REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the procedures stated in this Request for Proposal, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder maintains a drug free work place.

Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

_____ NEBRASKA CONTRACTOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this RFP.

______I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

_____ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. §71-8611 and wish to have preference considered in the award of this contract.

FORM MUST BE SIGNED USING AN INDELIBLE METHOD (NOT ELECTRONICALLY)

FIRM:	GL Suite, dba for GL Solutions
COMPLETE ADDRESS:	856 NW Bond St #200, Bend, OR 97701
TELEPHONE NUMBER:	541-312-3662
FAX NUMBER:	N/A
DATE:	January 29, 2019
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	Bill Moseley, CEO

Nebraska Department of Administrative Services

RFP # 5960 Z1

Financial Licensing and Enforcement Software Solution for Department of Banking and Finance

Technical Proposal from GL Solutions

ORIGINAL

Government Licensing Solutions to Streamline Regulatory Agencies

Submission Deadline: 2:00 p.m. CST, January 31, 2019

Contact Information:
Bill Moseley, CEO
moseley@glsolutions.com
GL Solutions
P.O. Box 591, Bend, OR 97709
541-312-3662 (ph)
www.glsolutions.com

Contents

Cover Letter

GL Solutions
P.O. Box 591
Bend, OR 97709
January 28, 2019

RE: RFP # 5960 Z1 – Financial Licensing and Enforcement Software Solution for Department of Banking and Finance

Response Review Committee:

GL Solutions is pleased to submit this response to Nebraska Department of Administrative Services (NA DAS) for a Financial Licensing and Enforcement Software Solution for Department of Banking and Finance. I am the President and CEO of GL Solutions and the person designated to answer questions about this response. You will find my contact information on the cover page of this response.

GL Solutions is a privately-owned company with one location in Bend, Oregon and 45 staff members. Since our founding over 20 years ago, we have implemented our highly flexible system to support licensing, permitting, compliance, certification, inspection, credentialing, registration, continuing education and enforcement activities in various professional regulation, health and safety environments for 58 government agencies in 25 states. We have developed and supported systems for agencies in Administrative Services, Financial Services, State Departments of Public Health, Commerce, Accountancy, Protective and Justice Services, as well as State Boards of Medicine, Nursing, Veterinary Medicine, Licensure, Pharmacy and Dentistry—to name only a few.

GL Solutions develops and supports GL Suite, our configurable off-the-shelf software package for automating the operations of regulatory agencies. GL Solutions is dedicated to providing outstanding information systems that improve the organizational productivity of state government agencies. GL Solutions stands apart in the industry with its ability to deliver all desired functionality, at an affordable price, in a timeframe that meets even the tightest of schedules. Founded in 1997 by former government licensing administrators, GL Solutions is built on a solid bedrock of government regulatory expertise and an unwavering commitment to improving the productivity of government organizations.

GL Suite software is a fully-integrated government licensing software solution with the configurable versatility to organize the processes and data of each regulatory agency. GL Suite will simplify your procedures and handle every aspect of regulation to meet the agencies' missions, including application intake, review, inspection, investigation, permit status, and compliance activities. The product components are specified and configured for each agency, to build the specialized solutions necessary to guide each agency's many stakeholders. Its intuitive design and web-based interface help our customers streamline every process and activity, eliminating the need for many manual processes.

GL Solutions puts a focus on integrated guidance in all aspects of our experience. Our integrated guidance begins with the initiation of the project, ensuring both our staff and clients are aligned and coordinated to ensure a successful execution. Integrated guidance is also built directly into the application, guiding Agency staff through specific processes and procedures.

We have a proven record of accomplishment for meeting project goals and delivering all agreed upon components of software implementation. We specialize in creating systems for government regulatory agencies. Using our experience, we will work with you to identify and achieve your goals. To support our effort, we follow a time-tested, effective risk management methodology to identify, control and mitigate potential risks. The GL Solutions Project Management Methodology is a well-thought-out and effective process that has been highly successful for government regulatory agencies of all types and sizes.

Our software is industry-tested, highly flexible and user-friendly. GL Suite can meet all of your system and technical requirements, configuration specifications and reporting needs. It is a web-based software application that includes an intuitive user interface displayed in a web browser. The GL Suite software is backed by our support teams, our tech support plans, and our unparalleled, comprehensive GL Simple support plans, including a training program conducted in an organized and structured manner that will meet all of your agency's needs.

GL Solutions has substantial experience, a record of success, a talented team of employees and a mature, comprehensive software solution. We appreciate the opportunity to offer this response to Nebraska Department of Administrative Services in your pursuit of a new Financial Licensing and Enforcement Software Solution for Department of Banking and Finance. We are pleased to be considered as a candidate and look forward to the prospect of working with you to create an efficient system to support your daily efforts. Thank you for considering GL Solutions on this important project.

All the information provided in this response is true and accurate. Contact me using the information included on the cover page.

Sincerely,

Bill Moseley
President and CEO, GL Solutions

1. Request for Proposal Form

GL Solutions has provided within this section the Request for Proposal Form followed by our response to the Terms and Conditions.

Request for Proposal Form

GL Solutions has provided on the following pages the completed Request for Proposal Form.

Form A
Bidder Contact Sheet
Request for Proposal Number 5960 Z1

Form A should be completed and submitted with each response to this RFP. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	GL Suite, dba for GL Solutions
Bidder Address:	856 NW Bond St #200 Bend, OR 97701
Contact Person & Title:	Bill Moseley, CEO
E-mail Address:	moseley@glsolutions.com
Telephone Number (Office):	541-312-3662
Telephone Number (Cellular):	N/A
Fax Number:	N/A

Each bidder should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	GL Suite, dba for GL Solutions
Bidder Address:	856 NW Bond St #200 Bend, OR 97701
Contact Person & Title:	Bill Moseley, CEO
E-mail Address:	moseley@glsolutions.com
Telephone Number (Office):	541-312-3662
Telephone Number (Cellular):	N/A
Fax Number:	N/A

Terms and Conditions

Bidders should complete Sections II through VI as part of their proposal. Bidder is expected to read the Terms and Conditions and should initial either accept, reject, or reject and provide alternative language for each clause. The bidder should also provide an explanation of why the bidder rejected the clause or rejected the clause and provided alternate language. By signing the RFP, bidder is agreeing to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the proposal. The State reserves the right to negotiate rejected or proposed alternative language. If the State and bidder fail to agree on the final Terms and Conditions, the State reserves the right to reject the proposal. The State of Nebraska is soliciting proposals in response to this RFP. The State of Nebraska reserves the right to reject proposals that attempt to substitute the bidder's commercial contracts and/or documents for this RFP.

The bidders should submit with their proposal any license, user agreement, service level agreement, or similar documents that the bidder wants incorporated in the Contract. The State will not consider incorporation of any document not submitted with the bidder's proposal as the document will not have been included in the evaluation process. These documents shall be subject to negotiation and will be incorporated as addendums if agreed to by the Parties.

If a conflict or ambiguity arises after the Addendum to Contract Award have been negotiated and agreed to, the Addendum to Contract Award shall be interpreted as follows:

1. If only one Party has a particular clause then that clause shall control;
2. If both Parties have a similar clause, but the clauses do not conflict, the clauses shall be read together;
3. If both Parties have a similar clause, but the clauses conflict, the State's clause shall control.

A. GENERAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The contract resulting from this RFP shall incorporate the following documents:

1. Request for Proposal and Addenda;
2. Amendments to the RFP;
3. Questions and Answers;
4. Contractor's proposal (RFP and properly submitted documents);
5. The executed Contract and Addendum One to Contract, if applicable ; and,
6. Amendments/Addendums to the Contract.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a future contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document: 1) Amendment to the executed Contract with the most recent dated amendment having the highest priority, 2) executed Contract and any attached Addenda, 3) Amendments to RFP and any Questions and Answers, 4) the original RFP document and any Addenda, and 5) the Contractor's submitted Proposal.

Any ambiguity or conflict in the contract discovered after its execution, not otherwise addressed herein, shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

B. NOTIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

Contractor and State shall identify the contract manager who shall serve as the point of contact for the executed contract.

C. GOVERNING LAW (Statutory)

Notwithstanding any other provision of this contract, or any amendment or addendum(s) entered into contemporaneously or at a later time, the parties understand and agree that, (1) the State of Nebraska is a sovereign state and its authority to contract is therefore subject to limitation by the State's Constitution, statutes, common law, and regulation; (2) this contract will be interpreted and enforced under the laws of the State of Nebraska; (3) any action to enforce the provisions of this agreement must be brought in the State of Nebraska per state law; (4) the person signing this contract on behalf of the State of Nebraska does not have the authority to waive the State's sovereign immunity, statutes, common law, or regulations; (5) the indemnity, limitation of liability, remedy, and other similar provisions of the final contract, if any, are entered into subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity; and, (6) all terms and conditions of the final contract, including but not limited to the clauses concerning third party use, licenses, warranties, limitations of liability, governing law and venue, usage verification, indemnity, liability, remedy or other similar provisions of the final contract are entered into specifically subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity.

The Parties must comply with all applicable local, state and federal laws, ordinances, rules, orders, and regulations.

D. BEGINNING OF WORK

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The bidder shall not commence any billable work until a valid contract has been fully executed by the State and the successful Contractor. The Contractor will be notified in writing when work may begin.

E. CHANGE ORDERS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X	**See contract section 7 for alternative language.**

The State and the Contractor, upon the written agreement, may make changes to the contract within the general scope of the RFP. Changes may involve specifications, the quantity of work, or such other items as the State may find necessary or desirable. Corrections of any deliverable, service, or work required pursuant to the contract shall not be deemed a change. The Contractor may not claim forfeiture of the contract by reasons of such changes.

The Contractor shall prepare a written description of the work required due to the change and an itemized cost sheet for the change. Changes in work and the amount of compensation to be paid to the Contractor shall be determined in accordance with applicable unit prices if any, a pro-rated value, or through negotiations. The State shall not incur a price increase for changes that should have been included in the Contractor's proposal, were foreseeable, or result from difficulties with or failure of the Contractor's proposal or performance.

No change shall be implemented by the Contractor until approved by the State, and the Contract is amended to reflect the change and associated costs, if any. If there is a dispute regarding the cost, but both parties agree that immediate implementation is necessary, the change may be implemented, and cost negotiations may continue with both Parties retaining all remedies under the contract and law.

F. NOTICE OF POTENTIAL CONTRACTOR BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
	X		

If Contractor breaches the contract or anticipates breaching the contract, the Contractor shall immediately give written notice to the State. The notice shall explain the breach or potential breach, a proposed cure, and may include a request for a waiver of the breach if so desired. The State may, in its discretion, temporarily or permanently waive the breach. By granting a waiver, the State does not forfeit any rights or remedies to which the State is entitled by law or equity, or pursuant to the provisions of the contract. Failure to give immediate notice, however, may be grounds for denial of any request for a waiver of a breach.

G. BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X	**Delete the sentence:** In case of default of the Contractor, the State may contract the service from other sources and hold the Contractor responsible for any excess cost occasioned thereby.

Either Party may terminate the contract, in whole or in part, if the other Party breaches its duty to perform its obligations under the contract in a timely and proper manner. Termination requires written notice of default and a thirty (30) calendar day (or longer at the non-breaching Party's discretion considering the gravity and nature of the default) cure period. Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing time to cure a failure or breach of contract does not waive the right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the Contractor, the State may contract the service from other sources and hold the Contractor responsible for any excess cost occasioned thereby.

The State's failure to make payment shall not be a breach, and the Contractor shall retain all available statutory remedies and protections.

H. NON-WAIVER OF BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The acceptance of late performance with or without objection or reservation by a Party shall not waive any rights of the Party nor constitute a waiver of the requirement of timely performance of any obligations remaining to be performed.

I. SEVERABILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the provision held to be invalid or illegal.

J. INDEMNIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

1. GENERAL

The Contractor agrees to defend, indemnify, and hold harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all third party claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses ("the claims"), sustained or asserted against the State for personal injury, death, or property loss or damage, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Contractor, its employees, Subcontractors, consultants, representatives, and agents, resulting from this contract, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

2. **INTELLECTUAL PROPERTY**
The Contractor agrees it will, at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to, the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the Contractor or its employees, Subcontractors, consultants, representatives, and agents; provided, however, the State gives the Contractor prompt notice in writing of the claim. The Contractor may not settle any infringement claim that will affect the State's use of the Licensed Software without the State's prior written consent, which consent may be withheld for any reason.

If a judgment or settlement is obtained or reasonably anticipated against the State's use of any intellectual property for which the Contractor has indemnified the State, the Contractor shall, at the Contractor's sole cost and expense, promptly modify the item or items which were determined to be infringing, acquire a license or licenses on the State's behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. At the State's election, the actual or anticipated judgment may be treated as a breach of warranty by the Contractor, and the State may receive the remedies provided under this RFP.

3. **PERSONNEL**
The Contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel, including subcontractor's and their employees, provided by the Contractor.

4. **SELF-INSURANCE**
The State of Nebraska is self-insured for any loss and purchases excess insurance coverage pursuant to Neb. Rev. Stat. § 81-8,239.01 (Reissue 2008). If there is a presumed loss under the provisions of this agreement, Contractor may file a claim with the Office of Risk Management pursuant to Neb. Rev. Stat. §§ 81-8,829 – 81-8,306 for review by the State Claims Board. The State retains all rights and immunities under the State Miscellaneous (Section 81-8,294), Tort (Section 81-8,209), and Contract Claim Acts (Section 81-8,302), as outlined in Neb. Rev. Stat. § 81-8,209 et seq. and under any other provisions of law and accepts liability under this agreement to the extent provided by law.

5. The Parties acknowledge that Attorney General for the State of Nebraska is required by statute to represent the legal interests of the State, and that any provision of this indemnity clause is subject to the statutory authority of the Attorney General.

K. **ATTORNEY'S FEES**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
	X		

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Parties agree to pay all expenses of such action, as permitted by law and if order by the court, including attorney's fees and costs, if the other Party prevails.

L. **PERFORMANCE BOND**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X	**Replace:** The bond may be returned upon successful implement otherwise the bond will be returned when the service has been satisfactorily completed as solely determined by the State, after termination or expiration of the contract. **With:** The bond may be returned upon Acceptance, as specified in contract section 9, of the installation deliverables.

The Contractor will be required to supply a bond executed by a corporation authorized to contract surety in the State of Nebraska, payable to the State of Nebraska. The amount of the bond must be in the dollar amount $60,000.00 (sixty thousand dollars). The bond will guarantee that the Contractor will faithfully perform all requirements, terms and conditions of the contract. Failure to comply shall be grounds for forfeiture of the bond as liquidated damages. Amount of forfeiture will be determined by the agency based on loss to the State. The bond may be returned upon successful implement otherwise the bond will be returned when the service has been satisfactorily completed as solely determined by the State, after termination or expiration of the contract.

M. ASSIGNMENT, SALE, OR MERGER

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

Either Party may assign the contract upon mutual written agreement of the other Party. Such agreement shall not be unreasonably withheld.

The Contractor retains the right to enter into a sale, merger, acquisition, internal reorganization, or similar transaction involving Contractor's business. Contractor agrees to cooperate with the State in executing amendments to the contract to allow for the transaction. If a third party or entity is involved in the transaction, the Contractor will remain responsible for performance of the contract until such time as the person or entity involved in the transaction agrees in writing to be contractually bound by this contract and perform all obligations of the contract.

N. CONTRACTING WITH OTHER NEBRASKA POLITICAL SUB-DIVISIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The Contractor may, but shall not be required to, allow agencies, as defined in Neb. Rev. Stat. §81-145, to use this contract. The terms and conditions, including price, of the contract may not be amended. The State shall not be contractually obligated or liable for any contract entered into pursuant to this clause. A listing of Nebraska political subdivisions may be found at the website of the Nebraska Auditor of Public Accounts.

O. FORCE MAJEURE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

Neither Party shall be liable for any costs or damages, or for default resulting from its inability to perform any of its obligations under the contract due to a natural or manmade event outside the control and not the fault of the affected Party ("Force Majeure Event"). The Party so affected shall immediately make a written request for relief to the other Party, and shall have the burden of proof to justify the request. The other Party may grant the relief requested; relief may not be unreasonably withheld. Labor disputes with the impacted Party's own employees will not be considered a Force Majeure Event.

P. CONFIDENTIALITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

All materials and information provided by the Parties or acquired by a Party on behalf of the other Party shall be regarded as confidential information. All materials and information provided or acquired shall be handled in accordance with federal and state law, and ethical standards. Should said confidentiality be breached by a Party, the Party shall notify the other Party immediately of said breach and take immediate corrective action.

It is incumbent upon the Parties to inform their officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable by 5 U.S.C. 552a (m)(1), provides that any officer or employee, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than $5,000.

Q. EARLY TERMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.
2. The State, in its sole discretion, may terminate the contract for any reason upon thirty (30) calendar day's written notice to the Contractor. Such termination shall not relieve the Contractor of warranty or other service obligations incurred under the terms of the contract. In the event of termination the Contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.
3. The State may terminate the contract immediately for the following reasons:
   a. if directed to do so by statute;
   b. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
   c. a trustee or receiver of the Contractor or of any substantial part of the Contractor's assets has been appointed by a court;
   d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its Contractor, its employees, officers, directors, or shareholders;
   e. an involuntary proceeding has been commenced by any Party against the Contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) calendar days; or (ii) the Contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the Contractor has been decreed or adjudged a debtor;
   f. a voluntary petition has been filed by the Contractor under any of the chapters of Title 11 of the United States Code;
   g. Contractor intentionally discloses confidential information;
   h. Contractor has or announces it will discontinue support of the deliverable; and,
   i. In the event funding is no longer available.

R. CONTRACT CLOSEOUT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X	**Replace:** Transfer all completed or partially completed deliverables to the State; Transfer ownership and title to all completed or partially completed deliverables to the State; **With:** Transfer paid for deliverables to the State; Transfer ownership and title to all paid for deliverables to the State; **Add:** Contract closeout services must be purchased by state as a Software Support Service.

Upon contract closeout for any reason the Contractor shall within 30 days, unless stated otherwise herein:

1. Transfer all completed or partially completed deliverables to the State;
2. Transfer ownership and title to all completed or partially completed deliverables to the State;
3. Return to the State all information and data, unless the Contractor is permitted to keep the information or data by contract or rule of law. Contractor may retain one copy of any information or data as required to comply with applicable work product documentation standards or as are automatically retained in the course of Contractor's routine back up procedures;
4. Cooperate with any successor Contactor, person or entity in the assumption of any or all of the obligations of this contract;
5. Cooperate with any successor Contactor, person or entity with the transfer of information or data related to this contract;
6. Return or vacate any state owned real or personal property; and,
7. Return all data in a mutually acceptable format and manner.

Nothing in this Section should be construed to require the Contractor to surrender intellectual property, real or personal property, or information or data owned by the Contractor for which the State has no legal claim.

II. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

It is agreed that the Contractor is an independent contractor and that nothing contained herein is intended or should be construed as creating or establishing a relationship of employment, agency, or a partnership.

The Contractor is solely responsible for fulfilling the contract. The Contractor or the Contractor's representative shall be the sole point of contact regarding all contractual matters.

The Contractor shall secure, at its own expense, all personnel required to perform the services under the contract. The personnel the Contractor uses to fulfill the contract shall have no contractual or other legal relationship with the State; they shall not be considered employees of the State and shall not be entitled to any compensation, rights or benefits from the State, including but not limited to, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

By-name personnel commitments made in the Contractor's proposal shall not be changed without the prior written approval of the State. Replacement of these personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

All personnel assigned by the Contractor to the contract shall be employees of the Contractor or a subcontractor, and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor or a subcontractor to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor or the subcontractor respectively.

With respect to its employees, the Contractor agrees to be solely responsible for the following:

1. Any and all pay, benefits, and employment taxes and/or other payroll withholding;
2. Any and all vehicles used by the Contractor's employees, including all insurance required by state law;
3. Damages incurred by Contractor's employees within the scope of their duties under the contract;
4. Maintaining Workers' Compensation and health insurance that complies with state and federal law and submitting any reports on such insurance to the extent required by governing law; and
5. Determining the hours to be worked and the duties to be performed by the Contractor's employees.
6. All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination alleged against the Contractor, its officers, agents, or subcontractors or subcontractor's employees)

If the Contractor intends to utilize any subcontractor, the subcontractor's level of effort, tasks, and time allocation should be clearly defined in the bidder's proposal. The Contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State.

The State reserves the right to require the Contractor to reassign or remove from the project any Contractor or subcontractor employee.

Contractor shall insure that the terms and conditions contained in any contract with a subcontractor does not conflict with the terms and conditions of this contract.

The Contractor shall include a similar provision, for the protection of the State, in the contract with any Subcontractor engaged to perform work on this contract.

B. EMPLOYEE WORK ELIGIBILITY STATUS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of an employee.

If the Contractor is an individual or sole proprietorship, the following applies:

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at http://das.nebraska.gov/materiel/purchasing.html

   The completed United States Attestation Form should be submitted with the RFP response.

2. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.

3. The Contractor understands and agrees that lawful presence in the United Stetes is required and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. §4-108.

C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION (Statutory)

The Contractor shall comply with all applicable local, state, and federal statutes and regulations regarding civil rights laws and equal opportunity employment. The Nebraska Fair Employment Practice Act prohibits Contractors of the State of Nebraska, and their Subcontractors, from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions, compensation, or privileges of employment because of race, color, religion, sex, disability, marital status, or national origin (Neb. Rev. Stat. §48-1101 to 48-1125). The Contractor guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. The Contractor shall insert a similar provision in all Subcontracts for services to be covered by any contract resulting from this RFP.

D. COOPERATION WITH OTHER CONTRACTORS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

Contractor may be required to work with or in close proximity to other contractors or individuals that may be working on same or different projects. The Contractor shall agree to cooperate with such other contractors or individuals, and shall not commit or permit any act which may interfere with the performance of work by any other contractor or individual. Contractor is not required to compromise Contractor's intellectual property or proprietary information unless expressly required to do so by this contract.

E. PERMITS, REGULATIONS, LAWS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The contract price shall include the cost of all royalties, licenses, permits, and approvals, whether arising from patents, trademarks, copyrights or otherwise, that are in any way involved in the contract. The Contractor shall obtain and pay for all royalties, licenses, and permits, and approvals necessary for the execution of the contract. The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, software, and other items used to execute this contract.

F. OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X	**See contract section 16 for alternative language.**

The State shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or obtained by the Contractor on behalf of the State pursuant to this contract.

The State shall own and hold exclusive title to any deliverable developed as a result of this contract. Contractor shall have no ownership interest or title, and shall not patent, license, or copyright, duplicate, transfer, sell, or exchange, the design, specifications, concept, or deliverable.

G. INSURANCE REQUIREMENTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The Contractor shall throughout the term of the contract maintain insurance as specified herein and provide the State a current Certificate of Insurance/Acord Form (COI) verifying the coverage. The Contractor shall not commence work on the contract until the insurance is in place. If Contractor subcontracts any portion of the Contract the Contractor must, throughout the term of the contract, either:

1. Provide equivalent insurance for each subcontractor and provide a COI verifying the coverage for the subcontractor;
2. Require each subcontractor to have equivalent insurance and provide written notice to the State that the Contractor has verified that each subcontractor has the required coverage; or,
3. Provide the State with copies of each subcontractor's Certificate of Insurance evidencing the required coverage.

The Contractor shall not allow any Subcontractor to commence work until the Subcontractor has equivalent insurance. The failure of the State to require a COI, or the failure of the Contractor to provide a COI or require subcontractor insurance shall not limit, relieve, or decrease the liability of the Contractor hereunder.

If by the terms of any insurance a mandatory deductible is required, or if the Contractor elects to increase the mandatory deductible amount, the Contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

Notwithstanding any other clause in this Contract, the State may recover up to the liability limits of the insurance policies required herein.

4. WORKERS' COMPENSATION INSURANCE

The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contactors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the Subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the Subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. **The policy shall include a waiver of subrogation in favor of the State. The COI shall contain the mandatory COI subrogation waiver language found hereinafter**. The amounts of such insurance shall not be less than the limits stated hereinafter. For employees working in the State of Nebraska, the policy must be written by an entity authorized by the State of Nebraska Department of Insurance to write Workers' Compensation and Employer's Liability Insurance for Nebraska employees.

5. COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE

The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile Liebility Insurance as shall protect Contractor and any Subcontractor performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the Contractor or by any Subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

The Commercial General Liability Insurance shall be written on an **occurrence basis**, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury, and Contractual Liability coverage. **The policy shall include the State, and others as required by the contract**

documents, as Additional Insured(s). This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory. The COI shall contain the mandatory COI liability waiver language found hereinafter. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.

REQUIRED INSURANCE COVERAGE	
COMMERCIAL GENERAL LIABILITY	
General Aggregate	$2,000,000
Products/Completed Operations Aggregate	$2,000,000
Personal/Advertising Injury	$1,000,000 per occurrence
Bodily Injury/Property Damage	$1,000,000 per occurrence
Medical Payments	$10,000 any one person
Damage to Rented Premises (Fire)	$300,000 each occurrence
Contractual	Included
Independent Contractors	Included
If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.	
WORKER'S COMPENSATION	
Employers Liability Limits	$500K/$500K/$500K
Statutory Limits- All States	Statutory - State of Nebraska
USL&H Endorsement	Statutory
Voluntary Compensation	Statutory
COMMERCIAL AUTOMOBILE LIABILITY	
Bodily Injury/Property Damage	$1,000,000 combined single limit
Include All Owned, Hired & Non-Owned Automobile liability	Included
Motor Carrier Act Endorsement	Where Applicable
UMBRELLA/EXCESS LIABILITY	
Over Primary Insurance	$5,000,000 per occurrence
PROFESSIONAL LIABILITY	
All Other Professional Liability (Errors & Omissions)	$1,000,000 Per Claim / Aggregate
CYBER LIABILITY	
Breach of Privacy, Security Breach, Denial of Service, Remediation, Fines and Penalties	$5,000,000
MANDATORY COI SUBROGATION WAIVER LANGUAGE	
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."	
MANDATORY COI LIABILITY WAIVER LANGUAGE	
"Commercial General Liability & Commercial Automobile Liability policies shall name the State of Nebraska as an Additional Insured and the policies shall be primary and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory as additionally insured."	

If the mandatory COI subrogation waiver language or mandatory COI liability waiver language on the COI states that the waiver is subject to, condition upon, or otherwise limit by the insurance policy, a copy of the relevant sections of the policy must be submitted with the COI so the State can review the limitations imposed by the insurance policy.

6. **EVIDENCE OF COVERAGE**

The Contractor shall furnish the Contract Manager, with a certificate of insurance coverage complying with the above requirements prior to beginning work at:

Department of Administrative Services – Risk Management
Attn: Risk Manager
1526 K Street, Suite 220
Lincoln, NE 68508

These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of coverage afforded. If the State is damaged by the failure of the Contractor to maintain such insurance, then the Contractor shall be responsible for all reasonable costs properly attributable thereto.

Reasonable notice of cancellation of any required insurance policy must be submitted to the contract manager as listed above when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

7. **DEVIATIONS**

The insurance requirements are subject to limited negotiation. Negotiation typically includes, but is not necessarily limited to, the correct type of coverage, necessity for Workers' Compensation, and the type of automobile coverage carried by the Contractor.

H. ANTITRUST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The Contractor hereby assigns to the State any and all claims for overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations which arise under antitrust laws of the United States and the antitrust laws of the State.

I. CONFLICT OF INTEREST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

By submitting a proposal, bidder certifies that there does not now exist a relationship between the bidder and any person or entity which is or gives the appearance of a conflict of interest related to this RFP or project.

The bidder certifies that it shall not take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder or which creates an actual or an appearance of conflict of interest.

The bidder certifies that it will not knowingly employ any individual known by bidder to have a conflict of interest.

The Parties shall not knowingly, for a period of two years after execution of the contract, recruit or employ any employee or agent of the other Party who has worked on the RFP or project, or who had any influence on decisions affecting the RFP or project.

J. STATE PROPERTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The Contractor shall be responsible for the proper care and custody of any State-owned property which is furnished for the Contractor's use during the performance of the contract. The Contractor shall reimburse the State for any loss or damage of such property; normal wear and tear is expected.

K. SITE RULES AND REGULATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The Contractor shall use its best efforts to ensure that its employees, agents, and Subcontractors comply with site rules and regulations while on State premises. If the Contractor must perform on-site work outside of the daily operational hours set forth by the State, it must make arrangements with the State to ensure access to the facility and the equipment has been arranged. No additional payment will be made by the State on the basis of lack of access, unless the State fails to provide access as agreed to in writing between the State and the Contractor.

L. ADVERTISING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The Contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its services are endorsed or preferred by the State. Any publicity releases pertaining to the project shall not be issued without prior written approval from the State.

M. NEBRASKA TECHNOLOGY ACCESS STANDARDS (Statutory)

Contractor shall review the Nebraska Technology Access Standards, found at http://nitc.nebraska.gov/standards/2-201.html and ensure that products and/or services provided under the contract are in compliance or will comply with the applicable standards to the greatest degree possible. In the event such standards change during the Contractor's performance, the State may create an amendment to the contract to request the contract comply with the changed standard at a cost mutually acceptable to the parties.

N. DISASTER RECOVERY/BACK UP PLAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The Contractor shall have a disaster recovery and back-up plan, of which a copy should be provided upon request to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue services as specified under the specifications in the contract in the event of a disaster.

O. DRUG POLICY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

Contractor certifies it maintains a drug free work place environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

III. PAYMENT

A. PROHIBITION AGAINST ADVANCE PAYMENT (Statutory)

Payments shall not be made until contractual deliverable(s) are received and accepted by the State.

B. TAXES (Statutory)

The State is not required to pay taxes and assumes no such liability as a result of this solicitation. Any property tax payable on the Contractor's equipment which may be installed in a state-owned facility is the responsibility of the Contractor.

C. INVOICES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X	**Replace:** Invoices for **quarterly payments** **With:** Invoices for monthly payments

Invoices for **quarterly payments** must be submitted to the agency requesting the services with sufficient detail to support payment. Invoices must be sent to Department of Administrative Services – Risk Management Division, Attn: Shereece Dendy-Sanders, 1526 K Street, Suite 220, Lincoln, NE 68508. The terms and conditions included in the Contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

D. INSPECTION AND APPROVAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

Final inspection and approval of all work required under the contract shall be performed by the designated State officials.

The State and/or its authorized representatives shall have the right to enter any premises where the Contractor or Subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

E. PAYMENT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

State will render payment to Contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the Contractor as solely determined by the State. (Neb. Rev. Stat. Section 73-506(1)) Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408). The State may require the Contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any services provided by the Contractor prior to the Effective Date of the contract, and the Contractor hereby waives any claim or cause of action for any such services.

F. LATE PAYMENT (Statutory)

The Contractor may charge the responsible agency interest for late payment in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408).

G. SUBJECT TO FUNDING / FUNDING OUT CLAUSE FOR LOSS OF APPROPRIATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The State's obligation to pay amounts due on the Contract for a fiscal years following the current fiscal year is contingent upon legislative appropriation of funds. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal year(s) for which such funds are not appropriated. The State will give the Contractor written notice thirty (30) calendar days prior to the effective date of termination. All obligations of the State to make payments after the termination date will cease. The Contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily completed as of the termination date. In no event shall the Contractor be paid for a loss of anticipated profit.

H. RIGHT TO AUDIT (First Paragraph is Statutory)

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X			

The State shall have the right to audit the Contractor's performance of this contract upon a 30 days' written notice. Contractor shall utilize generally accepted accounting principles, and shall maintain the accounting records, and other records and information relevant to the contract (Information) to enable the State to audit the contract. The State may audit and the Contractor shall maintain, the Information during the term of the contract and for a period of five (5) years after the completion of this contract or until all issues or litigation are resolved, whichever is later. The Contractor shall make the Information available to the State at Contractor's place of business or a location acceptable to both Parties during normal business hours. If this is not practical or the Contractor so elects, the Contractor may provide electronic or paper copies of the Information. The State reserves the right to examine, make copies of, and take notes on any Information relevant to this contract, regardless of the form or the Information, how it is stored, or who possesses the Information. Under no circumstance will the Contractor be required to create or maintain documents not kept in the ordinary course of contractor's business operations, nor will contractor be required to disclose any information, including but not limited to product cost data, which is confidential or proprietary to contractor.

The Parties shall pay their own costs of the audit unless the audit finds a previously undisclosed overpayment by the State. If a previously undisclosed overpayment exceeds one-half of one percent (.5%) of the total contract billings, or if fraud, material misrepresentations, or non-performance is discovered on the part of the Contractor, the Contractor shall reimburse the State for the total costs of the audit. Overpayments and audit costs owed to the State shall be paid within ninety days of written notice of the claim. The Contractor agrees to correct any material weaknesses or condition found as a result of the audit.

2. Corporate Overview

a. Bidder Identification and Information

The bidder should provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business and whether the name and form of organization has changed since first organized.

Company Name: GL Suite, dba for GL Solutions

Address: 856 NW Bond St. Suite #200, Bend, OR 97701

GL Solutions was formed in 1997 in the state of Oregon and has not been renamed during the entirety of its business.

b. Financial Statements

The bidder should provide financial statements applicable to the firm. If publicly held, the bidder should provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.

If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information, should be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm should provide a banking reference.

The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

The State may elect to use a third party to conduct credit checks as part of the corporate overview evaluation.

GL Solutions has provided on the following pages our most recent two years of audited financial statements for the years 2016 and 2017. GL Solutions is a non-publicly held firm. GL Solutions has been in business providing software solutions in the government regulatory field since 1997. GL Solutions currently employs 45 staff members, and serves 58 agencies in 25 states.

CONSOLIDATED FINANCIAL STATEMENTS

For the Year Ended December 31, 2016

G.L. SUITE, INC. AND
CONSOLIDATED ENTITY

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For the Year Ended December 31, 2016

CHRIS MAHR
+ ASSOCIATES | CPAs

805 SW Industrial Way
Suite 1
Bend, OR 97702
tel (541) 647-2104
fax (541) 647-2189

INDEPENDENT ACCOUNTANT'S REVIEW REPORT

To Management
G.L. Suite, Inc.
Bend, Oregon

We have reviewed the accompanying consolidated financial statements of GL Suite, Inc., which comprise the consolidated balance sheet as of December 31, 2016, and the related consolidated statements of income, changes in equity, and cash flows for the year then ended, and the related notes to the consolidated financial statements. A review includes primarily applying analytical procedures to management's financial data and making inquiries of company management. A review is substantially less in scope than an audit, the objective of which is the expression of an opinion regarding the consolidated financial statements as a whole. Accordingly, we do not express such an opinion.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of the consolidated financial statements that are free from material misstatement whether due to fraud or error.

Accountant's Responsibility

Our responsibility is to conduct the review engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. Those standards require us to perform procedures to obtain limited assurance as a basis for reporting whether we are aware of any material modifications that should be made to the consolidated financial statements for them to be in accordance with accounting principles generally accepted in the United States of America. We believe that the results of our procedures provide a reasonable basis for our conclusion.

Accountant's Conclusion

Based on our review, we are not aware of any material modifications that should be made to the accompanying consolidated financial statements in order for them to be in accordance with accounting principles generally accepted in the United States of America.

Chris Mahr

Chris Mahr, Principal

July 14, 2017

G.L. SUITE, INC. AND
CONSOLIDATED ENTITY

CONSOLIDATED BALANCE SHEET
December 31, 2016

ASSETS

Current Assets:		
Cash and Cash Equivalents	$	212,481
Accounts Receivable		1,111,328
Work In Progress		684,608
Deferred Tax Asset - Current		8,105
Current Install Receivables		140,175
Other Current Assets		21,851
Total Current Assets		2,178,528
Property and Equipment, net of Accumulated Depreciation of $366,074		221,993
Other Assets:		
Noncurrent Install Receivables		353,959
Intangible Assets, net of Accumulated Amortization of $276,386		358,815
Notes Receivable - Officers		148,047
Total Other Assets		860,821
TOTAL ASSETS	$	3,261,340

LIABILITIES AND STOCKHOLDER'S EQUITY

Current Liabilities:		
Accounts Payable	$	39,136
Payroll Liabilities		363,699
Payroll Taxes Payable		25,996
Line of credit		1,663
Current Portion of Long-Term Debt		104,828
Unearned Income		1,147,396
Total Current Liabilities		1,682,718
Long-Term Liabilities:		
Notes Payable (Net of Current Portion)		578,677
Deferred Tax Liability - Noncurrent		37,469
Total Liabilities		2,298,864
Stockholder's Equity:		
Common Stock (No Par Value, 9,000,000 Shares Authorized, 941,500 shares issued & outstanding)		193,034
Paid in Capital		69,714
Retained Earnings		699,652
Total G.L. Suite, Inc. stockholders' equity		962,400
Non-controlling Interest		76
Total Stockholder's Equity		962,476
TOTAL LIABILITIES & EQUITY	$	3,261,340

See accompanying notes and independent accountant's review report

G.L. SUITE, INC. AND
CONSOLIDATED ENTITY

CONSOLIDATED INCOME STATEMENT
For the Year Ended December 31, 2016

Sales	$	4,535,008
Cost of Goods Sold		1,717,185
Gross Profit		2,817,823
Other operating expenses		2,267,790
Write off receivables		237,747
Income from Operations		312,286
Other Income (Expense):		
Interest Income		12,404
Miscellaneous Income		833
Interest Expense		(34,996)
Gain or Loss on Sale of Assets		-
Sublease Income		9,189
Current Income Tax Expense		(1,258)
Deferred Income Tax Expense		-
Total Other Income (Expense)		(13,828)
Net Income		298,458
Income attributable to Non-controlling interest		140,300
Net income attributable to GL Suite, Inc.	$	158,158

See accompanying notes and independent accountant's review report

G.L. SUITE, INC. AND
CONSOLIDATED ENTITY

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY
For the Year Ended December 31, 2016

	G.L. Suite, Inc.			Non-controlling	
	Common Stock	Paid-In-Capital	Retained Earnings	Interest	Total
Beginning balance - January 1, 2016	$ 143,690	$ 69,714	$ 541,494	$ 126	$ 755,024
Net income			158,156	140,300	298,456
Contributions	-	-			
Distributions	-	-		(140,350)	(140,350)
Issuance of stock	52,650	-			52,650
Redemption of stock	(3,306)	-			(3,306)
Ending balance - December 31, 2016	$ 193,034	$ 69,714	$ 699,652	$ 76	$ 962,476

G.L. SUITE, INC. AND
CONSOLIDATED ENTITY

STATEMENT OF CASH FLOWS
For the Year Ended December 31, 2016

Cash flows from Operating Activities:		
Net Income	$	298,458
Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities:		
Depreciation and Amortization		159,452
Decrease (Increase) in Assets:		
Accounts Receivable		(328)
Work in Progress		(577,791)
Other Current Assets		53,100
Deferred Tax Asset		(1,458)
Noncurrent Receivables		138,906
Increase (Decrease) in Liabilities:		
Accounts Payable		4,689
Accrued Payroll		62,556
Other Current Liabilities		(2,739)
Unearned Income		176,148
Deferred Tax Liability		1,367
Net Cash Provided (Used) by Operating Activities		312,361
Cash flows from Investing Activities:		
Computer Hardware Purchases		(67,336)
Office Equipment & Furniture		(3,044)
Net Cash Provided (Used) by Investing Activities		(70,380)
Cash Flows from Financing Activities:		
Payment of Long-Term Debt		(100,224)
Increase in line of credit borrowings		1,663
Distributions to owners		(140,350)
Common Stock Issued / (Redeemed)		(4,811)
Net Cash Provided (Used) by Financing Activities		(243,722)
Net Cash decrease for Period		(1,742)
Cash and Cash Equivalents, Beginning of Year		214,203
Cash and Cash Equivalents, End of Year	$	212,461
Interest paid during 2016	$	34,996

(Noncash Transactions - See Note M in accompanying notes)

NOTE A-SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (SSAP)

Nature of Operations

The Company designs government regulatory software, tailored to meet the needs of each agency. The software allows the agencies to automate and manage licensing, permitting and registration. The Company also provides ongoing software support services, software hosting, and software training.

Use of Estimates

Management uses estimates and assumptions in preparing financial statements. Those estimates and assumptions affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities, and the reported revenues and expenses. Actual results could differ from these estimates.

Basis of Consolidation

In applying the provisions of Financial Accounting Standards Board (FASB) Accounting Standards Codification (ASC) 810 Consolidation, formally Interpretation (FIN) 46R Consolidation of Variable Interest Entities, the Company evaluated Automation Design, LLC (AD) and has determined that the entity needs to be consolidated. Therefore, consolidated financial statements include the accounts of the Company and Automation Design, LLC which is a variable interest entity in which the Company is deemed to be the primary beneficiary. All intercompany transactions and balances have been eliminated in the consolidation.

The Company's determination to include AD was based on a review of AD's types of variability and support for consolidation based on variable interests between the Company and AD. The Company considers AD's primary variability's to be operations risk, activities and contractual arrangements. Specifically, AD has an agreement to receive royalties from the Company as discussed below. AD also is a guarantor for the Company's line of credit. As a result, all of AD's revenue is received from the Company. Additionally, AD is a guarantor for the Company's line of credit and loan. AD entity was formed for the benefit of the Company. The majority of the stockholders of the Company own 78% of AD. In determining whether this variable interest should be consolidated, the Company, as provider of the primary revenue source for AD, concluded that they would receive a majority of AD's expected residual returns, absorb a majority of AD's expected losses or both.

Automation Design, LLC (AD) was organized Merch 16, 2001 to hold the rights to software and related intellectual property for use by governmental licensing agencies. AD has an agreement with the Company which calls for the Company to make royalty payments in exchange for an exclusive license to use and sell AD's software products throughout the world. The terms of the agreement expire on December 31, 2017 but have historically been renewed annually.

Bill Moseley, Eric Staley and Adam Ridlon, who collectively own approximately 85% of the outstanding shares of the Company, own 39%, 39% and 22% of the outstanding ownership units of Automation Design, LLC, respectively.

NOTE A-SSAP (Continued)

AD's primary assets consist of software licenses. Book values of assets and liabilities have been used to consolidate Automation Design, LLC. The carrying amount of the cash and software at December 31, 2016 is $76. There is no debt as of December 31, 2016. AD files taxes based on a December 31st year-end. Activity has been reported through December 31, 2016 for the consolidation.

The members' equity of Automation Design, LLC is classified as Non-controlling interest in the Consolidated Balance Sheet and the income or loss attributable Automation Design, LLC is classified as Non-controlling Interest Share in the Consolidated Statement of Income and Statement of Changes in equity and is subtracted or added after total consolidated net income has been presented..

Reclassification of Prior Period Financial Statements

Certain items previously reported have been reclassified to conform with the current year's presentation.

Cash and Cash Equivalents

The Company only holds cash in operating checking accounts and money market accounts in FDIC insured banks. From time-to-time, there can be a negative balance showing in the operating account, which is a timing issue due to the lag between the posting of payments and the transfer of funds from the money market account. At times, balances may exceed FDIC insurance limits.

Trade Accounts Receivable

Trade accounts receivable are stated at the amount management expects to collect from outstanding balances. Management does not provide for allowances for uncollectible accounts as the history of uncollectible accounts is immaterial. The receivables are all from governmental regulatory agencies with contracts requiring payment for the product provided. In 2016, the Company recognized a one-time bad debt due to unresolvable contract disputes with the Nevada State Board of Funeral & Cemetery, Idaho State Board of Dentistry, Wyoming Board of Professional Engineers, Indiana Secretary of State, Oregon Department of Environmental Quality, North Carolina Department of Public Safety and Nevada State Board of Cosmetology. As of 12/31/16, there were six accounts over 90 days in arrears. These accounted for 27% of outstanding accounts receivable. Management is confident that 99% of these receivables will be collected. This is deemed an immaterial risk so no provision for an allowance for doubtful accounts is reflected in the financial statements. For concentration of credit risk related to the Company's trade receivables, see Note H.

Fair Value of Financial Instruments

The fair value of the Company's financial instruments, which include items such as accounts receivable, loans receivable, accounts payable, and notes payable approximate their carrying amounts at December 31, 2016.

NOTE A-SSAP (Continued)

Inventory

The Company carries no inventory of supplies as they are immaterial and are expensed as acquired. The Company does, however, carry a balance in Work-in-Progress (WIP) which represents the direct and allocated indirect expenses relating to specific uncompleted jobs. Such expenses are primarily comprised of allocated labor and related expenses which have not yet been billed to the client. Debit balance client accounts are reported on the Balance Sheet as WIP. Credit balance client accounts are reported on the Balance Sheet as Unearned Income.

Other Assets

In 2013, the Company completed research and development on its new software platform, GLSuite6, and began production. All subsequent production costs were capitalized. The software was completed and placed in service November 1, 2014. Total capitalized software production costs as of 12/31/2016 were $621,208. Of these, $608,733 represents the cost of GLSuite6 that was completed on November 1, 2014. Capitalized software costs are amortized over a 60-month period. Amortization costs for the year ended December 31, 2016 on this software was $124,242.

Compensated Absences

Liabilities for unused leave time are recorded in Payroll Liabilities when earned based on the Company's policy. Compensated leave time accrues for employees who have been employed by the company on a full time basis for at least five years and are otherwise eligible to be paid for leave time as determined by his or her employment contract.

Revenue Recognition

There are two phases to each contract; installation and support. After installation is complete, Company enters a period of tech support which is often 60 months or longer.

Company provides for installations in two models (a)Turnkey and (b)GL Simple. Most installation services sold by Company are turnkey. In a turnkey installation, customers are invoiced as deliverables are accepted by customer. Prior to October 2015 in a GL Simple installation, Company would give the customer "free" installation and charge them for support. During the GL Simple installation, Company would record WIP for the amounts expected to be repaid as a premium on the support fees. For the first 60 months following the installation, the support fee invoice would include amounts to be applied to reduce the WIP balance and also sales revenue for support. The WIP receivable would be reduced as payments were made.

Subsequent to October 2015 in a GL Simple installation, Company ceased offering a "free" installation. GL Simple now charges a fixed monthly fee during the entire installation period based on a fixed per licensed user cost which is correlated to expected effort by Company to provide the service. Company estimates that a GL Simple installation will last seven months, unless otherwise agreed with the client, and fully invoices and recognizes the monthly fees as installation revenue during that period. During the support phase, all invoices are fully recognized as support sales.

NOTE A-SSAP (Continued)

Whether for turnkey or GL Simple installations, Company records Work in Progress inventory (WIP) for time spent on the process. Company recognizes installation revenue and, expenses WIP when Company meets a milestone specified in the contract which allows them to invoice.

For support services, Company invoices at a frequency specified in the contract. Invoices are listed as UI until the monthly support period transpires, at which point the monthly amount is recognized as revenue.

Company Stock

In addition to the Company's 9,000,000 shares of authorized common stock, the Company has authorized 1,000,000 shares of preferred stock (no par value) of which none were outstanding as of December 31, 2016. No preemptive rights exist with respect to the shares of stock. Subject to any preferential rights granted to the series of preferred stock, the holders of the common stock are entitled to receive dividends at a rate and time as provided by the Board of Directors. There were no dividends paid or accrued during the year ending December 31, 2016.

Advertising

The Company expenses all advertising costs as incurred. Advertising costs include direct advertising and promotional events. Advertising costs expensed during the year ending December 31, 2016 were $24,488.

Depreciation

The Company's equipment and leasehold improvements are depreciated using primarily the straight-line method, with a useful life of five to ten years.

Presentation of Sales Taxes

The Company's accounting policy is to exclude the tax collected and remitted to the State from revenues and cost of sales.

Income Taxes

Income taxes consist of taxes currently due plus deferred taxes related primarily to differences between the amount of taxable income and pretax financial income and between tax basis of assets and liabilities and their reported amounts in the financial statements. The deferred tax assets and liabilities represent the future tax return consequences of those differences, which will either be deductible or taxable when the assets or liabilities are recovered or settled. Deferred tax assets and liabilities are reflected at income tax rates applicable to the period in which the deferred tax assets and liabilities are expected to be realized or settled. As changes in tax laws or rates are enacted, deferred tax assets and liabilities are adjusted through the provision for income taxes. See Note L for further discussion of income taxes.

NOTE B-RELATED PARTY TRANSACTIONS

As discussed in Note A, the Company has a licensing agreement with Automation Design, LLC (AD). Bill Moseley, Eric Staley, and Adam Ridlon, who collectively own approximately 85% of the outstanding shares of the Company, own 39%, 39%, and 22% of the outstanding ownership units of AD, respectively. AD holds the rights to software and related intellectual property for use by governmental licensing agencies. According to the licensing agreement, AD grants the Company "an exclusive license in the Government Field under the License Copyrights and Software to make, have made, use and sell Licensed Products throughout the world, subject to the terms of this agreement".

The terms of the agreement call for the Company to pay AD $24,000 plus the greater of (a) 5% of the net sales price of each licensed product sold by the Company, plus 25% of the sublicense income received from the sub-licensee should the Company grant a sublicense to a sub-licensee that is not a related company, or (b) $60,000. Total amounts paid to AD during 2016 were $140,350. From time to time, the Company receives payment for maintenance of AD's core product code. No such payments were received by the Company in 2016.

The terms of the agreement expire on 12/31/2017, but historically have been renewed annually.

NOTE C-CASH

All accounts are covered by the Federal Deposit Insurance Corporation (FDIC) up to $250,000. During 2015, cash balances exceeded FDIC limits from time to time. At December 31, 2016, cash balances did not exceed the FDIC coverage limit.

NOTE D-DEPRECIABLE AND AMORTIZABLE ASSETS

Equipment and Intangibles consist of the following as of 12/31/2016:

Net Book Value - Tangible Assets	
Computer Hardware	$ 546,856
Office Equipment & Furniture	41,211
	588,067
Accumulated Depreciation	(366,074)
Net Book Value	$ 221,993

Net Book Value - Intangible Assets	
GL6 Software	$ 621,208
Start up Costs and Other	15,973
	637,181
Accumulated Amortization	(278,366)
Net Book Value	$ 358,815

Depreciation expense for the year ended 12/31/2016 was $34,326.

Amortization expense for the year ended 12/31/2016 was $125,126.

Future Amortization Expense		
2017	$	125,127
2018		125,127
2019		102,964
2020		885
2021		885
thereafter		3,827
	$	358,815

NOTE E-LINE OF CREDIT

The Company utilizes a line of credit from Washington Federal Bank (WAFED), which originated September 28, 2015. The maximum available credit facility through this line of credit as of December 31, 2016 is $800,000. The line is payable at a variable interest rate based upon prime rate plus a margin of 1.000%. The rate for 2016 was 4.575%. There was a balance of $1,663 owing, as of December 31, 2016. The line is subject to the following covenants.

- Current Ratio of 1.20 to 1.00 measured quarterly: 12/31/16 current ratio was 1.294
- Debt Service Coverage Ratio of 1.20 to 1.00: 12/31/16 coverage ratio was 3.493 on a consolidated basis. The ratio for GL Suite, Inc. excluding consolidation of Automation Design, LLC is 2.501.

The line is guaranteed by Bill Moseley, Eric Staley and Automation Design, LLC.

NOTE F-LONG-TERM DEBT

The Company's long-term debt consists of a single loan with WAFED entered into September 28, 2015. The loan is guaranteed by Bill Moseley, Eric Staley and Automation Design, LLC.

The loan was for $800,000, for a term of seven years maturing on 10/15/2022. The note is secured by the life insurance policies on the lives of and, the principal residences of the Company's two largest shareholders, Bill Moseley and Eric Staley. The loan is further secured by the Company's trade accounts receivable, work in progress, install receivables and equipment. The loan contains restrictive covenants covering the Company's financial position and use of the note proceeds as follows:

- Current Ratio of 1.20 to 1.00 measured quarterly: 12/31/16 current ratio was 1.294
- Debt Service Coverage Ratio of 1.20 to 1.00: 12/31/16 coverage ratio was 3.493 on a consolidated basis. The ratio for GL Suite, Inc. excluding consolidation of Automation Design, LLC is 2.501.

The loan bears interest at a rate 4.50% per annum.

The following is a summary of the annual principal maturities of all long-term debt:

Principal amounts due by year:

2017	$	104,828
2018		109,644
2019		114,681
2020		119,950
2021		125,460
2022		108,942

NOTE G-DESCRIPTION OF LEASING ARRANGEMENTS

The company signed a lease for new office space on 12/24/13 with an effective date of 04/01/14. The lease terminates on 03/31/19 with the option to renew in good faith. Total rent paid for 2016 was $178,165, which includes the lease payment and related common area maintenance (CAM) charges.

On 03/31/13, the Company leased space in a co-location vault where various servers and computers are securely stored. The lease terminates 3/31/18. Total lease paid for 2016 was $31,296.

The following is a schedule of future minimum lease payments required under these leases:

2017	$	158,789
2018		137,451
2019		28,401
	$	324,641

NOTE H-CONCENTRATIONS

Accounts receivable potentially subject the Company to concentrations of credit risk. An aggregate of 50% of the Company's outstanding accounts receivable as of 12/31/2015 were due from three customers, as detailed below:

Mississippi State Board of Medical License	$ 175,000
Illinois Department of Public Health	121,718
North Carolina Dept. of Public Safety	253,578
Concentrated Receivables	$ 550,296

NOTE I-RETIREMENT PLAN

The Company has a discretionary 401(k) profit-sharing plan covering substantially all of its employees. The Company matches employee's contributions up to 4% of their regular salary. Profit-sharing expense is funded through annual contributions to the plan. As of 12/31/16, the Company has accrued matching contributions for 2016 of $45,114, all of which will be paid in 2017.

NOTE J-STOCK OPTION PLAN

The Company has an employee stock option program whereby the options are granted to conform to Internal Revenue Code Section 422, thus allowing them to be treated as "Incentive Stock Options." As of 12/31/16, there were outstanding grants representing the opportunity to acquire 40,000 additional shares. The financial statement impact of these options is immaterial.

NOTE K-LOANS TO SHAREHOLDERS

During 2015, the Company issued 100,000 shares to Adam Ridlon (Ridlon) in exchange for a Promissory Note the terms are which are as follows. The issue price was $0.9367/share resulting in an obligation of $93,670 owed by Ridlon to Company. The outstanding principal balance of the loan and accrued interest thereon shall bear interest at the IRS Imputed interest rate for related party transactions. This resulted in a rate of 2.82% for the current fiscal year. Interest will be computed annually in arrears. Interest accrued through December 31, 2016 related to this note was $2,902. Ridlon is only required to repay the note with accrued interest if Ridlon sells or otherwise transfers the stock.

During 2016, the Company issued 50,000 shares to Mike Andrae (Andrae) in exchange for a Promissory Note the terms are which are as follows. The issue price was $1.025/share resulting in an obligation of $51,250 owed by Andrae to Company. The outstanding principal balance of the loan and accrued interest thereon shall bear interest at the IRS Imputed interest rate for related party transactions. This resulted in a rate of 2.82% for the current fiscal year. Interest will be computed annually in arrears. Interest accrued through December 31, 2016 related to this note was $225. Andrae is only required to repay the note with accrued interest if Andrae sells or otherwise transfers the stock.

NOTE L-INCOME TAXES

The following information relates to the Company and not Automation Design, LLC(AD). Under the Internal Revenue Code, a limited liability company(LLC) is not generally subject to income taxes. AD is an LLC and as such its items of income and loss are includable in the taxable income of its members.

The Company has a carry-forward of the Credit for Increasing Research Activities and Net Operating Loss from 2012. For federal income tax purposes, unused credits may be carried forward for 20 years. The R&D credits carried forward to the tax year 2016 were generated in the following years:

Federal R&D Credit Carryovers

Year Generated	*Carryfoward Amount*
2011	$ 12,945
2012	14,127
Carryover to 2016	$ 27,072

Federal General Business Credit Carryovers

Year Generated	*Carryfoward Amount*
2011	$ 2,000
Carryover to 2016	$ 2,000

NOTE L-INCOME TAXES

For Oregon income tax purposes, unused credits may be carried forward for 5 years. The credits carried forward to the tax year 2016 were generated in the following years:

Oregon R&D Credit Carryovers

Year Generated	*Carryfoward Amount*
2012	$ 1,324
Carryover to 2016	$ 1,324

The provision for taxes on income consists of the following:

Current Liability / (Benefit)	$ 8,105
Deferred Liability / (Benefit)	(37,469)
Total	$ (29,364)

Reductions in projected tax rate and taxable income have resulted in a net tax benefit for the year ending 12/31/16.

The following represents the approximate tax effect of each significant type of temporary difference giving rise to the deferred income tax liability:

Deferred Tax Asset:

Federal credit carryover	$ 29,072
Oregon credit carryover	1,324
Federal NOL benefit	4,573
State NOL benefit	2,194
Total	$ 37,163

Deferred Tax Liability:

Property, plant, and equipment	$ 37,469
Change in accounting method	25,749
Total	$ 63,218

Current year taxable income varies from income before current year tax expense primarily due to the use of an accelerated depreciation method for tax reporting purposes, a 481(a) adjustment to taxable income due to a change in accounting method from modified-cash basis to accrual basis in tax year 2013, and the use of available credits.

NOTE M-NONCASH INVESTING AND FINANCING TRANSACTIONS

As discussed in Note K, the Company issued stock in exchange for a Promissory Note in the amount of $51,250. In addition, accrued interest of $2,906 was reported for the current year related to stockholder loans made for stock issuances.

NOTE N-SUBSEQUENT EVENTS

Management represents that there are no subsequent events through July 14, 2017, the date on which the financial statements were available to be issued.

gl suite

CONSOLIDATED FINANCIAL STATEMENTS

For the Year Ended December 31, 2017

G.L. SUITE, INC. AND
CONSOLIDATED ENTITY

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For the Year Ended December 31, 2017

CHRIS MAHR
+ ASSOCIATES | CPAs

805 SW Industrial Way
Suite 1
Bend, OR 97702
tel (541) 647-2101
fax (541) 647-2189

INDEPENDENT ACCOUNTANT'S REVIEW REPORT

To Management
G.L. Suite, Inc.
Bend, Oregon

We have reviewed the accompanying consolidated financial statements of GL Suite, Inc., which comprise the consolidated balance sheet as of December 31, 2017, and the related consolidated statements of income, changes in equity, and cash flows for the year then ended, and the related notes to the consolidated financial statements. A review includes primarily applying analytical procedures to management's financial data and making inquiries of company management. A review is substantially less in scope than an audit, the objective of which is the expression of an opinion regarding the consolidated financial statements as a whole. Accordingly, we do not express such an opinion.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of the consolidated financial statements that are free from material misstatement whether due to fraud or error.

Accountant's Responsibility

Our responsibility is to conduct the review engagement in accordance with *Statements on Standards for Accounting and Review Services* promulgated by the Accounting and Review Services Committee of the AICPA. Those standards require us to perform procedures to obtain limited assurance as a basis for reporting whether we are aware of any material modifications that should be made to the consolidated financial statements for them to be in accordance with accounting principles generally accepted in the United States of America. We believe that the results of our procedures provide a reasonable basis for our conclusion.

Accountant's Conclusion

Based on our review, we are not aware of any material modifications that should be made to the accompanying consolidated financial statements in order for them to be in accordance with accounting principles generally accepted in the United States of America.

Chris Mahr

Chris Mahr, Principal

September 7, 2018

G.L. SUITE, INC. AND
CONSOLIDATED ENTITY

CONSOLIDATED BALANCE SHEET
December 31, 2017

ASSETS

Current Assets:		
Cash and Cash Equivalents	$	372,063
Accounts Receivable, net allowance for doubtful accounts of $253,578		643,385
Work in Progress		517,466
Current Install Receivables		185,749
Other Current Assets		20,187
Total Current Assets		1,738,850
Property and Equipment, net of Accumulated Depreciation of $399,727		188,340
Other Assets:		
Noncurrent Install Receivables		132,227
Intangible Assets, net of Accumulated Amortization of $403,493		233,688
Notes Receivable - Officers		152,275
Total Other Assets		518,190
TOTAL ASSETS	$	2,445,380

LIABILITIES AND STOCKHOLDER'S EQUITY

Current Liabilities:		
Accounts Payable	$	30,607
Payroll Liabilities		263,544
Payroll Taxes Payable		12,909
Current Portion of Long-Term Debt		110,387
Unearned Income		939,140
Deferred Tax Liability - Current		-
Total Current Liabilities		1,356,581
Long-Term Liabilities:		
Notes Payable (Net of Current Portion)		452,089
Deferred Tax Liability - Noncurrent		37,387
Total Liabilities		1,846,057
Stockholder's Equity:		
Common Stock (No Par Value, 9,000,000 Shares Authorized, 941,500 shares issued and outstanding)		192,334
Paid in Capital		69,714
Retained Earnings		337,099
Total G.L. Suite, Inc. Stockholder's Equity		599,147
Non-controlling interest		176
Total Stockholder's Equity		599,323
TOTAL LIABILITIES & EQUITY	$	2,445,380

See accompanying notes and independent accountants' review report

G.L SUITE, INC. AND
CONSOLIDATED ENTITY

CONSOLIDATED INCOME STATEMENT
For the Year Ended December 31, 2017

Sales		$	4,168,851
Cost of Goods Sold			1,894,440
Gross Profit			2,274,411
Other operating expenses			
Administrative Expenses			
Computer	38,790		
Dues & subscriptions	8,919		
Employee benefits	53,741		
Insurance	16,192		
Office, miscellaneous	24,297		
Payroll Taxes	78,516		
Licenses & permits	8,746		
Professional Fees	39,327		
Rent	182,895		
Retirement	30,771		
Salaries	811,524		
Telephone & utilities	67,241		
Training & education	42,387		
Travel & meals	32,589		1,435,935
Sales and Marketing Expenses			
Advertising	20,118		
Sales Salaries	137,547		
Payroll taxes and benefits for sales staff	15,190		
Other marketing expenses	26,740		199,595
Research & development			
Research & development salaries	254,190		
Payroll taxes and benefits for R&D staff	26,694		
Other research & development expenses	6,771		287,655
Amortization & Depreciation Expense			158,780
Total operating expenses			2,081,965
Write off receivables			276,917
Income from Operations			(84,471)
Other Income (Expense):			
Interest Income			4,358
Miscellaneous Income			825
Interest Expense			(46,612)
Current Income Tax Expense			(18,968)
Deferred Income Tax Expense			-
Total Other Income (Expense)			(60,397)
Net Income (Loss)			(144,868)
Less Income attributable to Non-controlling Interest			200,777
Net Income (loss) attributable to GL Suite, Inc.		$	(345,645)

See accompanying notes and independent accountants' review report

G.L. SUITE, INC. AND
CONSOLIDATED ENTITY

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY
For the Year Ended December 31, 2017

	GL Suite, Inc.			Non-controlling	
	Common Stock	Paid-in-Capital	Retained Earnings	Interest	Total
Beginning balance - January 1, 2017	$193,034	$69,714	$682,744	$76	$945,568
Net income			(345,645)	200,777	(144,868)
Contributions	-				
Distributions	-			(200,677)	(200,677)
Issuance of stock	5,250				5,250
Redemption of stock	(5,950)				(5,950)
Rounding					-
Ending balance - December 31, 2017	$192,334	$69,714	$337,099	$176	$599,323

See accompanying notes and independent accountants' review report

G.L. SUITE, INC. AND CONSOLIDATED ENTITY

STATEMENT OF CASH FLOWS
For the Year Ended December 31, 2017

Cash flows from Operating Activities:		
Net Income (Loss)	$	(144,868)
Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities:		
Depreciation and Amortization		158,780
Decrease (Increase) in Assets:		
Accounts Receivable		467,943
Work in Progress		167,140
Other Current Assets		(43,910)
Deferred Tax Asset		8,105
Increase in accrued interest from officer note receivables		(4,228)
Noncurrent Receivables		221,732
Increase (Decrease) in Liabilities:		
Accounts Payable		(8,629)
Accrued Payroll		(130,156)
Other Current Liabilities		100
Unearned Income		(208,256)
Deferred Tax Liability		(81)
Net Cash Provided (Used) by Operating Activities		483,671
Cash Flows from Financing Activities:		
Payment of Long-Term Debt		(121,029)
Decrease in line of credit borrowings		(1,663)
Distributions to owners		(200,677)
Common Stock Issued / (Redeemed)		(700)
Net Cash Provided (Used) by Financing Activities		(324,069)
Net Cash Increase for Period		159,602
Cash and Cash Equivalents, Beginning of Year		212,461
Cash and Cash Equivalents, End of Year	$	372,063
Interest paid during 2017	$	46,612

NOTE A-SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (SSAP)

Nature of Operations

The Company designs government regulatory software, tailored to meet the needs of each agency. The software allows the agencies to automate and manage licensing, permitting and registration. The Company also provides ongoing software support services, software hosting, and software training.

Use of Estimates

Management uses estimates and assumptions in preparing financial statements. Those estimates and assumptions affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities, and the reported revenues and expenses. Actual results could differ from these estimates.

Basis of Consolidation

In applying the provisions of Financial Accounting Standards Board (FASB) Accounting Standards Codification (ASC) 810 Consolidation, formally Interpretation (FIN) 46R Consolidation of Variable Interest Entities, the Company evaluated Automation Design, LLC (AD) and has determined that the entity needs to be consolidated. Therefore, consolidated financial statements include the accounts of the Company and Automation Design, LLC which is a variable interest entity in which the Company is deemed to be the primary beneficiary. All intercompany transactions and balances have been eliminated in the consolidation.

The Company's determination to include AD was based on a review of AD's types of variability and support for consolidation based on variable interests between the Company and AD. The Company considers AD's primary variability's to be operations risk, activities and contractual arrangements. Specifically, AD has an agreement to receive royalties from the Company as discussed below. All of AD's revenue is received from the Company. Additionally, AD is a guarantor for the Company's line of credit and loan. AD entity was formed for the benefit of the Company. The majority of the stockholders of the Company own 78% of AD. In determining whether this variable interest should be consolidated, the Company, as provider of the primary revenue source for AD, concluded that they would receive a majority of AD's expected residual returns, absorb a majority of AD's expected losses or both.

Automation Design, LLC (AD) was organized March 16, 2001 to hold the rights to software and related intellectual property for use by governmental licensing agencies. AD has an agreement with the Company which calls for the Company to make royalty payments in exchange for an exclusive license to use and sell AD's software products throughout the world. The terms of the agreement expire on December 31, 2017 but have historically been renewed annually.

Bill Moseley, Eric Staley and Adam Ridlon, who collectively own approximately 85% of the outstanding shares of the Company, own 39%, 39% and 22% of the outstanding ownership units of Automation Design, LLC, respectively.

NOTE A-SSAP (Continued)

AD's primary assets consist of software licenses. Book values of assets and liabilities have been used to consolidate Automation Design, LLC. The carrying amount of the cash and software at December 31, 2017 is $176. There is no debt as of December 31, 2017. AD files taxes based on a December 31st year-end. Activity has been reported through December 31, 2017 for the consolidation.

The members' equity of Automation Design, LLC is classified as Non-controlling interest in the Consolidated Balance Sheet and the income or loss attributable Automation Design, LLC is classified as Non-controlling Interest Share in the Consolidated Statement of Income and Statement of Changes in equity and is subtracted or added after total consolidated net income has been presented.

Reclassification of Prior Period Financial Statements

Certain items previously reported have been reclassified to conform with the current year's presentation.

Cash and Cash Equivalents

The Company only holds cash in operating checking accounts and money market accounts in FDIC insured banks. From time-to-time, there can be a negative balance shown in the operating account, which is a timing issue due to the lag between the posting of payments and the transfer of funds from the money market account. At times during the year, balances may exceed FDIC insurance limits.

Trade Accounts Receivable

Trade accounts receivable are stated at the amount management expects to collect from outstanding balances. Management evaluates existing outstanding accounts receivable to determine the allowance for uncollectible accounts. The history of uncollectible accounts has not been material. The receivables are all from governmental regulatory agencies with contracts requiring payment for the product provided. In 2017, the Company recognized a one-time bad debt largely due to an unresolvable contract dispute with the North Carolina Department of Public Safety. As of 12/31/17, there was one account over 90 days in arrears. This accounted for 28% of outstanding accounts receivable. Management does not expect to collect this receivable and has recorded it as an allowance for doubtful accounts. For concentration of credit risk related to the Company's trade receivables, see Note H.

Fair Value of Financial Instruments

The fair value of the Company's financial instruments, which include items such as accounts receivable, loans receivable, accounts payable, and notes payable approximate their carrying amounts at December 31, 2017.

NOTE A-SSAP (Continued)

Inventory

The Company carries no inventory of supplies as they are immaterial and are expensed as acquired. The Company does, however, carry a balance in Work-in-Progress (WIP) which represents the direct and allocated indirect expenses relating to specific uncompleted jobs. Such expenses are primarily comprised of allocated labor and related expenses which have not yet been billed to the client. Debit balance client accounts are reported on the Balance Sheet as WIP. Credit balance client accounts are reported on the Balance Sheet as Unearned Income.

Other Assets

In 2013, the Company completed research and development on its new software platform, GLSuite6, and began production. All subsequent production costs were capitalized. The software was completed and placed in service November 1, 2014. Total capitalized software production costs as of 12/31/2017 were $621,208. Of these, $608,733 represents the cost of GLSuite6 that was completed on November 1, 2014. Capitalized software costs are amortized over a 60-month period. Amortization costs for the year ended December 31, 2017 on this software was $124,242.

Compensated Absences

Effective during fiscal year 2017, the Company changed in policy for accrued leave time. The Company's policy requires all employees to use all accrued leave within 12 months of accrual. No accrued leave is paid on termination. Under this method, accrued leave time is recognized when the time is taken rather than earned. The amount of earned accrued leave at year end has not been determined by management, however, management believes that the unused accrued leave at year end would not be material.

Revenue Recognition

There are two phases to each contract; Installation and support. After installation is complete, Company enters a period of tech support which is often 60 months or longer.

The Company provides for installations in two models (a)Turnkey and (b)GL Simple. Most installation services sold by Company are turnkey. In a turnkey installation, customers are invoiced as deliverables are accepted by customer. In a GL Simple installation, the Company charges a fixed monthly fee during the entire installation period based on a fixed per licensed user cost which is correlated to expected effort by Company to provide the service. The Company estimates that a GL Simple installation will last seven months, unless otherwise agreed with the client, and fully invoices and recognizes the monthly fees as installation revenue during that period. During the support phase, all invoices are fully recognized as support sales.

Whether for turnkey or GL Simple installations, the Company reports Work in Progress inventory (WIP) for time spent on the process. The Company recognizes installation revenue and, expenses WIP when the Company meets a milestone specified in the contract which allows them to invoice.

NOTE A-SSAP (Continued)

Revenue Recognition – continued

For support services, the Company invoices at a frequency specified in the contract. Invoices are listed as Unearned Income until the monthly support period transpires, at which point the monthly amount is recognized as revenue.

Company Stock

In addition to the Company's 9,000,000 shares of authorized common stock, the Company has authorized 1,000,000 shares of preferred stock (no par value) of which none were outstanding as of December 31, 2017. No preemptive rights exist with respect to the shares of stock. Subject to any preferential rights granted to the series of preferred stock, the holders of the common stock are entitled to receive dividends at a rate and time as provided by the Board of Directors. There were no dividends paid or accrued during the year ending December 31, 2017.

Advertising

The Company expenses all advertising costs as incurred. Advertising costs include direct advertising and promotional events. Advertising costs expensed during the year ending December 31, 2017 were $20,118.

Depreciation

The Company's equipment and leasehold improvements are depreciated using primarily the straight-line method, with a useful life of five to ten years.

Presentation of Sales Taxes

The Company's accounting policy is to exclude the tax collected and remitted to the State from revenues and cost of sales.

Income Taxes

Income taxes consist of taxes currently due plus deferred taxes related primarily to differences between the amount of taxable income and pretax financial income and between tax basis of assets and liabilities and their reported amounts in the financial statements. The deferred tax assets and liabilities represent the future tax return consequences of those differences, which will either be deductible or taxable when the assets or liabilities are recovered or settled. Deferred tax assets and liabilities are reflected at income tax rates applicable to the period in which the deferred tax assets and liabilities are expected to be realized or settled. As changes in tax laws or rates are enacted, deferred tax assets and liabilities are adjusted through the provision for income taxes. See Note L for further discussion of income taxes.

NOTE B-RELATED PARTY TRANSACTIONS

As discussed in Note A, the Company has a licensing agreement with Automation Design, LLC (AD). Bill Moseley, Eric Staley, and Adam Ridlon, who collectively own approximately 85% of the outstanding shares of the Company, own 39%, 39%, and 22% of the outstanding ownership units of AD, respectively. AD holds the rights to software and related intellectual property for use by governmental licensing agencies. According to the licensing agreement, AD grants the Company "an exclusive license in the Government Field under the License Copyrights and Software to make, have made, use and sell Licensed Products throughout the world, subject to the terms of this agreement".

The terms of the agreement call for the Company to pay AD $24,000 plus the greater of (a) 5% of the net sales price of each licensed product sold by the Company, plus 25% of the sublicense income received from the sub-licensee should the Company grant a sublicense to a sub-licensee that is not a related company, or (b) $80,000. Total amounts paid to AD during 2017 were $275,927. From time to time, the Company receives payment for maintenance of AD's core product code. During 2017, payments in the amount of $75,000 were received by the Company.

The terms of the agreement expired on 12/31/2017, but historically have been renewed annually.

NOTE C-CASH

All accounts are covered by the Federal Deposit Insurance Corporation (FDIC) up to $250,000. At December 31, 2017, cash balances exceeded the FDIC coverage limit by $122,891.

NOTE D-DEPRECIABLE AND AMORTIZABLE ASSETS

Equipment and Intangibles consist of the following as of 12/31/2017:

Net Book Value - Tangible Assets		
Computer Hardware	$	546,856
Office Equipment & Furniture		41,211
		588,067
Accumulated Depreciation		(399,727)
Net Book Value	$	188,340

Depreciation expense for the year ended 12/31/2017 was $33,653.

Net Book Value - Intangible Assets		
GL6 Software	$	608,733
Start up Costs and Other		28,448
		637,181
Accumulated Amortization		(403,493)
Net Book Value	$	233,688

Amortization expense for the year ended 12/31/2017 was $125,126.

Future Amortization Expense		
2018	$	125,127
2019		104,836
2020		1,509
2021		885
2022		688
Thereafter		643
	$	233,688

NOTE E-LINE OF CREDIT

The Company utilizes a line of credit from Washington Federal Bank (WAFED), which originated September 28, 2015. The maximum available credit facility through this line of credit as of December 31, 2017 is $800,000. The line is payable at a variable interest rate based upon prime rate plus a margin of 1.000%. The rate for 2017 was 4.5%. There was no balance owing as of December 31, 2017. The line is subject to the following covenants.

- Current Ratio of 1.20 to 1.00 measured quarterly: 12/31/17 current ratio was 1.282
- Debt Service Coverage Ratio of 1.20 to 1.00: 12/31/17 coverage ratio was .512 on a consolidated basis. The ratio for GL Suite, Inc. excluding consolidation of Automation Design, LLC is < .767 >.

The line is guaranteed by Bill Moseley, Eric Staley and Automation Design, LLC.

NOTE F-LONG-TERM DEBT

The Company's long-term debt consists of a single loan with WAFED entered into September 28, 2015. The loan is guaranteed by Bill Moseley, Eric Staley and Automation Design, LLC.

The loan was for $800,000, for a term of seven years maturing on 10/15/2022. The note is secured by the life insurance policies on the lives of and, the principal residences of the Company's two largest shareholders, Bill Moseley and Eric Staley. The loan is further secured by the Company's trade accounts receivable, work in progress, install receivables and equipment. The loan contains restrictive covenants covering the Company's financial position and use of the note proceeds as follows:

- Current Ratio of 1.20 to 1.00 measured quarterly: 12/31/17 current ratio was 1.282
- Debt Service Coverage Ratio of 1.20 to 1.00: 12/31/17 coverage ratio was .512 on a consolidated basis. The ratio for GL Suite, Inc. excluding consolidation of Automation Design, LLC is < .767 >.

The loan bears interest at a rate 4.50% per annum.

The following is a summary of the annual principal maturities of all long-term debt:

Principal amounts due by year:

2018	$ 110,387
2019	115,459
2020	120,763
2022	126,311
2023	89,556
Total	$ 562,476

NOTE G-DESCRIPTION OF LEASING ARRANGEMENTS

The company signed a lease for new office space on 12/24/13 with an effective date of 04/01/14. The lease terminates on 03/31/19 with the option to renew in good faith. Total rent paid for 2017 was $182,895, which includes the lease payment and related common area maintenance (CAM) charges.

On 03/31/13, the Company leased space in a co-location vault where various servers and computers are securely stored. The lease terminates 3/31/18. Total lease paid for 2017 was $32,860.

The following is a schedule of future minimum lease payments required under these leases:

2018	$	137,451
2019		28,401
	$	165,852

NOTE H-CONCENTRATIONS

Accounts receivable potentially subject the Company to concentrations of credit risk. An aggregate of 55% of the Company's outstanding accounts receivable as of 12/31/2017 were due from three customers, as detailed below:

Arizona Board of Technical Registration	$ 139,675
Illinois Department of Public Health	97,271
North Carolina Deptartment of Public Safety	253,578
	$ 490,523

NOTE I-RETIREMENT PLAN

The Company has a discretionary 401(k) profit-sharing plan covering substantially all of its employees. The Company matches employee's contributions up to 4% of their regular salary. Profit-sharing expense is funded through annual contributions to the plan. As of 12/31/17, the Company has accrued matching contributiohs for 2017 of $40,432, all of which will be paid in 2018.

NOTE J-STOCK OPTION PLAN

The Company has an employee stock option program whereby the options are granted to conform to Internal Revenue Code Section 422, thus allowing them to be treated as "Incentive Stock Options." As of 12/31/17, there were outstanding grants representing the opportunity to acquire 40,000 additional shares. The financial statement impact of these options is immaterial.

NOTE K-LOANS TO SHAREHOLDERS

During 2015, the Company issued 100,000 shares to Adam Ridlon (Ridlon) in exchange for a Promissory Note the terms are which are as follows. The issue price was $0.9367/share resulting in an obligation of $93,670 owed by Ridlon to Company. The outstanding principal balance of the loan and accrued interest thereon shall bear interest at the IRS imputed interest rate for related party transactions. This resulted in a rate of 2.82% for the current fiscal year. Interest will be computed annually in arrears. Interest accrued through December 31, 2017 related to this note was $5,661. Ridlon is only required to repay the note with accrued interest if Ridlon sells or otherwise transfers the stock.

During 2016, the Company issued 50,000 shares to Mike Andrae (Andrae) in exchange for a Promissory Note the terms are which are as follows. The issue price was $1.025/share resulting in an obligation of $51,250 owed by Andrae to Company. The outstanding principal balance of the loan and accrued interest thereon shall bear interest at the IRS imputed interest rate for related party transactions. This resulted in a rate of 2.82% for the current fiscal year. Interest will be computed annually in arrears. Interest accrued through December 31, 2017 related to this note was $1,694. Andrae is only required to repay the note with accrued interest if Andrae sells or otherwise transfers the stock.

NOTE L-INCOME TAXES

The following information relates to the Company and not Automation Design, LLC(AD). Under the Internal Revenue Code, a limited liability company(LLC) is not generally subject to income taxes. AD is an LLC and as such its items of income and loss are includable in the taxable income of its members.

The Company has a carry-forward of the Credit for Increasing Research Activities from 2011 & 2012. For federal income tax purposes, unused credits may be carried forward for 20 years. The R&D credits carried forward to the tax year 2017 were generated in the following years:

Federal R&D Credit Carryovers

Year Generated	*Carryfoward Amount*
2011	$ 12,945
2012	14,127
Carryover to 2017	$ 27,072

NOTE L-INCOME TAXES

For Oregon income tax purposes, unused credits may be carried forward for 5 years. The credits carried forward to the tax year 2016 were generated in the following years:

Oregon R&D Credit Carryovers

Year Generated	*Carryfoward Amount*
2012	$ 1,324
Carryover to 2017	$ 1,324

The provision for taxes on income consists of a non-current deferred tax liability in the amount of $37,387.

Reductions in projected tax rate and taxable income have resulted in a net tax benefit for the year ending 12/31/17.

The following represents the approximate tax effect of each significant type of temporary difference giving rise to the deferred income tax liability:

Deferred Tax Liability:

Property, plant, and equipment	$ 37,387

Current year taxable income varies from income before current year tax expense primarily due to the use of an accelerated depreciation method for tax reporting purposes, a 481(a) adjustment to taxable income due to a change in accounting method from modified-cash basis to accrual basis in tax year 2013, and the use of available credits.

NOTE M-SUBSEQUENT EVENTS

Management represents that there are no subsequent events through September 7, 2018, the date on which the financial statements were available to be issued.

c. Change of Ownership

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder should describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded vendor(s) will require notification to the State.

GL Solutions has had no change in ownership throughout the lifetime of the company. GL Solutions will commit to notifying the vendor should a change of ownership occur.

d. Office Location

The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified.

GL Solutions sole office is located at the following address:
856 NW Bond St #200, Bend, OR 97701

e. Relationships with the State

The bidder should describe any dealings with the State over the previous five (5) years. If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

GL Solutions has previously contracted with the Nebraska Real Estate Commission in an effort to implement a licensing software system and website. The contract number was for Request for Proposal 2015-1. The contract concluded and the Real Estate Commission chose not to renew.

f. Bidder's Employee Relations to State

If any Party named in the bidder's proposal response is or was an employee of the State within the past twelve (12) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

If any employee of any agency of the State of Nebraska is employed by the bidder or is a Subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

GL Solutions confirms that no current employees have ever been employed by the State of Nebraska within the past 12 months.

g. Contract Performance

If the bidder or any proposed Subcontractor has had a contract terminated for default during the past five (5) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default.

It is mandatory that the bidder submit full details of all termination for default experienced during the past five (5) years, including the other Party's name, address, and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past five (5) years, so declare.

If at any time during the past five (5) years, the bidder has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting Party.

GL Solutions has had no contracts terminated for default for the past 10 years.

GL Solutions has one case of alleged contract termination for cause. The agency terminated the contract for alleged cause, and GL Solutions disputed these claims. Once these allegations were disputed, no rebuttal was provided and the allegations were not further pursued by the agencies. GL Solutions also had two contracts terminate where the legislature merged the agency with another agency during the installation. The original licensee went on to use the new parent agency's software. These agencies will be listed below, with a brief description:

i. Kentucky Real Estate Commission
   656 Chamberlin Ave Suite B, Frankfort, KY 40601
   Kentucky Real Estate commission terminated the contract after the legislature merged the agency with another agency during the installation of the software system.
ii. Indiana Secretary of State Auto Dealer Services Division
   302 W. Washington St. Room E-111, Indianapolis, IN 46204
   Indiana Secretary of State Auto Dealer Services Division insisted on a change request that allowed unlimited change requests without cost. GL Solutions would not agree, and the agency cancelled the contract.
iii. North Carolina Department of Justice
   114 W Edenton St, Raleigh, NC 27603
   North Carolina Department of Justice terminated contract after legislature merged the agency with another agency during the installation.

h. Summary of Bidder's Corporate Experience

The bidder should provide a summary matrix listing the bidder's previous projects similar to this RFP in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

The bidder should address the following:

vi. Provide narrative descriptions to highlight the similarities between the bidder's experience and this RFP. These descriptions should include:

a) The time period of the project;

b) The scheduled and actual completion dates;

c) The Contractor's responsibilities;

d) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and

e) Each project description should identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.

We have provided below our experience working with clients of similar size and scope. In all cases, GL Solutions was the prime contractor and utilized no subcontractors.

North Carolina Medical Board
Start and End Date: 11/2003 – 2/2005
GL Solutions originally contracted with the North Carolina Medical Board to implement GL Suite in 2005. The NCMB installation comprehensively addresses all of NCMB's regulatory requirements—licensure, financial management, and compliance management. The one-stop website we designed with them provides extensive public services—application submission, renewals, verifications, information updates, and public document accessibility. We implemented a GL Suite system that provides the following capabilities:

i. Member & Public Website – Online Applications, Renewals, License Verifications, Contact Updates, App/Renewal Status Check, Public Document Accessibility
ii. Comprehensive Licensure functionality
iii. Compliance Management

The NCMB continues to work with GL Solutions to find new ways to streamline and automate the daily duties of their agency staff, and has undergone significant enhancements to their software system, as well as drive innovation to existing products and services. NCMB is currently undergoing a project to implement Microsoft Power BI integration to enhance their reporting and analytics capabilities, providing rich visualizations of agency data.

Contact: Hari Gupta
Phone: 919-326-1109 x248
Email: hari.gupta@ncmedboard.org

Arizona Medical Board
Start and End Date: 2/2007 – 4/2008
The Arizona Medical Board and the Arizona Board of Osteopathic Examiners (AZMB) together contracted GL Solutions to provide a comprehensive licensing and enforcement system that included support for all aspects of licensing, investigation, financial management, board operations, compliance monitoring, health monitoring, data dissemination (reporting/continuing education), and administration. AZMB strives to create solutions that promote efficiency and time management. The system we provided helped them free up significant staff time by providing online renewal capabilities and automated communications and updates. They also sought additional functionality for their website. In particular, they wanted an automated system for processing and tracking complaints. With that in mind, GL Solutions designed a system that allows the public to register complaints against doctors or medical facilities. It also allows complaints to be reviewed before they are linked to any party and for documents and cases to be tracked along with the complaints.

Contact: Pushpa Gregory
Phone: 480-551-2729
Email: pushpa.gregory@azmd.gov

Alaska Commerce, Community and Economic Development
Start and End Date: 11/2009 – 6/2010
Alaska Commerce, Community and Economic Development (AKCCED) Division of Corporations, Business & Professional Licensing Investigations is a multi-divisional agency that regulates professional licensing, securities, banking, and mortgage lending. For them, GL Solutions created a comprehensive web-based investigation and case management system. In its daily processes AKCCED uses four separate databases to track multiple types of licensees. The case management system GL Solutions designed interacts with all four databases. We integrated time and cost tracking into their system to allow for calculating fines and investigation expenses. We created a complete routing system for assigning, managing, and completing investigations with interfaces for both investigators and supervisors. We also provided AKCCED with an interactive interface to multiple licensing systems and designed a website for the public to submit complaints.

Contact: Brian Howes
Phone: 907-269-8109
Email: brian.howes@alaska.gov

i. Summary of Bidder's Proposed Personnel/Management Approach

The bidder should present a detailed description of its proposed approach to the management of the project.

The bidder should identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this RFP. The names and titles of the team proposed for assignment to the State project should be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified. Please submit resumes of Account Representative, Project Manager/Lead, and Lead Technical Analyst/Developer to be assigned, if awarded.

The bidder should provide resumes for all personnel proposed by the bidder to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the RFP in addition to assessing the experience of specific individuals.

Resumes should not be longer than three (3) pages. Resumes should include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.

GL Solutions utilizes a comprehensive and effective Project Management Methodology (PMM). We have a formal approach to project management based on the PMI's *Project Management Body of Knowledge* (PMBOK) principles and methods. We also incorporate agile principles and methods into our processes. GL Solutions planning and feedback approach reduces risk and ensures quality and assures that teams align the delivered software with desired business needs.

Our PMM ensures:

- Each key business process is defined and documented
- All parties understand and agree to Project Plan
- All developed outputs meet or exceed requirements and expectations
- Authority and responsibilities are clearly defined
- Communication between parties is timely and productive
- Your needs are addressed in an organized fashion
- The project adheres to scope and schedule agreements
- Proactive management of risks and issues
- Rigorous quality assurance processes

GL Solutions' PMM is tightly integrated with all elements of our Project Implementation Process (see below). It wraps a layer of monitoring, directing, advising, and guidance around the project implementation stages. We adhere to tested management procedures that align our efforts at every phase of the implementation with the goals of the project. Primary in our efforts is effective communication, internally and with your staff. Other efforts include tight adherence to the Project Plan, frequent project management meetings, consultation on process improvement and/or change management, ongoing risk and gap assessments, and strict scope maintenance.

We recognize that government offices regularly face a scarcity of resources and time. Our PMM delivers everything necessary for planning, building, and managing a successful implementation while simultaneously maximizing quality and getting the most out of your staff's time and agency's budget.

We have provided on the following pages the resumes for the identified key personnel that will be assigned to the potential contract. The key personnel are as follows:

Ryan Pedersen, VP of Operations – Primarily in charge of managing the Operations department, which includes the Business Analyst team, the Configuration/Developer team, and the Quality Assurance team.

Eric Staley, VP of Business Solutions – Primarily in charge of the Agency Partner team, a team composed of dedicated Account Representatives,

Marcy Merlot, Service Delivery Manager/Project Manager – The Project/Service Delivery manager

Ryan Pedersen, VP of Operations

pedersen@glsolutions.com
541-312-3662

Ryan has worked in a development position for GL Solutions for over 7 years. Ryan has provided development management for over 40 client project implementations and manages the team responsible for configuring and developing the system and associated functionality based on the specification documents generated by the Business Analysts. The primary function of his team is to configure the system to meet the agency's needs. GL Suite's configurable nature makes it extremely efficient and intuitive to maintain and support, by both Ryan's team and clients as well.

Related Experience

Development Manager, *GL Solutions*, Bend, OR, 10/2010 – present

- Provides development management for GL Solutions clients
- Manages team of software developers and configuration specialists responsible for the configuration and development of client software projects

Software Developer, *GL Solutions*, Bend, OR, 11/2009 – 10/2010

Areas of Expertise:

Data Conversion

- From legacy database systems to GL Suite system, including merging large numbers of data sources
- Completed successful data conversions for over 30 GL Solutions clients:

Third-Party Interfaces

- Between client providers and GL Suite system
- Completed successful third-party interfaces for numerous GL Solutions clients.

Technical Areas of Experience:

- SQL Server database architecture, implementation, data structures, and administration.
- .Net software development, in particular VB.Net and Java-based applications.
- Microsoft Windows Server and Client operating systems, including:
  - Client: DOS, Windows 3.x, 95, Vista, 7
  - Server: Windows NT, 2003, 2008
- Developed and supported all aspects of GL Suite software

Lead Developer, *EDS Government Solutions*, 7/2007 – 11/2009

- Participated in all aspects of development for VTDrives, a complete redesign of Vermont's DMV technology
- Development using .NET 3.0 technologies, VB.net, T-SQL, and XML
- Task planning and tracking using scrum methodologies
- Hosted classes on application framework and DevX UI development for new hires
- Worked with BAs, Data Migration, and Testers for analysis, design, and implementation

- Analyzed new requirements and planned integration with existing platform
- UI design, client-server-database communication and integration using .NET 3.0 and WCF, business logic, internal and third-party interfaces, relational database design, SQL queries, database design with normalization, performance testing/tuning, unit and end to end testing, data reporting, and framework design

Education

Bachelor of Arts in Computer Software Engineering/Minor in Business Management, *Oregon Institute of Technology*, Klamath Falls, Oregon, 2007

Hardware & Software Summary

Environments: Windows desktop OS: Windows 3.1-7; Windows server OS: Window NT-08

Hardware: Intel-based desktop/server

Software: GL Suite Software (XML based), .NET Framework, C++, C#, VB, XML, XPath, XSLT, XML, Ruby, SQL, TSQL, MySQL, DevX, ASP, ASPX, HTML, Visual Studio 2kX, SQL Server Studio, Team Foundation Server, MS Visual Source Safe, Crystal Reports, MS Reporting, MS Office Suite

Professional References

- **Ken McCann**, Environmental Health Manager, *Illinois Department of Health*, 217-785-2043 / ken.mccann@illinois.gov
- **Sameer Teni**, Lead (Interfaces, Frameworks), *EDS Government Services*, 309-533-0055
- **Ben Thompson,** Senior Data Engineer, *Surge Analytics*, 503-737-5169 / ben.thompson@surgeanalytics.net

Eric Staley, Vice President for Business Solutions

staley@glsolutions.com

Experience

Vice President for Business Solutions, GL Solutions, Bend, OR, 1/2018 - Present

Vice President for Administration, GL Solutions, Bend, OR, 4/2014 – 1/2018

- Supervision of facilities maintenance staff
- Supervision of accounting and financial reporting staff
- Supervision of human resource functions including recruiting, hiring, benefits administration and team/management development and training
- Testing of installation and tech support development and specification documents
- Training staff in technologies and procedures

Vice President for Business Solutions, GL Solutions, Bend, OR, 4/2009 – 4/2014

- Procurement and management of infrastructure-related vendor services
- Establish and maintain selling techniques and processes
- Supervision of teams conducting marketing campaigns and events
- Supervision of team creating brand, brand recognition, and awareness
- Supervision of management staff
- Conducting client satisfaction surveys
- Participation in on and off-site client meetings
- Perform liaison activities between Operations and other departments

Development Manager, GL Solutions, Bend, OR, 5/2001 – 4/2009

- Provides development management for GL Solutions clients
- Manages team of software developers and configuration specialists responsible for the configuration and development of client software projects
- SAN implementation and maintenance
- SQL Server, development, implementation, and maintenance

Developer, GL Solutions, Bend, OR, 7/98 – 5/2001

- Implementation of best practices in development activities
- .NET-base software and web development
- Server installation and support

Education

Bachelor of Arts in History, University of New Mexico, Albuquerque, NM. Graduated 1990

Hardware & Software Summary

Environments: Windows desktop OS: Windows 3.1-10; Windows server OS: Windows NT-2012 r2

Hardware: Intel-based desktop/server

Software: GL Suite Software (XML based), .NET Framework, VB, XML, XPath, XSLT, XML, TSQL, ASP, ASPX, HTML, Visual Studio 2kX, SQL Server Studio, MS Visual Source Safe, Crystal Reports, MS Reporting, MS Office Suite

Professional References/Past Projects

- **Ken McCann**, Environmental Health Manager, *Illinois Department of Health*, 217-785-2043 / ken.mccann@illinois.gov
- **Hari Gupta**, Operations Manager, *North Carolina Medical Board*, 919-326-1109 x248 / Hari.Gupta@ncmedboard.org
- **Gail Ross**, Licensing Supervisor, *Nebraska Charitable Gaming Division*, 402-471-5955 / gail.ross@nebraska.gov

Marcy Merlot, Service Delivery Manager

merlot@glsolutions.com

Related Experience

Service Delivery Manager, *GL Solutions,* Bend, OR, 9/2013 – present

- Lead Client Relationship Team
- Responsible for individual development and all operational duties of Client Relationship Team
- Provides current supervision of the installation management and technical support for GL Solutions' clients

Project Coordinator Manager, *GL Solutions*, Bend, OR, 7/2011 – 9/2013

- Lead Project Coordination Team
- Responsible for individual development and all operational duties of Project Team
- Provided installation management and technical project support for GL Solutions clients:

Business Analysis Manager, *GL Solutions,* Bend, OR, 5/2010 – 7/2011

- Lead Business Analysis Team
- Responsible for individual development and all operational duties of Analysis Team
- Provided technical support for GL Solutions' clients

Business Analyst, *GL Solutions*, Bend, OR, 10/2008 – 5/2010

- Conducted process analysis for existing clients to design more efficient ways for their systems to operate
- Worked with clients to analyze and address issues
- Conducted requirements gathering and business process analysis for new installation clients
- Designed and configured system screens and business rules to build new systems for installation clients
- Specified data conversions, interfaces, and all forms or outputs for new installation projects

Food and Beverage Director, *Broken Top Club*, Bend, OR, 1993 – 2003

- Managed front and back of the house departments including staff and product
- Conducted in-house food safety inspections
- Responded to outside food safety inspections for all dining rooms, bars, concession outlets
- Created financial projections and budgets for all F&B departments
- Managed income and expenses to financial expectations

Education

Associate of Applied Sciences Business Administration: Accounting, *Central Oregon Community College*
Food and Beverage Management Diploma, *American Hotel and Lodging Educational Institute*

Hardware & Software Summary

Software: GL Suite, MS Word, MS Excel, MS Visio, MS Publisher, MS Project, Adobe InDesign, QuickBooks

Professional References

- **Billie Jo Jibben**, Licensing Supervisor, *Wyoming Real Estate Commission*, 307-777-8768 / bj.jibben@wyo.gov
- **Dave Kinney**, Project Manager, *North Carolina Medicaid Management Information System*, 919-609-5404/ davidk.kinney@gmail.com
- **Gail Ross**, Licensing Supervisor, *Nebraska Department of Charitable Gaming*, 402-471-5955, gail.ross@nebraska.gov

j. Subcontractors

If the bidder intends to Subcontract any part of its performance hereunder, the bidder should provide:

- **i. name, address, and telephone number of the Subcontractor(s);**
- **ii. specific tasks for each Subcontractor(s);**
- **iii. percentage of performance hours intended for each Subcontract; and**
- **iv. total percentage of Subcontractor(s) performance hours.**

GL Solutions has no intention to utilize subcontractors for the fulfillment of this RFP.

3. Technical Approach

a. Understanding of the Project Requirements

GL Solutions understands the purpose of the project requirements to be that the State of Nebraska seeks a Customizable-Off-the-Shelf software solution to aid in financial licensing and enforcement to serve the Nebraska financial entities and individual. We understand the project requirements to include automation of routing through the appropriate workflows, providing a self-service web portal to allow the public to submit applications and complaints, submit forms, and pay fees. In addition, we understand the project requirements to include the ability to provide robust reporting tools for analysis and tracking purposes, as well as communication tools for the scheduling and manual generation of correspondences and physical mail. We also identify the ability to batch process specific job functions as a strong need of the DAS.

b. Proposed Development Approach

In our experience, every agency in a particular state or county, and every agency in a particular industry, handles regulation differently, to meet the different legislative requirements and specific needs of the regulated industry. Therefore, GL Suite, provides a robust framework with its configurable business rules engine, control panel, application interface, search functionality, ad-hoc reporting, screen layout, entity association, etc. While our base software provides a canned set of features and functionality, customization is a core feature of the software system.

We have a full catalog of best practices for all business processes that we encounter, and we will reference these as we study your data, break out the requirements of the RFP, and interview the agency subject matter experts to determine how you do what you do. Then we will specify the functionality, get your approval, and then configure our solution as specified. All requirements of this RFP which are not built into the core GL Suite application are planned to be configured, with the exception of custom data exchange interfaces with third parties, some web functionality (as a public-facing overlay to the configured properties and rules), and data migration.

Our approach to handling the configuration is "business as usual". In addition to business analysts, our Configuration Specialists in the routing of the majority of tasks, and has Developers in the routing of any custom development, such as developing interfaces. In addition to business analysts, our Configuration Specialists in the routing of the majority of tasks, and has Developers in the routing of any custom tasks. Quality Assurance Specialists work at the end of every task to validate that the work performed (whether configuration or custom coding) meets the specifications.

GL Suite's flexible and versatile role-based security system is a major strength of the core application, allowing configuration by the DAS based on user permissions GL Suite can be tailored to any business process. The core system and database deal with all of the system's complexity, while GL Suite's Control Panel is used to design and develop your tailored system. We can update GL Suite's core code and deploy modifications to all of our clients' systems without revising or redoing the configurations specific to their systems that were implemented through the Control Panel. This allows us to leverage the system and its power to the fullest without affecting your daily workflow. The risk of issues is greatly reduced because your tailored system rests upon a thoroughly exercised, solid core foundation.

c. Attachment B

GL Solutions has provided on the following pages our response to Attachment B.

Licensing (L)			
State Requirements			
Req #	Requirement Description		Bidder Response
L.1 Contact Information			
L.1.1	The system must provide a means to define and maintain configurable business rules for multiple unique license types' workflows.		GL Suite meets this requirement. The core of the software system features a configurable business rules engine that supports various functions which can be configured on any object (screen) or property (field). Business rules can be configured to perform various levels of automation or validation to increase the efficiency of a business process.
L.1.2	The system must have ability to create a workflow for creating and maintaining department contact IDs.		GL Solutions will meet this requirement. We will specify and configure business rules to automatically generate a unique identifier for all entities created within the software system.
L.1.3	The contact identification module must have the ability to create and maintain contact information based on configurable data points and fields.		GL Solutions meets this requirement. We will specify and configure GL Suite to create and maintain contact information in accordance to DAS requirements.

L.1.4	The system must provide ability to search for contacts licenses using configurable filters on all data points and fields.		GL Suite provides powerful search capabilities including built-in search screens and easy-to-use advanced searching by any field in the system. Any information stored in GL Suite can be used as search parameters to provide precise reporting and analysis and to help agency staff members find the individual, facility, case, etc. they seek. GL Suite enables users to find any data, export results to meaningful formats, and save searches to find the same information again. GL Suite's intuitive searching mechanisms empower users to locate records using any related information. • Locate any stored document with search options tailored to your needs • Search for owner names, employees, addresses, and anything found on a renewal notice • Search for registrants, licensees, and complaints in specific statuses • Use built-in reports to provide single-click views of a complaint or an entity's status • Find inspection reports according to establishment, complaint, date range, program, and any combination thereof To assist with meaningful and efficient searching and report creation, GL Suite enables agencies to determine what default search fields they want to display for each user and/or groups. It will also allow users to narrow search results by collections such as Status, Date Processed, Expiration Date, etc. Search results can be displayed and exported in many formats including onscreen lists, ready-to-be-sent email messages, calendars, maps, and more. Any information called up can be saved or uploaded as an Excel, Word, or PDF document with a simple click. Search parameters can be saved as either a canned search or a formatted report, allowing users to quickly re-run a search and get updated results.

L.1.5	The system must provide for generating a temporary license number, while an application is in process.		GL Solutions will meet this requirement. We will specify and configure GL Suite to produce a temporary license number when an application is in progress. Our standard practices are to assign a file number to an application that can serve as a temporary license number.
L.1.6	The system must have the ability to identify contacts and licenses by other regulatory entities identification numbers in addition to SSN or FEIN.		GL Solutions will meet this requirement. We will specify and configure GL Suite to identify contacts and licenses by other regulatory entities identification numbers in addition to SSN or FEIN. During the design and configuration of the software system, we will coordinate with DAS staff to identify additional identifying numbers for entities and licenses.
L.1.7	The system must have the ability to approve or deny an application based on business rules and workflow.		One of the primary and standard functions of GL Suite is to track application and renewal requirements. GL Suite maintains a record of each requirement and of the requirement's status. GL Suite can be configured to ensure that applicants are not licensed and/or that renewals are not issued until all requirements (fees, verification of registration, identification, transcripts, etc.) are completed. When documents are uploaded, GL Suite will auto-set the requirement it fulfills to Complete. We can also create a Requirements Checklist for your system that will allow users to view all requirements and set all tasks to Complete at once, or only select the tasks they want to set to Complete. We can design business rules to have one document clear multiple requirements and/or have a document clear requirements across multiple applications. With your GL Suite system, your staff will not have to input and upload all required data and documentation at once. Instead, they can update records as information is obtained over the course of a few days or several months. With this feature, your staff need not fear losing information and having to start over after all required information is received.
	Future Enhancements	Optional	Any responses to be noted under the Optional tab
L.1.a	Entity		

L.1.a1	The system must have the ability to establish and maintain unique contact information for businesses and individuals.		GL Solutions will meet this requirement. Our standard practices are to design entities with objects to record contact information. We will design and configure GL Suite to provide entities with address types as needed, including mailing address, physical address, and alternative address.
L.1.a2	The system must have the ability to uniquely identify a contact.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide a method of uniquely identifying a contact. Our standard practice are to assign an ID or file number to each entity created within the software system. In addition, during the design and configuration of the software system, we will coordinate with DAS staff to identify additional methods of uniquely identifying a contact, such as a social security number, date of birth, etc.
L.1.a3	The system must provide the ability to view the history of changes to contact and licensee data points and fields.		GL Suite is a proficient tool for managing and tracking facility information. Using GL Suite, staff at your agency can enter, maintain, and track a history of every regulated facility including ownership, facility attributes, activities of interest, physical characteristics, and more. Records for facilities can include/require any information you desire, and GL Suite will track and maintain a history of all inputted information in perpetuity. Once agency users create a record for an entity (such as a facility, business, group, individual, etc.) in GL Suite, all of the entity's information—from the very first day of the association with your agency to the very end—is located in one place. The record's Navigation Tree displays all of the information being tracked and stored including address, location features, licenses held (including license status, inspection information, payment information, and more), facility owner, and applications submitted. When information about a facility changes over time, GL Suite will maintain a record of both past and current information. For example, when a facility undergoes an ownership change, GL Suite maintains a record of the past owner and all of the information associated with that owner as well as the current owner's information.

L.1.a4	The system must have the ability to store multiple identifying numbers for each entity.		GL Solutions will meet this requirement. We will specify and configure GL Suite to store multiple identifying numbers for each entity. We will configure business rules to automatically generate a file or ID number for each entity that is created within the application. In addition, other identifying numbers such as a social security number, birth date, or other identifying numbers will be stored for identifying purposes.
L.1.a5	The system must have the ability to prevent entry of duplicate contacts and external licenses.		GL Solutions will meet this requirement. We will specify and configure GL Suite to validate the entry of contacts and external licenses to prevent duplicate entry using business rules. When a contact or external license is entered into the system, business rules will validate identifying characteristics such as a license number or social security number. When the SSN or license number is found to already exist in the database, the business rule will prevent the data from saving and produce an error message indicating that the SSN or license number was found on another record.
L.1.a6	The system must provide for 3rd party address standardization, compliant with NITC Standard 3-206		GL Solutions will meet this requirement. We will specify and configure GL Suite to standardize 3rd party addresses in accordance with NITC Standard 3-206. We will configure address objects to collect data in the standardized format as outlined in the NITC Standard 3-206.
L.1.a7	The system must have the ability to support an internationally accepted postal format for both foreign and domestic addresses.		GL Solutions will meet this requirement. We will specify and configure GL Suite to support an internationally accepted postal format for both foreign and domestic addresses.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
L.2 Account Data			
L.2.1	The system must have the ability to create and maintain multiple license types for every contact (business or individual) based on configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide multiple license types for each entity type. GL Suite supports an unlimited number of license types to be associated with any given entity. During the design and configuration of the software system, we will work with the DAS to identify where each license type belongs with each entity type and the conditions required to support the license type.

L.2.2	The system must have the ability to create and maintain multiple renewals within a license type based on configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow multiple renewals to be created and maintained within specific license types.
L.2.3	The system must have the ability to create a new account based on submission processing from a public-facing portal.		GL Solutions will meet this requirement. We will specify and configure the public-facing web portal to create new records within the software system based on the submission processing from the website. We design and configure our web pages to be a mirror of the back-office application. When data is entered into the web portal, upon saving the changes all data is then saved to the back-end application. We will configure a sign-up process for the creation of an account, which will record data such as the user name and contact information, as well as login information. Upon completion of the process, GL Suite will create the entity record. For more information on our self-service websites, see Supporting Document 2.
L.2.4	The system should allow for a hierarchy in the application of business rules.		GL Suite meets this requirement. The core of the software system utilizes a hierarchy in the application of business rules. Each object that contains multiple business rules will have an order in which rules are processed. Rules will be processed in the specific order to ensure the appropriate automation occurs when actions are performed or screens are created.
L.2.5	The system must have the ability to add and update customizable flags for use with individuals and entities.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to add customizable flags for use with individuals and other entities.
L.2.6	The system should have the ability to set flags in a batch for multiple contacts or licenses based upon data filters.		GL Solutions will meet this requirement. We will specify and configure GL Suite to set flags in batch for multiple contacts or licenses based on data filters. We will configure business rules utilizing pre-defined criteria to extend flags to additional contacts and licenses as needed.
L.2.7	The system must provide the ability to set the status of a flag based upon business rules (e.g. a bad check flag set automatically based upon a NSF condition for a contact and all related licenses).		GL Solutions will meet this requirement. We will specify and configure business rules to automatically set flags based on pre-defined criteria, such as a bad check setting a flag for NSF.

L.2.8	The system must have the ability to flag contacts for enforcement and conditional license mandates.		GL Solutions will meet this requirement. We will specify and configure GL Suite to flag contacts for enforcement and conditional license mandates. These flags will contain business rule validation to prevent specific action from being taken until criteria is met, such as enforcement activities concluding.
	Future Enhancements	Optional	Any responses to be noted under the Optional tab
L.2.a	Multiple Address Capture and Maintenance		
L.2.a1	The system must have the ability to differentiate between mailing addresses and location addresses.		GL Solutions meets this requirement. Our standard practices are to designate different addresses with appropriate labels. Mailing addresses are stored on an object titled "Mailing Address", and location addresses are often labeled as "Physical Address".
L.2.a2	The system must have the ability to create and maintain multiple mailing addresses for each entity or individual.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow entities to contain multiple mailing addresses. We will configure mailing address objects to contain a status of Previous or Current, as well as identify the primary mailing address to allow multiple addresses to be in the status of Current while still identifying which address should primarily be used.
L.2.a3	The system must have the ability to create and maintain multiple location addresses for each entity or individual.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow entities to contain multiple location addresses. As per the requirement above, we will configure location address objects to contain a status of Previous or Current, as well as identify the primary mailing address to allow multiple addresses to be in the status of Current while still identifying which address should primarily be used.
L.2.a4	The system must capture a history of all addresses, with an active flag to identify current records for each physical and mailing types.		GL Solutions meets this requirement. Our standard practices are to retain all previous historical addresses within the software system. The active address will be marked with a status of "Current", with previous addresses marked as "Previous".
	Future enhancements	Optional	Any responses to be noted under the Optional tab
L.2.b	Contact Data		

L.2.b1	The system must have the ability to create and maintain multiple contacts for each license (e.g. officers, owners, phone numbers, email addresses, mailing addresses).		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow the ability to create and maintain multiple contacts for each license. We will configure GL Suite to allow users to associate contacts such as officers or owners to a business or license. In addition, we will configure GL Suite to allow multiple phone numbers, email addresses, and mailing addresses association to a license.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
L.2.c	Business Relationships		
L.2.c1	The system must have the ability to create and maintain relationships between contacts or licenses (such as partnerships, parent to subsidiary affiliations, entities to owners, entities to officers, pass-through entities, financially responsible individuals, related persons for incentive applications).		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow for the creation and maintenance of relationships between contacts or licenses. GL Suite allows you to link related entities using association screens, which track and display the appropriate relationships, whether those relationships are one-to-one or one-to-many. Association screens are click-through, providing agency staff with an intuitive visual representation of the relationships, as well as the ability to have multiple records open at any given time.
L.2.c2	The system must have the ability to track predecessor/successor relationships (for example, when businesses are sold and merged).		GL Solutions will meet this requirement. We will specify and configure GL Suite to track predecessor/successor relationships. We will configure associations to retain historical data such as previous owners.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
L.2.d	Agent Tracking		
L.2.d1	The system must have the ability to create and maintain third party agents acting for licensees (e.g. brokers, agents, attorneys, tax preparers, payroll services, certified service providers).		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users the ability to create and maintain third party agents acting for licensees. We will configure the software system to support entity associations to a licensee record that will have the permissions to perform necessary applicant
	Future enhancements	Optional	Any responses to be noted under the Optional tab
L.2.e	Requirements for integration with Delinquency Process		

L.2.e1	The system should have the ability to support delinquency processing by creating filing period entries for all application and renewal cycles for which a licensee is liable at registration.		GL Solutions will meet this requirement. We will specify and configure GL Suite to support delinquency processing for filing periods. We will configure business rules to automatically detect delinquent payments during application and renewal processes. These business rules will automatically create delinquent payment notices and fees as required. These delinquent notices and fees will be reportable to facilitate tracking and processing of delinquent fees.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
Department Processing (DP)			
	State Requirements		
Req #	**Requirement Description**		**Bidder Response**
DP.1 Standard Processing			
DP.1.1	The system must have the ability to process submissions and related forms for all Nebraska Banking and Securities Act License types.		GL Solutions will meet this requirement. We will specify and configure GL Suite to process submissions and related forms for all Nebraska Banking and Securities Act license types.
DP.1.2	The system must have the ability to receive submissions through automated processes.		GL Solutions will meet this requirement. We will specify and configure GL Suite to receive submissions through automated processes.
DP.1.3	The system must have the ability to load and post submissions for processing.		GL Solutions will meet this requirement. We will specify and configure GL Suite to load and post submissions for processing. Per the Q&A, GL Suite will provide the ability to process payments both submitted electronically and received through paper, as well as received through a third party interface.
DP.1.4	The system must have the ability to compute and post/validate fees for submissions processing.		GL Solutions will meet this requirement. We will specify and configure GL Suite to calculate and validate fees for submission processing. We will configure business rules to perform calculations and verify fees that are generated per a submission.
DP.1.5	The system must have the ability to process submissions in batch.		GL Solutions will meet this requirement. We will specify and configure GL Suite to process submissions in batch. We will configure business rules associated with third party interfaces and other methods of bulk submissions to process each submission in accordance with the submission type.

DP.1.6	The system must have the ability to correct or capture erroneous submissions received for processing.		GL Solutions will meet this requirement. We will specify and configure GL Suite to capture erroneous submissions received for processing. Where possible, we will configure business rules to correct the submissions. Submissions received through third party interfaces will contain a validation check for the mapped data to be received. Where errors and exceptions are identified, a log will be produced.
DP.1.7	The system must have the ability to adjust submissions received for processing.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users with the appropriate permissions the ability to adjust submissions received for processing.
DP.1.8	The system must have the ability to reverse submissions received for processing.		GL Solutions will meet this requirement. We will specify and configure GL Suite to reverse submissions received.
DP.1.9	The system must have the ability to transfer submissions received for processing.		GL Solutions will meet this requirement. We will specify and configure GL Suite to transfer submissions received for processing.
DP.1.10	The system must have the ability to delete submissions received for processing.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users with the appropriate permissions the ability to delete submissions received for processing.
DP.1.11	The system must have the ability to reprocess submissions received for processing.		GL Solutions will meet this requirement. We will specify and configure GL Suite to reprocess submissions received for processing.
DP.1.12	The system must have the ability to process an amended submission received for processing.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide users with the appropriate permissions the ability to amend submissions received for processing.
DP.1.13	The system must have the ability to view filing history of original submissions and amended submissions.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to view the filing history of original and amended submissions.
DP.1.14	The system must have the ability to search for applications or other submissions.		GL Solutions will meet this requirement. We will specify and configure GL Suite to search for applications or other submissions. Our standard practices are to provide a main menu search screen to search for entities and cases. GL Suite provides a user friendly ad-hoc reporting tool that will allow users with the appropriate permissions the ability to create custom queries to search against any data element within the software system. Users will be able to create a query to search for any application or submission type as needed.

DP.1.15	The system must have the ability to view processed submissions and adjustments.		GL Solutions will meet this requirement. We will specify and configure GL Suite to view processed submissions and adjustments.
DP.1.16	The system must have the ability to process submissions and adjustments for payments that aren't related to the license process.		GL Solutions will meet this requirement. We will specify and configure GL Suite to process submissions and adjustments for payments that aren't related to the license process. Users with the appropriate permissions will have the ability to process payments and submissions as required, regardless of whether they are related to a license process. We will coordinate with DAS staff to determine what processes outside of the licensing process would require such processing.
DP.1.17	The system must have the ability to place a submission on hold.		GL Solutions will meet this requirement. We will specify and configure GL Suite to place a submission on hold. We will configure a flagging method for users with the appropriate permissions the ability to flag a record for a hold. Once a hold is activated on a submission, any related work assignments will be temporarily removed through the use of business rules. Removing the hold will automatically re-route the work as required by the process.
DP.1.18	The system must have the ability to place a group of submissions on hold based upon one or more business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide a mechanism to place a group of submissions on hold. We will configure a command to identify specific criteria with which to flag a group of submissions for a hold. We will coordinate with DAS staff during the design and configuration of the software system to determine what criteria to be used.
DP.1.19	The system should have the ability to release a group of submissions on hold based upon one or more business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide a mechanism to place a group of submissions on hold. We will configure a command to identify specific criteria with which to remove the hold status on a group of submissions. We will coordinate with DAS staff during the design and configuration of the software system to determine what criteria to be used.

DP.1.20	The system should have the ability to suspend submissions with errors pending correction.		GL Solutions will meet this requirement. We will specify and configure GL Suite to suspend submissions with errors pending correction. We will configure submissions with a status to indicate that the submissions contains errors which must be corrected. This status will create requirements tasks related to the submission errors, which will only allow progression of the submission once the errors have been corrected.
DP.1.21	The system should allow applications and payments to be processed independently.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow applications and payments to be processed independently. Application processing and payment processing will both be addressed independently by business rules. Where application submission workflows require payments to be made, the workflow will provide specific steps to process payments. If needed, the workflow can reassign the activity of processing a payment to separate staff members.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
DP.1.a	Channels		
DP.1.a1	The system must have the ability to process submissions received or data captured through paper applications.		GL Solutions will meet this requirement. We will specify and configure GL Suite to utilize Optical Character Recognition technology to process submissions of paper applications. OCR technology will be utilized to scan in paper submissions for processing, which will then identify and associate the application to the appropriate entity.
DP.1.a2	The system must have the ability to process submissions received or data captured through electronic filing. Electronic filing options include but not limited to: web portal or fillable PDF.		GL Solutions will meet this requirement. We will specify and configure a self-service website to facilitate the intake and processing of electronic submissions. The self-service web flows will provide fields to collect all data relevant to the specific submission, and will save this data within the application for agency processing. We will also configure GL Suite OCR technology to scan and process fillable PDF submissions that are entered into the software system.
DP.1.a3	The system must have the ability to fully capture, store, validate and display all submissions.		GL Solutions will meet this requirement. We will specify and configure GL Suite to fully capture, store, validate and display all submissions.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
DP.1.b	Management		

DP.1.b1	The system should have the ability to automatically route submissions to work queues based on configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to route submissions to work queues based on business rules utilizing a dashboard. GL Suite provides dashboard functionality that will alert staff of deadlines and assigned tasks. Each staff member can have a dashboard that appears on his or her screen upon log in. Dashboards can be assigned to a user, position type, and/or group. Tasks can be color-coded to inform users instantly of their status (e.g. currently due, past due, no due date). Moreover, records, individuals, tasks, and cases listed in the dashboard are hyperlinked directly to an associated record. During the design process, GL Solutions will consult with your team to determine all of the dashboard functionality you desire for each identified business process.
DP.1.b2	The system must provide a means to define and maintain configurable submissions processing rules.		GL Solutions will meet this requirement. We will specify and configure business rules to determine the method of routing and assigning submissions for processing. Each application or submission type will consist of business rules to route submissions in accordance with the role of each staff member who will receive a submission.
DP.1.b3	The system must provide a means to define and maintain configurable submissions validation rules.		GL Solutions will meet this requirement. We will specify and configure business rules to perform validation on submissions. Validation is one of many items that can be easily accomplished using the Configuration Manager, with no "development" work or technical expertise required. Simple configuration screens and wizards enable instantaneous addition, alteration, and removal of validation checks. Validation rules can also be added to public facing web sites to ensure that data the validity of data prior to it even reaching the GL Suite system.
DP.1.b4	The system should have the ability to establish user-defined tolerances (by dollar amount or percentage) across all exception identification criteria.		GL Solutions will meet this requirement. We will specify and configure GL Suite to establish user-defined tolerances by dollar amount or percentage across all exception identification criteria. We will configure business rules related to exceptions to contain criteria such as dollar amounts or percentages as required by the process.

DP.1.b5	The system must provide the ability to view all submissions processed for a particular contact at the license level, or entity level.		GL Solutions meets this requirement. Our standard practices are to retain and display historical data related to an entity. All previous submissions will be retained at the license level allowing users with the appropriate permissions to view details related to the submission. In addition, all contact information for an entity is also retained at the entity level.
DP.1.b6	The system must provide the ability to format and standardize submissions received from all channels.		GL Solutions will meet this requirement. We will specify and configure GL Suite to standardize all submissions received from all channels. GL Suite stores data in a standardized format, regardless of the submission type. All online forms and web flows mirror the back-office application screens, providing a centralized format for all submissions that are received.
DP.1.b7	The system must have the ability to update Contact Accounting with fees and filing dates at the contact level for each submission processed.		GL Solutions will meet this requirement. We will specify and configure GL Suite to update Contact Accounting with fees and filing dates at the contact level for each submission processed.
DP.1.b8	The system must have the ability to update Contact Accounting with fees and associated filing dates at the license level for each submission processed.		GL Solutions will meet this requirement. We will specify and configure GL Suite to update Contact Accounting with fees and filing dates at the license level for each submission processed.
DP.1.b9	The system must have the ability to process submissions for ad hoc fees that do not have a filing or renewal period (e.g., a request to move a branch).		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow for the processing of submission for ad hoc fees that do not have a filing or renewal period. We will coordinate with DAS staff during the design and configuration of the software system to determine what processes would include a need for ad hoc invoicing and create a business process workflow to accommodate the needs of the agency.
DP.1.b10	The system must have the ability to process submissions that are not accompanied by payments.		GL Solutions will meet this requirement. We will specify and configure GL Suite workflows to process submissions that are not accompanied by a payment. GL Suite does not have any standard requirements for each business process, and instead is a highly configurable software system designed to meet the needs of any regulatory agency. Each business process is configured specifically to meet the needs of the agency, and will only contain the requirements relevant to the specific process.

DP.1.b11	The system must have the ability to process submissions that are accompanied by payments.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow for the processing of submissions that are accompanied by payments. A critical part of online functionality is online payments. Credit Card processing is a standard component of GL Suite's online functionality. GL Solutions has integrated GL Suite to work with numerous credit card vendors. Our API (application programming interface) can be used to integrate with any type of payment vendor, even PayPal.
DP.1.b12	The system must provide ability to search submissions using configurable filters for all fields regardless of status.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to search submissions using configurable filters for all fields. GL Suite has a built-in Ad Hoc reporting tool, referred to as GLS Report. GLS Report is a browser-based application that runs from a secure, centralized server, so there is no additional software to install on the user's workstation or laptop. It is a powerful tool allowing users to create custom queries on any data in the system. The user can create simple or complex queries with multiple parameters. Users can also determine the sort order of the results. The results can be exported to Excel for further manipulation. In addition to these features, the query can be save for reuse in the future.GLS Report will allow users to create searches against any submission type, utilizing all fields on the submission screen. Filtering options include the ability to filter search results by any field or exclude results matching specific field values. For more information on our reporting tools and services, see Supporting Document 1.
DP.1.b13	The system must have the ability to post multiple submissions for the same filing period based on configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow multiple submissions for the same filing period in accordance with business rules defined during the design and configuration of the software system.

DP.1.b14	The system must provide for payment and submission transfer functionality across entities based on configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow payments and submissions to be transferred across entities. For payment transfers, GL Suite contains functionality for payment adjustments. Payment adjustments will allow users with the appropriate permissions the ability to adjust a payment, including adjusting the amount of a payment, a payment type, the invoice a payment is applied to, or to move the payment from one entity to another.
DP.1.b15	The system must provide for payment and submission transfer functionality across licensee based on configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow payments and submissions to be transferred across licensees. GL Suite addresses licensee records as an entity. Record types such as an individual or business are considered an entity. Per the requirement above, GL Suite will support the ability to transfer payment or submission types across any entity, including licensees.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
DP.2 Exceptions Processing			
DP.2.1	The system must be able to allow for exceptions processing.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow for exceptions with submission processing. We will coordinate with DAS staff to identify criteria for exceptions processing.
DP.2.2	The system must have the ability to create and maintain validation rules for the identification of submission exceptions.		GL Solutions will meet this requirement. We will specify and configure GL Suite to maintain validation rules for the identification of submission exceptions. Business rules will be configured with pre-defined criteria to identify exceptions for submissions.
DP.2.3	The system should have the ability to create and maintain suspense rules for submission exceptions.		GL Solutions will meet this requirement. We will specify and configure GL Suite to maintain suspense rules for submission exceptions.
DP.2.4	The system should have the ability to create and maintain error codes for submission exceptions.		GL Solutions will meet this requirement. We will specify and configure error codes for submission exceptions. We will coordinate with DAS staff to identify the error codes required to support submission exceptions.
DP.2.5	The system should provide for form suspense and error correction.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide form suspense and error correction. We will configure forms to allow suspense functionality to allow applicants/licensees the ability to perform corrections. Upon the corrections being completed, the form will be removed from a suspended state.

DP.2.6	The system should have the ability for users to save submission work in progress.		GL Suite meets this requirement. The core of the software system allows for users to save submissions as a work in progress and return to the submission at a later date.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
DP.2.a	Adjustments		
DP.2.a1	The system should have the ability to facilitate correction of submissions using electronic document images (i.e., side by side display of submission image and submission data screen or coordinated scrolling of submission data and submission image.)		GL Solutions will meet this requirement. We will specify and configure GL Suite to facilitate the correction of submissions using electronic document images. We will configure the correction screens to allow for a side-by-side comparison of the document image and the data fields. Where OCR is used to input submissions, users will have the ability to review document data alongside the values scanned in from the document.
DP.2.a2	The system must have the ability to maintain a history of all user and batch updates for submissions.		GL Suite meets this requirement. The core of the software system provides an audit trail for all changes made within the software system, whether the change is initiated by a user or an automated function. The audit trail collects the date, timestamp and the user who initiated the change. Updates made through automated functions such as a batch update will be indicated as executed by GL Suite.
DP.2.a3	The system must have the ability to record and display original and revised (system-calculated) data.		GL Suite meets this requirement. The core of the software system provides an audit trail that displays all changes made to a screen. The changes recorded include the previous and new values of the update.
DP.2.a4	The system must provide the ability to view and change submission processing dates (e.g. received date, in date).		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users with the appropriate permissions the ability to change submission processing dates, such as the received date.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
DP.2.b	Automatic Flagging		
DP.2.b1	The system must have the ability to hold submissions based on business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to hold submissions based on business rules. During the design and configuration of the software system we will coordinate with DAS staff to identify criteria to be used for the automatic holding of submissions.
DP.2.b2	The system must have the ability to release submissions based on business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to release submission holds based on business rules. We will configure business rules to identify criteria such as a requirements task being completed to release a submission hold.

DP.2.b3	The system should have the ability to prioritize submissions based on business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to prioritize submissions based on business rules. We will configure submission workflows to identify criteria in an effort to prioritize each submission. During the design and configuration of the software system we will coordinate with DAS staff to identify criteria to be used for the prioritization of work.
DP.2.b4	The system should have the ability to flag submissions for review based on business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to flag submissions for review. We will configure a status of "Review" for submissions that will be set upon specific criteria being met, such as specific requirements that are outstanding.
DP.2.b5	The system should have the ability to automatically workflow items based on configurable business rules		GL Solutions will meet this requirement. We will specify and configure GL Suite to automatically route workflow items based on configurable business rules. We will configure business rules to automatically route a submission to the appropriate status and work group based on pre-defined criteria, such as requirements specific to a certain stage in the workflow being completed. Upon completion of specific requirements tasks, the submission status will advance to the next stage and the submission will be routed accordingly.
DP.2.b6	The system should have the ability to automatically route worklists based on configurable business rules		GL Solutions will meet this requirement. We will specify and configure GL Suite to automatically route worklists based on business rules.
DP.2.b7	The system should provide for automated correspondence based on configurable business rules		GL Solutions will meet this requirement. We will specify and configure GL Suite to automatically generate correspondences based on business rules. We will configure business rules to automatically generate correspondences upon pre-defined criteria, such as a submission status update or outstanding requirements after a certain time has passed since a submission is received.
DP.2.b8	The system must have the ability to apply a single remittance to multiple items within a submission.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow for a single remittance to be applied to multiple items within a submission.
DP.2.b9	The system must have the ability to apply multiple remittances to a single submission		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow for multiple remittances to be applied to a single submission.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
DP.2.c	Pass Through Functionality		

DP.2.c1	The system must have the ability for one fee type to be a withholding agent for multiple other fee types and payers. (Pass through entities, branch fees paid by parent entities)		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow for one fee type to be a withholding agent for multiple other fee types and payers. We will specify and configure GL Suite to allow a fee type to act as a requirement for other payers or submission types.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
DP.2.d	Other		
DP.2.d1	The system must provide user configurable controls for submissions processing fee rates.		GL Suite meets this requirement. The core of the software system allows users with the appropriate training and knowledge to update submission processing fee rates. Users trained in the configuration of GL Suite will have the ability to make updates to the default invoice fees.
DP.2.d2	The system should provide user configurable controls for submissions processing error messages and severity levels.		GL Suite meets this requirement. The core of the software system allows users with the appropriate training and knowledge to manage the configuration of submission processing error messages. Users trained in the configuration of GL Suite will have the ability to make updates to submission processing error messages as needed.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
DP.2.e	Management		
DP.2.e1	The system should provide ability to manually suspend (i.e. over-ride) batch transactions that create processing issues.		GL Suite meets this requirement. The core of the software system allows administrative users to manually suspend or over-ride batch transactions that create processing rules. Administrative users will have the ability to disable batch jobs as a whole, or to stop a batch job that is in progress.
	Future enhancements	Optional	Any responses to be noted under the Optional tab

Case Enforcement Management (CM)

State Requirements			
Req #	Requirement Description		Bidder Response
CM.1 General			
CM.1.1	The system must have user configurable work list prioritization for all case management functions.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide work list prioritization for all case management functions. We will configure GL Suite to provide a display of work lists prioritized in accordance with pre-defined criteria to be agreed upon during the design and configuration of the software system.

CM.1.2	The system should provide a statute references for all found issue types based upon configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide a statute reference for all found issue types in accordance with business rules. We will specify and configure a text field or drop down menu to provide the statute reference for the issue type found. Where criteria can be identified in a logical manner, we can configure business rules to automatically associate a specific statute reference when criteria is met.
CM.1.3	The system must have the ability to create and maintain workflows.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to create and maintain workflows by users with the appropriate training and knowledge. For more information on workflow automation, see Supporting Document 3.
CM.1.4	The system should have the ability to create and maintain an informal appeals case.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to create and maintain an informal appeals case. The appeals will be identifiable by a status indicator to quickly identify what type of case it is, as well as to assist with routing of workflow assignments. For more information on our case management and enforcement capabilities, see Supporting Document 4.
CM.1.5	The system should have the ability to create and maintain a field audit case.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to create and maintain a field audit case. The field audit will be identifiable by a status indicator to quickly identify what type of case it is, as well as to assist with routing of workflow assignments. For more information on our case management and enforcement capabilities, see Supporting Document 4.
CM.1.6	The system should have the ability to create and maintain an office audit case.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to create and maintain an office audit case. The office audit case will be identifiable by a status indicator to quickly identify what type of case it is, as well as to assist with routing of workflow assignments.

			For more information on our case management and enforcement capabilities, see Supporting Document 4.
CM.1.7	The system should have the ability to create and maintain a class action case.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to create and maintain a class action case. The class action case will be identifiable by a status indicator to quickly identify what type of case it is, as well as to assist with routing of workflow assignments. For more information on our case management and enforcement capabilities, see Supporting Document 4.
CM.1.8	The system must have the ability to create and maintain a case against a non-licensed contact.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to create and maintain a case against a non-licensed contact. The non-licensed contact case will be identifiable by a status indicator to quickly identify what type of case it is, as well as to assist with routing of workflow assignments. For more information on our case management and enforcement capabilities, see Supporting Document 4.
CM.1.9	The system must have the ability to create and maintain a case where NDBF is one of multiple complainants.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to create and maintain a case where NDBF is one of multiple complainants. We will configure specified (or all) cases with the ability to associate multiple complainants.
CM.1.10	The system must have the ability to create and maintain a case, generated from an examination finding.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to create and maintain a case generated from an examination finding. We will configure the software system to support the creation and association of a case to an examination finding as needed.
CM.1.11	The system must have the ability to create and maintain all case types with configurable data elements.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to create and maintain all case types with configurable data elements.

CM.1.12	The system must provide a means to define and maintain configurable business rules for handling all case types.		GL Suite meets this requirement. The core of the software system features a configurable business rules engine designed to facilitate various automated functions within a work flow.
CM.1.13	The system must have the ability to establish work flow for case types.		GL Solutions will meet this requirement. We will specify and configure workflows for each case type. Workflows will contain instructions from beginning to end of how to process a complaint, accounting for deviations in standard process where exception criteria is met.
CM.1.14	The system should have the ability to track time spent working on a case, by activity type and location of work (on-site, alternate work-site or in-office) completed.		GL Solutions will meet this requirement. We will specify and configure GL Suite to track the time spent working on a case by activity type and location of work completed. We will configure fields to record time spent with each activity of a case, whether that time be in-office or off-site.
CM.1.15	The system must have the ability to consolidate all eligible contact fees owed into a single case.		GL Solutions will meet this requirement. We will specify and configure GL Suite to consolidate all eligible contact fees owed into a single case. Where appropriate, billing notices related to a case will contain all fees owed. If desired, we can configure a command to consolidate all fee types into a single fee.
CM.1.16	The system must provide a means to define and maintain configurable case statuses.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to define and maintain case statuses. All case types will contain a status field to identify the current status and progression of a case. For more information on our case management and enforcement capabilities, see Supporting Document 4.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
CM.2 Search			
CM.2.a	General		

CM.2.a1	The system must provide ability to search cases using configurable filters on all data points and fields.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to search cases using filters on all data points and fields. GL Suite provides intuitive, interactive searching capabilities, allowing the user to select from all fields to be searched. Search results can be exported to Excel, Word or PDF at the push of a button. GL Suite also includes GLS Report, our ad-hoc reporting tool that allows users to quickly create on-the-fly queries via an efficient and user-friendly interface. Search parameters can be facilitated via the home screen search, ad-hoc reporting, or custom queries. The results can be exported as needed. GL Suite streamlines the retrieval of data for all records through an efficient search interface, combined with a powerful ad-hoc reporting system.
CM.2.a2	The system must have the ability to maintain a full history for all cases.		GL Solutions meets this requirement. The core of the software system retains all historical data as needed. GL Suite will retain all case history as needed by the DAS, maintaining associations from cases to entities in perpetuity.
CM.2.a3	The system must have the ability to maintain a full internal audit trail for all cases.		GL Solutions meets this requirement. Our standard practices are to provide an audit trail for all actions performed within the application. GL Suite retains a history of all activities performed on any screen. All updates made are recorded within each screen, including the previous and new values, the user who initiated the change, and a timestamp providing the date and time the change was made. For more information on our case management and enforcement capabilities, see Supporting Document 4.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
CM.2.b	Administration and Search		

CM.2.b1	The system should have the ability to provide for automatic or manual case creation.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide automatic or manual case creation. Users with the appropriate permissions will have the ability to manually create a case as needed. Submissions of complaints from the self-service web portal will automatically create and route the complaint upon submission.
CM.2.b2	The system must provide the ability to add and view notes for any case based on assignable security roles.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users with the appropriate permissions the ability to add notes to a case. All screens within GL Suite contain a Comments box unless specified otherwise. In addition, we can create a Case Notes screen to allow users with the appropriate permissions the ability to add notes to a case.
CM.2.b3	The system should allow users to manually assign all case types based on security roles.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users with the appropriate permissions the ability to manually assign case types. Users with the appropriate permissions will have the ability to assign or reassign a case to another employee for processing.
CM.2.b4	The system must provide manual ability to move or reverse a case through the work flow.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users with the appropriate permissions the ability to move or reverse a case through the work flow. GL Suite utilizes requirements tasks and the case status as a method of determining where a case has progressed through a workflow. Users with the appropriate permissions will have the ability to update requirements task statuses to Incomplete, as well as update the overall case status to a previous status in the workflow.
CM.2.b5	The system should provide for automated movement of a case through the process flow based on aging and workflow controls.		GL Solutions will meet this requirement. We will specify and configure GL Suite to automatically progress a case through the process based on aging and business rules. We will configure business rules to automatically detect specific criteria being met, such as the case age or a milestone being reached. Once this criteria is met, business rules will cause the case will progress to the next stage of the workflow.

CM.2.b6	The system must have the ability to automatically or manually create correspondence.		GL Solutions will meet this requirement. We will specify and configure GL Suite allow for the automatic and manual generation of correspondences. We will configure business rules to automate the generation of a correspondence as required by the enforcement process. In addition, users will have the ability to manually generate a correspondence in relation to a case. In GL Suite, users can generate predesigned correspondence with a single click. GL Suite populates data pulled from specified locations in the database into preformatted text fields and merges it with static text and graphics. Then the appropriate user can update the correspondence in Microsoft Word if any custom text is required to describe the specifics of the case beyond the data stored in data fields in GL Suite. The final version of the correspondence is stored directly in the system for review, revisions, or reprinting at any time. For more information on our reporting tools and services, see Supporting Document 1.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
CM.3 Enforcement Processing			
CM.3.a	General		
CM.3.a1	The system must provide ability to create a complaint or other "initiating report" by a member of the public or internal staff member.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to create a complaint by a member of the public or internal staff. We will configure a self-service website to allow the public the ability to create a complaint to be routed to the DAS. This self-service website will provide a simple flow to collect the required data for a complaint. Upon submission, the complaint will be routed internally for processing by DAS staff.DAS staff with the appropriate permissions will also have the capability to create a complaint. The complaint process will record all required information inputted by DAS staff, and upon completion of the complaint creation, will be automatically routed to the appropriate DAS staff for processing.

CM.3.a2	The system must provide ability to create an investigation off a initiating report to be worked by the department.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to create an investigation off of an initiating report to be worked by the department. Upon receipt of the complaint and routing to the appropriate DAS staff, the complaint processing workflow will allow for the creation of an investigation. The investigation will be associated directly to the complaint in question. Upon creation of the investigation, the investigation will be automatically routed to the appropriate DAS staff to conduct the investigation.
CM.3.a3	The system must provide ability to create an Order off an investigation to be issued by the department.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to create an Order off an investigation to be issued by the department.
CM.3.a4	The system must provide ability to create a follow up order to either vacate or amend a prior order.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to create a follow up order to vacate or amend a prior order.
Contact Accounting (CA)			
State Requirements			
Req #	**Requirement Description**		**Bidder Response**
CA.1 General			
CA.1.1	The system must maintain contact balances for each fee type.		GL Solutions will meet this requirement. We will specify and configure GL Suite to maintain contact balances of each fee type. We will configure financial reports to provide data on the contact balance of each fee type. For more information on our financial management capabilities, see Supporting Document 5.
CA.1.2	The system must have the ability for all functions of contact accounting to work without a filing period (e.g. ad hoc fees).		GL Solutions will meet this requirement. We will specify and configure GL Suite to support contact accounting functions without a billing period. Users with the appropriate permissions will have the ability to create ad-hoc fees or other invoices to be processed regardless of the presence of a filing period. For more information on our financial management capabilities, see Supporting Document 5.

CA.1.3	The system must create and maintain a full history of all transaction detail affecting contact balances.		GL Suite meets this requirement. The core of the software system is designed to record all historical data on transactions that occur within the application. All transactions, from payments to refunds to adjustments, leave behind a history of payment objects to construct a series of events that impact any balances on an entity. For more information on our financial management capabilities, see Supporting Document 5.
CA.1.4	The system must use information from posted submissions to update accounts and contact obligations based on configurable business rules		GL Solutions will meet this requirement. We will specify and configure GL Suite to use information posted from submissions to update accounts and contact obligations. Submissions will be used to update information related to a record where relevant.
CA.1.5	The system must allow users to manually create financial transactions based on security permissions and configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users with the appropriate permissions the ability to manually create invoices as needed.
CA.1.6	The system must allow users to manually reverse or undo financial transactions based on security permissions and configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users with the appropriate permissions to manually reverse or undo financial transactions. Users with the appropriate permissions will have the ability to initiate refunds and payment adjustments as needed.
CA.1.7	The system must allow users to manually move and correct submissions and payments between contacts or licenses based on configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users with the appropriate permissions to manually move and correct submissions and payments between contacts or licenses. Users with the appropriate permissions will have the capability to make payment adjustments, which facilitates the movement of payments from one entity or invoice to another. Adjustments made will recalculate the balances from both the originating and subsequent entity.
CA.1.8	The system must automatically recalculate fee balances based on any transaction or adjustment.		GL Suite meets this requirement. The core of the software system contains rules to automatically adjust the balance of fees based on transactions and adjustments. Partial payments or adjustments will result in all fees due to only display the remaining balance in accordance with what has been paid or adjusted.
CA.1.9	The system must allow users to initiate a recalculation of obligation balances at any time.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide a recalculated obligation of balances any time a fee is paid to provide transparency to the remaining balance.

	Future enhancement	Optional	Any responses to be noted under the Optional tab
CA.2 Payments			
CA.2.1	The system must have the ability to accept and process payments for all submission types.		GL Solutions will meet this requirement. We will specify and configure GL Suite to accept payments for all submission types. To facilitate payments, GL Suite will be configured to interface with the preferred payment processor of the DAS. GL Suite does not retain or record credit card information, but instead securely passes payment information to third party payment processors. The payment processor interface will be configured to accept payment codes to determine when a payment is accepted or rejected. GL Suite will then create and associate payment objects to reflect the accepted payment to the appropriate invoice. For more information on our financial management capabilities, see Supporting Document 5.
CA.2.2	The system must provide all functions relating to the processing of payments.		GL Solutions will meet this requirement. We will specify and configure GL Suite to process payments as needed. GL Suite will integrate with most third-party payment processors. GL Suite retains credit card confirmation number responses from the payment processor but does not store credit card numbers. Your third-party payment processor will handle all of your payment processing. For more information on our financial management capabilities, see Supporting Document 5.
CA.2.3	The system must accept payments from all existing NDBF payment channels, primarily check and ACH.		GL Solutions will meet this requirement. We will specify and configure GL Suite to accept payments from NDBF payment channels, including check and ACH. For more information on our financial management capabilities, see Supporting Document 5.
CA.2.4	The system must apply payments to all fee types and periods based on user-configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow payments to be applied to all fee types and periods.

CA.2.5	The system must have the ability to maintain all submission and payment information.		GL Suite does not meet this requirement. While GL Suite will retain all payment related data such as payment type and the date of the payment, GL Suite does not retain payment information such as credit or debit card data. GL Suite will retain payment data such as the payment type, date of the payment, and the amount paid.
CA.2.6	The system must have the ability to allocate payments to penalties, fees, and other agreements based on user-configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to allocate payments to penalties, fees, and other agreements. For more information on our financial management capabilities, see Supporting Document 5.
CA.2.7	The system must be able to apply a payment to a configurable set of fees.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to apply a payment to a set of fees. Users will have the ability to add multiple invoices to the cart for payment. All associated invoices within the cart will have payment objects created to indicate the fee has been paid with the associated payment.
CA.2.8	The system must be able to record, process, and report on all payment types.		GL Solutions will meet this requirement. We will specify and configure GL Suite to record, process, and report on all payment types. GL Suite can be configured to included predefined financial reports. Agency users can also generate ad-hoc reports to access auditing information. Ad-hoc reports can be easily saved and reused, empowering your staff to perform new types of audits and update report parameters as needed.
CA.2.9	The system must be able to accept a payment from a third party on behalf of one or more contacts' fees/balances.		GL Solutions will meet this requirement. We will specify and configure GL Suite to accept a payment from a third party on behalf of one or more contacts' fees/balances. We will configure GL Suite to allow users associated to an entity to make payments on fees and balances.
	Future enhancement	Optional	Any responses to be noted under the Optional tab
CA.3 Payment Management/Credit Management			
CA.3.a	General		

CA.3.a1	The system must provide the ability to configure payment allocation and application rules.		GL Suite meets this requirement. The core of the software system contains the ability to configure business rules for the allocation of payments.GL Solutions will coordinate with DAS staff during the configuration of the software system to determine the business rules required to support the allocation of payments.
	Future enhancement	Optional	Any responses to be noted under the Optional tab
CA.3.b	History, View and Reporting		
CA.3.b1	The system must create and maintain payment history files.		GL Suite meets this requirement. The core of the software system is designed to record all historical data on transactions that occur within the application. All transactions, from payments to refunds to adjustments, leave behind a history of payment objects for tracking and reporting purposes.
CA.3.b2	The system must have the ability to search payments by configurable data filters.		GL Suite meets this requirement. The core of the software system contains an ad-hoc reporting tool that allows users with the appropriate permissions to create reports against any data element within the application. Users will be able to create and save a query to search for payments based on any pre-defined criteria within the report.
	Future enhancement	Optional	Any responses to be noted under the Optional tab
CA.3.c	Payment - Other		
CA.3.c1	The system should have the ability to suspend payment based upon the status of contact or license flags.		GL Solutions will meet this requirement. We will specify and configure GL Suite to suspect payments based on the status of contact or license flags.
CA.3.c2	The system should have the ability to distinguish and prioritize multiple liability types within a given liability based on user-configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to distinguish and prioritize liability types based on business rules. GL Solutions will coordinate with DAS staff during the design and configuration of the software system to determine the hierarchy of liability types. We will configure GL Suite to prioritize these liability types in accordance with the hierarchy.
	Future enhancement	Optional	Any responses to be noted under the Optional tab
CA.4 Billing, Notices and Mail			

CA.4.1	The system must have the ability to create and maintain both manual and automatic licensee billing.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability for manual and automatic licensee billing. We will configure scheduled jobs to identify pre-defined criteria for automatic billing. These jobs will be capable of creating fees and automatically generating and sending email correspondences and mark records for manual correspondence mailing. Users with the appropriate permissions will have the ability to manually create both the fees and billing notices.
CA.4.2	The system must include controls to suppress billings based on configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to suppress billings based on business rules. During the design and configuration of the software system, we will coordinate with DAS staff to determine the criteria for billing suppression which will be the basis of the business rule configuration.
CA.4.3	The system must allow different billing cycles for each fee type.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow for different billing cycles for each fee type. We will configure a field to indicate the current billing cycle which can automatically be populated using business rules.
CA.4.4	The system must allow designated contacts or licenses to be billed out of cycle.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow for designated contact or licenses to be billed out of cycle.
CA.4.5	The system must have an ability to configure consolidated or single licensee bills.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide consolidated licensee bills. We will configure billing notifications to either provide a single billing correspondence that contains all fees that are owed.
CA.4.6	The system should be able to generate automatic notices for unpaid or underpaid liabilities.		GL Solutions will meet this requirement. We will specify and configure GL Suite to automatically generate notices for unpaid or underpaid liabilities. We will configure business rules to run on a regular schedule to identify entities with an unpaid balance. Upon execution of this scheduled job, entities with unpaid balances will be automatically sent a notice outlining the unpaid fees and any potential due dates.
CA.4.7	The system should be able to generate custom notices for unpaid or underpaid liabilities.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users to generate custom notices for unpaid or underpaid liabilities.

CA.4.8	The system must have the ability to add a fee to a bill based on configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to add a fee to a bill. We will specify and configure business rule to identify criteria where a fee should be added to a bill and automatically create the fee. In addition, users will have the ability to manually add additional fees as needed.
CA.4.9	The system must have the ability to adjust accounts in accordance with Generally Accepted Accounting Principles.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to adjust accounts in accordance with Generally Accepted Accounting Principles.
	Future enhancement	Optional	Any responses to be noted under the Optional tab
CA.5 Institution Assessments			
CA.5.1	The system should have the ability to manually create and maintain assessments.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to manually create and maintain assessments. Users with the appropriate permissions will have the ability to manually create assessments as needed.
CA.5.2	The system should be able to create and maintain assessments by batch process.		GL Solutions will meet this requirement. We will specify and configure GL Suite to create assessments by batch process. We will configure a command to create batch assessments based on pre-defined criteria.
CA.5.3	Assessments should be configurable for either fixed dollar and tiered amounts.		GL Solutions will meet this requirement. We will specify and configure assessments to be created for either fixed dollar amounts or tiered amounts.
CA.5.4	The system should have the ability to manually create and release automated and manual holds.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users to manually create and release holds. Users with the appropriate permissions will have the ability to create or release a hold on a record.
CA.5.5	The system should have the ability for users to move payments and portions of payments to and from different fees assigned to the payee.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users to move payments and portions of payments to and from different fees. Users with the appropriate permissions will have the ability to perform payment adjustments. Payment adjustments allow users to add or subtract payments from specific invoices and add or subtract to another invoice. This can occur across entities, or within a specific entity.
CA.5.6	The system should have the ability for users to manually cancel and/or adjust assessments.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users with the appropriate permissions the ability to manually cancel or adjust assessments.

	Future enhancement	Optional	Any responses to be noted under the Optional tab
CA.6 Offsets			
CA.6.a	Refunds		
CA.6.a1	The system must have the ability to create, maintain and monitor refunds for erroneous payments.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users with the appropriate permissions the ability to create, maintain and monitor refunds. GL Suite provides users with the appropriate permissions the ability to issue refunds. Refunds create a new payment object that subtracts a dollar amount from the total payment received. This provides visibility and tracking for both the payment and the refund.
CA.6.a2	The system should provide for controls that limit the number and dollar amount of refunds issued in a particular cycle.		GL Solutions will meet this requirement. We will specify and configure business rules to limit the number and dollar amount of refunds issued in a cycle.
CA.6.a3	The system should provide the ability to group multiple overpayments for one contact into one refund.		GL Suite meets this requirement. The core of the software system allows for multiple overpayments to be grouped into a single refund. The refund will be able to be applied to multiple invoices/payments.
CA.6.a4	The system should provide a workflow for refunds.		GL Solutions will meet this requirement. We will specify and configure a workflow to accommodate refunds in the GL Suite software system. The workflow will contain steps to process a refund from beginning to end. A Process Guide for the refund process will also be included.
CA.6.a5	The system should provide a workflow for underpayments.		GL Solutions will meet this requirement. We will specify and configure a workflow to accommodate underpayments in the GL Suite software system. The workflow will contain steps to process an underpayment from beginning to end. A Process Guide for the underpayment process will also be included.
	Future enhancement	Optional	Any responses to be noted under the Optional tab

Department Accounting (RA)

State Requirements			
Req #	Requirement Description	Optional/ Additional	Bidder Response
RA.1 General			

RA.1.1	The system must have the ability to allocate and distribute funds across the entire range of department General Ledger accounts		GL Solutions will meet this requirement. We will specify and configure GL Suite to allocate and distribute funds across the entire range of department General Ledger accounts. We will configure fees to contain ledger account codes that will determine the General Ledger account the funds should be allocated to.
RA.1.2	The system must have the ability to account for fund distributions across all fiscal periods and reporting periods according to business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to identify the fiscal and reporting periods for distributed funds. We will configure business rules automatically assign the fiscal year and reporting period of each payment processed in the software system.
RA.1.3	The system must allow a user to manually distribute funds.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users with the appropriate permissions the ability to manually distribute funds. We will configure commands to facilitate the assignment of funds from one account to another.
RA.1.4	The system must have the ability to allow for correction or redistribution of funds to different accounts and/or fiscal periods.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users with the appropriate permissions the ability to correct and redistribute funds to different accounts and fiscal periods. We will configure commands to facilitate the transfer of funds from one account or fiscal year to another.
RA.1.5	The system must provide a means to create and maintain configurable business rules for handling all revenue accounting processes.		GL Suite meets this requirement. The core of the software system features a configurable business rules engine capable of handling revenue accounting processes. We will specify and configure business rules to assist in the accounting processes of the State.
RA.1.6	The system must have the ability to accept a user defined fiscal year.		GL Solutions will meet this requirement. We will specify and configure GL Suite to accept a user-defined fiscal year. Users with the appropriate permissions will have the ability to assign a custom fiscal year to a payment.
RA.1.7	The system must have the ability to accept a user defined fiscal period.		GL Solutions will meet this requirement. We will specify and configure GL Suite to accept a user-defined fiscal period. Users with the appropriate permissions will have the ability to assign a custom fiscal period to a payment.
RA.1.8	The system must have the ability to maintain summary revenue accounts automatically as a result of liability and payment postings to department and contact accounts.		GL Solutions will meet this requirement. We will specify and configure GL Suite to maintain summary revenue accounts.

RA.1.9	The system should have the ability to maintain and report revenue accounting including distributions which will interface with the state's current financial accounting system.		GL Solutions will meet this requirement. We will specify and configure GL Suite to maintain and report revenue accounting including distributions that will interface with the State's current financial accounting system.
RA.1.10	The system must have the ability to provide access to and views of the underlying transaction data for all revenue accounting entries.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide access to and views of the underlying transaction data for all revenue accounting entries.
RA.1.11	The system must have the ability to adjust distribution amounts based upon user defined business and security rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to adjust distribution amounts based on user defined business rules and user security roles.
RA.1.12	The system should provide reports to support reconciliation of receipts from multiple sources for all fiscal periods on a daily/monthly/annually basis.		GL Solutions will meet this requirement. We will specify and configure a reconciliation report of all fiscal periods. The report will allow users to produce a summary of daily, monthly, or annual reconciliation information.
RA.1.13	The system should provide for an adjustments and transfers report that shows impacts at the license type account level.		GL Solutions will meet this requirement. We will specify and configure reports to display adjustments and transfers that shows an impact at the license type account level. For more information on our reporting tools and services, see Supporting Document 1.
RA.1.14	The system should have the ability to maintain the revenue accounts (e.g. Journal Vouchers).		GL Solutions will meet this requirement. We will specify and configure GL Suite to support the ability to maintain the revenue accounts. We will configure GL Suite to contain revenue code to track all payments processed to the appropriate revenue account. For more information on our financial management capabilities, see Supporting Document 5.
RA.1.15	The system must have the ability to make automatic/real time changes at the revenue accounting level whenever there is a change made at the contact accounting level.		GL Solutions will meet this requirement. We will specify and configure GL Suite to make real time changes at the revenue accounting level when a change is made at the contact accounting level. For more information on our financial management capabilities, see Supporting Document 5.
	Future enhancements	Optional	Any responses to be noted under the Optional tab

RA 2 External Inputs			
RA.2.1	The system must have the ability to record revenue accounting entries for payments not processed in the system (e.g. federal partners and/or accounting entries from other state agencies or external systems).		GL Solutions will meet this requirement. We will specify and configure GL Suite to record revenue accounting entries for payments not processed in the system. We will specify and configure GL Suite to import financial data from third parties utilizing data exchange interfaces. Data from payments not processed within the system will be imported as needed, containing identifying characteristics as to where the payment was from.
RA.2.2	The system must maintain a full history of all accounting transactions.		GL Suite meets this requirement. The core of the software system is designed to retain historical accounting transaction history. Unless otherwise specified, GL Suite will retain all payment history within the entity the transaction occurred.
RA.2.3	The system must maintain a full internal audit trail of all accounting transactions.		GL Suite meets this requirement. The core of the software system is designed to retain historical accounting transaction history. GL Suite will retain all payment information related to an entity unless otherwise specified, allowing for a full internal audit train of all accounting transactions.
	Future enhancements	Optional	Any responses to be noted under the Optional tab

Technical (TR)

State Requirements			
Req #	Requirement Description		Bidder Response
TR 1 Reporting Database			
TR.1.1	The system may provide a reporting database for the software.	Optional	Any responses to be noted under the Optional tab
	Future enhancements	Optional	Any responses to be noted under the Optional tab
TR 2 RDBMS			
TR.2.1	The Bidder must identity the preferred RDBMS and provide a quote for the licenses. State reserves the rights to acquire the licenses for RDBMS off of current enterprise agreements.		GL Suite utilizes Microsoft SQL Server version 2012 or higher as the RDBMS. GL Solutions does not offer the license for MSSQL, this would have to be obtained separately from this proposal.
TR.2.2	The RDBMS for the software may be Oracle, Microsoft SQL Server (preferred), or DB2-UDB.		GL Suite meets this requirement. The core of the software system utilizes a Microsoft SQL Server database.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
TR 3 Scalability Performance and Availability			

TR.3.a	General		
TR.3.a1	The software and hardware must be scalable to accommodate 100 concurrent internal users and 500 external users.		GL Suite meets this requirement. The core of the software system supports scalable technology to support any number of concurrent users. GL Suite's Microsoft SQL Server framework supports the high level of vertical and horizontal scaling. **Vertical Scaling** GL Suite's Microsoft SQL Server platform supports the highest level of hardware scalability. It can be scaled vertically to support more than 8 processors and to handle as many as 256 logical processors. With a GL Suite system, you will also be able to scale your server up by adding memory and CPU resources without stopping database services (supported in SQL Server 2008's Hot-Add capability running on special equipment). GL Suite's Microsoft SQL Server platform can also be vertically scaled to keep pace with the newest hardware advancements. Microsoft SQL Server supports 64-bit technologies and non-uniform memory access (NUMA) hardware (both hardware NUMA and soft-NUMA). As well, GL Suite's Microsoft SQL Server platform supports up to 50 Database Engine and Analysis Services instances on one server. **Horizontal Scaling** GL Suite's Microsoft SQL Server platform also offers multiple methods for scaling out your databases and tables. Among the various approaches it offers, are: • scalable shared databases • peer-to-peer replication • query notifications • Service Broker • data-dependent routing

TR.3.a2	State of Nebraska will host this application at OCIO. State of Nebraska prefers this to be in a virtual environment, which may be cloud-based within the State's existing enterprise cloud subscription. The bidder must specify the hardware requirements.		As the DAS has indicated an intent to host the solution, we would suggest a 3 server installation for your new system (based on our current understanding of the DAS and system requirements). See below for our minimum server requirements for an installation similar to the size of the system we would implement for the DAS. We have included both a normal server configuration and a virtualized server configuration below. Large Installation (3 servers) A large installation is recommended for an organization that has more than fifty licensed users and an external-facing website with standard and complex functionality (such as verifications, renewals, applications, and other licensee and public functionality). One server dedicated to SQL Server, one dedicated to the GL Suite IIS application, and one dedicated to the public IIS website, as outlined below: One Server Dedicated to SQL Server • 4x Intel Xeon Quad-Core, 3GHz w/1MB Cache/Core CPUs or better • 128 GB RAM or better • Windows Server 2012 64-bit • SQL Server 2014 (or later) • 2 X 146 GB SCSI/SATA HD in RAID 1 Configuration (allocated to Windows, SQL log files, and swap files) • External or Internal Storage for 10 X 146 GB SCSI/SATA HD in RAID 10 Configuration (allocated to SQL data files) Two Servers Dedicated to IIS • 2x Intel Xeon Quad-Core, 2.8GHz w/1MB Cache/Core CPUs or better • 16 GB RAM or better • Windows Server 2012 64-bit

- Internet Information Server 7.0 or 8.0 (included with Windows)
- 6 X 146 GB SCSI/SATA HD in RAID 5 Configuration
- .NET 4.5

* Additional IIS and SQL Servers can be added to scale the installation.

Large Installation (with virtualization):
One physical server dedicated to SQL Server, one physical server dedicated serving as a host machine running Microsoft Hyper-V, with multiple virtual server instances running the GL Suite IIS application and the public IIS website, as outlined below:

One Server Dedicated to SQL Server

- 4x Intel Xeon Quad-Core, 3GHz w/1MB Cache/Core CPUs or better
- 128 GB RAM or better
- Windows Server 201 64-bit
- SQL Server 2014 (or later)
- 2 X 146 GB SCSI/SATA HD in RAID 1 Configuration (allocated to Windows, SQL log files, and swap files)
- External or Internal Storage for 10 X 146 GB SCSI/SATA HD in RAID 10 Configuration (allocated to SQL data files)

One Server Dedicated as the Microsoft Hyper-V host for the application servers
Physical Server:

- 2x Intel Xeon Quad-Core, 2.8GHz w/1MB Cache/Core CPUs or better
- 32 GB RAM or better
- Windows Server 2014 64-bit
- 2 X 146 GB SCSI/SATA HD in RAID 1 Configuration (allocated to Windows, log files, and swap files)

			- External or Internal Storage for 10 X 146 GB SCSI/SATA HD in RAID 10 Configuration (allocated to virtual machine files) .NET 4.5 For each Virtual Server Instance: - Windows Server 2012 64-bit 16 GB RAM or better dedicated to the instance - Internet Information Server 7.0 or 8.0 (included with Windows) .NET 4.5 * Additional IIS and SQL Servers can be added to scale the installation. Server Notes GL Solutions recommends that SQL Server be installed in a physical environment. Virtualized environments are compatible, but agencies should expect the application to perform slower than in a physical environment. The GL Suite application may be installed in a physical or virtual environment with no performance issues. To support better manageability and disaster recovery, GL Solutions recommends installation of the website applications within a virtual server. System requirements assume exclusive use of the server hardware by GL Suite. GL Suite may be installed within hardware environments shared by several applications after additional analysis of load factors and server utilization.

TR.3.a3	The system must have the ability to transfer operation from a failed database or application server to a similar, redundant component to ensure uninterrupted data flow and operability (i.e., database server and application server failover capability).		GL Suite meets this requirement. The core of the software system provides failover functionality where redundant hardware is available.
TR.3.a4	The system must have the ability to create and maintain new license types for uses across all system functions.		GL Suite meets this requirement. The core of the software system is a highly configurable application designed to allow future enhancements to meet any future needs of the agency. GL Solutions support plan offerings also include annual opportunities for enhancement of the application, including the addition of new license types.
TR.3.a5	The bidder must provide hardware/software recommendations that allow the State to allow a 99.9% up-time rate.		GL Solutions has provided within requirement TR.3.a3 the recommended hardware and software to support the solution with a 99.9% up-time rate.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
TR.3.b	Compatibility with Department's Current Technical Environment		
TR.3.b1	The system must be compatible with the current TCP/IP, ethernet network.		GL Suite meets this requirement. The core of the software system is compatible with TCP/IP Ethernet networks.
TR.3.b2	The system must be compatible with Windows 10 Intel PCs.		GL Suite meets this requirement. The core of the software system is designed to function within any major web browser. As a result, GL Suite is fully compatible with Windows 10.
TR.3.b3	The system must be compatible with Active Directory and Azure Active Directory Hybrid Security.		GL Suite meets this requirement. The core of the software system is compatible with Active Directory and Azure Active Directory Hybrid Security controls for authentication and role management of the software system.
TR.3.b4	System must be compatible with the current Enterprise Content Management System, Hyland OnBase 17.		GL Suite meets this requirement. The core of the software system offers the ability to interface with any third party application that contains an API.
TR.3.b5	The bidder's software must be able to use the state's enterprise storage SAN.		GL Suite meets this requirement. GL Suite is fully compatible with the State's enterprise storage SAN.
-	Future enhancements	Optional	Any responses to be noted under the Optional tab
TR.3.c	Technical Environments		

TR.3.c1	The bidder needs to define all products, licenses, and setup for technical environments needed to support a testing full size performance environment. The State reserves the right to purchase required products off of the State's enterprise agreement.		GL Solutions has provided all hardware required to support the technical environments of GL Suite within our response to requirement TR.3.a2. The hardware listed there describes the hardware required to support both a UAT (User Acceptance Testing) and Production environment. GL Suite requires IIS, which is included with Microsoft Windows Server and Microsoft SQL Server. Contact your Microsoft software representative to analyze licensing requirements. Use of SQL server to support a public website typically requires the purchase of Windows and SQL Server per processor. In addition, to fully utilize all reporting tools and features, GL Suite requires Microsoft Office to generate correspondences, reports and queries. A PDF reader is also required for .pdf outputs.Additional information related to licenses for GL Suite can be found in our cost proposal.
TR.3.c2	The bidder needs to define all products, licenses, and setup for technical environments needed to support a production environment. The State reserves the right to purchase required products off of the State's enterprise agreement.		All products and licenses to fully support a UAT (User Acceptance Testing) environment and a Production environment have been provided within our response to requirements TR.3.a2 and TR.3.c1.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
TR.3.d	Maintenance, Configurability and Upgradeability		

TR.3.d1	The proposed software must provide documented user customization that allows the functionality of the system to be extended without modifying the base application.		GL Solutions meets this requirement. Our standard practices are to provide a Self-Documenting Specification (SDS) for each business process that is configured. The SDS is a printout of all screens associated to a particular license type. From the Configuration Manager or for any screen in the User Interface, users can generate an SDS that describes, in detail, any screen or an object such as a license type. Each SDS provides low-level details about a screen's fields and functionality and includes visual representations of screens with approximate field layout. It provides a report of real-time configuration settings in plain English, providing a strong basis for planning, communicating, and making system enhancements. Self-specifying functionalities include screens, fields, security, business rules, record relationships (associations), menus and more. In GL Suite, the SDS is created directly from the Configuration Manager, so it is always accurate. Each SDS includes: 1. Cover Page with: a. Client name b. Business Process name 2. Table of Contents with: a. A row for each ObjectType group b. ObjectTypes grouped by Collection 3. Every ObjectType (screen, command, report, and query) referenced by: a. the Phase 2 Functional Workflow Diagram b. a business rule on an ObjectType, which is referenced in the Phase 2 Functional Workflow Diagram 4. Custom GUI sample mock ups (not full specifications, just display) including: a. Custom Home Screens b. Custom Subforms for all ObjectTypes in the SDS c. Custom GUIs

TR.3.d2	The bidder must provide support for the timely and coordinated installation of application, updates, other licensed software, or security patches.		GL Solutions will commit to providing recommendations and assistance with the installation of the application and updates, as well as recommendations on the other licensed software or security.
TR.3.d3	The proposed software must provide the ability to promote a new tested version of the application into the production environment.		GL Solutions meets this requirement. Our standard practices are to provide 4 distinct tiers of the application: DEV, SYS, UAT and PROD. The DEV tier will be used exclusively for the configuration of the application. The SYS tier will be used exclusively for GL Solutions Quality Assurance testing of any configuration made to the application. The UAT tier is designed as an agency testing site, and is utilized during the UAT period. The PROD environment is the production environment.GL Suite addresses deployment of changes to the configuration of the application through promotion. Each configuration update is associated with a task number. Once a configuration update is completed, the changes are promoted independently utilizing the task number that initiated the changes. Users will have the ability to test all configuration changes prior to promotion to the PROD environment. The DAS will control all promotions to the PROD environment to ensure smooth and timely delivery of updates.The exception to this is with updates to the core of the application. These updates are rigorously tested internally prior to deployment. In the instance where an agency is self-hosted, GL Solutions will coordinate with DAS staff to deliver the software update for deployment to the self-hosted system.

TR.3.d4	The proposed software must provide version control, testing, change control, and staging capabilities.		GL Suite meets this requirement. The core of the software system supports version control, testing, change control, and staging capabilities. GL Suite addresses change control through promotion deployment. All changes that are made within the application are promoted through a task number. DAS staff will have the ability to test any updates or changes made to the application on the UAT environment. Upon confirmation that a specific functionality is performing in accordance to the approved specification, DAS staff will have the ability to manually promote the change to the Production environment as needed. GL Suite also utilizes version controls for major core code updates.
TR.3.d5	The proposed solution must have an ongoing maintenance contract.		GL Solutions meets this requirement. Our standard practices are to offer a variety of Service Level Agreements that fit the needs of the agency. Please see Introduction to GL Simple within the Cost Proposal for more information on our Service Level Agreement plans.
TR.3.d6	The proposed solution must have a warranty.		GL Solutions meets this requirement. Our standard practices are to offer warranty support for the software system and subsequent changes to the configuration. GL Solutions represents and warrants that for a period of ninety (90) days from the date you are initially granted access to use of the Software, the Software will materially conform to the description, definition, specification, and functional requirements set forth in this contract and will be free from material defects in operational performance. We will promptly correct all such deficiencies in the Software reported by your State Department in writing during the warranty period even if the period to perform such corrective action extends beyond the original warranty period.

TR.3.d7	The bidder must describe the help desk and technical support options available.		Your agency will have access to a GL Solutions technical representative 24 hours a day, 7 days a week to resolve critical issues. Our Emergency Support Team can be reached at any time via a toll-free telephone number. Our team of experts is experienced in providing support and will respond immediately to your call. GL Solutions does not outsource its customer support—all GL Solutions support is provided by full-time, in-house GL Solutions staff.Enhancements and issues that are normal priority are handled effectively and efficiently as well. We will also work with clients to prioritize the order in which they prefer tasks to be addressed. Overall, we make every effort to keep your tracking and response time to a minimum. For ongoing support, you will be able to rely on our Agency Partners (AP), who will be available via both telephone and email. The sole concern of the Agency Partner is to provide your staff with timely interaction. The GL Solutions AP will be at hand to take action on and resolve issues as they arise, monitors issues, coordinates regular service release installations, and tracks client calendars to help them prepare for renewals and other critical processes. APs are dedicated to fulfilling your agency's goals and objectives and to ensuring that your mission statement is sustained and fulfilled.

TR.3.d8	The bidder must describe technical and functional problem resolution processes.		GL Solutions tracks all system issues using an automated issue-tracking process. This process facilitates documentation of all matters related to an issue including description, priority, status, resolution plan, and individual/s responsible. It includes escalation procedures and a mechanism for reporting high-priority problems. We categorize software issues and defects by severity levels, which are used to prioritize issues. Our priority for issue resolution is to address "defects" (severities 1, 2, and 3) first and then cosmetic issues and enhancements (severities 4).
	Future enhancements	Optional	Any responses to be noted under the Optional tab

TR.3.e	Configurability		
TR.3.e1	The system must conform to ADA, Section 508 standards and NITC standards.		GL Solutions will meet this requirement. GL Solutions has a strong public sector presence, and we understand the value of meeting Federal, State, and Local requirements for equal technology access. Both the public-facing and the back-office facing components of GL Suite adhere to current design principles and accessibility standards that enable people with disabilities to use it.GL Solutions Our software follows the ARIA (Accessibility for Rich Internet Applications) standard to make sure that assistive technology can work well with rich Internet applications (RIAs).
TR.3.e2	Labels and on-screen text must be configured or configurable to align with common department terminology.		GL Solutions will meet this requirement. We will specify and configure on-screen text to align with common department terminology. As GL Suite is a highly configurable application, we can configure all text and labels to conform to the standards of your agency.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
TR.4 Document and template management			
TR.4.a	Forms Definition		
TR.4.a1	The system must allow staff to define and maintain forms and configurable forms business rules.		GL Suite meets this requirement. The core of the software system allows any user with the appropriate training and knowledge the ability to maintain and configure forms and associated business rules. GL Solutions offers developer and configuration training for an additional cost (which has been reflected in our cost proposal). Our developer and configuration training provides the necessary knowledge to perform configuration on the GL Suite application.
TR.4.a2	The system must have the ability for programmer supplementation to deal with complexities of forms that cannot be handled by forms configuration.		GL Solutions will meet this requirement. We will specify and configure forms to deal with complexities as needed.

TR.4.a3	The system must allow for editing of forms (e.g. intra-form math) business rules on forms.		GL Suite meets this requirement. The core of the software system allows for users with the appropriate training and knowledge to edit or update business rules on forms.
TR.4.a4	The system must have the ability to define and maintain business rules for multiple time periods for the same form.		GL Solutions will meet this requirement. We will specify and configure business rules for variable time periods within the same form. Business rules can be configured independently to fire within specified time periods, such as one rule to be processed after a month, with another to be processed after 3 months. Business rules are often configured against the date creation of a screen/object, but can also be configured to process on specified dates. Each business rule will operate independent of other business rules as needed.
TR.4.a5	The system should have the ability to associate forms that may be filed together as part of a single submission.		GL Solutions will meet this requirement. We will specify and configure forms that may be filed together as a part of a single submission. Forms will be associated to the application or renewal they are relevant to, and will be capable of being grouped into the same submission type.

TR.4.a6	The system must have the ability to allow definition of range checks, tolerances, numeric/alpha, and other validations typically performed on submission form data.		GL Solutions will meet this requirement. We will specify and configure GL Suite to validate a range of data entry as required by the DAS. Data integrity is also maintained during data entry. Data validation and error detection are regular GL Suite capabilities and are available on both the public-facing web interface and the back-office interface. For one, whenever feasible, we can create dropdown menus with pre-selected text for users to select. This ensures that data entered is appropriate and correctly inputted from the beginning. Additionally, GL Suite has a standard set of verification rules, such as for phone numbers, dates, and Social Security numbers. The system prevents invalid data entries, such as entering an invalid date in a Date field, by various means. First, we designed GL Suite's core code to prevent users from entering and saving invalid dates to the database. Second, we have configured rules that reformat dates entered in diverse formats to be consistent. If the date entered is invalid, the system will prompt the user with an alert and prevent the data from entering the database. This is important because it allows for consistent and accurate data mining/reporting. GL Suite can ensure that the inputted city and state match the zip code and that addresses entered are only from a particular state. We can configure every property to be either required or optional, and each can have its own set of validation rules. At each step, users can be restricted from continuing if information is missing or improperly entered. We can create any sort of verification rules necessary for your system's efficiency and accuracy.GL Suite can also be configured to return a variety of messages to assist users when data entered is incomplete or incorrect. GL Suite validates that data has been entered correctly upon Save. If data is entered incorrectly or insufficiently, upon Save GL Suite will present prompts according to business rules logic. For example, if business rules require that a staff member be assigned to each application and a staff member is not assigned, GL Suite will notify the user.

TR.4.a7	The system should have the ability to allow for a hierarchy of form business rules.		GL Suite meets this requirement. The core of the software system utilizes a hierarchy in the application of business rules. Each form that contains multiple business rules will have an order in which rules are processed. Rules will be processed in the specific order to ensure the appropriate automation occurs when actions are performed or screens are created. Rules can also be configured with specific logic to determine if criteria is met, and if not then to proceed to additional criteria.
TR.4.a8	The facility should provide for a copy and paste function, so form administrators do not have to start from scratch in defining the form for a new year.	Optional	Any responses to be noted under the Optional tab
TR.4.a11	Future enhancements	Optional	Any responses to be noted under the Optional tab
TR.5 Operations and Operational Flexibility			
TR.5a	General		
TR.5.a1	The system must have the ability to support batch processing and daily operations concurrently including internal and external user operations.		GL Suite meets this requirement. The core of the software system is capable of supporting batch processing and daily operations concurrently. GL Solutions regularly creates daily, nightly, weekly, monthly, and annual batch processing jobs. Batch processing jobs can include the generation and sending of mass emails, creating renewals and renewal notices, deficiency notices, delinquency notices, cancel expired applications, and more.
TR.5.a2	The system should have the ability for batch cycle-configured client accounting functions of the system to be user-initiated.		GL Suite meets this requirement. The core of the software system is capable of supporting user-initiated batch processing jobs. We will specify and configure commands to execute batch processing jobs accessible to users with the appropriate permissions.
TR.5.a3	The system should have the ability for batch cycle-configured submission processing functions of the system to be user-initiated.		GL Suite meets this requirement. The core of the software system is capable of supporting user-initiated batch processing jobs of any type.
TR.5.a4	The system should have the ability for batch cycle-configured case management functions of the system to be user-initiated.		GL Suite meets this requirement. The core of the software system is capable of supporting user-initiated batch processing jobs of any type.

TR.5.a5	The system should have the ability for batch cycle-configured correspondence functions of the system to be user-initiated.		GL Suite meets this requirement. The core of the software system is capable of supporting user-initiated batch processing jobs of any type.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
TR.5.b	Batch Processing		
TR.5.b1	The system must have the ability to support and manage batch workflows.		GL Suite meets this requirement. The core of the software system provides the ability to support and manage batch workflows. GL Suite is capable of performing batch jobs, such as mass emails or creating renewals for all eligible records. In addition, users with the appropriate permissions have the ability to manually run or cancel currently running batch jobs.
TR.5.b2	The system must have the ability to create and maintain batch processing business rules.		GL Suite meets this requirement. The core of the software system supports the ability to create and maintain batch processing business rules. GL Solutions will coordinate with DAS staff during the design and configure of the software system to determine what batch processing business rules are required to support the State.
TR.5.b3	The system must have the ability for bulk batch processing reversals (i.e., if the system has a glitch and large volumes of bad data hit the posting system, the system must be able to strip those records (as a bulk reversal) from the system).		GL Solutions will meet this requirement. We will specify and configure a mechanism to reverse specific batch processing jobs for simple batch jobs. We will configure a command specific to certain batch jobs that will reverse the batch processing that has occurred. For example, if a batch job creates various renewals or fees, the command will specifically target those renewals/fees and remove them. For more complex batch jobs where multiple rules are involved, GL Solutions can perform a data update to identify specific criteria related to the batch job and undo the changes. A data update typically comes at an additional cost or would be addressed by the chosen SLA plan.
TR.5.b4	The system must have full backup and recovery capabilities for data and application components.		GL Suite meets this requirement. The core of the software system supports full backup and recovery capabilities for data and application components. As the DAS has determined to self-host the solution, GL Solutions can provide recommendations for how to manage the backup and recovery components.

TR.5.b5	The system must have the ability to archive data that is over a specified age, to be determined based on business rules, and to purge this archive based upon a user-defined schedule.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide the ability to archive data over a specified age. We will configure business rules to perform a regularly scheduled job to archive data that reaches a specific age. We will configure a separate scheduled job to purge archived data on a pre-defined schedule.
TR.5.b6	The system must have the ability to provide condition codes and other status information on batches.		GL Suite meets this requirement. The core of the software system provides a batch processing view. The batch processing view provides the status of all batch jobs that are scheduled to perform, including the result of the job. If a job has successfully performed, it will be marked as Processed, and indicate where a job has failed to be processed or is still pending.
TR.5.b7	The system must provide versioned business rules tables and data with effective and expiration dates.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide data with effective and expiration dates. Our standard practices are to provide relevant date information with all submission data captured within the software system. These dates often include the date received, expiration dates, processed dates, and date modified. GL Suite addresses versioned business rules through the use of our deployment functionality. All changes made to business rules are promoted through the system using a task number. Updates are promoted through each environment, starting at the DEV tier, then to SYS for system testing, then UAT for DAS testing, and then finally to the Production system. No changes are performed or promoted prior to acceptance of a newly generated specification.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
TR.5.c	Job Scheduler		
TR.5.c1	The system must have a job scheduling capability that covers all batch operations for the system (e.g. batch load, batch update, reports, and correspondence generation). Manual override capability must be available.		GL Suite meets this requirement. The core of the software system contains the ability to schedule jobs utilizing business rules. GL Suite will facilitate the scheduling of jobs including batch updates (i.e. creating renewals), report and correspondence generation, and batch imports/exports. Scheduled jobs also provide a manual override capability, allowing users to execute the functionality as needed.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
TR.5.d	Maintenance, Configurability and Upgradeability		

TR.5.d1	The system must support extracts, exports, and downloads.		GL Suite meets this requirement. The core of the software system supports data extracts, exports and downloads. GL Suite is capable of interfacing with any external application that contains an API. GL Solutions will specify and configure data exchange interfaces for the extraction, export and download of data per the requirements of this RFP.
TR.5.d2	The bidder must describe their Service Level Agreement options for their products.		GL Solutions has provided an explanation and description of our Service Level Agreement options for the GL Suite software system within the Cost Proposal.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
TR.6 Security			
TR.6.1	PII Rules must be manually configurable to match state rules (Nebraska, for example, says PII an example of PII is both a name and one of a DOB or address).		GL Solutions will meet this requirement. We will specify and configure GL Suite business rules to match State rules for PII.
TR.6.2	PCI data must be highlighted in the system, segregated from other data and encrypted.		GL Suite does not retain payment data such as credit card numbers that are used for any financial transactions, but instead securely passes such data to a third party payment processor.
TR.6.3	The system must adhere to security standards and policies that are required by the State of Nebraska as defined by the NITC. For specifics, see:NITC 8-101: Information Security Policyhttp://nitc.nebraska.gov/standards/8-101.htmlNITC 8-102: Data Security Standardhttp://nitc.nebraska.gov/standards/8-102.htmlNITC 8-301: Password Standardhttp://nitc.nebraska.gov/standards/8-301.htmlNITC 8-302: Identity and Access Management Standard for State Government Agencies http://nitc.nebraska.gov/standards/8-302.html		GL Solutions commits to adhering to the common IT security practices of NIST-800-53, PCI-DSS, and HIPAA. Our experience has shown that State agency security standards are often in line with these common security practices.

TR.6.4	The system must adhere to all security standards prescribed by the NIST Publication 800-53.		GL Solutions meets this requirement. Our standard practices are to conform to the common IT security standards such as NIST-800-53, PCI-DSS, and HIPAA. GL Solutions will perform a security assessment during the configuration and implementation of the software system.
TR.6.5	The system must provide a security administrator function that allows for, at a minimum, separate controls for view, add, change, and delete,		GL Solutions will meet this requirement. We will specify and configure a security administrator staff record that contains separate permissions to view, add, change, and delete. GL Suite provides immense flexibility with staff roles and permissions.
TR.6.6	The system must provide for role and permission based security.		GL Suite meets this requirement. The core of the software system manages individual access to data within the software system utilizing role-based security. GL Suite can provide any level of granularity in system security. Either your agency or GL Solutions can configure a User Group for each staff role, and set up unique and flexible security for each. You decide which groups can create, view, edit, and/or delete everything, including each screen, field, case type, calendar view, business rule, document, report, and much more. GL Suite provides security at all levels within the system. GL Suite incorporates leading-edge technology that ensures the security and privacy of your data. With your new GL Suite system, user authentication options include LDAP, SQL Server Database, and ADS. You can choose the authentication method that best suits your network environment. We will help you to ensure precise access control with intuitive tools that make it easy to control who can view, add, modify, and delete data. You will be able to add users and maintain user-level permissions as well as create groups and maintain group-level permissions. You can also define different permissions for every screen and field and decide which permissions override others.
TR.6.7	The system must provide for access and update controls by page, license type, and user action.		GL Solutions meets this requirement. The core of the software system determines access for every screen, field, command, and output by role.

TR.6.8	The system must have security that integrates with automated workflow components for establishing access and update privileges for work lists.		GL Suite meets this requirement. The core of the software system utilizes role-based security to provide access to functionality within the application. Users with the appropriate permissions will have access to workflow-specific actions in accordance with the role they are assigned.
TR.6.9	The system must have security that establishes page and element level access.		GL Suite meets this requirement. The core of the software system utilizes role-based security to provide access to elements of the software system. Access can be gated to each individual screen and each property within a screen, as well as any output or command associated with the screen.
TR.6.10	The system must have security that integrates with automated workflow components for establishing access and update privileges for definition of which users are included in particular workgroups.		GL Suite meets this requirement. The core of the software system utilizes role-based security to grant access to elements of the software system. Automated workflow functions will be configured in accordance to the role a staff member is assigned to, ensuring access to only the data required to complete the workflow.
TR.6.11	The system should support multi-factor authentication using Microsoft's Azure MFA capabilities.		GL Solutions partially meets this requirement. GL Suite offers built-in multi-factor authentication capabilities. GL Suite MFA allows users to receive an authentication code through email, text message, or through a phonetic voice message that can be received through a phone call. GL Suite does not integrate with external or third party MFA functionality.
TR.6.12	The system should provide a single sign-on for all internal functions.		GL Suite does not meet this requirement. GL Solutions does not provide single-sign on capabilities as we have determined that SSO weakens access security.
TR.6.13	The system should support single sign-on capabilities via integration with Active Directory.		GL Suite does not meet this requirement. While GL Suite can utilize Active Directory for authentication to the application, users will be required to input their username and password to gain access to the software system. This is an additional precaution we have determined is in the best interest of access security.

TR.6.14	The system must maintain an audit trail of user activity that includes user ID and time/date stamp and IP address.		GL Suite meets this requirement. The core of the software system provides an audit trail of all user activity. GL Suite can log all transactions to provide an audit trail of system access and activity. It will track all system changes, capturing information about the user who made the change, the nature of the change, and the date and time of the change. This history can be accessed from every screen within the application and will display a full history of events that have occurred. Every screen also contains two pieces of information: the date created and last modified. Along with the dates, the user ID of the user who initiated the change or creation of the screen is also recorded.
TR.6.15	The system must provide an audit trail of system administrators activities including user ID and time/date stamp and IP address.		GL Suite meets this requirement. As stated in our response above, GL Suite tracks all changes made within the software system on every screen. Administrator records also produce a history of every change initiated, including the user ID of the user who initiated the change as well as a date and time stamp, and the previous and new values.
TR.6.16	The system must encrypt both in the production system, test system, reporting database, and in backups any personally identifiable client data including data stored as part of the error log.		GL Suite meets this requirement. The core of the software system encrypts data both in transit and at rest.
TR.6.17	The system must encrypt all personally identifiable data in transit for all environments.		GL Suite meets this requirement. The core of the software system encrypts data both in transit and at rest. Both the GL Suite application and any public-facing websites that access your data use Hypertext Transfer Protocol Secure (HTTPS) ensuring that all data sent between a user and your organization is encrypted and secure, while GL Suite maintains encrypted data in the database itself (e.g. encrypted Social Security Numbers). GL Suite utilizes public key encryption technology to ensure data security. Access to the internal network is available only through a secure VPN connection. Communication protocols require a minimum 128 bit Secure Socket Layer (SSL).
	Future enhancements	Optional	Any responses to be noted under the Optional tab
TR.7 USER INTERFACE			
TR.7.a	General		

TR.7.a1	The user interface must be browser-based, compatible with Microsoft Internet Explorer or Edge. Bidder will notify which versions are compatible.		GL Suite meets this requirement. The core of the software system is a browser-based application compatible with most major internet browsers, including Edge/IE, Google Chrome, Firefox, and Safari.
TR.7.a2	The system must have online help at the screen or page level that includes internal and external users.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide online help at the screen level. GL Suite is equipped with an on-line help utility. It can display default help information related to specific features of the User Interface and software. Additionally, it allows for a customized .html page to be created to provide help for every field on every page of your system. The help system can be easily maintained by your staff. A "help" folder will reside directly on your server, and updates, additions, and changes can be made in plain English—no .html or other mark-up language required.
TR.7.a3	The system must have the ability to carry forward header information when navigating from one screen (or page) to another.		GL Solutions meets this requirement. Our standard practices are to design a sub-form header for all entity screens. The sub-form captures and displays standard information, such as active licenses, pending applications, and outstanding fees. The sub-form remains visible through the progression of all screens.
TR.7.a4	The system must have the ability to restrict or eliminate menu selections that the user is not authorized to use based on security settings.		GL Suite meets this requirement. The core of the software system utilizes role-based security to provide access to functionality within the application. Menu selections such as commands, screen creation, and outputs are all available determined by the role of the user.
TR.7.a5	The system must display both client submitted and department calculated values on filing amounts for internal users.		GL Solutions will meet this requirement. We will specify and configure GL Suite to display both client submitted and department calculated values on filing amounts for internal users. We will configure GL Suite to retain client submitted values and display this alongside department calculated values.
TR.7.a6	The system must have formatted printing of selected pages.		GL Solutions will meet this requirement. We will specify and configure selected pages to be formatted for printing.
TR.7.a7	The system should have a time and date stamp on formatted printing.		GL Solutions will meet this requirement. We will specify and configure selected pages for printing to include a date and time stamp.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
TR.7.c	Interfaces		

TR.7.c1	The system must have the ability for information from internal and external interfaces to update client information based on business rules.		GL Solutions meets this requirement. We will specify and configure third-party data exchange interfaces to update client information in accordance with business rules. GL Solutions regularly creates custom interfaces, which allow for all manner of data exchange between our clients and third parties. GL Suite will interface with any system that has an API. We build interfaces to support online credit card payments, criminal record checks, information updates, exam scheduling/scoring/administration, and much more. Custom interfaces can provide nearly real-time or delayed transactions (whichever you choose). GL Solutions uses various methods of integration to create customized third-party interfaces: • GL Suite integrates with other applications and exchanges transactional data using XML, other .Net Web Services (SOAP calls), and DTS packages as long as a documented API is available. • Business requirements that merely call a third-party application but do not exchange transactional data can be instantiated by configuring simple business rules using the Configuration utility. • For one-way integration in which data flows from a third-party application to GL Suite and latency is not an issue, GL Solutions will work with the third-party application vendor to export data to a text file or database format on a regular schedule. GL Suite will monitor the folder destination of the export or the database table for changes. When a change is detected, GL Suite activates a custom application written by GL Solutions, which takes the third-party information, requests the corresponding GL Suite XML file from the business tier, and modifies the file based on the imported information. The modified XML file is then resubmitted to the business tier where business rules are applied and submitted to the data tier to update the RDBMS. • For one-way integration where data flows from GL Suite to a third-party application and latency is an issue, GL Solutions builds custom export programs. The export programs store data from the data warehouse in a format specified by the third-party application. The third-party application must provide either an API

			to activate the upload of the information or a self-contained mechanism for uploading the file.

TR.7.c2	The system must support internal interfaces with existing State of Nebraska systems as necessary during and after system implementation.		GL Solutions will meet this requirement. We will specify and configure GL Suite to interface with existing State of Nebraska systems as necessary, both during and after system implementation. GL Suite is capable of interfacing with any external system that has an API. Provided the appropriate API documentation, we will configure interfaces to exchange data between GL Suite and these existing systems.
TR.7.c3	The system must have the ability to interface with the State of Nebraska's central accounting system JD Edwards E1 Payroll Financial Center or Fuzion, depending on project completion.		GL Solutions will meet this requirement. We will specify and configure a data exchange interface to pass data from the State of Nebraska's central accounting system. GL Suite is capable of interfacing with any third party application that provides a documented API.
TR.7.c4	The system must have the ability to import information from the Nationwide Mortgage Licensing System, including capabilities to re-configure as their system changes.		GL Solutions will meet this requirement. We will specify and configure a data exchange interface to receive data from the Nationwide Mortgage Licensing System. GL Suite is capable of interfacing with any third party application that provides a documented API. GL Solutions will perform updates to the data exchange interface as needed and in accordance with the SLA.
TR.7.c5	The system must have the ability to import Call Report, Uniform Bank Performance Report (UBPR) and Statistical CAMELS Off-site Rating (SCOR) information from the FDIC Extranet, including capabilities to re-configure as their system changes.		GL Solutions will meet this requirement. We will specify and configure a data exchange interface to import the Call Report, Uniform Bank Performance Report, and Statistical CAMELS Off-Site rating information from the FDIC Extranet. GL Suite is capable of interfacing with any third party application that provides a documented API. GL Solutions will perform updates to the data exchange interface as needed and in accordance with the SLA.
TR.7.c6	The system should have the ability to import CSV information from the Financial Industry Regulatory Authority (FINRA) Central Registration Depository (CRD)/Investment Advisor Registration Depository (IARD), or the "State Data Download" XML package, including capabilities to re-configure as their system changes.		GL Solutions will meet this requirement. We will specify and configure a data exchange interface to import CSV information from the FINRA CRD/IARD, or the State Data Download XML package. GL Suite is capable of interfacing with any third party application that provides a documented API. GL Solutions will perform updates to the data exchange interface as needed and in accordance with the SLA.

TR.7.c7	The system must have the ability to import information from the ABD BlueExpress System (XML files on FTP), including capabilities to re-configure as their system changes.		GL Solutions will meet this requirement. We will specify and configure a data exchange interface to import information from the ABD BlueExperss System. GL Suite is capable of interfacing with any third party application that provides a documented API. GL Solutions will perform updates to the data exchange interface as needed and in accordance with the SLA. During the design of the interface, we will determine the format of the data import.
TR.7.c8	The system must have the ability to import information from the North American Securities Administrators Association (NASAA) Electronic Filing Depository (EFD), including capabilities to re-configure as their system changes.		GL Solutions will meet this requirement. We will specify and configure a data exchange interface to import information from the NASAA EFD. GL Suite is capable of interfacing with any third party application that provides a documented API. GL Solutions will perform updates to the data exchange interface as needed and in accordance with the SLA.
TR.7.c9	The system should import license and enforcement information for Federally regulated entities that have offices in Nebraska from bulk delimited, Excel or XML-based (including XBRL) files or via API call.		GL Solutions will meet this requirement. We will specify and configure a data exchange interface to import license and enforcement information for Federally regulated entities that have offices in Nebraska. GL Suite is capable of interfacing with any third party application that provides a documented API. GL Solutions will perform updates to the data exchange interface as needed and in accordance with the SLA. During the design of the interface, we will determine the format of the data import.
TR.7.c10	Capture digital signature information from a e-signature provider, preferably DocuSign.	Optional	Any responses to be noted under the Optional tab
	Future enhancements	Optional	Any responses to be noted under the Optional tab

Common Services Requirements (CO)			
State Requirements			
Req #	Requirement Description		Bidder Response
CO.1 Correspondence			
CO.1.a	General		

CO.1.a1	The system must be able to establish and maintain a library of correspondence templates that will be used for system generated correspondences, notices, and bills.		GL Solutions will meet this requirement. We will specify and configure correspondence templates to be used for system generated correspondences, notices, and bills. GL Suite can assist your agency with its administration by automatically creating and executing various notifications, letters, etc. It can be configured to allow users to: · Generate letters and notifications · Send batches of correspondence · Generate a notice to licensees that a license cannot be renewed, etc. · Produce and store notices, subpoenas, and other documents merged with application data GL Suite utilizes a parallel database system for speed and accuracy in report and correspondence generation. Our transactional database maintains all relational data and a parallel report database is maintained in real-time for any reporting needs. Our robust security allows agencies to restrict report access. This ensures that only appropriate users have access to sensitive information. Correspondences in GL Suite can be generated and printed one by one, from individual records or in batch mode. Using the batch mode users can run a command to find all records meeting predetermined criteria and append a customized correspondence to each identified record. GL Suite correspondence can be completely self-contained or designed to print on pre-printed stock. This allows agencies to print Wall Certificates, Registration Certificates, Board Notices, Wallet Cards, etc. Correspondences are generated in Microsoft Word format. This enables users to view, edit, and/or save correspondences to the appropriate record for later reprinting or to send them to desired recipients. GL Suite tracks the print date for each correspondence. This enables GL Suite to locate correspondence that have not been printed and submit

			them for printing. This tool can also be used to export correspondences for printing by an outside vendor. Once the user selects OK, the correspondence is generated and saved into GL Suite. For more information on our reporting and outputs, see Supporting Document 1.

CO.1.a2	The system must be able to provide a means to define and maintain configurable business rules for handling correspondence.		GL Solutions meets this requirement. The core of the software system provides a rules-based engine to create business rules for handling correspondences. Business rules can be used to define actions related to correspondence templates. Actions include the ability to automatically generate a correspondence, the ability to schedule nightly jobs to automatically generate and send correspondences for record that meet specific criteria, or to generate batch correspondences for mailing. For more information on our reporting and outputs, see Supporting Document 1.
CO.1.a3	The system must be able to save a read only copy of all correspondence generated or created on an ad hoc basis for online retrieval and viewing.		GL Solutions will meet this requirement. We will specify and configure GL Suite to save a copy of all correspondences generated within the record and accessible by users with the appropriate permissions.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
CO.1.b	Paper Stock, Formats and Printing		
CO.1.b1	The system must be able to route correspondence to multiple printers, including the DAS Print Shop.		GL Suite meets this requirement. The core of the software system utilizes Microsoft Word to generate correspondences. Printing capabilities are limited to the functionality provided by Microsoft Word. So long as the DAS network is configured to permit printing to the DAS print shop, correspondences generated by GL Suite will be capable of being routed to multiple printers.
CO.1.b2	The system must be able to queue correspondence for batch printing based on configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to queue correspondences for batch printing. Correspondences designed for printing and mailing will have the ability to be generated as a batch, produced in a single file. The correspondence generation command will identify records that match pre-defined criteria for printing.
CO.1.b3	The system should be able to batch print jobs to a merged .pdf based on configurable business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to queue correspondences for batch printing to be merged into a PDF file. Batch correspondences generated for printing purposes will be generated in a PDF file ready for printing.

CO.1.b4	The system must be able to provide variable text formatting both within and across different correspondence types.		GL Solutions will meet this requirement. We will specify and configure correspondence templates to utilize variable text formatting where required. GL Suite reporting capabilities include the ability to display or omit text based on pre-defined criteria. As this criteria is met or not met, a correspondence will alter the produced text in accordance with the approved specification. For more information on our reporting tools and services, see Supporting Document 1.
CO.1.b5	The system must be able to automatically maintain a correspondence log.		GL Solutions will meet this requirement. We will specify and configure GL Suite to maintain a correspondence log. GL Suite saves every correspondence generated directly on the record it was created on. In addition, we can configure a correspondence log to track all outgoing and incoming communications with an entity. The correspondence log will track all communications in chronological order from newest to oldest to present a logical display of communications.
CO.1.b6	The system must be able to print an exact duplicate of a previously generated notice, bill, or other correspondence.		GL Solutions will meet this requirement. We will specify and configure GL Suite to produce duplicates of a previously generated notice, bill, or other correspondence. Our standard practices are to configure correspondences to automatically save to a record for future reproduction or reference. The ability for GL Suite to reproduce notices, bills, or other correspondences are limited by the potential for data that is updated in the software system. These outputs can be configured with input parameters, such as a date range, to overcome this limitation. For more information on our reporting and output tools, see Supporting Document 1.
CO.1.b7	The system should be able to re-send submitted mail items to a secondary address in a pre-defined hierarchy of addresses.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow re-sending submitted mail items to a secondary address in a pre-defined hierarchy of addresses. Address objects will contain a Primary indicator to datermine which address is the Primary address. We will configure a command that will email or print for mailing the correspondence to the secondary address.

CO.1.b8	The system must be able to suppress mailings to "bad addresses".		GL Solutions will meet this requirement. We will specify and configure GL Suite to suppress mailings to bad addresses. GL Suite can utilize GIS capabilities to verify mailing addresses as legitimate addresses. GL Suite will offer corrections to an address that is identified as incorrect to ensure a valid address is saved in the software system. While this does not directly suppress mailings to a bad address, it does prevent a bad address from being saved in the software system.
CO.1.b9	The system should be able to define ongoing and/or unique sending of correspondence based on a set of pre-identified parameters (e.g., a one time exception set of processes, or natural disasters).		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow for the ongoing and/or unique sending of correspondences based on a set of pre-identified parameters. We will coordinate with DAS staff to determine the necessary criteria to facilitate the ability to manage correspondences for these special circumstances.
CO.1.b10	The system must be able to generate and support the mailing process for correspondence, including the DAS Print Shop.		GL Solutions will meet this requirement. We will specify and configure GL Suite to support the DAS mailing process for correspondences. Per the Q&A, we will configure correspondences printed in a batch to print a sequential number based on the print batch, formatted as a 6 character integer with leading zeroes, printed in non-serif format and vertically aligned next to the address block. We are also capable of producing this sequentially generated number in the form of a 2d QR code, which ever the DAS would prefer. GL Solutions will coordinate with DAS staff during the requirements gathering and design of the software system to determine which method would best serve the State of Nebraska.
CO.1.b11	The system must be able to rerun print jobs.		GL Solutions meets this requirement. Our standard practices are to configure batch print jobs to produce all print jobs in a PDF document. This allows users to save and re-run the printing of all batch print jobs as needed.
CO.1.b12	The system must be able to restrict the printing of SSN, TPID, or FEIN on correspondence according to business rules.		GL Solutions will meet this requirement. We will specify and configure GL Suite to restrict the printing of SSN, TPID, and the FEIN on any correspondence or report.
CO.1.b13	The system should be able to generate unlimited correspondence templates.		GL Suite meets this requirement. The core of the software system is capable of generating an unlimited number of correspondence templates.
CO.1.b14	The system should be able to insert bar codes or QR codes on correspondence.	Optional	Any responses to be noted under the Optional tab

CO.1.b15	The system should be able to read bar codes on submitted mail and automatically update status of the correspondence and update address status to 'bad address".	Optional	Any responses to be noted under the Optional tab
CO.1.b16	The system should be able to allow users to review, edit, or delete individual correspondences or an entire correspondence batch job before batch printing.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide a method of identifying all records that will be involved in a batch correspondence job prior to printing. This method will produce an Excel document that will identify all records that meet the criteria for a batch printing job. Users will be able to review all records and make adjustments to the record to ensure it is not included in the job prior to running the batch job.
CO.1.b17	The system should be able to support overnight delivery of certified and registered mail.	Optional	Any responses to be noted under the Optional tab
CO.1.b18	The system should be able to support certified delivery of mail.	Optional	Any responses to be noted under the Optional tab
CO.1.b19	The system should be able to support registered delivery of mail.	Optional	Any responses to be noted under the Optional tab
CO.1.b20	The system should be able to automatically associate various documents that are to be mailed together based on profile addresses (excluding assessments).	Optional	Any responses to be noted under the Optional tab
CO.1.b21	The system should be able to assemble ad hoc correspondence from a library of standard paragraphs that are maintained in the system.	Optional	Any responses to be noted under the Optional tab
CO.1.b22	The system should be able to generate a cover letter to be attached to an exact copy of a letter.		GL Solutions will meet this requirement. We will specify and configure correspondences to generate a cover letter to be attached to a copy of a letter. We will specify and configure select correspondences to produce a cover letter, or provide a method of generating a cover letter separate from a correspondence.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
CO.1.c	Contact Management		

CO.1.c1	The system should be able to track emails to contacts and associate the emails with the contact or license's account.	Optional	Any responses to be noted under the Optional tab
CO.1.c2	The system should be able to track correspondence to contacts or licensees and associate the correspondence with the account record.	Optional	Any responses to be noted under the Optional tab
	Future enhancements	Optional	Any responses to be noted under the Optional tab
CO.2 Reporting			
CO.2a	General		
CO.2.a1	The system must be able to provide a 'reports' library that contains all scheduled, as needed, and previously created ad hoc reports from both the production and reporting databases.		GL Suite meets this requirement. The core of the software system provides a library of all reports within the software system in the Control Panel. Administrative users will have access to view all reports and correspondence templates as needed. In addition, GL Suite provides a report menu from the main menu that lists all reports capable of being printed in a batch or independent of an individual record. Reports that contain dependencies upon specific record data will be provided in a menu on a record.
CO.2.a2	The system must allow users to define and maintain configurable business rules for handling reports.		GL Suite meets this requirement. The core of the software system provides the ability to define and maintain business rules for handling reports. Business rules can allow generation a report on a pre-defined schedule or to merge a report into an email. For more information on our reporting tools and services, see Supporting Document 1.

CO.2.a3	The system must allow users to report on all data elements maintained in the system. (e.g. within contact information, submissions processing, revenue accounting, enforcement, audit, security and contact accounting).		GL Suite meets this requirement. The core of the software system utilizes powerful reporting tools to report on any data element within the software system. GL Suite's integrated reporting functionality provides reports and queries that we tailor to meet an agency's needs. We work with agencies to identify and build the report and queries that they need. In addition, agency staff with sufficient knowledge can design and create custom reports or correspondence from any data maintained in the system using Crystal Reports and/or Microsoft SQL Reporting Services.Reports and queries dynamically display data in real time. Users can manually run reports and queries at any time, or they schedule them to generate automatically according to their desired timetable. Queries and reports can be designed to offer input parameters (e.g. date range, specific license type, status of application) that allow users to refine or limit the data retrieved. They automatically prompt users to set parameters. For example, GL Suite might prompt the user for a date range or license types to be included. Combinations of input parameters maximize the value of reports and queries. This allows a single defined query or report to meet a multitude of objectives.Using GL Suite's role-based security options, system administrators can restrict rights to reports and queries, controlling who can read and/or edit each report. They can even determine whether a particular report is even visible to various staff types. **REPORTS:** Reports are useful when generating pre-formatted documents. Our reports are designed to output to Adobe PDF and can be completely self-contained or output to preprinted stock. This enables the creation and printing of documents such as Wall Certificates, Licenses, Wallet Cards, and Badges. The PDF format gives users the option to send/email the document to recipients or save it to its related record for later review or printing. **QUERIES:** Queries are most useful when a flexible output is required. Queries can be exported to Excel and modified as desired. In addition, less complex queries such as counts, small data queries, or single record retrieval can be generated to a screen within GL Suite.

CO.2.a4	The system must allow users to select reports to run from a reports library.		GL Suite partially meets this requirement. Our standard practices are to provide all reports in relevant menus. For example, batch reports are provided in a menu on the main screen, but a report that would only capture data from a single entity would be run from the entity screen menu. GL Solutions provides scheduled jobs related to reports and correspondences on the staff record for manual execution. As different reports require different criteria to automatically populate, there is no centralized report library to generate a report.
CO.2.a5	The system must be able to provide user-configurable management reports.		GL Solutions will meet this requirement. We will specify and configure GL Suite produce management reports. During the design and configuration of the software system, we will coordinate with DAS staff to identify the necessary data points for management reports. In addition, management staff can create ad-hoc reports using GLS Report for management reporting needs. For more information on our reporting tools and services, see Supporting Document 1.
CO.2.a6	The system must allow users to configure, schedule and execute recurring batch reports.		GL Suite meets this requirement. Users with the appropriate permissions will have the ability to configure, schedule and execute recurring batch reports. GL Solutions offers developer and configuration training to administrative users who wish to self-support the application. Training topics cover various aspects of GL Suite configuration, including screen configuration, rule configuration, report development, and more. Provided at additional cost, GL Solutions will provide the desired training modules to select agency staff.
CO.2.a7	The system must be able to save and maintain a history of all recurring batch reports.		GL Solutions will meet this requirement. We will specify and configure GL Suite to save and maintain a history of all recurring batch reports. Batch reports will produce a list of all records impacted or included within a report that can be viewed at a later date and time.
CO.2.a8	The system must allow system admins to create or modify user functionality security rules.		GL Suite meets this requirement. The core of the software system provides an intuitive and user-friendly method of setting security rights within the application. Users with the appropriate knowledge and experience will be capable of updating security settings to restrict or provide access to specific data and functionality.

CO.2.a9	The system must support parameter driven queries.		GL Suite meets this requirement. The core of the software system provides the ability to require input parameters for query and report generation. Common input parameters include date ranges, license types, or license status. For more information on our reporting tools and services, see Supporting Document 1.
CO.2.a10	The system must allow users to perform drill-down inquiries from related summary line items to the transaction detail level.		GL Solutions will meet this requirement. We will specify and configure Power BI reports to allow users to perform drill-down inquiries from related summary items to the transaction level of detail. Power BI reports provide robust analytical capabilities to allow users to drill down into specific data points, as far as the transaction level. Users will be able to manipulate reports on the fly, adjusting parameters for a greater insight into specific data points. Users will be capable of drilling down to the transaction level of details as needed. For more information on our reporting tools and services, see Supporting Document 1.
CO.2.a11	The system must be able to send output reports from the production application or the reporting database to offline printing at DAS print shop.		GL Suite meets this requirement. As all outputs are generated in either Microsoft Word, PDF, or Excel, all outputs are capable of being routed to any printing device as supported by Microsoft Office and PDF programs.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
CO.2.b	Reporting Database and Ad Hoc Reporting		
CO.2.b1	The system should be able to automatically update and maintain data synchronization between the production database for the system and any reporting or other databases.		GL Suite meets this requirement. The core of the software system is designed to maintain data synchronization between the production database and the report database. The report database maintains data in real time, ensuring data is synchronized between the databases as data is entered into the application.

CO.2.b2	The system should be able to create and maintain an unlimited number of ad hoc reports.		GL Suite meets this requirement. The core of the software system contains an ad-hoc reporting tool that provides user-friendly access to create reports and queries on any data element within the software system. GLS Report is an integrated feature that runs from a secure, centralized server, so there is no additional software to install on the user's workstation or laptop. It is a powerful tool allowing users to create custom queries on any data in the system. The user can create simple or complex queries with multiple parameters. Users can also determine the sort order of the results. The results can be exported to Excel for further manipulation, or PDF for a non-editable format. In addition to these features, the query can be save for reuse in the future.GLS Report provides merging of metadata with data from the database to create reports and pass back pdf documents to the UI to display. For more information on our reporting tools and outputs, see Supporting Document 1.
CO.2.b3	The system must be able to create ad hoc reports with configurable time parameters.		GL Suite meets this requirement. GLS Report allows users to set parameters for ad-hoc reports and queries, including time parameters such as date ranges. The report will then only pull data found within the specified time frame.
CO.2.b4	The system must be able to use ad hoc reporting facility to create an extract.		GL Suite meets this requirement. The core of the software system allows for data collected through GLS Report to be exported to Microsoft PDF or Excel. For more information on our reporting tools and outputs, see Supporting Document 1.
CO.2.b5	The system must be able to report on aging of all business parameters (e.g. workflow, cases, submissions, refunds)		GL Solutions meets this requirement. Our standard practices are to design all submission types and workflow stages with dates, such as date received and expiration dates. This allows the tracking and reporting on the aging of all business parameters such as workflows, cases, submissions, refunds, etc.
	Future enhancements	Optional	Any responses to be noted under the Optional tab

CO.3 General Workflow			
CO.3.a	General		
CO.3.a1	The system must be able to provide an automated work flow function that provides for setup and maintenance of work lists by a workflow administrator.		GL Solutions will meet this requirement. We will specify and configure workflows for each business process allowing for the maintenance of work lists by workflow administrators. Staff assignments are provided through a drop-down menu. Administrators with the appropriate configuration knowledge will have the ability to alter the staff available in a work list as needed.
CO.3.a2	The system should be able to provide an automated work flow function that provides for setup and maintenance of routing rules by a workflow administrator.		GL Suite meets this requirement. The core of the software system allows administrative users with the appropriate training and knowledge to perform the setup and maintenance of workflow routing rules. Users with the appropriate knowledge will be able to edit and update business rules configured for routing. GL Solutions offers configuration and developer training for various topics to self-support the software system.
CO.3.a3	The system must be able to provide an automated work flow function that provides for setup and maintenance of work groups by a workflow administrator.		GL Suite meets this requirement. The core of the software system allows administrative users with the appropriate training and knowledge to perform the setup and maintenance of workflow groups. GL Suite utilizes role-based security for access to the software system. Each role (or group) can be manually created and maintained by administrative staff. Once the role is created, administrative users will be able to associate staff to the group as needed. Additional configuration will be required to ensure the role has access to the required screens and functionality within the application.
CO.3.a4	The system should be able to provide an automated work flow function that provides for setup and maintenance of prioritization rules by a workflow administrator.		GL Solutions will meet this requirement. We will specify and configure automated workflows that provide for setup and maintenance of prioritization rules by a workflow administrator with the appropriate training and knowledge to self-support the solution. Automated workflows will utilize business rules to prioritize and assign work. Administrators with the appropriate knowledge will have the ability to update the business rules as needed.

CO.3.a5	The system must be able to provide an automated work flow function that provides for monitoring of backlog at the work list and process levels.		GL Solutions will meet this requirement. We will specify and configure automated workflows to allow for monitoring of backlog at the work list and process levels. Administrative staff or staff with a need to monitor workloads will have the ability to run a query that will display work lists for specific processes. This query will allow filtering and sorting by all fields, allowing users to gain insight into the backlog of work.
CO.3.a6	The system must be able to provide an automated work flow function that provides for monitoring of throughput at the work list and process levels.		GL Solutions will meet this requirement. We will specify and configure a report or query to facilitate the monitoring of throughput at the work list and process levels.
CO.3.a7	The system must be able to provide an automated work flow function that provides for monitoring of aging at the work list and process levels.		GL Solutions will meet this requirement. We will specify and configure automated workflows to allow for monitoring of aging at the work list and process levels. Administrative staff or staff with a need to monitor workloads will have the ability to run a query that will display work lists for specific processes. This query will allow filtering and sorting by all fields, allowing users to gain insight into the aging of work.
CO.3.a8	The system must be able to provide an automated work flow function that provides for monitoring of assignments at the work list and process levels.		GL Solutions will meet this requirement. We will specify and configure GL Suite to provide a mechanism to monitor assignments at the work list and process levels. Administrative staff will have access to dashboards that will display current workloads for specific roles/work lists. The dashboard will provide a view of all assigned tasks in a chronological order. The dashboard will also allow for the filtering and sorting of all fields to gain better insights into the assigned work.
CO.3.a9	The system must be able to provide an automated work flow function that provides for re-assignment tools.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users with the appropriate permissions the ability to re-assign work. Users with the appropriate permissions will have the ability to update the assignment of a task to re-assign work to a different employee. We can also configure a command that will allow users with the appropriate permissions the ability to re-assign an entire workload from one staff member to another.

CO.3.a10	The system must be able to provide a means to define and maintain configurable business rules for worklists.		GL Suite meets this requirement. The core of the software system features a configurable business rules engine. Users with the appropriate training and knowledge have the ability to define and maintain business rules as needed. Additionally, GL Solutions will assist with the configuration of business rules as required to support each process configured within the application.
CO.3.a11	The system should be able to create data for and create diagrams for performance metrics.		GL Solutions will meet this requirement. We will specify and configure reports to produce diagrams for performance metrics. GL Solutions has integrated Microsoft Power BI reporting tools and services into GL Suite. Microsoft Power BI provides rich visualizations of data to provide a variety of reporting functionality. Power BI is capable of producing reports in graphs, bars, geographic maps, and more. Power BI reports provide interactivity allowing users to drill down into data or alter the results without having to re-run the report. For more information on our reporting tools and services, see Supporting Document 1.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
CO.3.b	Workflow Balancing/Work Management Capabilities/Woklists		
CO.3.b1	The system must be able to search and sort work lists based on configurable filters.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow work lists to be searched and sorted based on configurable filters. Work lists will provide the capability to be sorted and filtered by all fields present.
CO.3.b2	The system should be able to temporarily assign employees to other work groups.		GL Solutions will meet this requirement. We will specify and configure GL Suite to allow users to be temporarily assigned to other work groups. Administrative staff will have the capability to update work groups for staff records. This includes the ability to add or remove a staff's work group as needed.
CO.3.b3	The system must be able to manage and maintain worklists.		GL Solutions will meet this requirement. We will specify and configure GL Suite to manage and maintain work lists. Work lists are created using a dynamic drop-down menu. Data is pulled into the dynamic menu by identifying staff records that match specific roles. Users who are added to a role will be present within specific work lists.

CO.3.b4	The system must be able to maintain a history for each work list.		
CO.3.b5	The system must have configurable views and functionality to support usage and navigation of worklists.		GL Solutions will meet this requirement. We will specify and configure configurable views to support usage and navigation of work lists. We will configure dashboards to present a work list to users within specific roles or assigned to specific tasks. The dashboard will allow the users to click the work item to be taken directly to the record where the relevant work is to be performed.
CO.3.b6	The system should be able to automatically direct the user to the work list to select another item once they have completed the current one.		GL Solutions will partially meet this requirement. We will specify and configure GL Suite to allow users to refresh the work list once they have completed the current item from a list. Work lists will not automatically be navigated to.
CO.3.b7	The system should be able to allow a user to skip a work item in a worklist and go to the next item.		GL Solutions meets this requirement. Our standard practices are to design work lists to provide work in the order of date created by the oldest to ensure items are worked in order. Users will have the ability to skip a work item in the worklist and go to the next as needed.
CO.3.b8	The system should be able to show items in suspense and items in work lists as part of an online consolidated view of the contact.	Optional	Any responses to be noted under the Optional tab
CO.3.b9	The system should be able to receive items into workflow from external interfaces (e.g. external systems, audits from data warehouse).		GL Solutions will meet this requirement. We will specify and configure business rules to address items from external interfaces to identify and route work assignments as data is received. Business rules will fire upon the acceptance of data from a third party interface to assign work based on pre-defined criteria, such as specific data being received to advance a submission to the next stage in a workflow.
	Future enhancements	Optional	Any responses to be noted under the Optional tab
CO.4 Common Service Other			
CO.4.1	The system must be able to provide a dashboard or view that displays all contact activity regardless of application or enforcement type.		GL Solutions will meet this requirement. We will specify and configure an on-screen query to display all contact activity conducted with an entity. The on-screen query will be executed from the entity screen, and will provide the ability to sort or filter through communications associated with the entity.

CO.4.2	The system must have a notes and comments functionality at all account, case and application levels.		GL Solutions meets this requirement. Our standard practices are to provide a comments/notes box within each screen of the application. Users with the appropriate permissions will have the ability to update the comments/notes box as needed.
CO.4.3	The system must be able to implement exceptions for special provisions in statute. (e.g. existing licensure may simplify application processes)		GL Solutions will meet this requirement. We will specify and configure GL Suite to identify exceptions for special provisions in statute. For example, where an existing license may simplify an application process, we will configure business rules that upon the creation of an application, will identify existing licenses that can exempt specific requirements. Upon identification of such a license, the requirements tasks automatically created with the application will omit requirements that can be satisfied with the other license. We will coordinate with DAS staff to identify any scenarios where these business rules can be applied.
CO.4.4	Documents in the system must be able to be secured by the user to multiple levels: confidential (to the item they're attached to), department-wide visibility or publicly available.		GL Solutions will meet this requirement. We will specify and configure document objects within GL Suite to maintain a status of secured levels. Those levels will include confidential, department-wide, and publicly available. This status field will be utilized as criteria for activities such as a verification website, internal queries and reports, and other activities that may utilize documentation.
	Future enhancements	Optional	Any responses to be noted under the Optional tab

Web Self-Services (OS)			
State Requirements			
Req #	**Requirement Description**		**Bidder Response**
OS.1 Web Self-Service			

OS.1.1	The system must provide a self-service, publically accessible Internet portal.		GL Solutions will meet this requirement. We will specify and configure a self-service publically accessible web portal for licensees. GL Solutions can help your agency serve its public and its members with 24 hour, 7 days a week access to online applications and renewals, verifications, and other selected information via your own website. You can integrate GL Suite with your existing website or let us build something new for you. • Applicants complete online applications in minutes • GL Solutions' customers report that as many as 25% of all licensees renew online the first year, eventually rising as high as 90% • Online license verification searches enable public users, employers, and members to check critical information about licensees in your system GL Solutions has significant experience designing public-facing websites—we have developed sites for most of our clients. As with our software, we can tailor your website to meet your particular needs, from a highly customized "one-stop" website to something less complex. For more information on our self-service websites, see Supporting Document 2.
OS.1.2	The system's self service Internet portal must have the ability to register a prospective or existing licensee for appropriate licenses. These applications may include attachments and require a fee to be paid electronically.		GL Solutions will meet this requirement. We will specify and configure the self-service website to allow the public to register a prospective or existing licensee for the appropriate licenses. Users will have the ability to register for an account which will allow the submission of an application for a license. The registration process will walk users through a web flow to collect the required information to create a record. Users will have the ability to then submit an online application for the designated licenses. This process will collect all required application data, including the submission of attachments and application fees utilizing the State's payment processor. For more information on our self-service websites, see Supporting Document 2.

OS.1.3	The system's self service Internet portal must have the ability for a licensee to request a change of their recorded address.		GL Solutions will meet this requirement. We will specify and configure the web portal to allow a licensee to request a change of their recorded address. The web portal will have a centralized dashboard upon login that will display various information related to the record. The dashboard will allow users to change their contact information, including their recorded address. For more information on our self-service websites, see Supporting Document 2.
OS.1.4	The system's self service Internet portal must have the ability to lookup their balances owed.		GL Solutions will meet this requirement. We will specify and configure the web portal to display balances owed and provide the licensee the ability to pay any owed balances. The dashboard that is presented upon successful login by the user will display a list of all current balances owed, along with the associated application or form that is related to the balance. For more information on our self-service websites, see Supporting Document 2.
OS.1.5	The system's self service Internet portal must have the ability to lookup their amount paid.		GL Solutions will meet this requirement. We will specify and configure the self-service web portal to allow users to view their amount paid. The dashboard that is presented upon successful login of the user into the portal will provide a view detailing the current balances owed and the balances paid. Each balance will be related to a specific service or application. For more information on our self-service websites, see Supporting Document 2.
OS.1.6	The system's self service Internet portal must have the ability to lookup and edit their profile.		GL Solutions will meet this requirement. We will specify and configure the web portal to allow users to look up and edit their profile. The web portal dashboard will contain a view of profile information with a link to edit the information as needed.

OS.1.7	The system's self service Internet portal must have the ability for applicants or complainants to submit forms.		GL Solutions will meet this requirement. We will specify and configure the web portal to allow users to submit forms for applications or complaints. We will configure screens to act as forms to collect the required information for an application or complaint. This data will be captured in the application to be processed as required by the submission type. For more information on our self-service websites, see Supporting Document 2.
OS.1.8	The system's self service Internet portal must have the ability to lookup the status of an application.		GL Solutions will meet this requirement. We will specify and configure the web portal to allow users to look up the status of an application. Users will have access to view the status of a submitted application directly from the dashboard upon login. Alternatively, we can configure a web portal designed specifically for users to enter identifying information related to a submitted application and have the status returned. For more information on our self-service websites, see Supporting Document 2.
OS.1.9	The system's self service Internet portal must have the ability to cancel or withdraw licenses.		GL Solutions will meet this requirement. We will specify and configure the web portal to allow users to cancel or withdraw licenses. A workflow will be designed to facilitate the ability for a licensee to either cancel or withdraw a license. For more information on our self-service websites, see Supporting Document 2.
OS.1.10	The system's self service Internet portal must have a help wizard.		GL Solutions will meet this requirement. We will specify and configure the self-service web portal to contain online help functionality. Where direction provided on the web page is insufficient or unclear, online help functionality will provide links to specific areas of the web flow that contains greater detail into the specific requirements of that page.

OS.1.11	The system's self service Internet portal must have forms request.		GL Solutions will meet this requirement. We will specify and configure the self-service web portal to provide a forms request. Users will have the ability to complete or print forms directly from the portal. Forms that are completed on the web portal will save data directly to the application to be processed. Users who print forms will be provided information for where to send the forms through the postal service.
OS.1.12	The system's self service Internet portal must be able to publish department documents, based on configurable business rules.		GL Solutions will meet this requirement. We will specify and configure the self-service web portal to allow the department to publish documents as needed.
OS.1.13	The system's self service portal should allow other State of Nebraska agencies or departments to make inquiries based on configurable business rules.		GL Solutions will meet this requirement. We will specify and configure the self-service web portal to allow other State of Nebraska agencies or departments to make inquiries.
OS.1.14	The system's self service Internet portal may have the ability for applicants to submit payments.	Optional/ Additional	GL Solutions will meet this requirement. We will specify and configure the web portal to allow users to submit payments. GL Suite and our web pages are able to integrate with most payment processors. GL Suite does not record payment information such as credit card numbers, but instead passes this data to the approved payment processor.
	Future enhancements	Optional	Any responses to be noted under the Optional tab

Statement of Work (SW)			
State Requirements			
Req #	Requirement Description		Bidder Response
SW.1 IMPLEMENTATION STRATEGY			

SW.1.1	IMPLEMENTATION STRATEGY AND PROJECT PLAN MUST ACCOMPLISH INSTALLATION AND TRAINING PRIOR TO 4/3/2020		GL Solutions is a highly systems-oriented organization with time-tested processes to ensure success in this project. We provide here our implementation process overview, Training Overview, and Testing Process Overview. **Implementation Process Overview** A sample of our typical implementation plan is provided in <location of Sample Management Plan>. Additional context and overview of the implementation process are noted below. **On-Site Presence** We would typically plan to have a Business Analyst on-site for one week within the first month of the project to begin a stage we call "Solutions Analysis" wherein we gather requirements and begin to describe the solutions required. We would follow this time with phone calls and online meetings to answer follow-up questions and to review design specifications. The next time we propose on-site presence is upon completion of our development and internal testing, when the Business Analyst trains your users and begins User Acceptance Testing. This is typically 3-5 business days of training sessions, training your super-users, and often sitting with some end-users, teaching them to both use the software and teaching them to follow the steps necessary to confirm they can use the software as expected, to meet their business processes. Finally, the Agency Partner is usually on-site for 2-3 days around system go-live, to ensure users are getting into the new system and getting comfortable using it to handle their daily software functions. The above proposed on-site timelines are flexible and will be detailed during your project in the project planning documents noted below, depending on your needs. **Project Implementation Process** GL Solutions will use our industry-specific project Implementation Process

			which will facilitate the successful implementation of your GL Suite system: • Appropriate allocation and organization of resources to meet timelines for deliverables • Appropriate and timely identification of project changes and risks • Open communication • Appropriate training plans and curriculum development • Clear definition of roles and responsibilities for all personnel assigned to the project • Iterative processes for development, testing, acceptance, and deployment • Robust testing procedures • A stable IT production environment Having successfully managed implementations for many years, we understand that every project is unique. While we are confident that the Project Implementation Process outlined below is the best approach for achieving a successful system implementation, our project implementation approach is flexible enough to accommodate your needs. GL Solutions' Project Implementation Process entails the following high-level steps. **<u>Project Initiation</u>** GL Solutions' Agency Partner works with your Project Manager to document and formally agree to the project approach, scope, and schedule. To this end, we produce the following documents (as required) and submit them to you for review and approval: **Management Plan** The Management Plan documents how GL Solutions and your agency will work together. It will be used as the working foundation for our partnership. The Management Plan completely describes the software project methodology that will be used to implement your software system. It defines the roles and responsibilities for both you and for us, sets clear expectations for all work to be done on both sides of our partnership, and provides a

			functional framework for the relationship moving forward. It includes an outline for how the project will be analyzed, designed, configured, integrated, tested, accepted, and deployed. The document includes:
			
			• Project Milestones
			• Crucial supporting implementation activities
			• Overview of our project management methodology
			• Project management roles and responsibilities (for both GL Solutions and your agency)
			• Specification methodology and expectations
			• Technical requirements
			• Deployment responsibilities
			• High-level testing activities and expectations (details will be documented in the project-specific UAT Plan)
			• Acceptance milestones (along with expectations for work to be done)
			
			The document will include the following sections:
			
			• Communication Management
			    o Defines the timing, media and recipients of all types of communication related to the project. This section will set expectations for how all communication will take place between GL Solutions and your agency for the upcoming contract year. An Agency Partner will work with you to determine the best method(s) for gathering requirements, keeping you updated on project/task progress, where to go with questions, etc.
			
			• Risk Management
			    o Defines the procedures used to manage risks during the project. This section will outline steps that GL Solutions and/or your agency can take in order to understand and mitigate known risks within the installation project.
			
			• Change Management

			○ Defines the process for managing project and scope changes. This section will provide a process for documenting, submitting and reviewing, approval or rejection of, impact and tracking of change requests. It will limit impact to the project plan, budget and schedule **Goals and Scope Document** The Goals and Scope document presents the project overview and objectives, deliverables, limits, and exclusions associated with your project(s). There will be one Goals and Scope document for each plan year period. **Implementation Overview** The GL Solutions team (Agency Partner, Business Analyst and various other technical resources for design, development and testing) will collaborate with your project team in order to smoothly complete a successful project implementation. Projects, at a high-level, will be driven by your Agency Partner. They are responsible for scheduling and conducting the initial system interview with you, capturing project requirements, communicating the status of the project(s) through regular status meetings and leading the project implementation. An assigned Business Analyst will be responsible for the project details: gathering the specific requirements for the project(s), creating required tasks, and providing necessary training. A GL Solutions representative will travel onsite to assist your agency during the User Acceptance Testing (UAT) process. UAT is typically completed in a week, although our flexibility allows us to accommodate your agency's schedule if additional support is requested. The Training Overview (Attached Supporting Document) provides additional detail about onsite training and support activities. **Implementation Methodology**

			Goals of our Implementation methodology: • Each element of the Project is defined, documented and implemented per GL Solutions' best-practices • All outputs developed conform to the expected requirements • Communication between parties is timely, productive and consistent • Your agency's needs are addressed in an organized fashion • Scope and delivery stay on target, if adjustments are required they are clearly communicated **Successful Implementation** GL Solutions provides the necessary services and software to successfully implement a system with all of your described functionality. This section describes the typical scope of work and the major tasks and activities typically required for a successful implementation. (The tasks and activities within this section are not necessarily listed in the order in which they would be completed.) • Project Planning and Administration • Validation of Requirements • Gap/Fit Analysis • Implementation Design • System Configuration and Installation • Data Conversion • System Testing • User Acceptance Testing • Training • Documentation • Disaster Recovery • Transition to Production • Post Implementation Review • Ongoing Technical Support **Typical Implementation Steps** Project Initiation: The initiation of the project is intended to identify how the implementation of the software will proceed. This phase of the

			implementation ensures all parties are in agreement to the methodology and all other areas of the software implementation. 1. Business Process Design: a. Step 1 – Requirements Gathering (process narratives and workflow diagrams) b. Step 2 – Design (detailed specification) c. Step 3 – Design Review d. Step 4 - Design Approval e. Step 4 – Report, Query and Correspondence Design 2. Customized Functionality: Specification and development of GUIs, websites and third-party interfaces. 3. Development: Automated business rules, reports, queries, correspondence, interfaces and websites. 4. Gap Development (if gaps exist): Addresses gaps agreed to during status meetings. 5. Data Conversion: Conversion plan, detailed specification, coding, running, testing and iterating until all required data exists in the new system. 6. Testing: Unit testing affer each development milestone, end-to-end system testing upon overall development completion and User Acceptance Testing (UAT) prior to system go-live. 7. Final System Acceptance: Upon completion of the project, as determined by the scope of work, the Agency Partner obtains final project acceptance from your project management and/or executive staff. 8. Go-Live (Deployment): The Project is then released for use in a formal "system Go-Live." As part of the release, the agency and GL Solutions Project Managers will determine the steps to deploy the system into the designated environments. 9. Project Evaluation: At major milestones and upon final acceptance of the system, GL Solutions and the agency project management staff members assess the project, discussing successes and ways to improve future efforts. 10. Warranty/Stabilization: After Go-Live, an audit is executed to assess whether the project is meeting intended requirements and objectives

			as defined in the Goals and Scope Document. The audit is conducted during the customer warranty period. **<u>Supporting Activities</u>** The following activities will support the successful implementation of the project: • Appropriate allocation and organization of resources to meet timelines for project deliverables • Documented and followed Acceptance, Change Management and Risk Management processes • Continuous communication regarding responsibilities, progress, risks and changes • Creation of Process Guides to aide with training during design and after completion of the project • Clear definition of roles and responsibilities for all personnel assigned to the project • Robust software testing and acceptance procedures • A stable IT Production Environment Iterative processes for project solution development, testing, acceptance and deployment

SW.2.1	DESCRIPTION OF PLANNED AND UNPLANNED CHANGE DEPLOYMENT		GL Solutions handles software change management for the application's core code and for client-specific customizations made using the Configuration Utility differently. **CORE CODE UPDATES:** GL Solutions performs updates to systems hosted at our data center, without interrupting client workflow. Agency Partners (AP) inform clients when there is an upgrade applicable to their particular GL Suite system and agency needs. The AS will determine preferred timing and delivery method for upgrades and patches and coordinate distribution. Before being installed on client systems, updates are rigorously tested. Moreover, we roll out each update alongside the current version in a deploy program. (For example, version 6.02 and 6.01 would be installed side-by-side on a system.) In the event of any issues, this approach makes rollback to the earlier version easier and reduces the risks associated with making system changes. For clients that host their solution at their own data center, we provide a script to install each upgrade. Self-hosted clients will also roll out updates alongside existing versions to mitigate any potential risks. Self-hosted clients do not need GL Solutions' assistance to apply upgrades; however, we will be readily available if assistance is required. **CONFIGURATION UPDATES:** Updates made with the Configuration Utility rarely require any client downtime; however, if system downtime is required, we will schedule it after business hours to reduce the impact on system users. Before adding configuration updates to an agency's Production environment, GL Solutions' staff (or agency staff) executes and tests the update in the Test environment to ensure that the system and the configurations function properly. To ensure that system changes do not have unintentional consequences on other aspects of your system, GL Solutions Business Analysts (BAs) work closely with our clients, meticulously analyze all potential systems outcomes utilizing advanced self-documenting system specifications, and collaborate closely with other teams within our Operations department.

			Change implementation involves the following processes: 1. Consult with GL Solutions SMEs across teams – Agency Partners, senior Developers, and other BAs familiar with the relationship, the history, and the original work in question. 2. Meet with the client for an informal interview – explore related processes for insights into potential risks. 3. Depending on the nature of the change, use the evidence from steps 1 and 2 and search our internal business rule tables for related key words, screens, fields, and object identifiers. 4. After BAs implement changes in our robust test environment, we run informal "real world" tests to assess functionality, aesthetics, and usability. If the changes pass these informal tests, the BAs pass the work on to our QA team. 5. The BA and QA teams work closely together on Task testing, Unit testing, System testing, and UAT to predict, identify, and resolve any unintended effects that persist after steps 1-3. To track changes made to your system's tailored configuration, we use our unique Self-Documenting Specification (SDS) tool. The SDS provides low-level details about a screen's fields and functionality and includes visual representations of screens with approximate field layout. It provides a report of real-time configuration settings in plain English. We also use the SharePoint tracking system to track the complete version history of all major and minor changes to your system's configuration. Furthermore, GL Suite creates a solid audit trail that records all changes made to your system configuration, who made the changes, and when.

SW.3 COMPREHENSIVE SYSTEM DOCUMENTATION			
SW.3.1	DOCUMENTATION FOR ALL ADMINISTRATIVE AND USER INSTRUCTION AS WELL AS PRE-REQUISITES AND THIRD-PARTY COMPONENTS		GL Solutions will meet this requirement. We will provide an Administrator Guide to the GL Suite software system that outlines basic administrator functions and how to use them. In addition, every business process configured within the application will have a Process Guide designed for the process. GL Suite can help staff navigate through a complex business process with ease through the use of the Process Guide. This guide is tailored to each business process designed in GL Suite, and provides step by step instructions to complete a process from beginning to end. This eliminates any guesswork and helps maintain track of where your staff are in a process, so each requirement is met. GL Suite's Process Guide is designed along with the process, so each step is accurate. The step your staff is currently on stays highlighted, making it easy to keep track of where you are. Each step indicates whether it requires manual interaction, or if it will be automated. Underlined steps will automatically navigate your staff to the screen they need with a simple click of the mouse. Clicking Save on a screen to save any changes will automatically go to the next step in the Process Guide. Some actions, such as creating an application on a licensee record, can even automatically be performed by simply clicking on the step. GL Solutions will also provide a specification for all third-party interfaces created to support the software system. These specifications will provide details on third party data exchanges, including the format of data files and the mapping of data components.
SW.4 MIGRATION PLANNING AND IMPLEMENTATION			

SW.4.1	MIGRATION PLAN OF ALL EXISTING DEPARTMENT RECORDS, DOCUMENTS AND TEMPLATES THROUGH EXISTING SYSTEM SHUT DOWN		Well-executed data conversion is essential for project success. We have examined, optimized, and successfully utilized our data conversion strategies in implementations for over 20 years and can replace any legacy system and migrate any volume of legacy data. We strive to provide accuracy while minimizing the resources required of your team. To do so, we employ deep analysis, intelligent planning, strong collaboration, clear design, logical automation, careful manual manipulation, and meticulous testing.
			
			Conversion & Migration Events
			GL Solutions and your team will follow carefully mapped out steps to complete conversion and migration:
			
			1. Identify the scope of data conversion for each business area and the source databases GL Solutions will be converting
			2. Client provides legacy data (in native format) and any related documentation
			3. Plan approach to data conversion
			    a. Client produces legacy reports that list key data measures and scenarios to validate the conversion (e.g. hash totals, row counts, legacy reports)
			    b. Identify the quantity and nature of data to be converted and plan appropriately
			        i. Define and document data extraction standards and procedures
			        ii. Identify and understand the data to be converted
			        iii. Identify data source for the identified data
			        iv. Develop and document approach (approaches include automatic [scripted procedures], manual [user-entered data], or a combination of both)
			4. Load data into source SQL server database
			Valid value analysis
			5. Identify valid values and redundancies including reference tables and list values that were established in configuration
			6. Specification
			    a. GL Solutions develops workflow diagram database schema based on input from client Project Team that identifies all

tables and fields in the source system and the tables/fields that are and are not being converted

   b. Map data from existing system to proposed system (documented in the data conversion crosswalk Excel file)

7. Perform data conversion development
   a. Design error and logging framework for analysis and generation of exception reports
   b. Develop data migration programs to extract source data into the new database schema
   c. Develop and test migration scripts
   d. Generate exception reports
   e. Identify exception data to be fixed
8. Perform data conversion testing
   a. GL Solutions tests conversion results of migrated data
   b. Client Project Team performs data testing
9. Test phase
   a. Set up test environment
   b. Client Project Team provides source data
   c. Run extraction and loading routines in the test environment
   d. Run conversion procedures in test environment
   e. Set up User Acceptance Testing (UAT) environment
   f. Provide data to a staging area for UAT environment
   g. Run extraction and loading routines in the UAT environment
   h. Run conversion procedures in UAT environment
10. Post conversion
   a. Identify correction modes for nonstandard data (manual and/or automatic)
   b. Write and test programs to correct corrupted data automatically
11. Perform final migration
   a. Client Project Team provides a final set of source data
   b. GL Solutions and the client Team collaborate to provide a listing of data fields for which incremental numbering is specified (e.g. license numbers, invoice numbers, and file numbers) including starting values

			The following provides more information about the conversion and migration processes. **Source Data Preparation** The client Project Team provides legacy data in ODCB format if possible. If it is not possible, GL Solutions will work with your technical staff to determine an alternate format. Data should be cleansed to minimize data complications. This enables GL Solutions to provide simpler conversion code with fewer exceptions and errors. The client Team verifies the accuracy of source data prior to packaging. GL Solutions converts legacy data in accordance with the specification and mapping documents and the exception handling process described below. GL Solutions analyzes source data, including the quantity and nature of data to be converted and converts the data in the state in which it is received. GL Solutions will provide an exception report to assist client Team in resolving errors. **SECURE DATA TRANSFER:** To ensure data integrity and security, the client Project Team packages source data as an encrypted, compressed file and places the file on a Secure FTP site (SFTP). GL Solutions stores the data on a secure server inside GL Solutions' firewall. Once converted, data is migrated into the GL Solutions Test environment—access requires login credentials that provide adequate security permissions. GL Solutions only stores the data as long as is necessary to support development of your system. **Data Analysis & Data Conversion Planning** Together, the client team and GL Solutions identify the quantity and nature of data to be converted and plan appropriately. The teams work together to determine what conditions constitute an exception and/or manual processing. They decide whether to convert data automatically or manually on a case-by-case basis. The client produces legacy reports that list key data measures and scenarios that will be used to validate the conversion. **Data Importing and Staging**

			GL Solutions creates, documents, and executes programs to import all source data into SQL Server to be used for data conversion staging. GL Solutions then performs checks against the original data sources to ensure that all data has been imported. **Valid Value Analysis** After importing source data, GL Solutions performs valid value analysis, which includes identifying redundancies, valid and invalid values, data inconsistencies, and business validity checks. **Specification & Mapping** In order to clarify and formalize the approach to converting data and to provide direction to data conversion coding, GL Solutions creates a detailed data conversion specification (workflow diagram and crosswalk) for each stage including every data source. GL Solutions first generates a workflow diagram noting physical data structure of the source data along with: • Tables that will and will not be converted • Fields that will not be converted from tables being converted • General relationships between the source data tables GL Solutions works with client team to facilitate an informal review of the data schema at the beginning of each stage. GL Solutions then creates the data conversion crosswalk, mapping each source data table/element to a new client table/element, noting specific business rule logic and fields that will not be converted. GL Solutions works with you to identify and resolve issues with data conversion and gain approval of the data schema and crosswalk. **Exceptions & Manual Processes** GL Solutions will query the source data to locate normalization problems and provide information to assist the client team in efficient data cleanup. If necessary, we will define manual conversion routines to be executed by the client team. **Coding** Using the data schema and crosswalk, GL Solutions writes the data conversion code to match the specification to create client entities and their

			related records. Data conversion code will include the logging of exceptions, which will be compiled into an Exception Report. **Test Conversion Runs** Prior to final conversion, GL Solutions performs two test conversion runs: 1) an initial run and 2) a run using specification/code revisions stemming from the initial run. Tests will first be run in GL Solutions' test environment then in the User Acceptance Testing (UAT) environment. Test systems will be configured to sufficiently simulate the production environment and provide accurate predictors of the time required for the final data conversion run. **Final Data Conversion Run** The final data conversion process implements the data conversion approach defined in the data schema and data conversion specification. The final data conversion will be run in two environments: first in the GL Solutions' test environment then in the production environment. **Exception Handling** The data conversion code logs source records that do not convert into the exceptions table with explanations as to why the exception took place. After each data conversion run, GL Solutions and the client team review the Exception Report to determine the appropriate action for each exception, such as: • The mutual decision for the client team to cleanse the data prior to extraction • Manual post-data conversion clean up • An update to the Crosswalk Specification and code to automatically handle the exception • The decision by the client team to tolerate the exception and do nothing

SW.5 USER TESTING AND ACCEPTANCE PLAN REQUIRED

SW.5.1	TEST PLANS AND SCHEDULE OF NO LESS THAN THREE (3) WEEKS		User Acceptance Testing (UAT) is the process by which end users at your agency validate that your new software system meets business process requirements and satisfies all required functionality. UAT is conducted by end users who have a knowledge and understanding of your business requirements. Such users are uniquely placed to test the new system not only because they are familiar with the agency's business processes but also because they have a stake in the final product—they have to use the system on a daily basis. The main steps involved in UAT are: 1. Creating Test Cases 2. Training the staff who will test the software 3. Creating a testing environment 4. Perform Testing 5. Defect Management 6. Acceptance **Creating Test Cases** Your Project Team will write their own Test Cases for UAT. GL Solutions will provide the Team with UAT training materials and other reference documentation to assist your Team. Each Test Case must meet various guidelines and goals: • Test Cases clearly show the requirement or requirements that the test case addresses. • Test Cases provide clear test instructions. • Test Cases identify clear prerequisite test conditions. • Test Cases are written to be tester independent—any tester can read and execute the Test Case. • Test Cases clearly state the expected results. The expected results and the actual results will be documented so the two results can be easily compared.

- Test Cases identify any required external interfaces and tests all associated interfaces.

Training UAT Staff
GL Solutions will provide assistance for UAT on an as-needed basis and will provide dedicated remote assistance in the form of a single point of contact to UAT agency testing team as necessary for guidance, questions, and advice.

1. Testing Environment
UAT will be conducted in your agency's test environment, a simulation of the production environment. UAT can be done at individual staff workstations by accessing your agency's system URL.

2. Perform Testing
1.1. Procedures for Documenting and Reporting UAT Results
1. Documenting user results
    a. Users will use the Test Case forms (in Excel) for documenting testing results and issues encountered while executing test cases. The Test Case forms have a section to document the results of the executed test case, and note the expected result and the actual result if these differ. Appendix B.3.
    b. Business scenario defects (issues that are found that are not in alignment with the accepted specification documents - Phase 2, 3 & 4) should be noted on a copy of the UAT Issue Report. Appendix B.5.
    c. If defects outside of the Test Case or Business Scenarios are discovered, they should be reported using a copy of the UAT Issue Report. Appendix B.5.

2. Reporting test results to GL Solutions
    a. Users should send the completed Test Case forms to the DHSR BPAS Test Manager via email for review who will then forward all test results on to the GL Solutions QA Manager.

			b. The GL Solutions QA Department staff will archive all Test Case forms in the appropriate folder on the SharePoint document repository and update the status on the Test Case Tracking sheet. 3. Reporting defects to GL Solutions a. Users should send the documented issues (UAT Issue Reports) to the DHSR BPAS Test Manager via email who will then review and forward appropriate "defects" on to GL Solutions. b. GL Solutions QA Manager, in conjunction with the State, will determine if the reported issue is a training issue, defect or enhancement. i. If training issue, provide explanation and get approval from OMMISS to close the defect. ii. If Defect (legitimate issue), generate an Issue Task and route through Operations to have issue resolved. Add the issue to the Issue Tracking Log. iii. If enhancement, generate a SalesCon Enhancement Task, add notes to task and send to GL Solutions PC. iv. If issue is not part of the original business specifications, it may be appropriate to utilize the CDRL 5, Change Management Plan procedures to create a Change Request. c. GL Solutions QA Manager will add the issue to the Issue Tracking Log stored on NC Tracks SharePoint server, or send an explanation of the training issue to the DHSR BPAS Test Manager. d. The GL Solutions' QA Department staff will archive all Issue Reports in the appropriate folder on SPS. **3. Defect Management** As testing is performed, defects will be found. Issues will be handled using the procedures below. Once a defect is addressed and fixed by the GL Solutions' Operations Department, re-testing will be performed by the DHSR BPAS Project Team. This iterative process of test / fix / re-test will continue

			until all results are satisfactory to the Client for all specified business processes. GL Solutions will address all identified defects in accordance with the defined severity criteria. The DHSR BPAS Project Team will have the final say in the repair of reported defects prior to Go Live. 1.18. Test Analytics GL Solutions will provide analytics for test progress and defect tracking for the User Acceptance Test phase of the project. These reports will be provided for the update meetings and at a mutually agreed upon frequency for daily reporting. These reports contain all defects identified during the test cycle. See Appendix B.7 for samples of test analytics. Test Execution Statistics System test trending (Test Cases Executed, Progress against Planned, Open/Closed tests, Total Completed, Identified Defects Statistics, Testing Trends) Defect Reporting will describe the number, severity, progress and status of reported defects. Issues will be reported at a mutually agreed upon frequency. The following defect statistics will be provided during the UAT: 1. Open / Closed issues reporting 2. Number of issues by Component and Priority 3. Severity of defects found 4. Cumulative open / closed issues report **4. Acceptance** GL Solutions, the DHSR BPAS Project team, and SLI will collaborate in the form of a test results review at the end of User Acceptance Testing to assess the completeness of the testing. The Release Criteria determined by the State and included in their UAT Plan will be used to determine if testing was successful. GL Solutions will prepare a Test Results Report for review by North Carolina. The Test Results Report will summarize the scope of the testing, results

review process, and acceptance criteria. It will contain a Results Summary Report (Appendix B.8) showing metrics for the overall testing effort and a breakdown of defects. A Test Case Level Report will be included showing the resulting Pass/Fail status for each Test Case. Test evidence in the form of completed Test Case forms will be put on a CD in electronic format for further detailed review.

The DHSR BPAS Project Team will have the final say in the repair of reported defects prior to Go Live.
UAT acceptance is a pre-requisite to the final Go Live. Client acceptance criteria are detailed in the State's UAT Plan.

Roles & Responsibilities

Client Team

The best candidates at your agency for conducting UAT are:

- Staff directly impacted by the upcoming system and business process changes.
- Frequent users of the application and functions planned in Test Cases/scenarios.
- Individuals with a sound understanding of business processes in the areas they represent.
- Individuals with the necessary time to commit to this endeavor.
- Willing to experiment (to try various methods to see what works and what does not work).

UAT STAFF: Roles and responsibilities of agency staff will vary depending on the size and resources of your agency. However, at a minimum UAT will involve the following activities of agency staff.

- Identified UAT staff at your agency will direct the efforts of your Project Team to identify test activities (schedules, monitoring, procedures, departmental coordination for UAT, defect prioritization, progress reporting, test reviews, test document archive).

* Identified staff will also test your new system, document results, and report issues to agency team leaders.
* Your Project Manager will be responsible for making the decision to go-live based, in part on UAT results.

GL Solutions Team

PROJECT COORDINATOR: To assist in UAT testing and assure that UAT is successful, your GL Solutions Project Coordinator (PC) will direct agency and GL Solutions efforts toward successful system testing.

QA MANAGER: Quality Assurance is essential throughout the entire system development process, and requires the expertise and dedication from our whole QA team.

* Our QA Manager will direct the efforts of GL Solutions' UAT activities (schedules, monitoring, procedures, defect validation, defect prioritization, development testing of fixes, regression testing, defect closure, progress reporting, test reviews, test document archive).
* The QA Manager communicates with your agency's Project Team on issue outcomes

QA TEAM: GL Solutions' QA Team provides operational support to agency staff during UAT including defect validation, defect tracking and resolution, development testing of fixes, regression testing, and maintenance of test artifacts.

DEVELOPMENT DEPARTMENT: GL Solutions' Development Department provides operational support to your agency during UAT, including bug fixes and software releases.

SW.6.1	INITIAL TRAINING FOR UP TO FIVE INDIVIDUALS FOR TESTING		GL Solutions will provide initial training for up to five individuals for testing. GL Solutions is typically on-site for the first week of the UAT period. During this time, we will train key subject matter experts on the use of the GL Suite application, as well as training on how to submit defects identified during the testing period.
SW.7 TECHNICAL ASSISTANCE			

SW.7.1	TRAINING FOR UP TO FIVE INDIVIDUALS		GL Solutions' training objectives are to provide client staff with the knowledge and materials necessary to use and administer the system effectively, to train client trainers to support fellow-staff in learning the new system, and to increase end-user ability to perform essential business functions successfully. To achieve these aims, we "show", "tell", "practice", and repeat these steps until trainees gain mastery. This proven training strategy is executed by a seasoned trainer, who is well versed in the GL Suite software, the intricacies of your new system, and your needs. We design our training courses with the end users in mind. Classes are conducted using each agency's converted data—familiarity with the data being demonstrated will make learning more rapid and long lasting. Trainees will work with concrete examples, which allow them to practice, gain confidence, and receive feedback on processes they will use on a day-to-day basis. If there is time during training, we encourage users to bring in "real work" to input and practice with. Additionally, we encourage users to schedule time to do "real work" in the new system for two weeks after the training. To determine your specific training needs and the organization of courses, the GL Solutions trainer will work with your Project Team and conduct a Training Needs Analysis (either informally or via a questionnaire). Using this information and supporting project summary documentation, our trainer will create your training courses and course materials. Training courses cover, at least, the following topics: • System use and application functionality • System configuration (Configuration utility) • All features of the system tool set (reporting, etc.) • Report generation Onsite trainings include lectures, discussions, and hands-on system use. Organization of classes, attendees for each class, content, and scheduling are determined by your staff's roles and responsibilities with respect to the topics being covered. Training sessions typically take anywhere from 3-5 business days depending on the size of the group. GL Solutions will create and provide training materials that are tailored to

			reflect the configurations specific to your system and that correspond to all topics covered in your customized training. Training materials will be scaled according to the size and requirements of the agency. All documentation will be formatted in MS Word and available in hardcopy and electronic formats.

SW.7.2	INSTRUCTION MANUALS		GL Solutions will provide instruction manuals for use of the software system. In addition, we will provide a Process Guide for each business process configured in the software system. The Process Guide is an integrated tool designed to provide step by step instructions from the start to finish of a process.
SW.8 TECHNICAL ASSISTANCE FOR USER ACCEPTANCE REVIEW			

SW.1.8	TECHNICAL SUPPORT IN RESPONSE TO USER ACCEPTANCE EXPERIENCE BY 3/14/2020		GL Solutions meets this requirement. GL Solutions provides continuous maintenance and help desk support. Technical support can be reached by either email or phone calls. In the case that the dedicated Agency Partner is unavailable, depending on the issue, we route to other Agency Partners, managers, or directly to our development staff. GL Solutions' experienced technical support group includes over twenty staff members, ranging up to ten years of experience at GL Solutions as well as decades of experience within the IT and software industries. Our technical staff is well versed in all aspects of the GL Suite application. Communicating effectively in non-technical terms, they can suggest best-practices for any aspect of the analysis, design, and development to help enhance your agency's productivity. Our staff is knowledgeable in fundamental implementation methodologies and understands the underlying components of the GL Suite application so well that advising clients comes naturally. GL Solutions' technical support staff works hard to help provide your agency with a simple, easy software experience. Agency Partners are trained to be responsive and will contact you if clarification is needed, often on the same day the issue is received. They will ask the necessary questions in order to gather the details needed to clearly articulate what you need to get the issue resolved or request implemented. They are patient and willing to spend however long it takes to correctly understand the scope at the onset of a request, knowing that an unclear request at the beginning of a process will cost your agency time in the future. Your team at GL Solutions is organized, passionate and committed to providing personal service to your agency. GL Solutions has invested heavily in our technical support processes to ensure that client's issues are resolved quickly and successfully. We put a strong emphasis on the documentation of our continuous improvement efforts, allowing each individual employee access to a wealth of proven, established processes and best-practices.

SW.9 PROJECT HANDOFF			
SW.1.9	PROJECT HANDOFF BY 6/26/2020		GL Solutions commits to completing the implementation of the software system by 6/26/2020. See our response to Section 3.d for our proposed project work plan.
SW.10 CONTINUING SUPPORT AND UPDATES			
SW.10.1	SUPPORT HOURS BETWEEN 7AM AND 6PM CT MONDAY-FRIDAY		GL Solutions will provide support between the hours of 8 a.m. and 8 p.m. CT Monday through Friday for non-critical issues. For critical issues, GL Solutions will provide 24 hour support. In addition, less urgent technical support requests can be made at any time using GL Solutions' Issue Reporting Portal, which is also available 24 hours a day, 7 days a week. This is included in GL Solutions' standard (basic) support.
SW.10.2	RELEASE DEPLOYMENT INSTRUCTIONS		GL Solutions will provide release deployment instructions during the UAT period. Deployment instructions will be included in the management plan provide to the agency during the project initiation. To see a sample of our management plan, see Supporting Document 6.
SW.11 PROJECT PLANNING			
SW.1.11	PROJECT PLANNING AND MANAGEMENT		GL Solutions will provide project planning and scheduling for all phases and tasks required to support the project. GL Solutions has over 20 years of experience in the planning and scheduling of software implementations that we utilize to provide an accurate and complete project schedule. This schedule depends heavily upon agency cooperation and involvement in the timely review and approval of specifications and tasks to ensure the project stays on track. For this reason, GL Solutions recommends allocating appropriate time and staff to the project to ensure it stays on schedule. We have provided our standard Project Management Methodology in response to section 2.i of the response.

DP.1 Standard Processing			
	Future enhancements	Optional	
DP.1.a	Channels		
	Future enhancements	Optional	
DP.1.b	Management		
	Future enhancements	Optional	
DP.2 Exceptions Processing			
	Future enhancements	Optional	
DP.2.a	Adjustments		
	Future enhancements	Optional	
DP.2.b	Automatic Flagging		
	Future enhancements	Optional	
DP.2.c	Pass Through Functionality		
	Future enhancements	Optional	
Other			
	Future enhancements	Optional	
DP.2.e	Management		
	Future enhancements	Optional	
Case Enforcement Management (CM)			
CM.1 General			
	Future enhancements	Optional	
CM.2 Search			
CM.2.a	General		

	Future enhancements	Optional	
CM.2.b	Administration and Search		
	Future enhancements	Optional	
Contact Accounting (CA)			
CA.1 General			
	Future enhancements	Optional	
CA.2 Payments			
	Future enhancements	Optional	
CA.3 Payment Management/Credit Management			
CA.3.a	General		
	Future enhancements	Optional	
CA.3.b	History, View and Reporting		
	Future enhancements	Optional	
CA.3.c	Payment - Other		
	Future enhancements	Optional	
CA.4 Billing, Notices and Mail			
	Future enhancements	Optional	
CA.5 Institution Assessments			
	Future enhancements	Optional	
CA.6 Offsets			
CA.6.a	Refunds		
	Future enhancements	Optional	
CA.6.b	Provide Payment Processing for Bonds		

	Future enhancements	Optional	
Department Accounting (RA)			
RA.1 General			
	Future enhancements	Optional	
RA.2 External Inputs			
	Future enhancements	Optional	
Technical (TR)			
TR.1 Reporting Database			
	Future enhancements	Optional	
TR.2 RDBMS			
	Future enhancements	Optional	
TR.3 Scalability, Performance and Availability			
TR.3.a	General		
	Future enhancements	Optional	
TR.3.b	Compatibility with Department's Current Technical Environment		
	Future enhancements	Optional	
TR.3.c	Technical Environments		
	Future enhancements	Optional	
TR.3.d	Maintenance, Configurability and Upgradeability		
	Future enhancements	Optional	
TR.3.e	Configurability		
	Future enhancements	Optional	
TR.4 Document and template management			
TR.4.a	Forms Definition		

TR.4.a10	The facility should provide for a copy and paste function, so form administrators do not have to start from scratch in defining the form for a new year.	Optional	
TR.4.a11	Future enhancements	Optional	
TR.5 Operations and Operational Flexibility			
	Future enhancements	Optional	
TR.5.b	Batch Processing		
	Future enhancements	Optional	
TR.5.c	Job Scheduler		
	Future enhancements	Optional	
TR.5.d	Maintenance, Configurability and Upgradeability		
	Future enhancements	Optional	
TR.6 Security			
	Future enhancements	Optional	
TR.7 USER INTERFACE			
TR.7.a	General		
	Future enhancements	Optional	
TR.7.c	Interfaces		
TR.7.c10	Capture digital signature information from a e-signature provider, preferably DocuSign.	Optional	GL Solutions currently has no future plans for enhancements related to e-signature capabilities.
	Future enhancements	Optional	
Common Services Requirements (CO)			
CO.1 Correspondence			
CO.1.a	General		

	Future enhancements	Optional	
CO.1.b	Paper Stock, Formats and Printing		
CO.1.b14	The system should be able to insert bar codes or QR codes on correspondence.	Optional	GL Suite meets this requirement. The core of the software system provides the ability to insert bar or QR codes on a correspondence. As bar codes and QR codes are simply a font style, we can easily implement this into any correspondence or report as needed. These bar codes and QR codes can then be used by a third party scanner to quickly identify and open records.
CO.1.b15	The system should be able to read bar codes on submitted mail and automatically update status of the correspondence and update address status to 'bad address".	Optional	
CO.1.b17	The system should be able to support overnight delivery of certified and registered mail.	Optional	
CO.1.b18	The system should be able to support certified delivery of mail.	Optional	
CO.1.b19	The system should be able to support registered delivery of mail.	Optional	
CO.1.b20	The system should be able to automatically associate various documents that are to be mailed together based on profile addresses (excluding assessments).	Optional	
CO.1.b21	The system should be able to assemble ad hoc correspondence from a library of standard paragraphs that are maintained in the system.	Optional	
	Future enhancements	Optional	
CO.1.c	Contact Management		

CO.1.c1	The system should be able to track emails to contacts and associate the emails with the contact or license's account.	Optional	GL Solutions meats this requirement. Our standard practices are to associate all communications such as emails to the entity the email is sent to.
CO.1.c2	The system should be able to track correspondence to contacts or licensees and associate the correspondence with the account record.	Optional	GL Solutions meets this requirement. Our standard practices are to retain a history of all correspondences sent on the entity record it was sent to. Correspondences associated with a license or application will be automatically associated with that license or application.
	Future enhancements	Optional	
CO.2 Reporting			
CO.2a	General		
	Future enhancements	Optional	
CO.2.b	Reporting Database and Ad Hoc Reporting		
	Future enhancements	Optional	
CO.3 General Workflow			
CO.3.a	General		
	Future enhancements	Optional	
CO.3.b	Workflow Balancing/Work Management Capabilities/Woklists		
CO.3.b8	The system should be able to show items in suspense and items in work lists as part of an online consolidated view of the contact.	Optional	GL Solutions will meet this requirement. We will specify and configure the GL Suite and the self-service web portal to show items in suspense and items in work lists as part of the online consolidated view of the contact. Within the application, we can configure the sub-form to display all items in suspense and items currently in progress. On the self-service web portal, we can configure the dashboard view to display items in suspense as well as items in work lists.
	Future enhancements	Optional	

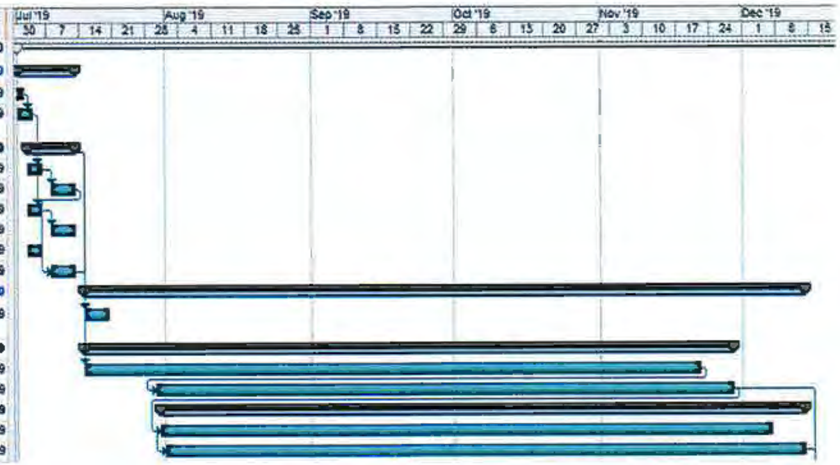
CO.4 Common Service Other			
	Future enhancements	Optional	
Web Self-Services (OS)			
OS.1 Web Self-Service			
OS.1.14	The system's self service Internet portal may have the ability for applicants to submit payments.	Optional	GL Solutions will meet this requirement. We will specify and configure the self-service web portal to allow applicants to submit payments through the State's chosen payment processor. We will configure a payment interface to pass payment data to the payment processor and receive payment codes to verify whether payments are accepted or rejected.
	Future enhancements	Optional	

gl solutions

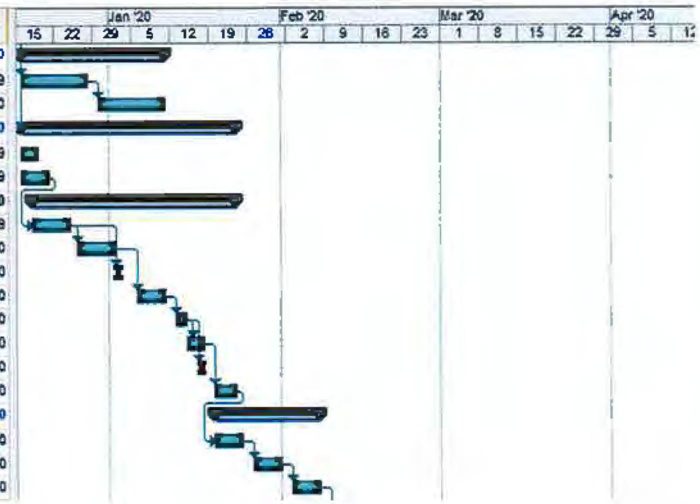
d. Detailed Project Work Plan

GL Solutions has provided on the following pages the proposed Project Work Plan for the Financial Licensing and Enforcement Software Solution. The Project Plan was created to adhere to the requested schedule utilizing the key dates as stated within the RFP.

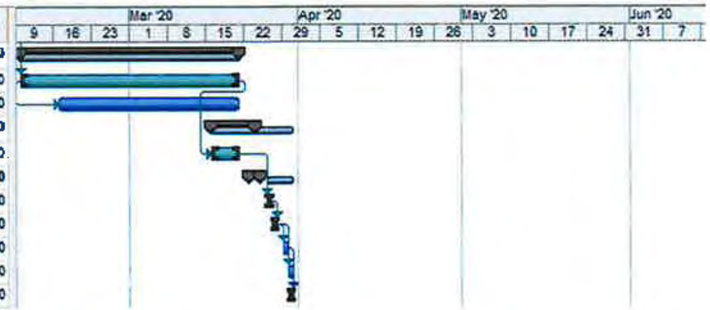
WBS	Task Name	Duration	Start	Finish
0	**– Nebraska Department of Administrative Services**	**198 days**	**Mon 7/1/19**	**Mon 3/30/20**
1	**– Project Initiation**	**10 days**	**Mon 7/1/19**	**Fri 7/12/19**
1.1	Project Manager - Initial Contact	1 day	Mon 7/1/19	Mon 7/1/19
1.2	Nebraska Depratment of Administrative Services / GL Solutions Kickoff Meeting	3 days	Mon 7/1/19	Wed 7/3/19
1.3	**– Project Details**	**8 days**	**Wed 7/3/19**	**Fri 7/12/19**
1.3.1	Goals and Scope Document	3 days	Wed 7/3/19	Fri 7/5/19
1.3.2	Acceptance of Goals and Scope Document	5 days	Mon 7/8/19	Fri 7/12/19
1.3.3	Management Plan	3 days	Wed 7/3/19	Fri 7/5/19
1.3.4	Acceptance of Management Plan	5 days	Mon 7/8/19	Fri 7/12/19
1.3.5	GL Solutions Request Legacy Data	3 days	Wed 7/3/19	Fri 7/5/19
1.3.6	Onsite Requirements Gathering	5 days	Mon 7/8/19	Fri 7/12/19
2	**– Design and Development**	**110 days**	**Mon 7/15/19**	**Fri 12/13/19**
2.1	Familiarize Nebraska Department of Administrative Services with the GL Solutions Design Process and Related Tools	5 days	Mon 7/15/19	Fri 7/19/19
2.2	**– System Design and Configuration**	**99 days**	**Mon 7/15/19**	**Thu 11/28/19**
2.2.1	Detailed Specifications	94 days	Mon 7/15/19	Thu 11/21/19
2.2.2	Acceptance of Specifications	88 days	Tue 7/30/19	Thu 11/28/19
2.3	**– Automation and Rule Development by GL Solutions**	**98 days**	**Wed 7/31/19**	**Fri 12/13/19**
2.3.1	Development	93 days	Wed 7/31/19	Fri 12/6/19
2.3.2	Unit Testing	97 days	Thu 8/1/19	Fri 12/13/19



WBS	Task Name	Duration	Start	Finish
3	**– GL Solutions System Testing**	**20 days**	**Mon 12/16/19**	**Fri 1/10/20**
3.1	GLS System Testing - Round 1 and Resulting Changes	10 days	Mon 12/16/19	Fri 12/27/19
3.2	GLS System Testing - Round 2 and Resulting Changes	10 days	Mon 12/30/19	Fri 1/10/20
4	**– Data Conversion**	**29 days**	**Mon 12/16/19**	**Thu 1/23/20**
4.1	Request New Data Set	3 days	Mon 12/16/19	Wed 12/18/19
4.2	Conversion - Specification (Crosswalk)	5 days	Mon 12/16/19	Fri 12/20/19
4.3	**– Conversion Development and Testing**	**27 days**	**Wed 12/18/19**	**Thu 1/23/20**
4.3.1	Conversion - Code and Run Round 1 (Legacy Data)	5 days	Wed 12/18/19	Tue 12/24/19
4.3.2	Conversion - Testing and Error Correction	5 days	Thu 12/26/19	Wed 1/1/20
4.3.3	Quality Reports	1 day	Thu 1/2/20	Thu 1/2/20
4.3.4	Conversion Screen Review with Client	5 days	Mon 1/6/20	Fri 1/10/20
4.3.5	Conversion - Code and Run Round 2 (Legacy Data)	2 days	Mon 1/13/20	Tue 1/14/20
4.3.6	Conversion - Testing and Error Correction	3 days	Wed 1/15/20	Fri 1/17/20
4.3.7	Quality Reports	1 day	Fri 1/17/20	Fri 1/17/20
4.3.8	Conversion Screen Review with Client	4 days	Mon 1/20/20	Thu 1/23/20
5	**– Training**	**15 days**	**Mon 1/20/20**	**Fri 2/7/20**
5.1	Training Plan Finalization	5 days	Mon 1/20/20	Fri 1/24/20
5.2	Training Preparation	5 days	Mon 1/27/20	Fri 1/31/20
5.3	Training	5 days	Mon 2/3/20	Fri 2/7/20



WBS	Task Name	Duration	Start	Finish
6	**User Acceptance Testing (UAT)**	**30 days**	**Mon 2/10/20**	**Fri 3/20/20**
6.1	UAT	30 days	Mon 2/10/20	Fri 3/20/20
6.2	Defect Management	25 days	Mon 2/17/20	Fri 3/20/20
7	**Go Live**	**6 days**	**Mon 3/16/20**	**Mon 3/23/20**
7.1	Go Live Implementation Plan	5 days	Mon 3/16/20	Fri 3/20/20
7.2	**Conversion - Final**	**2 days**	**Mon 3/23/20**	**Tue 3/24/20**
7.2.1	Data Extract and Delivery	1 day	Thu 3/26/20	Thu 3/26/20
7.2.2	Final Code and Run	1 day	Fri 3/27/20	Fri 3/27/20
7.2.3	Testing and Error Correction	1 day	Sun 3/29/20	Sun 3/29/20
7.2.4	Quality Reports	1 day	Mon 3/30/20	Mon 3/30/20
7.3	GL Suite Go Live	1 day	Mon 3/30/20	Mon 3/30/20



e. Deliverables and Due Dates

GL Solutions has provided below our estimated deliverables and due dates in accordance with the project plan.

Deliverable	Due Date	Criteria
License Fees	Contract Execution	Contract Execution
Project Initiation	7/12/2019	Considered delivered upon acceptance of the Management Plan, Goal and Scope document, and Schedule and Gap Analysis
System Design of Business Functionality	11/28/2019	Considered delivered upon acceptance of specifications
System Configuration of Business Functionality	12/13/2019	Considered delivered upon deployment of configuration to System Testing environment.
System Testing	1/10/2020	Considered delivered upon the successful testing of business process functionality and deployment to the UAT environment.
Data Conversion	1/23/2020	Considered delivered upon the completion of two runs of conversion (including two rounds of facilitated screen reviews of converted data).
User Acceptance Testing	3/20/2020	Considered delivered upon the UAT exit criteria being met.
Go-Live	3/23/2020	Considered delivered upon the production use of GL Suite.

Introduction to Supporting Documents

In order to sufficiently detail the capabilities of the products and services offered by GL Solutions, and where details serve to answer multiple questions or requirements, rather than duplicate our in-line responses, we have included additional supporting documents in the form of attachments. These have been referenced throughout our responses to the NADAS's various stated Requirements above.

Supporting Document 1 – Reporting and Output Samples

This supporting document is dedicated to reporting and report examples. GL Suite will meet the all the DAS's reporting needs.

A solid database is needed for storing all the data the DAS requires, however, one of the most important aspects of a database system is the ability to retrieve the data when it is needed, and in the format required. GL Suite enables agency staff with appropriate permissions to run all needed reports, both ad-hoc and predefined, to report on any data stored in the system.

GL Suite contains multiple reporting capabilities:

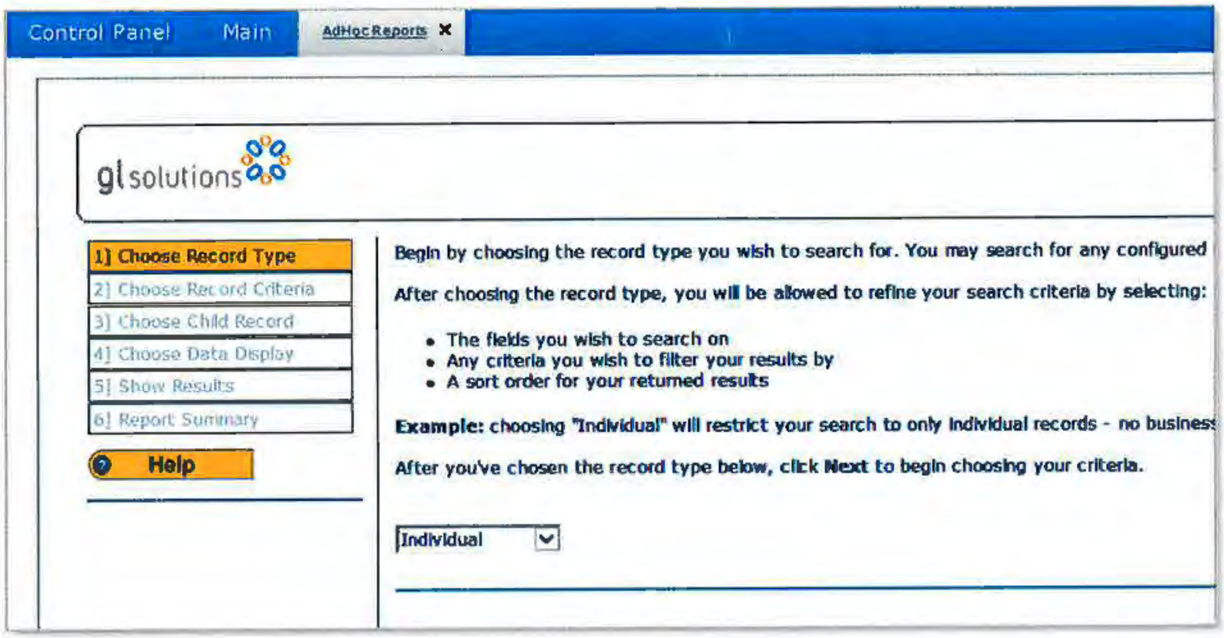
- Export to Excel: Specified queries with data to be sorted, reviewed, and calculated
- Export to PDF: Specified reports where data is formatted for clean review, summary, and printing
- Export to Word: Specified correspondence where staff can make additions before sharing
- GLS Report: Ad-hoc reporting tool for querying data as needed, returning data linked to records

GL Suite does not contain built-in reports for all clients, as each client system is different, matched to client business processes, and the parts are not modular. However, most software implementations would typically require at least the following management reports, named according to organization's process and requirements:

- Financial Summary Report: Transaction totals within a period or batch, by accounting code
- Financial Detail Query: Transaction details, showing every transaction within a period or batch
- Status Summary Report: Summary data showing the current totals of each status by license type
- Status Detail Query: Data export showing the current status of every licensee
- Enforcement Actions: Detailed list of the enforcement actions within a time period
- Inspection Activity: Summary counting all inspection data by inspector and county within a time period

Accuracy:

GL Suite provides accurate, real-time reporting. GL Suite is a relational database, optimal for keeping data appropriately linked and synchronized. GL Suite maintains any given piece of information in only one location and only requires additions and updates to be inputted once. Information is always up-to-date and consistent—there is no chance of conflicting instances of the same data fields making reporting incorrect and of little worth. With GL Suite, you can trust your reports to be accurate, reliable, and reflective of the most current system information.



Ad-hoc Reports (GLS Report)

GL Suite's ad-hoc reporting tool, GLS Report, allows users to create on-the-fly reports in a user-friendly interface. Authorized users can generate reports based on any field or combination of fields they desire. Users can choose precisely the type of data they want to see, and sort and manipulate the returned results. GLS Report respects the system's role-based security so users only see data appropriate to their roles. Users can export the click-through results of these reports to a variety of formats to share the information with others. "Click-through" means the results are linked, so if a user is logged into GL Suite, they can click the results, and go not only to the entity's record, but the exact piece of data in the query. If the data is for individuals' continuing education records stored last year, a user can click on the link and go right to the appropriate data to gather additional details. If an ad-hoc report proves useful it can be saved to be re-run later, then applying the same criteria to gather the most current information.

GLS Report requires no updating or maintenance. Any changes made to the system through the Control Panel are instantly reflected in GLS Report; therefore, ad-hoc reports dynamically display the latest configuration and data in real time.

Predefined Reports & Queries

During implementation, GL Solutions reviews your reporting needs and matches those needs with our experience and expertise to specify and develop reports tailored for you. Agency staff with sufficient knowledge can also design and create custom reports or correspondence from any data maintained in the system using Crystal Reports and/or Microsoft SQL Reporting Services.

Predefined reports and queries dynamically display the latest applicable data.

Predefined Reports:

Reports are useful when generating pre-formatted documents. Our reports are designed to output to Adobe PDF and can be completely self-contained or output to preprinted stock (e.g. Wall Certificate, Wallet Card). The PDF format gives users the option to send/email the document or save it to its related record for later review or re-printing.

Queries:

Queries are most useful when a flexible output is required for further analysis. Queries can be exported to Excel and modified as desired. Less complex queries such as counts, small data queries, or single record retrieval can be generated to a screen within GL Suite.

Parameterized Queries and Reports:

Queries and reports can be designed to offer input parameters (e.g. date range, specific license type, status of application) that allow users to refine or limit the data retrieved. Parameterized queries and reports (PQs) automatically prompt users to set limits. For example, a PQ prompt might be, "Pending Licenses as of..." When selected, GL Suite prompts the user for a date range. Prompts will match the data type, so for instance, date fields have a calendar date-picker, true/false statements have checkboxes, and license types have drop-down list-values to choose from. These parameters allow a single defined query or report to meet multiple objectives.

Letterhead Templates

Letterhead templates for your agencies correspondences and reports, simplifying the design of outputs. When designing and developing an output, GL Solutions will create a template for each required letterhead to be used in the required output. Providing a standalone template for each letterhead ensures consistently between output designs, despite how different the output might otherwise be. In addition, having a template for a letterhead allows for ease of updates when changes need to be made to any aspect of the letterhead, such as names, titles, phone numbers, etc.

Secure Access:

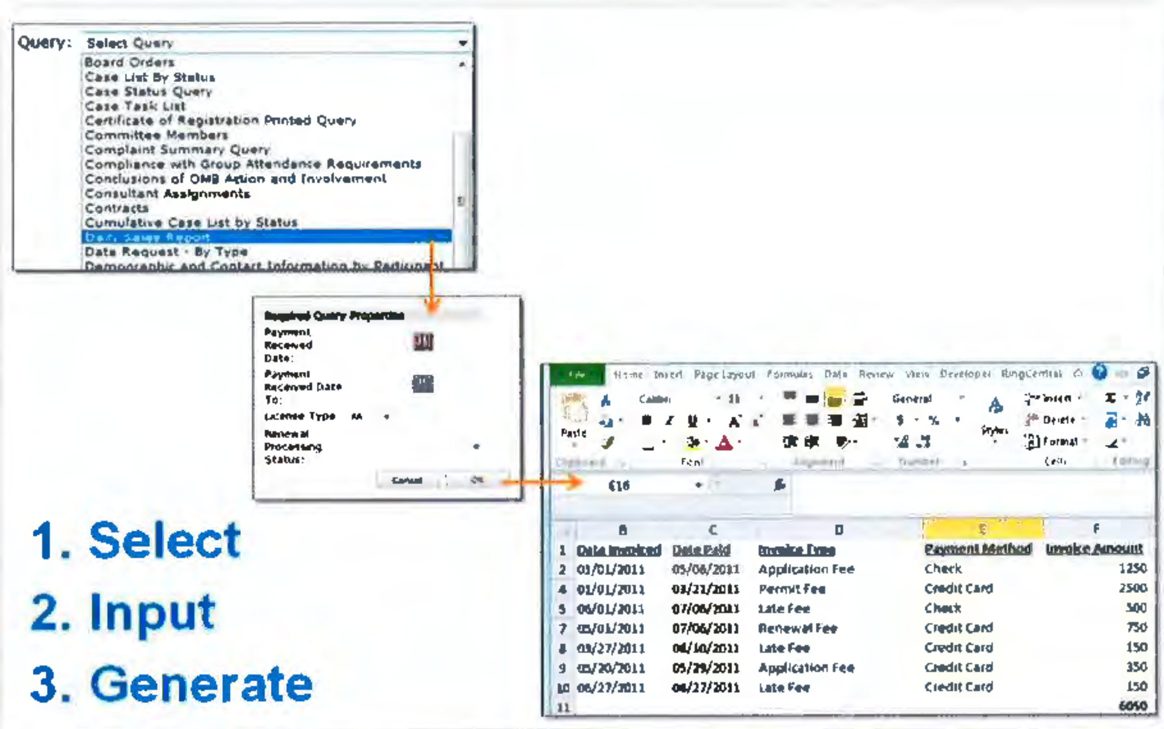
Using GL Suite's role-based security options, agency system administrators can restrict rights to reports and queries, controlling who can view, read, and/or edit each report.

Power BI

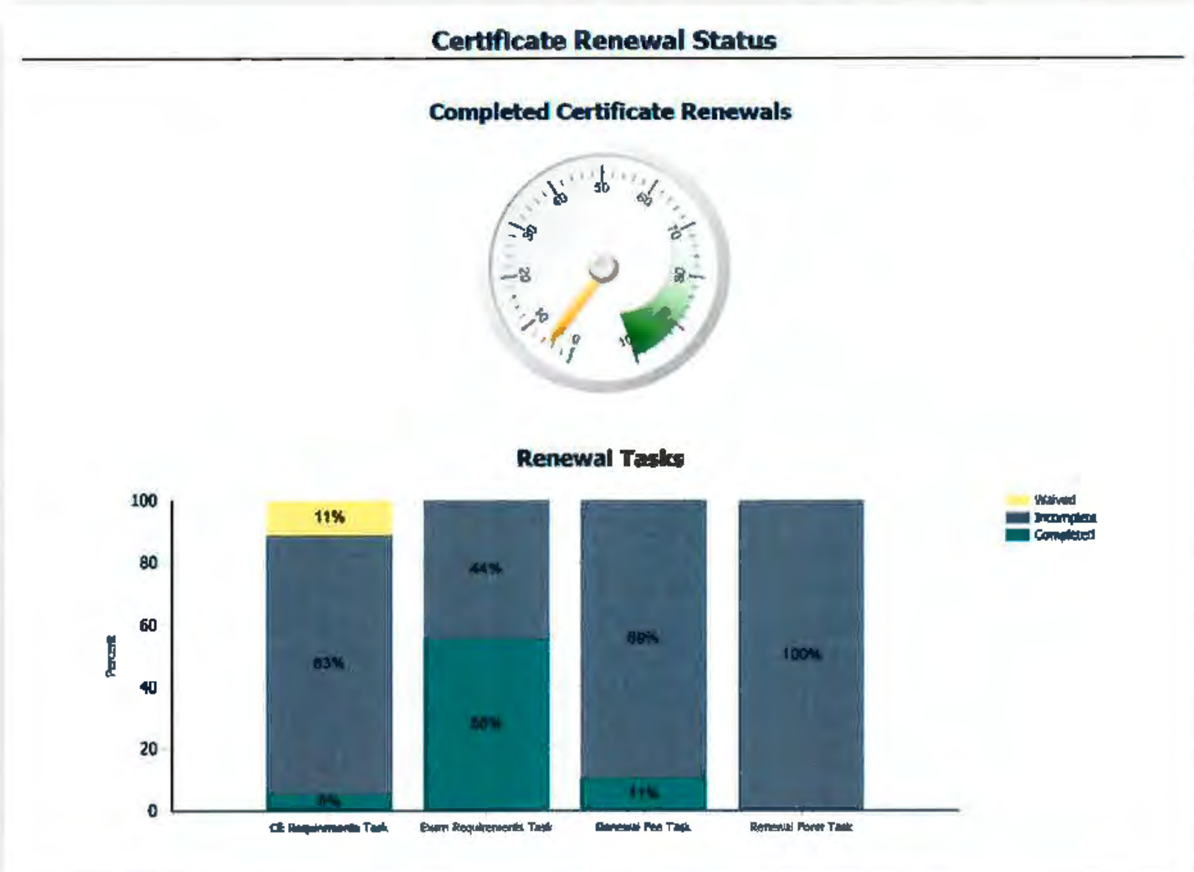
GL Solutions has integrated Microsoft Power BI reporting and analytics services into GL Suite. This powerful and robust analytics tool provides rich visualizations of your data, presenting the results in a variety of formats. Integrated directly into GL Suite, your data can be presented in graphs, bars, and more. Reports allow you to dynamically alter the results with selections for data points, allowing you to alter the results without having to re-run the report.

GL Suite will give users the tools to retrieve the data they need, and the confidence of knowing the information retrieved is accurate.

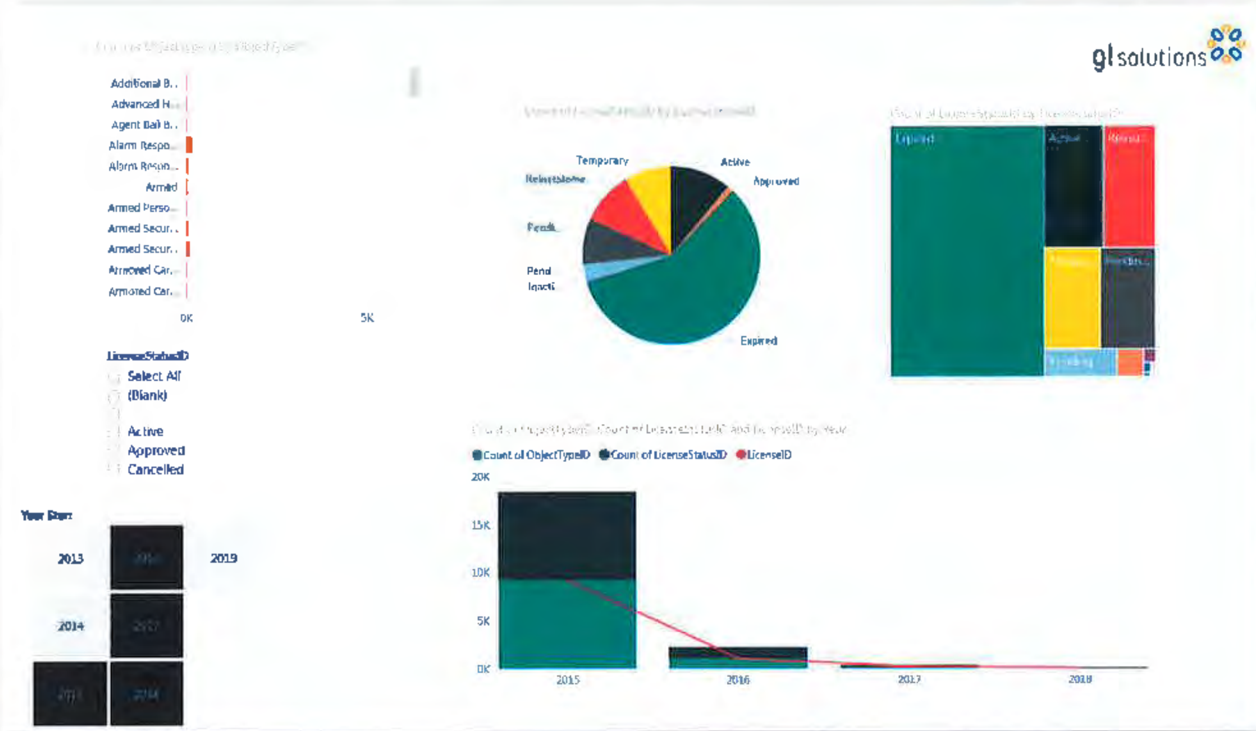
Report and Query Samples



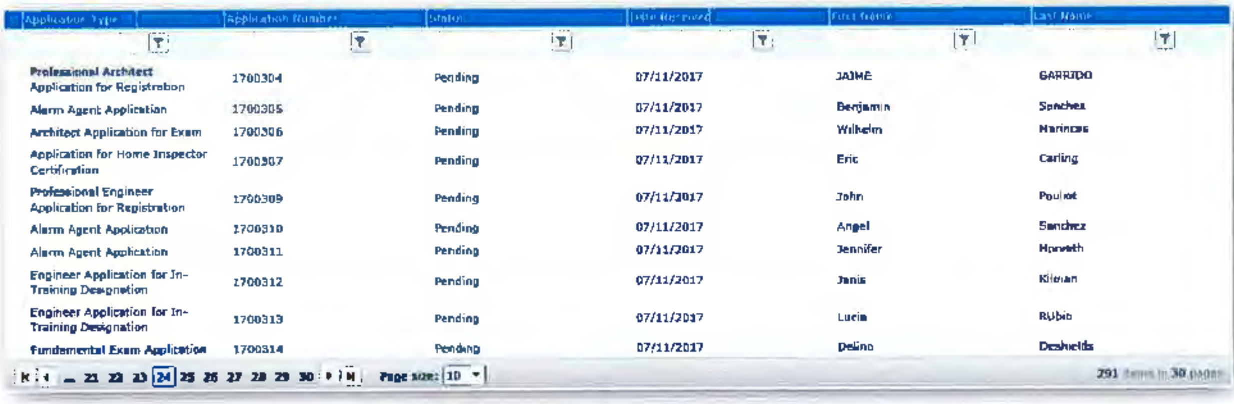
Parameterized Reports & Queries



Graph Report



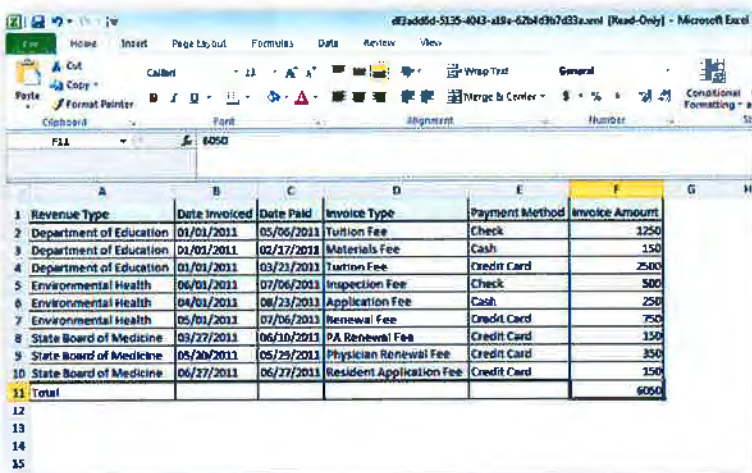
Power BI Report



Application Type	Application Number	Status	Date Received	First Name	Last Name
Professional Architect Application for Registration	1700304	Pending	07/11/2017	JAIME	GARRIDO
Alarm Agent Application	1700305	Pending	07/11/2017	Benjamin	Sanchez
Architect Application for Exam	1700306	Pending	07/11/2017	Wilhelm	Marincas
Application for Home Inspector Certification	1700307	Pending	07/11/2017	Eric	Carling
Professional Engineer Application for Registration	1700309	Pending	07/11/2017	John	Pouliot
Alarm Agent Application	1700310	Pending	07/11/2017	Angel	Sanchez
Alarm Agent Application	1700311	Pending	07/11/2017	Jennifer	Horvath
Engineer Application for In-Training Designation	1700312	Pending	07/11/2017	Janis	Kiernan
Engineer Application for In-Training Designation	1700313	Pending	07/11/2017	Lucia	Rubio
Fundamental Exam Application	1700314	Pending	07/11/2017	Delino	Deshields

... 21 22 23 24 25 26 27 28 29 30 ... Page size: 10 — 291 items in 30 pages

Sample Query, Application Status



Revenue Type	Date Invoiced	Date Paid	Invoice Type	Payment Method	Invoice Amount
Department of Education	01/01/2011	05/06/2011	Tuition Fee	Check	1250
Department of Education	01/01/2011	02/17/2011	Materials Fee	Cash	150
Department of Education	01/01/2011	03/21/2011	Tuition Fee	Credit Card	2500
Environmental Health	06/01/2011	07/06/2011	Inspection Fee	Check	500
Environmental Health	04/01/2011	08/23/2011	Application Fee	Cash	250
Environmental Health	05/01/2011	07/06/2011	Renewal Fee	Credit Card	750
State Board of Medicine	03/27/2011	06/10/2011	PA Renewal Fee	Credit Card	150
State Board of Medicine	05/20/2011	05/29/2011	Physician Renewal Fee	Credit Card	350
State Board of Medicine	06/27/2011	06/27/2011	Resident Application Fee	Credit Card	150
Total					6050

Sample Query, Exported, Revenue Report

Case Status Report

Report Date: 3/1/2012

Investigator	Licensee	Complaint Number	Case Open Date	Overdue Tasks	Current Status	Date of Status	Days in Status	Attorney Name	Consultant	License Status
Administrator				No		12/22/2011	70 days	None	None	
Administrator		#1	08/19/2011	Yes	Complaint Received	08/19/2011	195 days	None	None	
Administrator			08/22/2011	Yes	Under Review	08/22/2011	192 days	None	None	
Administrator			12/21/2011	Yes		12/21/2011	71 days	None	None	
Administrator	Stewart, Jeff, AC	#1	01/11/2012	Yes	Refer to investigation	01/11/2012	50 days	None	None	
Assistant				No		08/22/2011	192 days	None	None	
Assistant	Davisson, Marcene,	#1	08/22/2011	Yes	Refer to hearing	08/22/2011	192 days	None	None	Active
Assistant			08/22/2011	Yes	Complaint Received	08/22/2011	192 days	None	None	
Assistant			08/22/2011	Yes	Complaint Received	08/22/2011	192 days	None	None	
Assistant			08/22/2011	Yes	Complaint Received	08/22/2011	192 days	None	None	
Assistant	Smith, Bob,	#1	08/22/2011	Yes	Ready for IC	08/22/2011	192 days	None	None	
Assistant	Bridges, Stepford,	#1	08/25/2011	Yes	Refer to hearing	08/25/2011	189 days	None	None	
Assistant	Jordan, Michael, AC	#1	09/22/2011	Yes	Open - In investigatio	09/22/2011	161 days	None	None	
Bennett	Bennett, Brian, AC	#2	05/05/2008	Yes	Refer to hearing	01/24/2012	37 days	None	None	
Bennett			02/08/2012	Yes	Refer to investigation	02/08/2012	22 days	None	None	
Complaints			08/26/2011	Yes	Active investigation	08/26/2011	186 days	None	None	
Cook				No		08/26/2011	188 days	None	None	
Cook	Smith, Heather,	#1	11/10/2011	Yes		11/10/2011	112 days	None	None	Pending Renewal
Cook	Trip, Ed, DO	#1	11/11/2011	Yes	Refer to investigation	11/11/2011	111 days	None	None	
Director		#1	09/22/2011	Yes	Refer to hearing	09/28/2011	155 days	None	None	
Director	Tester, Test, AC	#1	08/22/2011	Yes	Complaint Received	08/22/2011	192 days	None	None	
Director	Davisson, Marcene,	#3	08/26/2011	Yes	Refer to hearing	08/26/2011	186 days	None	None	Active
Director		#2	08/30/2011	Yes	Refer to hearing	08/30/2011	184 days	None	None	
Director			09/26/2011	Yes	Complaint Received	09/26/2011	157 days	None	None	
Director	Hooper, Janet,	#1	09/26/2011	Yes	Refer to hearing	09/28/2011	155 days	None	None	Active
Director	Thompson, Jim, AC	#1	09/29/2011	Yes	Scheduling hearing	09/29/2011	154 days	None	None	Active
Director	Thach, Glenn, AC	#1	09/29/2011	Yes	Scheduling hearing	09/29/2011	154 days	None	None	Active
Investigation			02/01/2012	Yes	Open - In investigatio	02/01/2012	29 days	None	None	
Officer				No		08/22/2011	192 days	None	None	

Sample Report, Case Status

FIRM REGISTRATION

FIRM NAME
_TEST SRB NEW

FIRM REGISTRATION NO.:
00006

FIRM ADDRESS
111 SE Cleveland

Bend, OR 97702

EXPIRES: 11/30/2017

EXECUTIVE DIRECTOR

Sample Report, Wall Certificate

Some data outputs are best for on-screen analysis in Microsoft Excel, and others are optimized for printing. In GL Suite, the outputs specifically for printing are best implemented as Reports, outputting as PDF files, formatted to look good on screen and on your printer. The process even for printing large batches, such as a weekly batch of license certificates, is simple.

When licenses are activated, a rule fires to automatically flag the records for printing. Then a user follows the standard three-step process:

1. *Run the report*...Whenever a staff member is ready to print a batch of licenses, he/she runs the batch license report from the menu on the home screen. When the batch license report is run, it finds all the licenses with a flag for printing which has not yet been marked as printed, and includes their licenses in the report, generating a multi-page PDF file.
2. *Print the report*...The staff member prints the file.
3. *Mark as printed*...The staff member runs a command from the menu on the home screen to mark all flags as printed so they won't again be included in the batch.

If a licensee needs another copy of their license printed later (if your business process allows staff to issue a copy without a fee), the flag can be unmarked to include it in the batch again, or it license can be printed one-off from the license itself.

License reports are typically formatted for window-envelopes, to be quickly folded, stuffed, stamped, and mailed.

Supporting Document 2 – Self-Service Website

GL Solutions can design and implement the public-facing web functionality for the DAS. GL Solutions has many years of experience designing public-facing websites—we have developed sites for most of our clients. We will build your website to meet your particular needs.

GL Solutions will create a public-facing website that provides all of the self-service functionality your agency requires. At the same time, it will be designed with checks and balances to ensure that members do not submit duplicate applications, that information inputted is correct and consistent, etc. We will design your website with Style Sheets for the look and feel, validations, and self-service tools your agency requires.

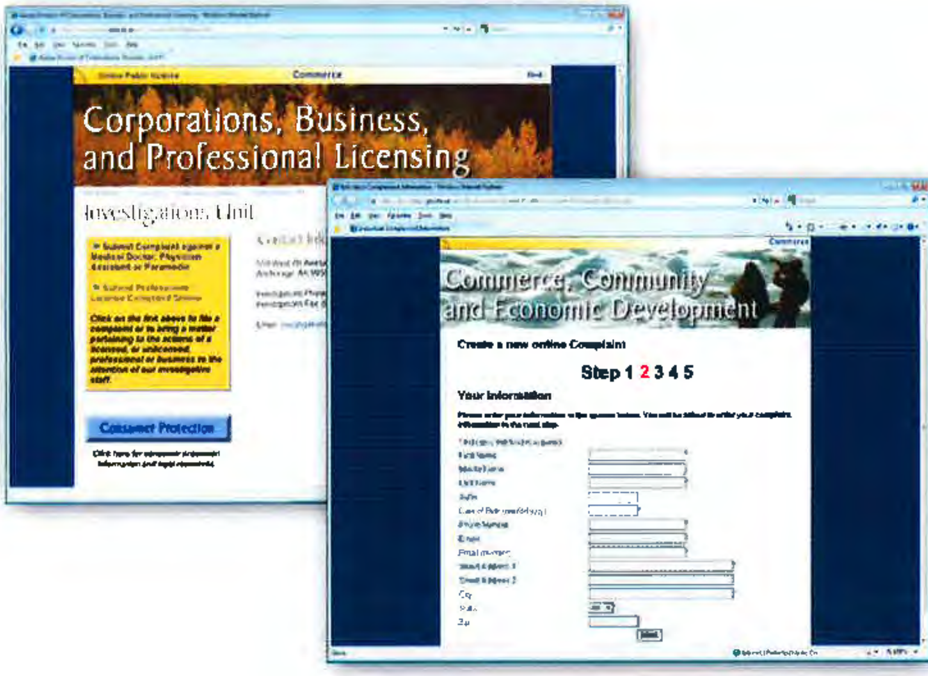
Your public-facing website can provide members and the public with 24x7 access to online services including:

- Online applications and renewals
- Document requests
- Application/renewal status checks
- Updates to contact information
- License verifications
- Integrate with third-party payment processors
- Deposit funds immediately to financial accounts

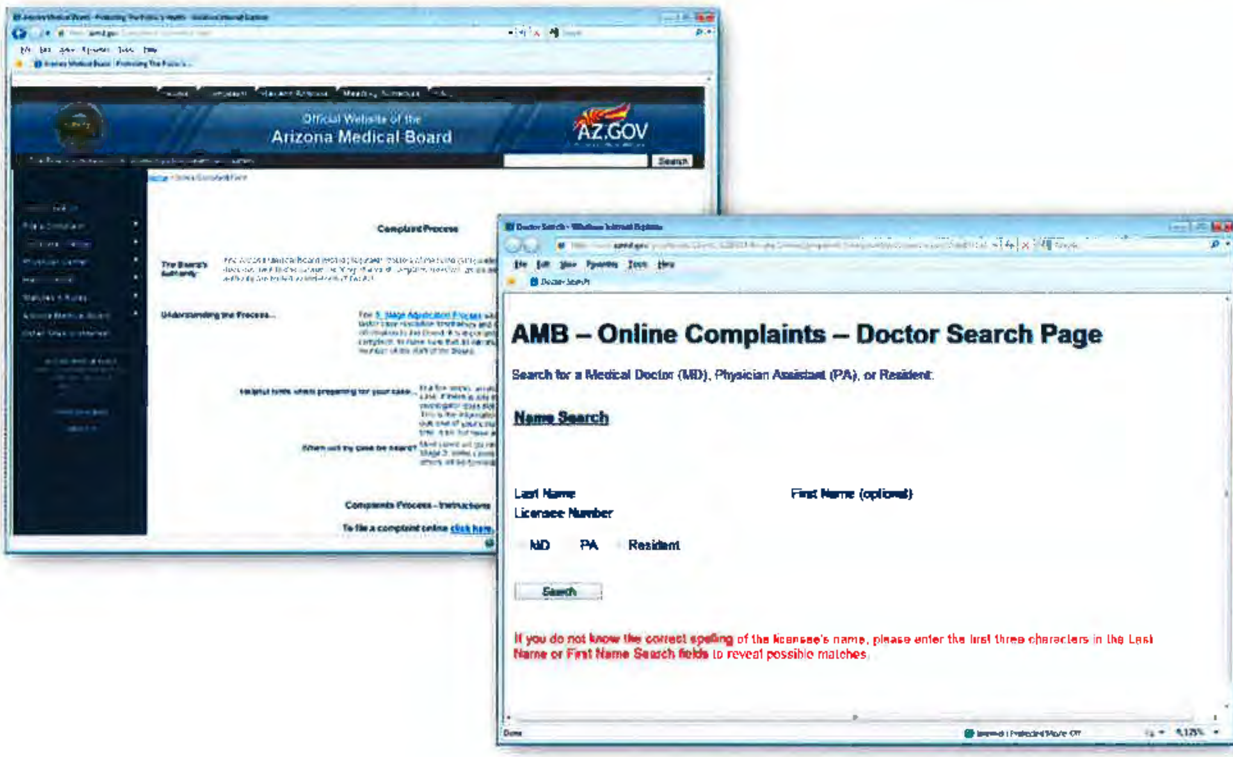
A self-service will remove stress from staff—members and the public will be able to complete low-risk activities on their own, freeing up staff for other vital agency business.

Sample, Member Self Service Screen

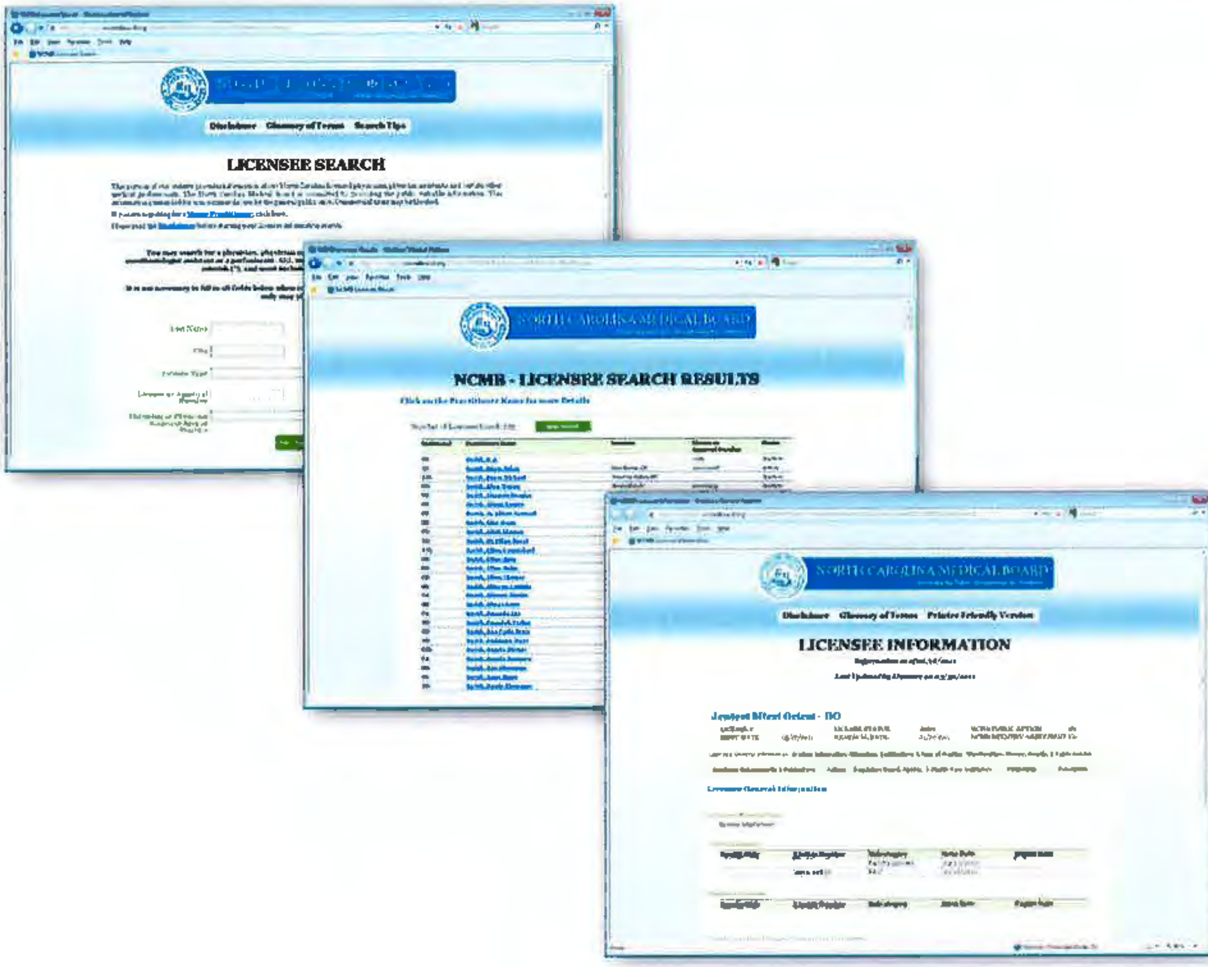
Self-Service Website



Public Complaint Site



Licensee Verification Site



Public Search Portal

Examples:

- The self-service website will remove stress from staff—members and the public will be able to complete low-risk activities on their own, freeing up staff for other vital agency business.
- GL Solutions delivers helpful, intuitive, and efficient web functionality for our clients and their stakeholders, and we look forward to delivering the same for you.

GL Solutions has substantial experience designing public-facing websites that are eye-catching, intuitive, and efficient for our clients.

Supporting Document 3 - Workflow Automation

Automation

Using GL Suite's Configuration Utility, your system can be configured to automate every step in agency processes from reviewing new applications, to license approvals, requirements tracking, generating notices, and managing and tracking complaints.

With GL Suite, processing license applications is efficient and highly automated. GL Suite tracks the overall application status, plus all related requirements, checklists, deadlines, fees, and so on using automated features. It also automatically prevents licenses from being issued until all requirements are met.

GL Suite's automation of all your business processes ensures that your workflow follows a consistent path and no detail falls through the cracks.

Increased Efficiency

One Screens

GL Suite eliminates the need for redundant data entry with its One Screen feature. One Screens enable users to enter large quantities of data on a single screen. When the user inputs information, GL Suite automatically populates the data into the correct locations in the database and displays it, as usual, in the User Interface's Navigation Tree.

This feature makes creating a record for a new individual simple and efficient. Without a One Screen, the user would be first required to create a record for the individual and then append separate name and address records. With a One Screen, the whole process is automated and enables users to enter all data in one place. GL Suite automatically creates a record for that individual from inputted information. One Screens can be created for any number of data-entry processes that regularly occupy licensing agency staff.

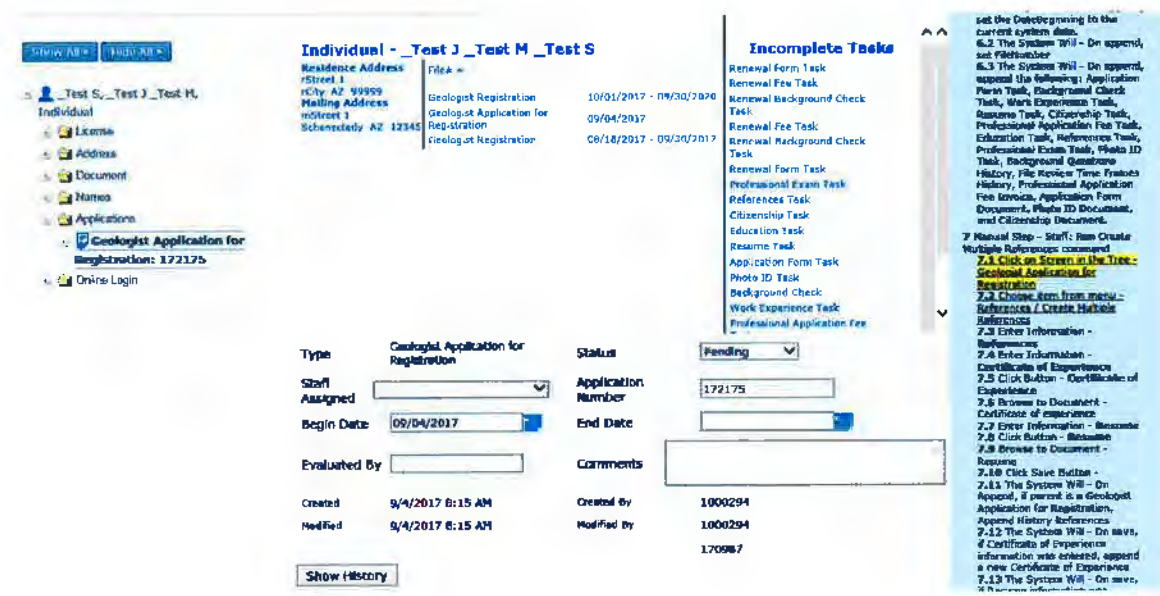
Batch/Triggered Actions

GL Suite allows for batch processing licenses, certificates, permits, form letters, notifications, and reports, all of which can be auto-filled with pertinent information. GL Suite also allows for batch upload of files to the system (for example, if your staff wants to scan and upload multiple license applications). It also allows for batch update of data.

GL Suite enables the scheduling, manual initiation, prioritization, and control of all batch processes. Any canned report or letter in your system can be printed or emailed in batches. Users can also create batches for printing or emailing based on user-defined parameters (e.g. data ranges, license statuses, application types, etc.). Before printing or emailing them, generated batches can be reviewed and manually modified by authorized users. Batches can be generated manually or automatically and GL Suite can exclude notices, etc. from batch jobs based on any criteria you delineate (e.g. the previous submission of an application for review).

Process Guides

GL Suite incorporates Process Guides into every business process. A Process Guide is a guide that navigates the user through each step of the business process, integrated directly into the application. The steps are numbered, and clicking on a step will take the user directly to the screen where the action will be performed. Process Guides also indicate when a step is automated. Your progress through the process is identified by highlighting the step, to ensure you don't lose your place in a complex process.



Dashboards

GL Suite also provides dashboards that will alert staff of deadlines and assigned tasks. Each staff member can have a dashboard that appears on his or her screen upon log in. Dashboards can be assigned to a user, position type, and/or group. Tasks can be color-coded to inform users instantly of their status (e.g. currently due, past due, no due date). Moreover, records, individuals, tasks, and cases listed in the dashboard are hyperlinked directly to associated record. During the design process, GL Solutions will consult with your team to determine all of the dashboard functionality you desire.

Flexibility

GL Suite's Configuration utility enables your managers or administrators to quickly set up or modify all screens, menus, and business rules to reflect changes in your workflow. This flexibility ensures that your system continues to reflect your agencies workflow and to enhance your efficiency and effectiveness.

Supporting Document 4 – Complaints, Compliance, and Case Management

Complaints, compliance, and case management are fully integrated capabilities of the GL Suite software application. GL Suite can create, maintain, and track all events related to complaints and their associated cases. It allows users to enter cases, record penalties at the conclusion of an investigation, and track all complaint, investigation, hearing, and compliance actions pertaining to a license. It also automates case handling among staff members by establishing automated rules and notifications.

GL Suite can be configured to execute the following actions:

- Generate letters and notifications to complainant, registrant, and other persons associated with an enforcement action (e.g. investigation officers or lawyers)
- Send batches of correspondence to notify complainants of complaint status
- Record disciplinary orders issued as a result of an enforcement action (e.g. administrative fines and penalties)
- Produce and store notices, subpoenas, investigation materials and other documents with relevant records
- Generate complaint and case numbers according to configured business rules

We designed GL Suite's complaint and case management features to leverage the efficiencies of the relational database:

- A read-only complaint number is automatically assigned to new complaints, ensuring that every complaint is unique in the system
- A wide variety of information can be tracked with a complaint, including but not limited to status, priority, allegation-type, staff assigned, relevant dates, comments
- Individual, company, employer, complaint, and case record are stored as separate entities in the system, enabling fully-flexible associations between them
- Complaint records can have a bi-directional association to the records of any number of individuals or organizations to identify the respondents, complainants, attorneys involved, etc.
- Data is stored in only one location for each individual, ensuring that users and generated reports access the correct information (e.g. names, addresses, phone numbers)
- The system can be tailored to track all previous information related to an individual (e.g. previous name, previous address)
- Over time, an individual or business might be associated to multiple complaints and cases as a respondent, a complainant, or both. Each association can have a status, such as *Open*, *Closed*, and *Pending*
- The applicable complaints are visible and accessible from the associated individual or business record, for any users who have security rights to view them

Complaint Submission

Depending on the volume of complaints, and how easy you desire to make your complaint submission, GL Solutions can provide an online complaint submission system ranging from a form which emails complaint data to one of your staff members, to a full online interface where the outside user looks up a licensee and submits a complaint against that licensee. In most interfaces, rather than desiring the outside user to add data to the database in an unmonitored way, our clients desire to have a staff member review the incoming complaint to determine whether it is legitimate data to be added to the GL Suite database. At the point that the complaint data is approved, the interface would conclude with automatically adding the data for further tracking of the formalized complaint.

Complaint Correspondence

Correspondence is essential to complaint and case management. In GL Suite, users can generate predesigned correspondence with a single click. GL Suite populates data pulled from specified locations in the database into preformatted text fields and merges it with static text and graphics. Then the appropriate user can update the correspondence in Microsoft Word if any custom text is required to describe the specifics of the case beyond the data stored in data fields in GL Suite. The final version of the correspondence is stored directly in the system for review, revisions, or reprinting at any time.

GLS Report, GL Suite's ad-hoc reporting tool, allows staff to generate lists, logs, and audits quickly. Input parameters on these reports will allow your staff to filter the returned information based on any information stored in GL Suite, including dates, priority, investigator, and more.

Complaint Status

GL Suite tracks and displays complaint status in a straightforward, clear manner. If users require more information about the status changes of a particular license (including the reason for the status), they simply click on the license's submenus and view the details under "License Status Changes". With this powerful feature, your staff can gain a complete picture of any given customer, from a single screen.

Routing

Once a basic complaint is established, it can be routed to an investigator. This can be done manually or automatically based on client-defined criteria (e.g. existing cases, balanced workload, region, area of specialty). GL Suite also allows complaints to be reassigned to another investigator or to a supervisor if required. The date on which the complaint was assigned and every subsequent assignment can also be captured and viewed.

Task Management

With GL Suite, tasks for units of work that must be completed (such as reviews and communications) can be automatically appended to the complaint. These tasks can be tailored to include a wide variety of fields. Business rules can ensure that required fields are correctly populated (or set to a specific value) before the task can be marked/accepted as complete.

Upon completing a complaint investigation, the user can update the complaint's status. Business rules can be designed to require users to complete specific activities prior to updating the status of the complaint. The status update can also automatically initiate other actions, such as appending a specific correspondence, sending a notification, and more.

Case Creation

When complaints warrant litigation, agencies will need to create cases. In GL Suite, cases are typically created in much the same way as complaints. They can also be automatically created by a status change on the complaint. After a status change, an association is automatically established between the complaint and the case. Multiple complaints can be associated to a single case. Just as an investigator can be assigned to a complaint, an attorney can be assigned to a case. Cases can be marked as *Public* or *Private* (cases have a status of *Private* by default).

Tracking Expenses

With GL Suite, users can also track the actual costs associated with a case, enabling you to recoup funds for successfully litigated cases. Costs can include travel expenses, itemized expenses, costs associated with staff time, and more. For staff time, you can establish hourly billing rates by individual staff or position, multiplied by the actual hours recorded. GL Suite can generate an invoice for hourly billing and with it, track payments and history.

Managing, Tracking, & Scheduling Groups

GL Suite can also enable your staff to track, manage, and schedule the group of people who might be involved in a case. Among the tools it can provide, are the ability to:

- Schedule and manage the groups activities
- Review assignments
- Assign an individual and a lead to enforcement cases
- Track a group member's activity on a case or meeting agenda item

GL Suite can create agendas, case summaries, supporting documentation, and other information. Group members can receive all meeting documentation electronically (via CD, thumb drive, and/or over your secure website).

Compliance and case management are a critical part of effective regulatory and licensing processes and, with GL Suite, your staff has all of the tools necessary to perform those functions effectively and efficiently.

Instance Occurrence Tracking

GL Suite can automatically manage and track all events related to complaints and associated cases from beginning to end. GL Suite allows you to enter cases, record penalties at the conclusion of an investigation, and track all non-compliant licenses, investigation, hearing, and compliance actions pertaining to a license or registration. It also automates case handling among staff members by establishing automated rules and notifications. The GL Suite software provides the complaint and case management foundation, and GL Solutions works with you to tailor your system to your needs and workflow.

Additionally, GL Suite can perform various functions to assist your agency with its disciplinary administration. It can be configured to execute the following actions:

- Allow the user to generate letters and notifications to complainant, respondent, and other persons associated with an enforcement action
- Send batches of correspondence to notify complainants of the status of their complaint
- Generate a notice that a licensee cannot renew until conditions are met
- Record disciplinary orders issued as a result of an enforcement action such as the administrative fines and penalties assessed
- Produce and store notices, subpoenas, and other documents merged with application data
- Generating complaint and case numbers according to configured business rules

Supporting Document 5 – Financial Management

GL Suite is well equipped to help the DAS manage financial resources, including fee collection and management, invoicing and tracking, payment processing, collections, and reconciliations and audits.

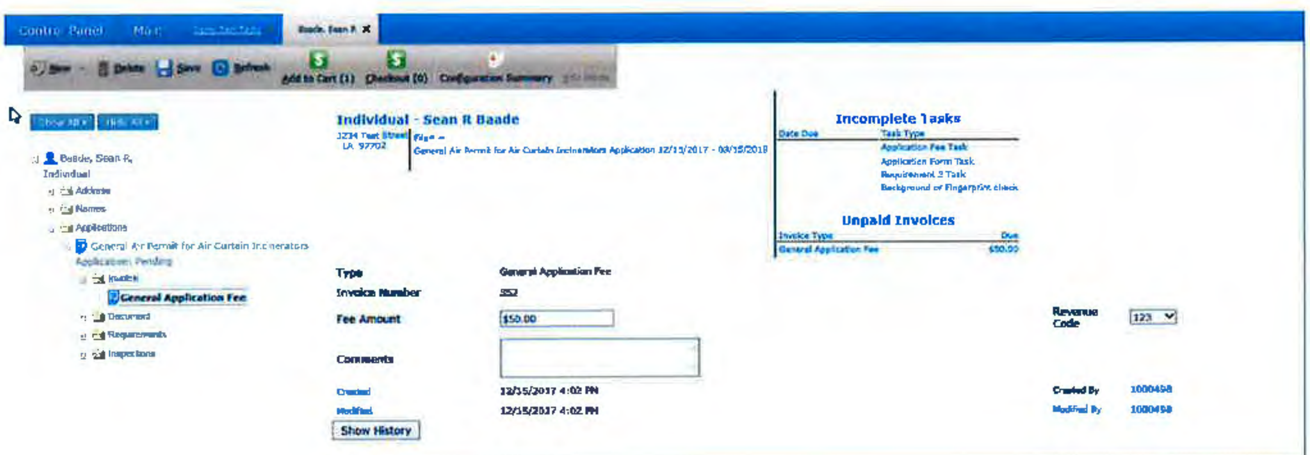
Fees

Set fee amounts, increase fees, determine when fees are increased, and what records to apply increases to, all by using our interface for configuring GL Suite software, the Control Panel. Because the fees are unique to each invoice type (see below), your organization has complete control and flexibility as fees change from year to year.

Invoicing

GL Suite creates invoices for all monetary events that happen within your database. It automatically generates an invoice as part of the application or renewal process. It automatically links every payment with the member, employer, license, etc. to which it is related. The invoice creates a clear link between the fee and the payment.

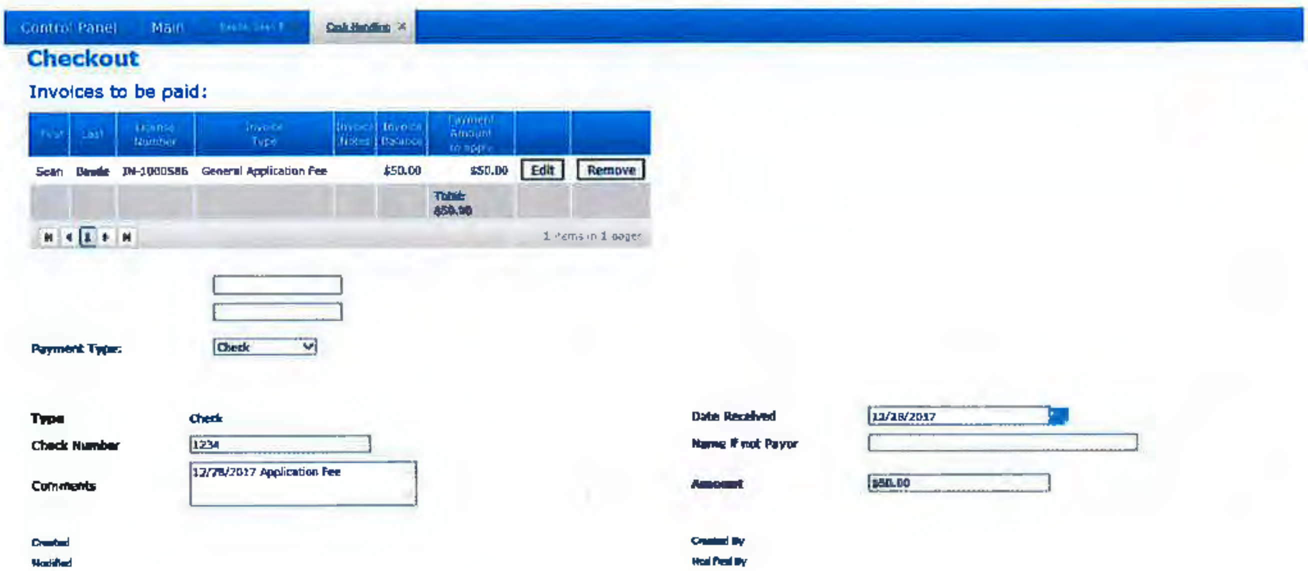
Invoices are highly configurable and can be used to track any additional information your agency desires (e.g. account codes, batch numbers). We have numerous clients that utilize unique validation numbers for each payment or batch of payments. Others use source codes to track revenue by departments or license types. We can also incorporate payment-problem report codes and use them to generate custom reports.



Quick Pay & Online Payments

GL Solutions has integrated a Quick Pay feature into GL Suite for applying payments to invoices. With Quick Pay, staff can enter payment information for numerous licenses, events, exams, and more, all from one screen. Staff can also search for multiple licenses and apply payments, all from one screen. GL Suite supports any payment type and will accommodate partial or split payments.

GL Suite automatically links completed online payments to the related invoice and maintains a clear payment history for each entity.



Quick Pay

GL Solutions is PCI compliant, and we will integrate with most third-party payment processors. GL Suite retains credit card confirmation number responses from the payment processor but does not store credit card numbers. The payment processor will handle the actual online financial transactions.

Collecting Accounts Receivable

Late payments are a common issue for agencies. GL Suite can assess late fees, generate a separate late fee invoice, append a reinstatement application, append a correspondence notification, and/or automatically send an email notification. In addition, GL Suite can send delinquent accounts to collections, either automatically (based on lapsed time or other criteria) or manually (by users with adequate security permissions).

Reconciliations & Audits

GL Suite offers integrated invoicing and reconciliation capabilities. It can produce reconciliation reports and receipts according to your desired timetable (daily, weekly, etc.), which will allow your agency to track financial activities. GL Suite can also generate fees and fee reports, either manually or automatically based on agency-defined triggers (e.g. license expiration, overdue requirements).

As well, GL Suite can provide both manual and automated audit processing based on agency-defined schedules and/or business rules. GL Suite can randomly select licensees. Once selected, it automatically appends an audit task to each licensee's record and sends a correspondence requesting audit information.

GL Suite also offers diverse reporting capabilities to assist with auditing. GL Suite can be configured to included predefined reports. Agency users can also generate ad-hoc reports to access auditing information. Ad-hoc reports can be easily saved and reused, empowering your staff to perform new types of audits and update report parameters as needed.

Supporting Document 6 – Sample Management Plan

Contents

1. Introduction

1.1. Purpose

<Client> and GL Solutions ("the parties") intend for this Management Plan to describe the software project methodology that will be used to implement a software system defined by the project requirements in the Goals and Scope Document. The software design and development will be managed by two documents, the Management Plan and the Goals and Scope document. The signed contract between the parties supersedes the Management Plan and the Goals and Scope document and neither of these documents intends to break or change the contract, only to provide further guidance of the contract requirements. This plan identifies roles and allocates responsibilities among the parties.

The Management Plan includes:

- Project management activities
- Software training activities
- Software testing activities
- Software implementation activities
- Software deployment activities

1.2. Related Documents

The agreement between the parties consists of a set of contract documents. The Management Plan and the Goals and Scope Document are intended to help each party understand and agree on the meaning of the contract terms. As the project proceeds, the parties will develop and accept increasingly specific project documents that define contract performance requirements.

The Goals and Scope document further refines the contract's meaning related to software functionality requirements. The Management Plan further refines the way the parties will work together to complete the contract. When there are conflicts between the contract and the Management Plan or the contract and the Goals and Scope Document, the parties agree that the contract prevails. If there is ambiguity or if the Management Plan or Goals and Scope documents can be understood to be consistent with the contract, the parties intend for the terms of the Goals and Scope document and/or the Management Plan to prevail as the definition of performance under the contract.

The overall intent of this process is to memorialize the meaning of the contract, down to the smallest details, beginning with the Goals and Scope and Management Plan documents through design, development, and testing processes. If all requirements are properly elicited and processes followed, there should be no need to question whether a contract requirement has been fulfilled, because the parties made sure the contract was defined and fulfilled along the way.

1.3. Project Priorities

Software projects require balancing of schedule, functionality, quality, and cost to achieve the overall objectives of the project. This document describes the parties' prioritization of these factors for this project. The parties agree to the following project priorities in order of importance for the resolution of conflicts among the priorities: Schedule, Functionality, and Quality. The parties agree to make decisions about the implementation methodology that reflects this prioritization, knowing that tradeoffs must be made to accomplish the project.

1.3.1. Schedule

The project schedule estimates when the project will be ready for use by the agency in a production capacity ("Go-Live date"). The project schedule will be updated, as necessary, during the acceptance process for the initial project documents.

GL Solutions has developed an online portal (GL Portal) for clients to use to monitor project schedules, action items, risks, upcoming payment milestones, and issue tracking. The project schedule will be monitored online through GL Portal. GL Portal will allow <Client> to see schedule changes immediately.

Project schedules are impacted by various factors and specific task dates may move during the implementation. Changes to the initial Go-Live date shall be accomplished through the automatic rescheduling of work required by GL Solutions as the project progresses in addition to the Change Management Process.

Critical project dates have fixed-dates of activity around which the project must be scheduled. The parties declare the following critical project dates:

Party	Event	Schedule Impact	Date(s)

The parties acknowledge that when either party misses a deadline, the project schedule, including the overall Go-Live date, will move. Because both parties have other, concurrent workplace activities, the length of delay caused by schedule slippage may not correlate to the length of delay. Both parties will make reasonable efforts to accommodate schedule slippage by the other party to accomplish the project with the least impact on the project duration.

The following activities drive the project schedule and require the project to be rescheduled when missed:

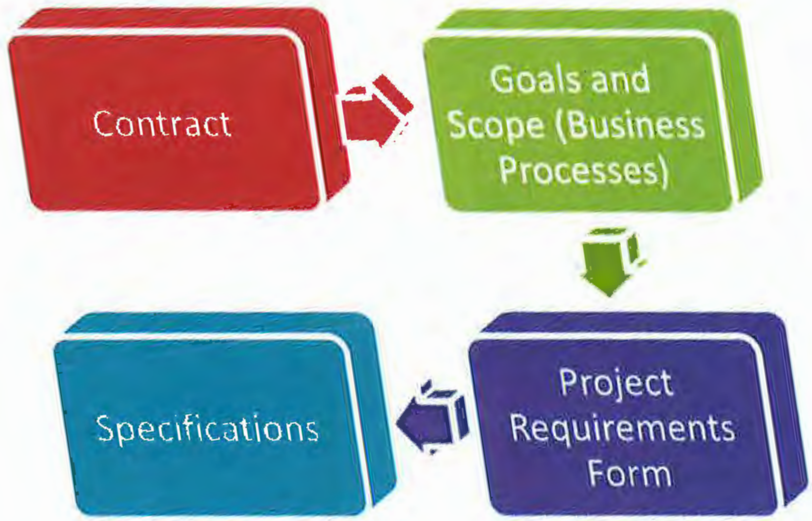
Party	Activity	Timeframe Days = Business days	Comments
Agency	Review and accept/reject specifications	10 days from the date delivered by GL Solutions	GL Solutions will return specifications 5 days after specifications are rejected by Agency.
Agency	Attendance of Subject Matter Expert (SME) at design review meetings	2 meetings per week until specifications have been accepted	Parties will agree to standard date/time for solutions analysis meetings. Parties agree to meet every ______ and _____ for two hours from ____ to _____ throughout the Solutions Analysis process. GL Solutions will send an agenda of subject areas to be addressed and Agency will ensure that SMEs attend the meeting. GL Solutions will automatically reschedule the meeting along with the rest of the project, including the Go-Live date, as necessary, to accommodate missed meetings or lack of attendance by SMEs.
Agency	Respond to design questions	3 days following question being asked by GL Solutions	
Agency	Provide output and interface samples	3 days following the initial interview where the output or	Any output samples that can be provided during the onsite requirements gathering trip will assist in meeting the project schedule

		interface was identified
Agency	User Acceptance Testing (UAT) testing complete and reporting of issues	25 days from start to finish; 2-4 hours a day is dedicated by end users to UAT testing during the 25 day time frame
GL Solutions	Resolve severity 1 and 2 issues from reported UAT items	Prior to Go-Live
Agency	Test to confirm severity 1 and 2 issues are corrected	2 days from the date GL Solutions reports that the issue is resolved
Agency	Provide final data to GL Solutions	2 days prior to Go-Live

*Note – reference to days in this document assume Business Days.

1.3.2. Functionality

Functionality contract recruitments are defined in the Goals and Scope document. The Goals and Scope document identifies the areas of functionality, or business processes, to be designed and specified. The Project Requirements Forms (PRF) are created from the Goals and Scope document, and then the specifications are created, using the PRF, which result from the Goals and Scope document. Once accepted by the Agency, the specification documents become the sole definition of the software functionality. The parties agree that the specifications define the acceptable performance of the software. Changes to accepted specifications shall be accomplished exclusively through the change management process.


Contract
Goals and Scope (Business Processes)
Project Requirements Form
Specifications

1.3.3. Quality

The everyday understanding of quality typically means that the software functions in a way that allows the Agency to operate. That definition of quality does not apply to a software project. In a software project, quality means that the software performs as specified. More than half of all effort in a software project is consumed creating mutually understood and accepted specifications which define what quality means exactly. GL Solutions' software implementation and project management methodology are designed to derive quality from the contract requirements, and then to reduce those requirements to ever more specific requirements until the level of specificity can be implemented as instructions (configuration settings) to a computer application.

For this reason, project quality begins with a generalized project goal as defined by the contract. If the contract is incomplete, poor quality will result because the contract did not procure software with the functionality necessary to allow the agency to operate. Because the functional requirements in the contract are subject to many interpretations and understandings, more detailed specifications must be written to comprehensively understand what the contract intended. Technical specifications are intended to entirely describe the business requirements at a detailed level. The Agency, project staff, developers, and testers will all rely upon these technical requirements as the most comprehensive and definitive definition of quality. While Agency employees may have an idea or unspoken expectation of quality, these expectations must be reduced to a written and testable form – namely accepted technical specifications. So, in this project, GL Solutions and the Agency define quality as software that functions according to accepted technical specifications.

GL Solutions attempts to mitigate quality problems in a number of ways including utilizing best practices and lessons learned from other similar agencies, establishing quality control checkpoints for specification writing processes, demonstrating software prototypes, and writing specifications as clearly as possible. Even so, discrepancies may occur and change requests may follow.

Even if Agency needs could be perfectly reduced to an accepted technical specifications, Agencies and software firms face challenges actually testing the software to confirm the functionality. The average GL Suite installation includes more than 500 screens, thousands of fields, and tens of thousands of business rules and security settings. At times, rules may conflict with one another. Some defects emerge only with unusual combinations of data. Technical specifications may be misinterpreted even when highly detailed. Confirming that the software functions exactly in accordance with approved specifications is almost impossible.

For all of these reasons, acceptable project quality should maximize the ability of the Agency to operate, in the shortest time possible, with an optimal level of effort. The level of effort necessary by the Agency and GL Solutions to identify all defects exceeds the value of a defect free system to the agency. The UAT exit criteria define this blend of factors determining acceptable quality. The UAT exit criteria are intended to allow the system to Go-Live even when some functional variation exists between the software and accepted technical specifications. Systems successfully Go-Live with functional specifications that do not entirely meet the original expectation of the Agency. Knowing the inevitability of software outcomes, GL Solutions has created GL Suite with frequent incremental changes in mind, so that users could create and enhance the system easily, even after Go-Live and having experienced the software. Hands-on experience and incremental correction is the most efficient and effective means of producing the level of software quality the Agency actually needs.

The parties agree that the UAT exit criteria, as defined in the UAT plan, shall constitute an acceptable level of quality to meet the requirements of this contract. Changes to the accepted UAT Plan shall be accomplished exclusively through the change management process.

1.4. Project Participants

During the project, the following roles will be responsible for project execution:

Party	Role & Named Individual	Responsibilities

	(where applicable)	
GL Solutions	CEO	• Resolve contract disagreements • Resolve conflicts • Approve risk mitigation plans
GL Solutions	Service Delivery Manager	• Resolve conflicts • Escalate issues
GL Solutions	Technical Analyst	• Identify project risks • Manage scope, schedule, risk, and billing change processes • Manage change management process
GL Solutions	Agency Partner	• Listen and respond to project topics as primary project management contact for GL Solutions • Review and communicate schedule and upcoming events • Prepare, facilitate, and memorialize status meetings • Provide all necessary training • Assist during UAT • Escalate issues
Agency	Executive Director	• Create a positive project culture and agency-wide support for a successful implementation • Resolve contract disagreements • Resolve conflict
Agency	Project Manager	• Resolve conflict • Attend project status meetings • Provide project leadership
Agency	Business Analyst	• Compile all required supporting materials including samples of reports, correspondence, and forms
Agency	Subject Matter Experts	• Describe business processes and requirements • Provide Design Approval • Provide Specification Acceptance
Agency	IT	• Produce legacy system data • Assist with data transfer technical questions

GL Solutions meticulously plans resources in scheduling implementation, but does not assign any individuals in-full to any projects. Instead, teams of employees with specific expertise are utilized to ensure that bottlenecks are avoided as the work on many concurrent projects progresses.

2. Project Lifecycle

This section of the Management Plan outlines the installation processes required for GL Solutions to implement all project functionality and related services to fulfill the installation requirements, in accordance with the Goals and Scope document. The project will follow GL Solutions' defined project management methodology. By consistently following processes in this and other projects, GL Solutions promotes project efficiency and success among many clients.

2.1. Project Milestones

Project Initiation

- Initiation Meeting
- Project Analysis
- Goals and Scope document
- Management Plan

Design

- Business Process Design
    - Requirements Gathering
    - Design
    - Design Review
    - Design Approval
- Security
- Report, Correspondence, and Subform Designs
- External Interfaces and Customized Functionality Design (if included)
- Public Website Design

Development and Testing

- Configure Rules
- Develop Custom Functionality
- Unit Testing
- System Testing
- Public Websites
    - Development
    - Unit and System Testing
    - User Acceptance Testing

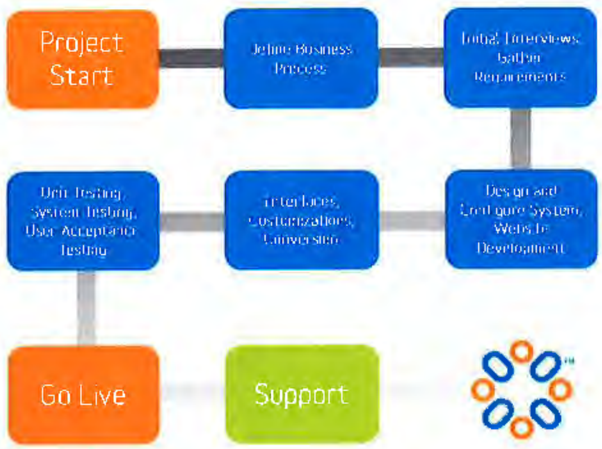
Data Conversion

- Conversion Design
- Conversion Development
- Conversion Testing

User Acceptance Testing

Go-Live

- Final Conversion
- Migrate to Production
- Environment Readiness
- Training



2.2. Project Initiation

Project initiation is intended to identify how the software will be implemented. This phase ensures all parties are in agreement on the methodology and all other areas of the software implementation. Project initiation is the first milestone in the project lifecycle.

2.2.1. Initiation Meeting

The Initiation Meeting includes an introduction of the project team, the project overview, the roles and responsibilities, the goals for the project, and any next steps. GL Solutions will dedicate an Agency Partner to the life of the implementation. Additionally, GL Solutions will assign business analysis, development, configuration, and testing team resources as needed. <Client> will dedicate a primary contact for the project that will be expected to make decisions for the project. <Client> will also assign appropriate SME's for business requirements gathering, design approval, and specification acceptance. Any change in dedicated resources will be communicated between GL Solutions and <Client> in writing.

2.2.2. Project Analysis

Project Analysis includes pre-implementation project activities such as the business process definition interview and creating a project scope of work that will be incorporated into the Goals and Scope document. Products of this process include:

- Breakdown of work in project steps
- Basis for the Goals and Scope document

2.2.3. Goals and Scope Document

The Goals and Scope document will identify a comprehensive list of business processes to be configured to meet the requirements of the project and any other items agreed to be within the goals and scope of the project. GL Solutions may subdivide the high level processes into discrete business processes that align with GL Solutions' software application use and configuration methodology. These business processes may be adjusted if GL Solutions determines certain processes need to be condensed and/or separated. Any changes made to the business processes identified in the approved Goals and Scope document will require approval by <Client>.

Software projects require clear, mutually understood objectives in order to produce the expected outcome. The contract, Goals and Scope document, and specifications are created to refine all objectives. Each subsequent document relies on the accuracy of predecessors. The documents are intended to replace the need for reference to predecessor documents. This allows for the parties to be sure that all deliverables are included along the way. Without this progressive refinement of requirements, scope, quality, and timeliness of the project will be lost as the parties struggle to understand vague functional requirements in the contract at the end of the project.

2.2.4. Management Plan

The Management Plan documents how the parties will work together. It will be used as the working foundation for the partnership. The Management Plan documents the necessary implementation steps to achieve these goals. It defines the roles and responsibilities for both the Agency and GL Solutions, sets clear expectations for all work to be done on both sides of the partnership, and provides a functional framework for the relationship moving forward. It includes an outline for how the project will be analyzed, designed, configured, integrated, tested, accepted, and deployed. The Management Plan will identify the initial schedule for the project broken down by work area as agreed by both parties.

2.3. Design

Party	Role & Named Individual (where applicable)	Responsibilities
GL Solutions	Technical Analyst	• Identify and confirm requirements traceability • Identify project business processes and high-level deliverables • Process scope, schedule, risk and billing changes
GL Solutions	Business Analyst	• Gather business requirements • Create business and technical specifications • Configure screens, specify business rules
GL Solutions	Quality Assurance Team	• Analyze client reported UAT and stabilization defects, then classify issue severity in accordance with the agreed upon definitions
Agency	Subject Matter Experts	• Describe business processes and requirements • Provide Design Approval • Provide Specification Acceptance

2.3.1. Business Process Design

GL Solutions organizes work by business process projects defined in the Goals and Scope document. For every business process identified, GL Solutions will conduct sessions with the Agency in order to understand the software requirements and demonstrate the functional design, produce design documents describing the design of the GL Suite application, and submit the design specifications for <client> approval.

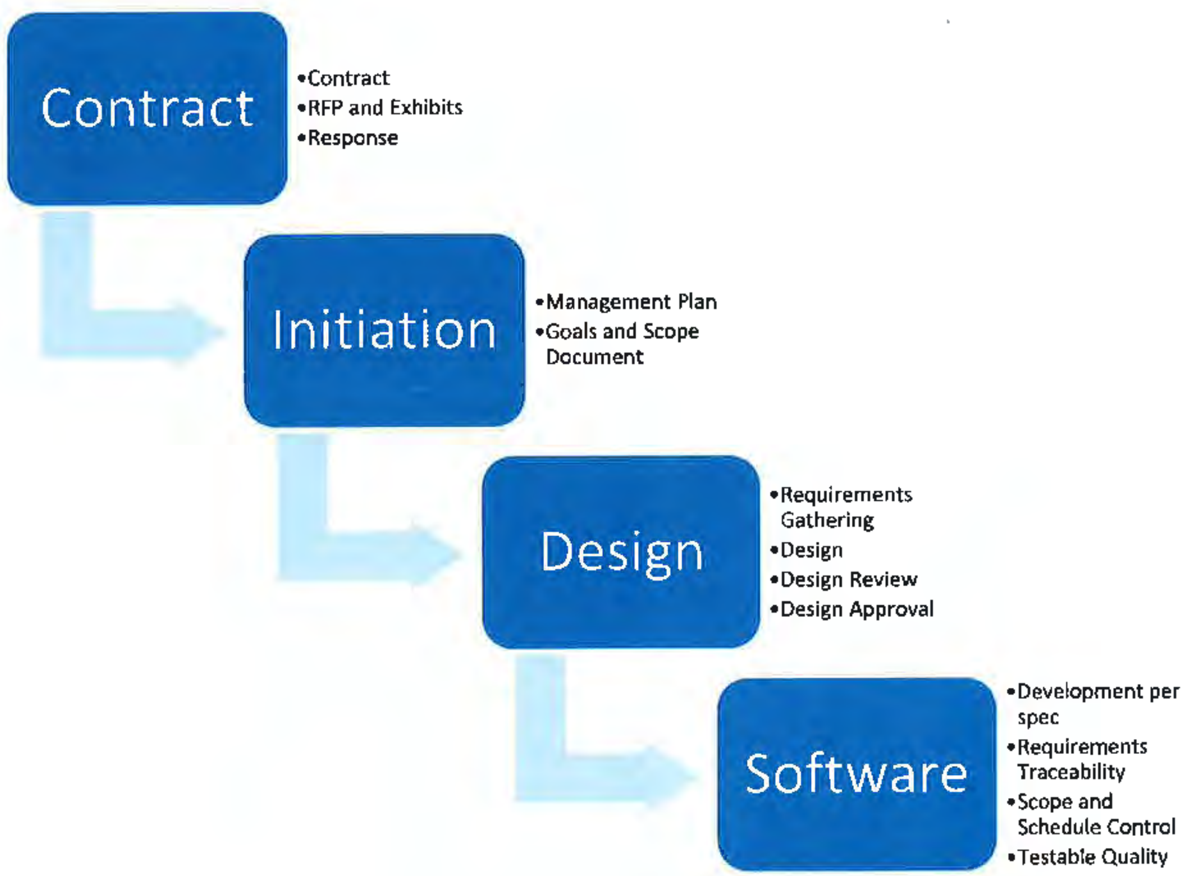
The design process is repeated for each identified business process corresponding to the following general steps:

- Requirements Gathering
- Design
- Design Review

- Design Approval

- Key factors that determine the success of the business process design process are as follows:
    - Parties communicate openly and promptly whenever new information is identified, recognized as missing, or necessary in order for the specification process to proceed.
    - Agency provides a timely response to GL Solutions' requests for information or artifact/samples
    - Agency alerts GL Solutions in writing to all missing fields, rules, and other functional requirements in response to GL Solutions' request for Design Approval
    - GL Solutions promptly and accurately corrects missing or defective functionality
    - GL Solutions and Agency stakeholders ensure that each business process meets and is limited to applicable requirements traceability items from the Goals and Scope document

In order to facilitate an efficient review of a specification, the <Client> agrees to report all specification defects in writing following the first review of the specification document. Defects which could have been discovered, but were not raised in the first review, will not be considered defects by the Agency or GL Solutions. Without a careful first review, specification iterations cause project schedules to slip dramatically.



2.3.2. Requirements Gathering

Requirements Gathering is the initial step of the Design process and is used to gather the information necessary for GL Solutions' staff to understand Agency operations, terminology, and software application requirements. Through this process, GL Solutions' Business Analysts obtain the information necessary in order to design a process that will meet the requirements identified in the Goals and Scope document.

Requirements Gathering begins with the completion of a business process questionnaire designed specifically for the type of business process to gather information about the Agency's business process requirements. The questionnaire also includes a section listing all of the requirements for the current business process, and any questions the Business Analyst may have to clarify any requirements. The questionnaire may be provided for the Agency to complete in advance of a requirements gathering meeting, or may be used exclusively by GL Solutions' staff to identify areas of uncertainty in order to focus any specific discussion. During the requirements gathering meeting, which typically lasts approximately 90 minutes, GL Solutions' staff will obtain any additional clarification that is necessary for the design. GL Solutions typically performs all requirements gathering meetings onsite with a client at the beginning of a project.

Additionally, during the Requirements Gathering meeting, the Business Analyst will facilitate a review of the Agency's legacy software screens currently used by the Agency to execute the process. The Agency is required to show GL Solutions all activity included in the process along with all data collected to complete the business process, which enables GL Solutions to identify existing functionality and detailed data requirements, including data fields. The session is recorded so that that the Business Analyst may subsequently refer back as necessary while completing the design. GL Solutions does not intend to recreate an Agency's legacy software. Reviewing the legacy screens merely helps the Business Analyst to understand the current needs so that nothing is overlooked.

During the Requirements Gathering phase of the project, the <Client> Team will provide information and documents that describe the project, including the following material:

- Listing of application and licensing requirements by license type
- Copies of existing/required letters, reports, and forms (need to be in electronic format and identified with a specific business process). These samples need to be sent to the Business Analyst no later than a day after the initial interview for the project, otherwise the project may require rescheduling
- Samples of existing external interface file format (electronic format)
- Listing of user groups and/or audiences with permissions or responsibilities for each business process

If preliminary information or document samples are readily available, the <Client> Team will provide those to the Business Analyst prior to the requirements gathering meetings.

2.3.3. Design

Design for the business process begins when Requirements Gathering has completed. Using the information obtained, GL Solutions Business Analysts will configure the GL Suite application functionality to 1) meet the requirements of the business process as defined by the accepted Goals and Scope document, and 2) utilize and conform to GL Solutions' COTS solution architecture and established best practices.

2.3.3.1. Business Process Requirements

The design of the system is directed and constrained by the requirements in the accepted Goals and Scope document. GL Solutions' Business Analysts conform to these documented requirements in the design to ensure that the functionality of the system accounts for each of, but no more than, the written requirements. This ensures a strict adherence to the scope of the project.

2.3.3.2. Adherence to COTS Solution Architecture and Best Practices

As a Commercial Off-The-Shelf (COTS) product, the GL Suite software is differentiated from custom software in that it provides for a wide range of functionality due to its design as a highly-configurable enterprise software product, and does not require customization to the software application itself. Therefore, the design of the application will reflect many of the standard elements of a COTS product, including screen colors, layout, and menu navigation. This will be especially apparent when migrating from much more iteratively-developed, problematic, costly, and error-prone custom software applications, where usually every element is needed to be designed and built.

Additionally, applying software best practices is tantamount in the success of all software designs. GL Solutions has gained extensive experience that is compiled in a growing and improving catalog of GLSuite best practices. GL Solutions continually refines and employs these best practices to create a stable and robust system. Additionally, Business Analysts at GL Solutions' apply these standards consistently in the design of every business process. Adherence to these standards by the Business Analysts is required in order to produce a supportable, well-designed system.

2.3.3.3. Process

GL Solutions' Business Analyst(s) will begin the business process design by creating a business process diagram that documents the specific workflow of the <Client> business process. Based on a documented best practice from GL Solutions' library, this workflow diagram provides a detailed overview of how the manual operations of staff, specific outputs of the system and automated functions of the GL Suite application will perform the business process.

Using the GL Suite configuration application, the Business Analyst(s) will design the system by configuring screens, fields, relationships, and security; identifying and producing documented automation (business rules); and creating a technical specification (also known as the Self-Documenting Specification "SDS"). Additionally, the Business Analyst(s) will create a process guide, which is a one or two page step-by-step walkthrough of how to use GL Suite to complete the business process.

Work to be done by GL Solutions for each business process during the Design phase includes:

- Business process diagram
- Process guides
- Final screen configuration including related data field definitions
- Final configuration of security groups, screen and field based security settings for add, delete, and update permissions
- Final configured menu and tree navigation elements
- Technical specification (Self-Documenting Specification)
- Detailed specification for user interface customizations
- Identification and menu placeholders for reports, correspondence, external interfaces, and custom developed user interfaces

During the Design phase, it may be necessary and most expedient for a Business Analyst to work directly with <Client> staff as questions arise. As such, <Client> staff may expect to be asked to respond to various requests throughout the design of the business process, including:

- Business level definitions for each issue requiring specification during the phase
- Assisting in the identification of detailed functional requirements for custom developed interfaces

2.3.4. Design Review

Once the Design has been completed, GL Solutions' Business Analysts will meet with the <Client> team in order to review the business process flow and project requirements form interactively, typically utilizing teleconferencing (such as GoToMeeting) and shared screens. This Design Review meeting primarily supports the ability for the <Client> team to offer feedback during the Design Approval activity. As the design is reviewed, limited design feedback and correction may also occur where the design fails to meet the project requirements or requirements traceability.

The typical Design Review meeting lasts for ninety minutes and occurs once for each business process. GL Solutions may choose to hold a single design review meeting for multiple, similar business processes. The meeting can be waived if requested by the client or if there are no substantive differences between the business process and another business process already approved by <Client>. At the discretion of the GL Solutions' Business Analyst(s), additional meetings might be deemed necessary and may be scheduled, though the review can be accomplished during the expected time in nearly all circumstances.

<Client> attendance and participation in the meeting is essential. The Business Analyst will facilitate the demonstration of the design during the meeting to the designated <Client> SME and client contact responsible for Design Approvals (if not the SME). Occasionally, GL Solutions or <Client> project management staff may also attend, as necessary, in order to help facilitate a meeting.

The Business Analyst will invite the appropriate <Client> stakeholders a minimum of 24 hours in advance of the meeting, and will provide copies of the agenda and the business process diagram. Prior to the meeting, <Client> team will review the material to become familiar with the general design in accordance with the project requirements as stated in the Goals and Scope document, Project Requirements Form, and Requirements Traceability.

The scope of the meeting is a structured review of the business process diagram created by the Business Analyst for the business process(es) listed on the agenda, a review of how every project requirement in the Requirements Traceability table is met by the design, and screen reviews as they become available. During the meeting, the <Client> team should note exceptions when the flow does not address a specific, written project requirement as stated in the Project Requirements Form and Goals and Scope document, or will not enable the agency to execute the process because of a workflow design error in the business process diagram. This feedback must be received in writing to ensure the requested design updates are incorporated in the design documents.

Additionally, the limited time of the meeting requires that the structure of the meeting be adhered to. Discussion of topics not germane to the design review will make it unlikely that the design will be reviewed in full, but will still result in submission to <Client> team of design documents for formal Design Approval.

In the meeting, the Business Analyst will begin the Design Review by reviewing each step of the workflow diagram. Any output (report, letter, etc.) included in the diagram will be emphasized, along with other additional manual or automated steps.

2.3.5. Design Approval

During the Design Review, the Business Analyst may have taken notes regarding updates necessary for the Design. Any changes deemed necessary will be made in order to finalize the Design for Design Approval by the <Client> team. Once the Design is finalized, the Design documents including the workflow diagram, process guide, technical specification, Project Requirements Form (PRF), and a Design Approval Response Form (DARF) will be uploaded to GL Portal and Design Approval requested from the <Client> team.

The client will have 48 hours in which to reject the entire DARF submission if egregious omissions or errors exist in the design documentation such that a review would not be possible. Reasons to reject an entire design submission are limited to the following:

1. One or more of the design documents has required sections that have been left blank, or template text that has not been updated for the current design.

2. The PRF submitted for approval does not have its Requirements Traceability matrix filled out, or it is incomplete.

3. The design contains fundamental issues that will not allow for review of the design documents. Allowable reasons for this are:

3a. More than 50% of the Business Process Visio is incomplete or in error.

Note: This does NOT include updates to the text within Visio shapes, or Visio shapes that define manual steps for Agency Staff.

3b. Four or more consecutive GL Suite process steps are missing on the Business Process Visio.

In order to reject the entire design approval submission, <Client> will need to call the Agency Partner.

From the date that the Design Approval has been requested, <Client> will have the number of days specified in this document in order to review the workflow diagram, process guide, technical specification and updated PRF, and to either Approve or Reject the Design using the accompanying DARF. The response form requires the client team to submit the following information:

- The status of the Design Approval – approved or rejected
- The specific area of the rejected design document to which each deficiency relates
- The PRF contract requirement number to which each deficiency applies
- A description of each deficiency found to be in contrast to the requirement
- A description of the action requested to resolve each deficiency

Any and all deficiencies are required to be included, in writing, within the first response cycle by <Client>. On any subsequent Design Approval cycle, any previously-unreported deficiencies may not be raised. Failure to respond to the request for Design Approval within the required response timeline may result in a reschedule of the project.

If the Design is received within the required timeframe and rejected by the <Client> team, the Business Analyst will review each conforming contract deficiency stated in the DARF and correct the design to meet the stated contract requirement. Within the timeframe stated in this document, the Business Analyst will note the changes made to the Design in response to each contract deficiency documented by <Client>, resubmit the Design documents to GL Portal and request Design Approval. Again, the <Client> team will respond to the Design Approval in writing within the agreed to timelines, approving or rejecting the Design and, if necessary, providing any additional feedback to clarify the reason for rejection of the resolution of any previously-reported deficiency. The cycle repeats until the Design is approved.

Once approval is received, no further changes to the design will be accepted within the scope of the project.

Caution! Acceptance of specifications means acceptance "as is" -- that is, as documented in the specification at the time of acceptance. The agency should never accept specifications based on assurances a specification will be updated, or provide "conditional acceptance" – which will likely result in the omission of the requirement. Written specifications should be 100% correct when accepted.

Upon approval of each detailed functional specification for each business process, GL Solutions will send the specification(s) to the Development team.

2.3.6. Design Changes

When completing the DARF, the agency will likely uncover a number of problems with the specification. Most agencies find that every review of the design documents uncovers some number of additional defects or enhancements. During the Design Approval process, the client may enter requested enhancements on the Design Enhancements tab of the DARF. For items reported on the Design Defects tab (of the Design Approval Response Form) that do not meet the Definition of a Defect, GL Solutions will move those items to Design Enhancements tab. GL Solutions will categorize on the DARF the following types of enhancements noted by an agency:

- **Not Accepted** – GL Solutions will reject a defect noted by the Agency if the request would prevent the application from functioning correctly or the agency's issue is unclear.
- **No Cost Change Request** – GL Solutions will allow certain, small look-and-feel changes without charge such as label text, field order, security, etc.
- **Acceptance Process Change Request** – Issues that are functionally within the scope of the contract, but were not reported during the first round of defect reporting by the agency on the DARF. These items will be provided as a change request to the Design approval process which required a single and complete defect reporting instance.
- **Requirement Change Request** – Issues that are not within the functional requirements of the contract. These items require a change request to modify the scope of work, PRF, design documents and to provide the new or modified functionality.

All change items segregated during the design approval process require a change request. These changes are typically incorporated into the design immediately following the first acceptance of the design document.

- **No Cost Change Request** items GL Solutions will allow include:
  - The label (i.e. text name) of a property on a screen or the text name of a screen itself
  - The name of a collection (i.e. folder) in the tree
  - The order and values shown for screens inside collections in the tree
  - The order of properties as they appear on a screen
  - The size or color of properties as they appear on a screen
  - The tab order of properties when tabbing through a screen
  - Changing the Append, Select, Update or Delete security permissions for a property or screen for a specific security group. (Not adding or modifying a security group itself.)
  - Misspellings or grammatical errors
  - One or more required screens needed to successfully complete the process, including: new requirements or new document objects. Note that new one-screens, objects not directly related to the successful completion of the current process, or optional objects are not automatically allowed as defects.
  - The reordering of Process guide or Visio steps.

2.3.7. Security

Security in the GL Suite application assigns the level of activity each role can have for the system. GL Solutions configures security during the design of business processes, including all security groups. The Business Analyst will create the security groups and the staff in GL Suite. Staff members will be associated to a security group. The security is then applied by group, for each business process during the design. The agency must review the specifications and walkthroughs from each security group perspective. When the agency approves the design of SDS, the agency is giving final approval to security too.

2.3.8. Report, Correspondence and Subform Designs

Reports, Correspondences, and Subforms are included in each business process phase of the project. The goal of the output design is twofold:

2.3.8.1. Specification

1) Produce specifications for <Client> outputs that immediately and intuitively communicate the look and feel of the report/letter/interface screen/custom subform/etc.
2) Produce technical specifications for internal use by GL Solutions. While technical specifications will not require Client approval, the specifications will be used by GL Solutions' Operations Department to develop and maintain the requested outputs. These specifications contain all the technical details necessary for the Development team to create the outputs based on the specification standards communicated by the <Client> Team.

In order to facilitate the creation of a specification document that meets the needs of both the client and the development team, the <Client> Team scope of work for each report, correspondence, and sub-form during the Business Process phase includes the following:

- Final versions of each report and correspondence required by the business process with descriptions of the information merged into the output.

2.3.8.2. Result

1) Approved technical specification

2.3.9. External Interfaces

GL Solutions will specify and develop the functionality for GL Suite to move data between a third party and the Agency. GL Solutions will produce a technical specification for each interface that includes:

- Interface flow
- Functional requirements
- Data Mapping

In order to facilitate the creation of both the Business Specification and Technical Specification documents, the <Client> Team scope of work for each business process during the External Interfaces phase includes the following:

- Final External Interface samples with schema or data definition descriptions
- Final versions of each report and correspondence required by the interface with descriptions of the information merged into the output
- Provide access to technical resources

2.3.10. Public Website Design

GL Solutions will specify and develop the website functionalities required per the Goals and Scope document. GL Solutions shall produce the following design documents and submit those documents to the State for acceptance:

- Website web flow for each site
- Website style sheet
- Page mockup and specification including fields and business logic

2.4 Development and Testing

Party	Role & Named Individual (where applicable)	Responsibilities
GL Solutions	Agency Partner	• Provide background project information to internal teams • Facilitate meetings required for questions from GLS teams
GL Solutions	Business Analyst Varies	• Configure screens, specify business rules • Correct identified defects
GL Solutions	Development Team	• Develop all customized functionality such as interfaces and websites • Convert legacy data to GL Suite
GL Solutions	Configuration Specialist Team	• Configure all customized functionality such as business rules • Develop report, correspondence and other outputs
GL Solutions	Quality Assurance Team	• Ensure system functionality performs according to the approved specification
Agency	Subject Matter Experts	• Provide answers to GLS team questions

GL Solutions	Agency Partner	• Provide background project information to internal teams • Facilitate meetings required for questions from GLS teams

2.4.1 Configure Rules

After approval of the design, GL Solutions will complete the configuration and development of the system. This includes any business rules, commands, reports, correspondences, etc. described in the detailed functional specifications. This work is completed according to the accepted specification. Development and configuration is performed in the DEV environment.

2.4.2 Unit Testing

GL Solutions conducts Unit Testing to determine whether developed or configured functionality performs according to specification. GL Solutions testers use the accepted specifications to verify that the developed functionality meets the specified client requirements. Unit testing occurs as system functionality is designed and developed. Unit testing is performed by GL Solutions in the SYS environment to ensure that system functionality is developed to meet the approved specifications.

Integration testing is a form of unit testing to ensure that all inputs and outputs to the client and third-party systems are in place and functioning according to business process design specifications.

2.4.3 System Testing

GL Solutions conducts system testing to validate that developed functionality meets the expected outcomes documented by the accepted project specification(s). System testing occurs in the UAT environment.

Completion of system testing is one of the primary prerequisites for beginning User Acceptance Testing.

2.4.4 Public Websites

The websites will be developed according to the accepted specification from the design process and, ideally, this functionality will be developed after the back office system is tested and no further changes are to be made. Websites may be completed outside the UAT and Deployment of the back office. Each project will include:

- Development
- Unit and System Testing
- User Acceptance Testing
- Stabilization

2.5 User Acceptance Testing

Party	Role & Named Individual (where applicable)	Responsibilities
GL Solutions	Service Delivery Manager	• Resolve conflicts • Identify project risks
GL Solutions	Agency Partner	• Organize the structured testing schedule • Provide UAT training • Facilitate daily UAT meeting

		• Review reported defects identified to be changes to the approved specification with the agency
GL Solutions	Quality Assurance Team	• Analyze client reported UAT defects • Classify issue severity in accordance with the agreed upon definitions • Test defect resolution according to the approved specification • Provide notification to the agency of defect correction
Agency	Project Manager	• Attend daily UAT meeting • Ensure agency is testing according to the UAT plan
Agency	Subject Matter Experts	• Participate in testing according to the UAT plan

User Acceptance Testing (UAT) is a narrowly-defined testing process conducted primarily by identified client users as part of the final implementation steps and at the conclusion of all previously noted testing phases.

Client testing of business process functionality is very important to the success of the project to ensure the client can perform all aspects of the job. Successful agency testing of a business process means that the agency can work through the business process using the approved process guide. Additionally, the Agency can help ensure a successful UAT by understanding and meeting these expectations:

- <Client> performs UAT according to the UAT Plan which is a separate document to be accepted prior to the completion of system test
- <Client> tests using converted (real) data, not test data, to ensure accuracy of the converted data and system functionality
- <Client> tests the system by business process

It is expected the processes will be tested, defects reported and resolved, and the business process user testing closed in order to meet the overall project schedule. Once all processes are tested in that manner and the P1 and P2 defects are resolved the project will exit UAT. See the project-specific UAT Plan for Exit Criteria.

Upon successful completion of UAT, the system will be ready for final rollout to the production environment, provided that required project activities are completed.

2.5.1 Training

Training will be provided at the start of UAT, the parties shall agree to a training plan that includes:

- Training requirements
- Methodology used
- Facilities and equipment to be used
- Number of sessions to be conducted, and dates and times of training

GL Solutions shall provide training materials that include:

- Internet browser set up information
- Business process Process guides
- User feedback forms
- GLSuite User Guide

GL Solutions will conduct user training that may include on-site coaching and online training.

2.6 Go Live

Party	Role & Named Individual (where applicable)	Responsibilities
GL Solutions	Service Delivery Manager	• Resolve conflicts • Escalate issues • Identify project risks
GL Solutions	Agency Partner	• Provide Go Live training as needed • Facilitate stabilization meetings • Review reported defects identified to be changes to the approved specification with the agency • Transition to account management with the agency
GL Solutions	Development Team	• Ensure all environments are in synch • Convert legacy data to GL Suite
GL Solutions	Quality Assurance Team	• Analyze client reported stabilization defects • Classify issue severity in accordance with the agreed upon definitions • Provide notifications when defects are corrected
Agency	Project Manager	• Resolve conflict • Attend project stabilization meetings • Provide project leadership
Agency	Subject Matter Experts	• Report defects according to the approved specification
Agency	IT	• Provide final data • Assist with technical questions

Upon completion of UAT, the project will be released for use in the production environment. If GL Solutions will be hosting the system, this process is quick and painless. GL Solutions will provide simple steps to follow at the time of Go-Live and as well as the production site information for the purpose of pushing the system to production.

<Client> Team is responsible for the following deployment activities:

- Communicating change to affected employees
- Provide sequencing numbers as appropriate, such as for licenses, cases, etc.
- Provide data to GL Solutions at specific times, per the agreed upon contract
- Discontinue data input in the legacy system once final data is sent to GL Solutions
- Update desktop shortcuts to the Live environment for all users
- Immediate review of converted data in the Live environment
- Facilitate Live testing of all interfaces and scheduled jobs

GL Solutions is responsible for the following deployment activities:

- Establish process/procedures to ensure smooth transition into Stabilization phase (per the agreed upon contract)
- Unit and System Testing
- Provide conversion reports
- Provide <Client> with Go-Live assistance (Live system deployment, training, etc.)

2.6.1 Production Activities

Project Release includes all activities that prepare the project for implementation. These deployment activities consist of go live, managing communication and expectations, employee training, and mitigating risks. The GL Solutions team and <Client>

Team will work together to communicate at all levels the business objectives that caused the change, train employees on new tools or processes, set expectations for the future, and lay the groundwork for the business process change to be successful within the organization.

2.6.2 Training

Training will be provided on an as-needed basis at Go-Live because most user training is provided during UAT and, because of the extensive user experience gained at UAT, additional training is often not needed. Therefore, if additional training is needed, the parties shall agree to a training plan that includes:

- Training requirements
- Methodology used
- Facilities and equipment to be used
- Number of sessions to be conducted, and dates and times of training

GL Solutions shall provide training materials that include:

- Internet browser set up information
- Business process Process guides
- User feedback forms

GL Solutions will conduct user training that may include on-site coaching and online training.

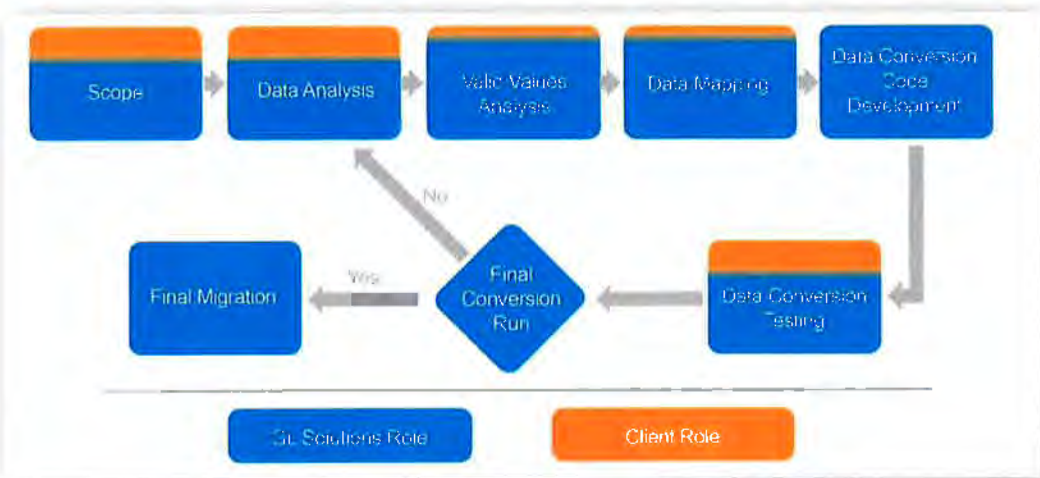
2.6.3 Warranty

- Immediately following Go-Live, a three month stabilization (warranty) period will begin to ensure that items in the project scope are functioning correctly. This stage of the installation marks a transition from the fast paced installation to the more moderate pace of technical support. The level of interaction between GL Solutions and <Client> typically slows by the end of stabilization and transitions to focusing on technical support tasks and projects. Stabilization is a good time to settle into a routine with the new system and start thinking forward to new functionality in which to grow. The GLSimple support plan includes a monthly meeting with the Agency Partner, which allows Clients to keep informed on the many aspects of the work in progress as well as the working relationship. The <Client> may contact the Agency Partner at any time.
- <Placeholder for new clients that are not on GLSimple plans xx>

GL Solutions' work management system requires that user-reported issues be identified as defects or enhancements using the accepted specification as the standard for comparison. All staff members working on the project (including <Client> testers) shall funnel comments and requests for fixes or changes through GL Portal, which will route the reported issue or enhancement through GL Solutions' workflow management system for research and resolution. If any reported defects are deemed enhancements (modifications requiring a change to an accepted specification), the Agency Partner can help to ensure the assessment is valid and identify the priority for the work to proceed, subject to the support plan.

GL Solutions will prioritize defect corrections over enhancements unless otherwise directed by the agency. New functionality, including new screens, new rules, or new system outputs that were not a part of accepted system design, is excluded from stabilization work. These requests may be documented on a wish list or as tasks for work to be completed under the support plan. The Agency Partner will work with the Agency during the transition to the support plan, thus ensuring that any enhancements are prioritized properly; this allows work to begin in a logical order where the most-needed work can start first once the Warranty period ends.

3. Data Conversion



Party	Role & Named Individual (where applicable)	Responsibilities
GL Solutions	Agency Partner	• Provide FTP site information for the data transfer • Facilitate meetings as needed for technical resources • Conduct conversion testing with the agency (screen to screen review)
GL Solutions	Business Analyst	• Produce mockup of conversion records • Produce conversion technical specification (crosswalk) • Set up conversion testing records
GL Solutions	Development Team	• Convert legacy data to GL Suite • Produce conversion exception reports
GL Solutions	Quality Assurance Team	• Test converted data according to the conversion crosswalk
Agency	Project Manager	• Participate in screen to screen conversion testing • Approve conversion exception reports • Identify legacy records for conversion testing • Approve all data identified to not convert
Agency	Subject	• Participate in screen to screen conversion testing

	Matter Experts	
Agency	IT	• Produce legacy system data • Answer technical data questions

3.1 Conversion Design

GL Solutions will specify and develop the functionality for GL Suite to migrate data from the agency legacy system. The technical specification for Conversion Design will include:

- Data Source Visio for the legacy tables

In order to successfully complete the Technical Specification documents, the <Client> Team needs to provide the following:

- Initial data set of the source application legacy data at the start of the project (usually at time of contract execution). Generally this is a SQL, Filemaker, or other database format.
    - Note: Oracle databases need to be exported as a quoted, comma delimited .csv file (Ex. "xxx","xx", etc.). Oracle's Data Pump Export can produce the correct export format.
    - Note: If <client> plans to do any cleanup or scrubbing before sending the data to GL Solutions, it must be done in a reproducible way as we will ask for data refreshes over the course of the installation.
- Source client application schema if available.
- Screen shots of all screens where data is displayed (usually in support of meetings with the Business Analysis Team)
- Any unconverted data (including tables) needs to be identified by <Client>

Note – the data to be converted at each iteration of data conversion is required to be in the originally-provided file format and structure. Changes to legacy database structure (new fields etc.) will not be included in the scope of the installation data conversions.

3.2 Conversion Development

During an installation, data conversion requirements are discussed and reviewed during the design of business processes. Concurrently, the Agency will review and approve a conversion crosswalk. Once the data is converted, the Business Analyst and the project team will review the conversion by walking through screens in GL Suite to ensure that the data is being populated in the correct location(s). To ensure a high quality conversion, a screen-to-screen comparison is made between the data in the legacy system and the data in the GL Suite system. A screen-to-screen comparison of the data in the legacy system to its new home in GL Suite also helps ensure a quality conversion. Data conversion is a critical step to a smooth and high quality project implementation. The time spent working with GL Solutions to ensure all data will be correctly converted will pay huge dividends during Go-Live and Stabilization.

3.3 Conversion Testing

GL Solutions will test the conversion to ensure that it is working according to business requirements before the Client sees it for the first time. Review sessions will be scheduled to thoroughly scrutinize the first conversion pass, report and resolve issues, and then repeat the conversion. Also during UAT, <Client> will be able to review the conversion and report issues to GL Solutions. Active participation by Agency staff in conversion testing is critical to a successful system implementation.

The agency must perform the following activities:

- Review the conversion exception report and provide direction to GL Solutions on how to correct data anomalies. GL Solutions will suggest an outcome for each anomaly which the parties expect to be implemented unless the agency provides other direction
- Data should be normalized – that is, all data fields can be used as expected, and there are no duplicates
- GL Solutions will not clean up <Client> data. This must be done prior to conversion or there could be issues during Go-Live
- Compare screens in GL Suite and the legacy system in a sufficient variety of scenarios to determine whether GL Solutions converted all data correctly
- Compare reports from the legacy and GL Suite applications to ensure accurate numbers of records, licenses, payments, cases, etc. are converted
- The exception report must be accepted

3.4 Final Conversion

GL Solutions will convert the final data set provided by <Client> into GL Suite according to the approved data conversion specification. GL Solutions will test the converted data prior to the migration to production. The agency is strongly advised to fully test the final conversion immediately upon Go-Live by repeating the conversion tests listed above.

4. Project Management Methodology

GL Solutions has developed a comprehensive and effective project management methodology that covers all aspects of any GL Solutions project (new installations, technical support projects) and ensures:

- The functionality developed conforms to the contract
- Communication between parties is timely and productive
- Project needs are addressed in an organized fashion
- The project stays on target in both scope and delivery

GL Solutions uses a project management methodology that is tailored to the unique functionality provided by the GL Solutions application.

GL Solutions' approach is tightly integrated with each element of the implementation methodology. GL Solutions' project management consists of monitoring, directing, advising, and guidance around the implementation methods. GL Solutions will direct resources to the project based on the Goals and Scope document and Management Plan in order to maintain agreed upon deadlines and deliverables. GL Solutions will also provide subject matter expertise, as needed, to ensure that project goals are achieved.

All project participants should read and understand this Management Plan prior to commencement of the project and retain a copy for reference during the project.

Party	Role & Named Individual (where applicable)	Responsibilities
GL Solutions	CEO	• Resolve contract disagreements • Resolve conflict • Approve risk mitigation plans

GL Solutions	Service Delivery Manager	• Manage conflict • Escalate issues
GL Solutions	Agency Partner	• Listen and respond to project topics as primary project management contact for GL Solutions • Manage change management process • Review and communicate schedule and upcoming events • Prepare, facilitate and memorialize status meetings • Identify project risks • Provide all necessary training
GL Solutions	Technical Analyst	• Identify, track and confirm requirements traceability • Identify project business processes and high-level deliverables • Process scope, schedule, risk and billing changes • Manage scope, schedule, risk and billing change processes
Agency	Executive Director	• Create a positive project culture and agency-wide support for a successful implementation • Resolve contract disagreements • Resolve conflict
Agency	Project Manager	• Manage conflict • Attend project status meetings • Provide direction to agency team

4.1. Risk Management

The Agency Partner will perform regular risk assessments through the installation project and the Agency Partner will perform risk assessments post Go-Live and throughout the technical support plan year.

<Placeholder reminder to update this text for installations managed by the AP xx.>

Mitigation strategies, including individual or team responsibilities, action plans, and escalation procedures, will be developed for each risk in order to minimize and (where possible) eliminate the risk. All risks will be recorded and tracked throughout the project and will be carried forward to subsequent months as appropriate. Identified risks and mitigation plans will be communicated during regular status meetings.

4.1.1 Related Documents

Risks will be monitored during the project through GL Portal and documented on the project status meeting agendas and minutes. Documentation will include mitigation steps and responsible parties.

4.1.2 Identified Risks

GL Solutions' expectation is that <Client> will actively participate in all activities required for a successful project implementation. While this Management Plan will help the client gain an understanding of the software project process, <Client> project participants have typically not previously been involved in a software project and may be unaware of the time required for successful implementation.

Below are common risks that will be used to evaluate the project as it progresses.

Lack of Adequate Testing

Adequate testing is critical to the software design process – without adequate testing, there is a high likelihood that issues will not be discovered until some critical moment in the future. This can cause problems, confusion, and embarrassment as well as giving end-users a feeling that the software is low quality. The best approach to testing is one that is systematic and organized. Testing takes time and time takes money; it is extremely important to budget for testing, to plan for it, and to execute it in a way that will not only test everyday situations, but also test use-case and edge-case scenarios. Testing can never be too thorough.

Lack of Schedule Commitment

Committing to a schedule is crucial to ensure that project timelines do not go astray. Without a committed schedule, a project runs the risk of not being completed in a reasonable timeframe, which can easily lead to cost overruns, team resentment, and unhappy end-users. A well-defined schedule helps the parties to achieve the objectives of the project while also maintaining the expected timeline.

Lack of Executive Support

Support from senior management is needed to drive and keep the project effort focused and moving in a positive direction. Ownership of the project must be shared to satisfy the demands of user management. It is estimated that 90% of software application project failures are due to politics within the organization and a lack of clear executive support.

Lack of User Support

During the design process it is important to engage users in the project and, from this activity, super users will often become apparent. These users can have a significant impact on the success of the project by providing guidance, support, and encouragement for other agency users. The project team can assist this natural process by identifying these users and providing a place in the project that is visible and viewed as positive within the work structure.

Poor Project Management

Strong project management is required of the overall project and is traditionally separate from the design and development processes within an installation. Leadership from the project management team is critical for the success of the project and most project successes are characterized by project management that is balanced and collaborative with a strong vision that the project will succeed.

Poor Change Management

Starting agency change management activities early with the end users will often make the difference between a smooth UAT and Go-Live and a very difficult transition time. Change can be difficult for people to accept and some will have a more difficult time accepting it than others. Change management activities are required to ensure the smoothest experience in this area and it is important for <Client> senior management and the project management team to provide leadership within the context of change.

Poorly Designed Project/Business Requirements

A lack of clearly defined project and business requirements can lead to software that does not fully meet the business need. It also contributes to confusion and frustration with users when the software is presented for testing. The effort required up front serves a project well and can assist with minimizing other challenges within a software project.

Poor Schedule Management

While an overly optimistic schedule will have little impact if properly managed, poor management of the schedule can have a severe impact on the project. A mismanaged schedule can lead to a halt in development, extensive rework of the schedule, and extensive reallocation of resources. It is very important that the Agency is committed to meeting the scheduled deadlines to ensure that contractual requirements can be met.

Poor Design/Development

Poor or inadequate design of the system can, and usually will, lead to extensive rework. This can have a very significant impact on the progress of a project by putting teams behind schedule, causing scope expansion, resource reallocation, and cost overruns.

4.2 Communication Management

This section will set expectations for how all communication will take place between the parties. GL Solutions' Agency Partner will work with the Agency using refined best methods for gathering requirements, which includes keeping the Client updated on project/task progress and where to find answers for questions or concerns.

4.2.1 GL Portal

GL Solutions has developed an online portal (GL Portal) for clients to monitor project schedules, action items, risks, invoices, and issue tracking. GL Portal will allow both the agency and GL Solutions to monitor scheduled work. It is a real-time project management tool that allows users to:

- Complete design approval and specification acceptance
- Respond to questions and other communication
- Track and monitor the status/progress of individual defects reported
- Track and monitor the status/progress of requested enhancements
- Review specification or other documents
- Report new issues when discovered
- Maintain all documentation related to the project, including specifications, process guides, administration guides, and more

4.2.2 Client Status Meeting

Client Status Meetings are the primary venue for communication between <Client> and the Agency Partner. The Agency Partner will update GL Portal ahead of time so that all parties involved can monitor and review the discussion topics. GL Portal is available to review discussion items at any time.

- Installation Status Meetings will occur weekly
- The Status Meeting is conducted through a real time portal (GL Portal) with direct links to the risks, projects, tasks, etc. that make up the discussion items for the meeting
- Meeting topics will be available on GL Portal to all participants at least one day prior to the meeting. Topics may be part of the meeting invitation or may be a separate document depending on the need of the Agency.
- New items for review need to be submitted to the Agency Partner at least two days in advance of the meeting
- The Agency Partner will also send out meeting minutes after the meeting to document any discussions, decisions, and action items.

4.2.2.1 Meeting Schedule

GL Solutions recommends meeting weekly during the installation because the time frame is short and it is important to monitor progress closely. GL Solutions' Agency Partner will set up a recurring meeting invitation to reserve the time on attendees' calendars for ______ Pacific Time on _____ (day of week). The schedule can always be adjusted if a meeting needs to be cancelled or added.

4.2.2.2 Meeting Attendees

Certain <Client> Team members are typically included on a recurring meeting invitation and these people are identified in the Goals and Scope document. Additional participants are always welcome on an as needed basis. The Agency Partner will need advance notice (see the next section on the Meeting Agenda) to make sure that all invitees have sufficient notice of the meeting time and agenda.

4.2.3 Emergency Contact

Installation projects are typically not affected by system emergencies; however, in the event of outages that affect the agency, particularly during user testing or Go-Live activities, the Agency Partner will contact <Client> immediately.

Critical agency staff (such as IT, the PM, or SME) need to be available 24/7 during Go-Live.

4.2.4 Conflict Resolution

Software installations typically include some amount of conflict. The project likely changes the way people work at the agency. Change can be difficult in the best of circumstances. The project involves a great deal of communications between the Agency and GL Solutions. Developing clear communication styles and habits takes time. Further, each person in the project possesses different experiences with software implementations that may lead to misunderstanding about the project status. For all of these reasons, some degree of interpersonal conflict among and between staff at the agency and GL Solutions is normal, healthy, and to be expected.

If frank, direct communication does not resolve a conflict, the parties agree to escalate the conflict to decision makers within the respective organizations. Agency staff will ask for direction from the Agency's management team, escalating to the Executive Director, if necessary. GL Solutions staff will ask for direction from GL Solutions' management team, ultimately the CEO. Managers and executive staff will communicate directly with peers in the other organization before escalating further.

4.2.5 Verbal Communications

GL Solutions documents all agreements between the Agency and GL Solutions in writing. Written agreements allow the parties to record the agreement for future use. Written agreements provide better clarity and understanding. If GL Solutions' staff makes a verbal promise or reassurance, such as a promise to include a specific correction, the Agency should insist that the agreement be added to the formal specification. Do not accept a verbal commitment from a Business Analyst or other staff. GL Solutions management explicitly assumes that the Agency and GL Solutions' staff has made no verbal agreements whatsoever.

4.3 Schedule Monitoring

Overall project progress will be covered at the regularly scheduled project status meetings. Progress on individual tasks and projects is also provided via the GL Portal.

4.4 Acceptance

A software project completes as a series of completed milestones that build on each other. As a deliverable is accepted by the agency, a subsequent deliverable will be produced which relied upon the previous accepted deliverable. For instance, business process identification leads to a technical specification, which leads to configuration and development, which leads to system testing, which leads to UAT testing, etc. Modification to an accepted deliverable always leads to an expansion of the expected scope of the project. For this reason, the parties intend for any modification to an accepted deliverable to be processed through the change management process.

Timely review and correction of deliverables are essential for meeting project schedule goals identified in Section 1 of this document. To facilitate timely acceptance and reliance on that acceptance, the parties agree to the following deliverable acceptance process:

- Unless another expressed timeframe is provided, <Client> shall have ten (10) business days from the delivery of any design documents to determine whether the documents conform to the agreed to acceptance criteria.
- If the submitted documents do not conform to the acceptance criteria, the agency shall notify GL Solutions in writing of the reasons that it is unacceptable.
- A design review form must be used for any specification that is not fully accepted. GL Solutions will accept track changes in a document in addition to the review form to assist with clarity of the changes requested.
- The specifications will be reviewed entirely and the deficiencies must be noted at this time, and additional deficiencies with the design documents may not be added or modified in any future notification of this formal review cycle.
- GL Solutions shall have five (5) business days from the receipt of such notification to correct the deficiencies and resubmit the design documents.
- The agency shall have up to five (5) business days to inspect, test, and reevaluate the resubmitted design documents.
- Additional cycles may be added until the design documents are acceptable to the agency.
- If the agency does not give written notification to GL Solutions by the end of a given inspection, testing, and evaluation period or any extension of that period, indicating that the submitted design documents do not conform to the acceptance criteria, the agency shall be deemed to have accepted the deliverable upon expiration of the period.
- GL Solutions will not accept conditional acceptance, all requests for change must be complete when acceptance is given.
- The agency shall allocate necessary staff resources to provide detailed business requirement descriptions, review specifications, answer clarifying business requirement questions, perform UAT testing, and manage staff and process change within the agency's organization.

4.5 Project Scope Change Management

Project changes are inevitable during some point in the software project development life cycle. The key for a successful project is to manage change and limit the impact to the project plan, budget, and schedule for the project because the number one cause of project schedule and budget changes is project scope change. Some changes will be unavoidable – instances where changes are required to comply with legal regulations or policy changes but other changes can be deferred until after the system is live.

If scope changes are not controlled, the project schedule and budget will be out of control before the project team recognizes that anything has happened. A well-conceived change control process will assist the project team in controlling this "scope creep" problem.

Scope changes (sometimes referred to as creeping functionality) are the continual addition of functional enhancements to the product requirements throughout the software development life cycle. Excessive scope changes are directly related to poorly defined product requirements and specifications.

A change request is defined as a request for a modification to a previously accepted deliverable, or a modification that contradicts contractual documentation, including scope increases in addition to those documented in the Goal and Scope document, once agreed to by the parties. A change request may be required if the agency modifies a project process, such as changing the design acceptance process from a single round of new issue reporting to more than one rounds of new issues.

If a modification to a deliverable is proposed before the deliverable is accepted, and the change does not contradict a previously accepted deliverable, the contract documents, and/or the Goal and Scope document, the change can proceed without a change request or contract amendment. Otherwise, the modification is a change that requires the parties to follow this formal Change Management process.

Examples of requests which are always subject to this Change Management process:

- Any work in excess of the functionality defined in the Goals and Scope document
    1. Work in excess of identified business processes
    2. Work in excess of total number of reports, queries, correspondence
    3. Work in excess of conversion, interfaces etc.
- Modifications to the project management processes
    1. Project management work in excess or beyond the expected duration of the scope defined in the Goals and Scope document.
    2. Reporting defects in round two on a DARF during design.
- Changes to core code (any customization of core code is a change request) includes, but not limited to:
    1. Home Screen
    2. Any non-standard configuration
    3. De-normalization of database structure
- Issues reported beyond the Warranty period will be addressed by the software support plan selected by the agency.

4.5.1 Standard Document for Documenting a Change Request

Any modification to a previously accepted deliverable, the contract documents, and/or the Goals and Scope document must be submitted in writing and may be submitted by the agency or by GL Solutions. The change will be requested in the Change Request Form, agreed to by the agency and GL Solutions and attached to this document in Appendix A.

Any change request will include:

- Name of the Change Request
- Number for the Change Request
- Who prepared the Change Request
- Who approved the Change Request
- Date of approval
- Date of acceptance
- Type of Change Request (fixed price or time and materials)
- Description of Change Request
- Tasks involved to complete the work
- Type of work included in the tasks
- Rate
- Hours estimated
- Price

4.5.2 Process for Submission and Review of a Change Request

The process for submission and review of a change request will involve both the agency and GL Solutions. Steps to complete the Change Request process:

- Change Request Form created by the Agency Partner immediately upon discovery of a required change

- Change Request Form submitted for approval on GLPortal
- The Change Request will be discussed at the next status meeting to ensure clarity of the request

4.5.3 Process for Approval or Rejection of a Change Request

- The Change Request will be accepted or rejected on GLPortal
-
- <A more formalized process may be identified if needed from the contract>

4.5.4 Process for Estimation of Cost and Impact of Change

Change requests may be classified as fixed price or time and materials. All estimates will use the hourly rate specified in the contract. All change request estimates will include:

- Extension of project management cost due to project delays or setbacks
- GL Solutions' Operations team resources including management and testing

Project delays caused by the agency's inability to perform to the project schedule will be a change request and will potentially result in higher costs.

GL Solutions permits certain complimentary change requests for minor screen modifications such as the location, security, or label on a field.

5. Client Hosted Systems <remove if GL hosted>

GL Solutions offers to host our client systems, however we do understand that there are various reasons why our clients would host their own systems. To ensure clarity and understanding of the responsibilities of a client-hosted system, we have provided this section to review the ways we can support our self-hosted clients and what is out of scope of a non-GL Solutions hosted application and database.

5.1. VPN Access

- GL Solutions will require a secure connection to assist in identifying and troubleshooting application issues that occur on the UAT and PROD environments. A secure VPN connection provided to GL Solutions is advised for access when these situations occur. This access will only provide GL Solutions with access to the application, and GL Solutions will not have access to the data stored within the database.

5.2. Task Deployment

- GL Solutions requires access to the hosted solution in order to promote tasks/configuration updates from the SYS environment to the UAT environment. In order for configuration updates to be promoted to the UAT environment without remote access provided to GL Solutions, a file would need to be processed and delivered to <Client> to facilitate the promotion of the data to the UAT environment.

5.3. Backup and Recovery

For client-hosted systems, backup and recovery will need to be configured and maintained on the client side. GL Solutions can provide recommendations for backup and recovery, however we will be unable to perform the work to enable this and will require <Client> to perform the setup activities.

5.4. Encryption at Rest

- To ensure security of all personally identifiable information, encryption at rest will need to be configured on the client-hosted server. GL Suite utilizes Microsoft TDE to encrypt data at rest. As this requires configuration on the server, including providing valid certificates for the encryption of the data, GL Solutions will be unable to set this up on a remote server.

6. Change Management within the Agency

6.1. Who's involved in change management?

In short, everyone involved in the project. Its critical that change and resistance to change be openly discussed and addressed. Resistance to change is the norm, not the exception. Employees need to understand their role and openly talk about change with their managers.

Management plays a special role in helping employees learn and adjust to change. The success of the project often comes down to how well mangers can coach, support and lead employees to the desired outcome.

Sponsors also play a role in setting expectations and maintaining commitment to project success. Ultimately, someone is responsible for the wise use of the agency's budget. Those resources will be wasted if change management is not successfully addressed. So, the person writing checks also needs to support and express agency commitment to managing and overcoming success. Management and team members alike look for the sponsor's leadership as queues about their future.

6.2 When do we manage change?

Change management ideally begins before a project commences. Clearly defined demand and vision helps build the case for a software implementation – a case made not only to the legislature or budget authority, but a case also made to agency employees.

Throughout the project lifecycle, managers and sponsors need to constantly repeat what is driving the need for change and what benefits they see from the project's success.

There are key stress points in a project, like during the design, UAT and go-live, where change management needs an extra focus.

6.3 What's the plan for change management?

Get mutual agreement on a change management plan at the beginning of the project. Provide a high-level change management timeline and description. Let the agency know what will happen when, who does what and what GLS will do to support the agency. Software projects are new to most managers. Do not assume the agency management will take charge to organize any aspect of the project. GLS should provide leadership, plans, detailed steps, problems solving, tools throughout the entire project. GLS must take charge of the change management process to ensure success. Make agency management's job easier.

Define measurable stakeholder aims and create a business case for their achievement. Document each stakeholder group of employees and what they want from the project. Ask management to lead one or more meetings with each stakeholder group to gather their input along with the top one or two goals for the project. Management should write down and share with every employee in a meeting why the project is underway. GL Solutions should continuously review and update the broader project goals and stakeholder goals with information on how the project is meeting those expectations.

Make sure client users and management understand escalation path for getting help. All employees need to understand how to constructively report project obstacles and challenges. Train users on the communication process. Tell users that the expectation that they use the communication path, not the water cooler. Its ok to vent once in a while, but if the concern does not reach someone who can address the issue, the venting transforms from letting off steam to sabotaging agency goals.

At each steering committee, evaluate assumptions, risks, dependencies, costs, return on investment, dis-benefits and cultural issues. Be very candid about any resistance experienced. Include items such as specific off-hand comments, in ability to unwillingness to follow the process, difficulty using the software, etc. Be on the lookout for change resistance. When identified, create a risk with appropriate mitigation steps, agreed to with the agency to resolve the resistance.

Weekly, provide agency management with communications to be sent by the manager to employees that inform various stakeholders of the reasons for the change (why?), the benefits of successful implementation (what is in it for us, and you) as well as the details of the change (when? where? who is involved? how much will it cost? etc.) Tell each stakeholder about near and long-tern changes, meetings and changes that affect the stakeholder. Avoid any surprises.

Devise an effective education, training and/or skills upgrading plan for the organization. Develop a comprehensive testing methodology to measurably verify that employees have the requisite skills to use the software in the way the software will be used. Train early and often. If employees are not able to demonstrate proficiency early in the UAT cycle, raise a risk with appropriate mitigation steps agreed to by the agency. Require agency management to take charge of education or personnel action as needed. Establish a schedule to sit with each user for specified times each day until every user can demonstrate proficiency in using the system to complete their job functions.

Counter resistance from the employees and align them to overall strategic direction of the organization. Create a status scorecard that specifically evaluates every employee's response to change associated with the project.

Some people naturally support change. Make these individuals leads in training and coaching others through the process. Look for client advocates within teams or units that can help other users with the system or get help for issues.

Most employees respond to change with caution. Make individual plans to get such employees onboard. Reinforce open dialog about project obstacles and benefits with these employees. Provide personal counseling (if required) to alleviate any change-related fears.

Some employees may actively subvert the project and coopt others into a hostility to agency goals. Use an effective, timely personnel discipline to address these employees. These employees have probably been a drag on the morale of the agency for years. Use this opportunity to tell them to get on board or leave.

Prep clients for go-live. Example: Prepare an email that client management would send out to users to set expectations for go-live. What to expect, issues will arise, what is the path for getting help, etc. Prepare the client for how to handle enhancements during stabilization. Prepare client management that users will panic during go-live. How to handle this when it occurs.

When fear rises, increase bi-directional communication. Plan to make a make a plan at key checkpoints. e.g. UAT and go-live. Schedule a daily debriefing with all users or groups of users. Gather concerns from users, help to resolve them, etc.

Be very clear about the demand, vision and investments driving the project. Consider using GLS resources onsite to support key project milestones.

7. Glossary

Object
An Object is anything that is defined (can be compared to a record). Each entity, task, license, piece of correspondence, report, etc. is an object. Objects and Object Types are organized on the tree structure via Collections.

Object Type
The term "Object Type" is used to refer to a specific Type of object within an Object category. An Object Type represents a single screen in GL Suite. For example, a kind of license Object, 'MD license' is a Type of license (screen), an Application Form Task may be a Type of task (screen) and a License Fee may be a Type of Invoice (screen), etc.

Quick Pay
Quick Pay is the payment processing mechanism within GL Suite. Quick Pay is its own unique window that opens and allows users to search for and apply payments against open invoices.

Relationship (Association)
A relationship is used to connect one entity record to another. For example, the relationship between an Individual and workplace constitutes a relationship. Relationships are also referred to as associations. Relationships between entities can be accessed via a hyperlink on the tree structure of one entity to the tree structure of its related entity.

Staff Entity Record
From the Main Screen a user can click on the menu option "Open Me" to access their unique staff record. This staff entity record contains information relevant to the user logged into GL Suite.

Status
A Status field can be used on any screen in GL Suite. In the case of a License object it can keep track of the status of the license itself. For example, if all tasks are complete and all fees are paid, then a License is Active.

Subforms (Record Headers/Footers)
Subforms come in two forms: Subform Top and Subform Bottom. These subforms appear as headers and footers within a record and summarize information that exists on the tree structure.

Task/Requirements
Tasks serve to indicate licensing requirements. A Task may also act as a staff reminder and help with workload management (staff "To Do" list). They can be created manually or automatically depending on need. (See rules for information on automation.)

License Tasks: These are Task records created to make sure that licensees complete their requirements before getting licensed. Task records will be specific to each license type. For example, if a licensee is required to complete an Application Form a task record named "Application Form Task" with a default status of "Incomplete" would be created. When the application form is received by the agency, this task record's status can be set to automatically change to a status of "Complete."

Tasks Created on Default (always needed): These task types/task records will be automatically created when a new license record is created. For example, an applicant will have to pay an application fee, so the task "Application Fee Task" will be created automatically so the licensee cannot be licensed before paying the fee.

Tasks Created Manually (as needed): These tasks are only created when needed because they won't apply to every application or licensee. For example, you would only create the task "Application Not Signed" for those applicants that have this deficiency.

One Screen
Screen to capture data that will populate multiple screens when the record is created.

Append
This term refers to the creation of a record or screen in GL Suite. It will be used within the rules shown on the SDS.

Dummy Correspondence/Correspondence Printed
This term refers to the screen in the backend that captures the date a report is printed. The date is populated by a command from the Main Screen. This tracks the records that need to show in a batch report and the date they were printed from the system.

Mark as Printed Command
The function that populates the date on the "Dummy Correspondence" or "Correspondence Printed" in order to remove it from the batch report.

Property
This term refers to a field on a screen in GL Suite. The name of the property is the label the property is given the user sees. The label a user sees and the name of the property shown on the SDS may not be the same.

On Update
This term refers to the action of saving data and an automated action occurring by the system. This term will be used when reviewing the rules that appear on the SDS.

Tree Structure
When opening a GL Suite record, the hierarchical view on the left side of the screen as seen by the user.

Self-Documenting Specification (SDS)
The SDS is the technical specification of the system that lists all screens, fields, rules, security, etc. related to a business process.

Appendix A – Change Request Form

Change Request Form to be used for any change requested according section 4.5 - Change Management.

<CLIENT> Licensing Replacement Project	
Change Request Number	
Change Request Name	
Prepared By	
Approved By	
Approval Date	
Date Accepted	
Type (fixed price, time and materials)	
Description of Requested Change	

Estimate Breakdown				
Task	**Type of Work**	**Rate**	**Hours**	**Price**

Appendix B – Project Team Contact Information

Team Member	Agency/Role	Email	Phone

Appendix C – Design Approval Response Form (Sample)

Design Approval Response

Agency ABCXY
Business Process Business Process name Here
Specification Type Specification Type Here
Date Received From 00/00/2015
Date Due Back To 00/00/2015
Date Received By 00/00/2015
State Decision Approved/Rejected

gl solutions

See Instructions and How to Effectively Communicate with GL Solutions below.

		Cycle 1				Cycle 2				
		Agency		GL Solutions		Agency		GL Solutions		
Screen	PRF Req. #	Deficiency Identified	Action Requested	Response	Notes	Response	Reason	Response	Notes	Outcome

GL Suite Software Agreement

General Terms

1. Parties. Parties to this GL Suite Software Agreement ("Contract") include GL Suite, Inc., an Oregon corporation ("Company"), and the ______________, an agency of the State of _______, or if blank, the agency ("Licensee") receiving an offer from Company ("Offer") in response to a procurement request ("Procurement").

2. Contract Incorporation. This Contract may be executed in any number of counterparts, each of which shall be deemed to be an original and all of which shall constitute one agreement which is binding upon all the parties hereto, notwithstanding that all parties are not signatories to the same counterpart. If this Contract was submitted with an offer from Company in response to Licensee's Procurement, Company intends for the offer to be contingent upon acceptance by Licensee of the terms of this Contract. This Contract and all rights and obligations of the parties hereunder and all rights and obligations of the parties shall be governed by, and construed and interpreted in accordance with, the laws of the State of Oregon applicable to agreements made and to be performed entirely within such State, including all matters of enforcement, validity and performance. This Contract may only be amended in a written agreement executed by authorized representatives of both parties hereto.

3. Contract Term. This Contract shall be effective on the date this Contract has been fully executed by every party, and shall expire concurrently upon the expiration of all Software Support Plans.

4. Contract Scope. The scope of this Contract includes a Procurement, Offer, GL Suite Software, Software Installation, and Software Support products and services as described in this contract. Contract terms in this "General Terms" section apply to the entire scope of the Contract.

5. Project Management Tools. Company and Licensee agree to use GL Portal, an online, web-based project management system developed by Company to store project deliverables, communicate schedules, provide acceptance of specifications and other deliverables, answer clarifications, report defects, and provide notifications.

(a) Company will issue Licensee a unique login and access to GL Portal for each person authorized by Licensee.

(b) Licensee will authorize Company to grant GL Portal access only to Licensee agents with authority to act on behalf of Licensee.

(c) Company shall utilize Microsoft Word, Excel, PowerPoint and Visio to develop written project documents.

(d) Company shall provide project management forms for acceptance, deliverable review reporting defects, etc. No other project management software or forms shall be used.

6. Physical Presence. Company shall at reasonable times and in a manner that minimizes disruption of the Licensee's operations have the right to enter into and upon the premises of the Licensee during business hours for the purposes described by this Contract, inspecting the software, observing its use or otherwise protecting Company's interest therein. Licensee shall, whenever requested by Company, advise Company of the exact location of the Software. Subject to Licensee's review and approval of data access security precautions, Licensee shall establish a secure method by which Company can perform remote administration and updates to the installed Software.

7. **Specification and Document Deliverable Review.** Company shall create specifications and other documentation, such as project management documents, training, and software documentation, to support the Software Installation and Software Support as described in this Contract.

(a) Company shall submit specifications and documentation to Licensee for acceptance using GL Portal. Company shall specify which contract requirements are met by the specification or documentation.

(b) Licensee shall review the specification or documentation to determine whether the document, if developed per the specification, fulfills the contract requirement specified by Company.

(c) Licensee shall respond to Company's request for approval by:

i. Accepting the submitted specification or documentation within seven calendar days,

ii. Rejecting the specification or documentation within seven calendar days, or

iii. Not responding to the Acceptance request within seven calendar days. Not responding to the Acceptance request within seven calendar days constitutes Licensee's Acceptance of the specification or documentation.

(d) If the specification or documentation does not conform to the Contract, Licensee shall notify Company using GL Portal and forms provided by Company specifying the specific contract exceptions which cause the specification or documentation to be unacceptable. All such deficiencies within the specification or documentation must be noted during Licensee's initial review of the specification or documentation.

(e) Company shall correct the deficiencies and resubmit the specification or documentation within seven calendar days from the receipt of the rejection.

(f) Licensee shall have seven calendar days to re-inspect, test and reevaluate the resubmitted specification or documentation to determine whether deficiencies initially noted are corrected.

(g) Additional cycles may be added until all deficiencies initially noted are corrected.

(h) During any re-inspection by Licensee, the Licensee may not report any new deficiency not reported during the initial rejection of the specification or documentation.

(i) Acceptance of a specification or documentation constitutes acceptance that Company's development and implementation of the software according to the specification or documentation satisfies Company's performance obligations with respect to the corresponding contract requirement identified. Acceptance of a software deliverable constitutes acceptance that the Software performs as specified.

8. **Delivery**. Delivery of a project artifact, deliverable or software occurs upon any of the earliest of any of the following events:

(a) Delivery scheduled in a project plan, Goal and Scope Document, Management Plan, UAT Plan,

(b) Notification of delivery in GL Portal, or

(c) Actual notification of delivery by email or phone.

9. **Acceptance.** Any the following conditions constitute acceptance ("Acceptance") of a project document, specification, software, sub-deliverable or deliverable by Licensee, in the form delivered by Company, including acceptance of the software installation or support plan deliverable:

(a) Written acceptance by Licensee;

(b) Production use of the software (or, as applicable, Installation Service, Software Support deliverable) in a live environment; or

(a) Failure to test, inspect and report specific defects regarding the Software or any contract deliverable within seven calendar days after delivery notification by Company to Licensee.

10. Payments. Unless otherwise specified in this contract, payments are due within 45 days of receipt by the Licensee. Irrespective of any language on or accompanying a payment, Company shall apply all payments received to the oldest invoice due unless the Licensee formally rejects acceptance of the software or service corresponding to the oldest invoice in accordance with the terms of this Contract.

(a) Payment Obligation Absolute. Licensee's obligations under this Contract, including the obligation to pay license fees unabated, shall continue in full force and effect regardless of any inability of Licensee to use the Software because of war, governmental regulations, or strikes, unless for breach of contract or warranty.

(b) Should Licensee fail to pay any amount required hereunder to be paid by Licensee to Company, within thirty (30) days after the due date thereof, Licensee shall pay unto the Company interest on the unpaid amount of such delinquent payment at the rate of eight percent (8%) per annum from the date such payment was due until it is paid in full, or, in the event such rate exceeds that which is permitted by applicable law, the highest permissible rate.

11. Assignments by Company. Any and all rights and interests of Company under this Contract may be assigned, either in whole or in part, without notice to Licensee, and Licensee agrees that its rights under this Contract are expressly subject and subordinate to any and all security interests which may now or hereafter be placed by Company or its assigns upon the Software. All references in this subparagraph to assignment shall be deemed also to include any pledge, mortgage, transfer or other disposition. Subject always to the foregoing provisions of this section, this Contract shall inure to the benefit of, and shall be binding upon, the successors and assigns of the parties hereto and, where appropriate, their heirs, legatees and personal representatives. The Company will provide Licensee with no less than a ninety (90) calendar day notice of impending cessation of its business.

12. Warranties.

(a) Software Installation and Software Support Warranty - For a period of ninety (90) days following Acceptance by Licensee (the "Warranty Period"), Company warrants that Software Installation and Software Support, except Hosting Services, will function in material conformity with Accepted specifications, and will be free from material defects in operational performance. Company will cure all breaches of the foregoing warranty reported in GL Portal by Licensee during the Warranty Period even if the period to perform such corrective action extends beyond the Warranty Period.

(b) Hosting Service Warranty - Licensee assumes total responsibility for Licensee's use and users' use of the Software on any equipment provided by Company, if any, and the Internet. Licensee understands and agrees further that the Internet is accessible by persons who may attempt to breach the security of Company and/or Licensee's networks. Company has no control over and expressly disclaims any liability or responsibility whatsoever for such actions and Licensee and Licensee's end users access the service at Licensee's own risk. Hosting Services provided by Company are provided on an "as is" and "as available" basis without warranties of any kind, either express or implied, including but not limited to warranties of title, merchantability or fitness for a particular purpose. No advice or information given by Company, its affiliates or contractors or their respective employees, create a warranty. Some states do not allow the limitation of implied warranty, and therefore certain provisions may not apply to Licensees located in those states.

(c) EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION, COMPANY MAKES NO OTHER WARRANTIES OF ANY KIND, AND EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, EXPRESS AND IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING, WITHOUT LIMITATION, THE SUITABILITY OR THE CONDITION OF THE SOFTWARE, OR ITS FITNESS OR SAFETY FOR ANY PARTICULAR PURPOSE OR USE, OR AS TO ITS MERCHANTABILITY. COMPANY MAKES NO WARRANTY REGARDING THE USABILITY OR CONVERTIBILITY OF ANY OF LICENSEE'S DATA, THE SUITABILITY OF THE SOFTWARE FOR LICENSEE'S NEEDS, OR ANY PERFORMANCE PROBLEM, CLAIM OF INFRINGEMENT OR OTHER MATTER ATTRIBUTABLE TO ANY USE OR MODIFICATION OF THE SOFTWARE, OR COMBINATION OF THE SOFTWARE WITH ANY OTHER SOFTWARE OR COMPUTER PROGRAM OR COMMUNICATIONS DEVICE, NOT EXPRESSLY AUTHORIZED BY COMPANY IN WRITING. COMPANY SHALL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING LIABILITY IN TORT, STRICT OR OTHERWISE) DAMAGES ARISING DIRECTLY OR INDIRECTLY FROM THE SOFTWARE, THE USE, MISUSE, LOSS OF USE OR SALE THEREOF OR THE DELAY OR FAILURE OF DELIVERY OF THE SOFTWARE OR FROM ANY OTHER CAUSE WHATSOEVER EVEN IF IT HAS BEEN ADVISED OF SUCH POSSIBILITY. THE LIMITATIONS, EXCLUSIONS AND DISCLAIMERS IN THIS CONTRACT SHALL APPLY IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND OR ACTION BY LICENSEE, INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT OR ANY OTHER LEGAL THEORY, AND REGARDLESS OF THE SUCCESS OR EFFECT OF OTHER REMEDIES. IN NO EVENT WILL THE AGGREGATE LIABILITY OF COMPANY TO LICENSEE UNDER THIS CONTRACT FOR DAMAGES, COSTS, ATTORNEY'S FEES, EXPENSES OR INDEMNITY EXCEED THE TOTAL FEES PAID BY LICENSEE IN THE LAST TWELEVE MONTHS TO COMPANY HEREUNDER. LICENSEE HEREBY WAIVES ANY CLAIM THAT THESE EXCLUSIONS DEPRIVE IT OF AN ADEQUATE REMEDY OR CAUSE THIS CONTRACT TO FAIL OF ITS ESSENTIAL PURPOSE.

13. <u>Contract Termination</u>

(a) Termination without Cause – Either party may terminate this Contract without cause upon the later of the current Software Support Plan or 90 days prior notice to the other party.

i. If Licensee terminates this contract for any reason other than breach of contract or the expiration of the contract, Licensee shall pay Company $150 per hour for every hour worked prior to termination up to the maximum value of the Contract less any amounts previously paid.

(b) Termination for Cause – Following a 30-day written notice to cure, either party may terminate this Contract for a material breach of the Contract terms. A notice to cure must detail each instance of breach, including the facts and provisions of the contract breached, and the remedy sought. The breaching party shall be allowed a good-faith effort to cure. The remedy sought must be reasonably intended to allow the party to fulfill the material provisions of the contract such that the notifying party would waive the breach and the contract may continue if the remedy is provided by breaching party. The notifying party shall act in good faith and take all reasonable steps to allow breaching party to cure any such breach. Parties agree that thirty (30) days written notification, as defined in the "Notices" section of this contract, are a substantive, material and essential to the ability of the parties to perform their respective responsibilities. The parties intend for this notice and right to cure provision to supersede any other provision in conflict within this contract, whether those provisions be contained in a document with precedence or not.

(c) Company's Remedies - In the event Company terminates the Contract for breach by Licensee, Company shall have the right to exercise any one or more of the following remedies:

i. To sue for and recover all payments, then due or thereafter accruing hereunder;

ii. To immediately terminate all performance of Software Installation or Software Support;

iii. To demand surrender of the Software and make assurances the Software was completely removed from all storage media controlled by Licensee, to bring an action in a court with jurisdiction over Licensee seeking injunctive relief mandating such removal and surrender of the Software;

iv. To terminate the license as to any or all items of the Software; and

v. To pursue any other remedy available at law or in equity.

The foregoing remedies are cumulative and not exclusive or sequential.

(d) Limitation of Liability – In no event shall Company's liability for breach of contract exceed the sum of all funds previously paid to Company during the prior twelve months. This remedy is Licensee's sole and exclusive remedy for any non-conformities, defects or errors and all performance or non-performance problems related to the Contract Scope including without limitation any breach of warranty by Company. The parties intend for limitation of liability section to supersede any other provision in conflict within this contract, whether those provisions be contained in a document with precedence or not.

(e) Attorney Fees – Neither party shall be entitled to costs or expenses in exercising any of its rights or remedies in enforcing any of the terms, conditions or provisions hereof. The parties intend for this attorney fees section to supersede any other provision in conflict within this contract, whether those provisions be contained in a document with precedence or not. In the event this provision determined not to be enforceable, both parties shall reimburse the other party in proportion of their liability for reasonable costs and expenses, including attorneys' fees, costs and disbursement incurred by Company in exercising any of its rights or remedies in enforcing any of the terms, conditions or provisions hereof.

(f) Waiver - The waiver by either party, or the failure by either party, to claim a breach, or give notice with respect thereto, of any provision of this Contract shall not be, or be held to be, a waiver of any subsequent breach, or as affecting in any way the effectiveness, of such provision.

(g) Transition Upon Termination - During any Software Support Plan and upon an appropriate service request by Licensee, the Contractor shall provide software support services for an effective and efficient transition of service with minimal disruption to the State including cooperation and assistance to ensure that all State Data is securely transferred to the State, or a third party designated by the State, within thirty (30) calendar days of the request. The software support services provided shall assist Company's successor with a successful transition to the new service and/or equipment, with minimal downtime and adverse effect on the Licensee. Licensee Data will be transferred in SQL Server Database Backup format via a SFTP site specified by Licensee or through other media as required by the size of the data. During any Software Support Plan, the Company will provide a written statement or certificate to the Licensee stating that all Licensee data has been transferred or deleted or disposed of as directed by the Licensee.

14. <u>Insurance</u>

(a) Workers' Compensation Insurance - Company shall maintain during the term of this Contract workers' compensation insurance in compliance with applicable State law, which requires subject employers to provide workers' compensation coverage for all their subject workers.

(b) Professional Liability Insurance - Company shall maintain during the term of this Contract professional liability insurance with a combined single limit, or the equivalent, of not less than one and one-half (1-1/2) times the total amount payable to Company under this Contract for each claim, incident or occurrence to cover damages caused by error, omission, or negligent acts related to the professional services to be provided under this Contract.

(c) General Liability Insurance - Company shall maintain during the term of this Contract general liability insurance with a combined single limit, or the equivalent, of not less than one and one-half (1-1/2) times the total amount payable to Company under this Contract for each occurrence for bodily injury and property damage. It shall include contractual liability coverage for the indemnities provided under this Contract and endorsements for products, completed operations and personal injury. It also shall provide that the Licensee and their agencies, subdivisions, officers, employees and agents are additional insured but only with respect to Company's services to be provided under this Contract.

(d) Automobile Liability Insurance - Company shall maintain during the term of this Contract automobile liability insurance with a combined single limit, or the equivalent, of not less than the amount required under law for each accident for bodily injury and property damage, including coverage for owned, hired or non-owned vehicles, as applicable.

(e) Notice of Cancellation or Change - Company shall not cancel, cause a material change in, reduce its limits for or omit or intend not to renew the insurance coverage required under this Contract without thirty (30) calendar days' prior written notice from Company or its insurers to Licensee.

(f) Certificates of Insurance - The certificates shall specify all of the parties who are additional insured and shall indicate all deductible amounts or retentions for all self-insurance. If requested, complete copies of insurance policies shall be provided to Licensee. Company shall be financially responsible for all pertinent deductibles, self-insured retention, and self-insurance.

15. Notices. Any and all notices ("Notices") which either party hereto may desire to give to the other party hereunder shall be deemed to be duly given if and only if mailed by registered or certified mail, postage prepaid, addressed to the other party at its address as set forth below or at such other address as such party may designate to the other party in writing from time to time. Notification by any other means shall be considered a service request and a waiver of any related breach of contract dispute until such time as the party provides notice in accordance with this paragraph.

If to Company: GL Suite, Inc.

PO Box 591

Bend, Oregon 97709

If to Licensee: Mailing address identified by Licensee

on Licensee's public web site.

GL Suite Software

16. Software License. Company grants to Licensee and Licensee accepts from Company a non-exclusive, non-transferrable, perpetual license and right to use the GL Suite, a software application designed to support government regulatory agencies (the "Software") on the terms and conditions set forth in this Contract, exclusively for the following purposes defined in this section.

(a) Licensee may use the Software to support customers, licensees, and other third-parties for the purpose of providing these persons the ability to apply, renew and verify a license, permit, or registration and related information, documents and enforcement actions. Licensee may connect third-party software to the Software through Company provided interfaces to support the use identified in this paragraph.

(b) For the duration of this Contract, Company licenses to Licensee the rights to develop new customized functionality for the exclusive use of Licensee. All such developments by Licensee shall be considered part of the "Software."

(c) Company designed the Software for the purpose of meeting multiple Licensee needs without modification of software code distributed to all Licensees. Company retains the right to determine whether the functionality requirements shall be provided by configuration of the Software or by modifications to the Software distributed to all licensees.

(d) Software includes all new releases and versions, and deliverables provided as a Software Support Service.

17. License Limitations. The Software license granted by this Contract is limited.

(a) Licensee may not use, copy, modify, or transfer the Software, or any copy, in whole or in part, except as expressly provided for in this Contract.

(b) Licensee may copy the Software only for backup purposes, provided that Licensee reproduces all copyright and other proprietary notices that are on the original copy of the Software provided to Licensee.

(c) Company retains all rights, title and interest in and to all software, documentation, derivative works and other intellectual property developed, designed, created or contributed by Company pursuant to this Contract, excluding Licensee's domain name, and excluding the graphics and data supplied by Licensee.

(d) Licensee may transfer the Software and all rights under this Contract to another party together with a copy of this Contract if the other party agrees to accept the terms of this Contract and Licensee receives written authorization directly from Company prior to any such transfer. If Licensee transfers the Software, Licensee must at the same time either transfer all copies whether in printed or machine-readable form to the same party or destroy any copies not transferred. Any attempt to transfer any of the rights, duties, or obligations hereunder except as expressly provided for in this Contract is void.

(e) Licensee may not rent, lease, loan, resell for profit, distribute, or network the Software except as otherwise provided in this Contract.

(f) Licensee agrees not to disassemble, decompile, translate or convert into human readable form or into another computer language, reconstruct or decrypt, or reverse engineer, all or any part of the Software to develop new software with some or all of the functions of the Software.

(g) In the event Company ceases to exist and fails to assign its rights in the Software to another entity, Licensee shall have the right to make modifications of the Software source code notwithstanding the terms of this section.

(h) Licensee shall not donate, distribute, license, sell or otherwise authorize the use or possession of modifications to any person other than Licensee's employees.

(i) Any software, reports, data structures, and other work product created as a consequence of Software Support Services shall become the exclusive property of Company. Company licenses without additional charge Custom Programs to Licensee. License shall include all rights granted under the Software License and the additional rights to decompile and modify the software, reports, data structures, and other work product created as a consequence of software maintenance.

18. Software Component Licenses. Software includes the distribution of other licensed software code subject to the limitations noted below:

i. The Alex FTPS Client is distributed under the GNU Library General Public License (LGPL) Version 2.1, February 1999. Therefore, the licensee is entitled to all rights under that license to the Alex FTPS Client software assemblies only.

ii. Json.net Copyright (c) 2007 James Newton-King from Newtonsoft is provided under the MIT Free Software license. Therefore, the licensee is entitled to all rights under that license to Newtonsoft assembly only.

iii. The Sphorium Technologies Webdav.Net is distributed under the GNU Library General Public License (LGPL) Version 2.1, February 1999. Therefore, the licensee is entitled to all rights under that license to the Sphorium Technologies Webdav.Net software assemblies only.

iv. Software redistributes Telerik Rad Controls, Copyright © 2002-2012 Telerik. All rights reserved, for Ajax under license with Telerik. Licensee may not develop new software utilizing Telerik's software libraries without first obtaining a Telerik Developer's License. Licensee may configure and utilize Software features without a Telerik Developer's License.

19. Intellectual Property Protection. This Contract does not provide Licensee with title to or ownership of the Software, but only a right of limited use. Licensor shall have sole and exclusive ownership of all right, title and interest in and to the Software, all copies thereof, all derivative works, Program Concepts, and all related works and materials (including ownership of all copyrights, trademarks and other intellectual property rights pertaining thereto), in any media now existing or subsequently developed, whether created by Licensor or any other party, subject to the rights of Licensee expressly granted herein. Licensee agrees to protect Company's interest in the Software, as follows.

(a) Licensee agrees to allow access or use of the Software only by employees of Licensee or by contractors under a written Contract, which preserves Company's rights to the Software and that prevents contractors from using, redistributing, disclosing or otherwise violating the rights of Company.

(b) Licensee agrees to maintain the confidentiality of the Software including all concepts, documentation, methods, processes and ideas, and the structure, sequence, and organization, designs, data models, tables and set-ups, and interfaces embodied, or expressed therein (the "Program Concepts") and to use same only as expressly authorized in this License. Licensee shall not disclose, provide, or make the Software or Program Concepts available in any form or medium to any person, in whole or in part, except on a confidential basis to such of Licensee's employees and consultants who need to access the Software to enable Licensee to exercise its rights under this License. Licensee shall take reasonable steps to ensure that such employees and consultants will keep the Software and Program Concepts confidential, and Licensee shall be liable for any breach of this Contract by such employees or consultants.

(c) Licensee shall include all proprietary, copyright, trademark, design right and trade secret legends, in the same form and location as the legend appearing on the Software on all authorized backup and archival copies of the

Software. Further, Licensee shall not remove any proprietary, copyright, trademark, design right or trade secret legend from the Software.

(d) Licensee shall, at its own expense, keep the Software free and clear of all levies, liens and encumbrances. Licensee shall give Company immediate notice of any attachment or other judicial process affecting the Software.

20. Software Warranties.

(a) Company warrants that Company has the full power and authority to grant the rights granted Licensee hereunder with respect to the Software, and neither the license or use by Licensee of the Software, as permitted under this License, will in any way constitute an infringement or other violation of any copyright, patent, trade secret, trademark or any other intellectual property right of any third party.

(b) In the event Software requires updating due to Federal, State statutory or regulatory requirements affecting Licensee, the Company's Software development department shall give its highest priority to the implementation of such updates, but Company does not warrant that all such updates will be completed, or that any updates will be completed by a certain time.

(c) In the event that the Software is, in the opinion of the Company, likely to or does become the subject of a claim for copyright or other intellectual property rights infringement, Company may, at its option and expense, either (1) procure for Licensee, the right under such third-party rights to use the Software; or (2) replace or modify the Software, or parts thereof, with other suitable and reasonable equivalent technology so that the Software becomes non-infringing; or (3) if it is not commercially reasonable to take actions specified in (1) and (2) immediately preceding, terminate this Contract and refund all license fees to Licensee.

Software Installation

21. Installation Scope. The scope of this contract includes migrating the Licensee from Licensee's current regulatory software to Software. The contract requires the project management methodology described in this section to produce software functionality.

(a) Software functionality required by this contract shall be defined through a process of refinement. Each deliverable shall refine a more general level of detail. When determining software functionality required by this contract, the following documents shall have precedence in the order listed:

i. Specifications which includes detailed design documents including Self-Documenting Specifications, Report, Correspondence and Subform Designs, Web Page Specifications, and Security Specifications

ii. Business Process Design or Web Site Design

iii. Goal and Scope Document

iv. Change Requests

v. Contract, as amended

vi. Company's Offer, as amended

vii. Licensee's RFP, as amended

(b) Within 30 days following contract execution, Licensee and Company shall accept a Goal and Scope Document, which identifies the high level hosting environment, business processes, interfaces, outputs and legacy data sources required by the Software installation. The business requirements shall derive from the Company's offer in response to Licensee's RFP #__________. Upon Acceptance, Company shall rely upon the Goal and Scope Document to Guide Company's performance. The Goal and Scope Document shall be an amendment to this contract upon Acceptance.

(c) Within 30 days following contract execution, Licensee and Company shall Accept a Management Plan, which describes the project management methodology including scope, schedule, change, risk, deliverable review and communication management activities. The Management Plan shall be an amendment to this contract upon Acceptance.

(d) No later than 30 days prior to the planned commencement of User Acceptance Testing, Licensee and Company shall adopt a UAT Plan, which describes the objective, measureable criteria for beginning and successfully exiting UAT. Successful performance of the UAT exit criteria constitutes Licensee's direction to complete the migration and deliver the Software to the production environment.

22. Company's Performance During Installation. Company shall provide the services identified in the Management Plan and those listed in this section during the installation.

(a) Conversion – Company will to transfer legacy data from delimited or fixed length ASCII text files or an ODBC compliant data source to the Software. Transfer of data means the manipulation of data from a data source to the table structure utilized by Software. Conversion Services does not include the identification or correction of data-entry or normalization errors present in legacy systems.

(b) Design – Company shall gather business requirements from Licensee and create designs and specifications that describe the Software functionality that accomplishes the business requirements gathered. Software may accomplish the functional outcomes of the Legacy System using alternate controls, steps and procedures, some of which may be faster or slower for users to execute in the Software than in the Legacy Software.

(c) Development – Company shall configure and program the Software to operate in accordance to Accepted specifications.

(d) Testing – Company shall perform unit and system tests to ensure the development conforms to the Accepted specifications.

(e) Training – Company shall provide end user training on how to use the software in as described in the Accepted specifications.

(f) Project Management – Company shall perform project scope, schedule, change, conflict, risk, deliverable review, and communication management activities.

(g) Project Tools – Company shall provide agency an online application ("GL Portal") which stores project communications, records Acceptance, stores project documents, lists Company and Licensee performance details, and describes the project schedule.

23. <u>Licensee's Performance During Installation.</u> Licensee shall provide the services identified in the Management Plan and those listed in this section during the installation. Licensee agrees that Company's performance is dependent upon Licensee's timely and effective cooperation with Company. Accordingly, Licensee acknowledges that any delay by Licensee waives the requirement for Company's timely performance; waives Licensee's rights to liquidated damages, if any; may cause delay in the overall completion of the Software Installation; and, shall result in a material contract change for additional hours of project management services. Performance by Licensee of the provisions of this section shall be an essential element of this contract. Licensee's failure to provide timely services is a material breach of this Contract.

(a) Conversion - Licensee shall produce legacy data along with documentation that describes the Legacy Data structure, relationships, fields and tables in detail sufficient to enable Company to convert the data to a format utilized by Software

(b) Subject Matter Expertise - Licensee shall provide all necessary staff required by Company to assist Company with the design. Staff shall possess subject matter expertise on Licensee's operations and business requirements.

(c) Change Management – Licensee shall provide all executive and management necessary to redirect or redefine the use of resources, business process, budget allocations, or other modes of operation necessary to ensure an effective and smooth software installation. Licensee's change management responsibilities shall include, but not be limited to:

i. Licensee will use management resources to counter resistance from employees and align them to overall project objectives. The leading risk to software installations is inadequate agency personnel leadership and supervision.

ii. Licensee will provide effective communication that informs project stakeholders of the reasons for the change, the benefits of successful implementation as well as the details of the change.

iii. Licensee will provide personal counseling (if required) to alleviate any change-related fears among employees.

iv. Licensee will monitor the implementation and fine-tune when required.

(d) Design – Licensee shall allocate necessary staff resources to provide detailed business requirement descriptions, review deliverables, and answer clarifying business requirement questions in accordance with the Management Plan.

(e) Communication Management - An employee of Licensee with direct supervisory authority over Software users shall attend all project management status meetings throughout the project.

(f) Training – Licensee share require training attendance and participation by appropriate staff as specified by Company. Licensee shall provide one or more employees with responsibility for retraining users and providing personal direction to employees requiring additional assistance.

(g) UAT - Licensee shall conduct UAT testing exclusively by following written process instructions and flow diagrams provided by Company and developed for each business process identified in the Goal and Scope Document. Licensee shall allocate necessary staff resources to complete UAT exit criteria in the UAT Plan including testing all processes during the UAT period.

(h) Licensee shall allocate necessary staff resources including, but not limited to, provide detailed business requirement descriptions, review deliverables, answer clarifying business requirement questions, perform UAT testing, and manage staff and process change within Licensee's organization.

Software Support

24. Software Support. Company offers hosting, software, services and other software maintenance in support of the Software ("Software Support"). Licensee may purchase Software Support from Company through an annual software maintenance contract ("Software Support Plan").

i. Licensee's right to purchase a Software Support Plan from Company expires five years from execution of this Contract, unless otherwise extended by mutual agreement between the parties. Software Support Plans must be purchased for consecutive time periods. Failure by Licensee to purchase a Software Support Plan for any period of time terminates Licensee's right to purchase a Software Support Plan under this Contract.

ii. Licensee shall purchase the first Software Support Plan to begin on the first day of any Installation Service in a production environment. The first Software Support Plan shall be ___________ (GL Simple – Enterprise if not specified). Licensee may select subsequent Software Support Plans annually by notifying Company in writing of the desired plan.

iii. Licensee shall make payments to Company prior to the first day the Software Support Plan period is effective. Company may, at Company's sole discretion, prorate GL Simple fees to coincide with the end of the Licensees fiscal year. In the event Licensee fails to make a payment prior to the first day of the Software Support Service plan effective date, all remaining payments for remain of the current annual plan shall immediately become due.

iv. Company Software Support Plans will only be provided for the most current and immediately prior version of the Software in effect at the time the Software Support Plan is purchased.

v. Company may increase the cost of any Software Support Service, as set forth on the Pricing Addendum, by a percentage not to exceed the consumer price index of the most recent twelve-month period reported by the United States Department of Labor. Company shall notify Licensee not less than three months prior to the commencement of the Licensee's fiscal year of any such increases.

25. Software Support Plans. Company offers Software Support Plans as labeled in the first row in the Software Support Plan table below. Each Software Support Plan includes the corresponding checked software maintenance services labeled in the first column of the Software Support Plan table below.

(a) Software Support Plan Table

Software Maintenance	Basic Tech Support	GL Simple Standard	GL Simple Professional	GL Simple Enterprise
Account Management				
Schedule Management	✓	✓	✓	✓
Scope Management	✓	✓	✓	✓
Risk Management	✓	✓	✓	✓

Software Maintenance	Basic Tech Support	GL Simple Standard	GL Simple Professional	GL Simple Enterprise
Communication Management	✓	✓	✓	✓
Client Engagement	✓	✓	✓	✓
Project Initiation	✓	✓	✓	✓
Change Management	✓	✓	✓	✓
Critical Project Prioritization		✓	✓	✓
Critical Task Prioritization			✓	✓
Technical Support				
Emergency Support (24 X 7 X 365)	✓ 3 hr response	✓ŧ 3 hr response	✓ŧ 1 hr response	✓ŧ 15 min response
User Support	✓	✓ŧ	✓ŧ	✓ŧ
Design Review	✓	✓	✓	✓
Developer Support		✓ŧ	✓ŧ	✓ŧ
Hardware, Network and Security Support		✓ŧ	✓ŧ	✓ŧ
Architecture and Best Practice Guidance		✓ŧ	✓ŧ	✓ŧ
Training and Documentation				
Design Training		✓ŧ	✓ŧ	✓ŧ
User Training		✓ŧ	✓ŧ	✓ŧ
Developer Training		✓ŧ	✓ŧ	✓ŧ
Administrator and Configuration Training		✓ŧ	✓ŧ	✓ŧ
Administrator and Configuration Documentation		✓ŧ	✓ŧ	✓ŧ
User Conference		✓	✓	✓
Software Patches and Releases for Core Software				
Software Releases	✓	✓	✓	✓
Software Patches	✓	✓	✓	✓
Software Release Installation		✓ŧ	✓ŧ	✓ŧ
Software Patch Installation (Hosted Clients Only)	✓	✓	✓	✓

Software Maintenance	Basic Tech Support	GL Simple Standard	GL Simple Professional	GL Simple Enterprise
Software Patch Installation (Agency Hosted Clients)			✓†	✓†
Warranty and Enhancements				
Defect Correction (Warranty)	90 days	90 days	90 days	lifetime
Defect Correction (Post Warrant)	✓	✓†	✓†	✓
Enhancement Tasks		✓†	✓†	✓†
Enhancement Projects		✓†	✓†	✓†
Data Center and Security				
Compliance Audit (PCI, NIST, HIPAA)	✓ Hosted Clients Only	✓	✓	✓
Site Setup	✓	✓	✓	✓
Hosting		✓	✓	✓
Server Move		✓†	✓†	✓†
Configuration Management (Tiered Environments: Dev, Sys, UAT and Prod)		✓	✓	✓
Background Checks		✓†	✓†	✓†
On-Premise Hosting Option			✓†	✓†
Security Assessment			✓†	✓†
Custom Network Isolation and Management			✓†	✓†
Multi-Factor Authentication				✓
Uptime Guarantee			95%	99.9%
Disaster Recovery				
Data Export Service		✓†	✓†	✓†
Site Health Dashboard			✓	✓
Hardware Redundancy			✓	✓
Automated Job and Interface Monitoring/Response				✓
Automated Site Monitoring/Response				✓
Disaster Plan Testing				✓
Backups	7 days	7 days	14 days	3 months

Software Maintenance	Basic Tech Support	GL Simple Standard	GL Simple Professional	GL Simple Enterprise
Disaster Recovery	within 14 days	within 14 days	within 3 days	within 1 hour
Mobile Inspections				
Mobile Inspection Device and Data Plan			✓ ŧ	✓ ŧ
Mobile Inspection Device (BYOD)		✓ ŧ	✓ ŧ	✓ ŧ
Mobile Inspection Synchronization Service		✓ ŧ	✓ ŧ	✓ ŧ
Mobile Inspection Form Development		✓ ŧ	✓ ŧ	✓ ŧ
Mobile Inspection Dispatch Service			✓ ŧ	✓ ŧ
On-Premise Mobile Dispatch and Synchronization DB			✓ ŧ	✓ ŧ
Business Intelligence				
Power BI - Visual and interactive reports and dashboards for business analytics, including:				✓ ŧ
Power BI Reports and Dashboards within GL Suite				✓
Role based-security for Power BI Reports and Dashboards				✓
Drill through Power BI Reports and Dashboards that directly open records in GL Suite				✓
Automatically display one or more Power BI dashboard when Staff logs in				✓
Seamless deployment of Power BI Reports and Dashboard to Production environment				✓
Self-Service Administration (by Licensee)				
User Security Administration	✓	✓	✓	✓
Ticket and Project Tracking Portal	✓	✓	✓	✓
Automated Task and Project Promotion Between Environments	✓	✓	✓	✓
Business Rule Configuration	✓	✓	✓	✓
Output Modification	✓	✓	✓	✓
Self-Service Web Pages, Interfaces, Reports	✓	✓	✓	✓
Integrated Client/GLS Ticket Management			✓	✓
Client Database Access and Reporting (Secure Azure platform)				✓

Software Maintenance	Basic Tech Support	GL Simple Standard	GL Simple Professional	GL Simple Enterprise
Access your data using alternative tools (e.g. SQL Server Management Studio)				✓
Power BI Professional license for authoring and publishing				✓

† Uses GL Simple plan task(s)/project(s), depending on scope of the request. Some items without a check are available at an additional charge.

(b) Software Maintenance Items

i. At the Company's sole discretion, Company may establish and modify reasonable policies affecting the definition of software maintenance items, the concurrency of item fulfillment, the definition of projects and tasks, and the request timing required to perform requests within a Software Support Plan.

(1) Generally a project includes a request for software maintenance with any of the following characteristics: 1) functionality requests that require coordination between Company and a third-party; 2) functionality requests with three or more finite deliverables which must be delivered in a specific sequence to meet the Licensee's business requirements; 3) functionality which may impact other aspects of the configured Software and therefore require a system test of an entire business process; or 4) service or functionality which requires the presence of a Company employee onsite at Licensee's place of business.

(2) Company may determine that a request is more than one project if the activities are designed to produce more than one specific final output; the activities may start and stop independently of one another; an output is being produced for more than one internal or external customer; or, the process steps substantially vary to produce the specific final output.

(3) Company may determine a request for a public web site enhancement is more than one project if the site includes alternate processing steps for ownership or employment changes, address change, names changes, status changes, fees, or license input based on license type or status or other license criteria.

(4) Company may require the use of a project prior to updating a web site or business process already in existence when Company's software development standards no longer support the specification or development standard because of improvements to the process or evolution of software standards.

(5) A task is a single request for a software maintenance item or modification or defect correction of the Software except requests that are a project.

(6) Company may subdivide software maintenance deliverables into one or more discrete deliverables for acceptance and payment by Licensee, as may be agreed to by Licensee.

ii. Licensee acknowledges that failure to timely review or test software maintenance or to allocate sufficient and timely staff resources necessary to accomplish the purpose of this Contract shall delay the provision of project or tasks. The extent of the delay shall be determined by Company after consideration of Company's prior commitments to third parties, available Company resources, and Licensee's business needs.

iii. Licensee shall use GL Portal to initiate software maintenance requests.

iv. Software Patches and Software Releases – Software patches and releases are subject to GL Suite Software License terms of this Contract. Company may elect at Company's sole discretion the features and compatibility of new releases.

v. Hosting Service - Company shall install and maintain Software on a server(s) on Company's computer system or an alternate collocation facility chosen by Company; and, the provision by Company of all licenses, services and support required for the Software to be accessed via the Internet and meet performance, functionality and security requirements described in this Contract.

(1) Company shall be responsible for backing up the following components: application and database servers, application operating system, and configuration databases.

(2) Company shall perform daily incremental backups with weekly full backups. Backup media shall be rotated off-site on a weekly basis. The Company shall test recovery operations on a regular basis. The Company shall recover operations as necessary.

(3) Company may decline to install on Company's computer system any software not developed by Company based upon the reliability, design and/or resources required by such software.

(4) Company, in its sole discretion, may secure domain names and assign Internet address space (subject to reasonable availability) for the benefit of Licensee, and Company will route those addresses on Company's network; it being understood and agreed that neither Licensee nor any of its "Users" shall have the right to route these addresses. Licensee shall have no ownership interest in any IP addresses which Company obtains on Licensee's behalf and Company retains ownership of all such IP addresses, and upon termination of the Software Support Service, Licensee's access to and utilization of such IP addresses shall terminate.

(5) Company makes reasonable efforts to provide continuous internet access to Software. Company periodically disables access to Software for the purpose of maintenance and repair of Company's computer systems and Software. Company shall attempt to provide 24 hours' notice to users of the Software of planned access outages and such outages shall be scheduled during off-peak hours when possible. Unplanned outages may occur at any time due to failure of the Software, failure of the company's computer systems or failure of another party providing services relating to the Company's Internet access. Such unplanned outages may occur during peak usage times - even during the Licensee's peak renewal periods. Company shall immediately notify Licensee when an unplanned outage occurs and shall take reasonable efforts to restore Internet access to the Software when an unplanned outage occurs.

(6) Company is responsible for exercising a reasonable standard of care to maintaining the security of sensitive data, regardless of ownership. In event of a breach of the security of the sensitive data the Company will immediately notify the Licensee and work with the Licensee regarding recovery and remediation.

(7) The Licensee may inspect and review vendor operations for potential risks to the Licensee operations or data. The review may include a physical site inspection and an inspection of documentation such as security test results, IT audits, and disaster recovery plans.

(8) Company shall provide: effectively deployed and administered firewalls, intrusion detection with 24x7 alerting capability, incident response support, access controls to enforce restrictions on a need-to-know basis, established and tested policies and procedures, contingency plans and disaster recovery plans, security testing and evaluation process for security controls, to include regularly scheduled, at least annually, vulnerability assessments. Configuration settings required to maintain the system's security on the system itself and other Licensee systems that interface with it.

(9) Licensees using custom URLs assume the cost of the corresponding SSL Certification.

vi. Software maintenance not offered in a particular Software Support Plan may be purchased by Licensee individually at the rates specified in the Pricing Addendum.

(c) Company shall periodically create a project timeline, which identifies the latest date by which each party must perform specific duties in this contract in order to deliver timely tasks and projects.

(d) Within 30 days following the beginning of each Software Support Plan, Licensee and Company shall accept a Management Plan, which describes the project management methodology for delivery of software maintenance including scope, schedule, change, risk, deliverable review and communication management activities.

(e) Support Plan Costs - The annual cost of the Software Support Plans is based on the number of named Licensee' employees or contractors with access to the Software whether or not such usage is concurrent as shown in the Pricing Addendum.

i. All Software Support Plans shall be purchased for an annual term. Upon the expiration of any annual term, the Software Support Plan then in effect for Licensee shall be automatically renewed for an additional annual term, unless Licensee has provided Company 90-day's written notice of non-renewal or request to change Software Support Plans prior to the date of current Software Support Plan expiration.

ii. Licensee may elect quarterly or annual billing for the Software Support Plan fees. If the Licensee fails to make timely payment for a quarterly invoice, Company shall require annual payment of Software Support Plan fees. All amounts remaining in the Software Support Plan shall become due immediately.

iii. Software Support Plan fees are non-refundable. Licensee's obligation to pay Software Support Plan fees for the full duration of the annual plan period shall survive the termination of this Contract.

(f) GL Simple Software Support Plan - GL Simple Software Support Plans are offered in three tiers: Standard, Professional and Enterprise. Under all tiers, GL Simple software maintenance is provided by Company to Licensee on an annual basis at a predetermined, fixed annual cost.

i. Software maintenance items in the Software Support Plan Table noted as checked without the symbol "ŧ" are provided are provided with quantity limits.

ii. Software maintenance items in the Software Support Plan Table checked with the symbol "ŧ" are limited to a fixed number of "tasks" or "projects" per Software Support Plan based on the GL Simple tier. Each software maintenance item marked with the symbol "ŧ" consume a task or project. Company shall provide at least the minimum tasks and minimum projects specified for the tier in the chart below. Company may provide up to the maximum tasks and maximum projects shown below as Company resources and time allow, as determined solely by Company.

iii. GL Simple Support Plan Tiers

Tier	Minimum Tasks	Maximum Tasks	Minimum Projects	Maximum Projects
Standard	0.25 tasks/user/year or 24 tasks per year, whichever is greater	0.50 tasks/user/year	0.05 projects/user/year; but in no event more than 12 projects per year	0.10 projects/user/year or 12 projects per year, whichever is less
Professional	2 tasks/user/year or 24 tasks per year, whichever is greater	4 tasks/user/year	0.12 projects/user/year or 1 project per year, whichever is greater; but in no event more than 12 projects per year	0.25 projects/user/year or 12 projects per year, whichever is less
Enterprise	4 tasks/user/year or 48 tasks per year, whichever is greater	7 tasks/user/year	0.25 projects/user/year or 1 project per year, whichever is greater; but in no event more than 12 projects per year	0.5 projects/user/year or 12 projects per year, whichever is less

iv. From the date of the execution of this Contract through 90 days following the first production usage of the Software by Licensee, the GL Simple tier will be fully utilized by warranty and end user support for the Software Installation.

v. Fractional numbers of Projects or Tasks will be rounded down to the nearest whole number.

vi. Licensees with 25 or fewer named users may not purchase the Standard tier. Licensees with 7 or fewer named users may not purchase the Standard or Professional tier.

vii. Company may count requests for hosting services as tier projects or tasks if the hosting service is not already provided to clients hosted by Company. Alternately, Company may charge hourly fees for unusual hosting requests.

viii. Licensee may incrementally increase the minimum number of tasks or projects in a Software Support Plan GL Simple tier by paying an "Escalation Fee" in the amount applicable pursuant to the Pricing Addendum. Company shall endeavor to complete such projects and tasks as soon as possible. Licensee may not purchase software maintenance at hourly rates. GL Simple Software Support Plans require purchase of all software maintenance through tasks and projects.

ix. At the end of each year, if Company completes fewer than the number of minimum tasks or minimum projects and those tasks or projects were timely ordered by Licensee, Company shall continue to furnish effort to complete the minimum tasks and projects. If the Company provided at least the minimum tasks and projects, incomplete projects and tasks in excess of the minimum projects and tasks shall be rolled over to the next plan year and count towards fulfillment of the next-year tier. Minimum tasks and project not completed during a Software Support Plan year where the Licensee caused delay of completion following the end of the Software Support Plan shall be rolled over to the next plan year and count towards fulfillment of the next-year tier.

x. Licensee may elect to exchange unused projects for eight tasks.

(g) Basic Tech Support Software Support Plan – The Basic Tech Support plan offers a limited warranty with most other software maintenance provided on a time and material basis.

(i) Basic Tech Support plans may not be purchased for fewer than 10 users.
(ii) Basic Tech Support plans include software maintenance items in the Software Support Plan Table noted as checked without quantity limits.
(iii) Basic Tech Support plans provide non-check software maintenance on a time and materials basis. At Licensee's option, Licensee may requests an estimate based on either a fixed-cost estimate of the work required OR the actual effort required to produce a desired result.
(iv) Upon request by Licensee, Company shall specify and provide a written authorization approval form for each request. The request shall contain a description and estimate of the hours required to complete the software maintenance. Estimates are quoted on anticipated effort, including warranty efforts, without regard to the time or material actually expended by Company. Upon written approval by Licensee, Company shall perform the software maintenance.
(v) Licensee may cancel software maintenance after approval of the estimate. Upon cancelation, Licensee shall pay to Company a fee based on all hours expended without regard to work product produced, if any.
(vi) Licensee shall pay invoices for time-and-materials based work on a monthly basis for each hour of Software Support Services rendered in the prior month regardless of the status of each service request.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be duly executed the day and year first above written.

GL Suite, Inc.

By____

Signature, Title *Date*

Licensee

By____

Signature, Title *Date*

Pricing Addendum

GL Simple Plan

Support Plan	Units	Cost Per Unit
GLSimple		
Standard	per user per year	$2,031.36
Professional	per user per year	$3,935.76
Enterprise	per user per year	$6,855.72
GLSimple Project Escalation Fee		
Standard	per project	$9,134.64
Professional	per project	$5,708.89
Enterprise	per project	$5,708.89
GLSimple Task Escalation Fee		
Standard	per task	$913.04
Professional	per task	$913.04
Enterprise	per task	$629.50

Mobile Inspection Device and Data Plan	per device per year	1 project
Mobile Inspection Device (BYOD)	per device per year	1 task
Mobile Inspection Synchronization Service	per year	1 project
Mobile Inspection Form Development	per form	1 project
Mobile Inspection Dispatch Service	per year	1 project
On-Premise Mobile Dispatch and Synchronization DB	per environment per year	1 project
Business Intelligence	per agency per year	$10,000.00

Basic Tech Support Plan

Basic Support Plan	per user	$1,766.29

Hourly Rate Support	per hour	$135.74
Hosting Service	per year for first 10 users	$11,767.96
Hosting Service	per year for user 11-35	$23,534.91
Hosting Service	per year for user 36+	$35,302.89
Mobile Inspection Device and Data Plan	per device per year	$5,708.89
Mobile Inspection Device (BYOD)	per device per year	$913.04
Mobile Inspection Synchronization Service	per year	$5,708.89
Mobile Inspection Form Development	per form	$5,708.89
Mobile Inspection Dispatch Service	per year	$5,708.89
On-Premise Mobile Dispatch and Synchronization DB	per environment per year	$5,708.89
Business Intelligence	per agency per year	$10,000.00