



**District of Columbia
Department of Motor Vehicles**

Attention: Annie R. Watkins, CPM, CPPB
Contracting Officer

Office of Contracting and Procurement OCTO
441 - 4th Street, N.W., Suite 703 South
Washington, DC 20001

Phone: (202) 727-5274 / Fax: (202) 727-1679
Email: annie.watkins@dc.gov / Website: ocp.dc.gov

**DRIVERS KNOWLEDGE
TESTING SYSTEM**

BAFO RESPONSE

RFQ No: DCTO-2008-Q-0188

September 12, 2008 – 2:00 P.M.



SECURE CREDENTIALING DIVISION

John Corson, Account Executive
Phone (518) 283-5911 / Mobile (518) 956-0347
Email: jcorson@l1id.com

Viisage Headquarters
296 Concord Road, Billerica, MA 01821
Phone: (978) 932-2200 / Fax: (978) 932-2225
www.L1id.com





SECURE CREDENTIALING DIVISION

September 10, 2008

**Government of the District of Columbia
Office of Contracting and Procurement OCTO**

Office of the Chief Technology Officer
441 - 4th Street, N.W., Suite 703 South
Washington, DC 20001

Attn: Annie R. Watkins

Re: RFQ DCTO-2008-Q-0188 – BAFO

Dear Ms. Watkins,

L-1 Identity Solutions Secure Credentialing Division ("L-1/Visage") is pleased to provide the District Of Columbia Department of Motor Vehicles with the following "Best and Final Offer" associated with your Request for BAFO to Solicitation DCTO-2008-Q-0188 for an Automated Knowledge Testing System. Thank you for the opportunity to participate in the BAFO process.

In the attachment to the request, the DC OCP asks 4 clarifying questions associated with our response. Our responses to your questions are below. Furthermore, we have attached pages which reflect the changes from our original proposal as a result of this BAFO Request.

*** Reflects change to Cost Proposal Cover Letter
Price Quotation, Page 1, and Section 2 of our Original Proposal, Question 7, page 2-22.

On the cover page of our Cost transmittal letter, the following language was included with our response:

"The attached pricing assumes that the Question Bank of 134 questions is a comprehensive list of current questions that the DC DMV intends to employ for Non-CDL knowledge testing. Pricing includes all CDL and non-CDL questions in the specified languages but does not include translations for the Motorcycle questions as per answers to vendor questions. L-1/Visage will be pleased to quote translations for the motorcycle questions once the number of questions has been identified."

After reviewing the Motorcycle test questions as provided in your invitation to BAFO, L-1/Visage will provide both the question translation and audio support, in all languages, a \$10,000 value, at no additional charge.

***Reflects change to Section 2 of Original Response, question 8 page 2-23.

L-1/Viisage agrees to this requirement as part of the Support and Maintenance Agreement. In fact, the last time FMCSA and AAMVA issued an update to the CDL itembank (the 2005 revision) we implemented that for all our customers with a current maintenance contract free of charge.

Typically, maintenance of the AutoTest System, including itembank maintenance, is provided through some form of secure remote access provided by the jurisdiction such as Virtual Private Network (VPN) access. If the District of Columbia declines to provide VPN access to the system, L-1/Viisage will provide itembank updates to the DC DMV electronically, (either on CD-ROM, FTP or other agreeable method), with clear, "minimal step" instructions to plug the new itembank questions and/or changes into the AutoTest database. The AutoTest System has been fully implemented in over 10 Jurisdictions throughout North America. Therefore, L-1/Viisage keeps its "finger to the pulse" of upcoming changes to CDL questions. As such, itembank changes will be anticipated and delivered in advance of any federally required timeframe, regardless of the method desired by the DC DMV.

***Reflects change to Section 2 of Original Response (SOW)
Question 9 on Page 2-23

L-1/Viisage agrees to provide a picture/photo or graphic for every question in the itembank. In some cases, FMCSA suggests that a very few of their questions do not include a graphic due to the fact that a graphic may give away the answer to the question, however, L-1 Viisage will provide the DC DMV with any and all graphics as desired.

*** Reflects change to Section 2 of Original Response (SOW)
Question 7 on page 2-89

L-1/Viisage will commit to providing all required languages at the time of implementation. In our original response, the stipulation of potential additional time required was based on the fact that the motorcycle questions were not provided with the initial RFQ. L-1/Viisage now has all the required questions associated with this project and will be able to begin the language translation and audio process upon award. Having all required itembank questions upon award provides L-1/Viisage with ample time to have all translations completed and available upon implementation.

L-1/Viisage will work with the DC DMV to provide an updated project plan when an estimated start date is established.

As requested, L-1/Visage hereby certifies that our offer meets all requirements as set forth in RFQ DCTO-2008-Q-0188 as well as the clarifying questions in this Request for BAFO. We understand that our offer is legally binding.

L-1 Identity Solutions Secure Credentialing Division is in compliance with all District Tax filing and payment requirements and all certifications are applicable to the District of Columbia Business Corporation Act.

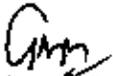
As stated in our initial response, L-1/Visage values its customers and the industry as a whole. Your success is our success. In keeping with that theme, L-1/Visage remains flexible and is open to communication and negotiation throughout this process to ensure that we provide the system you desire, and the value you deserve.

In addition to providing the DC DMV with translations, including audio voiceover, (\$10,000 value), L-1/Visage is reducing the total base line price by another \$10,000. Please see the attached revised price quotation for additional information.

Please do not hesitate to contact me with any questions you may have.

Thank you for the opportunity to respond and for your consideration.

Regards,



Gopal Sai

Vice President - Finance
Secure Credentialing Division
L-1 Identity Solutions

Changed Pages

CHANGED PAGE

7. Meets all language requirements standard to the District of Columbia including: English, Spanish, Korean, Vietnamese, Amharic, Chinese and French both for the non-commercial driver licenses (NCDL) test questions and for the motorcycle test questions. The attached appendix includes a list of the current questions for the NCDL and motorcycle tests. The vendor is responsible not only for obtaining translations of the current test questions but also translation in all languages for up to ten changes or new questions per year for the duration of the contract.

L-1/Visage complies with this mandatory requirement

The *AutoTest System* is capable of test presentation in any language. All applications are Unicode compliant, which enables the display of any character set, including those utilizing non-Roman fonts. The Administrator console features a complete set of utilities for the addition of new language options, or DCDMV may elect to have L-1/Visage add the new translation content.

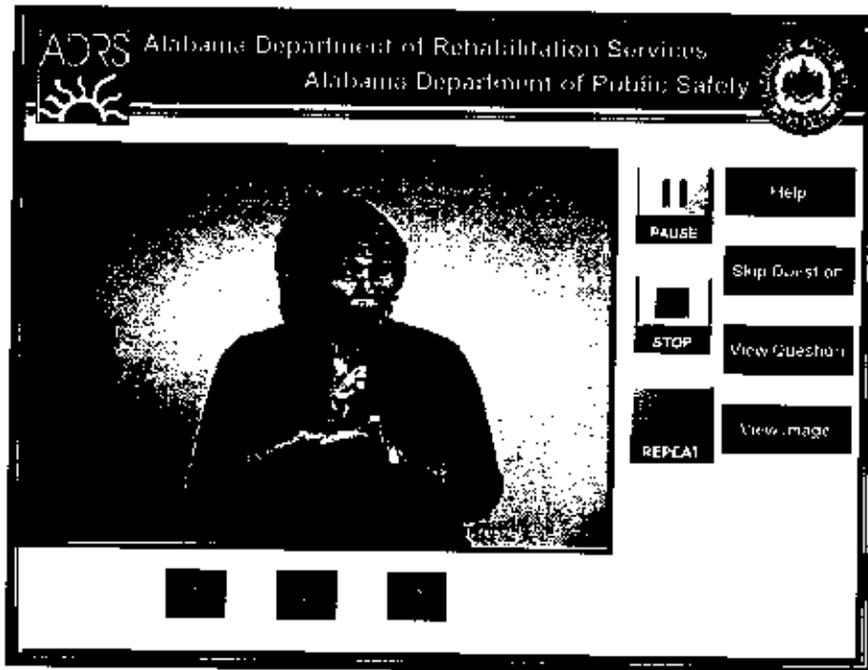
The *AutoTest System* will be delivered to the DCDMV with the latest version of the FMSCA/AAMVA CDL question pool of over 600 questions in American English with audio and associated graphics such as traffic signs, symbols, photographs, etc., installed and ready to deploy. A Spanish version of the CDL question pool will be delivered with the system as well.

Non-CDL and Motorcycle tests will be delivered in all languages specified by the DMV. Our price quote includes the translation of non-CDL test questions into the languages specified in this requirement ~~however the Motorcycle test questions will need to be quoted separately, when the number of Motorcycle questions is revealed to L-1/Visage.~~ Our quote also includes translation into all required languages for the first 10 changes each year. Additionally, if DMV desires additional changes or language options in the future, translation services may be provided by L-1/Visage or contracted for separately by DMV. L-1/Visage quotes translation services on a per word basis for the required content. Per word charges for language translation and voiceover narration are provided in the Cost Proposal.

Optionally, the AutoTest System also has the ability to deliver test content in American Sign Language and is the only system currently providing this capability to U.S. driver service agencies. Utilizing the system's multimedia capabilities, AutoTest presents a sign language interpreter in a video window signing all questions and answer choices (see *CHANGED PAGE*

). This unique feature allows hearing-impaired applicants to test in the standard testing environment, without any other special accommodations.

CHANGED PAGE



Typically, the digital video content required for ASL testing is stored on the local hard drive of one or more testing machines in the local office environment. This allows faster playback of the video files, while eliminating the drain on network bandwidth produced by streaming the larger digital video files over the Wide Area Network.

8. Provides the standard eight tests for commercial driver licenses (CDL) in two languages: English and Spanish. The CDL questions shall be obtained by the vendor based on Federal requirements. If federal guidelines and questions change, the vendor is responsible for upgrading the CDL test within the federally required time period, including having the test available in Spanish as well as English.

L-1/Visage complies with this mandatory requirement

The *AutoTest System* will be delivered to the DCDMV with the latest version of the FMSCA/AAMVA CDL question pool of over 600 questions in American English with audio and associated graphics such as traffic signs, symbols, photographs, etc., installed and ready to deploy. A Spanish version of the CDL question pool will be delivered with the system as well.

L-1/Visage agrees to this requirement as part of the Support and Maintenance Agreement. In fact, the last time FMCSA and AAMVA issued an update to the CDL itembank (the 2005 revision) we

CHANGED PAGE

implemented that for all our customers with a current maintenance contract free of charge.

Typically, maintenance of the AutoTest System, including itembank maintenance, is provided through some form of secure remote access provided by the jurisdiction such as Virtual Private Network (VPN) access. If the District of Columbia declines to provide VPN access to the system, L-1/Viisage will provide itembank updates to the DC DMV electronically, (either on CD-ROM, FTP or other agreeable method), with clear, "minimal step" instructions to plug the new itembank questions and/or changes into the AutoTest database. The AutoTest System has been fully implemented in over 10 Jurisdictions throughout North America. Therefore, L-1/Viisage keeps its "finger to the pulse" of upcoming changes to CDL questions. As such, itembank changes will be anticipated and delivered in advance of any federally required timeframe, regardless of the method desired by the DC DMV.

9. Every question in the NCDL, CDL, and motorcycle test shall be accompanied by a picture/photo or graphic. The images shall be high quality. The system shall provide the capability for the DMV to change images if desired as well as modifying or adding questions with images.

L-1/Viisage complies with this mandatory requirement

The *AutoTest System* is designed so that each question may reference corresponding media, including color graphics, photographs, motion-video and animation (Please See below.). All pre-loaded media is high quality and designed to depict the context of the appropriate question and situation. Viisage will provide experienced media specialists to work with DMV to select new images for additional questions and tests. Viisage understands that DMV has the right of refusal of any image used in the system at its sole discretion. Corresponding still graphics are saved in a .jpg, .gif or .bmp format, and are typically 50 x 50 pixels and 15kb - 25kb.

L-1/Viisage agrees to provide a picture/photo or graphic for every question in the itembank. In some cases, FMCSA suggests that a very few of their questions do not include a graphic due to the fact that a graphic may give away the answer to the question, however, L-1 Viisage will provide the DC DMV with any and all graphics as desired.

CHANGED PAGE

implementation.

6. Rollback and Contingency Plan: L-1/Viisage will provide the necessary plans as required and have provided preliminary rollback and contingency plans in the applicable section of this SOW.
7. Questions: Questions in all languages will be loaded into the system and available for testing. ~~Depending on time restrictions, L-1/Viisage may ask the DC DMV to consider a pilot using English for the non-CDL tests, and add additional languages as they become available.~~ L-1/Viisage will deliver the CDL tests in both English and Spanish for the pilot phase of this project.

L-1/Viisage will commit to providing all required languages at the time of implementation. In our original response, the stipulation of potential additional time required was based on the fact that the motorcycle questions were not provided with the initial RFQ. L-1/Viisage now has all the required questions associated with this project and will be able to begin the language translation and audio process upon award. Having all required itembank questions upon award provides L-1/Viisage with ample time to have all translations completed and available upon implementation.

Table 1.1

OCTO Software Standards

Desktop Applications			
Desktop Antivirus	McAfee	McAfee VirusScan	All District of Columbia of Columbia workstations will use McAfee VirusScan software to protect the District of Columbia Wide Area Network (DCWAN) from malicious code. New computers should have the VirusScan software installed and configured prior to being deployed.



Price Quotation

PRICE QUOTATION

The following pages contain the L-1/Visage Price Quotation for the Government of the District of Columbia.

REQUEST FOR QUOTATIONS (RFQ) <i>(THIS IS NOT AN ORDER)</i>			PAGE OF 1	PAGES 11	
1. RFQ NO. DCTO-2008-Q-0188	2. DATE ISSUED May 30, 2008	3. REQUISITION NO.	4. TYPE OF MARKET <input checked="" type="checkbox"/> Open <input type="checkbox"/> Set Aside <input type="checkbox"/> Open with Subcontracting Set Aside		
5A. ISSUED BY: Government of the District of Columbia (District) Office of Contracting and Procurement Information Technology Group 441 4 th Street N.W., Suite 971 North Washington, D.C. 20001		6. DELIVERY Immediately upon notification of contract award.			
5B. FOR INFORMATION CALL: (Name and telephone no.) (No collect calls) Veronica Dhaness Phone (202) 727-8704, Fax (202) 727-1679 Veronica.Dhaness@dc.gov		7. DELIVERY METHOD <input checked="" type="checkbox"/> FOB DESTINATION <input type="checkbox"/> OTHER (See Schedule)			
8A. TO: NAME AND ADDRESS, INCLUDING ZIP CODE, OF QUOTER ALL OFFERORS		9. DESTINATION FOR DELIVERY OF GOODS OR SERVICE ORDERED Office of the Chief Technology Officer 441 4 th Street, NW, Suite 1050 North Washington, DC 20001			
8B. TAX ID NO. OF QUOTER: [REDACTED]					
10. PLEASE FURNISH QUOTATIONS ON OR BEFORE: June 27, 2008, 2:00 PM (BID ROOM ONLY) 441 4th Street, N.W. Suite 703 South		11A. PLEASE STATE YOUR LSDBE CERTIFICATION NUMBER BELOW (Attach Copy) Ventix inc., our sub-contractor on this project has the following certification number: L5DR58338122009. A Letter of Intent to partner on this project and verification of the Certification number has been provided with this response. 11B. IF YOU HAVE A DISTRICT OF COLUMBIA SUPPLY SCHEDULE (DCSS) CONTRACT FOR THESE ITEMS, PLEASE ENTER THE CONTRACT NUMBER BELOW:			
12. INSTRUCTIONS TO QUOTERS AND TERMS AND CONDITIONS					
Instructions to Quoters: Please complete Blocks 8B, 11A, 11(B) if applicable, 13(E), 13(F), 14, 15, 16, 17, 18, as well as submission of technical and price quotations as outlined in this solicitation, submit one (1) original and three (3) copies of signed quotations to Office of Contracting and Procurement, 441 4 th Street, NW, Suite 703 (Bid Room), Washington, D.C. 20001. This is the only authorized method of submitting a quotation for this RFQ. All quotations must be received no later than the date and time stated in block 10 of this RFQ.					
Terms and Conditions: SEE ATTACHED.					
13. SCHEDULE (Include applicable Federal, State and local taxes and all delivery charges)					
ITEM NO. (A)	SUPPLIES/SERVICES (B)	ESTIMATED QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	See attached Statement of Work		Months		
0001	Base Period - Drivers Knowledge Testing System	12	Months	\$ 279,312	\$ 279,312
1001	Option Period One (1) - Annual maintenance	12	Months	\$ 28,930	\$ 28,930
1003	Option Period Two (2) - Annual maintenance	12	Months	\$ 28,930	\$ 28,930
1004	Option Period Three (3) - Annual maintenance	12	Months	\$ 36,930	\$ 36,930
1005	Option Period Four (4) - Annual maintenance	12	Months	\$ 36,930	\$ 36,930
TOTAL AMOUNT				\$	411,032

R(9)(6)

14. NAME AND ADDRESS OF QUOTER (<i>Street, city, county, State and ZIP Code</i>) L-1 Identity Solutions, Acting Through its Visage Secure Credentialing Division ("L-1/Visage") 296 Concord Road - 3 rd Floor (Middlesex County) Billerica, MA 01821	15. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION (ELECTRONIC SIGNATURES NOT ACCEPTABLE)	16. DATE OF QUOTATION September 11, 2008 (BAFO Request)
	17. NAME AND TITLE OF SIGNER (<i>Type or print</i>)  Gopal Sar Vice President - Finance	18. TELEPHONE NO. (<i>include area code</i>) 978-932-2200

14. SCHEDULE (Include applicable Federal, State and local taxes and all delivery charges)					
ITEM NO. (A)	SUPPLIES/SERVICES (B)	ESTIMATED QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Optional Requirements – See attached Statement of Work				
	Base Period - Knowledge Testing System				
0001	A. Interface Capability (to Queuing System)	1	Lot	\$ 170/ Hour	\$ 170/ Hour ***
0002	B. Voice Recognition Capability	1	Lot	\$ 21,365	\$ 21,365
TOTAL AMOUNT					\$ ***

*** Please see information provided in the Cost Transmittal letter at the beginning of this section. Pricing for the interface to the queuing system requires additional information.