

NEVADA DEPARTMENT OF TRANSPORTATION
SUPPLEMENTAL NOTICE NO. 1 to RFI - Business Intelligence Implementation Project

Reference is made to the Request for Information to Vendors for the Business Intelligence Implementation Project, upon which proposals will be received until 3:00 p.m., local time, on March 4, 2013.

Following are questions received and the NDOT responses regarding the above referenced RFP:

1. QUESTION: Has NDOT evaluated any Data Quality tools as part of the BI solution?

ANSWER: No, NDOT has not evaluated any data quality tools. In the Scope of Work (Data Modeling section), NDOT expects the proposer to suggest a data quality tool that they are familiar with.

2. QUESTION: Does NDOT expect the implementer to develop a proof of concept for each phase of the implementation?

ANSWER: For the RFI, NDOT has selected a specific process to prototype in Phase 1 (as shown in the Implementation Strategy document). NDOT has not conducted enough research for the other phases of the project to expect a prototype. NDOT believes the knowledge gained in Phase 1 will provide guidance in the subsequent phases.

3. QUESTION: Has NDOT done further analysis to identify key performance indicators (KPIs), measures, dimensions and facts to be reported on for each phase? If so, will NDOT provide the results of these efforts to help refine scope?

ANSWER: No, NDOT has not identified additional KPI's, measures, dimensions and facts to be reported on in each phase. There could be additional information provided when the RFP is released, if this information has been determined.

4. QUESTION: Does NDOT expect the implementer to migrate Discoverer Reports to the OBIEE platform by using the end user layer (EUL) migration tool within OBIEE or is the expectation to recreate the Discoverer reports in OBIEE from scratch?

ANSWER: Requirement 17 indicates NDOT expects 10 Oracle reports to be migrated based on in varying levels of complexity. NDOT was not aware of the EUL migration tool at the time the RFI was written. If this tool allows the implementer and NDOT to migrate existing reports in OBIEE and NDOT is satisfied with the results, the tool may be utilized. NDOT expects the implementer to work with staff regardless of the approach so that staff can migrate the remaining reports.

5. QUESTION: What applications are used for NDOT's integrated financial system? Are the systems commercial off the shelf (COTS) applications? If so, what are the name(s) of the systems (e.g. Oracle, SAP, PeopleSoft etc.) and what is the overall modular footprint (e.g. financials, procurement, HR, payroll etc.)?

ANSWER: NDOT's integrated financial system is a highly customized commercial off the shelf (COTS) application. It was implemented back in 1999 with the name of Advantage Financial (from CGI/ AMS). The application includes general ledger/financials, purchasing, federal aid/project billing and human resources. NDOT also has a financial data warehouse built by Oracle that is loaded on a daily basis with transactions processed in the Advantage Financial system. The purpose of the data warehouse is to provide NDOT staff with a wide range of reporting capabilities.

6. **QUESTION:** At the end of page 13 of the RFI document, a statement is made about making a decision on enterprise data warehouse development. Can NDOT clarify this statement?

ANSWER: This statement means during Phase 2, NDOT will make a decision as to whether a data warehouse will be built using the core data in Phase 1 and Phase 2. It should be noted NDOT already has a Financial Data Warehouse and we are not expecting to rebuild this but rather determine if it's necessary to build a data warehouse with non-financial enterprise data. NDOT would prefer not to create additional warehouses unless performance issues require it.

7. **QUESTION:** Within the requirements table within section 2.5 Functional and System Requirements, requirement 14 and 24 both refer to delivery of information via mobile platforms. Requirement 14 is optional and requirement 24 is mandatory. Please clarify the desired mobile platform functionality.

ANSWER: Requirements 14 and 24 should both be optional requirements.

8. **QUESTION:** Within the milestone table on page 44, NDOT lists July of 2012 as having made a decision about a hosting solution. Will NDOT share the results of the decision?

ANSWER: As stated on page 4 of the RFI, NDOT has licensed Oracle's Business Intelligence Enterprise Edition (OBIEE) and Oracle Data Integrator (ODI) as the primary tools to be used in this Business Intelligence project.

9. **QUESTION:** Understanding that NDOT is anticipating a multi-year, phased implementation, are there specific milestone dates that NDOT has in mind for deployments associated with each phase?

ANSWER: As show on page 44 of the RFI and on the table on the following page, the project includes several milestone dates:

Milestone	Tentative Date	Description
Decide on key data sources and start Proof of Concept	October 2013	Confirm/choose the 4 data sources to begin Phase 1
Decide on report and dashboard approaches	November 2013	Choose report and dashboard for Phase 1
Develop Testing Plan	December 2013	Develop unit and integration test scripts/models
Phase 1 Begins	January 2014	Proof of Concept Phase 1 Begins
Phase 1 Ends	December 2014	Proof of Concept Phase 1 Ends
Phase 2 Begins	January 2015	Proof of Concept Phase 2 Begins
Phase 2 Ends	December 2015	Proof of Concept Phase 2 Ends
Phase 3 Begins	January 2016	Proof of Concept Phase 3 Begins
Phase 3 Ends	December 2016	Proof of Concept Phase 3 Ends

10. QUESTION: Regarding the migration of Discoverer reports and their current basis on the existing Financial Data Warehouse, is it assumed the new BI reports (replacing these Discoverer reports) would be sourced by the new data mart or still pull data (wholly or partially) from the existing Fin. DW?

ANSWER: The migration of the current Discoverer reports will pull data from the existing data sources. NDOT does not expect to rebuild the existing financial data warehouse. It should be noted not all reports pull data from the financial data warehouse, we have business areas in Discoverer that represent several sources systems (Pavement Management System, Traffic Information System, etc.).

11. QUESTION: Does NDOT has specific requirements for KPIs and/or a targeted scorecarding methodology applicable to the use of Oracle Scorecard and Strategy Management (OSSM)?

ANSWER: No, NDOT does not have specific requirements for KPI's or targeting scorecard methodology. NDOT expects the implementer to provide ideas and approaches as part of the implementation based on our business needs.

12. QUESTION: On p13 in the section describing the 'Initial Project Generation' process, it suggests travel forecasts and predictive capabilities; does NDOT anticipate implementing Oracle Advanced Analytics and/or Oracle Crystal Ball facilities for these facilities?

ANSWER: NDOT has purchased and intends to use the Oracle Advanced Analytics database option for this project, but NDOT has no plans to use Oracle Crystal Ball.

13. QUESTION: On p21, requirement #2 suggests up to four (4) source applications per phase, though earlier descriptions of Phase 1 highlight nine (9) source applications; please clarify or confirm that the scoping of Phase 1, specifically the number of source systems, is still to be determined.

ANSWER: NDOT expects Phase 1 to include, at a minimum, the 4 key source systems for the initial and second project screening of the project development life cycle. The requirement should have stated at least 4 source applications. The systems noted on page 10 for Phase 1 of the project represent not only the key source systems but smaller systems that have data (such as milestone data) that NDOT feels is necessary to integrate the data.

14. QUESTION: On p21-22, requirements #11 and #12 refer to an NDOT Information Center as a centerpiece for user access to BI content. Please confirm that functionality beyond the standard OBIEE dashboarding facilities is not anticipated.

ANSWER: Requirements 11 and 12 refer to the NDOT Information Center. Page 5 of the RFI illustrates NDOT's vision of the Strategic Data Plan that includes the Information Center in the top left corner. NDOT is interested in the standard OBIEE dashboard functionality and how that can provide staff with the information that need to do their jobs. If the standard functionality does not meet the needs of NDOT, a determination will be made to process a change order and enhance the functionality or pursue an internally developed initiative.

15. QUESTION: For our phased plan and cost estimates, should we assume NDOT's resource allocation levels as listed on p45? If not, please do provide such assumptions.

ANSWER: As stated on page 45, the Resource Plan below summarizes the effort for each project team member. There will be additional resources required but these are preliminary resource requirements. In addition, page 51 of the RFI in the Budget Assumptions and Constraints Section clarifies this question further.

Budget Assumptions and Constraints

- The BI Implementation funding will be received over 2 legislative biennia.
- NDOT will require the selected proposer to communicate all resource requirements and data quality products needed to perform the project. The department will be responsible for acquiring resources and products for the project.

16. QUESTION: Prior to integrating operational and transactional data sources, did NDOT include geospatial data quality principles (ISO 19113) in your data quality assessments?

ANSWER: No, NDOT did not include geospatial data quality principles in our data quality assessments.

17. QUESTION: Will NDOT implement a geospatial ETL (extract, transform and load) solution to assess geospatial data sources quality, manage geospatial metadata and publish geographic data layers?

ANSWER: No, NDOT will not implement a geospatial ETL solution to assess geospatial data source quality.

18. QUESTION: Does NDOT have an idea of the cost of the current process of manual database preparation by functional staff?

ANSWER: No, NDOT does not have an estimate of the cost to create the data used for the current Transportation Planning process. This is a process that utilizes spreadsheets with merged data from our 4 key systems (pavement, bridge, traffic and safety) that we have utilized for several years and involves staff from several divisions.

19. QUESTION: Does NDOT envision reporting & analysis skills & services to be provided from a central group, distributed across business departments, or a combination?

ANSWER: As part of the implementation strategy, NDOT expects the proposer to provide recommendations. NDOT does not currently have a central group that provides this service. Today, we have Discoverer experts and Subject Matter Experts in each of the divisions that analyze and extract the data using the knowledge they have acquired working with their data and the tools that currently exist.

20. QUESTION: Is there a plan to put standard Dashboards by area in the Information Center, or is it mainly for ad hoc access?

ANSWER: NDOT envisions the dashboards will be part Information Center but not immediately. Requirement 11 asks for a “design” of the Information Center with interactive dashboards, not necessarily development. NDOT is more interested in creating 5 functional areas per phase to include simple and complex reporting and predictive analysis and teaching staff how to create the dashboards. The development of the Information Center will probably be in a later phases or developed internally.

21. QUESTION: What is the total volume of data now being managed in the function specific systems that is anticipated to come into the common data environment?

ANSWER:

The pavement data warehouse contains 154 tables and is 600 MB.
The pavement operational system contains 189 tables and is 1 GB.
The safety data warehouse contains 49 tables and is 7.5 GB.
The traffic system contains 200 tables and is 250 MB.
The financial data warehouse contains 418 tables and is 50 GB.

22. QUESTION: Are there common entities that exist in all or most of the disparate data sources that would need to be combined, e.g. road segments, counties, cities?

ANSWER: To answer this question, NDOT would have to perform a detail analysis all of the disparate data sources. NDOT has not conducted this analysis. For Phase 1, NDOT has used pavement, bridge, traffic and safety data to come up with a list of road projects to be funded every year. This data generally includes road segments, counties, and NDOT district for presentation purposes. Other common entities/data elements that would need to be combined to enable relationships for this disparate data is not known at this time. Requirement 4 was included so the proposer can show NDOT how to link common datasets across multiple systems.

23. QUESTION: Are there specific new reports and dashboards that have been identified for creation during the implementation phase I, or does conversion of existing Discoverer reports plus the capability to develop new OBIEE reports reflect the requirement?

ANSWER: Not knowing which requirements the question is referring to, NDOT does not have specific reporting requirements for the implementation beyond the migration of the current reports. As part of requirement 17, NDOT expects the implementation vendor to convert 10 reports of various complexities, and most importantly, to perform knowledge transfer with NDOT staff so that NDOT will be in a position to re-create existing reports and develop new reports. Requirements 8 and 9 state specific dashboard requirements.

24. QUESTION: Has the predictive models been identified for requirement #15?

ANSWER: No, there have not been any predictive analysis models identified for Requirement #15. As stated, the only specific requirement is that the predictive analysis involves 5 functional areas. NDOT expects the proposer to make recommendations on the types of models based on their experience with other DOT's and the OBIEE tool.

25. QUESTION: Will the Implementer participate in the creation of the Data Governance capability, or will the two efforts go on in parallel?

ANSWER: As shown in the Strategic Plan diagram on page 34 of the RFI, the Data Governance is a separate effort. NDOT has established a Data Governance Team is to maintain policies, standards, procedures and processes that support the effective and timely delivery of reliable transportation-related data in and across NDOT divisions.

26. QUESTION: Will spreadsheets be included as data sources for integration into the common data warehouse?

ANSWER: Page 75 of the RFI indicates the Structure Index is a key source of data used by the NDOT Bridge Division. This data contains a listing of all structures organized by structure number, route and district and only exists in Excel and .pdf formats. At this time this is the only key data source that exists in spreadsheet format. It should be noted NDOT has not made any decisions about building a common data warehouse. The implementation strategy section of the RFI indicates a decision will be made about the enterprise data warehouse development at the end of Phase 1 or beginning of Phase 2.

27. QUESTION: On Page 24 it states "The solution must be scalable to support growth in data volume. It should have the ability to accommodate additional data and users." How many users and how much data are initially projected and how much does NDOT plan to scale to?

ANSWER:

The pavement data warehouse contains 154 tables and is 600 MB.

The pavement operational system contains 189 tables and is 1 GB.

The safety data warehouse contains 49 tables and is 7.5 GB.

The traffic system contains 200 tables and is 250 MB.

The financial data warehouse contains 418 tables and is 50 GB.

We initially expect approximately 100 system users with possible growth to over 500 users as the systems roll out and the agency understands how to use the tool.

28. QUESTION: On Page 23, requirement #24 states “BI shall support information delivery to mobile platforms. This includes notifications, alerts, reports, dashboards and other self service analysis.” Which mobile platform/devices must be supported?

ANSWER: In preliminary discussions with the Information Technology division, NDOT management is currently using IPADs and iPhones and they would prefer to use BI with their existing IPAD devices.

29. QUESTION: On Page 26, it states “NDOT has already purchased *the software* and will be using *existing servers*.” What specifically is meant by “the software”? Will the use of the “existing services” be for that software only?

ANSWER: NDOT has purchased the Oracle Business Intelligence bundle which includes:

- Database EE
- Oracle Data Integrator EE
- Diagnostics Pack
- Tuning Pack
- Spatial DB Option
- Advanced Analytics DB Option
- Partitioning
- Business Intelligence EE
- Business Intelligence Mobile
- Business Intelligence Foundation Suite

NDOT will be using existing servers to house the OBIEE solution. NDOT does not expect to purchase additional servers for this project.

30. QUESTION: Does NDOT plan to use a canned data model or is it a part of a larger data governance initiative?

ANSWER: NDOT does not plan to use a canned data model. NDOT expects the implementer to recommend a methodology to determine the quality and usability of the data when mapping the source data to the BI tool. NDOT expects the implementer to recommend a data model based on our specific needs.

31. QUESTION: Will the migration of the current Discovery report platform to OBIEE being treated as a fresh development on OBIEE to replace current reports with different formats and features or is it planned to be a fork-lift in terms of format and usability?

ANSWER: NDOT expects the reports to be migrated from Discoverer to OBIEE in their current format where possible. Please note that requirement #16 only specifies the migration of 10 Discoverer reports along with knowledge transfer to NDOT staff.

32. QUESTION: In what capacity are the resources on Page 45 planned to participate on the project?

ANSWER: As indicated on page 45, the resources listed in this table represent preliminary resource requirements. NDOT expects the implementer’s response to include a section entitled Implementation Approach. This section should include a project organizational structure with defined roles for all necessary project participants. Required skill sets should also be noted for each project participant especially for the Data Modeling effort. In addition, the Proposed

Solution section of the response also requires an estimate of resources required (both NDOT and implementer).

33. QUESTION: What level of effort and participation is expected or planned for the departments listed in the organization chart on Page 17?

ANSWER: The intent of the organization chart on page 17 is to show the various functional areas within the department. NDOT does not expect all divisions to be involved in the BI implementation for every phase of the project. NDOT expects the divisions responsible for the key source systems to be involved in their respective phases. For instance, the Pavement Analysis section (part of Materials Division), Bridge, Traffic Engineering and Safety Engineering divisions to be actively participating in Phase 1.

34. QUESTION: How many staff will need to be trained and what is their specific skill sets?

ANSWER: NDOT does not know what resources are needed for this project. The reason for the RFI is understand what will be needed in terms of resources. NDOT expects the implementer's response to include a section entitled Implementation Approach. This section should include a project organizational structure with defined roles for all necessary project participants. Required skill sets should also be noted for each project participant especially for the Data Modeling effort. In addition, the Proposed Solution section of the response should include an estimate of resources required (both NDOT and implementer). See question 27 also.

35. QUESTION: Is our primary knowledge transfer with the staff on Page 45 or will there be more?

ANSWER: No, as stated in several requirements (1,6,11,17, etc.) NDOT expects the implementer to work with staff on all aspects of the project.

36. QUESTION: What mobile devices and Operating Systems need to be supported?

ANSWER: At this time, the mobile devices supported by NDOT are iPads and iPhones.

37. QUESTION: Are the applications that need to be invoked through BI queries accessible via web services?

ANSWER: At this time, none of NDOT's applications are invoked through web services.

38. QUESTION: What financial software is used?

ANSWER: NDOT's integrated financial system is a highly customized commercial off the shelf (COTS) application. It was implemented back in 1999 with the name of Advantage Financial (from CGI/ AMS). The application includes general ledger/financials, purchasing, federal aid/project billing and human resources. NDOT also has a financial data warehouse built by Oracle that is loaded on a daily basis with transactions processed in the Advantage Financial system.

39. QUESTION: The Vendor shall provide a single and consistent metadata layer for 4 applications for each phase. What is required for the other applications in each phase?

ANSWER: If you are referring to the Project Plan that is part of the project charter, the table that lists typical tasks to be included in a business intelligence project. NDOT expects the implementer to review the key source systems identified for each phase and determine if they should be included in the metadata layer (based on the information needed for the transportation planning process).

40. QUESTION: Can you provide the number of tables in each database that needs to be integrated?

ANSWER:

The pavement data warehouse contains 154 tables and is 600 MB.
The pavement operational system contains 189 tables and is 1 GB.
The safety data warehouse contains 49 tables and is 7.5 GB.
The traffic system contains 200 tables and is 250 MB.
The financial data warehouse contains 418 tables and is 50 GB.

41. QUESTION: Can you elaborate further on the nature of the Oracle Discoverer reports? Are they comprised of both analytical and transactional reports?

ANSWER: The Oracle Discoverer reports consist of both transactional and analytical reports. Depending on the user and the data they need to report on the reports can be transactional, analytical, summary or detail. Requirement 17 indicates 10 Discoverer reports will be part of the implementation (in varying degrees of complexity) including knowledge transfer with NDOT staff.

42. QUESTION: Will the Business Intelligence Implementation project focus on migrating only the analytical reports?

ANSWER: No, the project will focus the reports we choose to include as part of requirement 17. As part of Phase 1 we are looking for a migration strategy for remaining reports to be generated using the BI tool.

43. QUESTION: Are there any data marts in the current architecture that can be leveraged in the Business Intelligence Implementation project? [Page 3, 4, 14]

ANSWER: There is a Financial Data Warehouse and a Pavement Data Warehouse we expect to leverage for the Business Intelligence Implementation in addition to operational systems.

44. QUESTION: How are data and user security implemented in the current architecture? [Page 4]

ANSWER: OBIEE is a new installation for us, so user security has only been set up for a small group of DBAs and developers. It is being managed with OBIEE's internal security.

45. QUESTION: Can you describe the functionality of the NDOT Information Center in further detail? Is it envisioned to be an application/dashboard/portal? Is OBIEE intended to be used to build this? [Page 5, 6, 21, 36, 71]

ANSWER: Requirements 11 and 12 refer to the NDOT Information Center. Page 5 of the RFI illustrates NDOT's vision of the Strategic Data Plan that includes the Information Center in the top left corner. NDOT is interested in the standard OBIEE dashboard functionality and how that

can provide staff with the information that need to do their jobs. If the standard functionality does not meet the needs of NDOT, a determination will be made to process a change order and enhance the functionality or pursue an internally developed initiative.

46. QUESTION: Is the Common Enterprise Information Model envisioned to be a consolidating data model that is used to integrate the different source systems or is it intended to be a data mart/data warehouse?

ANSWER: NDOT expects the Common Enterprise Information Model to be a data model that consolidates and integrates all the data noted in the various phases. For instance, all the information we

47. QUESTION: Will the vendor assist in building the common enterprise information model or will it be designed by NDOT? [Page 5, 11, 39]

ANSWER: Development of the common enterprise information model will be a joint effort between NDOT and the vendor.

48. QUESTION: How many users are intended to use the reports and dashboards that will be implemented? How many concurrent users will be accessing the BI reports/dashboards?

ANSWER: The reports and dashboards should be available to all NDOT employees. We expect the largest use to be from supervisory and management staff at NDOT headquarters and district offices. We initially expect 50 or fewer concurrent users, with the user base growing as understanding of the tool grows and as each phase of the project is rolled out.

49. QUESTION: What are the primary benefits hoped to be achieved after implementing a data quality tool? [Page 4, 22, 56]

ANSWER: NDOT expects to understand the quality of the data in terms of completeness, accuracy, consistency and relevancy. NDOT also wants to understand the impact of the data quality with the BI tool so that decisions can be made as to how to correct the data and in what order.

50. QUESTION: What is the current state of data quality for the source systems in the RFI?

ANSWER: The data quality varies across the source systems. NDOT is now undergoing an effort to evaluate and improve the data quality of the source systems.

51. QUESTION: The RFI mentions that the BI solution should link to the document management system, what is the platform for the document management system and what metadata is available for the documents? [Page 4]

ANSWER: The document management system is an EMC Application Xtender 5 (AX5) system running on Dell servers with Windows operating systems. We use document attributes as index values to locate documents in the system.

52. QUESTION: Can you please provide an estimate for the number of data warehouse objects? How many data models and dimensions?

ANSWER:

The pavement data warehouse contains 154 tables and is 600 MB.
The pavement operational system contains 189 tables and is 1 GB.
The safety data warehouse contains 49 tables and is 7.5 GB.
The traffic system contains 200 tables and is 250 MB.
The financial data warehouse contains 418 tables and is 50 GB.
The NDOT data warehouses conform very loosely, if at all to a star schema, so they don't necessarily have dimensions and data models.

53. QUESTION: Will the contractor supply ongoing maintenance and reporting function or will there be a hand off at the end of implementation?

ANSWER: NDOT staff will supply the ongoing system maintenance. Knowledge transfer to NDOT staff should occur during the entire project with a hand off to NDOT staff at the end of the project.

54. QUESTION: How many pages can the RFI Response be?

ANSWER: NDOT has not put a limit on the number of pages for RFI response. The implementer should follow the Vendor Responses instructions in the RFI and include all information necessary to conform to each section (Executive Summary, Implementation Approach, Proposed Solution, etc.).

55. QUESTION: Does NDOT envision the 3 phases to be roughly 1 year each in duration?

ANSWER: As stated in the Project Charter section of the RFI (on page 45), each of the three phases is expected to last approximately one year.

56. QUESTION: Section 1.1, Will NDOT provide staffing expertise with regards to Bentley ProjectWise CADD System and Roadview?

ANSWER: Some staff with an understanding of the ProjectWise and Mandli Roadview system will be available as resources for the project.

57. QUESTION: Section 2.4, Will this new process lead to the development of new data source systems. If so, will these systems need to be integrated into the solution?

ANSWER: No new systems are anticipated as a result of this project, but new systems implemented at NDOT will need to be integrated into this solution over time.

58. QUESTION: Section 3.5, What is the current training structure for the system? Is virtual training or classroom training used more?

ANSWER: There will be a need for both in this project. As the phases roll out, the primary users will need classroom training to understand what the system can do for them, but they will also need reference materials for review at a later time.

59. QUESTION: Does NDOT have a general sense of the number of concurrent users on the system and the size of the reporting data sets?

ANSWER:

The pavement data warehouse contains 154 tables and is 600 MB.
The pavement operational system contains 189 tables and is 1 GB.
The safety data warehouse contains 49 tables and is 7.5 GB.
The traffic system contains 200 tables and is 250 MB.
The financial data warehouse contains 418 tables and is 50 GB.
We initially expect to be below 50 concurrent users, but expect the number of concurrent users to grow as additional phases of the project roll out.

60. QUESTION: Has NDOT performed an analysis on the number of Oracle licenses needed for the BI implementation?

ANSWER: NDOT has purchased a unlimited license agreement (ULA) for the implementation of this project. Oracle licenses will not be a concern during the development of the project. As the project completes, the Oracle environments will be scaled back to their ongoing maintenance level.

61. QUESTION: Has NDOT recently performed a quality assessment on the source data systems?

ANSWER: No, NDOT has not performed a quality assessment of the source data. Requirement 22 indicates the implementer should be familiar with data quality products and provide NDOT with a strategy for cleaning/purifying the data.

62. QUESTION: Are all resources required to be onsite during implementation?

ANSWER: NDOT expects the resources working with staff to on BI implementation related tasks to be onsite as much as necessary to so knowledge transfer can happen and the project is successful. NDOT generally does not allow contractors remote access to our servers as a general course of business.

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