3.2 MATRX Base Applications	<p>Clarification:</p> <p>The MATRX system must include business inspection functionality as described in Appendix 4 Business Licensing. This inspection functionality must support inspection “checklists” and track the results of any specific inspection that is completed. This type of inspection checklist functionality shall support a variety of inspections including the inspection of businesses and vehicles. The system will not be used to support the inspection of automobiles but must be used to document manual inspection of commercial vehicles performed by MVC staff.</p>

#	Page #	RFP Section Reference	Additions, Deletions, Clarifications and Modifications
9	91	Section 3.3.2 MATRX Base Applications	<p>Clarification:</p> <p>The contractor must implement both the Web Based Transaction Center and the Web Storefront.</p> <p>The Web Storefront is an online store that implements a “Shopping Cart” type of procurement functionality for use by MVC customers. It allows individuals to order items such as:</p> <ul style="list-style-type: none"> ▶ Driver Manuals and other types of manuals ▶ Inspection Stickers ▶ Dealer Issued Temporary Plates <p>Among other functions as specified in the RFP, the storefront shall check and update inventory, collect payments, and exchange data with the State’s credit card processing gateway to complete necessary payment transactions. The storefront must check the authorized privileges of customers and only allow authorized users to procure restricted items.</p> <p>The Web Based Transaction Center is a customer portal that is used to initiate, and possibly complete, a variety of transactions where documents are submitted and payments are made. The RFP contains detailed requirements for this module.</p>
10	122	Section 3.4.13 Recommended Hardware	<p>Clarification:</p> <p>The contractor must ensure that all software developed which resides on MVC workstations must be developed according to appropriate Windows standards such that it can co-exist with other MVC software on the workstations. Such software shall, at a minimum, include the POS (Point of Service) cash and payment collection system as well as Image Capture Software associated with the DDL printing system.</p>
11	45	Section 3.2.7 MATRX database	<p>Clarification:</p> <p>The MATRX data model is currently represented in ERwin V7.2</p>

#	Page #	RFP Section Reference	Additions, Deletions, Clarifications and Modifications
12	75	New Section 3.2.24	<p>The following section is added to the RFP:</p> <p>3.2.24 <u>OPERATIONAL SUPPORT DURING CONTRACT PERIOD</u></p> <p>Contractor must provide operational support for all MATRX solutions including infrastructure from the inception of the project to the end of the contract and any optional extensions. Contractor must work to ensure complete knowledge transfer to State staff of these activities. Contractor shall provide all aspects of operational support such as but not limited to planning, performance tuning, configuration management, and documentation in these areas:</p> <ul style="list-style-type: none"> ▶ Server/System Administration ▶ Related Network Settings and Configurations ▶ Application Administration ▶ Middleware Administration ▶ Database Administration ▶ User and Security Administration ▶ Batch and Interface Administration ▶ Report Administration

#	Page #	RFP Section Reference	Additions, Deletions, Clarifications and Modifications
13	75	Section 3.3 Functional Requirements	<p>Clarification: The contractor must account for the following considerations when planning JAD sessions:</p> <ul style="list-style-type: none"> ▶ No more than 3 JADS per week ▶ No simultaneous JADS without State approval and verification that it can be staffed by State personnel ▶ Finalize workflow and system functionality in the JAD sessions. ▶ Issues, risks and actions must be documented by contractor in each JAD and reviewed at the next project status meeting until resolution is attained <p>The contractor must plan to address the following tasks to support requirements traceability:</p> <ul style="list-style-type: none"> ▶ Include must/shall/will statements from RFP and appendices in addition to JAD session results ▶ Provide a tool to that can be accessed by the entire project team – contractor, State and oversight staff. Security and/or version control shall be used. Reporting shall be available (sorting, counting, printing) ▶ Track requirements from project inception to design documents to code modules to test scripts to final acceptance. ▶ Confirmation that all requirements have been addressed for final acceptance of the system. <p>Deliverables shall be kept up to date during the project in a repository with version control accessible to all project staff. These updates include, but are not limited to:</p> <ul style="list-style-type: none"> ▶ Project Schedule – updates shall be provided at each biweekly status meeting ▶ Approved Change Orders, Use Cases, Design Documents, Training Materials shall be updated to reflect changes ▶ The following documents shall be updated as each module is implemented (examples): <ul style="list-style-type: none"> ▪ Capacity assessment, Business Continuity, Disaster Recovery ▪ Data Model, ETL Processes ▪ Conversion Plan and Validation Reports ▶ Contractor provided Interim Deliverable drafts/work products as a way to track progress. Examples include: <ul style="list-style-type: none"> ▪ Outlines and drafts for plans ▪ Code review/peer review notes ▪ Test scripts, test data ▪ Training courses and staff registration, rollout checklists/schedules

#	Page #	RFP Section Reference	Additions, Deletions, Clarifications and Modifications
14	N/A	Optional and Mandatory Items	<p>Bidders shall propose on all mandatory items and these costs shall contribute to the total cost of the proposal.</p> <p><u>SOFTWARE:</u></p> <p><u>NJ Provided – Bidders Shall Not Price</u></p> <ul style="list-style-type: none"> ▪ Oracle Database ▪ Oracle Financials Applications ▪ Informatica ETL & CDC Tools ▪ Datastage ETL Tools ▪ FileNet Base Products (P8) <p><u>Bidder Provided and Contributes to Total Price</u></p> <ul style="list-style-type: none"> ▪ Application Server Software ▪ Middleware ▪ Rules Engine ▪ Printing Software ▪ Electronic Forms ▪ Case Management ▪ Web Storefront ▪ All other software needed for the bidder’s solution <p><u>HARDWARE:</u></p> <p><u>NJ Provided – Bidders Shall Not Price</u></p> <ul style="list-style-type: none"> ▪ AIX Servers (HW & OS) ▪ Storage ▪ Standard office printers (low, medium and high volume) ▪ Existing high capacity printers at OIT <p><u>Bidder Provided and Contributes to Total Price</u></p> <ul style="list-style-type: none"> ▪ High Volume Printer(s) – The bidder shall propose hardware required to implement its solution. If existing State printers can support the proposed solution, then no additional printers should be included. ▪ Document Scanners – The bidder shall bid 400 scanners that will support its proposed solution. These scanners will be used to support the scanning of identification documents presented by customers at Agency locations and other similar transactions. <p><u>DEVELOPMENT & MANAGEMENT TOOLS:</u></p> <p><u>NJ Provided – Bidders Shall Not Price</u></p> <ul style="list-style-type: none"> ▪ 5 seats of Erwin for State use ▪ Microsoft Project for State and Oversight Staff ▪ Microsoft Office Suite (Word, Excel, PowerPoint, Access and Visio) for State and Oversight Staff.

#	Page #	RFP Section Reference	Additions, Deletions, Clarifications and Modifications
			<p><u>Bidder Provided and Contributes to Total Price</u></p> <p>Include licenses for all Contractor Staff and 5 licenses for State/Oversight staff. Include per seat costs so that the State can procure additional licenses if necessary for any tools in the following areas:</p> <ul style="list-style-type: none"> ▪ Requirements gathering/tracking ▪ Design ▪ Development ▪ Testing ▪ Project Management ▪ All other required/proposed tools

#	Page #	RFP Section Reference	Additions, Deletions, Clarifications and Modifications
15	91	Section 3.3.2 MATRX Base Applications	<p>The following summary descriptions of functions required for the Customer Manager, Case Management, and Customer Interaction Manager are added to Section 3.3.2 of the RFP:</p> <p><u>Customer Manager (Customer Information Management)</u></p> <ul style="list-style-type: none"> ▶ Legal Entity ID (LEID) Management – The system must assign, track, and support the unique identification of each business or individual with a Legal Entity ID number. ▶ Status Tracking – The system must track all status flags associated with a customer/legal entity in the system. ▶ Preliminary Legal Entity Creation – The system must allow an application to be processed and stored in a temporary status before finalizing an LEID. This feature will allow data to be collected while all checks are being completed. ▶ Individual Profile – create and update information related to an individual. ▶ Business Profile – create and update information related to a business. ▶ Contact Information Management – create and update addresses, phone numbers, and emails. ▶ Financial Profile – create and update financial information, returned checks, and balance due about a customer. ▶ Partner Profile – create and update information related to a business or government entities relationship with MVC. ▶ Business Location Profile – create and update all business locations for a business. ▶ Business Staff Tracking – create and update principals, operators, instructors and other individuals that are linked to a business. ▶ Individual AKA Management – tracks AKA or aliases for an individual. ▶ Identification & Verification Tracking – tracks all documents presented by a customer to identify themselves and the verification steps performed by other subsystems, includes scanning of documents at an appropriate phase. ▶ Code Maintenance – maintenance screens for setting of codes, lookup tables and other parameters that affect the system. ▶ Multiple LEID Resolution – ability to merge two or more profiles together when they represent the same entity. Identifying tags must be kept so that the profiles can be unmerged. ▶ Search – ability to find a customer by presenting various unique identifiers or non-unique data. Data may be supplied by keyboard entry or other input mechanisms such as scanned Driver’s License. ▶ Address Relationship Finder – allows user to find other legal entities at the same address. ▶ Address linkage to OIT – allows system to link customer supplied address information to OIT master address database for

#	Page #	RFP Section Reference	Additions, Deletions, Clarifications and Modifications
			<p>reference and cleanup. Correct address information when entered according to MVC business rules.</p> <ul style="list-style-type: none"> ▶ History Log – All profile information that is updated will be recorded in a history log for the legal entity. Some information in the customer profile can be updated upon the proper request of the customer while other updates require a service charge and constitute a transaction. ▶ Accept Scanned Documents – All documents submitted by a business or individual must be capable of being identified and scanned into the MATRX system for reference in the future. ▶ Transaction Log of all Updates – The system must log all transactions including no-fee transactions and note the changes that were made to any data in the system ▶ Printing – The system must be able to print appropriate forms and documents that are used in the system based upon a standard set of templates that can be created ▶ Legal Entity Customer Tracker – Allows MVC staff to enter and track the customers of a Business Legal Entity. Used specifically for Third Party Information Sharing customers ▶ Legal Entity Creation Supporting Submitted Privilege Application – Allows a customer on-line or an MVC staff member to submit an application for a privilege and have a Legal Entity created or linked to the privilege request. System must check for duplicates or existing records. ▶ Automated Background Checks – Allows the system to collect information from on-line authorities and verify appropriate status or lack of violation or relevant incident. Example organizations would include AAMVA, U.S. Immigration, NCIC, and SSA. ▶ Automated State Agency Certifications – Allows the system to collect information from other State agencies that need to approve or sign-off on a particular business. May include clearance for child support payments, taxes, business registrations, etc. The Agency may provide an automated system response or need to manually enter data into the system or interface. <p><u>Customer Interaction Management</u></p> <ul style="list-style-type: none"> ▶ Log Phone Call – date, time, user stamps, text for notes, link to follow-up actions. ▶ Log Incoming Correspondence – emails, faxes or documents sent to MVC from customer must be logged, acknowledged and categorized and must be capable of being linked to or trigger follow up actions. The System must support links to the document management system for storage and retrieval. ▶ Log Outgoing Correspondence – email, fax or document sent by MVC to customer must be logged, categorized and may trigger follow up actions. The System must support links to the document management system for storage and retrieval.

#	Page #	RFP Section Reference	Additions, Deletions, Clarifications and Modifications
			<ul style="list-style-type: none"> ▶ Manage Follow up Actions – Create or edit “to do” items, assigned user or group, date due, status. ▶ Review & Sort Log – Allow user to sort and view Interaction Log. ▶ Create Log Report – Allow user to create a stand-alone formatted document that includes the contents or filtered and sorted contents of the Interaction Log. <p>Case Management</p> <ul style="list-style-type: none"> ▶ Create Case – A case is created to document and follow a particular situation to resolution. Specify Legal Entities, Privileges and Vehicles that are linked to the case. Document the purpose and type of case, due dates, persons or groups assigned, priorities, etc. ▶ Update and Close Case – manage the status of a case and close when all conditions are met. ▶ Log Incoming Correspondence – emails, faxes or documents sent to MVC from customer must be logged, acknowledged and categorized and may trigger follow up actions. The system must support links to the document management system for storage and retrieval. ▶ Log Outgoing Correspondence – email, fax or document sent by MVC to customer must be logged, categorized and may trigger follow up actions. The system must support links to the document management system for storage and retrieval. ▶ Log Decisions – decisions made by State representatives including MVC, Courts, and other entities. ▶ Log Privilege Actions – actions taken by MVC to suspend, restore, or otherwise modify privileges, points, and all other aspects of an entity’s privileges. ▶ Manage Follow up Actions – Create or edit “to do” items, assigned user or group, date due, status. ▶ Review & Sort Case History – Allow user to sort and view Case History. ▶ Create Log Report – Allow user to create a stand-alone formatted document that includes the contents or filtered and sorted contents of the Case History. ▶ Case Management Reporting – Reports must be generated that allow the MVC to manage cases, include reports on case that are outstanding, resolved, sorted by age, topic, category, and staff assignment.

PART 2
MATRX
Bid Number 08-X-39202

Answers to Questions

Note: Some of the questions have been paraphrased in the interest of readability and clarity.

#	Bidder	Question	Answer
1	SABER	Will the oversight contractor have deliverable approval authority?	Only the State has final approval authority. Procedurally, each deliverable must have Management, Technical, and Oversight Team signoff for acceptance.
2	BAH	Is BPR in scope and how will State and contractor teams work together to address it?	Contractor must document workflows as part of finalizing requirements and design in JAD sessions. The contractor must review and document the new workflows and requirements to facilitate the construction of the MATRX system.
3	BAH	Who is responsible for UAT?	UAT is a State responsibility however the contractor shall provide onsite support including tester support (application questions), incident review meetings, incident assessments and research, troubleshooting environment and application and knowledge transfer to State staff.
4	IBM	How was analysis done on the existing COBOL code?	No tools were used. The structure of the code and subsystems were reviewed to understand how these modules interrelate and how they can be modularly replaced. OIT and MVC analysts led the analysis.
5	BAH	Can COTS packages be demonstrated and when?	Demonstrations of COTS packages can be part of the individual bidder meetings.
6	BAH	Is there a format or predefined agenda for the private meetings?	While the agenda has not been finalized, it is anticipated the agenda will be: Start 9am. Bidder introduction of key project staff as described in RFP Bidder overview of its solution Bidder business solution Break 0:15 Bidder technical solution Lunch (1 hour) Questions by State Questions by bidder Conclusion @ 4:00pm (During the course of the meeting, the bidder

#	Bidder	Question	Answer
			may provide a demonstration if it so desires.) The bidder will be provided with an agenda before the private meeting.
7	SABER	Is the proposed schedule in RFP required or can another schedule be proposed? Can the bidder suggest order of functionality?	The bidder is not limited to the schedule in the RFP and should develop a specific schedule. The bidder shall suggest their approach to implementing MATRX functionality. Bidders must plan for flexibility in the schedule to accommodate coordination with other projects, the evolution of the design, and determinations of the most successful rollout approaches.
8	BearingPoint	What is significance of color coding on architecture chart (i.e. is the bidder responsible for the MATRX database)?	On the Updated Architecture Diagram included in this addendum as Attachment 1, the contractor must build and implement all “blue” areas and interface to “orange” areas. Additional interfaces are in the RFP and must be addressed. Components not shown here but included in the RFP must be addressed and are part of the scope of work.
9	SABER	What solutions have been reviewed for the foundation systems – are COTS system or custom preferred?	COTS packages that meet requirements are preferred for foundation systems.
10	BAH	Can you provide a matrix of systems and solutions highlighting which are being built and which are being interfaced to?	The architecture diagram in this addendum has been updated to reflect which systems are being built/COTS and which are being interfaced to.
11	BearingPoint	Will contractors be responsible to interface with the existing web solutions or replace them?	The existing web solutions will be replaced as part of the MATRX project.
12	BAH	Will the current MATRX database and ETL tools be available to the contractor? Is it the intention to replace the Comprehensive System? Who is ultimately responsible for the data conversion?	The current MATRX database, model and tools will be available to the contractor. The Comprehensive System must be retired and decommissioned once all functionality is implemented and migrated. The State will collaborate with the contractor to develop additions to the data model. The contractor shall lead the development of any new additions to the data model and any significant changes to the model. In its proposal, the bidder must discuss how the current MATRX database work will be leveraged in its solution.
13	BAH	Will bidders take over responsibility of the Informatica tools and efforts from State staff?	The State will maintain the lead role in maintaining the Informatica Interface for Change Data Capture (real-time

#	Bidder	Question	Answer
			<p>synchronization).</p> <p>The contractor shall have DBA and ETL resources to participate in implementing the necessary changes supporting system development of MATRX modules.</p> <p>The State will participate in the effort but will likely not have the resources necessary to respond to all changes as required by the development team.</p>
14	BAH	Are interface file formats available? Can interface partners be asked to change formats?	Detailed formats and layouts must be documented during JAD sessions. Currently available information has been provided. Some interface partners can only accommodate current technologies. Bidders must develop a consistent approach for all MATRX interfaces. A combination of technologies shall be used to support various interface partners – ex: web services and FTP.
15	BAH	Does the current Hub printing system support the MATRX printing needs?	The current printing system at the Hub does support specific MVC formats and styles. Bidders should not propose replacement printing equipment (See answer to Question 17).
16	BearingPoint	Is the bidder responsible for the hardware components of the printing subsystem?	Bidders are not responsible for bidding hardware components at this time. The State currently has printing systems that include high volume centralized processes at the hub as well as low volume printers at every agency. Bidders should bid software solutions compatible with existing hardware. However if a bidder believes that it can offer other print and production solutions that would be significantly advantageous to MVC but that are not compatible with existing hardware, the bidder should fully document and price the solution in its proposal for MVC's evaluation.
17	SABER	Are high speed scanners available or other printing hardware existing that can be leveraged for the MATRX print solution?	<p>Laser Printers at the Agencies: Xerox 4100 and 7100's. They are approximately 3 years old. Will be due for refresh within 2 years.</p> <p>Scanners at Agencies: No significant scanning equipment is available at the agencies. A few have inexpensive personal flatbed scanners.</p> <p>Datacenter HUB high capacity printers. At the Hub MVC has 6 production laser printers and 2 impact printers.</p>

#	Bidder	Question	Answer
			<p>The laser printers: 2 IBM IP2000 cut sheet printers 110 pages/min 8.5 x 11" and 8.5 x 14" cut sheet paper (drilled or non-drilled) 300 dpi resolution AFP/IPDS is ONLY print stream they can accept (no PDF, no PCL, no Postscript)</p> <p>2 Oce' 744 twin (or 4 Oce' 372) continuous form printers Each 372 ppm printer is simplex only but MVC can couple 2 of them together for duplex at 744 ppm Continuous form, pin-fed paper up to 18" wide 300 dpi resolution AFP/IPDS is ONLY print stream they can accept (no PDF, no PCL, no Postscript)</p> <p>The impact printers: 2 IBM model 6500 impact printers 132 characters/line 1500 lines/min Continuous form, pin-fed paper</p> <p>Contractor must provide a print engine (software) that supports a consistent, modular schemas/style sheets that can be easily updated. Solutions shall support both over the counter printing of receipts, central print of volumes and forms. COTS options are encouraged.</p>
18	BearingPoint	Does the State desire to federate the statewide and external LDAP?	<p>Windows Active Directory and Sun Identity Server will need to be federated to support reduced sign-on for MVC Staff.</p> <p>Currently, MVC desktops and the DDL Image Capture Software are linked to Active Directory security. Browser based applications are secured using Sun portal authentication services; a predecessor to the Sun Identity server.</p> <p>Bidders shall propose a manageable solution for security management keeping in mind that all State users will be deployed using a Windows</p>

#	Bidder	Question	Answer
			desktop and sign-on. There is no need to federate citizen identity management with internal MVC user management.
19	SABER	What products have been selected for FileNET?	This information has not been decided yet. In its proposal, the bidder shall specify the product needs for its proposed solution.
20	IBM	Can the Bidders assume that a FileNET solution will be available and that the implementation of this solution is out of scope?	No. The bidder must plan to configure and implement the document solution to support the proposed MATRX development.
21	BearingPoint	Is there a preference for an electronic forms tool?	No. The State has done some work in Adobe, but not significant work. The bidder shall propose a tool that supports its solution.
22	IBM	Can the State provide the number of rules?	This information is not available.
23	BAH	Is the Oracle Financials implementation limited to MVC vs. other agencies?	The Oracle Financials implementation is limited to MVC.
24	BearingPoint	Is the Bidder responsible for the new Oracle module implementations?	Yes, the bidder must completely configure and implement the Oracle Accounts Receivable module. This addendum includes a description of the scope and deliverables (See item 1 in Part 1 of this addendum.
25	BAH	Elaborate on the relationship between case management and customer profile manager. Could one solution address both modules?	<p>Customer Manager manages all identification information and is the general “point of entry” or main menu to the system for most users. Case and Interaction Management refers to two functions:</p> <ol style="list-style-type: none"> 1. Interaction Management – The system must be able to log general correspondence, interaction, and notes relative to each Legal Entity (customer). 2. Case Management – The system must be able to create a “case” that is formally opened, tracked, and brought to conclusion. Such a case would include, among other items specified in the RFP, documents, correspondence, decision, and general interaction information. <p>Interaction Management and Case Management functions shall be easily accessible from the Customer Manager screens.</p>

#	Bidder	Question	Answer
			Interaction and Case Management functions shall be integrated with the MATRX Database and MVC Document Management System.
26	BearingPoint	Will the POS solution split the fees into GL accounts? What barcode integration is required?	The Rules Engine must determine the appropriate fees for a particular transaction including the various sub-fees. The Rules Engine shall provide both the Total Fee and Sub Fees to the MATRX System for recording as history of the transaction.
27	IBM	Appendix 12 lists the current supported systems – are the requirements and functional capabilities of these systems represented in the requirements appendices for the new modules?	The business requirements appendices represent the new requirements that shall be used to deliver MATRX. The bidder shall review Appendix 12 as a source for additional requirements for MATRX.
28	BAH	Regarding the business solution modules – will the State accept modules in different technologies?	<p>The proposed solution should use the smallest set of programming tools possible for ease of maintenance.</p> <p>Bidders should propose solutions that are technically, operationally, and strategically well conceived.</p> <p>The State, like any IT organization, does not desire to split its support team among multiple programming languages.</p> <p>The use of COTS products such as Rules Engines, Printing Systems, and Accounting Systems is considered beneficial to the State because the State would expect these products to be used “off the shelf” without customization. Because there will be no customization, the native language used to develop these products is irrelevant. These packages must comply with industry standards for data exchange and interfacing.</p> <p>Custom software, frameworks, and transfer systems that may have been used on other projects are not considered COTS software. The State acknowledges that they may bring substantial value to the project but the State also believes that the selection and combination of programming languages may significantly diminish its ability to maintain the system in the long term.</p>
29	SABER	Is there is a preferred application server?	No.

#	Bidder	Question	Answer
30	BAH	Can COTS solution development be offshore?	<p>The original software development location of commercial software packages that will be used in an off-the-shelf manner is not relevant to the State's on-shore restriction.</p> <p>Any work for this project including software frameworks, transfer systems, and code bases from other states must be completed on-shore.</p> <p>Proposed COTS products must be available and ready for use at the time they are proposed. Bidders are not to propose software or releases that are not currently available when the proposal is submitted.</p>
31	BAH	Will the requirements for the project location be specified in the addendum?	Yes. The details are documented in item #3, Part #1 of this addendum.
32	IBM	Please be more specific than "preferably within walking distance".	The cited term is no longer necessary as per item #3, Part #1 of this addendum.
33	SABER	Will all JADs be done at beginning of project or as modules are being implemented?	The bidder shall recommend and describe its approach.
34	BAH	Should costs for UAT testers to use testing tools be included?	<p>Bidders shall propose the necessary licenses needed for each tool used on the project. This includes but is not limited to requirements analysis and tracking tools, design tools, development tools, testing tools, and project management tools.</p> <p>Bidders shall include pricing for all licenses needed for its staff and include FIVE LICENSES of each tool for MVC staff.</p> <p>Bidders shall not include costs for licensing MS Project for State staff.</p>
35	IBM	Please clarify what optional means in the price sheets– is it optional to the project or optional in how the procurement will work.	The term optional refers to the State's choice to purchase the optional software\hardware\functionality. The bidder must provide pricing for all optional items.
36	BAH	Are there plans to assemble a dedicated state team for the duration of the project?	Yes, a core dedicated team is planned with supplemental staff to support specific activities such as UAT.
37	IBM	Are the Bidders to provide system administration of the MATRX system?	Yes, the contractor shall provide staff for all aspects of system administration.
38	BAH	How is this project funded?	This project is adequately funded.
39	IBM	Are there any companies	Any staff member of an IT services firm or

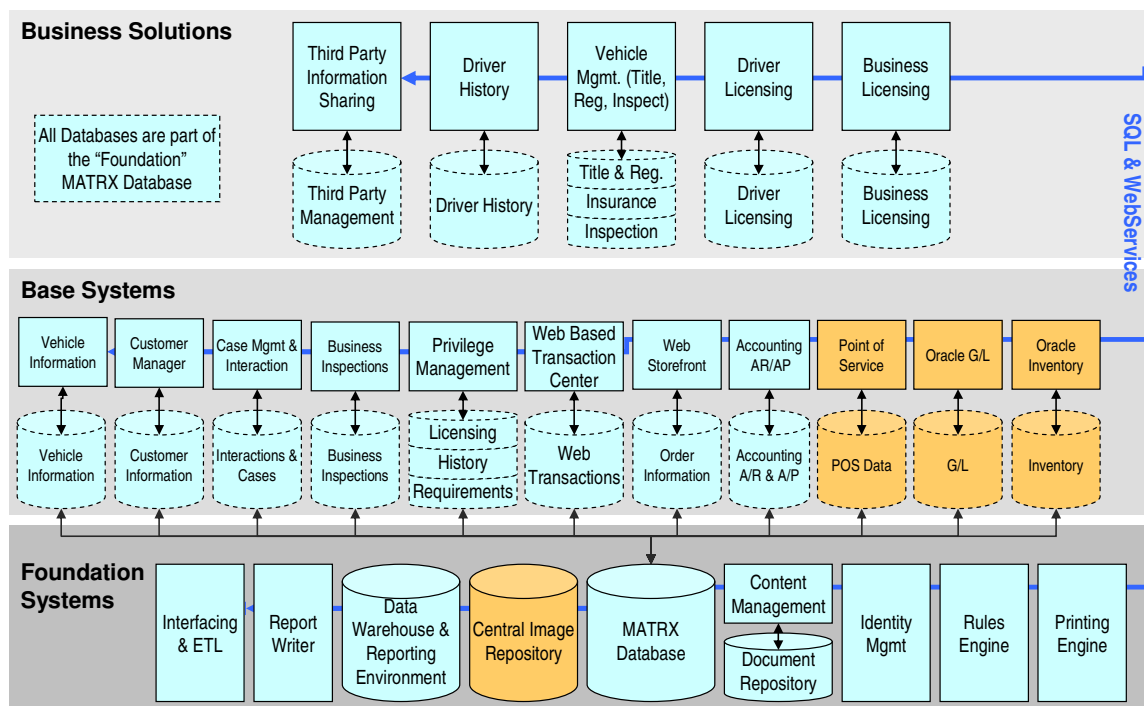
#	Bidder	Question	Answer
		prohibited from participating as a subcontractor on MATRX?	consulting firm who has participated in the design, planning or development to date of any MATRX System module in this RFP is precluded from working for the bidder in any capacity relating to this RFP and/or being proposed as a member of the bidder's team.
40	SABER	Will the POS awarded bidder be excluded from the MATRX bid?	No
41	BAH	Will the awarded bidder be excluded from future projects such as EDDL?	No
42	SABER	With the addition of scope such as Oracle A/R, can additional team members be added?	Yes
43	BearingPoint	Should the must/shall statements in the appendices be addressed in the response and in what format?	The bidder must meet all requirements in the RFP and addenda and must specifically identify any requirements which it does not plan to meet. A tabular checkoff list is not required at this time.
44	BAH	How should must/shall statements be reflected in the proposals?	Bidders must meet all requirements in the RFP and the appendices and addendums. If bidders cannot meet any requirement in these documents they must clearly state so in their proposal.
45	BearingPoint	Will the due date for the draft be extended?	See the updated RFP schedule (Draft proposal due date will not be extended as of this time.)
46	SABER	Can the requirements for the business solutions be collected at the same time as the foundation projects are implemented?	Yes
47	BearingPoint	On the web storefront – is information being collected and passed to a credit card processing system vs. processing it directly? Does it need to print the barcode for preprocessed transactions?	The web storefront solution shall collect payment information and pass it to an existing credit card processing system and then collect the results and complete and store the transaction. Pre-processed documents shall include the bar code.

PART 3
MATRIX
Bid Number 08-X-39202

Attachment 1

Updated Architecture Diagram

The contractor must build and implement all “blue” areas and interface to “orange” areas. Additional interfaces are in the RFP and must be addressed. Components not shown here but included in the RFP must be addressed and are part of the scope of work.





State of New Jersey

DEPARTMENT OF THE TREASURY

DIVISION OF PURCHASE AND PROPERTY

PURCHASE BUREAU

P.O. BOX 230

TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

BRADLEY I. ABELOW
State Treasurer

September 4, 2007

To: All Qualified Bidders

Re: RFP # 08-X-39202

MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM (MATRX) FOR MVC

Draft Bid Due Date: **September 25, 2007** (2:00 p.m.)

Final Bid Due Date: November 20, 2007 (2:00 p.m.)

ADDENDUM #10

The following constitutes Addendum #10 to the above referenced solicitation. This addendum is divided into the following parts:

Part 1: Additions, deletions, clarifications and revised RFP Price Sheets contained in Attachment 2.

Attachment 2: Revised Price Sheets

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

PART 1
MOTOR VEHICLE AUTOMATED TRANSACTION SYSTEM
MATRIX
Bid Number 08-X-39202

Price Sheet Clarifications

This addendum includes information regarding a second question and answer period, revised price sheets and associated instructions and clarifications.

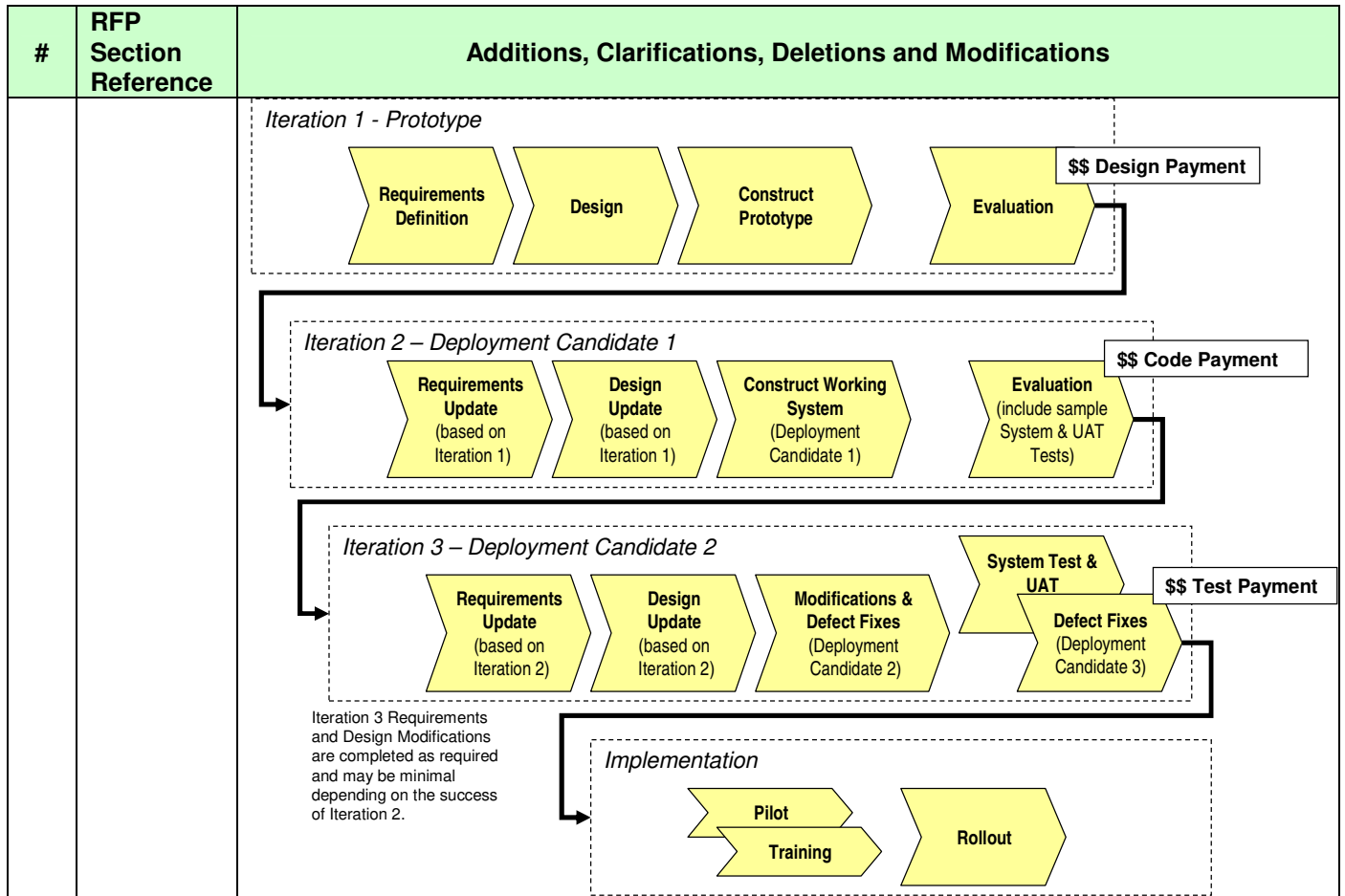
The information provided in this addendum is considered additional requirements and must be addressed specifically in the bidder's proposal.

#	RFP Section Reference	Additions, Clarifications, Deletions and Modifications
1	General	<p>The State will accept questions via e-mail from the Qualified Bidders. The e-mail questions will be accepted from 8:00 a.m. (EST), September 6, 2007 through 5:00 p.m. (EST), September 12, 2007. Answers to all questions accepted during this period will be answered by addendum. Qualified Bidders will receive an e-mail at the e-mail address provided in the Qualifications Proposal indicating the address where questions should be sent.</p> <p>All questions should be directly tied to the RFP and asked in consecutive order, from beginning to end, following the organization of the RFP. Each question should begin by referencing the RFP or Addendum page number and section number to which it relates.</p> <p>Questions are not to be submitted via fax, US Mail, phone call or in any other manner other than what is specified above. Questions received in any other manner may not be responded to.</p>
1	Various – see details	<p>The RFP references to specific price lines for Contractor Deliverables, as detailed below, should be removed and the revised price sheets contained in Attachment 2 used as the pricing guide. All deliverables as listed in the RFP must still be delivered as described in the RFP and clarified in this addendum.</p> <p>Page 30, Section 3.1.2 line #1 reference is deleted.</p> <p>Page 35, Section 3.2.1 line #1, 3, 4, 5, 6 references are deleted.</p> <p>Page 36, Section 3.2.2 line #2, 7 references are deleted.</p> <p>Page 37, Section 3.2.3 line #8, 9 references are deleted.</p> <p>Page 39, Section 3.2.4 line #10, 11, 12, 13 references are deleted.</p> <p>Page 40-42 Section 3.2.5 line #14-19 references are deleted.</p> <p>Page 46, Section 3.2.7 line #20, 21 references are deleted.</p> <p>Page 47, Section 3.2.8 line #22-25 references are deleted.</p> <p>Page 53, Section 3.2.9 line #26, 27, 58, 59, 60 references are deleted.</p>

#	RFP Section Reference	Additions, Clarifications, Deletions and Modifications
		<p>Page 55, Section 3.2.10 line #41-48 references are deleted.</p> <p>Page 57, Section 3.2.11 line #31-35 references are deleted.</p> <p>Page 57, Section 3.2.12 line #39, 40 references are deleted.</p> <p>Page 58, Section 3.2.13 line #28-30 references are deleted.</p> <p>Page 70, Section 3.2.19 line #110-113 references are deleted.</p> <p>Page 76, Section 3.3.1 line #70-109 references are deleted.</p> <p>Page 92-95, Section 3.3.2 line #49-51, 55-57, 52-54, 67-69, 64-66, 61-63 references are deleted.</p> <p>Page 97, Section 3.3.3 line #36-38 references are deleted.</p> <p>Page 114, Section 3.4.8 reference to Price Line 39 is deleted</p>
2	Section 4.4.3.6 Price Sheet	<p>The number of price lines has been simplified. The first three price lines are for recurring tasks – Project Management, Quality Management and Operational Support. Total prices for each of these items must be included in addition to a monthly payment amount. This monthly payment amount should be the total price for that line item divided by the number of months in the proposed project plan.</p> <p>A new worksheet has been included in the revised price sheets – labeled Payment Schedule. This worksheet does not need to be completed by the bidder; it will automatically calculate the amounts. The bidder must provide the noted deliverables for each of the payment points on this sheet as described in Section 3 of the RFP. For each deliverable, the bidder must produce the following documents and complete the following activities as noted in Section 3 of the RFP and clarified here:</p> <p>Architecture Design – this document must include a narrative and diagram description of software, hardware, network and infrastructure components to be used in development, testing, migration, rollout and activation of all functions/modules in MATRX scope. Configuration Management processes and tools should be described.</p> <p>Updated MATRX Database Infrastructure – the data model, data tables and data dictionary must be updated for each function/module of MATRX as it is developed and implemented. Data loads, backup and recovery processes should be described.</p> <p>ETL Procedures – The ETL code and process must be updated for each function/module of MATRX so that the legacy system (Comprehensive System) and the new MATRX database stay in synchronization</p> <p>Installation of Software – The contractor must supply and install and configure applicable software components.</p> <p>Requirements Document – this document must include a “subproject charter” for the deliverable including scope, risks, issues, participants and roles. It must also include business and technical requirements, and business workflows for each function/module of system being described.</p> <p>Use Cases – Use cases must describe in detail all applicable business and system processes and functions that cover all requirements associated with the MATRX module being</p>

#	RFP Section Reference	Additions, Clarifications, Deletions and Modifications
		<p>implemented.</p> <p>Design – Design must provide both a narrative description and a detailed coding specification for the function/module of the MATRX System being implemented. A working prototype with interactive user interface shall be developed by the contractor and evaluated by the entire team as part of the design process. This cycle of requirements-design-prototype will constitute the first iteration in the development process. All feedback will be used in the next iteration of the development process.</p> <p>Code – Code must include the actual code, all supporting artifacts, and associated documentation of the function/module of the MATRX System and release plan management and execution for code updates. This deliverable shall incorporate the feedback from the first (prototype) iteration which may require updates to both the requirements and design deliverables. This development effort will constitute the second iteration of the development process and shall include full system testing.</p> <p>Testing – Testing must include a test plan that covers all testing phases, test scripts for non-expert users, test database and data for system test and UAT, system testing execution, documentation of results, incident tracking tool and reports that supports system test and UAT, attendance at daily meetings for system test and UAT and updates to Design documents to account for bug fixes/changes to design as a result of testing. Support of UAT testing must be provided as previously described. This effort will constitute the third iteration of the development process and shall incorporate the feedback from the second iteration testing which may require updates to the requirements, design, and code deliverables.</p> <p>Documentation – Documentation must include an operational guide, system administer manual and user manual for each function/module of MATRX.</p> <p>Training – Training must include a training plan, training materials, training database and data, training registration, and attendance scheduling and tracking. Training must be provided for UAT testers, system administrators and users.</p> <p>Help Desk – Helpdesk must include a helpdesk plan, helpdesk staff, helpdesk tools and environment, helpdesk training and knowledge transfer to state staff.</p> <p>Pilot – Pilot must include a pilot plan, pilot environment and data, management and onsite support of pilot execution, pilot assessments and reports, pilot results and impacts on rollout.</p> <p>Rollout – Rollout must include a rollout plan, a readiness checklist and verification of readiness of each location, management and onsite support at offices, production release implementation with release notes, data migration and verification, plan and management of decommissioning of applicable applications/functions, data and integration points, status reports and results, and maintenance release plan.</p>
3	Section 4.4.3.6 Price Sheet	<p>Clarified Price lines for “Optional Hardware and Software”</p> <p>Bidders must include costs for hardware and software as described in Addendum 9. Totals are estimated for bid comparison purposes. Exact totals will be determined as requirements and designs are finalized. The State has the option to purchase these items directly from the contractor or procure them from other State contracts.</p>
4	Section 4.4.3.6 Price Sheet	<p>Bidders must plan to deliver outlines and drafts of all deliverables for State review and comments before a final version is presented for approval and payment.</p>

#	RFP Section Reference	Additions, Clarifications, Deletions and Modifications
	RFP Section 3 Deliverables	<p>Bidders must plan to deliver iterative builds of functionality. A minimum of 3 iterations must be planned and included in the total price. Iteration 1 – Prototype must provide the ability to assess requirements and usability of the module/function being implemented and include construction of a prototype application with at least a functioning GUI and HTML user interface which can be presented on a screen and which demonstrates the navigation and flow of the application so that a business user can evaluate it. This effort shall include the evaluation of the prototype and preparation of feedback for Iteration 2.</p> <p>The second iteration (Iteration 2 – Deployment Candidate 1) shall include working with MVC staff to update the Requirements and Design documents based upon the feedback of Iteration 1. This iteration shall include the development of a full working system of the module/function being implemented. Iteration 2 shall be run in a test environment and mirror production transactions and be subjected to a small sample of the System Test and User Acceptance Test scripts. This effort shall include the evaluation of the working system (Deployment Candidate 1) by the project team and documentation of all defects/bugs. Feedback will be prepared for Iteration 3.</p> <p>The third iteration (Iteration 3 – Deployment Candidate 2) shall include working with MVC staff to update the Requirements and Design documents based upon the feedback of Iteration 2. Such updates may be minimal depending upon the success of Iteration 2. This iteration shall include implementing all required modifications to the system as well as the correction of any defects or bugs found during Iteration 2. An updated version of the system shall be subjected to the full System Test and UAT. This iteration includes all corrections that are necessary to fix defects/bugs found during Iteration 3 testing. The final system shall be Deployment Candidate 3 and prepared for Implementation. Final edits to requirements and designs must be updated in project documents.</p> <p>The following diagram depicts the iteration of the development process:</p>





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PURCHASE BUREAU

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TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

MICHELLENE DAVIS
Acting State Treasurer

September 18, 2007

To: All Qualified Bidders

Re: RFP # 08-X-39202
Motor Vehicle Automated Transactions System (MATRX) for MVC

Former Draft Bid Due Date: **September 25, 2007** (2:00 p.m.)

REVISED DRAFT BID DUE DATE: October 3, 2007 (2:00 p.m.)

Final Bid Proposal Due Date: November 20, 2007 (2:00 p.m.)

ADDENDUM #11

The following constitutes Addendum #11 to the above referenced solicitation.

The date for the submission of the Draft Bid Proposals is changed to October 3, 2007 at 2:00 p.m. Draft Bid Proposals must be received prior to 2:00 p.m. on October 3, 2007. Draft Bid Proposals need not be submitted on September 25, 2007. Any proposal submitted on September 25, 2007 will not be opened until October 3, 2007.

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.



State of New Jersey

DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY
PURCHASE BUREAU
P.O. BOX 230
TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

MICHELLENE DAVIS
Acting State Treasurer

September 21, 2007

To: All Qualified Bidders

Re: RFP # 08-X-39202
Motor Vehicle Automated Transactions System (MATRX) for MVC

DRAFT BID DUE DATE: October 3, 2007 (2:00 p.m.)

Final Bid Proposal Due Date: November 20, 2007 (2:00 p.m.)

ADDENDUM #12

The following constitutes Addendum #12 to the above referenced solicitation.

Part 1: Answers to post Qualified Bidder's Conference questions.

Part 2: Clarifications, Additions and Modifications.

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

PART 1
Motor Vehicle Automated Transaction System (MATRX)
Bid Number 08-X-39202

QUESTIONS AND ANSWERS

Note: Some of the questions have been paraphrased in the interest of readability and clarity. Each question is referenced by the appropriate RFP page number(s) and section where applicable.

#	Page	RFP Section Reference	Question	Answer
1	34	3.2.1 - Project Manage ment	<p>Several areas of the RFP discuss the State Project Manager, yet the Project Management section does not indicate that the Contractor Project Manager will work with the State Project Manager. Rather, section 3.2.1 states: "The Contractor Project Manager, the Oversight Contractor Project Manager, and the State Contract Manager will meet weekly (at a minimum) to discuss project status.... The Contractor's Project Manager shall submit twice monthly status reports to the State Contract Manager."</p> <p><i>Will the State Contract Manager serve as the State Project Manager?</i></p> <p><i>If not, what are the expectations for the Contractor Project Manager working with the State Project Manager pertaining to section 3.2.1?</i></p> <p><i>Is the Contract Manager similar to the Contractor's Senior Project Manager?</i></p>	The terms State Contract Manager and State Project Manager are interchangeable.
2	57	3.2.12 – Printing Forms and Reports	<p><i>How many staff will need to generate outgoing letters, notices, temporary licenses and registrations, and other customer documents in real time upon request, as opposed to the documents that will be mass produced in a batch mode using high-speed production printers?</i></p>	<p>Up to 1000 workstations/staff will be generating a variety of documents in real-time on a per-customer basis. The usage would vary from fairly high-volume (over the counter issuance of Registrations and Titles at Agencies), to moderate volume (Business Licensing), to casual use (correspondence mgmt).</p> <p>This answer excludes the Digitized Drivers License (DDL) document which uses its own specialized system and manufacturing process.</p>
3	61- 62	3.2.15 - Training	<p>The text in the training section calls for training 2500 staff employees, yet Table 3.2.15 indicates there are over 3,000 staff employees.</p> <p><i>Which number should we use?</i></p>	Not all MVC employees will be users of MATRX (facilities staff as an example), therefore the contractor shall train 2500 staff employees.
4	63	3.2.15 – Training – Web	The RFP states that "Commercially available eLearning software must be utilized to develop the web-based training (such as the	Geo Learning is the package being evaluated by the Department of Personnel.

#	Page	RFP Section Reference	Question	Answer
		Based Training	eLearning software used by the Department of Personnel)." <i>What is the name of the eLearning software product used by the Department of Personnel?</i>	
5	131	4.4.2.3 – Technical Proposal	NJ Requests: "The bid response must include a response to the State's Scope of Work (Section 3) and all of its subsections, specifically each mandatory requirement, i.e., "must" or "shall" statement. " <i>Since most of the items in section 3 are requested as part of our responses to RFP sections 4.4.2.3.1 - 4.4.2.4.4, should our response address Section 3 requirements by incorporating them as part of our responses to sections 4.4.2.3.1 through 4.4.2.4.4?</i>	Yes. In responding to Sections 4.4.2.3.1 – 4.4.2.4.4, the bidders must include a response to each section requested. The bidder must also provide a response for any Section/Sub-Section of Section 3 that is not specifically addressed in Section 4.4.2.3.1 – 4.4.2.4.4. For clarity purposes and to ensure that the State can locate necessary information, the bidder should always identify which RFP Section is being addressed in its response. The bidder should also specifically address its approach to meeting the functionality described in the appendices.
6	132 - 133	4.4.2.3 – Technical Proposal	The table calls for pricing for several items. This appears to conflict with section 1.3.2.1, which states, "The cost proposal shall be submitted with the final bid proposal." Section 4.4.3.1 also states that cost should be submitted with the Final Bid and the cost will not be opened until after the Technical Proposal is evaluated. <i>Are we supposed to submit pricing with in Draft Bid Proposal? If so, where should this be included?</i>	No, do not submit pricing with draft proposal. The cost proposal shall be submitted with the final bid proposal.
7	134	4.4.2.3.2 – Contract Management	The RFP discusses the State Contract Manager in section 3.2.1 Project Management (Page 34) and defines the State Contract Manager as approving all deliverables. <i>In reference to the RFP requirement for the bidder to "describe its specific plans to manage, control and supervise the contract to ensure satisfactory contract completion according to the required schedule," please clarify how the State is defining Contract Management versus Project Management.</i>	Contract Management is a subset of Project Management and could include areas such as requirements tracking and approvals, formal contractual paperwork approvals and tracking, deliverables and payment tracking, change order contracting.
8	134	4.4.2.3.2 – Contract Management and 4.4.2.3.3 – Contract Schedule	Section 4.4.2.3.2 states: "The bidder shall describe its specific plans to manage, control and supervise the contract to ensure satisfactory contract completion according to the required schedule The bidder shall describe the proposed approach for accommodating scope change during the design, development, implementation, operational and maintenance phases. This description shall include: the bidder's approach to scope change control management	One description of the bidder's change control methodology that addresses all questions in both Section 4.4.2.3.2 and 4.4.2.3.3 is acceptable.

#	Page	RFP Section Reference	Question	Answer
			<p>the approach to change request evaluation (impact to schedule, budget and resources); a description of proposed change control tools;</p> <p>the approach to change request implementation.</p> <p>Section 4.4.2.3.3 states: "The bidder should identify the contract scheduling and control methodology to be used and should provide the rationale for choosing such methodology."</p> <p><i>Please clarify the difference between the request for our approach to accommodating change and the change control methodology.</i></p>	
9	135	4.4.2.4 – Organizational Support and Experience	<p>This section requests that "The bidder should include information relating to its organization, personnel, and experience, including, but not limited to, references, together with contact names and telephone number evidencing the bidder's qualification, and capabilities to perform the services required by this RFP."</p> <p>In the Qualifying proposal we were asked to submit a number of references.</p> <p><i>Should we submit our references from our Qualification Proposal in the Draft Proposal in the same format as requesting?</i></p> <p><i>Should we submit these in any particular subsection of the Organizational proposal?</i></p>	<p>Sections 4.4.2.4 through 4.4.2.4.4 are modified so that only information relative to these sections that has changed since the submission of the Qualifications Proposal shall be addressed. (See modification #4 in Part 2 of this Addendum.)</p>
10	137	4.4.2.5 – Subcontractor(s)	<p>Section 4.4.2.5 is indented in the table of contents as if it is intended to be part of 4.4.2.4, Section 2 of the Draft Bid Proposal, but the numbering of the section indicates otherwise.</p> <p><i>Where should we include the Subcontractor Information—within Section 2 or as a separate section?</i></p>	<p>Subcontractors shall be described in Section 2. (See Modification #2 in Part 2 of this addendum)</p> <p>The Notice of Intent to Subcontract Form discussed in Section 4.4.2.4.5 is required before Contract Award. While the bidder must complete this form prior to contract award, it is requested that the completed form be included in its Draft Bid Proposal. Should the bidder choose to subcontract, then the Subcontractor Utilization Plan must also be completed and submitted prior to Contract Award and preferably in the Draft Bid Proposal.</p>
11	Appendix 6 Page 40	25.3 - Contact Information – Address Linkage to OIT	<p>"...OIT master address database for reference and clean-up..."</p> <p><i>Will the MVC describe the OIT master database in more detail and describe its expectation for the vendor to maintain that "link" after the 'clean-up' and before completion of warranty period?</i></p>	<p>The RFP requirement in Appendix 6, Page 40, to check against the OIT Master Address database is hereby dropped from the requirements of this RFP.</p> <p>Bidders must propose a solution to edit and correct addresses as they are being entered into the system by all users including customers and staff. The system must fully review and verify all components of the address</p>

#	Page	RFP Section Reference	Question	Answer
				<p>and validate that the entire address is a valid address. The system must assist users in formatting the address to conform to MVC address standards.</p> <p>Presently the Comprehensive System uses the Finalist/Mailers Choice software package, in batch mode, to validate addresses. Only the zip code portion of the address is currently updated.</p> <p>The Bidder must propose an address cleansing solution that fits well with its overall solution.</p>
12	91	3.3.2 – MATRX Base Applicati ons	<i>Reference pg 94 of the RFP "Case Management" system - We understand the functionality that needs to be built as part of this base system. RFP mentions that this subsystem needs to be pilot tested and rolled out - does this subsystem need to be rolled out Statewide independent of the business applications or does it need to be rolled out along with the implementation of the business applications?</i>	The Case Management System is an optional system that, if purchased, must be rolled out independently as a functioning application and then integrated into business solutions as they are rolled out.
13	135	4.4.2.3.4 – Mobilizati on and Imple mentation Plan	<p>The section states: “(e) The bidder should submit a plan for the use of subcontractor(s), if any, on this contract. Emphasis should be on how any subcontractor identified will be involved in the mobilization and implementation plan.” On page 137, section 4.4.2.5 SUBCONTRACTOR(S) states: “The bidder must provide a detailed description of services to be provided by each subcontractor, referencing the applicable Section or Subsection of this RFP.”</p> <p><i>Should our response to section 4.4.2.3.4 (e) only discuss how any subcontractor identified will be involved in the mobilization and implementation plan, or should both sections 4.4.2.5 and 4.4.2.3.4 include our plan pertaining to how we intend to utilize subcontractors throughout the contract?</i></p>	Section 4.4.2.3.4 must describe if and how subcontractors will be used in the mobilization period and Section 4.4.2.4.5 must describe how subcontractors will be used in the entire project.
14	137	4.4.2.5 – Subcontr actor(s)	<p>The section states: “All bidders must complete the Notice of Intent to Subcontract Form whether or not they intend to utilize subcontractors in connection with the work set forth in this RFP. If the bidder intends to utilize subcontractor(s), then the Subcontractor Utilization Plan must also be submitted with the bid.”</p> <p>Page 138, section 4.4.3.2 FORMS THAT MUST BE SUBMITTED WITH FINAL BID</p>	See Modification #3 in Part 2 of this Addendum.

#	Page	RFP Section Reference	Question	Answer
			PROPOSAL, which includes subsections 4.4.3.2.3 and 4.4.3.2.4 Notice of Intent to Subcontract Form and Subcontractor Utilization Form. <i>Please clarify if the forms should be submitted with both the Draft and Final Bid Proposals or only with the Final Bid Proposal.</i>	
15	Appendix 4 Page 56	12.3	Section states: “Address linkage to OIT The system must link customer supplied address information to OIT master address database for reference and cleanup. Both addresses will be maintained, available and usable by any system function.” <i>Please confirm if this interface is in addition to the list of 38 interfaces defined on p48 of the RFP?</i> <i>Will MATRX be the authoritative source for address or will the OIT master address database?</i> <i>Will the MVC provide more details about the OIT Master Address Database?</i>	Yes, the address cleansing/validation service is in addition to the list on page 48 of the RFP. The authoritative source for addresses will be the MATRX database after comparison/cleansing/validation by a cleansing system. Also see answer to 11 above.
16	General		<i>Will the due date for the Technical Draft Proposal be extended since the responses to the questions submitted September 12 may be responded to close to the current due date and will effect vendor's response?</i>	The due date for Draft submission has been extended.
17	70	3.2.19 Helpdesk	Referring to section 3.2.19 Help Desk Setup and Implementation on page 68 of the RFP, you have referred to a Help Desk Application. It is unclear on Page 70, if implementing the Help Desk Application is a contractor task? Please clarify?	The contractor is responsible for installation, configuration, customization, implementation and knowledge transfer of the helpdesk application to MVC staff. See also answer to #18 below.
18	68	3.2.19 Helpdesk	Referring to section 3.2.19 Help Desk Setup and Implementation on page 68 of the RFP, Does MVC have a help desk application that is currently being used for activities such as for recording services requests? Is it used to handle both internal (MVC) and external (citizen) customer requests? Please provide additional details about the help desk application.	External (citizen) requests will be handled by MATRX base applications and business applications of case management, and various inquiry facilities from customer manager, driver history, etc. No help desk application is envisioned for external (citizen) interaction. For internal use - MVC IT is in the process of evaluating several Help Desk solutions. No Help Desk package solution has been implemented at this time. Bidder's proposals shall include in the optional software section of the price sheet: - Altiris "Help Desk Solution" to

#	Page	RFP Section Reference	Question	Answer
				<p>integrate into MVC's existing Altiris Client Management Suite</p> <ul style="list-style-type: none"> - BMC Remedy Service Desk - Conduit/interface from Altiris Inventory to Remedy <p>The Bid shall include pricing for software and licenses for 35 users.</p> <p>Contractor shall be responsible for implementation of one of the two products (Altiris or Remedy) at the direction of MVC Help Desk management.</p>
19	99	Table 3.4.1.1	You have listed several software that MVC is using in Table 3.4.1.1 Existing Technologies, Standards and Requirements on Page 99 of the RFP, and the state is using in Appendix 11 and 13. Can you please provide versions and relevant patches/service packs for each of the technologies?	<p>No. The referenced documents are broad listings of products in use Statewide, not necessarily on existing Motor Vehicles projects and systems. The bidder should note there are only three Required products based on State Standards.</p> <p>Required Products:</p> <ul style="list-style-type: none"> • Oracle – current version 10.2 • Sun Portal Server (myNJ Portal) – current version 6.3.1 • Sun Identity Manager <p>The following information is also available:</p> <ul style="list-style-type: none"> • AIX OS – current version 5.3 • Sun Enterprise LDAP (NJ Direct) – current version 5.2 patch 4 <p>Documentation will be made available to the contractor.</p>
20	111	Section 3.4.6	Section 3.4.6 Business Rules Engine on page 111 of the RFP states - "The contractor shall provide a business rules engine as part of the integrated MATRX solution." Is the intention to have one centralized Rules Engine for MATRX or all MVC applications (MATRX and others)? Have resources been identified to administer the Rules Engine? Has the state or MVC evaluated any Business Rules Engine? Please share the evaluations findings.	<p>MVC intends to have one centralized rules engine for all MVC IT future applications.</p> <p>MVC has one employee ready to fully engage in Rules Engine administration upon award. MVC and OIT intend to put several resources on Rules Engine administration and business definition as the project progresses to assist the contractor and gain knowledge transfer. However, the contractor is responsible for all aspects of implementing the Rules engine through the contract period.</p>

#	Page	RFP Section Reference	Question	Answer
				No formal evaluation of Rules Engines has occurred to date. There is no State standard for Rules Engines. MVC is open to any industry leading Rules Engine.
21	97		Page 97 of the RFP discusses the need for a Printing Subsystem. Does MVC have any printing solutions in place today? What are these solutions (applications, technologies, hardware)? Please provide details. Do you want us to propose a complete printing subsystem for MATRX and all of MVC including hardware, software and printing and mailing fulfillment facilities?	<p>Previous Q&A (Addendum 9 item #17) have addressed existing printing hardware centrally located and in the field. If the proposal works with this hardware for the creation of reports and documents in the proposed solution, then the proposal need not address printing hardware.</p> <p>Bidder is not responsible for bidding bulk mail hardware unless it is necessary to support the bidder's solution.</p> <p>Regarding printing software: MVC has no software based print management solution in place today. Each document is controlled from within the application entirely. The intent of this subsystem is to have centralized control of graphics, templates, boiler plate text, document size, content placement, etc. <u>external</u> to the application, and dynamically changeable, across all locations. A typical example of a problem that is expected to be solved with this solution is the routine change of forms when an address, phone number or, name of official is changed. Such changes should not require the recompilation or redistribution of code.</p>
22	99	Table 3.4.1.1	In Table 3.4.1.1 Existing Technologies, Standards and Requirements on Page 99 of the RFP you have listed Sun Identity Server and in IT Shared Architecture attachment you have listed SUN Identity and Access Manager as Enterprise solutions for the state. Has MVC currently deployed Sun Identity Manager? If so, in what capacity is it being used? What version of Sun Identity Manager and Sun Access Manager are in use at MVC today?	<p>MVC does not use Sun Identity manager today. OIT hosts this solution (as they will for MVC) and has another agency using it.</p> <p>The contractor shall use Sun Identity Management tools to control access and authorization through a role based model, to secure the web layer (URL) of applications. Additionally, the application layer components (servlets, EJB, web services) and data layer components (tables, views, stored procedures, etc.) should be secured with the same unified Identity Management scheme.</p> <p>See #19 for versions.</p>
23	99	Table 3.4.1.1	In Table 3.4.1.1 Existing Technologies, Standards and Requirements on Page 99 of	MVC has no FileNet licenses today. FileNet is not in use at MVC today.

#	Page	RFP Section Reference	Question	Answer
			<p>the RFP you have listed FileNet as the Imaging and Document Management solution. What FileNet products and versions does MVC have licenses for such as Image server, P8 Suite, Web Server? How is FileNet being used at MVC today? Where are images and unstructured content stored today? Do you have an optical storage media or magnetic media for the storing the unstructured content? <i>Note: Several similar questions were asked and answered in the original Q&As dated 5/17/07. We are submitting these questions again in case there are any updates.</i></p>	<p>MVC is working on procuring FileNet products presently in anticipation of MATRX needs.</p> <p>Certain documents are imaged today centrally and stored on microfilm for long term retention. Oracle indexing of same is hosted at an OIT data center and used via a client/server application to retrieve based on key fields for the correlated microfilm roll and frame number retrieval. Digital versions of the scans are only stored transiently on disk, until the microfilm is verified, and then are deleted.</p> <p>MVC plans to completely revise this model to all digital storage for the long term at a central repository location specified by OIT. The bidder's proposal must satisfy this design goal. The bidder's proposal must also address integration of document management into the MATRX applications as specified elsewhere in the RFP. The daily operational content data store (ODS) must be in this digital repository.</p> <p>If microfilm must continue to be generated for State certification reasons, that microfilm creation process is out of scope for MATRX, and would be generated (for archival reasons only) from the digital repository MATRX would create.</p> <p>The existing microfilm process, the existing microfilm library, and any conversion of existing microfilm library, are all out of scope for the MATRX project. Bidders are not responsible for legacy microfilm processes.</p>
24	85		<p>On Page 85 the RFP states that the MATRX solution needs to interface with an IRP solution. What technology is the IRP solution? Can you please provide additional details on the IRP solution that MATRX would have to interface with?</p>	<p>The NJ MVC IRP system is presently being replaced by the CACI 'M Carrier' application. The awarded MATRX contractor must interface with the 'M Carrier' system via web services.</p>
25	100	3.4.2 Applicati on Architect ure	<p>In section 3.4.2 Proposed MATRX Application Architecture on page 100, you have called out DEX. Who is responsible for developing DEXML extensions, if required, during the implementation of MATRX solution?</p>	<p>The contractor must develop all DEXML extensions relating to the MATRX project.</p>

#	Page	RFP Section Reference	Question	Answer
26	99	Table 3.4.1.1	In Table 3.4.1.1 Existing Technologies, Standards and Requirements on Page 99 of the RFP you have listed Oracle as the Production Report Generation tool. What Oracle reporting products and version does MVC have? Is this the complete Oracle Business Intelligence Suite? Is this an alternate for reporting solution rather than Business Objects and Crystal Reports for the MATRX solution? Do you envision a combination of the two reporting solutions (Business Objects/Crystal & Oracle) for the MATRX solution?	<p>MVC has limited experience with Oracle Reports, Crystal Reports, and Business Intelligence. OIT has some greater experience with all three. There is no clear leader in MVC organizations among the three products. MVC is not aware of any expertise in the Oracle BI suite at this time.</p> <p>The product recommended in the bidder's proposal must be implemented in the most current available production version.</p> <p>The bidder shall propose the best fit <u>within these three product lines</u>. Bidder must address the production reports and business intelligence reports requirements using at least one of these three product lines, and no more than two of these products lines (one Business Intelligence and one Production emphasis).</p>
27	99	Table 3.4.1.1	What version of Oracle Reports, Business Objects and Crystal reports are being used. If the version of Business Objects is 6.5 or lower, is there a plan to migrate to the next version XI?	<p>See #26 above. Bidder shall propose current production release levels of the reporting products. .</p> <p>All reports shall be written from scratch on the new reporting platform against the new database.</p>
28		General	Will MVC provide sample Standard/Ad-hoc/Analytic reports from the Business Objects/Crystal and Oracle reports environment that are used today?	<p>Sample existing reports will be provided to the contractor during the analysis phases of the project. No reports will be provided at this time.</p> <p>The bidder should review business requirements for reporting needs.</p>
29		General	Business Systems need to be closely integrated with hardware (such as printers, digital ID equipment) at the local DMV stations. We feel a Windows based application for such systems is appropriate. Can the MVC clarify if it has a preference for Windows or Web based?	<p>A Windows desktop environment is mandatory for MVC workstations.</p> <p>MVC requires, to the extent technically possible, systems that are centrally hosted and managed.</p>
30		General	Can we propose COTS based solution for Business Systems such as Business Licensing, Driver History, and Driver Licensing?	<p>Yes, as long as it meets all the technical and functional requirements.</p>
31	124		In the Portal Services section on page 124 of the RFP you have stated – "MVC and the State of NJ have standardized on the myNJ Portal (www.nj.gov and logon) as hosted on the Sun Portal and Sun Identity Server and	<p>No.</p> <p>Citizen and business services accessed via the Internet, must be delivered via the myNJ Portal hosted</p>

#	Page	RFP Section Reference	Question	Answer
			Access Management platform for services to citizens of NJ.” Do all local MVC workstations need to authenticate via the myMVC Portal to access applications? If yes, does the MVC have a mechanism in place to provide such access to Windows-based systems (ex: Citrix)? Or are we required to provide such a mechanism?	<p>on Sun Portal server.</p> <p>Employee applications accessed within the State intranet must have authentication / authorization controls as specified on page 105/106 of the RFP.</p> <ul style="list-style-type: none"> • Windows desktop secured by Active Directory. • Applications and application services secured by Sun Identity and Sun Access Mgmt services. • Identity for employees must be synchronized between Active Directory and Sun Identity for a single-signon experience.
32	100	Section 3.4.2	In section 3.4.2 Proposed MATRX Application Architecture, Paragraph 2 on page 100 of the RFP, states – “The system shall also be VXML compatible to allow support for future IVR integration.” Are we required to propose an IVR compliant MATRX solution? What systems does the MVC anticipate require IVR compatibility and who is responsible to deliver this capability? Is the IVR product listed in Table 3.4.1.1 – Avaya the preferred choice for the MATRX solution or can we propose other IVR solutions?	<p>AVAYA is MVC’s existing system.</p> <p>Design and implementation of any voice/IVR applications is out of scope at this time.</p> <p>The bidder should propose modular architectures that would accommodate the addition of IVR/vXML based solutions in the future.</p>
33		General	Does the MVC anticipate kiosk based delivery at MVC locations and/or other retail locations in the State?	No. Kiosk delivery is out of scope for this project.
34			<p>At the Qualified Bidders Conference, and in multiple places in the RFP, the State asks for flexibility - for example, requirements changes, project management processes, interfaces with systems that are still in early stages (<i>e.g.</i>, POS), and areas in which detailed requirements have not yet been developed. Given the size, business criticality, and complexity of the project, this is a reasonable request, and aligns with your requirement to design, develop and implement the MATRX system iteratively. However, it is very difficult to produce a firm-fixed price (FFP) bid under these circumstances, and the State may not achieve the benefits they anticipate from a FFP arrangement. The risks to the State of a FFP contract for MATRX can be summarized as follows:</p> <p>a. Fixed price contracts do not usually lower cost, because there is always at least some</p>	No. The bidder must propose a fixed price solution.

#	Page	RFP Section Reference	Question	Answer
			<p>risk in estimating the cost. Bidders may include a large risk factor that could inflate the cost of MATRX unnecessarily.</p> <p>b. Bidders may “bid low” in order to win the work or because they do not understand the risk. They will bind the scope with a host of assumptions, and use Change Orders throughout the project to handle anything that is deemed out of scope.</p> <p>c. In either scenario above, the FFP nature of the contract is not conducive to establishing a relationship between the Bidder and MVC based on collaboration, partnership and shared risk. The most successful projects are those where risk is assumed by the party best equipped to manage it. For MATRX, the Bidders are well-qualified to estimate and manage the technical risks, but have less control over organizational, change management and legislative risk.</p> <p>Would the State consider alternative pricing scenarios, for example a FFP bid for well defined components and activities, and a cost plus arrangement with incentive fees or award fees for the remaining components and activities? The cost plus portion would be structured with financial incentives tied to cost, schedule and quality goals to ensure the project delivers the desired outcome.</p>	
35	5	NJ T&C	<p><u>New Jersey Standard Terms and Conditions Page 5 of 10</u>: How is the Article 3.13 Performance Guarantee provision intended to apply to this effort? For example, given the term of the contract and the requirement that equipment be of the latest model, how can a fixed price be proposed when it is unknown what the model and price of IT equipment will be available at the time of future installation?</p>	The bidder should be able to evaluate market trends and determine what the price of the equipment will be in the immediate future.
36	7	NJ T&C	<p><u>New Jersey Standard Terms and Conditions Page 7 of 10</u>: How is the Article 4.1 Price Fluctuation during the Contract intended to apply with respect to this effort? Due to the lack of specificity in the overall project details and other factors, including but not limited to the advances in technology, changes in product and market conditions and the Performance Guarantee provision, this provision would not seem appropriate.</p>	This provision is appropriate and affirmed. If during the course of the contract the cost for an item contained on the price sheets is reduced prior to the State paying for the listed item, the State requires that the savings be passed onto the State.
37	12	Section 1.2.1.5	<p>"Can MVC please clarify the following anticipated volume metrics for MATRX:</p> <ul style="list-style-type: none"> - Peak hours of the business day - Peak transaction volumes - Peak # of concurrent user sessions - Total # of internal MVC users" 	<p>Peak Hours are:</p> <p>Weekday – peak 10am to 2pm. Weekday – evening hours, but only at a few Agencies per evening. Weekend – Saturday 9am-12noon.</p>

#	Page	RFP Section Reference	Question	Answer
				<p>Peak concurrent users logged on - CICS pseudo-conversational – 1500</p> <p>Peak CICS concurrent active trans any given moment – 10</p> <p>Peak database active threads any given moment – 10</p> <p>Peak database waiting to service threads - 100</p> <p>Total # of MVC internal users – 2500 (not necessarily logged on)</p>
38	12	Section 1.2.1.5	The volumes under the "Current Volumes" heading appear to be annual volumes, but since it is not explicitly stated, can MVC validate that point? Can MVC provide additional information that differentiates initial transactions from renewal transactions (for example, the annual number of new business license applications and the annual number of renewal business license applications.)	<p>Yes – volumes stated are annual.</p> <p>Initial transactions are approximately 10% of annual volumes; renewals are 90% in most all categories.</p>
39	12	Section 1.2.1.5	What is the total number of employees that will be logging onto the NJ MATRX System?	See #37
40	39	Section 3.2.5	Who will install the scanners?	The contractor shall install the scanners.
41	46, 51	Section 3.2.8 & Section 3.2.9	How is MVC interfacing with AAMVA?	<p>The contractor must develop, implement and maintain throughout the contract period, all of the existing NJ MVC interfaces to AAMVA, as well as any which become mandatory in the future during the contract period.</p> <p>Presently interfaces are CICS and MQ transactions on a private network circuit.</p> <p>If AAMVA offers a more contemporary interface method before the contract period begins or forces clients to a new method during the contract period (web services for example), the contractor must implement the more contemporary or new method, , otherwise the contractor is responsible for interfacing using the existing technology.</p>
42	57	Section 3.2.13	Does MVC desire to use Kofax scanners or FileNet Capture for document capture?	Bidders must propose a system that effectively captures the typical MVC business documents. The system must be easy to use for staff and integrate into the business application.
43	62	Section	Table 3.2.15 lists staff numbers by business	Agency staff must be equally trained

#	Page	RFP Section Reference	Question	Answer
		3.2.15	area: Agencies, Regional Service Centers, In-House Business Units, Technical Staff, and Training Staff. The first three of these business areas show separate modules for each, including driver licensing; title, registration, insurance; and driver history. Are MVC staff to be trained in each module, or does MVC staff specialize in one or more area (such as driver issues vs. vehicle programs)? If staff specialize, can MVC provide a more definitive breakout of staff numbers by business area (driver, vehicle, business licensing, etc.)?	<p>in all aspects of Driver's License (DL), Driver History (DH), Vehicle Title and Registration (VT&R) operations. A total of 1700 staff members shall be trained.</p> <p>Regional staff must be equally trained in all aspects of DL, DH, VT&R issues. A total of 250 staff members shall be trained.</p> <p>Total In House Business Licensing staff (BLS) to be trained equals 50.</p> <p>Other in-house staff must be equally trained in all aspects of DL, T&R, DH. Total to be trained equals 1300.</p> <p>3rd party business partner staff total to be trained equals 50.</p>
44	62	Section 3.2.15	Regarding Table 3.2.15, the RFP indicates the number of staff by Business Area. Under the In-House Business Units, "Third Party" staff is listed separately as 50. Does this mean there are 50 staff from within the 1300 "In-House Business Units" staff, or are there 50 additional staff? If employees specialize in different modules, would MVC provide a more detailed description of the breakdown of responsibilities so that BearingPoint may more actively plan our MATRX training activities?	See #43.
45	63	Section 3.2.15	Regarding Section 3.2.15 Training, the RFP indicates the contractor must train the State trainers to "a very high level of system competence." These State trainers will provide new hire training rollout and audit the contractor's training classes. Specifically concerning the trainers auditing the contractor's training classes, will the State trainers be fulfilling a type of IV&V role, or do they intend to "audit the courses" in the sense that they will attend the courses but not plan to be active participants? (Should we specifically not plan to incorporate the State trainers in a training delivery role during implementation? If possible, we recommend they be considered for a training delivery role in order to help transition them into assuming full training responsibility after rollout.)	<p>The bidder must submit a proposal that includes training the entire MVC staff.</p> <p>The contractor must be prepared to completely train the MVC staff without the active participation of the MVC training staff. The MVC training unit intends to assist the contractor in training MVC staff to gain knowledge and experience as you suggest for future training, but the active participation of MVC staff cannot be ensured.</p> <p>The bidder must bid accordingly.</p>
46	63	Section 3.2.15	Regarding Section 3.2.15 Training, the RFP makes reference to eLearning software used by the Department of Personnel. What is the eLearning software used by the NJ Department of Personnel? Can the MATRX	<p>See #4.</p> <p>No existing State licenses are available for use.</p>

#	Page	RFP Section Reference	Question	Answer
			contractor use a license(s) from the existing eLearning software used by the NJ Department of Personnel?	
47	65	Section 3.2.15	Regarding Section 3.2.15 Training, one of the listed deliverables states: "Online facility for tracking and reporting on the training effort." Is the state asking for a Learning Management System, or is this deliverable to be a web-based mechanism for tracking course rollout, attendance, scores, and other data related to the training effort?	See #4 The bidder must provide a tool that can be accessed by State staff in Agency and central locations that shows the training related data. The bidder shall propose the tool that meets the requirements. This reporting facility about the training operation may or may not be within the administrative section of an eLearning suite (for example).
48	68	Section 3.2.19	This section states that the contractor shall "Build and maintain a documented Help Desk Knowledge Base Facility to: <input type="checkbox"/> Allow help desk staff to look up common or previously reported issues, symptoms, error messages, and resolutions <input type="checkbox"/> Analyze the frequency of MATRX problem types and resolution times" Please clarify what is meant by Help Desk Knowledge Base Facility. Will this facility be utilized strictly by the Help Desk Staff or does MVC envision this to be a self-service facility available to all end-users? For which functions does MVC intend to use this facility? Does MVC intend to use this facility to provide error and problem resolution to be used by the Help Desk Staff only? 'Lead through' processing to show a user a step-by-step process? 'Show me' e-learning experience? For users to self-resolve their issues?"	A knowledge-based facility provides the ability to add, maintain, and query problems, solutions, procedures, and other useful information in an unstructured format. Typically this information is used and maintained by Help Desk staff. This requirement was written with the intent of providing Help Desk staff useful tools to better perform their duties. This information will only be used by the help desk staff. eLearning is covered in the training area of the RFP. Operational and application documentation is covered in the end user documentation area of the RFP.
49	81	Section, 3.3.1	On-Line Doctor Certification "This section states that: ""The System shall provide the capability for doctors to submit on-line medical certification in a secure manner."" What is the process or mechanism to validate that the Doctor is a licensed Healthcare Provider in New Jersey?"	The operational procedures of external users will be defined by the MVC and are out of scope to the MATRX bidder. The bidder may limit its solution to an application design and implementation which allows authorized healthcare providers to submit appropriate documentation to MVC, and allows authorized users at MVC to process that documentation within the context of driver privilege management within the MATRX role base authentication and authorization framework. Bidders must implement the technical solution and MVC will be responsible for

#	Page	RFP Section Reference	Question	Answer
				coordinating with healthcare professionals.
50	94	Section, 3.3.2	<p>Web-based Storefront "At the Bidders Conference, the MVC representative mentioned that MVC had a credit card processor.</p> <p>Who is the MVC credit card processor? Does the Credit Card Processor have the ability to handle EFT payments? Do they have existing capability to set up and manage draw down accounts for MVC business partners?"</p>	<p>The credit card processor is in transition. The MATRX contractor must design the interface in a generic fashion, such that a switch out of credit card processor is minimally disruptive or completely transparent.</p> <p>EFT payments must be incorporated into the design, even if not yet turned on with the provider.</p> <p>Draw down accounts will be handled within the MATRX system via the Oracle Accounts Receivable customer credit balances.</p>
51	98	Section 3.3.3	<p>Document Management "This section states that:</p> <p>MVC staff shall be able to track the versions of documents, annotate documents and set retention schedules.</p> <p>Can MVC provide the retention schedule for the MATRX managed documents?"</p>	<p>Retention of documents will be under review as MVC re-engineers its document management.</p> <p>Current retentions are:</p> <ul style="list-style-type: none"> - Certificate of Ownership – 8 years - Mailing lists – 60 years - Driver History – 60 years - Driver License and Reg apps – 3 years after expiration (we plan to eliminate imaging apps). - Handicapped Plates and placards – 60 years - Driver/Vehicle Information request – 1 year after processed.
52	99	Section 3.4.1	<p>State Technology Requirements and Standards "Table 3.4.1.1 lists MS Exchange as the State's email platform.</p> <p>Can MVC confirm that MS Exchange is the MVC email platform?"</p>	<p>A statewide email standard has not yet been established.</p> <p>GroupWise as hosted by DOT and Sun email as hosted by OIT are the current MVC <u>employee</u> email systems.</p> <p>However, in our experience – <u>applications</u> use 'sendmail' service on AIX for outbound email services and pass the email on to statewide email routing. Inbound email parsing may require a specialized solution that the bidder must propose in concert with OIT participation in spam filtering and virus and security checking.</p> <p>The bidder must bid an email system and design consistent with the application requirements. The bidder must <u>not</u> rely on the DOT GroupWise system to provide these services.</p>

#	Page	RFP Section Reference	Question	Answer
53	39, 121	Section 3.2.5A & Section 3.4.13	<p>In section 3.4.13, under the heading of AIX, MVC describes an AIX-based hosting platform for use by the MATRX solution. Section 3.2.5A requests the contractor to conduct a capacity analysis to examine existing hardware, software, network and facilities to determine the gap between existing infrastructure and the infrastructure required to meet MATRX minimum requirements.</p> <p>Finally, in section 3.4.13, NJ indicates that "If by the time of system stress test, it is apparent that existing capacity is not sufficient, the Contractor shall be responsible for providing additional server capacity. The cost of the additional hardware, software, and implementation costs shall be paid by the Contractor." Is the additional server capacity for which the Contractor is responsible the gap between the AIX-based hosting platform described in 3.4.13 or the gap, if any, between the infrastructure capacity indicated by the Capacity Analysis and the capacity deemed necessary at the time of stress testing?</p>	The hardware gap that the awarded contractor shall be responsible for, if a performance problem exists, is any CPU's in excess of 64 CPU's (32 CPU's per datacenter) and any memory in excess of 400 Gig of memory (200 Gig per datacenter).
54	121	Section 3.4.13	Under subheading AIX, NJ indicates that 64 CPUs and 200 GB of memory are available as the hosting platform for enterprise class applications. Is it a correct assumption that the AIX environment provided is for the application environments only and that the servers providing the Oracle environment described in the Storage subsection are not included and are otherwise provided by MVC?	<p>That is not a correct assumption.</p> <p>MVC has planned that the AIX platform will host all significant components of the MATRX solution (web servers, app servers, database servers, rules engine, document mgmt, etc).</p> <p>The bidder's proposal shall describe:</p> <ol style="list-style-type: none"> 1. how this hosting platform will be used, 2. any anticipated resource gap the bidders can already identify between their solution and the State's stated capacity, 3. what components (if any) will not be hosted on this platform and, 4. what the bidder's expected resource requirements are.
55	122	Section 3.4.13	The discussion and diagram in the Storage subsection of 3.4.13 describe Oracle Servers and replicated SAN storage between the Primary Production Site and the Real-time failover site. Is it a valid assumption that this environment will be provided by MVC for use by the vendor solution?	Yes. SAN storage will be provided by MVC and OIT. A number of MVC projects are already using this model.
56	122	Section	Has the FileNet procurement been completed,	The FileNet procurement is not

#	Page	RFP Section Reference	Question	Answer
		3.4.14	and if so, can you please share which modules were purchased and expected to be used on this project?	complete. A final product mix is not yet available at publication time.
57	122	Section 3.4.14	Software licensing for some of the software components of our solution are based on the number of registered users. In order to accurately price our solution, can New Jersey provide total the estimated number of MVC users? Can New Jersey supply the same information by business solution?	See answer #43 for specific user counts by business solution. The entire user population of MATRX shall be estimated at 2500, however a significant portion of these users are 'casual' users.
58	124	Section 3.4.15	In support of accurate hardware sizing and software licensing, can New Jersey provide estimated annual or transaction counts by business solution and information regarding known transaction peaks?	See answers #37 and #38.

PART 2
Motor Vehicle Automated Transaction System (MATRX)
Bid Number 08-X-39202

ADDITIONS, DELETIONS, CLARIFICATIONS AND MODIFICATIONS TO THE RFP

#	Page(s)	RFP Section Reference	Addition, Deletion, Clarification, Modification
1	135	4.4.2.4 through 4.4.2.4.4	For Section 4.4.2.4 and all its subsections, the bidder should only submit the requested information if it has changed since the submission of this information in the Qualification Proposal. The bidder is not required to re-submit the information previously submitted.
2	137	4.4.2.5	<p>The RFP has a typographical error in the numbering for Section 4.4.2.5. RFP Section 4.4.2.5 Subcontractors is modified to be Section 4.4.2.4.5 Subcontractors. In addition, the first paragraph of Section 4.4.2.4.5 is modified to read:</p> <p>All bidders must complete the Notice of Intent to Subcontract Form whether or not they intend to utilize subcontractors in connection with the work set forth in this RFP. If the bidder intends to utilize subcontractor(s), then the Subcontractor Utilization Plan must also be submitted. While these documents are required prior to contract award, they should be submitted with the Draft Bid Proposal.</p>
3	138 and 139	4.4.3.2.3 and 4.4.3.2.4	If these documents are not submitted with the Draft Bid Proposal, the bidder should submit the documents with the Final Bid Proposal. If the documents are not submitted with the Draft Bid Proposal or the Final Bid Proposal, the State reserves the right to request these documents prior to contract award. If the bidder does not respond to this request within seven (7) days, the Final Bid Proposal may be deemed non-responsive.
4			All responding bidders shall turn Microsoft Word 'track changes on' from the time of the Draft bid submission until the Final bid submission, so that the State can effectively evaluate any and all changes to the proposal from Draft status to Final Status.



State of New Jersey

DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY
PURCHASE BUREAU
P.O. BOX 230
TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

MICHELLENE DAVIS
Acting State Treasurer

October 3, 2007

To: All Qualified Bidders

Re: RFP # 08-X-39202
Motor Vehicle Automated Transactions System (MATRX) for MVC

DRAFT BID DUE DATE: October 3, 2007 (2:00 p.m.)

Final Bid Proposal Due Date: November 20, 2007 (2:00 p.m.)

ADDENDUM #13

The following constitutes Addendum #13 to the above referenced solicitation.

This addendum is released to allow in-house housekeeping of computer systems changing the bid open date from 10/03/07, the date Draft Bid Proposals were due, to November 20, 2007, the date Final Bid Proposals are due. This addendum has no impact on the bidders.

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.



State of New Jersey

DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY
PURCHASE BUREAU
P.O. BOX 230
TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

MICHELLENE DAVIS
Acting State Treasurer

October 22, 2007

To: All Qualified Bidders

Re: RFP # 08-X-39202
Motor Vehicle Automated Transactions System (MATRX) for MVC

Former Final Bid Proposal Due Date: November 20, 2007 (2:00 p.m.)

Revised Final Bid Proposal Due Date: January 24, 2008 (2:00 p.m.)

ADDENDUM #14

The following constitutes Addendum #14 to the above referenced solicitation.

This addendum modifies the Final Bid due date from November 20, 2007 to **January 24, 2008**.

Part 1: This addendum also provides the following information regarding Bidder Oral Presentations to be held November 13, 14 and 16, 2007.

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

PART 1
MATRIX
Bid Number 08-X-39202

Bidder Oral Presentations

The State will conduct Oral Presentations on November 13th, 14th, and 16th. Each Bidder will have one (1) full day to present its proposal. The presentation agenda is attached at the end of this document. Each of these presentations will take place at:

New Jersey Network (NJN)
25 South Stockton Street
Trenton, NJ 08625

Directions to the above location can be found at <http://www.njn.net/about/directions/trenton.html>.

Each bidder shall provide the buyer, Kevin Moore, with its choice of presentation date in a preferred date list. The bidder shall use one (1) as the most desired date and three (3) as the least desired date (e.g.: 1. 11/14/07; 2. 11/16/07; 3. 11/13/07). The State will develop the order of presentation from these lists. The list shall be e-mailed to the buyer at kevin.moore@treas.state.nj.us no later than 10/26/07. Each bidder will be notified of its presentation date via e-mail no later than 10/31/07.

The State will provide a wireless link, not firewalled, directly to the internet and a projector screen. The bidder must supply the projector. Lunch will not be provided, though time for lunch is allocated in the schedule.

NJN requires that all visitors to the building have a current driver's photo license or other form of official photo ID. Bidders shall e-mail the buyer the names of all staff attending the oral presentation no later than one (1) week prior to the date of its presentation.

PART 1
MATRX
Bid Number 08-X-39202

Bidder Oral Presentations Proposed Agenda

9:00 A.M.

Bidder introduction of key project staff as described in RFP
Bidder overview of its solution
Bidder business solution (see below)
Break 0:15
Bidder technical solution (see below)

12:00 P.M.

Lunch (1 hour)

1:00 P.M.

Continue Bidder presentation

2:00 P.M.

Questions by State

3:00 P.M.

Questions by Bidder

Presentation ends at 4:00 P.M.

The Bidder should cover the following topics:

BUSINESS SOLUTION

Approach for:

- Driver Licensing
- Driver History
- Vehicle Title & Registration
- Business Licensing
- Third Party Information Sharing

TECHNICAL SOLUTION

Approach for inside (intranet) applications:

- User interface structure and design
- Customer Manager, Privilege Manager, Case Management, Document Mgmt, etc.

Approach for outside (internet) applications:

- User interface structure and design
- Web Based Transaction Center, Web Based Storefront, etc.

Approach for:

- General Workflow Management
- Leveraging Rules Engine into Application and Project
- Leveraging the MATRX Database
- Unified Printing System of Batch and Real Time Documents (except Driver Licenses)

Approach for SDLC Methodology and Tools



State of New Jersey

DEPARTMENT OF THE TREASURY

DIVISION OF PURCHASE AND PROPERTY

PURCHASE BUREAU

P.O. BOX 230

TRENTON, NEW JERSEY 08625-0230

JON S. CORZINE
Governor

MICHELLENE DAVIS
Acting State Treasurer

December 21, 2007

To: All Interested Bidders

Re: RFP # 08-X-39202
Motor Vehicle Automated Transaction
System (MATRX) Implementation for MVC

Bid Due Date: **January 24, 2008** (2:00 PM ET)

ADDENDUM #15

The following constitutes Addendum #15 to the above-referenced solicitation. This addendum is divided into the following parts:

Part 1: Answers to questions

Part 2: Additions, deletions, clarifications and modifications to the RFP

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

Part 1
Motor Vehicle Automated Transaction System (MATRX) Implementation for MVC
Bid Number 08-X-39202

Answers to Questions

Note: Some of the questions have been paraphrased in the interest of readability and clarity. Each question is referenced by the appropriate RFP page number(s) and section, where applicable.

#	Page #	RFP Section Reference	Question	Answer
1	28	3.1.1, Overview of Scope of Work	Section 3.1.1 provides that the State "must own all of the program/applications source code developed as part of this project." This language is inconsistent with the language of Section 5.8, which provides that the contractor will retain ownership of its pre-existing intellectual property. Please try to clarify the successful bidder's rights in its pre-existing intellectual property.	RFP Section 3.1.1 refers to code developed for the State as discussed by the first paragraph of RFP Section 5.8. Section 5.8 also states in paragraph two, "If the bidder identifies such intellectual property ("Background IP") in its bid proposal, then the Background IP owned by the bidder on the date of the contract, <u>as well as any modifications or adaptations thereto</u> , remain the property of the bidder. [emphasis added]
2	29	3.1.2, Proposed Schedule	Has the State changed its priorities in the implementation order of the business systems?	As of December 2007, Driver Licensing, and Vehicle Title and Registration are the earliest deployed modules within the 'Business Solutions' section of the project schedule.
3	34-35	Section 3.2.1, Project Management	Please describe the roles and responsibilities for change management? To what degree would the selected vendor be involved in change management and communication?	Change management will be performed by a team led by the State. The contractor shall assist with change management and participate in change management activities throughout the project. A Communications Plan is a deliverable and the responsibility of the contractor (deliverable #3) and is described in Section 3.2.1. The bidder must describe its participation in change management activities in its proposal. The bidder must also describe the Communications Plan deliverable.
4	37	3.2.4, Analysis and Architectural Design	Can the State provide a status of current database mapping and data conversion activities? What is the present status of the MATRX data model? What is the present status of the	Status of MATRX data model and database work as of December 2007: Build of the MATRX data model DDL in test (RAC) – 100% Build of the MATRX server and storage in production (no DB) – 100% Driver License mapping – 95%

#	Page #	RFP Section Reference	Question	Answer
			production database?	<p>Vehicle mapping – 10% Business License mapping – 50% Driver History mapping – 0% Third-party mapping – N/A (no COMP equivalent)</p> <p>Unit testing of DL – 70% Stress testing Driver Licensing - 25%.</p> <p>Informatica Change Data Capture CDC installation on mainframe (test) – 100% Informatica Change Data Capture CDC installation on mainframe (Prod) – 50%</p> <p>Examples of accomplishments: 10 million drivers transferred from old database to new database in bulk mode, with 100% success rate, Several hundred thousand updates to Drivers captured and carried across with 100% success rate. Unit testing of individual Driver transactional updates, 100% success.</p>
5	46	3.2.8, Data Conversion (Optional)	If the State exercises the data conversion option, how does the State envision transitioning this effort?	The State is prepared to have the existing staff (mainframe DBAs, Oracle DBAs, Informatica ETL staff and prime MATRX data modeler) work in detail with the contractor to bring the contractor staff up to speed on the process, techniques, and testing efforts, for an orderly transition.
6	61	3.2.15, Training	Can the State supply additional information about user support and training? Specifically what are the makeup of the users, their existing PC skills, and their typical work hours?	<p>The staff that would use MATRX system components vary from entry-level positions, through experienced supervisory positions, to managerial positions. The majority of the staff is public service oriented and/or clerical.</p> <p>Most MVC staff who have reason to use computers now have basic Windows skills as the agency has transitioned all staff from 'dumb' terminals to PC-based 3270 screen emulation. This gives staff at least basic Windows mouse, logon, and print skills.</p> <p>Staff work generally within the core hours between 7:30 am and 5:00 pm.</p>

#	Page #	RFP Section Reference	Question	Answer
				Public facing agency staff may work one weekday evening per week until 9:00 pm, and/or Saturday 8:30 am to 12:00 noon.
7	73	3.2.22, Post Implementation Support and System Acceptance	Section 3.2.22 gives the State Contract Manager unilateral control over when the system will be accepted. We need to clarify that the system will be accepted when it meets the mutually agreed upon specifications and requirements, as determined during system development.	The State affirms the language in RFP Section 3.2.22.
8	79	3.3.1, MVC Business Systems	Must the contractor migrate all Driver History on the COMP system to the MATRX system?	Yes.
9	91	3.3.2, MATRX Base Applications	It may be more efficient for some of the COTS vendor's technical staff to configure their products in their lab at their location, but it is envisioned that most of the project team will work at MVC. Is this approach acceptable to the State, or must ALL development be performed onsite? Can the vendor's technicians administer their environments remotely?	<p>COTS technicians may configure their products off-site as long as it pertains to the basic product's installation and stabilization of the product itself. All configuration that would be categorized as a part of the business application solution (i.e., screen designs, business logic, business rules, reports design, etc.) must be done onsite, in concert with the systems analysts, architects, business users, and application testers.</p> <p>Application DBAs, dealing with programmers, analysts and architects on a routine basis, must be onsite for the duration of the project.</p>
10	96	3.3.2, MATRX Base Applications	Can you describe the 'handshake' between the Point-of-Service (POS) solution and the MATRX solution, since POS is an independent project?	<p>In the early phases of the POS project and the existing legacy Agency system, all the data for a transaction (line items, transaction amounts, trans number, etc.) must be passed to the POS system through a hand-swiped bar code scan of the Agency-printed receipt. This allows MVC to implement POS with a very loosely coupled relationship to the existing legacy system.</p> <p>When MATRX components replace the legacy Agency system (after POS is already in production), integration shall start with that exact same bar code data transfer design through the</p>

#	Page #	RFP Section Reference	Question	Answer
				<p>receipt so that there is no impact to the POS application.</p> <p>Migration to a web services call between MATRX and POS is outside the scope of this bid. Any future effort to convert to a web services call would be handled through the change order process.</p>
11	100	3.4.1, State Technology Requirements and Standards	The RFP states that OIT has Enterprise Systems Management (ESM) tools in place for systems monitoring and management. Why provide tools if the State already has tools in place?	<p>OIT currently uses, but is not limited to IBM/Tivoli, Compuware, Groundwork/Nagios, Axibase, and HP. New MATRX servers to be monitored require new licenses regardless of the brand of tool chosen.</p> <p>The State is increasingly interested in light-weight and low administration ESM tools. The bidder's proposal must address the most effective ESM solution that works within its proposal.</p> <p>All proposed system management tools must provide a cost effective solution and must integrate with Tivoli Enterprise Console and HP Service Center for problem management and notification.</p>
12	105	3.4.2, Proposed MATRX Application Architecture	What is the current status of Sun Identity Manager?	An Identity Management pilot with OIT and another State agency utilizing Sun's Java Identity Manager software is scheduled for early 2008.
13	121	3.4.13, Recommended Hardware	The RFP states that the overall MATRX system should run in an AIX environment consisting of a total of 64 CPUs (32 CPUs for each datacenter) and 200 Gigabit of memory. Did the State mean to close the parenthesis after the phrase 200 GB of memory, thus meaning 200 GB per data center, for a total of 400 GB for the entire solution. Please clarify.	Please refer to Part 2, Item #5 of this addendum.
14	122	3.4.13, Recommended Hardware	Will the State provide all the storage necessary for the project?	OIT/MVC will provide ALL storage via the OIT SAN, and OIT will manage that storage. The bidder must include costs (on the "Labor Category Rates Price Sheet") for additional staff to supplement OIT staff in support of SAN administration for the MATRX

#	Page #	RFP Section Reference	Question	Answer
				project should additional staff become necessary. The State reserves the right to use resources of its choosing if those resources provide the State with a more cost effective solution.
15	140	4.4.3.6, Price Schedule	<p>Will the current NJ MVC staff manage the synchronization of information between Datacom and MATRX, or will this responsibility fall to the contractor implementing MATRX?</p> <p>Will it be up to the vendor to build the physical data model?</p>	<p>Data synchronization falls within the five optional price lines (price lines 23-27) for data conversion. The five price lines are:</p> <ul style="list-style-type: none"> ▪ Driver License Data Conversion (optional) ▪ VTR Data Conversion (optional) ▪ Business License Data Conversion (optional) ▪ Driver History Data Conversion (optional) ▪ Third Party Processing Data Conversion (optional) <p>Should the State choose to exercise these optional deliverables, then the build and ongoing administration of the physical database, data conversion, and data synchronization all shall be addressed within these deliverables.</p>
16	140	4.4.3.6, Price Schedule	Should the bidding vendor define the hardware needed to support its solution? Should the bidder include the cost of that hardware?	<p>The bidder must recommend the hardware and software required for its proposed solution on the optional hardware and software price sheet tab.</p> <p>The total price tab of the Price Sheet automatically calculates the bid total with and without hardware and software costs.</p> <p>The State reserves the right to purchase hardware and software from the contract resulting from this RFP or existing State contracts, depending upon which procurement vehicle is in the State's best interests.</p>
17	142	5.5, Contractor Responsibilities	This section requires the successful vendor to "correct or revise any errors, omissions, or other deficiencies in its deliverables and other services," but is not limited by time, effectively creating a warranty obligation that lasts in perpetuity.	The State will modify RFP Section 5.5, second paragraph, second sentence as follows: "The contractor shall, without additional compensation, correct or revise any errors, omissions, or other deficiencies in its deliverables and

#	Page #	RFP Section Reference	Question	Answer
			We need to clarify that the successful bidder's warranty obligations do not extend beyond the post-implementation support period and any optional system maintenance support periods that the State elects to purchase.	other services for the duration of the contract."
18	142	5.8, Ownership of Material	Section 5.8 requires the successful bidder to grant the State a license in the bidder's pre-existing intellectual property "upon contract award." We can't give the State a license until we receive payment of our license fee.	The State will modify the last sentence of RFP Section 5.8 as follows: "Upon system acceptance, the bidder or contractor shall grant the State a non-exclusive, perpetual royalty free license to use any of the bidder/contractor's Background IP delivered to the State for the purposes contemplated by the Contract. Prior to system acceptance, the State will not pay license, right-to-use, or other fees for the use of the Background IP delivered to the State."
19	142	5.8, Ownership of Material	We need to retain ownership of all modifications and improvements to our pre-existing intellectual property.	Please refer to the response to Question #1 above.
20	146	5.21, Form of Compensation and Payment	This RFP section (and Section 13.3.g of the State's Standard Terms and Conditions) indicates that all invoices "must be approved by the State Contract Manager before payment will be authorized." Please clarify that the State Contract Manager has to approve invoices when deliverables and services have been completed in accordance with the terms and conditions of the contract.	The State Contract Manager will approve vendor invoices when deliverables and services are completed in compliance with the contract resulting from the RFP, comport with design documents agreed to by both the contractor and the State, and are accepted in writing by the State.
21	–	Price Sheet	The State has indicated it will provide 400 scanners. We believe that may not be enough for all the stated business functions. Can the State confirm that number?	The final number of scanners to be deployed will be decided in part by a design decision on whether every customer-facing Agency and Regional employee has a scanner or not, and how many scanners are deployed for other back-office functions. The awarded vendor shall be prepared to supply and deploy between 400 to 800 scanners throughout MVC.
22	–	–	Is the State going to require CMM Level 3 certified documentation for	No.

#	Page #	RFP Section Reference	Question	Answer
			the project?	
23	–	–	Should we bid externally hosted solutions with external capital funded revenue models?	No.

Part 2
Motor Vehicle Automated Transaction System (MATRX) Implementation for MVC
Bid Number 08-X-39202

Additions, Deletions, Clarifications and Modifications to the RFP

#	Page #	RFP Section Reference	Additions, Deletions, Clarifications and Modifications
1	75	3.3, Functional Requirements	The second sentence of the third paragraph is changed to "The appendices must be utilized as a basis for determining the specific scope of requirements."
2	–	Price Sheet	#20 – "Security Vulnerability Assessment" should be labeled (Optional). The contractor may be asked to perform this task at the State's discretion.
3	–	Price Sheet	#21 – "Security Vulnerability Remediation Plan " should be labeled (Optional). The contractor may be asked to perform this task at the State's discretion.
4	35	3.2.1, Project Management	Within Contractor Tasks, insert at the end of the second bullet regarding the project management plan: "The Project Management Plan shall incorporate the communication, quality and risk plans and specifically include staffing plan and scope definition and management plans."
5	121	3.4.13, Recommended Hardware	<p>The following sentence is removed: As of July 2006 there are 16 CPU's at each of two datacenters and there are 96 Gig memory available at each datacenter.</p> <p><u>The following paragraph is removed:</u> MVC requires that the overall MATRX System as developed and implemented by the contractor should run well and meet all MVC functional, technical, and performance requirements when hosted in an AIX environment of the stated P570 servers consisting of a total of 64 CPUs (32 CPUs at each site) and 200 GB of memory. MVC will supply this server environment</p> <p><u>and replaced with:</u> MVC requires the overall MATRX System – as developed and implemented by the contractor – to meet all MVC functional, technical, and performance requirements when hosted in an AIX environment. MVC shall supply to the MATRX project up to a total of 64 CPUs (32 CPUs at each site) and up to 400 GB of memory (200 GB at each site) on an IBM P570 or P595 class server.</p> <p><u>The following paragraph is removed:</u> If by the time of system stress test, it is apparent that existing capacity is not sufficient, the Contractor shall be responsible for providing additional server capacity. The cost of the additional hardware, software, and implementation costs shall be paid by the Contractor.</p> <p><u>and replaced with:</u> The MVC has estimated that MATRX should require no more than</p>

#	Page #	RFP Section Reference	Additions, Deletions, Clarifications and Modifications
			64 CPUs with 400 GB of memory on an AIX P570/595 platform across two datacenters. Proposed solutions that require more infrastructure than this will be evaluated accordingly and the increased capacity must be thoroughly explained and justified within the bid proposal.