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# BACKGROUND

## PROJECT

### The current vendor contract is due to expire September 30, 2024. An Electronic Mailing and Tracking Services it required all Nevada DMV offices to continue to support our process.

### Currently three of the DMV's programs use a contracted vendor to provide mail services. Central Services' Insurance Verification Program and the Driver's License Program mail both First Class and Certified mail. Administrative Services Revenue Recovery mails Certified letters only. There are numerous template letters that are merged with electronically transferred data. There is the possibility for other programs to need the vendor services in the future.

## AGENCY

### The Nevada DMV is comprised of eight divisions encompassing six functional areas. Each division within the Nevada DMV administers several programs. The divisions and examples of the programs are described below:

#### The ***Director’s Office*** includes Public Information and Hearings Offices, established policy for the Nevada DMV. The Directors Office is responsible for leading and controlling the agency’s operations and responding to all media inquiries through the Public Information Officers. Nevada DMV policies, information security, and human resources management units also fall under the responsibility of this office.

#### The ***Administrative Services Division (ASD)*** is responsible for providing services to include fiscal accounting, budgeting, travel arrangements, payroll, warehousing, inventory control, mail services, purchasing services, contract management, facilities management, revenue collection and distribution, and processes customer information requests.

#### The ***Central Services and Records Division (CSD)*** provides alternative processing methods for Nevada DMV customers regarding drivers’ licenses, identification cards, vehicle registrations, license plates, vehicle titles, and insurance verification. CSD ensures data integrity, applies driver’s license sanctions, manages records, operates call center services, administers the Off-Highway Vehicle program, and processes customer information requests.

#### The License Plate Factory is responsible for designing, manufacturing, and distributing Nevada's vehicle license plates to Nevada DMV Offices, County Assessor’s Offices, and AAA partner locations for issuance to vehicle owners and operators in Nevada.

#### The **Compliance Enforcement Division (CED)** is the regulatory division of the Nevada DMV. Regulating the auto industry provides consumer protection through the licensing and regulation of businesses related to the manufacture, transport, sale, repair, and disposal of vehicles. This division also licenses and regulates schools for training drivers. The Division investigates all complex and criminal complaints filed against licensees and investigates fraudulent activities. CED performs audits, monitors, inspects, and provides investigative services on the internal and external entities related to the Nevada DMV’s core programs.

#### The Emissions Control Program ensures vehicles in Nevada comply with state and federal laws and regulations for emission standards. The Division licenses and regulates emissions stations. Emission inspectors are provided training and certification to perform emission tests.

#### The ***Field Services Division (FSD)*** provides direct customer service operations for both commercial and non-commercial driver licensing, identification, State issued credentials, voter registration, vehicle registration, vehicle titles, vehicle inspections, and fleet operations. Field Services assures safe and knowledgeable drivers receive the privilege to drive on the highways. Field Services Division also collects appropriate fees and taxes from the drivers, owners, and operators of vehicles.

#### ***Research and Project Management (RPM)*** is a resource to help achieve the Nevada DMV’s strategic plan, goals, and ensure consistent uniform program delivery. RPM is responsible for managing projects, implementing new or improved business processes, creating, and completing surveys, developing program related procedures, developing, and managing requests for proposals, managing forms, developing regulations, drafting legislation, and preparing fiscal notes. RPM supports other divisions in the areas of research, coordination of project completion, regulation and statutory changes, and legislative interaction related to all Nevada DMV functions and business programs. Employee Development unit falls under the responsibility of this division.

#### The ***Motor Carrier Division (MCD)*** is responsible for ensuring compliance with state laws, federal laws, and other governing documents applicable to its motor carrier customers. This includes administration of special fuel and motor fuel supplier programs to fairly collect and distribute over 1 billion dollars annually owed to Nevada and other entities (counties, cities, etc.). MCD is responsible for the licensing and fuel tax use collections for all commercial vehicles over 26,000 pounds based in Nevada. Motor Carrier also licenses commercial vehicles over 10,000 pounds with intrastate operations; collects revenue and revenue recovery payments; and conducts audits of motor carriers and fuel suppliers to provide customer education to ensure compliance.

#### The***Motor Vehicle Information Technology Division (MVIT)*** supports technology involved in the development and maintenance of computer systems for the Nevada DMV. MVIT is responsible for the maintenance of application systems, testing, and the development of new programs, and enhancements of existing programs. They provide network support and installation necessary for the infrastructure of systems data. MVIT provides technical and operational support, and is responsible for hardware, software, network, and security in Nevada DMV operations. Additionally, MVIT provides Desk Top Support and User Support both internal and external customers.

#### The functional areas are fiscal, vehicle registration/title/insurance verification, driver’s license, motor vehicle industry regulation, motor carrier and fuel tax collection. There are 18 field offices statewide with the largest metropolitan offices in the Las Vegas valley and in Reno. There are approximately 1,200 employees statewide with the majority within Field Services. In addition, the DMV serves Nevada Citizens, other State agencies, Federal agencies, external, and internal customers by providing driver identification credential, vehicle ownership, registration, vehicle insurance and other historical data based on qualified records requests.

## CONCURRENT IMPACTS/PROJECTS

### Nevada DMV is currently engaged in its “Transformation Effort” (DTE), to revise business processes, reorganize, and move systems to a cloud solution. This will greatly improve DMV services and allow customer transactions online. DTE project delivery will continue into 2026 and involves over 100 staff and vendors. The proposed effective data will require programing, testing and implementation in the legacy system and DTE.

### The Nevada DMV is working with Slalom to configure all services online using Salesforce and MuleSoft. This project will impact all aspects of the Nevada DMV as it is a large shift in the Nevada DMV’s current service system and the goal is to have a full customer 360 view from appointments to transaction completion.

## CURRENT COMPUTING ENVIRONMENT

### The citizens of the State of Nevada can seek services and productions by visiting the 18 physical Nevada DMV offices located throughout the State. Subsets of services are offered at eight (8) County Assessors’ offices, some police departments, various emission stations, and auto dealers. In addition, a growing portfolio of services is offered online and at self-service kiosks in Nevada DMV offices. Additionally, partnership locations across the State offer select services. The users of the Nevada DMV application, located across the State, can be classified as internal Nevada DMV or State employees, external, public, or virtual.

### The Nevada DMV relies on the Motor Vehicle Information Technology (MVIT) division for Information Technology (IT) services. MVIT collaborates with the Office of the Chief Information Officer (OCIO)division within the Department of Administration who oversees, hosts, and maintain a comprehensive IT infrastructure including a system Z IBM mainframe.

### OCIO provides services such as, but not limited to:

#### Wide Area Network (WAN) provisioning and support.

#### Local Area Network (LAN) provisioning and support.

#### Mainframe (System Z) hardware and upgrades.

#### Enterprise Storage Services

#### Enterprise Storage replication for Disaster Recovery; and

#### IT Governance and Standards

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

#### Nevada DMV specific IT infrastructure (Windows Servers, VMWare ESX Server hypervisor, Storage Area Network (SAN).

#### Nevada DMV specific Local Area Network (LAN) provisioning and support.

#### IT hardware and equipment inventory, rollout, and management.

#### Non-application specific IT inquiries and support.

#### Application specific issues, inquiries, and support.

#### Batch schedule administration and output management.

#### Application Lifecycle Management.

#### Establish and enforce IT policies and procedures.

#### Security, Access Control and Auditing.

#### Business Operations Reporting.

#### Application and System performance monitoring and tuning.

#### Database administration.

#### Backup and recovery of application and data.

#### IT project administration.

#### Application design, development, and maintenance; and

#### SAN storage & replication

## PROJECT SOFTWARE

### MVIT provides the following key computing activities such as, but not limited to: Distribution of the Nevada DMV Combined Automotive Revenue and Registration System (CARRS) Application, Authentication/Security, Cluster/Failover, Rollout of IT equipment, Storage replication/backup, Disaster/Recovery, etc.

### The distribution of application software components is facilitated through localized distribution servers. Interaction between appropriate versions of software components are enabled through versioning. The software components rely on Active Directory Services and Identity Manager (Mainframe RACF) to authenticate and control access.

### MVIT personnel in the North and South manage rolling out of new IT equipment, software installation and upgrades, and support Nevada DMV offices across the State.

### OCIO replicates the storage between Northern and Southern Nevada Facilities for Disaster Recovery (DR) purposes for the Nevada DMV CARRS Application. EITS is responsible for establishing the IT infrastructure (platform, software, and communication) that is necessary for the Nevada DMV to access and restore Nevada DMV specific resources that are required to recreate the application environments at the DR site. Nevada DMV specific resource.

### All software used for project management shall be approved by the State.

## DEVELOPMENT SOFTWARE

### All proposed software used in design, development, testing and implementation of deliverables outlined in this solicitation shall be approved by the State.

### If the application software is not public domain, the awarded vendor shall provide a licensing strategy.

### The State shall procure licenses for all base components and third-party equipment (operating system, data base, etc.) based upon specifications provided by the awarded vendor.

### The awarded vendor shall provide twenty (20) licenses and formal training for twenty (20) NV DMV employees.

### The State is currently using the following development software:

#### Microsoft Visual Studio 2008/2010

#### Sybase Power Builder V12

#### Interspace-Homegrown Application

#### IBM RDz-IBM IDE-Used for Mainframe Access

#### Hummingbird-Used for Mainframe Access

#### Crystal Reports Ver. 9/10

#### QAS Batch Software- Address Verification Application

#### Dameware-Remote Access to PCs

#### Sybase SWL Anywhere

#### PDF4NET- Third Party Tool used to create PDF forms/reports through ASP.NET

#### MS SQL Server 2008 R2-Microsoft SQL Server DB Software

#### MS Team Foundation-Server Source Control Software

#### Microsoft Internet Information Services-Web Servers.

#### Adobe Acrobat X PRO-Limited number of licenses for creating PDFs.

#### Microsoft SharePoint 2010

#### IBM CICS Transaction Server

#### IBM DB2

#### IBM DB2 Connect

#### ZEKE-Batch job schedule on System Z

#### IBM Output Manager

#### IBM Removable Media Manager-Tape Management Software

#### Information Identity Systems-Fuzzy Search Software

#### UNI (AAMVA)

#### Identity and Access Manager- Built by MVIT to authenticate and control access to DMV applications.

#### Secure FTP polling processor-Built by MVIT for processing to receive, process and return insurance data for NV LIVE

#### Microsoft Silverlight SDK

## STATE RESOURCES

* + 1. The following paragraphs describe resources the State has committed to this project.

### Project Sponsor. The NV DMV is the Project Sponsor. All project activities shall be conducted under the authority of the NV DMV.

### Project Manager. A Project Manager has been appointed to coordinate the activities of all individuals and organizations involved in the project. The Project Manager shall provide on-going daily direction and oversight to State project staff and Contractor and report progress and problems to the Project Manager. The Project Manager shall coordinate all organizations involved in the project and ensure resource requirements are identified and addressed. The Project Manager sets priorities when choices of alternatives are required.

### State Project Staff

#### The awarded vendor shall be expected to work closely with State project staff assigned to this project.

#### State project staff shall be available to attend meetings, interviews and assist assigned staff in reviewing functions with the awarded vendor.

#### State project staff shall be assigned to the project on an as-needed basis, as determined by project and technical management to represent the various functional and technical areas.

#### State project staff shall report to the Project Manager who shall act as a conduit to the awarded vendor.

### Quality Assurance Monitor. A Quality Assurance (QA) monitor may be utilized and shall act as technical assistant to the State. The QA monitor shall report to the State Project Manager. Major functions shall include, but not be limited to the following.

#### Review of project tasks

#### Validation of results

#### Provide recommendations, as required

#### Review of deliverables

#### Project plan monitoring

# SYSTEM REQUIREMENTS

## VENDOR RESPONSE TO SYSTEM REQUIREMENTS

## COMPUTING PLATFORM

### Nevada DMV Motor Vehicle Information Technology (MVIT) Services

#### The citizens of the State of Nevada can seek services and products by visiting one of the 18 physical Nevada DMV offices located throughout the State. Subsets of services are offered at eight (8) County Assessors’ office, some policy departments, various emission stations, and auto dealers. In addition, a growing portfolio of services is offered online and at self-services kiosks in Nevada DMV offices. Additionally, partnership locations across the State offer select services. The users of the Nevada DMV application, located across the State, can be classified as internal Nevada DMV or State Employees, external, public, or virtual.

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#### Application specific issues, inquiries, and support.

#### Batch schedule administration and output management.

#### Application Lifecycle Management.

#### Establish and enforce IT policies and procedures.

#### Security, Access Control and Auditing.

#### Business Operations Reporting.

#### Application and System performance monitoring and tuning.

#### Database administration.

#### Backup and recovery of application and data.

#### IT project administration.

#### Application design, development, and maintenance; and

#### SAN storage & replication

## TECHNICAL REQUIREMENTS

### The vendors proposed solution shall include a business intelligence system to create a Decision Support Data warehouse system to measure key performance indicators (KPI) generate reports, and dashboards to gain better insight into business processes.

### The vendors proposed solution shall allow users to schedule and subscribe to analytical reports and notifications.

### The vendors proposed solution shall allow users to generate ad-hoc analytical reports.

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

### The vendors proposed solutions shall provide forecasting and trend analysis for all processes, functions, interactions with customers, business partners, and internal users.

### The vendors proposed solutions shall enhance capacity to do “predictive modeling” and What if” scenarios to support program and policy development.

### The vendor shall design a system to include Business Intelligence (BI) and functionality supporting and potentially broad range of areas including, but not limited to, security monitoring and control of systems and users, document processing quality and control, staff, appointment, and service office resource management, etc., using real-time data with supporting graphics-based dashboards with all transactions available from throughout the entire Nevada DMV system ubiquitously.

### The vendors propped system shall employ real-time data visualization methods on the core data creating a visual descriptive statistics platform.

### The vendors proposed BI system shall deliver complex data that is highly accessible, understandable, and usable to the user community allowing the measuring and dissection of patterns or relationships in the data for one or more variables.

### Cloud Ready

#### The vendor shall propose design and facilitate a whole solution to the Cloud.

#### The vendor shall describe the Cloud Ready solution’s security components.

#### The vendor shall describe the Cloud Ready solution’s shareable online file storage devices.

#### The vendor shall describe the Cloud Ready solution’s social connectors.

#### The vendor shall describe the Cloud Ready solution’s infrastructure services.

### The data can be hosted in any Cloud provider solution so long as the platform resides within the United States as well as the disaster recovery site. The disaster recovery site must not be in the same vicinity as the primary site. The Cloud provider services, and solution must be FEDRAMP certified and implement two (2) factor authentication per State NRS 603A and State Information Security Consolidated Policy -

#### http:/ /it.nv.gov/uploaded Files/ITnvgov/Content/Governance/dtls/Standards/134C loud Hosting.pdf

### Big Data Analytics Ready

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

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

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

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

### System Throughput and Processing

The vendors proposed solution shall meet the following additional requirements:

#### The vendors proposed solution shall run on Windows 13 workstations or higher.

#### The Vendor's proposed solution shall run on a minimum of a T1connection.

#### The vendors proposed solution shall run on industry standard browsers such as, but not limited to, Microsoft Edge, Mozilla Firefox, Google Chrome, Microsoft Spartan, etc.

#### The vendors proposed solution shall be optimized for a screen resolution of 1024 x 768 DPI.

#### The vendors proposed solution shall not exceed .70-second response time, during peak times - 8:00 am through 5:00 pm PST, Monday through Saturday, at all Nevada DMV locations.

#### The vendors proposed solution shall have a minimum throughput of 8,000 transactions per hour with at least 150 concurrent transactions per minute.

#### The vendors proposed solution maintenance window shall not exceed two (2) hours on weekdays and three (3) hours on weekends or holidays.

#### Maintenance shall not be scheduled between the hours of 6:00 am through 7:00 pm PST on any day of the week.

#### The vendors proposed solution shall not require extensive changes to the application during hardware and software updates/upgrades.

#### The vendors proposed solution shall allow access to a minimum of 1,500 internal, 1 million external registered users, and 500,000 external non-registered guest users.

#### The vendors proposed solution shall employ keyboard shortcuts when available and meet the process and system flow.

#### The vendor shall avoid commonplace errors in architecture, design, implementation, deployment, and delivery of the proposed system.

#### The vendors proposed solution shall ensure scalability and sustainability beyond simple overloads and should be up to 60 times the ratio of normal business.

#### The vendors proposed solution shall ensure accurate and actionable enterprise identity management check capability.

#### The vendors proposed solution shall ensure HTTP 503 errors are a non-issue.

#### The vendors proposed solution shall ensure recoverability from crashes and unexpected failures.

## Application Environments

#### The vendors proposed solution shall consider hosting production and non-production environments on separate physical hardware.

#### Though Nevada DMV is expecting to support the following discrete Application Environments, the

vendor shall propose the number of discrete application environments that may be needed:

##### Production

##### Development

##### Integration Test

##### User Acceptance

##### Q&A

##### Training

##### Disaster Recover; and

##### Conversion

### Disaster Recovery

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

#### The vendors proposed solution shall include tools needed to replicate persisted data that is needed to establish a comprehensive production environment at the secondary site.

#### The vendors proposed solution shall optionally load balance the production environment between the data centers, if needed, to meet the requirements outlined in this RFP.

#### The vendor shall comprehensively list the tools, hardware, software, and network bandwidth.

#### requirements needed to replicate production data between the sites.

#### The vendor shall recommend and offer guidance about conditions that could be considered for automatic failover.

#### The vendor shall recommend and offer guidance about conditions that could be considered for manual failover to minimize scheduled outages.

#### The vendors proposed solution shall include comprehensive documentation, procedures, best practices, and suggest frequency to test failover capability between the primary and secondary sites.

#### The vendor shall include an architectural diagram detailing the hardware, software, and the Application environments that are needed to meet the requirements outlined in this RFP.

### Training Environment

#### The vendors proposed solution shall establish an environment that can be used to train new recruits.

#### The vendors proposed solution shall include tools that will allow the Nevada DMV Training Division to restore the training environment to a consistent state to ensure users can repetitively train, practice, and learn.

### Integrated Privilege

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

##### Simplification and consolidation of customer eligibility rules based on criteria that can be easily utilized by multiple Nevada DMV business partners and enable a flexible, adaptable, extensible, and easy to use rules-based engine.

#### A robust customer self-service one-stop-shop through multi-channel use of technology and automated validation and verification.

### External Interfaces

#### The vendor must incorporate and continue to support all external interfaces with Nevada DMV's business partners as specified in this RFP.

#### The vendors proposed system shall interface with existing external interfaces with minimal changes or impacts. Where feasible, some interfaces shall be upgraded.

### Internal Interfaces

#### The vendor shall incorporate and continue to support all internal interfaces as specified in this RFP.

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

## SECURITY STANDARDS

### System shall meet or exceed all applicable Nevada Revised Statutes (NRS), Nevada Administrative Code (NAC), State Information Security Program Policy, and State and Department Security Standards related to product or service being required/provided.

## DMV SECURITY STANDARDS

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

### The Nevada DMV shall publish and update all of its security documentation based on the following basic security policy and standards: the Nevada DMV security documentation based on the following basic security mandate’s best practices:

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

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

### Security Processes: Shall be driven by a modern technical security ecosystem that is not only current but also forward-looking into the ever-evolving landscape of hacking and viruses. The technical Ecosystem shall be a living application that constantly thwarts threats and vulnerabilities and produce highly available countermeasures to protect the integrity and privacy of the State, the public at large, and the Nevada DMV Data.

### Security Metrics: Measuring and monitoring standards, architecture, and process to validate the hermetic seal of the system.

### System must meet State security standards for transmission of personal information as outlined in **NRS 205.4742 and NRS 603A.**

## MINIMUM SECURITY STANDARDS

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

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

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

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

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

### The vendor shall ensure EDI standards and stop/plug any and all vulnerabilities encountered.

### The vendor shall ensure PII is protected and stored accurately.

### The vendor must provide an explanation of security measures taken to protect PII for printed matter and how waste/disposal is handled because of jams, misprints, registration issues, etc.

### The vendor shall ensure transactions and logs are optimized for accuracy, rollback of breeches, and lost data.

### The vendor shall ensure all transactions and logs are stored for State compliance and per Nevada DMV policies.

### The vendors proposed solution shall ensure process and information are segregated for the user interfaces and not co-mingled.

### The vendors proposed solution shall ensure accurate customer and Nevada DMV employee profiles.

### The vendors proposed solution shall ensure formal end-to-end ad hoc performance testing.

### The vendor shall adhere to the security master model and security reference architecture in this section.

### The vendor shall follow the zero-tolerant security mandates in this RFP.

### The vendor shall design a network system capable to integrate the functionality of contemporary devices such as, but not limited to:

#### VLANs;

#### IEEE 1613 specified Multiplexing;

#### HTTP/2;

#### SPDY 4.0; and

#### RFID Technology

## ENCRYPTION METHODS

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

#### **National Institute of Standards and Technology (NIST):** Special Publications 800-111, 131A, 57, Part 1, CMVP Validation List:

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

### National Security Agency (NSA) insertion of Dual EC DRBG.

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

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

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

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

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

## RISK ADVERSE SECURITY

### The vendor shall integrate a risk-averse security model into its end to-end architecture.

### The vendor shall ensure a risk management centric approach allowing the security architecture to be agile in responding to the business continuity and disaster aversion needs.

### The vendors proposed system shall ensure that the end-to-end threats and vulnerabilities shall be destroyed, contained, quarantined, or at least mitigated by deploying countermeasures.

### The vendor shall implement risk assessment to ensure the Nevada DMV's risk exposure is in line with risk tolerance goals; zero tolerance.

### The vendor shall offer the highest opportunities to create highly available and successful countermeasures for the proposed solution.

### The vendor shall design the proposed solution to take on, at a minimum, the appropriate level of risk-averse actions based on the business goals as set out in this RFP.

## EXTERNAL RISK AVOIDANCE

### The vendors proposed solution shall protect the Nevada DMV from external bad acts caused by bad design and/or standard or nonstandard components that the vendor recommends, integrates, implements and/or deploys such as:

### The vendors proposed solution shall prevent cyber-vandalism from affecting the Nevada DMV. The vendors proposed solution shall prevent hacks into Nevada DMV's unclassified email system.

### The vendors proposed solution shall prevent "cyber-security intrusion" from exposing employee personal information. The vendors proposed solution shall prevent computer hacking that causes significant security-breaches of inter-agency computer security.

### The vendors proposed solution shall prevent weaknesses found in third party software such as, but not limited to: Microsoft DLLs, Microsoft's Word, MS Excel, etc.; to allow hackers to penetrate the Nevada DMV.

### The vendors proposed solution shall prevent Nevada DMV files and records from being stolen.

## DISCRETE PROTECTION SERVICES

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

### The vendors proposed solution shall provide specialized and discrete services that are implemented purely as protection services such as, but not limited to:

#### Authentication and authorization.

#### Detection services, such as monitoring and auditing; and

#### Response services such as incident response including state of the art forensics.

### The vendor shall ensure the proposed solution allows the Nevada DMV to become an auto­ governed risk management body.

## ZERO TOLERANT SECURITY

### The vendors proposed security solution shall emphasize a zero tolerant security model. All program requirements shall be considered to ensure the security solution model is not overemphasized in relation to the total solution.

### The vendor shall incorporate zero-tolerance policy management functionality into the proposed solution's architecture by offering zero-discretion policy services, where the goal is ZERO room for deviation from the absolute rule.

### The vendor shall be prohibited from public disclosure of security vulnerabilities (source, cause, and remediation methods) found in the vendor's proposed solution.

### The vendor shall ensure system security vulnerabilities remain discrete for certified "Nevada DMV Eyes-only".

### The vendor shall ensure the proposed system has the ability to discover new security vulnerabilities in real-time.

### The vendor shall provide expert resources to ensure all security vulnerabilities are addressed.

### The vendor shall implement security patches, during the course of the project, in a timely manner to meet the gravitas of the breach and the magnitude of disruption to business continuity.

### The vendor shall implement best practices to enforce system security Zero-Tolerance functional policy models.

### The vendor shall adopt a similar practice model for Zero-Tolerance policy, which will have a specified hard deadline to remediate, or turn-off. The specific timeline shall be negotiated between the Nevada DMV and the awarded vendor.

### The vendor shall incorporate a case management tool that includes the Case-by-Case approach to any security breach; which shall include items such as, but not limited to; case identification, assignment, resolution, disposition, etc.

### The vendor shall ensure that no software implemented with the proposed solution contains rogue software that would assume to take control, load, or threaten the Nevada DMV functionality.

## VULNERABILITY PROTECTION

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

#### Authentication;

#### Denial of Service;

#### Buffer Overflow;

#### Memory Corruption;

#### Directory Traversal;

#### Protocol Vulnerability;

#### Privilege Escalation;

#### Cross Site Scripting;

#### Remote Code Execution;

#### SQL Injection;

#### Integer Overflow;

#### Stack Overflow;

#### Heap Corruption; and

#### Use After Free

## SECURITY ARCHITECTURE WEB SERVICE COMPONENTS

### The vendor shall include the following web service requirements for the design and implementation of the proposed solution:

#### Transparency: The vendors proposed solution shall include transparent recovery to ensure that users (internal and external) never experience a loss of a Web presence,

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

#### System Failure Recovery: The vendors proposed solution shall include a design mechanism that keeps the agency's sites running at a minimum in the event of a system failure within the Internet Data Center, e.g., hardware or software.

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

## NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY

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

|  |  |  |  |
| --- | --- | --- | --- |
| **NIST#** | | **TITLE** | **ASSOCIATION** |
| N/A | President issued Executive Order 13636, "improving- Critical Infrastructure Cybersecurity | | Architecture |
| N/A | NIST Cybersecurity Framework | | Architecture |
| 12 | An Introduction to Computer Security; The NIST Handbook | | Architecture |
| 14 | Generally Accepted Principles and Practices for Securing Information Technology Systems | | Architecture |
| 41 | Guidelines on Firewalls and Firewall Policy | | Architecture |
| 44 | Guidelines on Security Public Web Servers | | Architecture |
| 45 | Guidelines on Electronic Mail Security | | Architecture |
| 47 | Guide for Interconnecting Information Technology Systems | | Architecture |
| 54 | Border Gateway Protocol Security | | Architecture |
| 58 | Considerations for Voice Over IP Systems | | Architecture |
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| 77 | Guide to IPsec VPNs Recommendations | | Architecture |
| 81 | Secure Domain Name System (DNS) Deployment Guide | | Architecture |
| 90 | Recommendation for Random Number Generation Using Deterministic Random Bit Generators | | Architecture |
| 95 | Guide to Secure Web Services | | Architecture |
| 120 | Recommendation for EAP Methods Used in Wireless Network Access Authentication | | Architecture |
| 123 | Guide to General Server Security | | Architecture |
| 125 | Guide to Security for Full Virtualization Technologies | | Architecture |
| 40 | Guide to Enterprise Patch Management Technologies | | Controls |
| 48 | Guide to Securing Legacy IEEE 802.11 Wireless Networks | | Controls |
| 53A | Assessing Security and Privacy Controls in Federal Information Systems and Organizations: Building Effective Assessment Plans | | Controls |
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| 94 | Guide to Intrusion Detection. and Prevention Systems (IDPS) | | Controls |
| 107 | Recommendation for Applications Using Approved Hash Algorithms | | Controls |
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# SCOPE OF WORK

## Objectives and Scope

### Currently the NV DMV requires electronic tracking, electronic return receipt and records retention for their Presort First Class, First Class, Express, Priority, Certified and registered national and international mail. The volume of mailers for FY23 was 252,191 for Certified mail and 371,704 for First Class mail. The volumes may increase or decrease in the future.

### The objective is to establish a quick and easy way to prepare Presort First Class, First Class, and Certified mail. This includes the ability to provide Presort First Class, First Class and Certified mail with Express and Priority mail delivery and other special services such as electronic tracking and electronic return receipt, insured registered and international mail. The scope of work includes providing an automated method of collecting electronic data, processing for address standardization and address verification, printing, finishing, mail preparation, and transportation to the United States Postal Service (USPS) for same day mail entry. The DMV intends for this process to be completed using an automated process that expedites the print and mail delivery process, tracking solutions that reduces costs.

### The vendor shall collect the electronic data through a secure interface.

### Data may be printed on: A self-mailer (8 ½ x 14), 6 x 9 USPS approved automated Certified mail envelope, a 9 x 12 USPS approved automated Certified mail flat, or an approved format by the DMV.

### Current Letter – 8.5 x 14 (3-5 versions)

20#T or 60#T

White

K/0 (Black on one side, no print on other)

Variable addressing/laser imaging

2 leaves (sheets), nested

Double-parallel fold to 8.5x3.75 (approx.)

### #9 BRM (postage paid)

White

K/0

### Mail Processing

3-piece Insert into #10 Double Window (Letter-2 leaves and #9BRM)

Seal

Meter first class or presort first class

Drop at mail facility

\*Quantities Vary, approx. 2500/day

### Proposed Future State Letter -8.5x14 (3-5 versions)

20#T or 60#T

White

K/K (black print, two sides)

Variable addressing/laser imaging

Double -parallel fold to 8.5x3.75 (approx.)

### Mail Processing

1 piece Insert into #10 Doble Window and seal

NCOA

Data Conversion

Presort

Mail processing

Drop at Mail Facility

Presort, first class mailing (min. 500 pcs.) or first class metering

\*Quantities Vary, approx. 2500/day

### Mail to be prepared according to the USPS standards.

### Mail must be processed and transported to the USPS by the following business day from the time of receipt of the electronic data transfer.

### Mail must be processed through an automated system and presented to the USPS with all required documentation.

### Mail must be able to be tracked and searched for on a web site accessible to the DMV.

### Awarded vendor shall retain a scanned image of the front and back of each letter mailed so the Department of Motor Vehicles can retrieve when necessary.

# PROJECT SPECIFIC TERMS AND CONDITIONS

The vendor shall receive a data stream, print stream, or raw data electronically through a secure interface. Electronic data must be received and processed through an automated system due to volume. The vendor shall provide turnkey production, finishing, distribution of the mail pieces along with approved Certified mail envelopes. The vendor will need to provide a secure Web interface, for daily USPS delivery status updates, tracking updates, electronic manifest showing legal proof of mailing and showing proof of delivery.

## Data Transmission

### The vendor must be able to accept electronic data through a secure interface. DMV data will be sent to the vendor in a batch and must be protected from unauthorized access or use. All data for tracking the mail must be maintained and made available to the DMV via secure web site for the entire duration of the contract. DMV data may be used only for work performed under this contract. All historical data shall be considered property of the DMV and shall be turned over upon request or termination of the contract at no additional cost.

### The process of receiving data from the vendor's secure server to the print center should be received, processed, and finished using an automated method. The need for the automation is to increase security, eliminate errors and insure confidentiality. All mail must be printed and dropped into the mail stream by the next business day following receipt of transmission of data.

## Individual Record Deletion

### The vendor must have the ability to pull and delete an individual record from a transmitted batch upon request of the DMV prior to printing and mailing.

## Printing and Finishing

### The vendor shall submit sample mailings (electronic, press, laser proofs) with specifications in accordance with Scope of Work line-item Section 3.1.4. The DMV must agree to the minimum standards in the specifications prior to implementation.

### Personalization will be required as specified by the DMV. The vendor will perform all merge functions. Therefore, the vendor is responsible for printing and maintaining template documents to be merged with individual records. New templates will be submitted during the course of the contract. Revisions and new creations must be completed within agreed upon deadlines.

### The vendor shall maintain the ability to provide the following finishing options taking in to consideration window, non-window, printed and nonprinted:

#### Automated self-mailer pressure sealed;

#### Automated 9 x 12 envelope (flat) (up to 48 pages);

#### Automated #10 envelope (up to 5 pages);

#### Automated 6x9 envelope

#### Any information that is specific to Special Services (Certified, Insured,

#### Registered) Express mail, or Priority mail;

#### Electronic Delivery ConfIrmation;

#### Electronic Manifest Submission; and

#### Electronic generation of all reports.

## Distribution

### The vendor must provide materials for use with Certified mail, Express mail, and Priority mail. Replenishment of the materials including envelopes, if needed, and self-mailers, shall be the responsibility of the vendor. The vendor may use mailers in lieu of envelopes with DMV approval.

### The vendor must prepare the mail for submission to the USPS in accordance with all mailing standards applicable to the class of mail. (As USPS mailing standards change over time, the vendor must comply with the particular standards at the time of actual performance.) The vendor must prepare the mail in such a manner to afford the DMV the lowest possible automation basic rates for mail pieces that qualify. The vendor is responsible for providing all materials required by USPS to receive these rates. The vendor is responsible for knowing and meeting all deadlines set by the USPS for acceptance of mail to meet the requirements set by the DMV. The vendor must be able to accept batch jobs assigned by the DMV Monday through Saturday each week excluding Nevada State Holidays.

## Customer Service and Division Support

### The vendor must establish a Help Desk for assisting needs of the DMV. The web site *must* include a phone number and email address for the Help Desk. The Help Desk must be available during the DMV's normal business hours, 8:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday. Help Desk responses are required within two hours and requests must be completed with an agreed upon deadline.

## Quality Assurance

### The vendor must establish a Help Desk for assisting needs of the DMV. The web site must include a phone number and email address for the Help Desk. The Help Desk must be available during the DMV's normal business hours, 8:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday. Help Desk responses are required within two hours and requests must be completed with an agreed upon deadline.

## Contingency planning

### The vendor shall have an established plan and submit details for handling unanticipated peaks and surges in job volume, machine outages, and catastrophic events such as fire and flood.

## Reporting and Tracking

### The vendor ·will need to provide a Web interface with unlimited user access, to provide daily USPS delivery status updates, tracking updates, electronic manifest showing legal proof of mailing and showing proof of delivery. The secure web interface must:

#### Identify, for each piece of mail, the mail date, article number, addressee's name, address, driver license number or ID number; VIN and plate;

#### Track the mail’s progress and the mailing history for each piece of mail;

#### Track by return receipt and delivery confirmation;

#### Allow the printing of the return receipt and delivery confirmation;

#### Search by any identifying field;

#### Produce reports based on any identifying field;

#### Send individual daily invoices for each project (i.e., separate invoices for Insurance Verification, Driver's License Assessment Team and Revenue Recovery) to the DMV detailing the type of form mailed, quantity and the amount charged for each; and

#### Send an end of the month invoice which lists all invoices and the total balance of funds due for each of the DMV's projects or jobs.

# GENERAL INFORMATION

No minimum quantity fee-based penalties.

# VENDOR DOCUMENTATION

## PRELIMINARY PROJECT PLAN

### Vendor shall submit a preliminary project plan as part of the proposal, including, but not limited to:

#### Gantt charts that show all proposed project activities

#### Planning methodologies

#### Milestones

#### Task conflicts and/or interdependencies

#### Estimated time frame for each task identified in *Scope of Work*

#### Overall estimated time frame from project start to completion for both Vendor and State activities, including strategies to avoid schedule slippage

### Vendors shall provide a written plan addressing the roles and responsibilities and method of communication between the contractor and any subcontractor(s).

### The preliminary project plan shall be incorporated into the contract.

### The first project deliverable is the finalized detailed project plan that shall include fixed deliverable due dates for all subsequent project tasks as defined in *Scope of Work*. The contract shall be amended to include the State approved detailed project plan.

### Vendors shall identify all potential risks associated with the project, their proposed plan to mitigate the potential risks and include recommended strategies for managing those risks.

### Vendors shall provide information on the staff that shall be located onsite in Carson City. If staff shall be located at remote locations, vendors shall include specific information on plans to accommodate the exchange of information and transfer of technical and procedural knowledge. The State encourages alternate methods of communication other than in person meetings, such as transmission of documents via email and teleconferencing, as appropriate.

## PROJECT MANAGEMENT. Vendors shall describe the project management methodology and processes utilized for:

### Project integration to ensure that the various elements of the project are properly coordinated.

### Project scope to ensure that the project includes all the work required and only the work required to complete the project successfully.

### Time management to ensure timely completion of the project. Include defining activities, estimating activity duration, developing and controlling the project schedule.

### Management of contractor and/or subcontractor issues and resolution process.

### Responding to and covering requested changes in the project time frames.

### Responding to State generated issues.

### Cost management to ensure that the project is completed within the approved budget. Include resource planning, cost estimating, cost budgeting and cost control.

### Resource management to ensure the most effective use of people involved in the project including subcontractors.

### Communications management to ensure effective information generation, documentation, storage, transmission, and disposal of project information.

### Risk management to ensure that risks are identified, planned for, analyzed, communicated, and acted upon effectively.

## QUALITY ASSURANCE. Vendors shall describe the quality assurance methodology and processes utilized to ensure that the project shall satisfy State requirements as outlined in *Scope of Work*.

## METRICS MANAGEMENT. Vendors shall describe the metrics management methodology and processes utilized to satisfy State requirements as outlined in *Scope of Work*. The methodology shall include the metrics captured and how they are tracked and measured.

## DESIGN AND DEVELOPMENT PROCESSES. Vendors shall describe the methodology, processes and tools utilized for:

### Analyzing potential solutions, including identifying alternatives for evaluation in addition to those suggested by the State.

### Developing a detailed operational concept of the interaction of the system, the user and the environment that satisfies the operational need.

### Identifying the key design issues that shall be resolved to support successful development of the system.

### Integrating the disciplines that are essential to system functional requirements definition.

## CONFIGURATION MANAGEMENT. Vendors shall describe the methodology, processes and tools utilized for:

### Control of changes to requirements, design, and code

### Control of interface changes

### Traceability of requirements, design, and code

### Tools to help control versions, and builds

### Parameters established for regression testing

### Baselines established for tools, change log and modules

### Documentation of the change request process including check in/out, review, and regular testing

### Documentation of the change control board and change proposal process

### Change log that tracks open/closed change requests.

## PEER REVIEW MANAGEMENT. Vendors shall describe the methodology, processes and tools utilized for:

### Peer reviews conducted for design, code, and test cases

### Number of types of people normally involved in peer reviews

### Types of procedures and checklists utilized

### Types of statistics compiled on the type, severity, and location of errors

### How errors are tracked to closure

## PROJECT SOFTWARE TOOLS

### Vendors shall describe any software tools and equipment resources to be utilized during project including minimum hardware requirements and compatibility with existing computing resources.

### Costs and training associated with project software tools identified shall be included in *Cost Schedule.*

# CONTRACT TERMS AND CONDITIONS

## BACKGROUND CHECKS

### All contractor personnel assigned to the contract shall have a background check from the Federal Bureau of Investigation pursuant to NRS 239B.010. All fingerprints shall be forwarded to the Central Repository for Nevada Records of Criminal History for submission to the Federal Bureau of Investigation.

### Any employee of the selected vendor, who shall require any type of system access, shall have a State Background Check before system access shall be granted. The vendor or its employees may be denied access to the premises if they have not been security cleared.

### All costs associated with this shall be at the contractor’s expense.

### The contractor shall provide to the contracting agency’s Human Resource Department or designee the following documents:

#### A State Background Check for the state the individual claims as their permanent residency. The contractor shall use the following site which has immediate results: <http://www.integrascan.com>. Once the contractor has a copy of their personal background check from their state of record, they shall forward those results to the designated State representative who shall then forward it to the contracting agency’s Human Resource Department or designee to obtain approval for interim system access

#### A Fingerprint Background Waiver Form, signed by the contractor(s)

#### A *Prior Arrests and Criminal Conviction Disclosure Form*, signed by the contractor(s)

### If out-of-state, contractor shall provide one (1) completed fingerprint card from a local sheriff’s office (or other law enforcement agency).

### In lieu of the out-of-state fingerprint card, contractors can perform LiveScan fingerprinting at the Nevada Department of Public Safety, General Services Division.

### Contractor shall provide a money order or cashier’s check made payable to the General Services Division at the current rate at time of submission.

### In lieu of the above background check and subject to acceptance by the contracting agency’s Human Resource Department or designee, contractor may submit a current active federal authority security clearance (FBI, DoD, NSA) indicating a fingerprint-based background check has been completed with no positive findings.

### Contractor(s) may not begin work until such time as they have been cleared by the contracting agency’s Human Resource Department or designee.

### Positive findings from a background check are reviewed by the contracting agency’s Human Resource Department or designee, in consultation with the State Chief Information Security Officer, and may result in the removal of vendor staff from the project.

## PERIODIC PROJECT REVIEWS

### On a periodic basis, the State reserves the right to review the approved project plan and associated deliverables to assess the direction of the project and determine if changes are required.

### Changes to the approved project plan and/or associated deliverables may result in a contract amendment.

### In the event changes do not include cost, scope or significant schedule modifications, mutually agreed to changes may be documented in memo form and signed by all parties to the contract.

## CHANGE MANAGEMENT

### Should requirements be identified during system validation, development and/or implementation that change the required work to complete the project and upon receipt of a change order request by the contractor, a written, detailed proposal shall be submitted as outlined in this section.

### Within 15 working days of receipt of a requested change order, the contractor shall submit an amended project plan to include:

#### The scope of work

#### Impacts to the schedule for remaining work for implementing the identified change

#### Impacts of not approving the change

#### Estimated cost of change

#### Alternative analysis of all identified solutions to include, but not limited to:

#### A system impact report

#### Resource requirements for both the State and the contractor

#### A work plan

#### Estimated hours to complete the work

#### The estimated cost of each solution

#### A plan for testing the change

### The amended project plan shall be prepared at no cost to the State and shall detail all impacts to the project. The contractor shall present the project plan to the Project Manager prior to final acceptance and approval.

### The Project Manager shall either accept the proposal or withdraw the request within 15 working days after receiving the proposal.

## ISSUE RESOLUTION

### During the term of the contract, issue resolution shall be a critical component. The following process shall be adhered to for all issues.

### Presentation of Issues

#### Issues shall be presented in writing to the designated Project Manager for each party.

#### A uniform issues processing form shall be developed by the State to record all issues, responses, tracking and dispositions.

#### A project issues log shall be kept by the State.

#### Issues raised by either party shall be accepted, rejected and/or responded to in writing within three (3) working days of presentation or by a mutually agreed upon due date.

#### Failure to accept, reject and/or respond within the specified time frame shall result in deeming the issue presented as accepted and the party presenting the issue may proceed to act as if the issue were accepted.

### Escalation Process

#### If no resolution is obtainable by the respective Project Managers, the issue shall be escalated to the:

##### Agency head or designee; and

##### Designated representative for the contractor.

#### A meeting between the parties shall take place within three (3) working days or a mutually agreed upon time frame.

#### Final resolution of issues shall be provided in writing within two (2) working days of the meeting or a mutually agreed upon time frame.

#### All parties agree to exercise good faith in dispute/issue resolution.

#### If no resolution is obtainable after the above review, the issue shall be escalated to the Project Manager for the State and the designated representative for the contractor.

#### A meeting between the parties shall take place within three (3) working days of the meeting or a mutually agreed upon time frame.

#### Final resolution of issues shall be provided in writing within two (2) working days of the meeting or a mutually agreed upon time frame.

### Proceed with Duties. The State and the contractor agree that during the time the parties are attempting to resolve any dispute in accordance with the provisions of the contract, all parties to the contract shall diligently perform their duties thereunder.

### Schedule, Cost and/or Scope Changes. If any issue resolution results in schedule, cost and/or scope changes, a State BOE contract amendment shall be required.