

STATE OF WYOMING
WYOMING DEPARTMENT OF TRANSPORTATION

PROCUREMENT SERVICES OFFICE
5300 BISHOP BLVD., BUILDING NO. 6189
CHEYENNE, WYOMING 82009

REQUEST FOR PROPOSAL

RFP No.: 26-179MA



DRIVERS SERVICES
SECURE CREDENTIAL CARD PRODUCTION AND DISTRIBUTION CENTRAL
PRINTING

OPENING DATE AND TIME:

AUGUST 06, 2026, AT 11:00 A.M. (MDT)

PROCUREMENT SERVICES REPRESENTATIVE:

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SECTION 1: REQUEST FOR PROPOSAL

1.1. SUBMISSION OF PROPOSALS:

- 1.1.1.** Proposals for providing Driver Services a Secure Credential card Production and Distribution Central Printing System for the Wyoming Department of Transportation will be received electronically until 11:00 A.M., Mountain Time on July 16, 2026, through Public Purchase.
- 1.1.2.** The technical proposal and cost proposal should be uploaded as separate documents and identified as such.
- 1.1.3.** Proposals should be accompanied by the attached Proposal Price Sheet and signed by the proper official of the firm. Proposals must be submitted through Public Purchase on or before the time and date specified. Proposals received after the time specified may be rejected. Paper, email, or facsimile bids will not be accepted.
- 1.1.4.** The Wyoming Department of Transportation reserves the right to withdraw this Request for Proposal, without cause, at any time before a contract has been fully signed and submitted to the Wyoming Department of Transportation Procurement Office.

1.2. MODIFICATIONS OR WITHDRAWAL OF PROPOSALS:

- 1.2.1.** A proposal may be altered or withdrawn through Public Purchase before the time and date of opening. Proposals withdrawn after the bid opening may eliminate the bidder from the active bidder's list for a minimum of one year.

1.3. PREPARATION OF PROPOSALS:

- 1.3.1.** No proposal will be considered that modifies, in any manner, any of the provisions, specifications, or minimum requirements of the Request for Proposal.
- 1.3.2.** In case of errors in the extension of prices in the proposal, unit prices will govern.
- 1.3.3.** Proposers are expected to examine special provisions, specifications, schedules, and instructions included in this Request. Failure to do so will be at the Proposer's risk.

1.4. AWARD AND CONTRACT INFORMATION:

- 1.4.1.** The Vendor shall comply with the Civil Rights Act of 1964, the Wyoming Fair Employment Practices Act (Wyo. Stat. § 27-9-105, et seq.), the Americans with Disabilities Act (ADA), 42 U.S.C. § 12101, et seq., and the Age Discrimination Act of 1975 and any properly promulgated rules and regulations thereto and shall not discriminate against any individual on the grounds of age, sex, color, race, religion, national origin, or disability in connection with the performance under this Contract.
- 1.4.2.** The proposer expressly warrants to the State that it has the ability and expertise to fulfil the contract if awarded. In doing so, it shall use the highest standards of professional workmanship.
- 1.4.3.** The Wyoming Department of Transportation reserves the right to reject any or all proposals, to waive any informality or technical defect in the proposals, or to award the contract as a whole or in part, if deemed to be in the best interest of the State to do so. The Wyoming Department of Transportation, Procurement Services, will award this contract to the firm determined as the most responsive and responsible offer, based on criteria specified herein.

- 1.4.4. This Request for Proposal shall become part of the Contract and will be in effect for the duration of the Contract period.
- 1.4.5. The successful Proposer will be required to enter into and sign a formal Contract with the Wyoming Department of Transportation with reasonable adjustments acceptable to the Wyoming Department of Transportation. The agreement will become a part of the Contract and will be in effect for the duration of the contract period. The contract language will control over any language contained within this RFP that conflicts with the signed and fully executed Contract.

DATED: June 16, 2026

WYOMING DEPARTMENT OF TRANSPORTATION
Darin Westby
Director

By: *Nicholas Gronski*
Nicholas Gronski
Procurement Services Manager

Assigned Buyer: Mariah Abeyta

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SECTION 2: GENERAL PROVISIONS

2.1. AMENDMENTS:

- 2.1.1. Any changes, modifications, revisions, or amendments to this Contract which are mutually agreed upon by the parties to this Contract shall be incorporated by written instrument, executed by all parties to this Contract.

2.2. APPLICABLE LAW, RULES OF CONSTRUCTION, AND VENUE:

- 2.2.1. The construction, interpretation, and enforcement of this Contract shall be governed by the laws of the State of Wyoming, without regard to conflicts of law principles. The terms "hereof," "hereunder," "herein," and words of similar import are intended to refer to this Contract as a whole and not to any particular provision or part. The Courts of the State of Wyoming shall have jurisdiction over this Contract and the parties. The venue shall be the First Judicial District, Laramie County, Wyoming.

2.3. ASSIGNMENT PROHIBITED AND CONTRACT SHALL NOT BE USED AS COLLATERAL:

- 2.3.1. Neither party shall assign or otherwise transfer any of the rights or delegate any of the duties set out in this Contract without the prior written consent of the other party. The Vendor shall not use this Contract, or any portion thereof, for collateral for any financial obligation without the prior written permission of the Agency.

2.4. AUDIT AND ACCESS TO RECORDS:

- 2.4.1. The State or any of its duly authorized representatives shall have access to the proposer's books, documents, papers, electronic data, and records that are directly pertinent to this Request for Proposal.

2.5. AVAILABILITY OF FUNDS:

- 2.5.1. Each payment obligation of the Agency is conditioned upon the availability of government funds which are appropriated or allocated for the payment of this obligation and which may be limited for any reason, including, but not limited to, congressional, legislative, gubernatorial, or administrative action. If funds are not allocated and available for continued performance of the Contract, the Contract may be terminated by the Agency at the end of the period for which the funds are available. The Agency shall notify the Vendor at the earliest possible time of the services that will or may be affected by a shortage of funds. No penalty shall accrue to the Agency in the event this provision is exercised, and the Agency shall not be obligated or liable for any future payments due or for any damages as a result of termination under this section.

2.6. AWARD OF RELATED CONTRACT:

- 2.6.1. The Agency may award supplemental or successor contracts for work related to this Contract or may award contracts to other Vendors for work related to this Contract. The Vendor shall cooperate fully with other Vendors and the Agency in all such cases.

2.7. COMPLIANCE WITH LAWS:

- 2.7.1. The Vendor shall keep informed of and comply with all applicable federal, state, and local laws and regulations in the performance of this Contract.

2.8. OWNERSHIP OF DOCUMENTS/WORK PRODUCT:

- 2.8.1.** It is agreed that all finished or unfinished source code, documents, data, or reports, prepared by the Vendor under the Contract shall be considered the property of the State, and upon completion of the services to be performed, or upon termination of the Contract for cause, or for the convenience of the State, will be turned over to the State.
- 2.8.2.** Right of ownership and marketing of intellectual property and intellectual assets submitted for the RFP (if applicable):
 - 2.8.2.1.** It is acknowledged and agreed that the only party with a right to market, trademark, patent, copyright, or any like right to any intellectual property or intellectual assets submitted in relation to the Request for Proposal shall be and is solely vested in the State. This includes all intellectual property and intellectual assets related to both the written proposal and the oral presentation, and any and all documents, pitches, products, media pitches, web screens, layouts, etc., produced for the written proposal and the oral presentation, and any updates, changes, alterations, or modifications to or derivative works.

2.9. CONFIDENTIALITY OF INFORMATION:

- 2.9.1.** All documents, data compilations, reports, computer programs, photographs, data, and other work provided to or produced by the Vendor in the performance of this Contract shall be kept confidential by the Vendor unless written permission is granted by the Agency for its release. If and when Vendor receives a request for information subject to this Contract, Vendor shall notify Agency within ten (10) days of such request and shall not release such information to a third party unless directed to do so by Agency.

2.10. CONFLICT OF INTEREST:

- 2.10.1.** The proposer warrants that no kickbacks, gratuities, or contingency fees have been paid in connection with this Request for Proposal, and none have been promised. The proposer warrants that no one being paid pursuant to the proposal is engaged in any activity that would constitute a conflict of interest with respect to the purposes of the proposal.

2.11. ETHICS:

- 2.11.1.** Vendor shall keep informed of and comply with the Wyoming Ethics and Disclosure Act (Wyo. Stat. § 9-13-101, et seq.) and any and all ethical standards governing Vendor's profession.

2.12. FORCE MAJEURE:

- 2.12.1.** Neither party shall be liable for failure to perform under this Contract if such failure to perform arises out of causes beyond the control and without the fault or negligence of the nonperforming party. Such causes may include, but are not limited to, acts of God or the public enemy, fires, floods, epidemics, quarantine restrictions, freight embargoes, and unusually severe weather. This provision shall become effective only if the party failing to perform immediately notifies the other party of the extent and nature of the problem, limits delay in performance to that required by the event and takes all reasonable steps to minimize delays.

2.13. INDEMNIFICATION:

- 2.13.1.** The Vendor shall release, indemnify, and hold harmless the State, the Agency, and their officers, agents, and employees from any and all claims, suits, liabilities, court awards, damages, costs, attorneys' fees, and expenses arising out of Vendor's failure to perform any of

Vendor's duties and obligations hereunder or in connection with the negligent performance of Vendor's duties or obligations, including, but not limited to, any claims, suits, liabilities, court awards, damages, costs, attorneys' fees, and expenses arising out of Vendor's negligence or other tortious conduct.

2.14. INDEPENDENT VENDOR:

2.14.1. The Vendor shall function as an independent Vendor for the purposes of this Contract and shall not be considered an employee of the State of Wyoming for any purpose. Consistent with the express terms of this Contract, the Vendor shall be free from control or direction over the details of the performance of services under this Contract. The Vendor shall assume sole responsibility for any debts or liabilities that may be incurred by the Vendor in fulfilling the terms of this Contract and shall be solely responsible for the payment of all federal, state, and local taxes that may accrue because of this Contract. Nothing in this Contract shall be interpreted as authorizing the Vendor or its agents or employees to act as an agent or representative for or on behalf of the State of Wyoming or the Agency or to incur any obligation of any kind on behalf of the State of Wyoming or the Agency. The Vendor agrees that no health or hospitalization benefits, workers' compensation, unemployment insurance or similar benefits available to State of Wyoming employees will inure to the benefit of the Vendor or the Vendor's agents or employees as a result of this Contract.

2.15. NO FINDER'S FEE:

2.15.1. The proposer warrants that no finder's fee, employment agency fee, or other such fee related to the proposal shall be paid.

2.16. NOTICES:

2.16.1. All notices arising out of, or from, the provisions of this Contract shall be in writing either by Regular Mail, Facsimile, E-Mail, or delivery in person at the address(es) provided under this Contract.

2.17. OWNERSHIP OF DOCUMENTS/WORK PRODUCT:

2.17.1. It is agreed that all finished or unfinished source code, documents, data, or reports, prepared by the Vendor under the Contract shall be considered the property of the State, and upon completion of the services to be performed, or upon termination of the Contract for cause, or for the convenience of the State, will be turned over to the State.

2.18. PATENT OF COPYRIGHT PROTECTION:

2.18.1. The Vendor recognizes that certain proprietary matters or techniques may be subject to patent, trademark, copyright, license, or other similar restrictions, and warrants that no work performed by the Vendor or its sub-Vendors will violate any such restriction. The Vendor shall defend and indemnify the Agency for any infringement or alleged infringement of such patent, trademark, copyright, license, or other restrictions.

2.19. RESPONSIVENESS:

2.19.1. Proposers are expected to examine specifications, schedules, and instructions included in this package. Failure to do so will be at the Proposer's risk.

2.20. SOVEREIGN IMMUNITY:

2.20.1. Pursuant to Wyo. Stat. § 1-39-104(a), the State of Wyoming and the Agency expressly reserve

sovereign immunity and specifically retain all immunities and defenses available to them as sovereigns. The proposer acknowledges that the State of Wyoming has sovereign immunity and only the Wyoming Legislature has the power to waive sovereign immunity. Designation of venue, choice of law, enforcement actions, and similar provisions shall not be construed as a waiver of sovereign immunity. The parties agree that any ambiguity in this Request for Proposal shall not be strictly construed, either against or for either party, except that any ambiguity as to sovereign immunity shall be construed in favor of sovereign immunity.

2.21. TAXES:

- 2.21.1. The Vendor shall pay all taxes and other such amounts required by federal, state, and local law, including, but not limited to, federal and social security taxes, workers' compensation, unemployment insurance, and sales taxes.

2.22. TERMINATION OF CONTRACT:

- 2.22.1. This Contract may be terminated, without cause, by the Agency upon thirty (30) days' written notice. This Contract may be terminated by the Agency immediately for cause if the Vendor fails to perform in accordance with the terms of this Contract. If at any time during the performance of this Contract, in the opinion of the Agency, the work is not progressing satisfactorily or within the terms of this Contract, then, at the sole discretion of the Agency and after written notice to the Vendor, the Agency may terminate this Contract or any part of it. As of the termination date, the Vendor will be entitled to a pro rata payment for all work accomplished and accepted by the Agency; however, the Vendor shall be liable to the Agency for the entire cost of replacement services for the duration of the Contract term.

2.23. THIRD-PARTY BENEFICIARY RIGHTS:

- 2.23.1. The parties do not intend to create in any other individual or entity the status of third-party beneficiary, and this Contract shall not be construed so as to create such status. The rights, duties, and obligations contained in this Contract shall operate only between the parties to this Contract and shall inure solely to the benefit of the parties to this Contract. The provisions of this Contract are intended only to assist the parties in determining and performing their obligations under this Contract.

2.24. TIME IS OF THE ESSENCE:

- 2.24.1. Time is of the essence in all provisions of this Contract.

2.25. TITLES NOT CONTROLLING:

- 2.25.1. Titles of sections and subsections are for reference only and shall not be used to construe the language in this Contract

2.26. WAIVER:

- 2.26.1. The waiver of any breach of any term or condition in this Contract shall not be deemed a waiver of any prior or subsequent breach. Failure to object to a breach shall not constitute a waiver.

SECTION 3: SPECIAL PROVISIONS INFORMATION

It is the responsibility of the proposer to clearly identify all information that is considered confidential in accordance with the Wyoming Public Records Act, W.S. §16-4-201 through §16-4-205. Please identify each confidential page with the word "CONFIDENTIAL" in capital, bold letters centered at the bottom of each page. Information not clearly marked may be considered public. If the proposer submits information that it believes is confidential, it should include a statement justifying its basis for that belief.

3.1. STATE PARTIES

- 3.1.1.** This Request for Proposal (RFP) is issued by the Wyoming Department of Transportation, Procurement Services.
- 3.1.2.** The Wyoming Department of Transportation, Procurement Services, is the primary point of contact from the date of release of the Request for Proposal until the Contract is fully executed and signed. Any attempt to contact any State employees, other than those named above, regarding this procurement may cause rejection of any proposal submitted by that party.
- 3.1.3.** Throughout this document and others in connection with this project, various references are made or will be made to the "State". Generally, whenever this reference appears, the term "State" incorporates all state agencies that will be working on this project.
- 3.1.4.** It should be understood that the Director of the Department of Transportation is empowered to be the signatory of all contracts, agreements, or modifications pertaining to this project. Any contracts, agreements, or modifications not bearing this signature or that of a designee are invalid.
- 3.1.5.** The names and address of the Wyoming Department of Transportation parties are:
 - Mariah Abeyta
 - Procurement Services Assistant Program Manager
 - Wyoming Department of Transportation
 - Procurement Services
 - 5300 Bishop Blvd., Bldg. #6189
 - Cheyenne, WY 82009-3340
 - Telephone: (307) 777-4175
 - E-mail: mariah.abeyta1@wyo.gov

3.2. RESTRICTIONS ON COMMUNICATIONS WITH STATE STAFF:

- 3.2.1.** Until a proposer is selected and the selection is announced, proposers are not allowed to communicate with State staff except:
 - 3.2.1.1.** Procurement Section
 - 3.2.1.2.** State Representative during Pre-Proposal Conference (if applicable) and Oral Presentations (if applicable) or in response to questions during the selection process;
 - 3.2.1.3.** Via written questions through the Public Purchase online bidding system. For violation of this provision, the State reserves the right to reject the proposal.

3.3. ACCOUNT REPRESENTATIVE:

- 3.3.1. The successful proposer(s) shall appoint, by name, a company representative who shall be responsible for servicing its account. The representative shall provide the services required to ensure that the account will be administered in an organized, systematic manner.

3.4. REQUIRED REVIEW (QUESTION AND ANSWERS):

- 3.4.1. Proposers shall carefully review the entire RFP and shall notify the Wyoming Department of Transportation of any ambiguity, inconsistency, or error they may find. The proposer shall include any terms and conditions that preclude the proposer from responding to or adding unnecessary costs. Proposer shall provide an explanation with suggested modifications. The Wyoming Department of Transportation will determine any changes to the RFP.
- 3.4.2. Written questions regarding RFP material or the procurement process shall be submitted through the Public Purchase online bidding system. No telephone calls or faxes will be accepted.
- 3.4.3. Questions must be submitted through the Public Purchase online bidding system until 5:00 P.M. (MT) on July 02, 2026. The Wyoming Department of Transportation will provide a written response by 5:00 P.M. (MT) on July 16, 2026.
- 3.4.4. Answers will be posted on Public Purchase as a formal addendum by the stated deadline. Any addenda must be acknowledged on the Signature Page in Section 8. Verbal answers from anyone are not legally binding.

3.5. PRE-PROPOSAL CONFERENCE:

- 3.5.1. While it is not mandatory, we strongly recommend interested Proposers participate in a pre-proposal conference/teleconference, which will be held virtually on Tuesday, July 07, 2026, from 10:00 am to 11:00 am MT. This conference is an opportunity for Proposers to address any additional questions and/or comments regarding this RFP. Proposers may call in or attend in person. The phone/PINs are as follows: Phone: 929-260-4428, PIN: 934 269 517#. This conference will be facilitated by the Wyoming Department of Transportation.
- 3.5.2. All costs (including travel expenses) will be the responsibility of the Proposers, and these costs will not be reimbursed by the State.
- 3.5.3. Proposers are welcome to submit initial questions prior to the conference. All questions must be received in writing by 5:00 pm MT on July 15, 2026. These questions should be tied directly to the RFP by referencing the proposal section number to which each question relates. Wyoming Department of Transportation staff will make every effort to answer questions at the pre-proposal conference, as long as questions are received in a timely manner.
- 3.5.4. Oral responses to questions asked during the conference will be handled as informational only and will not be considered binding. Written (official) answers will be provided for all questions placed in writing during the pre-proposal conference.

3.6. ORAL PRESENTATIONS:

- 3.6.1. Proposer may be required to make an oral presentation to clarify and/or demonstrate any particular points about their proposals or to discuss any changes to their technical proposals which might be advantageous to the Department. The procurement timetable (See Section 4: Schedule of Events) will indicate the period when oral presentations may be requested. If so requested, Proposers will be provided a one-week notification of the time scheduled for the presentation. The Evaluation Team members will address questions to the Proposers

pertaining to their ability to complete this project. The Proposer is responsible for the payment of all costs involved in any oral presentations and shall not be reimbursed by the Wyoming Department of Transportation for these costs. All oral representations will be considered a part of the cost proposal, unless specifically stated otherwise. Failure to agree to an oral presentation may result in disqualification from further consideration.

- 3.6.2. See Section 8 Evaluation Methodology for evaluation criteria. Such presentations are for the purpose of explaining or clarifying any significant elements of the proposal and/or displaying software/hardware capabilities to assist the Evaluation Team in further evaluating the proposal. At the option of the Wyoming Department of Transportation, presentations may be attended by others in addition to the Evaluation Team members.

3.7. EFFECTIVE DATES OF PROPOSAL:

- 3.7.1. All terms, conditions, and costs quoted in the proposer's response will bind the proposer for 180 days from the effective date of the proposal.

3.8. ADVERTISING AWARD CONDITIONS:

- 3.8.1. A fully executed contract should be completed with the State before the successful proposer may advertise the award of the contract or the services being provided. The proposer should agree not to refer to awards in commercial advertising in such a manner that states or implies that the firm or its services are endorsed or preferred by the State of Wyoming.

3.9. CONTRACT NEGOTIATIONS:

- 3.9.1. The Wyoming Department of Transportation will notify the successful proposer and negotiate a contract in accordance with the Wyoming Attorney General's contract guidelines. The successful proposer will be required to enter into and sign a formal contract with the State.
- 3.9.2. After reviewing all proposals, a firm will be selected for contract negotiations. Final selection will be subject to the negotiation of a satisfactory agreement on the terms and fees. The State of Wyoming assumes no obligation to the selected firm until agreement is reached and a contract is fully executed. If agreement is not reached, negotiations will be terminated, and negotiations may be initiated with the second most qualified firm.

3.10. BEGINNING WORK:

- 3.10.1. The successful proposer may not perform any work that could be billed until a contract has been executed. The State will not pay for any work completed by the proposer before a contract is executed.

3.11. COST OF PREPARING PROPOSALS:

- 3.11.1. All costs incurred for preparing the proposal and for other procurement-related activities are solely the proposer's responsibility. The Wyoming Department of Transportation will not provide reimbursement for these costs.

3.12. PROPOSAL EVALUATION:

- 3.12.1. All Proposers must meet the minimum qualifications set forth in the Proposal Requirements and Review Process in order to be considered and ranked pursuant to the criteria set forth in this RFP.

3.13. RISKS AND LIABILITY:

- 3.13.1. By submitting a proposal, a proposer assumes any and all risks and liability associated with

information in the proposal and its release.

3.14. ADDENDA TO THE RFP:

- 3.14.1. The Wyoming Department of Transportation reserves the right to amend the RFP prior to the date for proposal submission. Addenda will be sent to all firms that are on the RFP E-Mail list via Public Purchase. Addenda will be posted on Public Purchase and must be acknowledged by proposers.

3.15. PROPERTY DAMAGE AND LIABILITY INSURANCE:

- 3.15.1. The proposer may be required to furnish proof of property damage liability insurance in the amount deemed necessary by the Agency for the project, if applicable.
- 3.15.2. Questions regarding required insurance coverages and limits for this project should be submitted in writing in accordance with instructions outlined in the special provisions.

3.16. INSURANCE:

- 3.16.1. The contract between the successful proposer and the State shall require the successful proposer to carry certain insurance policies. All such insurance policies, except workers' compensation and unemployment compensation policies, shall contain a waiver of subrogation against the Agency and the State, its agents and employees.
- 3.16.2. The contract between the successful proposer and the State shall require cyber liability insurance which shall be sufficiently broad to cover all duties and obligations undertaken by successful proposer and shall include, but not be limited to, claims involving infringement of intellectual property, but not limited to, infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or description of electronic information, release of private information, alteration of electronic information, extortion and network security, with minimum limits as follows:
- 3.16.2.1. \$2,000,000.00 each occurrence; and
- 3.16.2.2. \$2,000,000.00 general aggregate
- 3.16.2.3. Coverage should include breach response, regulatory fines and penalties, and credit monitoring expenses, with limits sufficient to respond to these obligations. Higher limits may be required when the contract involves large amounts of protected information or is high-risk.

3.17. MISREPRESENTATION OF INFORMATION:

- 3.17.1. Misrepresentation of a proposer's status, experience, or capability in the proposal may result in the disqualification of that proposer from the selection process. Discovery of litigation or investigations in a similar area of endeavor may, at the discretion of the State and after consultation with the A&I Procurement Office, preclude the proposer from the selection process.

3.18. DISPOSITION OF PROPOSALS:

- 3.18.1. All material submitted becomes the property of the State of Wyoming, which is under no obligation to return any of the material submitted.

3.19. PROPOSER RELATIONSHIP WITH STATE:

- 3.19.1. Proposer staff will have an ongoing relationship with State staff that is based on trust,

confidentiality, objectivity, and integrity. The proposer will operate at all times in the State's best interests and in a straightforward, trustworthy, and professional manner. The proposer shall:

15.1.1. Work cooperatively with the State's staff and business partners whenever required.

15.1.2. Work cooperatively with the staff of other proposers whenever required.

3.20. FAILURE TO COMPLY WITH INSTRUCTIONS:

3.20.1. Proposers failing to comply with these instructions may be subject to point deductions. Further, the Wyoming Department of Transportation may deem a proposal nonresponsive or disqualify it from further consideration if it does not follow the response format, is difficult to read or understand, or is missing requested information.

3.21. MANDATORY PROCUREMENT REQUIREMENTS:

3.21.1. Procurement Services may deem a proposal nonresponsive based on a violation of mandatory procurement requirements. Additional mandatory requirements concerning specifications or the scope of services, if required, will be shown in Section 6. Procurement Services require:

3.21.1.1. Proposals are submitted by the deadline.

3.21.1.2. All documents requiring an original signature have been signed and are included.

3.21.1.3. Any and all addenda have been acknowledged by the Proposer.

3.22. EXTENSION AND AMENDMENT:

3.22.1. The proposer and the State covenant and agree that this proposal or subsequent contract may, with the mutual approval of the proposer and the State, be extended two times for three years at a time for a total contract period not to exceed six (9) years.

3.23. BEST AND FINAL OFFERS (BAFO):

3.23.1. A best and final offer is an opportunity for the Proposer to improve the proposal by submitting revised proposed costs as well as other amendments, and is not part of the contract negotiation process. The BAFO must be submitted by the specified deadline. The Wyoming Department of Transportation reserves the right to restrict BAFOs to only those Proposers in the competitive range of scores or the highest scored proposal after the evaluation of all proposals. Best and final offers, as amended, are accepted only once.

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SECTION 4: SCHEDULE OF EVENTS

4.1. KEY DATES (SCHEDULE OF EVENTS):

- 4.1.1. The following schedule of events is subject to change at the sole discretion of the Wyoming Department of Transportation:

| Event Description | Date | Time |
|---|------------|---------------|
| RFP Released | 06/16/2026 | N/A |
| Pre-Proposal Conference (Optional) | 07/07/2026 | 10:00 A.M. MT |
| Closing Date for Questions | 07/15/2026 | 5:00 P.M. MT |
| Response to Questions Returned | 07/23/2026 | 5:00 P.M. MT |
| Proposal Submission Due Date | 08/06/2026 | 11:00 A.M. MT |
| Oral Presentations (Optional) | TBA | TBA |
| Tentative Contract Award Date | 08/20/2026 | |
| Award by the Wyoming Transportation Commission at its meeting on September 17, 2026 (if applicable) | | |

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SECTION 5: ADMINISTRATIVE INFORMATION

5.1. INTRODUCTION AND BACKGROUND:

- 5.1.1. The Wyoming Department of Transportation (WYDOT) Driver Services Program is responsible for issuing secure driver credentials in compliance with federal REAL ID requirements and statewide information-technology standards. WYDOT is seeking a vendor to provide secure driver credential printing services and specialty government identification cards to support ongoing credential-production operations.
- 5.1.2. The State must maintain continuous credential-production capability while ensuring compliance with federal security requirements, enterprise-security standards, and evolving operational needs.
- 5.1.3. WYDOT currently relies on credential-production services that must be modernized to ensure continued compliance with REAL ID requirements, improve operational reliability, strengthen inventory-control processes, and align with Wyoming Enterprise Technology Services (ETS) security standards.
- 5.1.4. The State requires a vendor capable of providing secure credential production, fulfillment, inventory management, and operational support services while maintaining continuity of service.
- 5.1.5. Credential printing services shall align with:
 - 5.1.5.1. Wyoming statewide IT and Security standards
 - 5.1.5.2. Department of Homeland Security Minimum Standards for Driver's Licenses and Identification Cards
 - 5.1.5.3. AAMVA DL/ID Card Design Standard (2025)
 - 5.1.5.4. WYDOT Driver Services operational systems and processes
 - 5.1.5.5. This procurement supports the State's continued investment in secure identity-credential issuance and operational modernization of Driver Services programs.
 - 5.1.5.6. The existing field names, type, and descriptions are in Exhibit 1. The winning proposer shall use the same fields, lengths, and types as the current issuance system's API.
 - 5.1.5.7. The complete list of credentials is in Exhibit 2.
 - 5.1.5.8. The historical volume of cards printed can be found in Exhibit 3.
- 5.1.6. State assumptions:
 - 5.1.6.1. Credential-production services shall remain operational throughout the contract term.
 - 5.1.6.2. The selected vendor shall support all REAL ID secure printing and security compliance requirements.
 - 5.1.6.3. The solution shall integrate with existing WYDOT credential-issuance processes.
 - 5.1.6.4. Credential-production security controls shall align with ETS enterprise security policies.
 - 5.1.6.5. Implementation shall support production readiness by **January 1, 2027**.

5.2. PURPOSE AND INTENT:

- 5.2.1. The purpose of this Request for Proposal (RFP) is to solicit competitive proposals from proposers who can offer Secure Central Production and Mailing for credentials required by Driver services in compliance with Real ID and AAMVA standards to meet the Wyoming Department of Transportation needs and expectations, as described within this RFP.
- 5.2.2. The purpose of this Request for Proposal (RFP) is to solicit competitive proposals from qualified vendors to produce and mail secure driver credentials, identification cards, and specialty government identification cards to meet the Wyoming Department of Transportation's operational, security, and compliance requirements.
- 5.2.3. **Purpose overview:** This RFP establishes a contract for credential-production services, including:
 - 5.2.3.1. Secure card production
 - 5.2.3.2. Personalization
 - 5.2.3.3. Inventory control
 - 5.2.3.4. Fulfillment and delivery
 - 5.2.3.5. Operational support
- 5.2.4. **Project explanation:** This project includes implementation and ongoing credential-production operations.
- 5.2.5. **Implementation Phase:** The implementation phase will include:
 - 5.2.5.1. Project kickoff
 - 5.2.5.2. Solution configuration
 - 5.2.5.3. Testing
 - 5.2.5.4. Training
 - 5.2.5.5. Production rollout
 - 5.2.5.6. Transition from the incumbent vendor (if applicable)
- 5.2.6. **Operational Phase:** The operational phase will include:
 - 5.2.6.1. Credential production and fulfillment
 - 5.2.6.2. Inventory management
 - 5.2.6.3. Quality assurance
 - 5.2.6.4. Security compliance support
 - 5.2.6.5. Reporting and service-level monitoring

5.3. STAKEHOLDERS:

- 5.3.1. Wyoming Department of Transportation (WYDOT)
- 5.3.2. Driver Services Program
- 5.3.3. Enterprise Technology Services (ETS)
- 5.3.4. State agencies requiring identification cards
- 5.3.5. Wyoming residents and government agencies that rely on secure driver credentials and

identification cards.

5.3.6. Benefits of this procurement include:

- 5.3.6.1. Continued REAL ID certification compliance
- 5.3.6.2. Secure credential-production operations
- 5.3.6.3. Efficient and accurate mailing of credentials to customers
- 5.3.6.4. Improved inventory control and fulfillment reliability
- 5.3.6.5. Alignment with statewide enterprise-security standards
- 5.3.6.6. Operational continuity for Driver Services programs

5.4. RFP REQUIREMENTS:

- 5.4.1.** The Wyoming Department of Transportation defined the requirements stated herein and created this RFP. The Requirement/Specifications document is included as a part of this RFP. **THESE ARE MANDATORY REQUIREMENTS, WHICH MAY BE SUBJECT TO VARIATION AND MODIFICATION ONLY THROUGH THE WRITTEN APPROVAL OF THE AGENCY.**

5.5. MANDATORY REQUIREMENTS

- 5.5.1.** The Wyoming Department of Transportation defined the requirements stated herein and created this RFP. The requirements and specifications described in this RFP are mandatory unless otherwise approved in writing by the State.
- 5.5.2.** Vendors shall comply with all administrative, technical, operational, and security requirements described in this RFP. Additionally, all Vendors shall adhere to the Sample Credential submission Requirements.

5.6. SAMPLE CREDENTIAL SUBMISSION REQUIREMENTS

- 5.6.1.** As part of the proposal submission, the proposer shall provide physical sample credentials demonstrating card design, materials, and print quality.
- 5.6.2.** The Offeror shall provide the Department with three sets of all proposed card samples. The samples shall consist of:
- 5.6.2.1. Both horizontal and vertical samples representing the Real ID Compliant DL/ID card type or design proposed. For example, if the Vendor proposes a single DL and state ID card, the Vendor shall provide three (3) card samples of the DL and three (3) card samples of the ID.
 - 5.6.2.2. The Vendor shall provide samples of all the Specialty ID Cards or reasonable facsimiles.
 - 5.6.2.3. Include a sample of DL/ID cards for "Not U.S. Citizen" notation per Wyoming SF0033 or reasonably similar facsimile for persons above and below the age of 21
 - 5.6.2.4. The card samples do not have to be a Wyoming-specific design, but the card samples provided shall fully depict the proposed card type/construction/printing method and shall be produced on equipment identical to that which the Offeror is proposing to use for the Central Card Production Facility (CCPF).
 - 5.6.2.5. The DL/ID card samples shall include the required data fields as outlined in the current [AAMVA DL/ID Card Design Standard](#) and shall include the proposed security features. Card samples shall be produced using the materials, substrates,

construction, and printing methods proposed.

- 5.6.2.6. If the Offeror proposes optional security features, the Offeror shall provide three (3) separate card samples of each type (i.e., horizontal, vertical, DL, State ID) that contain the optional security features and clearly identify them as such.
 - 5.6.2.7. All card samples submitted shall be blind samples, meaning they must not indicate in any way which Offeror produced them.
 - 5.6.2.8. Please provide proof of shipment as a PDF attachment (ex: shipping confirmation with address, date shipped, expected delivery date). If delivering in person, please provide a receipt or proof of delivery to be signed and dated with the time of delivery noted by the recipient. All samples must be received before the due date and time of the solicitation, regardless of delivery method.
- 5.6.3. Samples may use fictitious data but shall demonstrate:
- 5.6.3.1. Card substrate and construction
 - 5.6.3.2. Print quality and durability
 - 5.6.3.3. Security features
 - 5.6.3.4. Lamination and protective elements
 - 5.6.3.5. Personalization techniques
 - 5.6.3.6. Color fidelity and resolution
 - 5.6.3.7. Machine readability (if applicable)
- 5.6.4. Sample credentials will be used for **technical evaluation purposes only** and will not be returned.
- 5.6.5. Failure to provide sample credentials shall result in the proposal being deemed non-responsive.

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SECTION 6: REQUIREMENTS/SPECIFICATIONS – RESPONSIBILITIES OF VENDOR

6.1. SCOPE OF PROJECT:

6.1.1. Goals:

- 6.1.1.1. The Vendor shall provide a secure CCPF that will be utilized throughout the term of the contract. The CCPF shall have the necessary personnel and equipment to produce DL/ID and Specialty cards; place them in individual mailers; and sort, package, and distribute them in the most efficient and economical process per United States Postal Service (USPS) requirements for First Class delivery.
- 6.1.1.2. CCPF personnel shall produce finished DL/ID cards and then enter them in the USPS mail system for transit within one (1) calendar day of receiving the daily files that the Department uploaded to the CCPF.

6.1.2. Operational Objectives:

- 6.1.2.1. The contractor shall support WYDOT credential-production operations by:
- 6.1.2.2. Providing secure credential printing and fulfillment
- 6.1.2.3. Maintaining inventory accountability for controlled materials
- 6.1.2.4. Supporting operational reporting and performance monitoring
- 6.1.2.5. Supporting implementation and transition activities
- 6.1.2.6. Maintaining security controls consistent with REAL ID and ETS policies
- 6.1.2.7. Expected improvements include:
 - 6.1.2.7.1. Reduced production errors and reprints
 - 6.1.2.7.2. Improved material-inventory reconciliation
 - 6.1.2.7.3. Reliable delivery timelines
 - 6.1.2.7.4. Improved operational reporting

6.1.3. Scope of Activity – Vendor: The contractor shall perform, at a minimum:

- 6.1.3.1. Project management
- 6.1.3.2. Implementation planning and execution
- 6.1.3.3. Credential production and personalization
- 6.1.3.4. Inventory control and reconciliation
- 6.1.3.5. Fulfillment and delivery services
- 6.1.3.6. Quality-assurance processes
- 6.1.3.7. Security-compliance support
- 6.1.3.8. Documentation
- 6.1.3.9. Training
- 6.1.3.10. Testing support
- 6.1.3.11. Operational reporting

- 6.1.3.12. Risk-management planning
- 6.1.3.13. Continuity-of-operations planning

6.2. SCOPE OF PROJECT:

6.2.1. DL/ID Production

- 6.2.1.1. The Vendor shall provide a secure CCPF that will be utilized throughout the term of the contract. The CCPF shall have the necessary personnel and equipment to produce DL/ID cards; place them in individual mailers; and sort, package, and distribute them in the most efficient and economical process per United States Postal Service (USPS) requirements for First Class delivery.
- 6.2.1.2. CCPF personnel shall produce finished DL/ID cards and then enter them in the USPS mail system for transit within two (2) calendar days of receiving the daily files that the Department uploaded to the CCPF.
- 6.2.1.3. Expedited delivery may also be included at the discretion of the Department. The Vendor shall establish and maintain the relationship with an express delivery carrier and provide the Department access to delivery tracking information. For expedited delivery requests received by 3:30 pm MST each day, the finished DL/ID cards shall be produced and received by the designated express delivery carrier within one (1) day for next-day delivery.
- 6.2.1.4. Postage fees shall be processed as a pass-through cost. Prices may be adjusted per postage rate as approved by the U.S. Postal Regulatory Commission (<https://www.usps.com/business/prices.htm>).
- 6.2.1.5. On average, 10 Customers a year are located outside of the United States. These customers require international shipping, which the Vendor may elect to provide at no additional cost to the Department. If the Vendor does not provide international services, they shall mail the DL/ID to the Department.
- 6.2.1.6. Saturdays, Sundays, and State of Wyoming observed holidays will not be included in the calendar day count.
- 6.2.1.7. Any instance where the Vendor does not meet the delivery requirements as outlined in 6.2.1.1. and 6.2.1.2. will subject the Vendor to liquidated damages as listed below:
 - 6.2.1.8. Regular Delivery Penalty for Exceeding Next Day: \$0.25 per DL/ID card per day.
 - 6.2.1.9. Expedited Delivery Penalty for Exceeding Same Day: \$5 per DL/ID card per day.
- 6.2.1.10. The Vendor's mailing and delivery solution shall ensure the efficiency, security, and quality of the delivery of the DL/ID cards.
- 6.2.1.11. The DL/ID solution shall provide in-depth reports relating to card manufacturing, production, mailing of the DL/IDs, and problems encountered/corrective action taken by the Contractor. The format of the reports to be submitted is at the Department's discretion and may be subject to change.
- 6.2.1.12. The Vendor shall ensure credentials are sent to ensure any returned credentials are directed to the Department.
- 6.2.1.13. The Vendor shall provide via automated interface all production request data as determined by the State, including images of the front and back of each printed credential.

6.2.2. Scope of Activity – Department of Transportation

6.2.2.1. Project Management Responsibilities

- 6.2.2.1.1. Monitor proposer performance.
- 6.2.2.1.2. Meet with the proposer on an ongoing basis to discuss any details or issues related to the PROJECT implementation, the schedule for development, conflicts with other activities, and the implementation approach.
- 6.2.2.1.3. Meet with proposer staff, as necessary, to clarify the requirements in this RFP.
- 6.2.2.1.4. At the proposer's request, provide clarification regarding Agency policy, regulations, and procedures.
- 6.2.2.1.5. Escalate risks
- 6.2.2.1.6. Monitor issues and inform executive staff
- 6.2.2.1.7. Facilitate stakeholder management
- 6.2.2.1.8. Facilitate communication with other Wyoming agencies, including WYDOT IT, ETS, LEAs, and HR

6.2.2.2. System Testing Responsibilities

- 6.2.2.2.1. Review and accept the proposer's system test plan and test results.
- 6.2.2.2.2. Attend test result walk-throughs, as needed, to assess the completeness and accuracy of the proposer's system testing.

6.2.2.3. User Acceptance Test Responsibilities

- 6.2.2.3.1. Accept an acceptance test case, scripts/scenarios, and plan.
- 6.2.2.3.2. Develop test data.
- 6.2.2.3.3. Execute acceptance testing and validate test results.
- 6.2.2.3.4. Evaluate the test results as tests are conducted, identify problems, and document them for resolution by the proposer.
- 6.2.2.3.5. Retest problems resolved by the proposer, as appropriate.
- 6.2.2.3.6. Review and accept the PROJECT for implementation.

6.2.2.4. Implementation Preparation Responsibilities

- 6.2.2.4.1. Accept format of Pilot period.
- 6.2.2.4.2. Accept implementation of the PROJECT, including operational readiness as described in the RFP.
- 6.2.2.4.3. Accept operational readiness plan.

6.2.3. Suggested Project Duration:

- 6.2.3.1. Implementation timeline: contractor-proposed
- 6.2.3.2. Operational services: multi-year contract term
- 6.2.3.3. Known constraint: Production readiness required by January 1, 2027.

6.3. GENERAL REQUIREMENTS:

6.3.1. Location and Work Environments

- 6.3.1.1. Provide the Agency's expectations as to where the proposer will physically be located during the engagement.

6.3.2. On-Site Requirements:

- 6.3.2.1. Facility/hardware/connectivity that currently exists and is available may be provided. Any new requirements/costs for an environment will be at the expense of the proposer.
- 6.3.2.2. Key personnel may be required to work on site in Cheyenne to accomplish tasks such as coordinating requirements, testing, meetings, system demonstrations, training, etc.
- 6.3.2.3. The proposer should be available to come to Cheyenne when requested to attend meetings or participate in functions in support of this project.
- 6.3.2.4. On-site Standard Work Shift: This entails working on site in State of Wyoming facilities, using a standard workday (8:00 A.M. to 5:00 P.M. by default) for work hours. The core work hours would be established by Enterprise Technology Services at the time the resources are requested, with flexible schedules being allowed in accordance with the State of Wyoming personnel rules.
- 6.3.2.5. Onsite Alternate Work Shift: This entails working on site in State of Wyoming facilities during off-shift hours (hours between 5:00 P.M. and 8:00 A.M.). These hours may vary and would be established by the Information Technology Division at the time the resources are requested.
- 6.3.2.6. Offsite Remote Requirements:
 - 6.3.2.6.1. Use of offshore and nearshore resources is strictly prohibited for all proposer services associated with this RFP.
 - 6.3.2.6.2. Example: Offsite Remote Work Hours: This entails performing work for the State of Wyoming, using remote access to networks and systems in accordance with the State of Wyoming VPN (Virtual Private Network) access guidelines. The proposer would be required to utilize the State of Wyoming VPN client software and meet the requirements for proposer remote access.

6.3.3. Communication Requirements:

- 6.3.3.1. Proposer shall provide a single point of contact and provide a communication plan. The Communication Plan should encompass objectives, goals, and tools for all communications, including top-down, bottom-up, and cross-organizational communications.
- 6.3.3.2. Proposer shall provide regular status reports on a mutually agreed-upon regular schedule outlining the project's progress updates, which include key issues, identified unknown risks, accomplishments, and compliance with milestones and delivery dates

6.3.4. Equipment:

- 6.3.4.1.1. WYDOT and ETS will provide, as it currently exists, workspace, internet connectivity, and access to the current IT infrastructure via VPN

- 6.3.4.1.2. Proposer shall provide all electronic and telecommunications equipment needed to support the contract, including but not limited to:
 - 6.3.4.1.2.1. File Servers
 - 6.3.4.1.2.2. Personal computers
 - 6.3.4.1.2.3. Software that shall be licensed copies and updated with the latest security patches

6.3.5. State Personnel:

- 6.3.5.1. Executive Sponsor
 - 6.3.5.1.1. Provides strategic direction and funding authority
 - 6.3.5.1.2. Resolves escalated risks and contractual issues
 - 6.3.5.1.3. Approves major changes and policy decisions
 - 6.3.5.1.4. Approves changes to scope, budget, timeline
- 6.3.5.2. Program Management
 - 6.3.5.2.1. Primary State lead for subject matter expertise
 - 6.3.5.2.2. Coordinates with Contractor and State Project Manager(s)
 - 6.3.5.2.3. Ensures alignment with Driver Services operations and policy
- 6.3.5.3. Credential Design Team
 - 6.3.5.3.1. DI/ID Project Liaison
 - 6.3.5.3.2. Fraud Document specialist
- 6.3.5.4. IT Technical Oversight
 - 6.3.5.4.1. Ensure system compatibility with the State environment
 - 6.3.5.4.2. Oversees interfaces, infrastructure environment, and technical standards
- 6.3.5.5. Security Officer
 - 6.3.5.5.1. Approves Access Controls
 - 6.3.5.5.2. Encryption standards
 - 6.3.5.5.3. Remote access
- 6.3.5.6. Legal/Procurement Support
 - 6.3.5.6.1. Reviews liability, penalties, breach conditions, contractual obligations, and enforcement
- 6.3.5.7. SMEs
 - 6.3.5.7.1. Provide and execute test cases
 - 6.3.5.7.2. Provide policy and department guidance
 - 6.3.5.7.3. Determine reports necessary for business

6.4. SYSTEM OF WYOMING IT STANDARDS:

- 6.4.1. The services, work products, and final deliverables provided by the proposer shall be in compliance with State Statutes, CIO Promulgated Rules, State IT policies and standards, and the Wyoming Department of Transportation standards for required system hardware, software, and development components, when completed and accepted by the Agency.

6.4.2. State of Wyoming Electronic Transactions: <http://ets.wyo.gov/governance>

State of Wyoming Electronic Transactions: Visit <https://rules.wyo.gov/Search.aspx> and search Electronic Transactions. Click on the Enterprise Technology Services drop-down arrow, then the Director's Office drop-down arrow. Chapters 4, 5, and 7.

6.4.3. State of Wyoming IT Policies and Standards:
<http://ets.wyo.gov/resources/policies-and-standards>

Data Breach - Wyoming Statutes § 40-12-501 through § 40-12-509

6.4.4. Statutory Mandates:

Wyoming Statutes § 31-7-101 through 31-7-142 and § 31-8-101 through 31-8-103

CFR Title 6 Chapter 1 Part 37 (REAL ID DRIVER'S LICENSES AND IDENTIFICATION CARDS)

[AAMVA DL/ID Card Design Standard](#)

6.5. TECHNOLOGY AND SPECIFICATIONS:

6.5.1. Card Design and Requirements

6.5.1.1. This section highlights the construction and security requirements for the DL/IDs to be produced. The descriptions and items are neither mutually exclusive nor collectively exhaustive. The material reflects considerations representative of those that may be incorporated in the Vendor designs and construction.

6.5.1.2. One primary objective of central issuance is security and integrity of DL/IDs issued by the Department on behalf of the State of Wyoming. The Department therefore requires the Vendor to place a high degree of emphasis on the design of integrated security features, to create a card with a high degree of security that earns a high level of trust and shall consider security of the proposed cards with the highest scrutiny.

6.5.1.3. The Department and the Vendor shall establish a Credential Design Team (CDT) to remain active throughout the contract period. The Vendor shall provide at minimum one (1) subject matter expert to participate on this team that is responsible to safeguard the State of Wyoming DL/ID cards. The CDT shall at a minimum, be comprised of the following key personnel:

6.5.1.3.1. The Vendor Representative(s)

6.5.1.3.2. The Department DL/ID Project Liaison

6.5.1.3.3. Any additional Department staff as determined

6.5.1.4. If the State adopts legislation in the future to implement provisions of an enhanced DL, the successful Vendor will be required to bring its secure credential system into compliance with the terms of such legislation.

6.5.2. Card Formats

6.5.2.1. All card formats are referenced in Exhibit 3. Card Formats. Card formats include Driving, Non-Operating Identification Credentials, including specialty government identification cards.

6.5.2.2. The Department reserves the right to modify or add additional card

material/types/formats/designs at any time during the term of the contract. The Department and the Vendor will negotiate a fair and reasonable cost.

- 6.5.2.3. In the event of a change to the card design, proposed card designs and layouts of sample Wyoming-specific designs shall be approved by the Department in writing prior to production.

6.5.3. Card Construction

- 6.5.3.1. The Vendor shall maintain a detailed description of the following:
 - 6.5.3.1.1. Card construction and security features solution(s).
 - 6.5.3.1.2. Static security features placed upon or within the cards.
 - 6.5.3.1.3. Means and methods of application of personalization data.
 - 6.5.3.1.4. Ability to resist tampering.
- 6.5.3.2. The Vendor shall demonstrate how the card provides the maximum resistance to compromise attempts, including, but not limited to:
 - 6.5.3.2.1. Counterfeit/simulation
 - 6.5.3.2.2. Alteration
 - 6.5.3.2.3. Photo/Signature substitution
 - 6.5.3.2.4. Counterfeit from cannibalized cards

- 6.5.4. The Department will have final authority to determine card design and acceptance of card designs.

- 6.5.4.1. Upon completion and approval of any/all card designs, customized holographic laminates, or other card security features, the Department shall exclusively and perpetually own all designs, diagrams, layouts, artwork, or similar materials. The Vendor shall promptly provide an acknowledgement or assignment in a tangible form, satisfactory to the Department, to evidence the Department's sole ownership and provide information to the Department. The Vendor shall be required to copyright these designs or original artwork in the name of the Department and the State of Wyoming.

6.5.5. Personalization Data Elements

- 6.5.5.1. Personalization fields are considered unique to the individual cardholder and therefore require utmost protection from compromise by substitution or alteration attempts. The photo image, 2D barcode, and the signature shall be regarded as personalization fields.
- 6.5.5.2. Both the DL, state ID card, and specialty ID cards may have a redundant application of the photo image personalization fields.
- 6.5.5.3. The credentials shall adhere to the field positioning requirements of the current AAMVA standard. Field layout positions for the credential must provide simplified examination and readability, and shall be used for all card formats listed in Driving and Non-Operating Identification Credentials Exhibit 2 Card Formats.

6.5.6. Card Material and Printing Method

- 6.5.6.1. The Vendor shall provide a highly durable card that is capable of surviving a 12-year card life.
- 6.5.6.2. The construction of the card material shall be conducted in secure facilities with adequate inventory controls and with minimal human handling.

6.5.7. Card Security Features

- 6.5.7.1. As requested by the Department, the Vendor shall accommodate change(s) to security features during the period of the contract in an attempt to prevent compromise of card security. The ability to change security features should be done at minimal incremental cost to the Department.
- 6.5.7.2. Credential security shall be verifiably authentic through three (3) additional levels of inspection:
 - 6.5.7.2.1. Level One — Easily identifiable visual or tactile features for rapid inspection at the point of usage without tools or aids.
 - 6.5.7.2.2. Level Two — Examination by trained inspectors with simple equipment (magnifying glass, UV light, machine reading equipment, etc.).
 - 6.5.7.2.3. Level Three — In-depth evaluation may require special equipment to provide true certification by forensic specialists conducting detailed examinations.
- 6.5.7.3. The acceptable mandatory and optional security features can be found in section B.4 of the current AAMVA DL/ID Card Design Standard document.
- 6.5.7.4. Card security features shall be counterfeit-resistant and protect the information contained on the card from tampering
- 6.5.7.5. Card security features may be included as a durable laminate or embedded within the card body as appropriate, and shall be well integrated with the card design and maintain the integrity of the primary photograph
- 6.5.7.6. The Vendor's design shall include at least one (1) proprietary security feature or material that cannot be purchased, duplicated or altered by anyone attempting to make a fraudulent credential.

6.5.8. The Department and the Vendor shall establish a **Card Design Security Program (CDSP) that will remain active throughout the contract period and that is responsible for the following:**

- 6.5.8.1. A quarterly assessment of returned cards that failed the intended card life and preparing a report of the findings. The report must include the number of cards failed and an explanation for the failure.
- 6.5.8.2. An annual review of the card designs to determine resistance to compromise and fraudulent activity attempts.
- 6.5.8.3. Maintaining card security and modifying security features.

6.5.9. Card Testing/Compliance

- 6.5.9.1. If modifications are made to the card design, the Vendor shall provide the Department with thirty (30) produced DL/ID card samples, including governmental specialty identification cards (if applicable). The samples shall consist of both horizontal and vertical samples representing the DL/ID card type or design proposed. For example, if the Vendor proposes a single DL and state ID card, the Vendor shall provide fifteen (15) card samples of the DL and fifteen (15) card samples of the ID (30 cards). The card samples shall include the Wyoming-specific design.

6.5.10. AAMVA Compliance

- 6.5.10.1. The Vendor's DL/ID card solution must fully comply with the AAMVA Card Design

Standards (<https://www.aamva.org/getmedia/81af105d-8b1b-45e1-aa46-f1800a259ed1/AAMVADLIDCardDesignStandard2025.pdf>)

- 6.5.10.2. Proposed card designs may be submitted by the State to the AAMVA DL/ID Card Verification Program for review.
- 6.5.10.3. The DL/ID card solution must comply with:
 - 6.5.10.3.1. The AAMVA standard and compliance with standards referenced therein, to include all ISO/IEC recommendations.
 - 6.5.10.3.2. The cards shall meet the specified durability and testing criteria. Cards may be tested for general physical characteristics in accordance with ISO/IEC 10373 standard test methods.
- 6.5.10.4. The card testing is divided into three areas as follows:
 - 6.5.10.4.1. ISO general physical characteristics and ANSI INCITS 322 card durability
 - 6.5.10.4.2. AAMVA compliance
 - 6.5.10.4.3. Card security and integrity

6.5.11. Card Failure and Related Adjustment

- 6.5.11.1. The Vendor shall warrant DL/ID cards against failure for eight (8) years from the date of issuance, even if beyond the term of the Contract.
- 6.5.11.2. Active DL/ID cards are expected to remain intact and in acceptable physical condition for up to eight (8) years under normal use. DL/ID cards that are determined to have failed and are returned to the Department shall be directed to the CDSP team. The CDSP team at their quarterly meeting shall examine failed cards and determine whether the cards have failed as a result of misuse, willful destruction, or other methods beyond what may be considered normal use.
- 6.5.11.3. The Vendor representative(s) for the CDSP team shall be present for the failed DL/ID cards determination meetings.
- 6.5.11.4. The Vendor shall produce and deliver replacement cards for failed cards at no cost to the Department or to the cardholder.
- 6.5.11.5. Cards that fail in manufacturing, personalization, or prior to being considered active shall be considered spoilage and not invoiced to the Department. The Department shall pay only for cards that have met or surpassed all Quality Assurance processes and have been delivered to the cardholder in good condition.

6.6. SECURITY AND PRIVACY

- 6.6.1. To support standardized, interoperable IT environments, the state developed an enterprise architecture including Statewide Policies and Standards. Wyoming Enterprise Technology Services (ETS) and subsequent standards can be accessed at <https://ets.wyo.gov/resources/policies-standards>. Technical solutions developed by the Contractor shall conform to Department standards and to ETS standards.
- 6.6.2. Statewide IT Policies, Standards, and Procedures located at <https://ets.wyo.gov/resources/policies-standards> and-procedures.
- 6.6.3. The Contractor shall not connect to the system from outside of the Department's network except for approved remote access from the Department.

- 6.6.4.** The Contractor is prohibited from accessing personal identifying information (PII) that is stored, transported, or transmitted by the Department.
- 6.6.5.** The Contractor shall create and maintain administrative security procedures to prevent unauthorized dissemination of PII.
- 6.6.6.** Directory Services or Federated Authorization shall be used for authentication if supported by the system.
- 6.6.7.** Credential/template design and configuration functions must be secured independently from the printer operation/management console. The printer operator shall not have access to the printer configuration, credential configuration, and design objects.
- 6.6.8.** Remote Administrative Access: If the printer supports a web-based interface that allows administrators to view or change status or configuration information, the interface shall:
 - 6.6.8.1.** Use AES encryption.
 - 6.6.8.2.** Authenticate authorized users based upon user ID and a strong password, and using two-factor authentication managed by the Department.
 - 6.6.8.3.** Use SSL/TLS (https) encryption.
- 6.6.9.** Logging into the web interface of the printer without HTTPS is not permitted.
- 6.6.10.** Insecure protocols such as Telnet, FTP, and TFTP shall not be enabled to access the printer.
- 6.6.11.** Any incident or event that affects the confidentiality, integrity, and/or availability of Department information or essential business infrastructure shall be reported to the Department immediately as required by federal regulations and state statutes, policies, and standards.
- 6.6.12.** Application Security: The DL/ID printer software application must support role-based access control and provide for separation of duties. The Contractor shall provide the details of the system's security access controls.
- 6.6.13.** Disk Encryption: If the printer solution contains any non-volatile storage drives, the drives shall support and be configured for full disk encryption such that if the hard disk is removed from the system, the encrypted information on the disk shall not be readable. The encryption that shall be used is the AES Algorithm 256-bit, as specified in Federal Information Processing Standard Publication 197, AES.
- 6.6.14.** Automatic Disk Wiping: The storage drives shall enable automatic disk wiping, where the printer will automatically delete resident data after an administrator-configured interval.
- 6.6.15.** Personnel: The Department must approve and authorize all users requiring access to the printer, consumables, printer control, and administrative logons.
- 6.6.16.** The Contractor personnel, as well as any sub-contractor personnel, who have administrative access to the Department's computing resources or proximity access to sensitive IT areas shall be subject to the following at no cost to the Department:
 - 6.6.16.1.** Background checks: Criminal History Report with fingerprints.
 - 6.6.16.2.** Identity and Address Verification: Verifies the employee is who he or she claims to be including verification of the candidate's present and previous addresses.
 - 6.6.16.3.** Employment eligibility check.
 - 6.6.16.4.** Reference check.

- 6.6.16.5. Mandatory security training provided or approved by the Department shall be completed on a bi-annual basis.
- 6.6.17. Contractor shall provide supporting evidence of their compliance with the Personnel requirements listed above to the Department annually.
- 6.6.18. Physical Security: The primary and Disaster Recovery CCPF locations must engage in a high level of physical security.

6.7. CONTRACTOR-HOSTED SOLUTION

- 6.7.1. Under this option, the Contractor would house hardware and/or software/application off-site and would be responsible for timely maintenance and security requirements.
- 6.7.2. **Maintenance**
 - 6.7.2.1. The Contractor shall be responsible for all repairs and updates to ensure systems (i.e., hardware, software, and/or applications) are current and secure. During the term of the contract, the Contractor shall be responsible for the implementation, installation, and maintenance of the software. This includes but is not limited to updates to new versions, system enhancements/upgrades, service packs, hotfixes, and patches; and shall be provided at no additional cost to the Department.
 - 6.7.2.2. Security updates, software, and hardware patches and/or fixes for the Contractor's solution shall be completed by the Contractor. Distribution of those patches and/or fixes shall not interrupt the Department's operations during normal business hours.)
- 6.7.3. The proposer should provide multiple layers of external and internal security that provide administrative, physical, and technical means to protect sensitive or confidential information used in performing the responsibilities and duties outlined in this RFP. In addition, the proposer should include, but is not limited to, the following requirements:
 - 6.7.3.1. **Physical Location:** primary and failover facility/ies,
 - 6.7.3.2. **Facility Access and Security/Integrity:** facility and equipment allocation.
 - 6.7.3.3. **Staffing Security:** The proposer should maintain policies and procedures for security clearance and staffing controls, allowing proposer personnel access to Agency-owned confidential information and/or to restricted areas within the proposer's host environment.
 - 6.7.3.4. **Security and Environmental Controls:** The proposer shall maintain proper power and cooling, including redundant power and cooling, to safeguard all hardware, software, and state-owned data. The secure outer perimeter of defense includes, but is not limited to, the use of technical barriers, physical barriers, and administrative safeguards, etc.
 - 6.7.3.5. **Technical Support/Staffing:** The proposer shall maintain adequate technical support/staffing to provide 24x7x365 hosting services.
 - 6.7.3.6. **Architectural Design:** (hardware infrastructure description/network diagram, database structure, operating system (OS), etc.).
 - 6.7.3.7. **Secure Server(s):** Server(s) are protected from intrusion using physical barriers, technical barriers, and administrative barriers, etc.
 - 6.7.3.8. **Secure Network:** Network is secured through the use of multiple redundant firewalls, anti-virus software, data encryption for files transferred to and from

external users, etc. Data encryption shall meet Federal Information Processing Standard (FIPS) 140-3.

- 6.7.3.9. **Secure Application:** Access to the proposer system is granted using a unique user identifier and user profile, combined with a strong password. Any transaction or change to data is traced and audited, down to the user ID level.
- 6.7.3.10. **Security Awareness:** Security policies and procedures are maintained for each location or account. Proposer routinely reviews logs of system activity for suspicious activity. [If applicable, proposer shall provide HIPAA privacy and security training to all new hires and sub-Vendors].
- 6.7.3.11. **Data Storage:** Proposer shall provide sufficient storage to operate and support the proposed solution.
- 6.7.3.12. **Denial of Service (DOS) Attack:** The proposer should provide examples of policy, procedures, and safeguards employed to respond and/or recover from a denial of services. Proposer should also include metric RTO, etc.
- 6.7.3.13. **Internet Congestion:** The proposer will provide sufficient bandwidth and redundancy to access the proposed solution functionality.
- 6.7.3.14. **Backup/Archive routine:** Proposer should be able to demonstrate at a minimum requirement for archiving set by the agency first, then Industry standards and practices.
- 6.7.3.15. **Disaster Recovery Plan (DRP):** A copy of the hosting DRP and Continuity of Operations Plan (COOP). Proposer shall have a disaster recovery facility and provide documented policies and procedures to implement a recovery. If a complete failure occurs, the proposed solution shall be available within twenty-four (24) hours. Annual testing shall be conducted to ensure a smooth transaction should the plan need to be activated. The proposer shall provide a copy of the annual test results to the Wyoming Department of Transportation within 30 days of the disaster recovery demonstration.
 - 6.7.3.15.1. **Restoration Priority:** Enumerate the prioritized order of restoration for your proposed solution hosted services.
 - 6.7.3.15.2. **Data Security:** Proposer shall maintain policy and procedures to maintain and support the security of confidential information. Provide a description of your policies, procedures, and protocols on data security breaches. Data breach notification procedures and plans are maintained and shall, at a minimum, comply with WS § 40-12-502. [If applicable, data breach notification procedures and plans shall also comply with CFR 45 parts 160 and 164 (HIPAA/HITECH)].
 - 6.7.3.15.3. **Data Breach – Venue of Law:** If the proposer’s proposed solution were to be selected, provide a discussion on what state law would have jurisdiction in regard to data security breach notification.

- 6.7.3.15.4. **Certification and Audits:** Provide a discussion on certifications/audits, as applicable to these RFP requirements, your company may have achieved (i.e., SAS 70 Audit, HIPAA, SOX, GLB, etc.). Provide a copy of these certifications/audits, including the dates these were conducted.
- 6.7.3.15.5. **Web site Archiving:** Provide a description of the proposer's web site archiving practices and how their practices will meet the requirements of the Wyoming Public Records Act: W.S. 16-4-201 through 16-4-205.
- 6.7.3.15.6. **System Availability:** The system should be available 24/7. Any maintenance outages will be coordinated in advance with the agency-designated personnel.

6.7.4. Connectivity to the Department

- 6.7.4.1. The Department will allow the Contractor to remotely connect to the Department over a secure connection

6.8. CENTRAL CARD PRODUCTION FACILITY (CCPF)

- 6.8.1. The CCPF shall be owned and operated by the Vendor. The CCPF shall be staffed and operated by personnel provided by the Vendor. The CCPF shall be accessible to the Department and other staff or entities authorized by the Department in an auditing and inspecting capacity, with prior notice to the Vendor. The CCPF shall provide access and resources to the Department to conduct back-end auditing and regular performance reviews.
- 6.8.2. The CCPF shall be self-sufficient in the event of an outage. Self-sufficiency features may be of a temporary nature that must allow for continued production of cards for short-term outages. For power outages or other issues expected to last beyond 24 hours, the provision of a self-sufficiency capacity must be utilized to ensure a smooth, uninterrupted transfer of production capacity to a backup facility or backup facilities (backup facility).
- 6.8.3. The Vendor's backup facility shall meet the same requirements as the Vendor's main facility. The backup facility shall ensure the uninterrupted card manufacturing and production. The backup facility shall have the capability of manufacturing, personalizing, and mailing the DL/ID cards should the primary CCPF become inoperable.
- 6.8.4. The Vendor's backup facility shall be able to receive secure personal data required for card production and shall have sufficient consumables securely stored at this facility to meet the daily demand for DL/ID card production until the primary CCPF becomes fully operable. The facility must provide card manufacturing and production services identical to the primary CCPF.
- 6.8.5. At no cost to the Department, the Vendor shall periodically engage the services of a qualified third party to conduct a physical security and data security assessment of the CCPF. The first of these assessments shall be within six (6) months of the approval of implementation. Upon completion of this assessment, the third party will provide a final report to the Vendor, who will review it with the Department. Subsequent physical and data security assessments shall be performed annually and will satisfy federal compliance requirements.
- 6.8.6. The Vendor shall ensure the complete security and privacy of personal data utilized for card production. Any data temporarily stored within the CCPF must be inaccessible through theft or loss of any component including IT equipment. The Vendor shall produce a report certifying the date and time of deleting/destroying/erasing all temporary stored information.

- 6.8.7. A single unplanned system outage for all in-scope software and hardware components resulting in a loss of production shall not exceed more than four (4) consecutive hours during Standard Hours of Operation. Unplanned system outages for all in-scope software and hardware components shall not exceed a combined total of eight (8) hours during Standard Hours of Operation per calendar month. Any instance where the Vendor does not meet those requirements, the Vendor will be subject to liquidated damages as listed below:
- 6.8.7.1. Single unplanned outage occurrences exceeding four (4) consecutive hours: \$500.00 per occurrence.
 - 6.8.7.2. Combined unplanned outages per calendar month exceeding eight (8) hours per month: \$500.00 per hour for every hour exceeding eight (8) hours per month.

6.9. VENDOR STAFFING/QUALIFICATIONS:

- 6.9.1. The following are the proposed staffing and qualification requirements, as it relates to the services outlined in the RFP. These include, but are not limited to:
- 6.9.1.1. Relevant Experience: The Department and the Vendor shall establish a Credential Design Team (CDT) to remain active throughout the contract period. The Vendor shall provide, at a minimum, one (1) subject matter expert to participate on this team that is responsible for safeguarding the State of Wyoming Credentials. The CDT shall, at a minimum, be comprised of the following key personnel:
 - 6.9.1.1.1. The Vendor Representative(s)
 - 6.9.1.1.2. The Department Credential Project Liaison
 - 6.9.1.1.3. Any additional Department staff as determined
 - 6.9.1.2. Personnel: The Department must approve and authorize all users requiring access to the printer, consumables, printer control, and administrative logons.
 - 6.9.1.3. The Vendor personnel, as well as any sub-Vendor personnel, who have administrative access to the Department's computing resources or proximity access to sensitive IT areas shall be subject to the following at no cost to the Department:
 - 6.9.1.3.1. Background checks: Criminal History Report with fingerprints in accordance with CFR Title 6 Chapter 1 Part 37
 - 6.9.1.3.2. Identity and Address Verification: Verifies the employee is who he or she claims to be, including verification of the candidate's present and previous addresses.
 - 6.9.1.3.2.1. Employment eligibility check.
 - 6.9.1.3.2.2. Reference check.
 - 6.9.1.3.2.3. Mandatory security training provided or approved by the Department shall be completed on a bi-annual basis.
 - 6.9.1.3.2.4. The vendor shall provide supporting evidence of their compliance with the Personnel requirements listed above to the Department annually.

6.10. RISK MANAGEMENT:

6.10.1. General Risk Management Requirements

- 6.10.1.1. The Contractor shall establish, document, implement, and maintain a

comprehensive Risk Management Plan to identify, assess, mitigate, monitor, and report risks associated with all aspects of the solution, including production, security, system performance, data protection, and operational continuity.

- 6.10.1.2. The Risk Management Plan shall be submitted to the State for review and approval and shall be updated throughout the term of the Contract.
- 6.10.1.3. The Contractor shall maintain a risk register that includes risk descriptions, likelihood, impact, mitigation strategies, owners, and status
- 6.10.1.4. The Contractor shall proactively identify risks that may impact schedule, cost, performance, quality, security, or service delivery and implement mitigation strategies.

6.10.2. Production and Delivery Risks

- 6.10.2.1. Any instance where the Contractor does not meet the delivery requirements as outlined in 4.1.1.1. and 4.1.1.2. will subject the Contractor to liquidated damages as listed below:
 - 6.10.2.1.1. Regular Delivery Penalty for Exceeding Second Day: \$0.25 per DL/ID card per day.
 - 6.10.2.1.2. Expedited Delivery Penalty for Exceeding Next: \$5 per DL/ID card per day.
 - 6.10.2.1.3. The Contractor's mailing and delivery solution shall ensure the efficiency, security, and quality of the delivery of the DL/ID cards.
 - 6.10.2.1.4. The Contractor shall ensure all credentials are mailed in a manner that returned mail is sent to the department.
 - 6.10.2.1.5. The Contractor shall identify and mitigate risks related to production delays and delivery disruptions.

6.11. SYSTEM AVAILABILITY AND PERFORMANCE RISK

- 6.11.1. System outages shall not exceed:
 - 6.11.1.1. Four (4) consecutive hours per occurrence
 - 6.11.1.2. Eight (8) total hours per month
- 6.11.2. Failure of any hardware or software for eight (8) consecutive hours or repeated system crashes requiring manual intervention. The Contractor shall implement monitoring, alerting, and escalation procedures to minimize service disruptions.

6.12. ACCEPTANCE AND FAILURE RISK

- 6.12.1. Final Acceptance Test requires a 30-day period without major failure.
- 6.12.2. Significant failure of software or hardware
- 6.12.3. Extended outages or repeated crashes
- 6.12.4. Failure to respond within four (4) hours
- 6.12.5. The Contractor shall mitigate risks that could delay or prevent system acceptance.

6.13. BUSINESS CONTINUITY AND FACILITY RISK

- 6.13.1. The CCPF shall be self-sufficient during outages.
- 6.13.2. A backup facility shall ensure uninterrupted production.

- 6.13.3. The backup facility shall provide full production capability.
- 6.13.4. The Contractor shall maintain and periodically test business continuity and disaster recovery capabilities.

6.14. INVENTORY AND SECURE MATERIALS RISK

- 6.14.1. The Contractor shall reconcile raw material inventory for:
 - 6.14.1.1. Cards issued, Cards rejected, Cards destroyed, Cards returned, All other usages, Remaining inventory.
 - 6.14.1.2. The Contractor shall mitigate risks related to loss, theft, misuse, or misallocation of secure materials and consumables.

6.15. CHANGE AND TRANSITION RISK

- 6.15.1. All modifications shall be documented and approved.
- 6.15.2. Changes require re-testing.
- 6.15.3. Contractor shall assess and mitigate risks associated with system changes, upgrades, and process modifications

6.16. RESOURCE RESPONSIBILITIES:

- 6.16.1. **PROJECT MANAGER:** The proposer should designate a Project Manager to represent and oversee the project. This individual will serve as the focal and contact point for all proposer business matters relating to the project. An individual's resume, a list of their qualifications, years of experience as a project manager, current work assignments (client name), and home office location should be included.
 - 6.16.1.1. Confirm that the Project Manager will:
 - 6.16.1.2. Be the single point of contact for the duration of the engagement.
 - 6.16.1.3. Be responsible for the timely completion of all phases of the project.
 - 6.16.1.4. Be responsible for meeting all contractual requirements for the duration of the project.
 - 6.16.1.5. Attend status, quality review, and acceptance meetings as required and present status and progress reports on the project.
 - 6.16.1.6. Remain assigned to the project through completion of the project as determined by the Wyoming Department of Transportation.
 - 6.16.1.7. Identify project responsibilities and job functions

6.17. STAFFING PLAN

- 6.17.1. The proposal shall include the proposer's Staffing Plan describing personnel resources assigned to support implementation and ongoing credential-production operations.
- 6.17.2. At a minimum, the Staffing Plan shall address:
 - 6.17.2.1. Required Key Personnel Roles: Project Manager, Implementation Lead, Security Officer, Production Operations Lead, Customer Support Lead
- 6.17.3. For each role, the proposer shall provide:
 - 6.17.3.1. Name (if known)

- 6.17.3.2. Role description
- 6.17.3.3. Relevant experience
- 6.17.3.4. Years of experience supporting credential-production or government identity programs
- 6.17.3.5. Certifications (if applicable)

6.18. STAFFING MODEL:

6.18.1. The proposer shall describe:

- 6.18.1.1. Implementation of staffing approach
- 6.18.1.2. Operational staffing approach
- 6.18.1.3. Escalation structure
- 6.18.1.4. Operational-support model
- 6.18.1.5. Continuity-of-operations staffing approach

6.18.2. Personnel Continuity Requirements:

- 6.18.2.1. Key personnel shall remain assigned to the project through implementation and operational transition unless replacement is approved in writing by WYDOT.
- 6.18.2.2. Replacement personnel must possess qualifications equal to or greater than those of the individual being replaced.

6.18.3. Sub vendors: (If Applicable)

- 6.18.3.1. The Sub vendor will report to and be responsible to the proposer
- 6.18.3.2. If applicable, the proposer shall provide a description of all work to be subcontracted to third parties.
- 6.18.3.3. Certify that any supporting Vendor who may assist the primary Vendor meets the minimum proposed and security qualifications.
- 6.18.3.4. A description of the nature and duration of the previous relationship of all Sub vendor and/or third parties with the prime Vendor
- 6.18.3.5. Explanation of any existing contractual relationships between the prime and Sub vendor, or among Sub vendors.

6.18.4. Resource Management & Staffing Plan

- 6.18.4.1. The proposal should contain the proposer's Staffing Plan in response to the requirements outlined in the RFP. At a minimum, the Staffing Plan should address the following:

- 6.18.4.1.1. Staffing Levels (estimated by staff disciplines by month for the duration of the project).
- 6.18.4.1.2. Break out of staff disciplines (including title and job responsibility)
- 6.18.4.1.3. Details differentiated by proposer staff, Sub vendor staff, and Agency staff.
- 6.18.4.1.4. Identify total hours to be expended, per phase and for the entire project, by proposer staff and by Agency staff.
- 6.18.4.1.5. Personnel whose names and resumes are submitted in the proposal shall not be removed from this project without prior approval of WYDOT. Substitute or additional personnel shall not be used for this project until a resume is received and approved by WYDOT
- 6.18.4.1.6. WYDOT shall have the right to request the removal of any proposer staff member from all work on this project, and the proposer will comply with any such request immediately.
- 6.18.4.1.7. The replacement for any staff member who is removed from or leaves the project for any reason should match or exceed the replaced staff member in terms of skill level and experience. Such replacements are subject to WYDOT approval.

6.19. REPORTING:

- 6.19.1.** The Vendor shall implement a mail return process for all mailed credentials that are returned by USPS or express mail. This process shall include a re-mailing of the credential that was returned. The Vendor shall be responsible for keeping the data received, credentials processed, first-time mailing, returning, second-time mailing, and final return status of the credentials. The status must be made available in real time on the Department's MAX database. A daily log/report of all returns and re-mailed attempts shall be provided to the Department electronically. The format and frequency of this log/report may change at the discretion of the Department.
- 6.19.2.** The Credential solution shall provide in-depth reports relating to card manufacturing, production, mailing of the credentials, and problems encountered/corrective action taken by the Vendor. The format of these reports to be submitted is at the discretion of the Department and may be subject to change. See Exhibit 4, Sample Factory Production Report, which provides a daily breakdown of credentials issued for the month.
- 6.19.3. Audit Trail Requirements**
 - 6.19.3.1. The Vendor shall maintain auditable system logs regarding the general operation of the system, including all printer system operation activities.
 - 6.19.3.2. The Vendor shall make printer system logs available to the Department for inspection in real-time.
 - 6.19.3.3. The Vendor shall store printer system logs for six (6) months using Advanced Encryption Standard (AES) encryption, to prevent tampering and unauthorized access.
 - 6.19.3.4. The vendor shall provide audit logs for access to inventory, disposal of substrate, or printed credentials
- 6.19.4.** At no cost to the Department, the vendor shall periodically engage the services of a qualified third party to conduct a physical security and data security assessment of the CCPPF. The first of these assessments shall be within six (6) months of the approval of implementation. Upon

completion of this assessment, the third party will provide a final report to the Vendor, who will review it with the Department. Subsequent physical and data security assessments shall be performed every two (2) years.

- 6.19.5.** Vendor shall provide the Department with status reports and status meetings on a mutually agreed regular schedule.

6.20. TRAINING AND KNOWLEDGE TRANSFER PLAN:

- 6.20.1.** The Vendor shall provide a comprehensive Training and Knowledge Transfer Plan for all solution components, business processes, security controls, operational procedures, reporting functions, testing activities, and ongoing support responsibilities required to implement, operate, maintain, and administer the solution throughout the term of the Contract.
- 6.20.2.** The Training and Knowledge Transfer Plan shall be submitted to the State for review and approval in accordance with the Project Plan and prior to the commencement of formal training activities.
- 6.20.3.** The Vendor shall provide sufficient training to enable State personnel to effectively perform, at a minimum, the following functions:
- 6.20.3.1. System administration and user administration;
 - 6.20.3.2. Credential production oversight and operational monitoring;
 - 6.20.3.3. Printer, consumables, inventory, and secure materials management;
 - 6.20.3.4. Review and use of system logs, audit trails, and operational reports;
 - 6.20.3.5. Security administration and compliance responsibilities;
 - 6.20.3.6. Incident identification, escalation, and response procedures;
 - 6.20.3.7. Backup, recovery, continuity of operations, and failover procedures, as applicable;
 - 6.20.3.8. Card design, card security feature administration, and related change procedures, as applicable;
 - 6.20.3.9. Testing support, defect tracking, and operational readiness activities;
 - 6.20.3.10. Help desk, maintenance, troubleshooting, and vendor support processes; and
 - 6.20.3.11. Reporting, reconciliation, exception handling, and quality control procedures.
- 6.20.4.** The Vendor shall provide role-based training tailored to the duties and responsibilities of the audience receiving the training.
- 6.20.5.** Training audiences shall include, at a minimum, the following, as applicable:
- 6.20.5.1. Project managers;
 - 6.20.5.2. Program administrators;
 - 6.20.5.3. System administrators;
 - 6.20.5.4. Security administrators;
 - 6.20.5.5. Operational and production oversight staff;
 - 6.20.5.6. Business users and subject matter experts;
 - 6.20.5.7. Reporting and audit personnel;
 - 6.20.5.8. Technical support and maintenance personnel; and

- 6.20.5.9. Train-the-trainer participants designated by the State.
- 6.20.6.** The Vendor shall use a combination of training methods, as appropriate to the subject matter and audience, including instructor-led training, hands-on training, workshops, demonstrations, scenario-based exercises, job aids, written procedures, recorded sessions, and self-paced reference materials.
- 6.20.7.** Training shall be provided at times and in formats that support project implementation, testing, go-live readiness, and ongoing operations, with minimal disruption to State business activities.
- 6.20.8.** The Vendor shall provide initial training prior to operational readiness testing and production use, and shall provide refresher training as necessary during implementation, following major system changes, and upon request by the State.
- 6.20.9.** The Vendor shall provide additional training whenever there are material changes to system functionality, security requirements, operational procedures, reporting processes, interfaces, card design processes, or support procedures.
- 6.20.10.** The Vendor shall provide security and privacy training for all personnel with access to State data, systems, equipment, administrative functions, secure materials, or sensitive operational areas.
 - 6.20.10.1. Such training shall address, at a minimum, protection of personal identifiable information, acceptable use, access controls, credential security, incident reporting, audit responsibilities, physical security requirements, and handling of confidential information.
 - 6.20.10.2. The Vendor shall ensure that required security training is completed prior to personnel receiving access to applicable systems, administrative functions, secure materials, or restricted areas.
 - 6.20.10.3. The Vendor shall maintain records of completed training and shall provide evidence of training completion to the State upon request.
- 6.20.11.** The Vendor shall provide detailed knowledge transfer to State-designated personnel sufficient to support informed oversight of the solution and continuity of operations throughout the Contract term.
- 6.20.12.** Knowledge transfer shall include, at a minimum, the following documentation and transfer activities:
 - 6.20.12.1. System architecture and solution overview;
 - 6.20.12.2. Business process flows and operational procedures;
 - 6.20.12.3. Standard operating procedures for production oversight and exception handling;
 - 6.20.12.4. Procedures for inventory control, consumables reconciliation, and secure materials tracking;
 - 6.20.12.5. Reporting procedures, report definitions, report schedules, and report interpretation guidance;
 - 6.20.12.6. Audit log access, retention, review, and escalation procedures;
 - 6.20.12.7. Security administration procedures and incident response protocols;
 - 6.20.12.8. Maintenance procedures, support workflows, escalation paths, and service level responsibilities;

- 6.20.12.9. Backup, recovery, continuity, and failover procedures, as applicable;
- 6.20.12.10. Testing procedures, defect management procedures, and operational readiness support materials; and
- 6.20.12.11. Contact lists, support responsibilities, and issue resolution protocols.
- 6.20.12.12. All training materials and knowledge transfer materials shall be provided to the State in editable and non-editable electronic formats approved by the State.
- 6.20.12.13. Training materials shall include, at a minimum, agendas, participant guides, instructor guides, presentations, exercises, sample scenarios, process diagrams, quick reference materials, and supporting documentation necessary for the State to retain and reuse the materials
- 6.20.12.14. The State shall have the right to retain and use all training and knowledge transfer materials for its internal business purposes during and after implementation
- 6.20.12.15. The Vendor shall provide a train-the-trainer approach if requested by the State
 - 6.20.12.15.1. Under the train-the-trainer approach, the Vendor shall prepare State-designated personnel to deliver user training, refresher training, and procedural training internally.
 - 6.20.12.15.2. Train-the-trainer activities shall include instructor guidance, reusable materials, practical instruction, and sufficient opportunity for State trainers to demonstrate readiness
- 6.20.12.16. The Vendor shall coordinate training and knowledge transfer activities with the Project Plan, testing schedule, implementation schedule, and readiness milestones.
- 6.20.12.17. The Vendor shall identify all prerequisites, dependencies, required attendees, estimated durations, and recommended sequencing for each training activity.
- 6.20.12.18. The Vendor shall document attendance for formal training sessions and shall provide attendance records to the State upon request.
- 6.20.12.19. The Vendor shall provide a method for evaluating training effectiveness, including participant feedback and, where appropriate, demonstration of competency or completion of practical exercises.
- 6.20.12.20. If the State determines that training is incomplete, insufficient, untimely, or ineffective, the Vendor shall revise and re-perform the applicable training at no additional cost to the State.
- 6.20.12.21. The Vendor shall ensure that knowledge transfer is completed in a manner that reduces operational dependency on individual Vendor personnel and supports orderly transition throughout implementation, ongoing operations, maintenance activities, and any transition or exit activities at the end of the Contract.
- 6.20.12.22. The Vendor shall update training and knowledge transfer materials throughout the Contract term to reflect approved changes to the solution, procedures, interfaces, security requirements, reports, and support processes.
- 6.20.12.23. Updated training and knowledge transfer materials shall be provided to the State within a timeframe approved by the State following implementation of any approved change.
- 6.20.12.24. The Vendor shall provide targeted training and knowledge transfer for any new

functionality, modified processes, replacement components, revised reports, security changes, or operational changes introduced after go-live.

6.21. OPERATIONAL READINESS AND OPERABILITY TESTING

6.21.1. Solution Implementation/Modifications to Card Design/Production Process

- 6.21.1.1. The Vendor and the Department will jointly test and complete an operational changeover, if required, that will ensure a minimum disruption to the Department's Driver's Services Division customers, both internal and external.
- 6.21.1.2. The Department intends the proposed solution to be operational **by January 1, 2027**.
- 6.21.1.3. Implementation shall include acquisition, installation, setup, and configuration of the CCPF, including all hardware, software, production and mailing equipment, and materials. It shall also include, but is not limited to, card design, testing, and the Final Acceptance Test.
- 6.21.1.4. The Vendor shall provide a detailed proposed project plan leading to the implementation of the proposed solution no later than two (2) weeks of contract award.
- 6.21.1.5. The project plan will include a schedule for tasks to be completed and implementation milestones, including the card design timeline.
- 6.21.1.6. Department and Vendor shall each assign a project manager responsible for coordinating the implementation of the solution.

6.21.2. Solution Testing – All Phases

- 6.21.2.1. The following are the various levels of testing that may be required for this contract. All levels of testing shall only be deemed acceptable upon written documentation provided by the State's Project Manager. During any time of any testing period, regardless of level, any corrections or remedies shall be provided and performed by the Vendor at no cost to the Department.
 - 6.21.2.1.1. System-level testing/integration testing is to be performed upon deployment of any modifications.
 - 6.21.2.1.2. Testing shall demonstrate that the product(s) operate as agreed upon and warranted and that the product is compatible within the Department's technical environment.
 - 6.21.2.1.3. Application software testing: Testing of the basic functionality and operation of the application.
 - 6.21.2.1.4. User testing: Once initial planning, design, and installation have been completed, user testing shall commence.
 - 6.21.2.1.5. The Vendor shall furnish Release Notes for all iterations of testing, advising the State of any known outstanding issues that would impact testing.

6.21.3. Final Acceptance Test (FAT)

- 6.21.3.1. Upon successful completion of the above-mentioned tests, the FAT shall be started and will be conducted as part of the pilot rollout. This test shall consist of a 30-day test period of operations without major failure of the Vendor-supplied goods or services. The purpose of the test is to demonstrate that the total system (hardware, software, materials, and installation) is properly installed, is free from

identified problems, exhibits stable and reliable performance, and complies with the contract documents.

- 6.21.3.2. This test shall fully demonstrate all functions required in this SOW. The Vendor may choose to suggest tests and shall be responsible for all testing. The Vendor shall demonstrate successful interface of all equipment with the Department-managed computer interfaces. During the FAT, the Vendor shall ensure that all equipment is in operable condition. The Vendor shall troubleshoot, diagnose, identify, and isolate hardware and software problems and inconsistencies. The Vendor shall formulate possible solutions and implement all corrections required in the Vendor-furnished goods. The Department shall make corrections to problems with software and/or equipment not furnished by the Vendor.
- 6.21.3.3. The Vendor shall provide on-site personnel to operate the system, exercising all functions. The vendor shall provide test equipment and labor needed to test, isolate, correct, and repair all deficiencies found during the test. Key technical personnel familiar with the design and installation of each major system component shall resolve all as specified below:
 - 6.21.3.3.1. Trouble Repair and Resolution Time: For all in-scope software and hardware components, the Vendor shall analyze the problem, isolate the trouble to the affected component, and complete the required repair(s) within (4) four hours from the time the initial problem was reported. The Vendor shall track repair progress and escalate problems with the respective provider/distributor if not cleared by the commitment time. The Vendor shall case manage the trouble through resolution and will contact the authorized Department representative(s) with progress reports, verify that repairs are complete, and close the trouble report(s) with the Department.
- 6.21.3.4. All system documentation errors, omissions, and changes occurring prior to and during the FAT shall be corrected and resubmitted before acceptance is complete.
- 6.21.3.5. Test failures of the FAT shall be distinguished as either “minor” or “major” as described below. In the event of a minor failure, the testing will be halted until such time as the failure is corrected. Once the failure is corrected, the test will resume for the remainder of the thirty (30) day period. For each restart, the 30-day test shall be extended by one (1) business day after the remediation is complete. In the event of a major failure, the testing will be halted until such time that the failure is corrected. Once the failure is corrected, the test will be recommenced, but will be reinitialized to Day One (1). The Department reserves the right to categorize any failure mode not specifically addressed here as it sees fit.
- 6.21.3.6. **Minor Failures:**

- 6.21.3.6.1. Failure to complete the objective of any test scenario due to a lack of adequate documentation for equipment supplied by the Vendor. Failed tests shall be retested with revised documentation.
- 6.21.3.6.2. Major Failures:
- 6.21.3.6.3. Any significant failure of the software or major hardware component.
- 6.21.3.6.4. Failure of any hardware or software for eight (8) consecutive hours. Two (2) or more system crashes requiring manual user intervention, such as rebooting computers or invoking task manager functions to close and restart tasks.
- 6.21.3.6.5. Failure to respond to any problem within four (4) hours of notification, during regular business hours.
- 6.21.3.6.6. Three (3) separate minor failures at any time during the test.
- 6.21.4. All modifications, revisions, and replacements shall be documented and provided to the Department for approval prior to acceptance of test results. The Department reserves the right to reject any proposed repairs or modifications that are not in the best interest of the Department's ability to operate or maintain said components.
- 6.21.5. One (1) copy of test documentation shall be furnished in an agreed-upon modifiable electronic format to the Department.
- 6.21.6. The Department may make modifications to the card design or production process. In the event changes are needed, testing requirements shall be as listed above.

6.22. MAINTENANCE AND SUPPORT REQUIREMENTS:

- 6.22.1. The proposer will be responsible for maintaining and upgrading the software/solution as part of the contract maintenance responsibilities for five (5) years.
 - 6.22.1.1. During this period, the proposer will perform all maintenance and support as a routine activity, including the establishment and adherence to a software version control and release schedule.
- 6.22.2. The Vendor shall ensure that all software provided under this contract, including all third-party and open-source components, remains fully supported and maintained and that all security patches, updates, and vulnerability remediations are promptly applied in accordance with industry best practices and State security policies throughout the term of the project
- 6.22.3. As part of the proposer's proposal, they should provide a sample of their service level agreement (SLA) to maintain and support the proposed solution.
- 6.22.4. The proposer should provide sufficient technical staff to perform all routine maintenance responsibilities as follows:
 - 6.22.4.1. Perform research immediately upon recognizing potential system problems.
 - 6.22.4.2. Proactively maintain and upgrade software – current version.
 - 6.22.4.3. Allow Department of Transportation access to source code or establish a software escrow account per the contract terms and conditions.
- 6.22.5. The Contractor shall have technical support available to the Department Mondays through Fridays (excluding State Holidays) from the hours of 7:00 AM – 6:00 PM. The standard response time shall be less than two (2) hours.

6.23. QUALITY ASSURANCE AND QUALITY CONTROL:

- 6.23.1.** The following are the quality assurance and control measurements a proposer will need to achieve in order to ensure the quality of the product solution and services. The quality assurance and control measurements include, but are not limited to:
- 6.23.2.** The Vendor shall establish, document, implement, and maintain a comprehensive Quality Assurance (QA) and Quality Control (QC) program to ensure all services, deliverables, and system components meet the requirements of this Contract.
- 6.23.3.** The QA/QC program shall include defined processes, procedures, and standards governing system performance, accuracy, completeness, and reliability of all DL/ID production and associated services.
- 6.23.4.** The Vendor shall perform ongoing quality control reviews of all card production processes, including data integrity validation, print quality verification, and mailing accuracy, achieving a minimum overall production accuracy rate of 99.5% per monthly reporting period.
- 6.23.5.** The Vendor shall implement automated and manual validation checks to ensure all data received from the Department is accurately processed, formatted, and reproduced on DL/ID credentials, with data accuracy rates not less than 99.9%.
- 6.23.6.** The Vendor shall ensure all credentials produced meet or exceed applicable standards, including but not limited to AAMVA DL/ID Card Design Standards and all State and Federal requirements, with no more than 0.5% of credentials requiring reissuance due to Vendor error.
- 6.23.7.** The Vendor shall establish procedures to detect, track, document, and resolve defects, errors, and non-conformances, with 100% of identified defects logged and tracked, and critical defects resolved within one (1) business day and non-critical defects within five (5) business days.
- 6.23.8.** The Vendor shall maintain a formal issue tracking and resolution process, including root cause analysis and corrective and preventive actions (CAPA), with root cause analysis completed for 100% of recurring issues and all Severity 1 defects.
- 6.23.9.** The Vendor shall provide quality assurance reporting to the Department on a monthly basis, including metrics related to production accuracy, error rates, reissuance rates, and delivery performance, with report submission within five (5) business days following the end of each reporting period.
- 6.23.10.** The Vendor shall meet or exceed all Service Level Agreements (SLAs) related to quality, accuracy, and timeliness, including:
 - 6.23.10.1.** A 99.5% on-time card production and mailing within required timeframes, and
 - 6.23.10.2.** A 99% successful delivery rate (excluding USPS-caused delays).
- 6.23.11.** The Vendor shall implement controls to ensure that all rejected or undeliverable credentials are properly handled, tracked, and reprocessed, with 100% accountability and reprocessing initiated within two (2) business days of receipt.
- 6.23.12.** The Vendor shall ensure all personnel involved in production and quality processes are appropriately trained and qualified, with 100% of personnel completing initial training prior to performing assigned duties and annual refresher training thereafter.
- 6.23.13.** The Vendor shall support and participate in audits, inspections, and quality reviews conducted by the Department or its authorized representatives and shall remediate all audit findings within mutually agreed timelines, not to exceed thirty (30) calendar days for standard findings.

6.23.14. Consumables:

- 6.23.14.1. The Vendor shall use an inventory management system to track and report the disposition of raw materials.
- 6.23.14.2. The Vendor shall report and reconcile raw material inventory for:
 - 6.23.14.2.1. Cards issued
 - 6.23.14.2.2. Cards rejected in production
 - 6.23.14.2.3. Cards destroyed
 - 6.23.14.2.4. Cards used in demonstrations
 - 6.23.14.2.5. Cards used in training
 - 6.23.14.2.6. All other card usages
 - 6.23.14.2.7. Unused raw materials inventory

6.23.15. Consumables Source Information

- 6.23.15.1. The Vendor shall disclose in writing the manufacturer and supplier of all consumable materials. The Vendor shall notify the Department in writing prior to any changes of manufacturer and/or supplier. Any changes in consumable material shall meet or exceed the Department's requirements.
- 6.23.15.2. At the post-award meeting, the Vendor shall provide a security plan documenting security methods to prevent the fraudulent use of all hardware, software, consumables, and license documents. Once the plan is finalized to the satisfaction of the Department, performance of the Vendor that is not consistent with the plan shall be considered a material breach of the contract.

6.23.16. Defect Handling

- 6.23.16.1. All failed cards shall be analyzed for cause and remediation performed by the Vendor at no cost and in a manner that is not disruptive to the Department's processes
- 6.23.16.2. Replacement of defective cards will be at no cost to the Department.
- 6.23.16.3. Any cards that fail quality metrics shall be deemed spoilage and not billable

6.23.17. Traceability Matrix:

- 6.23.17.1. The proposer shall maintain mechanisms for tracing:
 - 6.23.17.1.1. Credential production files
 - 6.23.17.1.2. Card stock inventory
 - 6.23.17.1.3. Credential issuance
 - 6.23.17.1.4. Reprints and spoilage
 - 6.23.17.1.5. Fulfillment tracking
- 6.23.17.2. Traceability shall support auditability consistent with REAL ID production controls.

6.24. CHANGE CONTROL MANAGEMENT:

- 6.24.1. The proposer must maintain a control change process with all changes approved through the Department of Transportation change control board. The control change process should include the reason for the change, a complete description of work to be performed, an estimate of time and cost to complete the task, a completion date for the change and an impact analysis

indicating ramifications or impact to the project.

- 6.24.2.** If unforeseen circumstances arise where a dispute resolution might be needed, the proposer will submit (in writing) a description of the problem and proposed resolution to the project manager and primary point of contact Driver Services Program Manager for his/her consideration. If change orders are needed, change requests are needed, the proposer agrees to continue at the hourly rate specified in the proposal.
- 6.24.3.** In the event it is determined that a change to the Statement of Work is required, a Contract amendment shall be made to the Contract in accordance with the Contract. The PCR shall be used by the proposer as the justification for a change to the Statement of Work.

6.25. DELIVERABLES AND MILESTONES:

- 6.25.1.** The proposer shall provide the following deliverables to the Wyoming Department of Transportation (WYDOT). Deliverables shall be submitted according to the implementation schedule and are subject to WYDOT review and written acceptance.
- 6.25.2.** No credential production services shall begin until WYDOT approves the required implementation deliverables.
 - 6.25.2.1. Project Plan: A comprehensive implementation project plan describing schedule, milestones, staffing, dependencies, risk management approach, and implementation timeline.
 - 6.25.2.2. Communication Plan: A communication plan describing project communication methods, reporting cadence, escalation paths, and coordination with WYDOT and ETS.
 - 6.25.2.3. Quality Assurance Plan: A credential production quality assurance plan aligned with Section 11 requirements.
 - 6.25.2.4. Configuration Management Plan: Documentation describing version control for:
 - 6.25.2.4.1. Card design templates
 - 6.25.2.4.2. Production software configurations
 - 6.25.2.4.3. Credential production systems
 - 6.25.2.4.4. Operational procedures
- 6.25.3.** Credential Design Deliverables
 - 6.25.3.1. Credential layout specifications and security feature documentation for:
 - 6.25.3.1.1. Driver licenses
 - 6.25.3.1.2. Identification cards
 - 6.25.3.1.3. Specialty government identification cards
- 6.25.4.** Sample Credential Deliverables
 - 6.25.4.1. The proposer shall provide physical sample credentials for evaluation.

- 6.25.4.1.1. The proposer shall submit:
- 6.25.4.1.2. Samples of all cards described in Exhibit 3
- 6.25.4.1.3. Samples may contain fictitious data but shall demonstrate:
 - 6.25.4.1.3.1. Card substrate and construction
 - 6.25.4.1.3.2. Print quality
 - 6.25.4.1.3.3. Security features
 - 6.25.4.1.3.4. Personalization techniques
 - 6.25.4.1.3.5. Lamination
 - 6.25.4.1.3.6. Machine readability (if applicable)

6.25.4.2. Samples will be evaluated by WYDOT for credential production capability.

6.26. PRODUCTION TEST PLAN

- 6.26.1. A production validation plan describing credential production testing prior to pilot operations.

6.27. USER ACCEPTANCE PLAN

- 6.27.1. A plan describing how WYDOT will validate credential production services prior to full production deployment.

6.28. TRAINING PLAN

- 6.28.1. Training plan aligned with Section 8 requirements.

6.29. OPERATIONS DOCUMENTATION

- 6.29.1. Documentation supporting credential production operations, including:
 - 6.29.1.1. Production procedures
 - 6.29.1.2. Inventory control procedures
 - 6.29.1.3. Fulfillment procedures
 - 6.29.1.4. Incident response procedures

6.30. SECURITY DOCUMENTATION

- 6.30.1. Documentation supporting REAL ID production security requirements, including:
 - 6.30.1.1. Facility security controls
 - 6.30.1.2. Personnel security procedures
 - 6.30.1.3. Inventory protection procedures
 - 6.30.1.4. Incident reporting procedures
- 6.30.2. Documentation supporting WYDOT and ETS Security requirements

6.31. DISASTER RECOVERY AND CONTINUITY PLAN

- 6.31.1. Credential production continuity-of-operations documentation aligned with Section 10 maintenance requirements.

6.32. IMPLEMENTATION PLAN

- 6.32.1. Detailed implementation and transition plan describing:

- 6.32.1.1. Environment setup
- 6.32.1.2. Production configuration
- 6.32.1.3. Pilot preparation
- 6.32.1.4. Production readiness activities for January 1, 2027

6.33. OPERATIONAL READINESS DELIVERABLES

6.33.1. Operational readiness checklist and validation artifacts confirming:

- 6.33.1.1. Production systems readiness
- 6.33.1.2. Fulfillment readiness
- 6.33.1.3. Inventory readiness
- 6.33.1.4. Security readiness
- 6.33.1.5. Reporting readiness

6.34. PILOT PRODUCTION DELIVERABLE

6.34.1. Completion of a pilot production period demonstration:

- 6.34.1.1. Credential production quality
- 6.34.1.2. Inventory accountability
- 6.34.1.3. Fulfillment accuracy
- 6.34.1.4. Reporting accuracy
- 6.34.1.5. Security compliance

6.34.2. Pilot completion is required prior to production approval.

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SECTION 7: PROPOSAL SUBMISSION REQUIREMENTS – SEQUENTIAL ORDER

7.1. TECHNICAL PROPOSAL, FORMAT AND CONTENTS:

- 7.1.1. Proposals should be submitted in two (2) major sections: The Technical Proposal, which includes Appendix A, and the Cost Proposal. The proposer is responsible for submitting a separate section, within the proposal, in response to the following items. Omission of this section or any item within this section may result in the proposal being eliminated or subject to point deductions.
- 7.1.2. The proposer should, at a minimum, address the following points.
 - 7.1.2.1. **Table of Contents:** The Table of Contents must include all items listed in this section.
 - 7.1.2.2. **Executive Summary:** The Executive Summary will condense and highlight the contents of the technical proposal in such a way as to provide the Wyoming Department of Transportation with a broad understanding of the Proposer's qualifications and approach to meeting the requirements of the RFP.
 - 7.1.2.3. **Proposer's Background and Experience:** Company overview – the Proposer must include a company summary, including company history, office location(s), company size, and statement of technical areas of expertise. The Proposer must be able to substantiate to the satisfaction of the Wyoming Department of Transportation that the Proposer has sufficient resources to complete the project successfully within the time requirements.
 - 7.1.2.4. **Résumés:** The Proposer must include brief résumés for personnel who will be working on the project, if awarded the contract. The résumés must clearly identify expertise in the functional areas listed in Section 6: Requirements/Specifications – Responsibilities of Proposer. Specialized training courses will not be acceptable for demonstration of expertise in the required areas. Proven work experience combined with related education will be a means of substantiating expertise.
 - 7.1.2.4.1. **Résumé format:** Each project reference in a résumé must include both the customer's name and the time period the person worked on the project, as well as a brief description of the scope of the project. In addition, the résumés must explain the role and responsibility of each person participating in the project. The Wyoming Department of Transportation expects that personnel associated with these résumés will be the personnel working on the project, should the Proposer be awarded the contract.
 - 7.1.2.5. **References:** Corporate references are required from at least three (3) prior clients. Whenever possible, an alternative point of contact for each reference should be listed with the phone number and email address. Each reference should depict relevant experience that can be brought to bear during the term of this RFP. In order to ensure current expertise, all work for client references provided must have been completed no more than three (3) years prior to the date of this RFP.

- 7.1.2.5.1. References will be verified during the proposal evaluation by telephone calls made by members of the Evaluation Team or through email.
- 7.1.2.5.2. If contact with the referenced contact person or an alternative that has knowledge of the Proposer is not made, after reasonable attempts during the designated evaluation period, the reference will be classified as unsatisfactory. All attempts to contact a referenced client will be documented, including the date and time of the attempt.
- 7.1.2.5.3. NOTE: The Wyoming Department of Transportation reserves the right to contact other State of Wyoming agencies regarding engagements they may have had with the Proposer's company in the past, in addition to the references provided in the proposal.
- 7.1.2.6. **Single Point of Contact:** The Proposer must identify a single point of contact for all contract management activities. The Proposer's Project Manager's name and resume must be submitted with the proposal. The successful Proposer must not change the Project Manager without written Wyoming Department of Transportation approval.
- 7.1.2.7. **Proposer's Project Work Plan:** The Proposer must submit a work plan that meets the needs of the RFP and indicates a thorough understanding of the scope of the work as outlined in Section 6: Requirements/Specifications – Responsibilities of Proposer. The Proposer must identify realistic person-hours of effort and responsibilities for the deliverable and each work activity.
- 7.1.2.8. **Project Management Plan:** The proposal must contain a comprehensive and practical description of the Proposer's plans for project management and control mechanisms, including staff organizational structure, progress reporting, major decision making, sign-off procedures, and internal control procedures. The Proposer must also indicate flexibility in meeting changes in program requirements and coping with problems.
- 7.1.2.9. **Project Delays:** Proposer must also describe how project delays will be addressed should they occur. This should include assurances that sufficient resources and knowledgeable, experienced staff are available to meet the project schedule.
- 7.1.2.10. **Contract Exceptions:** The Proposer must state agreement with all General Provisions and should furnish any exceptions to these provisions.
- 7.1.2.11. **Staffing and Project Organization:** An Organization Chart must be included with all proposed personnel, including the supervisor level, functional responsibilities, key personnel, and other staff members who will be involved in the project.
- 7.1.2.12. **Proposer Check List:** The Proposer shall submit a checklist in which the Proposer shall evaluate their existing offer compared with the RFP mandatory and optional requirements.

7.2. COST PROPOSAL FORMAT AND CONTENT

Important: The cost proposal should be uploaded as a separate document and identified as such using the Public Purchase online bidding system.

7.2.1. Proposal Price Sheets

- 7.2.1.1. These pages are required by the Wyoming Department of Transportation Procurement Section and are the State's official pricing documents. Each applicable proposer should upload the Technical Proposal and the Proposal Price Sheet as separate documents and identify them as such using the Public Purchase online bidding system.
- 7.2.1.2. The price to be entered on this page is the total fixed price, which is the sum of Pricing Schedule 1. In case of errors in the extension of prices in the proposal, unit prices will govern. Cost breakdowns are not included on this page. The proposer should ensure that all signatures and identifying numbers are properly affixed to this page in order for the Cost Proposal to be accepted.
- 7.2.1.3. All cost proposals and the signature page (Section 10) must be submitted under separate cover.

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SECTION 8: EVALUATION METHODOLOGY

8.1. OVERVIEW:

8.1.1. The evaluation committee will review and evaluate the proposals according to the following criteria, based on a total of 105 points.

8.1.1.1. **EVALUATION COMMITTEE:** The Department of Transportation will conduct a comprehensive, fair, objective, and impartial evaluation of proposals received in response to this RFP. Proposals will be evaluated by the Evaluation Committee. The Evaluation Committee is made up of members representing the project's subject expertise. The Evaluation Committee will review and score all proposals and will make the final decision. Proposer selection and notification will be as stated in Section 3.9. Contract Negotiations.

8.2. COMPLIANCE WITH MANDATORY REQUIREMENTS:

8.2.1. To be considered responsive, a submitted proposal should meet the minimum requirements defined in this RFP. The minimum requirements are intended to ensure that evaluation of the Technical Proposal can proceed and that the Vendor agrees to perform all responsibilities within the RFP.

8.3. EVALUATION CRITERIA:

8.3.1. Proposals will be evaluated based on the proposer's demonstrated ability to provide secure, reliable credential production services in compliance with REAL ID requirements and State of Wyoming operational expectations.

8.3.2. Evaluation will include written proposals, sample credentials, references, and any oral presentations if requested.

8.3.3. **Proposer Background and Credential Production Experience — 15 Points**

8.3.3.1. The proposer shall demonstrate experience providing secure credential production and fulfillment services for government agencies.

8.3.3.2. Evaluation will consider:

8.3.3.2.1. Experience supporting driver credential programs

8.3.3.2.2. Experience supporting REAL ID-compliant credential production

8.3.3.2.3. Experience supporting government ID card production

8.3.3.2.4. Organizational stability and financial capability

8.3.3.2.5. Relevant certifications and audits

8.3.3.2.6. References from similar government clients

8.3.3.3. Preference will be given to proposers with recent experience supporting statewide credential production programs.

8.3.4. **Staffing and Project Organization — 10 Points**

8.3.4.1. The proposer shall provide an organizational structure supporting implementation and ongoing credential production services.

8.3.4.2. Evaluation will consider:

- 8.3.4.2.1. Project Manager qualifications
- 8.3.4.2.2. Production operations leadership
- 8.3.4.2.3. Security leadership
- 8.3.4.2.4. Implementation of staffing
- 8.3.4.2.5. Continuity of staffing model
- 8.3.4.2.6. Escalation structure

8.3.5. Implementation Plan and Production Readiness — 20 Points

- 8.3.5.1. The proposer shall provide a work plan demonstrating the ability to implement credential production services and achieve production readiness **no later than January 1, 2027**.
- 8.3.5.2. Evaluation will consider:
 - 8.3.5.2.1. Implementation of timeline realism
 - 8.3.5.2.2. Transition approach
 - 8.3.5.2.3. Training completion timeline
 - 8.3.5.2.4. Pilot readiness plan
 - 8.3.5.2.5. Operational readiness approach
 - 8.3.5.2.6. Risk mitigation strategy
- 8.3.5.3. Failure to demonstrate the ability to meet the required production-ready date may result in the proposal being deemed non-responsive.

8.3.6. Technical Approach and Contract Performance — 20 Points

- 8.3.6.1. The proposer shall describe its approach to meeting the requirements defined in Section 6.
- 8.3.6.2. Evaluation will consider:
 - 8.3.6.2.1. Credential production approach
 - 8.3.6.2.2. Inventory control approach
 - 8.3.6.2.3. Fulfillment approach
 - 8.3.6.2.4. Security controls
 - 8.3.6.2.5. REAL ID production compliance
 - 8.3.6.2.6. Reporting and SLA monitoring
 - 8.3.6.2.7. Change management approach

8.3.7. Credential Sample Evaluation — 10 Points

- 8.3.7.1. Credential samples submitted with the proposal will be evaluated for:
 - 8.3.7.1.1. Card construction and materials
 - 8.3.7.1.2. Print quality
 - 8.3.7.1.3. Durability
 - 8.3.7.1.4. Security feature implementation
 - 8.3.7.1.5. Personalization clarity
 - 8.3.7.1.6. Overall production quality
- 8.3.7.2. Sample credentials will be reviewed by WYDOT subject matter experts.

8.3.8. Price Proposal — 25 Points

- 8.3.8.1. Price proposals will be evaluated for:
 - 8.3.8.1.1. Overall cost competitiveness
 - 8.3.8.1.2. Pricing clarity and completeness
 - 8.3.8.1.3. Production pricing structure
 - 8.3.8.1.4. Fulfillment pricing structure
 - 8.3.8.1.5. Implementation costs
 - 8.3.8.1.6. Optional services pricing
- 8.3.8.2. WYDOT reserves the right to evaluate price proposals for reasonableness and long-term sustainability.

8.3.9. Value Added — Optional (Up to 5 Points)

- 8.3.9.1. Proposers may include value-added services that enhance credential production operations, security, reporting, or efficiency.
- 8.3.9.2. WYDOT reserves the right to make an award without oral presentations.
- 8.3.9.3. All presentation costs shall be the responsibility of the proposer.

8.4. COST SCORING AND RANKING:

- 8.4.1. Cost Analysis** (Cost Proposal should be under separate cover): **25** The cost will be presented as key deliverables in the form of individual costs and a project total (sum of the deliverables). The Wyoming Department of Transportation reserves the right to conduct a cost analysis of the proposer's budget proposal. The analysis will include a review of the associated costs based on the technical content of their submission. The total project cost should include all of the items listed in Section 6. Requirements/Specifications – Responsibilities of Vendor. If any of the Section 6 services cannot be provided in Vendor's proposal or the requirement cannot be met, this is to be clearly explained as to why and what the alternative approach will be and its associated cost. If there are no exclusions or exceptions, it will be determined that all of the criteria have been met for the price quoted, inclusive of all personnel, overhead, travel, equipment usage, and other miscellaneous costs for the contract period quoted.

8.5. EVALUATION POINT SUMMARY

| | | |
|--|------------|---------------|
| Proposer Background and Credential Production Experience | 15 | points |
| Staffing and Project Organization | 10 | points |
| Implementation Plan and Production Readiness | 20 | points |
| Technical Approach and Contract Performance | 20 | points |
| Credential Sample Evaluation | 10 | points |
| Value Added | 5 | points |
| <u>Cost Analysis</u> | 25 | points |
| TOTAL | 105 | points |

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8.6. SCORING GUIDE

8.6.1. In awarding points to the evaluation criteria, the evaluation committee will consider the following guidelines:

| Score | Response Quality | Description | Strengths Relative to Requirements | Weaknesses | Confidence in Proposed Approach |
|----------|------------------|---|---|--|---------------------------------|
| 90 - 105 | Excellent | The proposal completely addresses the criteria and requirements, exhibits outstanding knowledge, innovation, or other factors to justify this rating. | Meets all requirements – numerous strengths in key areas | None | Very High |
| 80 - 89 | Good | The proposal addresses the criteria in question or addresses the requirements in an outstanding manner. | Meets requirements with some strengths in key areas. | Minor – not in key areas | High |
| 70 - 79 | Moderate | The proposal addresses most of the criteria in question. | Meets most requirements with minimal strengths shown in response | Moderate – Weaknesses do not outweigh strengths | Moderate |
| 60 - 69 | Marginal | The proposal meets some of the criteria requirements. | Meets some of the requirements with some clear strengths | Weaknesses exist in key areas and outweigh strengths | Low |
| 0 - 59 | Unacceptable | The proposal meets a few to none of the criteria. | Meets few to none of the requirements, with few or no clear strengths | Significant and numerous | No Confidence |

8.7. FINAL RANKING OF PROPOSALS:

8.7.1. The Wyoming Department of Transportation will be the sole authority for evaluating proposals. The firm that best meets the conditions of each of the criteria will be awarded the

highest (not necessarily maximum) points for that criterion. The balance of the proposals will be rated based on their evaluated points. After each criterion is evaluated, the proposer with the highest number of points will be notified.

- 8.7.2.** The Wyoming Department of Transportation reserves the right to reject any or all proposals, to waive any informality or technical defect in the proposals, or to accept an entire proposal, a partial proposal, a single component proposal, or no proposal at all, if deemed in the best interest of the State to do so.

SECTION 9: PAYMENT TERMS

9.1. TIME SCHEDULE/INVOICING:

- 9.1.1.** The Wyoming Department of Transportation will negotiate payment terms based upon a schedule to be determined by the Proposer and the Wyoming Department of Transportation. Payments of invoices will be based upon the Proposer successfully completing the deliverables within the stated deadlines, and upon the Wyoming Department of Transportation's written acceptance of the deliverables and/or services.
- 9.1.2.** The Proposer is required to submit regular status reports on a mutually agreed-upon regular schedule outlining the project's progress and compliance with milestones and delivery dates. Each report will be verified by the Wyoming Department of Transportation's representative to ensure that each of the RFP and contract requirements has been met to date.

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SECTION 10: PROPOSAL PRICE SHEET AND SIGNATURE PAGE

The undersigned agrees to provide Driver Services with a Secure Credential Card Production and Distribution Central Printing System to the Wyoming Department of Transportation in accordance with the Request for Proposal, General Provisions, Special Provisions, and Proposal Price Sheet for Request for Proposal Number. 26-179MA

| DESCRIPTION | LUMP SUM PRICE (Written in Words and Numbers) |
|---|--|
| <hr/> | |
| Total evaluated all-inclusive price for the contract, from Pricing Schedule 1, etc. | \$ _____ |

1. BY SUBMISSION OF A PROPOSAL, THE PROPOSER CERTIFIES:
 - 1.1 Prices in this proposal have been arrived at independently, without consultation, communication or agreement for the purpose of restricting competition.
 - 1.2 Proposer has not and will not attempt to induce any other person or firm to submit a proposal for the purpose of restricting competition.
 - 1.3 The person signing this proposal certifies that he/she is authorized to represent the company and is legally responsible for the price and supporting documentation provided as a result of this advertisement.
 - 1.4 Proposer will comply with all applicable state and federal regulations, policies, guidelines, and requirements.
 - 1.5 Prices in this proposal have not been knowingly disclosed by the proposer, nor will they be disclosed prior to award.
 2. Direct purchases of material by the State of Wyoming are exempt from Wyoming Sales or Use Tax. The undersigned certifies that no Federal, State, County, or Municipal tax will be added to the above quoted prices.
 3. TERMS: NET 45; (Wyoming Statute § 16-6-602)
 4. THE UNDERSIGNED CERTIFIES AND AGREES THAT THIS REQUEST FOR PROPOSAL IS SUBMITTED IN ACCORDANCE WITH ALL APPLICABLE WYOMING LAWS.
 5. Do you claim preference as a Wyoming Resident Bidder as specified in Wyoming State Statutes 16-6-101 through 16-6-121 or 16-6-301? YES _____ NO _____ (if yes, provide Certificate of Residency)
 6. By signing below, the participant certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency in accordance with 2 CFR 200 and 2 CFR Part 180.
-

10.1. ADDENDA ACKNOWLEDGEMENT

ADDENDA, DATED _____, 2026,
WAS RECEIVED BY _____ ON _____, 2026.

(Company Name of Bidder - Typed or Printed)

(Phone Number of Bidder)

(Address of Bidder)

(Authorized Representative - Typed or Printed)

(City, State and Zip Code)

(AUTHORIZED SIGNATURE)

(Email Address)

(Date)

VENDOR VERIFICATION

I certify under penalty of perjury that I am a responsible official (as identified above) for the business entity described above as the proposer, that I have personally examined and am familiar with the information submitted in this disclosure and all attachments, and that the information is true, accurate, and complete.

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PRICING SCHEDULE 1

Wyoming Department of Transportation

Secure Credential Card Production and Distribution System

Deliverables

Provide an all-inclusive price for all activities related to the Driver Services Secure Credential Card Production and Distribution Central Printing System. This should be provided below.

Proposers may suggest a payment schedule that mirrors specific deliverables in meeting the requirements of this RFP. Payment schedules based on time and materials only will not be acceptable, nor will a flat per-hour rate. Payment will be made at the completion and acceptance of the individual deliverables for the development and implementation of the Secure Credential Card Production and Distribution System, as defined in the Scope of Work.

Pricing Elements

| | | |
|------------------------------|-------|----------|
| Project Plan | _____ | \$ _____ |
| Implementation | _____ | \$ _____ |
| Reporting | _____ | \$ _____ |
| Card Design | _____ | \$ _____ |
| Deployment | _____ | \$ _____ |
| OR | | |
| All Inclusive Per Card Price | _____ | \$ _____ |

TOTAL ALL INCLUSIVE PRICE not including Schedule 2 _____ \$ _____

Signature

Title

Date

The Wyoming Department of Transportation will negotiate payment terms based upon a schedule to be determined by the proposer and the Wyoming Department of Transportation. Payment of invoices will be based upon the proposer meeting stated deadlines for deliverables and upon the Wyoming Department of Transportation's written acceptance of the deliverables.

PRICING SCHEDULE 2

Wyoming Department of Transportation

Secure Credential Card Production and Distribution System

Maintenance and Support

Provide the costs for a Secure Credential Card Production and Distribution Central Printing System for Driver services, work product, and final deliverables by the Wyoming Department of Transportation. The provider should provide the all-inclusive base year 1 maintenance cost based upon the total cost of the software and the maintenance costs after the first year of maintenance. The proposers should state a maximum escalation percentage for maintenance after year 1. The proposer should guarantee that the maintenance costs will not exceed, or escalate beyond, this stated escalation.

Year 1:

Pricing Elements

Personnel_____ \$_____

Other Operations Costs_____ \$_____

Percentage of maintenance based upon the total cost of the software_____ \$_____

TOTAL ALL INCLUSIVE PRICE MAINTENANCE COSTS-YEAR 1_____ \$_____

Maximum escalation percentage for maintenance after year 1 %_____

Proposer guarantees the software maintenance costs will not exceed or escalate beyond the above-stated percentage.

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PRICING SCHEDULE 3

Wyoming Department of Transportation Secure Credential Card Production and Distribution System

All-Inclusive Hourly Rate

Provide the all-inclusive base hourly rate for any required software changes related to the Driver Services Secure Credential Card Production and Distribution Central Printing System. The proposer should submit in this cost proposal its hourly rate for performing any change orders requested by the State. This cost is separate from the total lump sum shown on the Proposal Price Sheet. This rate should be a clear hourly rate, and should include all travel and per diem charges

All-inclusive Hourly Rate for performing system changes:_____ \$_____

Signature

Title

Date

The Wyoming Department of Transportation will negotiate payment terms based upon a schedule to be determined by the proposer and the Wyoming Department of Transportation. Payment of invoices will be based upon the proposer meeting stated deadlines for deliverables and upon the Wyoming Department of Transportation's written acceptance of the deliverables.

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Exhibit 1 – Card Types

REAL ID COMPLIANT CARDS:

1. Identification Card – Under 21
2. Identification Card – Over 21
3. Instructional Permit – Under 21
4. Instructional Permit – Over 21
5. Driver's License – Under 21
6. Driver's License – Over 21
7. Commercial Learner's Permit – Under 21
8. Commercial Learner's Permit – Over 21
9. Commercial Driver's License – Under 21
10. Commercial Driver's License – Over 21

SPECIALTY IDENTIFICATION CARDS (All Over 21)

1. Peace Officer
 - a. Sworn
 - b. Retired
2. Wyoming Highway Patrol
 - a. Trooper
 - b. Civilian
 - c. Retired
3. Wyoming Division of Criminal Investigation
 - a. Sworn
 - b. Civilian
 - c. Retired
4. Employee
 - a. WYDOT
 - b. State Employee
5. Concealed Firearm Permit
 - a. Allow for duplicate/replacement

Exhibit 2 – Card Data Fields

DL/IDC Fields:

| Name | R/O | Type | Description |
|-----------------------------|----------|---------------|---|
| header | R | Object | Header container holds request metadata. |
| . requestId | R | String | Unique identifier of the production request. |
| . cardType | R | String | Production request type for document of a specific card. |
| . label | O | String | |
| . mailToDMV | O | Boolean | Designator signaling, if card shall be send to DMV office instead of applicant. |
| . familyName | R | String | Family Name of the person. |
| . firstName | O | String | First Name of the person. |
| . middleName | O | String | Middle Name of the person |
| . nameSuffix | O | String | Name Suffix of the Person, if applicable. |
| . givenNameLine1 | R | String | truncated if over 21 |
| . givenNameLine2 | O | String | truncated if over 27 |
| . residentialAddress | R | Object | Residential Address of the person. |
| .. streetLine1 | R | String | Residential Address Street line 1 |
| .. streetLine2 | O | String | Residential Address Street line 2 |
| .. city | R | String | Residential Address Street City |
| .. county | O | String | Residential Address Street County |
| .. state | R | String | Residential Address Street State |
| .. country | O | String | Residential Address Country, USA is default |

| | | | | |
|------------------|---|--------|--|---|
| | | | | value |
| ..zip | R | String | | Residential Address Street Zip |
| . mailingAddress | O | Object | | |
| ..streetLine1 | R | String | | Mailing Address Street line 1 |
| ..streetLine2 | O | String | | Mailing Address Street line 2 |
| ..city | R | String | | Mailing Address Street City |
| ..county | O | String | | Mailing Address Street County |
| ..state | R | String | | Mailing Address Street State |
| ..country | O | String | | Mailing Address Country, USA is default value |
| ..zip | R | String | | Residential Address Street Zip |
| . dateOfBirth | R | String | | Date of Birth of the person. |
| . dateOfU18 | O | String | | Date until the person is 18 years old. |
| . dateOfU21 | O | String | | Date until the person is 21 years old. |
| . gender | R | String | | Cardholder's gender according to the D20/79 specification: (M) Male, (F) Female, (X) Not specified |
| . height | R | Number | | Person's height in inches. U.S. : feet and inches ex. 6 foot 1 inch = "6'-01'" |
| . weight | R | Number | | Person's weight in pounds. Indicates the approximate weight of the cardholder. |
| . eyeColor | R | String | | Person's eye color. Using the ANSI D20/79 color codes |

| | | | |
|------------------------|------------------------------------|---------------------------|--|
| . hairColor | O | String | |
| . Donor | O | Boolean | Designator signaling, if a document includes the Organ Donor indicator |
| . Veteran | O | Boolean | Designator signaling, if a document is issued for a Veteran. |
| . portrait | O | String | Person's portrait encoded as base64 string. |
| . signature | O | String | Person's signature encoded as base64 string. |
| documentData | R | Object | Data container that contains details about the document to be produced. |
| . customerId | R | String | The alphanumeric string assigned or calculated by the issuing authority. Identifier of the person calculated by issuing authority. |
| . credentialId | R | String | |
| . documentDiscr | O | String | Number on issued document that must uniquely identify a particular document issued to that customer from others that may have been issued in the past. |
| . cardTypeTitle | R | String | Document Type Indicator. Long version of card type header. |
| . cardTypeAbbreviation | R | String | card type abbreviation |
| . dateOfIssue | R | String | Date printed on the document, when document was issued. |
| . dateOfExpiration | R | String | Date printed on the document, when document validity will expire. |
| . classifications | R For DL O For ID | -Array - | Jurisdiction-specific codes and descriptions of license classifications. |

| | | | |
|---------------------|----|---------|---|
| ..code | R* | String | Classification code |
| ..description | R* | String | Classification description |
| . endorsements | O | Array | Jurisdiction-specific codes and descriptions that represent additional privileges granted to the cardholder |
| ..code | R* | String | Endorsement code |
| ..description | R* | String | Endorsement description |
| . restrictions | O | Array | Jurisdiction-specific codes and descriptions that represent restrictions to driving privileges. If no restrictions or other conditions apply to the cardholder, "NONE" shall be indicated. |
| ..code | R* | String | Restriction code |
| ..description | R* | String | Restriction description |
| . RealId | R | Boolean | Type of the document compliance. |
| . LimitedTerm | O | Boolean | Flag signaling, if a document is issued for Temporary Lawfully Present person. |
| jurSpecific | R | Object | Data Container for a document specific data fields. |
| . NextOfKin | O | Boolean | Designator signaling if the Holder of the document is Next of Kin. |
| . EmancipatedMinor | O | Boolean | Designator signaling if the Holder of the document is an Emancipated Minor. |
| . originalIssueDate | O | String | Original Credential issue date |
| . DNR | O | Boolean | Designator signaling if the Holder of the document has Do Not Resuscitate. |

| | | | |
|--------------------|----------|---------------|--|
| pdf417Data | R | Object | Data Container for the document Barcode Data. |
| . subFileType | R | String | Subfil type indicator used to generate specific data for the PDF417 barcode. |
| . LastNameTrunc | O | Boolean | Indicates whether the last name data was truncated or not. |
| . FirstNameTrunc | O | Boolean | Indicates whether the first name data was truncated or not. |
| . MiddleNameTrunc | O | Boolean | Indicates whether the middle name data was truncated or not. |
| mailingData | R | Object | Data container for information needed to prepare mailing resources, such as card carrier text, mailing address etc. |
| cardCarrierCode | O | String | Unique identifier of a card carrier encoded in 2D barcode, visible through transparent envelope window. Allows system users read the content of envelope without a need to open it. |
| . mailingAddress | R | Object | Mailing address where the produced document will be sent. |
| .. mailingName | R | String | Name printed on the envelope with the inserted produced document. |
| .. streetLine1 | R | String | Mailing address street line 1 |
| .. streetLine2 | O | String | Mailing address street line 2 |
| .. city | R | String | Mailing address City |
| .. county | O | String | Mailing address County |
| .. state | R | String | Mailing address State |

| | | | |
|-----------------|---|--------|--|
| ..country | R | String | Mailing address Country |
| ..zip | R | String | Mailing address Zip |
| . returnAddress | R | Object | Return mailing address where the produced document will be sent in case that the mailing address cannot be reached. |
| ..mailingName | R | String | Name printed on the envelope with the inserted produced document. |
| ..streetLine1 | R | String | Return address street line 1 |
| ..streetLine2 | O | String | Return address street line 2 |
| ..city | R | String | Return address City |
| ..county | O | String | Return address County |
| ..state | R | String | Return address State |
| ..country | R | String | Return address Country |
| ..zip | R | String | Return address Zip |

- Specialty IDC to be provided after award

Exhibit 3 – Credential Counts

| | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 | 2026 | % Change over last YR |
|-----|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-----------------------------------|
| JAN | 12364 | 13281 | 10958 | 11840 | 12992 | 12591 | 10894 | 8187 | 13386 | 10865 | 15583 | 8820 | 11053 | 10483 | -5.2% |
| FEB | 12113 | 11524 | 12340 | 14312 | 11281 | 10689 | 11092 | 11699 | 13554 | 12141 | 11275 | 8365 | 9641 | 10409 | 15.3% |
| MAR | 13325 | 12008 | 13751 | 13897 | 13899 | 13056 | 12891 | 8206 | 12209 | 10219 | 13650 | 8443 | 11853 | 12283 | 40.4% |
| APR | 13967 | 13260 | 13902 | 13266 | 12697 | 13843 | 15534 | 11887 | 16897 | 18884 | 12775 | 9464 | 14197 | | 50.0% |
| MAY | 13529 | 12729 | 13655 | 12376 | 14447 | 12150 | 12264 | 10558 | 12639 | 10558 | 12731 | 9075 | 12209 | | 34.5% |
| JUN | 12524 | 11673 | 13291 | 13330 | 12881 | 12483 | 13187 | 17024 | 10143 | 14674 | 14207 | 8510 | 13621 | | 60.1% |
| JUL | 15599 | 14293 | 14,737 | 15495 | 15513 | 14847 | 15693 | 16536 | 19902 | 13237 | 11539 | 11027 | 12632 | | 14.6% |
| AUG | 15313 | 13410 | 13804 | 15706 | 13381 | 13745 | 14600 | 15421 | 16048 | 17440 | 12964 | 12498 | 13597 | | 8.8% |
| SEP | 13919 | 13765 | 14851 | 14079 | 12313 | 12168 | 13280 | 14179 | 13244 | 14612 | 10093 | 12206 | 14104 | | 15.5% |
| OCT | 14198 | 13661 | 12304 | 14342 | 14324 | 14324 | 14910 | 15879 | 12464 | 12055 | 10090 | 12325 | 10667 | | - 13.5% |
| NOV | 11782 | 10543 | 12889 | 12078 | 10415 | 11221 | 11516 | 13424 | 13538 | 11520 | 9509 | 11065 | 12954 | | 17.1% |
| DEC | 10827 | 13753 | 16693 | 10652 | 10897 | 11687 | 9235 | 10307 | 11710 | 11898 | 5790 | 10098 | 12083 | | 19.7% |

| | | | | | | | | | | | | | | |
|----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| TTL | 159,460 | 153,900 | 163,175 | 161,373 | 155,040 | 152,804 | 155,096 | 153,307 | 165,734 | 158,103 | 140,206 | 121,896 | 148,611 | 33,175 |
| AVERAGE: | 13,288 | 12,825 | 13,598 | 13,448 | 12,920 | 12,734 | 12,925 | 12,776 | 13,811 | 13,175 | 11,684 | 10,158 | 12,384 | 11,058 |

Credential Production Graph

