



The State of Nebraska (State), Department of  
Administrative Services (DAS), Materiel Division, State  
Purchasing Bureau (SPB)

Request for Proposal (RFP) RFP 6249 Z1  
Licensure Information System (LIS)  
VOL 1 – Corporate Overview

June 15, 2020

Point of Contact:

[REDACTED]  
12901 Worldgate Drive, Suite 800, Herndon, VA 20170  
[REDACTED]



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## a. Bidder Identification and Information

### *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.*

**Full company:** Tyler Technologies, Inc.

**Address:**

12901 Worldgate Drive, Suite 800

Herndon, VA 20170

**Entity Organization:** Corporation

**Incorporated State:** Delaware

**Incorporated in:** 2007 (Most recent date)

**History:**

Tyler Technologies Inc. ([www.tylertech.com](http://www.tylertech.com)) – provider of the Entellitrak case management platform – is pleased to respond to the State of Nebraska (State), Department of Administrative Services (DAS), Materiel Division, State Purchasing Bureau (SPB)'s Request for Proposal for a for a Licensure Information System (LIS). Tyler Technologies is a publicly traded corporation (NYSE: TYL), and has been in business since 1966.

Our division of Tyler is incorporated in the State of Delaware, and was first organized to do business in 1978. On August 14, 2015, MicroPact Inc., the leader in Data-First™ Case Management and Business Process Management software merged with Iron Data Solutions, Inc., a leader in case management and regulatory software solutions used across 49 states and the federal government. Since the merger, Iron Data Solutions, Inc. changed its name to MicroPact Global, Inc. and MicroPact Inc. changed its name to MicroPact Federal, LLC. These companies are wholly owned subsidiaries of Indigo Holding Company, Inc. and do business as MicroPact. MicroPact underwent another major organizational change in 2019, when it was acquired by Tyler Technologies Inc.

As background, Tyler is the largest company in the United States dedicated to providing software for the public sector, including federal, state and local government. A nationally recognized provider of integrated system solutions and professional services, Tyler serves clients in more than 26,000 installations across 11,000 state and local government locations in all 50 states, Canada, Puerto Rico, the United Kingdom and Australia, as well as more than 200 U.S. federal agencies. Tyler understands the importance of supporting our clients' mission-critical systems and maintaining the confidentiality of related licensing and enforcement information.

For more than four decades, our division of Tyler (formerly MicroPact) has focused on delivering powerful, adaptive, commercial off-the-shelf (COTS) solutions to the public sector, with a focus on case management platform-based solutions. Today Tyler case management products serve 98% of U.S. states, 97% of federal agencies with 500 or more employees, and enjoy a 97% annual renewal rate, with 80% of clients having implemented two (2) or more of our case management systems.

Tyler brings three core competencies to the table to offer the State, which are outlined in this RFP response:

- An extensive, configurable case management platform – tested and proven in the licensing space;
- A strong understanding of what the State seeks in a licensing solution – based both on past performance and deep situational awareness of similar agencies;
- In-house licensing experts who were prior end users at government agencies, have used the solution as end users, and understand users’ expectations – who use those parameters to help technical experts shape the solution to the State’s needs.

## 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.*

Follow these links to Tyler Technologies' Audited Financials:

Annual Reports – 1999 – 2018: [https://tylertech.irpass.com/Annual\\_Report\\_Financials](https://tylertech.irpass.com/Annual_Report_Financials)

(Note: Both Reports listed below can be accessed directly at the URL above)

Annual Report – 2018: <https://s3.amazonaws.com/b2icontent.irpass.cc/499/176880.pdf>

Annual Report – 2017:

<https://s3.amazonaws.com/b2icontent.irpass.cc/499/173737.pdf?AWSAccessKeyId=1Y51NDPSZK99KT3F8VG2&Expires=1557157659&Signature=BnYqTG5uuHf6dr557HxeKI7sTo8%3D>

## 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 Contractor(s) will require notification to the State.*

Tyler has no anticipation of any change in the ownership or control of the company during the twelve (12) months following the proposal due date.

## 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.*

Tyler Technology is headquartered in Plano, TX. Tyler's Entellitrak divisional headquarters are located in Herndon, VA. In addition, our division has have offices in the following locations:

- Denver, Colorado
- Memphis, Tennessee
- Mobile, Alabama
- Durham, North Carolina
- Newnan, Georgia
- Richmond Hill, Georgia
- St. Louis, Missouri
- Toronto, Ontario
- Manila, Philippines

Tyler will staff this project primarily out of our Raleigh-Durham, North Carolina office. We also anticipate team members from our Toronto, Ontario, Canada office and our Herndon, Virginia office to provide support.

## 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.*

Tyler Technologies, as MicroPact (formerly Iron Data), contracted with NE DBF to provide CAVU eLicense in May 2011 (Contract #48202-O4), with maintenance lasting until June 30, 2020. In addition, NE DBF added the eLicense Online in February 2017 (Contract #75700-O4), with maintenance also lasting until June 30, 2020. Tyler was a Software provider and implementing vendor, offering management of the implementation and support of the eLicense solutions. The project has involved considerable data consolidation and conversion, and implementation of all contracted system functions.



## 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 twenty-four (24) 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.*

None of our key personnel is/was an employee of NE in the past 12 months. No current employees of NE are employed by Tyler.

## 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.*

Tyler has not had any contracts terminated for default. We have had a few terminations for convenience over the years, resulting from budgetary constraints or the customer's decision to move in a different direction. Tyler does not track terminations for convenience or contracts that expired and elected not to renew.

## h. Summary of Contractor's Corporate Experience

*The bidder should provide a summary matrix listing of previous projects similar to this solicitation in size, scope, and complexity with multi-license entities. 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:*

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

*The time period of the project;*

*The scheduled and actual completion dates;*

*The bidder's responsibilities;*


*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*

*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.*

*Bidder and Subcontractor(s) experience should be listed separately. Narrative descriptions submitted for Subcontractors should be specifically identified as Subcontractor projects.*

*If the work was performed as a Subcontractor, the narrative description should identify the same information as requested for the Contractors above. In addition, Subcontractor's should identify what share of contract costs, project responsibilities, and time period were performed as a Subcontractor.*

Please see the pages that follow for the listing of previous projects.

<p><b>Florida Department of Health, Medical Quality Assurance</b></p> 		<p><b>Contact Information</b></p> <p><b>System Project Administrator,</b></p> <p><b>System Support Services:</b></p> <p>██████████</p> <p><b>Phone:</b></p> <p>██████████</p>
<p><b>Project Title</b></p>	<p>Customer Oriented Medical Practitioner Administration System (COMPAS)</p>	
<p><b>Period of Performance</b></p>	<p>1998 to Present</p>	
<p><b>Project Description</b></p> <p>Prior to July 1998, all regulation for health professionals was administered by the Florida Department of Business and Professional Regulation on a mainframe system which did not meet the needs of the Florida Department of Health. Tyler implemented its licensing and enforcement solution for the Department of Health, Medical Quality Assurance (MQA), which included application tracking licensing, renewals, fees, inspections, and examination scheduling and tracking. Services included; planning, project management, business process re-engineering, data conversion, acceptance testing, production support, and system and end user training. The department is now structured into boards each handling multiple professions. The business processes of each board differ and are governed by legislation and board rules. There are 26 boards, 150 professions and some 1,000,000 active licenses. The system runs on a SUN/Solaris database server and is connected via LAN and WAN to approximately 400 users.</p>		
<p><b>Scope of Work</b></p> <p>Tyler’s regulatory solution was selected as the foundation of the comprehensive, customized and flexible online licensing system that fully supports the Department’s application processing, licensing, permitting, examinations and Testing, and enforcement, discipline and compliance functions. The two-year implementation project was completed on time and on budget in December 1999. Tyler met every deliverable and scheduled milestone on the detailed project plan and supported the system under an annual maintenance contract. In June 2003, the department approved an upgrade to LicenseEase that included a conversion from its original Informix solution to the current Oracle n-tier web-based architecture. The successful completion of the upgrade in May 2005 prompted the Department to fold in other health agencies under the MQA umbrella since the flexibility of the LicenseEase rules-based design allowed implementation through configuration and very little custom programming effort. The new programs included:</p> <ul style="list-style-type: none"> <li>• The Radiological Technology Program (Oct, 2005),</li> <li>• The Bureau of Emergency Medical Services (Jan, 2006) and,</li> <li>• The Board of Pharmaceutical Services (June, 2006)</li> </ul>		

Savings were quickly realized in terms of lower overall cost of operations and improvement of staff effectiveness through the consistency of business processes - agency staff could now focus on more high value tasks.

A major system upgrade was approved in FY 2013/2014 to replace Tyler’s second generation LicenseEase product with the current Versa: Regulation Product Suite. This project includes:

- Upgrade of all back office systems to Versa: Regulation 2.6
- Implementation of new Workflow function
- Replacement of outdated tablet-based mobile inspection system with Tyler Analytics iPad-based inspection system
- Replacement of the agencies legacy internally developed online licensing and citizen portal with Versa: Online
- Hosting of the system at the State’s new data center

Phase One of the project which includes deployment of Versa: Regulation and Tyler Mobile is complete. Phase Two was completed in April 2015 to move Nursing and other critical boards to Versa: Online from the agencies custom built legacy portal. Phase three was completed in March 2016 to provide an additional 450 online applications services for 40 Professions across 14 Boards. All project phases and tasks are on time and on budget.




**Project Relevance**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>● Licensing</li> <li>● Project Management</li> <li>● Development</li> <li>● Web Development</li> <li>● Data Migration</li> </ul> | <ul style="list-style-type: none"> <li>● Reports</li> <li>● Interfaces</li> <li>● Training</li> <li>● Mobile Inspections</li> </ul> |
|---|---|

**Benefits**

The benefits of the Versa: Regulation rules-based approach provided the Department of Health with:

- A single solution for all boards in spite of differences in legislation,
- A reduction in staff and administration work,
- A consistent and effective department-wide licensing process,
- Improvement to accuracy and recall of information,
- The ability to support current and future legislative changes,
- Internet access for consumer functions.

	<p><b>State of Washington</b></p> <p><b>Department of Health (DOH)</b></p>	<p><b>Contact Information</b></p> <p><b>System Administrator:</b>  </p> <p><b>Phone Number:</b>  </p>
<p><b>Project Details:</b></p> <p><b>Project Start Date:</b> March 2006      <b>Project End Date:</b> February 2008</p>		
<p><b>Project Description:</b></p> <p>The Washington State Department of Health (DOH) works to protect individuals and families every day. By licensing health care professionals, investigating disease outbreaks, and preparing for emergencies, they help ensure a safer and healthier Washington.</p> <p>The Health Systems Quality Assurance (HSQA) mission is the licensing and regulation of health practitioners, health care facilities and lodging establishments. This includes setting standards for entrance into the profession or for the operation of a health care facility or lodging establishment. Management of consumer complaints and the monitoring of disciplinary compliance plans are also included.</p> <p>Changing business needs and state accounting requirements challenged the DOH’s current systems’ ability to accommodate change. Tyler was chosen from a select group of competitors to replace their legacy system with a customized variation of the CAVU eLicense system. The capabilities afforded by the eLicense system (e.g. – web-based, single screen access, configurable flexibility, etc.) made it a natural fit for a large, highly complex and statute constrained organization.</p>		
<p><b>Project Scope and Complexity:</b></p> <p>Integration of five legacy systems formed the basis of the project. The migration of these systems, of varying size and format, proved to be a significant goal. Adding to the complexity were federal and state required interfaces, required adherence to numerous, detailed statutes, and working with staff according to a unionized schedule. In addition to this, DOH required numerous on-site visits to their</p>		

Olympia, Washington campus – which CAVU can usually achieve via remote work sessions. However, a great rapport was formed between project teams and the project was a resounding success.




**Project Relevance**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>● Licensing and Enforcement</li> <li>● Workflow</li> <li>● Project Management</li> <li>● Interfaces</li> <li>● Development</li> <li>● Web Development</li> </ul> | <ul style="list-style-type: none"> <li>● Imaging Interface</li> <li>● Federal and State Mandated Interface</li> <li>● Reports</li> <li>● Data Migration</li> <li>● Training</li> </ul> |
|---|--|

**Benefits**

The Integrated Licensing and Regulatory System (ILRS) project was the largest within DOH and significantly enhanced their support of the constituency of the State of Washington.

*“Your team displayed exceptional competence. You assured the best use of Tyler staff and resources while solving critical and complex issues. You helped keep the project on schedule, significantly contributing to the success of this \$5.3 million project.”* –Mary C. Selecky, Secretary, Washington DOH


<p><b>Florida – Agency for Health Care Administration</b></p> 	<p><b>Contact Information:</b>  <b>System Administrator:</b>    <b>Phone Number:</b>  </p>
<p><b>Project Title</b></p>	<p>Facility Regulation and Enforcement System (FRAES)</p>
<p><b>Project Description</b></p> <p>The Agency for Health Care Administration is responsible for health facility licensure, inspection, and regulatory enforcement; investigation of consumer complaints related to health care facilities and managed care plans; the implementation of the certificate of need program; the operation of the State Center for Health Statistics; and the administration of the Florida Medicaid program. The agency’s existing systems provided almost no editing of data and very little support for automated processes. Thus there were no consistent business practices in use and many records contained inaccurate or missing data.</p> <p>In 1996 the agency replaced its aging internal regulatory system with Tyler’s Facility Regulation and Enforcement System (FRAES). The project converted all license and enforcement applications into a single enterprise database system and included the regulation of 45 facility types organized into 7 programs.</p> <p>In 2001, the passage of Senate Bill 1202 required the agency to collect several new sets of data from nursing homes and assisted living facilities. The agency needed to upgrade its systems and at the same time wanted the system fall in line with the move to Oracle as its standard database. The increasing pressure to provide more customer facing services prompted the agency to decide to upgrade the system to LicenseEase in 2001. At the same time, new internet applications were added that included:</p> <ul style="list-style-type: none"> <li>• Adverse Incident Reporting,</li> <li>• Available Nursing Home Bed Count Reporting,</li> <li>• Liability Insurance Claims Reporting, and</li> <li>• Nursing Home Staff Count Reporting.</li> </ul> <p>In 2009, AHCA again upgraded the system to Versa: Regulation. The upgrades have allowed the agency to preserve its investment in staff training and minimize conversion costs.</p>	
<p><b>Scope of Work</b></p> <p>The Versa: Regulation product suite was implemented as the foundation of the comprehensive, customized and flexible online licensing system that fully supports AHCA’s application processing,</p>	



<p>licensing, permitting, and Enforcement, Discipline and Compliance functions. Online components were added that allowed facilities to eliminate the need to submit paper reports. In 2009, AHCA upgraded the system to Versa: Regulation. The system accommodates licensure and enforcement processing for approximately 60,000 active licenses with sufficient capacity for annual growth.</p>	
<p><b>Project Relevance</b></p> <ul style="list-style-type: none"> <li>● Licensing</li> <li>● Project Management</li> <li>● Development</li> <li>● Web Development</li> </ul>	<ul style="list-style-type: none"> <li>● Data Migration</li> <li>● Reports</li> <li>● Interfaces</li> <li>● Training</li> </ul>
<p><b>Benefits</b></p> <p>The benefits of the Tyler rules-based approach provides AHCA with:</p> <ul style="list-style-type: none"> <li>● Improved data accuracy over aging legacy systems</li> <li>● Standardized database technologies resulting in cost savings</li> <li>● Reduced number of system operations and support costs</li> <li>● The ability to meet existing administrative, legal, investigative and enforcement requirements</li> <li>● The flexibility and capability of incorporating future legislative changes</li> <li>● Expanded web services to facilities for self-reporting to meet legislative requirements.</li> </ul>	

<p><b>Tennessee Department of Health</b></p> 	<p><b>Contact Information:</b>  <b>Points of Contact:</b></p> <p>██████████   Business Analyst          Supervisor          Health and Social Services Business          Domain          Supporting Department of Health          ██████████          ██████████</p> <p>██████████   Business Analyst          Advanced          Health and Social Services Business          Domain          Supporting Department of Health          ██████████          ██████████</p>
<p><b>Project Description</b></p> <p>The Tennessee Department of Health contracted with Tyler to provide a comprehensive regulatory solution to replace their aging mainframe system. The system handles licensing and renewal processes, cash office, examinations and testing, continuing education, enforcement, discipline and compliance functions.</p>	
<p><b>Scope of Work</b></p> <p>The licensing system manages over 125 professions for 45 regulatory boards within the Department of Health and Environment, and the Department of Commerce and Insurance. Tyler provided a complete range of services including analysis, design, implementation, conversion testing, training and support.</p> <p>The project began in July 1991 and was completed in September 1993 with all boards and professions in full production. All legacy data was converted to the new system, allowing for a smooth transition. Tyler implemented the first eleven boards and State of Tennessee staff independently rolled out the system to the remaining boards. In October 1996, the hardware was upgraded to SUN Solaris servers to take advantage of improved technology and provide room for expansion. This allowed teacher certification and insurance boards to be added. The software did not require any changes.</p>	

<p>The department has been an active Tyler client ever since the original system was put into production. It has since implemented a physician profiling system allowing the public access to extensive information on physician history, education, hospital applications, liability claims and discipline, all through an internet portal. Tennessee has retained Tyler continuously since 1993 for support and maintenance services and has enhanced the system with upgraded enforcement and inspection subsystems.</p> <p>The state deployed a third installation of the system for the regulation of financial institutions in 1998 without the need for additional programming because of the flexibility of the rules-based design. The ability to renew licenses online over the Internet was added in 2001.</p>	
<p><b>Project Relevance</b></p> <ul style="list-style-type: none"> <li>● Licensing</li> <li>● Project Management</li> <li>● Development</li> <li>● Web Development</li> </ul>	<ul style="list-style-type: none"> <li>● Data Migration</li> <li>● Reports</li> <li>● Interfaces</li> <li>● Training</li> </ul>
<p><b>Benefits</b></p> <p>The benefits of the Tyler rules-based approach provides the TN Department of Health with:</p> <ul style="list-style-type: none"> <li>● The system is flexible enough to handle all current 125 professions without custom programming and requires minimum maintenance and support.</li> <li>● The system allows for growth needed to accommodate future boards and professions.</li> <li>● The system is an enterprise-wide solution offering greater public access over the Internet.</li> </ul>	

	<p><b>State of Illinois</b></p> <p><b>Department of Public Health (IDPH)</b></p>	<p><b>Contact Information</b></p> <p>[REDACTED]</p> <p>Office of Health Promotion                  Division of Medical Cannabis                  553 W. Jefferson, 3<sup>rd</sup> Floor                  Springfield, IL 62761</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
<p><b>Project Details:</b></p> <p><b>Project Start Date:</b> 12/13/2018      <b>Project End Date:</b> 01/31/2019</p> <p><b>Contract Start:</b> 12/13/2018      <b>Contract End Date:</b> 12/12/2020</p>		
<p><b>Project Description:</b></p> <p><b>Overview of Business and Project Objectives</b></p> <p>On August 28, 2018, the <a href="#">Alternatives to Opioids Act of 2018</a> was signed into Illinois law. The act established the Opioid Alternative Pilot Program, which allows certain patients who otherwise would or could be prescribed opioids, or have already been prescribed opioids, access to medical cannabis as an alternative for pain control.</p> <p>The project objective was to implement a system that would reduce opioid deaths in Illinois, by giving patients another option for dealing with their conditions.</p> <p><b>Staffing Requirements</b></p> <p>The project timeline and deliverables required staffing of a dedicated team of Tyler staff from the business, development, reporting, and training resource groups to ensure the on-time implementation of functionality in a very short timeframe – approximately six weeks.</p> <p><b>Technical Environment and Complexity</b></p> <p>The project required the implementation of system and functionality including both back-office and online, public portal access points. Additionally, interfaces to other agencies and external systems were required such as verification of physician licenses, and sending registration records to associated dispensaries.</p>		

Tyler is providing licenses, maintenance, and support for the Illinois Cannabis Tracking System (ICTS) users. The system will be hosted on the Amazon Web Services (AWS) Cloud. Tyler has achieved Advanced Technology Partner status in the [AWS Partner Network](#).

### **Project Scope and Complexity:**

The implemented system provides the ability for physicians to submit physician certifications for their patients online via the online portal. Patients as well, are able to submit registrations via the online portal and link to the physician entered Physician Certification. The ICTS system validates all physicians' licenses to ensure that they are active and accurate. Once the patient registration is complete, the system then generates an electronic medical cannabis card that is available for printing and is valid for 90 days. The ICTS tracks that issuance date of the card and will automatically expire the certification if the renewal process has not been initiated by the patient.

Some additional features of the system are:

- Patients have ability to update their demographical information via the portal
- Once a patient is registered and has selected a dispensary, the system allows the patient to update their chosen dispensary during their renewal period.
- IL administrations have the ability to run random audit processes and track findings
- Ability to generate correspondence to registered patients
- Ability to process revocations of a patient registration in advance of the expiration date.

Several of the interfaces that are in the ICTS system include the following:

- Integration with payment provider, JetPay, for payment processing. The registration fee is able to be paid via the portal at the time of patient registration.
- Integration with BioTrack for transmission of amount of cannabis and dispensary location assigned to patients
- Integration with IL Secretary of State to verify that the patient driver's license is valid and has no endorsements ie: commercial driver's license, bus drivers
- Integration with IL Prescription Drug Monitoring Program for transmission of registration records and subsequent updates.
- Integration between ICTS and the Tyler licensing system such that applicants of ICTS are able to be verified as being non-current Medical Cannabis Pilot Program registration holder and vice versa.

<ul style="list-style-type: none"> <li>Integration with Department of Financial &amp; Professional Regulation to validate if the physician is licensed and valid to create certifications for patients</li> </ul>	
<p><b>Project Relevance:</b></p> <ul style="list-style-type: none"> <li>Business Rules</li> <li>Workflow</li> <li>Project Management</li> <li>Interfaces</li> <li>Development</li> </ul>	<ul style="list-style-type: none"> <li>Web Development</li> <li>Imaging Interface</li> <li>Reports</li> <li>Training</li> </ul>
<p><b>Benefits</b></p> <p>The implementation of Tyler’s Illinois Cannabis Tracking System (ICTS) has provided citizens with another choice other than temporary opioid use and provides them with a way to manage their pain and their condition going forward.</p> <p>The IL DPH also can track all registrations electronically and notify patients when renewals are coming due. Additionally, the system allows DPH to track outcomes and see how this pilot program is combating the epidemic of overdose deaths from narcotics.</p>	

## i. Summary of Contractor'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 solicitation. 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.*

*The bidder should provide resumes for all personnel proposed 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 solicitation 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.*

Tyler has over 4 decades of experience managing projects similar in size, scope, and complexity to the current client requirement; and large, complex programs and numerous smaller complex programs. We have learned that engineering activities and support activities must be planned, integrated, monitored, and controlled. Implementation of these activities will reduce risk and facilitate the new system having a positive impact on the operational mission of the department. Tyler's management approach provides the client with access to our corporate structure for management oversight, while allowing for flexibility and responsiveness in task execution.

Tyler is a fully matrixed organization, with all employees trained and available for reach back as necessary. We do not hire for any one particular project or program, but rather we hire for the overall capacity needed by the sum of all projects and programs within the Professional Services team. This allows staffing flexibility, as trained and experienced staff members can be made immediately available to augment a project for short durations. This approach leads to much shorter on-ramp times, mitigating any schedule risks associated with securing additional staff if necessary.

Tyler's proposed key personnel for the NE LIS project are current full-time employees of Tyler.

All Tyler staff working on the project that have access to NE LIS-issued IT equipment will complete NE LIS authorization agreements, and will be subject to monitoring, consistent with the Consent to Monitoring provided upon login to NE LIS systems.

*The State of Nebraska (State), Department of Administrative Services (DAS),  
Materiel Division, State Purchasing Bureau (SPB)  
Licensure Information System (LIS)*

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## Labor Resources

For this engagement, Tyler has proposed our standard project team staffing, based upon similar sized engagements and our experience with what it will take to get the job done.

Please note that these roles are for the initial deployment only, and do not take ongoing Maintenance & Support into consideration. A listing of all category labor resources follows:

**Program Manager:** The Program Manager provides executive oversight on the project, and is responsible for ensuring that this project – as with all projects – moves forward on-time and budget and to the client’s satisfaction. The Program Manager delegates day-to-day management to the Project Manager.

**Project Manager (PM):** The Project Manager is responsible for providing overall management and project oversight. His/her role is to ensure the overall success of the project. As a management “sponsor,” the Project Manager serves as a point of issue resolution, as an escalation point, and as assurance to scope and budget issues. The Project Manager shall oversee the day-to-day operations of the project, functional and technical. The Project Manager shall interact daily with both the State and the Tyler team to verify that the project is on track and requirements are being met. The Project Manager shall work closely with the State on activities such as status meetings and reports, addressing risks and issues, and acting as the primary decision maker on behalf of project related issues.

**Application Engineer (AE):** The Application Engineer shall work closely with the State to design an appropriate schema and table structure to ensure all functional, security and disaster recovery requirements are met. The Application Engineer shall provide documentation related to the design, structure, and implementation of the database system and ensures the database is operationally ready for production. The Application Engineer shall work to optimize efficiency when integrating other Contractors’ components, as applicable.

**Business Analyst (BA):** The Business Analyst shall be responsible for running meetings between the customer and vendor, and is responsible for requirement clarification with the customer. Typically, requirement clarification occurs by running JAD sessions and writing user stories that map to requirements. The BA then takes those clarified requirements and/or user stories and presents them to the AE for configuration, and works with the customer as needed for additional clarification.

**Data Migration Specialist:** The Data Migration Specialist functions as the data migration lead, and is responsible for leading the team ensuring that data is migrated effectively from system to system, and all associated requirements from the State’s Statement of Work (SOW).

**Quality Assurance Representative (QA):** The QA representative shall be responsible for creating Test Cases based upon User Stories; testing completed development work utilizing test cases; testing completed development work utilizing Test Cases, and creating defects in JIRA/qTest. The QA Rep will ensure that the project is ready for deployment before final go live.

**Tech Writer (TW):** The Tech Writer will have responsibility for managing training materials to include end-user and administrator. (Training will be conducted by trainers who will be assigned at the time of customer need).



Resumes begin on the next page. Resumes are provided for several of the key roles described above, including:

- Program Manager: [REDACTED]
- Project Manager: [REDACTED]
- Business Analyst: [REDACTED]
- Data Migration: [REDACTED]

Please note that these resumes are representative in nature. Additional personnel will be selected specific to this project at the time of award.

  
Program Manager

## Profile

- Certified Project Management Professional.
- 15+ years project management experience on large private and public sector projects.
- 10+ years specific recent experience with State government regulatory systems implementation projects including project delivery, business process workflow analysis, project management, system deployment / training and team management with a focus on customer service.
- Excellent written and oral communication skills.
- Strong ability to grasp new concepts, methodologies, and processes resulting in rapid acquisition of subject matter knowledge of client programs and processes.

## Selected Project Experience

- Project Manager/Senior Business Analyst of a back office system upgrade and new licensing web portal for Florida Medical Quality Assurance Division (MQA). Responsible for all formal project deliverables and resource scheduling, issue resolution, change management, project status and reporting. This is a large central regulatory agency managing over 150 regulated professions/organizations pertaining to health/medicine.
- Project Manager of a back office system upgrade and new licensing web portal for Texas Alcoholic Beverage Commission (ABC). Responsible for all formal project deliverables and resource scheduling, issue resolution, change management, project status and reporting. This is a large central regulatory agency managing over 600,000 license holders and close to 70 regulated professions/organizations pertaining to alcohol.
- Management of a development project for a new licensing web portal for a Florida Department of Business and Profession Regulation (DBPR) that certifies over 300 regulated professions and businesses.
- Project Manager/Account Manager for Virginia Department of Professional And Occupational Regulation (DPOR) responsible for all formal project deliverables and resource scheduling, issue resolution, change management, project status and reporting. This is a large central regulatory agency managing over 300,000 license holders and close to 285 regulated professions.
- Project Manager for Texas Department of State Health Services (DSHS) responsible for all formal project deliverables and resource scheduling, issue resolution, change management, project status and reporting. This is a large central regulatory agency managing over half a million license holders and over 240 regulated professions.
- Management of a development project for a new licensing web portal for a Georgia regulatory agency that certifies health professionals.

### Technologies


- Databases: Oracle, SQL Server, DB2, MS Access
- Languages: PL/SQL, Transact-SQL, Visual C#, Java2, UNIX Script, PL1
- Tools: Mercury TestDirector, MS Office Tools, MS Project, Visio

### Education and Personal History

- Project Management Professional, Project Management Institute (2004)
- IBM Certified Specialist, DB2 UDB Applications Development
- Fellow, Life Management Institute designation with honors from the Life Office Management Association (LOMA)
- B.S., Computer Science and Mathematics, Minor: Statistics  
University of Toronto

### References

- [REDACTED], Director of Innovation & Technology  
Texas Alcohol Beverage Commission (TABC)  
5806 Mesa Drive  
Austin, Texas 78731  
[REDACTED]  
[REDACTED]
- [REDACTED], Senior Project Manager  
Florida Department of Business & Professional Regulation (FLDBPR)  
2601 Blair Stone Road  
Tallahassee, FL 32399  
[REDACTED]  
[REDACTED]

  
**Project Manager**  
**PMP, PMI-ACP, AWS CCP**

## Profile

- IT Program/Project Manager – Knowledge, Experience, Passion.
- Agile champion with strong problem-solving, decision-making skills, ability to motivate colleagues and satisfy demanding internal and external customers under the pressure of deadlines, and hands-on experience in all phases of system development life cycle (SDLC), managing application development and deployment of enterprise projects.
- Core competencies include:
  - IT Program & Project Management
  - Fusion of Agile and Waterfall Methodologies
  - Enterprise Analysis and Systems Design
  - Cross-Functional Stakeholders Collaboration
  - Budget Management and Risk Mitigation
  - Co-located and Distributed/Offshore Teams

## Selected Professional Experience

- **IT Project Manager** – Tyler. Durham, NC. 12/2018 – Present. Leads Solutions Development Team in delivery of Regulatory Case Management software platform to the State Government agencies.
- **Scrum Master** - Insight Global. Raleigh, NC. 7/2018-11/2018.
  - Facilitated Scrum ceremonies and managed dependencies between Agile Scrum teams, which are spread across U.S. time zones and in Ireland & India, aimed to move Analytics Execution Platform product line to Amazon Cloud (AWS) at Optum Analytics, Inc. (tool: CA Agile /Rally, Confluence).
  - Promoted innovative solutions to meet emerging customer needs and the development of delivery strategy with broad impact on the business, translating complex concepts to be understood by a variety of audiences.
  - Mediated ongoing key stakeholder communication between Business, Operations, and Product & Delivery teams, handled expectations and acquired their support to help resolve bottlenecks.
- **Senior IT Project Manager** – Quadrant, Inc. Morrisville, NC. 12/2017 – 6/2018.

- Managed 2 projects (~\$1 million) within National Toxicology Program (NTP) of the National Institute of Environmental Health Sciences (NIEHS), which encompassed redesign & re-platforming of the main NTP research supporting application and content refresh of the NTP public website.
- Liaised with the distributed project teams and NTP sponsors to scope requirements, define priorities, developed detailed project plans, assigned resources accordingly to meet project deadlines, monitored progress, and tracked deliverables and ensured real-time accuracy and completeness of project documents.
- Scheduled and led stakeholder meetings ascertaining the requests and feedback are captured.
- Performed duties of a Scrum Master, conducting Scrum ceremonies and planning sprints (tool: Jira).
- **Independent Consultant** - Chapel Hill, NC. 9/2016 - 11/2017. Analyzed processes, proposed new solutions and planned development of application systems.
- **Senior Enterprise Project Manager/Scrum Master** - Genpact, LLC. Durham, NC. 7/2015 - 8/2016.
  - Managed the day-to-day technical and operational (\$3+ million) aspects of Medicare Market Refresh Program for Blue Cross Blue Shield of North Carolina (BCBSNC) with objectives to implement new product portfolio for senior segment of medical insurance consumer market via web-based application.
  - Served as a Scrum Master and Agile Coach (tools: Rational Team Concert, Planview) for the mixed onshore-offshore cross-functional teams which performed development of BCBSNC online shopping tools, self-service maintenance options and marketing materials updates per mandates required by Department of Insurance (DOI) and Center for Medicare Services (CMS) following BCBSNC PMO guidelines and Stage Gate system.
  - Sustained multi-vendor relationship and internal stakeholder collaboration through Program Health Reports to make certain timely achievement of project milestones and quality of expected deliverables while mitigating project risks and Change Management dependencies.
- **Senior Project Manager** – Clinverse, Inc. Durham, NC. 10/2014 - 07/2015.
  - Headed the multi-functional team to ensure an on-time, on-budget and high quality implementation of ClinPay Financial software platform (SaaS / AWS) which provided payments for clients, sponsors and CRO on execution of clinical trials (CTMS) across the globe (tools: Jira, Smartsheet).
  - Developed platform design enhancements; Participated in sprint planning and implementation of platform upgrades; Devised policies and standards within the PMO and Operations department to ensure continuous improvement in clients' satisfaction and efficiency of supported processes.

- Guided clients during software platform setup and trial data / EDC integration via ongoing process control (risk assessment, contingency planning) and communication with the development team and stakeholders regarding budgeting and product training.
- **IT Project Manager** - The Select Group. Morrisville, NC. 4/2014 – 8/2014. Managed multi-teams effort focused on Agile development (tool: Jira) and deployment of Discontinuation Risk Model in support of Adherence program within Patient Services department at Biogen, cross-functional automation of patients eligibility check for Financial Assistance programs.
- **Director, Analysis and Development; IT Program Manager** - Piedmont Research Center - Morrisville, NC 12/2003 - 6/2013.

### Certifications

- **Project Management Professional (PMP®)**, #1663855) - Project Management Institute
- **Agile Certified Practitioner (PMI-ACP®)**, #1776920) - Project Management Institute
- **AWS Certified Cloud Practitioner (AWS CCP)** - Amazon Web Services
- **ITIL Foundation (ITIL®)** - Axelos
- **Six Sigma Yellow Belt** - VMEdU

### Education

Ukrainian State University of Railway Transport –  
Bachelor of Science (B.S.), Mechanical Engineering      Kharkov, Ukraine


  
**Business Analyst**
**Profile**

- Senior Analyst with 20+ years of experience managing projects, requirements, configuration, customizations and data migration.
- Subject matter expert in application of Versa: Regulation (VR), Versa: Online (VO) and Versa: Gateway (VG) for licensing and regulatory processes

**Professional Experience**

- **Tyler**  
*Senior Solutions Analyst/Business Analyst* – August 2008 – present  
Implementing Versa software applications (JBoss/WildFly and Oracle) for various state agencies in the US responsible for licensing, regulation and enforcement of professions and businesses. Responsibilities include: advising junior analyst staff; conducting requirement interviews; creating profile reports and configuration; designing customizations; managing projects; preparing and performing functional and integration testing; tracking problems; defining and scheduling batch processes; training administrators and users; creating Oracle SQL statements & scripts; participating and voting on product change control board.
- **Indigo Books & Music Inc.**  
*Process & QA Analyst* – November 2005 - August 2008  
Responsibilities included: defining ISBN-13 project scope via interface analysis and release management; functional testing of SAP R/3 and MS SQL Server applications; defining test plans (functional and overall system integration); testing and documenting business processes for forecasting, replenishing inventory, and returning books to publishers as implemented in SAP R/3.
- **Celestica Inc.**  
*Process Consultant, Application Analyst, Programmer /Analyst* – March 1995 – July 2005  
Implementing new business processes for electronic manufacturing and repair services including B2B interfaces, ERP systems, shop floor systems, and assembly line equipment. Management of vendors for quoting processes and assembly programming & documentation.

**Project Experience**

- **State of Florida, Office of Financial Regulation**  
*VO Implementation for Office of Financial Regulation* - November 2016 – July 2017  
  
*VR Implementation for Department of Financial Institutions* - November 2016 – May 2018  
This VR & VO system supports the licensing and enforcement processes of financial businesses including banks, credit unions, money transmitters and broker dealers. a broad spectrum of investigative processes — including case intake, decision to investigate, referral to another authority, and closure — as well as explicit agency, regulatory, and business requirements.

Lead Business Analyst – Interviews, Profile Reports, Configuration, Designing & Test Customizations, Problem Tracking & Resolving, Go Live Support.

- **State of Tennessee, Department of Health**

*VO Implementation Phase 1 - May 2016 – November 2016*

This VO implementation supports health-related professions and businesses including nurses, hospitals and EMS workers.

Lead Business Analyst – Interviews, Profile Reports, Configuration, Environment Definitions and Copy Set-up Processes, Designing and Testing Customizations, Problem Tracking and Resolving

- **State of Tennessee, Department of Commerce and Insurance**

*VR Implementation - August 2014 – October 2015*

*VO Implementation Phase 1 - August 2014 – October 2015*

This implementation supports a range of professions including real estate firms and agents, funeral directors, accountants, engineers and contractors.

Lead Business Analyst – Profile Reports, Configuration, Designing and Testing Customizations, Problem Tracking and Resolving, Admin and User Training

- **State of Texas, Department of State Health Service**

*VR Workflow Implementation - January 2014 – June 2014*

This implementation supports licensing of a number of health-related professions, inspections of licensed businesses, and auditing of those inspections.

Lead Business Analyst – Profile Reports, Configuration, Designing and Testing Customizations, Problem Tracking and Resolving, Admin and User Training

- **State of Wisconsin, Department of Public Instruction**

*VR and VO Implementation - October 2012 – June 2014*

This implementation supports the licensing and integrated background checks of individuals who work in public education.

Lead Business Analyst – Interviews, Profile Reports, Configuration, Designing and Testing Customizations, Problem Tracking and Resolving, Training Analysts, Scope Management

- **State of Virginia, Department of Department of Professional and Occupational Regulation**



*VR and VO Implementation Phases 2 & 3 - July 2010 – January 2012*

This implementation supported licensing processes for many boards including contractors, real estate, and funeral homes including CE processes.

Lead Business Analyst – Interviews, Profile Reports, Configuration, Designing and Testing Customizations, Problem Tracking and Resolving

- **State of Minnesota, Department of Labor and Industry**  
*VG Implementation - November 2010 – June 2011*

This implementation pertained to licensing contractors, electricians, and other skilled labor.

Lead Business Analyst – Interviews, Profile Reports, Configuration, Designing and Testing Customizations, Problem Tracking and Resolving

- **State of Minnesota, Emergency Medical Services Board**  
*VR and VG Implementation - January 2009 – June 2010*

This implementation pertained to first responders, paramedics and ambulance services.

Lead Business Analyst – Configuration, Designing and Testing New Product Functionality, Problem Tracking and Resolving

## Technologies

- Oracle, DB2, SQL Server, UNIX, Windows, C, C++, SQL, Perl, IBM MQ Series, Microsoft Project, Microsoft Visio, Web Services, HTML, XML
- Versa Product Suite

## Education and Personal History

- **Master of Applied Science, Department of Electrical Engineering**  
University of Toronto
- **Bachelor of Applied Science, Faculty of Applied Science and Engineering,**  
University of Toronto

## Certifications

- **PMI Professional in Business Analysis (PMI-PBA) since 2018**
- **Project Management Professional (PMP) since 2007**
- **Licensed Professional Engineer in Province of Ontario since 1997**

## References

- [REDACTED], **Senior Project Director, Department of Finance & Administration**  
901 5<sup>th</sup> Avenue North, Nashville, TN 37243  
[REDACTED]
- [REDACTED], **Assistant Commissioner Administration, Department of Commerce & Insurance**  
500 James Robertson Parkway, Nashville, TN 37243  
[REDACTED]

  
Application Engineer

### Profile

- Application Engineer with 3+ years of experience deploying and supporting web-based case-management software

### Professional Experience

- **Tyler**  
*Application Engineer* – September 2016 – present  
  
Design and create regulatory and licensing systems for US state agencies using the Entellitrak
- **Dunn Solutions Group**  
*Application Development Consultant* – April 2016 – September 2016  
  
Support existing web applications using the Liferay platform (Java, Spring, Hibernate)
- **BI Worldwide**  
*Java Developer* - January 2015 – March 2016  
  
Deploy and support large web applications for major telecommunications companies

### Selected Project Experience

- **State of Georgia**  
*Georgia Department of Banking and Finance* – June 2018 – present  
  
Designed and implemented regulatory application for tracking banking licenses using the ETK-R
- **State of Alabama**  
*Alabama State Banking Department* – December 2016 – June 2018  
  
Designed and implemented regulatory application for tracking banking licenses

### Technologies

- **Database:** SQL Server, MySQL, Oracle SQL
- **Tools:** JIRA, Confluence, MS Office, Eclipse
- **Servers:** Linux and Windows

### Education and Personal History

- **Bachelor of Sciences in Computer Science, Minor in Business Administration**  
University of Wisconsin, River Falls

**Senior Data Migration Specialist**

**Profile**

- Senior Data Migration Specialist with over a decade of direct data migration experience who brings a plethora of general and specialized data migration tools, knowledge, and experience.
- [REDACTED] has been involved as either the primary or secondary Data Migration Specialist on virtually every project since joining the company in 2005.
- In addition to his considerable data expertise, he has also developed an introduction session that allows project team members, with and without hands-on experience, to better understand the goals of the data mapping and conversion phases.

**Professional Experience in Current Role**

- Responsibilities include:
  - Leading all data conversion activities
  - Working with the PM to produce a valid data conversion plan for the PM team and to be sure that the data conversion activities are adherent to the project plan
  - Producing data quality reports, and reporting synopsis back to PM team
  - Assessing and communicating data conversion risks and proposing mitigating actions
  - Assisting client-side representatives in bringing their data into a common data format (CDF)
  - Introducing and assist in the development of extant and new tools to smooth the overall data conversion effort
  - Assessing risks and proposes mitigating actions associated with the data conversion effort
  - Working closely with the project manager so that data conversion activities follow the project plan, taking corrective actions as needed

**Selected Project Experience**

- **State of Louisiana Board of Pharmacy**  
Statewide Licensing and Enforcement System
- **State of Rhode Island - Department of Business Regulation**  
Statewide Occupational and Professional Licensing System
- **State of Vermont – Office of Professional Regulation**  
Statewide Occupational and Professional Licensing System
- **State of Connecticut – Department of Consumer Protection**  
Statewide Occupational and Professional Licensing System
- **State of Washington - Department of Health**  
Statewide Occupational and Professional Licensing System

### Education and Personal History

- **Computer Science**  
State University of New York at Buffalo, Buffalo, NY
- **Business Management w/Concentration in Information Systems**  
Fairleigh Dickinson University, Teaneck, NJ

### Professional References

- **Colorado Department of Regulatory Agencies**  
[REDACTED]
- **Oregon State Marine Board**  
[REDACTED]
- **Ohio State Fire Marshalls Board**  
[REDACTED]

## j. Subcontractors

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

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

We are not currently planning to have any subcontractors on this effort.