**Department of Procurement Services - City of Chicago**

**August 23, 2017**

**Addendum No. 1**

**To**

**REQUEST FOR PROPOSAL ("RFP")**

**FOR**

**MUNICIPAL ID TECHNOLOGY AND SOFTWARE SERVICES**

**Specification No. 476491**

For which Proposals are scheduled to be received no later than 4:00 PM., Central Time on August 29, 2017 in the Department of Procurement Services, Bid & Bond Room (Room 103 of City Hall).

The following revisions/changes will be incorporated in the above referenced RFP document. All other provisions and requirements as originally set forth remain in full force and are binding.

**This documentation contains:**

  I.    **Revisions to the Request for Proposals (RFP);**
 II.    **Questions Submitted for Clarification of the RFP; and**
III.    **Addendum Receipt Acknowledgment.**

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Respondent must acknowledge receipt of this Addendum No. 1 in the Cover Letter in its Proposal submission AND
should complete and return the attached Acknowledgment by email to:
rony.mammoo@cityofchicago.org

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The information contained in this Addendum No. 1 is incorporated by reference into the original Request for Proposals (RFP) issued on July 31, 2017.

**CITY OF CHICAGO**                                    **JAMIE L. RHEE**
**DEPARTMENT OF PROCUREMENT SERVICES**                 **CHIEF PROCUREMENT OFFICER**

**August 23, 2017**

**ADDENDUM NO. 1**

**FOR**

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**MUNICIPAL ID TECHNOLOGY AND SOFTWARE SERVICES**

**SPECIFICATION NO. 476491**

**For which Proposals are due in the Department of Procurement Services, Bid & Bond Room, Room 103, City Hall, 121 N. LaSalle Street, Chicago, Illinois 60602, at 4:00 p.m., Central Time August 29, 2017.**

The following revisions/changes will be incorporated in the above-referenced RFP. All other provisions and requirements are as originally set forth remain in full force and are binding.

**RESPONDENT SHOULD ACKNOWLEDGE RECEIPT OF THIS ADDENDUM IN THE COVER LETTER SUBMITTED WITH YOUR PROPOSAL.**

**SECTION I:    Revisions to the Request for Proposal (RFP)**

1.  The previously advertised Proposals due date has been postponed.
    **PROPOSALS ARE NOW DUE NO LATER THAN 4:00 P.M. CENTRAL TIME ON SEPTEMBER 7, 2017, IN THE BID & BOND ROOM, ROOM 103, CITY HALL, 121 N. LASALLE STREET, CHICAGO, ILLINOIS 60602.**

2.  In "Table 1: Data captured by Enrollment & Reporting System", in the RFP document, the RFP specifies that the applicant's name be recorded in the issuance database. However, in section 4.a.iv, entitled Privacy & Security, it states, "The Municipal ID Issuance database should maintain a basic function of validating IDs while maintaining the privacy and security of Municipal ID holders.

    Thus, the Municipal ID Issuance database should not **retain** privately identifiable information."

    It appears that these two sections may conflict, isn't the name considered privately identifiable information?

    **Answer: The Municipal ID issuance database should not retain an applicant or cardholder's address or telephone number. All proposed solutions should use the attached "Table 1: Data captured by Enrollment & Reporting System" (Revised per Addendum No. 1, dated August 23, 2017), as guidance for what data is recorded.**

*Table 1: Data captured by Enrollment & Reporting System (Revised per Addendum No. 1, dated August 23 2017)*

| Field Name | Description | Default Data in Field | Data Entry | | Print Data on Card | | Data Recorded in Issuance Database |
|---|---|---|---|---|---|---|---|
| | | | System Generated | Manual | Front | Back | |
| **Record Date** | Date Record created | System Date | Yes | No | No | No | Yes |
| **Card Issue Date** | Date Card Issued = Date Record Created | System Date | Yes | No | Yes | No | Yes |
| **Expiration Date** | "x number" of years from Record Date | System Calculation | Yes | No | Yes | No | Yes |
| **Operator ID** | Clerk's system ID who created record | System Login ID | Yes | No | No | No | Yes |
| **Municipal ID** | Unique Serial Number printed on Card Stock | Blank | Yes | No | Yes | No | Yes |
| **Applicant First Name** | First Name | Blank | No | Yes | Yes | No | No |
| **Applicant Middle Name** | Middle Name | Blank | No | Yes | Yes | No | No |
| **Applicant Last Name** | Last Name | Blank | No | Yes | Yes | No | No |
| **Applicant Suffix** | Jr., III, etc. | Blank | No | Yes | Yes | No | No |
| **Applicant House Number & Street Name** | House Address and Street Name | Blank | No | Yes | Yes | No | No |
| **Applicant City** | Default to "Chicago" | Chicago | Yes | No | Yes | No | No |
| **Applicant State** | Default to "IL" | IL | Yes | No | Yes | No | No |
| **Applicant Zip Code** | USPS Zip Code | Blank | No | Yes | Yes | No | No |
| **Applicant Birthdate** | Date of Birth | Blank | No | Yes | Yes | No | No |
| **Applicant Digital Photo** | Digital Photo | Camera | Yes | No | Yes | Yes | No |
| **Applicant Digital Signature** | Digital Signature (no digital signature if a minor) | Signature Pad | Yes | No | Yes | No | No |
| **Applicant Allergy/Medical Information** | 25 Character Line | Blank | No | Yes | TBD | TBD | No |
| **Applicant Emergency Contact Information** | 50 Character Line | Blank | No | Yes | TBD | TBD | No |
| **Homeless** | Homeless Verification | "No" | No | Yes | No | No | No |
| **Veteran** | Veteran's Designation | "No" | No | Yes | Yes | No | No |
| **Gender** | Male, Female, non-binary gender marker, or None | Blank | No | Yes | Yes | No | No |
| **ELI** | Extremely Low Income Verification | "No" | No | Yes | No | No | No |
| **Status** | Card Status (Lost, Stolen, Surrendered…) | "Active" | No | Yes | No | No | Yes |
| **Termination Date*** | Date that the card status was invalidated (i.e., lost, stolen) | Blank | No | No | No | No | Yes |

**SECTION II:  Questions Submitted for Clarification of the RFP**

1. City has a $1 million budget for this program. How much of the $1 million budget is earmarked for this Contractor portion of the overall program?

   **Answer: The amount allocated will be dependent upon the proposals received.**

2. Would the City Clerk desire the Municipal ID card system to integrate with the City Clerk Vehicle Licensing OTC system?

   **Answer: No.**

3. How many anticipated Departments or services are currently planned for the initial phase?  Should we spec out a subset for 'onboarding' new services, departments or Contractors?

   **Answer: All City Departments must accept the Municipal ID's as a proof of identity and residency. At least one department will require the use of a barcode to provide access to a City service. A specification or documentation for "onboarding" new services is welcomed, but not necessary.**

4. How is any future expansion of this program, outside the scope of this proposal funded?

   **Answer: Program expansion is dependent upon the cost of the technology and hardware, as the City can decide to purchase more equipment to meet demand for the ID's.**

5. How should we propose pricing for future expansion?

   **Answer: Please use the cost proposal model in Exhibit 3 and indicate pricing for future expansion by providing a per-printer unit price.**

6. Section 3 Scope of Services, subsection 3.1, entitled Background of the RFP document, API for validation of what, the card itself? And by whom?

   **Answer: The API is designed to validate that the card has been issued by the City Clerk and is still a valid card. The proposed API is designed to validate the card but not provide any additional information on the card holder besides what is located on the card. Specifically, it is designed to provide a simple "yes" or "no" answer to the question "is this card still valid?".**

   **It will be used by key partners that need certainty when validating the card. The API can be made available to select institutions, including banks, Chicago Police Department, and other Departments that accept the card as a valid identification.**

7. Section 3.2.A.1 (a.), entitled, Printer(s), pages 3 through 5 of the RFP document:

    a. How many print stations are expected by the City?  How many printers?  Is there any anticipated volume estimates?

       **Answer: The number of printer and printer stations is dependent upon the proposals submitted. The City anticipates the <u>monthly</u> volume of printing to be anywhere between 500 and 10,000 cards.**

    b. Batch ID cards.  In an environment where data is going to print on the ID card and is not allowed to be stored anywhere, can the City define what they mean by batch printing?  Is batch printing in this context using a Queue to print multiple cards at a time?

       **Answer: Yes, the context would be using a queue to print multiple cards at a time.**

    c. Contactless card.  Can the City describe if there is specific technology/size/specification for the contactless card?  Can the City describe what will be stored on the contactless chip?  Can the City describe use-cases for this?

       **Answer: The contactless card will have been pre-programmed with RFID information for some City services. The information will be limited to what is required to access City services and that information is not shared with the Municipal ID program itself.**

       **RFID is becoming a widely-used technology to access services. For instance, the City's transit agency adopted RFID for boarding trains and buses. Additional City services will also begin to use RFID as a means to access services.**

    d. Card will be PVC.  Will the City accept other better, more durable alternate substrates?

       **Answer: No.**

    e. City to Provide cardstock.  This appears to be contrasted by several areas where security features and serialization of the card is required.  Can you explain how the City and the Contractor will work to complete the requirements of card security if the City provides the card?  Can the Contractor alternatively provide a solution to provide the cardstock?

       **Answer: The City will simply provide the cardstock for the Contractor. The Contractor must provide a solution that can print the specified information onto the cardstock. The Contractor may, however, provide an alternative solution to provide the cardstock.**

       **While there are serial numbers associated the card stock, there will be no digital records which associate any specific card with being a Municipal ID.**

**That is, digital records will not necessarily lead to a Municipal ID card holder.**

f. Laser engraved UPC-A (1D) barcode. Is this the expected Library bar code? Are there other bar codes contemplated on the card?

**Answer: Yes, this is the Library barcode. There are no separate bar codes planned for the card, but rather, planned integration of the library barcode as part of other services.**

g. Thermal barcode with a specific sequence - What is the sequence?

**Answer: The City will provide the Contractor with the list of eligible bar codes to be printed on the Municipal ID once the Contractor is selected.**

h. Do not absorb into card (reverse transfer not dye sub) but must laser engrave, which does burn into the card?

**Answer: Yes.**

i. Biometric features. Photo capture and signature capture are biometric features. However, is there an expectation that any biometrics will be "enrolled" in a database such that biometric authentication and/or investigation will ever be done?

**Answer: No, biometric data should not be stored in a database.**

j. Are the terms laser engraving and laser etching used as synonyms or with the expectation that each results in a distinctly different appearance? The terms are sometimes used interchangeably; however, in the ID industry, laser engraving is usually understood to result in black text, greyscale images and tactile raised areas whereas laser etching is understood to mean ablation resulting in removal of material from the surface of the substrate.

**Answer: The terms were used as synonyms and thus used interchangeably. The Contractor can provide a solution that includes either laser engraving or laser etching, or another solution, so long as the solution proposed does not create digital or physical information to be retained.**

k. Is it envisioned that the card will contain one or more color portraits and/or color demographic data?

**Answer: Yes, the Contractor should provide at least one color portrait, but is not limited to this. The Contractor may propose a solution that includes more color portraits and/or demographic data, but is not required to.**

l. On page 4, "otherwise creates no digital or physical information to be retained" implies any printing process utilizing a ribbon is unacceptable as the spent ribbon contains retained PII. Is that a correct interpretation?

**Answer: Yes.**

m. On page.4, DHS security standards are referenced.  Pease provide the citation for those standards.

**Answer: Proposals can include features that are referenced in the American Association of Motor Vehicle Administrator's (AAMVA) "DL/ID Card Design Standard" Guide: http://www.aamva.org/DL-ID-Card-Design-Standard/**

n. Many of the security features identified on page 4 are part of the card stock which is stated to be provided by the City, but which is listed as being provided by "a printer or technology able to produce cards that can implement…the City's preferred security features for fraud prevention include, but may not be limited to the following:".  Examples of features normally a part of card stock include serialized card stock, fine line pattern and microtext.

Would the City be open to additional security options, similar to credit card and state issued ID's?

**Answer: Yes.**

o. Are there any security standards that the Contractor needs to meet such as AAMVA or PCI?

**Answer: Refer to the answer provided for Question Number 7(m.)**

p. There is no mention of affixing or mailing.  Are the cards imagined to be instant issuance at a City location?

**Answer: Yes, the cards are envisioned to be instant issuance at a City location and possibly at pop-up enrollment sites.**

8. Section 3.2.A.1 (d.), entitled, Document Authentication Hardware, on page 5 of the RFP document:

a. There are hardware devices to scan and authenticate breeder documents. These vary widely in cost and capabilities.  Can the City describe what breeder documents are expected to be verified during the enrollment/verification process?

**Answer: The City is still developing the full list of documents to prove identity and residency. The City will, however, take into account best practices from other Municipal ID programs. A list of example documents that were scanned in other cities with Municipal ID programs, such as New York City, can be viewed here: https://www1.nyc.gov/assets/idnyc/downloads/2017-pdfs/English%20-%20Document%20Guide.pdf**

9. Section 3.2.A.2 (a.), Municipal ID Number, subsection (i.1.), entitled Spot-check Fraud Prevention on pages 5 through 6 of the RFP document:

   a. Can the City clarify "quickly spot and validate"? Using a device? Within the system? Visually? "Example used are check digits, leading characters, or encoding…" If a check digit is used – there are generally decoding methods that must be used.

      **Answer: Check-sum digits using hash-based systems or algorithms, would require decoding methods, but other spot-check methods may be available. Other digits within the ID number can be based on simpler rules (e.g., addition, correspondence to other data found on the card, etc.) that could be incorporated.**

10. Section 3.2.A.2 (a.), Municipal ID Number, subsection (II.1.), entitled Separation of Municipal ID from Other Identifiers on page 6 of the RFP document:

    a. Does the Municipal ID change for a person on each issuance of a new card, or does it persist forever for that person?

       **Answer: Either option is available for proposal. However, given that an association between an individual and the Municipal ID is not electronically stored, it may be impossible to have the same Municipal ID persist.**

11. Section 3.2.A.2 (a.), Municipal ID Number, subsection (II.2.), entitled Digital Signature (optional) on page 6 of the RFP document:

    a. Encrypted data using digital signature – Does the City expect this digital signature to be found only in smart card portion or also in 'mag stripe or barcode'?

       **Answer: Preference is for the digital signature to be contained in the RFID portion of the card. The data in magnetic strip and barcode, often, will be formulated by other rules and cannot guarantee it would fit into the pattern of the digital signature.**

12. Section 3.2.A.2 (b.), Services Integration, subsection (i.), entitled Bar Code on page 7 of the RFP document:

    a. Barcode from library- Is this 'list" coming from the library, a library of congress formatted barcode 'list"?

       **Answer: The Chicago Public Library will provide the specified order and criteria for bar codes to the Contractor after the Contractor is selected.**

    b. Does tying this listed number to a card holder violate section 4.0, entitled Municipal ID Issuance Database?

       **Answer: Refer to the revised Table 1 referenced in Section I. Revision 2 in this Addendum.**

c. An optional magnetic stripe meeting the standards of ISO 7811 is specified. ISO7811 describes 2- and 3-track stripes.  Which is required?

**Answer:  2-track, ABA-style**

13. Section 3.2.A.2 (b.), Services Integration, subsection (ii.), Magnetic Strip (optional) on page 7 of the RFP document:

a. Mag stripe - Is the mag stripe assumed to be a widely used format like ABA, or a proprietary format requiring proprietary parsing (by all Contractors)?

**Answer:  Should assume widely-used format like ABA.**

14. Section 3.2.A.3 (a.), entitled, Fields and Elements on page 7 of the RFP document:

a. Temporary storage of non-saved information will be necessary to do 3rd party validation or authentication (document authentication, address verification, and printing), if disposed of following verification (or card printing of jpgs) is this acceptable?

**Answer: Temporary storage of data is fine as part of the transaction. It should not be stored in non-transitory storage, such as databases, network drives, etc. Any data stored within the machine or devices should only be to temporarily store the information as needed during the process of creating the card.**

15. Table 1: Data captured by Enrollment & Reporting System on page 8 of the RFP document:

a. How will ELI Extremely Low Income be verified?

**Answer:  The City is still determining how "Extremely Low Income" will be verified, as this information will be established with the Municipal ID Administrative Rules, which are still being drafted.**

b. Is there a requirement from the proposed solution to integrate with an income database to validate this?

**Answer:  No.**

16. Section 3.2.A.4, entitled, Municipal ID Issuance Database on page 9 of the RFP document:

a. Is it the expectation that other City systems or services never get sent the Muni ID for a registrant, and each time a card holder presents the card, the other service MUST query the Muni ID engine for validity, and the Contractor or service provider is not allowed to save this ID, or link it, into their system?

**Answer:  Yes.**

17. Section 3.2.A.4., Municipal ID Issuance Database, subsection (a.), entitled Technical Specifications on page 9 of the RFP document:

   a. Can we propose both hosted and onsite with different costing models?

      **Answer: Yes.**

   b. Can we deploy our own proprietary database?

      **Answer: If using a proprietary database, please describe how that database should be supported, who will support it, and associated costs.**

a. If we are unable to store data, how do we accomplish what the City is looking for us to implement in this program?

   **Answer: Temporary storage of data is fine as part of the transaction. It should not be stored in non-transitory storage, such as databases, network drives, etc. Any data stored within the machine or devices should only be to temporarily store the information as needed during the process of creating the card.**

18. Section 3.2.A.4., Municipal ID Issuance Database, subsection (a.ii.), entitled On-Site Proposals on page 10 of the RFP document:

   a. Section states, "at a minimum, the API should provide a logical return…" Is there an expectation or a request that the API should provide other information in the return?  Is the extent of the security of the API – the "whitelist"?

      **Answer:  No other information is required, though, it may be helpful to return information to help the submitter understand the response. For instance, returning the ID number which was submitted in the query (to clarify what the response pertains to), the timestamp of the request or response, version of the API format, etc. But, it should *not* provide any additional information about the card holder.**

      **There are two security measures proposed. First, is a whitelist to limit the number of servers allows to communicate with the API service. The second are security tokens to validate the identity of the requestor and also allows the City to quickly revoke access to the API if needed.**

19. Section 5.2. Required Content of the Proposal, subsection (E.), entitled Proposed Solution, Implementation and On-Going Technical Support and Maintenance Plan:

   a. With regards to "Data migration or legacy system integration." Can the City further describe: If there is any data to be migrated?  What is that data?  What are the Legacy System Integration parameters?

      **Answer:  Since releasing the RFP, the City has not identified any specific sources that will require any migration or integration. It does not need to be factored-in for the proposal.**

b. How many anticipated sources are there for data migration? Can you provide counts, if not specs, on migration sources?

**Answer:   Refer to the answer provided for Question Number 19(a.)**

20. Section 6.2. C., entitled Evaluation Criteria:

a. Is there an actual scoring formula that the City will use to calculate the scoring of the technical, cost and other components? If so, can the City provide the scoring parameters?

**Answer:  The City's Evaluation Committee referenced in Section 6.1, Evaluation Process will utilize a proposal evaluation tool and scoring method to consistently evaluate all proposals received per the Evaluation Criteria outlined in Section 6.2 of the RFP.**

21. Exhibit 10: Requirements Checklist, Item 32 and 33:

a. Approximately how many people will be trained?

**Answer: While that number is still to be determined the City anticipates training anywhere between 5-20 individuals.**

b. Where will the training take place?

**Answer: Chicago City Hall.**

22. EDP is only applicable for professional services regarding keying in data. Is EDP insurance necessary since the Contractor would not be keying in any of the data for the Municipal ID?

**Answer: Refer to Exhibit 6, Contract Insurance Requirements in the RFP document.**

23. From how many different locations will the Municipal ID application be used?

a. Fixed locations?

**Answer: There will be at least one fixed location. However, the City is looking for a Contractor that can supply a mobile technology so that we can administer the program at multiple locations.**

b. Popup locations?

**Answer: This is dependent upon the proposals submitted.**

24. How often will ID Cards need to be renewed?

**Answer: The City is anticipating ID cards being renewed anywhere between every two to seven years.**

25. According to the RFP – Page 4, the City of Chicago will provide the requisite contactless smart card stock (page 4). Will the City also provide the other consumables such as printer ribbons?

    **Answer: No, the City will only provide the contactless smart cardstock.**

26. Can you can provide us with the brand and part number of the smart cards to be used?

    **Answer: The Office of the City Clerk is unable to provide this information at this time.**

27. Does encoding the smart card chip have to be done as the card is produced or can that be a separate process with separate hardware?

    **Answer: The contactless card will have been pre-programmed with RFID information for some City services. The information will be limited to what is required to access City services and that information is not shared with the Municipal ID program itself.**

    **Additional writing to the card can be done with separate hardware as needed (e.g., adding digital signature).**

28. Do system users log into application using a "smart card" or do they use a username and password?

    **Answer: This is dependent upon the Respondents proposed solution, and the City is open to various methods for login**

    If "smart cards" are used:

    a. Whose LDAP technology is used (Active Directory, SiteMinder, or some other)?

       **Answer: Not applicable.**

    b. If a hosted system were used would logging in with a username and password be acceptable?

       **Answer: Not applicable.**

29. There is a requirement to print cards in a batch in addition to being able to print cards on demand. Can you provide a scenario when cards would be printed in a batch?

    **Answer: The context would be using a queue to print multiple cards at a time.**

30. What database engines are permissible? We read that Postgres is named. Does this mean that Oracle and SQL Server are not acceptable?

**Answer: These would not be acceptable for solutions managed and maintained by the City or Clerk's Office. This would be acceptable as a hosted solution managed by the Contractor.**

31. Postgres as the database engine of choice was listed in the RFP but there was no mention of what computer languages were acceptable. Is there a list of technology that is acceptable to the City of Chicago?

    **Answer: JEE Java (JSP, EJB, JMS, etc.) is the preferred solution for proposals that require the application to be maintained by the City of Chicago or Office of the City Clerk. Other platforms may be used if it is completely maintained by the Contractor.**

32. Can a Contractor submit multiple proposals with different approaches?

    **Answer: Respondents may submit multiple Proposals. Sections should be separated by labeled tabs and organized in accordance with subject matter sequence as set forth in Section 5.2 Required Content of the Proposal in the RFP. For each proposed Proposal (Solution A, Solution B, etc.), separate applicable information (Sections 5.2.B. though 5.2.G.) pertinent to particular Proposals by a tabbed divider so the City can clearly distinguish Proposals submitted under each submittal. If the same information applies to one or more Proposals, include a statement in that section. Sections 5.2.A (cover letter) and 5.2.H. through 5.2.J. will be considered universal to all proposed Proposals and thereby only one submittal is necessary in your response.**

33. Please verify that the system is not to integrate directly with any other external system. If there are external systems can you provide a list of them and the purpose for the integration?

    **Answer: This system is not going to be directly integrated with external systems.**

34. Will all Municipal ID Cards have the card holders name and address printed on them?

    **Answer: The vast majority of the Municipal ID cards will have the card holder's name and address printed. The City would, however, prefer having the option to print ID cards that do not include the address on them. Instead, this data could be integrated in the digital signature mentioned in Section 3.2. Description of Service, 2(a).II.2. entitled Digital Signature (optional), in the RFP document.**

35. Will all cards have data written to the mag stripe when the card is produced or does this depend on what services will be provided to the card holder?

    **Answer: That data written to the magnetic stripe will depend on the services that will be provided to the card holder.**

a. Is it a possibility that nothing will be written to the mag stripe when the card is produced but an agency supplying services to the card holder will encode the mag stripe later as a separate process?

**Answer: Yes.**

36. What type of ID's will be scanned during the application process to obtain the Municipal ID? For example, will driver licenses be scanned? If so will those only be US driver's licenses or is it possible that driver's licenses issued by foreign countries could also be scanned? What about passports? A comprehensive list of documents that might be scanned would be helpful even if it is subject to change.

**Answer: Refer to the answer provided for Question Number 8(a.)**

37. Assuming that the application is installed in a Chicago Datacenter, will the Contractor have VPN access to the system in order to perform updates, upgrades, patches, and support?

**Answer: Yes.**

38. What is the type of Contract, the City is seeking to execute with the Contractor?

**Answer: Refer to Exhibit 9, entitled City of Chicago Sample Professional Services Agreement, in the RFP document.**

39. What is the expected "go live" date?

**Answer: This is dependent on the outcome of Contract negotiations with the Selected Respondent.**

40. Are the software licenses (i.e. Microsoft licenses) in charge of the "City of Chicago"?

**Answer: Yes.**

41. Can development be remote or is it mandatory to have the complete team in Chicago?

**Answer: The development can be remote, but the development must be based in the United States.**

42. Regarding the 25% MBE and 5% WBE Compliance Participation Goals, is the Compliance plan mandatory or can a waiver request be submitted?

**Answer: The City seeks submission of an MBE/WBE Compliance Plan per Section 5.2.G. in the RFP.**

**For waiver request, refer to Exhibit 4, Special Conditions Regarding Minority and Women Owned Business Enterprise (MBE/WBE) Commitment and Schedules, Section V Regulations Governing Reductions To or Waiver of MBE/WBE Goals in the RFP document.**

43. Is Onsite maintenance only for hardware?

   **Answer: Yes.**

44. Will the Contractor that's awarded the Contract have to deliver the entire solution or are you considering the possibility of choosing a Contractor to manage the software and another one for the hardware?

   **Answer: The City is open to multiple vendors responsible for managing the software and hardware. They would, however, have to propose a plan for seamless integration of the various components.**

45. Per Section 6.1. entitled, Evaluation Process, What due dates does the process stipulate for Phases I, II and III of the Evaluation Process?

   **Answer: There is no set timetable. The schedule for evaluating proposals is dependent upon the number of proposals received and various factors and issues which may arise during the evaluation process outlined in the RFP.**

46a. Will future addition of services to the City ID Card (i.e. Ventra, Library, etc.) be executed by the contracted Contractor or will each service owner will be in charge of it?

   **Answer: The Office of the City clerk will be responsible for executing future addition of services to the ID Cards.**

46b. If the contracted Contractor is responsible for the addition of services, will the cost for it be negotiated separately to this RFP?

   **Answer: The Office of the City Clerk will be responsible for executing future addition of services to the ID Cards.**

47. In case of moving into the upcoming Phases, will there be an opportunity for the Respondent to clarify their Proposal and provide answers to any follow up questions?

   **Answer: Yes.**

48. Are funds for invoicing payable after an invoice is presented and due dates are met or are funds needed to pass through additional approval processes?

   **Answer: Per Section 5.4.3 Submission of Invoices in Exhibit 9, City of Chicago the Sample Professional Services Agreement, Invoices must be sent to the City of Chicago Office of the City Clerk, City Hall, 121 N. LaSalle Street, Room 107 Charles W. Watkins Chief Administration & Finance Officer. Payment voucher checks will be issued by the City Comptroller's Officer (Department of Finance).**

49. What platform is the Contractor expected to work (.Net, Java, C++, Mix)?

   **Answer: This is dependent upon the Respondents proposal. JEE Java (JSP, EJB, JMS, etc.) is the preferred solution for proposals that require the application to be maintained by the City of Chicago or Office of the City Clerk. Other platforms may be used if it is completely maintained by the Contractor.**

50. Will the Data stored be available in the cloud?

   **Answer: The Respondent may propose a solution where the data is stored on the cloud.**

51. Will it be a web solution or a desktop application? (for instance a back office)

   **Answer: While the Respondent may propose either solution, it seems unlikely that the security provisions for printing could be met with a web-based application that minimized individual information stored in databases. A Respondent may propose either solution that meets the security requirements.**

52. Will the platform/application be located in the cloud?

   **Answer: The Respondent may propose this solution.**

53. What are the security measures required, in order to avoid counterfeit?

   **Answer: Refer to the answer provided for Question Number 7(m.)**

54. What is going to be stored in the RFID?

   **Answer: The RFID card will contain the information that is needed to access various City services. RFID is becoming a widely-used technology to access services. For instance, the City's transit agency adopted RFID for boarding trains and buses. Additional City services will also begin to use RFID as a means to access services.**

   **Additional writing to the card can be done with separate hardware as needed (e.g., adding digital signature).**

55. What is going to be stored in the smartcard?

   **Answer: The RFID card will contain the information that is needed to access various City services. RFID is becoming a widely-used technology to access services. For instance, the City's transit agency adopted RFID for boarding trains and buses. Additional City services will also begin to use RFID as a means to access services. Additional writing to the card can be done with separate hardware as needed (e.g., adding digital signature).**

56. Is it required to provide querying services and connect to other systems?

**Answer: The system does not need to connect or integrate into other systems. However, per 3.2(A)3(c), entitled Reporting (optional), in the RFP document, a reporting system is an optional feature.**

57. Which interface will be used in case of connection with other systems (Documented API)?

**Answer: The system will not be integrated with other systems.**

58. Is there a Municipal ID database (Data Migration)?

**Answer: No.**

59. What are the "Department of Homeland Security standards for Level 1 security features'?

**Answer: Level 1 features are those that allow for examination to be done without tools or aids, and involves easily identifiable visual or tactile features for rapid inspection at point of usage. Proposals can include features that are referenced in the American Association of Motor Vehicle Administrator's (AAMVA) "DL/ID Card Design Standard" Guide: http://www.aamva.org/DL-ID-Card-Design-Standard/**

60. What biometric information will be stored (DHS guidelines, is there any standard?)

**Answer: Refer to the answer provided for Question Number 7(i.)**

61. Once the Municipal ID expires does the Contractor need to follow any specific procedure?

**Answer: No.**

62. What happens if the Municipal ID is stolen or lost?

**Answer: The ID cardholder would need to reapply again for a new municipal ID and submit documents again to prove identity and residency.**

63. The ID is a 12 digit number, what pattern does it follows?

**Answer: The ID does not necessarily have to be a 12-digit number, but the ID number must be complex enough that the sequence cannot be guessed or calculated.**

64. What kind of fraud would the Municipal ID will be potentially a target for?

**Answer: Faking a Municipal ID would allow individuals to access the benefits of the card, including using it as a valid ID to present to Chicago law enforcement, access City services that is limited to certain individuals, or allow for obfuscation of the person's identity. The City will work with the selected Contractor to determine other types of fraud to guard against.**

65. Information stored within the Municipal ID needs to be encrypted, which method does the Contractor need to use? (DHS standard)

**Answer: The Respondent should propose a recommended solution.**

66. What are the different barcodes provided by the Chicago Public Library?

**Answer: The Chicago Public Library will provide the specified order and criteria for bar codes to the Contractor after the Contractor is selected.**

67. Is there a pre-defined design for the credential graphic design and security measures? And who will be responsible for handling this matter?

**Answer: There is no pre-defined design for the credential graphic design and security measures. The Contractor will be responsible for handling the matter.**

68. What is going to be stored in the magnetic band?

**Answer: That is still to be determined. Though, it will be used to allow individuals to access City services, in particular, City services which use magnetic stripe to validate eligibility.**

69. Will there be a User acceptance test for the Municipal ID (how well it performs)?

**Answer: Yes, the solution will be subject to scrutiny to ensure it is a secure solution.**

70. Is the Contractor responsible for working with users that are authorized to use this solution (user management)?

**Answer: Yes.**

71. With regards to Solution code, will it be stored in the cloud (private repository)?

**Answer: The Respondent may propose a cloud-based solution as long as it meets the privacy, data retention, and other requirements of the RFP.**

72. Is there an approver for security requirements for software, hardware and physical requirements (i.e. theft prevention)? If so, what is the process?

    **Answer: The City's Chief Information Security Officer oversees the City's software, hardware, and the physical requirements as it relates to technology. The Information Security Office will review the implementation plan and advise the Office of the City Clerk on implementation. The Office of the City Clerk will approve of security requirements.**

73. Is there an approver for reliability requirement and uptime? If so, what is the process?

    **Answer: Yes, the selected Contractor would work with the Office of the City Clerk and the Department of Innovation and Technology.**

74. What is the intended installation process for maintenance for scheduled or unscheduled events? Please advise what is the required response time and service level the City is expecting?

    **Answer: The Office of the City Clerk will work with the selected Contractor to determine an appropriate maintenance schedule.**

75. What is the ideal positioning of the kiosk (i.e. desktop, floor standing, mounted, or a combination)?

    **Answer: Respondents are encouraged to propose a solution with various physical footprints.**

76. Who will conduct the user acceptance testing?

    **Answer: The Office of the City Clerk.**

77. Should the Contractor account for monitoring and updating of the system, or is there an existing system in place that needs to be integrated? Who will monitor the availability of the physical systems once they're online?

    **Answer: The Contractor should account for monitoring and updating of the system. The Office of the City Clerk will monitor the availability of the physical systems once they're online.**

78. What are the durability testing requirements for the hardware (i.e temperature, humidity levels, human factors)?

   **Answer: The hardware should be able to operate in a normal office environment.**

79. What are the requirements for replacement or repair (i.e. service level agreement and time to repair)?

   **Answer: The Office of the City Clerk will work with the selected Contractor to determine an appropriate maintenance schedule.**

80. Is there wifi access in all of the locations? Can the system rely on this access for remote administration and live processing?

   **Answer: All printing stations are assumed to have internet connectivity. The system can rely on this access for remote administration and live processing.**

81. Does the City of Chicago have any component test plans for the hardware or should the Contractor conduct them?

   **Answer: The Contractor should conduct the component test plans. The Office of the City Clerk will be available on hand to supervise and assist as necessary.**

82. What is the approval process for design and architecture of the physical units (i.e. renderings, technical specifications, etc.)?

   **Answer: The Office of the City Clerk has final approval.**

83. What is the intended rollout plan of the hardware? How will it be phased?

   **Answer: The Office of the City Clerk and the selected Contractor will work together to determine the rollout plan.**

84. Is it possible to reduce the payment terms from 60 to 30 days?

   **Answer: No.**

85. Is it possible to include in the PSA (Exhibit 9 of the RFP) a liability limitation cap and indirect damages exclusion clause?

   **Answer: Refer to Section 6.2.H, Evaluation Criteria in the RFP. The City will evaluate the degree to which the Respondent accepts the City's Sample Professional Services Agreement (PSA) in Exhibit 9 that will**

**impact contract negotiations and the City's ability to award a contract.**

**Any material exceptions or objections to the City's standard terms and conditions must be noted in your proposal submission and may be grounds for proposal rejection. If not noted in the proposal, the City will construe this as acceptance.**

86. Is it possible to reduce the extension of the term regarding the effects of the audit clause?

    **Answer: Refer to the answer to Question Number 85.**

87. Is it possible to negotiate the terms of the termination clause, in order to determine that the cure period should not be discretionally granted?

    **Answer: Refer to the answer to Question Number 85.**

88. Is it possible to include a termination for convenience by Contractor?

    **Answer: Refer to the answer to Question Number 85.**

89. Which is the nature of the engagement, Time & Materials or Fixed Price?

    **Answer: Refer to Section 5.2.F. Cost Proposal in the RFP.**

90. Is it mandatory to make an offer for the entire service requirements of the RFP or is it possible to offer for a portion of them?

    **Answer: The City seeks proposals addressing all requirements in the RFP.**

91. Is the City open to the Contractor providing the Cardstock with the smart chip with the NFC to be used as a Credit Card?

    **Answer: No.**

92. Is this a funded Project?

    a. Where is the funding coming from? (i.e. Grants or Federal Programs)

       **Answer: The funding is coming from the City's General Fund.**

    b. Is there a Budget

       **Answer: City Council approved a budget of $1 million for the Municipal ID Program. The amount allocated to Contractor will be dependent upon the proposals received.**

93. What process will need to be integrated with this ID Card (i.e. Library, Parks and Recreation, Parking, Divvy, Ventra)

**Answer: The Chicago Public Library barcode. The City will work with the selected Contractor to integrate other City services with the Municipal ID card.**

94. What processes are anticipated to be integrated with this ID Card?

**Answer: Refer to the answer provided for Question Number 93.**

95. Will this ID Card also have a digital ID (to be used on mobile devices) associated the physical ID?

**Answer: Not at this time.**

96. Will there be any payment capabilities needed for the Card?

**Answer: No.**

97. Can you clarify the vision on how this Card will help and benefit groups like the homeless and transgender when a requirement on the card is to be a physical address and/or gender required?

**Answer: For homeless populations, the City envisions a printer with the capability to provide individuals facing homelessness option of having an ID without an address printed on it, or with an address from a shelter that provides a signed affidavit, or care-of-letter, on behalf of the homeless individual. This latter process will be explained in the Administrative Rules of the Municipal ID program once they are drafted.**

**For transgender individuals, the City envisions a printer with the capability of providing four different gender options: Male, Female, a non-binary gender marker, or the option of not displaying a gender on the ID.**

98. Will the card stock have a serial number assigned to each physical card?

**Answer: Yes, but this serial number may not be used to produce the Municipal ID number. The Municipal ID number may not be wholly algorithmically derived from other identifying numbers on the card.**

99.  What City of Chicago Database will validate against via API?

**Answer: The API is designed to validate the card has been issued by the City Clerk and is still a valid card. The proposed API is designed to validate the card but not provide any additional information on the card holder besides what is located on the card. Specifically, it is designed to provide a simple "yes" or "no" answer to the question "is this card still valid?".**

**It will be used by key partners that need certainty when validating the card. The API can be made available to select institutions, including banks, Chicago Police Department, and other departments that accept the card as a valid identification.**

100. Will Social Security Numbers be collected for this?

   **Answer: No.**

101. What are the requirements for the Backup and Archive of Data?

   **Answer: Databases should be backed-up nightly with up to 90 days being retained before deletion. Likewise, application servers should be backed-up frequently so it can be quickly restored.**

102. What is to be redacted on the redacted copy?

   **Answer: Confidential or sensitive information.**

103. What is the preferred binding method?

   **Answer: Refer to Section 5.1, entitled Format of Proposals, in the RFP document.**

104. Clarify licensing requirements for out of state firms.

   **Answer: Refer to Section 5.2.4, Business License/Authority to do Business in Illinois, in the RFP. Since requirements will vary depending upon the circumstances of each Respondent, check the web links for more information.**

105. What scenarios require batch printing?

   **Answer: Refer to answer to Question Number 29.**

106. What smart cards (make and stock number) is to be used?

   **Answer: The Office of the City Clerk is unable to provide this information at this time.**

107. How many cards are expected to be printed per year?

   **Answer: Refer to answer to Question Number 7(a).**

108. How long will a card be issued prior to expiration?

   **Answer: Refer to answer to Question Number 24.**

**CITY OF CHICAGO - DEPARTMENT OF PROCUREMENT SERVICES**

**August 23, 2017**

**ADDENDUM NO. 1**

**FOR**

**REQUEST FOR PROPOSALS (RFP)**

**FOR**

**MUNICIPAL ID TECHNOLOGY AND SOFTWARE SERVICES**

**SPECIFICATION NO. 476491**

Consisting of Sections I-III including this Acknowledgment.

### III.  ADDENDUM RECEIPT ACKNOWLEDGMENT

I hereby acknowledge receipt of Addendum No. 1 to the RFP named above and further state that I am authorized to execute this Acknowledgment on behalf of the company listed below.

_____          _____
Signature of Authorized Individual                                  Title


_____          _____
Name of Authorized Individual (Type or Print)          Company Name


_____
Business Telephone Number

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**Complete and Return this Acknowledgment by email to: rony.mammoo@cityofchicago.org**
**Attn: Rony Mammoo, Senior Procurement Specialist**

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