

Requirement Sections	
Licensing (L)	
Department Processing (DP)	
Case Enforcement Management (CM)	
Contact Accounting (CA)	
Department Accounting (DA)	
Technical (TR)	
Common Services (CO)	
Online Self-Service (OS)	
Scope of Work (SOW)	

Bidder Instructions	
<b>Bidder Response/Description Column:</b>	
<p>Bidders must respond to the requirements on each tab as explained below.</p> <ul style="list-style-type: none"> <li>• Bidders should respond using the table format provided here. For each item, the bidder should address the following: Provide a description of the proposed solution’s capabilities. Include unique or innovative features and advantages/benefits for the State.</li> <li>• Explain each response and describe how the proposed solution meets each requirement. Insert the response directly in the table, using as much space as needed. Bidders are not limited to one (1) line responses. Responses should be more than “understood” or “noted” and the Bidder should take the opportunity to differentiate themselves.</li> </ul> <p>Only current features should be described. Future enhancements are optional and can be described in the Optional Tab, but will not be evaluated.</p>	
<b>Optional Tab:</b>	<p><b>Optional:</b> Implies that these are options that would enhance the software product, but would not make it unacceptable if they are absent. This gives the bidder the opportunity to propose something that exceeds the requirements or note something that they know will be future enhancements to the solution..</p>

Licensing (L)			
State Requirements			
Req #	Requirement Description		Bidder Response
<b>L.1 Contact Information</b>			
L.1.1	The system must provide a means to define and maintain configurable business rules for multiple unique license types' workflows.		
L.1.2	The system must have ability to create a workflow for creating and maintaining department contact IDs.		
L.1.3	The contact identification module must have the ability to create and maintain contact information based on configurable data points and fields.		
L.1.4	The system must provide ability to search for contacts licenses using configurable filters on all data points and fields.		
L.1.5	The system must provide for generating a temporary license number, while an application is in process.		
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.		
L.1.7	The system must have the ability to approve or deny an application based on business rules and workflow.		
	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.		
L.1.a2	The system must have the ability to uniquely identify a contact.		
L.1.a3	The system must provide the ability to view the history of changes to contact and licensee data points and fields.		
L.1.a4	The system must have the ability to store multiple identifying numbers for each entity.		
L.1.a5	The system must have the ability to prevent entry of duplicate contacts and external licenses.		

Licensing (L)			
State Requirements			
Req #	Requirement Description		Bidder Response
L.1.a6	The system must provide for 3rd party address standardization, compliant with 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.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab
<b>L.2 Account Data</b>			
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.		
L.2.2	The system must have the ability to create and maintain multiple renewals within a license type based on configurable business rules.		
L.2.3	The system must have the ability to create a new account based on submission processing from a public-facing portal.		
L.2.4	The system should allow for a hierarchy in the application of business rules.		
L.2.5	The system must have the ability to add and update customizable flags for use with individuals and 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.		
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).		
L.2.8	The system must have the ability to flag contacts for enforcement and conditional license mandates.		
	Future Enhancements	Optional	Any responses to be noted under the Optional tab

Licensing (L)			
State Requirements			
Req #	Requirement Description		Bidder Response
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.		
L.2.a2	The system must have the ability to create and maintain multiple mailing addresses for each entity or individual.		
L.2.a3	The system must have the ability to create and maintain multiple location addresses for each entity or individual.		
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.		
	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).		
	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).		
L.2.c2	The system must have the ability to track predecessor/successor relationships (for example, when businesses are sold and merged).		
	Future enhancements	Optional	Any responses to be noted under the Optional tab

Licensing (L)			
State Requirements			
Req #	Requirement Description		Bidder Response
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).		
	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.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab

Department Processing (DP)			
State Requirements			
Req #	Requirement Description		Bidder Response
<b>DP.1 Standard Processing</b>			
DP.1.1	The system must have the ability 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.		
DP.1.3	The system must have the ability to load and post submissions for processing.		
DP.1.4	The system must have the ability to compute and post/validate fees for submissions processing.		
DP.1.5	The system must have the ability to process submissions in batch.		
DP.1.6	The system must have the ability to correct or capture erroneous submissions received for processing.		
DP.1.7	The system must have the ability to adjust submissions received for processing.		
DP.1.8	The system must have the ability to reverse submissions received for processing.		
DP.1.9	The system must have the ability to transfer submissions received for processing.		
DP.1.10	The system must have the ability to delete submissions received for processing.		
DP.1.11	The system must have the ability to reprocess submissions received for processing.		

Department Processing (DP)			
State Requirements			
Req #	Requirement Description		Bidder Response
DP.1.12	The system must have the ability to process an amended submission received for processing.		
DP.1.13	The system must have the ability to view filing history of original submissions and amended submissions.		
DP.1.14	The system must have the ability to search for applications or other submissions.		
DP.1.15	The system must have the ability 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.		
DP.1.17	The system must have the ability to place a submission on hold.		
DP.1.18	The system must have the ability to place a group of submissions on hold based upon one or more business rules.		
DP.1.19	The system should have the ability to release a group of submissions on hold based upon one or more business rules.		
DP.1.20	The system should have the ability to suspend submissions with errors pending correction.		
DP.1.21	The system should allow applications and payments to be processed independently.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab
DP.1.a	Channels		

Department Processing (DP)			
State Requirements			
Req #	Requirement Description		Bidder Response
DP.1.a1	The system must have the ability to process submissions received or data captured through paper applications.		
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.		
DP.1.a3	The system must have the ability 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.		
DP.1.b2	The system must provide a means to define and maintain configurable submissions processing rules.		
DP.1.b3	The system must provide a means to define and maintain configurable submissions validation rules.		
DP.1.b4	The system should have the ability to establish user-defined tolerances (by dollar amount or percentage) across all exception identification criteria.		
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.		
DP.1.b6	The system must provide the ability to format and standardize submissions received from all channels.		
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.		

<b>Department Processing (DP)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
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.		
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).		
DP.1.b10	The system must have the ability to process submissions that are not accompanied by payments.		
DP.1.b11	The system must have the ability to process submissions that are accompanied by payments.		
DP.1.b12	The system must provide ability to search submissions using configurable filters for all fields regardless of status.		
DP.1.b13	The system must have the ability to post multiple submissions for the same filing period based on configurable business rules.		
DP.1.b14	The system must provide for payment and submission transfer functionality across entities based on configurable business rules.		
DP.1.b15	The system must provide for payment and submission transfer functionality across licensee based on configurable business rules.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab

Department Processing (DP)			
State Requirements			
Req #	Requirement Description		Bidder Response
<b>DP.2 Exceptions Processing</b>			
DP.2.1	The system must be able to allow for exceptions processing.		
DP.2.2	The system must have the ability to create and maintain validation rules for the identification of submission exceptions.		
DP.2.3	The system should have the ability to create and maintain suspense rules for submission exceptions.		
DP.2.4	The system should have the ability to create and maintain error codes for submission exceptions.		
DP.2.5	The system should provide for form suspense and error correction.		
DP.2.6	The system should have the ability for users to save submission work in progress.		
	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.)		
DP.2.a2	The system must have the ability to maintain a history of all user and batch updates for submissions.		
DP.2.a3	The system must have the ability to record and display original and revised (system-calculated) data.		
DP.2.a4	The system must provide the ability to view and change submission processing dates (e.g. received date, in date).		

Department Processing (DP)			
State Requirements			
Req #	Requirement Description		Bidder Response
	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.		
DP.2.b2	The system must have the ability to release submissions based on business rules.		
DP.2.b3	The system should have the ability to prioritize submissions based on business rules.		
DP.2.b4	The system should have the ability to flag submissions for review based on business rules.		
DP.2.b5	The system should have the ability to automatically workflow items based on configurable business rules		
DP.2.b6	The system should have the ability to automatically route worklists based on configurable business rules		
DP.2.b7	The system should provide for automated correspondence based on configurable business rules		
DP.2.b8	The system must have the ability to apply a single remittance to multiple items within a submission.		
DP.2.b9	The system must have the ability to apply multiple remittances to a single submission		
	Future enhancements	Optional	Any responses to be noted under the Optional tab
DP.2.c	Pass Through Functionality		

<b>Department Processing (DP)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
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)		
	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.		
DP.2.d2	The system should provide user configurable controls for submissions processing error messages and severity levels.		
	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.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab

Case Enforcement Management (CM)			
State Requirements			
Req #	Requirement Description		Bidder Response
<b>CM.1 General</b>			
CM.1.1	The system must have user configurable work list prioritization for all case management functions.		
CM.1.2	The system should provide a statute references for all found issue types based upon configurable business rules.		
CM.1.3	The system must have the ability to create and maintain workflows.		
CM.1.4	The system should have the ability to create and maintain an informal appeals case.		
CM.1.5	The system should have the ability to create and maintain a field audit case.		
CM.1.6	The system should have the ability to create and maintain an office audit case.		
CM.1.7	The system should have the ability to create and maintain a class action case.		
CM.1.8	The system must have the ability to create and maintain a case against a non-licensed contact.		
CM.1.9	The system must have the ability to create and maintain a case where NDBF is one of multiple complainants.		
CM.1.10	The system must have the ability to create and maintain a case, generated from an examination finding.		
CM.1.11	The system must have the ability to create and maintain all case types with configurable data elements.		

<b>Case Enforcement Management (CM)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
CM.1.12	The system must provide a means to define and maintain configurable business rules for handling all case types.		
CM.1.13	The system must have the ability to establish work flow for case types.		
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.		
CM.1.15	The system must have the ability to consolidate all eligible contact fees owed into a single case.		
CM.1.16	The system must provide a means to define and maintain configurable case statuses.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab
<b>CM.2 Search</b>			
CM.2.a	General		
CM.2.a1	The system must provide ability to search cases using configurable filters on all data points and fields.		
CM.2.a2	The system must have the ability to maintain a full history for all cases.		
CM.2.a3	The system must have the ability to maintain a full internal audit trail for all cases.		
	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.		

<b>Case Enforcement Management (CM)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
CM.2.b2	The system must provide the ability to add and view notes for any case based on assignable security roles.		
CM.2.b3	The system should allow users to manually assign all case types based on security roles.		
CM.2.b4	The system must provide manual ability to move or reverse a case through the work flow.		
CM.2.b5	The system should provide for automated movement of a case through the process flow based on aging and workflow controls.		
CM.2.b6	The system must have the ability to automatically or manually create correspondence.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab
<b>CM.3 Enforcement Processing</b>			
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.		
CM.3.a2	The system must provide ability to create a investigation off a initiating report to be worked by the department.		
CM.3.a3	The system must provide 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.		

<b>Contact Accounting (CA)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
<b>CA.1 General</b>			
CA.1.1	The system must maintain contact balances for each fee type.		
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).		
CA.1.3	The system must create and maintain a full history of all transaction detail affecting contact balances.		
CA.1.4	The system must use information from posted submissions to update accounts and contact obligations based on configurable business rules		
CA.1.5	The system must allow users to manually create financial transactions based on security permissions and configurable business rules.		
CA.1.6	The system must allow users to manually reverse or undo financial transactions based on security permissions and configurable business rules.		
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.		
CA.1.8	The system must automatically recalculate fee balances based on any transaction or adjustment.		
CA.1.9	The system must allow users to initiate a recalculation of obligation balances at any time.		
	Future enhancement	Optional	Any responses to be noted under the Optional tab

<b>Contact Accounting (CA)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
<b>CA.2 Payments</b>			
CA.2.1	The system must have the ability to accept and process payments for all submission types.		
CA.2.2	The system must provide all functions relating to the processing of payments.		
CA.2.3	The system must accept payments from all existing NDBF payment channels, primarily check and ACH.		
CA.2.4	The system must apply payments to all fee types and periods based on user-configurable business rules.		
CA.2.5	The system must have the ability to maintain all submission and payment information.		
CA.2.6	The system must have the ability to allocate payments to penalties, fees, and other agreements based on user-configurable business rules.		
CA.2.7	The system must be able to apply a payment to a configurable set of fees.		
CA.2.8	The system must be able to record, process, and report on all payment types.		
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.		
	Future enhancement	Optional	Any responses to be noted under the Optional tab
<b>CA.3 Payment Management/Credit Management</b>			

<b>Contact Accounting (CA)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
CA.3.a	General		
CA.3.a1	The system must provide the ability to configure payment allocation and application rules.		
	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.		
CA.3.b2	The system must have the ability to search payments by configurable data filters.		
	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.		
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.		
	Future enhancement	Optional	Any responses to be noted under the Optional tab
<b>CA.4 Billing, Notices and Mail</b>			
CA.4.1	The system must have the ability to create and maintain both manual and automatic licensee billing.		
CA.4.2	The system must include controls to suppress billings based on configurable business rules.		
CA.4.3	The system must allow different billing cycles for each fee type.		

<b>Contact Accounting (CA)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
CA.4.4	The system must allow designated contacts or licenses to be billed out of cycle.		
CA.4.5	The system must have an ability to configure consolidated or single licensee bills.		
CA.4.6	The system should be able to generate automatic notices for unpaid or underpaid liabilities.		
CA.4.7	The system should be able 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.		
CA.4.9	The system must have the ability to adjust accounts in accordance with Generally Accepted Accounting Principles.		
	Future enhancement	Optional	Any responses to be noted under the Optional tab
<b>CA.5 Institution Assessments</b>			
CA.5.1	The system should have the ability to manually create and maintain assessments.		
CA.5.2	The system should be able to create and maintain assessments by batch process.		
CA.5.3	Assessments should be configurable for either fixed dollar and tiered amounts.		
CA.5.4	The system should have the ability to manually create and release automated and manual holds.		

<b>Contact Accounting (CA)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
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.		
CA.5.6	The system should have the ability for users to manually cancel and/or adjust assessments.		
	Future enhancement	Optional	Any responses to be noted under the Optional tab
<b>CA.6 Offsets</b>			
CA.6.a	Refunds		
CA.6.a1	The system must have the ability to create, maintain and monitor refunds for erroneous payments.		
CA.6.a2	The system should provide for controls that limit the number and dollar amount of refunds issued in a particular cycle.		
CA.6.a3	The system should provide the ability to group multiple overpayments for one contact into one refund.		
CA.6.a4	The system should provide a workflow for refunds.		
CA.6.a5	The system should provide a workflow for underpayments.		
	Future enhancement	Optional	Any responses to be noted under the Optional tab

Department Accounting (RA)			
State Requirements			
Req #	Requirement Description	Optional/ Additional	Bidder Response
<b>RA.1 General</b>			
RA.1.1	The system must have the ability to allocate and distribute funds across the entire range of department General Ledger accounts		
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.		
RA.1.3	The system must allow a user to manually distribute funds.		
RA.1.4	The system must have the ability to allow for correction or redistribution of funds to different accounts and/or fiscal periods.		
RA.1.5	The system must provide a means to create and maintain configurable business rules for handling all revenue accounting processes.		
RA.1.6	The system must have the ability to accept a user defined fiscal year.		
RA.1.7	The system must have the ability to accept a user defined fiscal period.		
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.		
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.		
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.		

<b>Department Accounting (RA)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>	<b>Optional/ Additional</b>	<b>Bidder Response</b>
RA.1.11	The system must have the ability to adjust distribution amounts based upon user defined business and security rules.		
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.		
RA.1.13	The system should provide for an adjustments and transfers report that shows impacts at the license type account level.		
RA.1.14	The system should have the ability to maintain the revenue accounts (e.g. Journal Vouchers).		
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.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab
<b>RA.2 External Inputs</b>			
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).		
RA.2.2	The system must maintain a full history of all accounting transactions.		
RA.2.3	The system must maintain a full internal audit trail 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
<b>TR.1 Reporting Database</b>			
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
<b>TR.2 RDBMS</b>			
TR.2.1	The Bidder must identify 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.		
TR.2.2	The RDBMS for the software may be Oracle, Microsoft SQL Server (preferred), or DB2-UDB.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab
<b>TR.3 Scalability, Performance and Availability</b>			
TR.3.a	General		
TR.3.a1	The software and hardware must be scalable to accommodate 100 concurrent internal users and 500 external users.		
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.		
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).		

<b>Technical (TR)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
TR.3.a4	The system must have the ability to create and maintain new license types for uses across all system functions.		
TR.3.a5	The bidder must provide hardware/software recommendations that allow the State to allow a 99.9% up-time rate.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab
TR.3.b	<b>Compatibility with Department's Current Technical Environment</b>		
TR.3.b1	The system must be compatible with the current TCP/IP, ethernet network.		
TR.3.b2	The system must be compatible with Windows 10 Intel PCs.		
TR.3.b3	The system must be compatible with Active Directory and Azure Active Directory Hybrid Security.		
TR.3.b4	System must be compatible with the current Enterprise Content Management System, Hyland OnBase 17.		
TR.3.b5	The bidder's software must be able to use the state's enterprise storage SAN.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab

Technical (TR)			
State Requirements			
Req #	Requirement Description		Bidder Response
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.		
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.		
	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.		
TR.3.d2	The bidder must provide support for the timely and coordinated installation of application, updates, other licensed software, or security patches.		
TR.3.d3	The proposed software must provide the ability to promote a new tested version of the application into the production environment.		
TR.3.d4	The proposed software must provide version control, testing, change control, and staging capabilities.		
TR.3.d5	The proposed solution must have an ongoing maintenance contract.		

Technical (TR)			
State Requirements			
Req #	Requirement Description		Bidder Response
TR.3.d6	The proposed solution must have a warranty.		
TR.3.d7	The bidder must describe the help desk and technical support options available.		
TR.3.d8	The bidder must describe technical and functional problem resolution processes.		
	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.		
TR.3.e2	Labels and on-screen text must be configured or configurable to align with common department terminology.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab
<b>TR.4 Document and template management</b>			
TR.4.a	Forms Definition		
TR.4.a1	The system must allow staff to define and maintain forms and configurable forms business rules.		
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.		
TR.4.a3	The system must allow for editing of forms (e.g. intra-form math) business rules on forms.		

<b>Technical (TR)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
TR.4.a4	The system must have the ability to define and maintain business rules for multiple time periods for the same form.		
TR.4.a5	The system should have the ability to associate forms that may be filed together as part of a single submission.		
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.		
TR.4.a7	The system should have the ability to allow for a hierarchy of form business rules.		
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
<b>TR.5 Operations and Operational Flexibility</b>			
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.		
TR.5.a2	The system should have the ability for batch cycle-configured client accounting functions of the system to be user-initiated.		
TR.5.a3	The system should have the ability for batch cycle-configured submission processing functions of the system to be user-initiated.		
TR.5.a4	The system should have the ability for batch cycle-configured case management functions of the system to be user-initiated.		

Technical (TR)			
State Requirements			
Req #	Requirement Description		Bidder Response
TR.5.a5	The system should have the ability for batch cycle-configured correspondence functions of the system to be user-initiated.		
	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.		
TR.5.b2	The system must have the ability to create and maintain batch processing business rules.		
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).		
TR.5.b4	The system must have full backup and recovery capabilities for data and application 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.		
TR.5.b6	The system must have the ability to provide condition codes and other status information on batches.		
TR.5.b7	The system must provide versioned business rules tables and data with effective and expiration dates.		

Technical (TR)			
State Requirements			
Req #	Requirement Description		Bidder Response
	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.		
	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.		
TR.5.d2	The bidder must describe their Service Level Agreement options for their products.		
	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).		
TR.6.2	PCI data must be highlighted in the system, segregated from other data and encrypted.		
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 Policy <a href="http://nitc.nebraska.gov/standards/8-101.html">http://nitc.nebraska.gov/standards/8-101.html</a>  NITC 8-102: Data Security Standard <a href="http://nitc.nebraska.gov/standards/8-102.html">http://nitc.nebraska.gov/standards/8-102.html</a>  NITC 8-301: Password Standard <a href="http://nitc.nebraska.gov/standards/8-301.html">http://nitc.nebraska.gov/standards/8-301.html</a>  NITC 8-302: Identity and Access Management Standard for State Government Agencies <a href="http://nitc.nebraska.gov/standards/8-302.html">http://nitc.nebraska.gov/standards/8-302.html</a>		

<b>Technical (TR)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
TR.6.4	The system must adhere to all security standards prescribed by the NIST Publication 800-53.		
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,		

Technical (TR)			
State Requirements			
Req #	Requirement Description		Bidder Response
TR.6.6	The system must provide for role and permission based security.		
TR.6.7	The system must provide for access and update controls by page, license type, and user action.		
TR.6.8	The system must have security that integrates with automated workflow components for establishing access and update privileges for work lists.		
TR.6.9	The system must have security that establishes page and element level access.		
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.		
TR.6.11	The system should support multi-factor authentication using Microsoft's Azure MFA capabilities.		
TR.6.12	The system should provide a single sign-on for all internal functions.		

<b>Technical (TR)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
TR.6.13	The system should support single sign-on capabilities via integration with Active Directory.		
TR.6.14	The system must maintain an audit trail of user activity that includes user ID and time/date stamp and IP address.		
TR.6.15	The system must provide an audit trail of system administrators activities including user ID and time/date stamp and IP address.		
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.		
TR.6.17	The system must encrypt all personally identifiable data in transit for all environments.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab
<b>TR.7 USER INTERFACE</b>			
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.		
TR.7.a2	The system must have online help at the screen or page level that includes internal and external users.		

Technical (TR)			
State Requirements			
Req #	Requirement Description		Bidder Response
TR.7.a3	The system must have the ability to carry forward header information when navigating from one screen (or page) to another.		
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.		
TR.7.a5	The system must display both client submitted and department calculated values on filing amounts for internal users.		
TR.7.a6	The system must have formatted printing of selected pages.		
TR.7.a7	The system should have a time and date stamp on formatted printing.		
	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.		
TR.7.c2	The system must support internal interfaces with existing State of Nebraska systems as necessary during and after system implementation.		
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.		
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.		
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.		

Technical (TR)			
State Requirements			
Req #	Requirement Description		Bidder Response
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.		
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.		

Technical (TR)			
State Requirements			
Req #	Requirement Description		Bidder Response
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.		
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.		
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
<b>CO.1 Correspondence</b>			
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.		
CO.1.a2	The system must be able to provide a means to define and maintain configurable business rules for handling correspondence.		
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.		
	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.		
CO.1.b2	The system must be able to queue correspondence for batch printing based on configurable business rules.		
CO.1.b3	The system should be able to batch print jobs to a merged .pdf based on configurable business rules.		
CO.1.b4	The system must be able to provide variable text formatting both within and across different correspondence types.		
CO.1.b5	The system must be able to automatically maintain a correspondence log.		
CO.1.b6	The system must be able to print an exact duplicate of a previously generated notice, bill, or other correspondence.		

<b>Common Services Requirements (CO)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
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.		
CO.1.b8	The system must be able to suppress mailings to "bad addresses".		
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).		
CO.1.b10	The system must be able to generate and support the mailing process for correspondence, including the DAS Print Shop.		
CO.1.b11	The system must be able to rerun print jobs.		
CO.1.b12	The system must be able to restrict the printing of SSN, TPID, or FEIN on correspondence according to business rules.		
CO.1.b13	The system should be able to generate unlimited 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.		

<b>Common Services Requirements (CO)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
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.		
	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

Common Services Requirements (CO)			
State Requirements			
Req #	Requirement Description		Bidder Response
<b>CO.2 Reporting</b>			
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.		
CO.2.a2	The system must allow users to define and maintain configurable business rules for handling reports.		
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).		
CO.2.a4	The system must allow users to select reports to run from a reports library.		
CO.2.a5	The system must be able to provide user-configurable management reports.		
CO.2.a6	The system must allow users to configure, schedule and execute recurring batch reports.		
CO.2.a7	The system must be able to save and maintain a history of all recurring batch reports.		
CO.2.a8	The system must allow system admins to create or modify user functionality security rules.		
CO.2.a9	The system must support parameter driven queries.		

<b>Common Services Requirements (CO)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
CO.2.a10	The system must allow users to perform drill-down inquiries from related summary line items to the transaction detail level.		
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.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab
CO.2.b	<b>Reporting Database and Ad Hoc Reporting</b>		
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.		
CO.2.b2	The system should be able to create and maintain an unlimited number of ad hoc reports.		
CO.2.b3	The system must be able to create ad hoc reports with configurable time parameters.		
CO.2.b4	The system must be able to use ad hoc reporting facility to create an extract.		
CO.2.b5	The system must be able to report on aging of all business parameters (e.g. workflow, cases, submissions, refunds)		
	Future enhancements	Optional	Any responses to be noted under the Optional tab

<b>Common Services Requirements (CO)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
<b>CO.3 General Workflow</b>			
<b>CO.3.a</b>	<b>General</b>		
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.		
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.		
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.		
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.		
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.		
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.		
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.		
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.		

<b>Common Services Requirements (CO)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
CO.3.a9	The system must be able to provide an automated work flow function that provides for re-assignment tools.		
CO.3.a10	The system must be able to provide a means to define and maintain configurable business rules for worklists.		
CO.3.a11	The system should be able to create data for and create diagrams for performance metrics.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab
CO.3.b	<b>Workflow Balancing/Work Management Capabilities/Woklists</b>		
CO.3.b1	The system must be able to search and sort work lists based on configurable filters.		
CO.3.b2	The system should be able to temporarily assign employees to other work groups.		
CO.3.b3	The system must be able to manage and maintain worklists.		
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.		
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.		
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.		

<b>Common Services Requirements (CO)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
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).		
	Future enhancements	Optional	Any responses to be noted under the Optional tab
<b>CO.4 Common Service Other</b>			
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.		
CO.4.2	The system must have a notes and comments functionality at all account, case and application levels.		
CO.4.3	The system must be able to implement exceptions for special provisions in statute. (e.g. existing licensure may simplify application processes)		
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.		
	Future enhancements	Optional	Any responses to be noted under the Optional tab

<b>Web Self-Services (OS)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
<b>OS.1 Web Self-Service</b>			
OS.1.1	The system must provide a self-service, publically accessible Internet portal.		
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.		
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.		
OS.1.4	The system's self service Internet portal must have the ability to lookup their balances owed.		
OS.1.5	The system's self service Internet portal must have the ability to lookup their amount paid.		
OS.1.6	The system's self service Internet portal must have the ability to lookup and edit their profile.		
OS.1.7	The system's self service Internet portal must have the ability for applicants or complainants to submit forms.		
OS.1.8	The system's self service Internet portal must have the ability to lookup the status of an application.		
OS.1.9	The system's self service Internet portal must have the ability to cancel or withdraw licenses.		
OS.1.10	The system's self service Internet portal must have a help wizard.		

<b>Web Self-Services (OS)</b>			
<b>State Requirements</b>			
<b>Req #</b>	<b>Requirement Description</b>		<b>Bidder Response</b>
OS.1.11	The system's self service Internet portal must have forms request.		
OS.1.12	The system's self service Internet portal must be able to publish department documents, based on configurable business rules.		
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.		
OS.1.14	The system's self service Internet portal may have the ability for applicants to submit payments.	Optional/ Additional	
	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		
SW.2 CHANGE MANAGEMENT PLAN			
SW.2.1	DESCRIPTION OF PLANNED AND UNPLANNED CHANGE DEPLOYMENT		
SW.3 COMPREHENSIVE SYSTEM DOCUMENTATION			
SW.3.1	DOCUMENTATION FOR ALL ADMINISTRATIVE AND USER INSTRUCTION AS WELL AS PRE-REQUISITES AND THIRD-PARTY 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		
SW.5 USER TESTING AND ACCEPTANCE PLAN REQUIRED			
SW.5.1	TEST PLANS AND SCHEDULE OF NO LESS THAN THREE (3) WEEKS		
SW.6 TRAINING			
SW.6.1	INITIAL TRAINING FOR UP TO FIVE INDIVIDUALS FOR TESTING		
SW.7 TECHNICAL ASSISTANCE			
SW.7.1	TRAINING FOR UP TO FIVE INDIVIDUALS		
SW.7.2	INSTRUCTION MANUALS		
SW.8 TECHNICAL ASSISTANCE FOR USER ACCEPTANCE REVIEW			
SW.1.8	TECHNICAL SUPPORT IN RESPONSE TO USER ACCEPTANCE EXPERIENCE BY 3/14/2020		
SW.9 PROJECT HANDOFF			
SW.1.9	PROJECT HANDOFF BY 6/26/2020		
SW.10 CONTINUING SUPPORT AND UPDATES			
SW.10.1	SUPPORT HOURS BETWEEN 7AM AND 6PM CT MONDAY-FRIDAY		
SW.10.2	RELEASE DEPLOYMENT INSTRUCTIONS		
SW.11 PROJECT PLANNING			
SW.1.11	PROJECT PLANNING AND MANAGEMENT		

<b>Licensing (L)</b>				
<b>Req #</b>				<b>Bidder Response</b>
<b>L.1 Contact Information</b>				
L.1.a	Entity			
	Future enhancements	Optional		
<b>L.2 Account Data</b>				
	Future enhancements	Optional		
L.2.a	Multiple Address Capture and Maintenance			
	Future enhancements	Optional		
L.2.b	Contact Data			
	Future enhancements	Optional		
L.2.c	Business Relationships			
	Future enhancements	Optional		
L.2.d	Agent Tracking			
	Future enhancements	Optional		
L.2.e	Requirements for integration with Delinquency Process			
	Future enhancements	Optional		
<b>Department Processing (DP)</b>				
<b>DP.1 Standard Processing</b>				
	Future enhancements	Optional		
DP.1.a	Channels			
	Future enhancements	Optional		
DP.1.b	Management			
	Future enhancements	Optional		
<b>DP.2 Exceptions Processing</b>				
	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		
<b>Case Enforcement Management (CM)</b>				
<b>CM.1 General</b>				
	Future enhancements	Optional		
<b>CM.2 Search</b>				
CM.2.a	General			
	Future enhancements	Optional		
CM.2.b	Administration and Search			
	Future enhancements	Optional		
<b>Contact Accounting (CA)</b>				
<b>CA.1 General</b>				
	Future enhancements	Optional		
<b>CA.2 Payments</b>				
	Future enhancements	Optional		
<b>CA.3 Payment Management/Credit Management</b>				
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		
<b>CA.4 Billing, Notices and Mail</b>				
	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	
<b>Department Accounting (RA)</b>			
RA.1 General			
	Future enhancements	Optional	
RA.2 External Inputs			
	Future enhancements	Optional	
<b>Technical (TR)</b>			
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	
	Future enhancements	Optional	
<b>Services Requirements (CO)</b>			
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	
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	
CO.1.c2	The system should be able to track correspondence to contacts or licensees and associate the correspondence with the account record.	Optional	
	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	
	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	
	Future enhancements	Optional	