



May 4, 2021

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508
annette.walton@nebraska.gov
Attn: Annette Walton:

RE: Contractual Services of a new License Plate Fulfillment System RFP#: 6494 Z1

Intellectual Technology Inc. (ITI) is pleased to respond to the state of Nebraska's Request for Proposal (RFP), for "Contractual Services of a new License Plate Fulfillment System." ITI is excited for the opportunity to partner with the state of Nebraska, to offer our products and to meet all the needs that are identified within this RFP.

ITI has reviewed and thoroughly understands all the information requested in this RFP. ITI is proposing a solution that does not have any deviations and will provide all the requested information, industry standards and is responding as the primary Contractor for this RFP.

ITI offers the opportunity to partner with a vendor that will provide a full printing and fulfillment solution, through our hardware, software, consumables, and system integrations. With this full product offering, ITI will implement a solution which will have direct interfaces to Nebraska's systems, instead of a file-based solution that others may use or have experience in. This ensures that **ITI's solutions will be implemented efficiently and in a timely manner** which will meet Nebraska's objective and timeline to implement a new license plate fulfillment system.

ITI's license plate printing and fulfillment solutions are driven by, PRISM, our proprietary software. **PRISM provides a solution that is flexible enough to meet all of Nebraska needs** and was built to provide our partners with one system for printing license plates and registrations and is integrated through various data exchanges with DMV and Correctional Industry systems, including custom web services and files services. These integrations will provide Nebraska with real-time and deeper visibility into transactions and orders, versus a strictly file-based solution. PRISM collects daily plate orders, which are then printed through PRISM and on ITI license plate and registration printers. PRISM also provides an interface for auditing verification via scanning of license plates and registration barcodes. These include the support of AAMVA barcode specifications which are PDF 417 for registration documents, 2-D for registration documents and 3x9 for license plates. These barcodes ensure a match of the registration and license plate and provides updates of license plates and license plate orders, which will inform CSI in real-time when license plate orders are ready to be printed and when they have been delivered.

PRISM is the only software in the nation to provide the house-holding mail feature. House-holding is the ability to analyze and consolidate the order for fulfillment of registrations and license plates, destined for one address, are in one package for delivery to a customer thus maximizing postage savings for the State. Another valuable feature of PRISM is real-time visibility into the process and progress of orders. This includes canned and real-time reports for CSI and Nebraska DMV, which provide tracking of individual license plates and entire license plate orders, including, but not limited to; order sent, manufactured, QA scanned, sent to the customer, received and on rare occasions, when a plate is returned. With this feature, CSI and Nebraska DMV can inform customers of the status of their license plates and when its expected delivery date will be.

In the same manner that PRISM drives our license plate printing and fulfillment products, it also drives the printing of on-demand registration documents in County DMV offices. PRISM will work behind the scenes to communicate with VicToRy to print a registration and, if applicable, collect the specialty plate record. Once transactions are processed in VicToRy, the registration will print on our thermal printers at the County DMV office, or if the transaction is a specialty plate, PRISM will collect the information and place it into an order to be printed on our license plate and registration printer at CSI.

PRISM ensures that the process of printing registration documents and the interfacing for specialty plates is conducted with the highest security. **ITI provides the highest security in the industry**, which protects the processing of all transactions and Personally Identifiable Information (PII). This is due to ITI's Certifications which include Payment Card Industry (**PCI Service Provider Level One and SOC 2 Type 2**). These certifications are conducted by independent auditors on an annual basis, which ITI has provided all documentation for.

ITI knows the role of Nebraska's CSI and DMV and the significant impact from the services you provide to your citizens. Therefore, ITI's products are designed exclusively for correctional agencies and DMV's. Our suite of products is integrated with 38 jurisdictional partners Correctional and/or DMV systems. ITI focuses on being a technology company and to provide our partners with the latest and greatest technology. ITI also has experience in integrating with a wide array of systems, such as JD Edwards and we currently have ten **(10) state integrations, with FAST Enterprise system**. In addition, **ITI has worked together with our jurisdictional partners to issue over 55 million registrations and validation stickers and over 5 million license plates in 2020. This is more than any company in the nation!**

ITI also has over 30 years specializing in products for motor vehicle and correctional agencies, that provide onsite support and remote support, ad-hoc and canned reports, the ability to maintain records for multiple years and provide a complete audit trail for all transactions that have been processed through our solutions.



Sincerely,

A handwritten signature in blue ink that reads 'JR Haglund'.

JR Haglund, Regional Sales Director
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CC: Drew Nicholson, President and Chief Operating Officer
Frank Amoruso, Chief Growth Officer



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Executive Summary

ITI is proposing a solution that meets all the requirements that are addressed within this RFP and can be implemented in the most efficient and timely manner. ITI's solutions consist of providing a printing solution for both license plates and registrations, which includes all software, hardware, and consumables, as well as continuous onsite and remote support of software and hardware. In addition, ITI will provide integrations with JD Edwards and VicToRy, through our proprietary PRISM software.

Printing Solution Description

The printing solution being proposed will consist of one that includes a thorough redundancy solution for CSI. **As well as PRISM flexibility to integrate with any license plate printer that CSI chooses.** This allows CSI to print license plate and registrations with ITI's integrated solution.

Through ITI's numerous partnerships with correctional industries and DMV's across the nation, ITI will also **provide a full disaster recovery at an offsite location**, which can print all license plates and registrations, until CSI is able to bring their operations back up again. Through the onsite redundancy printing solution and backup disaster recovery site, ITI will provide a solution that meets the ability to print all registration documents and specialty license plates and provide CSI with a thorough failover and recovery plan if the needs arise.

System Integration Description

ITI knows and has experience integrating with systems very similar to VicToRy and JD Edwards, which will provide Nebraska with real-time data, versus communicating orders through files. **ITI's solution will seamlessly integrate with VicToRy and JD Edwards** and will provide Nebraska with a software solution for, but not limited to, operating the license plate and registration printers, and conducting SFTP and/or web service exchanges for printing of license plate orders and registrations. PRISM will also be used to collect all the records for specialty license plates and registration kitting production. PRISM will place the records and plate types in the most efficient printing order for CSI and ensure license plates and registrations are printed in the same order. This will provide the most efficient kitting process and will also communicate the sales order number, date of order, date of printing, unique plate number, date of receipt, and date of shipment, etc. in real-time to VicToRy and JD Edwards.

ITI's background and experience in system integrations is unrivaled and is the core of ITI's business. **As ITI currently has integrations with 38 different jurisdictions across North America and ten (10) of those are integrations are with FAST Enterprises systems, such as VicToRy.** This includes states like Georgia where we have integrated PRISM for their license plate production and printing solution, Mississippi, and Arkansas where we have integrated our solutions for print on-demand of registrations in county offices. ITI also has experience integrating with various ERP systems, much like JD Edwards to track consumables and automatically alert when consumables drop below a par level and need to be ordered.

Print On-Demand System Description

As ITI's solutions integrate with VicToRy and JD Edwards, it will create a solution that will require little training for processing a specialty plate and registration in county DMV offices. **County staff will still be able to use the VicToRy system and screens to which they are accustomed,** as PRISM will print registrations through the backend integration process with VicToRy, via API, or any method Nebraska desires. This creates an environment of only using one software solution (VicToRy) for the printing of registrations and weight validation stickers. Through this integration, Nebraska will have access to digital record keeping, and canned and ad hoc reporting, through ITI's Repository. ITI will also provide tracking of all consumables onsite and any scrap or defective consumables, which will be available to CSI.

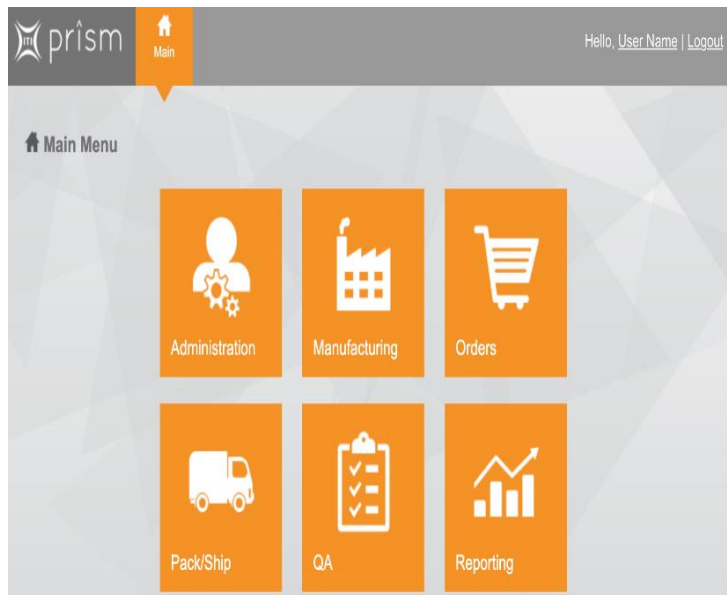
The process of registration printing with the production and distribution of specialty plates will work in a comparable manner as Print On-Demand (POD) for county office registrations, as most of the process will be conducted through the backed integration with VicToRy. As specialty plate transactions are processed in VicToRy, PRISM will take those records and create an order that will be passed to the PRISM portal at CSI. CSI will then log into their PRISM portal, send the order to the printer, and begin the printing process. Throughout this entire process Nebraska DMV and CSI will have access to where each transaction is in the process, through the printing of orders and scanning of barcodes into PRISM.

One of the products that ITI has always held as an important solution for our partners, is our on-demand license plate printing and fulfillment solution, also known as Print On-Demand (POD) or Over-The-Counter (OTC) for registrations printed in County DMV Offices. This includes integrating with our jurisdictional partners systems for printing license plates, registrations in County DMV offices and fulfillment locations, as well as creating orders for the printing of specialty/on-demand license plates. **While other companies have decided to move away from POD solutions, ITI has grown our jurisdictional partnerships nationwide and has expanded the solution offerings within our jurisdictional partners.**

PRISM System Description

ITI's PRISM solution is a modular solution and is designed to meet Nebraska's current and future needs.

PRISM provides an array of features, including, but not limited to inventory tracking, plate and registration order processing and validation, license plate and registration print batching, house-holding, plate design, direct and branch mailings, and canned and real-time production status reports. Nebraska has the full potential of the PRISM system available to them. However, they may use as many, or as little, of these features as they desire.



As license plate orders are sent to PRISM from VicToRy, PRISM will give CSI the flexibility to split the order or consolidate the order. As these orders are gathered from VicToRy, PRISM will inform CSI that the order(s) are ready to be printed, via logging into PRISM and by generating a daily email order list. CSI will then begin printing the order, and once the order is fully printed, VicToRy will be updated with order printed. As the printed roll is then blanked, each plate barcode will then be scanned at the punch press, which will update the individual license plate and order in PRISM and VicToRy. CSI will also be able to scan into PRISM if the license plate is passed and ready to be shipped or if it needs to be reprinted. Reprints will then be placed into that day's remake order, so CSI can print all remakes in one order for the day or can print the individual plate. Once the entire order is printed, scanned, matched with its pair, and ready to be shipped, CSI will then print the box label, packing list, and for larger orders the pallet label from PRISM. The box labels will state the plate numbers and plate types that are in the box and if applicable the entire pallet. Each label will also include a barcode that contains all of the plate numbers in the order. Each plate record and order will be updated in PRISM and VicToRy in real-time, with a status of successfully printed and ready for or are being shipped, as well as any additional statuses the Nebraska DMV or CSI desire.

Through PRISM's integration with JD Edwards, PRISM can communicate to JD Edwards all inventory used for the orders that are being processed and printed. As each order is printed (license plate and registration) PRISM will deduct from JD Edwards the amount of aluminum, sheeting, laminate, ink, ribbon, forms etc. that is used for that order and any remakes that are printed. This

integration process will alert CSI when it is time to order aluminum and other necessary consumables.

An additional feature of PRISM is real-time updates and alerts of County DMV staff scanning the order of plates they receive into VicToRy. As orders are received at the County DMV office, a staff member will then scan the barcode of the order which will be updated as received. These plates and orders will then be updated in VicToRy as delivered and will be associated to that location. **If orders are not scanned as received, the plates in that order are not able to be issued through VicToRy.** Through the PRISM integration with VicToRy, PRISM will also display a status of order received. This feature provides CSI and Nebraska DMV with a thorough view and comfort of knowing that license plate orders are onsite and ready to be processed at the County DMV office.

As specialty plates are processed at County DMVs or any other avenue (online), PRISM will process the records each night that were gathered during the day through the SFTP (or any other integration Nebraska desires) with VicToRy and will generate an order to be printed at CSI the next morning. **PRISM Optimizes these orders by grouping and organizing plates and registrations to save consumables and CSI labor time**, as well as communicating directly with the license plate and registration printers. Once printed, the records are scanned by CSI staff, using barcodes, into PRISM. During scanning, an image of the scanned product, as well as visual alerts, aid in identifying that the correct registration has been scanned with the correct license plate(s). PRISM will then update the order and each record in real-time as, “fulfillment complete.”

PRISM's Additional Solutions

As additional solutions may be needed that were not originally addressed in this RFP, or are needed throughout the contract, ITI provides the flexibility and solutions offering to meet Nebraska's growing needs. Below are solutions that ITI currently has implemented with one or multiple jurisdictional partners and are available to Nebraska through our solution offerings.

A feature that has **saved** the state of Indiana over **a million dollars in postage**, since its implementation in 2017, is ITI's house-holding solutions. In situations that have multiple license plates and/or registrations going to one location, **PRISM provides the only feature of its kind in the nation**, to ensure all plates and registrations are in one package, for the lowest postage cost possible. **House-holding** is a proprietary feature within PRISM. After an order is processed into PRISM an address validation step is taken using CASS processing. As the order is sent to the license plate and registration printers, PRISM ensures they are sent in the correct order for printing. Once printed, CSI will be informed as to how many plates and/or registrations are going in one package to a customer. As each license plate and registration is barcode scanned into PRISM, PRISM will visually alert CSI that they must complete the scanning of all the customers

registration(s) and license plate(s) before they are able to start a new customer record. This ensures all license plates and registrations are in the correct package and are being mailed to the correct customer.

PRISM can also provide house-holding for more than just license plates and registrations. This would include any documents that CSI is processing or would process in the future for the Nebraska DMV. This would include, but not limited to, Motorboats and Snowmobiles. This process would involve capturing the order through the integration with VicToRy, processing the order in PRISM, and validating the address in CASS. This would involve kitting of all documents from the CSI fulfillment center for delivery to the customer and would create additional postage savings for the state of Nebraska.

A feature of PRISM which has processed over two million license plates per year in Georgia and has enabled a 100% delivery of the service level agreement is, ITI's monitoring of county stocked plates and registration documents at County DMV offices. Through PRISM's integration with VicToRy, county stocked plates and registration forms can be monitored, and PRISM can alert CSI when inventory has dropped below a designated par level. Par levels can be set on a 90-day usage level and **PRISM can forecast situations where license plate issuance fluctuates, such as re-issue and non-re-issue years.**

An additional feature of **PRISM** which is currently in place **in South Dakota and Arizona, is tracking the return mailing of license plates.** This feature will be of great benefit as Nebraska transitions from sending specialty plates and personalized plates from County DMV offices to the customer directly. If specialty plates are not delivered to customers and are sent to the return address on the envelope (either county DMV offices, the Nebraska DMV main office, or CSI), due to the mailing address on the envelope being undeliverable, ITI's solutions can track and help provide a resolution. In the case of South Dakota and Arizona, the first return is immediately sent back out, which is updated in PRISM as remailed. If plates come back a second time, PRISM is updated of the second return, and ITI communicates with the state and places the plate on hold. Depending on response, the plate is then remailed with a new address or is put on hold in PRISM. If the plate is returned a third time, the plates are updated in PRISM, then physically destroyed, and the plate number can be put back into the rotation and made available. PRISM will update the record of each status in VicToRy and will adjust inventory with JD Edwards.

Dedicated Project and On-going Support

ITI is dedicated to providing Nebraska with continual on-going and remote support for our entire solution offering. CSI will have the experience, expertise and support of ITI staff training CSI on the software solutions for the printing of license plate and registration orders in PRISM, as

well as the printing and usage of PRISM for the printing of specialty plates and registrations and kitting for delivery to the customer. Throughout the life of the contract, ITI staff and call center support will be available 24/7 for CSI, the Nebraska DMV, and the County DMV offices to contact as the need arises. ITI will also provide 24/7 IT support to CSI and Nebraska DMV if any issues occur with the software solutions, or with the JD Edwards and VicToRy integrations. ITI staff will work through the entire issue until it is resolved, and orders are successfully being printed and updated.

ITI will provide CSI with an experienced partner for their support of the license plate fulfillment solution. ITI will provide thorough onsite training of the fulfillment solution and will ensure that CSI is 100% comfortable with how the hardware works, material is changed out, and is serviced. Throughout the life of the contract ITI staff and call center support will be available 24/7 for CSI to contact as the need arises. ITI will work with CSI to remotely address any hardware issues and if needed will be onsite within 48 hours to provide in person support.

For the implementation of print on-demand registration printing in County DMV offices, ITI will conduct train the trainer sessions in regional areas across the state or virtually (e.g., Microsoft Teams) shortly before go-live. Once the project goes live, ITI staff will visit each DMV County office to install the equipment after hours, and then provide onsite support and refresher training of the POD printers and how to reload the consumable as well as troubleshoot minor issues. County DMV staff will also be trained on how to swap a broken printer out and replace it with a spare on hand.

ITI has provided a full training plan for this project; however, we know that things change (natural disasters, pandemics, etc.) and we are dedicated to working with Nebraska, through these situations as we strive to always meet the needs of our partners. This will keep Nebraska running and meeting the needs of their citizens. **Please see a letter located 300 about our partnership with the Kentucky Transportation Cabinet for license plates and how our partnership worked through the pandemic together.**

All projects are comprised of a dedicated project manager, solutions engineer, business analyst, program manager, and account manager, along with Executive overview. Each of these staff members play a key role in the success of all projects and continuous success of the project after implementation.



Once a project is fully implemented, ITI will assign an account manager who serves as a single point of contact for Nebraska. This liaison role ensures all needs are met and excellent communication is continuous throughout the life of the contract. Additional support consists of

24/7/365 Customer Care support, which is also presented to all County DMV locations. Any issues that cannot be addressed by a Customer Care agent is escalated to our level II support staff, who will address hardware or software issue within the Service Level Agreements (SLA) and will dispatch a technician as needed.

Conclusion

ITI is the only company in the nation that provides experience in integrating solutions for license plate and registration printing and fulfillment, **which goes beyond printing a standard file provided by the state system.** Through ITI providing hardware and consumables for license plate and registration printing, plus ITI's proprietary software and experience in integrating with various systems, including multiple FAST Enterprise systems, and expertise in license plate fulfillment, uniquely positions ITI to meet the needs of the state of Nebraska. This ensures a seamless integration with VicToRy and JD Edwards and to provide the software and hardware solution for license plate and registration printing, as well as license plate kitting, in an efficient and timely manner for the state of Nebraska.



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Corporate Overview

Identification and Information

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

Company Name	Intellectual Technology, Inc.
Headquarters Address	1901 Camino Vida Roble, Suite 204 Carlsbad, CA 92008
Entity Organization	Corporation
State of Incorporation	Delaware
Date of Incorporation	1989
Changes to Company Name	N/A

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.

ITI has provided its confidential financial information in a separate Proprietary Information document provided with this proposal.

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 bidder(s) will require notification to the State.

ITI does not expect any change in ownership or control in the twelve months following the due date of this proposal.

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.

ITI Central Operations Facility

2980 E. Coliseum Boulevard
Fort Wayne, IN 46805

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 bidders 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.

Intellectual Technology, Inc. (ITI) does not have any dealings with the state of Nebraska over the previous (5) years.

Employee Relations to the State

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

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

Intellectual Technology, Inc. (ITI) does not employ any persons who were previously employed by the State in the past 12 months.

Contractor 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.

Intellectual Technology, Inc. (ITI) has not had a contract terminated in the past five years for any reason including default, convenience, non-performance, or non-allocation of funds.

Corporate Experience

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

The bidder should address the following:

1. Provide narrative descriptions to highlight the similarities between the bidder's experience and this solicitation. These descriptions should include:
 - i. The time period of the project;
 - ii. The scheduled and actual completion dates;
 - iii. The bidder's responsibilities;
 - iv. 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
 - v. 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.
1. Contractor and subcontractor(s) experience should be listed separately. Narrative descriptions submitted for subcontractors should be specifically identified as subcontractor projects.
2. If the work was performed as a subcontractor, the narrative description should identify the same information as requested for the contractors above. In addition, subcontractors should identify what share of contract costs, project responsibilities, and time period were performed as a subcontractor.

Bidder response:

ITI has provided the below summary matrices for three (3) previous projects. Each of the listed projects are of a similar size and scope to the one listed in this RFP.

South Dakota Motor Vehicle Division (MVD)

The time period of the project;	This project began in November of 1998 and was renewed in October of 2016 for a ten-year term.
The scheduled and actual completion dates;	The project was scheduled to have a go-live date by March 1999 and all locations operational by May 1999. ITI met the timeline and budget for its successful implementation
The bidder's responsibilities;	ITI was responsible for integrating our print on-demand solution with the MVD's system to provide thermal printing of vehicle registration renewals at 66 county offices and to print all batch registration files at MVD's headquarters. This included ITI providing 200 printers across the state, registration documents, ribbons, and remote and on-site support. In 2015 ITI added a print on-demand process for all specialty plates in South Dakota. Plate records are collected from the county office, placed in a print order, and sent to the ITI printers at PI for printing.
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	Rosa Yaeger Director, Motor Vehicle Division 445 East Capitol Avenue Pierre, SD 57501 (605) 773-2578
Each project description should identify whether the work was performed as the	ITI is the prime contractor for this project. The only budget allocated for this, was that ITI would bill MVD for each printed registration, as ITI fronted all expenses for hardware, software, and consumables. ITI still

<p>prime contractor or as a subcontractor.</p> <p>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.</p>	<p>provides this solutions support, service, consumables, and hardware by only charging for printed registrations. ITI also provides any additions or changes with no change request fee.</p> <p>ITI fulfilled the original contract obligations of having a full print on-demand solution by May 1999.</p>
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Arkansas Department of Finance and Administration (DFA)

The time period of the project;	This contract began in July of 2007 and is still under contract with ITI.
The scheduled and actual completion dates;	<p>The contract was awarded in July of 2007 and go-live began in November of 2007, all locations went by January of 2008. ITI met the timeline and budget for its successful implementation.</p> <p>ITI also integrated with the Arkansas' FAST Enterprise system in September of 2013, which was completed on time and when the FAST system went live.</p>
The bidder's responsibilities;	ITI was responsible for integrating our print on-demand solution with the DFA's system to provide thermal printing of 2,000,000 vehicle registration renewals annually at 145 county offices. This included ITI providing over 700 printers across the state, registration documents, ribbons, and remote and on-site support.

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	Mandy Endsley Administrator, Arkansas DFA State Revenue Offices PO Box 1272 Little Rock, AR 72203 501-682-7087 Mandy.Endsley@dfa.arkansas.gov
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.	<p>Intellectual Technology, Inc. (ITI) was initially the subcontractor on this project with 3M being the prime.</p> <p>In March of 2016, 3M decided not to retain its involvement in this contract and ITI became the prime contractor for this project. As the prime contractor ITI continues to provide all aspects of the project.</p> <p>The only budget allocated for this, was that ITI would bill DOR for each printed registration, as ITI fronted all expenses for hardware, software, and consumables. ITI still provides this solutions support, service, consumables, and hardware by only charging for printed registrations. ITI also provides any additions or changes with no change request fee.</p> <p>ITI fulfilled the original contract obligations of having a full print on-demand solution by January 2008.</p>

Mississippi Department of Revenue (DOR)

The time period of the project;	This contract began in August of 2010 and was renewed in August of 2020 for a six-year term.
The scheduled and actual completion dates;	This contract was awarded in August of 2010 and go-live for the project began in January of 2011, all locations went live

	<p>by March of 2011. ITI meet the timeline and budget for its successful implementation.</p> <p>ITI also integrated with the Mississippi FAST Enterprise system in October of 2013, which was completed on time and when the FAST system went live.</p>
The bidder's responsibilities;	<p>ITI was responsible for integrating our print on-demand solution with the DOR's system to provide thermal printing of almost 3,000,000 vehicle registration renewals annually at 111 county offices. This included ITI providing over 800 printers across the state, registration documents, ribbons, and remote and on-site support.</p>
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	<p>Lisa Chism Deputy Director, Mississippi Department of Revenue Office of Property Tax 500 Clinton Center Dr Clinton, MS 39056 lisa.chism@dor.ms.gov Phone: (601) 923-4635</p>
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.	<p>Intellectual Technology, Inc. (ITI) was initially the subcontractor on this project with 3M being the prime.</p> <p>In February of 2016, 3M decided not to retain its involvement in this contract and ITI became the prime contractor for this project. As the prime contractor ITI continues to provide all aspects of the project.</p> <p>The only budget allocated for this, was that ITI would bill the DOR for each printed registration, as ITI fronted all expenses for hardware, software, and consumables. ITI still provides this solutions support, service, consumables, and hardware by only charging for printed registrations. ITI also provides any additions or changes with no change request fee.</p>

	ITI fulfilled the original contract obligations of having a full print on-demand solution by March of 2011.
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Proposed Personnel

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 by the bidder to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the 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.

ITI has a wealth of experienced talent providing State agencies with license plate solutions. ITI has provided resumes for the specific list of professionals who will work with Nebraska to implement the proposed solution. These resumes can be seen starting on page 220.

Project Management Approach

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

Our Team has a proud history of providing customized solutions to our customers that support their needs along with ensuring full operational support long after deployment. This post deployment support ensures necessary maintenance and updates throughout the life cycle of a product solution.

In support of this history and tradition, ITI recognizes the importance of a fully qualified and staff Project Management Staff to plan and execute projects with new and existing customers.

ITI provides an established Project Management Office (PMO) that fully supports the guidelines and practices promoted by the Project Management Institute (PMI) for consistent and professional project management. ITI's projects are led by one of several Project Managers who are certified Project Management Professionals (PMP) in good standing with PMI with years of experience managing customer focused projects and programs utilizing both traditional and Agile methodologies. Our approach to Agile includes following the guidelines of PMI and the Scrum Alliance. This Agile framework embraces ITI's commitment to customer support, communication, and the overall philosophy that the customer is an integral member of the project. ITI also supports continuous software testing to minimize risk of introducing defects as new features are incorporated into existing software.

ITI's Agile framework also includes a dedicated Project Cell comprised of a cross-functional team that is utilized for rapid customer response in both initial development and installation activities. This Project Cell is comprised of a Program Manager, Project Manager, Solution Engineer, Business Analyst, and Account Manager. Each person has a unique role as they work together towards a common solution. Each role within the cell has a unique perspective, that can rapidly react to changing requirements or issues while working toward a unified solution. The cell is also comprised with the necessary people to ensure interaction with our customer and employs the full support from the ITI executive level to the developer, tester, and installer in order to get the job done right for our customer.

ITI's Agile use is reflected in ITI's customer relationships and product support during and after implementation of the desired solution. This approach includes a conduit for regular customer interactions using phone, emails, and personal meetings, along with customer demonstrations, testing, and continued development after delivery and installation. Artifacts to support this approach include regularly scheduled meetings with meeting agendas and meeting notes, software deliveries with customer testing and feedback, fully deployable software, operational hardware, to ensure a fully operational and turnkey system to satisfy our customer's needs.

ITI Project Managers have years of experience providing customers with operational product solutions in both the License Plate and Registration fulfillment as well as Over-The-Counter (OTC) printing of On-Demand of Registrations in County DMV offices. This includes new installations and updates to ITI's existing product lines. ITI's project managers (and our technical teams) understand the importance of keeping our customers system operational while necessary upgrades are being switched in for improved capacity, user experience, and features. In support of Nebraska CSI and DMV needs for this project, ITI will provide the professional Project Management support that CSI and Nebraska DMV require for a successful integration of ITI's solution. The Project Manager initially identified to support this project has recent experience in planning and executing similar projects for Arizona and Kentucky.

Specifically, for CSI and the Nebraska DMV, ITI is prepared to support, the License Plate Fulfillment System handling registration printing. ITI is proud of our experience in providing these customizable products during previous installations with other customers; and we will use our experience to provide whichever option is deemed most appropriate in support of CSI and the Nebraska DMV needs. Our PMO staff has the experience needed to support all options and will work closely with CSI and the Nebraska DMV personnel to complete the project to support CSI and Nebraska DMV timeline. A preliminary project schedule can be seen on page 89.

Subcontractors

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

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

Intellectual Technology Inc. will not be utilizing subcontractors.

Technical Approach

License Plate Fulfillment System Bidder Requirements

The Contractor shall be responsible for the coordination of this entire project: engineering, equipment/accessories, installation, and production services (such as training, start-up, troubleshooting, service, maintenance). The following information should be submitted by the bidder for evaluation. Any proprietary or confidential documentation should be submitted as outlined on the first page of this document.

1. Provide Draft Project Plan with proposal for evaluation.

Bidder response:

Following Project Management Institute guidelines combined with ITI's local governance policies and the needs of our customer for the individual project ensures a successful project. Fundamental documents to establish a project foundation include a Project Charter, Statement of Work, Project Management Plan, Project Schedule, Communication Plan, Risk Management Plan, Change Management Plan, Implementation Plan, Test Plan, Test Cases, Software Release Plan, Deliverable Acceptance, Issues Management Plan, and project transition and closeout. Weekly Project Status Reports summarize weekly activities and plans for all stakeholders. In response to customer requirements and discussions during initial meetings, document contents can be updated as needed to support specific needs. Communication between ITI and the customer during the initial planning ensures all necessary documentation is planned and included in the project.

The Project Management Plan describes how CSI and the Nebraska DMV License Plate Fulfillment System project is executed, monitored, and controlled throughout the project life cycle. This Project Management Plan is one of the primary documents used to help ensure success of any project and contains both summary level information and references to subdocuments as necessary for the successful execution of the Nebraska DMV License Plate Fulfillment System project. A draft Project Management Plan is provided as part of this response (please see attachment on page 252) and an updated version will be delivered to CSI and the Nebraska DMV for review within 60 calendar days after contract award. In accordance with ITI procedures, this Project Management Plan has been developed per PMI guidelines as described in the Project Management Body of Knowledge (PMBOK) Guide and defines the basis for project work and how it will be performed. Other plans and documents may be referenced, as needed for this project, as part of the overall Project Management Plan.

The Project Management Plan is a document unto itself with appendices which are also available standalone. For CSI and Nebraska DMV License Plate Fulfillment System project, appendices will include the Project Schedule (draft attachment for this option is included on page 89), Project Statement of Work, Communications Management Plan, Change Management Plan, the Risk Management Plan, and the Issue Management Plan. Additional documents for the CSI and Nebraska DMV License Plate Fulfillment System Project include the Installation Drawings, Equipment Drawings, and any potential Codes and Environmental Issues. These documents are a comprehensive project management package providing an overall plan of the approach and detailed guidelines for the successful execution of the CSI and Nebraska DMV License Plate Fulfillment System project.

A draft Project Schedule for a combined approach with an integrated License Plate Fulfillment System is included on page 89. This option utilizes concurrent project phases and combined efforts (where feasible) to minimize the overall timeline. The final Project Schedule will be

adjusted based on CSI and the Nebraska DMV selection and communications between ITI, CSI and the Nebraska DMV during the project planning phase.

2. Provide Draft Installation and Implementation Plan with a timeline,

a. Codes and Environmental Issues

Contractor shall design and install all equipment in accordance following all applicable codes. Examples might be National Electrical Code, National Fire Protection Association Standards, OSHA, and applicable building code.

Bidder response:

ITI's registration document bursters, PCs, barcode scanners, and printers are designed and manufactured to meet all applicable building codes. The hardware consists of off the shelf components using standard NEMA 5-15 receptacles, which are all UL listed and RoHS compliant. ITI will work with CSI and the 103 County DMV offices on the layout and design of the printing area and will ensure that all equipment installed meets the codes above as well as any additional codes CSI and the County is required to meet. ITI will also work with each County DMV offices to ensure the POD printer is in an easily accessible area and is ADA compliant. ITI will provide the most efficient layout of the County DMV POD printers and that they are installed in locations that meet each county's needs.

At the onset of the project ITI will conduct an onsite visit to measure and address all renovation and removal needs at CSI and County DMV offices. ITI will also investigate electrical, network, and fire safety requirements with CSI and the County DMV offices. ITI will work with CSI and the County DMV offices to ensure all modifications are conducted accordingly to meet all inspection requirements. ITI will then outline all tasks needed and ensure they are met throughout the project. These tasks will be followed using the Project Management Institute (PMI) guidelines combined with internal governance policies, ITI will provide CSI and the County DMV offices with a proven framework for conducting a successful installation. As part of these practices, ITI will produce a set of project installation documentation for CSI and communicate all required location updates to the county DMV offices. This will lay the foundation for an organized and compliant installation.

Among our standardized artifacts is the Project Management Plan, which describes how the installation will be executed, monitored, and controlled throughout the project lifecycle. ITI will work conjointly with CSI to ensure the CSI facility and county DMV offices follow all codes required by the state of Nebraska and federal guidelines. The Project Management Plan will list all steps for this joint effort and will ensure total compliance with all applicable codes.

Together, these efforts form a comprehensive project management package that illustrates ITI's overall plan and detailed guidelines necessary for the successful and compliant execution of the project.

3. Provide Draft Training Plan for the training of operators, etc. of new line, including estimated timeline for interruption of production.

Bidder response:

As part of the proposed solution, ITI will provide CSI, the Nebraska DMV, and County personnel with all training materials, as well as an overall training plan that addresses any proposed processes, materials, equipment, and software for Fulfillment and POD of registration documents. All training performed by ITI will be on-site or video training by qualified ITI personnel with years of experience in fulfillment solutions. All training materials will be posted to the ITI supplied web-based portal or repository for instant access by CSI, Nebraska DMV, and County personnel during the term of the contract.

ITI is committed to supporting the training and development of all positions. ITI will provide hands on training for all equipment and PRISM software associated with fulfilling plates and print on demand. Every aspect of fulfillment will be covered in this training detailing how plates will be processed through the PRISM software, production flow of quality assurance scanning of each barcode (PDF 417 for registration documents, 2-D for registration documents and 3x9 for license plates) to account for each plate, to packaging and shipping to locations and customers.

Complete training will be covered for print on demand as well. This training will include all fulfillment printing operations and preventive maintenance on all printing equipment. Any bursting equipment for registrations. The batching and printing of registrations through the PRISM software. The fulfillment production flow of quality assurance scanning plates and registration barcodes to match and kit together. Training will be provided on how to kit transactions together that have matching name and addresses (house-holding) for efficiencies and cost savings. Instructions will be provided detailing shipping functionality within the PRISM software for printing box labels, UPS labels, packing slips, and how to process through metering equipment if needed. Training will also be provided for all PRISM software reporting tools, which will ensure all orders processed to shipping complete are captured and how to trouble shoot if any issues arise.

ITI has a Training Team available to complete all training for County DMV staff on POD equipment that will be used in their locations for onsite registration document printing. This training will include complete functionality of the printers as well as preventive maintenance tips. This training can be conducted either onsite or virtually as well as providing access to ITI's training videos, which can be utilized for future use with new employees or retraining purposes. ITI makes

a commitment to provide training until all staff members are comfortable in completing their day-to-day responsibilities.

Once all equipment has been installed and software development is in the SUAT testing environment, training can begin with CSI and County DMV staff. This prepares staff to be trained with little to no interruption of normal production. All training manuals will be provided, and electronic copies will be housed within the ITI repository software for reference. The training plan and manuals beginning on page 156.

ITI is also proposing an option of training CSI staff on minor repair of POD printers in the County DMV offices. The repair could include changing of printheads and platen rollers, as well as other minor repairs. CSI could perform these repairs and then send the printer back to the county DMV office to be used as a spare. ITI staff will provide thorough training at the onset of the project and provide refresher training during onsite visits at CSI. This additional service will provide CSI inmates with a greater array of experience as they reenter the work force.

4. Provide Draft Project Status Reporting Plan

Bidder response:

ITI follows a standard format for Project Status Reports that includes current overall status (with stoplight indicators for overall health), a 4-square section that contains Upcoming Milestones, Next Steps to complete, Completed Milestones, and identified Risks. A Notes section for elaboration of specific topics is also included, along with a list of open Action Items and any open issues. Review of this document and format will occur at the project kickoff meeting. Please refer to the enclosed sample Project Status Report on page 206.

These plans will be updated and distributed to the Nebraska stakeholders on a weekly basis and will be discussed on the weekly project status report meetings with the Nebraska and ITI stakeholders. Weekly frequency is standard for ITI projects; however, ITI will also take a proactive approach and coordinate additional meetings with the appropriate staff members as needed.

5. Provide a Draft Disaster Recovery Plan.

Bidder response:

ITI has created a draft Disaster Recovery Plan for the CSI and Nebraska License Plate Fulfillment system and is provided on page 136. The plan details the system setup, redundancy in place and

backup solution. It also addresses the system recovery process in the event of a single or multiple server failure.

6. Describe the bidder's Change Control process for this project to ensure all production machines are set to the correct version.

Bidder response:

With years of experience providing customized customer solutions ITI understands that all projects will have some amount of change. ITI's solutions are planned and coordinated with the customer to ensure end user and customer satisfaction. No matter how carefully planned, every project will deal with risks and changes. Change management involves understanding the scope of the change, its impact on the overall solution, documenting the agreed upon approach for the change, and incorporation of the change into the overall system design. Utilizing the Change Management process along with ITI's Change Control Policy ensures all software applications, configurations, and system components are developed and deployed as agreed and planned throughout the CSI and Nebraska DMV project. The Change Management Plan (draft attachment included on page 147) includes additional information on this process.

7. In the functional specifications, the bidder should indicate recommended bandwidth requirements based upon anticipated applicant volume and document volume at each location, in conjunction with hardware and software performance of Contractor-supplied devices. If there are locations where the bandwidth required by the Contractor -specified configuration is greater than the current bandwidth available, the bidder should describe how that will be addressed.

Bidder response:

ITI focuses on limiting bandwidth requirements for all Systems under ITI's product line offering. Below are the approximate bandwidth requirements for each location:

- **103 County/DMV Registration Centers:** POD requires approximately 20kbs of bandwidth to deliver registrations to individual printers. With an office having a maximum of 4 printers per office, 80kbs is a maximum required. This bandwidth requirement is based on instantaneous usage and not continuous use. The bandwidth is only required during the printing operation.
- **Fulfillment Center:** Batch uploading of records, through files or API calls, requires approximately between 3Mbps and 6Mbps depending on the size of the batch for a given day. This is usually expended during off hours. ITI would setup this time as to not affect normal operations. Recommended times for processing these batch entities is between

1AM and 5AM each day. Inter-Day operational bandwidth requirements is between 250kbs and 1Mbs depending on the operation being performed. This includes updating records in the central registration database, scanning operations, and printing operations. Each of these operations requires a different amount of bandwidth requirements. When printing, the bandwidth only occurs within the local network and does not interfere with WAN bandwidth limits.

- **OCIO Server Location:** The data flowing between the OCIO Server and ITI Server(s) will require between 100kbs and 1Mbs of bandwidth during different operations. The data flowing tends to include batch uploading of data, data updates, and various other checks performed during fulfillment operations. Most of this bandwidth is transient and not continuous.

8. Describe how bidder will secure all State data via administration, physical and technical safeguards to secure such data from unauthorized access, disclosure, alteration, and use, until the data is deleted.

Bidder response:

ITI has implemented a combination of physical and logical controls to secure the states data that are PCI and SOC II Type 2 certified. The facility, the data center within and other areas that contain sensitive data and media are secured with RFID card readers. Only authorized personnel have been granted access to areas of the facility based on their role or job function. Access is monitored daily and audited monthly. Logical security controls are also based on an employee's role or job function. Role-based security groups have been established and assigned the necessary access to complete the roles responsibilities. All sensitive, including PII is encrypted with AES 256-bit level encryption. File integrity and change detection software has been deployed to identify unauthorized changes to data and systems. To protect data at the network level, firewalls and intrusion detection systems are in place to monitor and stop attempted intrusions into the system. Protecting data is a primary concern for ITI and we ensure controls are adequate and working properly by monitoring them daily and having third party audits conducted annually to maintain or PCI and SOC II Type 2 compliance.

9. Describe bidder's Reporting capabilities and address if they include key process indicators including production, management summary, and volumes.

Bidder response:

The ITI software solution offers a variety of reports available to CSI, Nebraska DMV to monitor production daily. All reporting is real-time tracking of every step through the manufacturing process, fulfillment, to shipping to the customer and/or counties. ITI will also provide reporting

of all registration documents printed and reprinted at the County DMV offices. Most reports can be exported if desired. Status updates through the manufacturing, fulfillment and printing processes that updated in real-time are as follows:

Status of Received on Order/Detail for plates

- Approved for Production.
- Scheduled for Production.
- DLP Printed or Registration Printed.
- Blanked.
- QA Pass.
- Fulfillment Complete.
- Shipping Complete.

Registration Document Printing Reporting

- Print job complete and image of registration documents printed.
- Reprint report by location and agent.
- Summary of registration expiration year.
- Summary by county DMV office.
- Summary by day, week, month, year
- Description of registration document (e.g., Motorcycle, IRP, Heavy Truck, etc.)
- Time of transaction.
- Summary by County DMV office and Agent

The ITI PRISM software offers many reporting tools for CSI and Nebraska DMV. Below is the list of reports operations can utilize daily. This software can be set to restrict end users' access of confidential customer information on a user-by-user access rights.

- **Daily Plate Production Report:** This report tracks plates for counties as well as county plate orders and for print on demand specialty plates.
- **Daily Snapshot:** This report tracks plate counts through every status change each day from order received to shipping complete.
- **Hold Files Report:** This report tracks plates and order being held or rejected.

- **Inventory Management:** This report tracks the number of plates manufactured and what sheeting and ink colors were used.
- **Manual Sequential Order Report:** Tracks any manual orders created.
- **Mfg Production Report:** This report tracks total number of Registrations, Validation Stickers, or Plates printed along with a breakdown within each group for registration sticker color type or plate template type.
- **Order Detail Report:** This report can be used to track template types, individual plate messages, orders, dates, or batch/sequences.
- **Order Header Search:** This report can be used to track status of orders, dates, or operator ID.
- **Plate Omit Report:** This report tracks any plate numbers or letters that are omitted from being manufactured.
- **Plate Pull Report:** This report tracks plates requested to be pulled by the State for various reasons.
- **Production Status Report:** This report gives an overview of the history of the contract.
- **Shipping Report:** This report can be used to review shipments per branch, catalog number, or date ranges.
- **Transaction Report:** This report shows transaction by catalog, county, plate description, and inventory processed.
- **Remake Cart Report:** This report tracks any plates or registrations that failed the QA process due to printing defects, damaged, missing, etc. Items are systematically placed into the remake cart and flows back to the remake process.
- **Order Processing Report:** This report tracks all open orders and the status of each.

The ITI Repository is a web-based reporting tool for CSI and Nebraska DMV to track real-time statuses of orders or individual plates and registrations. The repository also has reporting tools for dashboard reporting, billing, plates in jeopardy of SLA violations, cycle times, reprints, etc.

For inventory reporting, if requested, the Inventory Management System (IMS) provides the following reports:

- **Branch Inventory Levels**

Individual Counties can use the Branch Inventory Levels report to view the current inventory levels for their branch, as well as the minimum, par, and maximum stock levels for plates and registration documents.

- **Warehouse Inventory Report**

Specific manufactured plate inventory which has not been distributed to a County DMV location, as well as raw materials used to produce license plates and registration documents can be reviewed in the Warehouse Inventory report.

If Nebraska has further reporting needs, ITI can develop those reports at no extra cost add to any of our solutions.

10. Provide samples of bidder's form and stickers, including samples of available identification of security feature options (i.e., hologram, plate number, watermark, etc.). Describe the benefits of each security feature and how they protect from fraud or other misuse.

Bidder response:

The proposed validation stickers are designed with a precoat with pressure sensitive adhesive that when applied properly, will meet the requirements for multiyear license and reciprocity plates. The lab test results provided on pages 101 through 116 describes in further detail the durability of the validation stickers in harsh road conditions, weather elements and various chemicals. The validation sticker is designed to remain highly reflective when viewed at wide entrance angles. The validation stickers are designed with a directional security mark that is visible only at specific angles and are extremely difficult to counterfeit. These security marks can be designed with a state specific logo if preferred, or a "US" or "Official Use Only" security mark for redundancy in case of an emergency stock need. These security marks facilitate visual verification of authenticity and cannot be removed by chemical or physical means from the validation sticker without visibly damaging the validation sticker.

The proposed solution uses thermal transfer to apply the validation information including the plate number as another step to help prevent fraud to ensure the correct validation sticker is on the correct license plate. As the lab tests show, the thermal transfer print is durable to withstand many chemicals to help prevent fraud as well.

The proposed solution for registration forms as shown as beginning on page 296 to 299 is a 4"x8.5" form designed for driver's validation information and validation sticker(s) and the back of the form can be state information such as directions for applying the validation sticker, state websites, vehicle registration codes, etc. The proposed forms are designed for efficiencies in

fulfillment and packaging of print on demand for direct to customer mailings. The proposed forms are Integrity 5pt C1S Thermal Transfer base stock and PMS 189 Pink. These forms are fanfold with validation stickers.

11. A recommended procedure shall be included, in the proposal, to maintain accountability of damaged and unused registration/sticker materials. Also, the recommended procedure should include a method to return all unused material to CSI inventory and provide a reconciliation of issued stickers. A provision to allow staff to manually document any stickers not printed correctly shall be incorporated into the system for inventory purposes. Describe the reporting processes used to account for unused and damaged sticker material.

Bidder response:

ITI's Quality Assurance process begins by inspecting a portion of all raw materials received from the manufacturer. Raw Materials include registration documents and thermal transfer ribbon. This initial inspection attempts to identify any quality issues prior to distributing those materials to the State.

The ITI PRISM software is designed to track raw material usage including registration document stock, which will also be updated in JD Edwards. Based upon transactions per expiration dates, PRISM tracks usage based upon the validation sticker color per plate or registration renewals for each order file. Through monthly cycle counts and order file tracking of raw material usage, inventory comparisons can be reviewed for discrepancies, damages, or misuse. Damaged or defective forms can be entered into the system to account for the inventory. If the threshold of inventory discrepancies warrant, further investigation will be performed.

If inventory is deemed unusable, ITI will provide call tags to have the defective inventory shipped back to CSI or if CSI would prefer, back to ITI for inspection. Defective forms are received, and quantities confirmed. Defective forms are then transferred to our QA department where the forms will go through our testing protocol and deliver results. If testing protocol confirms that forms are defective, the vendor is contacted and made aware of the defective material for resolution. If the vendor declares material unusable and advise whether material should be returned to vendor or destroyed. If vendor instructs ITI to destroy the defective material, the inventory is recorded and a form for destruction is completed and signed by Supply Chain, QA, Director of Operations, CFO, and COO. ITI uses a vendor to securely dispose of all defective materials.

For unused inventory, ITI will confirm quantities and issue a recall of all unused material. Once returned, the material is inspected by QA and if passed, placed back into inventory for reuse on

the next validation sticker changeover if shelf-life permits. All inventory and usage are tracked in by ITI's software and will be updated in JD Edwards.

12. The bidder shall detail specific information technology needs for network requirements, server speed, and memory and data transfer rates to ensure optimum performance of the system.

Bidder response:

ITI's recommended infrastructure for the Fulfillment implementation is detailed below:

- **2 Production Application Servers:** 2 Logical Cores, 16 GB RAM, 1 Gbs Backend
- **1 UAT Application Server:** 2 Logical Cores, 16 GB RAM, 1 Gbs Backend
- **2 Production Database Servers:** 4 Logical Cores, 32 GB RAM w/ 24 GB dedicated to SQL Server, 1 Gbs Backend
- **1 UAT Database Server:** 2 Logical Cores, 24 GB RAM w/ 16 GB dedicated to SQL Server, 1 Gbs Backend
- **1 Management Server:** 2 Logical Cores, 16 GB RAM, 1 Gbs Backend

These server(s) would be shared across License Plate and Fulfillment, where possible.

13. Describe any special scripts that will need to be written and tested. Describe bidder's understanding of the process.

Bidder response:

For daily operations, the ITI's solution will not require the use of any specialized scripts. However, there are notable scenarios where a script may be needed to be written and tested.

Scenario 1: Special Reporting

Occasionally, a specialized report may be required to be pulled that the current reporting repository does not currently support. Although, very rare, this may occur. In that case, a SQL script may be developed, tested, and run against the production database. It would query the appropriate information, then be compiled into a human-readable format to be passed to the requesting Stakeholder.

If the report is to be run multiple times, or on a regular cadence, ITI will work to update the reporting repository, to allow self-service ad-hoc reporting of the requested data.

Scenario 2: Data Manipulation

If an issue occurs where data was input incorrectly, or processed against the normal flow, a data change script may be required to be developed, tested, and run against production data to correct any anomalies. These scripts are tested within ITI's internal QA environment. They are then tested with the on-site UAT environment. Once this has been certified, the script will be run against Production to correct the anomalies.

Scenario 3: Setup Scripts

If ITI is not involved directly in the installation and setup of the System, scripts will be developed to ease the installation of various features and software. These scripts apply to both server-side scripts and client machines. These scripts are tested through QA before being provided to the installation team to test the scripts against the UAT environment. Once certified, the scripts will be available to be run in Production.

14. Describe bidder's understanding of the processes necessary to complete Registration process.

Bidder response:

For Print On-Demand (POD) registration document printing at the County DMV offices POD will consist of three components:

1. The Print On-demand (POD) service: ITI's POD service is able to use multiple interfaces and one of our most common is the use of a WCF SOAP-based service. The WCF SOAP-based service would accept incoming XML SOAP requests from the Nebraska servers. ITI maintains the POD service.
2. POD pages: A login-based set of web pages that manages setup of agencies (DMV County offices), workstations, and printers (IPs). The setup in the POD pages determine where an incoming request (registration document) is routed to which POD printer. The POD pages are managed by our ITI Customer Care team and works with each County DMV office individually in setting up agency information, workstations, and printers IPs.
3. POD printers: The actual physical printers specifically made for POD printing using blank forms with validation stickers provided by ITI. An ITI field agent will assist the County DMV offices in the physical setup of these printers. Each printer can be designated to print a specific validation sticker color typically based on expiration year, (e.g., 2021 for Yellow validation stickers, 2022 for Green validation stickers, and 2023 Orange validation stickers.)

The following process is used to print a registration document for POD at the County DMV offices:

1. VicToRy sends an XML SOAP request containing vehicle registration information to be printed on a registration document with validation sticker(s).
2. The request is sent from the Nebraska servers to our ITI server received by our POD service, that ITI created for Nebraska.
3. Once the request is received by our POD service, we validate the request ensuring the request has the required vehicle registration information. If validation fails, the POD service returns validation errors back to VicToRy and the County DMV staff sender of the request.
4. After the request has been validated successfully, the request is saved to the database and then put in a queue.
5. The POD service takes the request from the queue and sends it to one of the POD printers' setup in the County DMV office, of the sender of the request.
6. A single or multiple registration document(s) with validation stickers are printed from the POD printers, showing vehicle registration information. The registration information printed, will consist of the fields that are read from VicToRy and which Nebraska desires to have printed. VicToRy will then be update with the successful printing of the registration document(s).

The following is the process for fulfill registration documents at CSI:

As registration documents that correspond with specialty plates are processed at County DMVs or any other avenue (online), PRISM will process the registration documents each night that were gathered during the day through the SFTP (or any other integration Nebraska desires) with VicToRy and will generate an order to be printed at CSI the next morning. PRISM optimizes these orders by grouping and organizing the registration documents to save consumables and CSI labor time, as well as communicating the order directly with the registration printers. The orders will be divided into expiration year and will alert CSI as to what colored validation sticker the order should be printed on. Once printed, the registration documents are scanned by CSI staff, using barcodes into PRISM. During scanning, visual alerts aid in identifying that the correct registration has been scanned with the correct license plate(s). PRISM will then update VicToRy that the registration documents has printed and is "mailing complete."

Greater detail of this process is found in response #16 below.

15. Describe the equipment being proposed for this project and describe the productivity levels per hour for the equipment.

Bidder response:

ITI has developed an integrated thermal transfer printing solution using the *Honeywell* line of thermal transfer printers. These printers are recognized as a leader for producing high-quality, durable, and reliable on-demand registration certificates and validation stickers. With a 3 inch per second print speed, 300 DPI resolution, and native ability to print barcodes, ITI has chosen

Honeywell's thermal transfer printers as its go-to printing solution across the motor vehicle marketplace; having successfully implemented over 5,100 of them in twelve (12) jurisdictions.

For Nebraska's 103 County DMV offices, ITI has proposed the E-Class Mark III. At a portable 7 inches by 11 inches, the Mark III provides County DMV staff with a compact desktop solution for providing registrations over the counter. The Mark III also designed to be "entry-level", providing staff with a simple to use interface and quick-loading features for media.

For high-volume batch printing expected at the States Fulfillment Center, ITI will provide the more rugged and industrial H-Class printer by Honeywell. The H-Class trades portability for industrial-level performance, performing much longer than its desktop counterparts, making it ideal for operation within the Fulfillment Center. The H-Class thermal transfer printer can print up to 4000 registrations per hour per printer.

Both the H-Class and E-Class printers are simple to maintain, needing only minor periodic maintenance, and have been proven to last for years in less-than-ideal conditions. For additional support and reliability, ITI print solution takes full advantage of the printer's "smart" features, providing active monitoring of each printer's state of health, media sensors, and print status to name a few. This allows our software an extra layer of service by enabling us to determine whether print jobs succeeded and allowing us to be more proactive with possible service issues.

ITI has provided the specifications for both the E-Class and H-Class printers beginning on page 261 of this proposal.

16. Describe the software being proposed for this project and detail how it will work when fully implemented.

Bidder response:

ITI will utilize a suite of software solutions that will be used for printing of license plates and registrations, integrating with VicToRy and JD Edwards, order/transaction status updates and reports. These solutions are broken down into categories below.

Print-On-Demand in County DMV Offices

For Nebraska County DMV office printing of registrations, ITI will integrate through a specialized API, or any other desired exchange with VicToRy, in order to issue registrations in a Print on Demand "POD" solution. This exchange accepts details of the print job, including office / location, user, printer group, and registration details. These details are then logged in the ITI repository and the SFTP exchange will then pass and update any relevant data back to VicToRy, while the registration document is being printed and rendered to the customer. Through this integration, POD will read the license plate number, expiration year, expiration month, and any

other requested information and will print the information on the validation sticker, which will provide Nebraska with a full POD solution for all registration documents.

ITI's POD solution for in County DMV office registration document printing, is a solution that will work completely behind the scenes, through its integration with VicToRy. There will be no new screens or solution that the county staff will have to learn or processes to implement, as they will continue to process registration and license plates in the same manner through VicToRy. The only new features will be the printer hardware and consumables, which will require County DMV staff to replenish to replenish registration forms and ribbons.

The registration transaction will associate what printer it should be printed on, by the reading of the expiration year. For example, if the primary/current color is green and the corresponding/current expiration year is 2022, the registration document will print on the current printer which will have green registration forms loaded. For prior years/colors, and other tertiary years/colors, the expiration year will be read from VicToRy and ITI's POD solution will send the registration document to the printer with that years colored forms. As colors are rotated at the end/beginning of the year, ITI's POD solution will update the current printers with the new primary year being printed, and the POD printers will print out a registration document before operation begins, stating that "this printer now prints the green, red, blue, white, etc."

This application also includes a specialized portal for monitoring print jobs, administering re-prints, or performing print blasts to test functionality. This portal is made accessible to administrative individuals at ITI and Nebraska, as determined by the project team.

All data is stored within a secured SQL Server environment and all data is available through the ITI reporting repository. The ITI repository will store all previously listed data throughout the lifetime of the contract.

License Plate Printing and Fulfillment

ITI's License Plate Printing and Fulfillment solution, utilizes PRISM as the main software solution, as well as our repository for canned and ad-hoc reports. Through PRISM's integrations with VicToRy and JD Edwards, these solutions will create an efficient and easy to process for license plate and registration printing and fulfillment.

The below details the daily process for CSI staff members as they utilize ITI's solutions for their day-to-day operation. This includes:

- License Plate and Registrations Document Order Scheduling.
- Printing and Fulfillment of Orders.
- Scanning of the Orders for Quality Assurance and Updating of Records.
- Tracking of all Records

- **PRISM Application:** Is the primary solution that will be used for managing license plate and registration print orders from VicToRy and for communicating work orders etc. with JD Edwards. Through PRISM's integration with VicToRy, all license plate orders from the previous day will be batched overnight and records will be placed in the most efficient run order and per CSI's specifications. PRISM will also give CSI the flexibility to split the order or consolidate the order. CSI will be informed that the order(s) are ready to be printed, via logging into PRISM and by PRISM generating a daily email order list. PRISM contains functionality to schedule jobs to be printed on various printers, and with the system redundancy in place, CSI will have the ability to print multiple jobs at once. PRISM will also be used to manage reprints and allows CSI to manually create print jobs. This would allow the printing of special or personalized plates that the DMV or any other state agency has ordered. This solution is accessible to any individual, as defined by CSI and the stakeholders and will have different user level access and permission.
- **PRISM License Plate Printing:** This solution lives on the license plate printer PC(s). When CSI assigns a license plate order(s) from PRISM to a printer, PRISM will show the order(s) updated status, which CSI can then monitor via PRISM on the license plate printer PC as well as the CSI manager PC. The order runs will be broken down based on plate and registration documents efficiencies, which includes the house-holding order, the location to which they are being sent, or any other specification CSI desires. This will allow CSI to print license plate order(s) in an efficient method and provide the ability to choose appropriate orders based on the current setup of the printers. Once orders are selected to be printed and are completed, they will be updated in VicToRy and JD Edwards with those statuses.
- **PRISM Registration Printing and Fulfillment:** This solution lives on the registration printer PC(s). As specialty plate orders are processed in VicToRy, PRISM will collect those orders through their integration and place them in a print job, which will be in the same order as the license plate order. This ensures an efficient process for when CSI scans the registration and plate and kits them together for shipping. When CSI assigns a registrations order(s) from PRISM to a printer, PRISM will show the order(s) in a printing status, which CSI can then monitor via PRISM on the registration printer PC as well as the CSI managers PC. PRISM will also split the order by expiration year, so the registrations are printed on the correct validation sticker color. As CSI prints the registration order PRISM will display what the expirations year is for that order and what colored validation sticker that order should be printed on. Once orders are selected to be printed and are completed, they will be updated in VicToRy and JD Edwards with those statuses.
- **PRISM Quality Assurance Application:** This application ensures that all license plates are inspected and properly matched to their corresponding registration. The PRISM

Quality Assurance (QA) application will be installed and used for scanning on the punch press. This step will receive an updated status in PRISM, so CSI staff can see that the order is in the blanking line process. The application will also be installed on multiple CSI QA PC(s) for parallel inspection by several CSI staff members. This will allow for quick scanning of license plate barcodes and registration barcodes for an efficient pairing process. Once records are scanned by CSI staff, using barcodes into PRISM, an image of the scanned product, as well as visual alerts, will aid in identifying that the correct registration has been scanned with the correct license plate(s). PRISM will then update the order and each record in real-time as, “Fulfillment Complete.” Once the registrations and plates have been scanned, and packaged, they are ready to be mailed out the door and then marked as “Shipping Complete”.

- **PRISM Shipping Solution:** Through the integration of PRISM into UPS WorldShip, as orders are shipped through PRISM, labels will print from the ITI printers and will be placed on the license plate box. In addition, carton labels and packing lists can be selected by order and printed through PRISM. All labels will contain a barcode that has all the license plates by number and type that in the box. As orders are shipped from CSI to county DMV offices, the staff at the office will scan the barcodes on the order of plates they received into VicToRy, which will then be updated as received into PRISM. These plates and orders will then be updated in VicToRy as delivered and will be associated to that location. If orders are not scanned as received, the plates in that order are not able to be issued through VicToRy.
- **PRISM Integration with JD Edwards and VicToRy:** Through the entire process listed above PRISM will be in real-time communication with JD Edwards and VicToRy and will be updating the systems during the printing and fulfillment of orders and their status of being printed, blanked, scanned, shipped and received. PRISM will also be communicating the number of consumables being used to JD Edwards, which will provide CSI with real-time updates of material on hand. PRISM and its integrations into the Nebraska systems, will create a solution for CSI that will address their day-to-day printing and fulfillment needs and provide the appropriate updates in their other systems.
- **PRISM Service Calls:** This service is used to perform all communication between the various desktop clients used by CSI to the central server. This provides a secure, modular mechanism to communicate data related to CSI production process updates. This service is installed server side.
- **Maintenance Service:** A maintenance windows service is installed on the server that performs regular maintenance on data including batch file processing, status updates,

exporting of data to Nebraska systems, and other data related operations that provide value to JD Edwards and VicToRy.

- **Reporting:** PRISM will provide Nebraska with high-level reporting and updates of orders and individual transactions; however, the ITI reporting repository will allow the viewing of all the systems to create an easier viewing process for CSI and Nebraska DMV. The reporting repository is an easy to access website, with various user level credentials that binds all the data together in a single cohesive source. This application includes an extensive library of ad-hoc reports including but not limited to: Transaction Reporting, Active Files, Plate Status and SLA Reports, User Audit Reports, and Power BI Dashboard with additional metrics and visibility. This will allow CSI and Nebraska to take a thorough look into all transactions processed.
 - **Transaction Report:** This report allows CSI and Nebraska DMV to review transactions such as validation sticker expiration year, license plates, renewal registrations, etc. By day, week, month, and year.
 - **Active Orders:** This report tracks all open orders and allows the viewer to see all orders open at any given time. Each order can be broken down within this report to see all transactions within a given order and statuses are updated in real time.
 - **Detail Search:** Allows the user to review any plate, order, owner name, VIN, or transactions within a date range. As many of the other reports, these detail searches will give the user real time status updates.
 - **Dashboard:** This report allows the user to view cycle times, violations, totals processed, percentage of plate types processed by any date range.
 - **Billing Report:** This report allows the state user to follow monthly billing totals. This report can also be selected by day, week, month, or yearly totals. The billing report breaks down by plate/sheeting type, registration sticker forms, etc.

17. Describe bidders post implementation procedures and how the bidder will support the State throughout the term of the contract.

Bidder response:

ITI will develop a customized maintenance plan which outlines the schedule and nature of all post-implementation support provided throughout the life of the contract. This plan is separated into two primary types of maintenance:

Preventative Maintenance is conducted every four months on all county DMV POD equipment and CSI Fulfilment equipment. All County DMV locations as well as CSI and Nebraska DMV staff will be provided with ITI's 24/7 Customer Care support phone number, as well as an email address. Customer Care will be responsible for handling all calls and will walk County DMV staff through the process of swapping out printers and troubleshooting any issues that arise. Customer Care will also send out 911 emails to all County DMV offices, as well as CSI and Nebraska DMV if the system goes down. These emails will continue every 30 minutes, until the issue is resolved, and the system is back to full operation.

All calls into Customer Care will be associated with a ticket that will show the name, location, time, date, and details of the call. Once the ticket is resolved the ticket will be closed and update with the resolution as well as time and date. All tickets will be made available for Nebraska staff to view in real-time.

ITI will provide a maintenance plan for fulfillment equipment throughout the life of the contract. ITI will also provide initial maintenance and testing inspection on all equipment at the time of installation. At the time of project go-live ITI will also be onsite to ensure all equipment and software are up and running efficiently. Once operations begin, ITI will perform scheduled preventive maintenance inspections every four months, which is identified under the Maintenance Plan. If other maintenance needs arise or equipment issues prevent production, ITI will be on site within 48 hours as listed in the Maintenance Plan. Customer Care support is available 24/7. All contacts will be provided in the Maintenance Plan. ITI is committed to providing quality onsite and remote support for the life of the contract.

Nebraska will also be assigned an Account Manager that will act as a liaison between Nebraska and ITI. The Account Managers primary role is to provide Nebraska with one person to communicate any new requests that may affect the project, such as new legislative mandates, and emerging technologies. The Account Manager will also handle support of technology related needs, such as items that may arise with the integration or software and will provide constant support and communication until the issue is resolved. This includes the Account Manager sending updates every 30 minutes, until the items are resolved. Account Managers will also conduct monthly or quarterly touch point meetings, per Nebraska's desire, with the project stakeholders. These touch points keep the communication on going and allow Nebraska to inform ITI of an upcoming change, update, or any items they would like to address.

Section II - Terms and Conditions

Bidders should complete Sections II through VI as part of the proposal. Bidder should read the Terms and Conditions and initial either accept, reject, or reject and provide alternative language for each clause. The Bidder should also provide an explanation of why the bidder rejected the clause or rejected the clause and provided alternate language. By signing the solicitation, bidder is agreeing to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the proposal. The State reserves the right to reject or negotiate the bidder's rejected or proposed alternative language.

If the State and bidder fail to agree on the final Terms and Conditions, the State reserves the right to reject the proposal. The State of Nebraska is soliciting proposals in response to this solicitation. The State of Nebraska reserves the right to reject proposals that attempt to substitute the bidder's commercial contracts and/or documents for this solicitation.

Bidders must submit with the proposal any license, user agreement, service level agreement, or similar documents that the bidder wants incorporated in the contract. The State will not consider incorporation of any document not submitted with the bidder's proposal. These documents shall be subject to negotiation and will be incorporated as addendums if agreed to by the Parties.

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

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

A. GENERAL

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

The Contract resulting from this solicitation shall incorporate the following documents:

1. Request for Proposal and Addenda;
2. Amendments to the solicitation;
3. Questions and Answers;
4. Bidder's proposal (Solicitation and properly submitted documents); and
5. Amendments and Addendums to the Contract.

These documents constitute the entirety of the contract.

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

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

B. NOTIFICATION

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

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

Communications regarding the executed contract shall be in writing and shall be deemed to have been given if delivered personally. All notices, requests, or communications shall be deemed effective upon receipt.

Either party may change its address for notification purposes by giving notice of the change and setting forth the new address and an effective date.

C. BUYER'S REPRESENTATIVE

The State reserves the right to appoint a Buyer's Representative to manage [or assist the Buyer in managing] the contract on behalf of the State. The Buyer's Representative will be appointed in writing, and the appointment document will specify the extent of the Buyer's Representative authority and responsibilities. If a Buyer's Representative is appointed, the Contractor will be provided a copy of the appointment document and is required to cooperate accordingly with the Buyer's Representative. The Buyer's Representative has no authority to bind the State to a contract, amendment, addendum, or other change or addition to the contract.

D. GOVERNING LAW (Statutory)

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

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

E. BEGINNING OF WORK

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

F. AMENDMENT

This Contract may be amended only in writing, within scope, upon the agreement of both parties.

G. CHANGE ORDERS OR SUBSTITUTIONS

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

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

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

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

In the event any product is discontinued or replaced upon mutual consent during the contract period or prior to delivery, the State reserves the right to amend the contract or purchase order to include the alternate product at the same price.

*****Contractor will not substitute any item that has been awarded without prior written approval of SPB*****

H. VENDOR PERFORMANCE REPORT(S)

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

The State may document any instance(s) of products or services delivered or performed which exceed or fail to meet the terms of the purchase order, contract, and/or solicitation specifications. The State Purchasing Bureau may contact the Vendor regarding any such report. Vendor performance report(s) will become a part of the permanent record of the Vendor.

I. NOTICE OF POTENTIAL CONTRACTOR BREACH

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

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

J. BREACH

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

Either Party may terminate the contract, in whole or in part, if the other Party breaches its duty to perform its obligations under the contract in a timely and proper manner. Termination requires

written notice of default and a thirty (30) calendar day (or longer at the non-breaching Party's discretion considering the gravity and nature of the default) cure period. Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. In case of default of the Contractor, the State may contract the service from other sources and hold the Contractor responsible for any excess cost occasioned thereby. OR In case of breach by the Contractor, the State may, without unreasonable delay, make a good faith effort to make a reasonable purchase or contract to purchased goods in substitution of those due from the contractor. The State may recover from the Contractor as damages the difference between the costs of covering the breach. Notwithstanding any clause to the contrary, the State may also recover the contract price together with any incidental or consequential damages defined in UCC Section 2-715, but less expenses saved in consequence of Contractor's breach.

The State's failure to make payment shall not be a breach, and the Contractor shall retain all available statutory remedies and protections, including but not limited to, charging interest to the State (Refer to Prompt Payment Act).

K. NON-WAIVER OF BREACH

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

Allowing time to cure or the acceptance of late performance with or without objection or reservation by a Party shall not waive any rights of the Party, including but not limited to the right to immediate termination of the contract for the same or a different breach, or constitute a waiver of the requirement of timely performance of any obligations remaining to be performed.

L. SEVERABILITY

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

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

M. INDEMNIFICATION

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

1. GENERAL

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

2. INTELLECTUAL PROPERTY

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

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

3. PERSONNEL

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

4. SELF-INSURANCE

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

N. ATTORNEY'S FEES

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

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

O. PERFORMANCE BOND

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

The awarded bidder will be required to supply a bond executed by a corporation authorized to contract surety in the State of Nebraska, payable to the State of Nebraska, which shall be valid for through final implementation of the License Plate Printing Line, (Milestone 3) and/or License Plate Fulfillment System (Milestone 3). The amount of the bond must be equal to the amount bid for final implementation of the License Plate Printing Line, (Milestone 3) and/or License Plate Fulfillment System. The bond will guarantee that the Contractor will faithfully perform all requirements, terms and conditions of the contract. Failure to comply shall be grounds for forfeiture of the bond as liquidated damages. Amount of forfeiture will be determined by the agency based on loss to the State. The bond will be returned when the contract has been satisfactorily completed as solely determined by the State, after termination or expiration of the contract.

P. ASSIGNMENT, SALE, OR MERGER

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

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

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

Q. CONTRACTING WITH OTHER NEBRASKA POLITICAL SUB-DIVISIONS OF THE STATE OR ANOTHER STATE

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

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

The Contractor may, but shall not be required to, allow other states, agencies or divisions of other states, or political subdivisions of other states to use this contract. The terms and conditions, including price, of this contract shall apply to any such contract, but may be amended upon mutual consent of the Parties. The State of Nebraska shall not be contractually or otherwise obligated or liable under any contract entered into pursuant to this clause. The State shall be notified if a contract is executed based upon this contract.

R. FORCE MAJEURE

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

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

S. CONFIDENTIALITY

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

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

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

T. EARLY TERMINATION

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

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.
2. The State, in its sole discretion, may terminate the contract for any reason upon 30 calendar day's written notice to the Contractor. Such termination shall not relieve the

Contractor of warranty or other service obligations incurred under the terms of the contract. In the event of termination, the Contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.

3. The State may terminate the contract immediately for the following reasons:
 - a. if directed to do so by statute;
 - b. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
 - c. a trustee or receiver of the Contractor or of any substantial part of the Contractor's assets has been appointed by a court;
 - d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its Contractor, its employees, officers, directors, or shareholders;
 - e. an involuntary proceeding has been commenced by any Party against the Contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least 60 calendar days; or (ii) the Contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the Contractor has been decreed or adjudged a debtor;
 - f. a voluntary petition has been filed by the Contractor under any of the chapters of Title 11 of the United States Code;
 - g. Contractor intentionally discloses confidential information;
 - h. Contractor has or announces it will discontinue support of the deliverable; and,
 - i. In the event funding is no longer available.

U. CONTRACT CLOSEOUT

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

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

1. Transfer all completed or partially completed deliverables to the State;

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

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

Section III - Contractor Duties

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

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

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

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

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

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

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

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

- 1.** Any and all pay, benefits, and employment taxes and/or other payroll withholding;
- 2.** Any and all vehicles used by the Contractor's employees, including all insurance required by state law;
- 3.** Damages incurred by Contractor's employees within the scope of assigned duties under the contract;
- 4.** Maintaining Workers' Compensation and health insurance that complies with state and federal law and submitting any reports on such insurance to the extent required by governing law;
- 5.** Determining the hours to be worked and the duties to be performed by the Contractor's employees; and,

6. All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination alleged against the Contractor, its officers, agents, or subcontractors or subcontractor's employees)

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

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

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

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

B. EMPLOYEE WORK ELIGIBILITY STATUS

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

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

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

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at <http://das.nebraska.gov/materiel/purchasing.html>
2. The completed United States Attestation Form should be submitted with the solicitation response.
3. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
4. The Contractor understands and agrees that lawful presence in the United States is required and the Contractor may be disqualified, or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. §4-108.

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

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

D. COOPERATION WITH OTHER CONTRACTORS

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

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

E. PERMITS, REGULATIONS, LAWS

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

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

F. OWNERSHIP OF INFORMATION AND DATA/DELIVERABLES

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

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

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

G. INSURANCE REQUIREMENTS

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

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

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

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

In the event that any policy written on a claims-made basis terminates or is canceled during the term of the contract or within one (1) years of termination or expiration of the contract, the contractor shall obtain an extended discovery or reporting period, or a new insurance policy, providing coverage required by this contract for the term of the contract and one (1) years following termination or expiration of the contract.

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

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

8. WORKERS' COMPENSATION INSURANCE

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

9. COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE

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

The Commercial General Liability Insurance shall be written on an **occurrence basis**, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury, and Contractual Liability coverage. **The policy shall include the State, and others as required by the contract documents, as Additional Insured(s). This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory. The COI shall contain the mandatory COI liability waiver language found**

hereinafter. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.

REQUIRED INSURANCE COVERAGE	
COMMERCIAL GENERAL LIABILITY	
General Aggregate	\$2,000,000
Products/Completed Operations Aggregate	\$2,000,000
Personal/Advertising Injury	\$1,000,000 per occurrence
Bodily Injury/Property Damage	\$1,000,000 per occurrence
Medical Payments	\$10,000 any one person
Damage to Rented Premises (Fire)	\$300,000 each occurrence
Contractual	Included
XCU Liability (Explosion, Collapse, and Underground Damage)	Included
Independent Contractors	Included
Abuse & Molestation	Included
<i>If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.</i>	
WORKER'S COMPENSATION	
Employers Liability Limits	\$500K/\$500K/\$500K
Statutory Limits- All States	Statutory - State of Nebraska
Voluntary Compensation	Statutory
COMMERCIAL AUTOMOBILE LIABILITY	
Bodily Injury/Property Damage	\$1,000,000 combined single limit
Include All Owned, Hired & Non-Owned Automobile liability	Included
Motor Carrier Act Endorsement	Where Applicable
UMBRELLA/EXCESS LIABILITY	
Over Primary Insurance	\$5,000,000 per occurrence
CYBER LIABILITY	
Breach of Privacy, Security Breach, Denial of Service, Remediation, Fines and Penalties	\$10,000,000

MANDATORY COI SUBROGATION WAIVER LANGUAGE
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."
MANDATORY COI LIABILITY WAIVER LANGUAGE
"Commercial General Liability & Commercial Automobile Liability policies shall name the State of Nebraska as an Additional Insured and the policies shall be primary and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory as additionally insured."

10. EVIDENCE OF COVERAGE

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

Nebraska State Purchasing Bureau
Attn: Annette Walton
annette.walton@nebraska.gov

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

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

11. DEVIATIONS

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

H. ANTITRUST

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

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

I. CONFLICT OF INTEREST

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

By submitting a proposal, bidder certifies that no relationship exists between the bidder and any person or entity which either is, or gives the appearance of, a conflict of interest related to this Request for Proposal or project.

Bidder further certifies that bidder will not employ any individual known by bidder to have a conflict of interest nor shall bidder take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its contractual obligations hereunder or which creates an actual or appearance of conflict of interest.

If there is an actual or perceived conflict of interest, bidder shall provide with its proposal a full disclosure of the facts describing such actual or perceived conflict of interest and a proposed mitigation plan for consideration. The State will then consider such disclosure and proposed mitigation plan and either approve or reject as part of the overall bid evaluation.

J. STATE PROPERTY

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

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

K. SITE RULES AND REGULATIONS

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

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

12. NDCS SECURITY

- a. CONTRACTOR'S personnel shall be subject to Nebraska Department of Correctional Services' (NDCS) background security checks prior to their arrival on site and will carry proper identification with them at all times while on facility grounds. Please see Attachment One Personal Information for Security Check NCDS form DCS-A-per-002-pc
- b. Contractor shall provide a list of personnel commitments and their information prior to the start of the contract. The list of personnel shall not be changed without the prior written approval of NDCS. Replacement of key personnel, if approved by NDCS, shall be with personnel of equal or greater ability and qualifications.
- c. Contractor shall make its employees aware of the provisions of Neb. Rev. Stat. § 28-322.01, which state that a person commits the offense of sexual abuse of an

inmate or parolee if such person subjects an inmate or parolee to sexual penetration or sexual contact, because an inmate or parolee is not legally capable of giving consent to any such relationship. Neb. Rev. Stat. § 28-322 states that individuals “working under contract with the department” are included in the list of persons prohibited from having sexual relations with one or more of NDCS’ inmates. Contractor will promptly notify NDCS if allegations of sexual abuse or contact become known.

- d.** Contractor shall make his/her employees aware of the Nebraska Department of Correctional Services, Policy 112.31 (Code of Ethics and Conduct). Please see Attachment Four – Administrative Regulation 112.31. Contractor may be required to sign and return documentation showing receipt of NDCS Policy 112.31 (Code of Ethics and Conduct). Please see Attachment Three - Receipt of Rules.
- e.** Contractor shall inform his/her personnel of the Nebraska Department of Correctional Services Tobacco Policy, which states that tobacco and tobacco-related products are contraband and must not be carried into any NDCS-owned or controlled property. Such products must remain in Contractor’s locked vehicle while on NDCS-owned or controlled property.
- f.** Contractor's personnel may be subject to pat searches and tool inventory upon arrival and departure from NDCS facilities.
- g.** Wireless devices and/or cellular phones are prohibited at NDCS facilities unless prior approval is given. If wireless devices are necessary for use on site at NDCS, Contractor will seek prior approval to carry such devices by requesting the Cellular Device Institutional Use Report form. All persons are prohibited from providing a cellphone/electronic communication device to an inmate of any facility, per PD 104.06. Please see Attachment Five – Cellular Device Institutional Use Request and Attachment Six – Administrative Regulation 104.06 Computer Equipment Telephone Usage

L. ADVERTISING

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

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

M. NEBRASKA TECHNOLOGY ACCESS STANDARDS

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

N. DISASTER RECOVERY/BACK UP PLAN

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

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

O. DRUG POLICY

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

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

P. WARRANTY

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

Despite any clause to the contrary, the Contractor represents and warrants that its services hereunder shall be performed by competent personnel and shall be of professional quality consistent with generally accepted industry standards for the performance of such services and shall comply in all respects with the requirements of this Agreement. For any breach of this warranty, the Contractor shall, for a period of ninety (90) days from performance of the service, perform the services again, at no cost to the State, or if Contractor is unable to perform the services as warranted, Contractor shall reimburse the State all the fees paid to Contractor for the unsatisfactory services. The rights and remedies of the parties under this warranty are in addition to any other rights and remedies of the parties provided by law or equity, including, without limitation actual damages, and, as applicable and awarded under the law, to a prevailing party, reasonable attorneys' fees and costs.

Q. INFORMATION, DATA AND PHYSICAL SECURITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
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		<p>9. The Contractor hereby acknowledges and agrees that all reports, plans, specification, technical data, miscellaneous drawings, and documentation, procedures, or data files operating instructions and procedures, and documentation provided in connection with the performance of this Contract shall become CSI property.</p> <p>All information provided by the State or CSI is retained as State property and shall not be used in any way by the Contractor, its subcontractors, agents, or associates that is not exclusively for the purpose of fulfilling this Contract.</p>	<p>ITI accepts this section as is other than #9, which ITI has provided an alternative for.</p> <p>ITI has only slightly modified the State's provision by removing "software programs" and "source code(s)" from the section. ITI can place these into a software escrow account should the State desire.</p> <p>ITI has invested significantly in the development of its proprietary software. Including the ownership of this software would require ITI to substantially increase the price to cover these costs.</p>
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- 13.** The Contractor shall use commercially reasonable efforts at all facilities used to store, retain and process State Data, Materials, and information including appropriate administration, physical and technical safeguards to secure such data from unauthorized access, disclosure, alteration, and use, until the data is deleted or for an alternate time period mutually agreed upon in writing by the parties. Such measures will be no less protective than those used to secure the Contractor's own data of similar type, and in no event less than reasonable in view of the type and nature of the data involved. Without limiting the foregoing, the Contractor warrants that all State data, materials and information will be encrypted in transmission (including web interface) and all portable storage media at no less that 128 – bit level encryption.
- 14.** The Contractor shall ensure that employees or subcontractors who perform work under this contract have read understood and received appropriate instruction as to how to comply with the data protection provisions of this Contract. The Contractor shall diligently screen and review the qualifications of such employees or subcontractors prior to granting access to the State Data security, physical security and transport security.
- 15.** The Contractor shall take all actions necessary to protect state data, materials and information from exploits, inappropriate alterations, access or release and malicious attacks.

- 16.** Immediately upon becoming aware of a data compromise, or of circumstances that could have reasonably resulted in unauthorized access to, disclosure of or use of State data, material, or information after the execution of this Contract, the Contractor shall notify CSI, fully investigate the incident, and fully assist with the CSI/State's investigation of analysis of and response to the incident. This investigation may include security scans made at the State's discretion. Failure by the Contractor to remedy any security issues discovered may be considered a breach of this Contract, as determined in the sole discretion of the State. Notwithstanding any other provision of this Contract and in addition to any other remedies available to the CSI under the law or equity, the Contractor shall reimburse CSI in full for all costs incurred by CSI or other State Agencies connected to the investigation and remediation of such State data, material, or information compromised, including but not limited to: providing notification to third parties whose data was compromised and to regulatory agencies or other entities as required by the law or this Contract; the offering of 12 months credit monitoring to each person whose State data, material, or information was compromised; and the payment of legal fees, audit costs, fines, or other fees imposed by regulatory agencies or contracting partners as a result of the State data, material, or information subject to privilege or confidentiality under law. Reporting to CSI under this section shall not excuse or satisfy any obligation of the Contractor to report any event to law enforcement or other entities under the requirements of any applicable law.
- 17.** The Contractor will use industry standard up-to-date security tools and technologies, such as anti-virus protection and intrusion detection methods, in providing services under this Contract. The Contractor will, at its own expense, either conduct or have conducted at least on an annual basis:

 - a.** A vulnerability scan, performed by scanner approved by CSI, of the Contractor's system and facilities that are used in any way to deliver services under this Contract and
 - b.** A formal penetration test, performed by a process and qualified personnel approved by CSI, of the Contractor's systems and facilities that are used in any way to deliver services under this contract.
- 18.** All test results shall be delivered to CSI within 30 days of receipt by the Contractor. The results must be found acceptable by CSI. If the results are not found acceptable by CSI, CSI may declare breach of the Contract and terminate this Contract. All costs associated with early termination shall be reimbursed by the Contractor to CSI.
- 19.** The Contractor guarantees that:

 - a.** Any files shared with the State or CSI do not contain any code that does not support a software requirement.

- b.** The Contractor will not insert into any file shared with the State or CSI any virus, rouge program, time bomb, Trojan Horse, back Doors, Easter Eggs or other malicious or intentionally destructive code and
- c.** The Contractor will use commercially reasonable efforts consistent with industry standards to scan for and remove any malicious code file shared with the State or CSI as delivered by the Contractor to the State/CSI, under this Contract.

The remedies in this paragraph are in addition to such other additional remedies the State may have at law, equity or otherwise.

- 20.** Except as otherwise expressly prohibited by law, the Contractor shall immediately notify CSI of any subpoenas, warrants, or other legal orders, demands or requests received by the Contractor seeking State data, material, or information in the possession of the Contractor. The Contractor in such instances shall move to quash or modify the legal order, demand or request. Upon the State/CSI request the Contractor shall provide the State/CSI with any documentation involved with the legal request of State data, material or information.
- 21.** The Contractor hereby acknowledges and agrees that all reports, plans, specification, technical data, miscellaneous drawings, software system programs and documentation, procedures, or data files operating instructions and procedures, source code(s), and documentation provided in connection with the performance of this Contract shall become CSI property. All information provided by the State or CSI is retained as State property and shall not be used in any way by the Contractor, its subcontractors, agents, or associates that is not exclusively for the purpose of fulfilling this Contract.
- 22.** The Printing Line shall operate within a closed State network, "STONE", including the staff and inmate networks. The Contractor must clearly define any of their functional needs to obtain access to this closed network. The OCIO shall work with the Contractor to identify the best way to meet those needs.

Section IV - Payment

A. PROHIBITION AGAINST ADVANCE PAYMENT (Statutory)

Neb. Rev. Stat. §§81-2403 states, “[n]o goods or services shall be deemed to be received by an agency until all such goods or services are completely delivered and finally accepted by the agency.”

B. TAXES

The State is not required to pay taxes and assumes no such liability as a result of this solicitation. The Contractor may request a copy of the Nebraska Department of Revenue, Nebraska Resale or Exempt Sale Certificate for Sales Tax Exemption, Form 13. Any property tax payable on the Contractor's equipment which may be installed in a state-owned facility is the responsibility of the Contractor.

C. INVOICES

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

Invoices for payments must be submitted by the Contractor to the agency requesting the services with sufficient detail to support payment.

Invoices to: NE Department of Correctional Services
Accounts Payable
P.O. Box 94661
Lincoln, NE 68509-4661

Accounts Payable Contact: (402) 479-5715
Invoices may be emailed to: DCSAccountsPayable@nebraska.gov

The terms and conditions included in the Contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

D. INSPECTION AND APPROVAL

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

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

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

E. PAYMENT

Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2403). The State may require the Contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any goods and services provided by the Contractor prior to the Effective Date of the contract, and the Contractor hereby waives any claim or cause of action for any such services.

F. LATE PAYMENT (Statutory)

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

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

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

H. RIGHT TO AUDIT (First Paragraph is Statutory)

The State shall have the right to audit the Contractor's performance of this contract upon a 30 days' written notice. Contractor shall utilize generally accepted accounting principles, and shall maintain the accounting records, and other records and information relevant to the contract (Information) to enable the State to audit the contract. (Neb. Rev. Stat. §84-304 et seq.) The State may audit and the Contractor shall maintain, the Information during the term of the contract and for a period of five (5) years after the completion of this contract or until all issues or litigation are resolved, whichever is later. The Contractor shall make the Information available to the State at Contractor's place of business or a location acceptable to both Parties during normal business hours. If this is not practical or the Contractor so elects, the Contractor may provide electronic or paper copies of the Information. The State reserves the right to examine, make copies of, and take notes on any Information relevant to this contract, regardless of the form or the Information, how it is stored, or who possesses the Information. Under no circumstance will the Contractor be required to create or maintain documents not kept in the ordinary course of Contractor's business operations, nor will Contractor be required to disclose any information, including but not limited to product cost data, which is confidential or proprietary to Contractor.

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

The Parties shall pay their own costs of the audit unless the audit finds a previously undisclosed overpayment by the State. If a previously undisclosed overpayment exceeds one percent (1%)

percent of the total contract billings, or if fraud, material misrepresentations, or non-performance is discovered on the part of the Contractor, the Contractor shall reimburse the State for the total costs of the audit. Overpayments and audit costs owed to the State shall be paid within ninety (90) days of written notice of the claim. The Contractor agrees to correct any material weaknesses or condition found as a result of the audit.

Attachments

ITI has provided the attachments requested by this RFP.

Form A - Proposal Point of Contact

Bidder Proposal Point of Contact

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

Preparation of Response Contact Information	
Bidder Name:	Intellectual Technology, Inc.
Bidder Address:	2980 E. Coliseum Blvd. Fort Wayne, IN 46805
Contact Person & Title:	Drew Nicholson, President, COO
E-mail Address:	dnicholson@it4idmv.com
Telephone Number (Office):	260-459-8800
Telephone Number (Cellular):	-
Fax Number:	290-459-8820

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

Communication with the State Contact Information	
Bidder Name:	Intellectual Technology, Inc.
Bidder Address:	2980 E. Coliseum Blvd. Fort Wayne, IN 46805
Contact Person & Title:	Drew Nicholson, President, COO
E-mail Address:	dnicholson@it4idmv.com
Telephone Number (Office):	260-459-8800
Telephone Number (Cellular):	-
Fax Number:	290-459-8820

Request for Proposal for Contractual Services Form

CONTRACTOR MUST COMPLETE THE FOLLOWING

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


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

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



































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

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

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




































FIRM:	<u>Intellectual Technology, Inc.</u>
COMPLETE ADDRESS:	<u>2980 E. Coliseum Blvd.</u> <u>Fort Wayne, IN 46805</u>
TELEPHONE NUMBER:	<u>260-459-8800</u>
FAX NUMBER:	<u>260-459-8820</u>
DATE:	<u>03/22/2021</u>
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	<u>Drew Nicholson, President, COO</u>

Preliminary Project Schedule

Task Mode	ID	Task Name	Dur	Start	Finish
	1	NE Option 2 RFP	157 days	Thu 6/10/21	Mon 1/24/22
	2	Initiation	47.5 days	Thu 6/10/21	Tue 8/17/21
	3	Receive Signed Contract	1 day	Thu 6/10/21	Thu 6/10/21
	4	Assign Program Manager	0.5 days	Fri 6/11/21	Fri 6/11/21
	5	Assign Project Manager	0.5 days	Fri 6/11/21	Fri 6/11/21
	6	Create Project in Replicon	0.5 days	Mon 6/14/21	Mon 6/14/21
	7	Form Project Cell Team	1 day	Mon 6/14/21	Tue 6/15/21
	8	Direct that charter be created	0.5 days	Mon 6/14/21	Mon 6/14/21
	9	Initiate Business Requirements Document	1 day	Tue 6/15/21	Wed 6/16/21
	10	Schedule Charter Review Meeting	0.5 days	Fri 6/11/21	Fri 6/11/21
	11	Conduct Charter Review Meeting	0.5 days	Fri 6/18/21	Fri 6/18/21
	12	Schedule Internal Kick-Off meeting	0.5 days	Mon 6/21/21	Mon 6/21/21
	13	Conduct Internal Kick-Off meeting	0.5 days	Mon 6/28/21	Mon 6/28/21
	14	Schedule Client Kick-Off meeting	0.5 days	Tue 6/29/21	Tue 6/29/21
	15	Conduct Client Kick-Off meeting	0.5 days	Wed 7/7/21	Wed 7/7/21
	16	Schedule Technical Discovery meetings	0.5 days	Mon 6/21/21	Mon 6/21/21
	17	Route Charter for signatures	1 day	Mon 6/21/21	Mon 6/21/21
	18	Project Documents	19.5 days	Thu 6/10/21	Thu 7/8/21
	19	Create Project Schedule	3 days	Tue 6/22/21	Thu 6/24/21
	20	Create Project Charter	1 day	Thu 6/10/21	Thu 6/10/21
	21	Create BRD	1 day	Tue 6/22/21	Tue 6/22/21
	22	Create Solution Diagram	2 days	Tue 6/22/21	Wed 6/23/21
	23	Create Question Log	0.5 days	Tue 6/22/21	Tue 6/22/21
	24	Create Statement of Work	0.5 days	Tue 6/22/21	Tue 6/22/21
	25	Create Communication Plan	0.5 days	Thu 7/8/21	Thu 7/8/21
	26	Create Requirements Traceability Matrix	1 day	Thu 6/10/21	Thu 6/10/21
	27	Create Business Workflow	1 day	Thu 6/10/21	Thu 6/10/21
	28	Create Contact List	0.5 days	Thu 7/8/21	Thu 7/8/21
	29	Create Issues List	0.5 days	Thu 6/10/21	Thu 6/10/21
	30	Initiate Lessons Learned document	0.5 days	Thu 6/10/21	Thu 6/10/21
	31	Create Application Topology	2 days	Thu 6/10/21	Fri 6/11/21
	32	Create Schema	1 day	Thu 6/10/21	Thu 6/10/21
	33	Create Network Topology	2 days	Thu 6/10/21	Fri 6/11/21
	34	Create System Security Plan	1 day	Thu 6/10/21	Thu 6/10/21
	35	Discovery Phase	1 day	Thu 7/8/21	Thu 7/8/21

Task Mode	ID	Task Name	Dur	Start	Finish
	36	Establish Business Rules	1 day	Thu 7/8/21	Thu 7/8/21
	37	Establish Change Control Board	1 day	Thu 7/8/21	Thu 7/8/21
	38	Identify Required Resources	1 day	Thu 7/8/21	Thu 7/8/21
	39	Initiation Complete	0 days	Thu 7/8/21	Thu 7/8/21
	40	Planning	2 days?	Sun 6/20/21	Mon 6/21/21
	41	Execute Administrative Requirements	1 day	Tue 6/22/21	Tue 6/22/21
	42	Create SharePoint File Destination	1 day	Tue 6/22/21	Tue 6/22/21
	43	Create ITI/Customer Email Distribution List	0.5 days	Tue 6/22/21	Tue 6/22/21
	44	Create ITI Internal Email Distribution List	0.5 days	Tue 6/22/21	Tue 6/22/21
	45	Begin Requirements Collection	0 days	Tue 6/22/21	Tue 6/22/21
	46	Notable Meetings			
	47	Internal Transition meeting			
	48	Introductory meeting			
	49	Charter Review meeting			
	50	Client Kick-Off Gate Review meeting			
	51	Client Kick-Off meeting			
	52	First Weekly Project meeting with NE			
	53	Collect Special Detail Requirements for Option 2			
	54	Document Duplicate Plate prevention requirements	10 days	Tue 6/22/21	Wed 7/7/21
	55	Document requirements for custom reports	5 days	Tue 6/22/21	Tue 6/29/21
	56	Custom Equipment Design / Selection - JR Wald	2 days	Tue 6/22/21	Thu 6/24/21
	57	Graphic Design: Color Matching / Proof Development	5 days	Fri 7/9/21	Fri 7/16/21
	58	Collect IT requirements for Option 2			
	59	Collect IT Technical and Equipment Requirements - Option 2			
	60	Determine servers needed	10 days	Tue 6/22/21	Wed 7/7/21
	61	Determine PCs needed	5 days	Tue 6/22/21	Tue 6/29/21
	62	Determine WAN connectivity requirements	10 days	Tue 6/22/21	Wed 7/7/21
	63	Determine network equipment requirements	10 days	Tue 6/22/21	Wed 7/7/21
	64	Determine FTP/SFTP requirements	10 days	Tue 6/22/21	Wed 7/7/21
	65	Collect IT Infrastructure requirements - Option 2	10 days	Wed 7/7/21	Wed 7/21/21
	66	Determine location and placement of IT equipment	10 days	Wed 7/7/21	Wed 7/21/21
	67	Determine equipment rack requirements	1 day	Wed 7/7/21	Thu 7/8/21
	68	Determine power requirements for IT equipment	2 days	Wed 7/7/21	Fri 7/9/21
	69	Determine quantity and placement of electrical receptacle	5 days	Wed 7/7/21	Wed 7/14/21

Task Mode	ID	Task Name	Dur	Start	Finish
	70	Determine quantity and locations of network drops at all s	5 days	Wed 7/7/21	Wed 7/14/21
	71	Determine cooling requirements and solution for IT equipr	5 days	Wed 7/7/21	Wed 7/14/21
	72	Determine electrical UPS requirements	5 days	Wed 7/7/21	Wed 7/14/21
	73	Collect IT Procurement Requirements - Option 2	15 days	Tue 6/29/21	Wed 7/21/21
	74	Determine PC procurement plan	5 days	Tue 6/29/21	Wed 7/7/21
	75	Determine server procurement plan	5 days	Wed 7/7/21	Wed 7/14/21
	76	Determine network equipment and connectivity procurem	5 days	Wed 7/7/21	Wed 7/14/21
	77	Determine electrical UPS procurement plan	5 days	Wed 7/14/21	Wed 7/21/21
	78	Determine equipment rack procurement plan	5 days	Thu 7/8/21	Thu 7/15/21
	79	Collect Option 2 requirements			
	80	Collect Option 2 Equipment Requirements			
	81	Confirm POD printer used	5 days	Tue 6/22/21	Tue 6/29/21
	82	Determine other Fulfillment equipment needs	5 days	Tue 6/29/21	Wed 7/7/21
	83	Confirm number of PCs needed	5 days	Tue 6/22/21	Tue 6/29/21
	84	Determine scanners needed	1 day	Tue 6/29/21	Wed 6/30/21
	85	Determine connectivity needs of Fulfillment equipmmen	5 days	Wed 7/7/21	Wed 7/14/21
	86	Collect Option 2 Infrastructure requirements	52 days	Fri 6/25/21	Thu 9/9/21
	87	Create Fulfillment Center floor plan	10 days	Wed 7/14/21	Wed 7/28/21
	88	Determine placement of Fulfillment equipment, includin	10 days	Wed 7/28/21	Wed 8/11/21
	89	Determine placement of electrical drops	10 days	Wed 8/11/21	Wed 8/25/21
	90	Determine placement of network drops	10 days	Fri 6/25/21	Mon 7/12/21
	91	Determine material storage requirements	10 days	Wed 7/28/21	Wed 8/11/21
	92	Determine material movement equipment needed	10 days	Wed 8/11/21	Wed 8/25/21
	93	Determine staffing requirements	10 days	Wed 8/25/21	Thu 9/9/21
	94	Collect Option 2 Inventory Management requirements	10 days	Tue 6/22/21	Wed 7/7/21
	95	Create consumable requirements plan	10 days	Tue 6/22/21	Wed 7/7/21
	96	Determine physical inventory plan	10 days	Tue 6/22/21	Wed 7/7/21
	97	Collect Option 2 Procurement Requirements	10 days	Tue 6/22/21	Wed 7/7/21
	98	Determine registration/address card procurement plan	10 days	Tue 6/22/21	Wed 7/7/21
	99	Determine Fulfillment raw materials and supplies procure	10 days	Tue 6/22/21	Wed 7/7/21
	100	Determine printer ribbon procurement plan	10 days	Tue 6/22/21	Wed 7/7/21
	101	Confirm printer procurement plan	10 days	Tue 6/22/21	Wed 7/7/21
	102	Determine Fulfillment equipment procurement plan	10 days	Tue 6/22/21	Wed 7/7/21
	103	Determine scanner procurement plan	10 days	Tue 6/22/21	Wed 7/7/21
	104	Determine packing list printer procurement plan	10 days	Tue 6/22/21	Wed 7/7/21

Task Mode	ID	Task Name	Dur	Start	Finish
	105	Determine mailing and UPS World Ship needs	10 days	Tue 6/22/21	Wed 7/7/21
	106	Collect Option 2 Material Movement requirements	10 days	Wed 7/7/21	Wed 7/21/21
	107	Create raw material replenishment plan	10 days	Wed 7/7/21	Wed 7/21/21
	108	Create plan for mailing plates and registrations	10 days	Wed 7/7/21	Wed 7/21/21
	109	Collect graphics requirements	10 days	Tue 8/3/21	Tue 8/17/21
	113	Collect IT requirements - Option 2	60 days	Tue 6/22/21	Thu 9/16/21
	114	Collect IT Technical Requirements - Option 2	14 days	Tue 8/3/21	Mon 8/23/21
	115	Determine number of PCs needed	5 days	Tue 8/3/21	Tue 8/10/21
	116	Determine servers needed	2 days	Tue 8/10/21	Thu 8/12/21
	117	Determine WAN connectivity requirements	1 day	Thu 8/12/21	Fri 8/13/21
	118	Determine data encryption requirements	1 day	Fri 8/13/21	Mon 8/16/21
	119	Determine FTP/SFTP requirements	5 days	Mon 8/16/21	Mon 8/23/21
	120	Select network switch	2 days	Fri 8/13/21	Tue 8/17/21
	121	Determine connectivity needs of IT equipment	2 days	Tue 8/17/21	Thu 8/19/21
	122	Determine Single sign-on requirements	5 days	Tue 8/10/21	Tue 8/17/21
	123	Collect IT Infrastructure requirements - Option 2	20 days	Tue 8/3/21	Tue 8/31/21
	124	Determine location and placement of IT equipment - Sites	10 days	Tue 8/3/21	Tue 8/17/21
	125	Determine equipment rack requirements	1 day	Tue 8/17/21	Wed 8/18/21
	126	Determine power requirements for IT equipment	2 days	Wed 8/18/21	Fri 8/20/21
	127	Determine quantity and placement of electrical receptacle	3 days	Tue 8/17/21	Fri 8/20/21
	128	Determine quantity and locations of network drops for sta	10 days	Tue 8/17/21	Tue 8/31/21
	129	Determine cooling requirements and solution for IT equipr	5 days	Thu 8/12/21	Thu 8/19/21
	130	Determine UPS requirements	1 day	Thu 8/12/21	Fri 8/13/21
	131	Collect IT Procurement Requirements - Option 2	32 days	Wed 7/7/21	Fri 8/20/21
	132	Confirm PC procurement plan	2 days	Tue 8/17/21	Thu 8/19/21
	133	Determine barcode scanner procurement plan	2 days	Tue 8/17/21	Thu 8/19/21
	134	Determine server procurement plan	2 days	Thu 8/12/21	Mon 8/16/21
	135	Confirm network equipment and connectivity procurement	2 days	Tue 8/17/21	Thu 8/19/21
	136	Determine UPS procurement plan	2 days	Wed 7/7/21	Fri 7/9/21
	137	Determine equipment rack procurement plan	2 days	Wed 8/18/21	Fri 8/20/21
	138	Collect graphics requirements - Option 2	40 days	Tue 6/22/21	Wed 8/18/21
	139	Define ITI recommended graphics changes to meet Standa	40 days	Tue 6/22/21	Wed 8/18/21
	140	Collect Samples from State	20 days	Tue 6/22/21	Wed 7/21/21
	141	Determine variable fields to print on the registration form	40 days	Tue 6/22/21	Wed 8/18/21
	142	Collect Software Requirements - Option 2	20 days	Wed 8/18/21	Thu 9/16/21

Task Mode	ID	Task Name	Dur	Start	Finish
→	143	Design Prism - Option 2	10 days	Wed 8/18/21	Wed 9/1/21
→	144	Update Technical Specification document	10 days	Wed 8/18/21	Wed 9/1/21
→	145	Create Work Flows	10 days	Wed 8/18/21	Wed 9/1/21
→	146	Create Process Flows	10 days	Wed 8/18/21	Wed 9/1/21
→	147	Create DB Schema	10 days	Wed 8/18/21	Wed 9/1/21
→	148	Create UI mock-ups	10 days	Wed 8/18/21	Wed 9/1/21
→	149	Create Use Cases	10 days	Wed 8/18/21	Wed 9/1/21
→	150	Update RTM	10 days	Wed 8/18/21	Wed 9/1/21
→	151	Update Document Tracking Matrix	10 days	Wed 8/18/21	Wed 9/1/21
→	152	Add design details to PBIs in ADO for dev to begin	10 days	Wed 8/18/21	Wed 9/1/21
→	153	Design Prism Maintenance Service - Option 2	20 days	Wed 8/18/21	Thu 9/16/21
→	154	Design data exchange interface between Prism, Victory a	20 days	Wed 8/18/21	Thu 9/16/21
→	155	Update Technical Specification document	10 days	Wed 8/18/21	Wed 9/1/21
→	156	Create Process Flows	10 days	Wed 8/18/21	Wed 9/1/21
→	157	Update RTM	10 days	Wed 8/18/21	Wed 9/1/21
→	158	Add design details to PBIs in ADO for dev to begin	10 days	Wed 8/18/21	Wed 9/1/21
→	159	Design Repository - Option 2	10 days	Wed 8/18/21	Wed 9/1/21
→	160	Update Technical Specification document	10 days	Wed 8/18/21	Wed 9/1/21
→	161	Create Work Flows	10 days	Wed 8/18/21	Wed 9/1/21
→	162	Create Process Flows	10 days	Wed 8/18/21	Wed 9/1/21
→	163	Create DB Schema	10 days	Wed 8/18/21	Wed 9/1/21
→	164	Create UI mock-ups if required	10 days	Wed 8/18/21	Wed 9/1/21
→	165	Create Use Cases	10 days	Wed 8/18/21	Wed 9/1/21
→	166	Update RTM	10 days	Wed 8/18/21	Wed 9/1/21
→	167	Update Document Tracking Matrix	10 days	Wed 8/18/21	Wed 9/1/21
→	168	Add design details to PBIs in ADO	10 days	Wed 8/18/21	Wed 9/1/21
→	169	Finalize other Software Product Designs - Option 2	10 days	Wed 9/1/21	Thu 9/16/21
→	170	Finalize Custom Reporting design, including reports listed	10 days	Wed 9/1/21	Thu 9/16/21
→	171	Planning Complete	0 days	Thu 9/16/21	Thu 9/16/21
→	172	Execution	173 days	Wed 7/14/21	Mon 3/21/22
→	173	Option 2 Equipment and PCs	18 days	Tue 8/10/21	Fri 9/3/21
→	174	Order Fulfillment PCs	1 day	Tue 8/10/21	Wed 8/11/21
→	175	Setup/configure the PCs in the Fulfillment room	3 days	Tue 8/24/21	Fri 8/27/21
→	176	Establish and test network connectivity	3 days	Fri 8/27/21	Wed 9/1/21
→	177	Tie it to World Ship	2 days	Wed 9/1/21	Fri 9/3/21

Task Mode	ID	Task Name	Dur	Start	Finish
	178	VPN Connectivity - Option 2	10 days	Thu 9/16/21	Thu 9/30/21
	179	Validate end-to-end connectivity between FW and state dat	5 days	Thu 9/16/21	Thu 9/23/21
	180	Monitor tunnels from each side	5 days	Thu 9/23/21	Thu 9/30/21
	181	Inventory - Option 2	25 days	Wed 9/1/21	Thu 10/7/21
	182	Raw materials, equipment, installation, and maintenance of	10 days	Wed 9/1/21	Thu 9/16/21
	183	Ensure all consumables are being sent with printers	5 days	Thu 9/16/21	Thu 9/23/21
	184	Purchase Servers/Firewalls and Supplies for Server Replacen	10 days	Thu 9/23/21	Thu 10/7/21
	185	Registration Form/Decal Design - Option 2	9 days	Wed 9/1/21	Wed 9/15/21
	186	Provide mock-up for state approval	1 day	Wed 9/1/21	Thu 9/2/21
	187	Validate mock-up in UAT	1 day	Thu 9/2/21	Fri 9/3/21
	188	Test updated DPL in UAT	4 days	Fri 9/3/21	Fri 9/10/21
	189	Deploy Updated DPL to PROD	3 days	Fri 9/10/21	Wed 9/15/21
	190	Network Infrastructure Build	20 days	Wed 7/14/21	Wed 8/11/21
	191	Prepare Option 2 Network	20 days	Wed 7/14/21	Wed 8/11/21
	192	Install electrical outlets	10 days	Wed 7/14/21	Wed 7/28/21
	193	Install ethernet drops	20 days	Wed 7/14/21	Wed 8/11/21
	194	Dev Environment - Option 2	4 days	Thu 9/23/21	Wed 9/29/21
	195	Setup Azure VM	1 day	Thu 9/23/21	Fri 9/24/21
	196	Setup Firewall Rules	1 day	Fri 9/24/21	Mon 9/27/21
	197	Setup DNS Entries	1 day	Mon 9/27/21	Tue 9/28/21
	198	Setup App Servers	1 day	Fri 9/24/21	Mon 9/27/21
	199	Perform Environmental testing	1 day	Mon 9/27/21	Tue 9/28/21
	200	Create PreReq Checklist	1 day	Tue 9/28/21	Wed 9/29/21
	201	Dev setup complete	0 days	Wed 9/29/21	Wed 9/29/21
	202	QA Environment - Option 2	5 days	Wed 9/29/21	Wed 10/6/21
	203	Setup Azure VM	1 day	Wed 9/29/21	Thu 9/30/21
	204	Setup Firewall Rules	1 day	Thu 9/30/21	Fri 10/1/21
	205	Setup DNS Entries	1 day	Fri 10/1/21	Mon 10/4/21
	206	Setup App Servers	1 day	Thu 9/30/21	Fri 10/1/21
	207	Install and configure DB	1 day	Fri 10/1/21	Mon 10/4/21
	208	Perform Environmental testing	1 day	Mon 10/4/21	Tue 10/5/21
	209	Create PreReq Checklist	1 day	Tue 10/5/21	Wed 10/6/21
	210	QA setup complete	0 days	Wed 10/6/21	Wed 10/6/21
	211	UAT Environment - Option 2	5 days	Wed 9/29/21	Wed 10/6/21
	212	Setup Azure VM	1 day	Wed 9/29/21	Thu 9/30/21

Task Mode	ID	Task Name	Dur	Start	Finish
→	213	Setup Firewall Rules	1 day	Thu 9/30/21	Fri 10/1/21
→	214	Setup DNS Entries	1 day	Fri 10/1/21	Mon 10/4/21
→	215	Setup App Servers	1 day	Thu 9/30/21	Fri 10/1/21
→	216	Install and configure DB	1 day	Fri 10/1/21	Mon 10/4/21
→	217	Perform Environmental testing	1 day	Mon 10/4/21	Tue 10/5/21
→	218	Create PreReq Checklist	1 day	Tue 10/5/21	Wed 10/6/21
→	219	UAT setup complete	0 days	Wed 10/6/21	Wed 10/6/21
→	220	PROD Environment - Option 2	12 days	Wed 10/6/21	Fri 10/22/21
→	221	Setup Azure VM	1 day	Wed 10/6/21	Thu 10/7/21
→	222	Setup Firewall Rules	1 day	Thu 10/7/21	Fri 10/8/21
→	223	Setup DNS Entries	1 day	Fri 10/8/21	Mon 10/11/21
→	224	Setup App Servers	1 day	Mon 10/11/21	Tue 10/12/21
→	225	Install and configure DB	1 day	Tue 10/12/21	Wed 10/13/21
→	226	Perform Environmental testing	1 day	Wed 10/13/21	Thu 10/14/21
→	227	Create PreReq Checklist	1 day	Thu 10/14/21	Fri 10/15/21
→	228	Setup Veeam Replication	1 day	Fri 10/15/21	Mon 10/18/21
→	229	Test Veeam Replication	1 day	Mon 10/18/21	Tue 10/19/21
→	230	Create PreReq Checklist	1 day	Tue 10/19/21	Wed 10/20/21
→	231	Setup Veeam Replication	1 day	Wed 10/20/21	Thu 10/21/21
→	232	Test Veeam Replication	1 day	Thu 10/21/21	Fri 10/22/21
→	233	PROD setup complete	0 days	Fri 10/22/21	Fri 10/22/21
→	234	Software Development - Option 2	46 days?	Thu 9/16/21	Fri 11/19/21
→	235	Iteration 1		Thu 9/16/21	
→	236	Agile development of Iteration 1	10 days	Thu 9/16/21	Thu 9/30/21
→	237	Deploy to DEV	1 day	Thu 9/30/21	Fri 10/1/21
→	238	Test in Dev	2 days	Fri 10/1/21	Tue 10/5/21
→	239	Iteration 2	13 days	Fri 10/1/21	Wed 10/20/21
→	240	Agile development of Iteration 2	10 days	Fri 10/1/21	Fri 10/15/21
→	241	Deploy to DEV	1 day	Fri 10/15/21	Mon 10/18/21
→	242	Test in Dev	2 days	Mon 10/18/21	Wed 10/20/21
→	243	Iteration 3	13 days	Mon 10/18/21	Thu 11/4/21
→	244	Agile development of Iteration 3	10 days	Mon 10/18/21	Mon 11/1/21
→	245	Deploy to DEV	1 day	Mon 11/1/21	Tue 11/2/21
→	246	Test in Dev	2 days	Tue 11/2/21	Thu 11/4/21
→	247	Iteration 4	12 days	Tue 11/2/21	Fri 11/19/21

Task Mod	ID	Task Name	Dur	Start	Finish
→	248	Agile development of Iteration 4	10 days	Tue 11/2/21	Wed 11/17/21
→	249	Deploy to DEV	1 day	Wed 11/17/21	Thu 11/18/21
→	250	Test in DEV	1 day	Thu 11/18/21	Fri 11/19/21
→	251	Development Complete	0 days	Thu 11/18/21	Thu 11/18/21
→	252	Deployment and Testing	48 days	Tue 10/5/21	Wed 12/15/21
→	253	QA Iteration 1	8 days	Tue 10/5/21	Fri 10/15/21
→	254	Deploy to QA	1 day	Tue 10/5/21	Wed 10/6/21
→	255	Create Test Cases	2 days	Wed 10/6/21	Fri 10/8/21
→	256	Test in QA	5 days	Fri 10/8/21	Fri 10/15/21
→	257	QA Iteration 2	8 days	Wed 10/20/21	Mon 11/1/21
→	258	Deploy to QA	1 day	Wed 10/20/21	Thu 10/21/21
→	259	Create Test Cases	2 days	Thu 10/21/21	Mon 10/25/21
→	260	Test in QA	5 days	Mon 10/25/21	Mon 11/1/21
→	261	QA Iteration 3	8 days	Thu 11/4/21	Wed 11/17/21
→	262	Deploy to QA	1 day	Thu 11/4/21	Fri 11/5/21
→	263	Create Test Cases	2 days	Fri 11/5/21	Tue 11/9/21
→	264	Test in QA	5 days	Tue 11/9/21	Wed 11/17/21
→	265	QA Iteration 4	8 days	Fri 11/19/21	Fri 12/3/21
→	266	Deploy to QA	1 day	Fri 11/19/21	Mon 11/22/21
→	267	Create Test Cases	2 days	Mon 11/22/21	Wed 11/24/21
→	268	Test in QA	5 days	Wed 11/24/21	Fri 12/3/21
→	269	UAT Iteration 1	8 days	Fri 10/15/21	Wed 10/27/21
→	270	Deploy to UAT	1 day	Fri 10/15/21	Mon 10/18/21
→	271	Create Test Cases	2 days	Mon 10/18/21	Wed 10/20/21
→	272	Test in UAT	5 days	Wed 10/20/21	Wed 10/27/21
→	273	UAT Iteration 2	8 days	Mon 11/1/21	Fri 11/12/21
→	274	Deploy to UAT	1 day	Mon 11/1/21	Tue 11/2/21
→	275	Create Test Cases	2 days	Tue 11/2/21	Thu 11/4/21
→	276	Test in UAT	5 days	Thu 11/4/21	Fri 11/12/21
→	277	UAT Iteration 3	8 days	Wed 11/17/21	Wed 12/1/21
→	278	Deploy to UAT	1 day	Wed 11/17/21	Thu 11/18/21
→	279	Create Test Cases	2 days	Thu 11/18/21	Mon 11/22/21
→	280	Test in UAT	5 days	Mon 11/22/21	Wed 12/1/21
→	281	UAT Iteration 4	8 days	Fri 12/3/21	Wed 12/15/21
→	282	Deploy to UAT	1 day	Fri 12/3/21	Mon 12/6/21

Task Mod	ID	Task Name	Dur	Start	Finish
→	283	Create Test Cases	2 days	Mon 12/6/21	Wed 12/8/21
→	284	Test in UAT	5 days	Wed 12/8/21	Wed 12/15/21
→	285	Development Phase - Option 2	70 days	Wed 9/1/21	Tue 12/14/21
→	286	Update Option 2 Repository	65 days	Wed 9/1/21	Tue 12/7/21
→	287	Reports	65 days	Wed 9/1/21	Tue 12/7/21
→	288	Review Report List with State and Provide Additional Info	10 days	Thu 9/2/21	Fri 9/17/21
→	289	Update existing reports	20 days	Fri 9/17/21	Fri 10/15/21
→	290	Create new reports	20 days	Fri 9/17/21	Fri 10/15/21
→	291	Procurement Phase	20 days	Wed 9/15/21	Wed 10/13/21
→	292	Procure Blank Forms	18 days	Wed 9/15/21	Mon 10/11/21
→	293	Blank forms due	1 day	Mon 10/11/21	Tue 10/12/21
→	294	Provide forms to CSI	1 day	Tue 10/12/21	Wed 10/13/21
→	295	Applications Development Phase	60 days	Wed 9/1/21	Tue 11/30/21
→	296	Update Database Modules and Components	40 days	Wed 9/1/21	Thu 10/28/21
→	297	Transaction & Location Database	10 days	Wed 9/1/21	Thu 9/16/21
→	298	Audit Database	10 days	Thu 9/16/21	Thu 9/30/21
→	299	Technician & Support Database	10 days	Thu 9/30/21	Thu 10/14/21
→	300	Inventory Tracking Database	10 days	Thu 10/14/21	Thu 10/28/21
→	301	Update Application Modules and Components	15 days	Thu 10/28/21	Fri 11/19/21
→	302	Integrate Victory with ADFS	10 days	Thu 9/30/21	Thu 10/14/21
→	303	Update Intranet Modules and Components	5 days	Fri 11/19/21	Tue 11/30/21
→	304	Customer Care Diagnostics	5 days	Fri 11/19/21	Tue 11/30/21
→	305	Transaction and Reprint Reports	5 days	Fri 11/19/21	Tue 11/30/21
→	306	Transaction Search Components	5 days	Fri 11/19/21	Tue 11/30/21
→	307	Technician Reports	5 days	Fri 11/19/21	Tue 11/30/21
→	308	Inventory Reports	5 days	Fri 11/19/21	Tue 11/30/21
→	309	Audit Reports	5 days	Fri 11/19/21	Tue 11/30/21
→	310	Documentation Phase	3 days	Wed 9/1/21	Tue 9/7/21
→	311	Update System Testing Plan	3 days	Wed 9/1/21	Tue 9/7/21
→	312	Application Test Cases	3 days	Wed 9/1/21	Tue 9/7/21
→	313	Functional Test Cases	3 days	Wed 9/1/21	Tue 9/7/21
→	314	Acceptance	3 days	Wed 9/1/21	Tue 9/7/21
→	315	Integration Phase	8 days	Tue 9/7/21	Fri 9/17/21
→	316	Establish connectivity between ITI and State Systems	3 days	Tue 9/7/21	Fri 9/10/21
→	317	Establish connectivity between ITI System and Deployed	3 days	Tue 9/7/21	Fri 9/10/21

Task Mode	ID	Task Name	Dur	Start	Finish
	318	Evaluate Performance of Integrated Systems	4 days	Fri 9/10/21	Thu 9/16/21
	319	Integration Acceptance	1 day	Thu 9/16/21	Fri 9/17/21
	320	Testing Phase	54 days	Fri 9/17/21	Tue 12/7/21
	321	Dev to UAT	9 days	Fri 9/17/21	Thu 9/30/21
	322	Migration Plan	4 days	Fri 9/17/21	Thu 9/23/21
	323	Software movement	5 days	Thu 9/23/21	Thu 9/30/21
	324	Database Testing	2 days	Thu 9/30/21	Mon 10/4/21
	325	Application Testing	3 days	Thu 9/30/21	Tue 10/5/21
	326	Network Infrastructure Testing	3 days	Thu 9/30/21	Tue 10/5/21
	327	Form and Sticker Testing	2 days	Thu 9/30/21	Mon 10/4/21
	328	Provide additional forms	10 days	Fri 9/17/21	Fri 10/1/21
	329	Order Blank Forms to apply stickers	10 days	Fri 9/17/21	Fri 10/1/21
	330	Security Testing	5 days	Thu 9/30/21	Thu 10/7/21
	331	Printer Testing	2 days	Thu 9/30/21	Mon 10/4/21
	332	Support testing	25 days	Thu 10/7/21	Fri 11/12/21
	333	System / Design Acceptance	15 days	Fri 11/12/21	Tue 12/7/21
	334	Support State Training / Testing (county by county)	15 days	Fri 11/12/21	Tue 12/7/21
	335	Incorporate Production 'Hot Fixes' into UAT	5 days	Fri 11/12/21	Fri 11/19/21
	336	Final Acceptance	2 days	Fri 11/19/21	Tue 11/23/21
	337	Deployment Phase	50 days	Fri 9/17/21	Wed 12/1/21
	338	Production Preparation	5 days	Fri 9/17/21	Fri 9/24/21
	339	Ship Additional Printers	5 days	Fri 9/17/21	Fri 9/24/21
	340	Establish Production URL	2 days	Fri 9/17/21	Tue 9/21/21
	341	Copy UAT Database to Production	2 days	Fri 9/17/21	Tue 9/21/21
	342	Last day for State to make final POD changes in production	1 day	Fri 9/17/21	Mon 9/20/21
	343	Seed Production database	1 day	Tue 9/21/21	Wed 9/22/21
	344	UAT to PROD	9 days	Fri 11/12/21	Mon 11/29/21
	345	Migration Plan	3 days	Fri 11/12/21	Wed 11/17/21
	346	Software movement	1 day	Wed 11/17/21	Thu 11/18/21
	347	Testing	5 days	Thu 11/18/21	Mon 11/29/21
	348	Final Database Updates	2 days	Thu 11/18/21	Mon 11/22/21
	349	Solution Go-Live	1 day	Mon 11/29/21	Tue 11/30/21
	350	Office-Level Acceptance	2 days	Mon 11/29/21	Wed 12/1/21
	351	Design Phase	65 days	Wed 9/1/21	Tue 12/7/21
	352	Establish registration document design	25 days	Wed 9/1/21	Thu 10/7/21

Task Mode	ID	Task Name	Dur	Start	Finish
→	353	Develop Schema	20 days	Thu 10/7/21	Thu 11/4/21
→	354	Update system process flow overview diagram	20 days	Thu 11/4/21	Tue 12/7/21
→	355	Design Acceptance	3 days	Thu 11/4/21	Tue 11/9/21
→	356	Procurement Phase	20 days	Thu 10/7/21	Thu 11/4/21
→	357	Procure Registration documents	18 days	Thu 10/7/21	Tue 11/2/21
→	358	Registration documents due	1 day	Tue 11/2/21	Wed 11/3/21
→	359	Provide Registration documents to NE	1 day	Wed 11/3/21	Thu 11/4/21
→	360	Applications Development Phase	15 days	Tue 11/9/21	Fri 12/3/21
→	361	Update Database Modules and Components	10 days	Tue 11/9/21	Wed 11/24/21
→	362	Transaction & Location Database	10 days	Tue 11/9/21	Wed 11/24/21
→	363	Audit Database	10 days	Tue 11/9/21	Wed 11/24/21
→	364	Technician & Support Database	10 days	Tue 11/9/21	Wed 11/24/21
→	365	Inventory Tracking Database	10 days	Tue 11/9/21	Wed 11/24/21
→	366	Update Application Modules and Components	15 days	Tue 11/9/21	Fri 12/3/21
→	367	Implementation Phase	26 days	Wed 11/3/21	Tue 12/14/21
→	368	Pilot Phase	13 days	Wed 11/3/21	Tue 11/23/21
→	369	Ship Printers and Consumables to Pilot Offices	5 days	Wed 11/3/21	Wed 11/10/21
→	370	Set-up Pilot offices and train staff	1 day	Wed 11/10/21	Fri 11/12/21
→	371	Registration centers Cornhusker State Industries (CSI)	1 day	Wed 11/10/21	Fri 11/12/21
→	372	Pilot Testing	5 days	Fri 11/12/21	Fri 11/19/21
→	373	State Approval of Pilot Testing & Roll-out schedule	2 days	Fri 11/19/21	Tue 11/23/21
→	374	Prep for Installation of Printers	20 days	Wed 11/3/21	Mon 12/6/21
→	375	Verify reserved IP Address availability	2 days	Wed 11/3/21	Fri 11/5/21
→	376	Programming the Printers	5 days	Fri 11/5/21	Mon 11/15/21
→	377	Create installation schedule	5 days	Fri 11/5/21	Mon 11/15/21
→	378	Start Shipping Printers based on Approved Schedule	5 days	Fri 11/5/21	Mon 11/15/21
→	379	Printer Roll-out	9 days	Fri 11/19/21	Mon 12/6/21
→	380	Install printers and train Staff	7 days	Fri 11/19/21	Thu 12/2/21
→	381	Train county and CSI staff	5 days	Fri 11/19/21	Tue 11/30/21
→	382	Assist with registration document printing rollout	5 days	Tue 11/23/21	Thu 12/2/21
→	383	Validate Printer roll-out with the state	2 days	Thu 12/2/21	Mon 12/6/21
→	384	Begin Project Transition to Account Management and Sh	2 days	Mon 12/6/21	Wed 12/8/21
→	385	Begin transition to AM	2 days	Mon 12/6/21	Wed 12/8/21
→	386	Begin transition to Call Center Support	2 days	Mon 12/6/21	Wed 12/8/21
→	387	Begin transition to Field Services team	2 days	Mon 12/6/21	Wed 12/8/21

Task Mode	ID	Task Name	Dur	Start	Finish
→	388	Network Operational Testing	2 days	Mon 12/6/21	Wed 12/8/21
→	389	Check POD functionality	2 days	Mon 12/6/21	Wed 12/8/21
→	390	DR Testing	2 days	Mon 12/6/21	Wed 12/8/21
→	391	Cutover Planning	4 days	Wed 12/8/21	Tue 12/14/21
→	392	Cutover	2 days	Wed 12/8/21	Fri 12/10/21
→	393	Final testing	2 days	Fri 12/10/21	Tue 12/14/21
→	394	PROD Deployment - Option 1 and/or 2	5.5 days	Tue 12/14/21	Tue 12/21/21
→	395	Create Execution Checklist	3 days	Tue 12/14/21	Fri 12/17/21
→	396	Schedule deployment with RM	0.5 days	Fri 12/17/21	Fri 12/17/21
→	397	Schedule deployment Teams meeting	0.5 days	Fri 12/17/21	Fri 12/17/21
→	398	Schedule Go-live War Room	0.5 days	Fri 12/17/21	Fri 12/17/21
→	399	Deploy to PROD	1 day	Mon 12/20/21	Mon 12/20/21
→	400	Conduct Teams War Room	1 day	Mon 12/20/21	Mon 12/20/21
→	401	Execution Complete	0 days	Mon 12/20/21	Mon 12/20/21
→	402	Go-live	1 day	Tue 12/21/21	Tue 12/21/21
→	403	Post Go-live monitoring and adjusting	36 days	Tue 12/21/21	Wed 2/9/22
→	404	Conduct Teams All-hands meetings as needed	10 days	Tue 12/21/21	Tue 1/4/22
→	405	Conduct daily customer calls as needed	10 days	Tue 12/21/21	Tue 1/4/22
→	406	Review and maintain tasks on Go-live Tasks and Issues Chec	10 days	Tue 12/21/21	Tue 1/4/22
→	407	Planned Return Trip Operational Training / Troubleshooting	5 days	Thu 2/3/22	Wed 2/9/22
→	408	Post Implementation Phase - Option 2	68 days	Tue 12/14/21	Mon 3/21/22
→	409	Hardening Period	1 day	Tue 12/14/21	Wed 12/15/21
→	410	Configure Veeam for DR replication	2 days	Wed 12/15/21	Fri 12/17/21
→	411	Solution Acceptance	5 days	Fri 12/17/21	Mon 12/27/21
→	412	Decommision equipment	4 days	Mon 12/27/21	Fri 12/31/21
→	413	Continued Monitoring and Analysis of System Performance	60 days	Mon 12/27/21	Mon 3/21/22
→	414	Closure			
→	415	Initiate Project Closure	7 days	Wed 1/19/22	Thu 1/27/22
→	416	Que from PMO Manager to Close Project	1 day	Wed 1/19/22	Wed 1/19/22
→	417	PM Reviews project charter for finalization	1 day	Thu 1/20/22	Thu 1/20/22
→	418	Create Transition Plan Document	4 days	Fri 1/21/22	Wed 1/26/22
→	419	Hold PM - AM - Call Center Meeting	2 days	Fri 1/21/22	Mon 1/24/22
→	420	PM Reviews and Makes Necessary Updates to "Contact" li	1 day	Tue 1/25/22	Tue 1/25/22
→	421	PM Provides Updated "Contact" list to Account Manager	1 day	Wed 1/26/22	Wed 1/26/22
→	422	PM and COO/DOO review Closeout Plan	1 day	Thu 1/27/22	Thu 1/27/22
→	423	COO/DOO sign document for Project Final Closeout Archiv	1 day	Thu 1/27/22	Thu 1/27/22
→	424	Project Finish	0 days	Thu 1/27/22	Thu 1/27/22

3M Series 5470 Lab Results



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TEST REPORT


Report Date: 18 September 2009
Project Name: 3M Validation Sheeting - Product Series T7310
Submitted by: 3M Traffic Safety Division
St. Paul, MN 55144
Test Laboratory: Calcoast - ITL
Emeryville, CA 94608
Samples Submitted: T7310 White Blank Decals, T7311 Yellow Blank Decals,
T7310 White Blank Sheeting with "OFFICIAL USE ONLY"
security marks
T7310 Decals printed with 3M Thermal Black Ribbon
Above samples were submitted 17 July 2009
T7310 White Blank Sheeting with "MN" custom directional
security marks submitted 17 Sep 2009

SUMMARY

Specification: 3M SP VP5560 Specification for Thermal Transfer Printable
Validation Sheeting (July 2004)

A. Retroreflective Characteristics
Retroreflective Characteristics.....Passed
Rainfall Performance.....Passed
B. Adhesive and Protective Liner.....Passed
C. Diffuse Daytime Color.....Passed
D. Directional Security Marks.....Passed
G. Cleanability.....Passed
H. Wet Abrasion.....Passed
I. Performance Life.....Passed
Additional Tests
"Official Use Only" Security Marks (3M SP 5460ER Aug2004)Passed
Resistance to Heat & Cold (LS300c)Passed
Print Adhesion (ASTM D3359)Passed
Abrasion Resistance (ASTM D968)Passed

Written by:


Douglas G. Cummins
Photometric Engineer

Approved by:


Mark A. Evans
Laboratory Director

Report No.: 090717-02H2r2

TEST DATA SHEET

Project Name: 3M Validation Sheeting - Product Series T7310

A. Retroreflective Characteristics

Requirement: 3M SP VP5560 Appendix I

Test Method: ASTM E810 - Test Distance 100 feet (30.5 m)
0.2° Observation Angle

Projector: Hoffman GPS-102 (Illuminant A, 1.15 fc, 30" diameter)

Three (3) test samples consisting of twelve (12) unprinted sample decals applied to a 3"x6" aluminum panel were created. The decals were applied such that the panel's long axis was inline with the projector/detector half-plane (panel vertical for the ITL setup) with the decals in normal operating position. The Coefficient of Retroreflection for each test sample was measured with the decals in normal operating position and the results averaged.

Retroreflective Area:

1.5 in² per decal (100% decal area), 0.125 ft² total

Color	Sample	Entrance Angle	Cd/Ft/ft ²	
			Measured	Required
T7310 White	#1	4°	51.3	50
		40°	23.7	15
	#2	4°	51.1	50
		40°	23.4	15
	#3	4°	51.9	50
		40°	24.0	15
	Average	4°	51.4	50
		40°	23.7	15
T7311 Yellow	#1	4°	66.9	30
		40°	26.1	8
	#2	4°	68.7	30
		40°	26.8	8
	#3	4°	66.6	30
		40°	26.1	8
	Average	4°	67.4	30
		40°	26.3	8
T7310 White with "Official Use Only" Security Mark	#1	4°	85.4	50
		40°	29.0	15
	#2	4°	73.5	50
		40°	29.7	15
	#3	4°	77.3	50
		40°	29.4	15
	Average	4°	78.7	50
		40°	29.4	15
T7310 White with "MN" Custom Directional Security Mark	#1	4°	120.8	50
		40°	29.5	15
	#2	4°	121.3	50
		40°	29.1	15
	#3	4°	120.7	50
		40°	28.7	15
	Average	4°	120.9	50
		40°	29.1	15

Report No.: 090717-02H2r2

TEST DATA SHEET

Project Name: 3M Validation Sheeting - Product Series T7310

A. Retroreflective Characteristics (continued)

Rainfall Performance

Requirement: 3M SP VP5560 Appendix I, 90% of given values
 Test Method: ASTM E810 - Test Distance 100 feet (30.5 m)
 LS300c rainfall test apparatus
 0.2° Observation Angle, -4° Entrance Angle Only
 Projector: Hoffman GPS-102 (Illuminant A, 1.15 fc, 30" diameter)

Color	Sample	Cd/Ft/ft ²	
		Measured	Required
T7310 White	#1	48.2	45
	#2	48.2	45
	#3	47.2	45
	Average	47.9	45
T7311 Yellow	#1	59.9	27
	#2	61.4	27
	#3	60.0	27
	Average	60.4	27
T7310 White with "Official Use Only" Security Mark	#1	69.0	45
	#2	77.8	45
	#3	62.9	45
	Average	69.9	45

"MN" custom directional security mark sheeting not tested for Rainfall Performance Retroreflective Characteristics.

Samples meet Retroreflective Characteristics requirements.

B. Adhesive and Protective Liner

The pre-coated pressure-sensitive adhesive forms a durable bond to bare aluminum and mounted reflective sheeting license plate surfaces. No adhesive No.2s were tested. The adhesive does not exude from the sheeting edges on finished decals and did not cause pieces to stick together during printing, handling, or while packaged in shipment and distribution.

Three (3) White and three (3) Yellow blank decals were subjected to a pressure of 2.5 psi in an air-circulating temperature chamber at 66°C for four (4) hours. After returning to room temperature and normal pressure, the decals were easily removed from their protective liners by peeling without soaking in water or other solvents.

Samples meet Adhesive and Protective Liner requirements.

Report No.: 090717-02H2r2

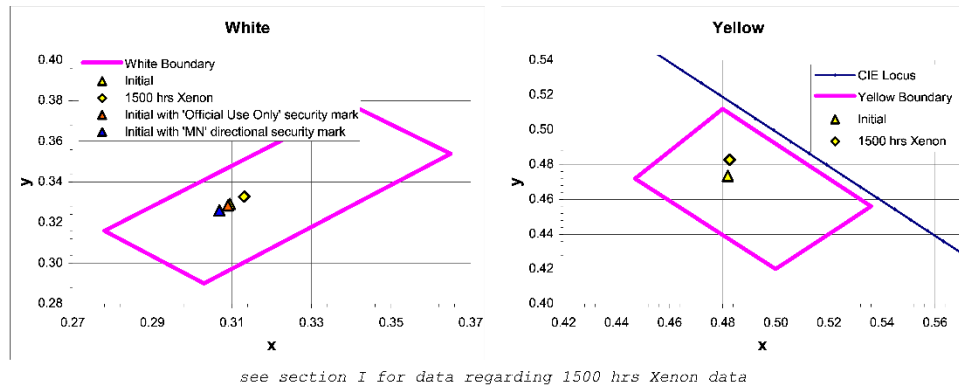
TEST DATA SHEET

Project Name: 3M Validation Sheeting - Product Series T7310

C. Diffuse Daytime Color

Requirement: 3M SP VP5560 Appendix II
 Test Method: ASTM E308, E1347, E1349, E991, E1164
 (Illuminant D65, 2° Observer, Annular 45/0 Geometry)
 Average of 8 reads, each read oriented 45° apart
 Instrument: Hunterlab Colorflex A60 Spectrocolorimeter (No SCF available)

Color	x	y	Y		
			Measured	Minimum	Maximum
T7310 White	0.3095	0.3292	44.16	35	-
T7311 Yellow	0.4820	0.4735	34.51	29	43
T7310 White with "Official Use Only" Security Mark	0.3090	0.3284	45.17	35	-
T7310 White with "MN" Custom Directional Security Mark	0.3069	0.3260	44.20	35	-



Requirement: 3M SP VP5560 Appendix III
 3. Daytime and Nighttime Reflectivity

Imaged decals were viewed illuminated in normal room (daylight) and direct (retroreflection) conditions. The color of the non-imaged area and imaged area appears the same.

Samples meet Diffuse Daytime Color requirements.

Report No.: 090717-02H2r2

TEST DATA SHEET

Project Name: 3M Validation Sheeting - Product Series T7310

D. Directional Security Marks

1. Sheeting with "MN" custom security marks was mounted vertically at a height of 77 cm (13 cm greater than the specified 64 cm to compensate for the greater height of the viewer from the specified height) from the ground to center of sheeting.
 - a. The marks were visible to a 193 cm tall viewer directly facing the sticker's surface at 30° above the perpendicular to the sticker (viewing distance of 206 cm).
 - b. The marks were not visible to the viewer standing 610 cm from and directly facing the sticker.
The marks were not visible to the viewer standing 6.1 m from and directly facing the sticker.
 - c. The marks were not visible when viewed at an angle greater than 45° to the left or right side of the sticker.
2. The security marks:
 - a. are verified visible in both diffuse daylight and by retroreflected light at night.
 - b. are visible on a sticker when held at arm's length and slightly tilted. The same marks were not visible when rotated 90° from the first viewing position.
 - c. do not alter the White sheeting color or reduce sheeting brightness below specified levels (see sections A. and C. of this report).
 - d. are not removable by chemical or physical means without irreparable damage to the reflective system.

Note: Cleanability and Wet Abrasion tests were performed on sheeting decals without security marks.

Samples meet Directional Security Marks requirements.

G. Cleanability

Test Method: 3M SP VP5560 Appendix III,
2. Resistance to Solvents and Cleaners

Several printed sample decals were mounted to an aluminum panel. A cotton swab was saturated with one of the indicated cleaning solutions or solvents and lightly rubbed over a decal for 10 or 25 strokes holding the swab at a 45° angle. The amount of rubbing force used was equivalent to approximately 40 g of mass. The decal surface was then examined for any appreciable change when compared to a new, clean sticker surface.

Report No.: 090717-02H2r2

TEST DATA SHEET

Project Name: 3M Validation Sheeting - Product Series T7310

G. Cleanability (continued)

T7310 & 3M Thermal Black Ribbon

Solvent	Result (see photos)	
	10 Cycles	25 Cycles
Gasoline	No wear observed.	No wear observed.
Methyl Alcohol	No wear observed.	No wear observed.
Kerosene	No wear observed.	No wear observed.
Mineral Spirits	No wear observed.	No wear observed.
VM&P Naphtha	No wear observed.	No wear observed.
Diesel ¹	No wear observed.	No wear observed.
Turpentine ²	No wear observed.	No wear observed.

¹ - Added per 3M Proposed Test matrix



Cleaner	Result (see photos)	
	10 Cycles	25 Cycles
409 [®]	No wear observed.	No wear observed.
Ammonia	No wear observed.	No wear observed.
Bug and Tar Remover ²	No wear observed.	No wear observed.
Windex [®] Glass	No wear observed.	No wear observed.
Eraser ³	No wear observed.	No wear observed.

² - N² Bug & Tar Remover with ~1% Xylene, ~1% Ethylene Glycol Monobutyl Ether, & ~85% Aliphatic Hydrocarbon

³ - Added per 3M Proposed Test matrix. Procedure identical except there was no soaking in solvent or cleaner.



Samples meet Cleanability requirements.

Report No.: 090717-02H2r2

TEST DATA SHEET

Project Name: 3M Validation Sheeting - Product Series T7310

H. Wet Abrasion

Test Method: 3M SP VP5560 Appendix III,
1. Wet Scrub Abrasion Resistance
Equipment: Gardner Abrasion Machine
1000 cycles

Two test decals were adhered to an aluminum panel and allowed to stand for a minimum of 48 hours at constant temperature and humidity. The panel was then secured to the Gardner Abrasion machine. The Chinese hogs bristle brush was soaked in lukewarm water for 30 minutes then removed and the excess water shaken out. Dreft® detergent was added to the water to make a 0.5% detergent solution and the brush soaked for an additional 5 minutes. The brush was then removed from the solution and installed on the machine. The machine was then activated for 1000 back-and-forth scrub cycles. The decals were kept wet using a titration column filled with the 0.5% detergent solution dripping at a rate of ~12 drops per minute.

T7310 & 3M Thermal Black Ribbon



Sample decals' print does not show sufficient wear to see the substrate sheeting.

Samples meet Wet Abrasion requirements.

Report No.: 090717-02H2r2

TEST DATA SHEET

Project Name: 3M Validation Sheeting - Product Series T7310

I. Performance Life

Test Method: None specified, using ASTM D4956 per 3M Proposed Test Matrix

3M supplied T7310 White and T7311 Yellow blank decals exposed to 1500 hours of Xenon Accelerated Weathering per 3M Xenon 3-1 Conditions and printed decals exposed to 2000 hours of Xenon Accelerated Weathering. The blank decals were measured for retroreflectivity and colorfastness. The printed decals were examined for physical appearance.

Retroreflectivity

Requirement: 50% of initial required values

Test Method: ASTM E810 - Test Distance 100 feet (30.5 m)
0.2° Observation Angle

Projector: Hoffman GPS-102 (Illuminant A, 1.15 fc, 30" diameter)

Each sample consists of three (3) 1" x 1.5" blank decals mounted on a 3" x 6" aluminum panel. The non-decal areas of each sample was masked by Calcoast - ITL prior to measurement to reduce errors from specular glare from the bare metal.

Retroreflective Area:

1.5 in² per decal (100% decal area), 0.0313 ft² total

Note: The retroreflective area is less than the specified minimum of ASTM E810 (0.01 m² or 0.1 ft²)

Color	Sample	Entrance Angle	Cd/Ft/ft ²	
			Measured	Required
T7310 White	#1A	4°	70.5	25
		40°	18.7	7.5
	#1B	4°	68.0	25
		40°	18.0	7.5
T7311 Yellow	#2A	4°	57.6	15
		40°	14.9	4
	#2B	4°	56.4	15
		40°	13.9	4

Colorfastness

Requirement: 3M SP VP5560 Appendix II

Test Method: ASTM E308, E1347, E1349, E991, E1164
(Illuminant D65, 2° Observer, Annular 45/0 Geometry)
Average of 8 reads, each read oriented 45° apart

Instrument: Hunterlab Colorflex A60 Spectrocolorimeter (No SCF available)

Color	Sample	x	Y	Y		
				Measured	Minimum	Maximum
White	#1A	0.3132	0.3329	44.30	35	-
	#1B	0.3131	0.3327	44.80		
Yellow	#2A	0.4829	0.4828	35.46	29	43
	#2B	0.4826	0.4829	35.61		

Report No.: 090717-02H2r2

TEST DATA SHEET

Project Name: 3M Validation Sheeting - Product Series T7310

I. Performance Life (continued)

Printed Decals

Submitted samples consist of decals mounted on license plate sheeting mounted to a 3" x 6" aluminum panel (see photos). Samples on left in photo are control samples not exposed to any weathering. Middle and right samples in photo are after 2000 hours exposed per 3M Xenon 3-1 Test.

T7310 & 3M Thermal Black Ribbon



Samples exhibit no appreciable cracking, scaling, pitting, blistering, edge lifting, curling, or shrinkage.

The protective finishing clear coating remains clear and durable and provided a compatible surface for the direct application of an additional Validation sticker of the same material.

Samples meet Performance Life requirements.

Report No.: 090717-02H2r2

TEST DATA SHEET

Project Name: 3M Validation Sheeting - Product Series T7310

"Official Use Only" Security Marks

Test Method: 3M™ Validation Security Sheeting Series 5460ER (August 2004)
Section E

1. Sheeting with "Official Use Only" security marks was mounted vertically at a height of 64 cm from the ground to center of sheeting. Each security mark is separated by a center-to-center distance of 1.91 cm.
 - a. The marks were visible at a viewing position perpendicular to the sticker.
 - b. The marks were not visible when viewed at an angle greater than 25° to the left or right side of the head-on viewing position.
2. The "Official Use Only" security marks:
 - a. are verified visible in both diffuse daylight and by retroreflected light at night.
 - b. are visible on a sticker when held at arm's length and at a perpendicular viewing position to the sticker. The same marks were not visible when rotated 45° to the left or right around a fixed vertical axis from the head-on, perpendicular viewing position (per 3M instructions).
 - c. do not alter the White sheeting color or reduce sheeting brightness below specified levels (see sections A. and C. of this report).
 - d. are not removable by chemical or physical means without irreparable damage to the reflective system.

Note: Cleanability and Wet Abrasion tests were performed on sheeting decals without security marks.

Samples meet "Official Use Only" Security Marks requirements.

Resistance to Heat and Cold

Test Method: L-S-300c S4.4.10.1 Resistance to Heat
L-S-300c S4.4.10.2 Resistance to Cold

Four (4) White and four (4) Yellow blank decals were mounted to a 3" x 6" aluminum panel and hung vertically in an air-circulating temperature chamber. The samples were then exposed to 71°C for 24 hours, allowed to stabilize at 20°C for 2 hours, then exposed to -57°C for 72 hours, then allowed to stabilize again at 20°C for 2 hours. After stabilization, the samples were examined.

Samples show no evidence of cracking, peeling, chipping, or delamination from the test panel.

Samples meet Resistance to Heat and Cold requirements.

Report No.: 090717-02H2r2

TEST DATA SHEET

Project Name: 3M Validation Sheeting - Product Series T7310

Print Adhesion

Test Method: ASTM D3359, Method B
using 3M Scotch[®] tape #610, $\frac{3}{4}$ inch wide

A sample printed decal was mounted to an aluminum panel and allowed to condition for a minimum of 24 hours. A lattice of 11 horizontal and vertical cuts approximately 20 mm long and spaced 1 mm apart was made on the decal over a printed area using an unused razor blade. Each cut penetrated the ink and contacted the substrate beneath. A length of tape was adhered over the lattice and firmly rubbed with a pencil eraser to ensure good contact. Before 90 seconds after application, the tape was removed by gently but rapidly pulled back onto itself as close to an angle of 180° as possible until the tape fully removed. The tape was then re-adhered to the aluminum panel just above the decal's test area and examined for any ink or clear coat lift.

T7310 & 3M Thermal Black Ribbon



No ink or clear coat lift

Sample meets Print Adhesion requirements.

Report No.: 090717-02H2r2

TEST DATA SHEET

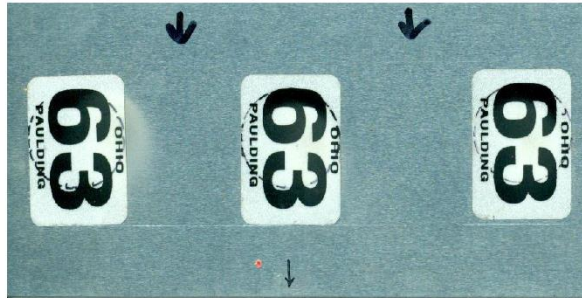
Project Name: 3M Validation Sheeting - Product Series T7310

Abrasion Resistance

Test Method: ASTM D968, Method A (modified)
500 ml falling sand only

Three (3) printed decals were mounted to an aluminum panel and allowed to condition for a minimum of 24 hours. The decals were then subjected to 500 ml of falling sand with the panel at an angle of 45° onto an area denoted by a 1" diameter circle drawn on the decal (see photos). The decals were then examined.

T7310 & 3M Thermal Black Ribbon



No appreciable wear of printed ink or clear coat observed.

Samples meet Abrasion Resistance requirements.

Report No.: 090717-02H2r2

TEST DATA SHEET

Project Name: 3M Validation Sheeting - Product Series T7310

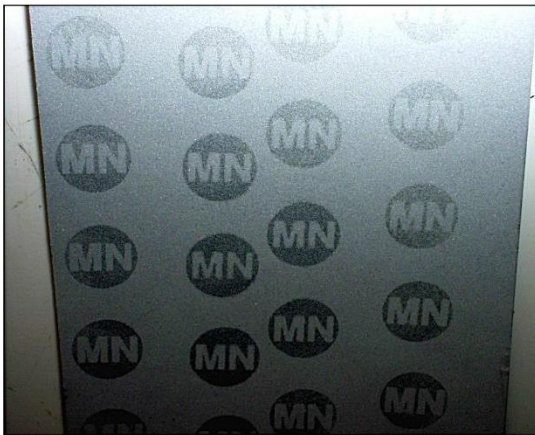
PHOTOGRAPHS



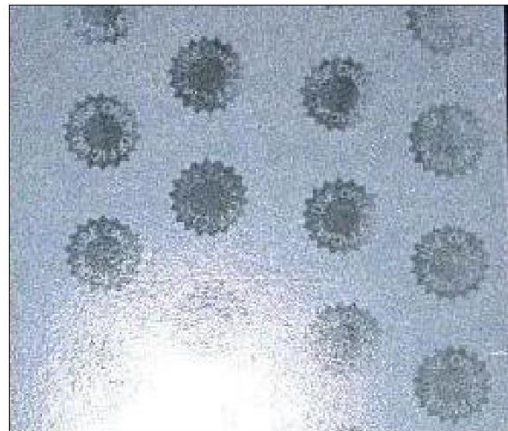
T7310 White Blank Decal



T7311 Yellow Blank Decal



T7310 White Sheeting with
"MN" custom directional
security marks



T7310 White Sheeting with
"Official Use Only"
security marks

3M Series 5470 Specifications

Product Bulletin 5470

October 2008

Replaced PB 5460& Validation Security Sheeting with Ensure™ Custom Image dated April 2005

Description

3M™ Validation Security Sheeting Series 5470 with Ensure™ Image is designed and manufactured for fabrication of reflective validation stickers, containing integral security marks, for application on smooth surfaced, multi-year license and reciprocity plates. The sheeting is precoated with pressure sensitive adhesive protected by a removable paper liner, which may be “scallop” scored for easy removal.

The sheeting is available in ten standard colors shown on the Validation Sheeting Color Chart.

The day and night color of the 3M sheeting is similar and will remain highly reflective when viewed at wide entrance angles. The sheeting may be press printed with transparent and opaque colors to produce various color and design combinations on finished validation stickers.

3M™ Validation Security Sheeting Series 5470 contains either “Official Use Only” or Custom Ensure™ Image directional security marks that are an integral part of the sheeting which makes unauthorized sticker reproduction extremely difficult. These marks are spaced no further than .75 inches (1.91 cm) from each other so that a part of one mark is visible on each 1 inch x 1.5 inch (2.54 cm x 3.81cm) validation stickers. These marks are available in reverse image print (ER) or customized marks as mutually agreed upon by the purchaser and 3M.

3M™ Ensure™ Image

The directional security marks facilitate effective visual verification of validation sticker authenticity, when properly applied to a vertically mounted license plate on an automobile, as follows:

Reverse(ER) Image

1. The marks will be visible at a viewing position perpendicular to the sticker.
2. The marks will not be visible when viewed at an angle greater than 25° from the perpendicular to the sticker.

Custom Image

1. The marks will be visible to a viewer standing directly in front of the sticker at a distance of 4-8 feet (1.2-2.5m). This represents an angle of 30° above the perpendicular to the plate.
2. The mark will not be visible to a viewer:
 - a. When standing directly in front of the sticker at a distance of either 2 ft (.6m) or 20 ft (6.1m).
 - b. When the viewer has stepped from the head-on viewing position to either side thus forming an angle greater than 45° to the sticker.

The directional security mark will be visible in either diffuse daylight or by retroreflected light at night and will not alter the color of the sheeting or reduce the sheeting brightness below the minimum specified levels. The marks will not interfere with appearance and legibility of finished validation stickers.

The directional security marks cannot be removed by chemical or physical means from the sheeting or the finished validation sticker, applied or unapplied, without visibly damaging the reflective sheeting.

Performance Considerations

Series 5470 sheeting has been designed for the economical and effective production of reflective validation stickers for use on multiple year license and reciprocity plates. Properly color printed, clear coated and applied, the stickers are durable for the intended period.

A. Reflectivity

Minimum reflectivity values of 3M™ Validation Sheeting Series 5470 is shown in Table A.

Table A
Minimum Coefficient of Retroreflection
Candlepower per foot candle per Square Foot
Candelas per Lux per Square Meter

0.2° Observation Angle ¹		
Sheeting Color	Entrance Angle ²	
	-4°	40°
White (5470)	50	15
Yellow (5471)	30	8
Red (5472)	10	3
Gold (5473)	30	10
Orange (5474)	6	2
Yellow-Green (5475)	24	8
Blue (5476)	14	5
Green (5477)	28	8
Magenta (5478)	12	3
Lemon-Yellow (5479)	28	11

¹Observation (Divergence) Angle - The angle between the illumination axis and the observation axis.

²Entrance (Incidence) Angle - The angle from the illumination axis to the retroreflector axis. The retroreflector axis is an axis perpendicular to the retroreflective surface.

All measurements shall be conducted in accordance with ASTM E-810, "Standard Test Method for Coefficient of Retroreflection of Retroreflective Sheeting." The reflectivity of the sticker, totally wet by rain, will not be less than 90% of the value listed in Table A. Wet performance measurements shall be conducted in accordance with ASTM E-810. Contact your 3M Technical Representative for wet performance measurement test set-up.

Application

3M™ Validation Security Sheeting Series 5470 is supplied with a pressure sensitive adhesive for easy, vandal resistant application, using finger pressure to license and reciprocity plates that are properly prepared (smooth, dry and clean). The minimum application temperature for applying finished stickers to a plate is -10° F (-23° C).

A maximum of three stickers overlaid per plate is recommended for these stickers. Depressed areas for locating stickers could be provided on the plates to make removal of the stickers more difficult.

3M Validation Security Sheeting Series 5470 is warranted to be compatible with license plates made from 3M reflective sheetings. Users should verify proper adhesion performance on any other surface before using.

Fabrication

A. Color Processing

The stickers can be numbered consecutively using consecutive numbering machines. Application instructions may be printed on the protective paper liner before color processing (and numbering) of the face side of each sticker.

Background color fields, state seal reproductions, or state border outlines may be color processed by one of the methods listed below.

1. Screen Printing

Use 3M™ Process Color Series 700, 880i, 990 and 2900. For specific information on screen printing refer to *Information Folder 9.2*.

2. Letterpress and Offset Printing

Use 3M™ Transparent Printing Inks Series 200 or 220. For specific information refer to *Product Bulletin 200/220*.

Note: The Series 200 Letterpress Inks and the Series 220 Offset Inks are manufactured in a non-ISO certified manufacturing facility.

B. Clear Coating

1. Roll Coating

Clear coat all press printed designs and serial numbers with 3M™ Clear Coat 260 for stickers with surface exposure lives up to 2 years and with 3M™ Clear Coat 265 for stickers with surface exposure lives of more than 2 years (such as 5 year "month" stickers). A minimum dry thickness of 0.0004 inches (0.4 mil) should be obtained. **Note:** Carefully read Safety Precautions on labels.

2. Drying

3M Clear Coat 260 should be oven dried and 3M Clear Coat 265 must be oven dried. For specific information refer to *Product Bulletin 260/265*. To prevent blocking, the clear coat must be completely dry before the sheets are stacked or packaged.

C. Cutting

The individual stickers may be cut in stacks consisting of 100 sheets by using a power guillotine or they may be die cut.

Cleaning

The reflective sheeting stickers may be cleaned with a soft cloth or brush, using warm water, soap, then a clean water rinse, or with non-abrasive automobile cleaners or polishes. Tar, oil or road film may be removed by using a cloth moistened with kerosene.

Storage

Sheeting should be stored in a cool, dry area and used within one year after date of receipt.

Health and Safety Information

Read all health hazards, precautionary and first aid statements found in the Material Safety Data Sheet, and/or product label of chemicals prior to handling or use.



FOR INFORMATION OR ASSISTANCE

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1-800-553-1380

IN CANADA CALL:
1-800-265-1840

Internet:
www.3M.com/tss

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Business Continuity Plan

Glossary of Terms

Acronym	Term	Explanation
NEBRASKA DMV	Nebraska Department of Motor Vehicles	Program owner
ITI	Intellectual Technology, Inc.	
NASPO	North American Security Products Organization	Security Standards
MiFi	Mobile Wi-Fi	Wireless Communication
DR	Disaster Recovery	Standard Acronym
HazMat	Hazardous Materials	Standard Acronym
EMT	Emergency Management Team	Standard Acronym
LRT	Local Restoration Team	Standard Acronym
IRT	Incident Response Team	Standard Acronym
LRC	Location Response Coordinator	Standard Acronym
TBD	To be determined	Standard Acronym
FTE	Fort Wayne	ITI Acronym
TM	Technical Manager	ITI Acronym
ISP	Internet Service Provider	ITI Acronym

Emergency Notification Contacts

Name	Address	Work Phone	Mobile Phone	Email
Dave Tackett	Intellectual Technology, Inc. 2980 E. Coliseum Blvd. Suite 100	-	-	-

Aaron Brune	Intellectual Technology, Inc. 2980 E. Coliseum Blvd. Suite 100	-	-	-
Drew Nicholson	Intellectual Technology, Inc. 2980 E. Coliseum Blvd. Suite 100	-	-	-
Justin Coulston	Intellectual Technology, Inc 2980 E. Coliseum Blvd. Suite 100	-	-	-
Alan Blair	Intellectual Technology, Inc 2980 E. Coliseum Blvd. Suite 100	-	-	-
James Pottenger	Intellectual Technology, Inc. 2980 E. Coliseum Blvd. Suite 100	-	-	-
Robert Leckie	Intellectual Technology, Inc. 2980 E. Coliseum Blvd. Suite 100	-	-	-

Purpose

The purpose of this business continuity plan is to prepare Intellectual Technology, Inc. (ITI) in the event of extended service outages caused by factors beyond our control (e.g., natural disasters, man-made events), and to restore services to the widest extent possible in a minimum time frame. All ITI sites are expected to implement preventive measures whenever possible to minimize network failure and to recover as rapidly as possible when a failure occurs.

The plan identifies vulnerabilities and recommends necessary measures to prevent extended service outages. It is a plan that encompasses all ITI system sites and operations facilities.

Scope

The scope of this plan is limited to operations for ITI and the Nebraska Department of Motor Vehicles. The purpose of the plan is to provide protection of the safety and welfare of the employees in the event of an emergency response incident and to comply with all guidelines set forth in our contract. While each of the identified threats could result in a disaster by itself, in a

major disaster several of the threats might be present concurrently or occur sequentially, depending on the circumstances. A table below will list the possible threats for our organization.

Probability of Occurrence:	High	Medium	Low
Bomb Threats			X
Chemical Spills / HazMat			X
Cold / Frost / Snow			X
Communications Loss		X	
Data Destruction		X	
Earthquakes			X
Fire			X
Flooding / Water Damage			X
Power Loss / Outage			X
Sabotage		X	
Storms / Hurricanes		X	
Complete Site Failure		X	
Blanking machine breakdown	X		

Our main objective as an organization that will be producing plates/registrations for our contract, will be to take all precautionary measures to ensure that we will fulfill all POD and stock orders to supply the general public. While we hope that none of these occurrences will happen, we are realistic enough to take necessary steps to continue our duties of the job. This is a business continuity plan, not a daily problem resolution procedures document.

Plan Objectives

- Serves as a guide for the ITI recovery teams.
- References and points to the location of any data that resides outside this document.
- Provides procedures and resources needed to assist in recovery.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Assists in avoiding confusion experienced during a crisis by documenting, testing, and reviewing recovery procedures.

- Identifies alternate sources for supplies, resources, and locations.
- Documents storage, safeguarding and retrieval procedures for vital records.

Assumptions

- Key people (Team Leaders or Alternates) will be available following a disaster.
- A national disaster is beyond the scope of this plan.
- This document and all vital records are stored in a secure off-site location and not only survived the disaster but are accessible immediately following the disaster.
- Each support organization will have its own plan consisting of unique recovery procedures, critical resource information and procedures.

Disaster Definition

Any loss of utility service (electrical, natural gas, water), catastrophic event (weather, natural disaster, vandalism), or any other event that causes an interruption in the service provided by ITI operations. The plan identifies vulnerabilities and recommends measures to prevent extended service outages.

Outages Definition

Any Incident that occurs where a service or component fails to provide a feature or service that it was designed to deliver. Issues like loss of internet connectivity (system sites), Printing machine break down or, UPS/USPS, MPS pickup van not showing up.

Recovery Teams

- Emergency Management Team (EMT)
- Location Response Coordinator (LRC)
- Local Restoration Team (LRT)
- Incident Response Team (IRT)
- Technical Services Engineering (TSE)
- ITI SWAT Team (SWAT)

See Appendix A for details on the roles and responsibilities of each team.

Team Member Responsibilities

- Each team member will designate an alternate backup.
- All the members should keep an updated calling list of their work team members' work, home, and cell phone numbers both at home and at work.
- All team members should keep this binder for reference at home in case the disaster happens during after normal work hours. All team members should familiarize themselves with the contents of this plan.

Invoking the Plan

This plan becomes effective when a disaster or outage occurs. Normal problem management procedures will initiate the plan and remain in effect until operations are resumed at the original location, or a replacement location and control is returned to the appropriate functional management.

Instructions for Using the Plan

Disaster Declaration

The Emergency Management Team and Location Response Coordinator are responsible for declaring a disaster for Technical Services and activating the various recovery teams as outlined in this plan.

In a major disaster situation affecting multiple business units, the decision to declare a disaster will be determined by ITI Corporate. The Emergency Management Team/Location Response Coordinator will respond based on the directives specified by Corporate.

Notification

Regardless of the disaster circumstances, or the identity of the person(s) first made aware of the disaster, the Emergency Management Team (EMT) must be activated immediately in the following cases:

- One (1) or more sites are down concurrently for eight (8) or more hours.
- Three (3) or more systems are down concurrently for eight (8) or more hours.

Any problem at any system or network facility that would cause either of the above conditions to be present or there is certain indication that either of the conditions are about to occur.

External Communications

Corporate Public Relations personnel are designated as the principal contacts with the media (radio, television, and print), regulatory agency, government agencies and other external organizations following a formal disaster declaration.

Emergency Management Standards

Data Backup Policy

Full and incremental backups preserve corporate information assets and should be performed on a regular basis for audit logs and files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

Department specific data and document retention policies specify what records must be retained and for how long. All organizations are accountable for carrying out the provisions of the instruction for records in their organization.

Technical Services follows these standards for its data backup and archiving:

Backup Retention Policy

Backup data is stored at ITI Work facility on secure servers. Backup data is replicated to ITI the NASPO rated facility in Fort Wayne, Indiana and then to ITI DR facility in Sioux Falls, SD.

Data Backups

- Backups greater than three years old are destroyed every six months.
- Backups less than three years old must be stored at ITI secure facilities.
- The system supervisor is responsible for the transition cycle of backups.

System Image Backups

- A copy of the most current image files must be made at least once per week and at each system update.
- This backup must be stored at ITI secure facilities.
- The system manager from ITI is responsible for this activity.
- ITI should update template files regularly as templates are changed or added.

Offsite Storage Procedures

Offsite is defined as the ITI secure facilities in Sioux Falls, SD.

Sheeting Inventory Rotation to ITI

The sheeting needs to be ordered and shipped to the alternate location to ensure inventory is available for production back-up. We will keep an eight-week supply and will rotate stock every six months for warranty purposes.

Emergency Management Procedures

The following procedures are to be followed by system operations personnel and other designated ITI personnel in the event of an emergency. Where uncertainty exists, the more reactive action should be followed to provide maximum protection and personnel safety.

Note: Anyone not recognized by the Technical Services staff as normally having business in the area must be challenged by the staff who should then notify security personnel.

These procedures are furnished to ITI management personnel to take home for reference. Several pages have been included to supply emergency contacts.

In the event of any situation where access to a building housing a system is denied, personnel should report to alternate locations.

Natural Disaster

In the event of a major catastrophe affecting the ITI facility, immediately notify the **Location Response Coordinator**.

Procedure	Step	Action
Natural Disaster	1	Notify ITI Technical Manager of pending event if time permits.
	2	<p>If impending natural disaster can be tracked, begin preparation of site within 72 hours as follows:</p> <ul style="list-style-type: none"> • Deploy portable generators with fuel within 100 miles. • Deploy support personnel, tower crews, and engineering within 100 miles. • Deploy tractor trailers with replacement workspace, antennas, power, computers, and phones. • Facilities department on standby for replacement shelters • Necessities are acquired by support personnel when deployed: • Cash for 1 week • Food and water for 1 week • Gasoline and other fuels • Supplies, including chainsaws, batteries, rope, flashlights, medical supplies, etc.
	3	<p>24 hours prior to event:</p> <ul style="list-style-type: none"> • Create an image of the system and files. • Back up critical system elements • Verify backup generator fuel status and operation. • Create backups of e-mail, file servers, etc. • Fuel vehicles and emergency trailers <p>Notify senior management</p>

Fire

In the event of a fire or smoke in any of the facilities, the guidelines and procedures in this section are to be followed.

If fire or smoke is present in the facility, **evaluate the situation and** determine the severity, categorize the fire as *Major* or *Minor* and take the appropriate action as defined in this section. Call 911 as soon as possible if the situation warrants it.

- Personnel are to attempt to extinguish **minor fires** (e.g., single hardware component or paper fires) using hand-held fire extinguishers located throughout the facility. Any **other fire or smoke situation** will be handled by qualified building personnel until the local fire department arrives.
- In the event of a major fire, call 911 and immediately evacuate the area.
Note: Refer to the Building Emergency Evacuation Plan in **Appendix J**.
- In the event of any emergency, system site security and personal safety are the major concern. If possible, the operations manager should remain present at the facility until the fire department has arrived.
- In the event of a major catastrophe affecting the facility, immediately notify the **ITI Technical Manager**.

Procedure	Step	Action
Fire or Smoke	1	Dial 9-1-1 to contact the fire department.
	2	Immediately notify all other personnel in the facility of the situation and evacuate the area.
	3	Alert emergency personnel on: <ul style="list-style-type: none"> - ITI Chief Operations Officer – Drew Nicholson – 941-321-8032 - ITI Director of LP & Fulfilment – Dave Tackett – 317-514-8312 Provide them with your name, extension where you can be reached, building and room number, and the nature of the emergency. Follow all instructions given.
	4	Alert the Technical Manager. He/she will notify the Emergency Management Team Coordinator.

Procedure	Step	Action
		<i>Note:</i> During non-staffed hours, security personnel will notify the Technical Manager responsible for the location directly.
	5	Notify Building Security. Local security personnel will establish security at the location and not allow access to the site unless notified by the Technical Manager or his designated representative.
	6	Contact appropriate vendor personnel to aid in the decision regarding the protection of equipment if time and circumstance permit.
	7	All personnel evacuating the facilities will meet at their assigned outside location (assembly point) and follow instructions given by the designed authority. Under no circumstances may any personnel leave without the consent of supervision.

Flood or Water Damage

In the event of a flood or broken water pipe within any computing facilities, the guidelines and procedures in this section are to be followed.

Procedure	Step	Action
Flood or Water Damage	1	Assess the situation and determine if outside assistance is needed; if this is the case, dial 911 immediately.
	2	Immediately notify all other personnel in the facility of the situation and to be prepared to cease operations accordingly.
	3	If water is slowly dripping from an air conditioning unit and not endangering equipment, contact repair personnel immediately.
	4	If water is affecting or approaching effect of equipment, power down the individual devices and cover with protective shrouds located in the facility.

Network Services Provider Outage

In the event of a network service provider outage to any facility, the guidelines and procedures in this section are to be followed.

Procedure	Step	Action
Network Service Provider Outage	1	Notify ITI Technical Manager of outage. Determine cause of outage and timeframe for its recovery.
	2	If outage will be greater than 1 hour, route all data via secondary data line in place.
	3	If it is a major outage and all carriers are down and downtime will be greater than 12 hours, deploy MiFi equipment.
	4	Once the main line is back, operations will roll back to normal
	5	Provide RCA to determine the cause and impact of the issue

Below is the sequence of steps on how to handle the ISP outage issue:

1. Whomever discovers the issue first, should notify all parties in Emergency Contact List
2. ISP sends a notification to ITI IT (See Appendix B)
3. ITI IT will forward the notification to ITI Team group at (TBD) within 30 minutes of notification (during business hours) (refer Appendix A for Contact list details)
4. ITI IT should then evaluate the incident by testing from both sides to see how the issue is impacting the business:
 - a. Determine the type and impact of the event.
 - b. Gather/preserve evidence.
 - c. Initiate an Outage Bridge call if necessary.
 - d. Assess what immediate actions will be taken to prevent compromise and/or damage.
 - e. Prepare a notification email template as needed.
5. Within 1 hour (60 mins) from the time we know the issue, the ITI Plant Manager and ITI IT Manager needs to email the ITI Team at TBD with a Notification Template with all the required information as below.
6. Begin and maintain an incident report to include:
 - ✓ Incident identified.
 - ✓ Date and Time of the issue
 - ✓ Source of Incident (Plant Identified / ISP Notified / ITI notified)

- ✓ Steps taken during Incident Occurrence.
- ✓ Current Status
- ✓ ETA for resolution
- ✓ Incident Resolution
- ✓ Global Outage Communication Email Template:
- ✓ Email Subject: Tag Plant Outage Notification

Tag Plant Outage Notification	
Incident identified	<i>Define/Specify the issue</i>
Date and Time of the issue	<i>MM/DD/YY Format, HH:MM Format</i>
Source of Incident <i>(Plant Identified / ISP Notified / ITI notified)</i>	<i>Specify 1 of the 3 options</i>
Steps taken during Incident Occurrence	<i>List the steps:</i> * * *
Current Status	<i>What is done currently</i>
ETA for resolution	<i>Estimated time for resolution assessed</i>
Incident Resolution	<i>Provide info is Resolution Identified and applied</i>

7. Coordinate with the ITI IT Team to assess the impact and get the ETA for the incident.

If the ETA for Resolution is more than 2 hours, enable a communication to send out to DMV at TBD and TBD

Use the Template above to fill all the information in Point No. 5 (Do this within the first 2 hours from the time the issue was identified).

8. NE Plant Manager and IT Manager must provide Hourly updates on the same Global Communications Email thread once every 2 hours until resolution.

9. Once resolution is determined, document the cause of the incident (if available) and resolution provided. Replace items affected by the incident or to correct any hardware, software, configuration issues or behavior to prevent this incident from happening again or to resolve it sooner.

10. Project Manager to Conduct a postmortem meeting internally and document lessons learned.

11. Provide the Update to the DMV Team with documentation on the sequence of events, RCA and Resolution taken.

- ✓ Incident identified

- ✓ Date and Time of the issue
- ✓ Scope of Incident
- ✓ Source of Incident
- ✓ Chronological order of steps taken during incident resolution
- ✓ Current Status
- ✓ Incident Resolution

Printing or Blanking Line Outage

In the event of a printer or a blanking line going down, ITI has backup dies, additional blanking line onsite as well as a backup printer. However, if all are determined dysfunctional, the guidelines and procedures in this section are to be followed.

Procedure	Step	Action
Network Service Provider Outage	1	Notify Technical Manager of outage. Determine cause of outage and timeframe for its recovery
	2	If outage will be greater than 24 hours, route all production via Alternate Location (ITI SD)
	3	ITI will contact JR Wald for an immediate response for troubleshooting and identifying the any printer issue or blanking team for resolution on any blanking line issues. (Appendix I for Vendor Contact info)
	4	If the diagnosis is not able to be determined nor repaired via Mechanical Techs on the phone support, JR Wald will have a qualified service technician sent to the plant within 24 hours.
	5	Once the Printer and/or the blanking line has been fixed, Operations will roll back to normal.

Complete Site Failure

In the event of complete site failure, the guidelines and procedures in this section are to be followed.

Procedure	Step	Action
Complete site failure	2	If complete site failure is determined and inoperable for more than 48 hours, route all production via alternate locations (ITI) and notify NEBRASKA DMV.

UPS, USPS, MPS, or other Carrier Pickup Issue

In the event of a UPS, USPS, or other Carrier delivery truck does not show up for pick up, ITI will verify with the drivers and if the issue persists even after 24 hours, ITI will drive the boxes to the nearest post office using their own trucks to ensure timely delivery of the plates.

Plan Review and Maintenance

This plan is intended to be a living document and as such must be reviewed on a regular basis. The plan will be reviewed semi-annually and exercised on an annual basis. The test may be in the form of a walk-through, mock disaster, or component testing. Additionally, with the dynamic environment present within ITI it is important to review the listing of personnel and phone numbers contained within the plan regularly.

The plan will be stored in a common location where it can be viewed by system site personnel and the Emergency Management Team. Each recovery team will have its own directory with change management limited to the Recovery Plan Coordinator.

The Recovery Plan Coordinator will be responsible for the plan. A Recovery Plan Coordinator will be assigned for each company location. Their specific responsibilities are as follows:

- Provide hard copy of plan to all team members. Team members must store copy at home, in a personal car, or electronically via a hand-held device or laptop computer.
- Regularly review and update information in the disaster recovery plan (e.g., contact lists, equipment inventories). Communicate with the Emergency Management Coordinator to get up-to-date information periodically.
- Hold initial team meeting to get team members acquainted with the plan and hold annual/semi-annual meetings to review the plan on an ongoing basis

- Maintain an accurate record of the locations of alternate sites, equipment suppliers, data storage locations, portable power generators and implementation plans.

Flow Diagrams

Please see Appendix K

Notification of Incident Affecting the Site

In-House

Upon observation or notification of a potentially serious situation during working hours at a system/facility, ensure that personnel on site have enacted standard emergency and evacuation procedures if appropriate and notify the Location Response Coordinator.

Note: Refer to building evacuation plan updated Appendix J.

Out-Hours

Technical Services personnel should contact the Location Response Coordinator.

Provide Status to EMPT

The Location Response Coordinator (LRC) will contact the Emergency Management Team (EMT) and provide the following information when **any** of the following conditions exist: **(See Appendix B for contact list)**

- One or more facilities are down concurrently for eight or more hours.
- Any problem at any system or location that would cause the above condition to be present or there is certain indication that the above condition is about to occur.

The LRC (Location Response Coordinator) will provide the following information:

- Location of disaster
- Type of disaster (e.g., fire, hurricane, flood)
- Summarize the damage (e.g., minimal, heavy, total destruction)
- Emergency Command Center location and phone contact number; a meeting location that is close to the situation, but away from the disaster scene
- An estimated timeframe of when a damage assessment group can enter the facility (if possible)

The EMT will contact the respective market team leader and report that a disaster has taken place.

Decide Course of Action

Based on the information obtained, the EMT decides (with the LRC) how to respond to the event:

1. mobilize IRT,
2. repair/rebuild existing site (s) with location staff, or
3. relocate to alternate facility.

Inform Team Members of Decision

If a disaster is not declared, the location response team will continue to address and manage the situation through its resolution and provide periodic status updates to the EMT.

If a disaster is declared, the Location Response Coordinator will notify the Incident Response Team members immediately for deployment.

Declare a disaster if the situation is not likely to be resolved within predefined time frames. The person who is authorized to declare a disaster must also have at least one (1) backup who is also authorized to declare a disaster in the event the primary person is unavailable.

ETM Notifies Account Teams and Customers

Using the call list in **(Appendix D)**, EMT members contact team members to inform them of the situation. If known, advise as to when operations will be restored or what actions will be taken to restore operations.

Disaster Declared: Mobilize Incident Response Team/Report to Command Center

Once a disaster is declared, the Incident Response Team (IRT) is mobilized. This recovery team will initiate and coordinate the appropriate recovery actions. IRT members assemble at the Command Center as quickly as possible. See **Appendix E** for Regional Command Center Locations.

The LRT remains at the affected site to perform a preliminary damage assessment (if permitted) and gather information until the IRT arrives.

Conduct Detailed Damage Assessment (This may also be performed prior to declaring a disaster)

1. Under the direction of local authorities and/or LRC/IRT assess the damage to the affected location and/or assets. Include vendors/providers of installed equipment to ensure that their expert opinion regarding the condition of the equipment is determined ASAP.
 - a. Participate in a briefing on assessment requirements, reviewing:
 - i. Assessment procedures
 - ii. Gather requirements
 - iii. Safety and security issues

NOTE: Access to the facility following a fire or potential chemical contamination will likely be denied for 24 hours or longer.
 - b. Document assessment results using Assessment and Evaluation Forms contained in Appendix G
 - i. Conduct an on-site inspection of affected areas to assess damage to essential hardcopy records (files, manuals, contracts, documentation, etc.) and electronic data.
 - ii. Obtain information regarding damage to the facility (s) (e.g., environmental conditions, physical structure integrity, furniture, and fixtures) from the LRC/LRT.
 - iii. ITI LRT should review inventory damages to determine immediate printing needs.
2. Develop a Restoration Priority List, identifying facilities, vital records and equipment needed for resumption activities that could be operationally restored and retrieved quickly.
3. Develop a Salvage Priority List identifying sites and records which could eventually be salvaged.
4. Recommendations for required resources

5. Contact the EMT and decide whether the situation requires the initiation of business recovery plans (long-term disaster months) or if work can return to the primary location (short-term week or so).

Contact EMT/Decide Whether to Continue to Business Recovery Phase

The LRC gathers information from the IRT and other sources; contacts the EMT and provides the EMT with detailed damage assessment information.

Based on the information obtained from the LRC, the EMT decides whether to continue to the business recovery phase of this plan. If the situation **does not** warrant this action, continue to address the situation at the affected site (s). Provide periodic status updates to the EMT Leader.

The business recovery phase of this plan will be implemented when resources are required to support full restoration of system and/or facility functionality at an alternate recovery site (e.g., another company office, vendor hot site, cold site) that would be used for an extended period of time.

NOTE: During the Initial Response Phase, service may be shifted to alternate sites to allow operations to begin functioning and provide service to its customers. Initially reduced service may be provided until sites can be fully restored. Within 14 days the system and facilities should be functional at 100%.

Business Recovery Phase

This section documents the steps necessary to activate business recovery plans to support full restoration of systems or facility functionality at an alternate/recovery site that would be used for an extended period of time.

Coordinate resources to reconstruct business operations at the temporary/permanent system location, and to deactivate recovery teams upon return to normal business operations.

ITI System and Facility Operation Requirements

The system and facility configurations for each location are important to re-establish normal operations. **A list for each location will be included in Appendix F.**

Notify Technical Engineering Staff/Coordinate Relocation to Alternate Facility/Location

See Appendix A for Technical Engineering staff contacts associated with a new location being set up as a permanent or extended temporary location (replacement for site).

Secure Funding for Relocation

Decide in advance with suitable backup location resources. Plan in advance with local banks, credit card companies, hotels, office suppliers, food suppliers and others for emergency support. Depending on the incident, its severity and alternate location option selected, contact the appropriate alternate site organization, the local bank office, and other relevant firms.

Notify EMT and Corporate Business Units of Recovery Startup

Using the call list in Appendix B, notify the appropriate company personnel. Inform them of any changes to processes or procedures, contact information, hours of operation, etc. (may be used for media information)

Operations Recovered

Assuming all relevant operations have been recovered to an alternate site, and employees are in place to support operations, the company can declare that it is functioning in a normal manner at the recovery location.

Postmortem

The EMT shall convene after operation recovery to assess all procedures and plans to ensure maximum effectiveness. The EMT shall assess what worked well and what did not work well. The EMT shall be responsible for reviewing and updating the Business Continuity Plan.

Disaster Recovery Plan

Scope

The Disaster Recovery Plan is designed and produced for the Nebraska Department of Motor Vehicle contract to produce and issue license plates and vehicle registrations. This document is designed to supplement the Business Continuity Plan for this specific project and applications within the business process. This document will address backup and recovery planning and methodology for this specific contract.

Backup and Restore Methodology

1. Servers are imaged weekly using Microsoft Data Protection Management (DPM); these backups are stored on the DPM server with a one-month rotation. This methodology effectively provides thirty days of backups to provide recovery.
2. This solution also employs a SQL database backup solution that creates a full back up every week, differential backups every day, and transaction log backups every hour. This methodology creates a strategy to restore the database as close as possible to the point of failure.
3. All virtual instances are imaged weekly and rotated on a monthly basis.
4. All Websites, Applications, and Databases are replicated to storage arrays in the Disaster Recovery Datacenter in Brandon SD, and its PCI and NASPO certified Fort Wayne, Indiana Datacenter.
5. Backups and images in the Fort Wayne Datacenter are rotated on a three-month basis for applications and data.
6. ITI maintains a Disaster Recovery site in Brandon, South Dakota where data and images are replicated on a daily basis and also stored on a three-month rotation.
7. ITI has a three-tier backup strategy allowing point in time recovery of up to three months.
8. ITI also stores all application versions and database schemas in its Team Foundation Services (TFS) for the life of the contract.

Plan Activation Procedure

1. Plan can be activated by Emergency Management Team (EMT) or by ITI Change Control Board (CCB).
2. Notify ITI IT Manager and ITI Project Oversight Manager.
3. Notify Team help desk immediately and instruct them to open an Emergency Notification.
 - a. The help desk will then notify both Team and NEBRASKA DMV Business Owner and NEBRASKA DMV IT Manager immediately.
 - b. The help desk shall contact local technician and dispatch immediately.
4. IT Manager will assess issue to be hardware or software related.
 - a. If hardware related, contact Dell service and server engineers immediately.
 - b. If software related, contact application developers, database engineers, and server engineers immediately.
 - c. Begin preparing for image recovery of appropriate server.
5. Managers will apprise the NE Project Manager of the situation every 30 minutes until resolution.

Recovery Timelines

Should the issue be hardware related, recovery with the assistance of Dell and Team server engineers should take no longer than eight (8) hours. ITI maintains Dell Premium service on all hardware during the tenure of the contract which ensures on site response time within 24 hours, seven days a week.

Should expected recovery time begin to exceed eight (8) hours, ITI server engineers will be dispatched immediately with a replacement server. Should the issue be software, recovery time should be limited to no more than three (3) hours. Should expected recovery time begin to exceed three hours, server is to be reimaged immediately thus restoring status within 30 minutes.

Root Cause Analysis

Please follow standard procedures outlined in the ITI Business Continuity Plan. All root cause assessments must be completed within three days, as well as preventive corrective action plan.

Contact List

- I. ITI IT Manager
- II. ITI Project Manager
- III. ITI Project Oversight Manager
- IV. NE Business Owner
- V. NE IT Manager
- VI. NE Project Manager
- VII. NE Operations Director
- VIII. NE Systems Engineer

Application Recovery

Application Profile

The **LP program** consists of the following applications:

- License Plate PRISM Application
- ITI Inventory Management System
- ITI Repository
- SFTP

The LP applications reside on the application server and is network load balanced to the secondary application server. These applications are designed such that should the primary application server fail, the secondary application server will automatically and instantaneously take over the primary role.

The applications both user and server based are static in nature, all data and configurations are within the associated databases. The application servers are fully imaged on a weekly basis.

Recovery Strategy

In the event of a single server failure, the secondary server will assume the primary role automatically, thus allowing time to repair the primary server. If the primary server suffers hardware failure, it can be replaced and reimaged to full functionality.

In the event both servers fail, the application can run from the DR site. Should this be the case, the network administrator will need to temporarily redirect all requests to the DR application server until the primary servers are repaired and reimaged.

The Mailroom applications are stored and maintained within the ITI Datacenter in Fort Wayne, IN and replicated to the ITI DR Datacenter in Brandon, SD for disaster recovery purposes.

In the event of hardware failure, all servers and workstations are covered by Dell Premium account service which guarantees on-site service within 24 hours, seven days a week.

Database Recovery

Database Profile

The **LP program** consists of the following database instances:

- PRISM database
- LP MR database
- LP report database
- ITIIMS database

The database resides on three servers: the primary database server, the secondary database server, and the DR database server. The primary and secondary database servers are mirrored with the DR database server receiving replication from the primary database servers. All database instances write their respective log files to the DR database server. The database servers are fully imaged on a weekly basis.

Recovery Strategy

In the event of a single server failure, the secondary server will assume the primary role automatically, thus allowing time to repair the primary server. If the primary server suffers hardware failure, it can be replaced and reimaged to full functionality.

In the event both servers fail, the database can be loaded from an image to the DR database server. Should this be the case, the network administrator will need to temporarily change the IP address to that of the primary database server until the servers are repaired and reimaged. The databases can be immediately reinitialized, historical data is not necessary to continue production. The data in the log files from the DR database server can be extracted during non-production times.

In the event of hardware failure, all servers and workstations are covered by Dell Premium account service which guarantees on-site service within 24 hours, seven days a week.

Network Recovery

Network Profile

The **LP program** consists of the following network elements:

- Three physical servers
- Ten virtual servers as follows:
 - 3 Application Servers
 - 3 Database Servers
 - 1 Report Server
 - 3 Management Servers

The network profile is designed for maximum redundancy and high availability. The application servers are network load balanced, and the database servers are mirrored with periodic publications to tertiary databases on the DR database server.

Recovery Strategy

In the event of network failure, a determination must be made if the failure is resident to a server or the switches, or at the infrastructure level. ITI employs a GFI monitoring system which will indicate the point of failure and to which servers are affected. The GFI monitoring system runs on the domain controllers to provide more precise network monitoring and to eliminate a single point of failure. Should the issue be determined to be at server level, refer to the instructions below. Should the issue be at the switch or infrastructure level, contact will be made with appropriate IN network personnel to determine recovery procedures.

In the event of a database server failure, please refer to Database Recovery section. In the event of an application server failure, please refer to Application Recovery section.

In the event of a domain controller server failure, the backup domain controller will assume the primary domain controller role. The failed server can then be analyzed and repaired with little impact to production status. The domain controller servers are fully imaged on a weekly basis. Established recovery timelines must still be met to ensure full contract compliance.

In the event of a report server failure, the server can be analyzed and repaired with little impact to production status. The report server is fully imaged on a weekly basis. Established recovery timelines must still be met to ensure full contract compliance.

Site Recovery

Site Profile

The LP program consists of the following site locations:

- ITI Datacenter in Fort Wayne, Indiana
- ITI DR Datacenter in Brandon, South Dakota

The Site profile consists of the primary site at the ITI Fort Wayne Datacenter, the disaster recovery site at the and the disaster recovery site at the ITI Brandon DR Datacenter. These facilities have a secure data connection between facilities and the disaster recovery facility will have full network visibility to the LP components. The recovery strategy is based on site level issues of full site failure, network failure, and server bank failure.

Recovery Strategy

In the event that a disaster recovery site has to be utilized, the servers at the Disaster Recovery facility will be initialized. All data exchanges will then take place between the Disaster recovery servers and the LP components. The License Plate components of the LP system will have a maximum 12-hour timeframe for production.

Emergency Management Team (EMT) NEBRASKA DMV

Name	Location	Email	Mobile Phone
TBD	-	-	-

Location Response Coordinators (LRC) NEBRASKA DMV

Name	Location	Email	Mobile Phone
TBD	-	-	-

Incident Response Team (IRT)

Name	Location	Email	Mobile Phone
Drew Nicholson	ITI Operations Center	-	-
Chad Burton	ITI Operations Center	-	-
Dave Tackett	ITI Operations Center	-	-
Justin Coulston	ITI Operations Center	-	-
Robert Leckie	ITI Operations Center	-	-
James Pottenger	ITI Operations Center	-	-
Dave Johnson	ITI Operations Center	-	-

Technical Services (TS)

Name	Location	Email	Mobile Phone
TBD	NEBRASKA DMV	-	-
Dave Johnson	ITI Operations Center	-	-
James Pottenger	ITI Operations Center	-	-
Robert Leckie	ITI Operations Center	-	-
Chad Burton	ITI Operations Center	-	-

Drew Nicholson	ITI Operations Center	-	-
Justin Coulston	ITI Operations Center	-	-

Emergency Command Center – ITI

2980 East Coliseum Blvd.

Fort Wayne, IN. 46805

260-459-8800 / 866-563-0590

Emergency Command Center Location – NE

301 Centennial Mall South

P.O. Box 94789

Lincoln, Nebraska 68509-4726

402-471-3918

Maintenance and Support Plan

Glossary of Terms

Acronym	Term	Explanation
ITI	Intellectual Technology, Inc.	-
LP	License Plate	-

Scope

This document is designed and produced to define a maintenance plan between ITI and the customer for preventive maintenance on all equipment associated with the Fulfilment and POD Program.

Goals and Objectives

The purpose of this plan is to ensure that all equipment is properly maintained for optimum performance. ITI will provide an initial maintenance and testing inspection on all equipment at time of installation. Once operations begin, ITI will perform scheduled preventive maintenance inspections as identified under the Maintenance Management section of this document. ITI will supply technicians to cover all preventive maintenance after installation is complete. The detailed maintenance parameters are the responsibility of the Service Provider in the ongoing support of this plan. This plan is effective as of the commencement date set out in the contract.

Maintenance Objectives

(Identify all equipment associated with Fulfilment and Print on Demand covered under this maintenance plan)

1. Bursting equipment
2. Fulfillment PC's and scanners
3. Fulfillment printers (form & label printers)
4. POD printers
5. Software

Periodic Review

This Agreement is valid from the contract date and is valid throughout the contract. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Program Manager is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Program Manager will incorporate all subsequent revisions and obtain mutual agreements/ approvals as required.

Program Manager: Intellectual Technology, Inc.

Review Period: Annually

Previous Review Date: 02-18-2021

Next Review Date: February 2022

Maintenance Agreement

Maintenance Provider responsibilities and/or requirements in support of this plan include:

- Supplying staff as needed to complete full preventive maintenance.

Meeting all expectations for complete preventive maintenance on all equipment to maintain optimum performance.

Maintenance Management

ITI is committed to supporting all equipment associated with Fulfilment, and POD operations. The key purpose is to support our customers to reduce and/or prevent any downtime in their operations. ITI also recognizes that, as a vendor offering complete turnkey solutions, we have additional responsibilities to keep equipment functioning properly.

The operational success of ITI is based upon all equipment functioning properly. ITI wishes to support our customers in the performance of the equipment to help them to successfully operate with daily production during this contract. ITI has dedicated staff to cover all equipment within this plan.

Maintenance Availability

Coverage parameters specific to the service(s) covered in this plan are as follows:

- Provide technicians for preventive maintenance every four months per year on all LP printers.
- Provide preventive maintenance on bursting equipment.
- Provide support on all hardware and software equipment as needed.
- Telephone support: 24-hour support, seven days a week
- Email support: Monitored 8:00 A.M. to 5:00 P.M. Monday - Friday
 - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day.
- Onsite assistance guaranteed within 24 hours during the business week for any unplanned service interruptions.

Service Requests

In support of services outlined in this plan, the Service Provider will respond to service-related needs and/or requests submitted by the customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as High priority.
- Within 24 hours for issues classified as Medium priority.
- Within 5 working days for issues classified as Low priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

Change Management Plan

Glossary of Terms

Term	Definition
CCB	Change Control Board
ISP	Internet Service Provider
ITI	Intellectual Technology, Inc.
LP	License Plate
NE	Nebraska
POD	Print-On-Demand

Document Scope

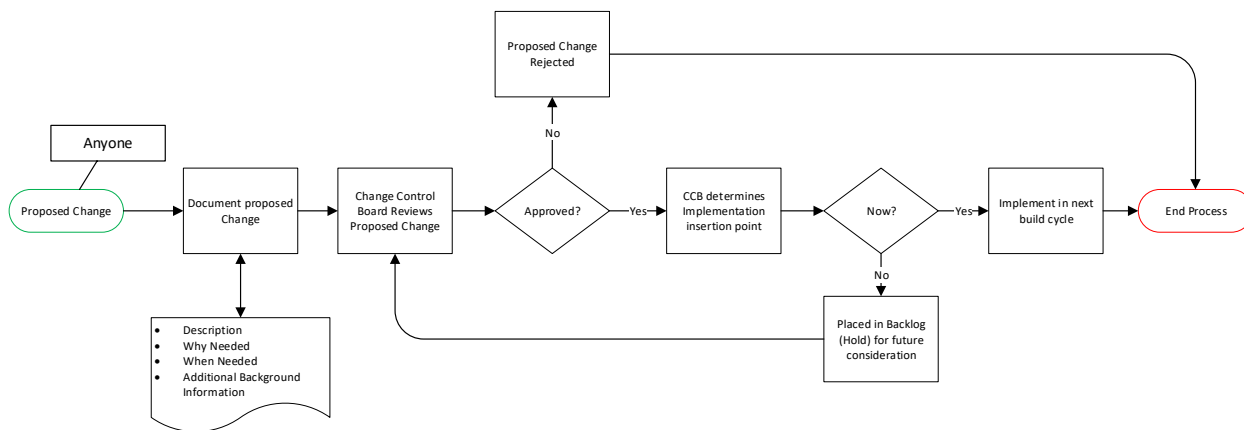
This Change Management Plan covers the NE RFP 6494 Z1 and defines the process for accepting and managing changes into the defined baseline for this project. This plan will be approved by ITI, CSI, and Nebraska DMV at the beginning of the project and referenced throughout the project. If necessary, this Change Management Plan may be updated if agreed to by representatives of both parties.

Change Control Process Overview

During the NE RFP 6494 Z1, team members may submit a proposed change for consideration by the Change Control Board (CCB). The CCB will be comprised of representatives from ITI and NEBRASKA DMV. See below process flow for reference.

Any proposed change will be documented on a Change Control Entry Form (see below) and recorded in the Change Control Register. The CCB will meet periodically throughout the project and review proposed changes. During this review process, a proposed change may be accepted, rejected, or placed on hold for later consideration. Proposed changes placed on hold will be reviewed during subsequent CCB meetings. When a proposed change has been approved by the

CCB, it will be submitted for insertion into the development process and tracked as a normal Change Request (CR) in accordance with standard policies and procedures.



CCB Members

The Change Control Board (CCB) will be comprised of representatives from ITI and NEBRASKA DMV. The following personnel will comprise the CCB for this project. The CCB will review proposed changes for applicability to this project taking into consideration effort, risk, and overall impact to the successful completion of the project. Results of the CCB review are final.

Name	Organization	Role	Email
Drew Nicholson	ITI	COO	-
Dave Tackett	ITI	LP Program Director	-
Max Hedrington	ITI	POD Program Director	-
-	NEBRASKA DMV	-	-
-	NEBRASKA DMV	-	-

Change Control Entry Form

The below form is to be used to submit a proposed change to the CCB. The form will be completed by the person requesting the proposed change and reviewed for disposition by the CCB in accordance with the above sections.

Change Control Entry Form			
Customer:	TBD	Product:	NE RFP 6494 Z1
Date of Request:	-	Needed by Date:	-
Title:	-		
Description of Change:			
-			
Reason for change:			
-			
Risk if change is NOT implemented:			
-			
Risk of change implementation:			
-			
CCB Disposition:	Approve: _____ Reject: _____ Hold: _____ (Revisit Date)_____		
CCB Disposition Date:	-		
CCB Number:	-		

Project Change Management Overview

Project Change Management describes how changes (new features or scope) to the project will be introduced, reviewed, and implemented. The purpose of Change Management is to ensure all accepted changes are properly managed, documented, and integrated into the project.

The Change Management process occurs once the proposed change has been accepted for incorporation into the project. Managing change involves ensuring the accepted change is fully integrated into the project, wherever the project is within the overall project lifecycle. Once the change is integrated, it no longer requires managing outside the normal project processes and will no longer be tracked as a change. The Change Management process does not specify how a particular change will be incorporated into a specific product solution within a specific project. However, this process provides overall guidelines and steps that must be considered to integrate an accepted change into an existing project solution.

Change Design Analysis

Part of the change control process includes an analysis of the impact of the proposed change to the existing design. Now that the change has been accepted, a review of the design analysis must be performed to determine how the change will be incorporated. This involves analyzing impacts to design structure, design performance, and solution delivery.

Document Impact Analysis and Updates

As part of the design analysis for the accepted change, design documentation should be referenced to determine impact to the overall design and how best to implement the accepted change. This process must then be completed by updating all impacted documents which are affected by the accepted change. The end goal of this process is to ensure the accepted change is adequately captured and incorporated into the revised documentation to present the complete updated solution. This should not be performed with simple notes and attachments to existing documentation but involve an incorporation of the design updates into the impacted documents. Documents to consider for this process include: Project Charter, Business Requirements Document (BRD), Requirement Traceability Matrix (RTM), Test Plan, Test Cases, Solution Documentation and Solution Diagram, Project Statement of Work (SOW), and Deliverable Acceptance Document (DAD). The project schedule must also be updated to include the accepted change and any rework / testing that must be performed to ensure the accepted change is fully integrated into the overall solution.

Socializing the Accepted Change

The project cell team and customer must be included in the analysis and integration of the accepted change into the project and product solution. This socialization includes ensuring the customer understands how the design and schedule have been modified to include the accepted change. It also includes conveying this information to the project cell and impacted project team to ensure all understand the impact to their specialized area in support of the overall project and product solution.

Completion of Change Management

Once the design analysis, documentation updates, and socialization of the accepted change have occurred, the accepted change is considered part of the normal project and will cease to be tracked as a separate change item. The accepted change will be marked as incorporated into the overall solution in the Change Control Register.

Change Control Register

The CCB Register will be used to track all proposed changes to the NE RFP 6494 Z1 baseline. After disposition by the CCB, this register will be updated to indicate the disposition, and if approved, the assigned CCB number and associated CR number that will be used to track the change through to completion. Proposed changes that are not approved will be indicated as such under CCB Disposition and remain within the register for record keeping.

Change Control Register					
Date Submitted	Title	CCB Disposition	CCB #	CR #	Notes
-	-	-	-	-	-
-	-	-	-	-	-
-	-	-	-	-	-

Installation & Implementation Plan

Scope

Intellectual Technology Inc., (ITI) shall be responsible for the setup of the software and fulfillment for the Nebraska Department of Motor Vehicle Project. ITI will set up all required equipment for the CSI fulfillment center for daily processing of print on demand license plates and registrations for the State of Nebraska. This will include software to support plate manufacturing and fulfillment, as well as inventory and reporting software for CSI and Nebraska DMV. All raw materials required for Fulfillment of stock plates and print on demand for specialty plates will be ordered and stocked for implementation.

Additionally, Intellectual Technology, Inc., (ITI) shall be responsible for installing E-Class Mark III printers (including spares) in Nebraska County DMV Offices. The printers will be installed by field technicians who will ensure that all printers are operating acceptably after installation. The field technicians will provide training sessions with any office personnel designated by the office manager. Office personnel will be trained on loading of forms and ribbons into the printer and operation of the printers. They will also be given instructions on calling the ITI Call Center for questions or issues.

Assumptions

- The location for fulfillment established at CSI tag plant.
- All fulfillment staffing will be handled by CSI.
- All necessary hardware has been supplied by ITI.
- IP addresses will be provided for all printers being installed.
- Each printer has been labeled with their IP Address on the front left of the printer.
- The following Offices have been designated as Pilot Offices:
 - TBD

Material Requirements for Technicians

Each technician is required to have the following materials:

- Laptop with an Ethernet connection on it.
- An Ethernet cable.
- Spare Ethernet cables.

Timeline

NEBRASKA DMV Go Live four to six months after award of contract. Please review the Project Schedule for a full project timeline.

Requirements

Quantity	Description	Description
1	Prism Software	ITI software suite which handles registration printing/fulfilment
1	Repository Software	Reporting software for Fulfilment records.
1	BCP	Business Continuity Plan
1	DRP	Disaster Recovery Plan
1	Color report printer and cartridges	Standard desktop printer with network capabilities
6 - 8	Fulfillment Workstations PCs	Basic PCs with all necessary fulfilment software.
6 - 8	Barcode Scanners with Stands	Scanners for reading License plate and Registration Barcodes
2	Graphics Workstations	PCs with graphics software install for template creation/modification
2	Thermal Transfer Label Printers	M-Class printers for box and mailing label printing
3	Thermal Transfer Registration Printers	H-Class printers for registration and form printing
2	UPS Label printers(if needed)	Zebra printers designed for printing UPS labels
1	UPS WorldShip Software (if needed)	UPS WorldShip software integration into Prism

Quantity	Description	Description
2 ea.	Training Documentation Hardcopies	Training manuals for software described above
-	All Fulfillment raw materials	Ribbon, forms, labels, envelopes, etc.
-	Fulfillment Office Furniture	Desks, Tables, Racks, Cabinets, Chairs, etc.
400	OTC Printers	“Over the Counter” Printers for registration printing at county offices
2	Forms Bursters	Machines that break long run print jobs into individual forms.

Special Notes

- Team will need to review facility floorplan.
- Establish equipment needs and place the order for all equipment.
- Begin software development.
- Have Fulfillment Center set up and operational by 7/29/21
- NE Templates set up, gold standards approved, and ready for testing by 9/17/21.
- Software available and begin testing by 9/22/21.
- SUAT testing in November 2021 with VicToRy and JD Edwards E1 V9.2 system.
- Training staff in SUAT by 12/20/21.
- Printers may need to be configured or reconfigured.
- Once a tech arrives at an office the tech will not leave the office uncompleted, even if this requires the tech to return the next morning to complete it.
- If a tech is unable to reach an office on the scheduled day that office will be rescheduled to the end of the schedule.

Required Documents

- BCP and DRP
- Prism User Guide

- Repository User Guide
- FAQ's
- Maintenance & Support with contacts
- Fulfilment Layout drawing

Installation

Upon contract award, ITI will want to view the facility and take measurements to ensure that the facility meets all machinery and space requirements. Once a drawing of the fulfilment center can be drafted and reviewed, ITI will begin procuring all necessary machinery, furniture, and raw materials. Upon delivery of required materials, machinery and raw goods, ITI will begin installation and potentially begin testing/training.

In parallel, the software and management teams will be starting meetings to establish the needs/wants of the customer and agree on a software “Go-Live” date. Once requirements are established, the development team will stand up a test (SUAT) version of the software so that as software releases are deployed, the team can ensure that all features are working correctly. When all software has been tested and all customer needs are met, software will move into production. Prior to the software going into production, the ITI staff will be on site to train operators on the SUAT software to get the familiar with all processes. As the software is released to production, ITI staff will remain on site to assist with any unforeseen issues and to continue training staff on production processes.

Training Plan

Glossary of Terms

Acronym	Term	Explanation
ITI	Intellectual Technology, Inc.	-
NEBRASKA DMV	Nebraska Department of Motor Vehicles	-
CSI	Cornhusker State Industries	-
OTC	Over the Counter	-

Scope

This document defines a training plan between ITI and the customer to give all trainees the tools needed to perform all aspects of registration printing and fulfilment, and Print On-Demand (POD) of registration documents. To identify the skill set for which the trainees being trained and confirm the qualifying trainee framework that the trainees will follow.

Goals and Purpose

The purpose of this plan is to ensure that the proper elements and commitments are in place to provide quality training to all trainees on board for all positions in registration printing and fulfillment, and POD of registration documents. Trainees will initially learn by observing our team on key positions and processes. Trainees will have the opportunity to ask questions and ITI will share useful resources that will help the trainees to develop in their roles.

ITI will supply trainers that will dedicate the time to personally give tutorials about each position fundamentals. At some point, if/when trainer believes trainees are ready, the trainer will let the trainees be more hands-on in more demanding tasks. ITI will complete on-site training for a minimum of two weeks, but ITI is committed to remain on site until the customer is satisfied that all trainees are confident in daily operations.

Learning Objectives

As part of the training provided, trainees will learn (in no particular order):

Fulfilment Center

- H-Class Operation
- H-Class Preventative Maintenance
- H-Class Troubleshooting Basics
- Bursting Equipment
- QA Fulfilment Processes
- Processing plate/reg into finished packaging
- House Holding functionality
- All Shipping functionality within ITI Prism software
- Reporting Software
- County Web Portal

County Offices

- E-Class Mark III Operation
- E-Class Mark III Preventative Maintenance
- E-Class Mark III Troubleshooting Basics
- Reporting Repository Operations

Periodic Review

This Agreement is valid from the contract date and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Business Relationship Manager is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Business Relationship Manager will incorporate all subsequent revisions and obtain mutual agreements/ approvals as required.

Business Relationship Manager: Intellectual Technology, Inc.

Review Period: Annually

Previous Review Date: 03-110-2021

Next Review Date: February, 2022

Training Agreement

The detailed training parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

Services & Deliverables

Customer hereby retains the primary vendor (ITI) to provide services (the “Services”) and to supply the work product (the “Deliverables”) described in this document. ITI is committed to completing all training needed for daily operations.

Term

This Agreement is effective as of the commencement date set out in the contract.

Training Provider Requirements

Training Provider responsibilities and/or requirements in support of this Agreement include:

- Supplying training staff as needed to complete full operational training.
- Meeting all expectations for complete training for day-to-day operations of Fulfilment Center, and County Offices.

Training Assumptions

Assumptions related to in-scope services and/or components included:

Changes to training services will be communicated and documented to all stakeholders.

Training Management

ITI is committed to supporting the training and development of all positions. The key purpose is to facilitate personal and professional development, enabling individuals and groups to achieve their full potential at work. ITI also recognizes that, as a vendor offering complete solutions, we have additional responsibilities to encourage and support learning for all members of staff.

The operational success of ITI is based largely upon the contribution, commitment, and achievements of individual members of staff, working on their own, in teams, or groups. ITI wishes to support staff in the performance of their designated roles and help them to fulfil their potential during the course of this contract. Training and development include any activity, which contributes to the enhancement of their knowledge, skills, competence, and working practices. Staff development is therefore a key contributor to the overall success of the operation as a whole, and the development of all team members.

Training Ability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Provide documentation for step-by-step software operations
- Provide hands on training one on one and/or in groups
- Onsite training until all training is complete and customer is satisfied.
- Telephone support: 24-hour support, seven days a week
- Email support: Monitored 8:00 A.M. to 5:00 P.M. Monday - Friday
 - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Onsite assistance guaranteed within 24 hours during the business week

Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service-related training needs and/or requests submitted by the customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as High priority.
- Within 24 hours for issues classified as Medium priority.
- Within 5 working days for issues classified as Low priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

PRISM User Guide

Get started

Here are some of the basics to help you get started.

Note: Please direct any questions or concerns to the ITI Help Desk at TBD.

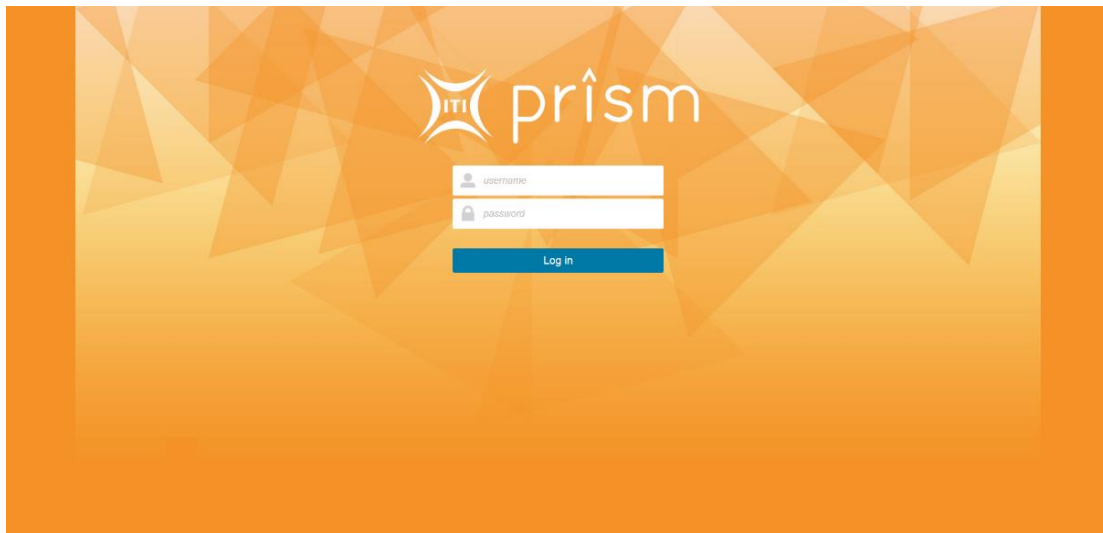
Accounts and logging in

Prior to gaining access, an administrator should have set you up with user credentials. Please use the provided credentials in the following section.

Log in

To log in to PRISM:

1. Open PRISM.
2. Type your account username and password into the log in prompt.
3. Click **Log In**.



Log out


To log out:

You can log out at any time using the **Logout** button at the top of the page.

Change your password

To change your account password:

1. Click your username at the top of the page.
2. Type in your current password.
3. Type in your new password. Then, re-type your password to confirm.
4. Click **Change Password**.
 - a There is a minimum requirement of six characters when changing your password.

 Main

Change Password

The Current password field is required.

The New password field is required.

Change password

Main menu features

Here is a Quick Look at what you can do in PRISM

	Administration Re-print a label Transfer a run-list Change a mailing address	Re-submit an order Manage plate catalog Reject an order
	Orders Create a single plate order Create a sequential plate order	Pull or reject an order Pull or reject a record
	Packaging/Shipping Create a mailing label Create a box label	Create a pallet label Create a packing slip
	Reporting Available Reports Run a report	
	Production Flow Schedule Registrations Mark Jobs Complete ACI Completion Scan Fulfillment Complete	Fulfillment Shipping Product Return Scan QA Fail Approval Schedule Remakes

Administration

Overview


Below is a brief overview of the Administration menu.

Catalog Management	Used for uploading, downloading, or altering Templates.
Change of Address	Change the address associated with a record.
Configuration	Modify branch and user data as well as perform maintenance tasks.
File Export	Export daily log files.
Hold Files Utility	Hold, resubmit or reject plates.
Label Printing	Print mailing, box, or pallet labels.
Mailing Exports	Export Indicia mailing file.
Station Transfer Utility	Transfer run lists between print stations.
Run list Management	Display and print run lists by search criteria.

Catalog Management

This menu contains a catalog of all license plate templates used in your state. Within this menu, users with access can re-direct and edit settings for these templates.

Edit a plate template

1. Click Administration  , and then click Catalog Management.
2. Locate the desired template in the table, or search for the template by its code or description using the Search text box above the table.
3. Click Select.

Catalog Management						
Search: <input type="text"/>						
	Code	Description	Active	Errors	Active with Errors	
select	OA001	OWNER AUTO	yes	0		
select	CO01	COMMERCIAL	yes	0		
select	GO01	GOVERNMENT	yes	0		
select	HE04	HEARING IMPAIRED	yes	0		
select	IN01	INTERSTATE	yes	0		
select	PS041	PERSONALIZED PASSENGER (B)	yes	0		
select	PS040-2	PERSONALIZED PASSENGER (B) (C)	yes	0		
select	ST02	STREET ROD	yes	0		
select	TR02	TRAILER	yes	0		
select	TR04	TRANSPORTER	yes	0		

4. Modify any fields as necessary, then click Save Changes.

Catalog Management

Image

Update Image [Browse...](#)

Display Preview Image ☒

Catalog Number

Description

Plate Type

Single/Pair

Stacked Characters

Stacked Char Alphas

Omit Leading Zeros? ☐

Are Invalid Characters Evaluated? ☐

Active ☒

Sequence Mask

Increment Order

Min Characters

Max Characters

Dry Roller Coat Color

Sheeting Type

DLP Mask

Auto Emboss Mask

Manual Emboss Mask

Color Palette

Sample Plate Message

Plate Variables

Validation Errors


Cancel

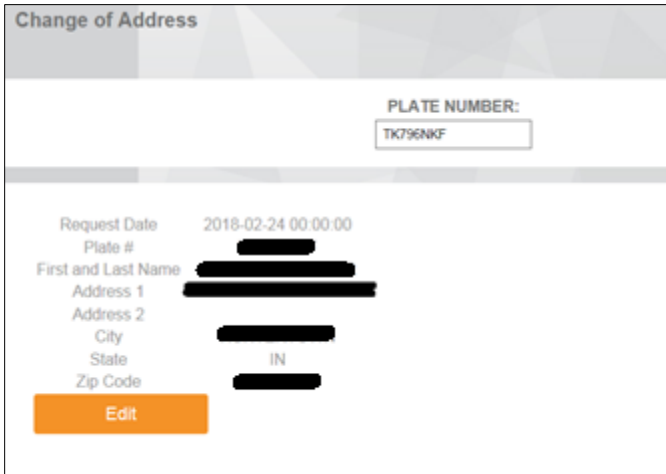
Save Changes

Change of Address

In some cases a user may have the need to view or change an address for a record in process, this utility gives us that ability (depending on the user).

Displaying / Changing an address

1. Click Administration , then Change of Address.
2. Type the plate number into the text box labeled Plate Number.
3. Click Search.




4. Under plate details, click Edit.
5. Change any mailing fields, as necessary.
6. Click Save.




Configuration

Add Branches

1. Click Administration , then Configuration.
2. In the menu displayed, select the Branches icon.
3. Select the Add Branch button.
4. Enter required information.
5. Press save.


Branch Name	<input type="text"/>
Branch Number	<input type="text"/>
Branch Unique Identifier	<input type="text"/>
Contact Name	<input type="text"/>
Contact Number	<input type="text"/>
Is Active	<input type="checkbox"/>
<input type="button" value="Cancel"/>	<input type="button" value="Save"/>

Edit Branches

1. Click Administration , then Configuration.
2. In the menu displayed, select the Branches icon.
3. Search by criteria or scroll pages using the arrow keys at the bottom of the page.
4. Press the Edit button next to the desired branch.
5. Once all information has been edited and looks correct, press Save.


Branch Name	<input type="text" value="100081"/>
Branch Number	<input type="text" value="100081"/>
Branch Unique Identifier	<input type="text" value="100081"/>
Contact Name	<input type="text"/>
Contact Number	<input type="text"/>
Is Active	<input type="checkbox"/>
<div><input type="button" value="Cancel"/> <input type="button" value="Save"/></div>	

Add Users

1. Click Administration , then Configuration.
2. In the menu displayed, select the Users icon.
3. Select the Add User button.
4. Fill in the boxes with the user's information.
5. Check all boxes for desired Roles and Production Flow needs.
6. Press Save.

Username	<input type="text"/>
Email	<input type="text"/>
Full Name	<input type="text"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>
Roles	<ul style="list-style-type: none"> <input type="checkbox"/> BranchModify <input type="checkbox"/> CreateUser <input type="checkbox"/> FulfillmentCompletePull <input type="checkbox"/> ManualMailingLabelAccess <input type="checkbox"/> MailingExportAccess <input type="checkbox"/> ChangeUser <input type="checkbox"/> Admin <input type="checkbox"/> FileExport <input type="checkbox"/> TemplateRedirectAccess <input type="checkbox"/> CollationReport <input type="checkbox"/> CreateNewMailingLabelAfterMailingComplete <input type="checkbox"/> UnshelveFromRemakeCartReport <input type="checkbox"/> MaintenanceJobModify <input type="checkbox"/> MiscellaneousConfigurationModify <input type="checkbox"/> JurisdictionConfigurationModify
Production Flow	<ul style="list-style-type: none"> • Pre-production <ul style="list-style-type: none"> • <input type="checkbox"/> Approval • CASS <ul style="list-style-type: none"> • <input type="checkbox"/> Export to CASS • <input type="checkbox"/> Import from CASS • Registration/decals production <ul style="list-style-type: none"> • <input type="checkbox"/> Schedule Registrations • <input type="checkbox"/> Registration Job Completion • Plate production <ul style="list-style-type: none"> • <input type="checkbox"/> Schedule Plates • <input type="checkbox"/> Plate Job Completion • Post-production <ul style="list-style-type: none"> • <input type="checkbox"/> Quality Assurance • <input type="checkbox"/> Packing Scan • Shipping via MPS <ul style="list-style-type: none"> • <input type="checkbox"/> MPS Shipping • Post-Shipment <ul style="list-style-type: none"> • <input type="checkbox"/> Post-Shipping Reprint • QA fail approval <ul style="list-style-type: none"> • <input type="checkbox"/> QA Fail Approval • Registration/decals remake <ul style="list-style-type: none"> • <input type="checkbox"/> Schedule Registration Remakes • <input type="checkbox"/> Registration Remake Job Completion • Plate remake <ul style="list-style-type: none"> • <input type="checkbox"/> Schedule Plate Remakes • <input type="checkbox"/> Plate Remake Job Completion

Edit Users

1. Click Administration , then Configuration.
2. In the menu displayed, select the Users icon.
3. Use the arrows located on the lower portion of the screen to scroll to the desired user account.
4. Press the Edit Button corresponding with the desired account.
5. Fill in the boxes with the user's information.

6. Check all boxes for desired Roles and Production Flow needs.
7. Press Save.

Note: Passwords cannot be changed or reset from here. In the event of a password reset please contact the ITI Help Desk.

Maintenance Jobs

This page in PRISM allows an advanced user to change the run immediately or change the scheduled run times of many maintenance jobs such as file importing, CASS scheduling, shipping status updates, and jeopardy monitors, among others.

Note: Changes should not be made here unless an ITI developer has given consent!!

Miscellaneous

The Miscellaneous tab is the home of various configuration settings for everyday functions within Prism. This includes but is not limited to: Batch sizes, number of carts, house-holding sorts, run list sizes, template paths and others.

Note: Changes should not be made here unless an ITI developer has given consent!!

Validate Configuration


This page is an easy to read display that allows the user to check statuses of necessary databases. If these say anything other than “Can connect”, please contact ITI Customer Care.

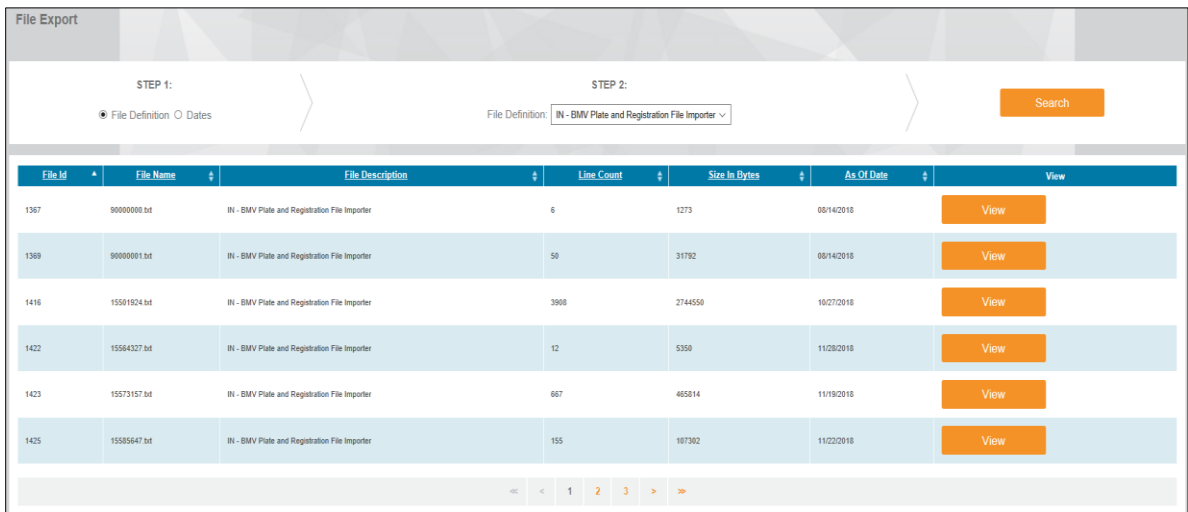
- Connection Strings
 - Prism.DB: Can connect
 - VeriData.DB: Can connect
 - Registration.DB: Can connect
 - Identity.DB: Can connect
 - DataWarehouse.DB: Can connect
 - LegacyCFC.DB: Can connect
 - LegacyPlate.DB: Can connect

File Export

Every file that displays in PRISM contains much more information than an average user will see. This tool gives us the ability to export these files to check for errors, analyze or to use for testing in other environments.

Exporting a File

1. Click Administration , then File Export.
2. In Step 1, select either File definition or Dates as the search criteria.
3. In Step 2, select an item from the drop down or select a date range.



File Export

STEP 1: ☒ File Definition ☐ Dates

STEP 2: File Definition:

File Id	File Name	File Description	Line Count	Size In Bytes	As Of Date	View
1367	90000000.txt	IN - BMV Plate and Registration File Importer	6	1273	08/14/2018	<input type="button" value="View"/>
1369	90000001.txt	IN - BMV Plate and Registration File Importer	50	31792	08/14/2018	<input type="button" value="View"/>
1416	15581924.txt	IN - BMV Plate and Registration File Importer	3908	2744558	10/27/2018	<input type="button" value="View"/>
1422	15584327.txt	IN - BMV Plate and Registration File Importer	12	5358	11/28/2018	<input type="button" value="View"/>
1423	15573157.txt	IN - BMV Plate and Registration File Importer	667	465814	11/19/2018	<input type="button" value="View"/>
1425	15585647.txt	IN - BMV Plate and Registration File Importer	155	107302	11/22/2018	<input type="button" value="View"/>


Navigation: < 1 2 3 >

4. Press Search.
5. Press View next to the desired record.
6. View the file in text form or press the **Download** button to export it.

Hold Files Utility

When the PRISM system detects a validation error with a record in the system, it is removed from the order and placed in the hold files utility. Records that are “pulled” will also be shown here. Records can be resubmitted or rejected from the system (this cannot be un-done).

Re-submit a record

1. Click Administration , then Hold Files Utility.
2. Find your order or plates using the search fields. Select the criteria for your search in Step 1, then enter your search data (if necessary) in Step 2.
3. Click Search.

STEP 1:

☒ Order Summary
☐ Status
☐ Plate #
☐ Order #
☐ Catalog #
☐ Dates

STEP 2:

Just press search

Search

4. In the table, click the check box next to the desired items.
5. Click the Status drop-down at the bottom of the table and select Resubmitted.
6. Select a reason from the Reason drop-down and type any notes in the Notes textbox.
7. Click Finalize Pending Status.

Select	Original Order #	Record Count	Initiated Date	Status	View Details
<input checked="" type="checkbox"/>	14155785-REQ	3298	3/14/2018 3:39:51 PM	On Hold	View Details
<input type="checkbox"/>	14323518	3	2/13/2018 11:28:36 AM	On Hold	View Details
<input type="checkbox"/>	REQ_INFO_201800020	1	1/10/2018 3:03:04 PM	On Hold	View Details
<input type="checkbox"/>	Reg_Info_201800020	3	1/10/2018 3:03:04 PM	On Hold	View Details
<input type="checkbox"/>	14180158-REQ	1	12/22/2017 12:12:13 PM	On Hold	View Details
<input type="checkbox"/>	14180158	1	12/22/2017 12:12:09 PM	On Hold	View Details
<input type="checkbox"/>	3333333-REQ	1	12/21/2017 5:10:36 PM	On Hold	View Details
<input type="checkbox"/>	00000015	4	11/27/2017 4:56:13 PM	On Hold	View Details
<input type="checkbox"/>	00000014	3	11/27/2017 4:56:11 PM	On Hold	View Details
<input type="checkbox"/>	00000013	1	11/27/2017 4:56:09 PM	On Hold	View Details

Select a new status

REJECTED

RESUBMITTED

Reject a record

1. Click Administration  and then Hold Files Utility.

- Find your order or plates using the search fields. Select the criteria for your search in Step 1, then enter your search data (if necessary) in Step 2.

STEP 1:

☒ Order Summary
☐ Status
☐ Plate #
☐ Order #
☐ Catalog #
☐ Dates

STEP 2:

Just press search

Search

- Click Search.
- In the table, click the check box next to the desired items.

Select	Original Order #	Record Count	Initiated Date	Status	View Details
<input checked="" type="checkbox"/>	14155785-REG	3298	3/14/2018 3:39:51 PM	On Hold	View Details
<input type="checkbox"/>	14323518	3	2/13/2018 11:28:36 AM	On Hold	View Details
<input type="checkbox"/>	REG_INFO_201800020	1	1/10/2018 3:03:04 PM	On Hold	View Details
<input type="checkbox"/>	Reg_Info_201800020	3	1/10/2018 3:03:04 PM	On Hold	View Details
<input type="checkbox"/>	14180158-REG	1	12/22/2017 12:12:13 PM	On Hold	View Details
<input type="checkbox"/>	14180158	1	12/22/2017 12:12:09 PM	On Hold	View Details
<input type="checkbox"/>	33333333-REG	1	12/21/2017 5:10:36 PM	On Hold	View Details
<input type="checkbox"/>	00000015	4	11/27/2017 4:56:13 PM	On Hold	View Details
<input type="checkbox"/>	00000014	3	11/27/2017 4:56:11 PM	On Hold	View Details
<input type="checkbox"/>	00000013	1	11/27/2017 4:56:09 PM	On Hold	View Details

Select a new status

REJECTED

RESUBMITTED

- Click the Status drop-down at the bottom of the table and select Rejected.
- Select a reason from the Reason drop-down and type any notes in the Notes textbox.
- Click Finalize Pending Status.

REJECTED

Reason (required):


Reject

Notes (required):

Finalize Pending Status

Label Printing

Label printing may be done in various places within PRISM. This utility is used primarily for label reprints. If a label does not print, or is printed incorrectly, this utility gives the ability to rectify that.

1. Click Administration  and then Label Printing.
2. In Step 1, select Plate #, Run List # or Order #.
3. In Step 2, enter the search data.
4. Press Search.

STEP 1:

☐ Plate # ☐ Run List # ☒ Order #

STEP 2:

Order Number:

[Search](#)


5. Select the label type in the print column. (The label will print)

Run List #	Order #	Date Created	Plate Count	Status	Print
401853	15743184	01/17/2019	1	Fulfillment Complete	Run List Mailing Labels Box Labels Pallet Labels
401852	15743184	01/17/2019	1	Fulfillment Complete	Run List Mailing Labels Box Labels Pallet Labels
401855	15743184	01/17/2019	1	Fulfillment Complete	Run List Mailing Labels Box Labels Pallet Labels
401854	15743184	01/17/2019	1	Registration Printed	Run List Mailing Labels Box Labels Pallet Labels

Station Transfer Utility

In situations where a run list is scheduled to the incorrect print station, or if there is an issue with a printer, the Station transfer utility give users the ability to move run lists to another print station by following the directions below.

Transferring a Job

1. Click Administration , then Station Transfer Utility.
2. Select which station you would like to transfer from and click on the number hyperlink.
3. Locate the desired run list in the table, or type the run list number in the text box.

Station Name	Run List Count	Plate Count	Device Status
MANUAL APPROVAL	0	0	UP
CASS VALIDATION STATION	22	15824	UP
IHG CONDOR PRINTER	25	2332	UP
MATAN 1 DLP STATION	49	951	UP
MATAN 3 DLP STATION	8	384	UP
MATAN 4 DLP STATION	1	1	UP
Packing Station 1	0	0	UP
Packing Station 2	0	0	UP
Packing Station 3	0	0	UP
Packing Station 4	0	0	UP

4. In the Transfer column, select a station to transfer to and click Transfer.
5. Click OK to confirm.

Station Transfer Utility

Station: MATAN 1 DLP STATION


Run List #:

Run List #	Sheeting Type	Plate Count	Transfer
358045	HDTick	2	IHG CONDOR PRINTER <input type="button" value="Transfer"/>
404959	IGWT	5	IHG CONDOR PRINTER <input type="button" value="Transfer"/>
404960	HDTick	1	IHG CONDOR PRINTER <input type="button" value="Transfer"/>
404961	HDBridge-200	49	IHG CONDOR PRINTER <input type="button" value="Transfer"/>
404962	HDTick-200	11	IHG CONDOR PRINTER <input type="button" value="Transfer"/>

Run List Management

The run-list management tool is used to view or print run lists that have already been scheduled, printed, or fulfilled. This can aid in passing records to a different status or simply fixing sort issues among other things.

Print a run list

1. Click Administration , **Run list Management**, Select the criteria for your search in **Step 1**, then enter your search data (if necessary) in **Step 2**.

<p>STEP 1:</p> <p> <input checked="" type="radio"/> Active <input type="radio"/> Plate # <input type="radio"/> Run List # <input type="radio"/> Order # <input type="radio"/> Order Dates </p>	<p>STEP 2:</p> <p><i>Just press search</i></p>	<div style="background-color: #f4a460; padding: 5px; border: 1px solid black;">Search</div>
---	---	---

2. Click Search.
3. In the table, locate desired item and press

Print

.

Run List #	Order #	Date Created	Plate Count	Status	Action
57834	BMVVM5201612140000	06/30/2017	5	Registration Printed	<div style="background-color: #f4a460; padding: 2px 5px; border: 1px solid black;">Print</div>
87194	DQ2061104396566	08/15/2017	1	Approved For Production	<div style="background-color: #f4a460; padding: 2px 5px; border: 1px solid black;">Print</div>
119	11503627	06/02/2017	100	Approved For Production	<div style="background-color: #f4a460; padding: 2px 5px; border: 1px solid black;">Print</div>
169	11503627	06/02/2017	1	Approved For Production	<div style="background-color: #f4a460; padding: 2px 5px; border: 1px solid black;">Print</div>
170	11503627	06/02/2017	100	Approved For Production	<div style="background-color: #f4a460; padding: 2px 5px; border: 1px solid black;">Print</div>
112	11503627	06/02/2017	32	Approved For Production	<div style="background-color: #f4a460; padding: 2px 5px; border: 1px solid black;">Print</div>
120	11503627	06/02/2017	100	Approved For Production	<div style="background-color: #f4a460; padding: 2px 5px; border: 1px solid black;">Print</div>
121	11503627	06/02/2017	100	Approved For Production	<div style="background-color: #f4a460; padding: 2px 5px; border: 1px solid black;">Print</div>
122	11503627	06/02/2017	100	Approved For Production	<div style="background-color: #f4a460; padding: 2px 5px; border: 1px solid black;">Print</div>
123	11503627	06/02/2017	100	Approved For Production	<div style="background-color: #f4a460; padding: 2px 5px; border: 1px solid black;">Print</div>

<< < 1 2 3 > >>

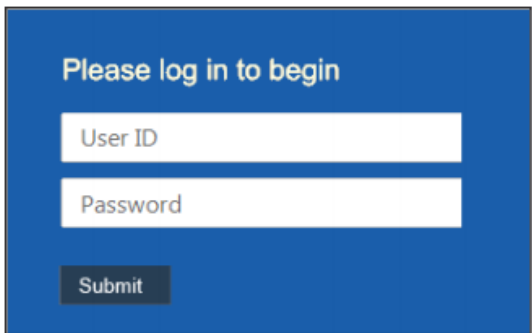
Update Run List Statistics

Reporting Repository User Guide

Getting Started

Sign in

1. **Go to:** <https://itirepository.com>
2. When connected, Sign in with your Repository Web account.

A blue rectangular box containing a login form. At the top, it says "Please log in to begin". Below this are two white input fields: the first is labeled "User ID" and the second is labeled "Password". At the bottom left of the box is a dark blue button with the word "Submit" in white.





Sign Out

When you're finished, click Sign Out  in the navigation bar.

Menus and navigation





Main menu features

When you sign in, the main menu will display the following features:

	Find transactions is an excellent search tool for finding information about a single transaction.
	View reports provides powerful transaction summaries and statistical data.
	Administration contains management features like account maintenance and configuration utilities.
	Documents allows you to securely store any files that are important to you such as manuals and procedures.

Navigation bar functions

Use the navigation bar in the top-right to get around in Repository Web:

	Return to the main menu.
	Sign out of Repository Web.
	Go back to the last page you were on.
	Return to the last page you left.

Reports and searches

Reports in Repository Web

Repository Web has a collection of reports that you can use. Use the table below to decide which report you want:

Transactions	Shows a summary of transactions performed.
Detail Search	Search for manufacturing plate counts with a drill-down link to supporting details.
Order Search	Search for manufacturing orders using various methods.
Active Files	Display all active mailroom files for the past 30 days.
Batches	View manufacturing batch details.
Special Billing	Summary of completed special billing counts with a drill-down link to supporting details.
Daily Snapshot	Graph of license plate manufacturing status counts.

Run a Report

1. Click View Reports to open the list of reports.
2. Click the desired report from the list to open the report builder.
3. At the top of the page, change any report refiners desired.
4. When finished, click Show Report to create your report. From here, you can export to Adobe PDF or export to Microsoft Excel.

Run a transaction search

1. Click Find Transactions.
2. Click Search. The search builder page will open.
3. At the top of the page, select or modify the report refiners provided.
4. In the fields provided, enter the search data.
5. Click Show Report.

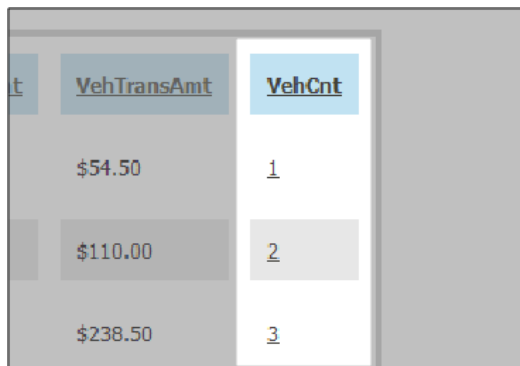
Refine your results

Most reports will provide you with report refiners. You can use these refiners to filter or sort your report so you only see the information you want. Use the table below to determine which refiners, if any, that you want to use:

Days of Week	Filters the report to only include results which were made on the selected day(s).
End Date	Filters the report to only include results which were made before the selected date and time.
Include Rows w/ Zero Totals	Disables the automatic filter that removes “potential” results that do not have any actual results values.
Product	Filters the report to only include results matching the selected product.
Start Date	Filters the report to only include results which were made after the selected date and time.
Status	Filters the report to only include results matching the selected status.
Summary Amount	Defines which calculation is used to populate “amount” field(s).
Summary By	Defines which criteria is used to summarize the results.

Custom sort report results

Results from reports and searches can be custom sorted by clicking on a column heading in the report results.



	<u>VehTransAmt</u>	<u>VehCnt</u>
	\$54.50	1
	\$110.00	2
	\$238.50	3

View report details

Results that contain summary data (such as a Total column) are also linked to detail reports which will show the underlying data that makes up the summary. You can click on a summary field to view these details.

<u>Product</u>	<u>SST</u>	<u>County</u>	<u>Renewed 2018 Cnt</u>	<u>Renewed 2019 Cnt</u>	
VehReg	AAA Southglenn - CO1003 103	Arapahoe County	850	88	\$
VehReg	Arapahoe County-Aurora - CO1001 101	Arapahoe County	4,015	282	\$
VehReg	Arapahoe County-Centennial - CO1002 102	Arapahoe County	2,190	169	\$
VehReg	Arapahoe County-Littleton - CO1000 100	Arapahoe County	1,621	126	\$
VehReg	Mesa County - CO1004 104	Arapahoe County	2	0	\$
* GRAND TOTAL:			8,678	665	\$

Export a report to PDF

1. After you have run a report or a search, click Print.
2. Select a print option. The Adobe PDF file will open.

Export a report to Excel

1. After you have run a report or search, click Export.
2. In the dialog box, click Open. An Excel file will open.

Documents

Open a document

1. From the main menu, click Documents.
2. A list of existing documents will open...
3. Click on a document in the list.

Upload a new document

1. From the main menu, click Documents.
2. Click Upload File.
3. Select a category from the drop down labeled Select Category.
4. Under Enter File Name, type a name for the file.
5. Click Browse.
6. The upload dialog box will open...
7. Locate the file and click Open, and then click Upload.

Remove a document

1. From the main menu, click Documents.
2. Click Delete File.
3. Select the category the file I using the Select Category drop down.
4. Under the desired file, click Delete.

5. Click Ok.

Account Management

Create a new user account

1. From the main menu, click Administration.
2. Click Login Maintenance.
3. In the add new login dialog box, type the new users full name.
4. Enter the account User ID.
5. In the Group drop down, select the appropriate security group.
6. Click Insert. A message box will appear displaying the account information.
7. Click Ok.

Delete a user account

1. From the main menu, click Administration.
2. Click Login Maintenance.
3. In the Name drop down, select the account name.
4. In the Logins table, click the Delete icon.
5. Click Yes on the message prompt.

Add a location to a user account

1. From the main menu, click Administration.
2. Click Login Maintenance.
3. Select the name of the account.
4. Select the Locations tab.
5. Re-select the account name from the Name drop down.
6. Select the desired location from the Location drop down.
7. Click Insert.

Remove a location from a user account

1. From the main menu, click Administration.
2. Click Login Maintenance.
3. In the Name drop down, select the name of the account.
4. Click the Locations tab.
5. In the User Locations table, click the Delete icon under the desired location.
6. Click Ok.

Activate a user account

1. From the main menu, click Administration and then Login Maintenance.
2. Select the name of the account.

3. Under Logins, click Edit.
4. Select Y in the Active column drop down.
5. Click Update.

Deactivate a user account

1. From the main menu, click Administration.
2. Click Login Maintenance.
3. In the Name drop down, select the account name.
4. Click the Edit icon in the Logins table.
5. In the Active column, select N in the drop down.
6. In the Edit column, click Update.

Reset an account password

1. From the main menu, click Administration.
2. Click Login Maintenance.
3. In the Name drop down, select the account name.
4. Click the Edit icon in the Logins table.
5. In the Password column, click Reset.
6. Click Yes to confirm. A message box containing the account User ID and new first-use password will appear.
7. Click Ok.

Unlock a user account

1. From the main menu, click Administration.
2. Click Login Maintenance.
3. In the Name drop down, select the account name.
4. Click the Edit icon in the Logins table.
5. In the Locked column, select N in the drop down.
6. In the Edit column, click Update.

County Web Portal User Guide

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Get Started

Here are some of the basics to help you get started.

Note: Please direct any questions or concerns to the ITI Help Desk at TBD.

Web Portal Features

Here is a Quick Look at what you can do in the Web Portal.

	Review		View Orders/Transfers
			Approve Orders/Transfers
			Reject Orders/Transfers
			Edit Order Quantities
  	Order	Place orders for County Stock Place Direct Orders	
	Transfer	Request a Stock Transfer Transfer Stock to another branch	
	Receive	Receive Orders Receive Transfers	



Exceptions	Except Missing Plates Except Damaged Plates Except Incorrect plates
Override	Change the status of a plate Change the product code of a plate Change the location of a plate Add a Plate to Inventory
Lookup	Lookup by Plate Number View plate location View Manufacturing Status View inventory status
History	View Requested Orders View Requested Transfers View Details on Orders/Transfers
Repository	View Any License Plate Transactions Search by Date, Order Number or Plate Message

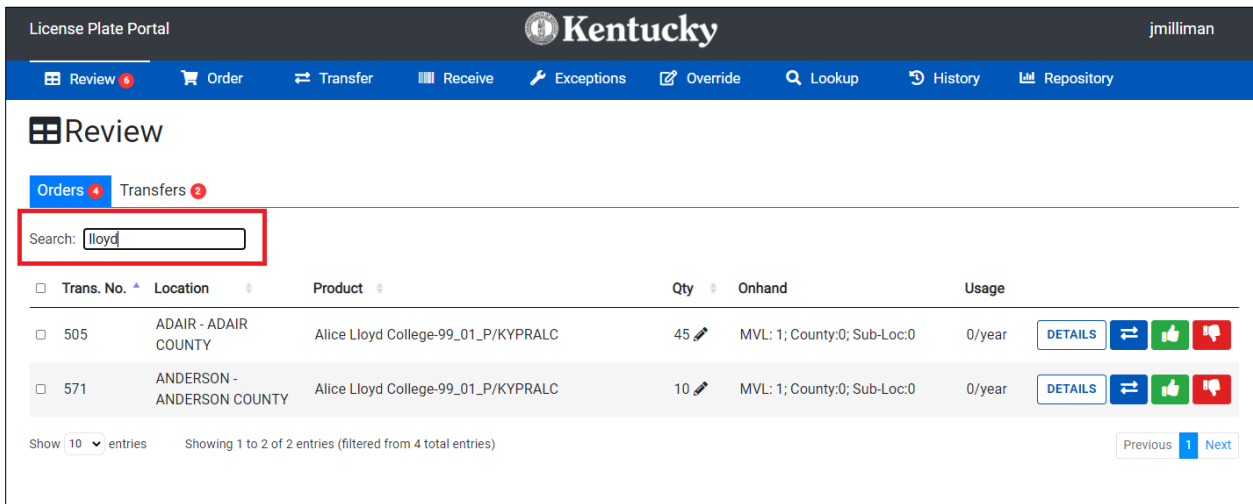
Review

Overview

The Review page gives administrators the ability to view orders/transfers placed by branches to verify validity. If the administrator deems that the orders are valid or invalid, they have the ability to approve or reject those orders. If the administrator feels that a given order quantity is incorrect, they can easily alter that quantity to accurately reflect the needs of the requesting branch.

Searching for Transactions



The search bar found near the top of the review page can be used to filter the results shown on the Review page. Any information found in any of the columns can be searched to narrow the results. For example, typing in a template name will display only order requests for that template. As a further example, typing in a county or branch name will filter results to only show order requests from that county.



The screenshot shows the 'Review' page of the Kentucky License Plate Portal. The search bar is highlighted with a red box and contains the text 'lloyd'. Below the search bar, there is a table with columns: Trans. No., Location, Product, Qty, Onhand, and Usage. The table displays two entries, both for 'Alice Lloyd College-99_01_P/KYPRALC'. The first entry is for '505' in 'ADAIR - ADAIR COUNTY' with a quantity of 45. The second entry is for '571' in 'ANDERSON - ANDERSON COUNTY' with a quantity of 10. Each entry has a 'DETAILS' button and a thumbs up/down icon.

Trans. No.	Location	Product	Qty	Onhand	Usage
505	ADAIR - ADAIR COUNTY	Alice Lloyd College-99_01_P/KYPRALC	45	MVL: 1; County:0; Sub-Loc:0	0/year
571	ANDERSON - ANDERSON COUNTY	Alice Lloyd College-99_01_P/KYPRALC	10	MVL: 1; County:0; Sub-Loc:0	0/year

Order Approval / Rejection

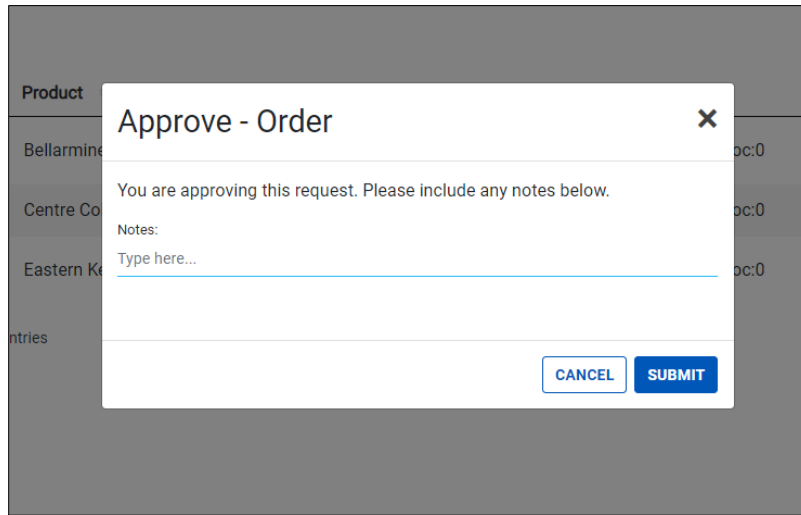
The **Review** page can be used to Approve or Deny county requests for license plate stock orders. As an administrator, use the  button to Approve or the  button to Deny an order placed by a license branch for license plate stock. Information in the following columns can be used to inform this decision:

License Plate Portal							Kentucky		jmilliman
Review	Order	Transfer	Receive	Exceptions	Override	Lookup	History	Repository	
Review									
Orders 3 Transfers									
Search: <input type="text"/>									
<input type="checkbox"/>	Trans. No.	Location	Product	Qty	Onhand	Usage			
<input type="checkbox"/>	450	ANDERSON - ANDERSON COUNTY	Bellarmino University-99_03_P/KYPRBUP	50	MVL: 0; County:0; Sub-Loc:0	0/year	DETAILS		
<input type="checkbox"/>	451	BATH - BATH COUNTY	Centre College-99_07_P/KYPRCCP	25	MVL: 0; County:0; Sub-Loc:0	0/year	DETAILS		
<input type="checkbox"/>	452	CASEY - CASEY COUNTY	Eastern Kentucky University-89_00_P/KYPREKU	25	MVL: 0; County:0; Sub-Loc:0	0/year	DETAILS		
Show 10 entries Showing 1 to 3 of 3 entries									
Previous 1 Next									

- Location – The county or branch requesting this stock order.
- Product – The license plate template (type) being requested, formatted as “Description-KYType_Version_PassengerOrMC/ITICatalogueCode”.
- Qty – The number of license plates being requested in this order.
- On-hand – The number of license plates of this template (type) in inventory at MVL, in inventory in the requesting county (all locations), and in inventory at the branch or sublocation requesting the stock.
- Usage – The number of plates issued by the branch or sublocation in the last year.

License Plate Portal							Kentucky		jmilliman
Review	Order	Transfer	Receive	Exceptions	Override	Lookup	History	Repository	
Review									
Orders 2 Transfers 1									
Search: <input type="text"/>									
APPROVE SELECTED DENY SELECTED									
<input type="checkbox"/>	Trans. No.	Location	Product	Qty	Onhand	Usage			
<input checked="" type="checkbox"/>	444	ADAIR - ADAIR COUNTY	Air Force-49_00_P/KYPRAIR	3	MVL: 0; County:7; Sub-Loc:7	1/year	DETAILS		
<input checked="" type="checkbox"/>	445	BATH - BATH COUNTY	Bass-6K_00_P/KYPRBAS	10	MVL: 0; County:13; Sub-Loc:13	0/year	DETAILS		
Show 10 entries Showing 1 to 2 of 2 entries									
Previous 1 Next									

Multiple order requests can be Approved or Denied at once by clicking on the box to the left of the order row to select it. All orders with a checked box will be Approved or Rejected by clicking the **APPROVE SELECTED** or **DENY SELECTED** buttons.





Approve - Order [X]

You are approving this request. Please include any notes below.


Notes:

Type here...


[CANCEL] [SUBMIT]

Upon selecting the  or  button, a window is opened allowing the reviewer to add notes, visible by the ordering county, describing why an order was Approved or Rejected.


Editing Order Quantities


The quantity requested by a branch for a stock order can be adjusted by an administrator on the **Review** page by using the  button, next to the listed quantity.


License Plate Portal


Kentucky


jmilliman


Review


Order


Transfer


Receive


Exceptions

Override

Lookup

History














Repository

Review

Orders

Transfers

Search:

<input type="checkbox"/>	Trans. No.	Location	Product	Qty	Onhand	Usage	
<input type="checkbox"/>	450	ANDERSON - ANDERSON COUNTY	Bellarmino University-99_03_P/KYPRBUP	<div>50</div> <div></div>	MVL: 0; County:0; Sub-Loc:0	0/year	<div><div>DETAILS</div><div></div></div>
<input type="checkbox"/>	451	BATH - BATH COUNTY	Centre College-99_07_P/KYPRCCP	<div>25</div> <div></div>	MVL: 0; County:0; Sub-Loc:0	0/year	<div><div>DETAILS</div><div></div></div>
<input type="checkbox"/>	452	CASEY - CASEY COUNTY	Eastern Kentucky University-89_00_P/KYPREKU	<div>25</div> <div></div>	MVL: 0; County:0; Sub-Loc:0	0/year	<div><div>DETAILS</div><div></div></div>




Show 10 entries

Showing 1 to 3 of 3 entries

Previous

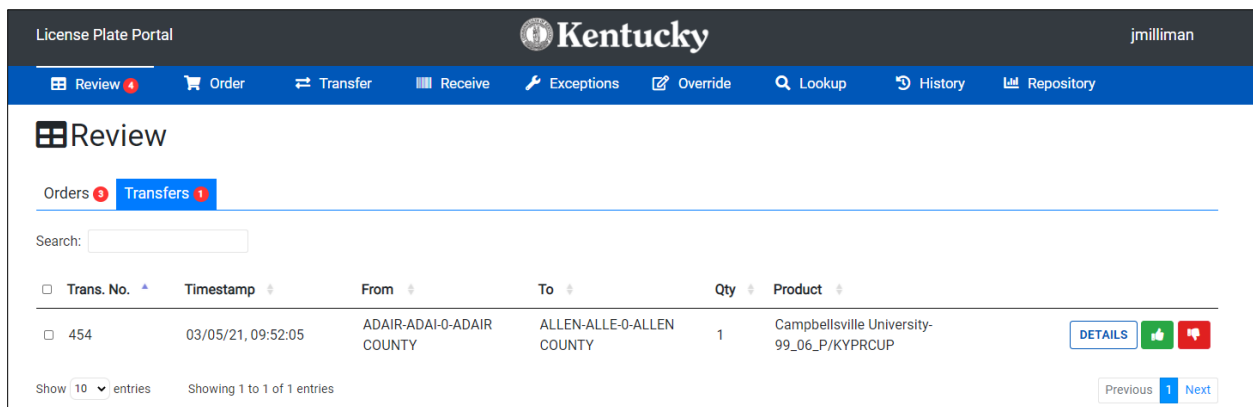
1

Next

To adjust the quantity of plates in an order, select the field that appears after pressing the  button, enter the new desired quantity, and press the  button beneath it. To cancel a quantity adjustment, press the  button.



Transfer Approval/Rejection

The second tab of the **Review** page allows an administrator to Approve or Reject the transfer of a license plate from one county to another.

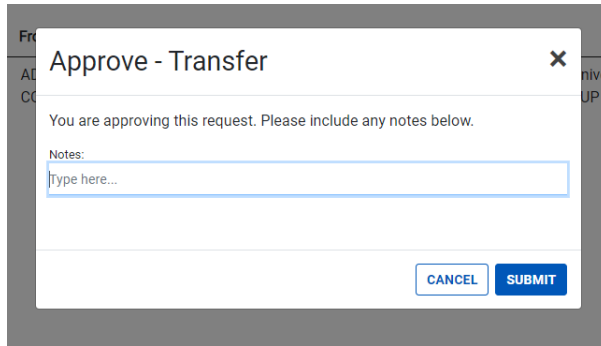




The screenshot shows the 'Review' page of the Kentucky License Plate Portal. The page has a navigation bar with tabs: Review (active), Order, Transfer, Receive, Exceptions, Override, Lookup, History, and Repository. The 'Review' tab is selected, and the 'Transfers' sub-tab is active, showing 1 entry. A search bar is present. Below the search bar is a table with columns: Trans. No., Timestamp, From, To, Qty, and Product. The table contains one entry with Trans. No. 454, Timestamp 03/05/21, 09:52:05, From ADAIR-ADAI-0-ADAI COUNTY, To ALLEN-ALLE-0-ALLEN COUNTY, Qty 1, and Product Campbellsville University-99_06_P/KYPRCUP. To the right of the table entry are buttons for 'DETAILS', a thumbs up icon (Approve), and a thumbs down icon (Reject). At the bottom of the table, there is a 'Show 10 entries' dropdown and 'Showing 1 to 1 of 1 entries' text. On the right side, there are 'Previous' and 'Next' buttons.

Trans. No.	Timestamp	From	To	Qty	Product
454	03/05/21, 09:52:05	ADAI-ADAI-0-ADAI COUNTY	ALLEN-ALLE-0-ALLEN COUNTY	1	Campbellsville University-99_06_P/KYPRCUP

As an administrator, use the  button to Approve or the  button to Reject a transfer requested by a license branch. Information in the following columns can be used to inform this decision:

- Timestamp – The date and time the transfer was requested.
- From – The branch requesting to send the license plate.
- To – The branch that will be receiving the license plate as a result of the transfer.
- Qty – The quantity of plates included in the transfer.
- Product – The license plate template(type) being transferred, formatted as “Description-KYType_Version_PassengerOrMC/ITICatalogueCode”.



Upon selecting the  or  button, a window is opened allowing the reviewer to add notes, visible by the transferring county, describing why a transfer was Approved or Rejected.

Order

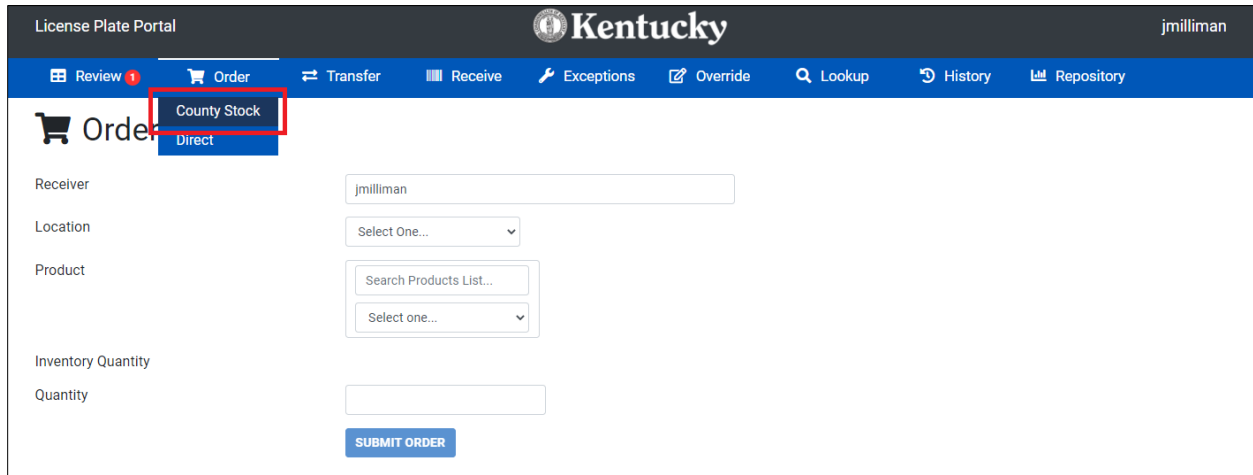
Overview

Administrators and/or clerks can use the Order page to place stock orders for their county. Administrators can also place direct orders through this function which will circumvent the order approval step. Any stock orders placed by a clerk must be approved by an administrator. Details for each order can be found in the History page.

Placing a County Stock Order

As an administrator, license plate County Stock can be ordered to any county or sub-location using the **Order > County Stock** menu.

Fill in the fields described below to place a County Stock Order as an administrator:



License Plate Portal **Kentucky** jmilliman

Review 1 Order Transfer Receive Exceptions Override Lookup History Repository

Order County Stock Direct

Receiver

Location

Product

Inventory Quantity

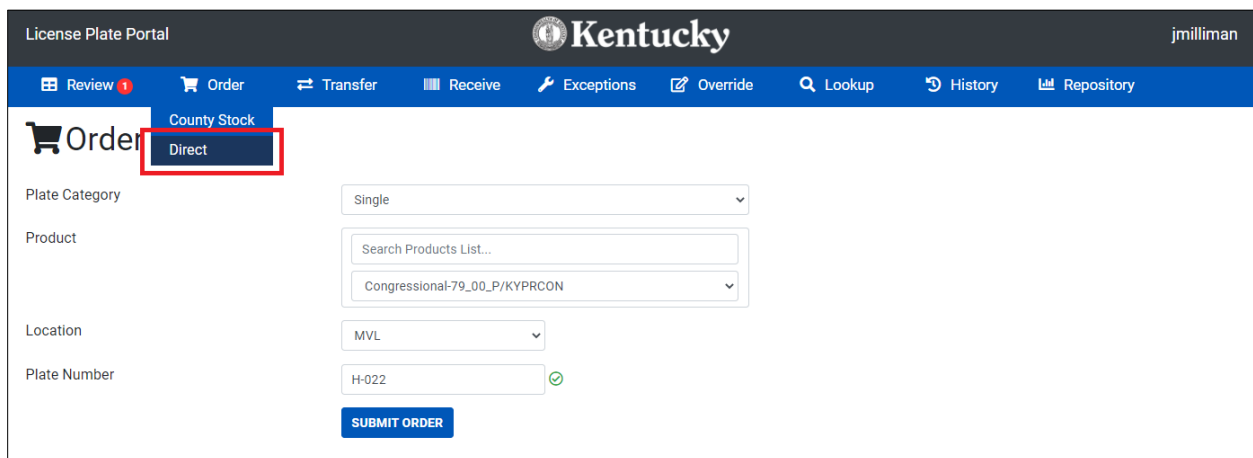
Quantity

SUBMIT ORDER

- Receiver – The username of the clerk who will be receiving the plate order at the license branch.
- Location – The specific branch or location to which the license plate order will be sent.
- Product – The template(type) of license plate to be ordered.
- Quantity – The number of plates to be ordered.

Placing a Direct Order

As an administrator, direct orders of specialty license plates such as Congressional, Dealer, State Official plates, etc. can be placed using the **Order > Direct** menu.



License Plate Portal **Kentucky** jmilliman

Review 1 Order Transfer Receive Exceptions Override Lookup History Repository

Order County Stock Direct

Plate Category

Product

Location

Plate Number ✓

SUBMIT ORDER

Fill in the fields described below to place a Direct order as an administrator:

- Plate Category
 - Single – Specialty license plates that are ordered one at a time by plate number.
 - Quantity – Specialty license plates that are ordered by beginning plate number and quantity.
 - Dealer – License plates to be used by automotive dealerships, ordered by beginning plate number and quantity.
 - DMC/IRP – Commercial license plates that are ordered by quantity.
- Location – The location to which the license plates are to be shipped.
- Plate Number – The plate number of the single license plate to be ordered.
- Starting Plate Number – The first(lowest) plate number which will be incremented from by quantity.
- Quantity – The number of license plates to be ordered.

Transfer

Overview

The Transfer function can be used by administrators and clerks to transfer plate(s) from one county to another. Any transfers requested must be approved by an administrator. Details for each transfer can be found on the History page.

Requesting a Transfer

License plates can be transferred from any county or sub-location to any other county or sub-location using the **Transfer** page. To create a transfer, the following fields must be populated as described below:

License Plate Portal
Kentucky
jmilliman

Review
Order
Transfer
Receive
Exceptions
Override
Lookup
History
Repository

Transfer

Shipping Details

From

Name: jmilliman
Location: ADAIR-0

To

Name: PortalUser
Location: ALLEN-0

Plate Details

Input Method: Plate Number
Plate Number: 8989JV

Plate No.	Product
<input checked="" type="checkbox"/> 8989JV	Campbellsville Unive...

- Shipping Details
 - From
 - Name – The username of the clerk that will be sending the license plate(s).
 - Location – The current location of the license plate -the branch that the plate(s) will be transferred away from.
 - To
 - Name – The username of the clerk that will be receiving the license plate(s).
 - Location – The branch that will be receiving the license plate(s).
- Plate Details
 - Input Method
 - Plate Number – Use the plate number(s) to select the plates to be transferred.
 - Plate Range – Use beginning and end plate numbers to transfer a consecutive series of plates.
 - Receive Code – Use a Portal-generated receive code attached to this plate or series of plates.

Once a plate or range of plates has been selected to transfer, click the button. This can be done multiple times to collect multiple plates and plate ranges into a single transfer. Once all

desired plates have been added and all fields have been filled appropriately, click the [TRANSFER](#) button to submit the transfer.

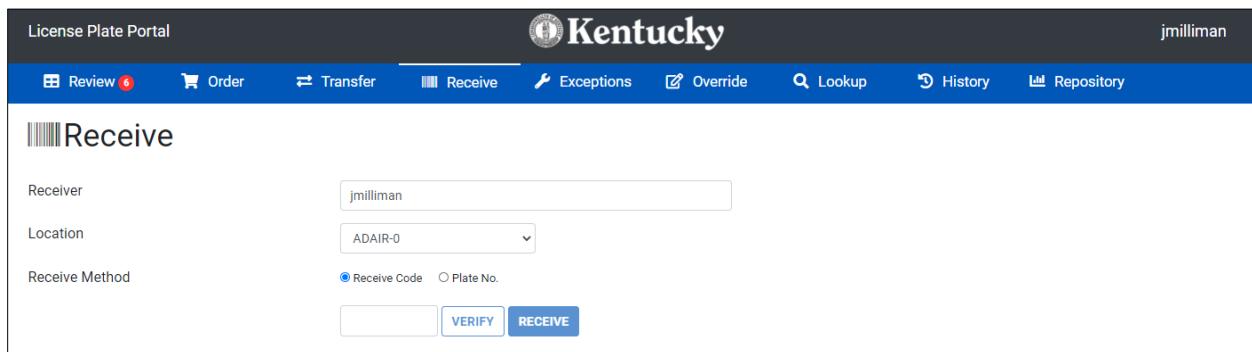
Receive

Overview

Every order or transfer placed in the web portal has to be received in order for the plates to be added into your inventory. Once plates are added to a branch's inventory, they are marked as available and can then be issued. Shipments can be received by typing in the receive code in the order details on the History page, on a Box receipt, on the box label or by typing in the individual plate numbers.

Receiving an Order

License plates can be received to any branch or sub-location. License plates that have had a transfer approved must be received at the recipient branch for the plate status to be changed to "Available". License plates that have been ordered via the County Stock and Direct menus must also be received for the plate status to be changed to "Available".



License Plate Portal **Kentucky** jmilliman

Review Order Transfer **Receive** Exceptions Override Lookup History Repository

Receive

Receiver: jmilliman

Location: ADAIR-0

Receive Method: ☒ Receive Code ☐ Plate No.

[VERIFY](#) [RECEIVE](#)

To receive a license plate, the following fields must be populated as described below:

- Receiver – The username of the clerk that will be receiving the license plates.
- Location – A drop-down selection of all branches and sublocations. Select the branch into which the plates are to be received.

- Receive Method
 - Receive Code – Receive the plates using the code generated by the Portal, found in the **History** page, on a box receipt, or on the box label.
 - Plate No. – Receive a plate or range of plates using their plate number(s).

Once the appropriate information is inputted into the field below the Receive Method selection buttons, click the **VERIFY** button to check that the license plates are being received to the correct location, and are currently at a status that is available to be received. Once this is complete, click the **RECEIVE** button to complete the receipt of the license plates.

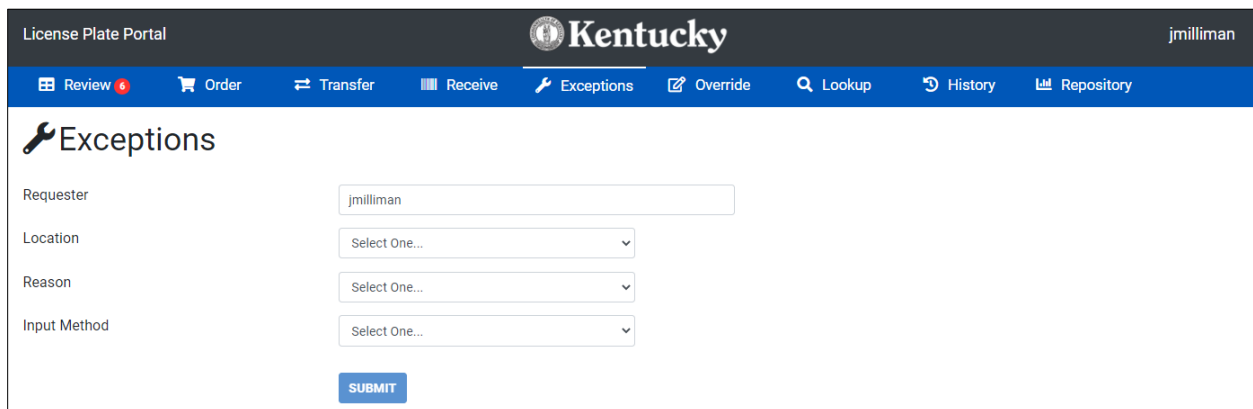
Exceptions

Overview

In the event that a plate is received that is damaged, was incorrectly made, or was missing from the shipment, users can use the Exception page to remove these from their inventory making them unable to issue these plates.

Excepting Out Plates

License plates can be excepted out of the inventory of any branch or sub-location for a selection of reasons. To except out a license plate, populate the fields described below:




The screenshot shows the 'License Plate Portal' interface for the state of Kentucky. The user 'jmilliman' is logged in. The navigation bar includes links for Review, Order, Transfer, Receive, Exceptions (active), Override, Lookup, History, and Repository. The 'Exceptions' page contains a form with the following fields:

- Requester:** A text input field containing 'jmilliman'.
- Location:** A dropdown menu with 'Select One...' as the placeholder.
- Reason:** A dropdown menu with 'Select One...' as the placeholder.
- Input Method:** A dropdown menu with 'Select One...' as the placeholder.

A **SUBMIT** button is located at the bottom of the form.

- Requester – The username of the administrator excepting out the license plate(s).

- Location – A drop-down selection of all branches and sub-locations. Select the branch from which the plate is to be excepted.
- Reason
 - Damaged – The license plate(s) is physically damaged or has a manufacturing defect.
 - Incorrect – The license plate(s) template, plate message, or other detail is incorrect and does not match as-ordered.
 - Missing – The license plate(s) are not physically present at the branch, whether misplaced from the inventory or missing from an order delivery.
- Input Method
 - Plate Number – Use the plate message to select the plate to be excepted.
 - Plate Range – Use beginning and end plate messages to except out a consecutive range of plates.
 - Receive Code – Except out the plates using the receive code generated by the Portal, found in the **History** page, on a box receipt, or on the box label.

Once all fields have been filled with the appropriate information, click the  button to except out the license plate(s).

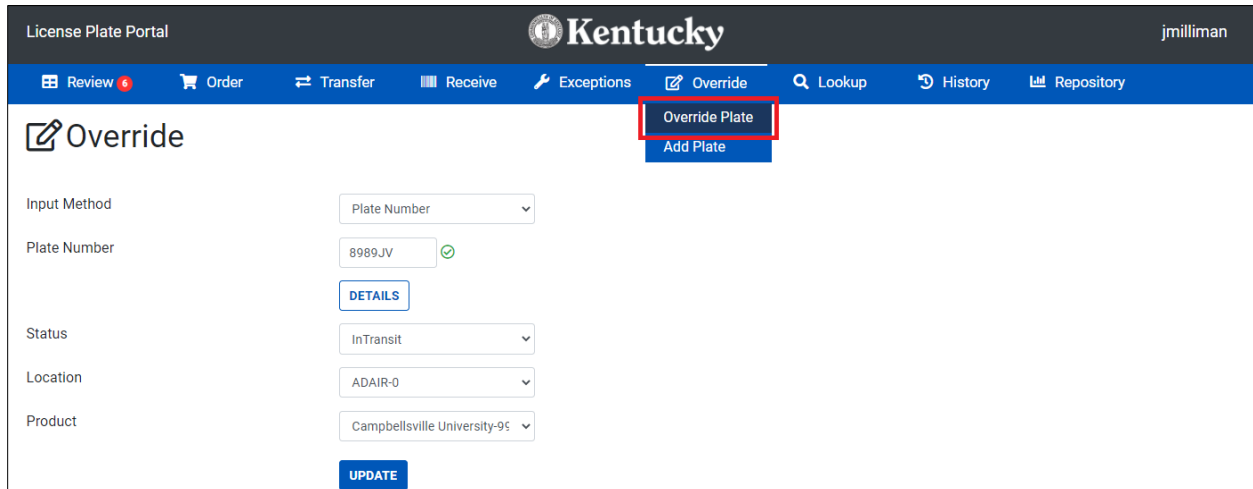
Override

Overview


In the event that a plate or plates are in inventory but are shown at the wrong status, wrong location or as the wrong product type, users can utilize the **Override** function to change specific details of those records. If for some reason a plate is physically in inventory but is not included in the virtual inventory, the user can also use this function to add those plates into inventory.

Overriding a Plate

As an administrator, details for a license plate can be corrected using the **Override > Override Plate** menu. To override and correct specific details for a license plate, populate the following fields using the details below:

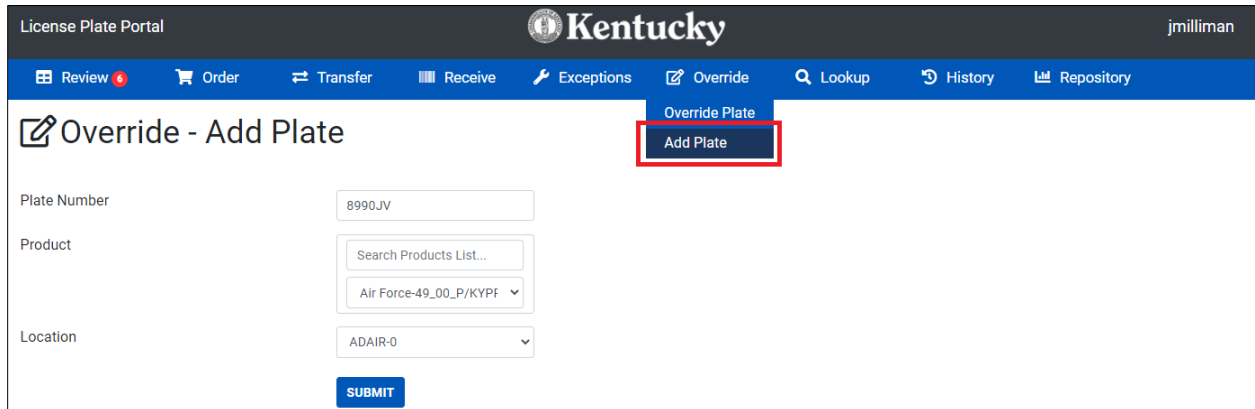


- Input Method
 - Plate Number – Select a single license plate to override.
 - Plate Range – Select a sequential range of license plates to override.
- Status – A drop-down selection box of all statuses. Use this to adjust the status of the license plate.
- Location – A drop-down selection box which lists all branches and sub-locations. Use this to adjust which branch the license plate is assigned to.
- Product – A drop-down selection box which lists all license plate types. Use this to adjust which template(plate type) the plate is recorded as.

To complete the plate detail adjustment using Plate Override, click the  button.

Adding a Plate

As an administrator, a license plate that is physically present at a branch but not recorded in virtual inventory can be added to virtual inventory using the **Override > Add Plate** page. Populate the following fields using the details below:



License Plate Portal **Kentucky** jmilliman

Review Order Transfer Receive Exceptions Override Lookup History Repository

Override - Add Plate

Override Plate
Add Plate

Plate Number: 8990JV

Product: Search Products List...
Air Force-49_00_P/KYPF

Location: ADAIR-0

SUBMIT

- Plate Number – The plate message of the license plate to be added to virtual inventory.
- Product – A drop-down selection box listing all license plate templates (plate types). Use this to select which template the license plate should be recorded into inventory as.
- Location – A drop-down selection box listing all branches and sub-locations. Use this to select which branch the license plate is physically present at.

To complete the Add Plate action once all fields are appropriately populated, click the **SUBMIT** button.

Lookup

Overview

The Lookup function is used to give the users a way to search for details of plates. This function shows the location, template information, status, and status date.

Looking up a Plate

As an administrator, input the license plate number into the Plate Number field and select the [SEARCH](#) button. This will display details about the selected license plate including Location, Plate Template Information, Status, and Status Date.



The screenshot shows the 'License Plate Portal' for the state of Kentucky. The user 'jmilliman' is logged in. The navigation bar includes links for Review, Order, Transfer, Receive, Exceptions, Override, Lookup, History, and Repository. The 'Lookup' section is active, displaying a search form with the plate number '8989JV' and a 'SEARCH' button. Below the search bar, the following details are shown:

Location	ADAIR-0
Plate Template Information	Campbellsville University-99_06_P/KYPRCUP-F
Status	InTransit
Status Date	03/05/21, 3:12P

History

Overview

The history page of the portal gives users the ability to view all transaction history based on their location. This page shows the user that submitted the transaction, the date it was submitted, the product type, and the transaction type.

Checking Order History

As an administrator, history for all users, transaction types, and counties/locations can be viewed using the **History** page. Various details about the order can be found in the main history overview. Further details about an order can be viewed by clicking the [DETAILS](#) button next to an order.

The Search bar and Location drop-down selection box near the top of the History page can be used to filter which results are displayed.

Repository

Overview

The Repository is a webpage that can be used to generate and view a wide selection of reports detailing license plate production, inventory, usage, and various other aspects of license plate operations. The link at the top of the Web Portal will open the Repository webpage in a new tab.

Project Status Report

Project: Sample
Prepared by: Aaron Brune
Date: August 16, 2019
Complete: 90%

Overall Status:



Schedule	N/A
Budget	N/A
Risk	N/A
Quality	N/A

Upcoming Milestones	Milestones Completed
<ul style="list-style-type: none"> • 23Aug – Update Configuration with final PC counts per site (<i>pending DMV data</i>) • 26Aug – Start State Rollout (<i>pending DMV</i>) • Nov 1 – Complete State Rollout (planned) • TBD – Training Presentations (<i>pending DMV</i>) • TBD – Complete DR testing 	<ul style="list-style-type: none"> • Supporting Pilot (TBD) <ul style="list-style-type: none"> ○ Working with DMV on audio issues that seem to be caused by DMV network ○ Provided analysis / initial design approach to DMV for interim fix to resolve Queueing issue in DMV System <ul style="list-style-type: none"> ▪ Working on update to support approved approach ○ Enabled additional selected languages in Item Pool to support DMV testing for language support in DMV • Preparing for State Rollout <ul style="list-style-type: none"> ○ TBD is now installed ○ See below table for Installation sites (Note: Table not yet complete pending DMV install schedule) • Training / Help <ul style="list-style-type: none"> ○ Updated Help files and Training slides for Paper Exam skipped answers • Preparing for DR testing

Risks	Next Steps
<ul style="list-style-type: none"> • DMV Rollout plan • Connectivity issues observed in initial testing, may appear again during switchover to PROD 	<ul style="list-style-type: none"> • Finalize Business Rules for Paper exams • Support Pilot testing <ul style="list-style-type: none"> ○ Provide updates as needed (Issues List) • Complete internal review of InVision and provide to DMV • Disaster Recovery <ul style="list-style-type: none"> ○ Develop DR testing plan ○ Test for DR with DMV • Travel to DMV for final training review

Notes:

- IOT is planning to perform all installations and setup activities (ITI offered help not required)
- DR testing to include 3 scenarios – ITI failure, DMV failure, Combination Failure
- Pilot testing site includes town-A, plus 1 setup each at Town-B and Town-C
- DMV currently conducting training (ITI assistance in class not needed), but requested ITI presentation of XoFlow in Indianapolis when updates are completed
- DMV reworking Deployment plan to support statewide ‘shotgun’ rollout instead of regionally based – causing delay in start of rollout to 8/26, but reducing overall duration and reducing risk, completion of rollout planned to occur before 11/1

Risk Details		
Risk/Issue	Details	Mitigation
DMV Rollout plan	DMV Rollout plan includes testing sites in 2 configurations (old and new system) which may cause increased customer confusion and frustration during rollout	DMV established new rollout plan which will remove this risk – closed.
Connectivity issues observed in initial testing, may appear again during switchover to PROD	Occasional connectivity issues (no end point) observed during testing with Test Harness and resolved. Fixed, but did not isolate problem – could therefore reappear when moving into PROD	Watch for issue and work with DMV/IOT to resolve if present in PROD

Open Issues List					
Date	Subject	Issue	Resolution	Assignee	Notes
6/18/19	<u>Paper Exams</u>	Download functionality for Paper Exams beside the Print button should be deleted.	Download functionality not wanted by DMV	ITI TFS19142	<ul style="list-style-type: none"> 6/19/19 – PDF viewer selections (download) is part of Chrome. Researching to find possible solution. 6/20/19 – DMV indicated removal of the Download functionality can be an enhancement after go-live.
6/18/19	<u>Exam in Driver History</u>	Cannot distinguish between paper and electronic exams (existing functionality). The only way to tell if test was taken on Paper in Driver History is by Station (0).	Need to have a way to distinguish between paper and electronic exams.	ITI	<ul style="list-style-type: none"> 6/19/19 – Fix in process, expect to be ready next day 6/20/19 – Completing design analysis to handle all conditions 7/3/19 – DMV not requiring for go-live, enhancement 8/5/19 – Discussed display, indication of paper exam shown by station of “0” and status Acronym; ITI to provide Acronym list for Driver History
7/1/19	<u>Audio stopping on initial attempt</u>	Audio will shut off during questions and sometimes will not play answers – works after selecting repeat	Audio should play normally, without selecting repeat	ITI / DMV	<ul style="list-style-type: none"> 7/2/19 – Investigating problem, have not been able to recreate in UAT 7/3/19 – Working with DMV on analysis 7/15/19 – ITI setting up a remote station to attempt to duplicate, DMV continuing to test – Not required for go-live 7/18/19 – Observed during Pre-Pilot testing at multiple sites 7/19/19 – ITI could not replicate at remote site 8/2/19 – Issue not occurring with other Examiner jurisdictions, appears to be network issue with DMV. ITI assisting DMV with troubleshooting to find cause. 8/5/19 – DMV has whitelisted Examiner URL to eliminate possibility of MacAfee interference, also looking at cache configuration, next planned step will be modifying GPO.

Workflow Description Document

Glossary of terms

Term	Definition
NE	Nebraska
ITI	Intellectual Technology Inc.
DMV	Department of Motor Vehicles
LP	License Plate
DLP	Digital Line Printer

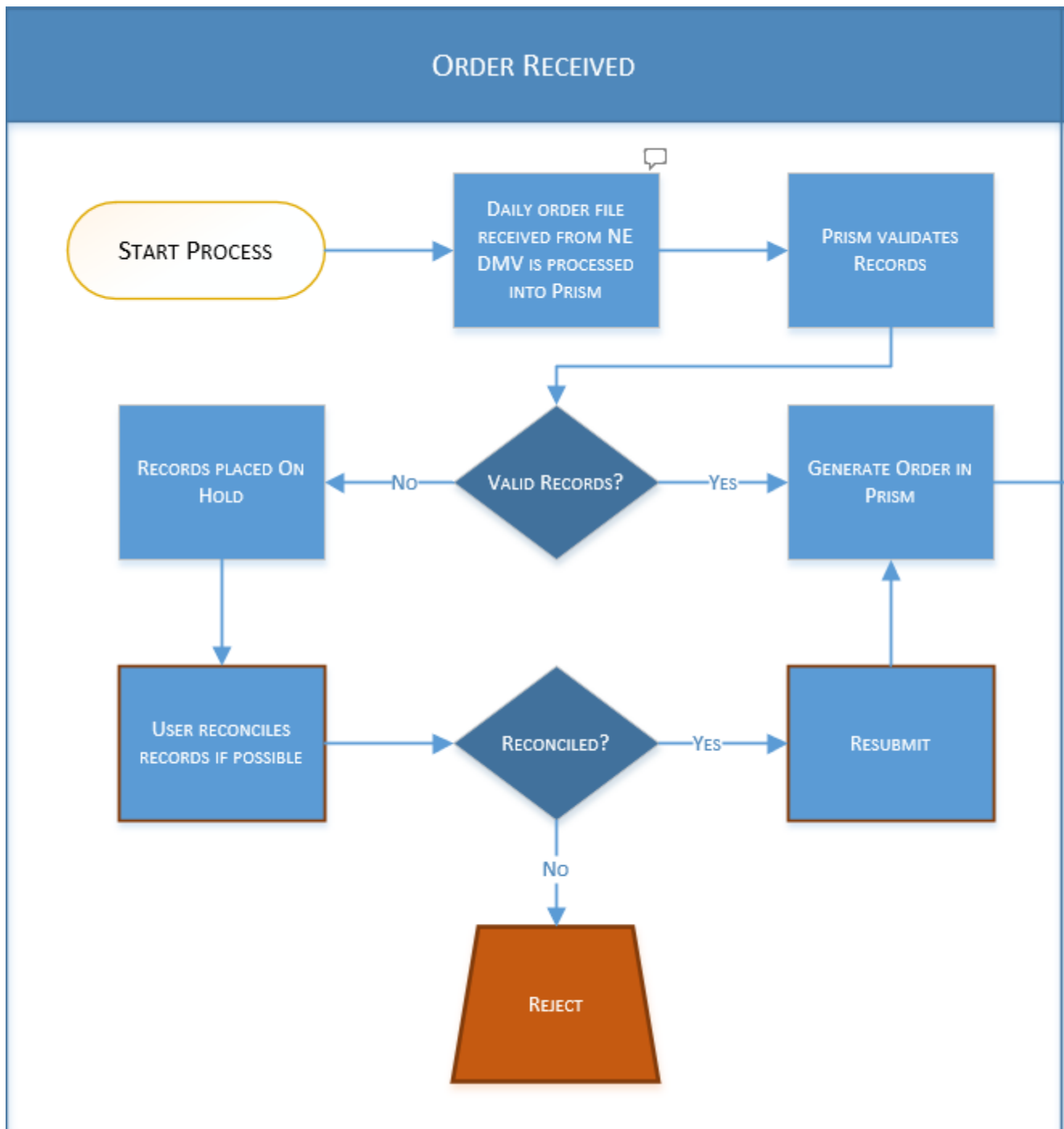
Scope

This document is designed to reformat the workflows in a descriptive manner. The purpose is to provide a clear understanding of the required actions, both physically and electronically, to manufacture and fulfill license plates and registrations for the state of Nebraska.

Specialty Plate Workflow

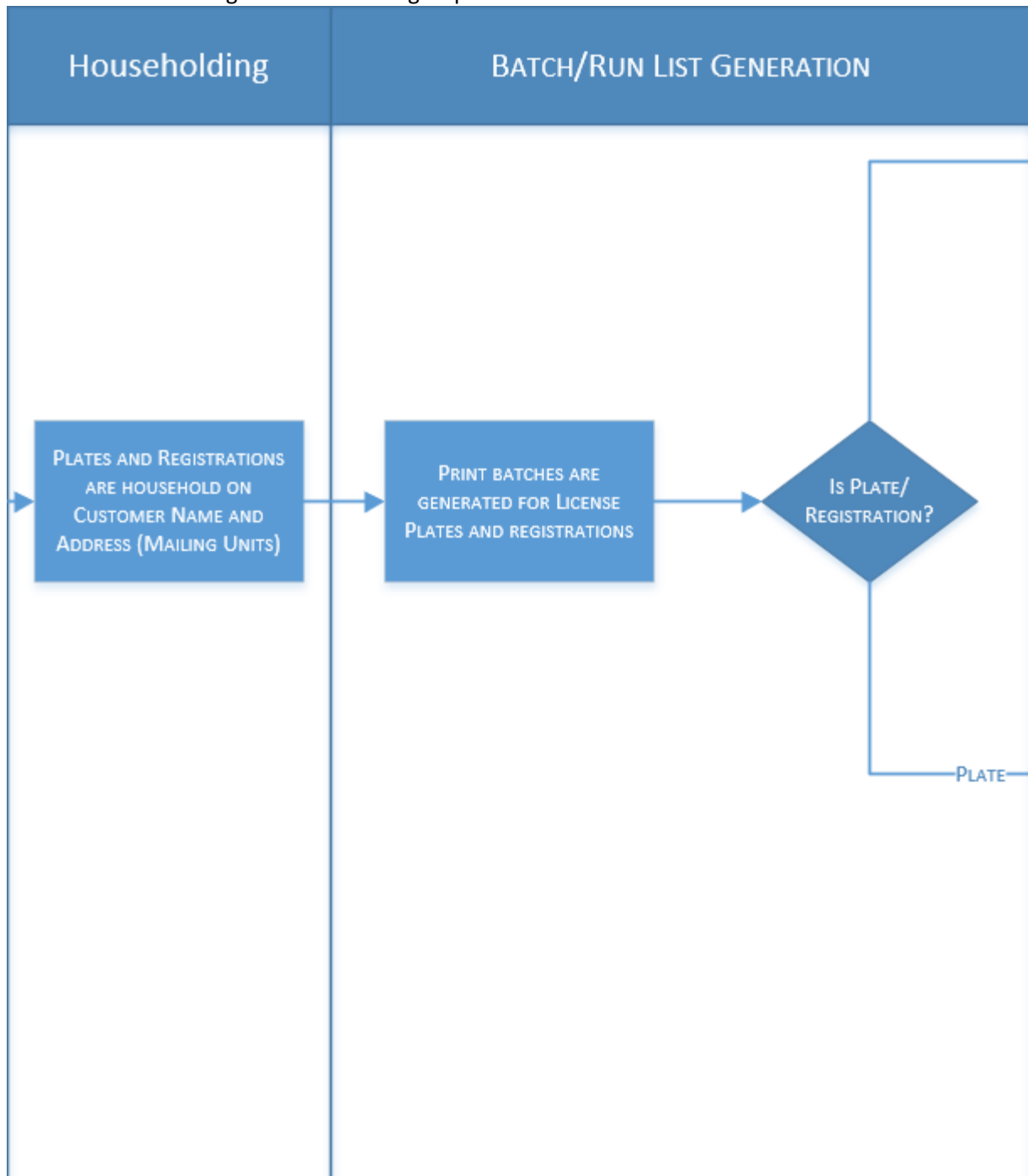
Order Received

1. Specialty plate requests are processed into Prism daily.
2. Upon Processing, Prism will validate the plate requests based on individual plate criteria as well as state defined omission standards.
 - a. Records that fail the validation are placed in a hold queue where a Prism administrator will reconcile the discrepancy if possible.
 - i. Reconciled records can be resubmitted for processing.
 - ii. If a record is unreconcilable, a rejection process allows for removal of the record from the Prism flow.
3. After a successful validation, the specialty plate order is generated in Prism.



Householding & Batch/Run List Generation

4. During the order generation process, the plates and registrations are grouped based on consumer name and address.
5. Plate and registrations are generated and optimized for efficient printing.
 - a. License Plates will be grouped in Run Lists.
 - b. Registrations will be grouped in Batches.



Schedule Plates

6. Plates will receive a status of "Approved for Production".
7. A Prism user can access the Schedule Plates page to view the newly added license plate records.
8. The user will schedule the plates to a manufacturing station.
 - a. Upon scheduling, the user will print the corresponding Run Lists.
 - b. The plates will receive a status of "Scheduled for Production".
9. Once the plates have been scheduled to a manufacturing station, the system will export the plates to the License Plate Print Client application where a LP printer operator can access them.
 - a. Variable data is included with the exported plates.

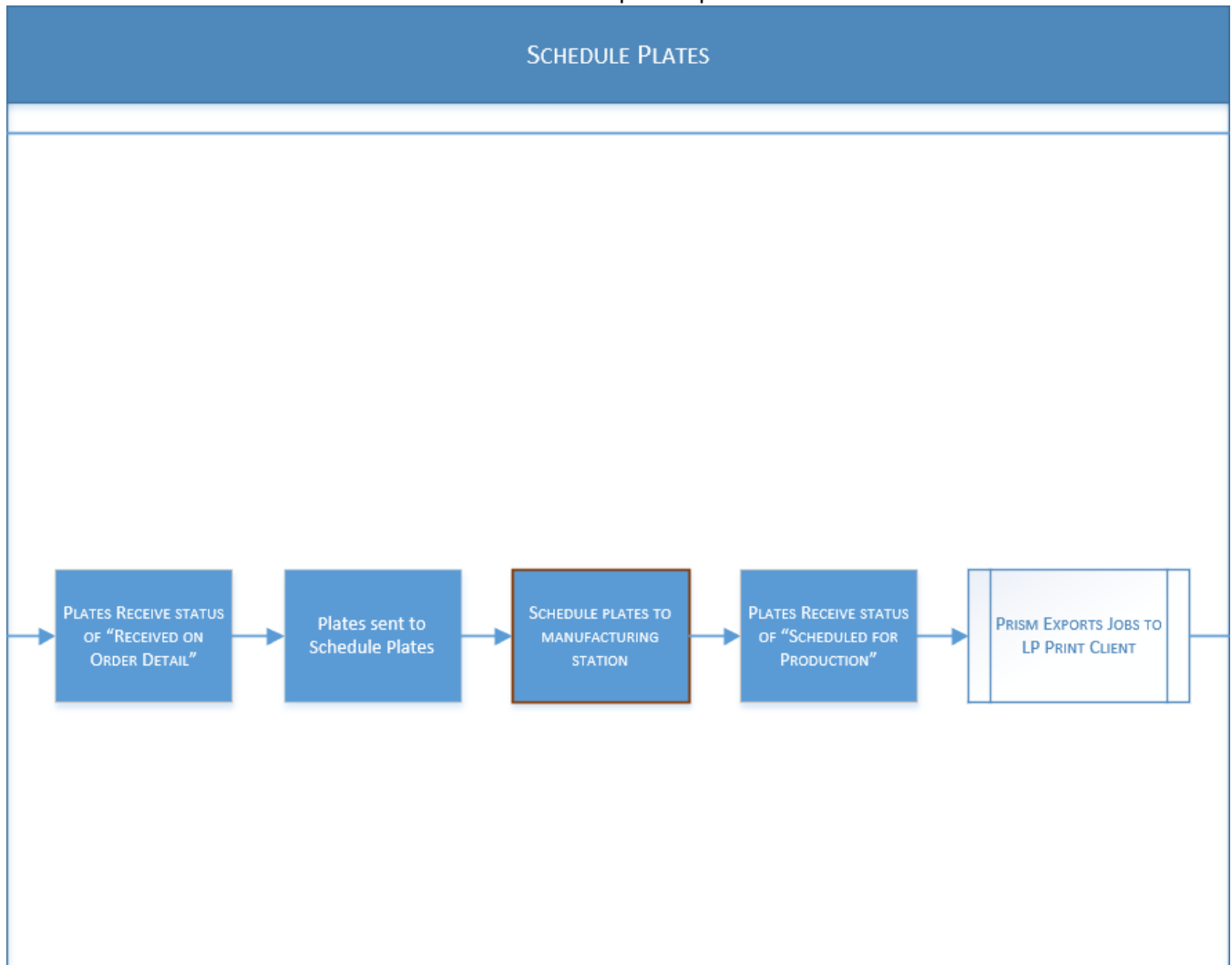
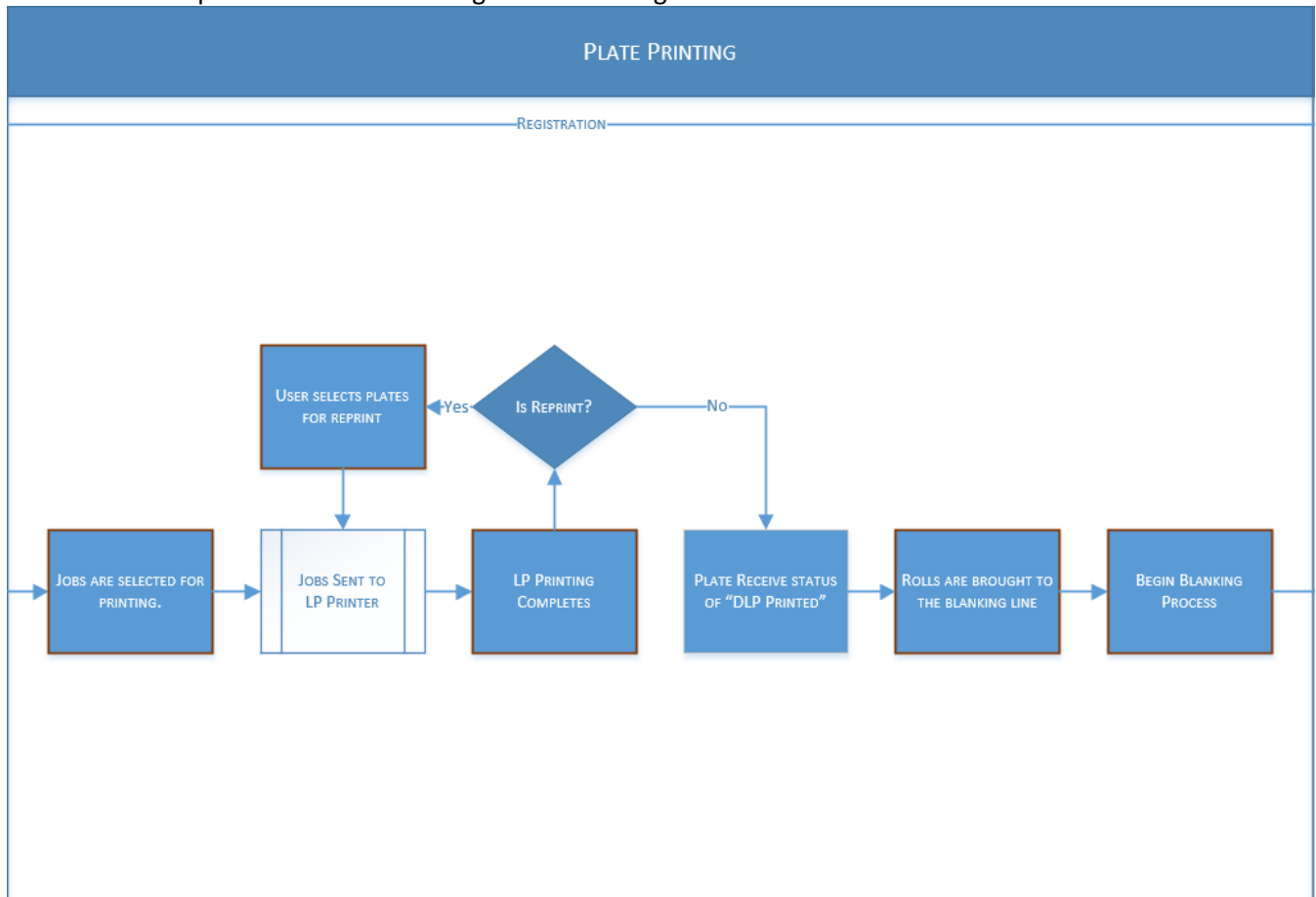


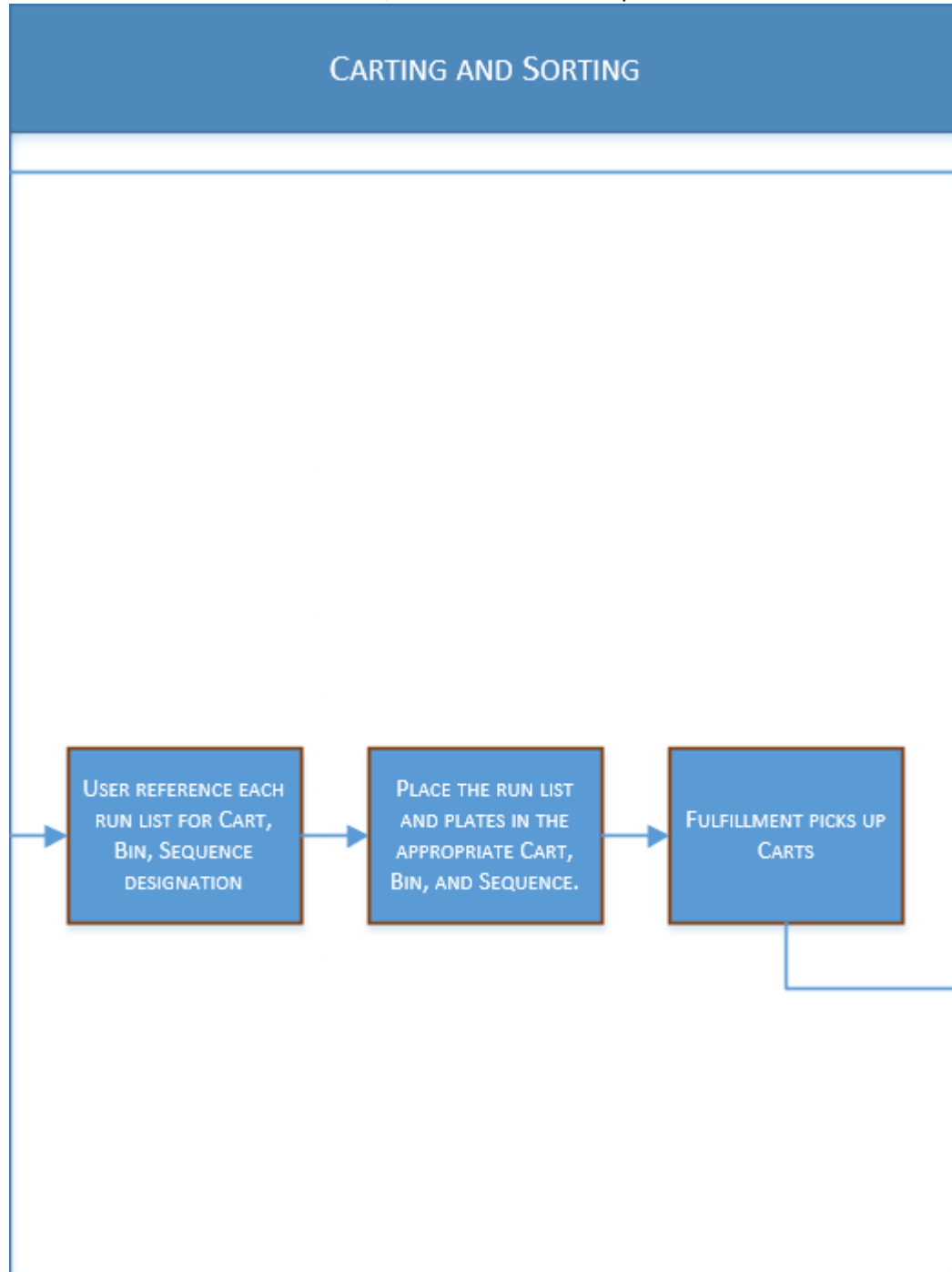
Plate Printing

10. The License Plate Print Client separates the scheduled plates into print Jobs.
11. The printer operator then selects Jobs to send the license plate printer.
12. Once license plate printing completes the user is provided the ability to confirm print completion or send any reprints.
13. If no reprints are required, the printer operator will confirm the print completion and the plates will receive a status of "DLP Printed".
14. The plates will then be brought to a blanking line to be adhered to aluminum.



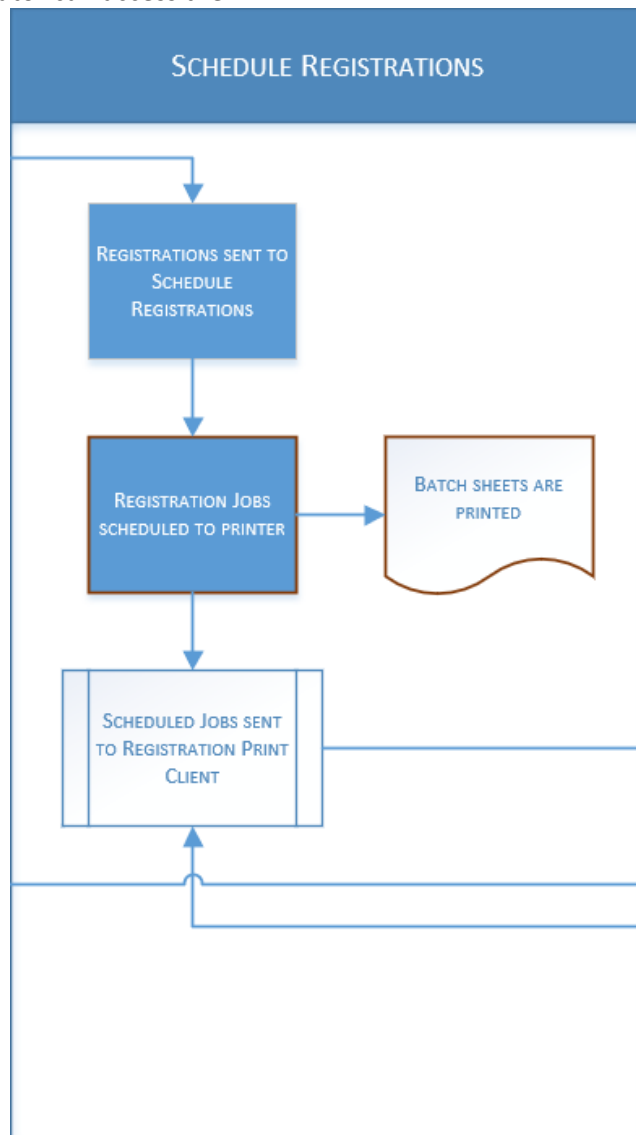
Carting and Sorting

15. After the blanking process is complete, the plates will be organized using a Cart, Bin, and Sequence combination.
16. Each cart will be numbered. The cart will also contain numbered bins that the plates will be placed in.
17. Once the cart has its bins filled, the cart will be transported to the fulfillment area.



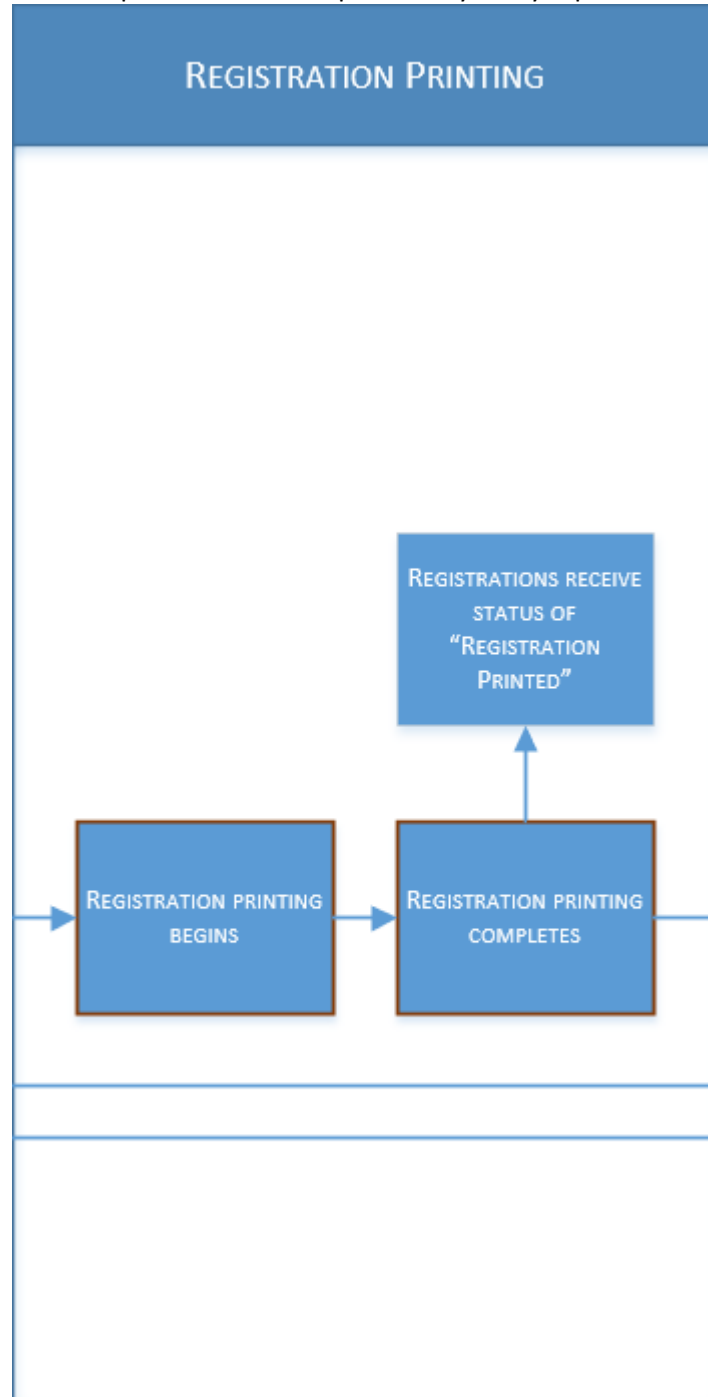
Schedule Registrations

18. Registrations will receive a status of “Approved for Production”.
19. A Prism user can access the Schedule Registrations page to view the newly added license plate records.
20. The user will schedule the registrations to a manufacturing station.
 - a. Upon scheduling, the user will print the corresponding Batch sheets.
 - b. The Registrations will receive a status of “Scheduled for Production”.
21. Once the registrations have been scheduled to a manufacturing station, the system will export the registrations to the Registration Print Client application where a Fulfillment printer operator can access them.



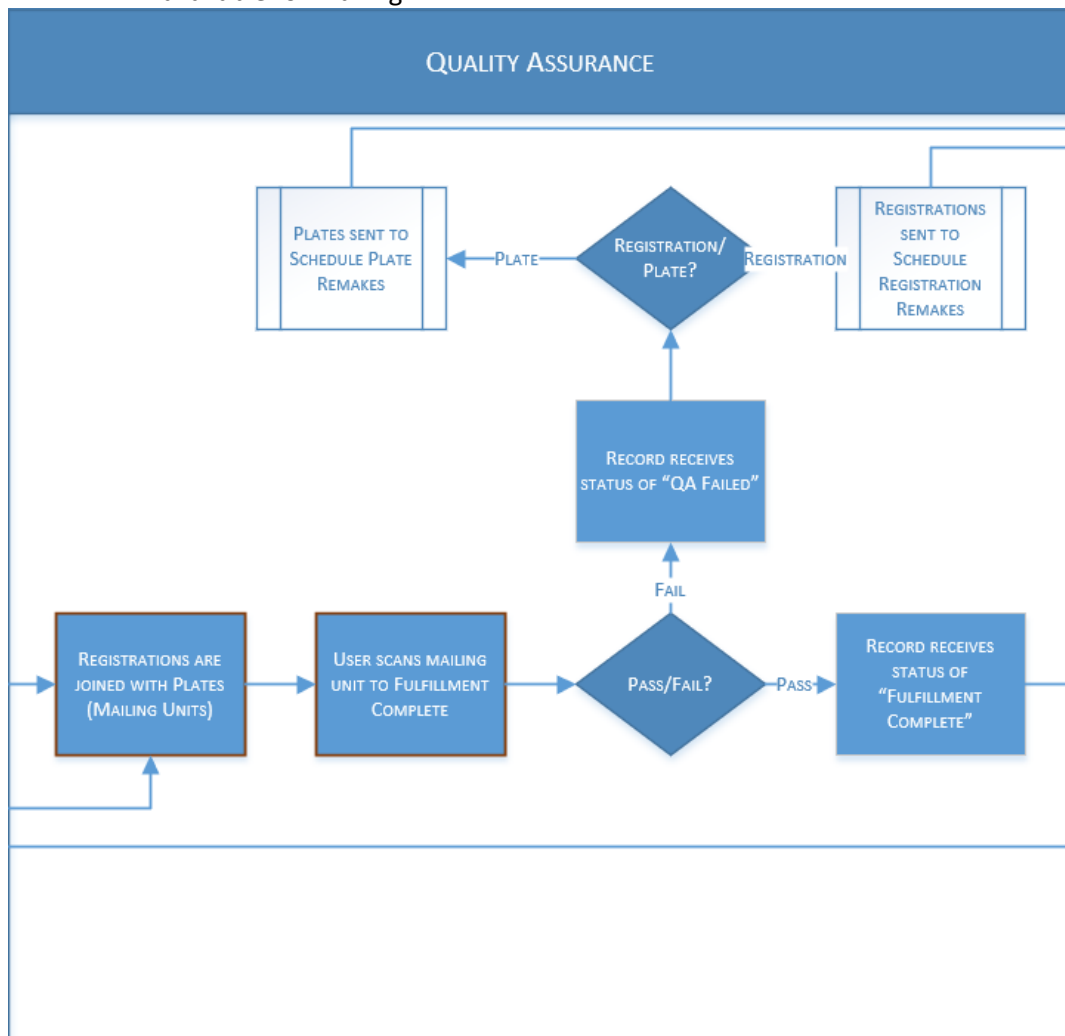
Registration Printing

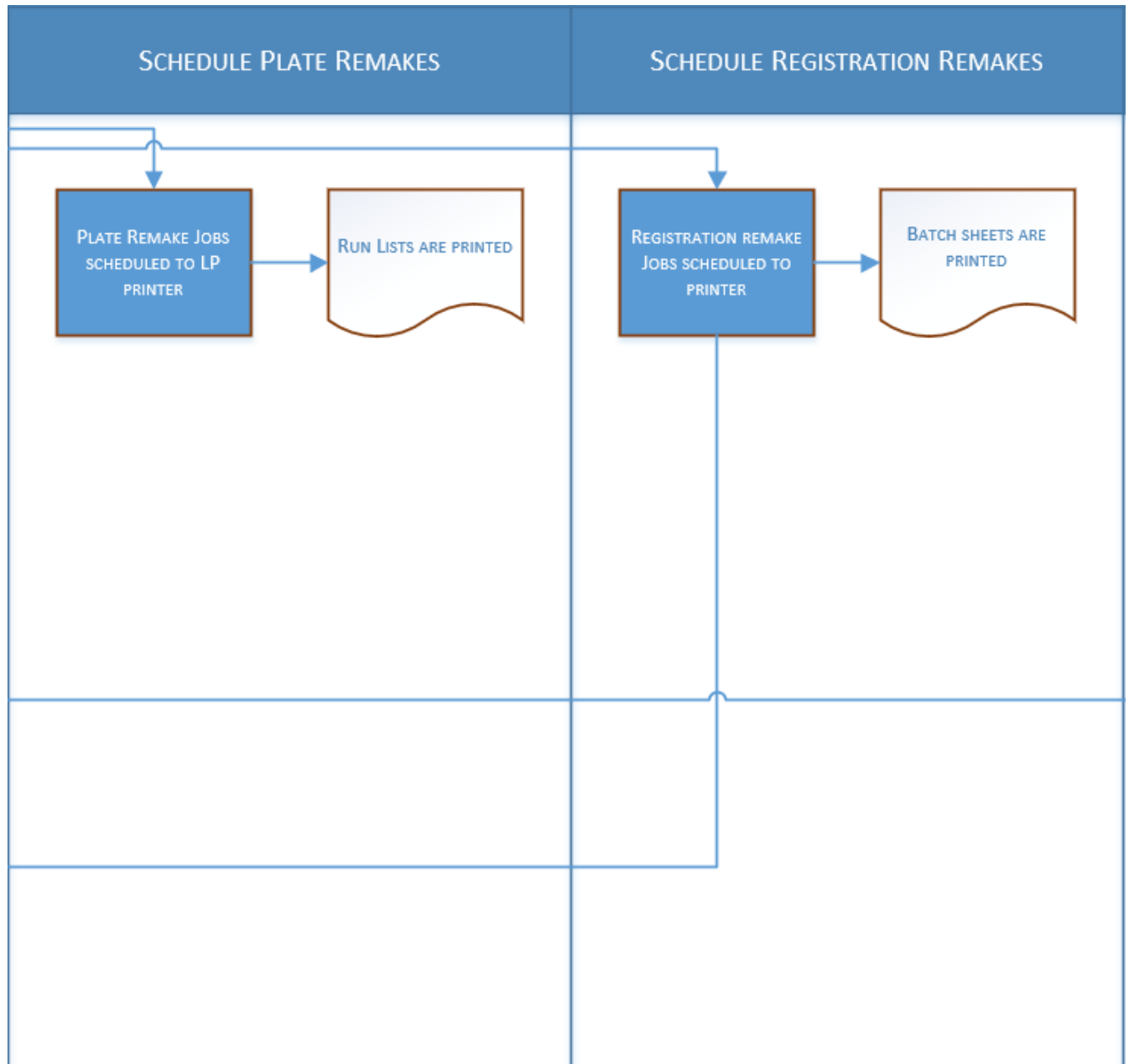
22. The Registration Plate Print Client separates the scheduled registrations into print Jobs.
23. The printer operator then selects Jobs to send the Registration printer.
24. Once registration printing completes the registrations are updated to a “Registration Printed” status.
 - a. The user is provided with a reprint utility if any reprints are necessary.



Quality Assurance

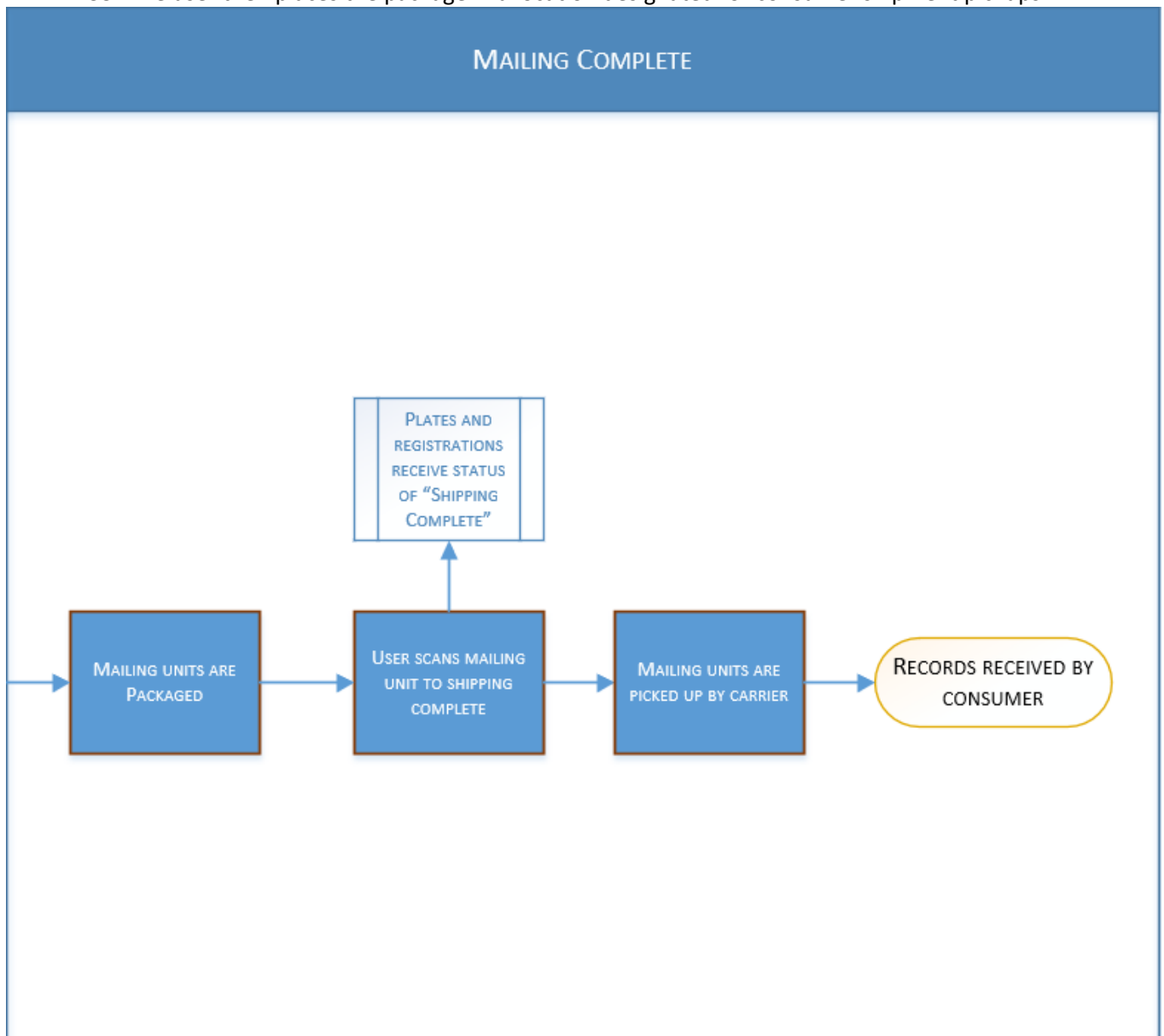
25. The completed registrations are placed on the cart with the license plates. Using the cart, bin, and sequence printed on the registration cards and batch sheets.
 - a. The cart bin and sequence are structured in a way that allows for households to be grouped together easily. These groups are called Mailing Units within Prism.
26. Once all plates and registration are on the cart, a Fulfillment personnel will pull registrations and plates off of the cart, join them together, and hand them to a QA personnel.
27. Using the Prism Quality Assurance page, a QA personnel will scan each record within the mailing unit to a "Fulfillment Complete" status if it passes inspection or "QA Failed" if it does not.
 - a. Plates and Registrations that are QA Failed will be sent to a review page that a Prism admin can Confirm or Deny a QA Fail.
 - b. Plates that are Failed are sent to a Schedule Plate Remakes page.
 - c. Registrations that are Failed are sent to a Schedule Registration Remakes page.
 - d. If all records in a Mailing Unit pass QA inspection, the mailing unit will become available for mailing.





Mailing Complete

28. During the QA process mailing units are stacked and handed off to a shipping user.
29. Using the Packing Scan page, the shipper will scan a single record in the mailing unit.
30. Once scanned the page will display all of the records associated with that mailing unit. As well as the estimated package type, weight, and shipping method.
31. The user will then package the mailing unit based on the recommendation on screen and print out a shipping label.
32. At the moment of shipping label generation, the status of the records within the mailing unit are updated to a shipping complete status.
33. The user then places the package in a location designated for consumer shipment pickups.



Key Personnel Resumes



Drew Nicholson

EDUCATION

Degree – Area of Study

Institution, Location

EXPERIENCE / REFERENCES

Reference Contact Info Kevin Garvey Indiana Bureau of Motor Vehicles COO	Reference Phone (317) 232-4688
Reference Address 100 N Senate Ave Indianapolis, IN 46204	
Project Scope LP & Fulfillment Program for Indiana BMV, SOS, and DOR	Role Program Director
Related technical qualification & experience. Design of complete technical and workflow specifications for the project.	Start and completion dates 03/01/2010 – Present
Specific work to performed and deliverables to be provided under the Contract. Worked with project cell team of Program Manager, Project Manager, Account Manager, Solution Engineers, Business Analysts, and supporting technical staff to design overall solution and workflow components to specifically match contract requirements.	

Reference Contact Info Dana Grinstead GCI Facility Manager	Reference Phone (470) 426-5374
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Reference Address 210 Long Bridge Road Helena, GA 31037	
Project Scope Georgia Department of Revenue LP & Fulfillment Program	Role Program Director
Related technical qualification & experience. Design of complete technical and workflow specifications for the project.	Start and completion dates 10/01/2015 – Present
Specific work to performed and deliverables to be provided under the Contract. Worked with project cell team of Program Manager, Project Manager, Account Manager, Solution Engineers, Business Analysts, and supporting technical staff to design overall solution and workflow components to specifically match contract requirements.	

Reference Contact Info Bill Beckett Arizona Motor Vehicle Division DLS Administrator	Reference Phone (602) 712-8175
Reference Address 1309 N. 21 st Ave Phoenix, AZ 85009	
Project Scope Arizona Motor Vehicle Division LP & Fulfillment Program	Role Program Director
Related technical qualification & experience. Design of complete technical and workflow specifications for the project.	Start and completion dates 05/15/2019 – Present
Specific work to performed and deliverables to be provided under the Contract. Worked with project cell team of Program Manager, Project Manager, Account Manager, Solution Engineers, Business Analysts, and supporting technical staff to design overall solution and workflow components to specifically match contract requirements.	



Dave Tackett

EDUCATION

Business Management

Ivy Tech, Indianapolis, IN

EXPERIENCE / REFERENCES

Reference Contact Info Kevin Garvey Indiana Bureau of Motor Vehicles COO	Reference Phone (317) 232-4688
Reference Address 100 N Senate Ave Indianapolis, IN 46204	
Project Scope LP & Fulfillment Program for Indiana BMV, SOS, and DOR	Role Program Manager
Related technical qualification & experience. Installation and Implementation of the fulfillment for complete print on demand program. Designed the process flow and developed metrics used to track equipment and staffing needs for daily production. Created training manuals for staff and complete training of each team member.	Start and completion dates 03/01/2010 – Present
Specific work to performed and deliverables to be provided under the Contract. From 2010 to 2015, I managed the Fulfillment Center for the license plate and registration program. This program also included working with the Indiana Secretary of State with dealer plates and the Indiana Department of Revenue with Carrier truck and trailer plates. In 2016 I moved to Director of LP & Fulfillment for ITI. From 2016 to	

present, I have been involved in ongoing management and support for this program working closely with the three state entities.

Reference Contact Info Dana Grinstead GCI Facility Manager	Reference Phone (470) 426-5374
Reference Address 210 Long Bridge Road Helena, GA 31037	
Project Scope Georgia Department of Revenue LP & Fulfillment Program	Role Director of LP & Fulfillment
Related technical qualification & experience. Worked with GCI staff to set up process flows for the Fulfillment Center and help train inmates on LP Printers and Fulfillment operations.	Start and completion dates 10/01/2015 – Present
Specific work to performed and deliverables to be provided under the Contract. Started working with DOR and GCI as this program began in late 2015 and 2016. Worked closely with GCI management with implementation and startup of this program and continue to support the Department of Revenue and GCI today. We have a dedicated team to help with equipment needs, inventory, and software support.	

Reference Contact Info Bill Beckett Arizona Motor Vehicle Division DLS Administrator	Reference Phone (602) 712-8175
Reference Address 1309 N. 21 st Ave Phoenix, AZ 85009	

Project Scope Arizona Motor Vehicle Division LP & Fulfillment Program	Role Director of LP & Fulfillment
Related technical qualification & experience. Worked with Arizona and ACI implementing a new Fulfillment Center for the new license plate print on demand program.	Start and completion dates 05/15/2019 – Present
Specific work performed and deliverables to be provided under the Contract. <p>Worked closely with Arizona MVD to implement the startup of a new Fulfillment Center for the new license plate program for complete print on demand. Was responsible for locating a facility in close proximity to MVD and ACI to set up a Fulfillment Center. Was responsible for hiring a management team and all equipment needs for operations.</p> <p>Worked closely with ACI to help in the transition from embossed plates to flat with their existing equipment. Set up a new process to transfer finished plates daily from ACI to the new Fulfillment Center. With the help of the ITI LP & Fulfillment Team, we were able to implement our software solution for both ACI and the ITI Fulfillment Center and train all staff. The ITI LP & Fulfillment Team continues to support MVD and ACI in daily operations.</p>	



David (Maxx) Hedrington

EDUCATION

A+ Certification

CompTIA

Accredited Platform Specialist

Hewlett-Packard

Systems Specialist

IBM

DELL Certified Technician

Dell

Certified Printer Technician

Hewlett-Packard

Certified Printer Technician

Lexmark

Certified Printer Technician

Oki-data

Certified Printer Technician

Xerox

EXPERIENCE

Project Scope Louisiana Printer Replacement Project	Role Manager
Related specific technical qualification experience. Managed the replacement of 441 Datamax 4304E Mark II printers with Datamax 4305A Mark III printers in 79 OMV and 80 PTA offices.	Start and completion dates 04/03/2018 – 07/25/2018

Specific work to be performed or deliverables to be provided under this Contract.

Have printers installed by field engineers who ensured that all printers are operating acceptably after installation. The field engineers provided training sessions with any office personnel designated by the office manager. Office personnel were trained on loading of forms and ribbons into the printer and operation of the printers. They will also be given instructions on calling the ITI Customer Care Center for questions or issues.

Project Scope Arkansas Printer Replacement Project	Role Manager
Related specific technical qualification experience. Managed the replacement of 727 E-Class 4304 Mark I printers (including spares) with Datamax 4305A Mark III printers in 139 Offices.	Start and completion dates 08/02/2019 – 10/09/2019
<p>Specific work to be performed or deliverables to be provided under this Contract.</p> <p>Have printers installed by field engineers who ensured that all printers are operating acceptably after installation. The field engineers provided training sessions with any office personnel designated by the office manager. Office personnel were trained on loading of forms and ribbons in to the printer and operation of the printers. They will also be given instructions on calling the ITI Customer Care Center for questions or issues.</p>	

Project Scope Hawaii Printer Install Project Hawaii Printer Replacement Project	Role Manager
Related specific technical qualification experience. 2010 - Managed the installation of 48 E-Class 4304 printers (including spares), 36 print servers, in 12 Contract License Offices. 2018 - Managed the replacement of 152 E-Class 4304 Mark I printers (including spares) with Datamax 4305A Mark III printers in 27 Contract License Offices.	Start and completion dates 09/15/2010 - 10/15/2010 04/10/2018 - 07/26/2018

Specific work to be performed or deliverables to be provided under this Contract.

2010 - As part of the preinstall process and before going 'live' on the new ITI system, ITI printers and print servers will be installed and tested by field technicians. ITI will work with state personnel to ensure that all printers are operating properly according to the state. Once the printers have passed the state testing period, ITI will leave the location with the printer's setup until the state goes "live" on the new ITI system. The field technicians will provide training sessions with any office personnel designated by the office manager. Office personnel will be trained on loading forms, ribbons, and printer operations. They will also be given instructions on calling the ITI Customer Care Help Desk for questions or issues.

2018 - Have printers installed by field engineers who ensured that all printers are operating acceptably after installation. The field engineers provided training sessions with any office personnel designated by the office manager. Office personnel were trained on loading of forms and ribbons into the printer and operation of the printers. They will also be given instructions on calling the ITI Customer Care Center for questions or issues.



Kevin Haverstock PMP, CSM

EDUCATION

B.S. – Information Systems

Northeastern Illinois University, Chicago, IL

EXPERIENCE / REFERENCES

Reference Contact Info Bill Beckett Arizona Motor Vehicle Division DLS Administrator	Reference Phone (602) 712-8175
Reference Address 1309 N. 21 st Ave. Phoenix, AZ 85009	
Project Scope Arizona Motor Vehicle Division License Plate	Role Project Manager
Related technical qualification & experience. Manufacturing, inventory, IT management, software development and project management.	Start and completion dates 12/30/2019 – 10/13/2020
Specific work to performed and deliverables to be provided under the Contract. Led the project to transition from embossed plates to flat plates with the existing equipment at ACI. ITI custom software was designed, developed and implemented at ACI and also the Fulfillment Center.	

Reference Contact Info Steve Coffey KAVIS/KINDL	Reference Phone (502) 782-3765
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Reference Address 200 Mero St. Frankfort, KY 40622	
Project Scope Kentucky Motor Vehicle Division License Plate	Role Manager
Related technical qualification & experience. Manufacturing, inventory, IT management, software development and project management.	Start and completion dates 01/06/2020 – present
Specific work to performed and deliverables to be provided under the Contract. Led the project to transition from embossed plates to flat plate production at KCI. IT hardware, networking and security was needed. Extensive ITI custom software was designed, developed and implemented at KCI and for plate transactions and inventory at all county locations.	

Reference Contact Info Jessica Tyson Executive Office Administrator	Reference Phone (785) 296-3686
Reference Address 300 SW 29 th Street Topeka, KS 66611	
Project Scope Provide a web-based Driver License applicant knowledge test for Kansas Department of Revenue Customers.	Role Project Manager
Related technical qualification & experience. IT management, software development and project management.	Start and completion dates 09/28/2020 – present
Specific work to performed and deliverables to be provided under the Contract. Led the project to supplement state in-person driver testing with a web-based online Driver License test, available for applicants from home or non-KDOR locations. System	

must securely process credit card payments, utilize the KDOR question/answer Item Pool and perform according to KDOR rules and regulations.



Justin Coulston

EDUCATION

Bachelor's of Science – Electrical Engineering

Clemson University, Clemson, SC

EXPERIENCE / REFERENCES

Reference Contact Info Kevin Garvey Indiana Bureau of Motor Vehicles COO	Reference Phone (317) 232-4688
Reference Address 100 N Senate Ave Indianapolis, IN 46204	
Project Scope LP & Fulfillment Program for Indiana BMV, SOS, and DOR	Role Software Developer / Solution Engineer
Related technical qualification & experience. Designed and developed license plate client-side software to be used for running print jobs against a specialized license plate printer. Developed generic solutions for the system for simple deployment to other clients.	Start and completion dates 05/25/2015 - 07/31/2017
Specific work to performed and deliverables to be provided under the Contract. Will design and develop the custom configuration required to successfully implement the software developed for license plate fulfillment. Will create various topologies based on these original designs.	

Reference Contact Info Bill Beckett Arizona Motor Vehicle Division DLS Administrator	Reference Phone (602) 712-8175
Reference Address 1309 N. 21 st Ave Phoenix, AZ 85009	
Project Scope Arizona Motor Vehicle Division LP & Fulfillment Program	Role Solution Engineer
Related technical qualification & experience. Worked as the technical liaison between the business and technical groups at Arizona and ITI. Worked with Arizona technical resources to design batching processes between the Arizona Services and ITI Services. Documented topologies and technical requirements used by development to customize the Solution to fit Arizona's needs	Start and completion dates 05/15/2019 - Present
Specific work to performed and deliverables to be provided under the Contract. Will work with business and technical stakeholders within Nebraska to ensure the Solution is properly spec'd, designed, and documented for successful development of the final deliverables. Will work with internal resources to maintain timelines and remove technical roadblocks.	

Reference Contact Info Steve Coffey Project Coordinator	Reference Phone (502)-782-3765
Reference Address Kentucky Department of Transportation Cabinet 200 Mero St. Frankfort KY 40622	
Project Scope Kentucky License plate and Fulfilment Program	Role Solution Engineer

Related technical qualification & experience.

Worked with Kentucky and ITI business personnel to ensure designs and deliverables were meeting the needs of the system. Worked with stakeholders to design a novel county portal to allow clerks to order plates, on-demand from county offices. Documented topologies and requirements to ensure technical resources had clear direction on the project.

Start and completion dates

12/13/2019 - Present

Specific work to performed and deliverables to be provided under the Contract.

Will work with Nebraska stakeholders to design and implement any additional utilities or deliverables to make the final Solution optimal to the end user. Will document all topologies and technical requirements and communicate these specifications to appropriate personnel on the teams. Will monitor all work for risk and work to remove roadblocks for technical resources to maintain timelines.



Anthony Duckett

EDUCATIONS

High School Diploma – Academic Honors

Columbia City High School, Columbia City, IN

EXPERIENCE / REFERENCES

Reference Contact Info Claire Leckie Account Management Program Administrator	Reference Phone (260) 224-3461
Reference Address 2980 E. Coliseum Blvd. Fort Wayne, In 46580	
Project Scope Nevada DMV Services	Role Account Manager
Related technical qualification & experience. 2 Years Project Management 2 Years Account Relationship Management & Growth 5 Years Technical Support / Product Adoption & Training	Start and completion dates 9/1/2019 – Current
Specific work to performed and deliverables to be provided under the Contract. <p>Serve as a trusted partner to facilitate all account and relationship needs for the administration of Over-the-Counter registration printing, Mailroom Fulfilment Services, Self-service Terminals, and Driver Testing services throughout the state of Nevada.</p> <p>As a primary point of contact, build relationships, provide clear communication of initiatives, escalations, new development and / or solutions. Act as a bridge between ITI and NV DMV through all project and operational support teams to maintain an exceptional level of service and response time. Ensure ITI products and services continue</p>	

to perform optimally and serve as a conduit to implement change requests. Develop and service over 50 Self-Service terminal locations in both the retail, and DMV space. Facilitate strong awareness campaigns to ensure value and growth are realized.

Reference Contact Info Claire Leckie Account Management Program Administrator	Reference Phone (260) 224-3461
Reference Address 2980 E. Coliseum Blvd. Fort Wayne, In 46580	
Project Scope Georgia Department of Revenue License Plate & Mailroom Fulfillment and MVD Self Service Tag Service	Role Account Manager
Related technical qualification & experience. 2 Years Project Management 2 Years Account Relationship Management & Growth 5 Years Technical Support / Product Adoption & Training	Start and completion dates 9/1/2019 – Current
Specific work to performed and deliverables to be provided under the Contract. <p>Serve as a trusted partner and extension of the GA DOR team to provide relationship management and support to ensure the health and growth of License Plate and Mailroom Fulfillment Services, as well as Self-service Terminals.</p> <p>Manage the implementation and servicing success of over 60 kiosks in 20 counties, and program participation in over 45 counties throughout the state.</p> <p>Develop partnership relationships throughout the state to establish ideal placement of kiosks. Support initiative to grow and develop the programs to align with the DOR goals and legislation.</p>	

Reference Contact Info Claire Leckie Account Management Program Administrator	Reference Phone (260) 224-3461
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Reference Address

2980 E. Coliseum Blvd.
Fort Wayne, In 46580

Project Scope

Indiana Department of Transportation DMV Services

Role

Account Manager

Related technical qualification & experience.

2 Years Project Management
2 Years Account Relationship Management & Growth
5 Years Technical Support / Product Adoption & Training

Start and completion dates

9/1/2019 – Current

Specific work to performed and deliverables to be provided under the Contract.

Serve as a trusted partner and extension of the Indiana Dept. Of Transportation BMV team to provide relationship management and support, ensuring healthy performance of the DMV products for Over-The-Counter printing, License Plate & Fulfillment Services, Driver Testing, and Self-Service Terminals.

Manage the implementation and servicing success of over 46 kiosks throughout the state of Indiana, including but not limited to BMV's, SSO Offices, and Retail Partnership locations.

Develop partnership relationships throughout the state and establish ideal placement of kiosks. Support state initiatives to grow and develop the programs in alignment with the state goals and legislation.



Emilio Bolton

EDUCATION

Business Analysis Certification program

IIBA

EXPERIENCE / REFERENCES

Reference Contact Info Dana Grinstead GCI Facility Manager	Reference Phone (470) 426-5374
Reference Address Georgia Correctional Industries Helena, GA 31037	
Project Scope Georgia Department of Revenue LP & Fulfillment Program	Role Business Analyst
Related technical qualification & experience. Acted as a liaison between GCI staff and project team to ensure the development of effective solutions. Updated and maintained ITI's License Plate and Fulfillment solution and assisted in deployment of key features for improving GCI's processes.	Start and completion dates 10/01/2015 – Present
Specific work to be performed and deliverables to be provided under the Contract. Worked as part of the initial project startup team as the dedicated License Plate and Fulfillment Quality Assurance Analyst. In 2016 I provided ongoing project support as ITI's dedicated License Plate and Fulfillment Business Analyst by listening to GCI's requests and concerns and suggesting valuable solutions. Also acted as the subject matter expert on ITI's License Plate and Fulfillment Solution since 2015.	

Reference Contact Info Bill Beckett Arizona Motor Vehicle Division DLS Administrator	Reference Phone (602) 712-8175
Reference Address 1309 N. 21 st Ave Phoenix, AZ 85009	
Project Scope Arizona Motor Vehicle Division LP & Fulfillment Program	Role Business Analyst
Related technical qualification & experience. Worked closely with Arizona Correctional Industries on training and setup of processes, Arizona Department of Transportation on project requirement gathering and organizing, and the fulfillment center startup procedures, training, and processes.	Start and completion dates 05/15/2019 – Present
Specific work to be performed and deliverables to be provided under the Contract. Worked as part of the initial project team. Trained mailroom and license plate staff on how to use ITI's LP and Fulfillment application suite. Worked with License plate staff to setup an effective process that work with their unique printing setup. Worked with training of fulfillment management on how to use ITI's software solution and how to setup processes to efficiently fulfill and ship registrations and license plates within SLA. Provided additional support as the License Plate and Fulfillment Subject Matter Expert.	

Reference Contact Info Steve Coffey Project Coordinator	Reference Phone (502)-782-3765
Reference Address Kentucky Department of Transportation Cabinet 200 Mero St. Frankfort KY 40622	

Project Scope Kentucky License plate and Fulfilment Program	Role Business Analyst
Related technical qualification & experience. Worked closely with the Kentucky Transportation Cabinet on requirements gathering, analysis, and refining. Acted as the liaison between development and KY for the transformation of requirements into deliverables.	Start and completion dates 12/13/19 – Present
Specific work to be performed and deliverables to be provided under the Contract. Worked as part of the initial project team. Ensured that the ITI solution would work efficiently for use by all branch locations throughout the state, translated spoken and written requirements from KY into useable deliverables and action items for the development team. Produced workflow and	



David Johnson

EDUCATION

Associate of Science – Computer Network Administration

Keiser College, Sarasota, Florida

Security+ Certification

CompTIA

CCNP Security Certification

Cisco

Internal Security Assessor Certification

Payment Card Industry Security Standards Council

PCI Professional Certification

Payment Card Industry Security Standards Council

EXPERIENCE / REFERENCES

Reference Contact Info Dana Grinstead Facility Manager	Reference Phone (229) 868-3443
Reference Address 210 Long Bridge Road Helena, Georgia 31037	
Project Scope Georgia License Plate that produces license plates and corresponding vehicle registrations through a batch printing process and on-demand.	Role Security Lead
Related technical qualification & experience. User, Access, and Permissions Audit Vulnerability Scanning FIM and Change Detection Review Risk Assessments	Start and completion dates 7/2014 – Ongoing

Incident Response Firewall, Server, PC and Network Devices configuration and Security Audits Security Awareness Training Firewall Configuration Reviews Disaster and Backup Recovery planning	
Specific work to performed and deliverables to be provided under the Contract. Perform risk assessment annually and for any new threats and vulnerabilities discovered. Review users' access and permission and remediate discrepancies. Run and review vulnerability scan results and correct vulnerabilities. Audit all systems configurations and firewall rulesets to ensure they meet policy and hardening standards. Daily review of FIM and change detection alerts. Assign and monitor employee security awareness training. Perform annual reviews of all policies, procedures, and plans to ensure they still meet the company's mission and business functions. Respond to threats by executing incident response procedures.	

Reference Contact Info First and Last Name Title	Reference Phone (123) 456-7890
Reference Address 123 Some Place City, State Zip	
Project Scope Mississippi OTC that provides an on-demand registration printing solution within DMV offices for all state customers that need to renew their vehicle registration.	Role Security Lead
Related technical qualification & experience. User, Access, and Permissions Audit FIM and Change Detection Review Risk Assessments Incident Response Firewall, Server and Switch configuration and Security Audits Security Awareness Training Backup and Recovery Planning	Start and completion dates 7/2014 – Ongoing
Specific work to performed and deliverables to be provided under the Contract.	

Quarterly review to confirm personnel are following security policies and operational procedures. Ensure systems meet security requirements set forth in policies and standards. Conduct annual risk assessment and upon discovery of new threats and vulnerabilities. Quarterly review of user's access, permissions, and security group assignment. Monitor and assess vendors security policies, processes, and compliance. Execute incident response procedures for any potential or confirmed security incidents. Assign security training to all employees, and roles and responsibilities training.

Reference Contact Info First and Last Name Title	Reference Phone (123) 456-7890
Reference Address 123 Some Place City, State Zip	
Project Scope Arkansas OTC and Mailroom that provides an on-demand registration printing solution within DMV offices for all state customers that need to renew their vehicle registration. It also provides a batch printing process for all state customers that renew their registrations online.	Role Security Lead
Related technical qualification & experience. User, Access, and Permissions Audit Change Detection Review Risk Assessments Incident Response Firewall, Server and Switch configuration and Security Audits Security Awareness Training Backup and Recovery Planning	Start and completion dates 7/2014 – Ongoing
Specific work to performed and deliverables to be provided under the Contract. Assess all systems to ensure policies and standards are applied and meet security requirements set forth in policies and standards. Lead team of Security Analysts to conduct IT risk assessment. Quarterly assessment to ensure personnel follow company policies and procedures, and process and compliance requirements are being completed. Train all employees on security awareness, roles and responsibilities and	

incident response. Execute incident response plan and procedures when there are suspected or confirmed security incidents.



Andrew Reinking

EDUCATION

Associate of Applied Science Degree in Computer Network Systems (Sept. 2008)

ITT Technical Institute, Fort Wayne Indiana

Bachelor of Science Degree in Information Systems Security (June 2010)

ITT Technical Institute, Fort Wayne Indiana

EXPERIENCE / REFERENCES

Reference Contact Info Rosa Yaeger DIRECTOR MOTOR VEHICLE DIVISION	Reference Phone (605) 773-2578
Reference Address 445 East Capitol Avenue Pierre, SD 57501	
Project Scope South Dakota Central Fulfillment - Processing of license plate fulfillment and license plate and vehicle registration fulfillment using PRISM and Mailroom software. Testing support for all feature updates and bug fixes.	Role Quality Assurance Manager
Related technical qualification & experience. 10 years' experience with testing mailroom registration printing applications for multiple jurisdictions. 3 years' experience with testing Prism software for multiple jurisdictions.	Start and completion dates 08/01/2015 – present

Specific work to performed and deliverables to be provided under the Contract.

Creation of test cases and a test plan for all functionality of Prism and mailroom applications. Testing of all features and functionality for each component, along with bug reporting and testing of bug fixes. Regression testing is also completed once any/all bugs have been tested to be corrected.

<p>Reference Contact Info</p> <p>Dana Grinstead Facility Manager</p>	<p>Reference Phone</p> <p>(229) 868-3443</p>
<p>Reference Address</p> <p>Georgia Correctional Industries 210 Long Bridge Road Helena, Georgia 31037</p>	
<p>Project Scope</p> <p>Georgia Prism - Processing of license plate fulfillment and license plate and vehicle registration fulfillment using PRISM and Mailroom software. Addition of a license plate web portal to tie into Prism. Testing support for all feature updates and bug fixes.</p>	<p>Role</p> <p>Manager</p>
<p>Related technical qualification & experience.</p> <p>10 years' experience with testing mailroom registration printing applications for multiple jurisdictions. 3 years' experience with testing Prism software for multiple jurisdictions.</p>	<p>Start and completion dates</p> <p>10/01/2015 – present</p>
<p>Specific work to performed and deliverables to be provided under the Contract.</p> <p>Creation of test cases and a test plan for all functionality of Prism and mailroom applications. Testing of all features and functionality for each component, along with</p>	

bug reporting and testing of bug fixes. Regression testing is also completed once any/all bugs have been tested to be corrected.

Reference Contact Info Steve Coffey Government Administration Professional	Reference Phone (502) 782-3765
Reference Address Kentucky Department of Transportation Cabinet 200 Mero St. Frankfort, KY 40622	
Project Scope Kentucky Prism - Processing of license plate fulfillment and license plate and vehicle registration fulfillment using PRISM and Mailroom software. Addition of a license plate web portal to tie into Prism.	Role Manager
Related technical qualification & experience. 10 years' experience with testing mailroom registration printing applications for multiple jurisdictions. 3 years' experience with testing Prism software for multiple jurisdictions.	Start and completion dates 12/13/2019 – present
Specific work to performed and deliverables to be provided under the Contract. Creation of test cases and a test plan for all functionality of Prism and mailroom applications. Testing of all features and functionality for each component, along with bug reporting and testing of bug fixes. Regression testing is also completed once any/all bugs have been tested to be corrected.	



James Miser

EDUCATION

Computer Science

Visual Basic Programing

Business Management

State College of Florida, Bradenton, FL

EXPERIENCE / REFERENCES

Reference Contact Info Dana Grinstead GCI Facility Manager	Reference Phone (470) 426-5374
Reference Address Georgia Correctional Industries 210 Long Bridge Road Helena, GA 31037	
Project Scope Georgia Department of Revenue LP & Fulfillment Program	Role Lead LP and Fulfilment Engineer
Related technical qualification & experience. Refined process and made improvements to the existing fulfilment and license plate workflows.	Start and completion dates 02/06/2017 - Present
Specific work to performed and deliverables to be provided under the Contract. <ul style="list-style-type: none">• Physical and software process refinement.• Remote and onsite machinery/software troubleshooting.• 24/7 project support.	

I have worked very closely with the staff at GCI to assist in refining existing processes for ease and higher throughput. In that time, I have operated all software and machinery needed to produce license plates and fulfilment materials. If there is ever an issue with machinery or software, GCI calls on my team for assistance. We make regular trips to meet with staff and review current methodologies and areas that could improve.

Reference Contact Info Steve Coffey Project Coordinator	Reference Phone (502)-782-3765
Reference Address Kentucky Department of Transportation Cabinet 200 Mero St. Frankfort KY 40622	
Project Scope Kentucky License plate and Fulfilment Program	Role Lead LP and Fulfilment Engineer
Related technical qualification & experience. Worked closely with KY to set up all machinery, software, consumables and general knowledge base.	Start and completion dates 12/13/19 – Present
Specific work to performed and deliverables to be provided under the Contract. <ul style="list-style-type: none"> • Procurement of consumables and equipment. • Layout and process flow drafting. • Coordination of equipment and material delivery/install. • Machinery operation and training. • Software training and user guide drafting. • LP and fulfilment printer configurations/install. • On site/remote diagnostics and troubleshooting. • Software QA • 24/7 project support. <p>My team and I have managed the install and assisted in management of the overall operation since project conception. We were responsible for coordination of all installs and procurement of all necessary materials. We are continuing to refine processes and are working with KY to establish best practices. We eased the transition from embossed to flat plates and overcame many obstacles since the program start date. Every piece of machinery has been operated and configured by my team. All procedures and documentation were tested and/or written by my team.</p>	

Reference Contact Info Pat Gacke Former License Plate Foreman	Reference Phone (605) 951-4627
Reference Address South Dakota State Penitentiary 1600 North Dr. Sioux Falls, SD 57104	
Project Scope LP and Fulfilment program for SD	Role Lead LP and Fulfilment Engineer
Related technical qualification & experience. Project, machinery and process maintenance.	Start and completion dates 02/06/2017 – Present
Specific work to performed and deliverables to be provided under the Contract. <ul style="list-style-type: none"> • Process refinement. • Staff training. • On site/remote troubleshooting. • Software operation and documentation. • Machinery replacement and maintenance. • 24/7 project support <p>My team provides all maintenance of software and hardware on site in SD. If there is ever an issue, they have a direct line to reach us at any time. We assist remotely and travel if need be.</p>	



Aaron Stauffer

EDUCATION

Bachelor's Degree – Information Systems

Indiana Institute of Technology, Fort Wayne

EXPERIENCE / REFERENCES

Reference Contact Info Bill Beckett Arizona Motor Vehicle Division DLS Administrator	Reference Phone (602) 712-8175
Reference Address 1309 N. 21st Avenue Phoenix, AZ 85009	
Project Scope Arizona Department of Transportation LP & Fulfillment Program	Role LP & Fulfillment Support Analyst
Related technical qualification & experience. Process, Software and Database knowledge.	Start and completion dates 02/28/2020 – Present
Specific work to performed and deliverables to be provided under the Contract. <ul style="list-style-type: none"> • Remote Troubleshooting. • Software Support. • Process Refinement. <p>I assisted the license plate team in the process to set up the AZ Project then I became the main support for software related issues or change request. While supporting the software I work closely with the customer, listening to their specific process to fix any issues or suggest any process changes that may increase the efficiency and reduce the chance of fraud. I organize information from the customer then work closely with the development team until the issue is resolved, or the change is made.</p>	

Reference Contact Info Dana Grinstead GCI Facility Manager	Reference Phone (470) 426-5374
Reference Address 210 Long Bridge Road Helena, GA 31037	
Project Scope Georgia Department of Revenue LP & Fulfillment Program	Role LP & Fulfillment Support Analyst
Related technical qualification & experience. Process, Software and Database knowledge.	Start and completion dates 02/28/2020 – Present
Specific work to performed and deliverables to be provided under the Contract. <ul style="list-style-type: none"> • Remote Troubleshooting. • Software Support. • Process Refinement. <p>I am assisting the Georgia project by taking the input from the state and organizing it as an output for our development team. Finding improvements in our system then talking with the state for approval of changes. Changes can be to fix and issue, improve accurate or speed and prevent chance for fraud. I am also assisting in the process to update older features in this project with lessons or ideas found in newer projects.</p>	

Reference Contact Info Pat Gacke Former License Plate Foreman	Reference Phone (605) 951-4627
Reference Address South Dakota State Penitentiary 1600 North Dr. Sioux Falls, SD 57104	
Project Scope LP and Fulfilment program for SD	Role

	LP & Fulfillment Support Analyst
Related technical qualification & experience. Process, Software and Database knowledge.	Start and completion dates 02/28/2020 – Present
Specific work to performed and deliverables to be provided under the Contract. <ul style="list-style-type: none">• Remote Troubleshooting.• Software Support.• Process Refinement. <p>I assist the team in South Dakota with any issues or changes that may be out of there permissions. We have a team in fulfillment for this project that works with the system daily. I assist in a similar way of working with the state and/or our team in the state to improve their system to fix their needs. I do that by organizing, solving, and translating issues to our development team to update the software.</p>	

Project Management Plan

Glossary of Terms

Term	Definition
ITI	Intellectual Technology, Inc.
QA	Quality Assurance
SUAT	State Unit Acceptance Test
QA Testing	ITI QA Testing for final testing prior to SUAT

Purpose of Document

The NE RFP 6494 Z1Project will be executed, monitored, and controlled throughout the project life cycle. This document is one of the primary documents used to help ensure success of the NE RFP 6494 Z1 and contains both summary level information and references to subdocuments as necessary for the successful execution of this project. Even though the Project Management Plan is completed at the beginning of the project, this plan is considered a living document during the lifecycle of the project and will be updated as necessary, while maintaining version control to trace history of the changes and allow key stakeholder review.

Project Overview

The NE RFP 6494 Z1 project will include ITI, in close collaboration with NEBRASKA DMV and CSI personnel, providing a License Plate printing and Registration Fulfilment solution. This project will include equipment installation, integration, and testing with NEBRASKA DMV personnel to ensure the solution meets the DMV's business requirements and user needs. ITI will also perform necessary training on equipment operation for DMV and CSI personnel in preparation for full production operation. The ITI solution also includes onsite support as needed, along with remote support and on-call assistance and system supplies.

Project Vision and Goals

The NE RFP 6494 Z1 project will ensure NEBRASKA DMV has the necessary equipment, training, supplies, and support to provide License Plate Printing and Registration fulfillment to support the Business needs of the Nebraska DMV.

Project Scope

This project will include installation, along with system integration and testing of a License plate printing and registration fulfillment service solution for Nebraska. This solution will include the necessary hardware, software, and consumables to support the installed system. The solution will also provide onsite and remote support to ensure proper setup and initial operation of the solution, plus establishment of operational support throughout the product life-cycle.

Key Points Include:

- Installation and Integration of a License plate printing system
- Installation and Integration of a Registration Fulfillment printing system
- Necessary training of Nebraska DMV and CSI personnel on operation of the above systems
- Integration with the Nebraska VicToRy system

Project Scope Management

Changes beyond what is listed above will be reviewed and agreed upon by both parties before implementation into this project. The review process will take in consideration impact to overall product capabilities, scope, and impact to development and testing schedule. Any proposed changes to the Project Scope will require a review of the Project Charter and this Project Management Plan for potential impacts.

Project Constraints

- TBD

Product Solution Definition

Intellectual Technology, Inc. (ITI) ...

Project Implementation

Preparations for rollout of the NE RFP 6494 Z1 solution includes coordination of personnel, facilities, hardware, and logistics support. Description of this process, and what is needed for success, will be included in the Implementation Plan for this project. The Implementation Plan will be initially developed prior to pilot deployment phase, and updated throughout the deployment process in support of the required implementation resources and needs.

Key Personnel Roles and Responsibilities

The following personnel are key ITI and NEBRASKA DMV stakeholders for the NE RFP 6494 Z1:

Name	Role	Organization	Email
Drew Nicholson	Contract Manager	ITI	-
David Tackett	Program Manager (LP)	ITI	-
Max Hedrington	Program Manager (OTC)	ITI	-
Kevin Haverstock	Project Manager	ITI	-
Solution Engineer	Justin Coulston	ITI	-
Security Lead	David Johnson	ITI	-
Claire Leckie	Account Manager	ITI	-
Emilio Bolton	Business Analyst	ITI	-
James Miser	Lead LP Engineer	ITI	-
Aaron Stauffer	Support Analyst	ITI	-
Jacob Milliman	LP Technician	ITI	-
Adam Couture	LP Technician	ITI	-
Quality Assurance Lead	Andrew Reinking	ITI	-

Name	Role	Organization	Email

Project Management Approach

ITI supports an Agile methodology to project execution with a highly customer focused interactive approach. This approach includes regular scheduled customer meetings (normally weekly), weekly Project Status Reports, and integrated customer focused testing of new capabilities. However, the needs of the customer and project requirements will dictate the specific project management approach for each project.

Based on the identified project needs and initial planning, the management approach for the NE RFP 6494 Z1 project will be a modified waterfall. This approach allows identification and documentation of essential customer requirements, solution architecture, and a viable path forward toward development and implementation of the NEBRASKA DMV solution at the beginning of the project, while still allowing for regularly planned customer interaction along with welcomed review and updates to the solution throughout the development and testing cycle. All solution updates throughout the project life cycle will be reviewed and approved by both ITI and NEBRASKA DMV personnel in accordance with ITI's Change Management policy and procedures.

Project Milestones

Milestones for this project are as identified and documented in the NE RFP 6494 Z1 contract, as discussed during planning meetings, and will be documented in the approved project schedule. Completion of milestones will be recorded in the project schedule as they occur and reported in the project status report. Necessary changes to these milestones will follow both the identified Change Management and Communications Management processes for this project.

Full Rollout Schedule

The NE RFP 6494 Z1 project full rollout schedule is planned to occur during TBD. These dates are included in the overall project schedule and reviewed for possible updates, as necessary. Each office identified for planned rollout, will be notified for coordination and minimal impact to operational schedule.

Evaluation of Rollout

Evaluation of the NE RFP 6494 Z1 rollout will occur over a TBD time period. Upon initial rollout, ITI engineers will also set up a war room monitoring of network health and activity for the initial 24 hours of operation. During the remaining time period, ITI Analysts and engineers will be available to monitor customer feedback, system performance, network, application, and databases for performance. Our customer support personnel will be available to immediately answer questions or provide technical assistance during this rollout and for the life of the program.

Project Closeout

Final closeout of the NE RFP 6494 Z1 project will occur after successful rollout, monitoring, and customer acceptance of the product solution. The closeout process includes final review and archiving of all project documentation, final verification of completion of all project objectives and deliverables, and hand-off review with Account Management, Program Management, Customer Support (Call Center), and the customer. Project Closeout will be completed in accordance with the Project Closeout Plan and the Project Transition Plan.

Project Work Breakdown

The Project Work Breakdown for this project will be comprised of work packages developed through close collaboration among project team members and stakeholders with additional input from past project experiences. The document for maintaining and reporting this structure will occur within the Project Schedule utilizing MS Project.

Complete Project Schedule

The NE RFP 6494 Z1 project schedule is initially developed from the customer and ITI approved milestones and includes timelines, dependencies, and resources. The project schedule is a living document and will be updated throughout the life of the project to plan events, record progress and task completion and provide a record of project timeline. This information will be captured and maintained by the Project Manager using MS Project.

Risk Management

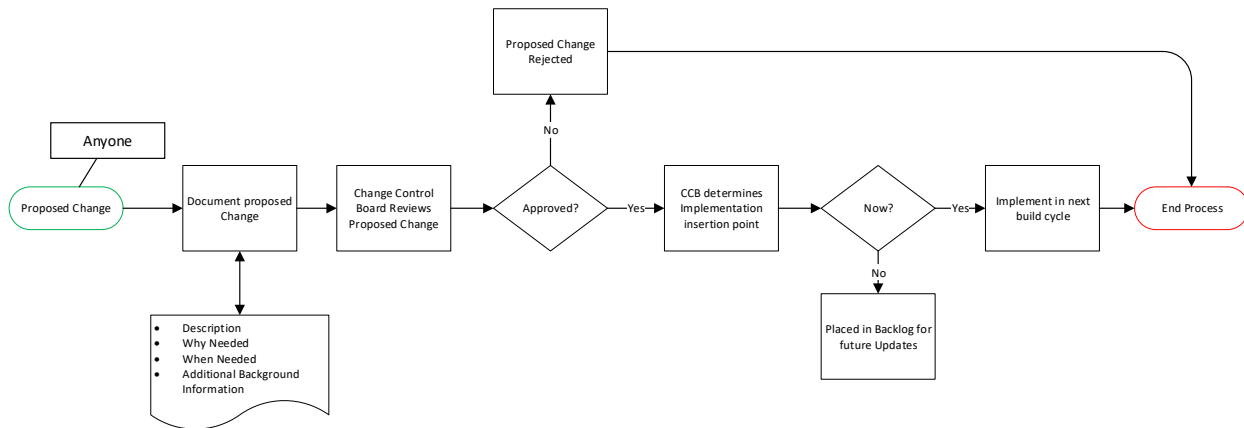
Risks are normally identified from the beginning of the project and reevaluated throughout the project lifecycle for impact and mitigation. The management of risks for this project will be as specified in the Risk Management Plan, documented in the Risk Register, and reported in the weekly Project Status Report. Once risks are accepted for disposition or identified as active issues, they will be included in the project schedule and the issues tracking logs for management and tracking.

Communications Management

Communications are vital to a successful project execution and management. Communications for this project are planned to occur via phone calls, video conferencing, emails, weekly status reports, and regularly scheduled meetings. Refer to the project Communications Plan for specific details.

Change Management

This project will use ITI's standard Change Management process. The Change Management process outlines how changes will be analyzed, by whom, and how changes will then be carried out and documented. The Change Management Plan ensures changes to the project are captured and potential impacts to the project scope are captured and accounted for. Any proposed changes will require a review of the Project Charter and the Project Management Plan for potential impacts. The general process flow for Change Management under this project is shown below and is in accordance with ITI's established Change Management Process. Please refer to the project Change Control Plan for overview and process details.



Issue Tracking Log

The NE RFP 6494 Z1 Issue Tracking Log will be used to track issues discovered during SUAT and Deployment. The log will include a description of the issue and disposition of the issue. This log will be maintained and updated as needed during the project. Open issues will be reported in the weekly Project Status Report.

The Issue Tracking Log will continue to be utilized for 90 days after deployment of the software application for tracking any issues/defects. After this time period, the established ITI maintenance process for issue tracking, analysis, correction, and deployment will be utilized. All post project issues are processed through the established ITI's Change Management process. A separate Issue Management Plan is not anticipated for this project.

Training Plan

The NE RFP 6494 Z1 Training Plan will document the necessary training of field personnel to support the rollout of the NEBRASKA DMV application. This plan will be developed by ITI and reviewed by NEBRASKA DMV prior to implementation of the plan. This plan will be implemented prior to deployment of the NE RFP 6494 Z1 software application and implemented system.

Testing Plan for Rollout

The NE RFP 6494 Z1 Test Plan will include the plan for testing the system application during QA Testing, SUAT, and Production rollout. This will be developed by ITI and available for review by NEBRASKA DMV prior to implementation of the plan.

Defect Management Plan

The NE RFP 6494 Z1 project will utilize ITI's standard processes for Identification, Categorization, Prioritization, Assignment, Resolution, Verification, and Closure of the defect via Azure Dev Ops software. It also identifies regular reporting processes for review and metrics. This defect management will be utilized throughout the software development, testing, and deployment processes utilizing ITI's established CR process. A separate Defect Management Plan is not anticipated for this project.

Requirements Traceability Matrix

The Requirements Traceability Matrix (RTM) document helps ensure all identified requirements (and changes) are properly identified and tested prior to delivery to the customer (ties customer needs to customer deliverables). It also identifies how the NEBRASKA DMV will determine the acceptability (acceptance criteria) of the provided product.

Project Lessons Learned

The Project Lessons learned document is to be completed throughout the project as significant events occur and then updated as information becomes available. It is a living document throughout the project and is owned by the stakeholders to capture events as they occurred and provide a record for learning. Items captured include things that went wrong during the project and things that went right. In order to reflect the reality of the project more accurately and to gather the most relevant data, additions to this document may be completed by any member of the team. As the project is in the final closeout, this document should be reviewed and updated with the latest project information, then reviewed by ITI Project Stakeholders, especially Project and Program Management.

Project Transition Plan

The Project Transition Plan is designed to help insure a smooth transition from a Project effort to normal Operations. Implementation of this plan occurs after completion of all required deliverables defined for the Project and with approval of the Chief Operating Officer or Director of Operations. This transition plan is initiated by the Project Manager and results in the Project Manager no longer being responsible or involved in the current account. This transition plan must be completed with full coordination between the Program Manager, Project Manager, Account

Manager, Customer Care, Product Line Manager, and COO/DOO. Once completed, this document shall be retained as part of the artifacts of the current project.

Project Closeout Plan

The Project Closeout Plan is designed to help ensure a smooth transition when closing a project. Implementation of this plan occurs after completion of all required deliverables defined for the Project and with approval of the Chief Operating Officer. The transition plan is the responsibility of the Project Management Office, is initiated by the Project Manager, and results in the closeout of all project activities. Once completed, this document shall be retained as part of the artifacts of the current project.

E-Class Mark III Specifications

The E-Class Mark III is a family of compact desktop thermal printers designed for a wide variety of industries and applications that require a reliable and cost-effective barcode printer.

Honeywell Datamax-O'Neil applied its industrial printer expertise to provide customers with an entry-level printer that has the features and reliability normally found in more expensive printers. The E-Class Mark III is affordable to own, easy to use, and economical to operate.

We've made the E-Class Mark III easy to use, with quick-loading media and an interactive LCD screen. Users can also notice a substantial reduction in their daily operational costs thanks to the E-Class Mark III's larger media and ribbon-roll capacity. The E-Class Mark III is one of the best values on the market.

Why pay for features you don't need? The E-Class is available in three distinct models that offer the features necessary to meet the broadest range of customer requirements.

The E-Class Mark III was carefully designed to maximize your investment value by offering a competitive purchase price, a battery pack option for mobility, a double-walled construction for increased durability, and a proven design for long-term reliability.



The E-Class Mark III can reduce daily operational costs by minimizing power consumption, and reducing the costs associated with printer consumables such as labels and ribbons.

FEATURES AND BENEFITS



The horizontal split cabinet with a rear hinge allows for easy ribbon and label loading.



Double-walled construction and concentric hinges provide rugged structural integrity.



Larger one-inch core standardized ribbons cost less than the typical smaller desktop ribbons.



Allows for quick and easy changes and provides visual status indication (Professional models only).



Go mobile with the long-lasting MPU-400 battery pack accessory.

E-Class Mark III Technical Specifications

MECHANICAL

Dimensions (H x W x D): 187 mm x 203.5 mm x 282 mm (7.4 in x 8.0 in x 11.1 in)

Weight: 2.4 kg (5.3 lbs)

Color: Pantone warm gray

Construction: Split case with rear concentric hinge; double-walled high-strength thermoplastic; clear wraparound media window

ENVIRONMENTAL

Operating Temperature: 4°C to 35°C (40°F to 95°F)

PRINT TECHNOLOGY

Printer Type: Direct thermal, optional thermal transfer

Print Length Range: 9.5 mm to 2514 mm (0.375 in to 99 in)

Resolution: 8 dots/mm (203 dpi)

Optional Resolution: 12 dots/mm (300 dpi)

Memory: 16 MB SDRAM/8 MB Flash

POWER SOURCE

Electrical: Auto-ranging power converter integration

COMMUNICATION

Communication Ports (Standard): Serial RS-232, USB 2.0, parallel bi-directional, 10/100 Base-T Ethernet, USB Host

Communication Ports (Optional): 802.11 a/b/g, Bluetooth® v2.0

802.11 a/b/g:

Network Standard: IEEE 802.11 a/b/g

Wireless Access Modes: infrastructure and ad-hoc

Security Protocols:

DETAILS	WEP	WPA	WPA2
MODES		PSK/Enterprise	
SECURITY/ENCRYPTION	64/128	TKIP/RC4	CCMP/AES
AUTHENTICATION	LEAP, EAP-PEAP, EAP-FAST, EAP-TTLS, EAP-LEAP		

Network Support: DHCP, TCP/IP, UDP, DNS, BOOTP

MEDIA

For optimum print quality and printer performance, use certified Honeywell media supplies.

Media Type: Label/Tag Roll

Maximum Media Roll Diameter: 127 mm (5 in)

Width Range: 19 mm to 112 mm (0.8 in to 4.4 in)

Thickness Range: 0.06 mm to 0.25 mm (0.003 in to 0.01 in)

Winding: Wound in or out

Ribbon:

Maximum Outside Diameter: 65 mm (2.6 in)

Core Diameters: 13 mm (0.5 in) or 25 mm (1 in) – requires provided adaptors

Minimum Core Widths: 109 mm (4.3 in) for 0.5 in diameter or 25 mm (1 in) for 1 in diameter

Maximum Core Width: 109 mm (4.3 in)

Width Range: 25 mm to 109 mm (1 in to 4.3 in)

Winding: coated-side-in or coated-side-out

Index Sensor Range:

Transmissive (top and bottom sensor combination) gap, hole, or notch:

Basic: 5 mm (0.2 in) right of CL

Adv/Pro: 42 mm (1.7 in) left of CL to 34 mm (1.3 in) right of CL

Reflective (bottom sensor only) bar, hole, or notch:

Basic: 5 mm (0.2 in) right of CL

Adv/Pro: 58 mm (2.3 in) left of CL to 34 mm (1.33 in) right of CL

AGENCY APPROVAL

Contact your Honeywell sales representative for the most recent list of agency approvals.

BARCODES/FONTS/GRAPHICS

Barcodes:

Linear: Code 3 of 9, UPC-A, UPC-E, Interleaved 2 of 5 (I 2 of 5), Code 128, EAN-13, EAN-8, HBIC, Codabar, Interleaved 2 of 5 with a module 10 checksum, Plessey, Interleaved 2 of 5 with a module 10 checksum and shipping bearer bars, 2-digit UPC addendum, 5-digit UPC addendum, Code 93, Postnet, UCC/EAN Code 128, Telepen

2D Symbolologies: UPS MaxiCode, FIM, PDF-417, DataMatrix, QR Code, Aztec, Code 128 with auto Subset Switching, GS1 Databar (replaced RSS), TCIF Linked Bar Code 3 of 9 (TLC39), MicroPDF 417

Resident Fonts: Ten alphanumeric fonts from 2 mm to 6 mm (0.08 in to 0.25 in) including OCR-A, OCR-B, CG Triumvirate smooth font from AGFA

Downloadable Font Types: TrueType, AGFA Intellifont, Bitmap

Character Set:

Modified IBM Code Page 850

Includes characters for English and most European, Scandinavian, and Spanish-speaking countries

50 Resident Code Pages

Font Expansion/Rotation: All fonts expandable vertically and horizontally up to 24x; fonts and graphics can be printed in four directions: 0°, 90°, 180°, and 270°

Graphics Supported: .pcx, .bmp, and .img format files

Reversible Field/Mirror Image: Any font or graphic field can be printed as a normal or reverse image

SOFTWARE/FIRMWARE

NETira™ CT: Configuration Tool

NETira RM: Remote Management

NETira LD: Label Design Software

Drivers: Microsoft® Windows® XP, Windows Vista, Windows NT, Windows 7, Windows 8 (32- and 64-bit)

Universal Printer Command Language

Support: PL-Z (Zebra), PL-B (Boca), PL-I (Intermec), PL-E (Eltron), XML-Enabled

OPTIONS

Bluetooth v2.0 (Professional model only)

Cutter w/Sensor Field (not available on Basic)

High Resolution (300 dpi)

Thermal Transfer (includes 1 in ribbon adaptors)

Wireless LAN (Professional model only)

ACCESSORIES

Auto-Loading Chute

Battery Pack

External Media (Large Roll) Holder

External Rewinder

WARRANTY

Standard Warranty: Covers platen roller, printhead, and installed options when used with approved supplies

Printer: 1 year

Printhead: 1 year or 25,400,000 mm (1,000,000 in), whichever comes first

Extended Warranty: Contact your Honeywell sales representative for extended warranty options available through Honeywell Repair Services.

H-Class Specifications

The H-Class is a rugged and versatile printer that is one of the industry's most feature-rich solutions for dynamic enterprise applications, while operating as fast as many printers in its class. The H-Class is an ideal solution for high-volume label printing in manufacturing, warehouse, transportation and high-resolution labeling applications.

The H-Class reduces the total cost of ownership through its gear-driven, beltless design, providing rugged and reliable performance for 24/7 mission-critical operations. Modular construction also increases uptime for the highest levels of user productivity. With one of the industry's largest graphical displays, the H-Class provides an easy-to-read view for quick navigation and printer notifications. The H-Class offers a broad range of connectivity to meet diverse application requirements and easily integrates into any network. Support of UHF and HF RFID configurations for current or future requirements protects your printer investment. The high-quality features, performance and rugged reliability make the H-Class an excellent value among premium class printers on the market.

H-Class printers can be used in a wide variety of industrial applications with a range of media compatibility, connectivity, emulation support and options, including RFID support. The H-Class offers a complete range of 12 printer models, all but guaranteeing the best fit for your particular mission-critical label printing application.



The H-Class decreases downtime with its easy-to-maintain modular features and field-installable options like peel and present, wireless card and an 8" internal self-powered rewind for quick install.

FEATURES & BENEFITS



H-Class printers come standard with ethernet, parallel, serial and USB. Other communication options are available.



Rugged construction features a gear-driven design and durable die-cast aluminum frame.



Multi-language menu available in English, Spanish, German, Italian and French.



Large 240x320 graphical LCD display for ease in navigating menus as well as data collection.



Versatile media compatibility supports coated-side-in or coated-side-out ribbons, resulting in easier ribbon-inventory management.

Technical Specifications

PHYSICAL CHARACTERISTICS

Dimensions (HxWxD) and Weights:

101.6 mm (4 in) standard: 330 x 321 x 480mm
(13.0 x 12.6 x 18.9 in)

101.6 mm (4 in) X series: 415 x 321 x 489 mm
(16.4 x 12.6 x 19.3 in)

152.4 mm (6 in) standard: 330 x 381 x 480mm
(13.0 x 15.0 x 18.9 in)

152.4 mm (6 in) X series: 415 x 381 x 489mm
(16.4 x 15.0 x 19.3 in)

203.2 mm (8 in) X series: 415 x 433 x 489mm
(16.4 x 17.0 x 19.3 in)

Weight: 8.2 kg (40 lbs); 21.4 kg (47 lbs); 24.1 kg (53 lbs); 26.8 kg (59 lbs)

Clock: On-board real-time clock, LCD backlit graphics display

Construction: Metal cabinet, clear side window to view monitor media supply levels

USER ENVIRONMENT

Operating Temperature: 0°C to 38°C
(32°F to 100°F)

Storage Temperature: -17°C to 60°C
(0°F to 140°F)

Humidity: 10%-95% non-condensing

PRINT TECHNOLOGY

Printer Type: Direct thermal, optional thermal transfer

Print Length Range: 6 mm (0.25 in) to 2,539.75 mm (99.99 in), (values vary with printer configuration)

Print Speed:

H-4212; 304 mms (12 ips), 8 mmpps (203 dpi)
H-4408; 203 mms (8 ips), 16 mmpps (406 dpi)
H-4310; 254 mms (10 ips), 12 mmpps (300 dpi)
H-4606; 152 mms (6 ips), 24 mmpps (600 dpi)
H-4212x; 304 mms (12 ips), 8 mmpps (203 dpi)
H-4310x; 254 mms (10 ips), 12 mmpps (300 dpi)
H-4606x; 152 mms (6 ips), 24 mmpps (600 dpi)

POWER SOURCE

Electric: Auto-sensing 90-132 or 180-264 VAC @ 47-63Hz

COMMUNICATION

Communication Ports (Standard): Serial RS232, parallel bi-directional, ethernet-wired LAN 10/100, USB 2.0 compatible

Communication Ports (Optional): USB-Host, SDIO memory slot, wireless 802.11b/g, GPIO applicator card,

Communication Ports (Standard Tall Models):* Serial RS232, parallel bi-directional, ethernet-wired LAN 10/100, USB 2.0 compatible; USB-Host, SDIO memory slot

Communication Ports (Optional Tall Models):* wireless 802.11b/g, GPIO applicator card

*Same as X-Series

MEDIA

Media type: Roll-fed: 203.2 mm (8.0 in) max O.D. on a 76.2 mm (3.0 in) core; fan-fold stock: accepted from rear and bottom of printer; die-cut or continuous labels; perforated or continuous tag/ticket stock

Media Width Range: 101.6 mm (4 in) models: 25.4 mm (1.0 in) to 118.1 mm (4.65 in); 152.4 mm (6 in) models: 50.8 mm (2 in) to 170.2 mm (6.7 in); 203.2 mm (8 in) models: 76.2 mm (3 in) to 228.9 mm (9.0 in)

Minimum Media Length:

Tear-off and rewind modes: 6.4 mm (0.25 in)
Peel and cutter modes: 25.4 mm (1.0 in)

Media Thickness Range: 0.0635 mm (0.0025 in) to 0.254 mm (0.01 in)

Media Sensing: "See through" for liner-backed die-cut labels and tags, reflective sensor for black-mark label media

Label Backfeed: For use with optional cutter and peel & present

Ribbon Width Range: 101.6 mm (4 in) models: 25.4 mm (1.0 in) to 114.3 mm (4.5 in); 152.4 mm (6 in) models: 50.8 mm (2.0 in) to 170.2 mm (6.7 in); 203.2 mm (8 in) models: 76.2 mm (3.0 in) to 228.9 mm (9.0 in)

Ribbon Core: 25.4 mm (1.0 in)

Ribbon Length: 600 m (1,968 ft)

Coated-side-in or coated-side-out

For optimum print quality and printer performance, use certified Honeywell media supplies.

AGENCY APPROVAL

Contact your Honeywell sales representative for the most recent list of agency approvals.

BARCODES/FONTS/GRAPHICS

Memory: 16MB SDRAM/8MB Flash

Barcodes: Linear: Code 3 of 9, UPC-A, UPC-E, Interleaved 2 of 5, Industrial 2 of 5, Std 2 of 5, Code 11, Code 93, Code 128, EAN-8, EAN-13, HIBC, Codabar, Plessey, UPC 2 and 5 digit addendums, Postnet, UCC/EAN Code 128, Telepen, Planetcode, FIM, USPS-4 State; 2D Symbolologies: MaxiCode, PDF417, USD-8, Datamatrix, QR Code, Codeablock, Code 16k, Aztec, TLC 39, Micro PDF417, GS1 Databar

Resident Fonts: Ten alphanumeric fonts from 2.5- to 23-point including OCR-A, OCR-B, CG Triumvirate™ smooth font from AGFA®; Scalable Fonts: CG Triumvirate Bold Condensed, CG Triumvirate & CG Times with Cyrillic, Greek Arabic and Hebrew character support

Downloadable Font Types: True-Type, Bitmap
Character Set: More than 50 resident character sets; Unicode/UTF8 support

Font Expansion/Rotation: All fonts expandable vertically and horizontally up to 24x; fonts and graphics can be printed in four directions: 0°, 90°, 180° and 270°

Graphics Supported: .pcx, .bmp, .img and ASCII format files

Reversible Field/Mirror Image: Any font or graphic field can be printed as a normal or reverse image

SOFTWARE/FIRMWARE

DMX Config: Complete printer setup utility
DMX NetManager, Embedded Network Web

Pages Windows® Drivers - NT, XP, Vista

Universal Printer Command Language:

PL-Z (Zebra), PL-I (Intermec), PL-B (Boca)

ACCESSORIES

External Rewinder

Serial Adapter Cable

OPTIONS

Font Support

GPIO Interface

ILPC (Hangul, Simplified Chinese, and Kanji)

Internal Rewinder (non-"X" models only)

Label Present Sensor

Large 240 x 320 Display (non-"X" models only)

Linear Scanner

MCL Enabled

Peel & Present (38 mm/1.5 in min. label length)

- Basic or Heavy-Duty

Powered Internal Rewinder ("X" models only)

RFID-UHF & HF

SDIO/USB Host Interface (non-"X" models only)

Standard Cutter

Thermal Transfer (field or factory installed)

Wireless 802.11b/g

WARRANTY

Standard Warranty:

Printer: 1 year*

Printhead: 1 year* or 25,400,000 mm (1,000,000 in), whichever comes first)

Extended Warranty: Contact your Honeywell sales representative for extended warranty options available through Honeywell Repair Services

* Covers platen roller, printhead and installed options

Catalog of PRISM Reports

Order Detail Search

A detail search will return results for individual plates by searching for a status, catalog number, plate message, order number, date, or by batch/sequence. Once the search is complete, details about the record are displayed as they appear in the image below.

~ 10000 ROWS MATCHED CRITERIA ~ ~ 10000 OF 73019 ~													
Order #	Order Date	Plate	Plate County	Location Shipped	Catalog #	Operator ID	RunList ID	Sequence #	Pulled?	Status	Status Date	Plate Count	Shipping Status
14603956	04/11/2018	QQ4255	29-HAMILTON	-	ANPSR008	auto	1304352	19	N	DLP Printed	04/11/2018	1	Unknown
14603956	04/11/2018	AKW606	19-DUBOIS	-	200-SR0075-12	auto	1304332	71	N	DLP Printed	04/11/2018	1	Unknown
14603956	04/11/2018	GILL*BAI	32-HENDRICKS	-	200-ANPA0101	auto	1304259	86	N	DLP Printed	04/11/2018	1	Unknown
14603956	04/11/2018	GO*BLUE4	41-JOHNSON	-	200-ANPA0101	auto	1304314	96	N	DLP Printed	04/11/2018	1	Unknown
14603956	04/11/2018	CAL*OG	71-SAINTJOSEPH	-	200-ANPA0101	auto	1304267	25	N	DLP Printed	04/11/2018	1	Unknown
14603956	04/11/2018	REPLAY*2	41-JOHNSON	-	200-ANPA0101	auto	1304261	79	N	DLP Printed	04/11/2018	1	Unknown
14603956	04/11/2018	SRTPWRD	43-KOSCIUSKO	-	200-ANPA0101	auto	1304260	92	N	DLP Printed	04/11/2018	1	Unknown
14603956	04/11/2018	EVILQN	18-DELAWARE	-	200-ANPA0101	auto	1304311	46	N	DLP Printed	04/11/2018	1	Unknown
14603956	04/11/2018	WAZZZUP	49-MARION	-	200-ANPA0101	auto	1304315	40	N	DLP Printed	04/11/2018	1	Unknown
14603956	04/11/2018	JAMESC	49-MARION	-	200-ANPA0101	auto	1304267	43	N	DLP Printed	04/11/2018	1	Unknown

Order Detail Search (Extended)

There are various hyperlinks in the detail reports, if the plate message is pressed, key details pertaining to the customer can be viewed. This feature can be turned off by request of a given jurisdiction.

Order #	Order Date	Plate	Plate County	Location Shipped	Catalog #	Operator ID	RunList ID	Sequence #	Pulled?	Status	Status Date	Plate Count	Shipping Status
Reg_info_20213152059	03/16/2021	SSW2317	UNION	-	InRegGold	auto	17004479	284	N	Registration Printed	03/16/2021	1	Unknown

Customer Information

Plate Variables

Status History

Shipping Status

Order Number:	Reg_info_20213152059
Plate Number:	SSW2317
Combined Name:	[REDACTED]
Street Address:	[REDACTED]
City ST Zip:	[REDACTED]
Branch:	
Branch Address:	
Email Address:	
Catalog #:	InRegGold
Delivery Status:	
County:	UNION
OperatorID:	auto
Plate Type:	P

Reg_info_20213152059	03/16/2021	EER830	NOBLE	-	InRegGold	auto	17004479	285	N	Registration Printed	03/16/2021	1	Unknown
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If a given plate or Registration status is pressed, the user can view all statuses for a given record.

Order #	Order Date	Plate	Plate County	Location Shipped	Catalog #	Operator ID	RunList ID	Sequence #	Pulled?	Status	Status Date	Plate Count	Shipping Status
Reg_Info_2021322244	03/03/2021	BMO455	MARION	-	InRegGold	auto	16868348	1	N	Shipping Complete	03/05/2021	1	Unknown
Reg_Info_2021322244	03/03/2021	YBC379	MONTGOMERY	-	InRegBlank	auto	16868352	1	N	Shipping Complete	03/05/2021	1	Unknown

[collapse](#)

Customer Information	Plate Variables	Status History	Shipping Status
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Plate	Status	Status Date
YBC379	Status of Received on Order/Detail	3/3/2021 3:45:45 AM
YBC379	Approved For Production	3/3/2021 4:30:16 AM
YBC379	Scheduled For Production	3/3/2021 7:29:27 AM
YBC379	Registration Printed	3/3/2021 9:17:23 AM
YBC379	QA Fail	3/4/2021 1:26:01 PM
YBC379	QA Pass	3/4/2021 1:33:01 PM
YBC379	Fulfillment Complete	3/4/2021 1:33:01 PM
YBC379	Shipping Complete	3/5/2021 11:49:04 AM

Reg_Info_2021322244	03/03/2021	FP683AF	VANDERBURGH	-	InRegBlank	auto	16868212	323	N	Shipping Complete	03/05/2021	1	Unknown
Reg_Info_2021322244	03/03/2021	FP682AE	VANDERBURGH	-	InRegBlank	auto	16868212	322	N	Shipping Complete	03/05/2021	1	Unknown

Order Header Search

An order header search will return results for orders by searching for a status, order number, date, or Operator ID. Once the search is complete, details about the record are displayed as they appear in the image below.

STEP 1:

☒ Status
 ☐ Order #
 ☐ Dates
 ☐ Operator Id

STEP 2:

<ACTIVE>

Show Report

Export to Excel

~ 94 ROWS MATCHED CRITERIA ~

Order #	Order Date	Order Count	Jeopardy Count	Expected Due Date	Operator Id	Order Header Status	Status	Status Date	Violation Count
14603956	04/11/2018	7916	0	04/16/2018	auto	Manufacturing In Process	DLP Printed (7914) Shipping Complete (2)	04/12/2018	0
14603956-REG	04/11/2018	7918	0	04/16/2018	auto	Scheduling Complete	Scheduled For Production (4495) Fulfillment Complete (1) Shipping Complete (2) Registration Printed (3420)	04/11/2018	0
Reg Info 2018411114	04/11/2018	21655	0	04/16/2018	auto	Scheduling Complete	Scheduled For Production (194) Fulfillment Complete (1185) Shipping Complete (19953) Registration Printed (323)	04/11/2018	0
D04110916330469	04/11/2018	3	0	04/16/2018	auto	Manufacturing In Process	DLP Printed (2) Fulfillment Complete (1)	04/12/2018	0
Reg Info 20184112126	04/11/2018	19934	0	04/16/2018	auto	Scheduling Complete	Scheduled For Production (168) Fulfillment Complete (3236) Shipping Complete (15325) Registration Printed (1205)	04/12/2018	0
14611875	04/11/2018	6270	0	04/16/2018	auto	Manufacturing In Process	DLP Printed (6270)	04/12/2018	0

Daily Plate Production Report

Counts of orders processed with drill-down details to plate template and plate counts.

From Date: <input type="text" value="04/01/2018"/>		To Date: <input type="text" value="04/12/2018"/>		Show Report
Order Type		Count		
Advanced Stock		0		
File Based		297346		
Unknown (Unknown)		297346		
Branch Mailings		297346		
Plate Template	Description	Quantity		
200 DPI DEALER SEQUENTIAL TRANSPORT	200-DL0907AB-13	88		
200 DPI DISABILITY	200-PC0010	2100		
200 DPI FARM SEMITRAILER PERMANENT	200-INBMVPFSP7	37		
200 DPI FLEET	200-INBMVPFLT7	727		

Daily Snapshot

A summary of status changes by status dates.

<div> <div>Snapshot Date:</div> <div></div> <div></div> </div> <div>Show Report</div>			
<div>Report Date: 04/12/2018</div> <div>Generated On: 04/12/2018, 3:57:32 pm</div>			
Status	Plate Count	Manual Order Count	POD Order Count
Status of Received on Order/Detail	12546	0	12546
Approved For Production	32486	0	32486
Scheduled For Production	32537	0	32537
DLP Printed	6290	0	6290
Registration Printed	27812	0	27812
QA Pass	42972	0	42972
QA Fail	183	0	183
Fulfillment Complete	42974	0	42974
Shipping Complete	53915	0	53915
Pulled	8	0	8

Hold Files Report

Order detail/summary of plates that are placed on hold due to validation errors or that have been pulled by a user.

STEP 1:

☒ Order Summary
 ☐ Status
 ☐ Plate #
 ☐ Order #
 ☐ Catalog #
 ☐ Dates

STEP 2:

Just press search

Search

~ 2 ROWS MATCHED CRITERIA ~

Original Order #	Record Count	Initiated Date	Status	View Details
14611875	6	4/12/2018 1:01:40 AM	On Hold	View Details
D07261437391097	294	10/30/2017 2:18:45 PM	On Hold	View Details

<<

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Manual Sequential Order Report

A listing of sequential orders placed with order details.

STEP 1:

☒ All ☐ Plates ☐ Dates

STEP 2:

Just press search

Search

Order Date	Order #	Catalog #	Plate Range	Created By
03/08/2018	S03081321581344	SR0072-11 - COLTS	BLAH12 - BLAH16	ebolton
01/30/2018	S01301313511629	DL0907AB-13 - DEALER SEQUENTIAL TRANSPORT	1234567E - 1234567I	jmiser
01/26/2018	S01261046129971	PD0002 - MCYCLE	ABC456 - ABC457	kcassidy
01/19/2018	S01191119136248	ANPD0010 - STATE REPRESENTATIVE MC	0000000 - 0000001	ebolton
12/01/2017	S12011109036680	INBMVMMEA4 - INDIANA MUSIC EDUCATION ASSOCIATION FOUNDATION MOTORCYCLE	00000 - 00000	ebolton
11/29/2017	S11290928132770	SR0064-11 - PROFESSIONAL FIREFIGHTERS	FIRE06 - FIRE55	ebolton
10/25/2017	S10251433073166	AAMVA2017 - SAN FRANCISCO SKYLINE	JAMES1234 - JAMES2233	jmiser

Manufacturing Production Report

Counts of manufactured orders separated by manufacturing method and drill-down details to plate template and plates.






FULFILLMENT ORDER BATCHES							
Dates: 3/1/21 12:00A to 3/15/21 11:59P Run Date: Mar 15 2021 11:57A							
Search By: <input type="radio"/> OrderNumber <input type="radio"/> BatchID <input checked="" type="radio"/> Dates Start Date: 3/1/2021 12:00 AM End Date: 3/15/2021 11:59 PM							
<div>  PREVIOUS  MAIN MENU  PRINT  EXPORT  LOGG </div> <div>SHOW REPORT</div>							
OrderNumber	BatchID	Date	BatchType	Count	PrintYear	PrintDate	BatchComplete
IR20212261416	29618	3/1/21	R-D	1	0	3/1/21	Y
OD2102262044	29619	3/1/21	F-G	2	2021	3/1/21	Y
OD2102262044	29620	3/1/21	R-D	2	2021	3/1/21	Y
OD2102262044	29621	3/1/21	R-D	222	2021	3/1/21	Y
OD2102262044	29622	3/1/21	F-G	102	2022	3/1/21	Y
OD2102262044	29623	3/1/21	R-D	296	2022	3/1/21	Y
OD2102262044	29624	3/1/21	R-D	339	2022	3/1/21	Y
OD2102262044	29625	3/1/21	P-T	538	2021	3/1/21	Y
OD2102262044	29626	3/1/21	P-T	222	2022	3/1/21	Y

Plate Pull Report

A listing of plates pulled with details.

From Date: <input type="text" value="04/01/2018"/>		To Date: <input type="text" value="04/12/2018"/>		Show Report
Expand All		Collapse All		
REG		7697		
DLP		653		
Plate Template	Description	Quantity		
ITINAMELP	ITI NAME PLATE	3		
PA0104-10	DISABLED HOOSIER VETERAN GOLD	10		
200-PA0105-13	200 DPI PASSENGER	54		
200-PB3000	200 DPI GENERAL TRAILER	68		

Production Status Report

This report will automatically populate with current statistics about production.

Production Status Report - Summary

[View Details](#)


- Combined Orders: 489 (179,568 Plates)
 - Status of Received on Order/Detail: 14 Orders (3,484 Plates)
 - Status of Received on Order/Detail: 4
 - On Hold: 3,445
 - Rejected: 34
 - Resubmitted: 1
 - Approved For Production: 60 Orders (33,938 Plates)
 - Approved For Production: 20,926
 - On Hold: 2
 - Scheduled For Production: 1,066
 - DLP Printed: 11,538
 - Fulfillment Complete: 1
 - Shipping Complete: 100
 - Resubmitted: 301
 - Registration Printed: 4
 - On Hold: 1 Orders (2 Plates)
 - On Hold: 2
 - Scheduling Complete: 73 Orders (85,922 Plates)
 - Scheduled For Production: 68,567
 - DLP Printed: 7,103
 - QA Pass: 8
 - Fulfillment Complete: 740
 - Shipping Complete: 174
 - Pulled: 7
 - Rejected: 67
 - Resubmitted: 3
 - Registration Printed: 9,253
 - Manufacturing In Process: 264 Orders (47,482 Plates)
 - On Hold: 6
 - DLP Printed: 43,159
 - Fulfillment Complete: 1,006
 - Shipping Complete: 351
 - Pulled: 10


Shipping Report

A listing of shipped orders by date.

Transaction Report

A listing of license plate orders by date.


From:


To:


Show Report

~ 139 ROWS MATCHED CRITERIA ~

Download XLSX

 Print

Catalog	County	Plate Description	Total Inventory	Total Shipped	Total Produced
200-PA0105-13	24-FRANKLIN	200 DPI PASSENGER	2	0	2
200-PB3000	24-FRANKLIN	200 DPI GENERAL TRAILER	2	0	2
200-PB3000	46-LAPORTE	200 DPI GENERAL TRAILER	0	1	1
200-PB3000	49-MARION	200 DPI GENERAL TRAILER	2	0	2
200-PB3000	52-MIAMI	200 DPI GENERAL TRAILER	1	0	1
200-PB3000	90-WELLS	200 DPI GENERAL TRAILER	0	2	2

Remake Cart Report

Review and monitor plate and registration remakes to maintain SLA.

Remake Cart Report							
Expand	Unshelve	Shelf Bin	Order #	Plate #	Status	Shelved Date	SLA Days Remaining
Expand	Unshelve	4	multiple values	JOHNSN3	multiple values	04/10/2018	3
Expand	Unshelve	5	multiple values	D480KV	multiple values	04/10/2018	3
Expand	Unshelve	6	multiple values	D101YW	multiple values	04/10/2018	3
Expand	Unshelve	7	multiple values	AC191L	multiple values	04/10/2018	3
Expand	Unshelve	8	multiple values	H124J	multiple values	04/10/2018	3
Expand	Unshelve	9	multiple values	123TUV	multiple values	04/10/2018	3
Expand	Unshelve	10	multiple values	493TUV	multiple values	04/10/2018	3
Expand	Unshelve	11	multiple values	674TUV	multiple values	04/10/2018	3
Expand	Unshelve	12	multiple values	AKN914	multiple values	04/10/2018	3

Order Processing Status Report

A listing of all orders currently in production.

Order Processing Status Report						
Customer Order Number	Order Date	Due Date	Priority	Manufacturing Method	Status	Count
11492007	12/02/2015	12/07/2015	None	DLP	Approved For Production (7) DLP Printed (7183)	7190
11499299	12/03/2015	12/08/2015	None	DLP	Approved For Production (1290) DLP Printed (2971)	4261
11503627	12/04/2015	12/09/2015	None	DLP	Approved For Production (3218) DLP Printed (1011) Shipping Complete (100)	4329
M12151351044100	12/15/2016	12/18/2016	None	DLP	Approved For Production (2)	2
M12151413365951	12/15/2016	12/18/2016	None	DLP	Approved For Production (3)	3

Catalog of Repository Reports

Fulfilment Detail Search

A detail search will return results for individual plates by searching for a status, catalog number, plate message, order number, date, or by batch/sequence.

Product:

<ALL>

Search By:

☒ Status/Dates
 ☐ Plate
 ☐ VIN
 ☐ BatchID
 ☐ TransID
 ☐ OwnerName
 ☐ HeaderID

Status:

MAILING COMPLETE

Start Date:

3/16/2021

End Date:

3/17/2021

12 :00 AM

11 :59 PM

SHOW REPORT

Product	DateRecvd	HeaderName	CurrentIssue	OwnerName	Plate	VIN	TransID	BatchID	Status	StatusDate	Violation
OffRoad	3/16/21 10:18A	OR Req Info 20213152118.txt			OR2187RC		7144	MAILING COMPLETE	3/16/21 2:01P	N	
OffRoad	3/16/21 10:18A	OR Req Info 20213152118.txt			OR2190RC		7144	MAILING COMPLETE	3/16/21 2:01P	N	
OffRoad	3/16/21 10:18A	OR Req Info 20213152118.txt			OR2253RI		7144	MAILING COMPLETE	3/16/21 2:02P	N	
OffRoad	3/16/21 10:18A	OR Req Info 20213152118.txt			OR2595RI		7144	MAILING COMPLETE	3/16/21 2:02P	N	
OffRoad	3/16/21 10:18A	OR Req Info 20213152118.txt			OR2839RJ		7144	MAILING COMPLETE	3/16/21 2:02P	N	
OffRoad	3/16/21 10:18A	OR Req Info 20213152118.txt			OR2972RB		7144	MAILING COMPLETE	3/16/21 2:03P	N	
OffRoad	3/16/21 10:18A	OR Req Info 20213152118.txt			OR3145RI		7143	MAILING COMPLETE	3/16/21 2:01P	N	
OffRoad	3/16/21 10:18A	OR Req Info 20213152118.txt			OR3235RI		7144	MAILING COMPLETE	3/16/21 2:03P	N	
OffRoad	3/16/21 10:18A	OR Req Info 20213152118.txt			OR3278RC		7144	MAILING COMPLETE	3/16/21 2:02P	N	
OffRoad	3/16/21 10:18A	OR Req Info 20213152118.txt			OR3475RD		7144	MAILING COMPLETE	3/16/21 2:03P	N	
OffRoad	3/16/21 10:18A	OR Req Info 20213152118.txt			OR3901RC		7144	MAILING COMPLETE	3/16/21 2:02P	N	
OffRoad	3/16/21 10:18A	OR Req Info 20213152118.txt			OR4072RB		7144	MAILING COMPLETE	3/16/21 2:02P	N	
OffRoad	3/16/21 10:18A	OR Req Info 20213152118.txt			OR4435RC		7144	MAILING COMPLETE	3/16/21 2:02P	N	

FieldName	Value
PRINTREQUESTID	179936
PRINTFILEID	3082
BATCHID	7144
SEQUENCENUMBER	10
REQUESTDATE	3/16/2021 10:18:09 AM
PRINTFLAG	Y
REGISTRATIONTYPE	OR
EXPIRATIONDATE	03/28/2024
VEHICLEYEAR	2014
VEHICLEMAKE	POI
VEHICLEMODEL	A14MH5EAJ
VIN	
PURCHASEDATE	
STICKER	Y
LEGALADDRESS	

Fulfilment Order Header Search

Details related to specific orders.

Search By:
☒ StatusType
☐ Status/Dates
☐ OrderNumber

StatusType:

<ACTIVE> ▼

SHOW REPORT

OrderNumber	Order Date	OrderCount	MotorCycleCount	Jeopardy	CurrentIssue	Status	StatusDate	Violations	
OD2103110001	3/12/21 12:11A	3,943	68	0		Reg/Order Printed	3/12/21 12:28P	0	Detail Statuses
* GRAND TOTAL:		3,943	68	0		Count: 1		0	

Fulfillment Transaction Summary

A listing of individual license plate orders by date.

Product:
 <ALL>

Summary By: DecalYear
Summary Count: RegCount
Completion Status: <ALL>
Production Class: <ALL>
Start Date: 3/8/2021 12 : 00 AM
End Date: 3/15/2021 11 : 59 PM

Show Advanced Select:
☐

Total By:
 Product ☒ Year ☐ Month ☐ Week ☐ DOW ☐ DOM ☐ Date ☐ Hour ☐

Include Rows w/Zero Totals:
☐

Product	DecalYear 2016 RegCount	DecalYear 2020 RegCount	DecalYear 2021 RegCount	DecalYear 2022 RegCount	DecalYear 2023 RegCount	DecalYear 9999 RegCount	DecalYear Total RegCount
InterState	1	1	188	491	0	0	681
VehicleReg	0	0	9,897	6,984	3	11	16,895
* GRAND TOTAL:	1	1	10,085	7,475	3	11	17,576

Fulfilment Detail Status



A listing of the status of license plate production batches.



<u>Plate</u>	<u>VIN</u>	<u>Status</u>	<u>StatusDate</u>
OR2187RC		FILE RECEIVED	3/16/21 10:13A
OR2187RC		PARSED	3/16/21 10:18A
OR2187RC		BATCHED	3/16/21 10:18A
OR2187RC		PRINTED	3/16/21 10:28A
OR2187RC		QA PASS	3/16/21 10:51A
OR2187RC		FULFILLMENT PASS	3/16/21 10:51A
OR2187RC		MAILING COMPLETE	3/16/21 2:01P

Active Orders Report

A listing of license plate orders currently in production and their status.

Search By:
☐ OrderNumber ☐ BatchID ☒ Dates

Start Date: 3/1/2021 
End Date: 3/15/2021 

12 : 00 AM 
11 : 59 PM 

OrderNumber	BatchID	Date	BatchType	Count	PrintYear	PrintDate	BatchComplete
IR20212261416	29618	3/1/21	R-D	1	0	3/1/21	Y
OD2102262044	29619	3/1/21	F-G	2	2021	3/1/21	Y
OD2102262044	29620	3/1/21	R-D	2	2021	3/1/21	Y
OD2102262044	29621	3/1/21	R-D	227	2021	3/1/21	Y
OD2102262044	29622	3/1/21	F-G	107	2022	3/1/21	Y
OD2102262044	29623	3/1/21	R-D	296	2022	3/1/21	Y
OD2102262044	29624	3/1/21	R-D	339	2022	3/1/21	Y
OD2102262044	29625	3/1/21	P-T	538	2021	3/1/21	Y
OD2102262044	29626	3/1/21	P-T	222	2022	3/1/21	Y


Fulfillment Jeopardy Report

A listing of license plate orders in jeopardy by terms of the SLA.


Jeopardy Status:

<ALL> ▼

Start Date:

3/1/2021 

End Date:

3/15/2021 

SHOW REPORT

<u>Product</u>	<u>Order Date</u>	<u>OrderNumber</u>	<u>BatchID</u>	<u>Plate</u>	<u>JeopardyStatus</u>	<u>InDate</u>	<u>OutDate</u>	<u>JeopardyReasons</u>
VehicleReg	3/5/21 12:04A	OD2103040001	29745	BEAU16	MailingIssue	3/9/2021 12:05:00 AM	03/09/21	
VehicleReg	3/10/21 11:33P	OD2103102331	29801	ESY377	MailingIssue	3/15/2021 12:00:00 AM	03/15/21	

Plate Cycle Time Report

Displays current average cycle time of plate production operations.

Start Date:

3/9/2021



End Date:

3/16/2021





SHOW REPORT



<u>Cycle</u>	<u>AverageCycleHours</u>	<u>CumulativeCycleHours</u>
RECEIVE	0.00	0.00
BATCH	10.14	10.14
PRINT	0.46	10.60
QA	2.31	12.91
MAIL	0.32	13.23

Reprint Report

A listing of license plate products that have been reprinted.

Product:

Start Date: 2/1/2021 
End Date: 3/16/2021 

12 : 00 AM 
11 : 59 PM 

Show Advanced Select: ☐

Total By:
Product ☒ Year ☐ Month ☐ Week ☐ DOW ☐ DOM ☐ Date ☐ Hour ☐

Include Rows w/Zero Totals: ☐

Product	Total Prints	CORRECTIVE	ITI REPRINT	LATER-DAY REPLACE	SAME-DAY REPLACE	Reprints	UtilityCnt	NonUtilityCnt	Originals	Reprint%
InterState	8,629	<u>113</u>	<u>65</u>	0	0	<u>178</u>	65	113	8,451	2.1 %
VehicleReg	162,440	<u>4,160</u>	<u>1,565</u>	0	0	<u>5,725</u>	1,565	4,160	156,715	3.5 %
* GRAND TOTAL:	171,069	<u>4,273</u>	<u>1,630</u>	0	0	<u>5,903</u>	1,630	4,273	165,166	3.5 %

SHOW REPORT

Pulled Plate Report

A listing of plates pulled with details.

Start Date:

2/14/2021



End Date:

3/16/2021



SHOW REPORT

Product	OrderNumber	PulledDate	PulledBy	Plate	VIN	Reason
VehicleReg	OD2102150001	2/18/21 12:58P	jedge			DOR APPROVED
VehicleReg	OD2102260035	2/26/21 1:46P	jedge			DOR REJECTED PLATE
VehicleReg	OD2103030101	3/4/21 9:21A	jedge			DOR APPROVED/CUSTOMER HAS PLATE
VehicleReg	OD2103050001	3/9/21 8:47A	jedge			DOR APPROVED
VehicleReg	OD2103050001	3/9/21 8:47A	jedge			DOR APPROVED
InterState	OD2103080031	3/11/21 1:53P	jedge			NO CELTIC RECORDS
InterState	OD2103080031	3/11/21 1:53P	jedge			NO CELTIC RECORDS
* GRAND TOTAL:			PP Count: 7			

Government Municipality Plate Report

A listing of government municipality plates that have been ordered.

Search By:

☐ OrderNumber
 ☒ PlateType/Dates

PlateType: Start Date: End Date:

SHOW REPORT

Product	Date	Plate	VIN	BatchID	OrderNumber	Plate Type	Vehicle Type	TransID	RegCard Ind	GovtMunicipality
VehicleReg	3/2/21 1:07A			29650	OD2103020101	GO	P	434514960	P	COUNTY
VehicleReg	3/2/21 1:07A			29650	OD2103020101	GO	P	1414384656	P	COUNTY
VehicleReg	3/2/21 1:07A			29650	OD2103020101	GO	P	368266256	P	COUNTY
VehicleReg	3/4/21 12:33A			29685	OD2103040031	GO	P	408460304	P	CITY
VehicleReg	3/4/21 12:33A			29685	OD2103040031	GO	P	503880720	P	CITY
VehicleReg	3/4/21 12:33A			29685	OD2103040031	GO	P	747658256	P	CITY

IRP Match Report

A list of IRP plates and registrations that have been ordered.

Product	RecordStatus	MatchInd	StatusDate	Status	OrderNumber	Plate	VIN	BatchID	RegCard Ind	PlateCount	Vehicle Type	Plate Type	ProdClass	CurrentIssue
InterState	P-T records	IRP Matched	3/15/21 12:13P	Reg/Order Printed	OD2103130921			29835	I	1	P	IC	Plate/Reg	Mailing_Issue
InterState	P-T records	IRP Matched	3/16/21 1:51P	Reg/Order Printed	OD2103131343			29864	I	1	P	IC	Plate/Reg	Mailing_Issue
InterState	P-T records	IRP Matched	3/9/21 12:20P	Reg/Order Mailed	OD2103080031			29758	I	1	P	IC	Plate/Reg	
InterState	P-T records	IRP Matched	3/9/21 12:22P	Reg/Order Mailed	OD2103080031			29761	I	1	P	IC	Plate/Reg	
InterState	P-T records	IRP Matched	3/9/21 12:22P	Reg/Order Mailed	OD2103080031			29758	I	1	P	IC	Plate/Reg	
InterState	P-T records	IRP Matched	3/9/21 12:22P	Reg/Order Mailed	OD2103080031			29758	I	1	P	IC	Plate/Reg	
InterState	P-T records	IRP Matched	3/9/21 12:22P	Reg/Order Mailed	OD2103080031			29758	I	1	P	IC	Plate/Reg	
InterState	P-T records	IRP Matched	3/9/21 12:22P	Reg/Order Mailed	OD2103080031			29758	I	1	P	IC	Plate/Reg	

Daily Snapshot Report

An at-first-glance graphical report of daily manufacturing activities.



Billing Report

A report of billing activities by date range.

Start Date:	End Date:
3/11/2021	3/16/2021
<u>GCIBillCategory</u>	<u>Count</u>
AA,A1,GO - Branch Issue	15,994
DISABLED PLACARD PERMANENT	100
MotorCycle - Branch Issue	656
MotorCycle PLATE/REG - Direct Ship	179
PT,RP - Branch Issue	289
PT/RP PLATE/REG - Direct Ship	4
RegCards - Branch Issue	124,625
RegCards no plate - Direct Ship	3,175
RegCards with plates - Direct Ship	11,552
Specialty Plate - Branch Issue	2,045
Specialty PLATE/REG - Direct Ship	2,364
SpecPair PLATE/REG - Direct Ship	6
Standard PLATE/REG - Direct Ship	8,991
TP - TEMPORARY OPERATING PERMIT - Branch Issue	2,597
TR - TRAILER - Branch Issue	2,738
Trailer PLATE/REG - Direct Ship	8

POD County Office Report

Daily report of registration documents by date, location, agent, and type

Mississippi Repository

~ SEARCH RETURNED 110 ROWS AND A GRAND TOTAL ~

OTC TRANSACTION SUMMARY

Summary By: Decal Year Dates: 4/29/21 12:00A to 4/29/21 11:59P

Run Date: Apr 29 2021 4:19P



Product:

<ALL>

Agency: ☒ By Location ☐ By ID

<ALL>
ADAMS - 010
Alcorn - 020
AMITE - 030

Operator:

<ALL>

Summary By:

Decal Year

Start Date:

4/29/2021

End Date:

4/29/2021

12 : 00 AM

11 : 59 PM

SHOW REPORT

Show Advanced Select:

☐ Product ☒ Agency ☒ Operator ☐ Year ☐ Month ☐ Week ☐ DOW ☐ DOM ☐ Date ☐ Hour

Total By:

Include Rows w/Zero Totals:

☐

Product	Agency	DecalYear 2021	DecalYear 2022	DecalYear 2025	DecalYear 2026	Total
Agency Cards	Department of Revenue Headquarters - 999	27	3	0	0	30
Heavy Truck	Department of Revenue Headquarters - 999	41	564	0	0	605
MotorCarrier IRP	Department of Revenue (IRP) - 1000	18	1,430	0	0	1,448
MotorCarrier IRP	DESOTO/Hernando (IRP) - 1010	12	10	0	0	22
MotorCarrier IRP	FORREST/Hattiesburg (IRP) - 1020	1	1	0	0	2
MotorCarrier IRP	LAUDERDALE/Meridian (IRP) - 1030	3	3	0	0	6
Vehicle Reg	ADAMS - 010	9	119	0	0	128
Vehicle Reg	Alcorn - 020	4	187	0	0	191
Vehicle Reg	AMITE - 030	3	64	0	0	67
Vehicle Reg	Attala - 040	2	90	0	0	92
Vehicle Reg	Benton - 050	1	33	0	0	34

Form Proof Single



Registration Certificate Double Sample

VEHICLE REGISTRATION CARD
NORTH DAKOTA DEPARTMENT OF TRANSPORTATION
MOTOR VEHICLE DIVISION
608 E BOULEVARD AVE, BISMARCK ND 58505-0780
PHONE (701) 328-2725

**THIS CARD MUST BE
CARRIED IN VEHICLE
AT ALL TIMES**
SFN 2961 (10-04)

03/18/2021

SAMPLE

Expiration Date 03/31/2022	License No ITITEST	Decal 0001	Reg. Weight 5000	License Type TRK SM STANDARD	Year 1st Reg. 2010
ND Title No. 0000001	Yr. Model 2008	Make FORD	Model ESCAPE		
Vehicle Identification Number TEST1VIN2TEST3VIN		Vehicle Sub-Type SUV	Registered County MORTON	Unit No. TEST	

Registered Owner or lessee

SAMUEL L SAMPLEFORM - OWNER
SUSAN B SAMPLEFORM - LESSEE

1 - 1

SAMUEL L SAMPLEFORM OR
SUSAN B SAMPLEFORM
1 PENNY LANE
APT 12345A
BISMARCK ND 12345-1234

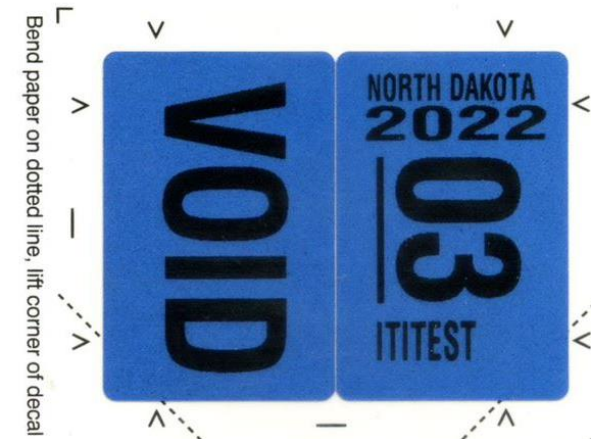
X

OWNER OR LESSEE CERTIFIES THIS VEHICLE
IS INSURED AS REQUIRED BY LAW.
SIGNATURE OF REGISTERED OWNER & LESSEE

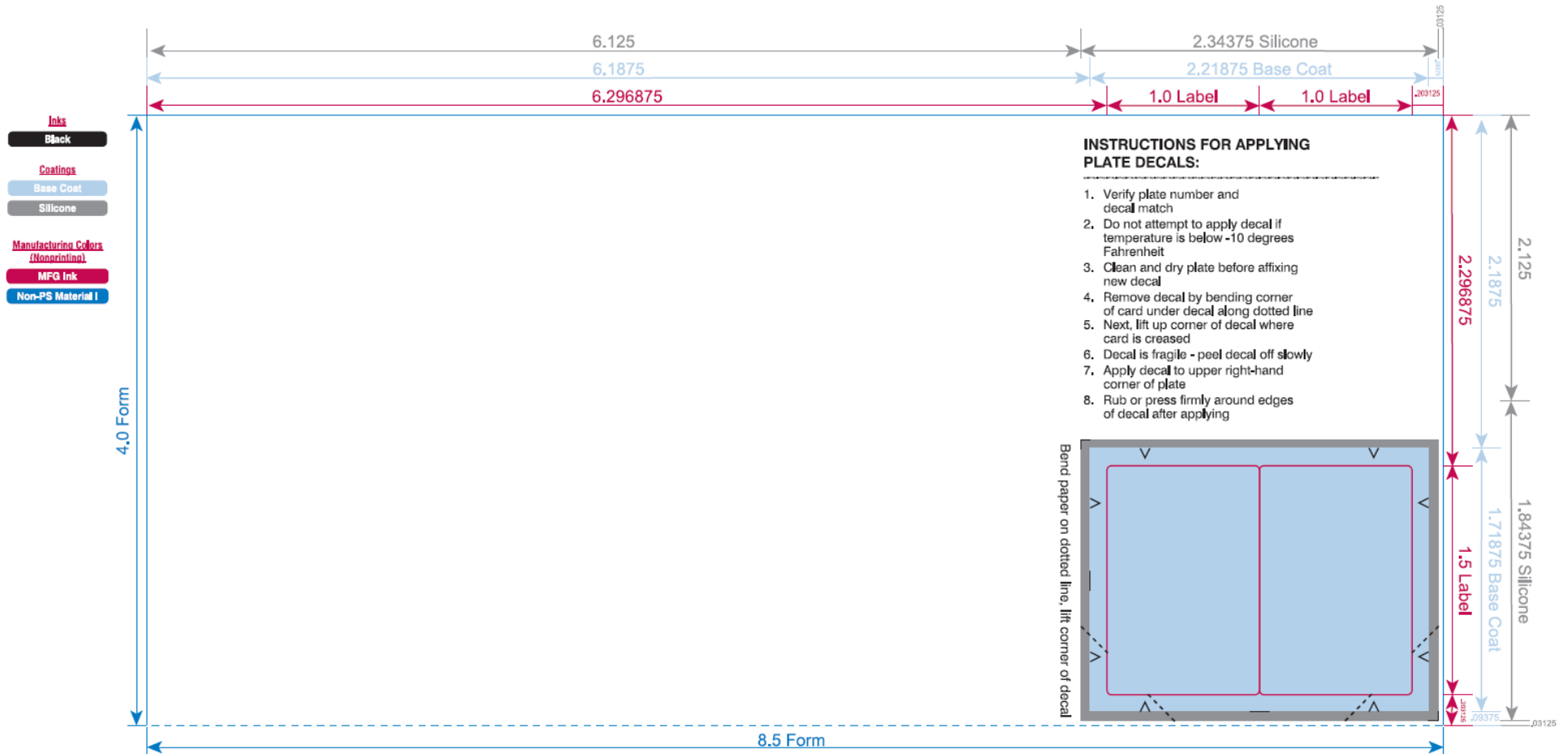
Robert R. Rehberg
DEPUTY DIRECTOR FOR DRIVER SAFETY

INSTRUCTIONS FOR APPLYING PLATE DECALS:

1. Verify plate number and decal match
2. Do not attempt to apply decal if temperature is below -10 degrees Fahrenheit
3. Clean and dry plate before affixing new decal
4. Remove decal by bending corner of card under decal along dotted line
5. Next, lift up corner of decal where card is creased
6. Decal is fragile - peel decal off slowly
7. Apply decal to upper right-hand corner of plate
8. Rub or press firmly around edges of decal after applying



Form Proof Double



Registration Certificate Single Sample



State Form 48099 (R5/7-17)
Approved by State Board of
Accounts 2016

INDIANA CERTIFICATE OF VEHICLE REGISTRATION

CLASS 11	AGE 10	ISSUE DATE 03/18/21	PUR DATE 07/04/10	COUNTY 02 - ALLEN	TP R	PL YR 22	PLATE INTEST01	PL TP SP	WEIGHT 10	PR YR 21	LS Y	TYPE SP	PRIOR YR PL INTEST
EXPIRATION DATE 03/31/22		MUNICIPALITY COUNTRY CLUB HEIGHTS			VEHICLE YEAR 1994	MAKE PON	MODEL FIR	VEHICLE IDENTIFICATION NUMBER TEST1VIN1TEST1VIN		TYPE SP	COLOR WHI/WHI		
CURRENT YEAR TAX	EXTAX 21.00	EX CREDIT 0.00	DAV CREDIT 0.00	NET EX TAX 21.00	CO. WHEEL/SUR 0.00	MUN. WHEEL/SUR 0.00	STATE REG FEE 21.05	ADMIN FEE 6.95	TOTAL 49.00				
PRIOR YEAR TAX	EXTAX 0.00	EX CREDIT 0.00	DAV CREDIT 0.00	NET EX TAX 0.00	CO. WHEEL/SUR 0.00	MUN. WHEEL/SUR 0.00	STATE REG FEE 0.00	ADMIN FEE 0.00	TOTAL 0.00				
REGISTRATION LICENSE TYPE Ronald McDonald House Charities of the Ohio Valley Collector - Authentic Model Year													



TEST

Legal Address
1234 SAMPLE-FORM BLVD
SUITE 12345A
SAMPLE CITY IN 11111-1111

SAMUEL L SAMPLEFORM JR
1234 SAMPLE-FORM BLVD
SUITE 12345A
SAMPLE CITY IN 11111-1111



2777 1/1

1-1



BATCH# 169777 SEQUENCE# 2777 1/1

INSTRUCTIONS FOR APPLYING PLATE DECALS:

1. Verify plate number and decal match.
2. Do not attempt to apply decal if temperature is below -10 degrees Fahrenheit.
3. Clean and dry plate before affixing new decal.
4. Remove decal by bending corner of card under decal along dotted line.
5. Next, lift up corner of decal where card is creased.
6. Decal is fragile peel decal off slowly.
7. Place decal in the upper right corner of your license plate.
8. Rub or press firmly around edges of decal after applying.



Kentucky Transportation Cabinet Reference Letter

