

REQUEST FOR PROPOSAL

Automated Knowledge Testing System

Event Number 10673

Issued Date: February 14, 2019

Responses Due: March 14, 2019 by 2:00PM CST

WISCONSIN DEPARTMENT OF TRANSPORTATION

Automated Knowledge Testing System Software for the Division of Motor Vehicles

Table of Contents

<u>1 GENERAL INFORMATION.....</u>	<u>2</u>
<u>1.1 DEFINITIONS.....</u>	<u>3</u>
<u>1.2 INTRODUCTION AND PURPOSE.....</u>	<u>6</u>
<u>1.3 PROCURING AND CONTRACTING AGENCY.....</u>	<u>7</u>
<u>1.4 CLARIFICATIONS AND/OR REVISIONS TO THE SPECIFICATIONS AND REQUIREMENTS.....</u>	<u>7</u>
<u>1.5 STATE OF WISCONSIN POINT OF CONTACT AND CONTACT WITH STATE EMPLOYEES.....</u>	<u>8</u>
<u>1.6 NEWS RELEASES.....</u>	<u>8</u>
<u>1.7 REASONABLE ACCOMODATIONS.....</u>	<u>8</u>
<u>1.8 WITHDRAWL OF PROPOSALS.....</u>	<u>8</u>
<u>1.9 CALENDAR OF EVENTS.....</u>	<u>9</u>
<u>1.10 CONTRACT TERM AND FUNDING.....</u>	<u>9</u>
<u>1.11 WISCONSIN eSUPPLIER PORTAL REGISTRATION.....</u>	<u>10</u>
<u>1.12 GENERAL INSTRUCTIONS.....</u>	<u>10</u>
<u>1.13 INCURRING COSTS.....</u>	<u>10</u>
<u>1.13.1 COMPLETE RESPONSES.....</u>	<u>10</u>
<u>1.14 SUBMITTING THE PROPOSAL.....</u>	<u>10</u>
<u>1.15 ELECTRONIC PROPOSAL SUBMITTAL (STRONGLY PREFERRED).....</u>	<u>10</u>
<u>1.16 MULTIPLE PROPOSALS.....</u>	<u>11</u>
<u>1.17 PRESENTATIONS; DEMONSTRATIONS.....</u>	<u>11</u>
<u>1.18 LATE PROPOSALS.....</u>	<u>11</u>
<u>1.19 PRELIMINARY EVALUATION.....</u>	<u>11</u>
<u>1.20 EVALUATION COMMITTEE.....</u>	<u>11</u>
<u>1.21 ACCEPTED PROPOSALS.....</u>	<u>12</u>
<u>1.22 EVALUATION CRITERIA.....</u>	<u>13</u>
<u>1.22.1 SUPPLIER DIVERSITY.....</u>	<u>14</u>
<u>1.22.2 MINORITY-OWNED BUSINESS ENTERPRISE.....</u>	<u>14</u>
<u>1.22.3 VETERAN-OWNED BUSINESS.....</u>	<u>14</u>
<u>1.22.4 DISABLED VETERAN-OWNED BUSINESS.....</u>	<u>14</u>
<u>1.22.5 WOMAN-OWNED BUSINESS ENTERPRISE.....</u>	<u>15</u>
<u>1.23 RIGHT TO REJECT PROPOSALS.....</u>	<u>15</u>
<u>1.24 AWARD AND FINAL OFFERS.....</u>	<u>15</u>
<u>1.25 CONTRACT NEGOTIATION.....</u>	<u>15</u>
<u>1.26 CONTRACT NEGOTIATIONS IMPASSE.....</u>	<u>15</u>
<u>1.27 NOTIFICATION OF INTENT TO AWARD.....</u>	<u>16</u>
<u>1.28 APPEALS PROCESS.....</u>	<u>16</u>
<u>2 MANDATORY PROPOSAL REQUIREMENTS.....</u>	<u>17</u>
<u>2.1 SERVICES PERFORMED WITHIN THE U.S.....</u>	<u>18</u>
<u>2.2 DEBARMENT.....</u>	<u>18</u>
<u>2.3 PROPOSER REFERENCES.....</u>	<u>19</u>
<u>2.4 CONTRACT TERMINATION HISTORY.....</u>	<u>19</u>
<u>2.5 SUBCONTRACTORS.....</u>	<u>20</u>
<u>3 PROPOSAL REQUIREMENTS.....</u>	<u>21</u>

Automated Knowledge Testing System Software for the Division of Motor Vehicles

3.1 GENERAL REQUIREMENTS (100 POINTS).....	21
3.2 TECHNICAL REQUIREMENTS (100 POINTS).....	23
3.3 TESTING INTERFACE REQUIREMENTS (100 POINTS).....	25
3.4 ADMINISTRATIVE FUNCTION REQUIREMENTS (125 POINTS).....	26
3.5 TIMELINE, TRAINING AND DOCUMENTATION REQUIREMENTS (50 POINTS).....	27
3.6 REPORTING REQUIREMENTS (50 POINTS).....	28
3.7 SYSTEM SECURITY REQUIREMENTS (50 POINTS).....	29
3.8 SUPPORT AND MAINTENANCE REQUIREMENTS (100 POINTS).....	30
3.9 PROJECT PLAN (50 POINTS).....	32
3.10 ORGANIZATIONAL CAPABILITIES (50 POINTS).....	32
3.11 STAFF QUALIFICATIONS (50 POINTS).....	32
4 COST PROPOSAL (175 POINTS).....	33
5 CDTP TESTING (OPTIONAL PROPOSAL).....	34
6 COST WORKSHEETS.....	35
6.1 FIXED PRICING.....	35
6.2 PRICE CLARIFICATION.....	35
6.3 LIST OF REQUIRED FORMS AND DOCUMENTS.....	36
7 SPECIAL TERMS AND CONDITIONS.....	37
7.1 LIQUIDATED DAMAGES.....	40
7.2 ORDER OF PRECEDENCE.....	41

1 GENERAL INFORMATION

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal for replacement of the Automated Knowledge Test System (AKTS) used to administer testing to driver license applicants and dealer salesperson licenses by the Wisconsin Department of Transportation (DOT), Division of Motor Vehicles (DMV).

The State as represented by its Wisconsin Department of Transportation (WisDOT) intends to use the results of this Request for Proposal (RFP) to award a contract for the above listed Automated Knowledge Test System. The contract administrator will be determined at the time of the contract award. The WisDOT Purchasing Unit is the sole point of contact for the State of Wisconsin during the selection process.

The person responsible for managing the procurement process is Mary Johnson, Purchasing Agent, email: Mary1.Johnson@dot.wi.gov. All contact must be via email and contact with anyone else involved with this process without the prior authorization of WisDOT Purchasing may result in the disqualification of your proposal.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

1.1 DEFINITIONS

For the purposes of this RFP and resulting Contract, words and terms shall be given their ordinary and usual meanings. Where capitalized in this RFP and resulting Contract, the following words and terms shall have the meanings indicated. The meanings shall be applicable to the singular, plural, masculine, feminine and neuter.

"Authorized User" means state agencies, political subdivisions, and municipalities authorized by state statutes to use state contracts.

"Cooperative Purchasing" means Wisconsin statutes (s. 16.73, Wis. Stats.) establish authority to allow Wisconsin municipalities to purchase from state contracts.

"Contract Administrator" the Agency employee responsible for oversight of the implementation, administration, and completion of the Contract. PROCURING AGENCY

"Contract Manager" the employee of an Agency responsible for 1) resolving contractual matters that cannot be resolved with the Contract Administrator; and 2) facilitating and/or completing all official actions under the Contract including but not limited to amendments, renewals and termination.

"Contract" means the final version of any contractually binding agreement between the State and the Contractor relating to the subject matter of this RFP; references to the Contract include all exhibits, attachments and other documents attached thereto or incorporated therein by reference.

"Contractor" the person or entity that has been awarded the Contract as a result of this RFP, and who is required to provide equipment, materials, supplies, contractual services, or leasing real property to, the Department of Transportation (DOT).

"Disabled Veteran-Owned Business (DVB)" means a business that has been certified by the Department of Administration under §16.283, Wis. Stats.

"Effective Date" means the date the Contract has been fully executed by the Contractor and the State.

"Expected" means a State requirement should be present in the proposed solution, exactly as stated, but the lack of the requirement would not disqualify the solution. However, the lack of one or more expected requirements will reduce a solutions technical score.

"Mandatory" means a requirement labeled as such must be present in the proposed solution, exactly as stated, or the solution will not be considered by the State of Wisconsin. The terms "must," "shall," and "will" are considered mandatory.

"May" indicates something that is not mandatory but permissible.

"Minority Owned Business Enterprise (MBE)" means a business that has been certified by the Department of Administration under §16.287, Wis. Stats.

"Procurement Manager" means the person responsible for managing this procurement process.

"Proposal" means the complete response to this RFP submitted on the approved forms, in the required manner and setting forth the Proposer's prices for providing the products and services described in the RFP.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

"**Proposer**" means the entity submitting a Proposal in response to this RFP.

"**Responsible**" means a Proposer who has furnished information and data to prove that the financial resources, service, facilities, personnel, service reputation, and experience are adequate to make satisfactory delivery of such Services and Deliverables set forth in the RFP.

"**Responsive**" means a proposal that conforms in all material respects to the requirements set forth in the RFP.

"**RFP**" means this Request for Proposal.

"**State Holidays**" means January 1, Martin Luther King Jr. birthday, Memorial Day, July 4, Labor Day, Thanksgiving Day, December 24, December 25, and December 31

"**Agency**" means the Wisconsin Department of Transportation

"**AKTS**" means Automated Knowledge Test System

"**BFS**" means Bureau of Field Services within Division of Motor Vehicles

"**CDTP**" means Cooperative Driver Testing Program

"**CFM**" means Customer Flow Management

"**Contractor**" means proposer awarded the contract

"**CSC**" means Customer Service Center location within the Bureau of Field Services

"**CSR**" means Customer Service Representative who administers a knowledge test

"**Department**" means the Wisconsin Department of Transportation

"**DMV or WisDMV**" means the Division of Motor Vehicles within the Wisconsin Department of Transportation

"**DOT or WisDOT**" means the Wisconsin Department of Transportation

Automated Knowledge Testing System Software for the Division of Motor Vehicles

"Proposer/Vendor/Supplier" means a company or individual submitting a proposal in response to this RFP

"State" means the State of Wisconsin

"TU" means Test Unit computer where the customer initiates a test

Automated Knowledge Testing System Software for the Division of Motor Vehicles

1.2 INTRODUCTION AND PURPOSE

The State of Wisconsin (State) as represented by the DEPARTMENT OF TRANSPORTATION is seeking proposals for the replacement of the current Automated Knowledge Test System application with an innovative solution that is web based. The Bureau of Field Services (BFS) operates 91 production Customer Service Centers (CSC). Of the 91 CSCs, 79 CSCs utilize automated knowledge testing using 242 test units (TUs); 10 CSCs offer paper tests only as travel teams visits are limited to twice per month to only once per quarter. The remaining 2 CSCs do not offer any knowledge testing and there is no plan to offer testing. Currently 29 of the 79 CSC's that offer automated knowledge testing have AKTS integrated with a Customer Flow Management (CFM) system. The CFM being used is Q-Flow version 5.7 through a contract with ACF Solutions, Inc.

In addition to the Production CSCs, DMV operates a Test Center with 2 TU's. With the Test Center, DMV replicates any configuration that is available in production when testing applications and integration points. Wisconsin DMV is currently contracted with CBN Secure Technologies, Inc. for image capture and facial recognition. See Appendix B for clarification on locations, number of test units and queuing integration. In 2018, 233,000 automated tests were administered.

The State of Wisconsin intends to use the results of this solicitation to award multiple contracts to Proposers for the aforementioned services. Each awarded Proposer is a Contractor. The State makes no express or implied warranties whatsoever that any particular quantity or dollar amount of Services will be procured. The State reserves the right to cancel this RFP for any reason prior to the issuance of a notice of intent to award.

The Wisconsin DMV seeks an innovative AKTS solution that is employee and customer friendly, to update the current testing procedures while meeting the following objectives:

- Enhance security of automated testing through photo capture for customer identification
- Provide flexibility to meet present and changing driver license testing needs applicable to federal and state laws
- Maintain integrity of the testing process
- Provide the customer with a comprehensive testing experience
- Seamless integration with the DMV customer database and customer queuing system

Application design and development performed by the Vendor will be conducted in close coordination with WisDOT project team members. This will include requisite meetings and interviews to review and gather the business requirements. The findings will be organized into documents to contain the functional and non-functional requirements and application design and implementation. The development of the application is expected to follow industry and WisDOT Architecture Standards as outlined in Attachment F. Appendix A lists each type of test offered and the available languages.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

1.3 PROCURING AND CONTRACTING AGENCY

This RFP is issued by the DEPARTMENT OF TRANSPORTATION which is the sole point of contact for the State during the selection process. The person responsible for managing the procurement process is Mary Johnson, Purchasing Supervisor.

The Contract resulting from this RFP shall be administered by Wisconsin Department of Transportation. The Wisconsin Department of Transportation, Division of Motor Vehicles, Bureau of Field Services employee serving as the Contract Administrator shall be determined at the time of contract negotiations.

1.4 CLARIFICATIONS AND/OR REVISIONS TO THE SPECIFICATIONS AND REQUIREMENTS

If a Proposer discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the Proposer should immediately notify Mary Johnson at Mary1.Johnson@dot.wi.gov.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, addendums or amendments will be provided via Wisconsin **eSupplier** Portal.

Proposers are encouraged to log into the RFP website on Wisconsin **eSupplier** Portal periodically during the RFP process. The person who is registered for the Proposer on Wisconsin **eSupplier** Portal should get an email any time a change is made to the website. However, this only applies to the person who is registered on Wisconsin **eSupplier** Portal on the date that the RFP is released. Anyone who registers after the release date of the RFP will not receive any automatic emails from Wisconsin **eSupplier** Portal for this RFP.

Any questions concerning this RFP must be submitted via email on or before 4:00 PM (CT), February 26, 2019 to: Mary Johnson, Purchasing Agent; email Mary1.Johnson@dot.wi.gov. Proposer should submit questions on Attachment G, Question Submission Form. Rows maybe added to the form. **The RFP number 510195 and Event ID of 10673 should be in the subject line of the email.** Responses to inquiries and comments will not be provided via telephone.

Each proposal shall stipulate that it is predicated upon the requirements, terms, and conditions of this RFP and any supplements or revisions thereof.

Any contact with State employees concerning this RFP is prohibited, except as authorized by the RFP manager during the period from date of release of the RFP until the notice of intent to contract is released.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

1.5 STATE OF WISCONSIN POINT OF CONTACT AND CONTACT WITH STATE EMPLOYEES

From the date of release of this RFP until contract execution, all contacts with State of Wisconsin personnel regarding this RFP shall be made through Mary Johnson, Purchasing Supervisor, WISCONSIN DEPARTMENT OF TRANSPORTATION via email at Mary1.Johnson@dot.wi.gov.

No phone calls, emails or other correspondence to other State staff regarding this procurement are permitted during the procurement process unless otherwise noted in writing as required as part of the solicitation process. Violation of these conditions may be considered sufficient cause for automatic rejection of a Proposal. All oral communications are unofficial and non-binding on the State. Proposers shall rely only on written statements issued by the Procurement Manager.

1.6 NEWS RELEASES

A Proposer may not issue news releases or make any statements to the news media pertaining to the subject of this RFP or any Proposals or Contracts resulting therefrom without the prior written approval of PROCURING AGENCY. The Proposer is bound by this clause from the time the RFP is issued until the time the Contract has expired. Release of broadcast emails pertaining to this procurement shall not be made without prior written authorization of PROCURING AGENCY.

1.7 REASONABLE ACCOMODATIONS

WisDOT shall provide reasonable accommodations, including the provision of informational material in an alternative format, for individuals with disabilities upon request. If you need accommodations at a presentation or demonstration, contact Mary Johnson at Mary1.Johnson@dot.wi.gov.

1.8 WITHDRAWAL OF PROPOSALS

The Proposal shall be irrevocable until Contract award unless the Proposal is withdrawn. A Proposer may withdraw a Proposal in writing at any time up to the Proposal closing date and time or upon expiration of 180 days after the due date and time if received by the Procurement Manager. To accomplish this, the written request must be signed by an authorized representative of the Proposer and submitted to the Procurement Manager. If a previously submitted Proposal is withdrawn before the Proposal due date and time, the Proposer may submit another Proposal at any time up to the Proposal closing date and time.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

1.9 CALENDAR OF EVENTS

Listed below are important dates and times by which actions related to this RFP shall be completed. In the event that the State finds it necessary to change any of these dates and times, it shall do so by issuing an amendment to this RFP.

DATE	EVENT
February 14, 2019	Request for Proposal Issued
March 4, 2019	Deadline for submitting Proposer written questions
March 6, 2019	Tentative date for state responses to Proposer questions
March 14, 2019 (2:00 p.m. CST)	Proposal due date and time for Proposer responses

1.10 CONTRACT TERM AND FUNDING

The Contract period shall be an initial 5 years from the effective date. The Contract is eligible for 2 possible additional 1 year renewals if mutually agreeable to the State and the Contractor, unless terminated. To ensure the delivery of improved services and competitive pricing, to address potential performance issues, changes in technology or industry consolidation, the State reserves the right to negotiate the pricing and terms at the time of contract renewal.

As required by Wisconsin Statutes, continuance of a Contract beyond the limits of funds available shall be contingent upon appropriation of the necessary funds, and the termination of the Contract by lack of appropriations shall be without penalty.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

1.11 WISCONSIN eSUPPLIER PORTAL REGISTRATION

Only Proposers registered with the State of Wisconsin's **eSupplier** Portal (the State's electronic purchasing information system) will receive future official notice for this service/commodity. The State of Wisconsin purchasing information and Proposer/proposer notification service is available to all businesses and organizations that want to sell to the State. Anyone may access the Wisconsin **eSupplier** Portal on the Internet at <http://esupplier.wi.gov> to get information on state purchasing practices and policies, goods and services that the State buys, and tips on selling to the State. Proposers may use the same Web site address for inclusion on the Proposers list for goods and services that the organization wants to sell to the State. A subscription with notification guarantees the organization will receive an e-mail message each time a State agency, including any campus of the University of Wisconsin System, posts a request for bid or a request for proposal in their designated commodity/service area(s) with an estimated value over \$50,000. Organizations without internet access receive paper copies in the mail. Increasingly, State agencies also are using Wisconsin **eSupplier** Portal to post simplified bids valued at \$50,000 or less. Proposers also may receive e-mail notices of these simplified bid opportunities.

1.12 GENERAL INSTRUCTIONS

The evaluation and selection of a Contractor will be based on the information submitted in the Proposal plus references, and any required presentations, on-site visits, or oral interviews. Failure to respond to each of the requirements as directed in the RFP may be the basis for rejecting a response.

Elaborate Proposals (e.g., expensive artwork, marketing materials) beyond that sufficient to present a complete and effective Proposal are not necessary or desired.

1.13 INCURRING COSTS

The State shall not be responsible for any costs incurred by Proposer to prepare its Proposal, conduct its due diligence or negotiate any agreements whether or not finally awarded. Such Proposal and business development costs shall not be included in the cost basis of services to be provided to the State.

1.13.1 COMPLETE RESPONSES

Proposal responses to each of the requests for information and requirements in the numbered sections shall be in the same sequence and numbered as the RFP. Responses must be concise yet complete. Do not simply restate the Requirement verbatim as the response to a Requirement. If the RFP calls for a process description, include a process map as well as the frequency at which that map will be updated. Proposer shall not direct the reader to a website (or any other sources outside of the submitted Proposal) as part of its response to the requirement or question.

1.14 SUBMITTING THE PROPOSAL

Proposers have one option in responding to this RFP. Proposers must use **eSupplier** to submit their proposals.

1.15 ELECTRONIC PROPOSAL SUBMITTAL (STRONGLY PREFERRED)

Respond as directed herein and in the pages presented in the Wisconsin eSupplier Portal for this event. The State has developed questions that you will be prompted with online to guide your electronic response to the RFP.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

1.16 MULTIPLE PROPOSALS

Multiple Proposals from a Proposer will be permissible; however, each Proposal must conform fully to the requirements for proposal submission. Each such Proposal must be submitted separately and clearly labeled as Proposal #1, Proposal #2, etc. on each page included in the response. Note each additional proposal will need its own bidder id.

1.17 PRESENTATIONS; DEMONSTRATIONS

Top scoring Proposer(s) based on an evaluation of the written Proposal will be required to participate in a presentation and/or Demonstration to support and clarify Proposal(s), if requested by the State. The presentations and/or Demonstrations will be scheduled and held after receipt of the Proposals to provide an opportunity for the Proposer to clarify its Proposal and for the evaluation committee to ask questions. Proposer representative(s) attending the oral presentation or demonstration shall be technically qualified to respond to questions related to the Proposal and its components. The State will furnish specific details concerning the presentations or demonstrations and any required materials at the time it notifies Proposers of the presentation schedule.

The State shall make every reasonable attempt to schedule each presentation at a time and location agreeable to the Proposer. The State requires that those individuals designated by the Proposer as Key Personnel attend the presentation in person. Failure of a Proposer to interview or permit a site visit on the date scheduled may result in rejection of its Proposal.

1.18 LATE PROPOSALS

Any responses received after the hour specified in the CALENDAR OF EVENTS section shall not be reviewed.

1.19 PRELIMINARY EVALUATION

All Proposals will be reviewed initially to determine if Proposal submission requirements are met (see RFP Section Preparing and Submitting a Proposal). Failure to meet a Proposal submission requirement may result in the rejection of the Proposal.

In the event there is an individual mandatory requirement that no Proposer is able to meet, the State reserves the right to eliminate that individual mandatory requirement; in such case, the State shall continue the evaluation of Proposals and select the Proposal that most closely meets the remaining requirements specified in the RFP.

1.20 EVALUATION COMMITTEE

An evaluation committee for this RFP shall consist of individuals who, in the State's sole judgment, possess specific knowledge and skills essential to the RFP evaluation. The evaluation committee participates fully in the evaluation process, including reviewing and scoring Proposals. Subject Matter Experts (SMEs) may be used to provide additional expertise (e.g. technical and functional subject matter expertise, administrative and procurement knowledge) to the evaluation committee. SMEs are a non-scoring individuals or ad/hoc group that serves only as technical advisors to the evaluation committee.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

1.21 ACCEPTED PROPOSALS

An evaluation committee will evaluate and score all accepted Proposals against predetermined criteria. A uniform selection process, as outlined in this section, will be used to evaluate all Proposals using a point system. Proposers are advised that responses to requirements should clearly and completely describe how its services and products will meet those requirements. Failure to demonstrate in the Proposal response that the Proposer can meet the requirements stated may cause the rejection of the Proposal.

The committee may review references, request presentations and demonstrations, and use those results in scoring the Proposals. Evaluation and selection of the Contractor, as well as any subsequent negotiations, will be based on the information submitted in the Proposals, references, requested presentations, and product and service demonstrations.

The State reserves the right to obtain additional information concerning any Proposer or Subcontractor associated with or named in the response to this RFP and to consider this information in evaluating the Proposer's Proposal.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

1.22 EVALUATION CRITERIA

Accepted Proposals shall be reviewed by the evaluation committee and scored against the stated criteria. Proposers shall not contact any member of an evaluation committee. Evaluation points given by each evaluator shall be summed and divided by the number of evaluators to compute an average score for each Proposal. Cost Proposal information shall not be available to the Evaluation Committee during the requirements evaluation phase.

Proposals will be scored in the following areas.

RFP SECTION AND DESCRIPTION	POINTS AVAILABLE	WEIGHT % (ROUNDED)
General Requirements	100	
Technical Requirements	100	
Testing Interface	100	
Administrative Functions	125	
Timeline, Training & Documentation	50	
Reporting	50	
System Security	50	
Support & Maintenance	100	
Project Plan	50	
Organization Capabilities	50	
Staff Qualifications	50	
Cost Proposal	175	
TOTAL	1000	100%

The points stated above are the maximum amount awarded for each category.

The results of oral presentations or demonstrations shall be used to clarify and substantiate information in the written Proposals and may be considered when scoring the responses to the general and technical requirements in the RFP. Reference checks will be used to substantiate information in the written proposals. The reference check results may be considered when scoring the responses to the general and technical requirements in the RFP.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

1.22.1 SUPPLIER DIVERSITY

Proposals from certified Minority Business Enterprises (MBE) or Disabled Veteran-owned Businesses (DVB) may have points weighted by a factor of 1.00 to 1.05 to provide up to a five percent (5%) preference to these businesses (s. 16.75 (3m), Wis. Stats., 2001-02).

1.22.2 MINORITY-OWNED BUSINESS ENTERPRISE

Minority-owned business enterprises (MBEs) are certified by the Wisconsin Department of Administration. This program can be found at: <https://doa.wi.gov/Pages/DoingBusiness/SupplierDiversity.aspx>.

The Contractor shall furnish appropriate quarterly information about its efforts, including the identities of such businesses certified by the Wisconsin Supplier Diversity Program, their contract amount, and spend for each period to the Procuring Agency.

A listing of certified MBEs, as well as the services and commodities they provide, is available at: <https://wisdp.wi.gov/search.aspx>.

1.22.3 VETERAN-OWNED BUSINESS

The State Bureau of Procurement encourages the participation of veteran-owned businesses (VBs) in the statewide purchasing program by inviting VBs to actively solicit public purchasing business and by reducing undue impediments to such participation. VBs are certified by the Department of Veterans Affairs (DVA). Applicants shall complete a Veteran-owned Business Request for Certification form (WDVA 1037). Contact the DVA at: <http://dva.state.wi.us>. There is no price preference for certified VBs that compete for State Contracts.

1.22.4 DISABLED VETERAN-OWNED BUSINESS

Disabled veteran-owned businesses (DVBs) are certified by the Wisconsin Department of Administration. This program can be found at: <https://doa.wi.gov/Pages/DoingBusiness/SupplierDiversity.aspx>.

The Supplier/Contractor shall furnish appropriate quarterly information about its efforts, including the identities of such businesses certified by the Supplier Diversity Program and their Contract amount.

A listing of certified DVBs, as well as the services and commodities they provide, is available at: <https://wisdp.wi.gov/search.aspx>.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

1.22.5 WOMAN-OWNED BUSINESS ENTERPRISE

Woman-owned business enterprises (WBEs) are certified by the Wisconsin Department of Administration. This program can be found at: <https://doa.wi.gov/Pages/DoingBusiness/SupplierDiversity.aspx>.

State certified WBEs are able to provide both governmental entities and private companies with a credible recognition of the business' ownership. The WBE certification may serve as an additional marketing tool when seeking contract opportunities with entities that place a value on having a diverse supplier base. There is no price preference for certified WBEs that compete for State Contracts.

A listing of certified WBEs, as well as the services and commodities they provide, is available at: <https://wisdp.wi.gov/search.aspx>.

1.23 RIGHT TO REJECT PROPOSALS

The State reserves the right to reject any and all proposals.

1.24 AWARD AND FINAL OFFERS

The State shall compile the final scores for each responsive Proposal. Multiple awards will be granted in one of two ways. The awards may be granted to the highest scoring responsive and responsible Proposer(s).

Alternatively, the highest scoring Proposer(s) may be requested to submit best and final offers (BAFO). If a BAFO is requested by the State and submitted by Proposer(s), they shall be evaluated against the stated criteria, scored and ranked by the evaluation committee. Multiple awards then may be granted to the highest scoring Proposer(s). However, Proposers shall not expect that the State shall request a best and final offer.

1.25 CONTRACT NEGOTIATION

The State intends to enter into Contract negotiations with the Proposer(s) who has been determined by the evaluation committee to be the highest scoring Proposer(s), calculated as outlined in Section 3. The State may negotiate the terms of the Contract, including the price, with the highest scoring Proposer(s) prior to entering into a Contract. If the Contract negotiations cannot be concluded successfully with the highest scoring Proposer(s), the State may negotiate a Contract with the next highest scoring Proposer.

The contractual terms and conditions in State Terms and Conditions, of the RFP are part of the Contract between a Contractor and the State. These terms and conditions are not all-inclusive, and the State reserves the right to incorporate additional provisions in the Contract.

1.26 CONTRACT NEGOTIATIONS IMPASSE

If a Contract between the State and the successful Proposer cannot be executed by both parties within sixty (60) Days after the notice of intent to award the Contract (or the conclusion of an appeal of the award under Ch. ADMIN 10, Wis. Adm. Code, whichever is later), the State reserves the right to unilaterally reject the Proposer's Proposal and proceed to award the Contract to the next highest scoring Proposer.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

1.27 NOTIFICATION OF INTENT TO AWARD

Any Proposer who responds with a Proposal shall be notified in writing of the State's intent to award the contract(s) resulting from the RFP.

After the Intent to Award is issued, copies of all Proposals shall be available for public inspection from 8:00 a.m. to 4:00 p.m. at WISCONSIN DEPARTMENT OF TRANSPORTATION, 4822 Madison Yards Way, Madison WI 53705, under the supervision of WISCONSIN DEPARTMENT OF TRANSPORTATION AGENCY staff. Proposers shall schedule a specific appointment with Mary Johnson via e-mail mary1.johnson@dot.wi.gov to ensure that space is available for the review.

1.28 APPEALS PROCESS

A Notice of Intent to protest a Proposal award and the actual protest shall be made in writing to the head of the Procuring Agency (or his or her designee) as set forth below. The protest procedure applies to only those requests for Proposals for services that are over \$50,000. The protest shall be as specific as possible, and should identify statutes and Wisconsin Administrative Code provisions that are alleged to have been violated.

The Notice of Intent to Protest shall be filed with the individual listed below, and received by the head of the Procuring Agency Head (or designee) no later than five (5) business days after the Notice of Intent to Award is issued.

The actual Protest is an additional, separate communication which is also filed with the individual listed below, and shall be received by the head of the Procuring Agency (or designee) within ten (10) business days after the Notice of Intent to Award is issued.

US MAIL ADDRESS
Craig Thompson
Wisconsin Department of Transportation
Secretary's Office
4822 Madison Yards Way 9th Floor South Tower PO Box 7910
Madison WI 53705

Automated Knowledge Testing System Software for the Division of Motor Vehicles

2 MANDATORY PROPOSAL REQUIREMENTS

This section is not scored. The following requirements are **mandatory** and the Proposer shall satisfy them at no additional cost to the State.

Respond to this section and provide any required documentation as indicated. Responses to each requirement must follow the instructions. No explanation is required when the Proposer cannot certify a statement is true, as non-compliance with any of the following requirements will result in Proposal rejection and remove that Proposal from further consideration.

Failure of a Proposer to meet the mandatory requirements shall result in rejection of the Proposer's Proposal. In the event there is an individual mandatory requirement that no Proposer is able to meet, the State reserves the right to eliminate that individual mandatory requirement; in such case, the State shall continue the evaluation of Proposals and select the Proposal that most closely meets the remaining requirements specified in the RFP.

The following requirements are mandatory. Failure to meet these mandatory requirements will result in a Proposer not being considered further.

Proposer must be the original publisher or authorized by the publisher to provide all software, customizations, labor, materials, training, training manuals, training supplies, technical support and warranties. Attach documentation from the original publisher acknowledging authorization.

Pursuant to WI State Statute 16.705, all services provided under this contract must be performed in the United States. Any electronic WisDOT data stored, backed up or retained under this contract must be stored within the United States.

Proposed solution must be a user friendly, menu driven, touch screen application for testers.

Proposed solution must present random test questions and answers to testers based on pre-determined pools of questions set by an administrator.

Proposed solution must be capable of multi-lingual testing options with high resolution visuals and clear audio.

Proposed solution must interface with the DMV customer database to identify the tester and apply DMV supplied eligibility rules for testing.

Proposed solution must provide on-screen text and audio help.

Proposed solution must provide real-time capture of test results to the application database.

Proposed solution must provide real-time upload of the test result of the tester to the DMV customer database and the end of each test taken.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

Proposed solution must have the ability to generate statistical data and audit reports that can be used to drive ongoing process improvements

Proposed solution must interface with the current Customer Flow Management (CFM) application installed at designated CSC's. See Appendix B for locations.

Proposed solution must ensure compatibility with DOT's IT architecture as described in Attachment F.

The successful Proposer must provide a User Acceptance Test (UAT) environment to conduct all sand box testing, including integration, prior to rolling changes to production for the length of the contract.

Proposed solution must store data by tester. At minimum, the following information must be available for each tester: test taken, date and time, question asked, response provided and if not correct, what the correct response should have been, time taken to respond to each question. These results will be stored in the proposer's database and results will be easily retrieved by DMV CSRs.

WisDMV is currently using the 2013 revision of the "AAMVA 2005 CDL Testing Model." The proposed solution must be compatible with all testing models that are available from AAMVA at the time the contract is signed.

2.1 SERVICES PERFORMED WITHIN THE U.S.

Pursuant to s. 16.705(1r), Wis. Stats., services must be performed within the United States. The inability to perform all services in the United States shall be grounds for disqualifying your proposal. Countries party to the World Trade Agreement may not be subject to this requirement.

2.2 DEBARMENT

At the time of Proposal submission, Proposer shall not be suspended or debarred from doing business with the federal government as listed in the Excluded Parties List System (EPLS) maintained by the General Services Administration (<https://www.epls.gov/>).

Automated Knowledge Testing System Software for the Division of Motor Vehicles

2.3 PROPOSER REFERENCES

Using the required form VENDOR REFERENCE DOA-3478, Proposers shall provide a minimum of three (3) references for organizations similar in size and scope to the State with whom your company has provided (services contained within RFP) within the last 5 years. Proposers are required to include government customers with similar service scope, size, and complexity.

For each reference, complete the requisite information on DOA-3478 and also provide the following:

- Contact Name and Title
- Project start/end dates
- Project description (i.e., scope, staff, technical environment)
- Outcome of project (i.e., on time, on budget, performance measures met)

If needed, attach additional information clearly indicating the reference the information is applicable to.

The Evaluation Committee will determine which, if any, references are contacted. The results of any reference checks may be used when scoring the proposal. The State will use reference information to validate information provided in response to the RFP; therefore, the relevancy of the experience, compatibility of the experience to this RFP, and the performance record of the experience is essential. The State reserves the right to verify all submissions and perform further background checks of experience and performance. The State or Evaluation Committee may contact one or more references that have been provided by the Proposer or other sources that may not have been named by the Proposer, but can assist in determining performance.

2.4 CONTRACT TERMINATION HISTORY

The Proposer shall indicate if it had a contract terminated for cause in the last five (5) years and, if so, describe such incident(s).

Submit full details of the terms for termination for cause including the other party's name, address, and phone number. Proposer shall present its position on the matter. The State will review the facts and may, at its sole discretion, reject the Proposal on the grounds of the experience.

If no such termination for default has been experienced by the Proposer in the past five years, so indicate.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

2.5 SUBCONTRACTORS

The State reserves the right to review Subcontractors. The State shall not have a contractual relationship with the Subcontractors for any services provided under this Contract (existing contracts between the State and any potential Subcontractor do not apply). Proposed Subcontractors may be required to participate in the oral presentations and/or demonstrations.

For all Subcontractors, Proposer shall: 1) Name the Subcontractor; 2) Explain its relationship with the Subcontractor; 3) Describe the role the Subcontractor will play; and 4) Provide the name and a description of Subcontractor(s) relevant qualifications and capabilities.

The Contractor shall be responsible for Contract performance when subcontractors are used. However, when subcontractors are used, they must abide by all terms and conditions of the Contract.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

3 PROPOSAL REQUIREMENTS

3.1 GENERAL REQUIREMENTS (100 POINTS)

WisDOT is open to proposals for the solution being hosted at the State of Wisconsin or by the Vendor. When replying to this RFP, please note on the proposal where hosting would occur. You may submit a proposal for one or both solutions.

Y/N This response is for a solution hosted at the State of Wisconsin.

Y/N This response is for a solution hosted by the Vendor. Annual hosting cost passed on the WisDMV is to be a separate line item in the cost proposal.

This section is scored. The State requires the Contractor to have the proven ability to deliver the types of services sought in this RFP. The purpose of this section is to provide the State with a basis for determining a Proposer's capability to undertake an engagement of this size and scope.

Unless requested to do so, Proposer shall not direct the reader to a website or any other source outside of the applicable RFP section as part of its response to the requirement or question unless it is a map, diagram or schematic included in another section within the RFP.

Responses that merely restate the requirement or only indicate an acknowledgement of understanding and a willingness to comply will be considered unresponsive.

Proposers should concisely explain how their solution will satisfy these requirements. Screen shots and other information should be included in the response. Proposers should consider how their solution will exceed the listed requirements; cite any specific software, hardware or other site requirements that are necessary for the solution; and describe any value-added solutions. The response to each section should be clearly labeled.

The minimum requirements listed in this section will become the contractual requirements and will be incorporated into the contract that results from this procurement.

3.101 WisDOT desires a browser-based solution. Does the end user interface require a client plug-in? If so, please provide details.

3.102 The AKTS interface must be designed to allow use by persons who are not considered program "experts."

3.103 Proposed solution must be accessible via a standard internet browser. The solution must support the current release and at least one previous version of the most popular browsers including Microsoft Edge, Mozilla Firefox, Google Chrome and Safari.

3.104 WisDOT will be supplying all current and future TU hardware. The solution must be compatible with wide format monitors. Hardware will include an integrated camera. Audio is to be available only when head phones are connected to the TU hardware.

3.105 The proposed solution must be able to import the translator information from the current application.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

3.106 Solution must have the ability for foreign language additions.

3.107 Solution must have the ability to track translators used by test takers and made aware if a translator has been banned by the DMV.

3.108 The final configuration of the text and images on the testing units will be approved by DMV.

3.109 Proposer shall convert all current DMV test questions, answers and all other related data onto the new AKTS.

3.110 CSR's must be able to stop, pause or cancel an in-progress test at any time.

3.111 Application must use the TU camera to capture and image of the applicant. How does your solution verify that the applicant that started the test is the same person that finishes each exam? Is there verification that the person that took the exam(s) is the same person at my counter receiving the credentials? How does the solution handle excessive idle time? Provide details on facial recognition.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

3.2 TECHNICAL REQUIREMENTS (100 POINTS)

This Section is scored. The State requires the Contractor to have the proven ability to deliver the types of services sought in this RFP. The purpose of this section is to provide the State with a basis for determining a Proposer's capability to undertake engagement of various size and scope.

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The minimum requirements listed in this section will become the contractual requirements and will be incorporated into the contract that results from this procurement.

Technical Requirements

The Proposer should respond with a description of the high-level architecture for the AKTS solution. Diagrams should include architectural views that reflect the application architecture, information architecture and related data models and software architectures.

The proposer should address at least the following architectural topics in their proposals:

3.201 Application architecture. Include a discussion of industry standards that are incorporated in the application architecture. If proprietary standards or interfaces are used please include the rationale and describe the advantage over current industry standards. WisDOT advocates the use of a service oriented architecture. Include, but not limited to, the following in your discussion:

- Modular Architecture (e.g. SOA, SCA)
- Web Development standards (design patterns)
- Authentication
- Authorization
- Error Handling
- System Logging
- Audit Capabilities

3.202 Information and data architecture. Include a presentation of the data model. Discuss how the data model is dynamic and extensible and able to handle requirements of WisDOT.

3.203 Data Access layer: Include a presentation of the data access layer used to

Automated Knowledge Testing System Software for the Division of Motor Vehicles

interact with the Application and database. Also include a presentation of how the data access layer architecture ensures integrity across transactions and business processes.

3.204 Data Exchanges. Include a discussion of the framework of the standards/tools/protocols (e.g. XML, SFTP) used to exchange data across systems. All exchanges need to use secure means of transmission using secure socket layer (SSL) or encryption, e.g. SFTP. Discuss any proprietary product used for any such purpose.

3.205 Integration architecture. Discuss the modularity of the application and the ease of implementing future advances in enabling technologies; e.g. business rules engines, as well as the use of specific named protocols, e.g., SOAP, HTTP, etc. Include in your description how other applications will be able to interface with your solution.

3.206 Systems management architecture. Discuss all features needed to manage, control, administer, maintain and support the system (e.g. automated deploys, builds, utilities, backups, operator involvement levels, performance monitoring and operational analysis).

3.207 Directory services. Discuss use of Lightweight directory access protocol (LDAP) or other directory services.

3.208 Security architecture. Describe compliance with SSL, multipurpose internet mail extensions (MIME), and industry-accepted standards for applicable uses of cryptography such as Advanced Encryption Standard, Data Encryption Standard or Triple DES.

3.209 System architecture. Include the current version/release number of the product. When is the next scheduled version/release or upgrade to your software? Describe the patch process for the application. Describe your release schedule.

3.210 Operating system. List all operating systems that your product is supported on including build/release.

3.211 Performance

Discuss the response times associated with system performance issues. The total time elapsed, from the time that a request is received by the vendor solution and until the response is initiated from the vendor solution, must be sub-second during the life of the contract. Total time for retrieval excludes the transmission time across the WisDOT communication network.

The database server must support concurrent connections without any impact to system performance.

Solution must provide high availability and perform optimally at all times, and use methods to maintain efficient performance levels, such as proper indexing and database design. Solution must maintain performance levels regardless of system changes (such as operating system upgrades).

Automated Knowledge Testing System Software for the Division of Motor Vehicles

Solution's database queries must be optimized for high performance.

3.3 TESTING INTERFACE REQUIREMENTS (100 POINTS)

This Section is scored. The State requires the Contractor to have the proven ability to deliver the types of services sought in this RFP. The purpose of this section is to provide the State with a basis for determining a Proposer's capability to undertake engagement of various size and scope.

Unless requested to do so, Proposer shall not direct the reader to a website or any other source outside of the applicable RFP section as part of its response to the requirement or question unless it is a map, diagram or schematic included in another section within the RFP.

Responses that merely restate the requirement or only indicate an acknowledgement of understanding and a willingness to comply will be considered unresponsive.

Proposers should concisely explain how their solution will satisfy these requirements. Screen shots and other information should be included in the response. Proposers should consider how their solution will exceed the listed requirements; cite any specific software, hardware or other site requirements that are necessary for the solution; and describe any value-added solutions. The response to each section should be clearly labeled.

The minimum requirements listed in this section will become the contractual requirements and will be incorporated into the contract that results from this procurement.

3.301 The AKTS testing station software interface must display instruction as well as provide audio on the use of the testing software followed by at least one (1) practice sample question that will not affect his or her test score. Instructions and audio must be in the languages offered by WisDMV and adjustable to a reasonable volume. See Appendix A for minimum language requirements.

3.302 The test must provide the test question and all answer choices in the current languages offered by WisDMV in text and audio. When audio is enabled, onscreen interaction for those who cannot read must be engaged so the correct response can be selected.

3.303 The AKTS testing station software interface must provide immediate feedback to the customer once an answer has been submitted for scoring. If the submitted answer is incorrect, the correct response must be displayed to the customer.

3.304 The tester must have the ability to enlarge the font size of the questions and answers for easier readability. The screen must have scalability.

3.305 The tester must have the ability to enlarge an image for better viewing.

3.306 End of Test instructions must be customizable for each CSC.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

3.4 ADMINISTRATIVE FUNCTION REQUIREMENTS (125 POINTS)

This Section is scored. The State requires the Contractor to have the proven ability to deliver the types of services sought in this RFP. The purpose of this section is to provide the State with a basis for determining a Proposer's capability to undertake engagement of various size and scope.

Unless requested to do so, Proposer shall not direct the reader to a website or any other source outside of the applicable RFP section as part of its response to the requirement or question unless it is a map, diagram or schematic included in another section within the RFP.

Responses that merely restate the requirement or only indicate an acknowledgement of understanding and a willingness to comply will be considered unresponsive.

Proposers should concisely explain how their solution will satisfy these requirements. Screen shots and other information should be included in the response. Proposers should consider how their solution will exceed the listed requirements; cite any specific software, hardware or other site requirements that are necessary for the solution; and describe any value-added solutions. The response to each section should be clearly labeled.

The minimum requirements listed in this section will become the contractual requirements and will be incorporated into the contract that results from this procurement.

3.401 Must allow the DMV Test Maker Admin to update the knowledge tests to incorporate changes in driving rules and regulations. Describe how your proposed solution will accomplish this and maintain version control

3.402 Must allow the DMV Test Maker Admin to configure quick pass/fail determinations for each test offered.

3.403 Must allow the DMV Test Maker Admin to configure pages numbers and references for the printing of a test receipt for each test offered by the DMV. A test receipt provides information on the questions answered incorrectly and references the correct pages in the Motorist's Handbook.

3.404 Describe what configurations to the test can the DMV Test Maker control that would be a benefit to the DMV.

3.405 Describe what configurations to the testing interface the DMV Application Admin can control that would be a benefit to the DMV

Automated Knowledge Testing System Software for the Division of Motor Vehicles

3.5 TIMELINE, TRAINING AND DOCUMENTATION REQUIREMENTS (50 POINTS)

This Section is scored. The State requires the Contractor to have the proven ability to deliver the types of services sought in this RFP. The purpose of this section is to provide the State with a basis for determining a Proposer's capability to undertake engagement of various size and scope.

Unless requested to do so, Proposer shall not direct the reader to a website or any other source outside of the applicable RFP section as part of its response to the requirement or question unless it is a map, diagram or schematic included in another section within the RFP.

Responses that merely restate the requirement or only indicate an acknowledgement of understanding and a willingness to comply will be considered unresponsive.

Proposers should concisely explain how their solution will satisfy these requirements. Screen shots and other information should be included in the response. Proposers should consider how their solution will exceed the listed requirements; cite any specific software, hardware or other site requirements that are necessary for the solution; and describe any value-added solutions. The response to each section should be clearly labeled.

The minimum requirements listed in this section will become the contractual requirements and will be incorporated into the contract that results from this procurement.

3.501 Provide an implementation timeline from initial kick-off to a fully operational system based on past installations in similar organizations. Using the provided implementation plan as a basis the selected proposer will develop the installation and integration plan, system test planning and project schedule in collaboration with DMV.

3.502 Describe all training options for the proposed AKTS. Provide a training plan for front counter, administration and IT staff.

3.503 Prior to rolling the solution to production, the proposer must supply the following documentation:

- Application Administration – including, but not limited to, system architecture, integration points, configuration, database dictionary, server installation instructions (if applicable) and other tasks required of an Application Administrator
- DMV CSRs responsible for administering tests and monitoring results – including, but not limited to, workflow of administering a test from start to finish, recording translator information as needed, types of reports available and any other tasks required of CSR
- Test Maker Administrator – including, but no limited to, importing images and audio files, configuration of test banks, configuring pools for questions, enabling and disabling test questions, reporting and any other tasks required of the Test Maker Administrator
- IT staff – including, but not limited to, application installation and configuration on the TU, network configuration and any other tasks or information needed

Automated Knowledge Testing System Software for the Division of Motor Vehicles

3.6 REPORTING REQUIREMENTS (50 POINTS)

This Section is scored. The State requires the Contractor to have the proven ability to deliver the types of services sought in this RFP. The purpose of this section is to provide the State with a basis for determining a Proposer's capability to undertake engagement of various size and scope.

Unless requested to do so, Proposer shall not direct the reader to a website or any other source outside of the applicable RFP section as part of its response to the requirement or question unless it is a map, diagram or schematic included in another section within the RFP.

Responses that merely restate the requirement or only indicate an acknowledgement of understanding and a willingness to comply will be considered unresponsive.

Proposers should concisely explain how their solution will satisfy these requirements. Screen shots and other information should be included in the response. Proposers should consider how their solution will exceed the listed requirements; cite any specific software, hardware or other site requirements that are necessary for the solution; and describe any value-added solutions. The response to each section should be clearly labeled.

The minimum Report Requirements listed in this section will become the contractual requirements and will be incorporated into the contract that results from this procurement.

3.601 The solution must store the individual test results for each customer by the DMV customer number – a unique identifier which can contain up to 12 digits. Report functionality must be able to retrieve test results using the customer number.

3.602 WisDMV needs the ability to create business reports and flexibility to generate ad hoc reports. Describe what reporting functionality your solution has along with examples.

3.603 WisDMV would like the customer to have the option to print their test receipt the end of their exam to review questions that were answered incorrectly. Explain how your solution will accomplish this.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

3.7 SYSTEM SECURITY REQUIREMENTS (50 POINTS)

This Section is scored. The State requires the Contractor to have the proven ability to deliver the types of services sought in this RFP. The purpose of this section is to provide the State with a basis for determining a Proposer's capability to undertake engagement of various size and scope.

Unless requested to do so, Proposer shall not direct the reader to a website or any other source outside of the applicable RFP section as part of its response to the requirement or question unless it is a map, diagram or schematic included in another section within the RFP.

Responses that merely restate the requirement or only indicate an acknowledgement of understanding and a willingness to comply will be considered unresponsive.

Proposers should concisely explain how their solution will satisfy these requirements. Screen shots and other information should be included in the response. Proposers should consider how their solution will exceed the listed requirements; cite any specific software, hardware or other site requirements that are necessary for the solution; and describe any value-added solutions. The response to each section should be clearly labeled.

The minimum requirements listed in this section will become the contractual requirements and will be incorporated into the contract that results from this procurement.

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

3.702 By submitting a proposal, Proposer acknowledges that the successful bidder will have access to information which is considered personally identifiable information, the dissemination of which is limited by federal and/or state law, including the Federal Drivers Privacy Protection Act, 18 USC 2721 et. seq. Provide details on how you will protect personally identifiable information.

3.703 Proposer acknowledges that the improper dissemination of personally identifiable information is a violation of the Federal Drivers Privacy Protection Act and that any individual or entity that violates this Act is subject to criminal prosecution, fines, and civil penalties. Any person who may have access to any personally identifiable information will undergo a WisDOT background check.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

3.8 SUPPORT AND MAINTENANCE REQUIREMENTS (100 POINTS)

This Section is scored. The State requires the Contractor to have the proven ability to deliver the types of services sought in this RFP. The purpose of this section is to provide the State with a basis for determining a Proposer's capability to undertake engagement of various size and scope.

Unless requested to do so, Proposer shall not direct the reader to a website or any other source outside of the applicable RFP section as part of its response to the requirement or question unless it is a map, diagram or schematic included in another section within the RFP.

Responses that merely restate the requirement or only indicate an acknowledgement of understanding and a willingness to comply will be considered unresponsive.

Proposers should concisely explain how their solution will satisfy these requirements. Screen shots and other information should be included in the response. Proposers should consider how their solution will exceed the listed requirements; cite any specific software, hardware or other site requirements that are necessary for the solution; and describe any value-added solutions. The response to each section should be clearly labeled.

The minimum requirements listed in this section will become the contractual requirements and will be incorporated into the contract that results from this procurement.

3.801 If the AAMVA test banks change during the contract and possible renewal periods, the Contractor must provide those updates to WisDOT within 180 days of release from AAMVA at no charge.

3.802 Describe the available technical support during the project phase.

3.803 Describe the available technical support once the application has gone into production: is there a toll-free number, hours of availability for support, response times, etc.

3.804 All application version updates and upgrades should be included throughout the life of the contract. Provide a sample of a typical maintenance contract.

3.805 What is outside of the maintenance contract and would incur additional costs?

3.806 As part of a contract, a Service Level Agreement (SLA) with roles and responsibilities will be mutually agreed upon by proposer and WisDMV.

3.807 All scheduled/planned outages are to be submitted and approved by WisDOT prior to any service disruption.

3.808 In the event of any system failure or unexpected application unavailability, in a mutually agreed upon time frame, the Contractor will immediately notify WisDOT of any loss of service, inform WisDOT of estimated time the system will be out of service, and will make every reasonable effort to restore full service of the system within a mutually agreed upon timeframe. The contract may include a liquidated damages clause for outages exceeding this.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

3.809 Describe your role in the ongoing support and maintenance of the proposed solution.

3.810 Describe WisDOT role and indicate the number of FTEs required annually for maintaining the solution effectively.

3.811 Describe your typical cycle for maintenance releases and major upgrades.

3.812 Describe your warranty period, technical support/maintenance levels, related pricing and renewal options. Include hours of support, contact methods, escalation process, criteria used to define problem severity at each level, who is notified at each level, and the expected incident response and resolution times associate with each level.

3.813 Describe how you track technical support requests, problems, fixes, etc. and how you facilitate communication and feedback to users.

3.814 Include sample(s) of standard service level agreements used with your clients.

3.815 Describe the monthly service level reports you will provide and the source of the data to include:

- Incidents opened/resolved
- System availability/planned & unplanned outages
- System performance/utilization

3.816 Describe the processes used to monitor the system, the types of events that are monitored and how alerts/notifications are communicated.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

3.9 PROJECT PLAN (50 POINTS)

This Section is scored. The State requires the Contractor to have the proven ability to deliver the types of services sought in this RFP. The purpose of this section is to provide the State with a basis for determining a Proposer's capability to undertake engagement of various size and scope.

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Responses that merely restate the requirement or only indicate an acknowledgement of understanding and a willingness to comply will be considered unresponsive.

Proposers should concisely explain how their solution will satisfy these requirements. Screen shots and other information should be included in the response. Proposers should consider how their solution will exceed the listed requirements; cite any specific software, hardware or other site requirements that are necessary for the solution; and describe any value-added solutions. The response to each section should be clearly labeled.

The minimum requirements listed in this section will become the contractual requirements and will be incorporated into the contract that results from this procurement.

3.901 The selected Proposer will be required to participate in IT architecture reviews (application, technology, network, data, etc.) and design reviews with WisDOT. Please include in your response a project plan based on the time frame for this project to be implemented in conjunction with the AKTS project. Proposals should describe at a high level, the recommended components, general network architecture and protocols along with number of staff dedicated to each phase of the project plan.

3.10 ORGANIZATIONAL CAPABILITIES (50 POINTS)

Describe the organization/company's experience and capabilities providing similar services to those required. Be specific and detail no more than 5 projects/contracts: description or work, dates, locations, and results.

3.11 STAFF QUALIFICATIONS (50 POINTS)

Identify key staff your organization/company will assign to fulfill the contract requirements. Detail who would be contract manager(s), etc. Provide synopses describing the educational and work experience for each of the key staff who would be assigned to the WisDOT project/program. Detail the number of hours for each key staff member that you estimate will be needed to fulfill the contract requirements.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

4 COST PROPOSAL (175 POINTS)

The Cost Proposal shall be submitted separately from the RFP response.

Cost Proposal

The Purchasing Agent will score the cost proposals by prorating with the lowest cost proposal given the highest score. The formula is as follows: Calculation of points awarded to subsequent proposals will use the lowest dollar proposal amount as a constant numerator and the dollar amount of the firm being scored as the denominator. This number is then multiplied by the number of points given to the cost section of the RFP, resulting in the cost proposal score.

$$\begin{array}{rclcl} \text{Lowest Proposed Cost} & & & & \\ \text{____ (constant) _____} & \times & \text{Maximum evaluation points given to cost} & = & \text{Score} \\ & & \text{Other Proposer's Cost} & & \\ & & \text{(varies according to proposal being scored)} & & \end{array}$$

General, Technical, and Cost Score Total

The final average points received from a Proposal's General Requirements and Technical Requirements will be subtotaled and added to the final Cost Proposal score. In the event of a best and final, only those Proposers in the best and final process will be included in the calculation.

The final total score (General, Technical, and Cost) may be weighted per RFP Section 3.

Fixed Price Period

All prices, costs, and conditions outlined in the proposal shall remain fixed and valid for acceptance for ninety (90) days starting on the due date for proposals.

The prices submitted on Attachment E—Cost Proposal must remain firm for the initial five (5) years of the contract with the exception of hardware pricing. Hardware model changes, updates, replacements, or discontinuations must be submitted to the Contract Manager for review and approval. Services pricing may change after three years with supporting documentation based on industry or economic data if increases are requested. The Contract Manager will review and determine if increases are warranted. Support pricing should be submitted for each year of all seven (7) potential contract years and must remain fixed.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

5 CDTP TESTING (OPTIONAL PROPOSAL)

This Section is not scored. The State requires the Contractor to have the proven ability to deliver the types of services sought in this RFP. The purpose of this section is to provide the State with a basis for determining a Proposer's capability to undertake engagement of various size and scope.

Unless requested to do so, Proposer shall not direct the reader to a website or any other source outside of the applicable RFP section as part of its response to the requirement or question unless it is a map, diagram or schematic included in another section within the RFP.

Responses that merely restate the requirement or only indicate an acknowledgement of understanding and a willingness to comply will be considered unresponsive.

Proposers should concisely explain how their solution will satisfy these requirements. Screen shots and other information should be included in the response. Proposers should consider how their solution will exceed the listed requirements; cite any specific software, hardware or other site requirements that are necessary for the solution; and describe any value-added solutions. The response to each section should be clearly labeled.

The minimum requirements listed in this section may become the contractual requirements and may be incorporated into the contract that results from this procurement.

This option is to be a separate cost proposal from the AKTS solution. Please note on the proposal if the solution is to be hosted by the State of Wisconsin or by the vendor. When proposing the solution, provide technical requirements, information on the testing interface, testing security, administrative functions, support and maintenance and a project plan.

WisDMV desires a web-based application which is not dependent upon equipment (e.g. laptop, tablet/iPad, mobile device). The idea is that the CDTP schools would not need to buy, lease or be supplied on a per test basis a touchscreen tablet from the vendor. Describe what options are available and supporting documentation. Does the end-user interface require a client plug-in or software installation? If so, please provide details.

The proposed solution would need to ensure security by managing test system access to ensure the applicant is who they say they are and at an approved location. Provide information on how CDTP schools are managed including granting or revoking access.

The only tests to be offered are Signs, Class D, and Class M tests in the languages currently offered.

Provide information on test results posting to the customer record. It is preferred that the results post as soon as the test has completed.

Existing DMV rules for eligibility must be enforced. Provide information on how tests are initiated and administered.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

The DMV Test Maker Admin must be able to manage the questions test bank and make changes as needed.

The equipment used by the CDTP schools must capture a photo of the applicant. Provide information on this process including capturing an acceptable photo, how idle time is handled, how often can a photo be taken, what happens when a photo is rejected, when is facial recognition done and how that photo can be used when the applicant comes into the CSC for a product.

6 COST WORKSHEETS

Completion of the Cost Proposal is **mandatory**. Proposers are responsible for entering cost data in the format prescribed by the WISCONSIN DEPARTMENT OF TRANSPORTATION. Prices submitted shall be in U.S. dollars.

Further instructions for entering cost data are included in the worksheets. It is the sole responsibility of the Proposer to ensure that all mathematical calculations are correct and that the total cost worksheet proved accurately reflects costs. Estimated proposal prices are not acceptable.

All pricing must remain firm for the initial term of the contract. Exceptions to this would include increases in discounts and/or reductions in pricing.

Proposers must attach Cost Proposal ATTACHMENT E to their proposal in the Bid Factor Section.

6.1 FIXED PRICING

All Proposal prices shall remain firm for the initial contract term. Pricing can be lowered (or a higher discount) at any time during the contract without requiring a written approval for individual SOW projects or to offer to all Authorized Users through an amendment of the published contract pricing.

Contractor may request a price increase in writing to the state no later than sixty (60) days prior to the beginning of the next contract period and prior to the proposed effective date of the price increase and shall be limited to fully documented cost increases to the Contractor which are demonstrated to be industrywide. Requests for a price increase are limited to one request per renewal term.

6.2 PRICE CLARIFICATION

The State reserves the right to clarify any pricing discrepancies related to assumptions on the part of the Proposers.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

6.3 LIST OF REQUIRED FORMS AND DOCUMENTS

The following forms and documents are attached separately to the landing page for this RFP on Wisconsin eSupplier Portal. An "X" preceding the form indicates that it shall be completed and returned with the Proposal response.

X	STANDARD TERMS AND CONDITIONS (OR TEMPLATE)	DOA-3054
X	SUPPLEMENTAL TERMS AND CONDITIONS (OR TEMPLATE)	DOA-3681
X	ATTACHMENT E COST PROPOSAL	

Automated Knowledge Testing System Software for the Division of Motor Vehicles

7 SPECIAL TERMS AND CONDITIONS

Contract Renewal and Extension

This agreement may be renewed for additional terms if not terminated pursuant to the following provisions by either the Contractor or WisDOT. Any extension beyond all contract terms must be authorized by mutual agreement of the Contractor and WisDOT

Department Termination Rights and Responsibilities:

WisDOT may terminate the contract at any time at its sole discretion by delivering a 6-month written notice to the Contractor. WisDOT shall have the right to terminate the agreement at the conclusion of the initial term or the extensions, by giving the Contractor written notice six (6) months prior to the end of the term.

Contractor Termination Rights:

The Contractor shall have the right to terminate the agreement at any time by giving written notice of termination to WisDOT six months prior to the effective date of termination.

Default or Breach of Contract:

Either party may terminate the agreement for default of the other party. An act of default or breach of contract shall occur in the event that one party:

- A. Fails to perform any material obligation required under the contract.
- B. Commits any act of bankruptcy or insolvency or becomes insolvent or is declared bankrupt.
- C. Allows any final judgment to stand against it unsatisfied for a period of ten (10) days.
- D. Makes an assignment for the benefit of creditors.

After an act of default or breach of contract by a party, the other party, once it learns of the default, shall by written notice, specifying the breach or default, give the defaulting party ten (10) days after such notice to rectify and correct its default or breach. If the defaulting or breaching party, after such notice, does not rectify or correct its breach or default within a period of ten (10) days after such notice, the other party may immediately terminate the agreement by a second written notice.

A notice shall be considered duly served when it is delivered either at a party's business office to a responsible person of legal age or certified or registered mail to a party's last known business address.

Contractor Responsibilities at Notice of Termination

After notice of termination has been given by either party, the Contractor shall have no further obligation to promote, develop or market advertising but it shall continue to operate the program until the effective date of termination.

No Default Clause

No default in the performance of the terms, covenants, or conditions of this agreement on the part of either party will be deemed to continue if and so long as WisDOT or the

Automated Knowledge Testing System Software for the Division of Motor Vehicles

Contractor, as the case may be, is delayed in or prevented from remedying the default by:

- A. Any change in Wisconsin Statutes which renders continuance of the program on the basis contracted impossible.
- B. Strike or other labor disputes.
- C. Any order, directive, or other interference by municipal, state, federal, or other governmental official or agency materially affecting the performance of either party under this agreement.

The delay or failure of WisDOT or the Contractor at any time to insist upon a strict performance of any of the terms, conditions and covenants herein shall not be deemed a waiver of that breach or any subsequent breach or default in the terms, conditions and covenants herein.

Employee Identification

All Vendors' employees, while working on WisDOT property, must wear a clearly displayed photo identification badge (provided by the Vendor at the Vendor's expense) showing they are employees of the Vendor.

Confidentiality

Vendor acknowledges that some of the data and documentation it may become privy to in the performance of this contract is of a confidential nature. Vendor shall make all reasonable efforts to ensure that it or its employees and subcontractors do not disseminate such confidential information.

Vendor or its employees and subcontractors will not reuse, sell, or make use in any format the data researched or compiled for this contract for any venture, profitable or not, outside this contract.

Vendor agrees to observe complete confidentiality with respect to all aspects of any confidential information, proprietary data and/or trade secrets and any parts thereof, whether such contents are the State's or the manufacturer's, bidder's, or distributor's whereby Vendor or any Vendor's personnel may gain access while engaged by the State or while on State premises.

The restrictions herein shall survive the termination of this contract for any reason and shall continue in full force and effect and shall be binding upon the Contractor or its agents, employees, successors, assigns, subcontractors, or any party claiming an interest in this contract on behalf of or under the rights of Contractor following any termination. Vendor shall advise all Vendors' agents, employees, successors, assigns and subcontractors which are engaged by the State of the restrictions, present and continuing, set forth herein. Vendor shall defend and incur all costs, if any, for actions that arise as a result of noncompliance by Vendor, its agents, employees, successors, assigns and subcontractors regarding the restrictions herein.

Insurance

The Vendor, at its own expense, shall carry and keep in force during the full term of this

Automated Knowledge Testing System Software for the Division of Motor Vehicles

agreement, including any extensions or renewal thereof, a policy or policies of insurance which also name(s) WisDOT, its employee, agents or officers as additional insured, in the amount and the types as follows:

- Commercial General Liability insurance with limits of at least \$2,000,000 per occurrence and \$5,000,000 annual aggregate; and \$2,000,000 products-completed operations coverage limit.
- Workers' compensation insurance in a form and amount as required by state law.
- Business Automotive Liability insurance covering ownership, operation and maintenance of all owned, non-owned and hired motor vehicles with limits of at least \$2,000,000 per occurrence and \$5,000,000 annual aggregate for bodily injury and property damage combined.

The policy or policies described herein shall cover and include the construction, operation and/or maintenance of the program and any operation incident thereto, and the Vendor shall furnish the Contract Administrator with certificates of insurance evidencing such coverage. These certificates shall also provide that the insurance will not be modified or cancelled without prior written notice to the Department at least 15 days prior to the effective date of the modification or cancellation. Vendor shall require the same minimum insurance requirements, as listed above, of all its contractors and subcontractors.

Except where prohibited by law, all insurance policies shall contain provisions that the insurance companies waive the rights of recovery or subrogation, by endorsement to the insurance policies, against WisDOT, its subsidiaries, its agents, servants, invitees, employees, co-lessees, co-ventures' affiliated companies, contractors, subcontractors, and their insurers.

Failure by the Vendor to procure and maintain the insurance as set forth above shall be considered a default and cause for termination of this contract. Further, at least fifteen (15) days prior to the expiration date or dates of expiring policies, certified copies of renewal, or new policies, or other acceptable evidence of adequate insurance shall be provided to the Contract Administrator.

Permits, Licenses and Taxes

The Vendor shall procure any and all permits and licenses; pay all charges, fees, and taxes; and give all notices necessary and incidental to the due and lawful prosecution of the work. When requested, the Vendor shall furnish the Contract Administrator with evidence indicating that it has complied with all permit, license and tax requirements.

Compliance with Laws

Projects which include federal funding must be carried out in accordance with Federal laws and regulations. The awarded Contractor shall warrant and certify that in the performance of the resultant contract it has complied with or will comply with all applicable statutes, rules, regulations and orders of the United States, and any state or political subdivision thereof, including laws and regulations pertaining to labor, wages, hours and other conditions of employment. All materials, equipment, and supplies provided must comply fully with all safety requirements, rules of the Industrial Commission on Safety, and all applicable OSHA Standards.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

Ethics in Public Contracting

By submitting their proposals, Proposers certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other Proposer, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

Subcontractors

The Vendor shall be responsible for Contract performance when subcontractors are used. However, when subcontractors are used, they must abide by all terms and conditions of the Contract. If subcontractors are to be used, the Vendor must clearly explain their participation.

7.1 LIQUIDATED DAMAGES

This shall be surety for fulfillment of the contract(s) including quality, performance and delivery under the terms of this Request for Proposal. Liquidated damages during the implementation phase of the contract will be determined in the Statement of Work that will develop time lines and bench marks for each phase of the implementation. After Production Cut-Over date, the Vendor acknowledges damages incurred by the state will be in the amount of \$10,000 per day for each day the system is inaccessible to the WisDOT. Vendor agrees that the State shall have the right to liquidate such damages through deduction from the Vendor's invoices the amount equal to the damages incurred or by direct billing the Vendor.

Automated Knowledge Testing System Software for the Division of Motor Vehicles

7.2 ORDER OF PRECEDENCE

In the event of Contract award, the contents of this RFB (including all attachments), RFB addenda and revisions, the Bid response from the successful Bidder as accepted by the Procuring Agency, and any additional terms agreed to in writing by the parties shall be incorporated into the Contract. Failure of the successful Bidder to accept these elements into the Contract will result in the cancellation of the Contract award.

In the event of conflict with the incorporated elements of the Contract, the following order of precedence will prevail:

- Final Signed Contract with clarifications included
- Bid Response as accepted by the State of Wisconsin
- Request for Proposal

If the Official Purchase Order serves as the final Contract, in the event of a conflict with the incorporated elements of the Contract, the following order of precedence will prevail:

- Official Purchase Order
- Bid Response as accepted by the State of Wisconsin
- Request for Proposal