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Rick Scott
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April 22, 2011

Addendum # 1
RFI No. 020-11
Facial Recognition Solution

Dear Sir or Madam,

Remove Page: 5 (April 13, 2011)

Add Page: 5 (April 22, 2011)

Please add the new page to your copy of the Request for Information and remove the earlier version of the same page issued prior to this addendum #1 as of April 13, 2011.

This addendum serves as notice to answer the questions received on Request for Information 020-11, Facial Recognition Solution.

Questions Received From Indra USA, Inc.:

Question # 1:

What is the total number of operational staff in the Florida Department of Highway Safety and Motor Vehicles that would access such a system as part of their work flow (user count)?

Answer to Question # 1:

The Department has about three thousand (3,000) operational staff that would access a system.

Question # 2:

How many "new" photos are added each month (average)?

Answer to Question # 2:

The average number of photos added each month is five hundred twenty nine thousand (529,000).

Question # 3:

Would the Florida Department of Highway Safety and Motor Vehicles have an interest in searching other Facial Recognition systems not in Florida (e.g. California)?

Answer to Question # 3:

Yes, the Department would have an interest in searching other Facial Recognition systems that are not in Florida.

Question # 4:

Do the photos taken by the Florida Department of Highway Safety and Motor Vehicles comply with the National Institute of Standards and Technology standards (NIST) listed in the RFI? Is the quality of the photos uniform, or are there variations from site to site?

Answer to Question # 4:

No, the photos taken by the Department, do not comply with the National Institute of Standards and Technology (NIST). Yes, the quality of the photos are uniform.

Question # 5:

I2 assumes the following data will be provided regarding each person whose photo will appear in the system. Please indicate any that will NOT be provided.

- a. LAST NAME
- b. FIRST NAME
- c. MIDDLE NAME
- d. GENDER
- e. DATE OF BIRTH
- f. ETHNICITY OR RACE
- g. STREET NUMBER (ADDRESS)
- h. STREET DIRECTION (N, E, S, W)
- i. STREET NAME
- j. STREET TYPE
- k. CITY NAME
- l. STATE
- m. FL DRIVER LICENSE NUMBER

Answer to Question # 5:

All of the above (a-m) will be included.

Questions Received From Direct E-Source Inc.:

Question # 6:

Item 3 b-Security - What portion or portions require security?

Answer to Question # 6:

The portions that require security are access, transport and storage.

Question # 7:

Item 3 d-User interface - Please define what "User interface" means in this RFI?

Answer to Question # 7:

User interface refers to the software used by the user to access and manage the system.

Question # 8:

Item 3 e-Level of component integration - Please define?

Answer to Question # 8:

Level of component integration refers to how the system integrates with the current solution and other agency systems.

Question # 9:

Item 3 f-Storage - Does this mean data storage and location?

Answer to Question # 9:

Storage refers to how data is stored on media.

Questions Received From Indra USA, INC.:

Question # 10:

Chapter 1, "Request for Information." The second paragraph states that the proposed system should be "Compatible with the Department's current systems to capture and store images". Which are the integration specifications of the current systems in use? (capture equipment, image format, etc.)

Answer to Question # 10:

Capture Solution is an L-1 Identity Solutions Proprietary solution. Images are captured in JPEG format, Dimension 300 x 400 pixels, file size ~25KB.

Question # 11:

Chapter 1, "Request for information". The last paragraph states that the proposed system should be "Capable of incorporating current images enrolled in a facial recognition solution". Which are the specifications of the aforementioned pilot solution? (picture quality, image format, etc.)

Answer to Question # 11:

Images are captured in JPEG format, Dimension 300 x 400 pixels, file size ~25KB.

Question # 12:

Chapter 2, "Goals". The 4th paragraph says that one of the goals is to "Identify persons roadside that have no form of identification and name given." Should the RFI include quotation of the mobile devices proposed for roadside identification?

Answer to Question # 12:

No, the information provided does not need to include quotation of mobile devices for roadside identification.

Question # 13:

How many mobile identification posts should be considered?

Answer to Question # 13:

Three thousand (3,000) mobile identification posts should be considered.

Question # 14:

How many daily mobile identification transactions can be estimated?

Answer to Question # 14:

One thousand (1,000) daily mobile identification transactions can be estimated.

Question # 15:

Which communication protocols should the mobile identification device support?

Answer to Question # 15:

Communication protocols should support HTTPS and FTPs.

Question # 16:

Chapter 10, "Demonstrations". How many vendor demonstrations are going to take place?

Answer to Question # 16:

One (1) demonstration will be allowed per vendor, if applicable.

Question # 17:

Could you please detail the content of the demonstrations?

Answer to Question # 17:

The content of the demonstrations will be defined by each vendor. The minimum is to display how the product works. Demonstrations will be scheduled, if the Department deems them necessary.

Question # 18:

Global questions. How many client workstations does the issuance system have for image acquisition?

Answer to Question # 18:

The issuance system has three thousand (3,000) client workstations for image acquisition.

Question # 19:

Is the current facial image acquisition a live mode solution? (digital camera vs scanned image)

Answer to Question # 19:

The current facial image is Digital Camera (enrolled). Any means can be used for comparison.

Question # 20:

How many driver license applications are processed daily?

Answer to Question # 20:

The number of driver license applications processed daily is about five hundred twenty-nine thousand (529,000).

Question # 21:

Shall the facial recognition operate in on-line mode? Shall the system give back the results almost immediately?

Answer to Question # 21:

Yes, the facial recognition shall operate in on-line mode. Yes, the system shall give back the results almost immediately.

Question # 22:

When is the tender going to be issued?

Answer to Question # 22:

To be determined.

Question # 23:

How much time will vendors have to prepare their proposal?

Answer to Question # 23:

The calendar of events in a formal solicitation will contain submission dates.

Question # 24:

Will demonstrations (new ones, not RFI ones) take part for the evaluation process of the tender?

Answer to Question # 24:

Yes, demonstrations will take part for the evaluation process.

Question # 25:

Will the tender be public or restricted to some companies?

Answer to Question # 25:

Any formal solicitation issued by the Department of Highway Safety and Motor Vehicles will be open to the public for competition.

Question # 26:

Who is the current vendor providing the technology to produce your Driver's Licenses?

Answer to Question # 26:

The current vendor providing the technology to produce Drivers's Licenses is L-1 Identity Solutions.

Questions Received From CBN Secure Tecnologies, INC.:

Question # 27:

The Florida Department of Highway Safety and Motor Vehicles requests that the systems be compatible with current systems to capture and store images. Would DHSMV please provide some detail regarding:

- **Image capture technology currently deployed (vendor, models, vintage, etc)**

Answer to Question # 27:

Please see the answer to question # 11.

Question # 28:

Quality of currently-captured images (expressed as ISO 19794-5 compliance) with regard to resolution, file size, image quality, illumination and cropping.

Answer to Question # 28:

Yes, they are all 2D images

Question # 29:

Percentage of legacy images (the sixteen million (16,000,000) images referred to elsewhere) that would pre-date the image capture technology described above.

Answer to Question # 29:

Legacy images are not enrolled at this time.

Question # 30:

We understand that the Florida Department of Highway Safety and Motor Vehicles embarked on a data scrubbing exercise in ~2006 that involved 50M images. Are the images from that effort to be included in the data scrubbing requirement described here?

Answer to Question # 30:

Not available.

Question # 31:

How are these images related to the sixteen million (16,000,000) images referred to elsewhere?

Answer to Question # 31:

These images relate to sixteen million (16,000,000) active driver license photos, only.

Question # 32:

Can you please describe the "other facial recognition systems" contemplated here (vendors, models, vintages, etc), as well as the degree of interoperability and integration the Florida Department of Highway Safety and Motor Vehicles envisions?

Answer to Question # 32:

To be determined.

Question # 33:

Understanding that the Florida Department of Highway Safety and Motor Vehicles contemplates using Fingerprint and Iris biometrics for customer identification as opposed to system user identification: Does DHSMV currently use fingerprints and/or iris scans for this purpose?

Answer to Question # 33:

Fingerprints are used for CMV for Hazmat only. Yes, DHSMV currently uses fingerprints and/or iris scans for this purpose.

Question # 34:

What benefits and operational improvements does the Florida Department of Highway Safety and Motor Vehicles anticipate from the extension of biometrics-based identification to include these technologies?

Answer to Question # 34:

The benefits include:

- Reduce driver license fraud.
- Reduce identity theft.
- Ability to complete in-depth analysis of images held by the Department.
- Identify persons roadside that have no form of identification and name given cannot be confirmed by other means.

Question # 35:

Can the FL DHSMV please describe in detail the nature and quantity of currently enrolled images? Specifically: FR technology currently deployed (vendor, models, vintage, etc)

Answer to Question # 35:

This is an L-1 Identity Solutions proprietary solution.

Question # 36:

Number of images enrolled?

Answer to Question # 36:

The number of images enrolled is one million, eight hundred thousand (1,800,000).

Question # 37:

Quality of enrolled images?

Answer to Question # 37:

Images are captured in JPEG format, Dimension 300 x 400 pixels, file size ~25KB.

Question # 38:

In view of the fact that the Florida Department of Highway Safety and Motor Vehicles has apparently already deployed a facial recognition system, can you please describe the functionality and operational implementation of the current system?

Answer to Question # 38:

Current system is a pilot that allows a Facial Recognition system to query and pull back images. Web based tool for analytics.

Question # 39:

Benefits realized from that implementation?

Answer to Question # 39:

The pilot is still in progress, to be determined.

Question # 40:

Expectations for improvement / areas that presented challenges?

Answer to Question # 40:

The pilot is still in progress, to be determined.

Question # 41:

Exact nature and scope of "previous pilot project investments" and clarification of areas in which a new system could "capitalize" on these.

Answer to Question # 41:

1. Provide PCSO the ability to make FR identification search requests through their previously supplied L-1 investigative application against the DHSMV FRS image set via the web service interface.
2. Provide DHSMV with the ability to perform identification search requests with images resident within the FRS.

Question # 42:

What does the DHSMV have in mind with regard to "in-depth analysis" of legacy images?

Answer to Question # 42:

Identifying potential fraud and identity cases.

Question # 43:

Is response to this RFI a mandatory pre-requisite to being qualified to respond to a formal RFP that would result in a follow-on procurement and award?

Answer to Question # 43:

No, responding to this RFI is not a mandatory pre-requisite to be qualified to respond to a formal solicitation.

Question # 44:

Will the responses to this RFI be available for examination under FOIA or related provisions in advance of a related formal RFP that would result in a follow-on procurement and award?

Answer to Question # 44:

Yes, the information provided can be made available with a public records request to the Department.

Question # 45:

We appreciate the opportunity to respond to this request for information, and to demonstrate the full scope of our solutions in this area. However, circumstances are such that we would not be able to deliver a full and comprehensive response in the time that is allocated. May we respectfully request a Revised Due Date of May 27, 2011?

Answer to Question # 45:

No, but an extension will be granted. Please see the attached modified timeline.

Questions Received From Morphotrak, Inc.:

Question # 46:

Will the State provide vendors with an extension of the due date? In order to provide a quality cost quotation for the proposed system, procedures must be followed that take time.

Answer to Question # 46:

Yes, please see the attached modified timeline.

Question # 47:

Would the state provide a diagram of the architecture of the current system with an emphasis on interfaces/point of integration to the new facial recognition system?

Answer to Question # 47:

Yes, the Department would provide a diagram of the architecture of the current system with an emphasis on interfaces/point of integration to the new facial recognition system.

Question # 48:

Are you planning a photo first system of facial recognition that will be integrated into your driver's license system or do you expect the facial recognition system to stand alone?

Answer to Question # 48:

Yes, the Department is planning a photo first system of facial recognition that will be integrated into our driver's license system.

Question # 49:

What is the projected growth of the portraits database?

Answer to Question # 49:

The projected growth of the portraits is five hundred twenty thousand (520,000), monthly.

Question # 50:

What is the interface law enforcement will use to submit images? If the vendor is expected to include the equipment for field use (capture photo, send info and receive results) please detail the requirements, type and numbers expected.

Answer to Question # 50:

The interface is web based, using web services. The vendor is not expected to supply equipment.

Question # 51:

What will be the format of these images?

Answer to Question # 51:

The format is to be returned to user in photo array forty (40) images.

Question # 52:

Where do the search results get returned to for real time law enforcement requests?

Answer to Question # 52:

Search results will be returned to Law Enforcement and end users.

Question # 53:

What is the estimated number of images that will be submitted per day/week/month by the real time system?

Answer to Question # 53:

The estimated number of images that will be submitted is five hundred twenty thousand (520,000), monthly.

Question # 54:

Will current image database be made available to the vendor in a neutral format?

Answer to Question # 54:

Yes, the current image database will be made available to the vendor in a neutral format.

Question # 55:

What information will be with the images (demographic or just image identifier)?

Answer to Question # 55:

Information will include:

- a. Customer Number
- b. DL number
- c. Social Security Number
- d. Sex
- e. Height
- f. DOB
- g. Race
- h. First Name
- i. Middle Name
- j. Last Name
- k. Resident Address
- l. Resident City
- m. Resident State
- n. Resident Zip4
- o. Resident Zip5
- p. DL Photo
- q. FRS Status Code

Question # 56:

Does the database include past portraits for an individual or are only the most recent portraits maintained?

Answer to Question # 56:

The database includes pas portraits for an individual.

Question # 57:

How many investigative workstations are anticipated to be needed? Does the vendor supply these?

Answer to Question # 57:

No investigative workstations are anticipated.

Question # 58:

Will the facial recognition investigators be at the issuing office or will they be at a central site?

Answer to Question # 58:

Facial recognition investigators will be located in various field offices.

Question # 59:

How large are the expected Watch Lists? Number of records?

Answer to Question # 59:

The number of records is fifty thousand (50,000).

Question # 60:

Please Specify the real time interfaces available.

Answer to Question # 60:

The real time interfaces available is web interface to other FRS systems and issuance systems.

Question # 61:

Are the other facial recognition systems owned by the state or are these federal or from other states?

Answer to Question # 61:

The other facial recognition systems are not owned by the state. They are both federal and from other states. These are utilized by other Law Enforcement agencies in Florida.

Question # 62:

Are user management controls to manage users across these multiple systems?

Answer to Question # 62:

Yes, user management controls are utilized to manage users across these multiple systems.

Question # 63:

Would the State describe the functionality of expected 'user management controls'?

Answer to Question # 63:

UI System interface to manage user access and roles to the GUI for the users and back end systems administration.

Question # 64:

Is the vendor being asked to provide these tools?

Answer to Question # 64:

Yes, the vendor is being asked to provide these tools.

Question # 65:

Have other biometric systems been identified or are they in the States possession?

Answer to Question # 65:

Yes, other biometric systems have been identified.

Question # 66:

Is the state interested in the ability to include biometrics on the DL/ID cards to be issued in the future?

Answer to Question # 66:

Yes, the Department is interested in the ability to include biometrics on the DL/ID cards to be issued in the future.

Question # 67:

Will the raw images used by the current facial recognition solution be made available?

Answer to Question # 67:

Yes, the raw images used by the current facial recognition solution will be made available.

Question # 68:

Does the state intend to continue to use the current system after an RFP is issued and awarded?

Answer to Question # 68:

No, the Department does not intend to continue to use the current system after a formal solicitation is issued and awarded.

Question # 69:

What are the technical specifications of the current images? (File format, average file size, resolution of image, available inter-pupil resolution / distance)

Answer to Question # 69:

Please see the answer to question # 11.

Question # 70:

Can you make available a copy of the successful proposals for the facial recognition pilot, the contract, technical specifications and any results, reports or other information from the pilot?

Answer to Question # 70:

Yes, the information can be made available with a public records request to the Department. If any information is propriety it should be noted so that it is not released to the general public.

Question # 71:

What is the number of field office to be supported?

Answer to Question # 71:

The number of field offices to be supported is two hundred (200).

Question # 72:

What is the number of field office to be supported?

Answer to Question # 72:

The total number of workstations that will be submitting images is three thousand (3,000).

Question # 73:

What is the expected number of images submitted /day? What are the expected peak numbers?

Answer to Question # 73:

The expected number of images submitted is five hundred twenty nine thousand (529,000), monthly.

Question # 74:

Would the state provide an estimate of the cost of identity fraud to the State?

Answer to Question # 74:

No, the Department does not have a current estimate of the cost associated with identity fraud to the State of Florida.

Questions Received From Unisys:

Question # 75:

How many existing images are to be loaded into the new system? Sixteen million (16,000,000)?

Answer to Question # 75:

Yes, sixteen million (16,000,000) existing images are to be loaded into the new system.

Question # 76:

Are all sixteen million (16,000,000) driver license photograph images for unique individuals? If not, how many unique individuals are there?

Answer to Question # 76:

Yes, all sixteen million (16,000,000) driver license photograph images are for unique individuals.

Question # 77:

How many new images does the Department expect to enroll each year for the next five (5) years?

Answer to Question # 77:

The Department expects to enroll four million, two hundred thousand images per year, for the next five (5) years.

Question # 78:

RFI Requirement: Compatible with the Department's current systems to capture and store images. What is the current capture device infrastructure?

Answer to Question # 78:

The capture solution (L-1 Camera Tower) is proprietary. Images are captured in JPEG format, Dimension 300 x 400 pixels, file size ~25KB.

Question # 79:

What model cameras are currently used to capture photographs?

Answer to Question # 79:

Please see the answer to question # 78.

Question # 80:

What application(s) created the images?

Answer to Question # 80:

Please see the answer to question # 78.

Question # 81:

Were all the images created by the same application(s)?

Answer to Question # 81:

Yes, all the images were created by L-1 Identity Solutions.

Question # 82:

What resolution was used to capture and store the images?

Answer to Question # 82:

Please see the answer to question # 78.

Question # 83:

Are they all color images?

Answer to Question # 83:

Yes, they are all color images.

Question # 84:

What indexing information is available for the images, outside of your current licensing application?

Answer to Question # 84:

There is no indexing information available for the images, outside of the current licensing application.

Question # 85:

RFI Requirement: Capable of incorporating current images enrolled in a facial recognition solution. The Department wishes to capitalize on previous pilot project investments with minimal additional resources and cost. What are the characteristics of the Department's current images? Are they compressed JPG? What is the average size of each image in kilobytes? What are the dimensions of the images in pixels (e.g., 320 x 480)? Are they all 2D images?

Answer to Question # 85:

Please see the answer to question # 78.

Question # 86:

Does the Department have a preference for .NET or Java environments?

Answer to Question # 86:

The Department's preference is .NET environments.

Question # 87:

Regarding RFI Section 4, Current Business Process, "Once issued, the documentation, along with the image taken during the issuance process is stored in the Department's Oracle databases." Is the image and supporting documentation stored in the same database or different databases? In what format is it stored in the Oracle database (e.g., JPG, JPG2000, BLOB)?

Answer to Question # 87:

Separate databases. The supporting documentation is stored in DLPROD as data and in DLSCAN as scanned documents (BLOBS of TIFF data). DLIMAGE stores the photos (BLOBS of JPG2000 data).

Question # 88:

The Department is seeking to add the ability of law enforcement to upload and compare images from other systems. In what format are those images?

Answer to Question # 88:

The format will be JPG.

Question # 89:

Would the Department consider extending the due date of this RFI by two weeks?

Answer to Question # 89:

Please see the attached modified timeline.

Question # 90:

The RFI states "responses must be sent via mail." Is courier or hand delivery acceptable?

Answer to Question # 90:

Yes, courier or hand delivered will be acceptable.

Question # 91:

Will the Department accept responses via e-mail?

Answer to Question # 91:

No, a hard copy of the proposal must be submitted to the Department. Vendor's are welcome to submit an electronic copy via email, but only in addition to the required paper copies.

4. Cost – Provide the estimated cost associated with products implementation as well as a cost benefit analysis:
 - a. Product or Line Item
 - b. Quantity Required – Number of each product/line item required
 - c. Cost per product or line item
 - d. Overall Initial Cost
 - e. Five (5) year Total Cost of Ownership
 - f. Return on investment analysis

5. Proposed Implementation/Maintenance – Provide the following details for the proposed solution:
 - a. An overview of the implementation complexity
 - b. The complete level of effort to implement the system as proposed.
 - c. The requirements to maintain the system

6. Vendor Background – Provide the following information about your company:
 - a. A history of the proposed application
 - b. Your market presence in the United States

7. The Department's intent is to identify potential products that can fulfill the functional requirements. Respondents should address all of the needs listed above.

8. RESPONSE DATE

Responses must be in accordance with the timeline below, and must address each RFI request/questions point by point. Responses must be received no later than 3:00 p.m., April 29, 2011. Responses must be sent via mail to:

Florida Department of Highway Safety and Motor Vehicles
Attention: Jon Kosberg
Office of Purchasing and Contracts
2900 Apalachee Parkway, MS 31
Tallahassee, FL, 32399-0508

Timeline

April 13, 2011 - RFI posted on Vendor Bid System (VBS)
April 19, 2011 – Vendor Questions Due
April 22, 2011 – DHSMV Post Responses
May 13, 2011 - Typed responses due
May 20, 2011 - Schedule vendor demonstrations (if applicable)
May 30, 2011 – Begin vendor demonstrations (if applicable)

9. QUESTIONS

Please feel free to contact the Department of Highway Safety and Motor Vehicles with any questions regarding this Request for Information. Questions should be directed to Jon Kosberg, by phone: 850-617-3203 or email: jonkosberg@fhsmv.gov

End of Questions and Answers

All other dates and terms and conditions remain the same in this Request For Information.

Sincerely,

A handwritten signature in black ink, appearing to be 'KB', written in a cursive style.

Kevin Bailey, Chief
Bureau of Purchasing and Contracts

KB/jk
CC: Terrence Samuel