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 Printing Line and 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 Printing Line and 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 printing line and license plate fulfillment system.

Through ITI's subcontractor John R. Wald Company Inc., we have created a "Team" that will provide Nebraska with a thorough redundancy plan as we are proposing a license plate printing solution with onsite failover printers, for both license plate and registration printing. This ensures that CSI can meet the requirements of manufacturing license plates in the most efficient and timely manner and will not have to rely on one printer.

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 file services. These integrations will provide Nebraska with

real-time, deeper visibility into transactions and orders versus a strictly file-based solution. PRISM collects daily plate orders, which are then printed through PRISM 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, 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 printers at CSI.

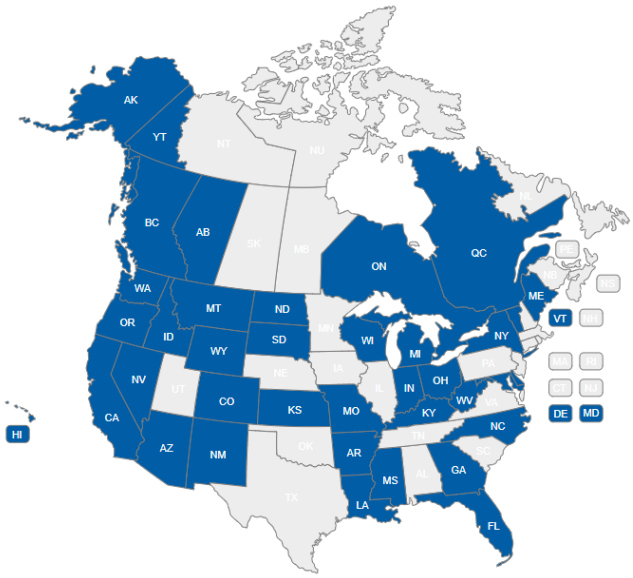
PRISM ensures that the process of printing registration documents and the interfacing for specialty plates is conducted with the highest security. **ITI provides the highest security in the industry**, which protects the processing of all transactions and Personally Identifiable Information (PII). This 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 the proven 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.

Currently, ITI delivers solutions to 38 North American jurisdictions, including twelve (12) jurisdictions that utilize ITI's license plate printing with fulfillment and /or print on-demand of registrations and fulfillment. Those industry partners are listed below.



- South Dakota – both license plate printing with fulfillment and print on-demand of registrations.
- Indiana – both license plate printing with fulfillment and print on-demand of registrations.
- Kentucky – license plate printing with fulfillment.
- Arizona – license plate printing with fulfillment.
- Georgia – license plate printing with fulfillment.
- North Dakota – print on-demand of registrations and fulfillment.
- Arkansas – print on-demand of registrations and fulfillment.
- Louisiana – print on-demand of registrations and fulfillment.
- Mississippi – print on-demand of registrations and fulfillment.
- Ohio – print on-demand of registrations and fulfillment.
- Hawaii – print on-demand of registrations and fulfillment.
- Nevada – print on-demand of registrations and fulfillment. **As well as the software solution provider for all license plate printing and fulfillment.**

With ITI's long history and multiple state system integrations, ITI offers an experience that is unrivaled. ITI will seamlessly integrate with Nebraska's systems and provide all necessary hardware, software, and consumables, to be implemented faster, for less cost, and with less work required from CSI and the Nebraska DMV. This will ensure that CSI and Nebraska DMV can implement these projects on time, on budget, and continue to provide great services to their citizens.

Sincerely,

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.

ITI will be utilizing John R. Wald (JR Wald) Company Inc. as a subcontractor for the license plate printer portion of this RFP. This solution will meet all the needs for print speed, clarity and will also provide a redundancy process for the entire printing solution. ITI is well versed with JR Wald printers and is currently integrated with them in South Dakota, Georgia, Indiana, Kentucky and Nevada. This provides a solution of all printers (license plate and registration) which will be equipped with the necessary software to print and fulfill license plates and registrations.

Since 1924, JR Wald has been a leader in engineered manufacturing solutions, **automated license plate production systems**, digital license plate printing systems, finished license plate production and supplies for state correctional industries and motor vehicle departments. Over the years, Wald has provided license plate manufacturing equipment, knowledge, expertise and consulting, supplies and services to nearly every license plate manufacturing plant in the United States. Wald has also installed license plate equipment solutions in numerous foreign countries including Canada, Mexico, Brazil, Venezuela, Bahamas, Liberia and Nigeria. Together, our solution is built with redundancy in mind. All equipment that the Team provides always has multiple printers and blanking lines for both production efficiencies as well as redundancy in case a unit goes down.

Printing Solution Description

Through the use of ITI's subcontractor (JR Wald), the printing solution being proposed will consist of one that includes a thorough redundancy solution for CSI. **This is made possible by providing more than just one printer for CSI to utilize**, for their license plate printing process. This allows CSI to continue to print license plates while one printer may need consumables changed out or to be serviced, truly giving CSI a continuous printing operation.

Through ITI and JR Wald's numerous partnerships with correctional industries across the nation and our Team approach for Nebraska, we 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, The Team will not only provide a solution that meets the ability to print 4,000 license plates an hour at a DPI of 800 x 400 but, will also provide CSI with a thorough failover and recovery plan if the need arises.

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 all 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 requires 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 as well as canned and ad hoc reporting

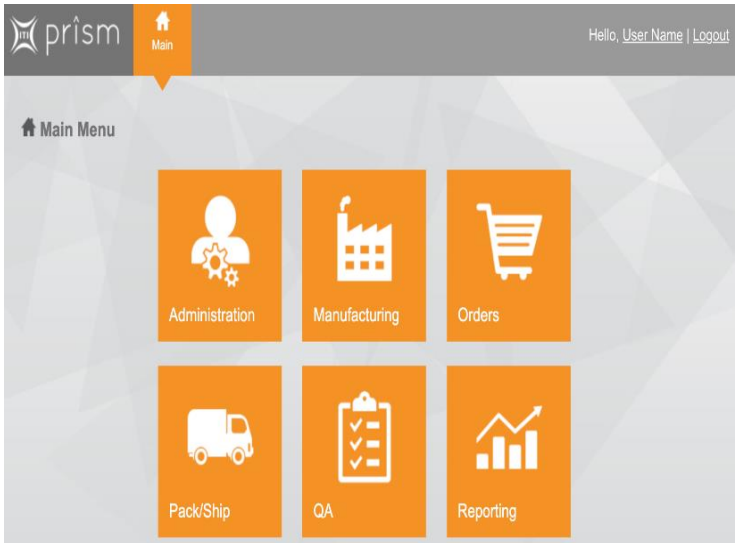
through ITI's Repository. ITI will also provide tracking of all consumables onsite and any scrap or defective consumables, which will be available to CSI.

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 an order printed status. 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 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 solution offering to meet Nebraska’s growing needs. Below are features 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 **millions of 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.

Through the Team of ITI and JR Wald, CSI will also be provided with an experienced partner for their support of the license plate printing solution. The Team will work together to provide thorough onsite training of the printing 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 exchange a broken printer 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 on page 347 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 issues 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, as well as JR Wald's expertise in license plate printers, uniquely positions ITI to meet the needs of the state of Nebraska. This ensures a seamless integration with VicToRy and JD Edwards 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.

ITI's subcontractor, JR Wald, is the current holder of the State of Nebraska contract number 89147 04. Through this contract, JR Wald provides the State's license plate blanking line equipment, including all installation, training, maintenance, and warranty services. This contract was effective January 15th, 2020 and will proceed through to January 14th, 2026.

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. nor its subcontractor JR Wald do 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. nor its subcontractor JR Wald has 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 is currently under a 10-year contract, that ends in 2025.
The scheduled and actual completion dates;	ITI entered into contract and started working with MVD and Pheasantland Industries (PI) in April of 2015.

	The scope of this project was for ITI to provide a solution (hardware, software, consumables) in time for the printing of 2,000,000 license plates for the upcoming re-issue year of 2016. ITI successfully met this requirement and provided PI the software, hardware and consumables in October of 2015. ITI and PI had to print and fulfill 1,000,000 license plates to the counties by the middle of December 2015, which ITI and PI successfully met. MVD also wanted a specialty license plate solution in place by the first quarter of 2016, which went live in March of 2016.
The bidder's responsibilities;	Working in conjunction with JR Wald, ITI implemented new license plate printers, blanking lines, PC's and barcode scanners. This included providing our PRISM software for running the license plate printers and printing county stock license plates as well as specialty plates. ITI created a new on-demand process for all specialty plates. This involved sending the plate orders to the license plate printer to be printed and mailed directly to the customer. This process consisted of integrating with MVD for their specialty license plate orders and creating a print job to be printed at PI, printing the registrations, and then kitting the license plate and registration to be mailed to the customer. ITI also provided all consumables needed to manufacture a license plate. In addition, ITI procured a facility in South Dakota to collect all license plates from PI and ship the plates directly to the County offices or citizen. ITI trained PI on all equipment that was implemented at their location for license plate manufacturing and trained the MVD staff on our PRISM software and reporting. ITI was also 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 Yeager 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 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.	This project was performed with ITI as the prime and JR Wald as the subcontractor. The only budget allocated for this, was that ITI would bill PI for each printed license plate, 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 license plates and registrations. ITI also provides any additions or changes with no change request fee. MVD required 1,000,000 license plates to be in county offices by January 2, 2016 and an additional 1,000,000 license plate to be fulfilled via county orders throughout 2016, which was successfully met. MVD required software for integrating with their system to process and print specialty license plates by March 2016, which was successfully met. MVD required all new hardware for license plate manufacturing for their 2016 reissue year, which was successful met. This was done in part by ITI installing the printers at our facility first in October of 2015 to help with the printing operation and then moving the printers to PI

	in January of 2016, for them to assume full printing responsibilities.

Georgia Correctional Industries (GCI)

The time period of the project;	This project is currently under a 5- year contract renewable for 10 years. The contract term began in October 2015.
The scheduled and actual completion dates;	Georgia Motor Vehicle Division (MVD) required GCI to assume printing responsibilities from a private vendor and to go-live with their operation in January of 2016. ITI successfully went live with GCI to provide our PRISM software, which integrated with the JR Wald printers to process plate files sent to ITI from MVD. In February 2016, MVD wanted a portal for counties to order their plates and for ITI to collect these orders and send them in a print job to the license plate and registration printer. ITI met the timelines of these requirements. ITI also integrated with Georgia's FAST Enterprise system in May of 2019, which was completed on time and went live with the FAST system.
The bidder's responsibilities;	ITI worked in conjunction with JR Wald to implement new equipment at GCI and to provide a print on-demand specialty plate and overall printing process. ITI integrated with the MVD DRIVES system for all license plate orders for specialty plates and standard stock plates and assisted Georgia to build a fulfillment room, protecting PII, and provide for direct fulfillment and registrations to be sent directly from GCI. ITI provided its software for a full end-to-end solution from raw inventory management to final plate orders, from stock boxes to direct fulfillment. Since 2016, GCI has produced over 12 million plates. The SLA for this

	project requires providing inventory at 164 state office locations, providing for a four-week inventory level. Using ITI's software, GCI has maintained less than 1.5 days from file to fulfillment of all orders for the DOR. Since inception GCI using ITI's software has never been out of compliance with the contract and has provided all necessary requirements on time.
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	Dana Grinstead Facility Manager, Georgia Correctional Industries 210 Long Bridge Road Helena, Georgia 31037 229-868-3443 - Office 470-426-5374 - Mobile www.gci-ga.com dgrinstead@gci-ga.com
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.	The only budget allocated for this, was that ITI would bill GCI for each printed license plate and 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 license plates and registrations. ITI also provides any additions or changes with no change request fee. GCI was the prime with the State of Georgia Department of Revenue due to states purchasing rules. ITI was the subcontractor for this project and worked with JR Wald as a subcontractor for the license plate equipment inside of GCI. The scope was for new hardware and software to be installed by January 2016. ITI successfully met this goal with going live with PRISM in January 2016. ITI successfully implemented a specialty plate on-demand solution in February of 2016, which met MVD's timeline.

Kentucky Transportation Cabinet (KYTC)

The time period of the project;	The project has a 20-year term which began in November 2019.
The scheduled and actual completion dates;	This contract began in November of 2019, with the Kentucky Department of Transportation Cabinet (KYTC). This project is still in its implementation phase, with an expected full go-live of June 2021. The timeline of this go-live has been a joint effort with KYTC's modernization go-live, so this go-live has been fluid and in conjunction with KYTC. ITI has successfully provided its integration and software solution into state testing on December 7, 2020. Additionally, ITI has met all timelines given by KYTC for the testing phases of integration and buildout. In June of 2020, ITI installed JR Wald's license plate manufacturing equipment and in August of 2020, ITI worked with Kentucky Correctional Industries (KCI) to begin manufacturing the new flat county stocked license plates. This effort was in scope and on time for installing the equipment; however, ITI worked with KCI beyond the scope of the project to manufacture the license plates while inmates were quarantined during the COVID-19 pandemic. Due to inmates being locked down because of COVID-19, ITI provided an out-of-scope emergency implementation of PRISM and ITI staff members were onsite to manufacture the license plates, because KCI was no longer able to do so. At this time KYTC decided to make the switch from embossed to flat plates, in order to keep the counties stocked with license plates. KCI staff and inmates started manufacturing plates on their own on October 14, 2020.
The bidder's responsibilities;	The contract requires ITI and JR Wald to install all new manufacturing equipment for license plates. Also, to implement a fulfillment setup within the KCI Tag Plant and to integrate with KYTC and provide our software solutions to process both county stock, as well as print-on-demand for

	specialty plates that the counties do not wish to carry on-hand. ITI continues to work closely with both KYTC and KCI with integrating our software with their new modernization software. All of this while continuing to keep all counties in stock with minimal to no interruption in production. All new equipment was installed within seven months of signing the contract. Contract signed November 2019 and equipment installed in June 2020. ITI implemented new equipment at the correctional industries to provide license plate manufacturing as well as fulfillment of specialty plates directly to the customers. ITI worked with JR Wald to provide new blanking line equipment, LP Printers and all PC's, scanners, printers and raw materials for their program. Both ITI and JR Wald were on-site for complete training as well as utilizing Teams and video training for county clerks' offices for a web-based software program designed for the counites to order and monitor their stock levels. ITI and JR Wald also provide preventive maintenance on any equipment or software issues to keep equipment operating at optimum performance levels.
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	Steve Coffey Kentucky Department of Transportation Cabinet 200 Mero St. Frankfort, KY 40622 502-782-3765
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	The only budget allocated for this, was that ITI would bill KYTC for each printed license plate, 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 license plates. ITI also provides any additions or changes with no change request fee.

scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.	ITI is the prime contractor for software (PRISM) and the KYTC integration as well as installed the State' fulfillment area. The fulfillment area includes all pc's, printers, scanners, and all raw materials for license plates. ITI utilized JR Wald as its subcontractor for the license plate manufacturing equipment. Additionally, this project is still in its implementation phase and ITI has met all timeline requirements thus far, including installation of hardware in June of 2020 and implementation of software and integration into the testing environment.

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.

The ITI and JR Wald Team has a wealth of experienced talent providing State agencies with license plate solutions. The Team has provided resumes for the specific list of professionals who will work with the State to implement the proposed solution. These resumes can be seen starting on page 261.

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 printing and 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 both the License Plate Printing Line and the License Plate Fulfillment System. 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 all the support that CSI and the Nebraska DMV needs. Our PMO staff has the experience needed to 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 beginning on page 107.

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. is partnering with the John R. Wald Company, Inc. for the installation, maintenance, and support of the License Plate digital printing system included with this proposal.

John R. Wald Company, Inc. (JR Wald)

10576 Fairgrounds Road
Huntington, PA 466652
(814) 643-3908

Based on our initial schedule and our extensive experience with license plate printing and registration printing fulfillment capability installation and support, ITI anticipates the percentage of performance hours for JR Wald will be approximately 10% of the total effort. Please note that JR Wald will be involved as much as necessary, in conjunction with ITI personnel, to ensure the plate line is up and running for CSI. JR Wald will also provide support as necessary after the plate line is in test and production.

Technical Approach

License Plate Printing Line 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 of the following:

    a. Design/Development Services:
        i. Facilities & Equipment
            a) Building Preparation - The bidder shall thoroughly review all details for building preparation, including, but not limited to: building structure, floor construction, electrical, compressed air, gas and water, as required.
                1). Based on the proposed equipment, bidder shall provide within their proposal a list of all necessary preparations that CSI should make or modification that will need to be made to the building prior to delivery and installation by the Contractor.
                2). CSI will be responsible for all building infrastructure modifications and these costs should NOT be included in the bidder's response.
        ii. Custom Equipment Design -Complete detailed design of custom equipment as required. Proposal should include a detailed blueprint of the equipment as designed. If not included within the proposal, bidder will be required to provide within five (5) business days of a written request by DAS.
        iii. Installation Drawings -Layout drawing(s) should be provided to CSI to assist in the review of equipment installation. Information should include utility connections, assembly and mounting details.
        iv. Estimated installation timeline, installation, implementation, and training of operators, etc. of new line, including estimated timeline for interruption of production.

v. 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:

The Teams hardware is designed and manufactured to meet all applicable building codes. The Team will also work with CSI 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 is required to meet.

At the onset of the project The Team will conduct an onsite visit to measure and address all renovation and removal needs. The Team will also investigate electrical, network, and fire safety requirements with CSI. The Team will work with CSI to ensure all modifications are conducted accordingly to meet all inspection requirements. The Team 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, our Team will provide CSI with a proven framework for conducting a successful installation. As part of these practices, our Team will produce a set of project installation documentation for CSI that lays 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. The Team will work conjointly with CSI to ensure the CSI facility follows 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. ITI has provided a draft Project Management Plan as part of this proposal starting on page 294. An updated version addressing all applicable codes will be delivered for review within 60 calendar days after contract award.

The Project Management Plan will include appendices which are documents unto themselves and can be provided as stand-alone artifacts if needed. For this project, these appendices will include:

- Project Schedule/Timeline to address applicable codes.
- Project Statement of Work for applicable codes.
- Installation drawing requirements to meet applicable codes.
- Equipment drawing requirements to meet applicable codes.
- Any code or environmental issues task to be addressed.

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

2. Bidder should describe the proposed workflow for production plates as well as specialty plates from order to fulfilment and operator actions necessary for batching and printing license plates, control touch points or steps necessary for updating the electronic systems.

Bidder response:

Using ITI's manufacturing and fulfillment software, **PRISM**, along with its supplementary programs, all data for license plates and registrations that are printed and shipped will be captured and efficiently tracked and validated throughout the workflow. The license plate and registration order workflow will be transferred and received in real-time to VicToRy and JD Edwards. Our solutions implement time-tested physical processes which are built into our solution's production logic, providing a streamlined product creation and fulfillment process for Nebraska.

ITI has prepared and submitted a comprehensive Workflow Description document starting on page 242. This document provides a narrative explanation for the Team's proposed production workflows including specialty plates, order to fulfilment, and operator actions needed to batch and print license plates. In addition, ITI has described the production workflow process in the following responses.

3. The bidder shall describe how the system will ensure that all production data is transferred, received and the production control steps completed as needed to ensure the plates are printed, shipped and accounted for throughout the production and billing processes.

Bidder response:

Using ITI's manufacturing and fulfillment software, **PRISM**, along with its supplementary programs, all data for license plates and registrations that are printed and shipped will be captured and efficiently tracked and validated. The license plate and registration order data will be transferred and received in real-time to VicToRy and JD Edwards and will also be available using our reporting Repository. Our solutions implement time-tested physical processes which are built into our solution's production logic, providing a streamlined product creation and fulfillment process for Nebraska.

Data Order and Record Transferring

ITI's PRISM solution provides flexible data transfer options that will transfer data according to Nebraska's specifications. Some of the options being proposed range from Secure File Transfer Protocol (SFTP) services to comprehensive API's, that integrate the PRISM solution with the existing VicToRy and JD Edwards systems. PRISM will collect stocked plate orders processed through VicToRy, via the integration with PRISM. PRISM will then place orders in a print job for CSI. These orders can also be consolidated and split by CSI. As the orders are processed all the way through to being received at the County DMV location, PRISM will then update that the order has been received, which will also update VicToRy and JD Edwards. CSI will have visibility into each order received by the order, the number of plates, and can also view by month/date range.

PRISM has a unique built-in failsafe that ensures and will communicate back to VicToRy and JD Edwards when orders are received at County DMV locations. This is currently in production in the state of Georgia and in their County DMV offices. Once the order is received, the location will scan the barcode and if the order is not the correct order that VicToRy shows for that location, or if the order is missing plate(s), PRISM will send an error flag to VicToRy. County DMV Staff will then research the issue until there is a resolution and the order can be cleared.

Specialty plate orders will work in a similar manner as the county stock order plates. This will include collecting all records of the day's specialty plates, through PRISM's integration with VicToRy and placing them in a file for CSI to manufacture and ship. As the order and individual plate is QA scanned and kitted in the envelope for shipment, PRISM will update the order and record that it has been fulfilled and shipped, which will also update VicToRy and JD Edwards of the successful fulfillment of the order/record.

Manufacturing and Fulfillment Tracking

PRISM is designed to update plate orders from one end of the production lifecycle to the other, from fulfilled and validated, to shipping. Throughout this process, PRISM validates each record to ensure it is produced with the proper plate and registration information. Should any issues be discovered, the suspect records are automatically quarantined from the standard manufacturing cycle and placed in a holding state. From there, CSI administrators are notified and provided a method for reconciling or rejecting the request.

In addition, ITI has developed globally unique identifiers that are propagated through PRISM. Every plate and registration are physically marked with these identifiers in the form of a scannable barcode (PDF 417 for registration documents, 2-D for registration documents and 3x9 for license plates) and tracked within PRISM. As barcodes are scanned at crucial steps such as quality verification and shipping by CSI, or receiving by a branch, PRISM maintains a digital chain-of-custody through the production process. Overall, the use of barcodes eliminates human error from the production process and provides a data-driven approach for tracking, reporting, and bringing visibility to the license plate operations.

PRISMs internal tracking system implements intelligent fulfillment logic allowing plates and registrations to be fulfilled in parallel. Our quality assurance and mailing processes requires that users scan plates and registrations together if they are being mailed to the same location. These elements, combined with PRISMs integrated house-holding process, ensures that every product within PRISM is mailed to the proper location in a cost savings manner through eliminating unnecessary postage cost.

An additional feature of PRISM is tracking the return of license plates. If specialty plates are not delivered to customers and are returned due to the mailing address on the envelope being undeliverable (either county DMV offices, DMV offices, or CSI), ITI's solutions can track and help provide a resolution. This solution is currently operating in South Dakota and Arizona. Plates can either be entered into PRISM or VicToRy as undeliverable which through the integration will allow both systems to be updated. As plates are returned, the plate is scanned as returned first time. The plate is immediately mailed back out and status changed to remailed. If the plate is returned a second time, the plate is scanned as returned second time and held for resolution from the state, whether it be an updated address, or contact with the customer for resolution. If the plate is returned a third time, the plate can be scanned and marked as destroyed in both PRISM and VicToRy. This process can be modified to fit Nebraska's requirements in handling returns.

Automated Process Tracking

PRISMs time-tested physical processes have demonstrated to be an essential element for efficiently organizing and streamlining license plate and registration production. Our unique carting system allows for organized transfer of plates and registrations from the manufacturing facility to the fulfillment facility. Once manufacturing is complete, the organization provided by carting makes combining plate orders for mailing an efficient process. During the execution phase of the project, ITI's subject matter experts work directly with the production staff to train them on using PRISM reporting to verify order completion and identify any anomalies. They are also trained to visually QA during printing, blanking, and sorting, as well as verifying that every product is accounted for during mailing.

Reporting and Auditing Tracking

ITI's reporting repository is designed with transparency in mind. All plate orders can be viewed through this utility. Live plate orders are presented at their current status, allowing CSI and Nebraska DMV to see exactly where they are in the production process. Historical data is also available. This data provides forecasting as well as the ability to see the volume and status of production plate requests. Along with our custom capabilities, we can provide CSI and Nebraska DMV Administrative staff with tailored reports to view, track and audit with confidence.

Billing Tracking

ITI will generate monthly consolidated billing invoices that are subtotaled by product and location. The PRISM and Repository systems rollup products based on billing categories set by CSI. PRISM's accurate tracking of statuses throughout the CSI production cycle, provide the billing invoices only for the items that have been mailed during a particular billing cycle. These billing categories will separate plate orders depending on whether they are mailed on-demand or mailed to a county office. Other categories requested, such as motorcycle or passenger plates and standard or specialty plate types, can be used. PRISM also provides reports to CSI and Nebraska DMV with the ability to view all items that achieved a mailing status.

4. 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.

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:

- **Fulfillment Center**: Batch uploading of records, through files or API calls, requires approximately between 3Mbs and 6Mbs 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.

5. Bidder should provide a draft Disaster Recovery plan with their response.

Bidder response:

ITI has created a draft Disaster Recovery Plan for the Nebraska License Plate system and is provided on page 168. This 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.

In addition, ITI has also created a Business Continuity Plan and is provided on page 149. This plan addresses a license plate printing and fulfillment operation system.

6. Bidder should provide a draft Change Management plan with their response.

Bidder response:

With our years of providing customized customer solutions ITI understands and anticipates that all projects will have some amount of change. These customized solutions are planned and coordinated with the jurisdictional partner 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 Change Management Plan attachment included on page 180) includes additional information on this process.

7. All State data must be secure. Bidder should describe the process 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.

Bidder response:

The security of our customers data is paramount for a successful solution, and ITI spares no expense to ensure the security of State data.

Within the solution infrastructure, all personal identifying information (PII) is encrypted both while at rest and in transit with the use of TLS 1.2 and AES-256-bit encryption. The ability for a user to decrypt and view this data is tightly controlled through a role-based access control system designed on the principles of least privilege and separation of duties. If a user does not need access to a given record of data to perform their duties, they will not be provided access.

Instead, access to data and systems in general is granted to users, when necessary, to perform their functions, and who can provide a justifiable business need to access any data. On top of these processes, automated monitoring software are targeted at the system to monitor unauthorized access attempts, unauthorized modification of data, or changes to the systems.

The State's physical materials are equally secured by the Team. ITI's distribution center in Fort Wayne is SOC II Type 2 certified and NASPO compliant. This ensures all materials are safeguarded while in storage, during Quality Assurance testing, and while being loaded for distribution to the CSI facility and County DMV locations.

Outside of the Solution, all ITI staff undergo regular security training and simulated attacks to maintain a high-level of security awareness throughout the company.

8. The bidder shall provide independent test lab data demonstrating that the complete license plate (Aluminum back, sheeting with printing and overly applied), conforms to all performance requirement of this document. Additional performance validation testing may be conducted by the State's designated test lab. The bidder shall provide evidence of field performance (five (5) year life span) of the sheeting in other North American jurisdictions.

Bidder response:

The Team has provided Calcoast Independent Lab test results which demonstrates the selected Avery Dennison L-3050 Reflective License Plate Sheeting and the LP-0500 Transparent Overlaminate meet or exceed Nebraska's expectations for reflectivity and luminance values. These results can be found on pages 123 and 132.

The selected Avery Dennison L-3050 has been tested under actual outdoor weathering conditions, in climate conditions that match, as well as are far harsher conditions than Nebraska's seasonal climate. The industry standard for actual outdoor weathering of retroreflective products has been defined by manufacturers, material converters, and academic experts through ASTM D4956. From ASTM D4956-09 Table 14 Climate Types for Use in Outdoor Exposure of Retroreflective Sheeting. "Outdoor exposure results from Miami, Florida and Phoenix, Arizona are recognized internationally as benchmarks for evaluating durability of many different types of materials and products." The standard uses North America's worst-case temperature, humidity, and radiation environments, by testing materials in both Arizona and South Florida. Florida's hot, humid, coastal environment and Arizona's drastic temperature fluctuations provides more solar radiation than Nebraska.

To help assure confidence in Avery Dennison as a quality supplier of reflective license plate sheeting which align with Nebraska climate patterns, the attachment includes a list of states and

the quantity of license plates produced using Avery Dennison reflective license plate sheeting. Millions of license plates have been produced with Avery reflective sheeting and are still in use today with excellent durability.

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

Bidder response:

ITI's recommended infrastructure for the License Plate 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. The LP printer network connectivity is provided by a 100 Mb Ethernet NIC connection. If requested, a USB Wi-Fi adapter for wireless connectivity can also be provided.

10. Bidder shall describe the warranty, maintenance and support provided for this project.

Bidder response:

The Team will design and implement a comprehensive maintenance plan that will incorporate provide both proactive and reactive maintenance to the solution. ITI will proactively provide maintenance on all production and infrastructure equipment through three (3) on-site maintenance visits a year.

The John R. Wald Company warrants to the original purchasers, all products provided by John R. Wald Company to be free of defects in material and workmanship for a period of twelve (12) months from the date of completion and acceptance. During said warranty period John R. Wald Company will, at its option, repair or replace any products (or component part thereof) proving defective during said period. This warranty applies only to products which are used in accordance with all instructions as to operation, maintenance and safety set forth in the

catalogs, manuals, and/or instruction sets furnished by John R. Wald Company. The purchaser is required to notify the company promptly in writing of the defective part(s).

This warranty does not apply to items or parts that would normally be consumed or require replacement due to normal wear, including but not limited to printheads, curing lamps, rollers, filters, hoses, belts and the like. The cost of shipping for replacement parts supplied under warranty is not covered. In the event the product is returned to the factory for repair, the costs of product removal, shipping costs and reinstallation are not covered.

This warranty is null and void if the product has been (1) subject to or damaged by misuse, abuse or improper or unauthorized service or storage; (2) subject to or damaged by accident, neglect or other circumstances beyond John R. Wald Company's control; (3) subject to modifications, redesign, disassembly, tampering, alterations or repairs not authorized by John R. Wald Company; (4) used with incompatible or unauthorized consumables, materials or parts; or (5) altered through removal or modification of its original serial number plate. This warranty does not apply to normal wear and tear, corrosion, abrasion, or repairs required due to natural causes or acts of God.

THIS IS JOHN R. WALD COMPANY'S SOLE WRITTEN WARRANTY. ANY AND ALL OTHER WARRANTIES WHICH MAY BE IMPLIED BY LAW, INCLUDING ANY WARRANTIES OR MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, ARE HEREBY LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY. JOHN R. WALD COMPANY SHALL NOT BE LIABLE FOR ANY LOSS, DAMAGE, OR EXPENSES DIRECTLY OR INDIRECTLY RELATED TO THE USE OF ITS PRODUCTS OR FROM ANY OTHER CAUSE OR FOR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT LIMITATION, LOSS OF TIME, INCONVENIENCE, AND LOSS OF PRODUCTION). THE WARRANTY CONTAINED HEREIN MAY NOT BE MODIFIED AND NO OTHER WARRANTY, EXPRESSED OR IMPLIED, SHALL BE MADE BY OR ON BEHALF OF THE JOHN R. WALD COMPANY, INC.

The Team will also ensure that all service requirements due to unexpected failures or production issues shall be met with stringent service level agreements (SLAs). The Teams SLA's include full manufacturer support on all equipment, hardware, and software during the term of the contract. Combined with well trained technicians that can support the manufacturer technicians, the Team shall be able to provide rapid response to all issues.

The Team will provide an initial maintenance and testing inspection on all equipment at the time of installation. Once operations begin, the Team will perform scheduled preventive maintenance inspections as identified in the Maintenance Management Plan. The Team will supply technicians to cover all preventive maintenance after installation is complete. Our goal is to meet all expectations for complete preventive maintenance on all equipment to maintain optimum performance. The Team recognizes that, as a vendor offering turnkey solutions, we have additional responsibilities to keep equipment functioning properly. The operational success of the Team is based upon all equipment functioning properly. The Team wishes to

support our customers in the performance of the equipment to help them to successfully operate with daily production during this contract. The Team's Maintenance and Support Plan is located in appendix beginning on page 176.

Nebraska will also be assigned an Account Manager that will act as a liaison between them 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 stake holders. 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.

11. Bidder shall describe the training for users and technical staff. Provide draft training manual(s) with the response.

Bidder response:

The Team shall provide CSI personnel with all training materials, as well as an overall training plan that addresses any proposed processes, materials, equipment, and software for plate manufacturing. All training performed by the Team will be on-site training by qualified Team personnel with years of experience in license plate manufacturing equipment. All training materials will be posted to the ITI Repository for instant access by CSI and Nebraska DMV personnel during the term of the contract.

The Team is committed to supporting the training and development of all positions. We will provide hands on training on all functionality and operations of license plate printers and the PRISM software. CSI will learn every step of the startup and shut down procedures of the printers, daily preventive maintenance, sheeting and overlam changeouts, ink changeouts, printhead maintenance, as well as how the software interacts with the printers. The Team will train the users on the PRISM software production flow from scheduling orders to each printer, to closing each order as printing is completed. Along with the reporting tools within PRISM to view real time status updates for each order to a printing complete status.

ITI will demonstrate and explain the difference between stock plates and print on demand. While stock plates are printed by template code, print on demand orders are printed in a different manner to account for not only template codes and color configurations, but also broken down by a cart/bin/sequence solution that organizes plate order sequence for single plate and registration matching and house-holding efficiencies and cost savings. In depth training will be

completed for every step of this process that will organize print on demand plates for increased productivity for the fulfillment process. ITI makes a commitment to be on-site for the three (3) full eight (8) hour working days; however, ITI is also committed to be on-site until all staff members are comfortable in completing all day-to-day responsibilities.

For print on-demand (POD) of registration documents at the 103 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. ITI will provide a site visit before go-live to each location, which will consist of marking off an area for the printers, ensuring an ethernet port is available and active near the printers, as well as providing a training manual for the POD printers. 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 print on-demand 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.

For more details on training for users and technical staff, the training plan and manuals are in appendix 189.

12. Describe all standard reports available and the capability of generating ad hoc reports.

Bidder response:

ITI offers a variety of reports available to CSI and Nebraska DMV, and the system administrators 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. Most reports can be exported if desired.

PRISM offers many reporting tools for CSI. 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 advanced stock plates for counties as well as file-based orders such as 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 Orders Report:** This report tracks plates 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, letters, or certain sequences of numbers or letters that are omitted from being manufactured.
- **Plate Pull Report:** This report tracks plates requested to be pulled by the State for several 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 through the remake process.
- **Order Processing Report:** This report tracks all open orders and the status of each.

PRISM also has reporting to view status of orders, plates and historical data of plates issued to help with controlling inventory levels on hand. This reporting tool can be used to help set minimum and maximum par levels to better control inventory and would be used at the county level and for CSI and Nebraska DMV to place stock orders as needed.

In addition, to the reports provided by PRISM, ITI will provide a reporting Repository; a web-based intranet tool to track real-time statuses of orders or individual plates. The repository also has reporting tools for dashboard reporting, billing, plates in jeopardy of SLA violations, cycle times, reprints, etc. A catalog of the reports provided by the Repository can be seen on pages 323 to 339.

If Nebraska has further reporting needs, ITI can develop those reports at no extra cost and add them to our solution offering. Also depending on special requests, information can be pulled using special scripts to quickly find any information not found in the existing reports.

13. Provide Draft Timeline for the project with response.

Bidder response:

Our Team is proud of our history of managing successful projects for our customers. The key driver to managing a project is to understand the tasks to be performed, the interdependence of those tasks, and to manage the project utilizing the project schedule. The project is owned by the project manager, but initially developed and subsequently maintained through communication and collaboration with all project stakeholders.

In accordance with internal policies and experience, this project will be managed from the approved and integrated project schedule. The schedule is finalized as part of the overall project planning process and will be accepted by CSI and Nebraska DMV prior to completion of the project planning phase. A finalized schedule is part of our normal gate review criteria prior to entering the project execution phase.

ITI uses Microsoft Project Professional to identify and manage the necessary tasks from project inception through implementation. Using this application and the Team's approach support continuous overall status of project completion along with necessary adaptability in the execution of the project. The project schedule is integrated to ensure tasks interrelationships are maintained, milestones are accounted for, and to ensure all successors are adjusted as necessary if a task finishes other than as originally planned (task drivers). Project Milestones are included to allow quick reference for reviewers and ensure milestones are met throughout the project lifecycle. These milestones include customer identified events and completion of project phases as agreed to by the Team, CSI, and Nebraska DMV.

ITI's project managers have the experience and training to establish a meaningful project schedule, maintain the schedule, and communicate schedule status as part of the overall project status throughout the life of the project. During project execution, the project manager reviews the schedule daily for upcoming tasks, task completion, and task status. From this review, any task that may raise a concern is analyzed for cause and reviewed for potential impact on other tasks, as well as the overall schedule. The results of this constant review and update allows the project manager to communicate overall project status to the entire team (ITI staff, CSI, and Nebraska DMV) on a regular basis. Should an issue arise, all key stakeholders are involved through the overall impact analysis and resolution. Adjustments are expected throughout the lifecycle of a project, regular and prompt communication of potential issues help ensure there are no surprises.

A draft Project Schedule for a combined approach with an integrated License Plate Printing Line and integrated License Plate Fulfillment System is included on page 107. 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 Nebraska DMV

selection and communications between the Team, CSI, and Nebraska DMV during the project planning phase.

14. Please provide an anticipated amount of ink or ribbon usage when printing this sample plate.

Bidder response:

This plate can be manufactured in a few different ways. We would recommend printing this plate using a Cyan, Magenta, Yellow and Black(K) (CMYK) mix. In total 0.25 ML of each CMYK ink would be used to print the above plate image on standard white sheeting.

15. Please complete the following Chart

Task	Ability to meet objective		Comments
	Yes	No	
Design the layout and print the State of Nebraska License plates on an approved retro reflective graphic substrate (sheeting) with a roll to roll Thermal Transfer or Inkjet Printer	Yes		-
Electronic information bidirectional exchange via SFTP	Yes		-
Ability of importation of bit map files for graphics	Yes		-
Batching and sequencing of production runs	Yes		-
Work order generation	Yes		-
Completion and invoicing scripts within JD Edwards E1	Yes		-
Capable of using a nationally recognized spot color match system	Yes		-
Provide color separations into a minimum of Cyan, Magenta, Yellow, and Black	Yes		-

Digital roll to roll printer(s) capable of printing six (6) ribbon (or cartridge) colors on the selected retroreflective sheeting	Yes		-
4000 plates per hour printer capacity	Yes		-
Two (2) workstations with the software to design and control the printers shall be included	Yes		-
include a thermal label printer for PSA intermediate shipping labels	Yes		-
Color desktop printer for reports and design validation	Yes		-
Appropriate high-speed cameras to read bar codes	Yes		-

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 Printing Line, and Fulfillment System project. A draft Project Management Plan is provided as part of this response (please see attachment on page 294) 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 Printing Line, and Fulfillment System project, appendices will include the Project Schedule (draft attachment for this option is included on page 107), 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 Printing Line, and 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 Printing Line, and Fulfillment System project.

A draft Project Schedule for a combined approach with an integrated License Plate Printing Line and integrated License Plate Fulfillment System is included on page 107. 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. The team 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, the Team 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 are on pages 189 through 238.

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 239.

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 168. 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 180) 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 3Mbs and 6Mbs 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 Sticker, 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 page 132 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 beginning on page 343 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 is 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 305 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 PRISMs 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 PRISMs 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 validation 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 Contactor, person or entity in the assumption of any or all of the obligations of this contract;
5. Cooperate with any successor Contactor, person or entity with the transfer of information or data related to this contract;
6. Return or vacate any state owned real or personal property; and,
7. Return all data in a mutually acceptable format and manner.

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

Section III - Contractor Duties

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

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

X			

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			

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

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
If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.	
WORKER'S COMPENSATION	
Employers Liability Limits	$500K/$500K/$500K
Statutory Limits- All States	Statutory - State of Nebraska
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			

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			

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			

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:

		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. **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.**	ITI accepts this section as is other than #9, which ITI has provided an alternative for. 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. 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.

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

Preliminary Project Schedule

Task Mode	ID	Task Name	Dur	Start	Finish
	1	**NE Option 3 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 6/18/21	Fri 6/18/21
	11	Conduct Charter Review Meeting	0.5 days	Mon 6/28/21	Mon 6/28/21
	12	Schedule Internal Kick-Off meeting	0.5 days	Mon 6/28/21	Mon 6/28/21
	13	Conduct Internal Kick-Off meeting	0.5 days	Wed 7/7/21	Wed 7/7/21
	14	Schedule Client Kick-Off meeting	0.5 days	Wed 7/7/21	Wed 7/7/21
	15	Conduct Client Kick-Off meeting	0.5 days	Thu 7/15/21	Thu 7/15/21
	16	Schedule Technical Discovery meetings	0.5 days	Mon 6/28/21	Mon 6/28/21
	17	Route Charter for signatures	1 day	Mon 6/28/21	Tue 6/29/21
	18	**Option 1 Initiation Tasks - JR Wald**	**21 days**	**Fri 6/11/21**	**Mon 7/12/21**
	19	Assign PO to JR Wald	1 day	Fri 6/11/21	Fri 6/11/21
	20	Review Specs / Conditions / Timeline - JR Wald	3 days	Mon 6/14/21	Wed 6/16/21
	21	Conduct Project Initiation Meeting - with JR Wald	1 day	Thu 6/17/21	Thu 6/17/21
	22	Prepare List of Data Requests	14 days	Fri 6/18/21	Thu 7/8/21
	23	Prepare Project Plan Document - JR Wald	14 days	Fri 6/18/21	Thu 7/8/21
	24	On Site Meeting 01: JR Wald	2 days	Fri 7/9/21	Mon 7/12/21
	25	Review project detail documents: contract, RFP response, technical proposal and any other similar documentation	2 days	Tue 6/15/21	Thu 6/17/21
	26	**Project Documents**	**19.5 days**	**Thu 6/17/21**	**Thu 7/15/21**
	27	Create Project Schedule	3 days	Tue 6/29/21	Fri 7/2/21
	28	Create Project Charter	1 day	Thu 6/17/21	Fri 6/18/21
	29	Create BRD	1 day	Tue 6/29/21	Wed 6/30/21
	30	Create Solution Diagram	2 days	Tue 6/29/21	Thu 7/1/21
	31	Create Question Log	0.5 days	Tue 6/29/21	Tue 6/29/21
	32	Create Statement of Work	0.5 days	Tue 6/29/21	Tue 6/29/21
	33	Create Communication Plan	0.5 days	Thu 7/15/21	Thu 7/15/21
	34	Create Requirements Traceability Matrix	1 day	Thu 6/17/21	Fri 6/18/21

Task Mode	ID	Task Name	Dur	Start	Finish
	35	Create Business Workflow	1 day	Thu 6/17/21	Fri 6/18/21
	36	Create Contact List	0.5 days	Thu 7/15/21	Thu 7/15/21
	37	Create Issues List	0.5 days	Thu 6/17/21	Thu 6/17/21
	38	Initiate Lessons Learned document	0.5 days	Thu 6/17/21	Thu 6/17/21
	39	Create Application Topology	2 days	Thu 6/17/21	Mon 6/21/21
	40	Create Schema	1 day	Thu 6/17/21	Fri 6/18/21
	41	Create Network Topology	2 days	Thu 6/17/21	Mon 6/21/21
	42	Create System Security Plan	1 day	Thu 6/17/21	Fri 6/18/21
	43	**Discovery Phase**	**1 day**	**Thu 7/15/21**	**Fri 7/16/21**
	44	Establish Business Rules	1 day	Thu 7/15/21	Fri 7/16/21
	45	Establish Change Control Board	1 day	Thu 7/15/21	Fri 7/16/21
	46	Identify Required Resources	1 day	Thu 7/15/21	Fri 7/16/21
	47	**Initiation Complete**	**0 days**	**Fri 7/16/21**	**Fri 7/16/21**
	48	**Planning**	**147 days**	**Mon 12/2/19**	**Tue 6/30/20**
	49	**Execute Administrative Requirements**	**1 day**	**Tue 6/29/21**	**Wed 6/30/21**
	50	Create SharePoint File Destination	1 day	Tue 6/29/21	Wed 6/30/21
	51	Create ITI/Customer Email Distribution List	0.5 days	Tue 6/29/21	Tue 6/29/21
	52	Create ITI Internal Email Distribution List	0.5 days	Tue 6/29/21	Tue 6/29/21
	53	**Begin Requirements Collection**	**0 days**	**Tue 6/29/21**	**Tue 6/29/21**
	54	**Notable Meetings**			
	55	Internal Transition meeting			
	56	Introductory meeting			
	57	Charter Review meeting			
	58	Client Kick-Off Gate Review meeting			
	59	Client Kick-Off meeting			
	60	First Weekly Project meeting with NE			
	61	**Collect Special Detail Requirements for Option 1**			
	62	Document Duplicate Plate prevention requirements	10 days	Wed 6/30/21	Wed 7/14/21
	63	Document requirements for custom reports	5 days	Wed 6/30/21	Wed 7/7/21
	64	Custom Equipment Design / Selection - JR Wald	2 days	Wed 6/30/21	Thu 7/1/21
	65	Graphic Design: Color Matching / Proof Development	5 days	Mon 7/19/21	Fri 7/23/21
	66	**Collect IT requirements for Option 1**			
	67	**Collect IT Technical and Equipment Requirements - Optior**			
	68	Determine servers needed	10 days	Wed 6/30/21	Wed 7/14/21
	69	Determin PCs needed	5 days	Wed 6/30/21	Wed 7/7/21

Task Mode	ID	Task Name	Dur	Start	Finish
	70	Determine WAN connectivity requirements	10 days	Wed 6/30/21	Wed 7/14/21
	71	Determine network equipment requirements	10 days	Thu 7/15/21	Wed 7/28/21
	72	Determine FTP/SFTP requirements	10 days	Wed 6/30/21	Wed 7/14/21
	73	**Collect IT Infrastructure requirements - Option 1**	**17 days**	**Thu 7/15/21**	**Fri 8/6/21**
	74	Determine location and placement of IT equipment	10 days	Thu 7/15/21	Wed 7/28/21
	75	Determine equipment rack requirements	1 day	Thu 7/29/21	Thu 7/29/21
	76	Determine power requirements for IT equipment	2 days	Thu 7/29/21	Fri 7/30/21
	77	Determine quantity and placement of electrical receptacle	5 days	Mon 8/2/21	Fri 8/6/21
	78	Determine quantity and locations of network drops	5 days	Thu 7/29/21	Wed 8/4/21
	79	Determine cooling requirements and solution for IT equipr	5 days	Thu 7/29/21	Wed 8/4/21
	80	Determine electrical UPS requirements	5 days	Thu 7/29/21	Wed 8/4/21
	81	**Collect IT Procurement Reqirements - Option 1**	**25 days**	**Thu 7/8/21**	**Wed 8/11/21**
	82	Determine PC procurement plan	5 days	Thu 7/8/21	Wed 7/14/21
	83	Determine server procurement plan	5 days	Thu 7/15/21	Wed 7/21/21
	84	Determine network equipment and connectivity procurem	5 days	Thu 7/29/21	Wed 8/4/21
	85	Determine electrical UPS procurement plan	5 days	Thu 8/5/21	Wed 8/11/21
	86	Determine equipment rack procurement plan	5 days	Fri 7/30/21	Thu 8/5/21
	87	**Collect Option 1 requirements**			
	88	**Collect Option 1 Equipment Requirements**			
	89	Determine LP printer(s) used	5 days	Wed 6/30/21	Wed 7/7/21
	90	Determine number of PCs needed	2 days	Wed 6/30/21	Thu 7/1/21
	91	Determine connectivity needs of LP equipmment, includin	10 days	Thu 7/8/21	Wed 7/21/21
	92	**Collect Option 1 Infrastructure requirements**	**50 days**	**Thu 7/8/21**	**Thu 9/16/21**
	93	Create Manufacturing Floor Plan	10 days	Thu 7/22/21	Wed 8/4/21
	94	Determine equipment/material cooling requirements	5 days	Thu 7/22/21	Wed 7/28/21
	95	Determine placement of LP printer	5 days	Thu 7/8/21	Wed 7/14/21
	96	Determine placement of electrical drops	5 days	Thu 7/15/21	Wed 7/21/21
	97	Determine placement of network drops	5 days	Thu 7/15/21	Wed 7/21/21
	98	Determine placement of compressed air drops	5 days	Thu 8/5/21	Wed 8/11/21
	99	Create LP Fulfillment Center Floor Plan	10 days	Thu 8/5/21	Wed 8/18/21
	100	Determine material storage requirements	10 days	Thu 8/19/21	Wed 9/1/21
	101	Determine material movement equipment needed	5 days	Thu 9/2/21	Thu 9/9/21
	102	Determine electrical needs in fulfillment area	10 days	Thu 8/19/21	Wed 9/1/21
	103	Create plan for removal of old equipment	10 days	Thu 8/5/21	Wed 8/18/21
	104	Determine staffing requirements	5 days	Fri 9/10/21	Thu 9/16/21

Task Mode	ID	Task Name	Dur	Start	Finish
	105	**Collect Option 1 Inventory Management requirements**	**10 days**	**Wed 6/30/21**	**Wed 7/14/21**
	106	Create consumable requirements plan	10 days	Wed 6/30/21	Wed 7/14/21
	107	Determine physical inventory plan	10 days	Wed 6/30/21	Wed 7/14/21
	108	**Collect Option 1 Procurement Requirements**	**5 days**	**Wed 6/30/21**	**Wed 7/7/21**
	109	Determine LP raw materials and supplies procurement pla	5 days	Wed 6/30/21	Wed 7/7/21
	110	Determine printer ribbon / ink procurement plan	5 days	Wed 6/30/21	Wed 7/7/21
	111	Determine LP printer procurement plan	5 days	Wed 6/30/21	Wed 7/7/21
	112	Determine label printer procurement plan	5 days	Wed 6/30/21	Wed 7/7/21
	113	Determine reqistration form printer procurement plan	5 days	Wed 6/30/21	Wed 7/7/21
	114	Determine packing list printer procurement plan	5 days	Wed 6/30/21	Wed 7/7/21
	115	Determine UPS World Ship needs	5 days	Wed 6/30/21	Wed 7/7/21
	116	**Collect Option 1 Material Movement requirements**	**114.5 day**	**Fri 6/25/21**	**Thu 12/9/21**
	117	Create raw material replenishment plan	10 days	Thu 7/8/21	Wed 7/21/21
	118	Create plan for shipping printed plates to county locations	10 days	Thu 7/8/21	Wed 7/21/21
	119	**Collect IT requirements for Option 2**			
	120	**Collect IT Technical and Equipment Requirements - Opt**			
	121	Determine servers needed	10 days	Wed 6/30/21	Wed 7/14/21
	122	Determin PCs needed	5 days	Thu 7/8/21	Wed 7/14/21
	123	Determine WAN connectivity requirements	10 days	Wed 6/30/21	Wed 7/14/21
	124	Determine network equipment requirements	10 days	Thu 7/8/21	Wed 7/21/21
	125	Determine FTP/SFTP requirements	10 days	Wed 6/30/21	Wed 7/14/21
	126	**Collect IT Infrastructure requirements - Option 2**	**10 days**	**Thu 7/15/21**	**Wed 7/28/21**
	127	Determine location and placement of IT equipment	10 days	Thu 7/15/21	Wed 7/28/21
	128	Determine equipment rack requirements	1 day	Thu 7/15/21	Thu 7/15/21
	129	Determine power requirements for IT equipment	2 days	Thu 7/15/21	Fri 7/16/21
	130	Determine quantity and placement of electrical recepta	5 days	Thu 7/15/21	Wed 7/21/21
	131	Determine quantity and locations of network drops at a	5 days	Thu 7/15/21	Wed 7/21/21
	132	Determine cooling requirements and solution for IT equ	5 days	Thu 7/15/21	Wed 7/21/21
	133	Determine electrical UPS requirements	5 days	Thu 7/15/21	Wed 7/21/21
	134	**Collect IT Procurement Reqirements - Option 2**	**10 days**	**Thu 7/15/21**	**Wed 7/28/21**
	135	Determine PC procurement plan	5 days	Thu 7/15/21	Wed 7/21/21
	136	Determine server procurement plan	5 days	Thu 7/15/21	Wed 7/21/21
	137	Determine network equipment and connectivity procur	5 days	Thu 7/22/21	Wed 7/28/21
	138	Determine electrical UPS procurement plan	5 days	Thu 7/22/21	Wed 7/28/21
	139	Determine equipment rack procurement plan	5 days	Fri 7/16/21	Thu 7/22/21

Task Mode	ID	Task Name	Dur	Start	Finish
	140	**Collect Option 2 requirements**			
	141	**Collect Option 2 Equipment Requirements**			
	142	Confirm POD printer used	5 days	Wed 6/30/21	Wed 7/7/21
	143	Determine other Fulfillment equipment needs	5 days	Thu 7/8/21	Wed 7/14/21
	144	Confirm number of PCs needed	5 days	Wed 6/30/21	Wed 7/7/21
	145	Determine scanners needed	1 day	Thu 7/8/21	Thu 7/8/21
	146	Determine connectivity needs of Fulfillment equipmmer	5 days	Thu 7/15/21	Wed 7/21/21
	147	**Collect Option 2 Infrastructure requirements**	**57.5 days**	**Fri 6/25/21**	**Thu 9/16/21**
	148	Create Fulfillment Center floor plan	10 days	Thu 7/22/21	Wed 8/4/21
	149	Determine placement of Fulfillment equipment, includi	10 days	Thu 8/5/21	Wed 8/18/21
	150	Determine placement of electrical drops	10 days	Thu 8/19/21	Wed 9/1/21
	151	Determine placement of network drops	10 days	Fri 6/25/21	Mon 7/12/21
	152	Determine material storage requirements	10 days	Thu 8/5/21	Wed 8/18/21
	153	Determine material movement equipment needed	10 days	Thu 8/19/21	Wed 9/1/21
	154	Determine staffing requirements	10 days	Thu 9/2/21	Thu 9/16/21
	155	**Collect Option 2 Inventory Management requirements**	**10 days**	**Thu 7/8/21**	**Wed 7/21/21**
	156	Create consumable requirements plan	10 days	Thu 7/8/21	Wed 7/21/21
	157	Determine physical inventory plan	10 days	Thu 7/8/21	Wed 7/21/21
	158	**Collect Option 2 Procurement Requirements**	**10 days**	**Thu 7/8/21**	**Wed 7/21/21**
	159	Determine registration/address card procurement plan	10 days	Thu 7/8/21	Wed 7/21/21
	160	Determine Fulfillment raw materials and supplies procu	10 days	Thu 7/8/21	Wed 7/21/21
	161	Determine printer ribbon procurement plan	10 days	Thu 7/8/21	Wed 7/21/21
	162	Confirm printer procurement plan	10 days	Thu 7/8/21	Wed 7/21/21
	163	Determine Fulfillment equipment procurement plan	10 days	Thu 7/8/21	Wed 7/21/21
	164	Determine scanner procurement plan	10 days	Thu 7/8/21	Wed 7/21/21
	165	Determine packing list printer procurement plan	10 days	Thu 7/8/21	Wed 7/21/21
	166	Determine mailing and UPS World Ship needs	10 days	Thu 7/8/21	Wed 7/21/21
	167	**Collect Option 2 Material Movement requirements**	**10 days**	**Thu 7/22/21**	**Wed 8/4/21**
	168	Create raw material replenishment plan	10 days	Thu 7/22/21	Wed 8/4/21
	169	Create plan for mailing plates and registrations	10 days	Thu 7/22/21	Wed 8/4/21
	170	**Collect Option 1 graphics requirements**	**10 days**	**Wed 8/11/21**	**Tue 8/24/21**
	171	Determine variable fields to print on the plates	10 days	Wed 8/11/21	Tue 8/24/21
	172	Obtain license plate images	10 days	Wed 8/11/21	Tue 8/24/21
	173	Provide alpha font options	10 days	Wed 8/11/21	Tue 8/24/21
	174	**Collect IT requirements - Option 2**	**60 days**	**Wed 6/30/21**	**Thu 9/23/21**

Task Mode	ID	Task Name	Dur	Start	Finish
	175	**Collect IT Technical Requirements - Option 2**	**14 days**	**Wed 8/11/21**	**Mon 8/30/21**
	176	Determine number of PCs needed	5 days	Wed 8/11/21	Tue 8/17/21
	177	Determine servers needed	2 days	Wed 8/18/21	Thu 8/19/21
	178	Determine WAN connectivity requirements	1 day	Fri 8/20/21	Fri 8/20/21
	179	Determine data encryption requirements	1 day	Mon 8/23/21	Mon 8/23/21
	180	Determine FTP/SFTP requirements	5 days	Tue 8/24/21	Mon 8/30/21
	181	Select network switch	2 days	Mon 8/23/21	Tue 8/24/21
	182	Determine connectivity needs of IT equipmment	2 days	Wed 8/25/21	Thu 8/26/21
	183	Determine Single sign-on requirements	5 days	Wed 8/18/21	Tue 8/24/21
	184	**Collect IT Infrastructure requirements - Option 2**	**20 days**	**Wed 8/11/21**	**Wed 9/8/21**
	185	Determine location and placement of IT equipment - Sites	10 days	Wed 8/11/21	Tue 8/24/21
	186	Determine equipment rack requirements	1 day	Wed 8/25/21	Wed 8/25/21
	187	Determine power requirements for IT equipment	2 days	Thu 8/26/21	Fri 8/27/21
	188	Determine quantity and placement of electrical receptacle	3 days	Wed 8/25/21	Fri 8/27/21
	189	Determine quantity and locations of network drops for sta	10 days	Wed 8/25/21	Wed 9/8/21
	190	Determine cooling requirements and solution for IT equipr	5 days	Fri 8/20/21	Thu 8/26/21
	191	Determine UPS requirements	1 day	Fri 8/20/21	Fri 8/20/21
	192	**Collect IT Procurement Reqirements - Option 2**	**27 days**	**Thu 7/22/21**	**Fri 8/27/21**
	193	Confirm PC procurement plan	2 days	Wed 8/25/21	Thu 8/26/21
	194	Determine barcode scanner procurement plan	2 days	Wed 8/25/21	Thu 8/26/21
	195	Determine server procurement plan	2 days	Fri 8/20/21	Mon 8/23/21
	196	Confirm network equipment and connectivity procuremen	2 days	Wed 8/25/21	Thu 8/26/21
	197	Determine UPS procurement plan	2 days	Thu 7/22/21	Fri 7/23/21
	198	Determine equipment rack procurement plan	2 days	Thu 8/26/21	Fri 8/27/21
	199	**Collect graphics requirements - Option 2**	**40 days**	**Wed 6/30/21**	**Wed 8/25/21**
	200	Define ITI recommended graphics changes to meet Standa	40 days	Wed 6/30/21	Wed 8/25/21
	201	Collect Samples from State	20 days	Wed 6/30/21	Wed 7/28/21
	202	Determine variable fields to print on the registration form	40 days	Wed 6/30/21	Wed 8/25/21
	203	**Collect Software Requirements - Option 2**	**20 days**	**Thu 8/26/21**	**Thu 9/23/21**
	204	**Design Prism - Option 2**	**10 days**	**Thu 8/26/21**	**Thu 9/9/21**
	205	Update Technical Specification document	10 days	Thu 8/26/21	Thu 9/9/21
	206	Create Work Flows	10 days	Thu 8/26/21	Thu 9/9/21
	207	Create Process Flows	10 days	Thu 8/26/21	Thu 9/9/21
	208	Create DB Schema	10 days	Thu 8/26/21	Thu 9/9/21
	209	Create UI mock-ups	10 days	Thu 8/26/21	Thu 9/9/21

Task Mode	ID	Task Name	Dur	Start	Finish
	210	Create Use Cases	10 days	Thu 8/26/21	Thu 9/9/21
	211	Update RTM	10 days	Thu 8/26/21	Thu 9/9/21
	212	Update Document Tracking Matrix	10 days	Thu 8/26/21	Thu 9/9/21
	213	Add design details to PBIs in ADO for dev to begin	10 days	Thu 8/26/21	Thu 9/9/21
	214	**Design Prism Maintenance Service - Option 2**	**20 days**	**Thu 8/26/21**	**Thu 9/23/21**
	215	Design data exchange interface between Prism, Victory a	20 days	Thu 8/26/21	Thu 9/23/21
	216	Update Technical Specification document	10 days	Thu 8/26/21	Thu 9/9/21
	217	Create Process Flows	10 days	Thu 8/26/21	Thu 9/9/21
	218	Update RTM	10 days	Thu 8/26/21	Thu 9/9/21
	219	Add design details to PBIs in ADO for dev to begin	10 days	Thu 8/26/21	Thu 9/9/21
	220	**Design Repository - Option 2**	**10 days**	**Thu 8/26/21**	**Thu 9/9/21**
	221	Update Technical Specification document	10 days	Thu 8/26/21	Thu 9/9/21
	222	Create Work Flows	10 days	Thu 8/26/21	Thu 9/9/21
	223	Create Process Flows	10 days	Thu 8/26/21	Thu 9/9/21
	224	Create DB Schema	10 days	Thu 8/26/21	Thu 9/9/21
	225	Create UI mock-ups if required	10 days	Thu 8/26/21	Thu 9/9/21
	226	Create Use Cases	10 days	Thu 8/26/21	Thu 9/9/21
	227	Update RTM	10 days	Thu 8/26/21	Thu 9/9/21
	228	Update Document Tracking Matrix	10 days	Thu 8/26/21	Thu 9/9/21
	229	Add design details to PBIs in ADO	10 days	Thu 8/26/21	Thu 9/9/21
	230	**Finalize other Software Product Designs - Option 2**	**10 days**	**Fri 9/10/21**	**Thu 9/23/21**
	231	Finalize Custom Reporting design, including reports listed	10 days	Fri 9/10/21	Thu 9/23/21
	232	**Planning Complete**	**0 days**	**Thu 9/23/21**	**Thu 9/23/21**
	233	**Execution**			
	234	**Procure Option 1 equipment**	**4 days**	**Thu 7/8/21**	**Tue 7/13/21**
	235	Place Orders for LP printing equipment	3 days	Thu 7/8/21	Mon 7/12/21
	236	Order LP printer PCs	1 day	Tue 7/13/21	Tue 7/13/21
	237	**Option 2 Equipment and PCs**	**18 days**	**Wed 8/18/21**	**Mon 9/13/21**
	238	Order Fulfillment PCs	1 day	Wed 8/18/21	Wed 8/18/21
	239	Setup/configure the PCs in the Fulfillment room	3 days	Wed 9/1/21	Fri 9/3/21
	240	Establish and test network connectivity	3 days	Tue 9/7/21	Thu 9/9/21
	241	Tie it to World Ship	2 days	Fri 9/10/21	Mon 9/13/21
	242	**Option 1 - LP Printers and PCs**	**91 days**	**Tue 7/13/21**	**Thu 11/18/21**
	243	Engage Freight / Forwarder for Import Duties, Taxes, Insurar	2 days	Tue 7/13/21	Wed 7/14/21
	244	Freight Lead Time / Equipment	30 days	Tue 7/13/21	Mon 8/23/21

Task Mode	ID	Task Name	Dur	Start	Finish
	245	Clear Customs / Domestic Freight	7 days	Tue 8/24/21	Wed 9/1/21
	246	Accept delivery of LP printers	2 days	Thu 9/2/21	Fri 9/3/21
	247	Uncrating of Equipment, placing in location	4 days	Tue 9/7/21	Fri 9/10/21
	248	Hook-ups to Owner provided utilities	5 days	Mon 9/13/21	Fri 9/17/21
	249	Start-up and Test Equipment	21 days	Mon 9/20/21	Mon 10/18/21
	250	Introduction / Review of Equipment Data and Support	0.5 days	Tue 10/19/21	Tue 10/19/21
	251	General Overview of Equipment	4.5 days	Tue 10/19/21	Mon 10/25/21
	252	Operational Training	14 days	Tue 10/26/21	Mon 11/15/21
	253	Installation, setup and network connect of LP Printer PCs	3 days	Tue 11/16/21	Thu 11/18/21
	254	Configure PCs for auto login and functional lock down	10 days	Mon 9/20/21	Fri 10/1/21
	255	Perform physical lock down - place in cabinets	5 days	Mon 10/4/21	Fri 10/8/21
	256	**Option 1 Equipment complete**	**0 days**	**Fri 10/8/21**	**Fri 10/8/21**
	257	**VPN Connectivity - Option 1**	**10 days**	**Fri 9/24/21**	**Thu 10/7/21**
	258	Validate end-to-end connectivity between FW and state dat	5 days	Fri 9/24/21	Thu 9/30/21
	259	Monitor tunnels from each side	5 days	Fri 10/1/21	Thu 10/7/21
	260	**VPN Connectivity - Option 2**	**10 days**	**Fri 9/24/21**	**Thu 10/7/21**
	261	Validate end-to-end connectivity between FW and state dat	5 days	Fri 9/24/21	Thu 9/30/21
	262	Monitor tunnels from each side	5 days	Fri 10/1/21	Thu 10/7/21
	263	**Option 1 - Procure materials**	**82 days**	**Thu 7/8/21**	**Mon 11/1/21**
	264	Order Start-up Materials for Testing and First Month Supply	15 days	Thu 7/22/21	Wed 8/11/21
	265	Domestic Freight of Start-up Materials	5 days	Thu 8/12/21	Wed 8/18/21
	266	Receive Start-up Materials for Testing and First Month Supp	1 day	Thu 8/19/21	Thu 8/19/21
	267	Order and receive operating supplies	20 days	Thu 7/22/21	Wed 8/18/21
	268	Obtain Standard and pre-printed LP sheeting samples	15 days	Thu 7/8/21	Wed 7/28/21
	269	Obtain state approval of LP standard sheeting	5 days	Thu 7/29/21	Wed 8/4/21
	270	Order standard and pre-printed sheeting	1 day	Thu 8/5/21	Thu 8/5/21
	271	Delivery of start-up materials	15 days	Thu 8/12/21	Wed 9/1/21
	272	Delivery of standard sheeting	1 day	Mon 11/1/21	Mon 11/1/21
	273	**Create and Finalize Option 1 Designs**	**60 days**	**Fri 9/24/21**	**Tue 12/21/21**
	274	Finalize plate designs, submit plate mockups to customer fo	30 days	Fri 9/24/21	Thu 11/4/21
	275	Obtain customer final approval of plate designs	10 days	Fri 11/5/21	Fri 11/19/21
	276	Upload final plate templates for PRISM	2 days	Mon 11/22/21	Tue 11/23/21
	277	Create plate Gold Standards	10 days	Mon 11/22/21	Tue 12/7/21
	278	Obtain signoff of Gold Standards	5 days	Wed 12/8/21	Tue 12/14/21
	279	Finalize Plate Catalog	10 days	Wed 12/8/21	Tue 12/21/21

Task Mode	ID	Task Name	Dur	Start	Finish
	280	**Inventory - Option 2**	**25 days**	**Fri 9/10/21**	**Thu 10/14/21**
	281	Raw materials, equipment, installation, and maintenance of	10 days	Fri 9/10/21	Thu 9/23/21
	282	Ensure all consumables are being sent with printers	5 days	Fri 9/24/21	Thu 9/30/21
	283	Purchase Servers/Firewalls and Supplies for Server Replacen	10 days	Fri 10/1/21	Thu 10/14/21
	284	**Registration Form/Decal Design - Option 2**	**9 days**	**Fri 9/10/21**	**Wed 9/22/21**
	285	Provide mock-up for state approval	1 day	Fri 9/10/21	Fri 9/10/21
	286	Validate mock-up in UAT	1 day	Mon 9/13/21	Mon 9/13/21
	287	Test updated DPL in UAT	4 days	Tue 9/14/21	Fri 9/17/21
	288	Deploy Updated DPL to PROD	3 days	Mon 9/20/21	Wed 9/22/21
	289	**Network Infrastructure Build**	**25 days**	**Thu 7/15/21**	**Wed 8/18/21**
	290	**Prepare Option 1 Network**	**20 days**	**Thu 7/15/21**	**Wed 8/11/21**
	291	Provide remote access to JR Wald	5 days	Mon 7/26/21	Fri 7/30/21
	292	On Site Meeting 02: Wald PM	1 day	Mon 7/26/21	Mon 7/26/21
	293	Install electrical outlets	10 days	Thu 7/15/21	Wed 7/28/21
	294	Install ethernet drops	5 days	Thu 7/15/21	Wed 7/21/21
	295	Install air drops	20 days	Thu 7/15/21	Wed 8/11/21
	296	**Prepare Option 2 Network**	**20 days**	**Thu 7/22/21**	**Wed 8/18/21**
	297	Install electrical outlets	10 days	Thu 7/22/21	Wed 8/4/21
	298	Install ethernet drops	20 days	Thu 7/22/21	Wed 8/18/21
	299	**Dev Environment - Option 3**	**4 days**	**Fri 10/1/21**	**Wed 10/6/21**
	300	Setup Azure VM	1 day	Fri 10/1/21	Fri 10/1/21
	301	Setup Firewall Rules	1 day	Mon 10/4/21	Mon 10/4/21
	302	Setup DNS Entries	1 day	Tue 10/5/21	Tue 10/5/21
	303	Setup App Servers	1 day	Mon 10/4/21	Mon 10/4/21
	304	Perform Environmental testing	1 day	Tue 10/5/21	Tue 10/5/21
	305	Create PreReq Checklist	1 day	Wed 10/6/21	Wed 10/6/21
	306	**Dev setup complete**	**0 days**	**Wed 10/6/21**	**Wed 10/6/21**
	307	**QA Environment - Option 3**	**5 days**	**Thu 10/7/21**	**Wed 10/13/21**
	308	Setup Azure VM	1 day	Thu 10/7/21	Thu 10/7/21
	309	Setup Firewall Rules	1 day	Fri 10/8/21	Fri 10/8/21
	310	Setup DNS Entries	1 day	Mon 10/11/21	Mon 10/11/21
	311	Setup App Servers	1 day	Fri 10/8/21	Fri 10/8/21
	312	Install and configure DB	1 day	Mon 10/11/21	Mon 10/11/21
	313	Perform Environmental testing	1 day	Tue 10/12/21	Tue 10/12/21
	314	Create PreReq Checklist	1 day	Wed 10/13/21	Wed 10/13/21

Task Mode	ID	Task Name	Dur	Start	Finish
	315	**QA setup complete**	**0 days**	**Wed 10/13/21**	**Wed 10/13/21**
	316	**UAT Environment - Option 3**	**5 days**	**Thu 10/7/21**	**Wed 10/13/21**
	317	Setup Azure VM	1 day	Thu 10/7/21	Thu 10/7/21
	318	Setup Firewall Rules	1 day	Fri 10/8/21	Fri 10/8/21
	319	Setup DNS Entries	1 day	Mon 10/11/21	Mon 10/11/21
	320	Setup App Servers	1 day	Fri 10/8/21	Fri 10/8/21
	321	Install and configure DB	1 day	Mon 10/11/21	Mon 10/11/21
	322	Perform Environmental testing	1 day	Tue 10/12/21	Tue 10/12/21
	323	Create PreReq Checklist	1 day	Wed 10/13/21	Wed 10/13/21
	324	**UAT setup complete**	**0 days**	**Wed 10/13/21**	**Wed 10/13/21**
	325	**PROD Environment - Option 3**	**12 days**	**Thu 10/14/21**	**Fri 10/29/21**
	326	Setup Azure VM	1 day	Thu 10/14/21	Thu 10/14/21
	327	Setup Firewall Rules	1 day	Fri 10/15/21	Fri 10/15/21
	328	Setup DNS Entries	1 day	Mon 10/18/21	Mon 10/18/21
	329	Setup App Servers	1 day	Tue 10/19/21	Tue 10/19/21
	330	Install and configure DB	1 day	Wed 10/20/21	Wed 10/20/21
	331	Perform Environmental testing	1 day	Thu 10/21/21	Thu 10/21/21
	332	Create PreReq Checklist	1 day	Fri 10/22/21	Fri 10/22/21
	333	Setup Veeam Replication	1 day	Mon 10/25/21	Mon 10/25/21
	334	Test Veeam Replication	1 day	Tue 10/26/21	Tue 10/26/21
	335	Create PreReq Checklist	1 day	Wed 10/27/21	Wed 10/27/21
	336	Setup Veeam Replication	1 day	Thu 10/28/21	Thu 10/28/21
	337	Test Veeam Replication	1 day	Fri 10/29/21	Fri 10/29/21
	338	**PROD setup complete**	**0 days**	**Fri 10/29/21**	**Fri 10/29/21**
	339	**Software Development - Option 3**			
	340	**Iteration 1**			
	341	Agile development of Iteration 1	10 days	Fri 9/24/21	Thu 10/7/21
	342	Deploy to DEV	1 day	Fri 10/8/21	Fri 10/8/21
	343	Test in Dev	2 days	Mon 10/11/21	Tue 10/12/21
	344	**Iteration 2**	**13 days**	**Mon 10/11/21**	**Wed 10/27/21**
	345	Agile development of Iteration 2	10 days	Mon 10/11/21	Fri 10/22/21
	346	Deploy to DEV	1 day	Mon 10/25/21	Mon 10/25/21
	347	Test in Dev	2 days	Tue 10/26/21	Wed 10/27/21
	348	**Iteration 3**	**13 days**	**Tue 10/26/21**	**Fri 11/12/21**
	349	Agile development of Iteration 3	10 days	Tue 10/26/21	Mon 11/8/21

Task Mode	ID	Task Name	Dur	Start	Finish
	350	Deploy to DEV	1 day	Tue 11/9/21	Tue 11/9/21
	351	Test in Dev	2 days	Wed 11/10/21	Fri 11/12/21
	352	**Iteration 4**	**12 days**	**Wed 11/10/21**	**Tue 11/30/21**
	353	Agile development of Iteration 4	10 days	Wed 11/10/21	Wed 11/24/21
	354	Deploy to DEV	1 day	Mon 11/29/21	Mon 11/29/21
	355	Test in DEV	1 day	Tue 11/30/21	Tue 11/30/21
	356	**Development Complete**	**0 days**	**Mon 11/29/21**	**Mon 11/29/21**
	357	**Deployment and Testing**	**49 days**	**Wed 10/13/21**	**Thu 12/23/21**
	358	**QA Iteration 1**	**8 days**	**Wed 10/13/21**	**Fri 10/22/21**
	359	Deploy to QA	1 day	Wed 10/13/21	Wed 10/13/21
	360	Create Test Cases	2 days	Thu 10/14/21	Fri 10/15/21
	361	Test in QA	5 days	Mon 10/18/21	Fri 10/22/21
	362	**QA Iteration 2**	**8 days**	**Thu 10/28/21**	**Mon 11/8/21**
	363	Deploy to QA	1 day	Thu 10/28/21	Thu 10/28/21
	364	Create Test Cases	2 days	Fri 10/29/21	Mon 11/1/21
	365	Test in QA	5 days	Tue 11/2/21	Mon 11/8/21
	366	**QA Iteration 3**	**8 days**	**Mon 11/15/21**	**Wed 11/24/21**
	367	Deploy to QA	1 day	Mon 11/15/21	Mon 11/15/21
	368	Create Test Cases	2 days	Tue 11/16/21	Wed 11/17/21
	369	Test in QA	5 days	Thu 11/18/21	Wed 11/24/21
	370	**QA Iteration 4**	**8 days**	**Wed 12/1/21**	**Fri 12/10/21**
	371	Deploy to QA	1 day	Wed 12/1/21	Wed 12/1/21
	372	Create Test Cases	2 days	Thu 12/2/21	Fri 12/3/21
	373	Test in QA	5 days	Mon 12/6/21	Fri 12/10/21
	374	**UAT Iteration 1**	**8 days**	**Mon 10/25/21**	**Wed 11/3/21**
	375	Deploy to UAT	1 day	Mon 10/25/21	Mon 10/25/21
	376	Create Test Cases	2 days	Tue 10/26/21	Wed 10/27/21
	377	Test in UAT	5 days	Thu 10/28/21	Wed 11/3/21
	378	**UAT Iteration 2**	**8 days**	**Tue 11/9/21**	**Fri 11/19/21**
	379	Deploy to UAT	1 day	Tue 11/9/21	Tue 11/9/21
	380	Create Test Cases	2 days	Wed 11/10/21	Fri 11/12/21
	381	Test in UAT	5 days	Mon 11/15/21	Fri 11/19/21
	382	**UAT Iteration 3**	**8 days**	**Mon 11/29/21**	**Wed 12/8/21**
	383	Deploy to UAT	1 day	Mon 11/29/21	Mon 11/29/21
	384	Create Test Cases	2 days	Tue 11/30/21	Wed 12/1/21

Task Mode	ID	Task Name	Dur	Start	Finish
	385	Test in UAT	5 days	Thu 12/2/21	Wed 12/8/21
	386	**UAT Iteration 4**	**8 days**	**Mon 12/13/21**	**Wed 12/22/21**
	387	Deploy to UAT	1 day	Mon 12/13/21	Mon 12/13/21
	388	Create Test Cases	2 days	Tue 12/14/21	Wed 12/15/21
	389	Test in UAT	5 days	Thu 12/16/21	Wed 12/22/21
	390	**Option 1 - Historical Reporting**	**2 days**	**Tue 11/30/21**	**Wed 12/1/21**
	391	Create Repository development checklist	2 days	Tue 11/30/21	Wed 12/1/21
	392	**Option 1 - Repository: create list of IT tasks, distribute**	**14 days**	**Thu 12/2/21**	**Tue 12/21/21**
	393	Windows Accounts created for ITIRepository and LoginMai	1 day	Thu 12/2/21	Thu 12/2/21
	394	Web folders created on the app servers for ITIRepository a	1 day	Fri 12/3/21	Fri 12/3/21
	395	IIS web sites, URLs, and DNS created for ITIRepository and	1 day	Mon 12/6/21	Mon 12/6/21
	396	Set web site app pools to use the Windows Accounts.	1 day	Tue 12/7/21	Tue 12/7/21
	397	Shared documents folder created on the report or State-Sp	1 day	Wed 12/8/21	Wed 12/8/21
	398	Set permissions on App Servers for RepositoryAdmins to ru	1 day	Thu 12/9/21	Thu 12/9/21
	399	Integrate with Victory ADFS	5 days	Fri 12/10/21	Thu 12/16/21
	400	**Option 1 - Repository: create list of DBA tasks, distribute**	**2 days**	**Fri 12/10/21**	**Mon 12/13/21**
	401	Report databases replicated to the report server with sys	1 day	Fri 12/10/21	Fri 12/10/21
	402	RepositoryConfig and ITI_Login database shells created o	1 day	Mon 12/13/21	Mon 12/13/21
	403	**Option 1 - Repository**	**14 days**	**Thu 12/2/21**	**Tue 12/21/21**
	404	Create list of her needs and the timing	1 day	Thu 12/2/21	Thu 12/2/21
	405	Configure Prism to send data to Repository	3 days	Thu 12/2/21	Tue 12/7/21
	406	Determine custom reporting requirements	1 day	Fri 12/3/21	Fri 12/3/21
	407	Develop Repository reports	10 days	Wed 12/8/21	Tue 12/21/21
	408	**DR Configuration - Option 1**	**5 days**	**Wed 12/8/21**	**Tue 12/14/21**
	409	IT to configure, after UAT and Prism Production.	5 days	Wed 12/8/21	Tue 12/14/21
	410	**Create Option 1 Documents**	**18 days**	**Tue 11/30/21**	**Thu 12/23/21**
	411	Create training program for LP manufacturing	10 days	Tue 11/30/21	Mon 12/13/21
	412	Create PRISM User Guide	3 days	Tue 12/14/21	Thu 12/16/21
	413	Create Repository App User Guide	5 days	Fri 12/17/21	Thu 12/23/21
	414	**Conduct Option 1 Training**	**10 days**	**Fri 12/17/21**	**Fri 12/31/21**
	415	Conduct PRISM software training	5 days	Fri 12/17/21	Thu 12/23/21
	416	Conduct manufacturing process training	5 days	Mon 12/27/21	Fri 12/31/21
	417	Conduct Repository training	5 days	Mon 12/27/21	Fri 12/31/21
	418	**Final Option 1 Testing**	**12 days**	**Mon 10/11/21**	**Tue 10/26/21**
	419	Print blank forms looking like actual plates	3 days	Mon 10/11/21	Wed 10/13/21

Task Mode	ID	Task Name	Dur	Start	Finish
	420	Print actual plates , not just blank forms	3 days	Thu 10/14/21	Mon 10/18/21
	421	Test using a file that covers all plate templates	3 days	Tue 10/19/21	Thu 10/21/21
	422	Scan plates and documents at all scan stations	3 days	Fri 10/22/21	Tue 10/26/21
	423	**Final LP testing complete**	**0 days**	**Tue 10/26/21**	**Tue 10/26/21**
	424	**Development Phase - Option 2**	**70 days**	**Fri 9/10/21**	**Tue 12/21/21**
	425	**Update Option 2 Repository**	**65 days**	**Fri 9/10/21**	**Tue 12/14/21**
	426	**Reports**	**65 days**	**Fri 9/10/21**	**Tue 12/14/21**
	427	Review Report List with State and Provide Additional Info	10 days	Mon 9/13/21	Fri 9/24/21
	428	Update existing reports	20 days	Mon 9/27/21	Fri 10/22/21
	429	Create new reports	20 days	Mon 9/27/21	Fri 10/22/21
	430	**Procurement Phase**	**20 days**	**Thu 9/23/21**	**Wed 10/20/21**
	431	Procure Blank Forms	18 days	Thu 9/23/21	Mon 10/18/21
	432	Blank forms due	1 day	Tue 10/19/21	Tue 10/19/21
	433	Provide forms to CSI	1 day	Wed 10/20/21	Wed 10/20/21
	434	**Applications Development Phase**	**60 days**	**Fri 9/10/21**	**Tue 12/7/21**
	435	**Update Database Modules and Components**	**40 days**	**Fri 9/10/21**	**Thu 11/4/21**
	436	Transaction & Location Database	10 days	Fri 9/10/21	Thu 9/23/21
	437	Audit Database	10 days	Fri 9/24/21	Thu 10/7/21
	438	Technician & Support Database	10 days	Fri 10/8/21	Thu 10/21/21
	439	Inventory Tracking Database	10 days	Fri 10/22/21	Thu 11/4/21
	440	Update Application Modules and Components	15 days	Fri 11/5/21	Tue 11/30/21
	441	Integrate Victory with ADFS	10 days	Fri 10/8/21	Thu 10/21/21
	442	**Update Intranet Modules and Components**	**5 days**	**Wed 12/1/21**	**Tue 12/7/21**
	443	Customer Care Diagnostics	5 days	Wed 12/1/21	Tue 12/7/21
	444	Transaction and Reprint Reports	5 days	Wed 12/1/21	Tue 12/7/21
	445	Transaction Search Components	5 days	Wed 12/1/21	Tue 12/7/21
	446	Technician Reports	5 days	Wed 12/1/21	Tue 12/7/21
	447	Inventory Reports	5 days	Wed 12/1/21	Tue 12/7/21
	448	Audit Reports	5 days	Wed 12/1/21	Tue 12/7/21
	449	**Documentation Phase**	**3 days**	**Fri 9/10/21**	**Tue 9/14/21**
	450	**Update System Testing Plan**	**3 days**	**Fri 9/10/21**	**Tue 9/14/21**
	451	Application Test Cases	3 days	Fri 9/10/21	Tue 9/14/21
	452	Functional Test Cases	3 days	Fri 9/10/21	Tue 9/14/21
	453	Acceptance	3 days	Fri 9/10/21	Tue 9/14/21
	454	**Integration Phase**	**8 days**	**Wed 9/15/21**	**Fri 9/24/21**

Task Mode	ID	Task Name	Dur	Start	Finish
	455	Establish connectivity between ITI and State Systems	3 days	Wed 9/15/21	Fri 9/17/21
	456	Establish connectivity between ITI System and Deployec	3 days	Wed 9/15/21	Fri 9/17/21
	457	Evaluate Performance of Integrated Systems	4 days	Mon 9/20/21	Thu 9/23/21
	458	Integration Acceptance	1 day	Fri 9/24/21	Fri 9/24/21
	459	**Testing Phase**	**54 days**	**Mon 9/27/21**	**Tue 12/14/21**
	460	**Dev to UAT**	**9 days**	**Mon 9/27/21**	**Thu 10/7/21**
	461	Migration Plan	4 days	Mon 9/27/21	Thu 9/30/21
	462	Software movement	5 days	Fri 10/1/21	Thu 10/7/21
	463	Database Testing	2 days	Fri 10/8/21	Mon 10/11/21
	464	Application Testing	3 days	Fri 10/8/21	Tue 10/12/21
	465	Network Infrastructure Testing	3 days	Fri 10/8/21	Tue 10/12/21
	466	Form and Sticker Testing	2 days	Fri 10/8/21	Mon 10/11/21
	467	**Provide additional forms**	**10 days**	**Mon 9/27/21**	**Fri 10/8/21**
	468	Order Blank Forms to apply stickers	10 days	Mon 9/27/21	Fri 10/8/21
	469	Security Testing	5 days	Fri 10/8/21	Thu 10/14/21
	470	Printer Testing	2 days	Fri 10/8/21	Mon 10/11/21
	471	Support testing	25 days	Fri 10/15/21	Fri 11/19/21
	472	**System / Design Acceptance**	**15 days**	**Mon 11/22/21**	**Tue 12/14/21**
	473	Support State Training / Testing (county by county)	15 days	Mon 11/22/21	Tue 12/14/21
	474	Incorporate Production 'Hot Fixes' into UAT	5 days	Mon 11/22/21	Tue 11/30/21
	475	Final Acceptance	2 days	Wed 12/1/21	Thu 12/2/21
	476	**Deployment Phase**	**50 days**	**Mon 9/27/21**	**Wed 12/8/21**
	477	**Production Preparation**	**5 days**	**Mon 9/27/21**	**Fri 10/1/21**
	478	Ship Additional Printers	5 days	Mon 9/27/21	Fri 10/1/21
	479	Establish Production URL	2 days	Mon 9/27/21	Tue 9/28/21
	480	Copy UAT Database to Production	2 days	Mon 9/27/21	Tue 9/28/21
	481	Last day for State to make final POD changes in produc	1 day	Mon 9/27/21	Mon 9/27/21
	482	Seed Production database	1 day	Wed 9/29/21	Wed 9/29/21
	483	**UAT to PROD**	**9 days**	**Mon 11/22/21**	**Mon 12/6/21**
	484	Migration Plan	3 days	Mon 11/22/21	Wed 11/24/21
	485	Software movement	1 day	Mon 11/29/21	Mon 11/29/21
	486	Testing	5 days	Tue 11/30/21	Mon 12/6/21
	487	Final Database Updates	2 days	Tue 11/30/21	Wed 12/1/21
	488	Solution Go-Live	1 day	Tue 12/7/21	Tue 12/7/21
	489	Office-Level Acceptance	2 days	Tue 12/7/21	Wed 12/8/21

Task Mode	ID	Task Name	Dur	Start	Finish
	490	**Design Phase**	**65 days**	**Fri 9/10/21**	**Tue 12/14/21**
	491	Establish registration document design	25 days	Fri 9/10/21	Thu 10/14/21
	492	Develop Schema	20 days	Fri 10/15/21	Fri 11/12/21
	493	Update system process flow overview diagram	20 days	Mon 11/15/21	Tue 12/14/21
	494	Design Acceptance	3 days	Mon 11/15/21	Wed 11/17/21
	495	**Procurement Phase**	**20 days**	**Fri 10/15/21**	**Fri 11/12/21**
	496	Procure Registration documents	18 days	Fri 10/15/21	Tue 11/9/21
	497	Registration documents due	1 day	Wed 11/10/21	Wed 11/10/21
	498	Provide Registration documents to NE	1 day	Fri 11/12/21	Fri 11/12/21
	499	**Applications Development Phase**	**15 days**	**Thu 11/18/21**	**Fri 12/10/21**
	500	**Update Database Modules and Components**	**10 days**	**Thu 11/18/21**	**Fri 12/3/21**
	501	Transaction & Location Database	10 days	Thu 11/18/21	Fri 12/3/21
	502	Audit Database	10 days	Thu 11/18/21	Fri 12/3/21
	503	Technician & Support Database	10 days	Thu 11/18/21	Fri 12/3/21
	504	Inventory Tracking Database	10 days	Thu 11/18/21	Fri 12/3/21
	505	Update Application Modules and Components	15 days	Thu 11/18/21	Fri 12/10/21
	506	**Implementation Phase**	**26 days**	**Fri 11/12/21**	**Tue 12/21/21**
	507	**Pilot Phase**	**13 days**	**Fri 11/12/21**	**Thu 12/2/21**
	508	Ship Printers and Consumables to Pilot Offices	5 days	Fri 11/12/21	Thu 11/18/21
	509	**Set-up Pilot offices and train staff**	**1 day**	**Fri 11/19/21**	**Fri 11/19/21**
	510	Registration centers Cornhusker State Industries (CSI)	1 day	Fri 11/19/21	Fri 11/19/21
	511	Pilot Testing	5 days	Mon 11/22/21	Tue 11/30/21
	512	State Approval of Pilot Testing & Roll-out schedule	2 days	Wed 12/1/21	Thu 12/2/21
	513	**Prep for Installation of Printers**	**20 days**	**Fri 11/12/21**	**Mon 12/13/21**
	514	Verify reserved IP Address availability	2 days	Fri 11/12/21	Mon 11/15/21
	515	Programming the Printers	5 days	Tue 11/16/21	Mon 11/22/21
	516	Create installation schedule	5 days	Tue 11/16/21	Mon 11/22/21
	517	Start Shipping Printers based on Approved Schedule	5 days	Tue 11/16/21	Mon 11/22/21
	518	**Printer Roll-out**	**9 days**	**Wed 12/1/21**	**Mon 12/13/21**
	519	**Install printers and train Staff**	**7 days**	**Wed 12/1/21**	**Thu 12/9/21**
	520	Train county and CSI staff	5 days	Wed 12/1/21	Tue 12/7/21
	521	Assist with registration document printing rollout	5 days	Fri 12/3/21	Thu 12/9/21
	522	Validate Printer roll-out with the state	2 days	Fri 12/10/21	Mon 12/13/21
	523	**Begin Project Transition to Account Management and Sh**	**2 days**	**Tue 12/14/21**	**Wed 12/15/21**
	524	Begin transition to AM	2 days	Tue 12/14/21	Wed 12/15/21

Task Mode	ID	Task Name	Dur	Start	Finish
	525	Begin transition to Call Center Support	2 days	Tue 12/14/21	Wed 12/15/21
	526	Begin transition to Field Services team	2 days	Tue 12/14/21	Wed 12/15/21
	527	**Network Operational Testing**	**2 days**	**Tue 12/14/21**	**Wed 12/15/21**
	528	Check POD functionality	2 days	Tue 12/14/21	Wed 12/15/21
	529	DR Testing	2 days	Tue 12/14/21	Wed 12/15/21
	530	**Cutover Planning**	**4 days**	**Thu 12/16/21**	**Tue 12/21/21**
	531	Cutover	2 days	Thu 12/16/21	Fri 12/17/21
	532	Final testing	2 days	Mon 12/20/21	Tue 12/21/21
	533	**PROD Deployment - Option 1 and/or 2**	**5.5 days**	**Wed 12/22/21**	**Thu 12/30/21**
	534	Create Execution Checklist	3 days	Wed 12/22/21	Mon 12/27/21
	535	Schedule deployment with RM	0.5 days	Tue 12/28/21	Tue 12/28/21
	536	Schedule deployment Teams meeting	0.5 days	Tue 12/28/21	Tue 12/28/21
	537	Schedule Go-live War Room	0.5 days	Tue 12/28/21	Tue 12/28/21
	538	Deploy to PROD	1 day	Tue 12/28/21	Wed 12/29/21
	539	Conduct Teams War Room	1 day	Tue 12/28/21	Wed 12/29/21
	540	**Execution Complete**	**0 days**	**Wed 12/29/21**	**Wed 12/29/21**
	541	**Go-live**	1 day	Wed 12/29/21	Thu 12/30/21
	542	**Post Go-live monitoring and adjusting**	**36 days**	**Wed 12/29/21**	**Thu 2/17/22**
	543	Conduct Teams All-hands meetings as needed	10 days	Wed 12/29/21	Wed 1/12/22
	544	Conduct daily customer calls as needed	10 days	Wed 12/29/21	Wed 1/12/22
	545	Review and maintain tasks on Go-live Tasks and Issues Chec	10 days	Wed 12/29/21	Wed 1/12/22
	546	Planned Return Trip Operational Training / Troubleshooting	5 days	Thu 2/10/22	Thu 2/17/22
	547	**Post Implementation Phase - Option 2**	**68 days**	**Wed 12/22/21**	**Mon 3/28/22**
	548	Hardening Period	1 day	Wed 12/22/21	Wed 12/22/21
	549	Configure Veeam for DR replication	2 days	Thu 12/23/21	Mon 12/27/21
	550	Solution Acceptance	5 days	Tue 12/28/21	Mon 1/3/22
	551	Decommision equipment	4 days	Tue 1/4/22	Fri 1/7/22
	552	Continued Monitoring and Analysis of System Performance	60 days	Tue 1/4/22	Mon 3/28/22
	553	**Closure**			
	554	**Initiate Project Closure**	**7 days**	**Wed 1/26/22**	**Fri 2/4/22**
	555	Que from PMO Manager to Close Project	1 day	Wed 1/26/22	Thu 1/27/22
	556	PM Reviews project charter for finalization	1 day	Thu 1/27/22	Fri 1/28/22
	557	**Create Transition Plan Document**	**4 days**	**Fri 1/28/22**	**Thu 2/3/22**
	558	Hold PM - AM - Call Center Meeting	2 days	Fri 1/28/22	Tue 2/1/22
	559	PM Reviews and Makes Necessary Updates to "Contact" li	1 day	Tue 2/1/22	Wed 2/2/22

Task Mode	ID	Task Name	Dur	Start	Finish
	560	PM Provides Updated "Contact" list to Account Manager	1 day	Wed 2/2/22	Thu 2/3/22
	561	**PM and COO/DOO review Closeout Plan**	**1 day**	**Thu 2/3/22**	**Fri 2/4/22**
	562	COO/DOO sign document for Project Final Closeout Archiv	1 day	Thu 2/3/22	Fri 2/4/22
	563	**Project Finish**	0 days	Fri 2/4/22	Fri 2/4/22

Avery Dennison L-3050 Lab Results

IGHTING TECHNOLOGY CALCOAST PHOTOMETRIC TESTING

INDUSTRIAL TESTING LABORATORY

Report No. 051110-01A

TEST REPORT

Report Date: 04 August 2006

Test Component: Avery Dennison L-3050 Silver/White License Plate Retroreflective Sheeting (Reflectivity Level 3)

Submitted by: Avery Dennison
Niles, IL 60714

Test Laboratory: Calcoast - ITL
Emeryville, CA 94608

Products Tested: L-3050 Silver/White License Plate Sheeting

SUMMARY

Specification: L-S-300C Federal Specification Sheeting and Tape, Reflective: Nonexposed Lens
Sheeting Type I, Class 1 Backing, Reflectivity Level 3

3.4.3 Adhesion, initial .....Passed
3.4.4 Liner Removal .....Passed
3.5 Color .....Passed
3.6.1 Flexibility .....Passed
3.6.2 Solvent Resistance .....Passed
3.6.3 Impact Resistance .....Passed
3.6.4 Retroreflective Photometric Performance (RPP) .....Passed
3.6.5 Artificial Accelerated Weathering .....Passed
3.6.5.1 Rainfall .....Passed
3.6.6 Resistance to Heat, Cold, and Humidity .....Passed
3.6.7 Shrinkage .....Passed
3.6.8 Fungus Resistance .....Passed
3.6.9 Specular Gloss .....Passed

Supplemental Tests
2200 Hour Xenon Accelerated Weathering .....Passed

Signature of Responsible Laboratory Official

Douglas G. Cummins
Photometric Engineer

Report No.: 051110-01A

TEST DATA SHEET

Project: Avery Dennison L-3050 Silver/White License Plate Retroreflective Sheeting (Reflectivity Level 3)

3.4.3 Adhesion, initial

Requirement: L-S-300C 3.4.3
Test Method: L-S-300C 4.4.4

Two (2) 2"x6" sheeting samples were subjected to a temperature of 71°C and a pressure of 2.5 psi for 4 hours. After returning to thermal equilibrium at standard conditions, a 1"x6" specimen was cut from each conditioned sample. 4" each of the two (2) 1"x6" sheeting samples were bonded to 0.040" thick degreased and acid-etched 6061-T6 aluminum panels. After conditioning, a 0.79kg weight was hung from the free end of sample 90° to the panel. After 5 minutes, the peel distance was measured.

Product	Color	Peel Distance		Maximum
		1	2	
L-3050	White	0"	0"	2.0"

Product meets Adhesion requirements.

3.4.4 Liner Removal

Requirement: L-S-300C 3.4.4
Test Method: L-S-300C 4.4.4

Samples exposed to accelerated storage conditions of 71°C at 2.5psi for 4 hours.

Product	Color	Results
L-3050	White	Liner easily removed without assistance and did not break, tear, or remove adhesive.

Product meets Liner Removal requirements.

3.5 Daytime Color

Requirement: L-S-300C Table 1A (Reflectivity 3 Sheeting)
Test Method: L-S-300C 4.4.8, ASTM E308, E1347, E1349, E991, E1164
(Illuminant C, 2° Observer, Annular 45/0 Geometry)
Average of 8 reads, each read oriented 45° apart
Instrument: Hunterlab Colorflex A60 Spectrocolorimeter (No SCF available)

Product	Color	x	y	Y		
				Measured	Minimum	Maximum
L-3050	White	0.3095	0.3189	46.68	35.0	-

Product meets Daytime Color requirements.

see 3.6.5 Colorfastness for Color Chart.

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TEST DATA SHEET

Project: Avery Dennison L-3050 Silver/White License Plate Retroreflective Sheeting (Reflectivity Level 3)

3.6.1 Flexibility

Requirement: L-S-300C 3.6.1
Test Method: L-S-300C 4.4.5

Samples prepared by removing protective liner and liberally applying talc on adhesive side. Samples then bent around ⅛" diameter mandrel by grasping long ends of sample and placing center of sample at the mandrel with adhesive side contacting mandrel, then pulling long ends downward and together within 1 second until material had a 180° bend at its center. Samples tested in three (3) orientations - 0°, 45°, and 90° as defined for coefficient of retroreflection.

Product	Color	Results		
		0°	45°	90°
L-3050	White	No cracking.	No cracking.	No cracking.

Product meets Flexibility requirements.

3.6.2 Solvent Resistance

Requirement: L-S-300C 3.6.2
Test Method: L-S-300C 4.4.6

Sample sheeting was mounted to a 1"x6" aluminum panel for each solvent. Half of panel (approximately 3") was immersed in the solvent for the indicated time then removed and allowed to dry. A towel was used to wipe remaining solvent off sample then the sample was examined.

Solvent	Immersion Time	Result
Kerosene	10 minutes	No evidence of puckering, blistering, or dissolving of the exterior film and adhesive.
Turpentine	10 minutes	No evidence of puckering, blistering, or dissolving of the exterior film and adhesive.
Toluol (Toluene)	1 minute	Sheeting felt "gummy" initially after immersion and drying. Immersed area of sheeting indistinguishable from non-immersed area after 24 hours. No evidence of puckering, blistering, or dissolving of the exterior film and adhesive.
Xylol (Xylene)	1 minute	Sheeting felt "gummy" initially after immersion and drying. Immersed area of sheeting indistinguishable from non-immersed area after 24 hours. No evidence of puckering, blistering, or dissolving of the exterior film and adhesive.
Methyl Alcohol	1 minute	No evidence of puckering, blistering, or dissolving of the exterior film and adhesive.

Product meets Solvent Resistance requirements.

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TEST DATA SHEET

Project: Avery Dennison L-3050 Silver/White License Plate Retroreflective Sheeting (Reflectivity Level 3)

3.6.3 Impact Resistance

Requirement: L-S-300C 3.6.3
Test Method: L-S-300C 4.4.13

Samples mounted to 0.040" thick 6061-T6 aluminum and subjected to a 10 in-lb impact from a mass with a steel ⅝" diameter round tip.

Product	Color	Results
L-3050	White	No cracking or delamination outside impact area.

Product meets Impact Resistance requirements.

3.6.4 Retroreflective Photometric Performance

Requirement: L-S-300C Table IV (Reflectivity 3 Sheeting)
Test Method: L-S-300C 4.4.7, ASTM E810
Projector: Hoffman GPS-102 (Illuminant A, 1.08 fc, 30" diameter)

Coefficient of Retroreflection (R_A) determined by measuring three (3) 3"x6" samples, each mounted on a 0.040" thick 6061-T6 aluminum panel, at two rotation angles (ε=0° and ε=90°) and averaging. ε=0° arbitrarily chosen.

Units: Candela per footcandle per square foot (Candela per Lux per square meter)

0.2° Observation Angle									
Entrance Angle:		-4°				+30°			
Prod.	Color	0°	90°	**R_A**	Min R_A	0°	90°	**R_A**	Min R_A
L-3050	White	69.1	69.1	**69.1**	50.0	50.8	50.0	**50.4**	12.0

0.5° Observation Angle									
Entrance Angle:		-4°				+30°			
Prod.	Color	0°	90°	**R_A**	Min R_A	0°	90°	**R_A**	Min R_A
L-3050	White	40.8	40.9	**40.8**	15.0	34.7	34.4	**34.6**	6.0

2.0° Observation Angle									
Entrance Angle:		-4°				+30°			
Prod.	Color	0°	90°	**R_A**	Min R_A	0°	90°	**R_A**	Min R_A
L-3050	White	5.2	5.2	**5.2**	4.0	4.1	4.0	**4.0**	2.2

Product meets Retroreflective Photometric Performance requirements for Reflectivity 3 Sheeting.

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TEST DATA SHEET

Project: Avery Dennison L-3050 Silver/White License Plate Retroreflective Sheeting (Reflectivity Level 3)

3.6.5 Resistance to Accelerated Weathering

RRP
Requirement: 50% of L-S-300C Table IV , 0.2° Observation Only
Test Method: L-S-300C 4.4.9.3; ASTM E810, G152 Cycle 1
Projector: Hoffman GPS-102 (Illuminant A, 1.08 fc, 30" diameter)

Post 2200 hour ASTM G152 (Carbon-Arc) Artificial Accelerated Weathering

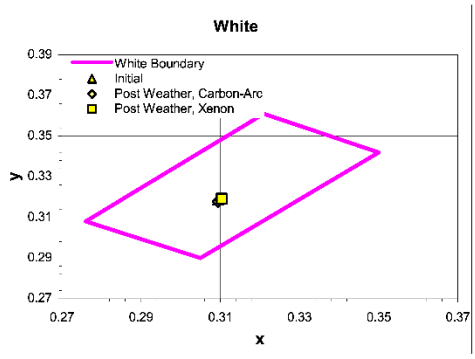
Units: Candela per footcandle per square foot (Candela per Lux per square meter)

0.2° Observation Angle									
Entrance Angle:		-4°				+30°			
Prod.	Color	0°	90°	R_A	Min R_A	0°	90°	R_A	Min R_A
L-3050	White	65.7	65.7	**65.7**	25.0	46.3	45.7	**46.0**	6.0

Colorfastness
Requirement: L-S-300C 3.6.5
Test Method: L-S-300C 4.4.9.1 (Visual),
ASTM E308, E1347, E1349, E991, E1164
(Illuminant C, 2° Observer, Annular 45/0 Geometry)
Average of 8 reads, each read oriented 45° apart
Instrument: Hunterlab Colorflex A60 Spectrocolorimeter (No SCF available)

Post 2200 hour ASTM G152 (Carbon-Arc) and supplemental 2200 hour ASTM G155 (Xenon) Artificial Accelerated Weathering

Product Color	Weathering	x	y	Y			Visual Evaluation
				Meas	Min	Max	
L-3050 White	Carbon-Arc	0.3094	0.3178	46.53	35.0	-	Excellent
	Xenon	0.3104	0.3191	48.05	35.0	-	Excellent



Samples show no appreciable cracking, scaling, pitting, blistering, edge lifting, or curling, or more than $^{1}/_{32}$" shrinkage or expansion. Samples can not be removed from aluminum panels without damage.

Product meets Accelerated Weathering requirements for Reflectivity 3 Sheeting.

Report No.: 051110-01A

TEST DATA SHEET

Project: Avery Dennison L-3050 Silver/White License Plate Retroreflective Sheeting (Reflectivity Level 3)

3.6.5.1 Rainfall

Requirement: L-S-300C 3.6.5.1, RRP reduced no more than 10%
-4° Entrance / 0.2° Observation Only
Test Method: L-S-300C 4.4.9.4, ASTM E810
Projector: Hoffman GPS-102 (Illuminant A, 1.08 fc, 30" diameter)

Post 2200 hour ASTM G152 (Carbon-Arc) and supplemental 2200 hour ASTM G155 (Xenon) Artificial Accelerated Weathering

Product Color	Weathering	Candela per footcandle per square foot		
		Dry	Wet	% Reduction
L-3050 White	Carbon-Arc	65.7	64.5	-1.8%
	Xenon	65.9	65.2	-1.1

Product meets Rainfall requirements.

3.6.6 Resistance to Heat, Cold, and Humidity

Requirement: L-S-300C 3.6.6
Test Method: L-S-300C 4.4.10

Samples were mounted to an aluminum test panel and subjected to the following conditions in an air-circulating temperature chamber. Following each condition the samples were returned to standard conditions for 2 hours then examined. The same panel was used for each test condition.

Condition	Duration	Result
71°C	24 hours	Reflective material does not crack, peel, chip, or delaminate from the aluminum test panel.
-57°C	72 hours	Reflective material does not crack, peel, chip, or delaminate from the aluminum test panel.
25°C, 100% R.H.	24 hours	Reflective material does not crack, peel, chip, or delaminate from the aluminum test panel.

Product meets Resistance to Heat, Cold, and Humidity requirements.

3.6.7 Shrinkage

Requirement: L-S-300C 3.6.7
Test Method: L-S-300C 4.4.11

Product	Color	Side	10 minutes		24 hours	
			Measured	Maximum Allowed	Measured	Maximum Allowed
L-3050	White	1	N/C	$^{1}/_{32}$"	N/C	$^{1}/_{8}$"
		2	N/C		N/C	
		3	N/C		N/C	
		4	N/C		N/C	

N/C indicates no change.
Product meets Shrinkage requirements.

Report No.: 051110-01A

TEST DATA SHEET

Project: Avery Dennison L-3050 Silver/White License Plate Retroreflective Sheeting (Reflectivity Level 3)

3.6.8 Fungus Resistance

Requirement: L-S-300C 3.6.8, Table IV (Reflectivity 3 Sheeting)
Test Method: L-S-300C 4.4.12, 4.4.7; ASTM E810

Three (3) samples were exposed to Aspergillus niger culture for 14 days placed firmly on an agar medium.

Units: Candela per footcandle per square foot (Candela per Lux per square meter)

0.2° Observation Angle									
Entrance Angle:		-4°				+30°			
Prod.	Color	0°	90°	**R_A**	Min R_A	0°	90°	**R_A**	Min R_A
L-3050	White	64.4	64.3	**64.4**	50.0	43.3	43.3	**43.3**	12.0

0.5° Observation Angle									
Entrance Angle:		-4°				+30°			
Prod.	Color	0°	90°	**R_A**	Min R_A	0°	90°	**R_A**	Min R_A
L-3050	White	41.6	41.8	**41.7**	15.0	31.3	31.3	**31.3**	6.0

2.0° Observation Angle									
Entrance Angle:		-4°				+30°			
Prod.	Color	0°	90°	**R_A**	Min R_A	0°	90°	**R_A**	Min R_A
L-3050	White	6.4	6.4	**6.4**	4.0	4.9	4.9	**4.9**	2.2

No fungal growth, surface texturing, or pitting on any samples. Could not remove sheeting from panel without damage.

Product meets Fungus Resistance requirements.

3.6.9 Specular Gloss (85°)

Requirement: L-S-300C 3.6.9
Test Method: L-S-300C 4.4.14, ASTM D523 (85°)

Gloss was measured across three (3) orientations (ε=0°, 45°, and 90°) and averaged.

Product	Color	Measured				Minimum
		0°	45°	90°	Avg	
L-3050	White	94.0	93.4	97.1	94.8	40

Product meets Specular Gloss requirements.

Report No.: 051110-01A

TEST DATA SHEET

Project: Avery Dennison L-3050 Silver/White License Plate Retroreflective Sheeting (Reflectivity Level 3)

Supplemental 2200 Hour Xenon Accelerated Weathering

Requirement: 50% of L-S-300C Table IV , 0.2° Observation Only
Test Method: L-S-300C 4.4.9.3, ASTM E810
Projector: Hoffman GPS-102 (Illuminant A, 1.08 fc, 30" diameter)

Three (3) 3"x6" samples, each mounted on a 0.040" thick 6061-T6 aluminum panel, were exposed for 2200 hours to Xenon Accelerated Weathering per ASTM G155, Cycle 1. After washing in a mild detergent solution and dried, samples' Coefficient of Retroreflection was measured at two rotation angles (ε=0° and ε=90°) and averaged.

Units: Candela per footcandle per square foot (Candela per Lux per square meter)

0.2° Observation Angle									
Entrance Angle:		-4°				+30°			
Prod.	Color	0°	90°	**R_A**	Min R_A	0°	90°	**R_A**	Min R_A
L-3050	White	66.0	65.8	**65.9**	25.0	48.3	47.7	**48.0**	6.0

Samples show no appreciable cracking, scaling, pitting, blistering, edge lifting, or curling, or more than $^{1}/_{32}$" shrinkage or expansion.

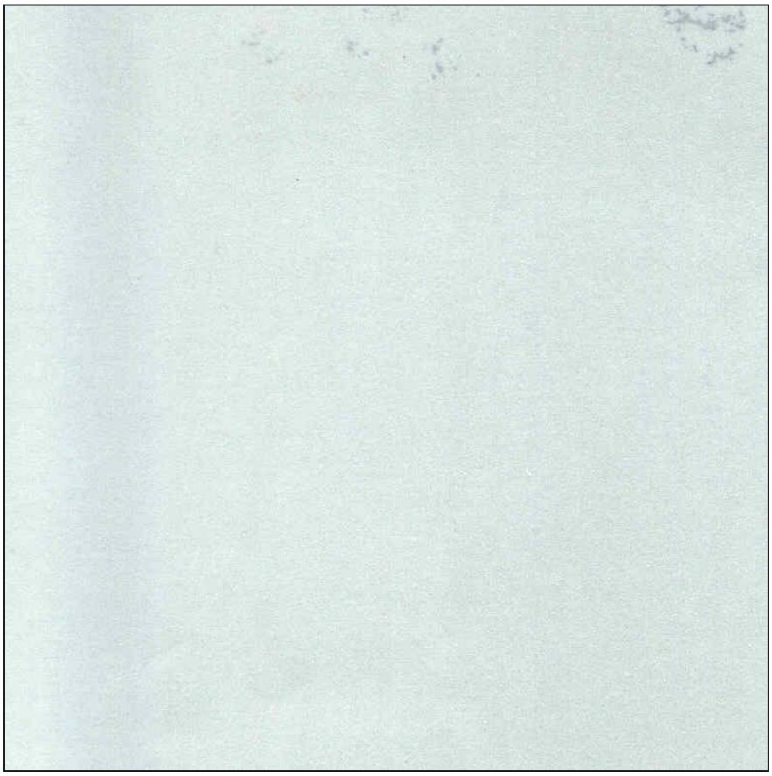
Product meets Supplemental Artificial Accelerated Weathering requirements.

Report No.: 051110-01A

TEST DATA SHEET

Project: Avery Dennison L-3050 Silver/White License Plate Retroreflective Sheeting (Reflectivity Level 3)

Photographs



3M Series 5470 Lab Results

LIGHTING TECHNOLOGY CALCOAST PHOTOMETRIC TESTING

INDUSTRIAL TESTING LABORATORY

Report No. 090717-02H2r2 Page 1 of 13

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:	Approved by:
Douglas G. Cummins	Mark A. Evans
Photometric Engineer	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/ft² Measured	Cd/Ft/ft² 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/ft²	
		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

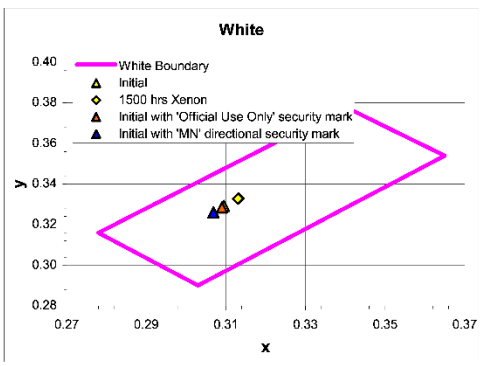
TEST DATA SHEET

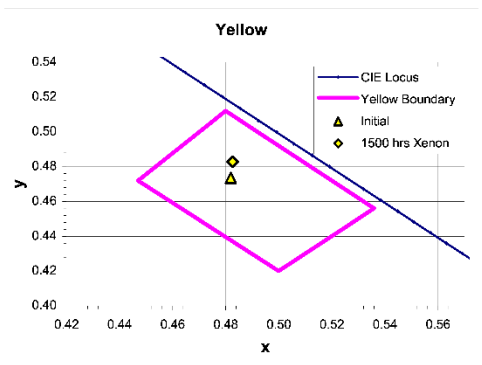
Project Name: 3M Validation Sheeting - Product Series T7310

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	-





see section I for data regarding 1500 hrs Xenon data

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[1]	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] - N27® 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/ft²	
			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

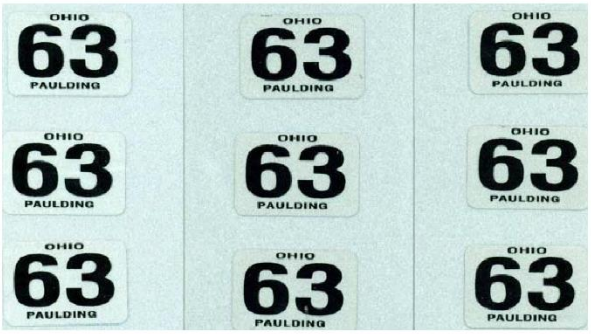
Project Name: 3M Validation Sheeting - Product Series T7310

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.

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 them 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

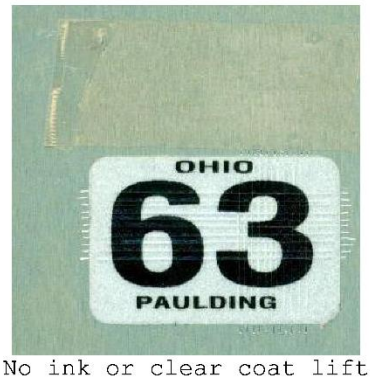
Project Name: 3M Validation Sheeting - Product Series T7310

Print Adhesion

Test Method: ASTM D3359, Method B
using 3M Scotch® tape #610, ¾ 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

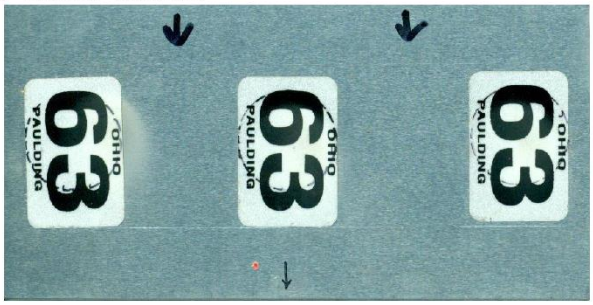
Project Name: 3M Validation Sheeting - Product Series T7310

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.

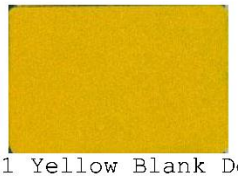
Report No.: 090717-02H2r2

TEST DATA SHEET

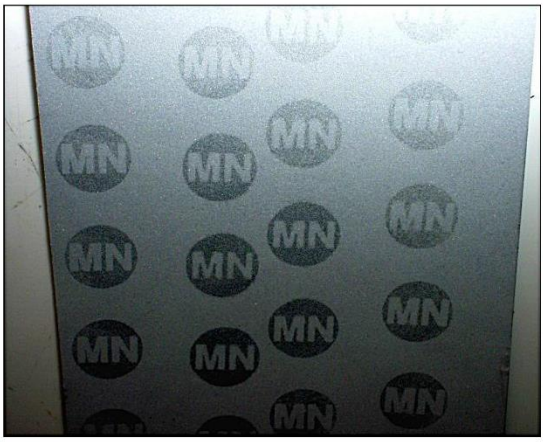
Project Name: 3M Validation Sheeting - Product Series T7310

PHOTOGRAPHS

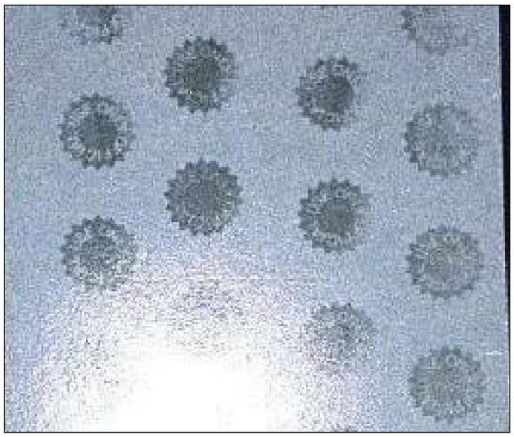
T7310 White Blank Decal



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

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

[2]Entrance (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
CALL:
1-800-553-1380

IN CANADA CALL:
1-800-265-1840

Internet:
www.3M.com/tss

3M assumes no responsibility for any injury, loss or damage arising out of the use of a product that is not of our manufacture. Where reference is made in literature to a commercially available product, made by another manufacturer, it shall be the user's responsibility to ascertain the precautionary measures for its use outlined by the manufacturer.

Important Notice

All statements, technical information and recommendations contained herein are based on tests we believe to be reliable, but the accuracy or completeness thereof is not guaranteed, and the following is made in lieu of all warranties, or conditions express or implied. Seller's and manufacturer's only obligation shall be to replace such quantity of the product proved to be defective. Neither seller nor manufacturer shall be liable for any injury, loss or damage, direct, special or consequential, arising out of the use of or the inability to use the product. Before using, user shall determine the suitability of the product for his/her intended use, and user assumes all risk and liability whatsoever in connection therewith. Statements or recommendations not contained herein shall have no force or effect unless in an agreement signed by officers of seller and manufacturer.

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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	If impending natural disaster can be tracked, begin preparation of site within 72 hours as follows: • 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	24 hours prior to event: • 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 Notify senior management

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: - **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
		Note: 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. <u>Within 1 hour (60 mins</u>) 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	*Define/Specify the issue*
Date and Time of the issue	*MM/DD/YY Format, HH:MM Format*
Source of Incident ***(Plant Identified / ISP Notified / ITI notified)***	*Specify 1 of the 3 options*
Steps taken during Incident Occurrence	*List the steps:* * * *
Current Status	*What is done currently*
ETA for resolution	*Estimated time for resolution assessed*
Incident Resolution	*Provide info is Resolution Identified and applied*

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. The Team 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 the Team and the customer for preventive maintenance on all equipment associated with the License Plate, Fulfilment and POD Program.

Goals and Objectives

The purpose of this plan is to ensure that all equipment is properly maintained for optimum performance. The Team will provide an initial maintenance and testing inspection on all equipment at time of installation. Once operations begin, the Team will perform scheduled preventive maintenance inspections as identified under the Maintenance Management section of this document. The Team 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 LP printing, Fulfilment, and Print on Demand covered under this maintenance plan)

1. LP Printer/s
2. Bursting equipment
3. Fulfillment PC's and scanners
4. Fulfillment printers (form & label printers)
5. POD printers
6. 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

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

The operational success of the Team is based upon all equipment functioning properly. The Team wishes to support our customers in the performance of the equipment to help them to successfully operate with daily production during this contract. The Team 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 twice 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

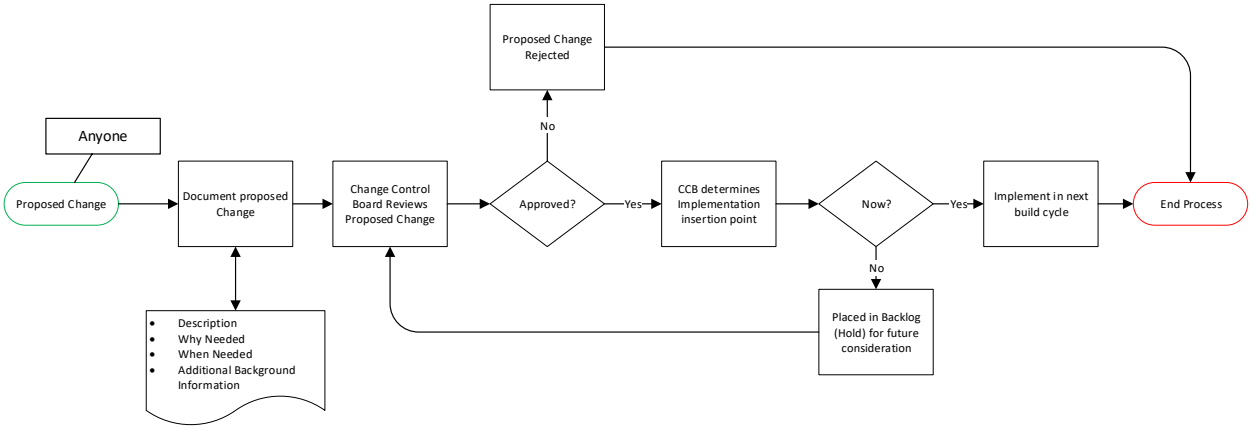
This Change Management Plan covers the NE RFP 6494 Z1 and defines the process for accepting and managing changes into the defined baseline for this project. This plan will be approved by the Team CSI, and Nebraska DMV at the beginning of the project and referenced throughout the project. If necessary, 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 the Team 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	-
Eric Pizzuti	JR Wald	CEO	-
-	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 fulfilment for the Nebraska Department of Motor Vehicle Project. ITI will set up all required equipment for the CSI fulfilment 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 fulfilment, 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 fulfilment established at CSI tag plant.
- All fulfilment 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 Fulfilment 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, the team 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, the team will begin procuring all necessary machinery, furniture, and raw materials. Upon delivery of required materials, machinery and raw goods, the team 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 license plate and 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 license plate and 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 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):

License Plate Printing Center

- PRISM Software
- LP Printer Operations
- LP Blanking functionality for License Plates (if needed)

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 License Plate Center, Fulfilment Center, and County Offices.
- Certifications upon request

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 turnkey 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.

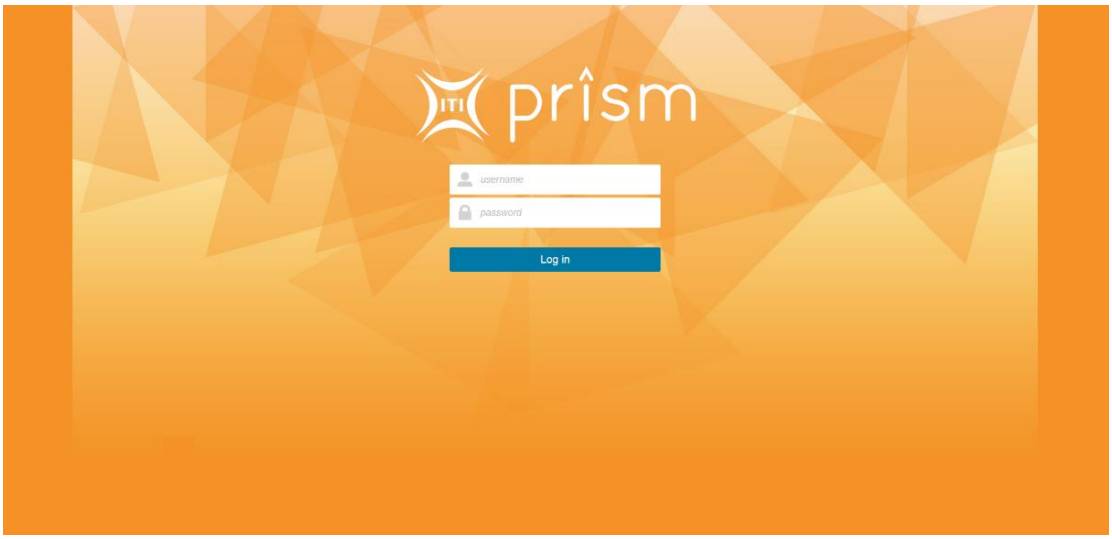
Accounts and logging in

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:

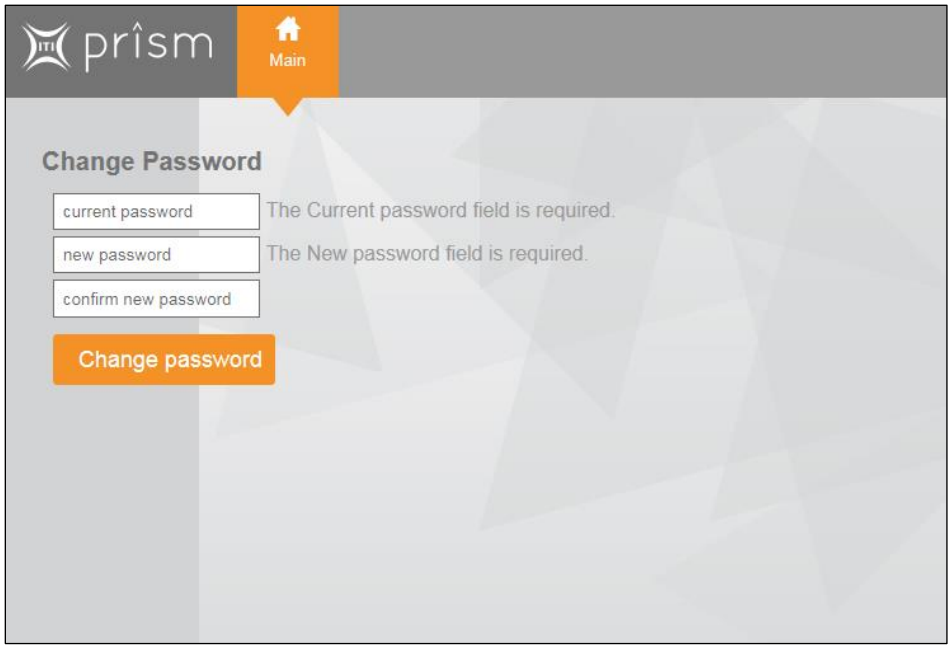
You can log out at any time using the **Logout** button at the top of the page.

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.


prism
Main
Change Password
current password
The Current password field is required.
new password
The New password field is required.
confirm new password
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.

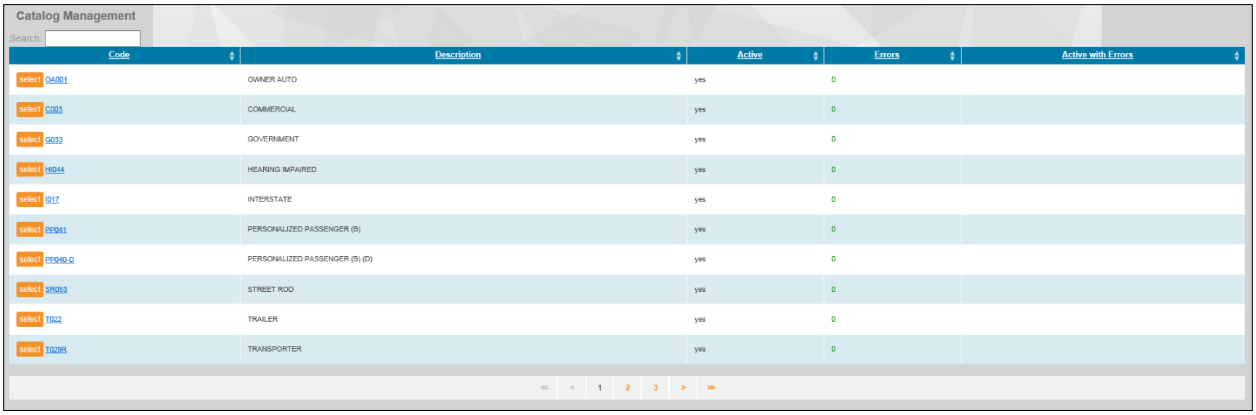
Catalog Management	Used for uploading, downloading, or altering Templates.
Change of Address	Change the address associated with a record.
Configuration	Modify branch and user data as well as perform maintenance tasks.
File Export	Export daily log files.
Hold Files Utility	Hold, resubmit or reject plates.
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

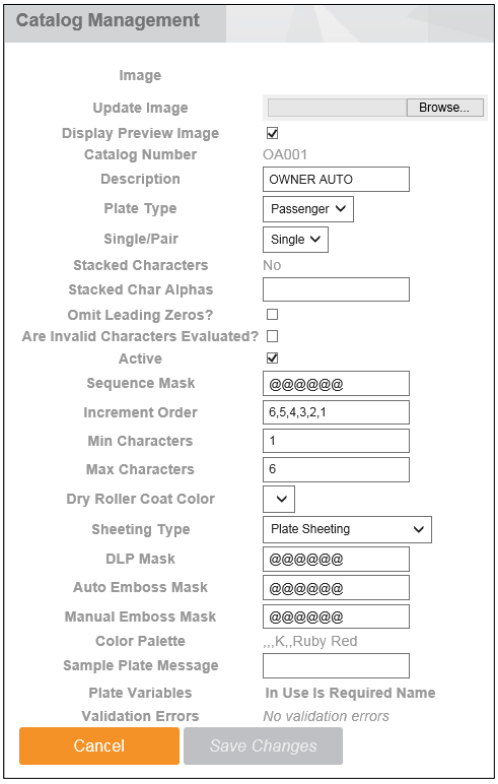
This menu contains a catalog of all license plate templates used in your state. Within this menu, users with access can re-direct and edit settings for these templates.

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.



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



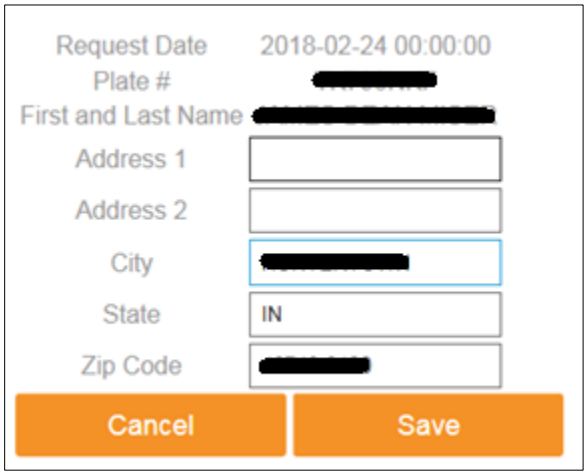
Change of Address

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

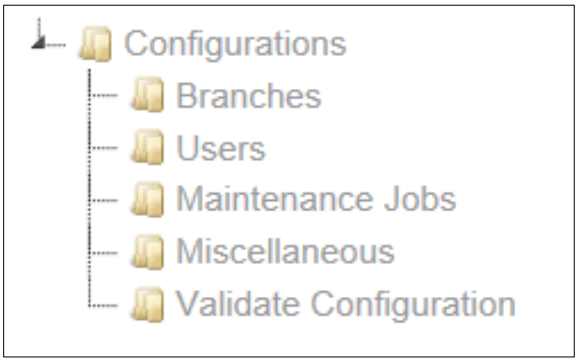
1. Click Administration , then Change of Address.
2. Type the plate number into the text box labeled Plate Number.
3. Click Search.

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



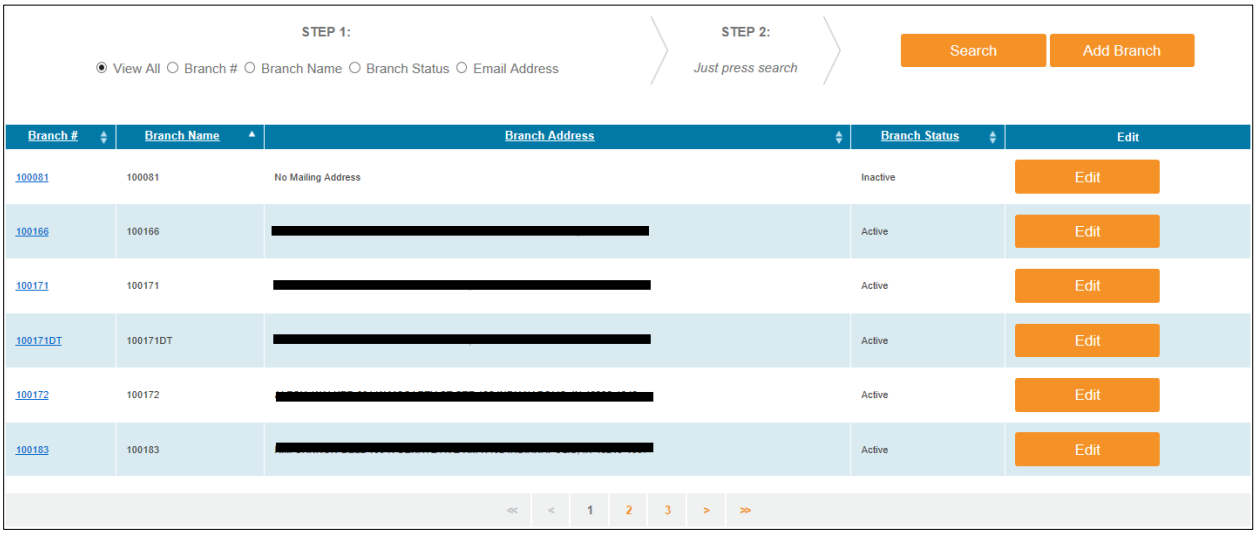
Configuration

Within this menu there are many functions including adding or changing DMV branch info, adding, or deleting users, changing user permissions, and performing certain maintenance tasks. This menu should only be used by administrators or ITI personnel.



Search Branches

1. Click Administration , then Configuration.
2. In the menu displayed, select the Branches icon.
3. Select search criteria in Step 1 and corresponding information in Step 2.

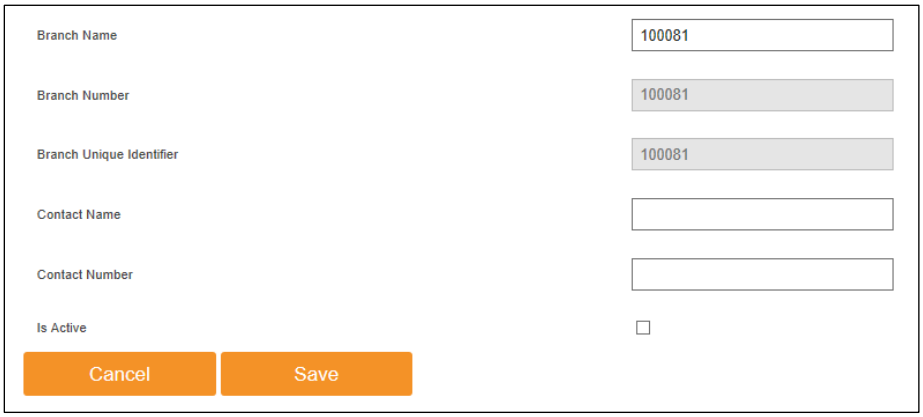


Add Branches

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.

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.



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

Email

Full Name

Password

Confirm Password

Roles

- ☐ BranchModify
- ☐ CreateUser
- ☐ FulfilmentCompletePull
- ☐ ManualMailingLabelAccess
- ☐ MailingExportAccess
- ☐ ChangeUser
- ☐ Admin
- ☐ FileExport
- ☐ TemplateRedirectAccess
- ☐ CollationReport
- ☐ CreateNewMailingLabelAfterMailingComplete
- ☐ UnshelveFromRemakeCartReport
- ☐ MaintenanceJobModify
- ☐ MiscellaneousConfigurationModify
- ☐ JurisdictionConfigurationModify

Production Flow

- Pre-production
  - ☐ Approval
- CASS
  - ☐ Export to CASS
  - ☐ Import from CASS
- Registration/decal production
  - ☐ Schedule Registrations
  - ☐ Registration Job Completion
- Plate production
  - ☐ Schedule Plates
  - ☐ Plate Job Completion
- Post-production
  - ☐ Quality Assurance
  - ☐ Packing Scan
- Shipping via MPS
  - ☐ MPS Shipping
- Post-Shipment
  - ☐ Post-Shipping Reprint
- QA fail approval
  - ☐ QA Fail Approval
- Registration/decal remake
  - ☐ Schedule Registration Remakes
  - ☐ Registration Remake Job Completion
- Plate remake
  - ☐ Schedule Plate Remakes
  - ☐ 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.

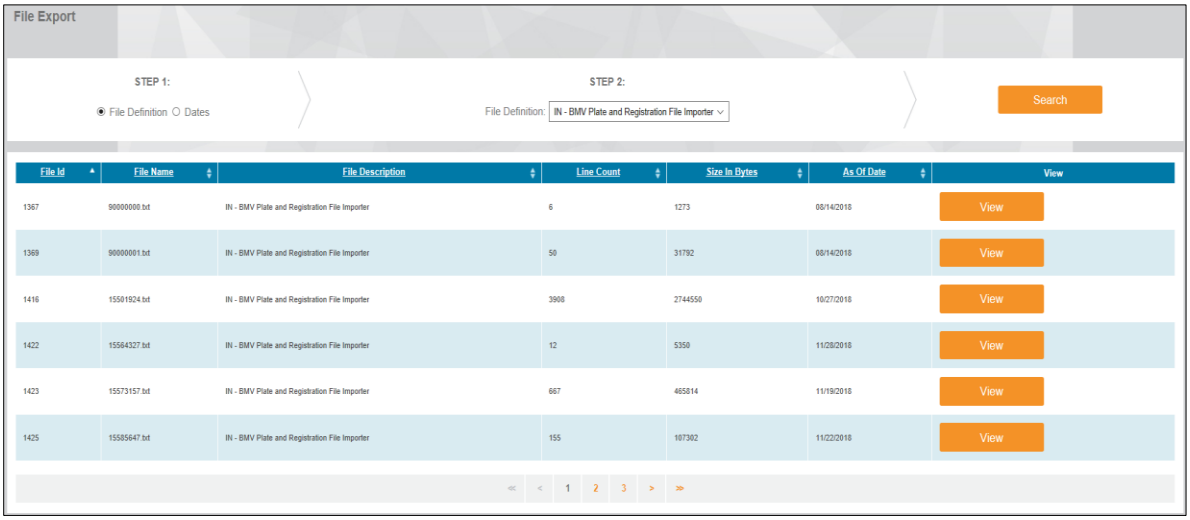
- Connection Strings
  - Prism.DB: Can connect
  - VeriData.DB: Can connect
  - Registration.DB: Can connect
  - Identity.DB: Can connect
  - DataWarehouse.DB: Can connect
  - LegacyCFC.DB: Can connect
  - LegacyPlate.DB: Can connect

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.



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.

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.

Reject a record

1. Click Administration and 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.

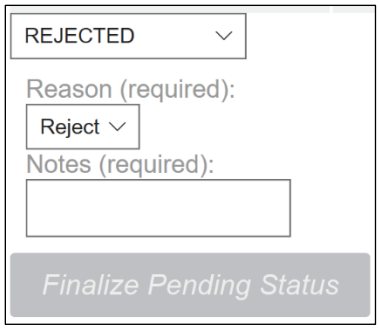
3. Click Search.

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 Rejected.

6. Select a reason from the Reason drop-down and type any notes in the Notes textbox.

7. Click Finalize Pending Status.

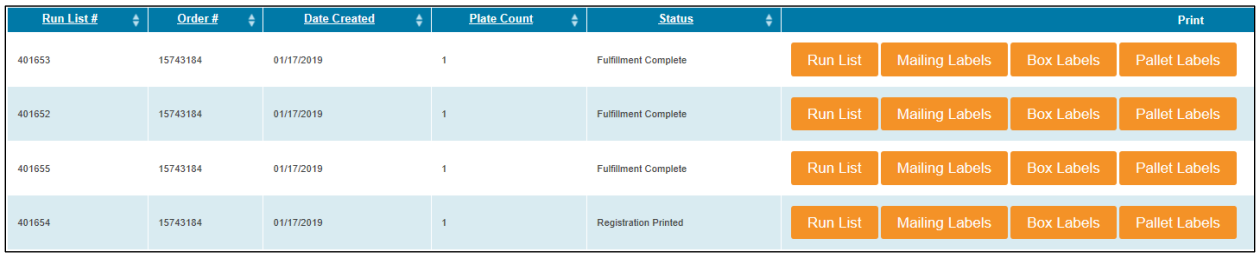


Label Printing

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.

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



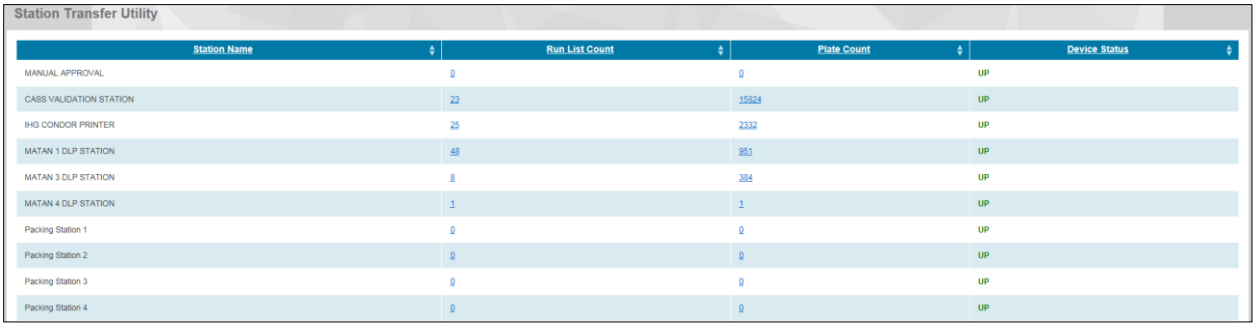
Run List #	Order #	Date Created	Plate Count	Status	Print			
401653	15743184	01/17/2019	1	Fulfillment Complete	Run List	Mailing Labels	Box Labels	Pallet Labels
401652	15743184	01/17/2019	1	Fulfillment Complete	Run List	Mailing Labels	Box Labels	Pallet Labels
401655	15743184	01/17/2019	1	Fulfillment Complete	Run List	Mailing Labels	Box Labels	Pallet Labels
401654	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

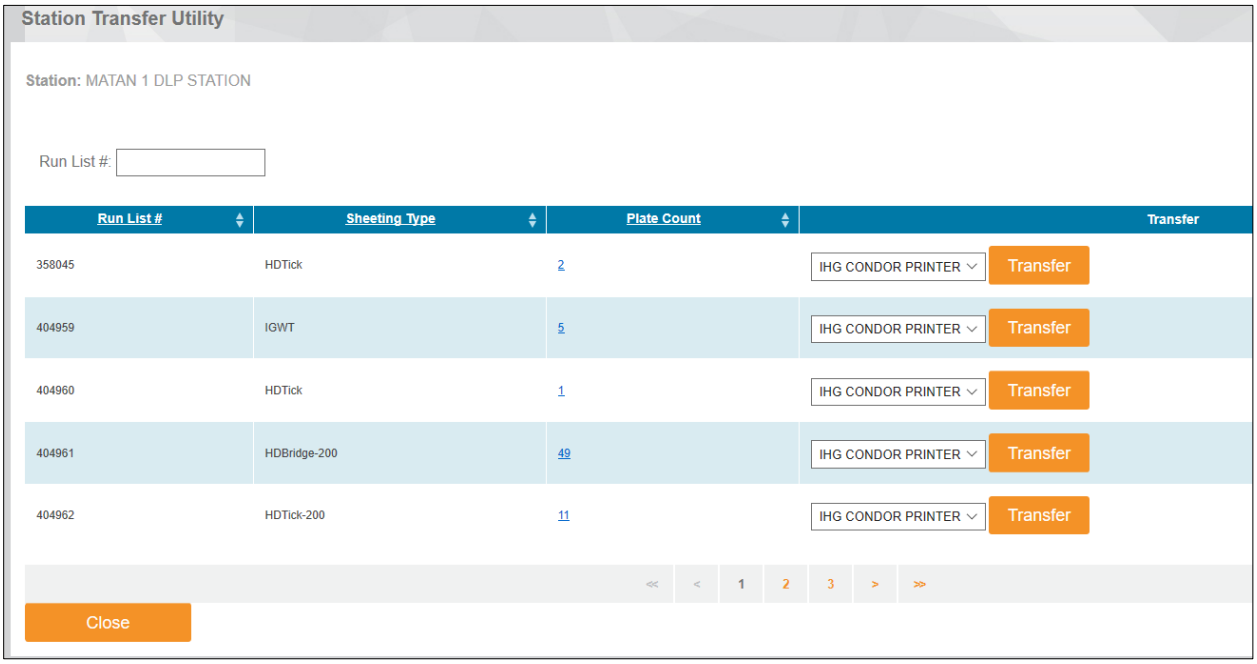
1. Click Administration, then Station Transfer Utility.
2. Select which station you would like to transfer from and click on the number hyperlink.
3. Locate the desired run list in the table or type the run list number in the text box.



Station Name	Run List Count	Plate Count	Device Status
MANUAL APPROVAL	0	0	UP
CASS VALIDATION STATION	23	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.



Run List Management

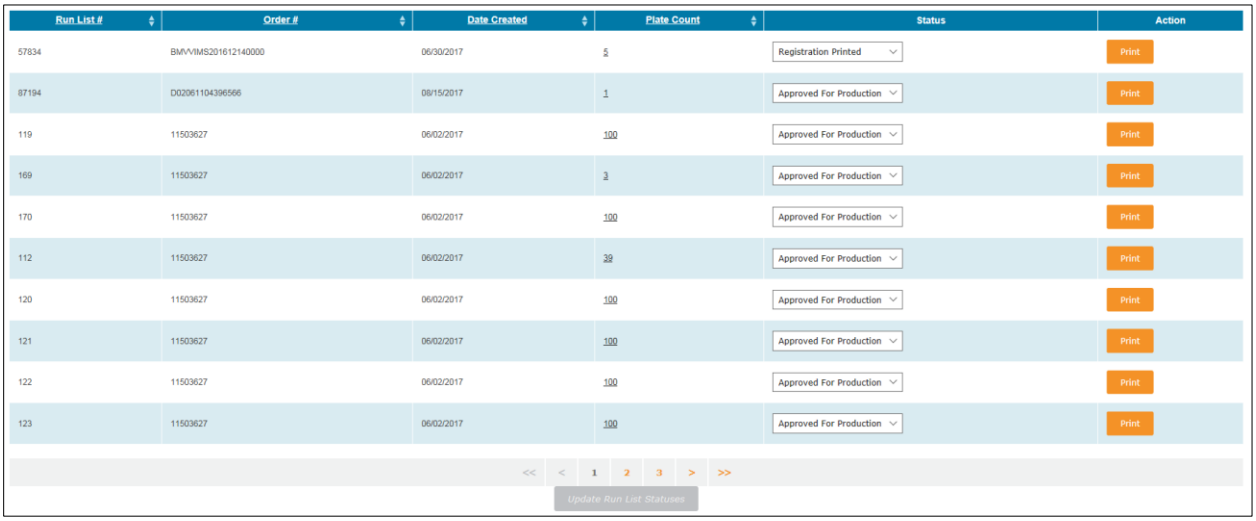
The run-list management tool is used to view or print run lists that have already been scheduled, printed, or fulfilled. This can aid in passing records to a different status or simply fixing sort issues among other things.

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**.

2. Click Search.

3. In the table, locate desired item and press Print .



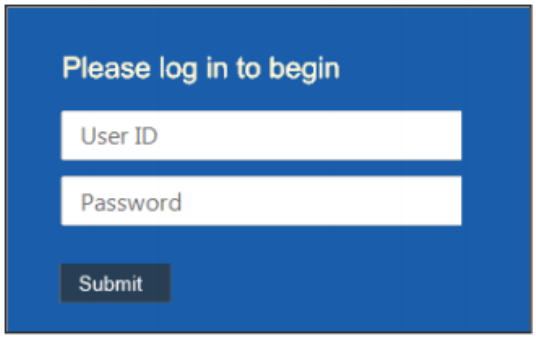
Run List #	Order #	Date Created	Plate Count	Status	Action
57834	BMVVIMS201612140000	06/30/2017	5	Registration Printed	Print
87194	D0206110439656 6	08/15/2017	1	Approved For Production	Print
119	11503627	06/02/2017	100	Approved For Production	Print
169	11503627	06/02/2017	3	Approved For Production	Print
170	11503627	06/02/2017	100	Approved For Production	Print
112	11503627	06/02/2017	39	Approved For Production	Print
120	11503627	06/02/2017	100	Approved For Production	Print
121	11503627	06/02/2017	100	Approved For Production	Print
122	11503627	06/02/2017	100	Approved For Production	Print
123	11503627	06/02/2017	100	Approved For Production	Print

Reporting Repository User Guide

Getting Started

Sign in

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



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.

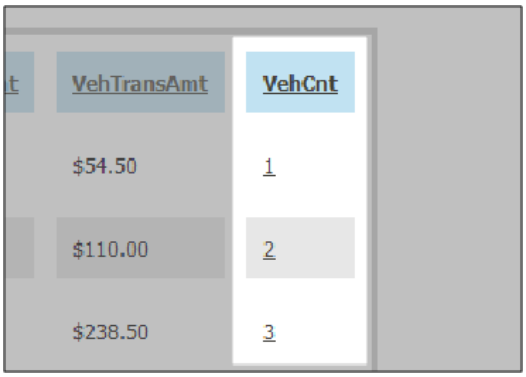
Refine your results

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.



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.

Product	SST	County	Renewed 2018 Cnt	Renewed 2019 Cnt	
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 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 user's 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

Published: February 2021
Revised: March 2021
Version: 1.2

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

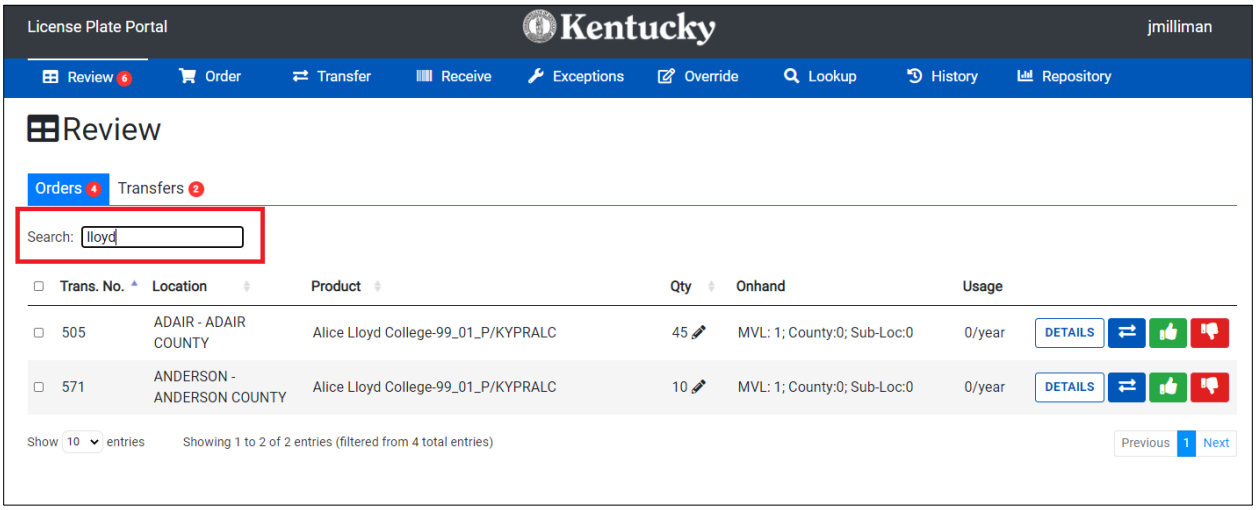
Review

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.

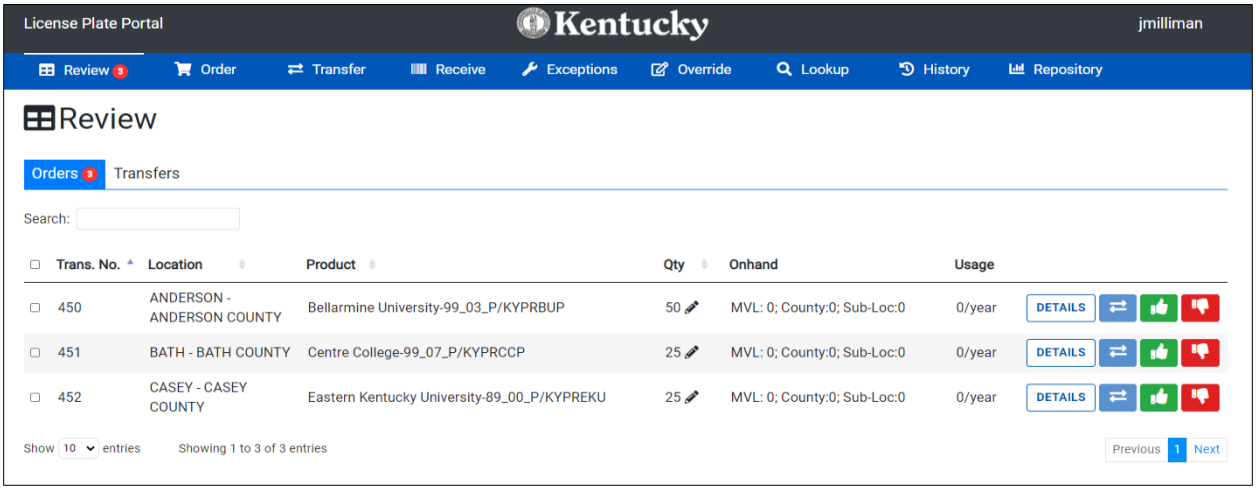
Searching for Transactions

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.

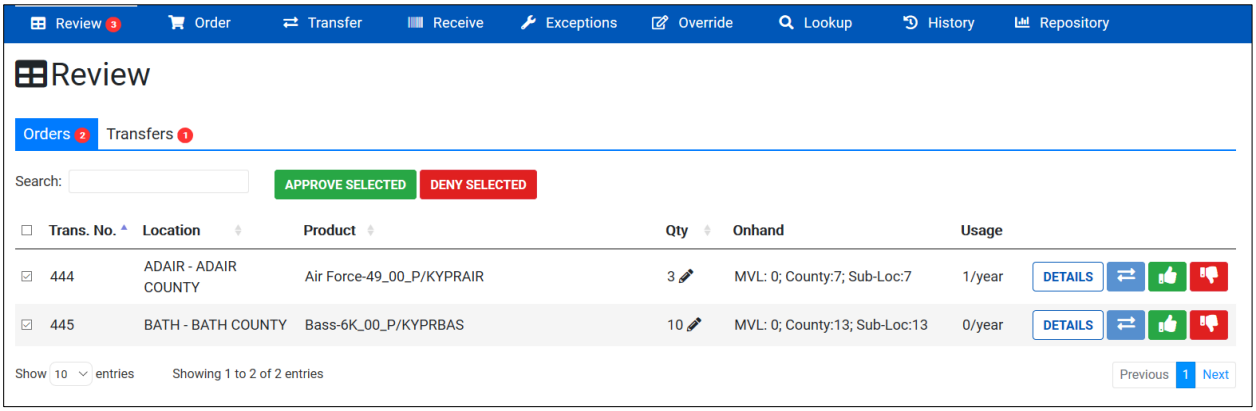


Order Approval / Rejection

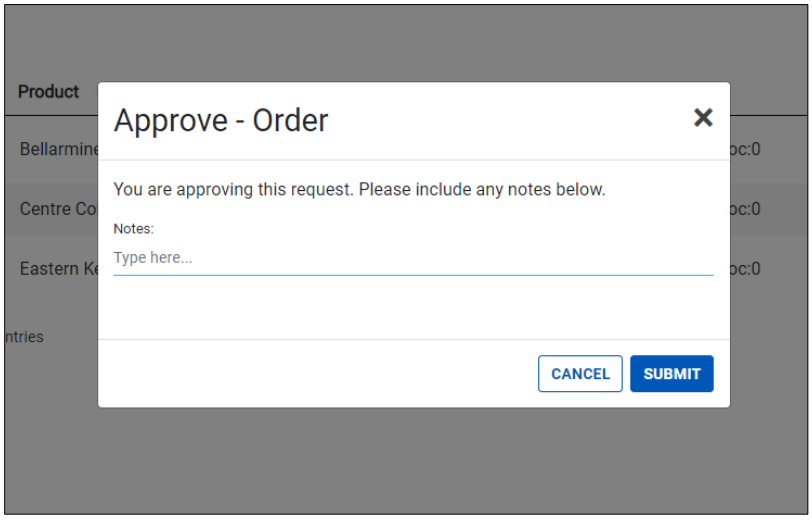
The **Review** page can be used to Approve or Deny county requests for license plate stock orders. As an administrator, use the button to Approve or the button to Deny an order placed by a license branch for license plate stock. Information in the following columns can be used to inform this decision:



- 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.



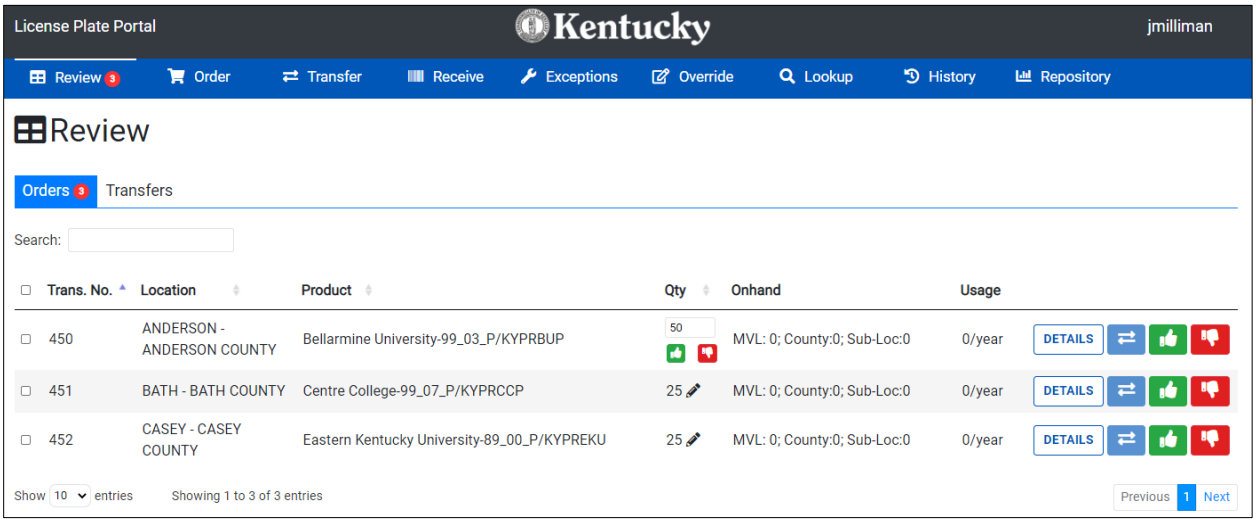
Multiple order requests can be Approved or Denied at once by clicking on the box to the left of the order row to select it. All orders with a checked box will be Approved or Rejected by clicking the APPROVE SELECTED or DENY SELECTED buttons.



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

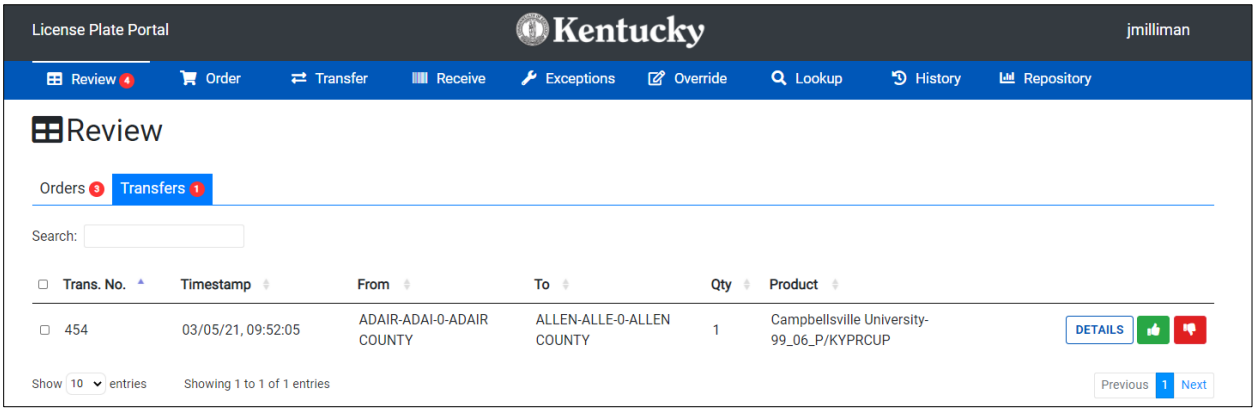
The quantity requested by a branch for a stock order can be adjusted by an administrator on the **Review** page by using the button, next to the listed quantity.



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.

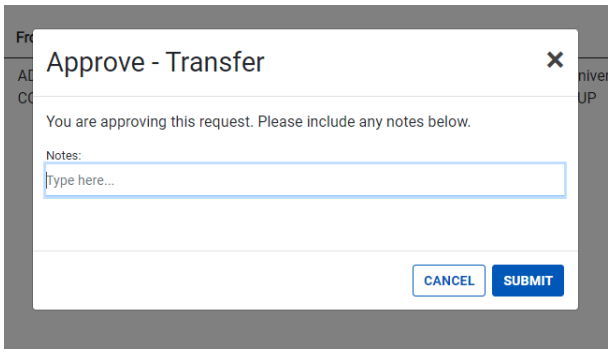
Transfer Approval/Rejection

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.



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

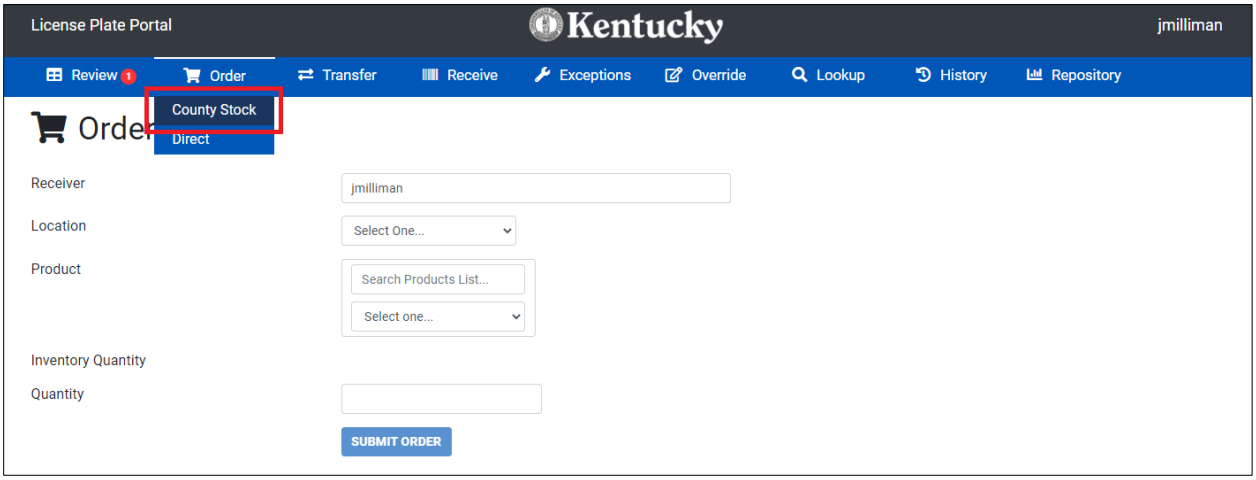
Overview

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.

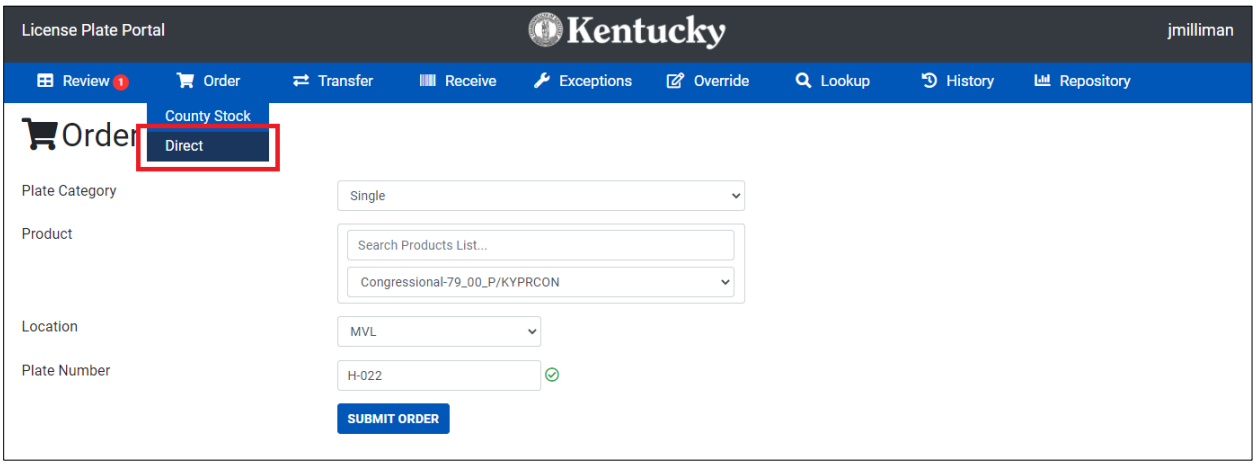
Fill in the fields described below to place a County Stock Order as an administrator:



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



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.

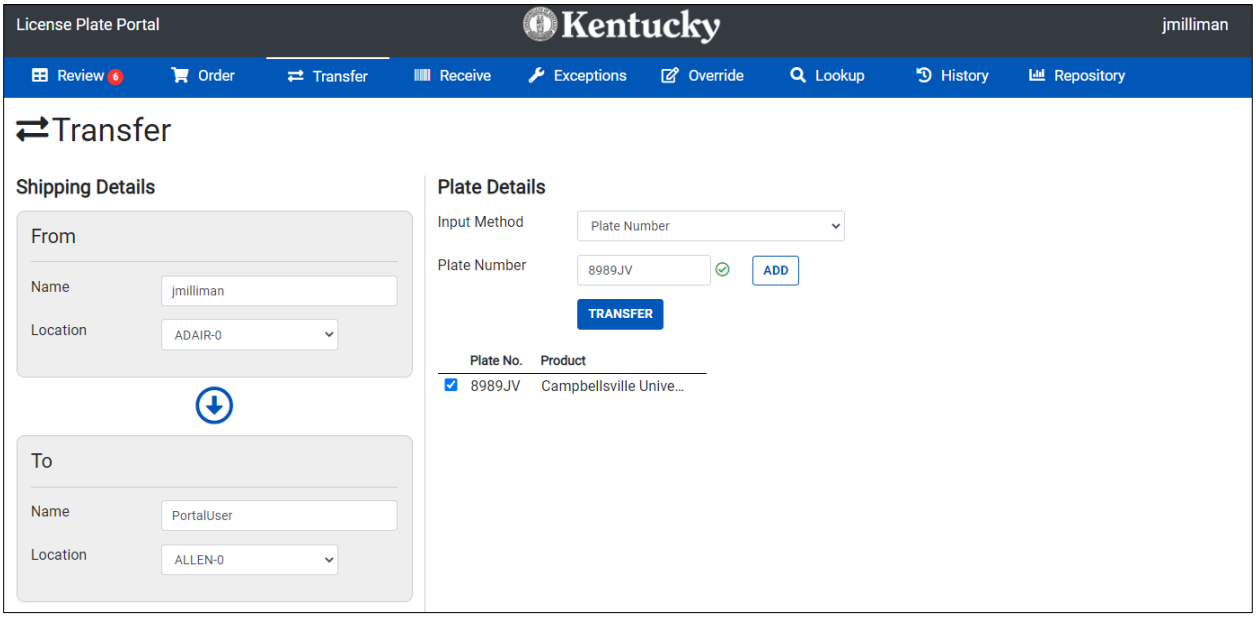
Transfer

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:



- 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.
      1.

Once a plate or range of plates has been selected to transfer, click the ADD 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.

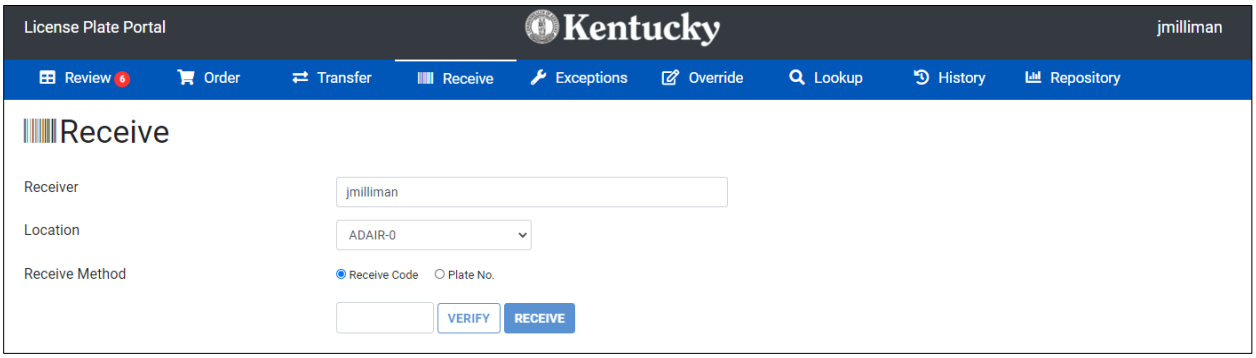
Receive

Overview

Every order or transfer placed in the web portal must 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".



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.

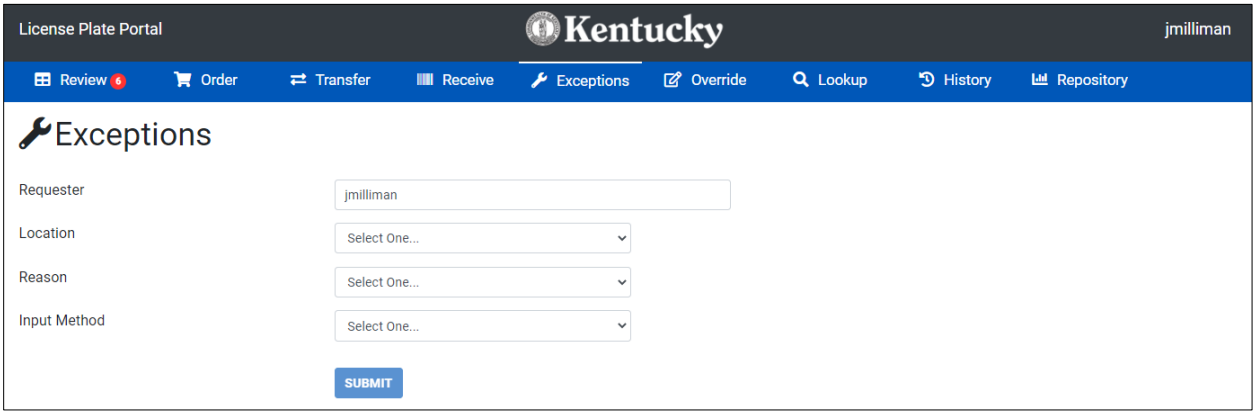
Exceptions

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:



- 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 SUBMIT button to except out the license plate(s).

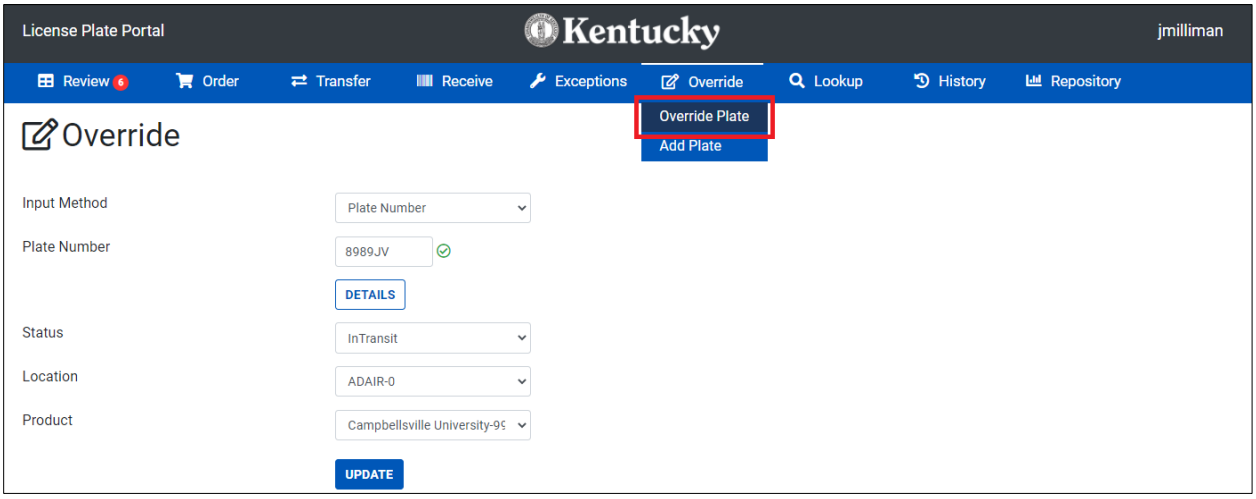
Override

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:

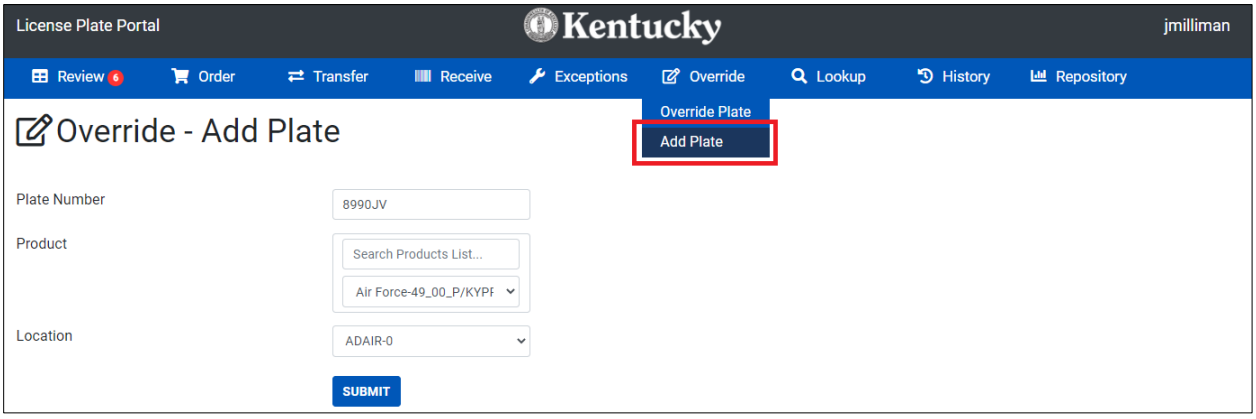


- Input Method
  - Plate Number – Select a single license plate to override.
  - Plate Range – Select a sequential range of license plates to override.
- Status – A drop-down selection box of all statuses. Use this to adjust the status of the license plate.
- Location – A drop-down selection box which 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 UPDATE 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:



- 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.

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

• **23Aug – Update Configuration with final PC counts per site (*pending DMV data*)**
• **26Aug – Start State Rollout (*pending DMV*)**
• **Nov 1 – Complete State Rollout (planned)**
• **TBD – Training Presentations (*pending DMV*)**
• **TBD – Complete DR testing**
	• Supporting Pilot (TBD)
	  ○ 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
	  ▪ 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
	  ○ TBD is now installed
	  ○ See below table for Installation sites (Note: Table not yet complete pending DMV install schedule)
	• Training / Help
	  ○ Updated Help files and Training slides for Paper Exam skipped answers
	• Preparing for DR testing

Risks	Next Steps

• **DMV Rollout plan**
• **Connectivity issues observed in initial testing, may appear again during switchover to PROD**
	• Finalize Business Rules for Paper exams
	• Support Pilot testing
	  ○ Provide updates as needed (Issues List)
	• Complete internal review of InVision and provide to DMV
	• Disaster Recovery
	  ○ 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	Paper Exams	Download functionality for Paper Exams beside the Print button should be deleted.	Download functionality not wanted by DMV	ITI TFS19142	• 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	Exam in Driver History	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	• 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	Audio stopping on initial attempt	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	• 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

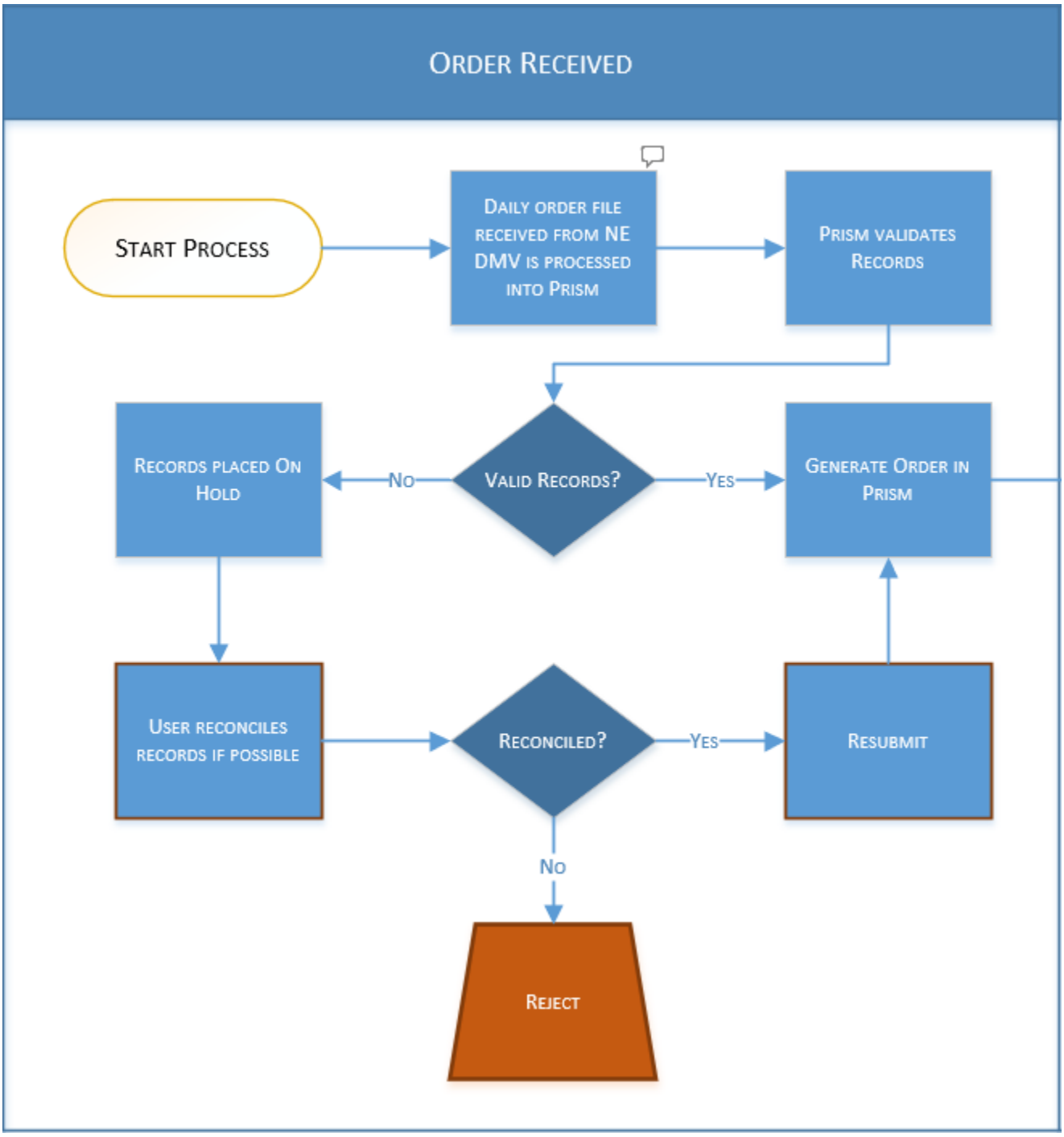
Scope

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

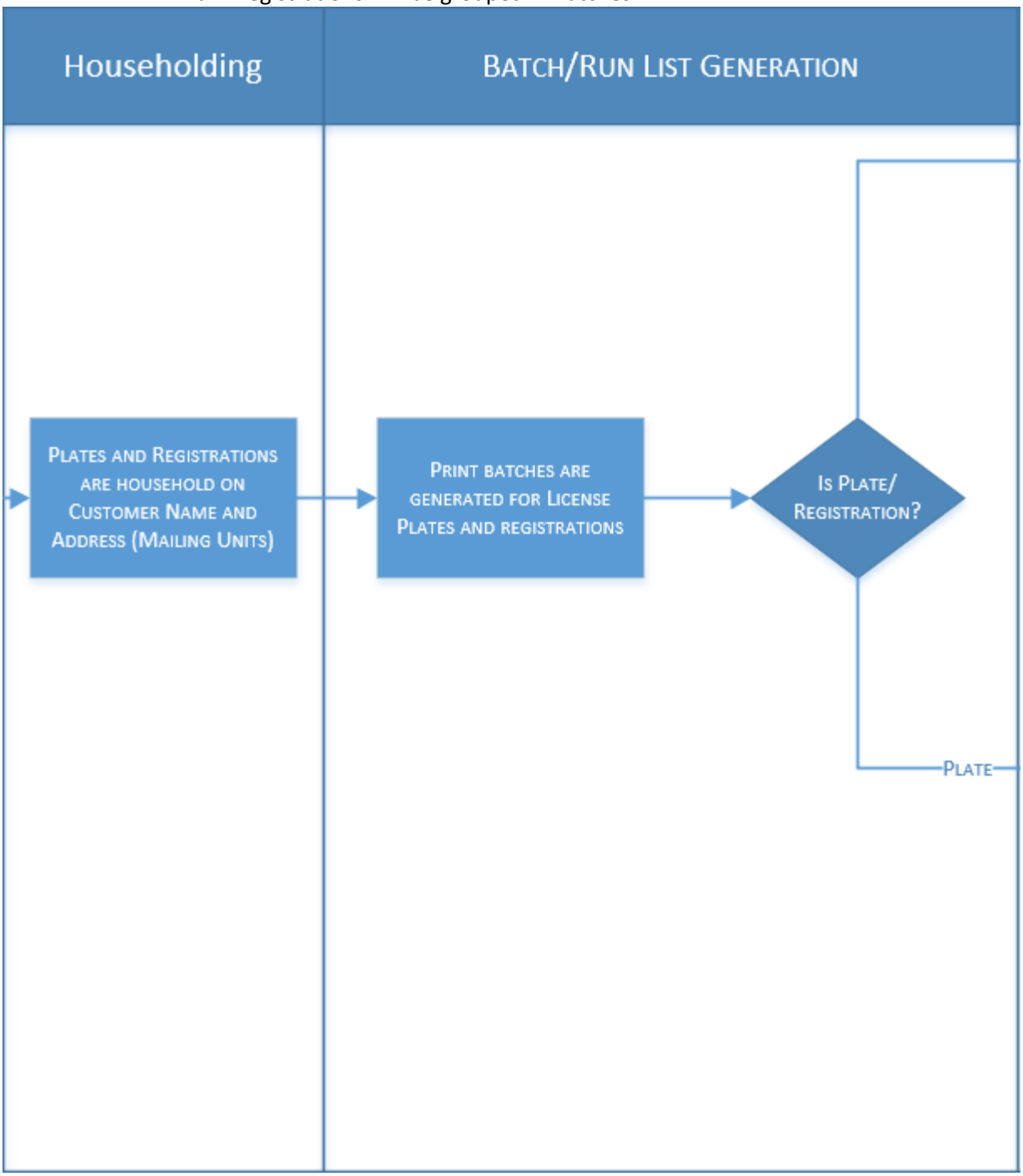
Order Received

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 place 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.


Order Received
Start Process
Daily order file received from NE DMV is processed into Prism
Prism validates Records
Valid Records?
No
Yes
Records placed On Hold
Generate Order in Prism
User reconciles records if possible
Reconciled?
Yes
Resubmit
No
Reject

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.

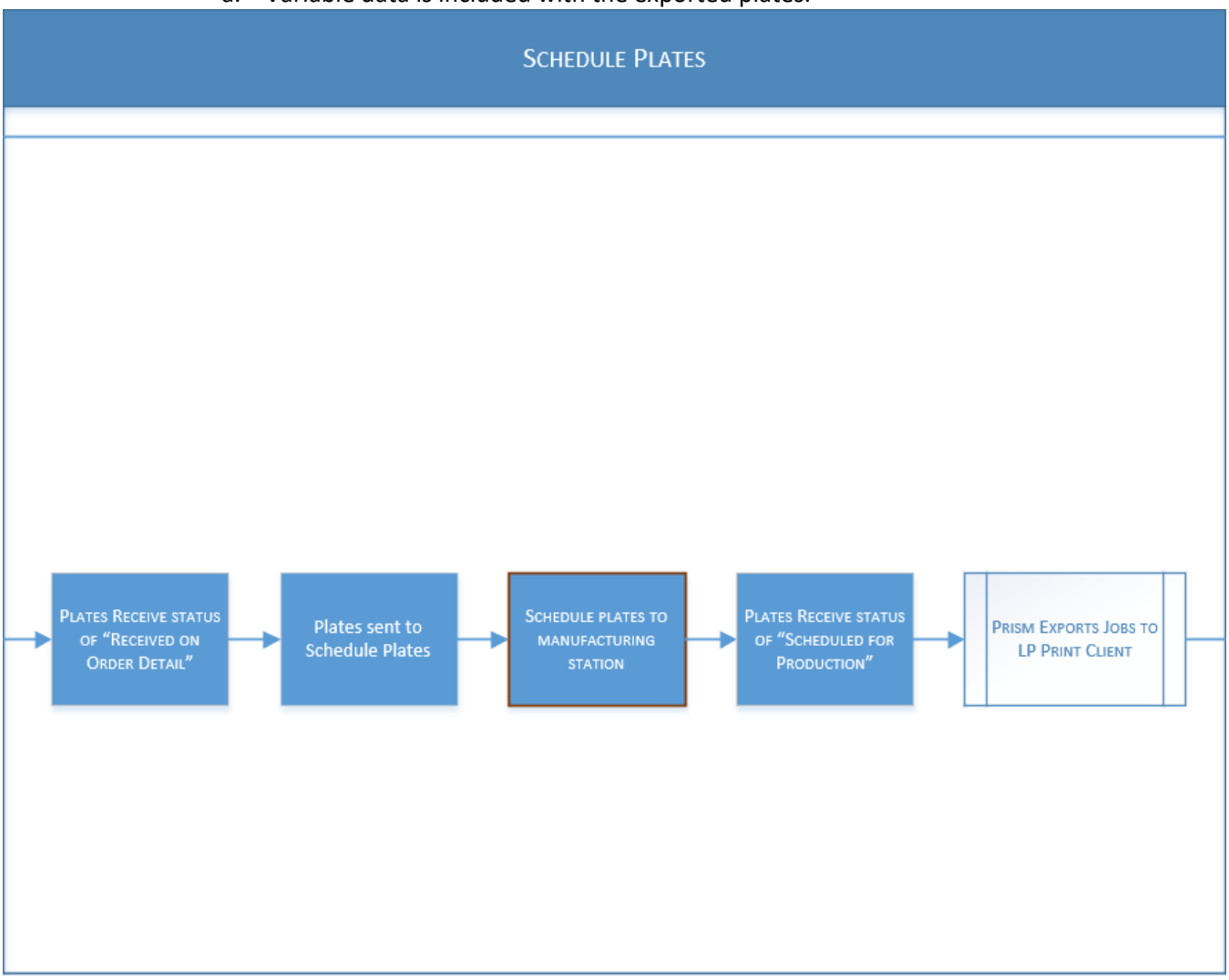
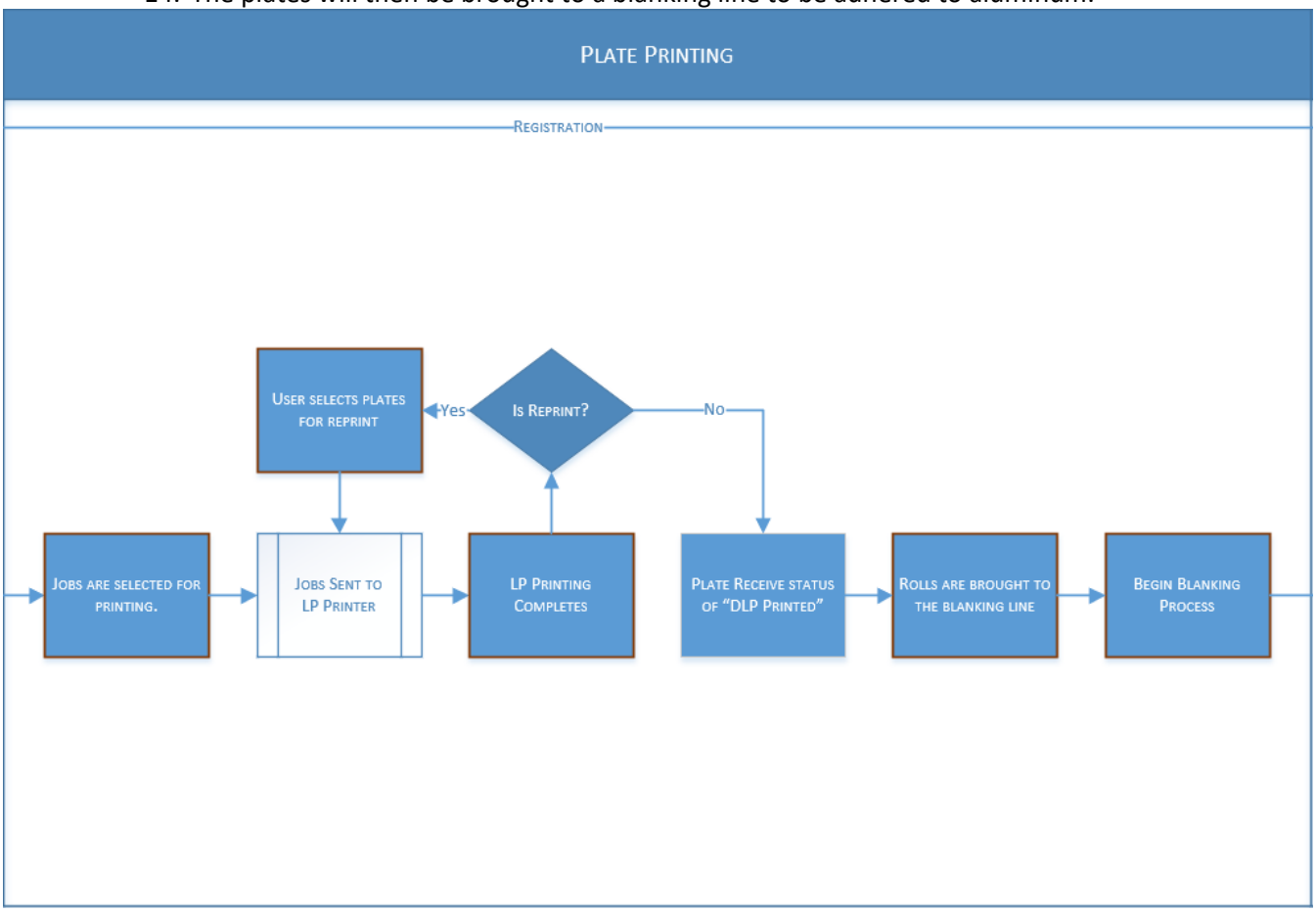


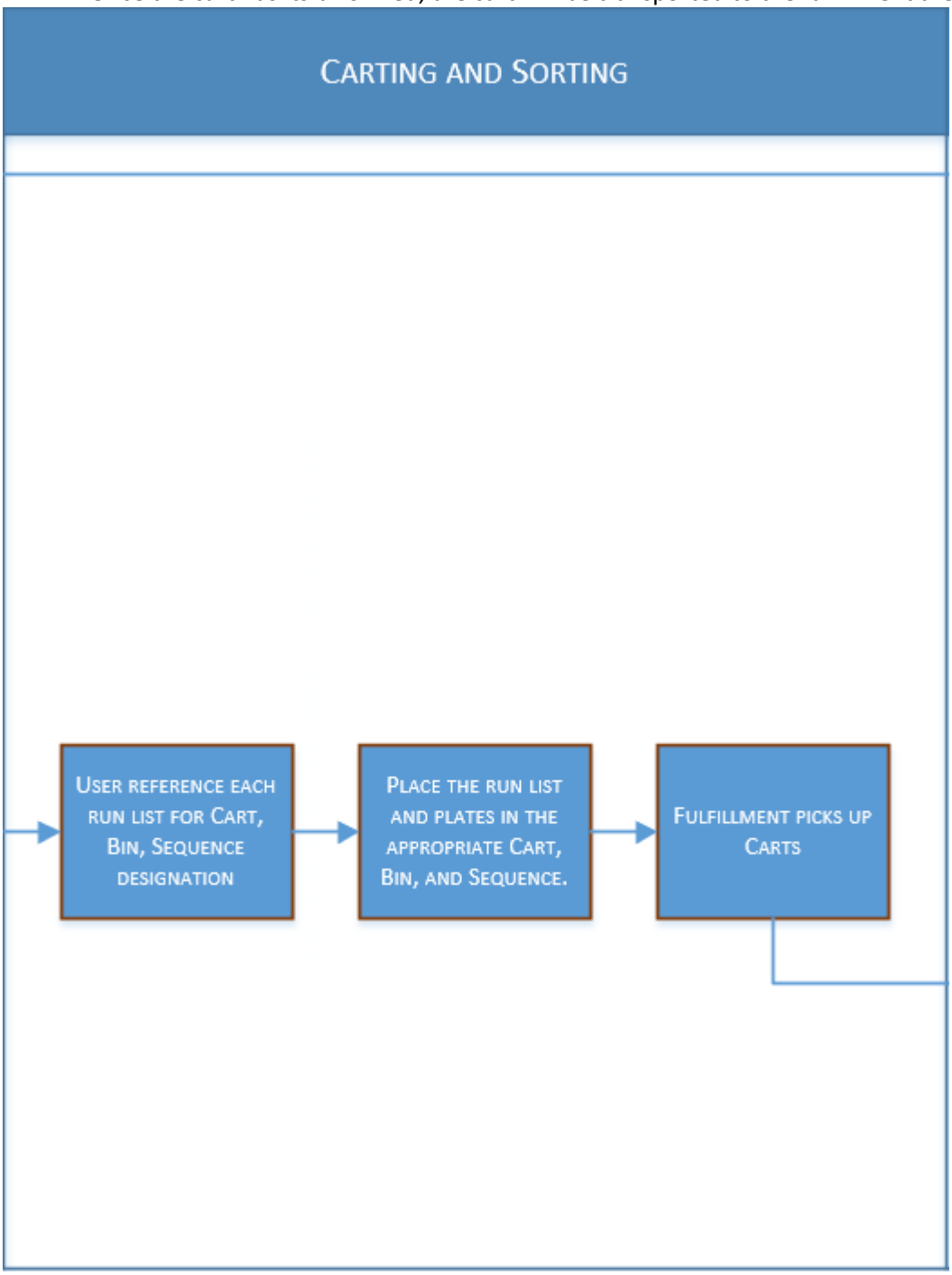
Plate Printing

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.



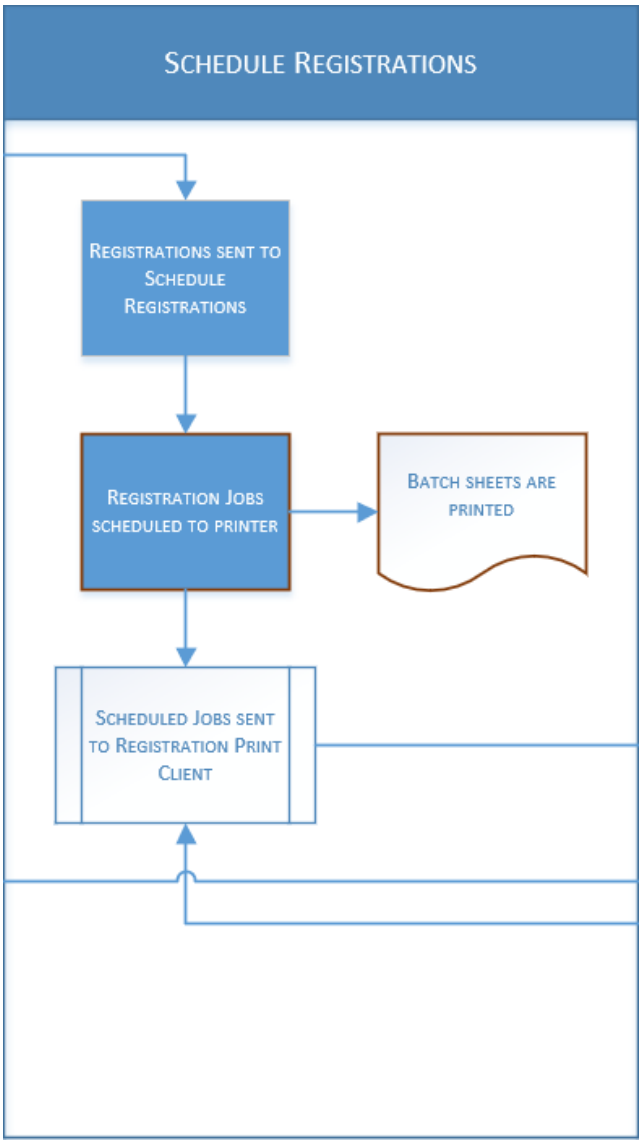
Carting and Sorting

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.



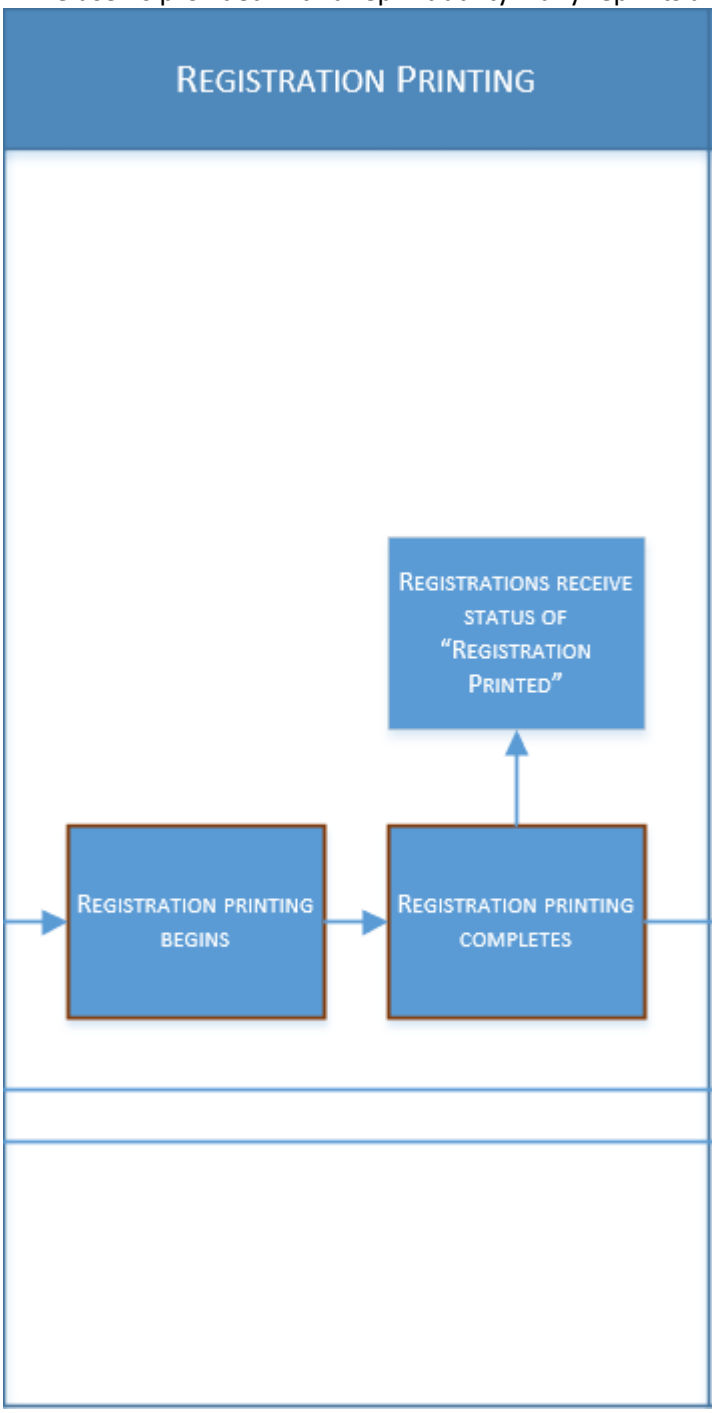
Schedule Registrations

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.



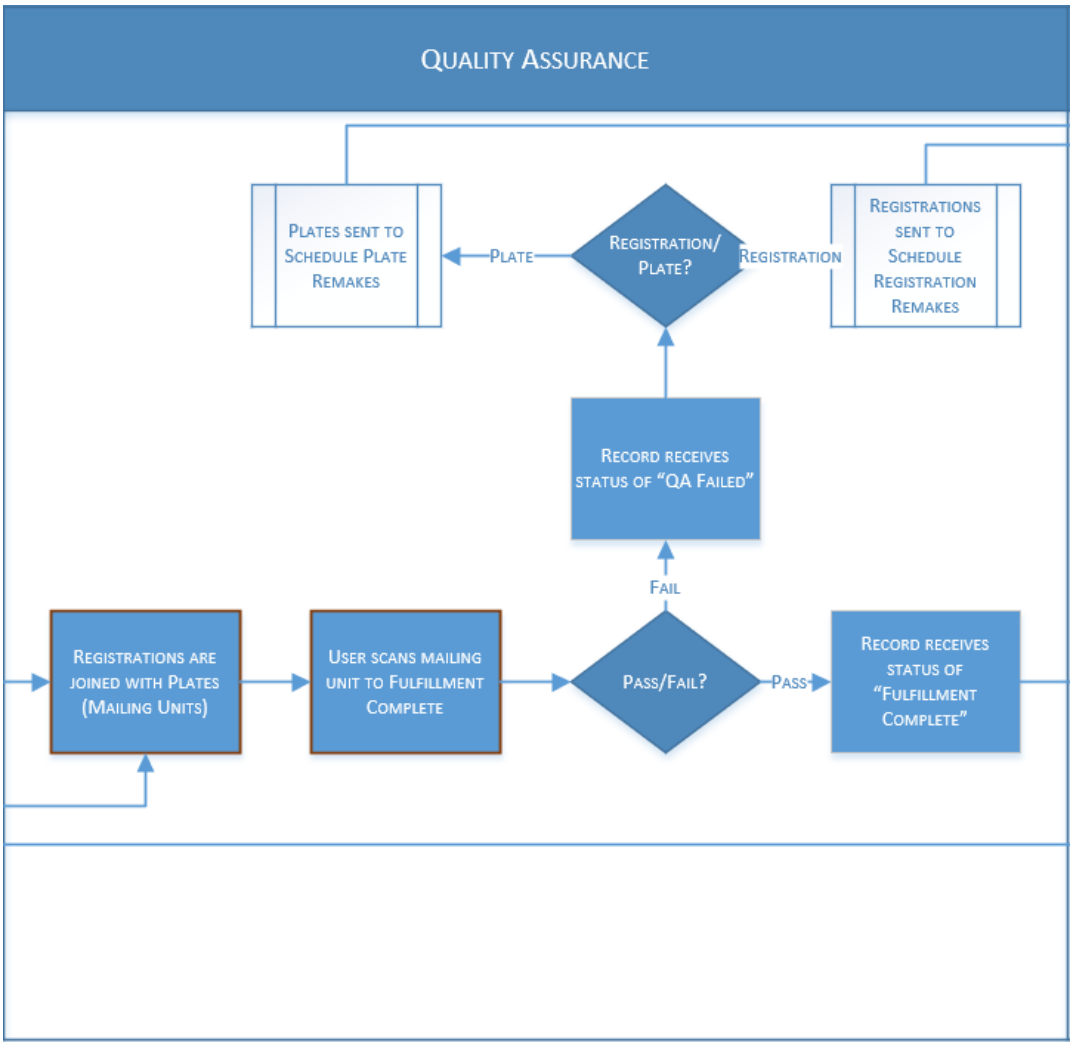
Registration Printing

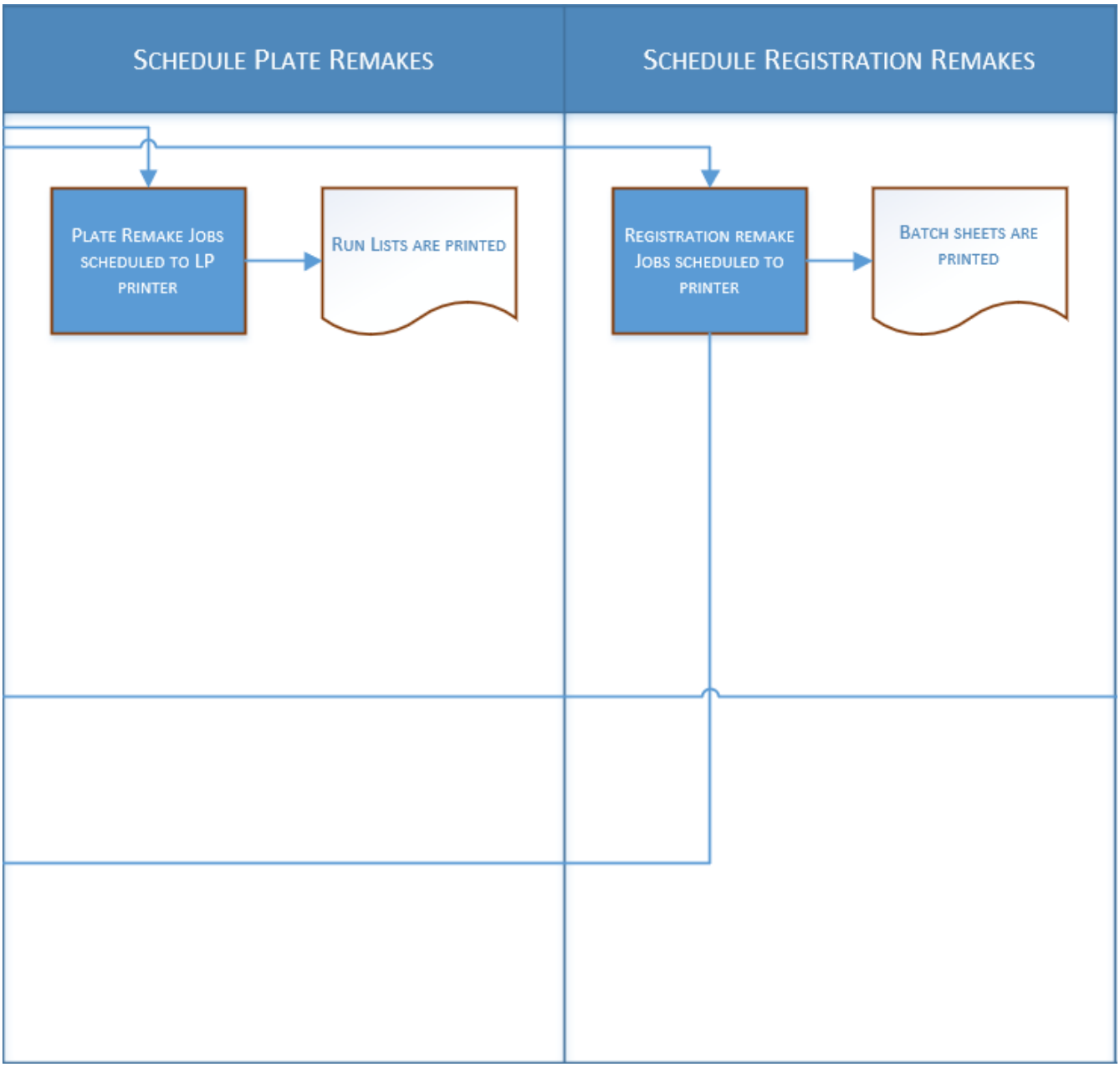
22. The Registration Plate Print Client separates the scheduled registrations into print Jobs.
23. The printer operator then selects Jobs to send the Registration printer.
24. Once registration printing completes the registrations are updated to a "Registration Printed" status.
    a. The user is provided with a reprint utility if any reprints are necessary.



Quality Assurance

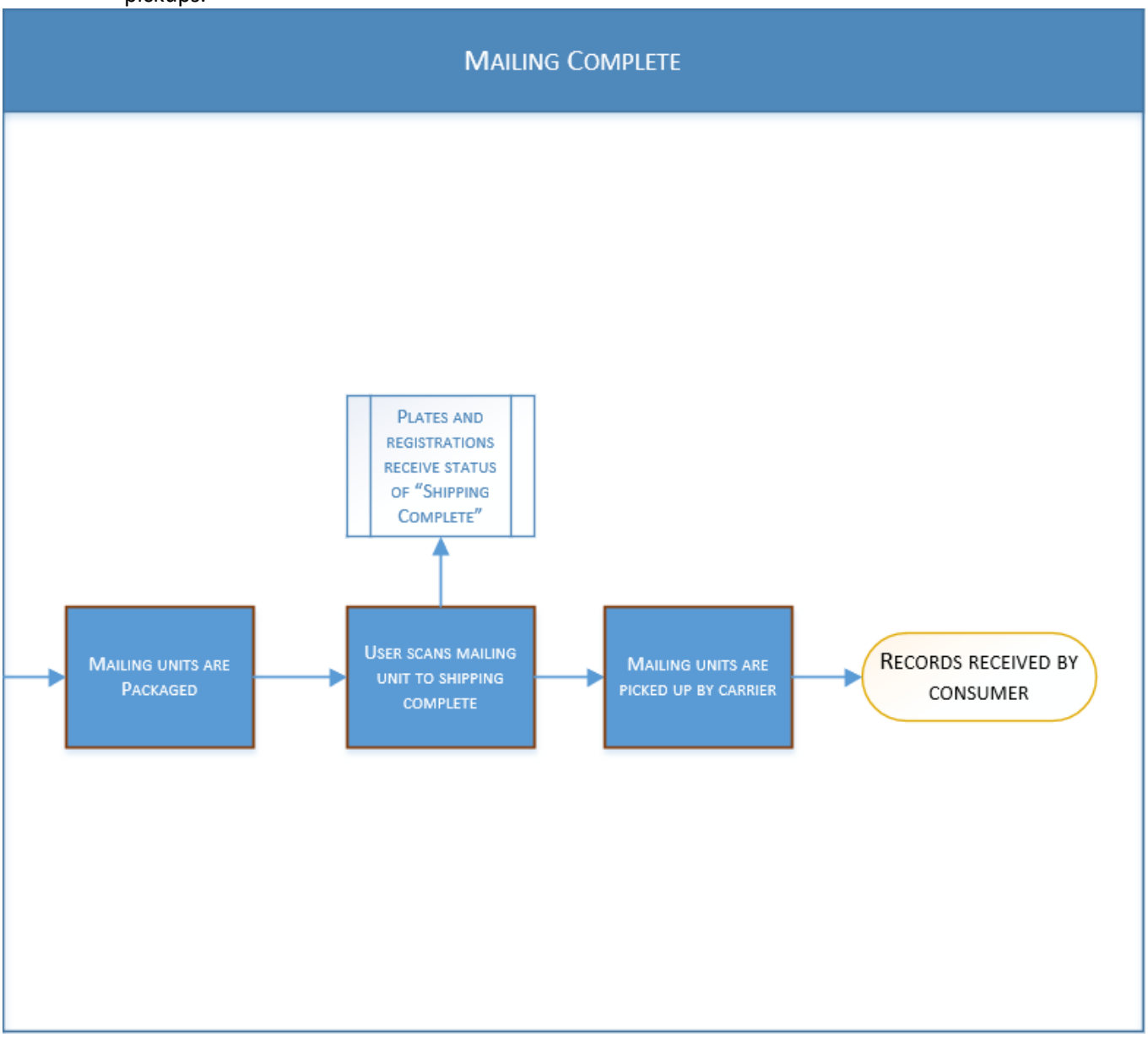
25. The completed registrations are placed on the cart with the license plates. Using the cart, bin, and sequence printed on the registration cards and batch sheets.
    a. The cart bin and sequence are structured in a way that allows for households to be grouped together easily. These groups are called 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.


Quality Assurance
Plates sent to Schedule Plate Remakes
Plate
Registration/ Plate?
Registration
Registrations sent to Schedule Registration Remakes
Record receives status of "QA Failed"
Fail
Registrations are joined with Plates (Mailing Units)
User scans mailing unit to Fulfillment Complete
Pass/Fail?
Pass
Record receives status of "Fulfillment Complete"


Schedule Plate Remakes
Schedule Registration Remakes
Plate Remake Jobs scheduled to LP printer
Run Lists are printed
Registration remake Jobs scheduled to printer
Batch sheets are printed

Mailing Complete

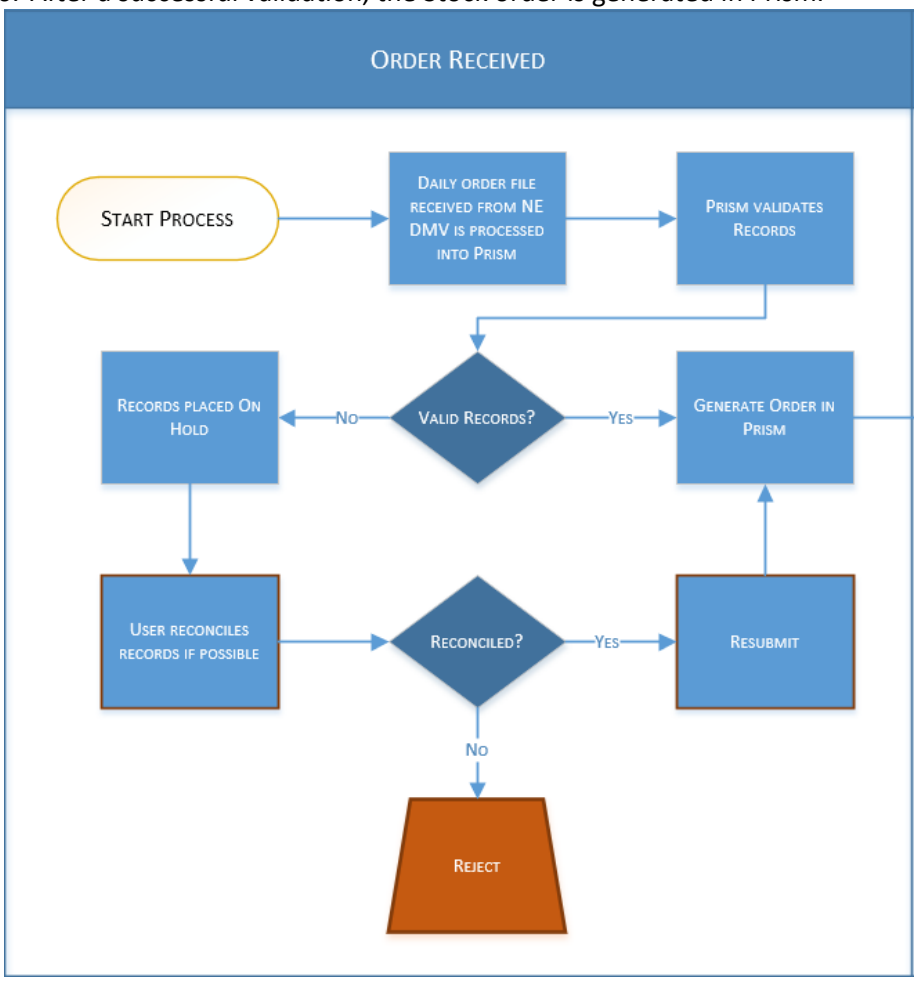
28. During the QA process mailing units are stacked and handed off to a shipping user.
29. Using the Packing Scan page, the shipper will scan a single record in the mailing unit.
30. Once scanned the page will display all of the records associated with that mailing unit. As well as the estimated package 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.



Stock Plate Workflow

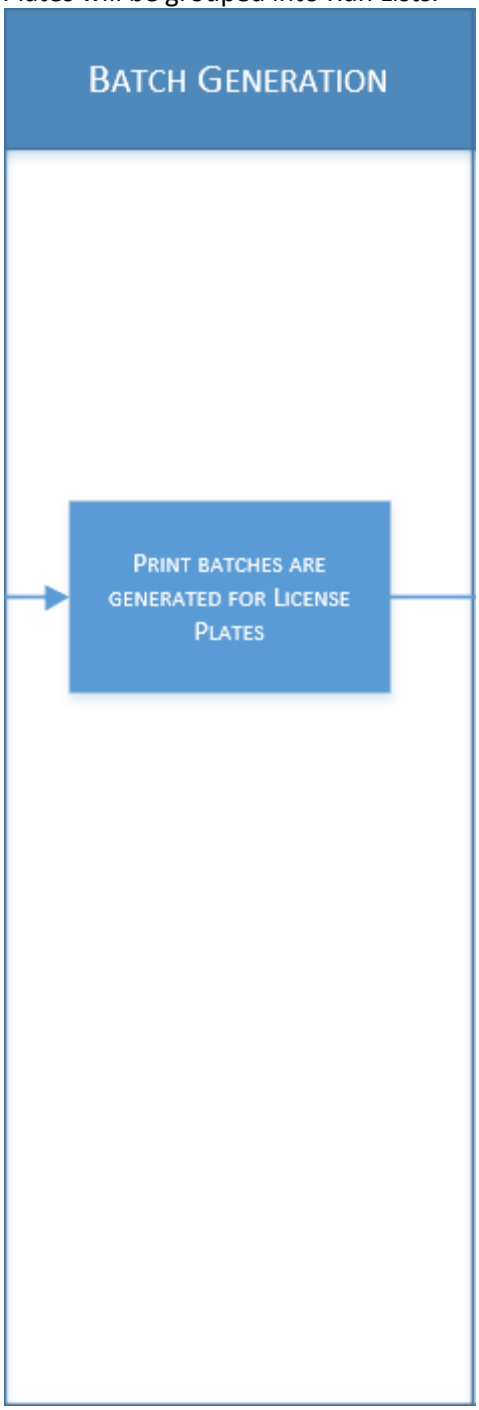
Order Received

34. Stock Plate requests are processed into Prism daily.
35. 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 place 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.
36. After a successful validation, the Stock order is generated in Prism.



Batch/Run List Generation

37. During the order generation process, the plates and registrations are grouped based on Branch ID.
38. Plate are generated and optimized for efficient printing.
    a. License Plates will be grouped into Run Lists.



Schedule Plates

39. Plates will receive a status of “Approved for Production”.
40. A Prism user can access the Schedule Plates page to view the newly added license plate records.
41. 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”.
42. 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.

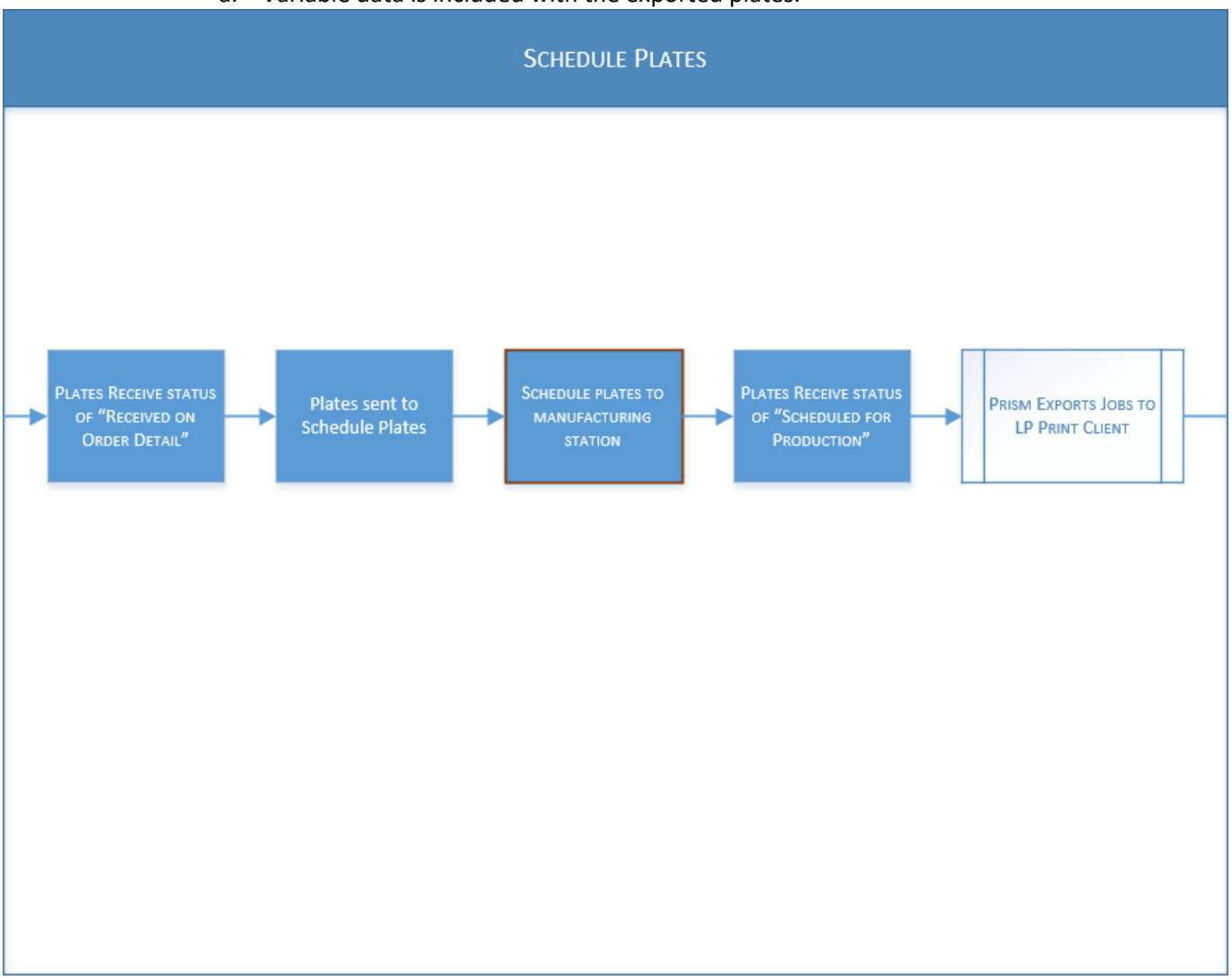
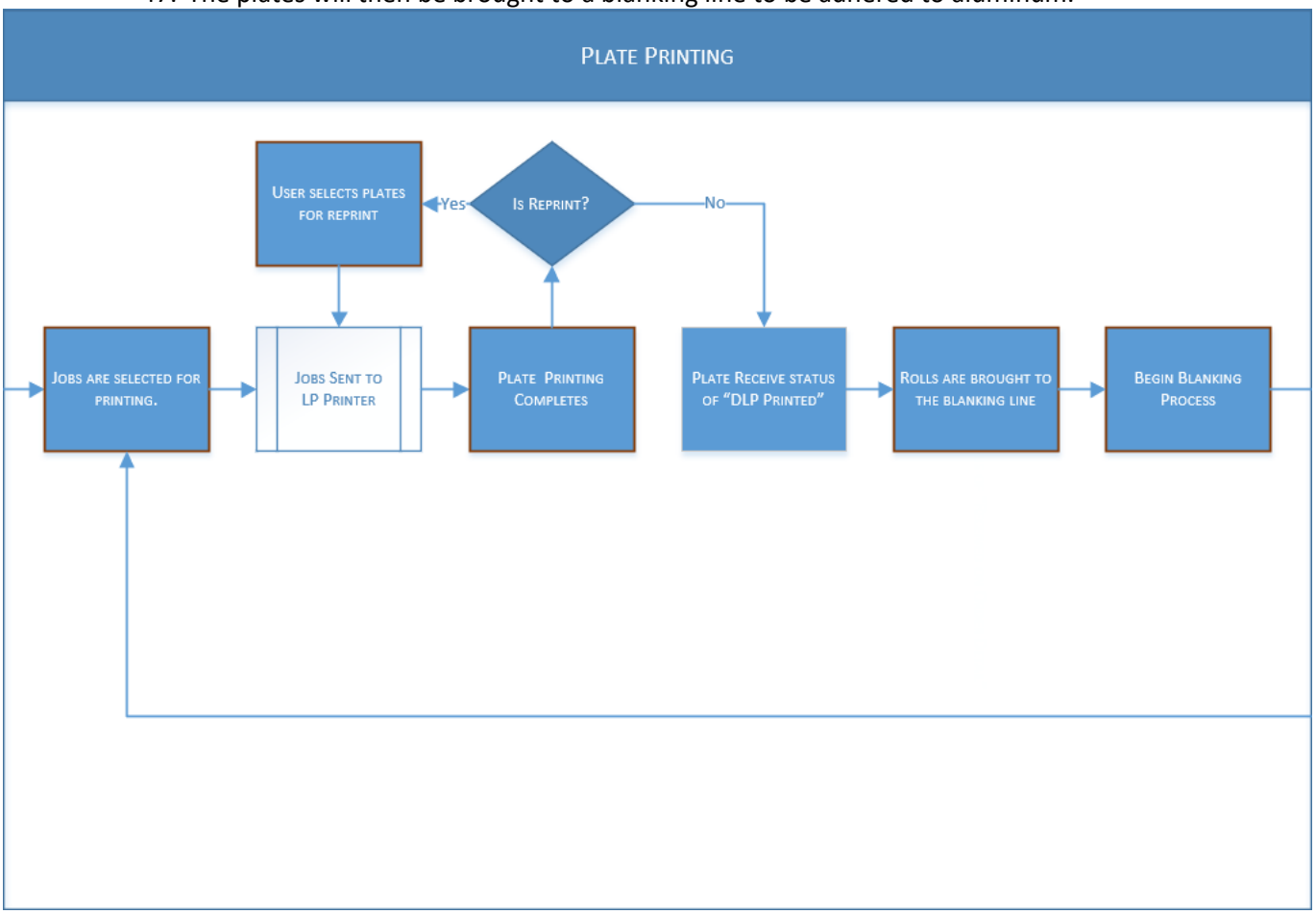


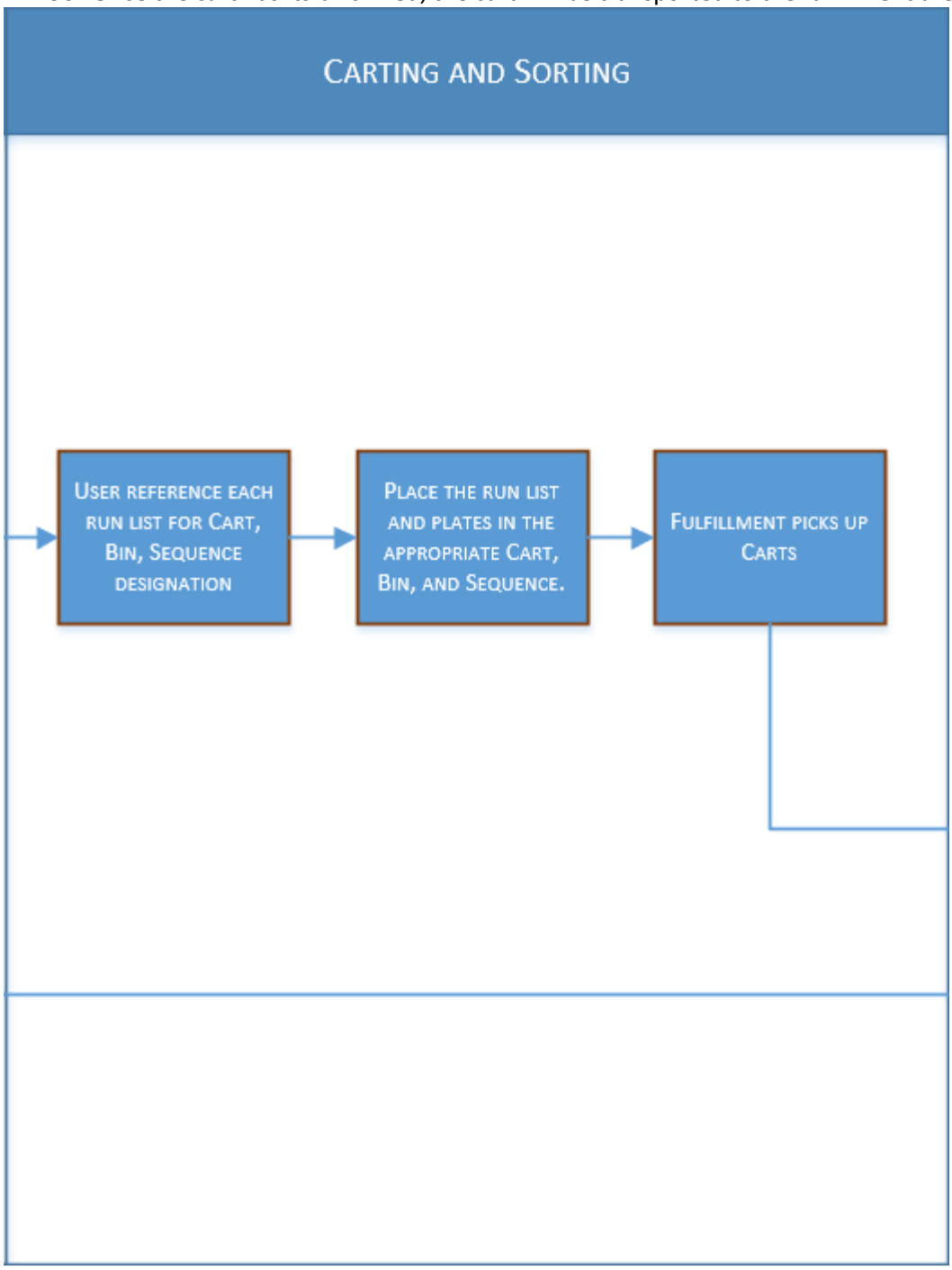
Plate Printing

43. The License Plate Print Client separates the scheduled plates into print Jobs.
44. The printer operator then selects Jobs to send the license plate printer.
45. Once license plate printing completes the user is provided the ability to confirm print completion or send any reprints.
46. If no reprints are required, the printer operator will confirm the print completion and the plates will receive a status of "DLP Printed".
47. The plates will then be brought to a blanking line to be adhered to aluminum.



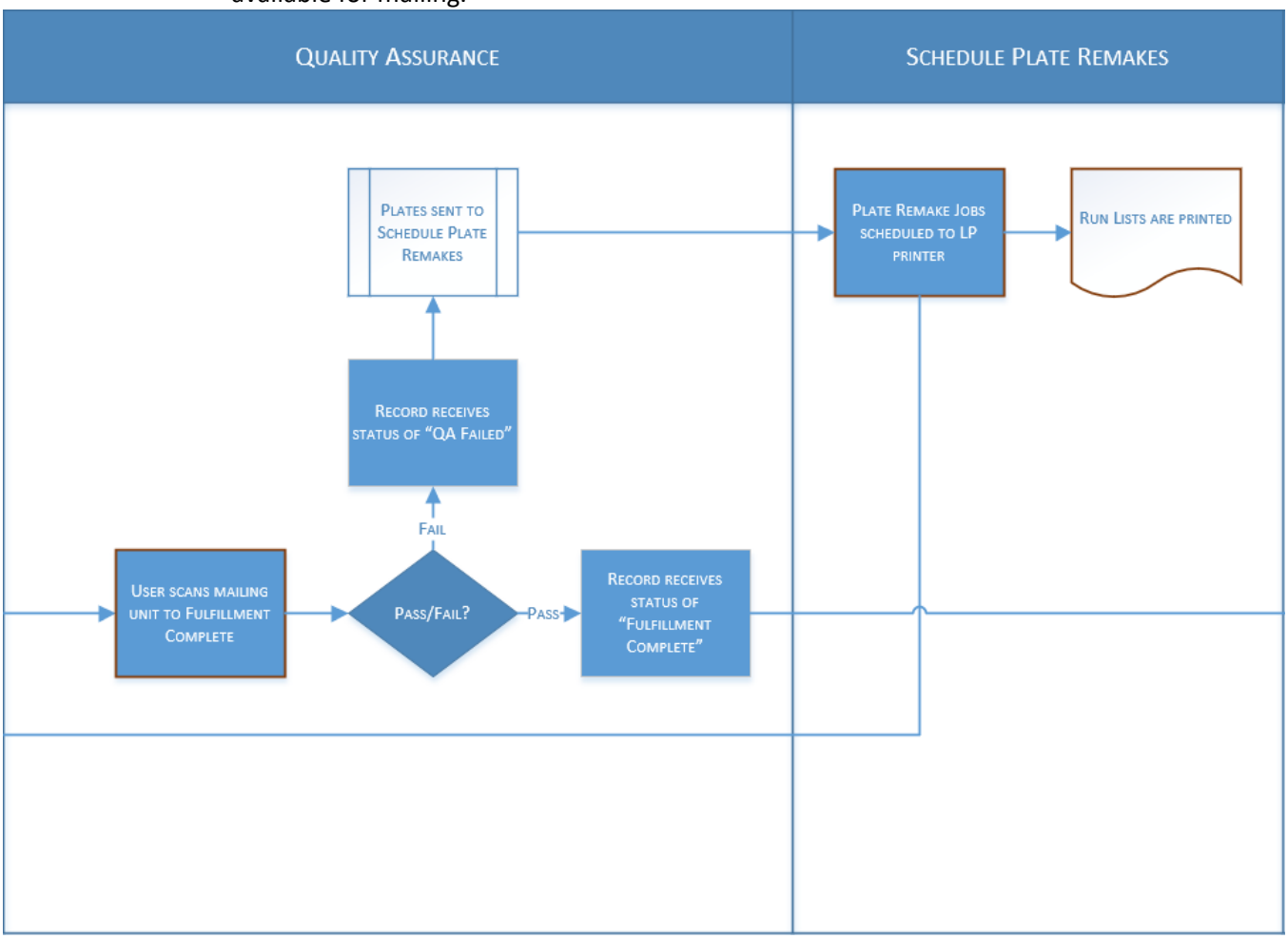
Carting and Sorting

48. After the blanking process is complete, the plates will be organized using a Cart, Bin, and Sequence combination.
49. Each cart will be numbered. The cart will also contain numbered bins that the plates will be placed in.
50. Once the cart has its bins filled, the cart will be transported to the fulfillment area.



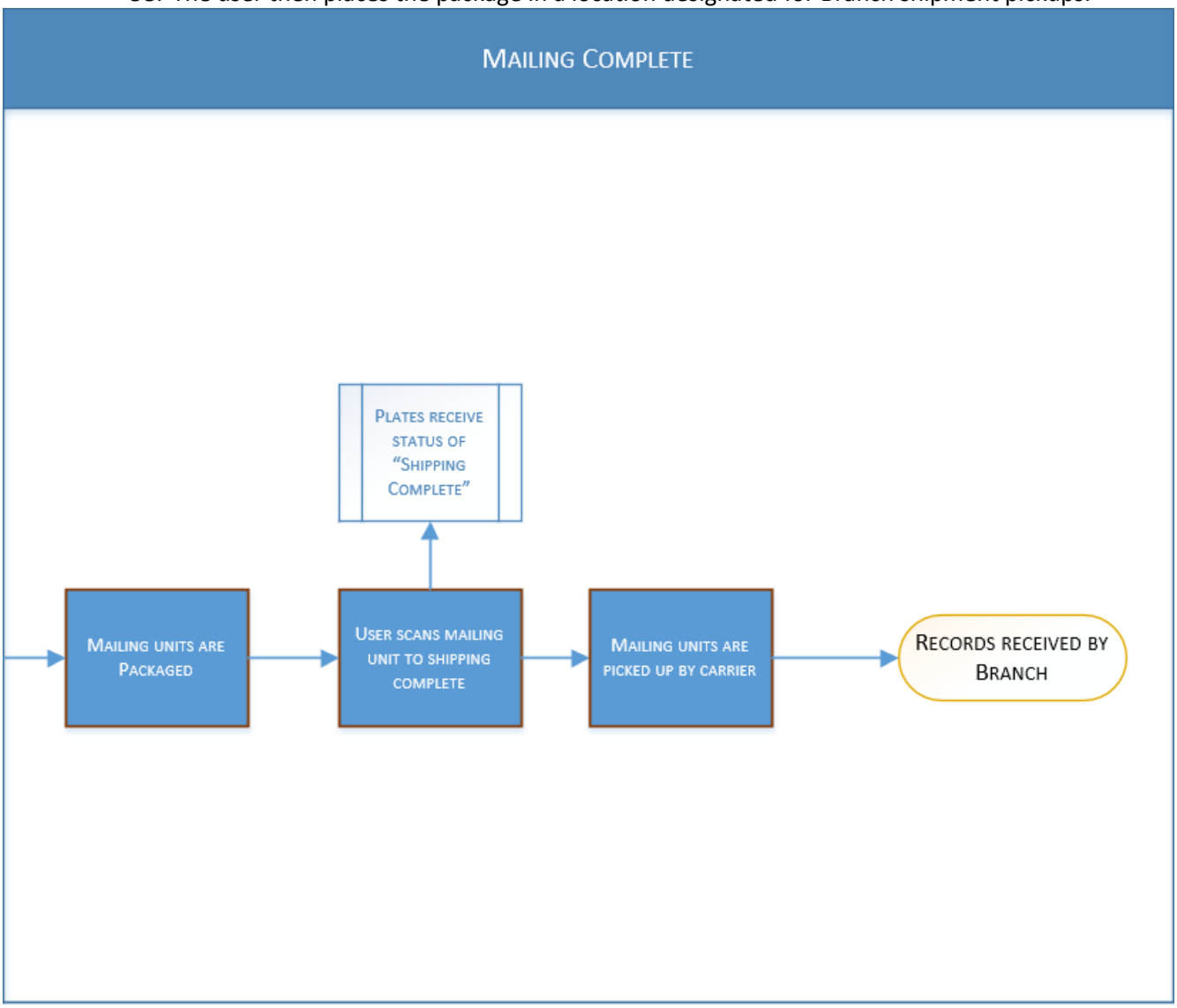
Quality Assurance

51. Once all plates and registration are on the cart, a Fulfillment personnel will pull plates off of the cart and hand them to a QA scanner.
52. 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 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. If all records in a Mailing Unit pass QA inspection, the mailing unit will become available for mailing.



Mailing Complete

53. During the QA process mailing units are stacked and handed off to a shipping user.
54. Using the Packing Scan page, the shipper will scan a single record in the mailing unit.
55. 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.
56. The user will then package the mailing unit based on the recommendation on screen and print out a shipping label.
57. At the moment of shipping label generation, the status of the records within the mailing unit are updated to a shipping complete status.
58. The user then places the package in a location designated for Branch shipment pickups.



Intellectual Technology, Inc.

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
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. 21st 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.

Intellectual Technology, Inc.

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. 21st 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. 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. 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.	

Program Manager

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
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 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.

Intellectual Technology, Inc.

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. 21st 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

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 29th 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.

Solution Engineer

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. 21st 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.	Start and completion dates
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.	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.

Intellectual Technology, Inc.

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. 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. 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	

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	**Reference Phone**
Claire Leckie Account Management Program Administrator	(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. 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 Fulfilment Services, as well as Self-service Terminals. Manage the implementation and servicing success of over 60 kiosks in 20 counties, and program participation in over 45 counties throughout the state. 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.	

Reference Contact Info	**Reference Phone**
Claire Leckie Account Management Program Administrator	(260) 224-3461

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.	

Business Analyst

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. 21st 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	

Intellectual Technology, Inc.

Security Lead

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.

Reference Contact Info Dana Grinstead Facility Manager	**Reference Phone** (229) 868-3443
Reference Address Georgia Correctional Industries 210 Long Bridge Road Helena, Georgia 31037	
Project Scope 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.	**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** 10/01/2015 – 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.

Reference Contact Info	**Reference Phone**
Steve Coffey Government Administration Professional	(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.	

Intellectual Technology, Inc.

Lead LP Engineer

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. • 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	**Reference Phone**
Steve Coffey Project Coordinator	(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.

- 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.

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.

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.

- Process refinement.
- Staff training.
- On site/remote troubleshooting.
- Software operation and documentation.
- Machinery replacement and maintenance.
- 24/7 project support

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.

LP Level II Support

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.

- Remote Troubleshooting.
- Software Support.
- Process Refinement.

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.

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. • Remote Troubleshooting. • Software Support. • Process Refinement. 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.	

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. • Remote Troubleshooting. • Software Support. • Process Refinement. 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.	

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 and CSI personnel to ensure the solution meets the DMV and CSI'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 fulfilment 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	-
Eric Pizzuti	CEO	JR Wald	-
Douglas Tietjens	VP of Operations	JR Wald	-
Lynn Conaway	VP of Sales/Marketing	JR Wald	-
David Leonard	Production Manager	JR Wald	-
Samuel Lynn	Project Manager	JR Wald	-
Shawn Keister	Project Engineer	JR Wald	-
Edward Rogers	Software Engineer	JR Wald	-
Sean Lane	Product Development Engineer	JR Wald	-
Henrik Berger	Field Technician	JR Wald	-
Josiah Dreibelbis	Field Engineer	JR Wald	-
Andrew Buskirk	Digital Production Technician	JR Wald	-
Sean Busko	Digital Print Systems Technician	JR Wald	-
Sharon Gerholt	Administrator of Materials Management	JR Wald	-
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	-

Name	Role	Organization	Email
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	-

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 Z1project 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 Z1project 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 Z1project 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

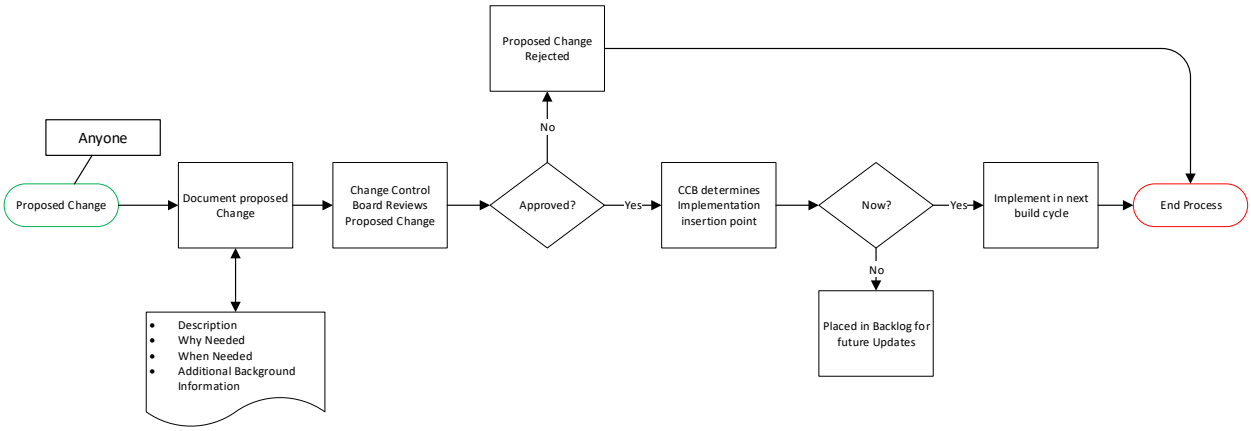
Risks are normally identified from the beginning of the project and reevaluated throughout the project lifecycle for impact and mitigation. The management of risks for this project will be as specified in the Risk Management Plan, documented in the Risk Register, and reported in the weekly Project Status 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 Z1Issue 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 Z1Training 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 Z1software application and implemented system.

Testing Plan for Rollout

The NE RFP 6494 Z1Test 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 Z1project 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 realty 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

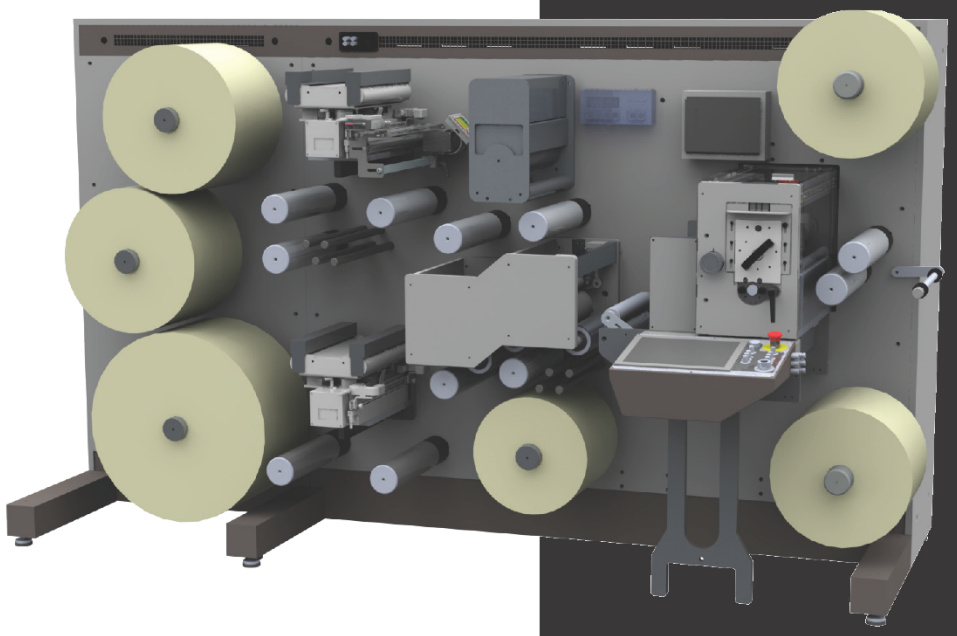
The Project Transition Plan is designed to help insure a smooth transition from a Project effort to normal Operations. Implementation of this plan occurs after completion of all required deliverables defined for the Project and with approval of the Chief Operating Officer or Director of Operations. This 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.

LA330 Advanced Laminator Specifications



The **LA330** is a lamination and slitting combo machine. It runs as an offline unit as standard but can be fitted with a buffer and run inline with a digital press or other equipment. The LA330 has separate tension control for unwind, lamination and rewind. As standard the process speed is 32m/min, but it can be configured to run up to 150m/min. The LA330 has a soft-touch pressure nip with rubber on both anvil and pressure nip roller. This allows for wrinkle free lamination of everything for standard pressure sensitive labels to OPV solar cells.

The machine can operate both as a slitter-rewinder and as a laminating machine for self-adhesive laminate. It features a special rubber coated laminating nip that ensures curl/wrinkle free lamination.

The machine has an easy to use touch panel and features step-less electronic tension on both unwind and rewind spindles. A web guide with ultrasonic sensor is fitted as standard and has a build-in splice table with two air-controlled clamps. There are many possible options to the machine: rotary knife box, razor blade system, inkjet head etc.

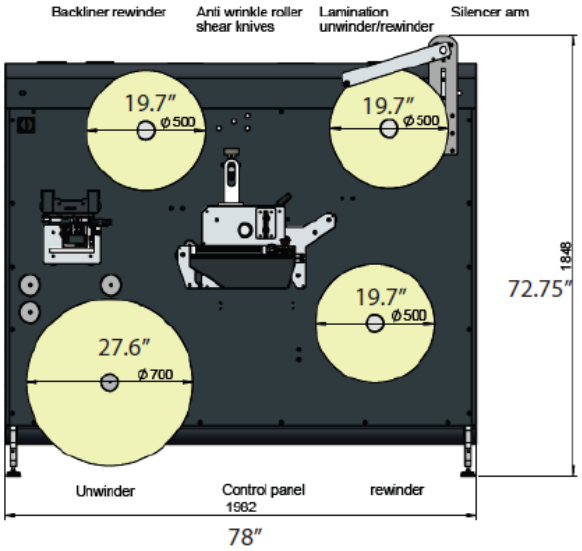
The rewinder is equipped with air expansion mandrels with sleeves that can be easily replaced with other sizes. The rewinder can be set at rewinding label-in or label-out, and many functions are set and defined by touch display.

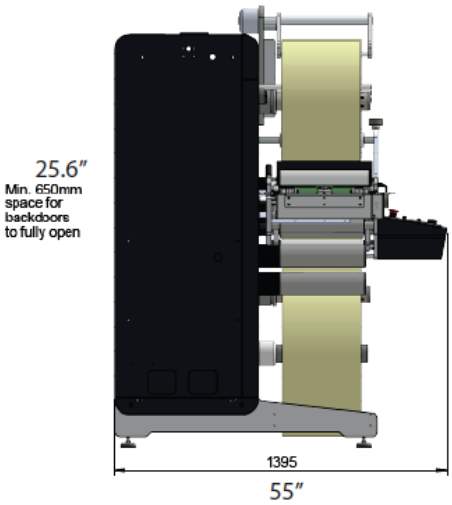
SPECIFICATIONS	METRIC	IMPERIAL
Web width	330 mm	13"
Speed	32 m/min	105 ft/min
	150 m/min on request	
Webguide	BST Ultrasonic	
Max unwind diameter	600 mm (800 mm optional)	23.6" (31.5" opt.)
Max rewind diameter	500 mm standard	19.7"
Rewind torque	10 - 100 Nm, adjustable on front panel	
Web tension press	5 - 20N, adjustable	
Max. roll size	Ø250 mm	9.8"
Dimensions (WxDxH)	2,8 x 1,4 x 1,7 m	9.2 x 4.6 x 5.6"

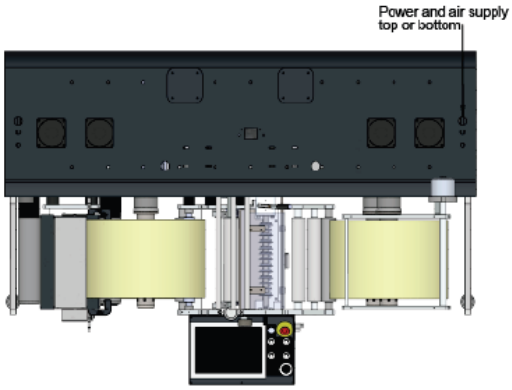
"Converting made easy"

Specifications and terms are subject to change without notice. Grafisk Maskinfabrik is a registered trademark. All other product and brannames are trademarks and/or registered trademarks of their respective companies. GM disclaims any and all rights in these marks. Copyright 2020, Grafisk Maskinfabrik A/S. For more information, please visit www.gm.dk

LA330-DV3- Smart Converting Unit







Specifications

Web Width:	330mm / 13"
Speed:	32 meters per minute / 105 feet per minute
Webguide:	BST Ultrasonic Automatic
Max Unwind Diameter:	600mm / 23.6"
Max Rewind Diameter:	500mm / 19.7"
Electrical Supply:	3x400V AC 16A, 50Hz
Compressed Air:	4-6 Bars, <20 l/min
Environment:	Operating Temperature: 32F – 104F
	Storage Temperature: 68F – 131F
	Humidity: 5% - 95% Non-condensing
Dimensions:	78" L x 55" W x 72.75" H

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.

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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 Symbologies: 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 Managment

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.

Intellectual Technology, Inc.

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 (16.4x 15.0x 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 mmps (203 dpi)
H-4408; 203 mms (8 ips), 16 mmps (406 dpi)
H-4310; 254 mms (10 ips), 12 mmps (300 dpi)
H-4606; 152 mms (6 ips), 24 mmps (600 dpi)
H-4212x; 304 mms (12 ips), 8 mmps (203 dpi)
H-4310x; 254 mms (10 ips), 12 mmps (300 dpi)
H-4606x; 152 mms (6 ips), 24 mmps (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 Symbologies: 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 r everse 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	CALI*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	SBW317	UNION	-	InRegGold	auto	17004479	284	N	Registration Printed	03/16/2021	1	Unknown

collapse

Customer Information | Plate Variables | Status History | Shipping Status

Order Number:	Reg_Info_20213152059
Plate Number:	SBW317
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	EPB930	NOBLE	-	InRegGold	auto	17004479	285	N	Registration Printed	03/16/2021	1	Unknown

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

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	FP682AF	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: 04/01/2018 To Date: 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

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Daily Snapshot

A summary of status changes by status dates.

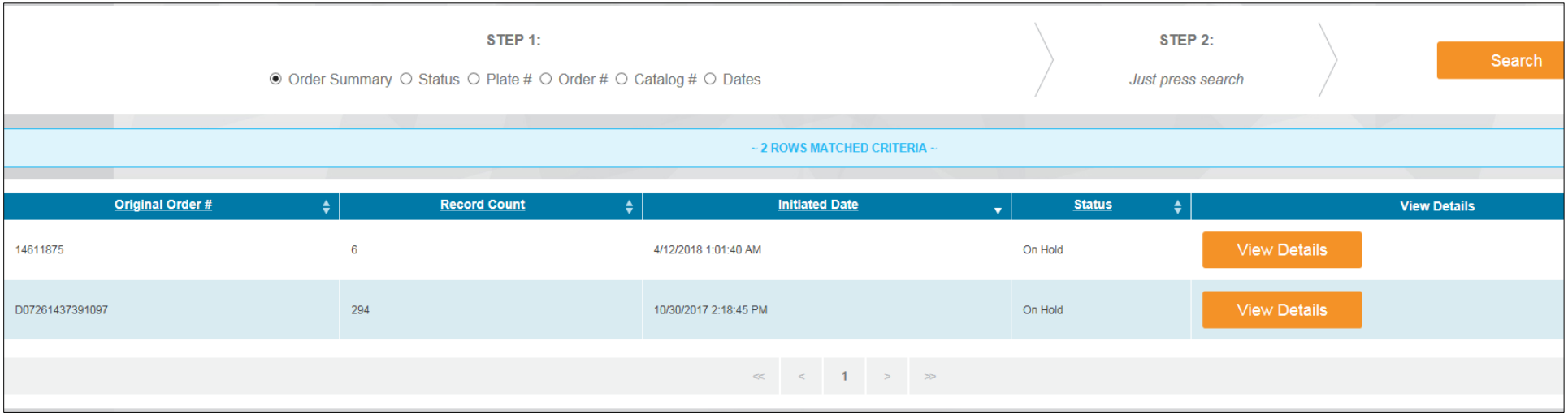
Snapshot Date: Show Report

Report Date: 04/12/2018
Generated On: 04/12/2018, 3:57:32 pm

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.



Manual Sequential Order Report

A listing of sequential orders placed with order details.

STEP 1:

◉ All ○ Plates ○ Dates

STEP 2:

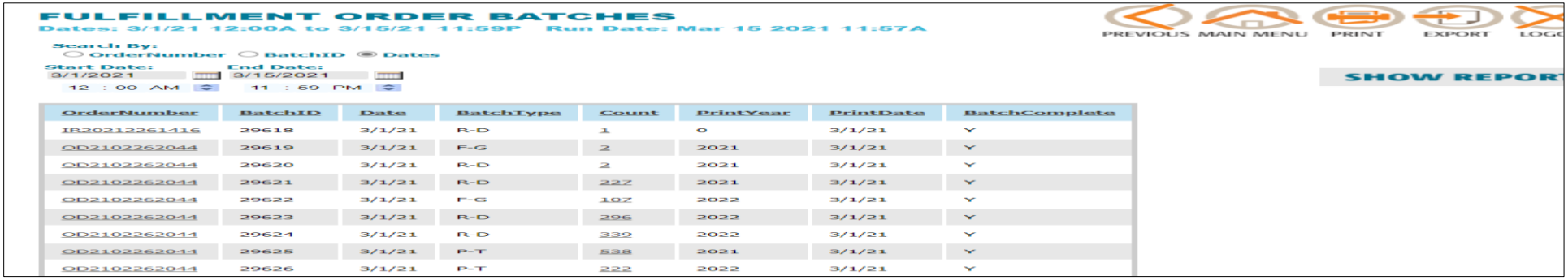
Just press search

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.



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

Plate Pull Report

A listing of plates pulled with details.

From Date: 04/01/2018 To Date: 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: 04/01/2018 To: 04/13/2018 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	123TUW	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

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.

Intellectual Technology, Inc.

Product: <ALL>

Search By: (•) Status/Dates ( ) Plate ( ) VIN ( ) BatchID ( ) TransID ( ) OwnerName ( ) HeaderID

Status: MAILING COMPLETE

Start Date: 3/16/2021 12 :00 AM

End Date: 3/17/2021 11 :59 PM

SHOW REPORT

Product	DateRecvd	HeaderName	CurrentIssue	OwnerName	Plate	VIN	TransID	BatchID	Status	StatusDate	Violation
OffRoad	3/16/21 10:18A	OR_Reg_Info_20213152118.txt		[redacted]	OR2187RC	[redacted]		7144	MAILING COMPLETE	3/16/21 2:01P	N
OffRoad	3/16/21 10:18A	OR_Reg_Info_20213152118.txt			OR2190RC			7144	MAILING COMPLETE	3/16/21 2:01P	N
OffRoad	3/16/21 10:18A	OR_Reg_Info_20213152118.txt			OR2253RI			7144	MAILING COMPLETE	3/16/21 2:02P	N
OffRoad	3/16/21 10:18A	OR_Reg_Info_20213152118.txt			OR2595RI			7144	MAILING COMPLETE	3/16/21 2:02P	N
OffRoad	3/16/21 10:18A	OR_Reg_Info_20213152118.txt			OR2839RJ			7144	MAILING COMPLETE	3/16/21 2:02P	N
OffRoad	3/16/21 10:18A	OR_Reg_Info_20213152118.txt			OR2972RB			7144	MAILING COMPLETE	3/16/21 2:03P	N
OffRoad	3/16/21 10:18A	OR_Reg_Info_20213152118.txt			OR3145RI			7143	MAILING COMPLETE	3/16/21 2:01P	N
OffRoad	3/16/21 10:18A	OR_Reg_Info_20213152118.txt			OR3235RI			7144	MAILING COMPLETE	3/16/21 2:03P	N
OffRoad	3/16/21 10:18A	OR_Reg_Info_20213152118.txt			OR3278RC			7144	MAILING COMPLETE	3/16/21 2:02P	N
OffRoad	3/16/21 10:18A	OR_Reg_Info_20213152118.txt			OR3475RD			7144	MAILING COMPLETE	3/16/21 2:03P	N
OffRoad	3/16/21 10:18A	OR_Reg_Info_20213152118.txt			OR3901RC			7144	MAILING COMPLETE	3/16/21 2:02P	N
OffRoad	3/16/21 10:18A	OR_Reg_Info_20213152118.txt			OR4072RB			7144	MAILING COMPLETE	3/16/21 2:02P	N
OffRoad	3/16/21 10:18A	OR_Reg_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	[redacted]
PURCHASEDATE	[redacted]
STICKER	Y
LEGALADDRESS	[redacted]

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 REPORT

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.

Plate	VIN	Status	StatusDate
OR2187RC	[redacted]	FILE RECEIVED	3/16/21 10:13A
OR2187RC	[redacted]	PARSED	3/16/21 10:18A
OR2187RC	[redacted]	BATCHED	3/16/21 10:18A
OR2187RC	[redacted]	PRINTED	3/16/21 10:28A
OR2187RC	[redacted]	QA PASS	3/16/21 10:51A
OR2187RC	[redacted]	FULFILLMENT PASS	3/16/21 10:51A
OR2187RC	[redacted]	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

Intellectual Technology, Inc.

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

Product	Order Date	OrderNumber	BatchID	Plate	JeopardyStatus	InDate	OutDate	JeopardyReasons
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

Cycle	AverageCycleHours	CummulativeCycleHours
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:
<ALL>

Start Date: 2/1/2021 12 : 00 AM
End Date: 3/16/2021 11 : 59 PM

SHOW REPORT

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	113	65	0	0	178	65	113	8,451	2.1 %
VehicleReg	162,440	4,160	1,565	0	0	5,725	1,565	4,160	156,715	3.5 %
* GRAND TOTAL:	171,069	4,273	1,630	0	0	5,903	1,630	4,273	165,166	3.5 %

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	[redacted]	[redacted]	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			

Intellectual Technology, Inc.

Government Municipality Plate Report

A listing of government municipality plates that have been ordered.

Search By:

○ OrderNumber ◉ PlateType/Dates

PlateType: <ALL> Start Date: 3/1/2021 End Date: 3/16/2021

SHOW REPORT

Product	Date	Plate	VIN	BatchID	OrderNumber	Plate Type	Vehicle Type	TransID	RegCard Ind	GovtMunicipality
VehicleReg	3/2/21 1:07A	[redacted]	[redacted]	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	[redacted]	[redacted]	29835	I	1	P	IC	Plate/Reg	Mailing_Issue
InterState	P-T records	IRP Matched	3/16/21 1:51P	Reg/Order Printed	OD2103131343	[redacted]	[redacted]	29864	I	1	P	IC	Plate/Reg	Mailing_Issue
InterState	P-T records	IRP Matched	3/9/21 12:20P	Reg/Order Mailed	OD2103080031	[redacted]	[redacted]	29758	I	1	P	IC	Plate/Reg	
InterState	P-T records	IRP Matched	3/9/21 12:22P	Reg/Order Mailed	OD2103080031	[redacted]	[redacted]	29761	I	1	P	IC	Plate/Reg	
InterState	P-T records	IRP Matched	3/9/21 12:22P	Reg/Order Mailed	OD2103080031	[redacted]	[redacted]	29758	I	1	P	IC	Plate/Reg	
InterState	P-T records	IRP Matched	3/9/21 12:22P	Reg/Order Mailed	OD2103080031	[redacted]	[redacted]	29758	I	1	P	IC	Plate/Reg	
InterState	P-T records	IRP Matched	3/9/21 12:22P	Reg/Order Mailed	OD2103080031	[redacted]	[redacted]	29758	I	1	P	IC	Plate/Reg	
InterState	P-T records	IRP Matched	3/9/21 12:22P	Reg/Order Mailed	OD2103080031	[redacted]	[redacted]	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: 3/11/2021 **End Date:** 3/16/2021

GCIBillCategory	Count
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

Intellectual Technology, Inc.

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

PREVIOUS MAIN MENU PRINT EXPORT LOGOUT

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 12 : 00 AM

End Date: 4/29/2021 11 : 59 PM

SHOW REPORT

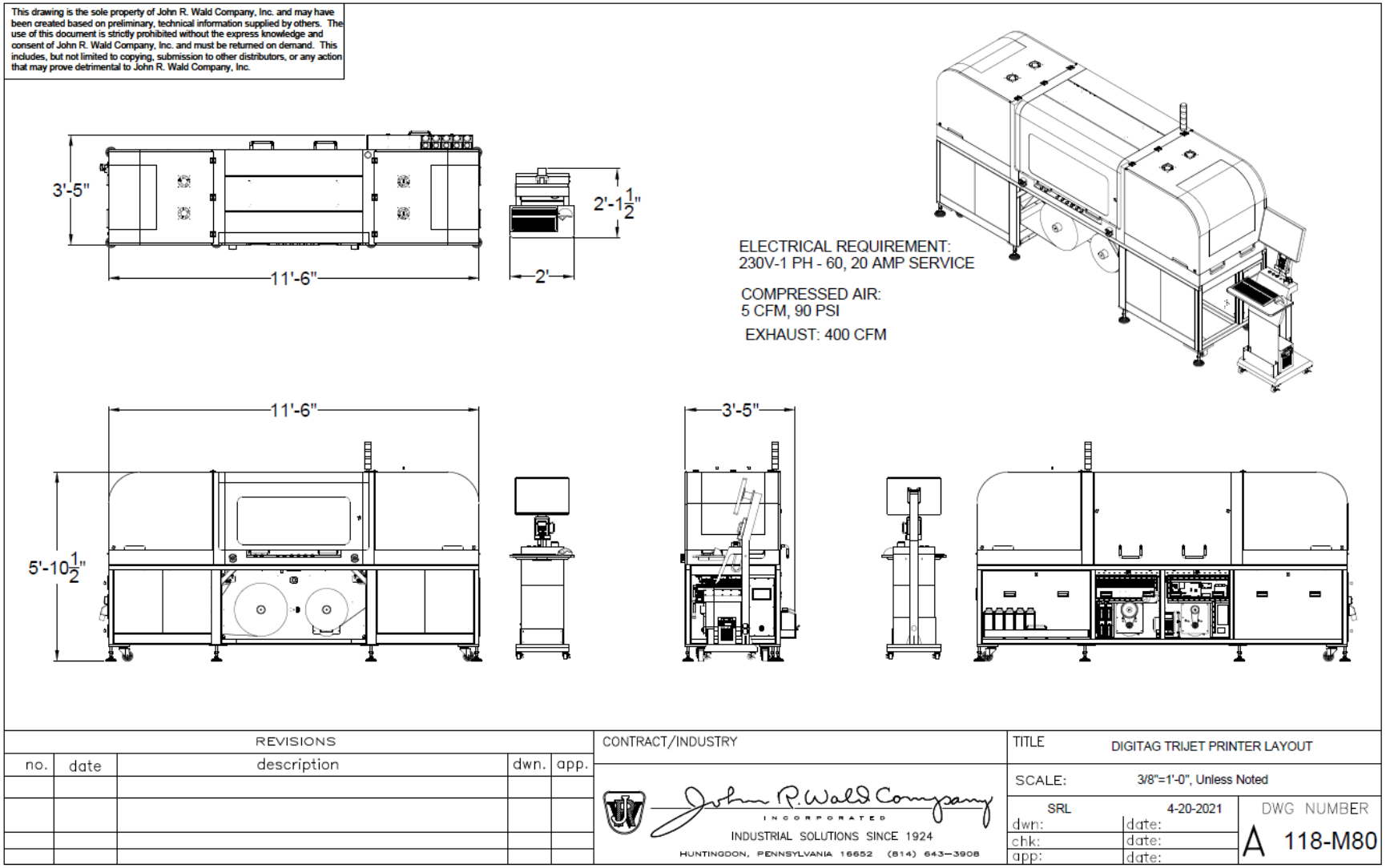
Show Advanced Select:

Total By: Product ☑ Agency ☑ Operator ☐ Year ☐ Month ☐ Week ☐ DOW ☐ DOM ☐ Date ☐ Hour ☐

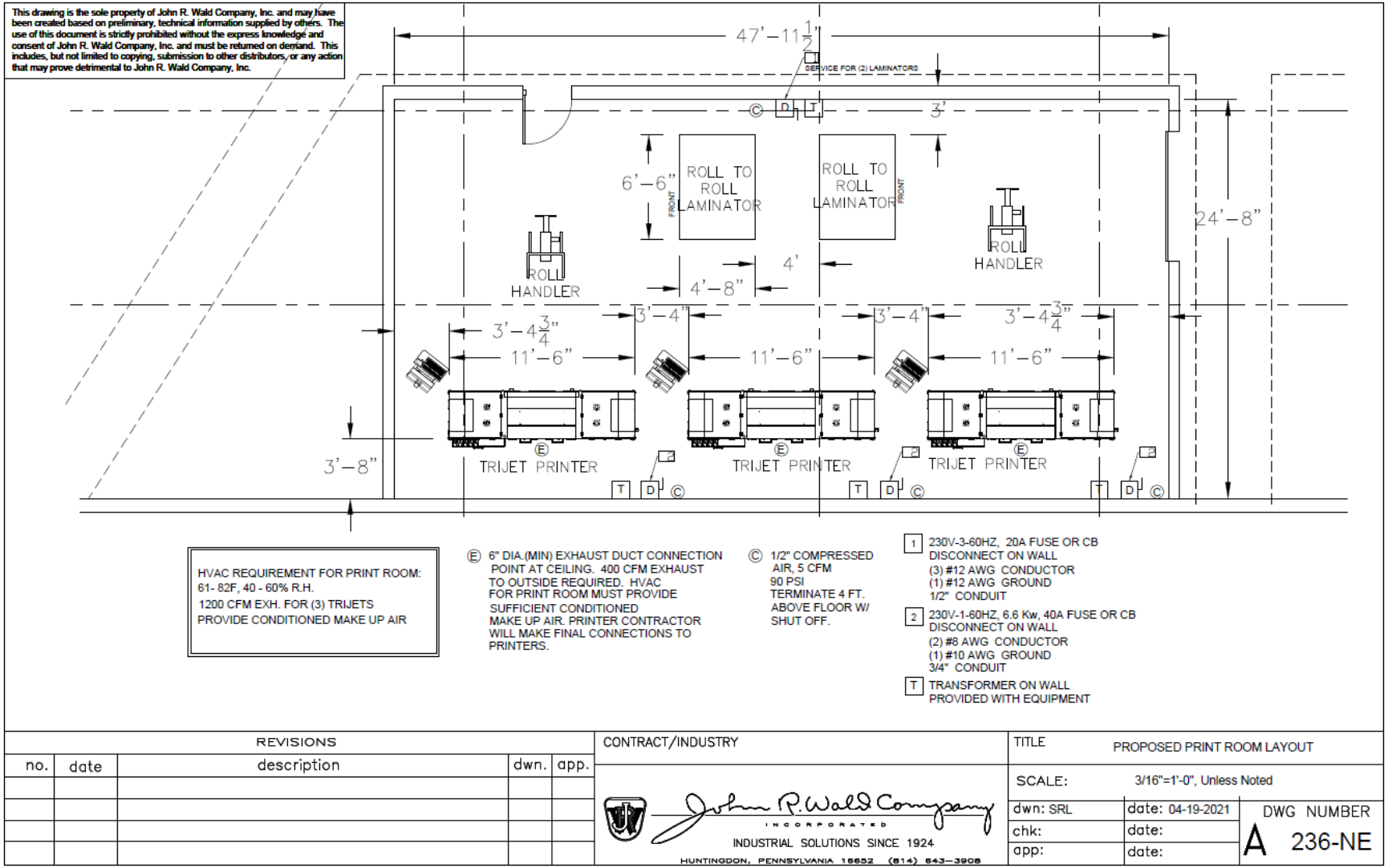
Include Rows w/Zero Totals:

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

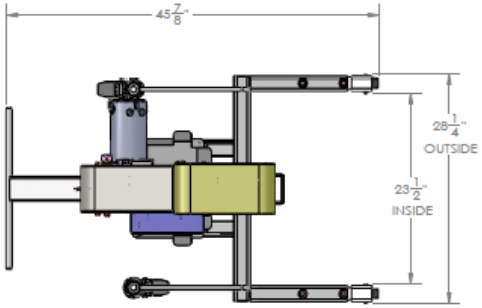
Trijet Printer Layout Diagram

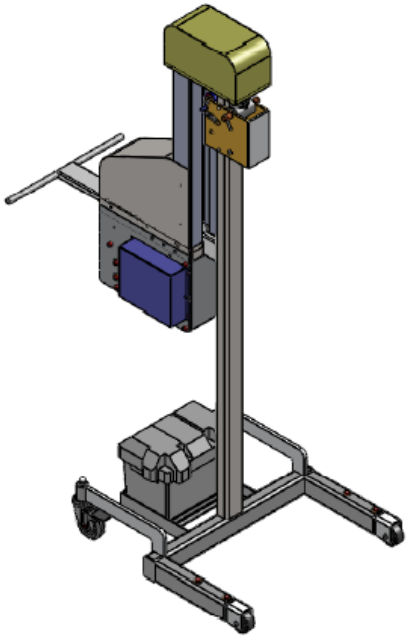


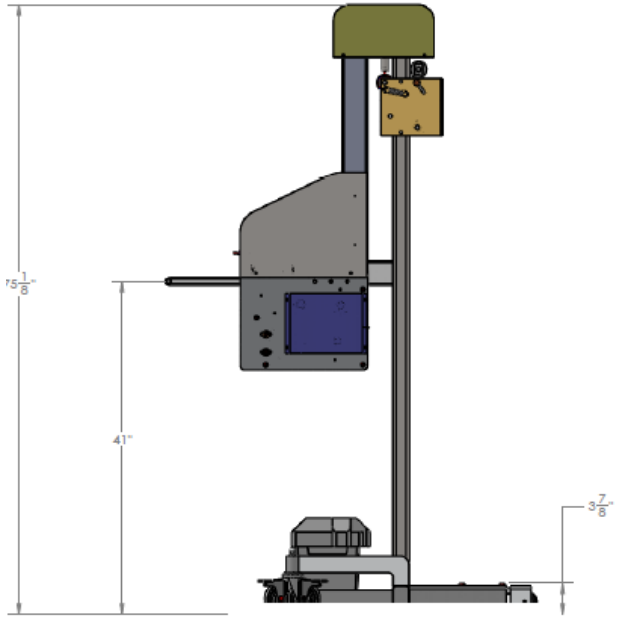
Proposed Print Room Diagram

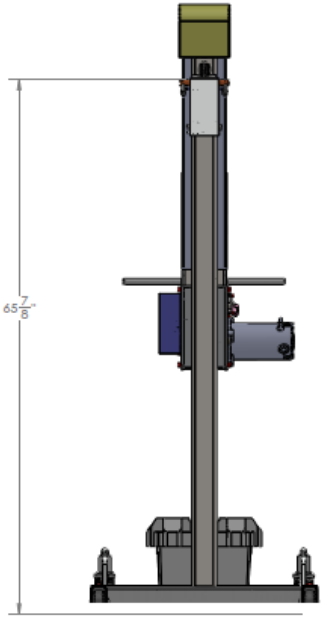


MH400CE Main Assembly









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)

SAMPLE

03/18/2021

Expiration Date	License No	Decal	Reg. Weight	License Type	Year 1st Reg.
03/31/2022	ITITEST	0001	5000	TRK SM STANDARD	2010
ND Title No.	Yr. Model	Make		Model	
0000001	2008	FORD		ESCAPE	
Vehicle Identification Number		Vehicle Sub-Type		Registered County	Unit No.
TEST1VIN2TEST3VIN		SUV		MORTON	TEST

1 - 1

Registered Owner or lessee
SAMUEL L SAMPLEFORM - OWNER
SUSAN B SAMPLEFORM - LESSEE

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

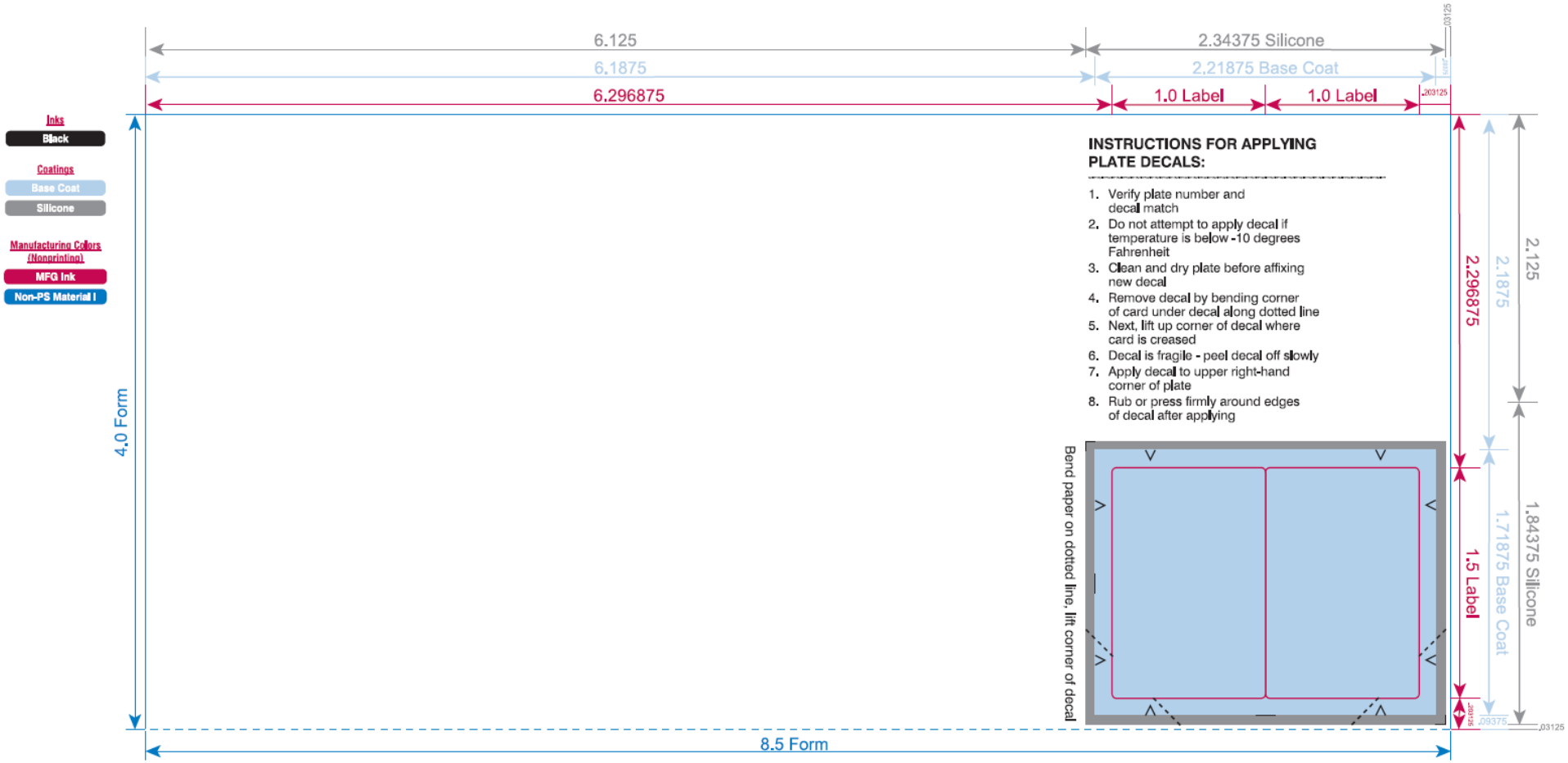
DEPUTY DIRECTOR FOR DRIVER SAFETY

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

Bend paper on dotted line, lift corner of decal

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	AGE	ISSUE DATE	PUR DATE	COUNTY	TP	PL YR	PLATE	PL TP	WEIGHT	PR YR	LS	TYPE	PRIOR YR PL
11	10	03/18/21	07/04/10	02 - ALLEN	R	22	INTEST01	SP	10	21	Y	SP	INTEST

EXPIRATION DATE	MUNICIPALITY	VEHICLE YEAR	MAKE	MODEL	VEHICLE IDENTICATION NUMBER	TYPE	COLOR
03/31/22	COUNTRY CLUB HEIGHTS	1994	PON	FIR	TEST1VIN1TEST1VIN	SP	WHI/WHI

	EXTAX	EX CREDIT	DAV CREDIT	NET EX TAX	CO. WHEEL/SUR	MUN. WHEEL/SUR	STATE REG FEE	ADMIN FEE	TOTAL
CURRENT YEAR TAX	21.00	0.00	0.00	21.00	0.00	0.00	21.05	6.95	49.00
PRIOR YEAR TAX	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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

123456

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

COMMONWEALTH OF KENTUCKY
TRANSPORTATION CABINET
transportation.ky.gov

Andy Beshear
GOVERNOR

Jim Gray
SECRETARY

August 27, 2020

Mr. Drew Nicholson
President/Chief Operating Officer
Intellectual Technology, Inc.
2980 East Coliseum Blvd.
Fort Wayne, Indiana 46805

Dear Mr. Nicholson and the Intellectual Technology, Inc. Team:

On behalf of the Kentucky Transportation Cabinet ("KYTC"), elected County Clerks, and the citizens of Kentucky, I want to thank the Intellectual Technology, Inc. ("ITI") Team and partners for stepping up and assuming early license plate production as COVID unexpectedly forced closure of Kentucky Correctional Industries ("KCI") at Kentucky State Reformatory at LaGrange in mid-July.

Your commitment to helping Kentucky during this emergency has allowed Kentucky to maintain license plate inventory across the state. KYTC understands and appreciates the level of effort and coordination ITI had to engage to help us at this critical time. Kentucky would have been out of license plates this week, but instead the new "flat plates" are being received and shipped to County Clerks for issuance. While this was certainly not "Plan A," the new plan has allowed us to mind-the-gap in plate production and it will allow an easier transition at KCI in the upcoming weeks.

Kentucky is looking forward to the full implementation of the Flat Plate Project as it will provide many efficiencies to Kentucky license plate production process and services to County Clerks and the public. I look forward to meeting you when we get back to more normal operations.

Thanks again for stepping-up for Kentucky and being a partner with the state.

Cordially,

Jim Gray
Secretary

c: Mike Hancock, Deputy Secretary
Jamie Emmons, Chief of Staff
Sarah Jackson, Real ID Project Manager
Matt Cole, Acting Commissioner, DVR
Brian Ingle, Division Director, DVR
Heather Stout, Executive Director, OIT
Steve Coffey, OIT Contractor

AN EQUAL OPPORTUNITY EMPLOYER M/F/D

Science.
Applied to Life.™

State of Nebraska
State Purchasing Bureau

License Plate Printing Line and/or Optional License Plate Fulfillment System
RFP no: 6494 Z1

PROPOSAL 2, OPTION 3

ORIGINAL

May 4, 2021

3M Transportation Safety Division

3M Center, 225-4N-14
St. Paul, MN 55144
www.3M.com

May 4, 2021

Ms. Annette Walton
Nebraska State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508

Regarding: Solicitation Number RFP 6494 Z1, License Plate Printing Line and/or optional License Plate Fulfillment System

Dear Ms. Walton,

3M Company is pleased to submit its proposal in response to the State of Nebraska (RFP) for License Plate Printing Line (Option 1) and License Plate Printing Line with Fulfillment (Option 3). We welcome the opportunity to assist the State of Nebraska in achieving its license plate manufacturing and fulfillment goals and to further our commitment to the State in offering 3M's Digital License Plate equipment and system and optionally a fulfillment solution.

3M is confident that its Option 1 and Option 3 responses meet the requirements as set forth in the State's RFP. 3M is proud to have continuously served the State of Nebraska for over 20 years with products and services for license plates. For over half a century, 3M Transportation Safety Division has been an industry leader in license plate consumables, production, and equipment. 3M has developed business relationships with many U.S. State Departments of Transportation, Departments of Corrections, and with Road and Transportation Authorities and have built a reputation for quality products, outstanding service, and technical innovation.

We look forward to the next steps in the State's procurement process.

Sincerely,

Maria Paraschou
Senior Proposal & Contract Manager
3M Transportation Safety Division
3M Center, Building 225-4N-14
St. Paul, MN 55144-1000
mparaschou@mmm.com

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OPTION 3

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:
		3M	**3M proposes order of preference as follows:** **1. Amendments and addendums to the Contract and Contract** **2. Proposal** **3. Amendments to original solicitation** **4. Question and Answer** **5. Original RFP**

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:
3M			

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:
		3M	If a product is substituted upon mutual consent, 3M would like to reserve the right to negotiate pricing of a replacement product. 3M alternative language proposal: 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.

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:
3M			

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:
3M			

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:
		3M	3M requests the following language be added to this section: 3M WILL NOT, UNDER ANY CIRCUMSTANCES, BE LIABLE FOR SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO, LOSS OF PROFITS) IN ANY WAY RELATED TO GOODS, SERVICES, AN ORDER, OR ITS TERMINATION, REGARDLESS OF THE LEGAL OR EQUITABLE THEORY ON WHICH THE DAMAGES ARE SOUGHT.

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:
3M			

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:
3M			

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:
		3M	Under Item 1. General: 3M's liability for any and all claims or claims brought under this contract shall be strictly limited to a cap on any and all claims, with not to exceed damages limited to the amount paid under the Contract during the term of the Contract, regardless of legal or equitable theory giving rise to such claim. 3M's indemnity obligation is limited in scope to third-party claims, be aligned with 3M's obligations under the agreement, be limited to other limitations expressly asserted in the agreement, and 3M expressly excludes obligations to the extent any claim is caused by the act or omission of the customer or other third party (other than 3M's subcontractor or representative). Item 2., Intellectual Property. 3M proposes the following language edits: **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.~~ The Contractor will notify State of any infringement claim that will affect the State's use of the Licensed Software. 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.~~

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:
3M			

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:
3M			

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:
3M			

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:
3M			

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:
3M			

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:
3M			

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:
3M			

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:
3M			

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

1. Transfer all completed or partially completed deliverables to the State;
2. Transfer ownership and title to all completed or partially completed deliverables to the State;
3. Return to the State all information and data, unless the Contractor is permitted to keep the information or data by contract or rule of law. Contractor may retain one copy of any information or

data as required to comply with applicable work product documentation standards or as are automatically retained in the course of Contractor's routine back up procedures;

4. Cooperate with any successor Contactor, person or entity in the assumption of any or all of the obligations of this contract;

5. Cooperate with any successor Contactor, person or entity with the transfer of information or data related to this contract;

6. Return or vacate any state owned real or personal property; and,

7. Return all data in a mutually acceptable format and manner.

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

III. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
3M			

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:
3M			

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:
3M			

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:
3M			

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:
		3M	3M proposes the following language be added to this section: State acknowledges that the Software and all copyrights thereto are the sole and exclusive property of 3M, and that the State has no right, title or interest in the Software except as expressly provided in this Agreement. The State will be issued an End User License Agreement (example attached in 3M exhibit attachments) to use the proprietary software.

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:
		3M	For Commercial General Liability coverage, 3M's cert will provide $10M in contractual, products and completed operations coverage, but will not break out these coverages separately as indicated below. Insurance for a criminal sexual act (Abuse & Molestation) is not part of 3M's insurance program and is not the type of coverage a technology and manufacturing company like 3M would purchase. 3M's coverage does not extend to independent contractors. Excess coverage is stricken since our CGL coverage is $10M, a much higher limit than the $2M required. 3M is unable to provide waiver of subrogation rights in favor of the State. 3M is unable to grant the State with additional insured status.

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

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

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

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.

1. 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 contactors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. **The policy shall include a waiver of subrogation in favor of the State. The COI shall contain the mandatory COI subrogation waiver language found hereinafter**. The

amounts of such insurance shall not be less than the limits stated hereinafter. For employees working in the State of Nebraska, the policy must be written by an entity authorized by the State of Nebraska Department of Insurance to write Workers' Compensation and Employer's Liability Insurance for Nebraska employees.

2. 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
If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.	
WORKER'S COMPENSATION	
Employers Liability Limits	$500K/$500K/$500K
Statutory Limits- All States	Statutory - State of Nebraska
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."	

3. 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.

4. 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:
		3M	3M proposes the following language: The Contractor will directly and indirectly manage overcharge claims, exercising control and oversight related to antitrust violations in connection with this contract, which arise under U.S. and Nebraska State antitrust laws

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:
3M			

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:
3M			

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:
3M			

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.

1. 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:
3M			

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 (Statutory)

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

N. DISASTER RECOVERY/BACK UP PLAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
3M			

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:
3M			

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:
3M			

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:
		3M	Alternate added language proposal for Item 4, below: Failure by the Contractor to remedy security issues discovered may be considered a breach of this Contract, with the State reasonably taking into account Contractor cooperation and efforts to mitigate and resolve security compromises**.** Item 9., below, where the word source code is used: 3M proprietary software and related source code shall remain the property of 3M. State will sign the End User License Agreement (EULA) to use the software. Example EULA attached in 3M exhibits, Exhibit T.

1. 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.

2. 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.

3. The Contractor shall take all actions necessary to protect state data, materials and information from exploits, inappropriate alterations, access or release and malicious attacks.

4. Immediately upon becoming aware of a data compromise, or of circumstances that could have reasonably resulted in unauthorized access to, disclose 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.

5. 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.

6. 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.

7. 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.

8. 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.

9. 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.

10. The Printing Line shall operate within a closed State network, "STONE", including the staffand 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 thoseneeds.

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 (Statutory)

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:
3M			

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:
3M			

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 (Statutory)

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:
3M			

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.

RFP 6494 Z1 -Terms and Conditions
3M Response

Item	Document Description	Section Description	Page Number	3M's Explanations/Exceptions/Qualifications
1	RFP for Contractual Services, Scope of Service	Proposal Instructions, Page ii of solicitation.	ii Last paragraph in this section	3M proposes adding the language in bold to the proposed paragraph: Any entity awarded a contract or submitting a proposal or response to the solicitation agrees not to sue, file a claim, or make a demand of any kind, and **should 3M be negligent in connection with this contract, proposal submission and/or solicitation, it will indemnify and hold harmless** the State and its employees, volunteers, agents, and its elected and appointed officials from and against any and all 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, sustained or asserted against the State, arising out of, resulting from, or attributable to the posting of the contract or the proposals and responses to the solicitation, awards, and other documents .
2	Procurement Procedure	I. Procurement Procedure M. Prices	5 of 49	Price Adjustments: Utilizing industry accepted indices like the Producer Price Index (PPI by commodity for Finished goods less Food and Energy) has long been recognized to support price escalation increases. As a manufacturer, PPI correlates closely to 3M costs in determining any change in prices. We respectfully request NE consider PPI. Comments on this statement: The supporting documentation must clearly establish the increase justification and that the increase is for all customers. Due to the customized nature of the statement of work, custom solution and matched components of the products of this RFP/Proposal, and that customer pricing is proprietary, lowest or best pricing is not applicable or possible.
3	I. Procurement Procedure	I. Procurement Procedure AA. Lump Sum OR "ALL OR NONE" PROPOSALS	8 of 59	3M proposes an entire solution. Any individual lines have been priced as matched components to the solution. If there is a desire to purchase only specific line items, 3M is willing to price based on availability, quantity of individual items and timing.
4	V. Project Description and Scope of Work	H. 1. a. i. and N.1.a.i. Final Layout Blueprints	38 & 44 of 59	The Milestone 1. Final Detailed Project Plan pricing does not include final layout blueprints of every office, but does include information on the printer such as printer dimensions, a drawing of the printers, the space requirements for each printer, and printer utility requirements. In addition, the Milestone 1. Final Project Plan price does include the vendor putting in network drops for each printer."

3M Response RFP Sections V Option 3

V. PROJECT DESCRIPTION AND SCOPE OF WORK

The bidder should provide the following information in response to this solicitation.

A. COMPOSITION OF THE REQUEST FOR PROPOSAL

This RFP is composed of two elements: License Plate Printing Line (Option 1) and/or optional License Plate Fulfillment System (Option 2). Bidders may respond to a single element (Option 1 – License Plate Printing Line_) or Option 2 License Plate Fulfillment System or both elements (Option 3 License Plate Printing Line AND License Plate Fulfillment system. The State will evaluate all conforming proposals. A highest scoring bidder will be identified for each of the options (1, 2, and 3). The State reserves the right to award any and all options at its sole discretion. Bidders must submit a complete and separate response for each option they are bidding. The expected completion date for this project is requested on or before July 21, 2021.

The project will focus on two elements, the Printing Line, and the Fulfillment System.

1. Option 1 License Plate Printing Line

This element shall cover raw materials, equipment, installation, and maintenance of the new License Plate Printing Line. Old equipment shall be removed and new installed. This system shall be defined as a group of machines, hardware and software that handles the printing of the sheeting, and electronics processing, servers and interfaces to the DMV VicToRy system, and the JD Edwards E2 programs as necessary.

2. Option 2 License Plate Fulfillment System

This element shall cover raw materials, equipment, installation, and maintenance of the new license plate fulfilment, hardware, software and printers. This system shall be defined as a group of printers, hardware and software that handles the electronic processing, printing and validating of the license plate registration documentation, necessary servers and interfaces to the Department of Motor Vehicles (DMV) VicToRy system, and the JD Edwards E2 programs as needed.

3. Option 3 Both License Plate Printing Line AND License Plate Fulfillment System

Includes all requirements of both Option 1 and Option 2.

B. TECHNOLOGY REQUIREMENTS FOR ALL OPTIONS

1. The Contractor will utilize OCIO enterprise environment including virtual machine, storage area network (SAN), and State WAN/LAN.

a. The Contractor will use the State virtual environment to achieve redundancy in addition to whatever solution the Contractor chooses. Every virtual instance of a server or network appliance will have a redundant instance running on a separate physical VM server. Servers will be configured such that redundant pairs are connected to different power and network equipment.

b. The SAN is a single piece of equipment and is a self-contained redundant storage system. It has redundant power supplies and network connections. The SAN has included additional drive(s) and will serve as the global hot spare in the overall array.

c. The Contractor will use the environment to ensure consistency across Development, Quality Assurance, User Acceptance Test, and Production environments. The Quality Assurance environment will reflect all workstations, tablets, and peripherals.

d. The Contractor will be responsible for managing the hardware configurations on the State-owned hardware.

3M-BIS Response: 3M proposes the following:

- 3M to install 3M provided production servers, with our software and 3M provided Microsoft licenses into the NE server room.
  - 3M provides three separate servers for:
    - Domain Controller
    - Application Server
    - SQL Database Server
- 3M will keep the 3M QA or Test environments at a 3M facility for easy access to development and QA/testing of the system installed in Nebraska.
- To fully test the system and confirm its operation, 3M will setup the 3M system servers at a 3M facility before shipping the complete system to Nebraska. Once the 3M system

arrives at the appropriate Nebraska facility, the 3M team will work with NE IT team for installation and connection to their network.

- Nebraska to provide VPN access to our servers.
- Use the Nebraska VM environment for backup of the system production system. 3M to work with Nebraska IT staff to setup and configure the Nebraska VM environment so the 3M system will function correctly.
- 3M system to use Nebraska' active directory.
- Nebraska IT personnel are not allowed to access the 3M production system without contacting 3M and being granted access by the appropriate 3M personnel. This ensures the 3M system will operate as needed and expected and will not be impacted by any inadvertent changes to the 3M system.

3M subcontractor BIS will use the State enterprise environment as stated for fulfillment system operation. BIS will provide additional redundancy as part of solution design and support procedures. BIS follows PCI, NIST, NASPO and FIPS guidelines and standards, utilizing secured VPNs for remote access to internal networks. Data is stored on BIS servers containing infrastructure designed to provide redundancy and maximum availability to the State. BIS will work with Nebraska IT staff as well to ensure compliance with environment requirements.

2. The State of Nebraska utilizes Microsoft technology as a foundation for all applications. It is required the License plate printing line will use Microsoft Windows 10 operating system and will use Active Directory to control access.

3M-BIS Response: 3M also used Microsoft technical as its foundation for all applications. We propose providing the 3M production system with all the necessary Microsoft licenses needed to operate any of the 3M Systems. This allows 3M to thoroughly test the production system before shipping to Nebraska for installation into the Nebraska data center and the system is used by Nebraska personnel. 3M is willing to negotiate transfer of ownership of the hardware and licenses to Nebraska post award. 3M supplied systems can be setup to utilize Nebraska's Active Directory access control.

3M subcontractor BIS uses Microsoft technology as a foundation for its applications as well. The combined 3M and BIS team will ensure all systems use required Active Directory access control, per Nebraska specifications.

3. The Contractor will be provided with server hardware, Microsoft Server 2016 (or current version), SQL Server 2016 (or current version), VM software, network, SAN storage, and document image capture scanners.

3M-BIS Response: 3M proposes providing the 3M production system with SQL Server 2019 version or higher, which is necessary to provide increased security for the data stored in the SQL Server database. By 3M providing the complete system, 3M can thoroughly test the production system before shipping to Nebraska for installation into the Nebraska data center to ensure the system will function as expected with minimal errors once in use by Nebraska personnel.

3M subcontractor BIS will utilize the hardware, software and network specifications as stated in conjunction with its fulfillment system solution. BIS will coordinate testing with Nebraska IT using these parameters to ensure the system operates as intended and expected.

4. The Contractor will be responsible for the configuration and management of the State-provided Microsoft Server software. All other hardware, software, and software licenses required (except for the hardware and software listed in #3 above) to provide the license plate printing line (services,

system, and solution) shall be the responsibility of the Contractor. The Contractor is required to purchase and maintain all licenses, install, and configure all hardware and software (except for the purchase of the hardware and software listed in #3 above). All products shall be new and shall not be used or refurbished, unless approved by the CSI.

3M-BIS Response: 3M proposes providing the 3M production system with all the necessary Microsoft licenses needed to operate any of the 3M Systems. This allows 3M to thoroughly test the production system before shipping to Nebraska for installation into the Nebraska data center and the system is used by Nebraska personnel. 3M is willing to negotiate the transfer of ownership of the hardware and licenses to Nebraska post award. 3M subcontractor BIS understands this State requirement and will coordinate configuration with 3M and Nebraska IT. BIS will work with the State-provided server software as needed for system integration and data exchange so that it efficiently runs all necessary fulfillment programs.

5. License Plate Printing Line and License Plate Fulfillment System will use role-based permissions controlled through the State of Nebraska Active Directory for access and the inmate domain address book.

- **a.** Users not authorized to use features of the solution should be prevented from doing so. Role-based access and software will ensure users' workflows are supported only for those functions for which they are responsible/authorized.
- **b.** CSI will determine which functions and features are available to each role.
- **c.** Identified roles include:
  - **i.** Administrative Staff
  - **ii.** Supervisory Staff
  - **iii.** State Technical Staff
  - **iv.** Training Staff
  - **v.** DMV Help Desk Staff
  - **vi.** OCIO Management
  - **vii.** External/ Contractor Technical Support
  - **viii.** Restricted Domain User
  - **ix.** Satellite State/ County User
- **d.** The role base access shall be modifiable and allow new roles to be defined as needed. Additional user types/roles may be identified during the course of the implementation.
- **e.** The software shall provide for a complete audit trail for all users and transactions.

3M-BIS Response: The 3M systems include application specific role-based security to manage which users get access to which portions of each application. The 3M provided systems can be connected to Nebraska's active directory. 3M feels it best that 3M control the server and workstation logins as those will be 3M supplied equipment. In addition, 3M Plate Builder does include logging of user access and some transactions and upon contract award 3M will work with the Nebraska IT team to fully understand the logging requirements and determine the best method for achieving those requirements.

3M License Plate Fulfillment System subcontractor Business Information Systems (BIS) manages security to systems and applications with active directory permissions to ensure only properly authorized roles have access. All interaction with BIS systems is logged and trackable using audit trail reporting. BIS requires user authentication to access APIs.

BIS can configure a training staff-style setup where most users are restricted from accessing and using designated program modules. As part of system implementation, BIS will customize role-based permissions that meet State access requirements. BIS has extensive experience working with the State of Tennessee and their active directory that will directly translate to the Nebraska project. BIS will work with Nebraska IT to configure system architecture in a way that preserves security for the State, protects 3M system integrity and affords proper data protection for all parties.

6. End user hardware will access the State network through both wireless and wired connectivity. The OCIO operates an IP network. Servers will have a fixed IP address. The Contractor must provide a mechanism for the user to change the IP address on all network devices..

3M-BIS Response: The 3M production systems can use pre-configured IP addresses provided by Nebraska, which are used for all testing of the 3M system before shipment to Nebraska. 3M recommends that once IP addresses are agreed to by 3M and Nebraska during pre-deployment discussions, they not be changed unless required by Nebraska during the 3M system install process. However, changing IP addresses, after the system has been thoroughly tested may result in some additional work and testing during/after the 3M system is completely installed and operational to ensure proper system function.

BIS recommends that the State contact BIS support staff when changing IP address to ensure doing so does not negatively impact program operation. BIS will comply with this requirement and provide a mechanism for the user to make this change with the assistance of application support specialists.

7. If the solution is web-based, the solution shall be supported by an evergreen version of browsers, including but not limited to, Internet Explorer/Edge, Google Chrome, Mozilla Firefox, and Safari.

3M-BIS Response: 3M tests the production system with Microsoft Edge, Google Chrome, and Internet Explorer 11 and above. 3M recommends users that access the 3M production system use one of these browsers to ensure proper system function.

3M subcontractor BIS tests updates using multiple browser versions as part of QA protocols. BIS will support the fulfillment line solution on the stated browsers as well and will test updates using multiple versions of each.

8. For all computerized system components, the Contractor must provide the most recent software version, in consultation with the CSI, and an updating control process that ensures all production machines are set to the correct version.

3M-BIS Response: 3M tests the production system with current Microsoft software. Before any system software is upgraded, 3M needs to test the system to ensure proper function with the updated system software. Upon contract award and during the pre-deployment discussions, 3M will provide the current Microsoft versions being used to the Nebraska IT team.

For fulfillment, BIS will provide the State with the most recent version of its solution, provided it has passed BIS release testing and procedures. BIS rolls out system updates for applications and print drivers only after version testing has taken place successfully. The 3M subcontractor's hardware and software patch management strategy is in line with the NIST Cybersecurity Framework. BIS' focus on continual application-level software improvements will ensure the State has the most recent fulfillment software version.

BIS performs system upgrades and maintenance during periods of lowest use, typically Sunday mornings between 1am and 4am. Each upgrade release will follow BIS' consultation with 3M, CSI and Nebraska IT.

9. The State will be responsible for providing the communications network from the devices to the State Backbone. The Contractor must supply the appropriate network interface card necessary for each workstation or device placed upon the State Network. All devices shall use static IP addressed provided by OCIO during the implementation phase.

3M-BIS Response: 3M provides its hardware with network interface cards. See 3M's response to item #6 above regarding IP addresses. 3M will work with the Nebraska IT

team to determine the best method for connecting the 3M production system to the Nebraska state network using Nebraska's Active Directory system.

BIS supplies all network printers for fulfillment with pre-assigned IP addresses and will coordinate those with OCIO during implementation. This will apply to both centralized and decentralized fulfillment units.

10. The system must support real time/near real time operations. That is, changes to data or the status of processes should be immediately available in the system. System operations should not constrain the processes supported by the system. All workstations must retrieve and view image files on-line in real-time for identification of applicants.

3M-BIS Response: Data added or updated in a 3M system are updated upon execution of the process doing the add or update. That data is then available to other users or systems, including workstations used by operators and users of the 3M systems. However, 3M recommends that reporting be performed upon completion of license plate order and run list processing to avoid performance issues resulting from large database queries used to generate certain reports.

The BIS fulfillment solution will display dynamic updates reflecting changes within the system as well as real-time updates for environments with API data integrations. BIS recognizes that quick system updates are especially critical for decentralized printer locations when a customer may be present at the counter. BIS will coordinate real-time updates of data and status of processes for those machines and for specialized plate production where barcode scan triggers the data change.

11. A properly documented and approved Virtual Private Network (VPN) request to the State Chief Information Officer and must be executed before the establishment of the management VPN.

3M-BIS Response: 3M and BIS will work with the Nebraska IT team to confirm the properly documented VPN request is submitted to the State Chief Information Officer.
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12. The Bidder must supply a reporting mechanism to remotely audit the software and hardware configuration of workstations attached to License plate printing line. This may be used by both CSI, its designee, technical staff and Bidder technical support personnel in ensuring updates have been installed, troubleshooting workstation errors, ensuring integrity of workstation installation, and prevent the installation of unauthorized software at remote locations.

3M-BIS Response: 3M will provide a list of all software and hardware included with the 3M production systems. Any updates to either the software or hardware will be documented and provided to Nebraska.

3M subcontractor BIS will supply the required reporting mechanism for audit of software and hardware configuration. BIS will notify the State, CSI and 3M ahead of any system update through the preferred means of communication determined during the pre-implementation requirements phase.

13. No Off-Shore Development and Hosting of State Data: The Contractor must protect all production data, application development, and card production in a manner that complies with the information security and physical security requirements of 6 CFR 37. CSI requires all data to be stored within the computer environment hosted by the State of Nebraska. CSI requires the development and maintenance of applications for CSI be performed within the United States. This restriction also applies to disaster recovery, any disaster recovery plan must provide for storage entirely within the Unites States of America.

3M-BIS Response: There is no Off-Shore development resources used for the 3M provided systems. Since the 3M system will be installed in a Nebraska data center, no data will be stored Off-shore. Regarding security - 3M's Systems have been created using 3M selected security and privacy capabilities based on security best practices. 3M does significant security scanning/testing of the 3M Plate Builder system and all critical and high severity issues are reported and fixed. The following are the primary security features of the 3M Plate Builder and DVRS Systems:

- User ID and Password required for every user of the system
- Minimum Password length and complexity can be set and enforced
- Role based user ID assignment, limiting access to only the functionality needed to perform role
- Password lockout after three attempts (then admin must unlock the account)
- Uses Hypertext Transfer Protocol Secure (HTTPS) instead of HTTP for all access to the application
- Uses Security Certificate
- Data encrypted at rest and in transit

These security and privacy capabilities have recently been enhanced and provide a high level of security for the 3M Systems and the data stored in those systems. As with any system, physical access to the system will need to be limited so that unauthorized personnel cannot gain access to the 3M servers. Upon contract award, 3M proposes to review the 3M Systems privacy and security capabilities in detail with the Nebraska's IT team to better understand how it meets Nebraska's security requirements. In addition, 3M will work with the Nebraska IT organization to identify how best to manage the physical security of the 3M Plate Builder servers and other hardware provide by 3M.

All development and maintenance occur in the US and that includes any disaster recovery site that may be used.

3M subcontractor BIS uses no off-shore development or hosting. BIS operations comply with all PCI, NIST, NASPO and FIPS guidelines and standards and will comply with the information and physical security requirements of 6 CFR 37. BIS backs up all system data transferred or stored at its company headquarters in northeast Tennessee, with off-site redundant replication at its Tier III secure disaster recovery location in southwest Virginia.

BIS operates using daily, weekly and monthly backup schedules directed by the company's disaster recovery protocol. This policy details supported, continual operation of the BIS Disaster Recovery Data Center (DR), which is equipped with redundant power, primary and secondary air systems and monitoring systems for humidity, smoke, water, temperature and electrical voltage regulation. In addition, it is outfitted with physical security barriers to entry, including digital video monitoring and keycard-only access. All access to BIS' DR center is logged and the DR network utilizes an extensive firewall system.

14. The solution must be available 24 hours a day, 7 days a week. Performance must be maintained regardless of any maintenance, back up, or other activities.

3M-BIS Response: 3M's systems are available to users when needed except when scheduled maintenance is being performed. 3M will coordinate all maintenance and support work with the Nebraska IT team to ensure any maintenance work has minimal impact on any Nebraska users.

3M subcontractor BIS designed its proposed fulfillment line solution with infrastructure to provide redundancy and maximum availability. BIS develops its systems to maintain high performance, regardless of maintenance or backup activities. System maintenance and patch rollout to BIS solutions is scheduled during periods of lowest program activity, most often Sunday mornings between 1am and 4am, after notification to partners.

C. PERFORM IMPLEMENTATION FOR ALL OPTIONS

1. The Contractor shall be responsible to provide supervision, labor, rigging and transportation services as necessary to install the new equipment, including but not limited to:

- **a.** Personnel to properly assemble/install all new industrial equipment and accessories.
- **b.** Provide for a test environment to allow validation of performance before any go live execution.
- **c.** Contractor's personnel shall conduct operational tests to ensure the equipment is operating in the intended manner. The Contractor's personnel shall be thoroughly qualified and experienced in the type of work and the environment in which the work is to be performed. Any personnel working or delivering to the job site will be required to submit Attachment One Personal Information for Security Check NCDS form DCS-A-per-002-pc
- **d.** The Contractor shall be responsible to make repairs and restore the building and/or facilities to original condition, and for any damage that results from installation of Contractor-installed equipment and relocation of current equipment.

3M-BIS Response: A 3M team will travel to Nebraska to install all new equipment, hardware, and software at the appropriate Nebraska site. All 3M systems are tested at a 3M facility before being shipped to a customer. In addition, 3M will maintain a test environment at a 3M facility so all updates to the Nebraska system can be tested before updating the production system. The 3M team has significant experience upgrading, installing, and getting a production system operational. Each 3M team member that will be accessing a Nebraska facility will submit a personnel information security form.

BIS implementation teams will provide on-site coordination, testing and training during fulfillment systems installation. BIS employees will submit all information required by the State and complete security checks prior to implementation.

D. PROVIDE POST IMPLEMENTATION SUPPORT FOR ALL OPTIONS

1. The Contractor shall provide CSI with the following data and services to assist in the start-up of operations, ensuring satisfactory implementation of the project:

- **a.** Manuals - Two complete sets of operation, program files and parts manuals shall be provided for all Contractor provided equipment. Manuals should be bound in a heavy-duty three-ring binder with equipment indexed according to the specifications and drawings, or a printable electronic copy may be acceptable. All revisions or custom modifications to programs or scripts shall be documented and controlled via unique revision identifiers.
- **b.** Training: Technical Services (Equipment) -After the completion of the installation, the Contractor shall provide technical supervision for a period of three (3) man days (8-hour business day) to train the CSI's personnel and detail workers in the operation and maintenance of the new equipment.
- **c.** If, at end of the designated training period, additional training is required, the Contractor shall provide the necessary services as needed at their standard rates.

3M-BIS Response: 3M includes a 3M Plate Builder maintenance and support agreement which indicates the post implementation support that 3M will provide for the 3M systems provided to Nebraska. 3M can provide the various manuals needed to operate the 3M system. The 3M team will remain on-site at the Nebraska facility for 3 business days to train the appropriate Nebraska staff on the operation and maintenance of the 3M provided systems. Should additional training be requested, 3M will provide to Nebraska at the rate indicated in the Cost Proposal.

3M subcontractor BIS will provide operating manuals for the fulfillment system during installation. BIS practice is to send in-program and email updates to operating manuals

whenever substantial updates are made and makes these materials available online and within applications. BIS provides training on-site during implementation, remotely as part of solution support and via telephone during Help Desk hours of operation. BIS will arrange additional on-site training for the State, if needed.

2. The Contractor shall provide unlimited telephone technical support as required for the duration of the contract. Telephone support shall be available Monday thru Friday 7am-5pm CT. Calls shall be returned per the CSI Emergency Response Levels.

a. CSI Emergency Response Levels:

i. **Critical** – Line down with order backlog
Requires 2-hour maximum call back response
Next Day AM parts delivery
48-hour maximum lead time to have on-site support if needed to resolve issue

ii. **Urgent** – Line down No / Minimal order backlog
Requires 2-hour maximum call back response 7 am to 5 pm Monday to Friday non-Holiday
Next Day parts delivery
48-hour Monday to Friday non-Holiday on-site support if needed to resolve issue

iii. **Issue** – Line malfunction or non-optimal operation
8-hour maximum call back response 7 am to 5 pm Monday to Friday non-Holiday
2-day parts delivery
1-week Monday to Friday non-Holiday on-site support if needed to resolve issue

iv. **Information request –**
Service, maintenance, how to or operational questions
8-hour maximum call back response 7 am to 5 pm Monday to Friday non-Holiday.

3M Response: See the attached maintenance and support agreements which define level 1 through 4 issue severity definitions which correspond well with the CSI emergency response levels above.

3M subcontractor BIS provides fulfillment solution support for routine technical and emergency matters. The BIS Help Desk, staffed with full-time, in-house employees will be available to the State by phone and online weekdays from 8am to 6pm EST and on Saturdays from 8am to 1pm EST. BIS will provide emergency fulfillment line support services to Nebraska 24-hours a day, 7-days a week. BIS support policies and issue escalation protocols correspond with CSI Emergency Response Levels are discussed more thoroughly in the Attachment A response.

E. PROJECT ENVIRONMENT OPTION 1 - LICENSE PLATE PRINTING LINE

The license plate printing will be located within the License Plate Shop on the secure side of the Nebraska State Penitentiary in Lincoln, NE. The Contractor should expect minimal supervised contact with incarcerated individuals.

License plate printing environment.

1. The existing license plate printing line may be viewed at https://www.youtube.com/watch?v=AW6eoQ6ms6g&feature=youtu.be

2. Standard Utilities and working conditions in the License plates shop include:

a. Compressed air at 120 PSI line pressure with enough system head room to supply approximately 20 CFM.

b. Electrical Power is available in single phase 120V and 3 phase 240V. Two 30 Amp disconnects and breaker panel for 230 volts 120 Volt service are located in the same room.

c. The floor is approximately 8-inch-thick concrete slab with some unspecified area(s) of reinforced foundation.

d. The work area is heated and air conditioned.

e. A 4000# @ 24-inch electric forklift with 42” forks is available for onsite use.

f. The building has doors that are 9 feet 9 inches wide by 12 feet tall
g. Aisles are 6 feet clear access to move equipment in.

3M Response: CSI currently has two 3M DLPs in use at the CSI plate making facility. 3M proposes to keep those two DLP printers in place for Nebraska to continue printing all license plate sheeting as has been done since 2003. Keeping the current DLP's in place allows CSI to continue using all utilities currently in place without upgrading those utilities.

Please note, 3M is developing a Next Generation DLP printer that will be faster, print at a higher resolution and with more print stations than the current DLP printers used by Nebraska. The Next Generation DLP printer will use time tested thermal transfer print technology, which Nebraska is familiar with given the many years of 3M DLP usage. Once the Next Generation printer is available and being tested, 3M proposes to demonstrate the Next Generation DLP to Nebraska and negotiate the purchase of the Next Generation printer to fulfill Nebraska's digital printing needs. In addition, 3M is willing to discuss a trade in of the two Nebraska DLPs for a credit against the purchase of a Next Gen DLP printer(s).

The Next Generation DLP printer will integrate with the 3M Plate Builder software and offers Nebraska an excellent migration path from the current DLPs with Plate Builder to the Next Generation DLP printer. Upon contract award 3M is willing to share specifications, the development timeline, and other details of the Next Generation DLP printer as they become available.

3. The equipment shall be located in a room 46 ft. by 24 ft. with a service door width of 90 inches and height of 82 inches. The ceiling height is nine (9) feet eleven (11) inches.

3M Response: CSI currently has two 3M DLPs in use at the CSI plate making facility. 3M proposes to keep those two DLP printers in place for Nebraska to continue printing all license plate sheeting as has been done since 2003. Keeping the current DLPs in place allows CSI to continue using the current room without making any changes to the room layout

4. All work is to be completed under the institution security policies in effect at that time, See Section III.K. Site Rules and Regulations. This may include:
a. All contractor personnel will be subject to background checks, Security office approvals and searched prior to entry into the facility.
b. All Trucks and equipment must enter a security gate 16 feet wide by 13 feet tall and any additional motorized equipment must be moved outside the security fence at the end of each workday.

3M Response: 3M's DLP technical service personnel have been entering the CSI facility since 2003 and have followed the CSI security policies and will continue to so for the new contract.

5. All tools shall be inventoried and secured in locked storage container each day.

3M Response: 3M understand and agrees to follow all CSI security policies including the daily inventory of all tools and using locked storage to store all tools used to work on the 3M DLP printers.

6. Any device that has the ability to communicate to people or entities outside the institution shall be treated like a cellular device and subject to those same approvals and policies.

3M Response: 3M understands and agrees to this requirement

F. SCOPE OF WORK OPTION 1 - LICENSE PLATE PRINTING LINE

1. Project Parameters:

a. Sites/Facilities for License plate sheeting printing:

Nebraska State Penitentiary
License Plate Facility
14th and Pioneers Blvd.
Lincoln, NE 68542-2500

3M Response: 3M understands and agrees to this requirement

b. Industry/Products to be supplied on service contract, including but not limited to:

- **i.** White Passenger Size, License plate sheeting nominal 12" wide;
- **ii.** Preprinted Graphic Passenger Size, License plate sheeting nominal 12" wide;
- **iii.** 12" nominal clear overlay;
- **iv.** White Motorcycle Size, nominal 7" wide;
- **v.** 7" nominal Clear Overlay;
- **vi.** Cyan Ribbons or cartridges;
- **vii.** Magenta Ribbons or cartridges;
- **viii.** Yellow Ribbons or cartridges;
- **ix.** Black Ribbons or cartridges;
- **x.** Spot Color Ribbons or cartridges; and,
- **xi.** Replacement print heads.

3M Response: 3M has been providing all the Nebraska license plate consumable products listed above since the two 3M DLPs were installed in 2003. 3M will continue to provide these consumables to the state upon contract award.

c. Delivery location for these supply items to be FOB Destination 800 Pioneers Blvd, Lincoln, NE 68502. Delivery hours 8:00 AM and 2:30 PM, Central Time, Monday through Friday except State of Nebraska Holiday's.

3M Response: 3M has been providing the Nebraska consumables to this delivery location since the 3M DLP's were installed in 2003. We will continue to provide the 3M consumables to this delivery location upon contract award.

d. Anticipated annual sheeting usage:

Year	U of M	Graphic	White	Overlay	Motorcycle
2020	Ft	270000	90000	360000	4500
2021	Ft	270000	135000	405000	9000
2022	Ft	810000	720000	1530000	22500
2023	Ft	720000	180000	900000	13500
2024	Ft	90000	45000	90000	10800
2025	Ft	315,000	90000	405000	5000
2026	Ft	297000	100000	397000	5000
2027	Ft	297000	135000	432000	10000
2028	Ft	900000	720000	1620000	25000

3M Response: 3M has the production capacity at the 3M Brownwood Texas facility where the 3M license plate sheeting is manufactured, to meet Nebraska's sheeting needs as indicated in the table above. 3M has been providing similar quantities of sheeting to Nebraska since the DLPs were installed in 2003 as well as to many other 3M DLP and conventional license plate customers in the US.

2. Equipment Items to Be Furnished and Specifications

a. The equipment and accessories required above should conform to the requirements within this RFP and shall be provided complete including freight, FOB Destination, to the plant site. Equipment proposed shall be the latest current models in production as of the date of the solicitation and be of proven performance and under standard design, complete as regularly advertised and marketed and shall be delivered complete with all necessary parts, specified accessories, tools, and special features, whether or not they may be specifically mentioned below.

No.	Qty.	Description
1	1	6 color roll to roll thermal transfer printer or inkjet printer
2	2	Computer Workstations with software
3	2	Thermal Label Printer for package identification and shipping
4	1	Report Printer
5	1	Bar Code Reading Cameras

3M Response: CSI has been successfully printing all of Nebraska's specialty plates on white sheeting and regular/general issue plates on a 3M provided long run graphic since the 3M DLPs were installed in 2003. 3M DLP printers have proven themselves to be robust, capable, and fast enough to keep up with Nebraska's license plate volume requirements. 3M proposes to upgrade 3M VRIMS to the 3M Plate Builder system as well as the 3M 1530 system and the graphic design system. These upgrades will include all new equipment, hardware and software needed to support Nebraska's ongoing license plate printing needs. These 3M systems have been deployed in several states and have been successfully used for many years.

b. Two sets of operation and parts manuals for each piece of installed equipment shall either be collated into binders and provided to the industry supervisor or provide copies of printable electronic manuals

3M Response: 3M provides the appropriate user and system manuals for all systems provided

c. Warranty from the Contractor for all equipment, materials, and workmanship shall be a minimum of one (1) year with warranty period starting at the completion and approvals of the equipment installation.

3M Response: 3M provides maintenance and support for all 3M systems installed. 3M provides manufacturer warranties for any hardware provided from a hardware provider. 3M will provide over the phone and on-site support, per the 3M maintenance and support agreement for the refurbished 3M DLP printers. This service will be a continuation of the outstanding service that 3M has performed on the 3M DLP printers since being installed in 2003.

d. Replacement parts shall be readily available for a minimum of twelve (12) years after the warranty expiration.

3M Response: 3M keeps DLP spare parts as long as needed to meet our contract commitments. Server and workstation hardware will be updated upon expiration of the hardware manufacturer's warranty.

e. A Quick Start Guide shall be provided.

3M Response: 3M's user manuals are provided with all 3M systems and those manuals have a quick start type section.

G. PROJECT REQUIREMENTS OPTION 1 LICENSE PLATE PRINTING LINE

Contractor shall be responsible for the procurement and delivery of all equipment and appropriate accessory items necessary for a complete printing line, functional for its intended use and approved by CSI. This design and installation service by the Contractor shall be in cooperation with Cornhusker State Industries (CSI).

3M Response: 3M proposes that Nebraska continue using the two 3M DLP printers that have been in use since 2003. This eliminates the need to deliver any new digital license plate equipment and reduces the amount of downtime CSI will experience. The 3M Plate Builder, 1530 and Graphic Design Workstation will be delivered to the appropriate location having been thoroughly tested by 3M. Upon successful installation of the upgraded 3M systems, all equipment and systems will function for their intended use. 3M has worked successfully with CSI since 2003 and looks forward to continuing to partner with CSI so that CSI can continue successfully printing and issuing digital printed license plates.

Please note, 3M is developing a Next Generation DLP printer that will be faster, print at a higher resolution and with more print stations then the current DLP printers used by Nebraska. The Next Generation DLP printer will use time tested thermal transfer print technology, which Nebraska is familiar with given the many years of 3M DLP usage. Once the Next Generation printer is available and being tested, 3M proposes to demonstrate the Next Generation DLP to Nebraska and negotiate the purchase of the Next Generation printer to fulfill Nebraska's digital printing needs. In addition, 3M is willing to discuss a trade in of the two Nebraska DLPs for a credit against the purchase of a Next Gen DLP printer(s).

The Next Generation DLP printer will integrate with the 3M Plate Builder software and offers Nebraska an excellent migration path from the current DLPs with Plate Builder to the Next Generation DLP printer. Upon contract award 3M is willing to share specifications, the development timeline, and other details of the Next Generation DLP printer as they become available.

Final Payment shall be made after CSI provides final written approval of system functionality and completion of deliverables.

1. This project covers the electronic information bidirectional exchange via SFTP exchange between the State DMV VicToRy System, Printers and the JD Edwards E1 V9.2 system including all equipment, software programs and interfaces required to transfer information, design the layout and print the State of Nebraska License plates on an approved retro reflective graphic substrate (sheeting) with a roll to roll Thermal Transfer or Inkjet Printer. This shall include the ability to import Bit map files for the graphics, batching and sequencing of the production runs, work order generation, completion and invoicing scripts within JD Edwards E1. This design/printing process shall be capable of using a nationally recognized spot color match system similar to PANTONE® or Roland Versa works. The design software shall have the ability to provide color separations into a minimum of Cyan, Magenta, Yellow and Black.

3M Response: 3M has many years of experience using SFTP as a data exchange technology between 3M Plate Builder and DMV systems across the country. The 3M provided Graphic Design system can import bit map graphic files for creating the necessary graphic files for use with the 3M DLP printers. The 3M Plate Builder system has enhanced batching and sequencing of production runs, compared to 3M VRIMS currently in use. Plate Builder has additional capability to export data that can be used in Nebraska's JD Edwards E1 system. The 3M Graphic Design system uses a national recognized spot color match system and has the ability to provide color separations into Cyan, Magenta, Yellow and Black.

a. Digital roll to roll printer(s) as needed to be capable of printing four thousand (4000) twelve (12) inch wide six (6) inch high plates per hour at 800x400 dpi or greater resolution with six (6) ribbon or cartridge colors on the selected retroreflective sheeting shall be included as part of this bid. Additionally, two (2) workstations with the software to design and control the printers shall be included. Hardware shall also include a thermal label printer

for PSA intermediate shipping labels, a color desktop printer for reports and design validation, and appropriate high-speed cameras to read bar codes.

3M Response: The two DLPs already owned by Nebraska can achieve an hourly volume of approximately 4500 plates with one color printing of the alpha-numerics on 3M provided long run graphic sheeting. 4 color printing on white sheeting with both 3M DLP printers supports an hourly print volume of 3600 plates. Based on the plate volumes indicated in the RFP, which shows that about 63% of the plates will use a pre-printed graphic, the two 3M DLP printers in already in use can meet the 4000 plates per hour printer capacity requirement. 3M will also provide Plate Builder software, an upgraded 1530 system and an upgraded graphic design system. The 3M Plate Builder system will include a new thermal transfer label printer and we will also provide a color desktop printer for reports and design validation.

b. All software shall contain provisions for secure log in using the State of Nebraska Active Directory with multiple security roles to be defined during development and will use industry standard up to date security tools and techniques. The software shall also create a unique identifier that will be printed as a (datamatrix) bar code on each license plate. This bar code will be used as an index to allow CSI or the DMV to look up all information affiliated with the production of the subject plate. The printer system shall be able to support 2-D, 3x9, and PDF 417 barcodes that comply with American Association of Motor Vehicle Administrators barcode specifications. The software shall have the ability to generate and sequence plate printing batches by size, plate design and numbers. These batches shall be converted to E1 work orders via the software interface as provided in the Contract. It shall provide real time reporting/feedback for order processing and tracking via high speed cameras capable of reading the bar codes after they are blanked at the punch press on the blanking line. The E1 work order management for labor collection, materials used, and work order completion shall be automatically processed based upon scripts and the bar code reads. Interfaces to electronic databases shall be included to allow the generation of automatic reporting of plate production status, create work orders, consume raw material inventories, close work orders, and generate invoices on the E1 system. As required, it will allow for the consolidation or splitting of orders from the State DMV VicToRy system while maintaining the required tractability to the original order. It shall be able to update the VicToRy system, automatically.

3M Response: the 3M Plate Builder system provides the following security features:

- User ID and Password required for every user of the system
- Minimum Password length and complexity can be set and enforced
- Role based user ID assignment, limiting access to only the functionality needed to perform role
- Password lockout after three attempts (then admin must unlock the account)
- Uses Hypertext Transfer Protocol Secure (HTTPS) instead of HTTP for all access to the application
- Uses Security Certificate
- Data encrypted at rest and in transit

The 3M Plate Builder team will work with the NE IT team during the pre-implementation phase of the project, after contract award, to determine how best to use the Nebraska Active Directory with the 3M Plate Builder system

The 3M DLP printers can print barcodes on each license plate. The barcode can be scanned and data regarding that plate retrieved from the 3M Plate Builder system. 3M Plate Builder provides the capability to generate and sequence print jobs (called run lists in Plate Builder) by size, plate design, numbers and any

other field passed in the electronic order file provided by the DMV.

To track a plate through the production process, Plate Builder provides the following plate statuses:

Status	Explanation
Defined	The plate message for the plate has been generated and the plate is part of an order.
Batched	The plate and its order have been placed in a run list, but the run list has not been printed.
Printed	The plate has been printed but not packaged.
Packaged	The plate has been printed and packaged but not shipped.
Received	The plate has been shipped and has been marked as Received by someone at the shipping destination.

The plate status is updated as the license plate flows through the various manufacturing steps and can be updated using the plate barcode, or in bulk by using the package ID as 3M Plate Builder assigns each plate to a package. Once a package is filled, upon the completion of the blanking step, a scan of the package barcode will update the plate status for every plate in the package to "Packaged". The plate statuses can be retrieved to view the current status of all plates in the Plate Builder system.

The 3M team will work with the Nebraska IT team to define in detail the various system updates needed during the pre-implementation phase of the 3M system, after contract award. 3M will update 3M Plate Builder so that the appropriate data can be provided to/from the VicToRy system.

c. The sheeting will be digitally printed, have an appropriate clear overlay or protective covering applied and then re-rolled so it may be transferred to the license plate blanking line. This printing will generate an update flag for automatic notification that the plate file has been printed. Once at the license plate blanking line it will be laminated on to aluminum substrate and then stamped out to the appropriate final license plate size. After the license plate is blanked out it will be mated to its pair as applicable and then scanned with an in-line semi-automated, bar code reader. This scan will create an update flag and modify the production status automatically.

3M Response: The 3M DLP printers in use since 2003 at CSI, will continue to digitally print the 3M provided license plate sheeting. 3M provides its 9097 clear protective overlaminate which is applied in-line by the 3M DLP Roll Handling Unit. Once a plate has been printed, the 3M Plate Builder status for that plate is set to "Printed". Once a plate is blanked and packaged, the plate status can be updated to "Packaged" to indicate that plate is in the package, ready to ship. In addition, the blanked plate can be matched to a corresponding registration form using a barcode on the plate and a barcode on the registration form to confirm the correct plate is matched with the correct form.

d. The system shall allow the acceptance or rejection of a finished plate by scanning the index bar code and selecting multiple options like accept all, reject all, single accept or reject and or range accept / reject. If the plate is rejected it shall initiate a reprint sequence and queue the files for the next batch of printing.

3M Response: 3M Plate Builder allows any number of reject reasons to be added by the user. Plates can be selected by the plate bar code, the package id, the run list id or the order id. Once rejected, the user can add the rejected plate to a remake order so the rejected plate can be reprinted on the 3M DLP printers.

e. Once all plates in a batch are scanned and accepted the system will generate an intermediate packaging label. This intermediate label will contain 3x9 bar codes for scanning by existing Honeywell Dolphin CT60 or CN80 handheld scanners and script execution possibly utilizing current JD Edwards E-1 v.9.2 scripts or the Contractor supplying new scripts. This intermediate packing label when scanned will allow the creation of a transfer order (S1) within JD Edwards E-1 v.9.2 and ship confirm of the material within E1.

3M Response: 3M Plate Builder pre-assigns plates to packages based on the box size, all of which is user configurable. Package labels are printed and applied to the boxes so that once the plates are printed and blanked, operators know which box to insert the plates into. The box label can be printed with a 3x9 barcode and include any data field provided in the electronic order file, including Nebraska order number. Once shipped, 3M Plate Builder can create and send a plate shipped file to the JD Edwards system. Other data needed by the JD Edwards system will be defined by 3M and the Nebraska IT team during the pre-implementation phase of the project, after contract award so that 3M Plate Builder can provide as needed.

f. Then upon arrival in the warehouse or distribution center a scan will create a receipt (O1) of the material and stocking within E1. Scripts shall also be written to allow the batch label, containing a barcode reflecting order id, to confirm shipping to the DMV or County office and confirmation of receipt via the DMV VicToRy system at the DMV or County Office. Once receipt is confirmed in VicToRy the confirmation shall be transmitted to CSI via the bidirectional SFTP exchange.

3M Response: 3M Plate Builder can be configured to send a Plate Shipped file to the E1 and/or VicToRy system to indicate those plates have left the fulfillment center. Upon arrival at a branch office, the box label can be scanned, and a plate received data file can be sent back to Plate Builder to indicate the plate was received at the branch office.

g. The system shall maintain digital records for at least twelve (12) years and provide for a complete audit trail for all transactions.

3M Response: The data retention period for the 3M system is user configurable and can be set to any value Nebraska deems acceptable.

h. Reporting shall be developed for key process indicators including production, management summary, and volumes. The software shall have ability to manually enter reprint requests. The software shall contain a sequel database with Crystal Reporting queries. As a base package it will have canned reports that show the detail of plates status by: DMV order number, JD Edwards sales order number, job ticket number, date of order, date of printing, box ID number, unique plate number, date of transfer to warehouse, JD Edwards transfer order number (S1), date of receipt in warehouse (O1), Date of shipment. Production summary reports shall include, plates ordered by date range, ordered but not produced (backlog), plates printed by date range Printed but not transferred, transferred but not received, plates shipped by date range, (to customer). Additional custom reports may be generated using crystal reports as needed via CSI staff of the contractor on an hourly charge basis as defined in the cost proposal.,

3M Response: The 3M Plate Builder system provides significant reporting capabilities that will meet many of Nebraska's reporting needs. Additional reports can be provided if needed. 3M Plate Builder includes more than 20

canned reports that can be run by Nebraska personnel. In addition, a Plate Builder administrator can create up to three dynamic reports using any of the data fields in the Plate Builder system. This provides users the capability to create reports not included in the standard canned reports provided with the 3M Plate System. Here is a list of the current Plate Builder canned reports:

- Plate Status Summary by Order
- Plate Status Summary by Plate Type
- Plate Status Summary by Destination
- Packing List
- Plate Sets on Order
- Plates Shipped by Month
- Plates Shipped by Calendar Year
- Shipping Summary
- Pallet Report
- Shipping Summary By Order Report
- Run List Summary
- Run List Details
- Plate Types
- Prohibited Messages
- Reserved Messages
- Valid Characters
- Shipping Locations
- Shipping Methods
- Remake Plates
- E-File Rejects
- Data Dictionary
- Deleted Orders

In addition, 3M Plate Builder includes the following reporting capabilities:

- A Reports page where users can generate reports as and when required (on-demand).
- Reports that show box contents which can include plate ID's and plate type data along with other data.
- The status of each plate as it progresses through the printing and manufacturing production phases. Users can view the current status of a plate.
- Integrated finished goods inventory management system. Plate inventory movement requests can be viewed in the 3M IMS. This includes the packages and plates that were included in the plate movement request.
- Many production reports include a variety of milestone dates.
- Plate remake process. Optionally the DMV can include remakes in an electronic order file using a remake indicator, triggering Plate Builder to indicate those plates as remakes. Within Plate Builder, each remake can be assigned a remake reason and remake reasons are configurable by the user so data can be collected as to the root cause of remakes allowing the DMV and the VCE to resolve reoccurring issues that cause remakes.
- Shipping capability that allows a Plate Builder user to print package labels for as many packages as selected. Packages can be pallets, boxes, or individual mailing envelopes. Individual envelope package labels can contain mailing information. The label printing functionality is

managed by the user and provides flexibility as to how and when labels are printed.

i. The Contractor may, with agreement of the State, incorporate technological improvements that better optimize the license plate printing process and or license plate performance.

3M Response: 3M looks forward to continuing our long-standing relationship with Nebraska and identify process and technological improvements that will better optimize the license plate printing, distribution, and issuance processes. In addition, 3M is the industry leader in license plate retroreflective sheeting materials and can review with Nebraska the latest license plate sheeting technology available.

2. Sheeting Requirements

a. The sheeting shall be retroreflective that may be digitally printed with Thermal Transfer Ribbons or Inkjet and then laminated to.022" aluminum substrate.

b. The sheeting shall be available both with preprinted graphics that match the design approved by the Nebraska DMV for the appropriate plate run and White with no graphics.

c. The sheeting shall contain identifying marks buried below the surface for purposes of on-vehicle traceability, warranty enforcement and anti-counterfeiting. The material shall also bear marks that designate the manufacture's production run, specific lot and date of manufacture. These marks shall not interfere with the graphics design capabilities, sheeting brightness or durability and shall be mutually agreed upon with CSI.

d. The sheeting shall conform to the colors and design as required by the Nebraska DMV for the duration of the contract. The design may change after the initial award period expires as approved by the State and the Sheeting manufacture.

e. The State reserves the right to periodically evaluate the performance of the material at the laboratory selected by the State and at the cost of the State. Samples for periodic testing shall be pulled from the materials supplied for production processes or from sample plates recalled from the field.

3M Response: 3M Series 9250 Retroreflective license plate white and pre-printed Nebraska graphic sheeting, which has been provided to Nebraska since the 3M DLP printers were installed in 2003, meets the sheeting requirements listed.

3. Adhesive and Protective Liner

a. The pre-coated pressure sensitive adhesive shall form a durable bond to .022" thick H18-3105 aluminum when applied at temperatures between 70 degrees F and 90 degrees F with non-condensing humidity.

b. The protective liner shall be easily removable by peeling without soaking in water or other solvents.

3M Response: 3M Series 9250 Retroreflective license plate white and pre-printed Nebraska graphic sheeting has an adhesive and protective liner which meets the Adhesive and Protective Liner requirements listed.

4. Diffuse Daytime Color

Through instrumental color testing the diffuse daytime color of the reflective sheeting shall conform to color requirements as determined spectrophotometrically in accordance with ASTM-E-1164 and E-1349, utilizing either 45/0 of 0/45 degree illumination/viewing conditions as described in ASTM E-1164 and E-1349 for retroreflective Materials. Chromaticity and Luminance Factor based on CIE tristimulus values for the 2-degree observer and illuminant D65 shall be calculated in accordance with ASTM E-308.

3M Response: 3M Series 9250 Retroreflective license plate white and pre-printed Nebraska graphic sheeting meets the Diffuse Daytime color requirements listed.

5. Color Specification – Chromaticity Coordinates

Pairs	White Corner Points		Luminance Factor
	X	Y	Y%
1	.303	.287	42 min
2	.368	.353	
3	.340	.380	
4	.274	.316	

3M Response: 3M Series 9250 Retroreflective license plate white Nebraska sheeting meets the Color Specifications – Chromaticity Coordinate requirements listed.

6. Retro Reflective Characteristics

The coefficient of retroreflection for the sheeting shall be measured on flat, clean, finished license plate test panels. Panels shall have the minimum values at 0.2-degree observation angle, expressed as candelas per lux per square meter of material. Measurements shall be conducted in accordance with ASTM E-810, Standard Test Method for Coefficient of retroreflective Sheeting. Measurements on reflective sheeting with a preprinted graphic design shall be taken in an unprinted area.

Color	Entrance Angle	
	-4°	40°
White	50	16

3M Response: 3M Series 9250 Retroreflective license plate white Nebraska sheeting meets the Retro Reflective Characteristics requirements listed.

7. Resistance to Accelerated Weathering

The sheeting shall be weather resistant and show no appreciable discolorations, crazing, cracking, blistering, lifting or dimensional change and the surface shall continue to be essentially smooth to provide direct application of validation stickers, after the following weathering tests:

a. Laboratory Testing – 2000 hours in Xenon arc weatherometer using ASTM G 155 – Type BH Cycle I, Samples shall maintain 70% of retroreflective table values shown above.

b. Outdoor accelerated testing – Samples shall be placed in a twenty-four (24) month unprotected outdoor exposure, facing the equator and positioned vertically. Retro reflective measurements taken after cleaning shall result in seventy (70) % or more of the table values listed above.

3M Response: 3M Series 9250 Retroreflective license plate white and pre-printed Nebraska sheeting meets the Resistance to Accelerated Weathering requirements listed.

8. Daytime Night/Time Color

To assist in positive daytime Nighttime identification of license plate, the color of the reflective background of the sheeting including any preprinted design or digitally imprinted design shall be similar in daylight and by illumination at night.

3M Response: 3M Series 9250 Retroreflective license plate white and Nebraska pre-printed sheeting meets the Daytime/Nighttime Color requirements listed.

9. Protective Clear Over Laminate (Overlay)

The Contractor shall provide a protective clear film that is applied in line during the printing process. The protective overlay shall become an integral part of the license plate and thus all performance and warranty requirements will apply to the sheeting and overlay as one entity. This overlay shall be included in the samples that are performance tested.

3M Response: 3M provides its 9097 Clear Protective Overlaminate for use with the 3M DLP roll handling unit which in-line applies the 9097 onto the DLP printed 3M sheeting. The sheeting with 9097 applied meets the Protective Clear Over Laminate (Overlay) requirements listed.

10. Flexibility – Embossing

The sheeting and overlay when applied to the aluminum shall mold to the embossed rim created when passing through the blanking die. The finished license plate shall show no signs of delaminating, wrinkling, cracking, and squirming.

3M Response: 3M Series 9250 Retroreflective license plate white and Pre-printed Nebraska sheeting with 3M 9097 applied Flexibility – Embossing requirements listed.

11. Thermal Transfer or Inkjet Printing

a. The reflective sheeting shall be printable with six (6) thermal transfer ribbons or Inkjet cartridges.

b. The Contractor shall provide a complete line of thermal transfer ribbons or Inkjet cartridges (in process and spot colors) that are compatible with the reflective sheeting. Custom color ribbons shall be made available as necessary over the contract to comply with design changes requested by the Nebraska DMV.

c. Up to six colors in one pass. The printer shall have a park function so Non-used print heads may be lifted to increase head life.

- **i.** Printing resolution - 1600X400, 1200X400, 800x400, 400x400 and 200x400 dpi options.
- **ii.** Sheeting handling - Roll to Roll in 3” cores.
- **iii.** Sheeting width - 7” and 12” wide the slitting tolerance of +0.032”-0.064”
- **iv.** Min effective print width - 12”
- **v.** Sheeting roll size - O.D. up to 19.6”
- **vi.** Ribbon Length - Min 1600 feet
- **vii.** Electrical Input - 230V 60H single Phase.
- **viii.** Pneumatic supply – Dry air 90 PSI <2 CFM

3M Response: 3M Series 9250 Retroreflective license plate white Nebraska sheeting is thermal transfer ribbon printing of up to six colors. 3M provides thermal transfer ribbons for the 4 process colors of yellow, magenta, cyan, and black and 17 different spot colors. See Exhibit A, in the 3M Exhibit section of our response for the 3M thermal Transfer ribbon product bulletin for additional information. 3M provides its sheeting and 9097 overlaminate with 3-inch cores at the widths indicated.

The 3M DLP printers in use at Nebraska since 2003 have successfully printed millions of Nebraska license plates.

The high level of performance of the 3M Sheeting and printed license plates is achieved due to the 3M matched component system consisting of:

- 3M Digital License Plate (DLP) printer
- 3M series 9250 Beaded or series 6800 High Definition License Plate Sheeting
- 3M 9097 protective overlaminate
- 3M 1300 Series Thermal Transfer Ribbons
- 3M DLP print heads
- 3M DLP Technical Service and Support

The 3M matched component system has been thoroughly tested and has been proven in real world use for over 20 years in customers throughout the United States. 3M provides high quality products, such as the 3M DLP printer system and all consumables as a

matched component system along with other license plate, validation, sign sheeting and pavement marking products. 3M's ability to provide quality products and services is due to:

- Being an ISO-9001:2015 certified manufacturer. It's imperative that the vendor doing business and providing a solution to Nebraska be ISO-9001 certified.
- Application of Six Sigma and Lean principles in the 3M manufacturing locations and throughout the supply chain.
- A large research and development investment to develop new products and enhance current products
- State of the art accelerated and outdoor weathering systems to verify the durability and performance of 3M products so that once installed on a vehicle Nebraska can be certain 3M supplied materials will perform as indicated
- Use of science-based knowledge and testing to enhance products

In addition, since 2003, 3M has consistently supplied Nebraska with the digital printing consumables and digital printer technical service as the 3M products are sourced from our Brownwood Texas plant and our service team is in St. Paul Minnesota, both US located facilities. Having products and services sourced from the US is important, as the recent COVID 19 pandemic highlighted, so that customers are able to order and receive in a timely manner, the products needed to make license plates and vehicle registration forms and stickers.

H. DELIVERABLES OPTION 1 - LICENSE PLATE PRINTING LINE

Final Project Plan will be due sixty (60) calendar days after award of contract. Final Project Plan must be signed off by both parties.

1. Milestone One:

Sixty (60) calendar days after award of contract, Contractor shall provide the Final Project Plan to CSI for final approval including but not limited to:

a. Detailed Project Work Plan
- **i.** Final Layout Blueprints
- **ii.** Equipment
  - **a)** Final Detailed List (Manufacture Make and Model)
  - **b)** Equipment Installation Plan
    - **1).** Infrastructure Requirements
  - **c)** Construction Schedules and Milestone(s)
  - **d)** Firmware Management Plan
  - **e)** Utility Requirements

b. Implementation Plan
- **i.** Implementation Timeline and Milestones
- **ii.** Operational Testing Plan
- **iii.** Operational Training Plan

c. Change Control Plan

d. Project Status Reporting Plan

e. Business Continuity Plan / Disaster Recovery Plan, etc.

f. Training
- **i.** Training Plan
- **ii.** On-site Train-the Trainer Session(s)
- **iii.** Training and Troubleshooting Materials
- **iv.** Administrative and User manuals
- **v.** Online training materials (webinars, etc.)

g. Post Implementation Support Plan
- **i.** System Maintenance / Warranty Support
- **ii.** User Documentation and Help Files
- **iii.** Hardware and Software Product Documentation
- **iv.** System Go-Live
- **v.** System Error/Bug Documentation

3M Response: As indicated in this requirement 3M will provide the various plans within 60 calendar days after contract award. 3M will have weekly pre-implementation calls with the Nebraska team to review and update the detailed project plan, including tasks, deliverables, and milestones. The detailed project plan will include an implementation plan to identify the details of implementing 3M Plate Builder, the 1530 system upgrade, and the graphic design workstation upgrade. The updated project plan, including the task list, timing and responsible individual will be recorded and shared with the 3M and Nebraska teams. In addition, Certain License Plate manufacturing capability (such as specialty plate processing) may require functionality from the BIS provided solution and when that occurs, 3M will coordinate with BIS to include the correct BIS personnel intothe weekly meetings. We include a draft 3M-BIS implementation project plan as ExhibitU in the 3M Exhibit Section of our response. The goal is to implement Plate Builder approximately 5-6 months from the date of contract award.

2. Milestone 2. Delivery of all equipment to the Site.

3M Response: All 3M hardware and equipment needed for any of the 3M systems being provided will be delivered per the detailed project plan provided within 60 calendar days of contract signature. 3M will coordinate all equipment and hardware delivery with the appropriate Nebraska personnel.

3. Milestone 3. Full Implementation, Testing and Training Completed with final inspection and written approval.

3M Response: The full implementation and testing and training plan will be provided to Nebraska within 60 calendar days of contract signature. Typically, for a 3M Plate Builder upgrade and a 1530 and Graphic Design system upgrade 3M personnel will be on-site for 5 business days to complete the implementation, train the Nebraska personnel on the upgraded systems and coordinate a final inspection and written approval from the appropriate Nebraska personnel.

I. PROJECT ENVIRONMENT: OPTION 2 FULFILLMENT SYSTEM

This project will include work at a fulfillment center, 103 county/DMV registration centers, OCIO server location and Cornhusker State Industries (CSI) as necessary. The Contractor should expect minimal supervised contact with incarcerated individuals. On premise software solution is required.

1. License plate fulfilment environment.
   a. This project will allow conversion to a Print On Demand (POD) system, for specialty license plates, validation stickers and registration documents with documentation printed at 103 county/DMV registration centers and a new fulfilment center. The bidders solution will allow the distribution/stocking of standardized license plates at the listed locations and POD registration documentation. This POD Documentation system will produce registration documents to match the stocked plates. The end result of the Select DMV locations will be a consumer walking out of the office, with the appropriate stocked plate(s) and all necessary registration documentation. The production and distribution of specialty plates will require the bidder to provide a process/solution that will coordinate the physical and appropriate electronic data transfers between the fulfilment center and the graphics printing/license plate manufacturing area. This two-way transfer and process control shall provide a method to seamlessly integrate the fulfillment process with the printing and production of the specialized plates. The end result of this process shall be one consumer package prepared and shipped.

b. Standard Utilities and working conditions in the CSI License Plate Shop at the Nebraska State Penitentiary include:
   i. Electrical Power is available in single phase 120V.
   ii. The work area is heated and air conditioned.
   iii. This is to be installed in a normal office environment.

c. All work is to be completed under the institution security policies in effect at that time. See Section III.FF Site Rules and Regulations. This may include:
   i. All Contractor personnel subject to background checks, Security office approvals, tool checks and pat searched prior to entry into a secure facility.
   ii. All tools shall be inventoried and secured in locked storage container each day

d. Any device that has the ability to communicate to people or entities outside the institution shall be treated like a cellular device and subject to those same approvals and policies.

BIS Response - 3M subcontractor BIS understands the State's Fulfillment Systems goals and anticipated outcomes for this project. The proposed BIS solution addresses each of these needs and will meet all requirements, while incorporating additional functionality and reporting tools.

To address State of Nebraska needs, deployment of the following solutions is recommended:

- BIS Inventory Management System (IMS) at the State level
- BIS Print-on-Demand devices and software at the County/DMV registration center level
- Integration with 3M, OCIO and CSI systems

J. SCOPE OF WORK OPTION 2 FULFILLMENT SYSTEM

1. Project Parameters:
   a. See Appendix 1 Sites for License plate registration printing:

BIS Response - BIS has reviewed Appendix 1.

   b. Sites/ Facilities for Server and IT infrastructure: 501 S. 14th St. Lincoln, NE 68508

BIS Response - BIS accepts this location as the designated site for Server and IT infrastructure.

   c. Anticipated annual registration documents:

Year	Quantity of Registration Documents
2021	2,380,000
2022	2,390,000
2023	2,400,000
2024	2,410,000
2025	2,420,000
2026	2,430,000
2027	2,440,000
2028	2,450,000

BIS Response - The solution BIS proposes is fully capable of processing the anticipated volume of annual registration documents as noted.

2. Equipment Items to Be Furnished and Specifications
   a. The equipment and accessories required above should conform to the requirements within this RFP and shall be provided complete including freight, FOB Destination, to 800 Pioneers Blvd, Lincoln NE 68502. Equipment proposed shall be the latest current models in production as of the date of the solicitation and be of proven performance and under standard design, complete as regularly advertised and marketed and shall be delivered complete with all necessary parts, specified accessories, tools, and special features, whether or not they may be specifically mentioned below.

BIS Response - BIS is proposing equipment and accessories that meet or exceed the requirements within the RFP and agrees to these conditions.

b. The hardware shall be owned by the State and serviced by the Contractor.

BIS Response - BIS understands this requirement.

No.	Qty.	Description
1	Approximately 400	thermal transfer printer
2	2	Computer Workstations with software
3	2	Thermal Label Printer
4	1	Report Printer
5	1	Bar Code Reading Cameras

c. Two (2) sets of operation and parts manuals for each piece of installed equipment shall either be collated into binders and provided to the industry supervisor or provide copies of printable electronic manuals

BIS Response - BIS understands and will comply with this requirement.

K. TECHNICAL REQUIREMENTS OPTION 2 FULFILLMENT SYSTEM

1. All software shall contain provisions for secure log in using the State of Nebraska Active Directory with multiple security roles to be defined during development and will use industry standard up to date security tools and techniques. The software shall also create a unique identifier that will be printed as a (datamatrix) bar code on each registration document. This bar code will be used as an index to allow CSI or the DMV to look up all information affiliated with the production of the subject registration. The printer system shall be able to support 2-D 3x9 and PDF 417 barcodes that comply with American Association of Motor Vehicle Administrators barcode specifications. The system shall maintain digital records for at least 12 years and provide for a complete audit trail for all transactions.

   BIS Response - BIS technicians will install each piece of equipment and securely connect it to the State network using the required parameters and meeting all requirements. As is best practice in other jurisdictions BIS serves, software logins will utilize up-to-date authentication tools and Nebraska Active Directory via roles defined during implementation and development phases.

   BIS fulfillment solutions generate AAMVA-compliant barcodes that meet the State's specifications in other jurisdictions. BIS agrees that the system shall maintain digital records for at least 12 years and provide a complete audit trail for all transactions. As is practice for other State-level partners, BIS will work with CSI and the State on strategy for archive of records after the required 12 year period, if desired.

2. Reporting shall be developed for key process indicators including production, management summary, and volumes. The software shall have ability to manually enter reprint requests.

   BIS Response - The proposed fulfillment solution meets these requirements, including functions for manual entry of reprint requests.

   The BIS IMS directs that if a registration/sticker needs to be reprinted, the system operator must select a reason from the program's drop-down menu before the action will execute. BIS analysts will work with the State's team to identify the acceptable reasons that would be included in the Nebraska program.

   Within the reporting module, a 'Registration QC Failed' report tracks all reprinted registrations/stickers and associated reasons. The State will have the ability to select a date

range, optional County or centralized office to display all registrations/stickers – with the associated plate numbers – that were reprinted.

3. The Contractor is required to provide a completely operational POD system for printing vehicle registration validation stickers and associated paper receipts at the fulfilment center and 103 county/DMV registration centers with pre-printed license plates. Each location shall have a minimum of two printers capable of printing the validation documents. The system shall also allow for an on-demand printing interface for specialty license plate, registration documents, validation stickers and then kitting of the validation documents and POD plates at the fulfilment center for delivery to the consumer. The system shall interface with the appropriate license plate printer, registration/sticker printer and label printer to create and execute the orders for a matched set of documents, plates and shipping labels. This in turn will be packaged for bulk or individual shipment to the end user. The system shall also provide for a semi-automated verification and validation step immediately prior to packaging to ensure the registration document matches the license plate(s) needed for that vehicle and the applicant's information for delivery. This system shall display prominent indicators of acceptance or rejection.

   BIS Response - 3M subcontractor BIS will provide the State of Nebraska with a fully functional, comprehensive POD system that meets each of these requirements.

   BIS' IMS solution will include all hardware and services required to receive data from VicTory to fulfill printing of the motorist vehicle registrations and decals. The highly-available cloud-hosted solution is supported by an off-site disaster recovery backup system. Successful operation will require the State to provide a system environment that contains production server(s) for "live" applications and databases separate from the development server, QA/testing and UAT server. BIS will provide comprehensive project management, business process and system analysis along with the provision of packaged software for the State. IMS Project teams will deliver all infrastructure, data management, printing hardware and equipment as well as:

   - Web Services (API) or SFTP file transfer receipt of vehicle license plate and registration data
   - Applications for sending data to printing equipment
   - Data related to manufacturing and printing specialty license plates
   - Applications and hardware for printing registrations and decals
   - Barcode scanning camera app for matching registrations with license plates
   - Support Helpdesk
   - Maintenance updates

   Once implemented, the process begins with IMS system retrieval of the VicTory data file via SFTP, or API in the future if possible. Embedded programming then parses and inserts the plate and registration data into the IMS database. The BIS program then sends the data to appropriate printers based on County and Year (color) of the decal loaded, performing validation to ensure each registration decal is printing the correct year on the correct color decal. State employees will be able to track each print, reprint, and reason for the reprint via the IMS web portal.

   The IMS creates and sends registration print jobs to either Print-on-Demand registration only or license with registration printers, producing each with the required barcodes for registration, validation, and matching. The BIS system then marks all registrations that have been printed appropriately in the status indicator, providing a real-time view of the registration for State IMS administrators and customers.
   BIS' solution will sort specialty license plate manufacturing files with associated grouping information by size, material and color thermal transfer ribbon set for efficient manufacturing. It also prints a barcode for identification by the high speed image-based scanners.

4. The registration validation document will be a form consisting of a paper portion where the receipt information will be printed and a retroreflective validation sticker for year and month license plate validation and weight limit stickers as needed. The Blank retroreflective sticker is meant to be removed and applied to

the license plates in years that the plates are not issued as a visual indication that they are current. Thus, the sticker will need to be attached to a backing paper that allows it to be lifted off in one piece.

BIS Response – The 3M provide registration form with validation sticker meets these requirements.

5. The proposals shall include a price to install identical POD validation sticker systems in all approved DMV locations. POD stations will be located in 103 county/DMV registration centers counties (see Appendix 1 - Sites for License Plate registration printing. The POD at the fulfilment center will have the additional capability of kit validation, shipping label printing and mass mailing capabilities.

   BIS Response - The 3M and BIS proposal addresses this requirement.

6. When printing on demand vehicle registrations, the number of forms used shall be related to the number of stickers required. The system will compute and print the required number of validation stickers based on the registration data.
   a. Motorcycle registrations shall include one validation sticker.
   b. Passenger plates shall include one or two validation stickers.
   c. Commercial and farm plates shall include one, two, or four validation stickers.
   d. Trailers shall include one validation sticker.

   BIS Response - The BIS solution will incorporate programming rules that assign the number of stickers to print according to data validation conditions. The BIS project team will work closely with Nebraska and 3M to ensure forms exceed State specifications, including all barcodes. Through the IMS, the process goal is print of a plate number on associated registration decals that matches the physical tag with which a citizen will leave a fulfillment location. The BIS IMS incorporates data validation programming that will ensure the decal number and the plate number are the same and that printer quantity and assignment protocols meet these requirements, following these rules:

   The IMS shall print of a plate number on associated registration decals that matches the physical tag.

   For registrations that need one validation sticker, the software shall print the single registration and decal.

   - Motorcycle registrations shall include one validation sticker
   - Trailers shall include one validation sticker
   - Passenger plate that has one validation sticker
   - Commercial plates with one validation sticker

   For registrations that need two validation stickers, the software shall print the single registration and decal form twice in the State approved format.

   - Passenger plate with two validation stickers
   - Commercial plates with two validation stickers

   For registrations that need four validation stickers, the software shall print the single registration and decal form four times in the State approved format.

   - Commercial and farm Plates that require four validation stickers

7. Individual forms with different color stickers shall be developed in association with the needs of the Nebraska DMV. These colors will rotate through six (6) different colors on a yearly basis for a cycle that repeats every six (6) years.

BIS Response - BIS will follow these directives and meet these requirements.

8. The system shall provide feedback to the operator when printing the forms as to which form/sticker color is to be used based upon the registration data.

BIS Response - The BIS IMS uses pop up message boxes that tell system users these details according to programming rules. BIS will coordinate alert language with the State before the solution commands print automatically to the correct printer.

9. The Contractor shall be responsible for integrating the system into the current State of Nebraska computer systems. Therefore, the software must be compatible with Microsoft Sequel Server 2019 and Microsoft Windows 10 or current versions as released by Microsoft.

BIS Response - BIS understands and agrees to this requirement.

10. The system shall be required to generate date specific query/reports for at a minimum, but not limited to:

a. Number of printed forms by location, and printer;
b. Number of scrap or defective forms by location and printer; and,
c. Number of blank forms on hand by Color to insure proper statewide distribution of the validation forms.

The text on the printed registration document shall remain legible for a minimum of six (6) years within the environmental confines of an enclosed vehicle. Thermal transfer or Ink Jet printing technology is acceptable provided it meets the durability requirements.

BIS Response - BIS understands and agrees to build the reports in the desired formats. IMS system analysts will meet with CSI and/or the State to specify all required forms, then provide design documentation for sign off and acceptance in order to exceed this requirement.

BIS uses thermal printers for these systems and will ensure they meet durability requirements.

L. VALIDATION STICKER REQUIREMENTS OPTION 2 FULFILLMENT SYSTEM

1. The sticker when removed from the backing material, must not crack or easily be damaged.

a. The sticker must not become brittle, flaky, discolored, or acquire a powdery surface for a minimum period of six (6) years.
b. The sticker must also allow for stacking (applying) six (6) years of validation stickers without losing durability performance.
c. The stickers, under normal service use must adhere to the surface of the license plate and when stacked six (6) high, must adhere to the previous sticker to which it is applied for a minimum of six (6) years and must not be capable of being removed from the license plate intact.
d. The stickers applied in accordance with instructions must not blister, lift, or delaminate when subjected to gasoline, kerosene, diesel oils, steam, and cleaning detergents normally encountered in cleaning and washing service, nor will stickers fade, disintegrate, or come off from extended exposure to the weather within a period of five (5) years.

Bidder Response: 3M will provide registration forms, 8.5 inches by 4 inches, with embedded 1 inch by 1.5 inch retroreflective validation stickers for use with the fulfillment registration form printers. 3M will use its T7300 series of validation sticker material on the Nebraska registration forms. T7300 validation sticker material performs very well with thermal transfer printers, which is the type of printers to be used for the centralized and de-centralized printing of Nebraska registration forms. We include a T7300 product bulletin which details the features and performance of that material as Exhibit C in the 3M Exhibit Section of our RFP. To maintain a vandal-resistant product, 3M recommends no more than 3 stickers be stacked together on a license plate, as indicated in the T7300 product bulletin, however, several states stack more than three stickers with satisfactory performance of the stacked stickers.

2. Validation Sticker Durability

a. During the six (6) year possible service life of the validation sticker, the laminate or coating must meet the following requirements:
b. The validation sticker durability requirements pertain to the use of the sticker with any manufacturers or brand of license plate sheeting that meet the State of Nebraska requirements.
c. The color digitized image must remain stable and survive intact under conditions of strenuous wear and tear;

i. The digitized image must not significantly deteriorate or discolor;
ii. The printed matter must not deteriorate or become illegible; and
iii. The sticker must not break or crack.

Bidder Response: 3M will use its T7300 series of validation sticker material on the Nebraska registration forms. T7300 validation sticker material performs very well with thermal transfer printers, which is the type of printers to be used for the centralized and de-centralized printing of Nebraska registration forms. We include a T7300 product bulletin which details the features and performance of that material. 3M T7300 has only been tested and is warranted when applied to 3M license plate sheeting.

3. Print Durability

The sticker information identified above, when exposed to the solvents listed below, must remain legible for a minimum of two (2) years of service life.

Bidder Response: 3M will use its T7300 series of validation sticker material on the Nebraska registration forms. T7300 validation sticker material performs very well with thermal transfer printers, which is the type of printers to be used for the centralized and de-centralized printing of Nebraska registration forms. T7300 thermal transfer printed with 3M or BIS supplied thermal transfer ribbons or are expected to remain legible for 2+ years.

4. Validation Sticker Certification:

a. The proposals shall include testing data from an independent certified lab demonstrating the print and materials durability shall meet the requirements identified in this RFP.
b. The Contractor must warrant that the retro-reflective material for the stickers and adhesion of the stickers has the durability to last six (6) years with the printed sticker information having a two (2) year service life with solvent exposure. The warranty must be the sole responsibility of the Contractor and may be met and provided through a subcontractor.
c. Cornhusker State Industries realizes there are some solvents available in the marketplace that remove the printing and affect the adhesion of the validation stickers. However, the Contractor must warrant that adhesion will remain durable and last six (6) years, with sticker information (printing) having a two (2) year service life with exposure to the following solvents:

i. Type Wash R41 cleaning solvent
ii. Thinner 185
iii. Windex ™
iv. Ethanol
v. Brake Fluid
vi. Gasoline
vii. Fuel Oil
viii. Diesel Fuel

d. If any validation stickers sold to CSI under this contract fail to perform according to the specifications of this RFP (they are defective), the Contractor must compensate Cornhusker State Industries for its actual losses as outlined below.

i. Any reimbursement to CSI is based on the cost of the sticker plus the administrative costs (i.e. postage for replacement, distribution labor, handling, etc.) associated with performance failure. The quantity of defective stickers will be determined by the CSI, and the Nebraska DMV will attempt to identify defective stickers by their production lot.
ii. A validation sticker may be determined to be defective if such sticker:

a) Becomes brittle, flaky, discolored, or fails to adhere to substrate and the other layers of sticker;
b) Will or does blister, lift, delaminate, fade, disintegrate or come off of the adhered-to surface due from extended exposure within a period of six (6) years, when subjected to gasoline, kerosene, diesel fuel, steam, and cleaning detergents normally encountered in cleaning and washing service; or
c) Fades or smears from normal cleaning and the printed information can be removed.

Bidder Response: We include 3rd party test results for our 5470 material, see Exhibit S in the 3M Exhibit Section of the RFP. This is the same material as the T7300 material that would be used on the Nebraska registration forms. The solvents used by the 3rd party lab are different then the solvents

indicated in this requirement but are intended to approximate normal solvents used with vehicles. 3M does not have 6-year test data for its validation sheeting.

5. Defective Sticker Verification Procedures

a. The following organizations listed will notify CSI of possible problems with the validation stickers:
   i. Law Enforcement Agencies;
   ii. County Registration Offices;
   iii. Nebraska Department of Motor Vehicles
   iv. Other State, county or local government entities that interface with the motoring public in Nebraska.

b. These organizations will most likely have an awareness of the magnitude of any sticker problems versus the occurrence of an occasional bad sticker or vandalism. When it is brought to the attention of CSI that the printing on the validation sticker is fading, or is on some way unreadable, in a period of less than seventy-two (72) months after issuance the stickers CSI will begin an investigation of the issue. In addition, CSI will notify the Contractor to correct any problems with the remaining sticker material and issued stickers.

c. CSI shall determine whether or not to invoke the warranty requirements identified in this document. CSI will attempt to identify sticker materials from the same lot and subject a sampling of those stickers to solvent testing as described below. If the stickers fail the test validation procedures using Mil Standard 105E 1% AQL sampling plan criteria, CSI may require and Contractor must pay the compensation stipulation of this document V.H.4.d.. Notwithstanding the preceding sentence, the State retains the right to pursue all available remedies.

Bidder Response: 3M does not warrant its validation sheeting as indicated in the Nebraska RFP. However, 3M multi-year validation sheeting has been used in many states for over 30 years with very few issues. In the event of a product failure as outlined in this requirement, 3M would work with Nebraska to identify the root cause of the failure and seek a mutually agreed upon remedy.

6. Validation Sticker Testing Procedure:

a. **Toner Adhesion Solvent Testing.** The purpose of this test is to determine that an imprint remains legible and does not smear when:
   i. A strip of Scotch™ brand cellophane tape Number 600 ¾ inch wide, applied to a properly cured area, is removed in one quick motion;
   ii. The printed area is rubbed with bare finger pressure;
   iii. The printed area is rubbed with a normal pencil/typewriter eraser;
   iv. The following Solvents are applied to the surface and the surface scrubbed (Refer to section V.H.6.b. "Scrub Procedure.):
      a) Type Wash R41 cleaning solvent
      b) Thinner 185
      c) Water
      d) Windex™
      e) Ethanol
      f) Brake Fluid
      g) Gasoline
      h) Fuel Oil
      i) Diesel Fuel

b. **Scrub Procedure.**
   i. A wet "Q-tip" or similar type cotton swab (mounted on the end of a stick) has the specific solvent or cleaner applied.
   ii. The tester holds the swab at a 45-degree angle to the test sticker and with approximately 40 grams of pressure and wipes the wet swab back and forth across the printed sticker for 25 cycles. One cycle is one stroke across the sample and back. The tester conducts the same test on a second sample for 25 cycles.

c. **Results.**
   i. The sticker sample passes the test if the solvent or cleaner does not solvate the print sufficiently to wear through to the substrate and does not smear or make the print unreadable due to any partially dissolved materials.

ii. If the sticker sample passes the test, the State will not revert to the compensation stipulation in the warranty terms and conditions but will work with the Contractor to ascertain the problem.
iii. Upon request by CSI, the Contractor shall provide materials to the CSI for mutually agreed upon independent testing facility. The Contractor shall pay for the cost of testing if the tested material does not meet the print and durability requirements as identified in this document.
iv. The CSI reserves the right to conduct durability testing for the other (non-toner adhesion) durability characteristics as deemed necessary.

Bidder Response: We include 3rd party test results for our 5470-validation sticker material, which is the same material as the T7300 product that would be used on the Nebraska registration forms. The solvents used by the 3rd party lab are different then the solvents indicated in this requirement but are intended to approximate normal solvents used with vehicles as indicated in this requirement.

7. Validation Sticker Color and Printed Information:

The POD system shall be able to support the concurrent production of validation stickers in as many as six (6) primary colors (one color for each expiration year) with black printing. One of the six (6) colors will be used for the calendar year registration as directed by Nebraska DMV.
The variable information printed on the sticker is:

a. The registration expiration year code, code numbers one thru twelve (1-12) designating the registration expiration month with a unique designator for power unit vehicles;
b. The license plate number of the registrant's vehicle will serve as the serial number for regular issue stickers;
c. Weight Stickers shall also be printed as required during the registration process. These weight stickers may vary from one (1) Ton to ninety-nine (99) Tons as needed by the registrant. One (1), two (2), or four (4) stickers will need to be printed for each vehicle registered.
d. The retroreflective sticker shall be one (1) inch by one and one half (1 ½) inches. The current registration document is eleven (11) inches by four and one half (4 ½) inches.

No information will be pre-printed on the face of the validation expiration sticker so all relevant information will need to be part of the print file. The expiration month and year code digits in the center of the stickers must not be less than one-half (1/2) inches in height and three-thirty seconds (3/32) of an inch stroke/width spacing to facilitate visual inspection of registration expiration by law enforcement personnel.

Bidder Response: The BIS' proposed fulfillment system supports these conditions and will meet all variable print information requirements as outlined. 3M will provide the validation stickers colors as identified by Nebraska. Note - the process is detailed in the Attachment A, Question #14 response.

8. Registration Validation document and receipt The Validation Document shall be large enough to legibly print all required information on one document.

a. The document base paper stock shall be Pink Pantone color PMS189 and 20# bond

b. The registration receipt layout shall make room for a unique identifier data matrix bar code. This code shall be the same on the license plate(s), registrations receipt and mailing label and used to validate the paperwork and plates are a match and update order status flags.

c. The validation document shall remain legible for six (6) years when stored inside a closed vehicle.

Bidder Response: The 3M provided registration form with embedded sticker can be made to meet the base paper stocker as indicated in (a) above. The BIS provided system is flexible and can accommodate the printing of a unique identifier data matrix bar code. Thermal transfer printing onto both the registration form (and sticker) will allow the text on the form to be legible for six years when stored inside a closed vehicle such as a glove box.

M. PROJECT REQUIREMENTS OPTION 2 FULFILLMENT SYSTEM

1. This project covers the electronic information bidirectional exchange via SFTP exchange between the State of Nebraska DMV VicToRy System, Printers and the JD Edwards E1 V9.2 system including all equipment, software programs and interfaces required to transfer information, design the layout and print the State of Nebraska

License plates registrations documents on an approved form with retro reflective validation stickers using Thermal Transfer Printer. This shall include the ability to import Bit map files for the graphics, batching and sequencing of the production runs, work order generation, completion and invoicing scripts within JD Edwards E1.

BIS Response - BIS understands the scope of Nebraska's fulfillment system project and proposes a comprehensive system that meets these requirements and addresses each need. BIS will any system or process adjustments to ensure the proposed fulfillment system operates in the specified manner and each project element is delivered or adjusted to improve results.

Under current design, BIS IMS programming runs a process on the server that would consume the flat files placed there by VicTory, then direct print of each registration with appropriate quantities and configurations on appropriate devices.

2. Each county/DMV location shall have a minimum of two (2) registration document printers with the software to control the printers. The printers shall be capable of printing black lettering on the selected retroreflective sheeting. The fulfilment center will have two (2) workstations, two (2) registration document printers, two (2) back up printers, with the software to control the printers, interfaces to the license plate printers for specialized plate production, E1 and VicToRy System interfaces as needed. Fulfilment center hardware shall also include a thermal label printer for Pressure Sensitive Adhesive (PSA) intermediate shipping labels, a color desktop printer for reports and design validation, and appropriate high-speed cameras to read bar codes for process validation.

BIS Response - BIS understands and agrees with these parameters.

N. DELIVERABLES OPTION 2 FULFILLMENT SYSTEM

Final Project Plan will be due sixty (60) calendar days after award of contract. Final Project Plan must be signed off by both parties.

1. **Milestone One:**
   Sixty (60) calendar days after award of contract, Contractor shall provide the Final Project Plan to CSI for final approval including but not limited to:
   a. Detailed Project Work Plan
      i. Final Layout Blueprints
      ii. Equipment

   b. Final Detailed List (Manufacture Make and Model)
      i. Equipment Installation Plan
         a. Infrastructure Requirements
      ii. Construction Schedules and Milestone(s)
      iii. Firmware Management Plan
      iv. Utility Requirements

   c. Implementation Plan
      i. Implementation Timeline and Milestones
      ii. Operational Testing Plan
      iii. Operational Training Plan

   d. Change Control Plan
   e. Project Status Reporting Plan
   f. Business Continuity Plan / Disaster Recovery Plan, etc.
   g. Training
      i. Training Plan
      ii. On-site Train-the Trainer Session(s)
      iii. Training and Troubleshooting Materials
      iv. Administrative and User manuals
      v. Online training materials (webinars, etc.)
   h. Post Implementation Support Plan
      i. System Maintenance / Warranty Support
      ii. User Documentation and Help Files
      iii. Hardware and Software Product Documentation
      iv. System Go-Live

v. System Error/Bug Documentation

BIS Response – The Milestone 1. Final Detailed Project Plan pricing does not include final layout blueprints of every office. However, it does include information on the printer such as printer dimensions, a drawing of the printers, the space requirements for each printer, and printer utility requirements. In addition, the Milestone 1. Final Project Plan price does include the vendor putting in network drops for each printer

2. Milestone 2. Delivery of all equipment to the Site.

BIS Response – BIS will deliver all fulfillment equipment to both the centralized fulfillment location and branch offices as outlined in our Attachment A response.

3. Milestone 3. Full Implementation, Testing and Training Completed with final inspection and written approval.

BIS Response - BIS will meet all deliverable milestones. Details of multiple elements within this list are provided in Attachment A.

3M-BIS Response RFP Section VI Option 3

VI. PROPOSAL INSTRUCTIONS

This section documents the requirements that should be met by bidders in preparing the Technical and Cost Proposal. Bidders should identify the subdivisions of "Project Description and Scope of Work" clearly in their proposals; failure to do so may result in disqualification. Failure to respond to a specific requirement may be the basis for elimination from consideration during the State's comparative evaluation.

Proposals are due by the date and time shown in the Schedule of Events. Content requirements for the Technical and Cost Proposal are presented separately in the following subdivisions; format and order:

A. PROPOSAL SUBMISSION

1. CORPORATE OVERVIEW

The Corporate Overview section of the Technical Proposal should consist of the following subdivisions:

a. BIDDER IDENTIFICATION AND INFORMATION

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

3M Response:

3M COMPANY
3M Center Headquarters
Saint Paul, MN 55144

Company Profile

3M Company is a global science company formerly known as Minnesota Mining and Manufacturing Company. 3M was founded on the North Shore of Lake Superior in the village of Two Harbors, MN in 1902. Today, 3M is headquartered in Saint Paul, Minnesota and operates in more than 70 countries and serves customers in nearly 200 countries with $32 billion in sales in 2019 and more than 90,000 employees who connect with customers all around the world.

3M is a diversified manufacturer of more than 50,000 products that stem from some forty core technologies, and among the world's most respected companies in the areas of innovation, ethics, and environmental stewardship.

For over 70 years, 3M Transportation Safety Division (TSD) has been a recognized leader in ground-breaking, high quality products and solutions that enhance mobility and safety on roadways around the world. 3M TSD has been an industry leader in license plate consumables and production. TSD is among the world's leading producers of retroreflective products and systems serving the traffic safety, traffic management, vehicle registration, and commercial transportation markets.

3M pioneered the first reflective materials for license plates in 1947, and since that time, we have provided vehicle registration products including reflective sheeting for license plates validation stickers with all 50 U.S. state Departments of Transportation, with Departments of Corrections, and with Road and Transportation.

3M TSD supports basic research in areas of optics and human factors to improve the visual performance of our safety products. We promote the upgrade of standards and specifications through the ASTM and CIE committees and respond to drivers' needs by constantly upgrading existing products and systems, and by developing new technologies that improve traffic management and enhance motorist safety.

SUBCONTRACTOR

3M has elected to partner with subcontractor Business Information Systems for Nebraska's License Plate Fulfillment System. BIS holds numerous industry-recognized marks of excellence, including Level 1 PCI-DSS and SAS70/SSAE 16 certified government Merchant Services systems designations.

Business Information Systems
333 Industrial Park Rd.
Piney Flats, TN 37686
(866) 514-5192

Company Profile
Business Information Systems (BIS) is a leading provider of integrated software solutions for motor vehicle title, registration, and plate inventory management systems. They offer commercial-off-the-shelf and customized programs for State, County and Local government offices, supporting each system with in-house help desks, programming, data integrity and application specialists.

BIS is an i3 Verticals company. Combined, the consortium of software firms works with government agencies in Arkansas, California, Florida, Georgia, Indiana, Kentucky, Louisiana, Michigan, Minnesota, North Carolina, Ohio, South Carolina, Tennessee, Texas, Virginia, Washington, and Wisconsin. They securely processed more than $14 billion in total payment volume last fiscal year alone.

Established in 1977 as a general partnership, BIS has been in operation for 44 years. The Tennessee-based organization specializes in multiple lines of solutions, including those relevant to Nebraska's solicitation:

Vehicle Title and Registration System (VTRS)
This cloud-based, API-driven software package's modular design efficiently powers motor vehicle title and registration systems at the State and County level. Real-time information exchange interfaces allow processing of registrations instantly, inventory management (plates, title control numbers, placards, temporary tags, print-on-demand registrations, decals, etc.), electronic document scanning and management, integrated general ledger operations, receipting and reporting. VTRS has been used successfully in hundreds of government offices since its introduction to the market in 1987.

The scope of BIS' VTRS contract with the State of Tennessee is of a similar size to Nebraska's needs, based on recent volume and transaction figures. Tennessee generates over seven million registrations annually through 95 County and 35 remote offices that issue motor vehicle registrations and decals throughout the state. BIS manages over 750 decal-on-demand printers for the combined operation while the program's centralized inventory administration module reliably handles supplies logistics.

License Plate Inventory Management and Fulfillment Module
VTRS' Inventory Management System (IMS) utilizes min/max levels to ensure each office is stocked with appropriate inventory, alerting staff to approaching thresholds and requiring approvals for orders above maximums. These customizable settings provide full tracking and verification of orders from creation through PO approval, to the point inventory is sold or destroyed.

BIS worked diligently with the State of Tennessee's Chief Financial Officer to create the purchase order management piece of VTRS' IMS. Internal data validation programming ensures there are open PO's for designated plate types before an order is allowed, which guarantees the State office complete inventory control. The VTRS system is flexible,

capable of receiving files from State and other outside entities (i.e. Nissan and Volkswagen, who are authorized to stock inventory for their in-state sales) via web-based API and SFTP.

For additional subcontractor information see Exhibit F in the 3M Exhibit Section of the RFP.

b. FINANCIAL STATEMENTS

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

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

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

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

3M Response: Please see Financial Statements included in Exhibit D, in the 3M Exhibit Section of the RFP.

c. CHANGE OF OWNERSHIP

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

3M Response: 3M would notify the State of Nebraska should there be any change in ownership during the contract period.

d. OFFICE LOCATION

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

3M Response:
3M Transportation Safety Division
3M Center, Building 225, Mailstop: 225-4N-14
Saint Paul, MN 55144

e. RELATIONSHIPS WITH THE STATE

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

3M Response: Please see the "Working Together To Improve Lives in Nebraska" document, Exhibit E in the 3M Exhibit Section of the RFP.

f. BIDDER'S EMPLOYEE RELATIONS TO STATE

Form A
Bidder Proposal Point of Contact
Request for Proposal Number 6494 Z1

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:	3M Company
Bidder Address:	3M Center 225-4N-14 St Paul, MN 55144-1000
Contact Person & Title:	Catherine Zaske, Contract Administrator
E-mail Address:	cdzaske@mmm.com
Telephone Number (Office):	651-736-6243
Telephone Number (Cellular):	586-212-7010
Fax Number:	800-591-9293

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:	3M Company
Bidder Address:	3M Center 225-4N-14 St Paul, MN 55144
Contact Person & Title:	Catherine Zaske, Contract Administrator
E-mail Address:	cdzaske@mmm.com
Telephone Number (Office):	651-736-6243
Telephone Number (Cellular):	586-212-7010
Fax Number:	800-591-9293

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 workplaceBy 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.

___X____ 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:	3M Company
COMPLETE ADDRESS:	3M Center BLDG 225-4N-14 St. Paul, MN 55144-1000
TELEPHONE NUMBER:	651-737-5281
FAX NUMBER:	800-591-9293
DATE:	May 3, 2021
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	Maria Paraschou Senior Proposal and Contract Manager

3M Exhibits

3M EXHIBITS SECTION TABLE OF CONTENTS
OPTION 3

Section II (#F) and Section II (#Q) Option 3:

Exhibit T EULA Plate Builder Software Agreement

Section V – SOW Option 3:

EXHIBIT A 3M 1300 Series Thermal Transfer Ribbons Product Bulletin
EXHIBIT U 3M-BIS Implementation Project Plan
EXHIBIT C 3M T7300 Series Validation Security Stickers with Ensure
EXHIBIT S 3M 5470 Calcoast Test Results – 3rd party lab

Section VI – Corporate Overview Option 3:

EXHIBIT D 3M Financial Statement
EXHIBIT E Working together to improve lives in Nebraska
EXHIBIT F Business Information Systems Additional Company Information
EXHIBIT G 3M Key Professional Resumes
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Attachment - A Option 3:

EXHIBIT I UL Certification
EXHIBIT J DLP Refurbishment work detailed list
EXHIBIT K NE and 3M system data flowchart
EXHIBIT L 3M Plate Builder comparison to 3M VRIMS
EXHIBIT M 3M Plate Builder Application detailed description
EXHIBIT N 9250T Stork Test Results – 3rd party lab
EXHIBIT O Plate Builder Maintenance Agreement & Support Services
EXHIBIT P DLP Maintenance Agreement & Support Services
EXHIBIT Q 3M 9250 Digital License Plate Reflective Sheeting Product Bulletin
EXHIBIT R 3M 9097 Protective Overlaminate Product Bulletin
EXHIBIT A 3M 1300 Series Thermal Transfer Ribbons Product Bulletin
EXHIBIT U 3M-BIS Implementation Project Plan
EXHIBIT C 3M T7300 Series Validation Security Stickers with Ensure

EXHIBIT A

3M

Digital License Plate Thermal Transfer Ribbons

Series TTR 1300
For use on Multi-Year License Plates

Product Bulletin TTR1300 **May 2014**

Replaces PB TTR1300 dated July 2012

Description

3M™ Digital License Plate (DLP) Thermal Transfer Ribbons Series TTR1300 are used in conjunction with 3M™ DLP Reflective License Plate Sheeting Series 9250 and 3M™ Clear Protective Film Series 9097 to produce fully reflective vehicle registration plates for multi-year use.

Application

3M™ DLP Thermal Transfer Ribbons are applied to the 3M™ License Plate Sheeting through the 3M™ Digital Printing System. This system utilizes heat, applied selectively by a thermal transfer print head, and pressure to transfer the colorant from the ribbon backing to the surface of the reflective sheeting.

3M Basic Product Warranty and Limited Remedy

3M™ Digital License Plate (DLP) Thermal Transfer Ribbons Series TTR1300 is warranted to be free of defects in materials and manufacture at the time of shipment and to meet the requirements stated in the Product Bulletin. If Series TTR1300 is proven not to have met the Basic Warranty on its shipment date, then a buyer's exclusive remedy, and 3M's sole obligation, at 3M's option, will be to refund or replacement of Series TTR1300.

Colors

Spot Colors	
TTR1301	Dark Blue
TTR1302	Dark Red
TTR1307	Forest Green
TTR1308	Bright Blue
TTR1309	Ocean Blue
TTR1310	Blue
TTR1312	Green
TTR1313	Pine Green
TTR1314	Leaf Green
TTR1315	Orange
TTR1316	Intense Red
TTR1317	Tomato Red
TTR1318	Burgundy
TTR1319	Light Gray
TTR1321	White
TTR1322	Golden Yellow
TTR1323	Sunflower Yellow

Process Colors	
TTR1303	Black
TTR1304	Cyan
TTR1305	Magenta
TTR1306	Yellow

EXHIBIT A

Storage

3M™ DLP Thermal Transfer Ribbons Series TTR1300 must be stored in their original package in a cool, dry area and should be used within one year after date of receipt. For best printing results, it is recommended that the sheeting be digitally printed in the 3M™ Digital Printing System within six months of date of receipt.

Health and Safety Information

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

Literature Reference

PB 9250E/ 9250T	DLP Reflective License Plate Sheeting With Ensure™ Image For use on Multi-Year License Plates
PB 9097	Digital License Plate Clear Protective Film 9097 For use on Multi-Year License Plates
PB Chiller	DLP Cooling System For use on DLP Printing Systems

FOR INFORMATION OR ASSISTANCE CALL:
1-877-777-3571

IN CANADA CALL:
1-800-265-1840

Internet:
www.3M.com/mvss

3M assumes no responsibility for any injury, loss or damage arising out of the use of a product that is not of our manufacture. Where reference is made in literature to a commercially available product, made by another manufacturer, it shall be the user's responsibility to ascertain the precautionary measures for its use outlined by the manufacturer.

Important Notice

All statements, technical information and recommendations contained herein are based on tests we believe to be reliable, but the accuracy or completeness thereof is not guaranteed, and the following is made in lieu of all warranties, or conditions express or implied. Seller's and manufacturer's only obligation shall be to replace such quantity of the product proved to be defective. Neither seller nor manufacturer shall be liable for any injury, loss or damage, direct, special or consequential, arising out of the use of or the inability to use the product. Before using, user shall determine the suitability of the product for his/her intended use, and user assumes all risk and liability whatsoever in connection therewith. Statements or recommendations not contained herein shall have no force or effect unless in an agreement signed by officers of seller and manufacturer.

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3M

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EXHIBIT C

Validation Security Stickers With Ensure™ Custom Image for Thermal Transfer Printing

Series T7300

For use on Multi-Year License Plates

Product Bulletin T7300 **May 2014**

Replaces PB T7300 dated April 2014

Description

3M™ Validation Security Stickers Series T7300 are designed and manufactured for thermal transfer printing of reflective validation stickers, and other types of general purpose stickers, for application to smooth surfaced multi-year license or reciprocity plates. Series T7300 stickers are available in a wide array of configurations according to the customer's design requirements.

Series T7300 stickers are sold either as die-cut stickers on rolls or pre-tipped onto forms.

The Series T7300 validation security stickers are available in ten standard colors as shown on the Validation Sheeting Color Chart. The day and night color of the stickers is similar and will remain highly reflective when viewed at wide entrance angles. The stickers are designed for thermal transfer printing to produce various color and design combinations on finished validation stickers using the 3M™ Thermal Transfer Imaging System VP5000 or other 3M approved system.

3M Series T7300 stickers contain directional security marks that are an integral part of the sticker which makes unauthorized 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 sticker. These marks are available in reverse image print (ER). 3M validation security stickers are available with customized marks as mutually agreed upon by the purchaser and 3M.

3M™ Ensure™ Custom 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:

A. 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.

B. The mark will not be visible to a viewer:

1. When standing directly in front of the sticker at a distance of either two feet (.6m) or 20 feet (6.1m).
2. 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 or reduce the sticker brightness below the minimum specified levels. The marks will not interfere with appearance and legibility of the finished validation stickers. The directional security marks cannot be removed by chemical or physical means from the finished validation sticker, applied or unapplied, without visibly damaging the sticker's reflectivity.

EXHIBIT C

Performance Considerations

3M™ Validation Security Stickers Series T7300 have been designed for the economical and effective production of reflective validation stickers for use on multiple year license and reciprocity plates. Recommended 3M application procedures should be followed for maximum durability.

A. Reflectivity

Minimum reflectivity values of Series T7300 are shown in Table A.

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

0.2° Observation Angle[1]			
Sticker Color		**Entrance Angle[2]**	
		-4°	**40°**
White	T7300	50	15
Yellow	T7301	30	8
Red	T7302	10	3
Gold	T7303	30	10
Orange	T7304	6	2
Yellow-Green	T7305	24	8
Blue	T7306	14	5
Green	T7307	28	8
Magenta	T7308	12	3
Lemon-Yellow	T7309	28	11

[1]Observation (Divergence) Angle — The angle between the illumination axis and the observation axis.

[2]Entrance (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 Stickers Series T7300 are 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.

3M Series T7300 stickers are warranted to be compatible with license plates made from 3M reflective sheeting. User should verify proper adhesion performance on any other surface before using.

Fabrication

A. 3M™ Validation Security Stickers Series T7300 are provided die-cut on rolls or pre-tipped onto forms, based on the customer's requirements. The rolls of stickers can be perforated and back instructions printed.

Contact your 3M Technical Representative for more information.

B. 3M™ Series T7500 forms — stickers pre-tipped onto forms.

C. 3M™ Thermal Transfer Printer VP5000 or other approved 3M printer.

D. 3M™ Thermal Transfer Ribbon Series VP5130 or other ribbons approved by 3M.

E. Cutting — Stickers may be hand cut individually or into strips of multiple stickers or processed into book form. Stickers can also be packaged in roll form or into fanfold boxes.

Contact your 3M Technical Representative for more information on sticker packaging formats.

Cleaning

The reflective 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

Stickers or stickers on forms 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.

EXHIBIT C

FOR INFORMATION OR ASSISTANCE
CALL:
1-877-777-3571

IN CANADA CALL:
1-800-265-1840

Internet:
www.3M.com/mvss

3M assumes no responsibility for any injury, loss or damage arising out of the use of a product that is not of our manufacture. Where reference is made in literature to a commercially available product, made by another manufacturer, it shall be the user's responsibility to ascertain the precautionary measures for its use outlined by the manufacturer.

Important Notice
All statements, technical information and recommendations contained herein are based on tests we believe to be reliable, but the accuracy or completeness thereof is not guaranteed, and the following is made in lieu of all warranties, or conditions express or implied. Seller's and manufacturer's only obligation shall be to replace such quantity of the product proved to be defective. Neither seller nor manufacturer shall be liable for any injury, loss or damage, direct, special or consequential, arising out of the use of or the inability to use the product. Before using, user shall determine the suitability of the product for his/her intended use, and user assumes all risk and liability whatsoever in connection therewith. Statements or recommendations not contained herein shall have no force or effect unless in an agreement signed by officers of seller and manufacturer.

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3M

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EXHIBIT D

3M Company and Subsidiaries
Consolidated Statement of Income
Years ended December 31

(Millions, except per share amounts)	2019	2018	2017
Net sales	**$ 32,136**	$ 32,765	$ 31,657
Operating expenses			
Cost of sales	**17,136**	16,682	16,055
Selling, general and administrative expenses	**7,029**	7,602	6,626
Research, development and related expenses	**1,911**	1,821	1,870
Gain on sale of businesses	**(114)**	(547)	(586)
Total operating expenses	**25,962**	25,558	23,965
Operating income	**6,174**	7,207	7,692
Other expense (income), net	**462**	207	144
Income before income taxes	**5,712**	7,000	7,548
Provision for income taxes	**1,130**	1,637	2,679
Net income including noncontrolling interest	**$ 4,582**	$ 5,363	$ 4,869
Less: Net income attributable to noncontrolling interest	**12**	14	11
Net income attributable to 3M	**$ 4,570**	$ 5,349	$ 4,858
Weighted average 3M common shares outstanding — basic	**577.0**	588.5	597.5
Earnings per share attributable to 3M common shareholders — basic	**$ 7.92**	$ 9.09	$ 8.13
Weighted average 3M common shares outstanding — diluted	**585.1**	602.0	612.7
Earnings per share attributable to 3M common shareholders — diluted	**$ 7.81**	$ 8.89	$ 7.93

The accompanying Notes to Consolidated Financial Statements are an integral part of this statement.

EXHIBIT D

3M Company and Subsidiaries
Consolidated Statement of Comprehensive Income
Years ended December 31

(Millions)	2019	2018	2017
Net income including noncontrolling interest	**$ 4,582**	$ 5,363	$ 4,869
Other comprehensive income (loss), net of tax:			
Cumulative translation adjustment	**211**	(467)	373
Defined benefit pension and postretirement plans adjustment	**(560)**	444	52
Cash flow hedging instruments	**(72)**	176	(203)
Total other comprehensive income (loss), net of tax	**(421)**	153	222
Comprehensive income (loss) including noncontrolling interest	**4,161**	5,516	5,091
Comprehensive (income) loss attributable to noncontrolling interest	**(11)**	(8)	(14)
Comprehensive income (loss) attributable to 3M	**$ 4,150**	$ 5,508	$ 5,077

The accompanying Notes to Consolidated Financial Statements are an integral part of this statement.

EXHIBIT D

3M Company and Subsidiaries
Consolidated Balance Sheet
At December 31

(Dollars in millions, except per share amount)	2019	2018
Assets		
Current assets		
Cash and cash equivalents	**$ 2,353**	$ 2,853
Marketable securities — current	**98**	380
Accounts receivable — net of allowances of $161 and $95	**4,791**	5,020
Inventories		
Finished goods	**2,003**	2,120
Work in process	**1,194**	1,292
Raw materials and supplies	**937**	954
Total inventories	**4,134**	4,366
Prepaids	**704**	741
Other current assets	**891**	349
Total current assets	**12,971**	13,709
Property, plant and equipment	**26,124**	24,873
Less: Accumulated depreciation	**(16,791)**	(16,135)
Property, plant and equipment — net	**9,333**	8,738
Operating lease right of use assets	**858**	—
Goodwill	**13,444**	10,051
Intangible assets — net	**6,379**	2,657
Other assets	**1,674**	1,345
Total assets	**$ 44,659**	$ 36,500
Liabilities		
Current liabilities		
Short-term borrowings and current portion of long-term debt	**$ 2,795**	$ 1,211
Accounts payable	**2,228**	2,266
Accrued payroll	**702**	749
Accrued income taxes	**194**	243
Operating lease liabilities — current	**247**	—
Other current liabilities	**3,056**	2,775
Total current liabilities	**9,222**	7,244
Long-term debt	**17,518**	13,411
Pension and postretirement benefits	**3,911**	2,987
Operating lease liabilities	**607**	—
Other liabilities	**3,275**	3,010
Total liabilities	**$ 34,533**	$ 26,652
Commitments and contingencies (Note 16)		
Equity		
3M Company shareholders' equity:		
Common stock par value, $.01 par value; 944,033,056 shares issued	**$ 9**	$ 9
Shares outstanding - 2019: 575,184,835		
Shares outstanding - 2018: 576,575,168		
Additional paid-in capital	**5,907**	5,643
Retained earnings	**42,135**	40,636
Treasury stock	**(29,849)**	(29,626)
Accumulated other comprehensive income (loss)	**(8,139)**	(6,866)
Total 3M Company shareholders' equity	**10,063**	9,796
Noncontrolling interest	**63**	52
Total equity	**$ 10,126**	$ 9,848
Total liabilities and equity	**$ 44,659**	$ 36,500

The accompanying Notes to Consolidated Financial Statements are an integral part of this statement.

EXHIBIT D

A copy of 3M's 2019 annual report can be found on 3M's Internet site at www.3M.com. 3M Company's Form 10-K is available on the 3M Company website by searching as follows: Investor Relations-> SEC Filings -> then in the "All Forms Types" search box, choose "Annual Filings" -> then select Form 10-K filed 2/04/2021.

Investor contact
Phone: 651-737-6501 or 800-3M-HELPS
3M Investor Relations Department
Bldg. 224-1W-02
St. Paul, MN 55144-1000
Tel: (651) 737-6523
investorrelations@3M.com

Working Together To Improve Lives in Nebraska

EXHIBIT E

Nebraska Economic Impact

Employees +Retirees	State + Local Taxes	Charitable Contributions	NE - Made Exports
754	$1M	$189K	$412M

Valley
- 533 employees
- Personal Safety Division

Partnering with the University of Nebraska

3M is a proud partner of the Alliance for Advanced Food Sanitation, launched by the University of Nebraska-Lincoln in 2015. The goal of the partnership is research collaboration between 3M and the university's Food Processing Center.

"3M's passion is about investing in innovations that improve the lives of people."

–Director of the Alliance for Advanced Food Sanitation

Supporting Nebraska Communities

3M Valley is committed to being a caring neighbor and involved citizen. This is aided through continued promotion and support of efforts that inspire our youth and improve the quality of life in our communities. 3M supports local organizations like the Twin Rivers YMCA and the Omaha Safety and Health Council

2019 WORLD'S MOST ETHICAL COMPANIES™ WWW.ETHISPHERE.COM

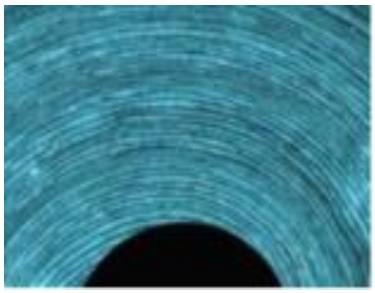
3M was recognized in 2019 as a World's Most Ethical Company for a 6th Consecutive Year. More information about our corporate social responsibility work on the back.

Applying Science to Sustainability

EXHIBIT E

Our Framework

Science for Circular
Design solutions with less material, advancing a global circular economy.



Science for Climate
Innovate to decarbonize industry and improve our environmental footprint.

Science for Community
Create a more positive world through science, and inspire people to join us.

More Than a Century of Innovation for the Greater Good

2019 3M global headquarters powered by renewable electricity, the first step in a commitment to move global operations to **100% renewable sources of power**

2018 3M requires all new products have a **Sustainability Value Commitment**

2015 **2025 Sustainability Goals launched**, expanding beyond 3M operations and environmental issues to include customers, suppliers, and social impact

2005 3M awarded the U.S. Environmental Protection Agency **Climate Protection Award**

2002 3M issues first greenhouse gas emission inventory (Scope 1 and 2) driving achievement of **63.7% absolute reduction** in location-based GHG emissions (to date)

1996 3M formalizes **Life Cycle Management System** embedding environmental, health, and safety considerations into new product development

1988 **3M Ozone Depleting Chemical Phase Out** policy is adopted

1987 **3M Air Emission Reduction Program** is launched; the program will drive an 88% reduction in volatile organic compounds air emissions by 2001

1975 **Pollution Prevention Pays (3P)** is created, preventing more than 2.5 million tons of pollution and saving nearly $2.2 billion

1953 3M Foundation established as one of the first corporate charitable foundations in the United States; the foundation will later be named **3Mgives**

1951 International operations established in Australia, Brazil, Canada, France, Germany, Mexico, and the United Kingdom

1932 3M begins **providing short-term and long-term disability coverage**, a pension plan, and an unemployment insurance plan

1902 **Minnesota Mining and Manufacturing Company** founded in Two Harbors, MN

EXHIBIT F

BIS Additional System and Functionality Options

Contactless Kiosks

Since 2015, BIS has offered kiosk options for motor vehicle registration renewals. These self-contained, graphically branded units communicate directly with the IMS portion of VTRS. Users simply follow the on-screen prompts to retrieve vehicle information and pay for renewal, then the registration sticker is printed along with the glove box registration card and dispensed to the customer.

BIS kiosks time stamp all transactions for audit purposes and transmits the data via wired or wireless connection to VTRS. The jurisdiction's administrative office is provided access to the web portal for standard and customized reporting. During implementation, BIS coordinates reporting formats with needs and integrates kiosk data with State-designated programs.

Personalized License Plate Web Portal

In 2019, BIS launched an online personalized license plate website to replace the State of Tennessee's manual ordering process. Residents now visit https://personalizedplates.revenue.tn.gov/#/ and select from more than 100 types of Tennessee plates available for personalization, then submit their desired sequence configuration for approval. Instantly, the program alerts the user if the configuration fails verification against an objectionable word database or is not available, then offers alternatives. Residents pay the personalized plate application fee online and receive approval or denial messages by email.

At launch, Tennessee Commissioner of Revenue David Gerregano remarked, "We are pleased to partner again with BIS to offer Tennesseans this added convenience. This online application should make the personalized plate process even quicker and easier for residents."

If Nebraska were to activate this option, data from the personalized plate application would flow through the 3M and BIS systems for production and fulfillment.

Electronic Insurance Verification System Solution

BIS developed this system at the State of Tennessee's request, creating an online and on-demand motor vehicle insurance coverage verification solution. The resulting EIVS uses custom code information exchange integration with insurance providers and:

- Validates insurance coverage using provider full books of business and web services
- Includes customizable templates for notification of fines and informational mailings
- Features a public web portal for payment of non-compliance fines and signing of electronic affidavits
- Is supported by a professional call center dedicated to state, insurance provider and registrant assistance
- Produces transmit error reports and files for incorrect vehicle and insurance data

- Delivers real-time insurance verification for law enforcement

Dealer Drive-Out EZ Tag Solution

BIS developed this print-on-demand temporary tag program for the State of Tennessee in order to solve challenges with the way vehicle dealerships issued temporary license plates throughout the state. The resulting EZ Tag system fully integrates with the Vehicle Title and Registration System (VTRS), providing law enforcement with instant access to owner and vehicle data. Using web services and APIs to increase automation, efficiency, transparency and accuracy, the BIS program revolutionized this vital government process in Tennessee. In addition, adoption of the program decreased errors and provided the State with more robust controls against potential fraud.

BIS designed this software with a configurable business rule engine, making it easily adaptable for use in other jurisdictions. EZ Tag features:

- Real-time audit log and reporting tools
- Functions to designate multiple drive-out tag types such as vehicle, motorcycle, transportation, internet outage, etc.
- Unique numbers, expiration date, and temporary registration for each tag issued
- Custom programming to meet state requirements and needs
- On-demand and scheduled reports
- Temporary tag extension functions and re-print capabilities
- Built-in disaster recovery plan protection
- Weather/chemical-resistant paper for on-demand tag printing

EZ Tag produces a unique number, expiration date, and temporary registration as each tag is issued, instantly transmitting information to the State. The program is web-based and dealerships use standard laser printers to generate tags on specialty weather-resistant paper. Dealers pay a per-tag charge for use of the system, which is typically passed on to buyers as part of the vehicle purchase price.

Auto Assistant App

BIS offers an Auto Assistant app to government partners as an easy-to-use mobile interface for constituents.

This mobile application allows citizens to set up personal accounts and securely store payment tokens for mobile, one-click motor vehicle registration renewals. This secure system would be a free download for Nebraska vehicle owners and the 3M and BIS project teams will work closely with the State of Nebraska to identify all requirements for data protection and integration to offer this service to the public.

For users, the Auto Assistant App would serve as a portable, digital home for motor vehicle electronic information, including:

- An electronic copy of the motorist's vehicle registration card with current status

- Electronic copy of coverage card and real-time validation of auto insurance – If Nebraska has interest in the BIS Electronic Insurance Verification Service (EIVS)
- Vehicle recall alerts, referencing registered vehicles
- Registration renewal push notifications and in-app renewal options
- Offline storage for retrieval of electronic registration

BIS support and integration of the Auto Assistant App is funded by a citizen-paid $2 registration renewal convenience fee for in-app renewals. Additional information is available at https://www.getautoassistant.com/.

Go Green Initiative

BIS collects email addresses for Tennessee vehicle registration renewals that take place online or through the Auto-Assistant app. Those citizens are then encouraged via follow-up email to 'Go Green' for future renewals, opting in for paperless reminders and notifications instead of mailed versions. The resulting conversion of over 30% of vehicle owners to electronic renewal saves the State more than $700,000 annually in mailing expenses.

EXHIBIT I

ONLINE CERTIFICATIONS DIRECTORY

NWGQ.E147759
Information Technology Equipment Including Electrical Business Equipment

Page Bottom

Information Technology Equipment Including Electrical Business Equipment

See General Information for Information Technology Equipment Including Electrical Business Equipment

3M COMPANY E147759
TRAFFIC SAFETY SYSTEMS DIV (TSSD)
3M CENTER
ST PAUL, MN 55144 USA

Retroreflective automated printing systems, Model(s) VP5000L-63D.

RHS`s, Model(s) Roll Handling System.

Last Updated on 2004-09-28

Questions? Notice of Disclaimer Page Top

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EXHIBIT I

Underwriters Laboratorl• Inc.®

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Vadnais Heights, MN 55110 USA
www.ul.com
tel: 651 765 1981
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NOTICE OF AUTHORIZATION TO APPLY THE UL MARK

2005-08-05

3M Company
Steve Hedberg
3M Center
St. Paul, **MN 55144**

E-mail: smhedberg1@mmm.com

Reference: File E147759 Project 05NK01030

Product: Roll Handling System, Model RHS, employing the following alternate components: Scientific Technologies, Model MC-S interlock system; Watlow, Part No. N12A15-5405 heater; Watlow heater control, Model LVE6HW-00000315A; Siemens, Model 6EP1334-1SH01 power supply and Continental Industries, Part No. SVDA/3V10 solid-state relay.

Dear Mr. Hedberg,

UL's investigation of your product has been completed under the above project number and the subject product was determined to comply with the applicable requirements.

This letter temporarily supplements the UL Follow-Up Services Procedure and serves as authorization to apply the UL Listing Mark only at the factory under UL's Follow-Up Service Program to the subject product, which is constructed as described below:

> Identical to the subject model, which was submitted to UL for this investigation. The UL Records covering the product will be in the Follow-Up Services Procedure, File E147759, Volume 7, Section 1.

To provide the manufacturer with the intended authorization to use the UL Mark, the addressee must send a copy of this Notice and all attached material to each manufacturing location as currently authorized in File E 147759, Volume 1.

This authorization is effective from the date of this Notice and only for products at the indicated manufacturing locations. Records in the Follow-Up Services Procedure covering the product are now being prepared and will be sent to the indicated manufacturing locations in the near future. Please note that Follow-Up Services Procedures are sent to the manufacturers only unless the Applicant specifically requests this document.

Products that bear the UL **Mark** shall be identical to those that were evaluated by UL and found to comply with UL's requirements. If changes in construction are discovered, appropriate action will be taken for products not in conformance with UL's requirements and continued use of the UL Mark may be withdrawn.

Sincerely,

Sincerely,
James Warner
Project Engineer
Conformity Assessment Services
Minneapolis/St. Paul

Reviewed by:
James A. Kleinke
Section Manager
Conformity Assessment Services
Minneapolis/St. Paul

EXHIBIT I

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EXHIBIT J

Detailed List of DLP Refurbishment Work Performed

Remove printer covers	
Remove ribbon guide and separator bars	
Remove ribbon motor belts	
Remove ribbon motor pulleys	
Remove ribbon motors one at time, install new motors - qty 8 and pigtails - qty 8	
Remove exit roller pulley and belt	
Remove and replace exit roller motor – qty 1	
Remove and replace ribbon spindle bearings (back) – qty 16 large flanged	
Remove and replace ribbon door spindle bearings (front) – qty 8 large flanged & 8 flangeless	
Replace ribbon pulleys and belts	
Verify ribbon motor functionality using the PMAC.exe (forward, reverse and feedback)	
Remove and replace exit roller – qty 1 and bearings – qty 2 small flanged	
Remove and replace brake roller – qty 1 and bearings – qty 2 small flanged	
Remove and replace encoder bearings – qty 2 small flanged (check encoder disc for damage)	
Remove and replace platen assembly rollers – qty 4 and bearings – qty 24 large flanged	
Remove and replace exit roll idler roller – qty 1 and bearings – qty 2 small flanged	
Remove and replace brake roll idler roller – qty 1 and bearings – qty 2 small flanged	
Remove and replace encoder idler roller – qty 1 and bearings – qty 2 small flanged	
Remove and replace platen motors – qty 4	
Remove and replace platen cable harness with 2 piece cable harness – qty 1 cable assembly	
Verify platen motor functionality using the PMAC.exe (forward, reverse and feedback)	
Remove hot-can from print transport	
Disconnect wiring & remove cal-rod from hot can, clean and lube & reinstall	
Reinstall hot-can onto printer transport	
Remove & replace air chucks (Input unwind, Overlam unwind, Finished Product and Overlam liner)	
Remove and replace PanelView Lexan protective cover – qty 1	
Replace nip rollers	

EXHIBIT J

Cooling System Installation	
Drill and tap mounting holes in RHU for manifold bracket	
Drill holes in printhead frame plates	
Install manifold bracket and attach braided hoses	
Install cooling plates and connect braided hoses to cooling plate lines	
Install new printer back cover and tubing guard	
Install power plug to chiller cord	
Install chiller dust filter	
Connect supply & return hoses to chiller and manifold	
Apply stickers to RHU and printer back cover	
Add 1 1/2 gal water to chiller, power on chiller, check pressure (approx. 34)	
Set chiller settings and check for leaks	
Add 51 oz antifreeze (RCO22 Chiller) and top off tank with water	
Install thermal pads and mounting studs on printheads	
Install printheads on cooling plates	
Install new ribbon guide – qty 4 and separator bars qty 4	
Set printheads to previous recorded positions	
Run TEC3750 and Align4, adjusted for optimal print quality	
Remove and install PMAC batteries	
Remove and install 960 Serial cable	
Touch up paint on RHU	

EXHIBIT J

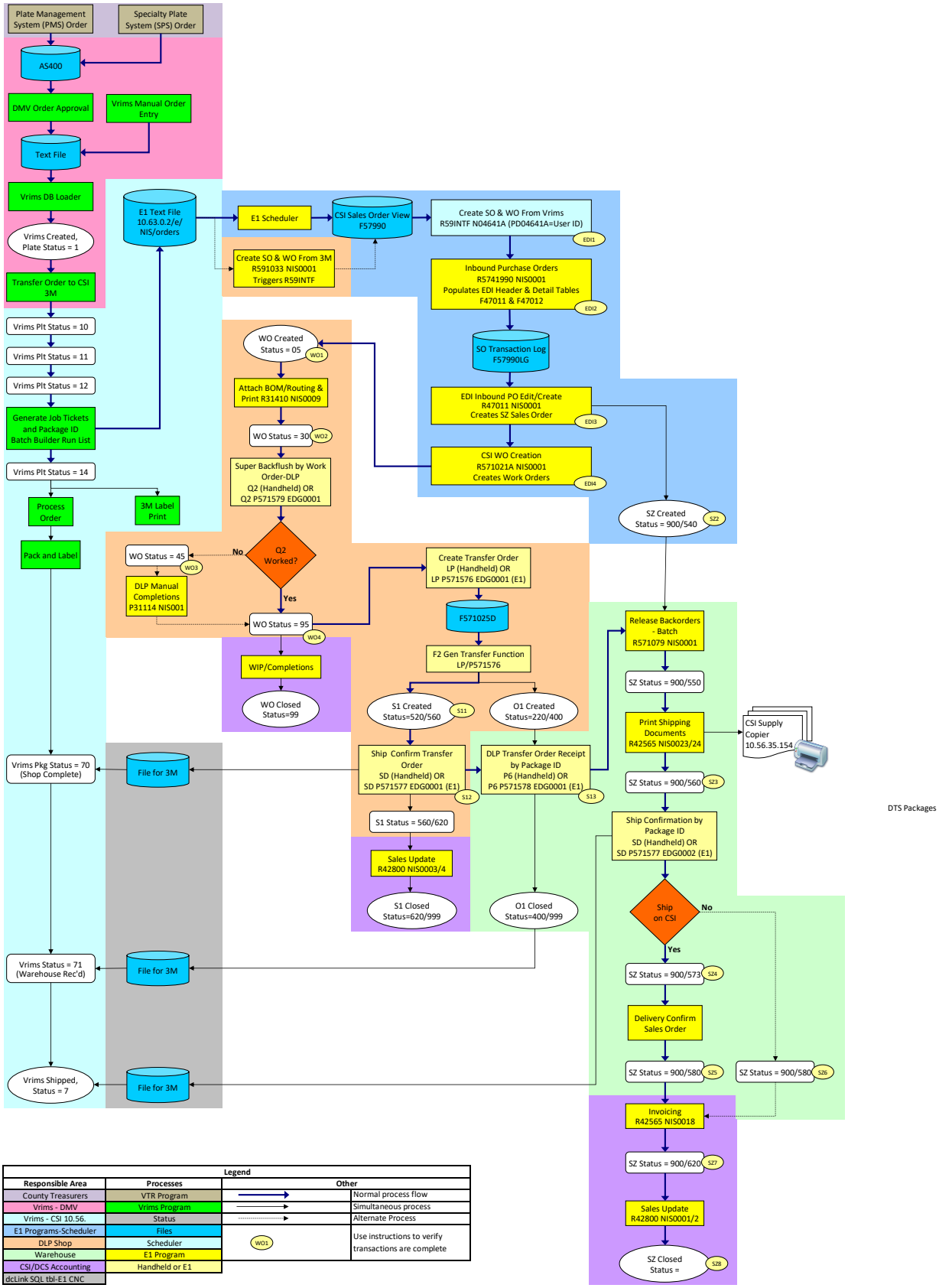
Parts Replaced:

Platen Rollers – 78-8133-7315-2	Qty – 4
Idler Rollers – 78-8133-7316-0	Qty – 3
Brake/Exit Rollers – 78-8133-7317-8	Qty – 2
Small Flanged Bearings – 26-1017-3971-7	Qty – 12
Large Flanged Bearings – 26-1017-3757-0	Qty – 48
Flangeless Bearings – 26-1017-3972-5	Qty – 8
Ribbon Guide Bars – 78-8133-7388-9	Qty – 4
Ribbon Separator Bars – 78-8133-7384-8	Qty – 4
Platen Motors – 78-8133-7386-3	Qty – 4
Ribbon Motors – 78-8133-7334-3	Qty – 9
Nip Roller, Top - 12-3163-1211-0	Qty – 1
Nip Roller, Bottom - 12-3163-1212-8	Qty – 1
PMAC Batteries	Qty – 2
960 Serial Cable – 78-8133-7556-1	Qty – 1
Air Chuck Slotted – 78-8133-7472-1	Qty – 3
Air Chuck Round Hole – 78-8133-7473-9	Qty – 1
Lexan cover – Panel View	Qty – 1
Air Filter – Lytron chiller	Qty – 1

EXHIBIT K

3M/E1/dcLink Interface

Doc# 033



Legend			
Responsible Area	**Processes**	**Other**	
County Treasurers	VTR Program	→	Normal process flow
Vrims - DMV	Vrims Program	→	Simultaneous process
Vrims - CSI 10.56.	Status	→	Alternate Process
E1 Programs-Scheduler	Files	WO1	Use instructions to verify transactions are complete
DLP Shop	Scheduler		
Warehouse	E1 Program		
CSI/DCS Accounting	Handheld or E1		
dcLink SQL tbl-E1 CNC			

EXHIBIT L

3M Plate Builder Features/Capabilities Compared to 3M VRIMS

General

3M Plate Builder	3M VRIMS
Browser Based Application	Windows Client
Robust Security	No User ID/Password Login
Enhanced Reporting Capability	Limited Reports
Intuitive User Interface	Menu Driven
Highly Configurable	Limited Configuration Capability
Product Based – New Features in Every Release	Customized to each Customer
Compatible with DLP and PPS Printers	Compatible with DLP

User Interface

3M Plate Builder	3M VRIMS
Browser Based Application	Windows Client
Open IE version 11 or higher and enter URL to access entire application	Individual apps installed on every workstation using system
Access from any workstation with IE 11 or higher	On workstations with apps installed can access
Intuitive User Interface	Menu Driven
Icon based with Drop Down Menus	All Menu Driven
Entire Application is integrated, east to navigate to all functions	Each App is separate and requires starting separately
Configurable paginated grids	No User interface configurability

Security

3M Plate Builder	3M VRIMS
All users get unique User ID and Password	No User Id/Password for login
Each user assigned a role or multiple roles	No user roles
Roles allows access to certain functionality	Functionality limited by app installed on each workstation
Logging for certain user actions	No logging of user actions

EXHIBIT L

Configuration

3M Plate Builder	3M VRIMS
Many items can be configured	Limited Configurability
• Electronic file layout for each e-file type	• Shipping Method
• Expiration Month	• Shipping Location
• Expiration Year	• Color Sets
• County Information – Name, Number and Abbreviation	• Sheeting Types
• Shipping Methods	
• Shipping Locations	
• Color Sets	
• Weights	
• Sheeting Types	
• Remake Reasons	

Reports

3M Plate Builder	3M VRIMS
More than 20 canned reports	Limited number of reports
Up to 3 dynamic, user created reports	No dynamic or user created reports
All reports can be exported into a PDF, Word or Excel format	Reports only exportable to a PDF format

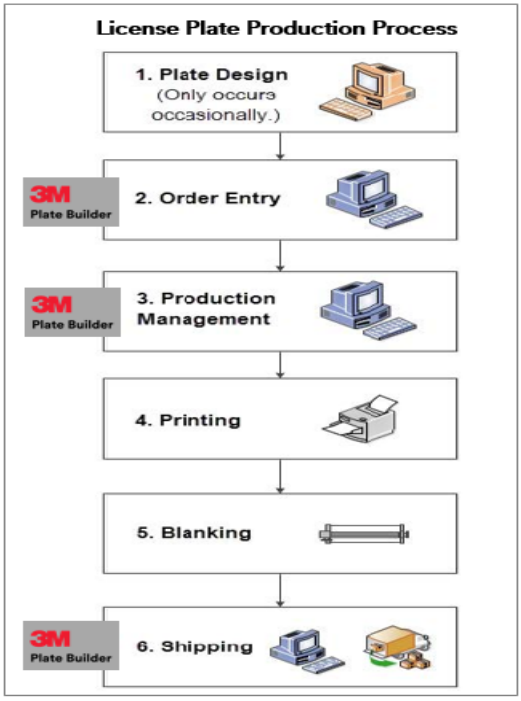
License Plate Orders and Run Lists

3M Plate Builder	3M VRIMS
Enhanced Manual Plate Ordering Capability	Limited Manual Plate Ordering
• Extended Series Plate Generation	
• Upload non-series flat file	
Enhanced Electronic Plate Ordering	Standard Electronic Plate Ordering
• Accept files that contain a record of every plate to digitally print	• Accept files that contain a record of every plate to digitally print
• Accept files that indicate plate type, quantity to print and optionally a series start value	
Extended Prohibited and Reserved Message Capability	Standard Prohibited and Reserved Message Capability
Edit Run Lists	Run Lists Fixed and not editable
Remake Reason – Report on remake causes	
• Remake Reasons	

3M Plate Builder Application Description

3M Plate Builder is a software application that manages the ordering, production, and shipping of license plates. 3M Plate Builder application allow users to manage 3 of the 6 steps in license plate production process. 3M Plate Builder application supports DLP and PPS printers. 3M Plate Builder application can be is accessed via any network connected computer running internet explorer. 3M Plate Builder is designed to help reduce the lead-time for license plate production, automate the license plate ordering process, track license plates through-out the production process; securely and efficiently produce high-quality license plates. It is an extremely capable and feature-rich license plate manufacturing system.

Basic Configuration:



- 3M Plate Builder application provides the capability for the users to manage layout of order file, ship file, prohibited file and reserved file based on customer requirements so that the incoming files can be validated.
- 3M Plate Builder application allow users to define the valid characters, increment rule for plate messages in the plate designs.

Order Entry:

- 3M Plate Builder application accepts electronic plate orders as well as manually entered orders. 3M recommends that orders from the Department of Motor Vehicles (DMV) come electronically in the form of a data file exchange. 3M works with the appropriate DMV personnel to define the order file layout and content so that each order that is sent can be successfully processed. The plate order files are typically sent to a secure FTP site. The user must upload the order file in 3M Plate Builder application to create run list that can be sent to printer.
- 3M Plate Builder application supports manual creation of orders. 3M Plate Builder supports series (plate messages generated based on increment rule) and non-series (discrete plate messages) plate designs.
- For all the orders, the 3M Plate Builder application will:
    - Accept the following English alphabet characters for license plates: 0-9, A-Z, and most special characters. Special characters such as spaces and half spaces require submission of a substitute keyboard character such as ^ for a half space
    - Check the order file to make sure it meets the agreed upon file layout
    - Confirm that each plate type listed in the order file is an approved plate type for production
    - Confirm that extra data does not exist within the file
    - Check for required data that is missing
    - Ensure the order or plates in the order are not duplicates from previously submitted orders

    - Check if plate numbers in the order file are in the prohibited plate number list
    - Record an event log of activity—order received, order processed, and rejected items within an order along with order shipped and order complete
- If 3M Plate Builder finds duplicate plate numbers, or if any of the ordered license plate messages are in the prohibited message list, they will be highlighted for the user and those plates will not be printed automatically. A user will need to determine the appropriate course of action for those plates. Also, if any order file errors are detected, the invalid row is rejected and will not be loaded. For those rejected records, there is a report indicating which rows of data were rejected and why. Rejected records can be sent back to the DMV for correction.
- 3M Plate Builder application provides the capability for the admin user to delete an order.

Production Management:

- Once the plate orders are entered into the 3M Plate Builder database, they are prepared for production and submitted to the 3M digital license plate printer using the production management application. Enabling the operator to regulate and organize the print jobs sent for printing, the 3M Plate Builder production management application provides information about all plates not yet processed, allowing the operator to choose which plates to print. These plates are organized based on common attributes related to materials, color set, and physical size to reduce waste and improve printing efficiency. The user can select which plates to send to production.
- 3M Plate Builder's production management module provides the capability for the user to perform the following functions –
    - Efficiently manage the production process by allowing for the selection and on-demand processing of orders
    - Print detailed production reports listing every plate in an efficient order for digital plate production
    - Flag or provide notice of duplicate ordering to prevent unnecessary or incorrect production
    - Print summary production and management reports for digital plate production
    - Manage plate remakes

Packaging and Shipping:

- 3M Plate Builder supports the management of finished plates and how they are placed into prepared packages. Series (bulk order) plates can be assigned to packages by 3M Plate Builder. Non-series plates can be assigned to packages based on the destination, plate type and plate type per package.
- 3M Plate Builder application provides the capability for the user to mark the packages as 'filled' after user completes the quality check of printed plates.
- 3M Plate Builder also provides the ability to print labels for plate sets, packages, and shipment. Labels include summary information of the container contents with a one-dimensional barcode identifying the container. Labels include the following:
    - Shipping address
    - Package summary
    - Package detail

    - Plate number
- 3M Plate Builder provides utilities to specify that a package, plate set, or plate have been shipped to a warehouse, branch office or motorist. 3M Plate Builder can identify both the manufacturing site and the location to which packages or plate sets can be shipped. 3M can pre-load Plate Builder with destination data provided to 3M by the DMV. 3M Plate Builder allows an operator to select a branch or warehouse destination from a list and assign a package to the selected destination. For electronic orders the DMV typically assigns the destination location of a set of license plates in the order file. Plate Builder uses that DMV specified destination when the package labels are printed, and the plates are shipped to the specified destination.
- 3M Plate Builder's shipping module provides the capability for users to enter the tracking number and shipping method for the package.
- 3M Plate Builder's shipping module allows users to group the packages as a pallet and manage the pallets.
- 3M Plate Builder application generates a daily ship file containing details of plates that are shipped for the day.

Info Search:

- 3M Plate Builder also provides a powerful search tool, InfoSearch, to help locate and check the current status of plates or orders. Information can be located by specifying the plate number, order number, package number, shipment number, or run list number.
- 3M Plate Builder provides the capability for admin users to change destination of a shipped package.

Reports:

- 3M Plate Builder provides 22 pre-defined canned reports.
- 3M Plate Builder allows admin users to configure 3 additional dynamic reports. The admin user can choose the data points (columns) that need to be present in the report and either choose order date or ship date as the search criteria for the reports.

User Management:

- 3M plate Builder allows admin users to manage users for the application. Admin users must assign specific roles for each user. Each role is tied to specific module of 3M Plate Builder application.

Additional Configuration:

- 3M Plate Builder application provides the capability for the users to configure shipping locations, shipping methods, expiration months, expiration years and county information.
- 3M Plate Builder allows users to sort the plate messages in the run list.
- 3M Plate Builder allows users to manage the remake reasons for a plate.
- 3M Plate Builder allows users to manage color set, weights, and sheeting.

EXHIBIT N

STORK®
Materials Technology

Stork Twin City Testing Corporation

662 Cromwell Avenue
Saint Paul, MN 55114
USA

Telephone :(651) 645-3601
Toll Free :(888) 645-TEST
Telefax :(651) 659-7348
Website :www.storktct.com

JOB NUMBER:	TCT004658P-2R
PAGE:	1 of 7
DATE:	October 12, 2010
REVISED:	October 15, 2010

Investigative Chemistry | Geotechnical | Construction Materials
Non Destructive Testing | Failure Analysis | Product Evaluation
Metallurgical Analysis | Materials Testing | Welder Qualification

PERFORMANCE TESTING OF REFLECTIVE SHEETING FOR LICENSE PLATES ACCORDING TO SPECIFICATION "3M™ DIGITAL LICENSE PLATE REFLECTIVE LICENSE PLATE SHEETING SERIES 9250T"

Prepared for:
3M Traffic Safety Sys. Div.
Attn: Warren Johnson
3M Center
Bldg 235-3B-55
St. Paul, MN 55144

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Client Purchase Order Number: TBD

Prepared By:

Briana Hinrichs
Testing Technician
Product Evaluation Department

Reviewed By:

William Stegeman
Advanced Materials Mgr.
Phone: 651-659-7230

The test results contained in this report pertain only to the samples submitted for testing and not necessarily to all similar products.

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Stork Twin City Testing Corporation is an operating unit of Stork Materials Technology B.V., Amsterdam, The Netherlands, which is a member of the Stork Group

JOB NUMBER: TCT004658P-2R

DATE: October 12, 2010
REVISED: October 15, 2010

EAR-CONTROLLED DATA

INTRODUCTION:

This report presents the results of performance tests conducted on one sample of reflective sheeting for license plates. The testing was authorized by Warren Johnson of 3M Traffic Safety Sys. Div. on September 29, 2010. The testing and data analysis were completed on October 7, 2010.
The scope of our work was limited to witnessing performance tests on the samples identified below and reporting the results.

SAMPLE IDENTIFICATION:

The sample was identified as reflective sheeting for license plates, labeled as follows unless noted in Test Data Section:

Sample ID	Lot #	Overlaminate #	Color
9250	BPS5	9097 – Lot NLC5	White

The sheeting was applied to a substrate identified by the customer as Aluminum Alloy: 3105, Hardness H12, surface finish top and bottom, chrome free conversion coating, supplied by Jupiter Aluminum Corporation. 3M RM number 11-0021-5967-8.

SUMMARY OF RESULTS:

The requirements are laid out in the Test Data Section below, followed by complete test results.

TEST METHODS:

All testing was conducted at 3M Center, Building 235 and Building 209, Maplewood, Minnesota, on October 5, 2010.
Ms. Briana Hinrichs of Stork Twin City Testing witnessed and assisted with the testing. All testing was conducted by Mr. Warren Johnson and Mr. Tim Donahue of 3M Company. Stork Twin City Testing personnel were not present when exposures over 1 hour were started or for any of the accelerated weathering and did not perform any of the exposures.
All testing was conducted in accordance with the selected sections of **Model Specification "3M™ Digital License Plate Reflective License Plate Sheeting Series 9250T"** with notes of deviations.

REMARKS:

The test materials were retained at customer site.

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STORK®
Materials Technology

Stork Twin City Testing Corporation

JOB NUMBER: TCT004658P-2R

DATE: October 12, 2010
REVISED: October 15, 2010

EAR-CONTROLLED DATA

TEST EQUIPMENT:

Photometric Meter, GS940D5, calibrated 2/9/10, standardized before use
Retro-Meter 2, S/N 503, 3M Asset # 753757, standardized before use
Colorflex CX1689, 3M Asset # 1507080, standardized before use
Oven, S/N 50817, 3M Asset # 123550
Sargrove Photometer, 3M Asset # 804728, standardize before use

TEST DATA:

Diffuse Daytime Color
45/0 (0/45) geometry, CIE illuminant D65 and the 1931 CIE 2° standard observer
Requirement:

Minimum Cap Y, % = 42 for White
Shall fit into the Daytime Color box according to Color Specification Table, in Section II, 1 in Specification "3M™ Digital License Plate Reflective License Plate Sheeting Series 9250T"

Sample Identification	Y, %	x	y
9250 (White)	**47.40**	0.3064	0.3229

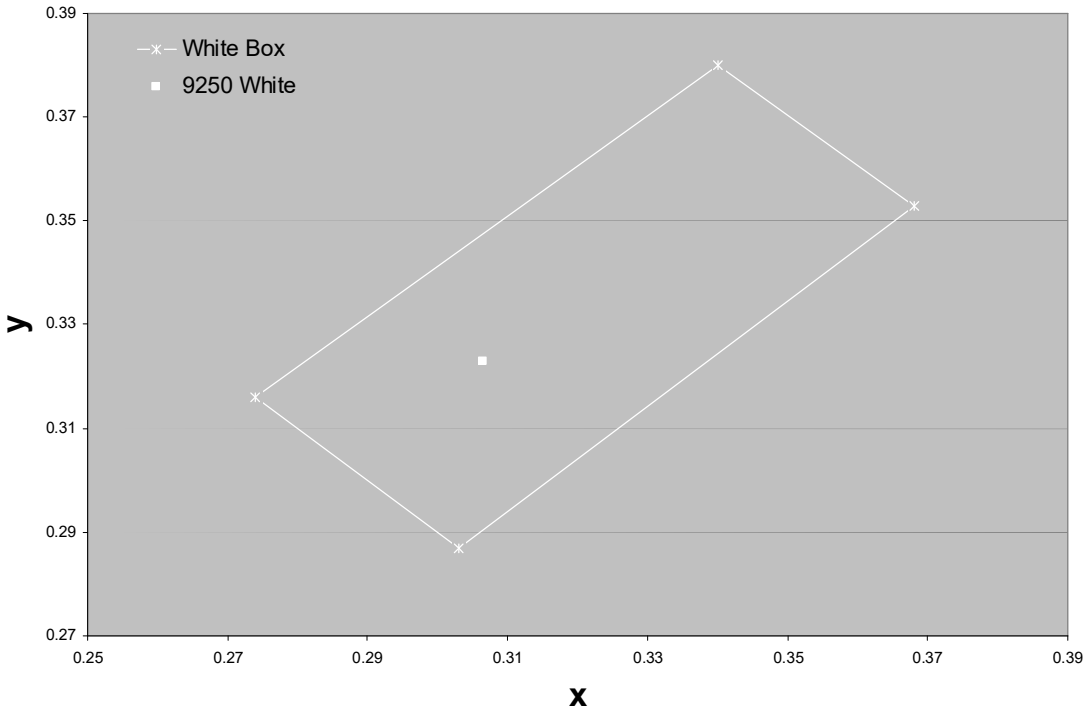

Figure 1: Daytime Color Boxes w/ Reflective Sheeting Plotted

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JOB NUMBER: TCT004658P-2R

DATE: October 12, 2010
REVISED: October 15, 2010

EAR-CONTROLLED DATA

TEST DATA Continued:

Adhesive and Protective Liner

Requirement: The protective liner attached to the adhesive shall be removable by peeling without soaking in water or other solvents and shall be easily removed after accelerated conditioning for four (4) hours at 150°F under weight of 2.5 psi.

Sample Identification	Observation after Accelerated Conditioning	Pass / Fail
9250 (White)	Liner was easily removable and did not require soaking or any use of solvents.	Pass

Retroreflective Characteristics

Un-Aged Retro-Reflection
Requirement: The coefficient of retroreflection shall have the minimum values expressed.

Sample Identification	Observation Angle	Entrance Angle	R_A cd·lx^{-1}·m^{-2}		Pass / Fail
			Initial	**Minimum**	
9250 (White)	0°12'	-4°	71.6	**50**	Pass
		40°	34.2	**16**	Pass

Resistance to Accelerated Weathering

Visual Check: All accelerated weathering samples below showed no appreciable discoloration, crazing, cracking, blistering, or lifting when compared to the un-aged sample.

Requirement: Samples shall maintain 70% of values specified in table of Section II, B, 1 of Specification "3M™ Digital License Plate Reflective License Plate Sheeting Series 9250T".

Laboratory Testing – 2000 hour exposure to ASTM G155 – Cycle 1 (Lot # BIL1)

Sample Identification	Observation Angle	Entrance Angle	R_A cd·lx^{-1}·m^{-2}		Pass / Fail
			After 2000hr Exposure	**Minimum**	
9250 (White)	0.2°	-4°	76.9	**35.0**	Pass
		40°	39.8	**11.2**	Pass

Note: Stork Twin City Testing personnel did not witness exposure.

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EAR-CONTROLLED DATA

TEST DATA Continued:

Outdoor Accelerated Testing – 24 months unprotected outdoor exposure, facing equator and positioned vertically (FL & AZ – Sheeting 9250 Lot#4444-2 & Overlaminate 9097 Lot#ENT1122)

Sample Identification	Observation Angle	Entrance Angle	R_A cd·lx^{-1}·m^{-2}			Pass / Fail
			24m in Florida	24m in Arizona	**Minimum**	
9250 (White)	0.2°	-4°	94.3	94.6	**35.0**	Pass
		40°	40.5	39.9	**11.2**	Pass

Note: Stork Twin City Testing personnel did not witness exposure.

Rainfall Performance

Requirement: The coefficient of retroreflection of the test panels, totally wet by rain, shall not be less than 90% of the values specified in table of Section II, B, 1 of Specification "3M™ Digital License Plate Reflective License Plate Sheeting Series 9250T".

Sample Identification	Observation Angle	Entrance Angle	R_A cd·lx^{-1}·m^{-2}		Pass / Fail
			During Rainfall	**Minimum**	
9250 (White)	0.2°	-4°	74.6	**45.0**	Pass

Daytime/Nighttime Color

Requirement: The color of reflective background of the sheeting shall be similar in daylight and by illumination at night.

Sample Identification	Observation	Pass / Fail
9250 (White)	Color appeared similar	Pass

Flexibility - Embossing

Requirement: Finished license plates shall show no appreciable wrinkling, cracking, or squirming at or around the embossed rim or flange.

Sample Identification	Observation	Pass / Fail
9250 (White)	Sampled showed slight wrinkling around top of numbers but substrate had been bent there also. Around unbent part of substrate, no wrinkling seen.	Pass

Note: Not a finished license. Sample was embossed by tester prior to observation.

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JOB NUMBER: TCT004658P-2R

DATE: October 12, 2010
REVISED: October 15, 2010

EAR-CONTROLLED DATA

TEST DATA Continued:

Cleanability

Requirement: The sample shall be sprayed with water-suspended soils collected from the underside of vehicle fenders, mixed with water in the proportion of 5lbs of soil to 1gallon of water and poured through a paint strainer. After drying, it shall be cleaned by washing with a mixture of water and mild detergent. The panel shall show no appreciable difference when compared to a new clean panel.

Sample Identification	Observation after Cleaning	Pass / Fail
9250 (White)	No difference was seen after cleaning off soil mixture with water and mild detergent.	Pass

Note: Sample was sprayed with mixture of dirt and water. Origin of dirt not witnessed.

Solvent Resistance

Requirement: Panels shall be sufficiently solvent resistant to withstand a 10 minute exposure to mineral spirits and turpentine without wrinkling, puckering, blistering or edge lifting.

Sample Identification	Solvent	Observation after 10 min Exposure	Pass / Fail
9250 (White)	Mineral Spirits	No change or deterioration noted	Pass
	Turpentine	No change or deterioration noted	Pass

Warranty Mark Provisions

Requirement: The warranty marks shall be verifiable on a license plate once properly affixed to the vehicle's designated mounting area, from an approximate head-on distance of six (6) feet; warranty marks shall not be observable at 2 feet or 20 feet or when the viewer steps to one side from the head-on position.

Sample Identification	Is the Warranty Mark Visible?				Pass / Fail
	2 feet	6 feet	20 feet	Stepping to the side	
9250 (White) Lot# BII1	No	Yes	No	Mark becomes unobservable	Pass

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JOB NUMBER: TCT004658P-2R

DATE: October 12, 2010
REVISED: October 15, 2010

EAR-CONTROLLED DATA

TEST DATA Continued:

Security Mark Provisions

Requirement: The three-dimensional security mark shall be visible on a license plate once properly affixed to the vehicle's designated mounting area, from an approximate head-on viewing distance of 0 to 40 feet. The two (2) sinusoidal wave images shall be visibly distinct from an approximate distance of 0 to 20 feet. The mark shall not be visible when viewed at an angle > 45° from head-on viewing position.

Sample Identification	Is Security Mark visible at 40 feet?	Can 2 distinct lines be seen at 20 feet?	Is Security Mark visible at 45°?	Pass / Fail
9250 (White) Lot# BII1	Yes	Yes	No	Pass

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EXHIBIT O

Maintenance Agreement for Support Services for 3M System:
Plate Builder Software and Hardware

1. Introduction. This Maintenance Agreement for support services sets forth the maintenance and support services that 3M will provide to Nebraska on an annual term basis, if mutually agreed by the parties and signed off by both Nebraska and 3M, for the 3M Plate Builder software and hardware components listed on Exhibit A. These terms will supersede any conflicting terms in any prior written agreements between the State of Nebraska and 3M relative to 3M's provision of digital license plate production software, hardware, and services.

2. Definition

   2.1. 3M: means 3M Company.

   2.2. 3M System: means the 3M Plate Builder software and hardware listed on Exhibit A.

   2.3. 3M Support Team: means those resources providing operational troubleshooting assistance on 3M's behalf for Nebraska under this maintenance and support agreement.

   2.4. Customer: means the State of Nebraska, hereinafter referred to as "the State" contracting with 3M for support services under this maintenance and support agreement.

   2.5. Customer Primary Contact(s): means two to four main contacts designated by Nebraska for purposes of communicating with 3M under this maintenance and support agreement. One contact will have decision making ability for expense issues. A second contact will have decision making ability for operational issues and a third (and fourth) contact will have technical capabilities to assist troubleshooting.

   2.6. Product(s): means the 3M Plate Builder software and hardware component(s) covered by this maintenance and support agreement as further identified on Exhibit A.

   2.7. Remote: means access made by a member of the 3M Support Team from an off-site location.

   2.8. Initiation: means the point in time at which 3M is made aware of an issue/request by the Customer or Customer's agent. Customer initiation can occur via an email or phone call to 3M.

   2.9. Notification: means 3M's reply, verbal or electronic, to Customer regarding confirmation/ acceptance of the initiated issue into 3M's work queue.

   2.10. Response: means the point in time at which 3M begins, and continues, to work the issue/request.

   2.11. Repaired: means that the issue/request is resolved and completed by 3M.

   2.12. Cancelled: the issue is withdrawn by Customer, or by mutual agreement between 3M and the Customer the issue no longer needs to be addressed.

   2.13. Severities: See the Incident Response Table.

3. Scope of Services

3.1. 3M reserves the right to confirm all support service requests with a Customer Primary Contact before beginning resolution efforts.

3.2. Maintenance

3.2.1. 3M will coordinate maintenance of Plate Builder hardware devices identified in Exhibit A with the respective hardware vendors.

3.2.2. Maintenance of the Plate Builder software will be provided based on the availability of new 3M software releases. The Microsoft software listed in Exhibit A will be updated based on the availability and testing of the new licensed software releases with the 3M system. The foregoing maintenance and updates will be scheduled in cooperation with Customer. Software updates are available to those customers that purchase this maintenance agreement for support services and is only possible if 3M has remote connectivity to the 3M System.

3.2.3. 3M will provide anti-virus software with the 3M Plate Builder System workstation provided as part of the 3M System if the customer desires; however, access to an external network must be provided by customer so the anti-virus software can be updated by the anti-virus software provider to ensure it is kept current. If an external connection is unavailable 3M recommends antivirus not be installed.

3.2.4. The 3M System includes an automated local database backup process that is performed via a 3M-supplied SQL Server script. In addition, the 3M System database server includes a tape backup unit for the Customer to use to make disk backups daily. 3M will train the Customer on how to operate the tape backup unit. The Customer will be responsible for managing the tape backup process and the storage of all backup tapes. Should a database or disk failure occur due to a failure of the 3M System and a recovery operation be needed, 3M will assist the Customer in recovering the 3M Plate Builder database and/or disk at no extra charge to Customer, provided that the failure is not due to Customer negligence (including but not limited to physical damage to the server/disk drive or deletion of data on the disk or the database) or power failure, power spike, natural disaster, etc. If the failure is due to Customer negligence, power issues or natural disasters, the Customer will be charged 3M's current time and materials hourly rate for the provision of 3M's assistance with the disk and/or database recovery. 3M's current hourly time and materials rate is $225 per hour along with travel expenses.

3.2.5. For each maintenance event, 3M will: (i) announce to Customer the schedule of the event at least 48 hours in advance; (ii) announce to Customer the closure of the event within 2 Business hours upon completion of work; and (iii) document the planned maintenance activities and results of the completed event within 48 hours of completion.

3.2.6. Evaluation. 3M will evaluate the performance of the 3M System during maintenance events and make any adjustment as needed for the 3M System to continue to operate to its written specifications.

3.3. Incident Remediation (unexpected and unplanned events)

3.3.1. In the event of an unexpected or unplanned disruption the Customer shall contact 3M through the 3M Technical Support by phone: 1-877-777-3571 or email: TSSDContactCenter@mmm.com during normal business hours and business days. The Technical Support Center will start an incident report and contact the appropriate 3M Service Personnel during the normal business hours and normal business days listed above.

3.3.2. 3M will respond to each incident that affects the 3M System by contacting a Customer Primary Contact either by phone or email within the timeline set forth in Incident Response Table below.

3.3.3. 3M will document in its incident management system key attributes of each alert, including a measurement of priority as suggested by Customer.

3.3.4. 3M will update this incident documentation upon beginning triage, continuing through completion of remediation efforts.

3.3.5. 3M may alter the measurement of priority as originally suggested by a Customer Primary Contact.

3.3.6. 3M will notify Customer when a resolution is identified. 3M will request Customer approval prior to closing each incident, allowing Customer a minimum of 2 Business days to confirm acceptance of resolution. If after two days the customer does not confirm acceptance of the resolution, the incident corrective action will be closed by 3M and the incident considered resolved.

3.3.7. All 3M System issues, whether software or hardware, will initially be diagnosed remotely. If the issue can be resolved via the Customer supplied remote connection, 3M will do so. 3M will utilize the Incident Response Table shown below in determining the final process for resolving a software or hardware incident, including whether travel to the customer site is needed for remediation. When remediation requires software updates, 3M will follow 3M's software process for development, testing and release of software. When remediation requires hardware updates, 3M will identify ownership of hardware and define and communicate an action plan with a Customer Primary Contact per the Incident Response Table shown below. Note – if the issue is caused by a 3M software or hardware failure covered by this agreement, 3M travel is covered to the customer site. If the incident is caused by customer negligence or is not the fault of the 3M software or hardware (power outage, power surge, natural

disaster, etc.), customer agrees to pay 3M's current hourly rate of $225 per hour and for a 3M employee to travel to and from the customer's site.

3.3.8. 3M does not guarantee timing for completion of repairs; however, 3M will use commercially reasonable efforts to complete repairs in a timely manner to minimize the impact on operation of the 3M System. 3M's responses and efforts will be based on the severity of the incident as described in the Incident Response Table below.

3.4. Improvements. 3M may identify needed or beneficial improvements to the 3M System. Improvements available and considered for deployment will be communicated to a Customer Primary Contact and controlled in alignment with the maintenance process. In some cases, improvements requested by the Customer may be subject to a change order process and there may be a charge to the Customer for 3M to implement the improvement.

3.5. Reporting & Controls

3.5.1. 3M will make available to a Customer Primary Contact a summary of maintenance and improvement activities completed on the 3M System. This summary will be updated on a quarterly basis.

3.5.2. 3M will establish, in cooperation with one or more Customer Primary Contacts, a process by which the 3M System will be maintained, and operational status will be communicated. This process will include scheduled maintenance activities, emergency maintenance, problem reporting, and system improvements.

3.6. 3M Support Team. 3M reserves the right to provide maintenance and support services through its own staff or 3M-authorized contractors.

4. Hours of Operations

4.1. Business hours: defined as 3M's standard hours for operation on Business days, 7 a.m. – 5 p.m. Central Time.

4.2. Business days: defined as the days when 3M normal in-office business operations are undertaken, Monday through Friday, excluding Holidays.

EXHIBIT O

5. Incident Response Table; 3M Contact Information; Resolution Plan

5.1 Incident Response Table:

Severity Level of Incident	Severity Definition	Occurring during	Notification to be sent	Response to be started	Hardware and Software Action Plan
1	An incident with significant scope and negative impact to the Customer's business, typically effecting product/revenue producing activities, worker safety or immediate information security.	Business hours	Within 1 Business hour of Initiation	Within 1 Business hour of Initiation	1) 3M to contact Customer. 2) 3M seeks to resolve issue remotely. 3) If unable to resolve within 8 Business hours, 3M provides a resolution plan within 4 Business hours following initial resolution attempt.
2	An incident with limited scope or negative impact to the Customer's business, degraded operations or noted potential to quickly increase in urgency or scope	Business hours	Within 1-2 Business hour of Initiation	Within 4 Business hours of Initiation	1) 3M to contact Customer. 2) 3M seeks to resolve issue remotely. 3) If unable to resolve within 8 Business hours, 3M provides a resolution plan within 8 Business hours following initial resolution attempt.
3	An incident having limited scope or negative impact to the business, unlikely to quickly increase in urgency or scope	Business hours	Within 2-3 Business hour of Initiation	Within 8 Business hours of Initiation	1) 3M to contact Customer. 2) 3M seeks to resolve issue remotely. 3) If unable to resolve within 16 Business hours, 3M provides a resolution plan within 16 Business hours following initial resolution attempt.
4	An incident, question or request to 3M that has minimal to no impact to business operations. Incident may be an improvement request, feature inquiry or functionality concern with limited operational scope.	Business hours	Within 3-4 Business hour of Initiation	Within 16 Business hours of Initiation	1) 3M to contact Customer. 2) 3M seeks to resolve issue remotely. 3) If unable to resolve within 40 Business hours, 3M provides a resolution plan within 24 Business hours following initial resolution attempt.

5.2 Customers can call the toll free number: 1-877-777-3571 or email during normal business hours/days: TSSDContactCenter@mmm.com to report an incident. 3M will respond in accordance with the Incident Response Table whether the Customer calls in the incident or sends an email regarding the incident during the normal business hours and business days indicated above.

5.3 3M's resolution plan will include details on how 3M will seek to resolve the issue, initially via remote access to the 3M System, and if necessary, to include sending spare parts or new hardware to the Customer, and additionally, if the issue resolution requires it and the customer has purchased and paid for this maintenance agreement, travel by a 3M engineer to the Customer's location. The Customer must provide remote control access to the 3M System as 3M will always attempt to resolve any issue remotely, if applicable, before any other actions are taken. Note – if the issue is caused by a 3M software or hardware failure covered by this agreement, 3M travel is covered to the customer site. If the incident is caused by customer negligence or is not the fault of the 3M software or hardware (power outage, power surge, natural disaster, etc.), customer agrees to pay 3M's current hourly rate of $225 per hour and for a 3M employee to travel to and from the customer's site.

6. Customer Responsibilities

6.1 Access. Depending on the severity of the incident, Customer will provide remote control access to the 3M System within 24 hours of a 3M request. Remote access must be provided for 3M to perform maintenance or resolve an issue. Physical access may also be required should an issue not be resolvable via remote access. Failure to provide remote connectivity will result in all Service Level Agreements (SLAs) for 3M support services being converted to "as time permits" and all support services will be billed as time and materials at 3M's current hourly rate of $225 per hour until connectivity is reestablished, including travel costs, should travel to the customer site be necessary as a result of 3M not being allowed to remotely connect to the 3M System.

6.2 Customer Communication Requirements

6.2.1 Customer will immediately alert the 3M Support Team of any concerns regarding 3M System errors, availability, security, confidentiality or reliability.

6.2.2 Customer will notify the 3M Support Team in writing of any changes to Customer Primary Contacts.

6.3 Issue Detail; Replicability. Customer shall provide the 3M Support Team with enough detail for 3M to troubleshoot and resolve the issue. Software issues must be replicable by Customer.

7. Out of Scope Services

7.1 Service requested by Customer as the result of the following events is outside the scope of maintenance services to be provided under this SOW and unless the parties agree mutually otherwise in writing, 3M shall have no responsibility therefor: (i) unauthorized modification of Exhibit A hardware or software; (ii) Issues or damages caused by misuse, abuse, accidental

damage, theft, excessive heat, cold or moisture, power failures or fluctuations, telecommunications faults or failures or natural disasters; (iii) repair or recovery of files and/or data as a result of Customer's failure to update antivirus software (unless customer did not require inclusion of the antivirus software when the system was installed) of perform database backups; or (iv) issues related to hardware or software not listed on Exhibit A, including but not limited to the introduction of non-3M approved hardware and software into the 3M System. Additionally, 3M shall not be responsible for monitoring of 3M System hardware or software components listed on Exhibit A.

7.2 Customer may request that 'out of scope' services be provided by 3M at additional costs. Should such services be requested, and provided that 3M is amenable to providing such services, 3M will evaluate each request on a case by case basis, and provide Customer with a high level, budgetary estimate of cost on a time and materials basis and a schedule for delivery. 3M will not proceed with delivery efforts or with development of a detailed estimate until Customer provides written approval. If the level of effort is deemed large enough (>60 hours), upon approval, 3M will provide a level of effort estimate (+/- 25%) for the Customer to approve before beginning the work. Customer agrees to issue a Purchase Order for time and materials at 3M's current hourly rate of $225 per hour for all 'out of scope' services performed by the 3M Technical Support Team before 3M will start work.

EXHIBIT O

Exhibit A

3M Plate Builder Software and Hardware

Description of Software or Hardware	Quantity	Serial Number for Hardware
Plate Builder Software 3M Plate Builder Software license (perpetual, royalty-free, non-exclusive, non-transferable right software license for use of the 3M Plate Builder software)		
The Plate Builder hardware and software system consists of: • Three (3) Servers with operating system, database software, (3) monitors, and (1) tape drive • Three (3) workstations with operating systems and monitors • One (1) Thermal Transfer Label Printer • One (1) Report and Design printer • Up to three (3) barcode scanners • 3M Plate Builder software		

EXHIBIT P

Maintenance Agreement for Support Services for:
3M Digital License Plate (DLP) Printer and 1530 systems

1. Introduction. This Maintenance Agreement for support services sets forth the maintenance and support services that 3M will provide to Nebraska on an annual term basis, if mutually agreed by the parties and signed off by both Nebraska and 3M, for the 3M DLP and 1530 systems. These terms will supersede any conflicting terms in any prior written agreements between Nebraska and 3M relative to 3M's provision of digital license plate production software, hardware, and services.

2. Definition
   - 2.1. 3M: means 3M Company.
   - *2.2.* 3M System: means the 3M DLP and 1530 Systems.
   - 2.3. 3M Support Team: means those resources providing operational troubleshooting assistance on 3M's behalf for Customer under this maintenance and support agreement.
   - 2.4. Customer: means State of Nebraska, hereinafter referred to as "customer" contracting with 3M for support services under this maintenance and support agreement.
   - 2.5. Customer Primary Contact(s): means two to four main contacts designated by Customer for purposes of communicating with 3M under this maintenance and support agreement. One contact will have decision making ability for expense issues. A second contact will have decision making ability for operational issues and a third (and fourth) contact will have technical capabilities to assist troubleshooting.
   - 2.6. Product(s): means the 3M DLP system.
   - 2.7. Remote: means access made by a member of the 3M Technical Support Team from an off-site location.
   - 2.8. Initiation: means the point in time at which 3M is made aware of an issue/request by the Customer or Customer's agent. Customer initiation can occur via an email or phone call to 3M.
   - 2.9. Notification: means 3M's reply, verbal or electronic, to Customer regarding confirmation/ acceptance of the initiated issue into 3M's work queue.
   - 2.10. Response: means the point in time at which 3M begins, and continues, to work the issue/request.
   - 2.11. Repaired: means that the issue/request is resolved and completed by 3M.
   - 2.12. Cancelled: the issue is withdrawn by Customer, or by mutual agreement between 3M and the Customer the issue no longer needs to be addressed.
   - 2.13. Severities: See the Incident Response Table below.

3. Scope of Services

3.1. 3M reserves the right to confirm all maintenance or support service requests with a Customer Primary Contact before beginning resolution efforts.

3.2. Maintenance

3.2.1. 3M will manage the maintenance of the 3M DLP and 1530 systems

3.2.2. Maintenance of the 3M DLP and 1530 systems will be provided based on the use of the 3M DLP and 1530 systems. At a minimum, 3M will perform one preventative maintenance visit per year at the customer's site.

3.2.3. 3M will provide anti-virus software with the 3M 1530 system; however, access to an external network must be provided by customer so the anti-virus software can be updated by the anti-virus software provider to ensure it is kept current. If an external connection is unavailable, 3M recommends antivirus software not be installed.

3.2.4. For each 3M DLP or 1530 system software, hardware or equipment maintenance event, 3M will: (i) announce to Customer the schedule of the event at least 48 hours in advance; (ii) announce to Customer the closure of the event within 2 Business hours upon completion of work; and (iii) document the planned maintenance activities and results of the completed event within 48 hours of completion.

3.2.5. Evaluation. 3M will evaluate the performance of the 3M DLP and 1530 systems during maintenance events and make any adjustment as needed for the 3M System to continue to operate to its written specifications.

3.3. Incident Remediation (unexpected and unplanned events)

3.3.1. In the event of an unexpected or unplanned 3M DLP or 1530 system disruption the Customer shall contact 3M through the 3M Technical Support Center by phone at 1-877-777-3571 or email at TSSDContactCenter@mmm.com during 3M's normal business hours and business days. The Contact Center will start an incident report and contact the appropriate 3M Service Personnel.

3.3.2. 3M will contact the Customer Primary Contact by phone or email in response to each incident affecting the 3M DLP or 1530 systems, within the timeline set forth in Incident Response Table below.

3.3.3. 3M will document, in its standard incident management system, the key attributes of each alert, including a measurement of priority as suggested by Customer.

3.3.4. 3M will update this incident documentation upon beginning triage, continuing through completion of remediation efforts.

3.3.5. 3M may alter the measurement of priority as originally suggested by a Customer Primary Contact.

3.3.6. 3M will notify Customer when a resolution is identified. 3M will request Customer approval prior to closing each incident, allowing Customer a minimum of 2 Business days to confirm acceptance of resolution.

3.3.7. All 3M DLP and 1530 system issues, whether software, hardware, or equipment, will initially be diagnosed remotely. If the issue can be resolved via the Customer supplied remote connection, 3M will do so. 3M will utilize the Incident Response Table shown below in determining the final process for resolving a software, hardware, or equipment incident. When remediation requires software updates, 3M will follow 3M's standard software process for development, testing and release of software. When remediation requires hardware or equipment updates, 3M will identify ownership of hardware and equipment (as applicable to the system installed) and define and communicate an action plan with a Customer Primary Contact per the Incident Response Table shown below. Note – if the issue is caused by a 3M software or hardware failure covered by this agreement, 3M travel is covered to the customer site. If the incident is caused by customer negligence or is not the fault of the 3M software or hardware (power outage, power surge, natural disaster, etc.), customer agrees to pay 3M's current hourly rate of $225 per hour and for a 3M employee to travel to and from work at the customer's site.

3.3.8. 3M does not guarantee timing for completion of repairs; however, 3M will use commercially reasonable efforts to complete repairs in a timely manner to minimize the impact on operation of the 3M System. 3M's responses and efforts will be based on the severity of the incident as described in the Incident Response Table below.

3.4. Improvements. 3M may identify needed or beneficial improvements to the 3M System. Improvements available and considered for deployment will be communicated to a Customer Primary Contact and controlled in alignment with the maintenance process. In some cases, improvements requested by the Customer may be subject to a change order process and there may be a charge to the Customer for 3M to implement the improvement.

3.5. Reporting and Controls

3.5.1. 3M will make available to a Customer Primary Contact a summary of maintenance and improvement activities completed on the 3M System. This summary will be updated on a quarterly basis.

3.5.2. 3M will establish, in cooperation with one or more Customer Primary Contacts, a process by which the 3M System will be maintained, and operational status will be communicated. This process will include scheduled maintenance activities, emergency maintenance, problem reporting, and system improvements.

3.6. 3M Support Team. 3M reserves the right to provide maintenance and support services through its own staff or 3M-authorized contractors.

4. Hours of Operations
   4.1. Business hours: defined as 3M's standard hours for operation on Business days, 7 a.m. - 5 p.m. Central Time.
   4.2. Business days: defined as the days when 3M normal in-office business operations are undertaken, Monday through Friday, excluding Holidays.

5. Incident Response Table; 3M Contact Information; Resolution Plan

   5.1 Incident Response Table:

Severity Level of Incident	Severity Definition	Occurring during	Notification to be sent	Response to be started	Equipment, Hardware and Software Action Plan
1	An incident with significant scope and negative impact to the Customer's business, typically effecting product/revenue producing activities, worker safety or immediate information security.	Business hours	Within 1 Business hour of Initiation	Within 1 Business hour of Initiation	1) 3M to contact Customer. 2) 3M seeks to resolve issue remotely. 3) If unable to resolve within 8 Business hours, 3M provides a resolution plan within 4 Business hours following initial resolution attempt.
2	An incident with limited scope or negative impact to the Customer's business, degraded operations or noted potential to quickly increase in urgency or scope	Business hours	Within 1-2 Business hour of Initiation	Within 4 Business hours of Initiation	1) 3M to contact Customer. 2) 3M seeks to resolve issue remotely. 3) If unable to resolve within 8 Business hours, 3M provides a resolution plan within 8 Business hours following initial resolution attempt.
3	An incident having limited scope or negative impact to the business, unlikely to quickly increase in urgency or scope	Business hours	Within 2-3 Business hour of Initiation	Within 8 Business hours of Initiation	1) 3M to contact Customer. 2) 3M seeks to resolve issue remotely. 3) If unable to resolve within 16 Business hours, 3M provides a resolution plan within 16 Business hours following initial resolution attempt.
4	An incident, question or request to 3M that has minimal to no impact to business operations. Incident may be an	Business hours	Within 3-4 Business hour of Initiation	Within 16 Business hours of Initiation	1) 3M to contact Customer. 2) 3M seeks to resolve issue remotely. 3) If unable to resolve within 40 Business hours, 3M provides a resolution plan within 24

	improvement request, feature inquiry or functionality concern with limited operational scope.				Business hours following initial resolution attempt.

5.2 Customers can call the toll-free number during normal hours/days: 1-877-777-3571 or email: TSSDContactCenter@mmm.com to report an incident. 3M will respond in accordance with the Incident Response Table whether the Customer calls in the incident or sends an email regarding the incident.

5.3 3M's resolution plan will include details on how 3M will seek to resolve the issue, initially via remote access to the 3M DLP or 1530 System, and if necessary, to include sending spare parts, new hardware, or new equipment to the Customer, and additionally, if the issue resolution requires it, travel by a 3M engineer to the Customer's location to the resolve the incident. The Customer must provide remote control access to the 3M System as 3M will always attempt to resolve any issue remotely, if applicable, before any other actions are taken. In addition, the customer must provide physical access to the system should a 3M engineer need to travel to the customer's site. Note – if the issue is caused by a 3M software or hardware failure covered by this agreement, 3M travel is covered to the customer site. If the incident is caused by customer negligence or is not the fault of the 3M software or hardware (power outage, power surge, natural disaster, etc.), customer agrees to pay 3M's current hourly rate of $225 per hour and for a 3M employee to travel to and from the customer's site.

6. Customer Responsibilities

6.1 Access. Customer will provide remote access to the 3M System for the time that a 3M Engineer requires access to the system. Remote access must be provided for 3M to perform maintenance or resolve an issue. Physical access may also be required should an issue not be resolvable via remote access. Failure to provide remote connectivity will result in all SLAs for 3M support services being converted to "as time permits" and all support services will be billed as time and materials per 3M's then current time and materials rates (listed above) until connectivity is reestablished, including travel costs, should travel to the customer site be necessary as a result of 3M not being allowed to remotely connect to the 3M System.

6.2 Customer Communication Requirements

6.2.1 Customer will immediately alert the 3M Technical Support Team of any concerns regarding 3M System errors, availability, security, confidentiality, or reliability.

6.2.2 Customer will notify the 3M Technical Support Team in writing of any changes to Customer Primary Contacts.

6.3 Issue Detail; Replicability. Customer shall provide the 3M Technical Support Team with enough detail for 3M to troubleshoot and resolve the issue. Software issues must be replicable by Customer.

7. Out of Scope Services

7.1 Service requested by the Customer as the result of the following events is outside the scope of maintenance services to be provided under this agreement and unless the parties agree mutually otherwise in writing, 3M shall have no responsibility therefore: (i) unauthorized modification of any 3M DLP or 1530 hardware, equipment or software; (ii) Issues or damages caused by misuse, abuse, accidental damage, theft, excessive heat, cold or moisture, power failures or fluctuations, telecommunications faults or failures or natural disasters; (iii) repair or recovery of files and/or data as a result of Customer's failure to update antivirus software (unless customer did not require inclusion of the antivirius software when the system was installed); or (iv) issues related to the 3M DLP or 1530 equipment, hardware or software, including but not limited to the introduction of non-3M approved equipment, hardware and software into the 3M DLP or 1530 System. Additionally, 3M shall not be responsible for monitoring of 3M DLP or 1530 system equipment, hardware or software.

EXHIBIT Q

Science.
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Traffic Safety and Security Division

3M™ Digital License Plate Reflective License Plate Sheeting Series 9250E/9250T

For use on Multi-Year License Plates With Ensure™ Image

Product Bulletin Series 9250E/9250T
April 2017

Replaces PB Series 9250E/9250T dated August 2016

Description

3M™ Digital License Plate (DLP) Reflective License Plate Sheeting Series 9250E/9250T consists of lens elements enclosed within a transparent resin. The sheeting is designed for use in the fabrication of multi-year reflective license plates using the DLP System.

The sheeting can be digitally printed with background graphics and variable plate messages, with background graphics only, or with variable plate messages on pre-printed background graphics using 3M™ Thermal Transfer Ribbons Series TTR1300. 3M™ Clear Protective Film 9097 is applied in the DLP Print Station after printing. After application to aluminum substrate, plates may be blanked flat or with a debossed rim. Plates may optionally be embossed with plate messages and coated using 3M™ Roll Coat Colors Series 4850 or 4950, or 3M™ HSF 100/200 and DRF 300/400 Series hot stamp foils.

Finished license plates made with the 3M DLP System function 24 hours a day to enhance nighttime visibility and legibility of the vehicle identification system. The sheeting appears similar during the day and at night (when viewed by reflected light) and is highly reflective when viewed at both head-on and wide entrance angles.

The backside of the reflective sheeting is pre-coated with a pressure sensitive adhesive, protected by a removable liner, for application to aluminum license plate substrates.

Series 9250E/9250T sheeting is available with pre-printed graphics that offer a unique opportunity to promote a country, state or national attraction, event or image while continuing to provide the driving public with the safety aspects of fully reflective license plates.

EXHIBIT Q

3M™ Ensure™ Image

Series 9250E sheeting with Ensure image contains directional positive identification images or marks that are an integral part of the sheeting and are visible only within a specific viewing angle range. The marks are extremely difficult to counterfeit and facilitate visual examination of the finished license plates for specified purposes of:

A. Inventory control.
B. Production traceability.
C. Identification of year of manufacture.
D. Identification of sheeting manufacturer.
E. Positive field verification of license plate authenticity.

The Ensure image may be generic, or a custom design mutually agreed upon by the purchaser and 3M. The Ensure image size and spacing depend on the width of the sheeting purchased. Contact your 3M Traffic Safety and Security Division application development engineer for further information.

Directional identification marks allow for easy visual verification of license plate authenticity as follows:

A. The centermost mark on the plate is visible to a viewer standing directly in front of the plate at a distance of 4-8 feet (1.2-2.5 meters). This represents an angle of 30° above the perpendicular to the plate.
B. The centermost mark on the plate is not visible to a viewer:
   1. Standing at a distance of either 2 feet (0.6 m) or 20 feet (6.1 m) directly in front of the plate.
   2. When the viewer has stepped from the head-on viewing position to either side thus forming an angle greater than 45° to the plate.

The directional identification marks are visible in either diffuse daylight or by retroreflected light at night. The marks do not alter the color of the sheeting, reduce the sheeting brightness below the minimum specified levels, or interfere with appearance and legibility of finished license plates. The directional identification marks are equally visible in all standard colors.

The marks cannot be removed by chemical or physical means from the sheeting or the finished license plate without visibly damaging the reflective sheeting.

Optional 3M™ Ensure™ Virtual Security Thread

Series 9250T sheeting with Ensure Virtual Security Thread contains a second mark that runs vertically or horizontally through standard vehicle registration plates for purposes of security and anti- counterfeiting. The virtual security thread is buried beneath the surface of the sheeting and consists of two sinusoidal waves where one wave appears to float above and one wave appears to float below the retroreflective sheeting. The virtual security thread is durable for the service life of the license plate.

The virtual security thread is visible in the unprinted areas of the plate from inside a standard police vehicle under high beam headlight illumination, as well as outside of the vehicle, on a license plate properly affixed to a vehicle's designated mounting area, from an approximate distance of 0 to 50 feet (0 to 15 meters) at a head-on viewing angle. The two sinusoidal wave images are visibly distinct from an approximate distance of 0 to 20 feet (0 to 6 meters). The virtual security thread is not visible when viewed from an angle greater than 45 degrees from the head-on viewing position.

The virtual security thread is verifiable under both diffuse daylight and retroreflected light at night. The virtual security thread does not alter the color of the sheeting, reduce sheeting brightness below minimum specified brightness levels, or interfere with appearance and legibility of finished license plates. The virtual security thread is visible in all standard sheeting colors.

EXHIBIT Q

Performance Characteristics

Reflectivity

The minimum reflectivity values of Series 9250E/9250T sheeting covered with 3M™ DLP Clear Protective Film Series 9097 are given below in terms of candlepower per foot-candle per square foot (Candelas per lux per square meter (cd/lux/m^2)). Measurements should be conducted in accordance with ASTM E810, "Standard Test Method for Coefficient of Retroreflection of Retroreflective Sheeting Utilizing the Coplanar Geometry."

To measure the reflectivity values of applied sheeting and clear protective film, prepare test plates as follows. Test plates of the same size and format as the actual issue must be produced of the same materials, on the same equipment, and by the same general process of metal cleaning, laminating, embossing or debossing and roll coating as the production plates. The plates must be designed to have a minimum of 36 square inches (230 sq. cm) of flat area in one section of the plate to facilitate photometric testing. All test plates should be conditioned for 24 hours at 72° F ± 5° F (22° C ± 3° C) and 50 ± 5% relative humidity (R.H.) prior to testing and each plate must be thoroughly hand washed (see Cleaning) prior to testing.

Measurements on reflective sheeting with a preprinted graphic design should be taken in an unprinted sheeting area.

When subjected to a simulated rainfall, the reflectivity of the retroreflective surface of the plate shall not be less than 90% of the values specified in Table 1 below.

Coefficient of Retroreflection

Table 1. Minimum Coefficient of Retroreflection [Candlepower per Foot Candle per Square Foot, or Candelas per Lux per Square Meter] (cd/lux/m^2)

Ob. Angle[1]	Entr. Angle[2]	White 9250E/ 9250T	Yellow 9251E/ 9251T	Red 9252E/ 9252T	Gold 9253E/ 9253T	Orange 9254E/ 9254T	Blue 9256E/ 9256T	Green 9257E/ 9257T	Lemon Yellow 9259E/ 9259T
0.2 °	-4°	50	25	9	25	25	18	18	25
	40°	16	10	3	10	10	7	7	10

Note: *All measurements shall be conducted in accordance with ASTM E810, "Standard Test Method for Coefficient of Retroreflection of Retroreflective Sheeting." All sheetings covered by 3M Series 9097 film.*

Adhesive

Test plates as prepared above will resist peeling, scuffing, and marring during normal handling.

Prior to application, the protective paper liner can be removed from the adhesive by peeling without soaking in water or other solvents. The liner can be removed after accelerated storage for 4 hours at 150° F (65° C) under a weight of 2.5 pounds per square inch (0.18 kg/cm2).

Fabrication of Reflective License Plates

Substrates

The pre-coated adhesive will form a durable bond to properly cleaned, chemically treated aluminum surfaces normally used in the manufacture of license plates. Contact your 3M Traffic Safety and Security Division application development engineer for specific substrate information.

[1] Observation Angle – The angle between the illumination axis and the observation axis.
[2] Entrance Angle – The angle from the illumination axis to the retroreflector axis. The retroreflector axis is an axis perpendicular to the retroreflective surface.

Application

DLP sheeting Series 9250E/9250T, with Protective Film Series 9097 applied, is designed for application to flat coil or sheet stock by continuous squeeze roll application. Sheeting should be stretched to a maximum of 1% during application to the substrate. A minimum of 48 hours of storage after application of sheeting is recommended before the embossing of legends. Laminated blanks must be stored on edge and used within one year after date of receipt of the sheeting for best embossing results.

Embossing and Debossing

The reflective sheeting as applied to flat metal is sufficiently flexible to permit the embossing or de-bossing requirements of most conventional license plate designs. Sheeting may be embossed up to 1.7 mm (0.067 inches) with standard embossing equipment and dies used for license plate production. Minimum embossing temperature is 70° F (21° C).

Color Processing

The legend is applied to the sheeting primarily by digital printing in the DLP Print Station with the thermal transfer ribbons described below. A secondary method would be to digitally print the background graphic only and then emboss and coat the legends with the 3M™ recommended inks or foils described below.

Note: *Care should be taken in choosing color combinations to ensure maximum legibility. This is especially true with graphic design sheetings. To assure suitable contrast for maximum legibility and safety, 3M recommends use of dark color digitally printed or coated characters on a white or yellow reflective sheeting background. If coated, the license plates need to be cooled to room temperature before packaging.*

Thermal Transfer Ribbons:

3M™ Thermal Transfer Ribbons Series TTR1300
For specific color availability, refer to Product Bulletin TTR1300.

Oven Dried Inks:

3M™ Roll Coat Inks Series 4850 Opaque and 3M™ Roll Coat Inks Series 4950 Transparent
For specific color availability or for assistance with roll coat processing and oven drying, refer to Product Bulletin 4850/4950, or contact your 3M application development engineer.

Dry Roll Coat Foils

3M™ Dry Roller Coat Foil Series HSF 100/200 and DRF 300/400
For specific color availability or for assistance with roll coat processing and oven drying, refer to Product Bulletin HSF 100/200 and DRF 300/400, or contact your 3M application development engineer.

Printer and Ribbon Compatibility

The Sheeting is compatible with printers and ribbons as shown in Table 2.

Table 2. Ribbons Qualified under 3M™ Warranty

3M DLP Printer TTR Ribbons		Matan SpringG3 Printing System IIMAK 12" Ribbons (for Digitag 1650)	
ITEM NUMBER	**DESCRIPTION**	**ITEM NUMBER**	**DESCRIPTION**
TTR 1303	Process Black	**MAT-AR12PC56**	Process CYAN
TTR 1304	Process Cyan	**MAT-AR12PK56**	Process BLACK
TTR 1305	Process Magenta	**MAT-AR12PM56**	Process MAGENTA
TTR 1306	Process Yellow	**MAT-AR12PY56**	Process YELLOW
TTR 1301	SPOT Dark Blue	**MAT-AR12SSB56**	SPOT Sapphire Blue
TTR 1302	SPOT Dark Red	**MAT-AR12SIR56**	SPOT Intense Red
TTR 1307	SPOT Forest Green	**MAT-AR12SG56**	SPOT Green

EXHIBIT Q

TTR 1308	SPOT Bright Blue	**MAT-AR12SRR56**	SPOT Ruby Red
TTR 1309	SPOT Ocean Blue	**MAT-AR12STR56**	SPOT Tomato Red
TTR 1310	SPOT Blue	**MAT-AR12SBY56**	SPOT Burgundy
TTR 1312	SPOT Green	**MAT-AR12SB56**	SPOT Blue
TTR 1313	SPOT Pine Green	**MAT-AR12SBB56**	SPOT Bright Blue
TTR 1314	SPOT Leaf Green	**MAT-AR12SRB56**	SPOT Reflex Blue
TTR 1315	SPOT Orange	**MAT-AR12SOB56**	SPOT Ocean Blue
TTR 1316	SPOT Intense red	**MAT-AR12OLB56**	SPOT Olympic Blue
TTR 1317	SPOT Tomato Red	**MAT-AR12SPG56**	SPOT Pine Green
TTR 1318	SPOT Burgundy	**MAT-AR12SFG56**	SPOT Forest Green
TTR 1319	SPOT Light Gray	**MAT-AR12SLG56**	SPOT Leaf Green
TTR 1321	SPOT White	**MAT-AR12SO56**	SPOT Orange
TTR 1322	SPOT Golden Yellow	**MAT-AR12SDG56**	SPOT Dark Gray
TTR 1323	SPOT Sunflower Yellow	**MAT-AR12SGR56**	SPOT Gray (AKA Light Gray)
		MAT-AR12SY56	SPOT Yellow
		MAT-AR12SSY56	SPOT Sunflower Yellow
		MAT-AR12UVY56	SPOT Ultra UV Yellow
		MAT-AR12SGY56	SPOT Golden Yellow
		MAT-AR12SW40	SPOT WHITE

Cleaning

For maximum service, do not use abrasive, or chemically concentrated harsh cleaners. Use the same care as is used in cleaning the paint surface on the vehicle. The license plate surface can be cleaned of normal use dirt accumulation by washing with a mild detergent and water using a soft bristle brush or cloth.

To remove tar, oil, or road dirt, cautious use of mild solvents such as mineral spirits, turpentine, or kerosene may be employed. Use of aromatic solvents and ketones or solvent mixtures containing them should be avoided. Following cleaning, the plate should be thoroughly rinsed with water.

Storage

DLP sheeting, clear protective film and thermal transfer ribbons must be stored in their original package in a cool, dry area and should be used within one year after date of receipt. For best printing results, it is recommended that the sheeting be digitally printed in the DLP Print Station within 6 months of date of receipt.

General Characteristics and Packaging

The reflective sheeting as supplied will be of good appearance, free from ragged edges and cracks, and packaged according to commercial standards. The sheeting will be spliced for continuous roll application. Additional sheeting is supplied to compensate for splices.

Specifications

The information contained herein on reflective sheeting series 9250E/9250T is considered to describe typical minimum requirements for an effective reflective license plate material. As such, the information may be incorporated into a product purchase specification to be used in conjunction with a specification for finished retroreflective license plates.

EXHIBIT Q

Health and Safety Information

Read all health hazard, precautionary and first aid statements found in the Safety Data Sheets, Article Information Sheets, and/or product label of chemicals prior to handling or use. Consult local regulations and authorities for possible restrictions. To obtain SDS sheets for 3M™ products, go to 3M.com/SDS, or by mail, or for more information, call 1-800-3MHELPS (1-800-364-3577).

Warranty

3M Company warrants that ("3M Warranty"), Digital License Plate (DLP) Reflective License Plate Sheeting Series 9250E/9250T ("Sheeting") imaged as recommended by 3M in this product bulletin, and overlaminated with 3M™ Digital License Plate Clear Protective Film 9097 ("Overlaminate") as recommended by 3M, will:

- remain legible by resisting excessive fading, cracking, blistering or peeling, and
- the unprinted areas[3] of the Sheeting applied on a license plate ("Plate") will retain a coefficient of retroreflection for the number of years ("Warranty Period") as given in Table 3 measured from the Plate fabrication date ("Fabrication Date").

Table 3. Sheeting Colors and Warranty Period*

Base Sheeting Color	Retained Coefficient of Retroreflection* [cd/m²/lux]	Warranty Period (Years)
White	18	5
Gold	18	3
Yellow	18	5
Lemon Yellow	18	5
Orange	18	3
Blue	18	2
Green	18	2
Red	6	1

**All measurements are at 0.2 degrees observation angle and -4 degrees entrance angle. All measurements shall be made after cleaning the plate according to 3M recommendations and in accordance with ASTM E810 "Standard Test Method of Coefficient of Retroreflective Sheeting," except that the coefficient of luminous intensity shall be determined in accordance with ASTM E808-01 Para. 3.2.2 and ASTM E809-02 Para. 12.3.*

Warranty Terms and Conditions

- A failure to meet the 3M™ Warranty must be solely the result of design or manufacturing defects in the Sheeting and not of (a) outside causes including: improper fabrication, handling, maintenance or installation; (b) use of inks, roll coat inks, overlay films, sheetings or other components not listed as a component of 3M system of matched components; (c) exposure to temperatures beyond 3M recommendations; (d) use of a reflective sheeting applicator, brake table or corresponding registry feed controls not provided and installed by 3M; (e) stretching more than the maximum percent recommended by 3M during application; (f) failure of plate substrate; (g) exposure to chemicals, abrasion, or damage from fasteners used to mount the plate; (h) collisions, vandalism or malicious mischief; (i) or an act of God.
- All 3M recommendations in this bulletin and relevant 3M Information Folders, 3M Technical Memos and Manufacturing Manuals must be followed for all 3M components involved in the 3M Warranty.
- Claims made under this warranty will be honored only if the Plates have been marked with a 3M Ensure™ Image that includes 3M production run numbers from which the material originated or the Plates must have a clear record of the Fabrication Date either on the Plate or in an auditable records database.
- Claims made under this warranty will be honored only if 3M is notified of a failure within 30 days, reasonable information requested by 3M is provided, and 3M is permitted to verify the cause of the failure.

[3] Areas of the sheeting without preprinted graphics, or customer digitally printed graphics.

EXHIBIT Q

Exclusive Limited Remedy

If the Sheeting on a Plate is shown to not meet the 3M Warranty during the Warranty Period, 3M's sole and exclusive remedy is, at 3M's option, to replace the Plate, or reimburse the Plate's issuing agency ("Agency") up to a maximum of $5.00 per Plate. Reimbursement to the Agency will be in dollars and/or materials, as determined by the needs of the Agency. Replacement Sheeting will carry the unexpired warranty period of the Sheeting it replaces.

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Limitation of Liability

Except for the limited remedy stated above, and except where prohibited by law, 3M will not be liable for any loss or damage arising from the Plates or any 3M product, whether direct, indirect, special, incidental or consequential damages (including but not limited to lost profits, business or revenue in any way), regardless of the legal theory asserted including warranty, contract, negligence or strict liability.

Literature Reference

PB 9097	3M™ Digital License Plate Clear Protective Film 9097 for use on Multi-Year License Plates
PB TTR1300	3M™ Digital License Plate Thermal Transfer Ribbons Series TTR1300 for use on Multi-Year License Plates
PB Chiller	3M™ DLP Cooling System for use on DLP Printing Systems
PB 4850/4950	3M™ Roll Coat Inks
PB HSF 100/200 DRF 300/400	3M™ Dry Roller Coat Foils

EXHIBIT Q

For Information or Assistance
Call: 1-800-553-1380
In Canada Call:
1-800-265-1840

Internet:
http://www.3m.com/roadwaysafety

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Web 3M.com/roadwaysafety

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EXHIBIT R

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Traffic Safety and Security Division

3M™ Digital License Plate Clear Protective Film 9097

For Use On Multi-Year License Plates

Product Bulletin 9097
April 2016

Replaces PB 9097 dated May 2014

Description

3M™ Digital License Plate (DLP) Clear Protective Film Series 9097 is used in conjunction with either 3M™ Digital License Plate Reflective License Plate Sheeting Series 9250 and 3M™ Thermal Transfer Ribbons Series TTR1300, 3M™ High Definition License Plate Sheeting Series 6700 and 3M™ Thermal Transfer Ribbons Series TTR1300, or 3M™ Digital License Plate Sheeting Series 3750P and 3M™ UV Ink Jet Inks Series 1500UV to produce fully reflective vehicle registration plates for multi-year use.

Application

DLP Clear Protective Film Series 9097 is applied to the printed 3M™ License Plate Sheeting through the roll handling unit of the 3M™ Digital Printing System/Precision Plate System (PPS) printer. The roll handling unit removes the liner and applies the film onto the printed sheeting with pressure at a nip roller.

Storage

Series 9097 must be stored in its original package in a cool, dry area and should be used within one year after date of receipt.

Health and Safety Information

Read all health hazard, precautionary and first aid statements found in the Safety Data Sheets, Article Information Sheets, and/or product label of chemicals prior to handling or use. Consult local regulations and authorities for possible restrictions. To obtain SDS sheets for 3M products, go to 3M.com/SDS, or by mail, or in case of an emergency, call 1-800-364-3577.

EXHIBIT R

3M Basic Product Warranty and Limited Remedy

3M™ DLP Clear Protective Film Series 9097 is warranted to be free of defects in materials and manufacture at the time of shipment and to meet the requirements stated in the product bulletin. If Series 9097 is proven not to have met the basic warranty on its shipment date, then a buyer's exclusive remedy, and 3M's sole obligation, at 3M's option, will be to refund or replacement of Series 9097.

Literature Reference

PB 9250E/9250T	3M™ DLP Reflective License Plate Sheeting With Ensure™ Image for use on Multi-Year License Plates
PB 3750/3750P	3M™ Reflective License Plate Sheeting
PB TTR1300	3M™ Digital License Plate Thermal Transfer Ribbons Series TTR1300 for use on Multi-Year License Plates
PB 1500UV	3M™ Precision Plate System Series 1500 UV Ink Jet Inks for 3M Precision Plate System Printer
PB 6700	3M™ High Definition Reflective License Plate Sheeting Series 6700
PB Chiller	3M™ DLP Cooling System for use on DLP Printing Systems

EXHIBIT R

For Information or Assistance
Call: 1-800-553-1380
In Canada Call:
1-800-265-1840

Internet:
www.3M.com/vehiclereg

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EXHIBIT S

Report No. 120524-02F

TEST REPORT

Report Date: 26 October 2012

Project Name: 3M 5470 Series Validation Decal Retroreflective Sheeting

Submitted by: 3M Center
Maplewood, MN 55144

Test Laboratory: Calcoast - ITL
Emeryville, CA 94608

Products Tested: 5470ER White, 5371 Yellow, 5374 Orange, 5372 Red, 5377 Green, 5376 Blue
(ER suffix indicates sheeting with Security Marks)

SUMMARY

Specification: CALPIA Specification for Reflective Sheeting for Vehicle License Plate Registration Stickers, May 24, 2012, IFB No. RW12.41.002, Addendum 2, Section III

A. Retroreflection .....Passed
B. Retroreflective Performance during Rainfall .....Passed
C. Daytime Color and Luminance .....Passed
D. Weathering .....Passed
E. Accelerated Storage - Liner Removal .....Passed
F. Accelerated Storage - Adhesion .....Passed
G. Low Temperature Application .....Passed
H. Solvent Resistance .....Passed
I. Security Mark Verification .....Passed

Written by:

Douglas G. Cummins
Photometric Engineer

Approved by:

Mark A. Evans
Laboratory Director

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CALCOAST - ITL
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EXHIBIT S

TEST DATA SHEET

Project Name: 3M 5470 Series Validation Decal Retroreflective Sheeting

Description

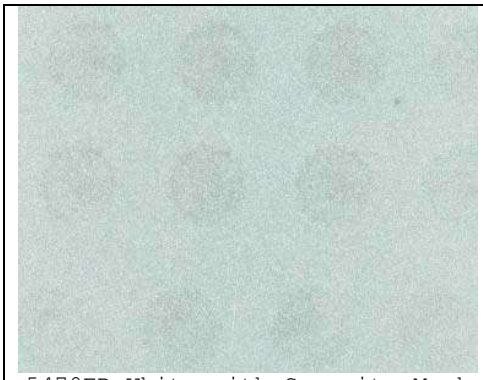
Samples delivered to Calcoast - ITL from the 3M Center in Maplewood, MN. The shipment consisted of the following:

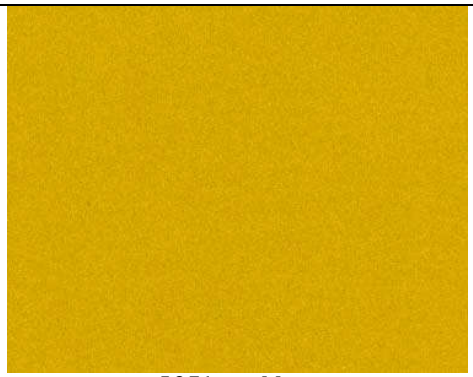
Sheeting with "OFFICIAL USE ONLY" security marks
5470ER White, Ten (10) 12" x 12" sheets

Sheeting with no security marks
5371 Yellow, Ten (10) 12" x 12" sheets
5372 Red, Ten (10) 12" x 12" sheets
5374 Orange, Ten (10) 12" x 12" sheets
5376 Blue, Ten (10) 12" x 12" sheets
5377 Green, Ten (10) 12" x 12" sheets

Material identified and described by accompanying letter from 3M.

Photographs


5470ER White with Security Mark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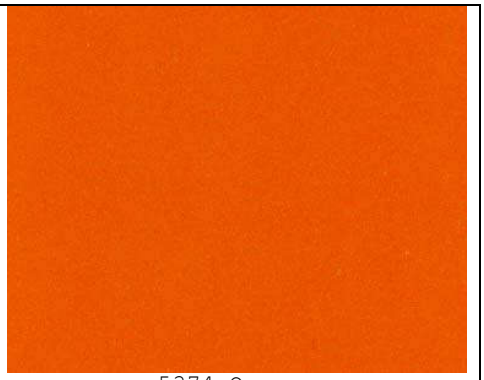
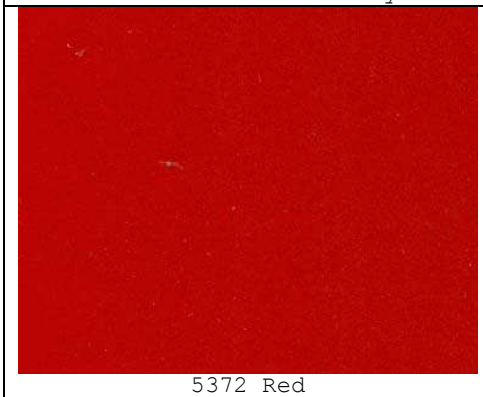

5374 Orange


5372 Red

5377 Green

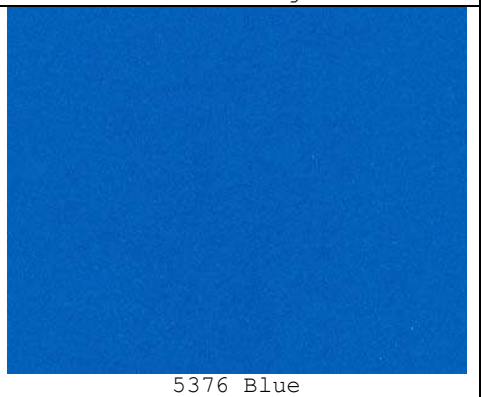

5376 Blue

EXHIBIT S

TEST DATA SHEET

Project Name: 3M 5470 Series Validation Decal Retroreflective Sheeting

A. Retroreflection

Requirement: Table A1
Test Method: ASTM E810 - Test Distance 100 feet (30.5 m)
α = 0.2° Observation Angle
Sample Size: 3" x 6" on 0.04" Al panels
Projector: Hoffman GPS-102 (Illuminant A, 1.13 fc, 30" diameter)

Three (3) 3" x 6" samples of each color were selected from the test specimen and mounted on a 0.040" thick 6061-T6 aluminum panel. Manufacturer did not specify orientation, so ε=0° orientation angle was arbitrarily chosen. However, prior to testing verified that the performance at ε=90° similar to performance at ε=0°. Coefficient of Retroreflection at each entrance angle was then measured and the average determined.

Units: Candela per footcandle per square foot (Candela per Lux per square meter)

Base sheeting with no security marks unless otherwise indicated

Entrance Angle β_1:		-4°		+40°	
Sample		Measured	Required Minimum	Measured	Required Minimum
5470ER White	#1	75.5	50	26.5	15
	#2	76.4	50	29.5	15
	#3	79.0	50	27.7	15
	Average	**77.0**	50	**27.9**	15
5371 Yellow	#1	64.4	30	12.3	8
	#2	62.0	30	15.5	8
	#3	63.3	30	12.1	8
	Average	**63.2**	30	**13.3**	8
5374 Orange	#1	20.4	6	4.2	2
	#2	19.8	6	4.3	2
	#3	18.8	6	4.3	2
	Average	**19.7**	6	**4.3**	2
5377 Green	#1	40.0	28	16.8	8
	#4	43.1	28	17.8	8
	#5	40.6	28	18.0	8
	Average	**41.2**	28	**17.5**	8
5372 Red	#1	21.8	10	6.5	3
	#2	21.7	10	7.5	3
	#3	21.8	10	7.0	3
	Average	**21.8**	10	**7.0**	3
5376 Blue	#1	27.8	14	8.7	5
	#2	27.6	14	8.4	5
	#3	25.6	14	10.8	5
	Average	**27.0**	14	**9.3**	5

Samples meet Retroreflection requirements.

EXHIBIT S

TEST DATA SHEET

Project Name: 3M 5470 Series Validation Decal Retroreflective Sheeting

B. Retroreflective Performance during Rainfall

Requirement: Coefficient of Retroreflection shall not be less than 90% of Table A1 listed values when tested at $\alpha = 0.2°$; $\beta_1 = -4°$

Test Method: ASTM E810 - Test Distance 100 feet (30.5 m)
CALPIA (LS300c) Rainfall

Projector: Hoffman GPS-102 (Illuminant A, 1.13 fc, 30" diameter)

Samples from A. were subjected to rainfall performance test.

Base sheeting with no security marks unless otherwise indicated

Entrance Angle β_1:		-4°	
Sample		Measured	Required Minimum
5470ER White	#1	67.8	45
	#2	66.0	45
	#3	69.0	45
	Average	**67.6**	45
5371 Yellow	#1	64.7	27
	#2	62.0	27
	#3	63.2	27
	Average	**63.3**	27
5374 Orange	#1	20.3	5.4
	#2	19.6	5.4
	#3	18.7	5.4
	Average	**19.5**	5.4
5377 Green	#1	41.2	25
	#4	44.2	25
	#5	41.6	25
	Average	**42.3**	25
5372 Red	#1	21.3	9.0
	#2	21.4	9.0
	#3	21.4	9.0
	Average	**21.4**	9.0
5376 Blue	#1	28.0	13
	#2	27.6	13
	#3	26.1	13
	Average	**27.2**	13

Samples meet Retroreflective Performance during Rainfall requirements.

EXHIBIT S

TEST DATA SHEET

Project Name: 3M 5470 Series Validation Decal Retroreflective Sheeting

C. Daytime Color and Luminance

Requirement: Table C1
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)

Samples from A. were measured for Daytime Color and Luminance.

Base sheeting with no security marks unless otherwise indicated

Sample	x	y	Y		
			Measured	Minimum	Maximum
5470ER White #1	0.3067	0.3256	45.33	35	-
5371 Yellow #1	0.4999	0.4794	32.94	29	43
5374 Orange #1	0.5864	0.3984	24.56	18	30
5377 Green #1	0.1930	0.3708	18.79	14	26
5372 Red #1	0.6415	0.3303	7.27	6	13
5376 Blue #1	0.1662	0.1955	10.80	8	19

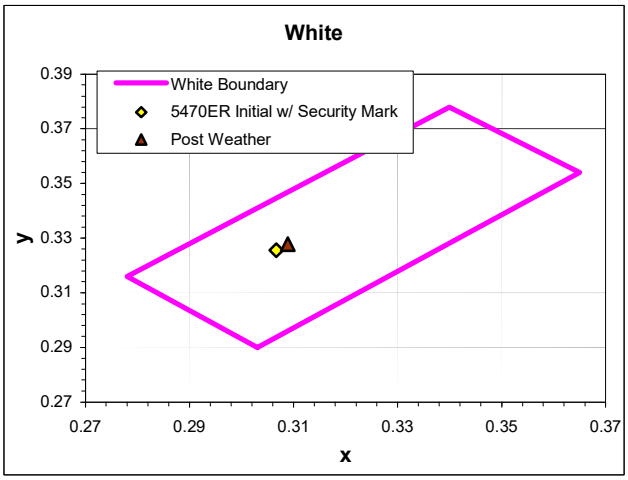
See next page for color plots.

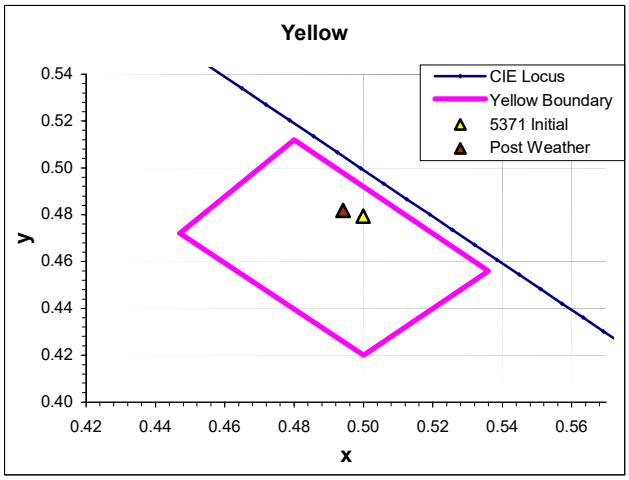
Samples meet Daytime Color and Luminance requirements.

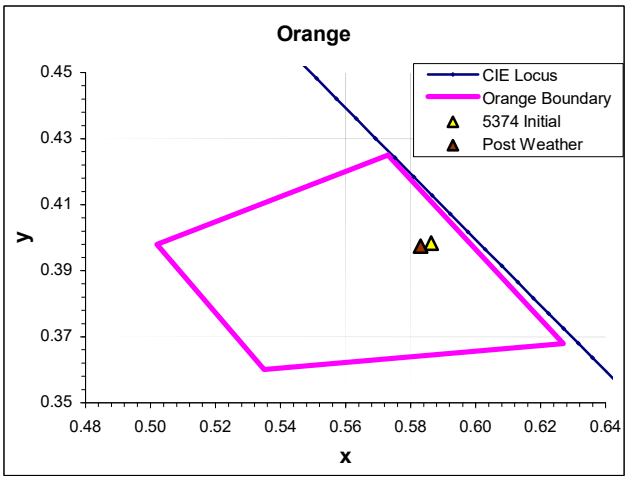
EXHIBIT S

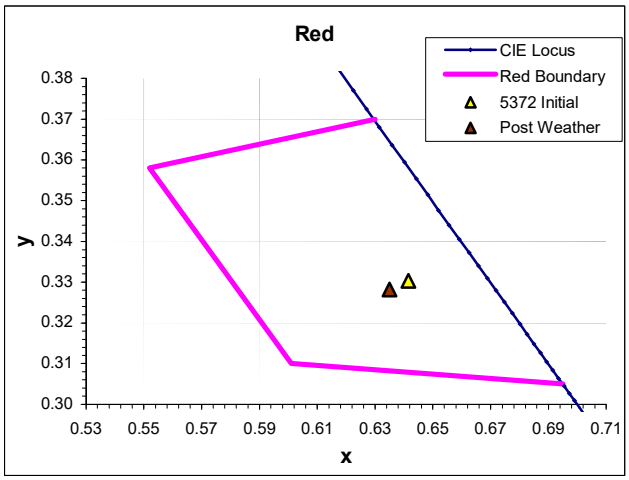
TEST DATA SHEET

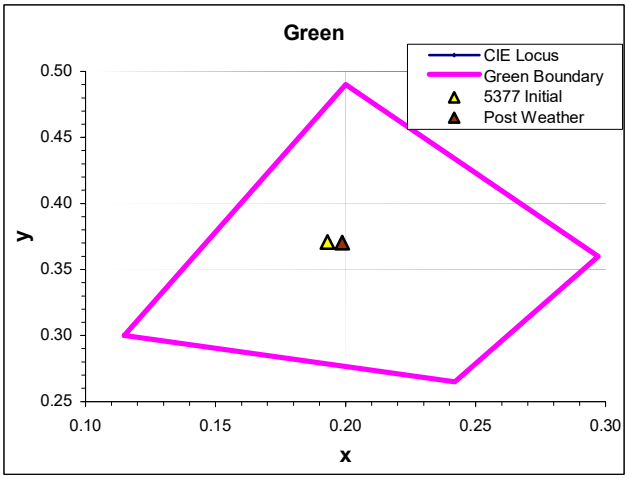
Project Name: 3M 5470 Series Validation Decal Retroreflective Sheeting Daytime Color Plots











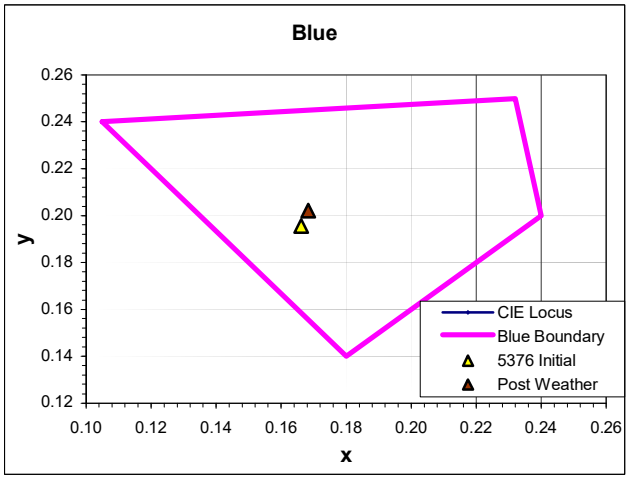


EXHIBIT S

TEST DATA SHEET

Project Name: 3M 5470 Series Validation Decal Retroreflective Sheeting

D. Weathering

Three (3) 3"x6" samples per color, each mounted on a 0.040" thick 6061-T6 aluminum panel, were exposed for 1000 hours to Xenon-Arc Accelerated Weathering per ISO 4892-2:2006, Cycle 1. After washing in a mild detergent solution and dried, samples were visually examined and measured.

Note: Weathering samples are only base sheeting with no security marks unless otherwise indicated.

Retroreflection

Requirement: 50% of Table A1
Test Method: ASTM E810 - Test Distance 100 feet (30.5 m)
α = 0.2° Observation Angle
Sample Size: 3" x 6" on 0.04" Al panels
Projector: Hoffman GPS-102 (Illuminant A, 1.13 fc, 30" diameter)

Units: Candela per footcandle per square foot (Candela per Lux per square meter)

Entrance Angle β_1:		-4°		+40°	
Sample		Measured	Required Minimum	Measured	Required Minimum
5470ER White	#1	57.5	25	18.0	7.5
	#2	63.2	25	19.3	7.5
	#3	62.0	25	17.7	7.5
	Average	**60.9**	25	**18.3**	7.5
5371 Yellow	#1	55.1	15	14.4	4.0
	#2	50.4	15	15.3	4.0
	#3	56.5	15	15.0	4.0
	Average	**54.0**	15	**14.9**	4.0
5374 Orange	#1	18.2	3	3.9	1.0
	#2	16.1	3	4.5	1.0
	#3	14.9	3	4.3	1.0
	Average	**16.4**	3	**4.2**	1.0
5377 Green	#1	31.3	14	15.7	4.0
	#2	31.8	14	16.5	4.0
	#3	29.8	14	16.3	4.0
	Average	**31.0**	14	**16.2**	4.0
5372 Red	#1	8.8	5	2.9	1.5
	#2	8.8	5	3.5	1.5
	#3	8.7	5	3.3	1.5
	Average	**8.8**	5	**3.2**	1.5
5376 Blue	#1	19.3	7	7.5	2.5
	#2	19.8	7	7.4	2.5
	#3	19.5	7	10.0	2.5
	Average	**19.5**	7	**8.3**	2.5

EXHIBIT S

TEST DATA SHEET

Project Name: 3M 5470 Series Validation Decal Retroreflective Sheeting

Daytime Color and Luminance (Colorfastness)

Requirement: Table C1
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)

Sample	x	y	Y		
			Measured	Minimum	Maximum
5470ER White #1	0.3089	0.3278	41.78	35	-
5371 Yellow #1	0.4941	0.4818	32.68	29	43
5374 Orange #1	0.5830	0.3974	21.93	18	30
5377 Green #1	0.1986	0.3703	18.86	14	26
5372 Red #1	0.6350	0.3282	7.29	6	13
5376 Blue #1	0.1683	0.2022	11.51	8	19

See page 6 for color plots.

Examination

Samples show no appreciable cracking, scaling, pitting, blistering, edge lifting, or curling, or more than $^{1}/_{32}$" shrinkage or expansion.

Samples meet Weathering requirements.

EXHIBIT S

TEST DATA SHEET

Project Name: 3M 5470 Series Validation Decal Retroreflective Sheeting

E. Accelerated Storage - Liner Removal

Requirement: Samples shall show no signs of adhesive bleeding or edge oozing. Protective liner shall be easily removed.
Test Method: ASTM D4956-11 7.10

Two (2) 2" x 6" samples of the 5470ER White were exposed to accelerated storage conditions of 66°C at 2.5 psi for 4 hours then cooled to 23°C for 1 hour. One (1) sample was set aside for F. Accelerated Storage - Adhesion testing. Remaining sample was then examined and the protective liner removed.

Sample	Results
5470ER White	No adhesive bleeding or edge oozing observed from sample. Sample liner easily removed without assistance and did not break, tear, or remove adhesive.

Sample meets Accelerated Storage - Liner Removal requirements.

F. Accelerated Storage - Adhesion

Requirement: Samples shall not peel a distance greater than 2.0 in.
Test Method: ASTM D4956-11 7.5

After the accelerated storage of E. above, the 2" x 6" sample was cut into two 1" x 6" samples. 4" each sheeting samples were bonded to 0.040" thick degreased and acid-etched 6061-T6 aluminum panels. After conditioning for a minimum of 24 hours, a 0.79kg weight was hung from the free end of sample 90° to the panel. After 5 minutes, the peel distance was measured.

Product Color	Peel Distance		Maximum
	1	2	
5470ER White	0.8"	0.2"	2.0"

Samples meet Accelerated Storage - Adhesion requirements.

EXHIBIT S

TEST DATA SHEET

Project Name: 3M 5470 Series Validation Decal Retroreflective Sheeting

G. Low Temperature Application

Requirement: Samples shall adhere at low temperature and shall not be removable from test panel without damage.
Test Method: see below

A 3" x 6" sheeting sample of the 5470ER White was applied to a 0.040" thick 6061-T6 aluminum panel. Additionally, two (2) 1" x 1.5" decal samples were prepared from the initial test specimen. The 3" x 6" sheeting panel and decals were then placed in an air-circulating environmental chamber at -23°C for 1 hour. The panel was then wiped with a wiped with a soft paper towel to remove any condensation and the two decal samples were applied.

30 minutes after application, one decal was attempted to be removed.
24 hours after application, the remaining decal was attempted to be removed.

Time	Results
30 minutes	Decal could not be removed from test panel. Attempts to remove caused damage to decal.
24 hours	Decal could not be removed from test panel. Attempts to remove caused damage to decal.

Samples meet Low Temperature Application requirements.

H. Solvent Resistance

Requirement: Retroreflective sheeting shall show no evidence of dissolving, puckering, or blistering after immersion in solvent. The security mark shall not be removed without irreparable damage to the sheeting.
Test Method: LS300c Solvent Resistance
Solvents: Kerosene (10 minute immersion time)
Turpentine (10 minute immersion time)
Toluene (1 minute immersion time)
Xylene (1 minute immersion time)
Methyl Alcohol (1 minute immersion time)

Five (5) 1" x 6" samples of each color were mounted to aluminum panels - one color sample per solvent. 40 mL of each solvent was poured into separate 50 mL beakers (approximately 1.3" depth). One end of each sample was placed into a solvent for the time indicated and then removed. The samples were then allowed to air dry vertically in the same position as in the solvent. When dry, samples were visually examined for evidence of dissolving, puckering, or blistering, and to verify the security marks (if any) remain intact.

EXHIBIT S

TEST DATA SHEET

Project Name: 3M 5470 Series Validation Decal Retroreflective Sheeting

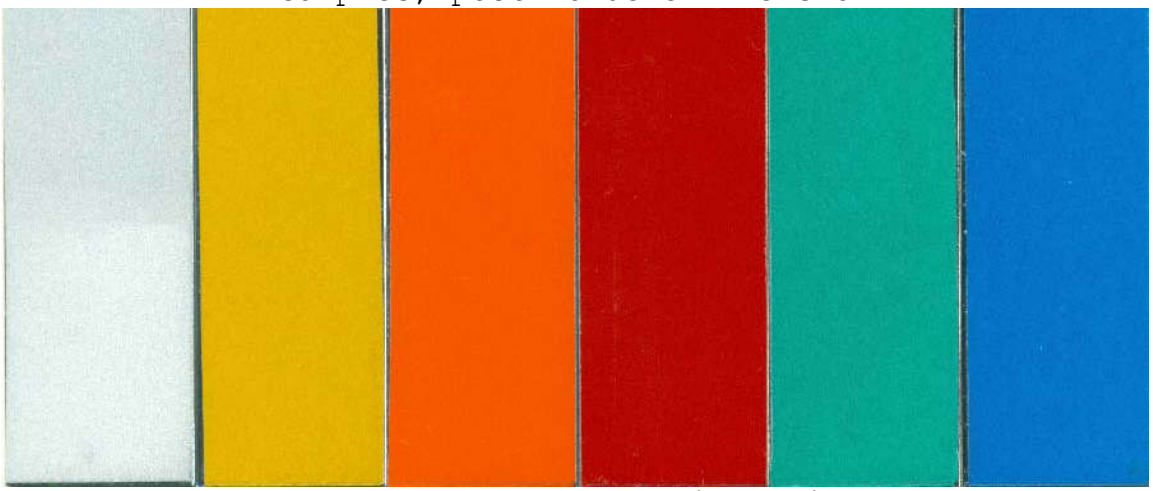
H. Solvent Resistance (continued)

Sample	Results				
	Kerosene	Turpentine	Toluene	Xylene	Methyl Alcohol
5470ER White [1]	No effect	No effect	see below	see below	No effect
5371 Yellow	No effect	No effect	see below	see below	No effect
5374 Orange	No effect	No effect	see below	see below	No effect
5372 Red	No effect	No effect	see below	see below	No effect
5377 Green	No effect	No effect	see below	see below	No effect
5376 Blue	No effect	No effect	see below	see below	No effect

[1] - Sample with security marks. Security marks remained intact for all solvents.

Toluene and Xylene solvents caused noticeable change on the non-white samples - see below photographs. Change does not appear to be indication of sheeting dissolving, although performance may be effected.

Samples, post Toluene immersion



Samples, post Xylene immersion

Samples show no evidence of dissolving, puckering, or blistering.
Samples meet Solvent Resistance requirements.

EXHIBIT S

TEST DATA SHEET

Project Name: 3M 5470 Series Validation Decal Retroreflective Sheeting

I. Security Mark Verification

Requirement: Security Marks shall be visible at a distance of 24 in. when viewed perpendicular to the decal surface and illuminated by either indirect or direct light.

Test Method: see below

Sheeting decal samples mounted to 3" x 6" aluminum panels. Panels mounted perpendicularly at eye height of viewer. Viewer positioned at a distance of 24 inches perpendicular to sheeting surface and observed panels in both indirect light (room ambient light) and direct light (dark room using handheld light close to eyes) conditions, then observed samples at various angles to determine if security mark disappears at a given viewing angle.

Sample	Results
5470ER White	Indirect light: Security marks visible. Direct light: Security marks visible.

Security marks disappear at viewing angles of 30° and greater to the face of the sheeting.

Samples meet Security Mark Verification requirements.

3M's End User License Agreement for 3M Plate Builder Software

EXHIBIT T

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EXHIBIT U

Stage/Task	Duration	Start	Finish
Project Kickoff	**1 week**	**6/10/2021**	**6/16/2021**
Planning & Communication			
Initiation Actions	**4 weeks**	**6/17/2021**	**7/17/2021**
Complete VRIMS to Platebuilder Migration Checklist			
Integration Architecture Review		6/17/2021	7/7/2021
Develop Information Flow & Review			
Registration Print Center setup		7/8/2021	7/17/2021
Validate File Specs			
Design	**4 weeks**	**7/18/2021**	**8/16/2021**
Design Phase		7/18/2021	7/30/2021
Identify and address issues, risks, and gaps			
Procurement of hardware (Zebra Registration Printers, Servers)		7/19/2021	8/6/2021
Infrastructure Setup	**4 weeks**	**7/8/2021**	**8/6/2021**
Hardware-Install and configure packaged software		7/8/2021	7/23/2021
Dev, Test and Production Environments		7/12/2021	8/4/2021
Deployments and High Availability		7/26/2021	8/6/2021
Development/Customization	**6 weeks**	**8/9/2021**	**9/17/2021**
Database and Conversions		8/9/2021	8/25/2021
Application Functions		8/16/2021	8/27/2021
API		8/23/2021	9/3/2021
Documentation – Testing and System		8/30/2021	9/10/2021
Testing Plans and Scenarios System Documentation		8/6/2021	9/17/2021
Testing	**5 weeks**	**9/20/2021**	**10/29/2021**
System Testing		9/20/2021	10/8/2021
Disaster Recovery Testing		10/11/2021	10/29/2021
Training	**1 week**	**11/1/2021**	**11/5/2021**
On-Site Instruction/User Guides		11/1/2021	11/5/2021
Deployment	**1 week**	**11/8/2021**	**11/12/2021**
Finalize Strategy and Schedule		11/8/2021	11/9/2021
Secure Deployment Resources		11/9/2021	11/10/2021
Deployment to Production		11/11/2021	11/11/2021
Go-Live	**1 day**	**11/12/2021**	**11/12/2021**
System activation		11/12/2021	11/12/2021
Post-Implementation Review	**8 weeks**	**11/15/2021**	**12/24/2021**
Monitor Performance and Assess Satisfaction		11/15/2021	11/26/2021
Document Assessment and Improvements		11/29/2021	12/3/2021
Distribute and Review with Team Members		12/6/2021	12/8/2021
Review Maintenance Plan		12/8/2021	12/10/2021
Acceptance Approvals and Signatures		12/13/2021	12/17/2021
Complete Post-Implementation Review		12/20/2021	12/24/2021
Ongoing Support		11/15/2021	Continuing

Power of Attorney

3M Company Government Contracts
Power of Attorney

By the authority granted the undersigned by the Corporate Secretary, the individuals listed below are hereby appointed as 3M's or its designated subsidiaries, true and lawful attorneys-in-fact for it, and its name, for commercially available products and services and government unique products and services for which 3M or its designated subsidiaries will be a prime contractor, subcontractor or higher tier subcontractor to any federal, state or municipal governmental agency in the United States ("Government Contracts"), to perform acts specified on behalf of this Corporation.

Except as provided below, authority is granted to submit or execute proposals, bids, binding purchase orders, contracts and subcontracts, certifications, representations and warranties, and documents related thereto for Government Contracts; however, this authority does not include (a) research and development services;* (b) executing country of origin certifications**; or (c) any other authority that is not expressly granted in this document. 3M executives (Vice President, General Manager, etc.)*, have authority to sign on behalf of their respective Business Unit/staff function, through 3M's Director of Government Contract Compliance subdelegation authority. Authority for the individuals below is limited to the specific Business Unit or staff function indicated and such authority may not be subdelegated.

3M Unitek Corporation
Gregg, Shawn
McCloskey, Molly

Advanced Materials Division
Davis, Scott
Hanson, Scott
Lockhart, Bruce
Morin, Eric
Race, Robert
Utley, Elizabeth
Ward, Charles

Aearo Technologies LLC.
Hinko, David

Automotive and Aerospace Solutions Division
see Government Marketing-Sales

Display Materials & Systems Division
Summers, Micki

Electrical Markets Division
Disanayaka, Bimsara
Goldberg, Craig
Irwin, Mike
James, Brent

Electronics Materials Solutions Division
Anderson, Kevin

Food Safety Department
see Government Marketing-Sales
(Federal Only)

Government R&D Contracts Department**
Kays, Steven***
Martinez, Rita

3M Health Information Systems
Garrison, Garri
Guyton, Elizabeth
Hong-Larsen, Sally
Kim, Myung
Mathison, John
Peddicord, Kyle
Smith, Andrea
Stadther, Joseph

Industrial Adhesives & Tapes Division
see Government Marketing-Sales
(FSS Contracts Only)

Industrial Mineral Products Division
Erickson, Scott

Medical Solutions Division
McDonald, Michael
Dickson, Diana

Oral Care Solutions Division
Gregg, Shawn
McCloskey, Molly
McDonald, Michael

Personal Safety Division
Tabatha Williams (Scott Safety only)

Separation & Purification
Towne, Richard

Stationery & Office Supplies Division
see Government Marketing-Sales
(FSS Contracts Only)

Transportation Safety Division
Do, Thanh-Huong****
Frampton, Steven
Paraschou, Maria
Seputis, Julie****
Trac, Phu****

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Authority Applies to any Business Unit or Staff Function		
Global Channel Services Constantine, Lauri **U.S. Pacific Branches** Mathers, Stephanie Kawasaki, Heidi	**Government Marketing-Sales** Weller, Greg Audette-Williams, Michelle	**Government Contract Compliance** Bordas, Rich Carr, Terrance Horwitz, Charles Robinette, Thomas

*****Authority to Make Country of Origin Certifications
Trade Compliance Department Bottoms, Paul Schultz, Anne LaMere, Pierre Schmitz, Jamie

For all appointments, authority may be withdrawn or modified at any time, including upon an individual's change in responsibility.

This Power of Attorney revokes all prior Powers of Attorney with respect to the same matters and shall remain in effect until terminated by the undersigned or any other person authorized to grant powers of attorney on behalf of 3M.

By: Charles Horwitz _____ 2/22/2021 _____

Charles Horwitz
Director, Government Contract Compliance
3M Company

Date

* 3M executives may assign attorney-in-fact authority to their respective business personnel, upon successful completion of Government Contract Compliance Power of Attorney training.

** Authority is delegated by 3M's Senior Vice President, Research and Development, and Chief Technology Officer, to the Vice President, Research and Development, for their respective 3M Business Groups, and to certain specified employees in Government Research & Development Contracts, to execute proposals, contracts, subcontracts (including certifications, representations and warranties to comply with certain laws and regulations) for government R&D services.

*** Authority includes AFRL TIA and Phase 2 activities for N95 lines for contract modifications.

**** Authority expressly limited to executing Certificates of Conformance.

***** Authority limited to include only Country of Origin Certifications.

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3M Response RFP 6494 Z1

Attachment A Proposal 2 Option 3

6494 Z1 ATTACHMENT A

OPTION 3: LICENSE PLATE PRINTING LINE AND LICENSE PLATE FULFILLMENT SYSTEM

LICENSE PLATE PRINGINT LINE 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 of the following:

   a. Design/Development Services:
      i. Facilities & Equipment
         a) Building Preparation - The bidder shall thoroughly review all details for building preparation, including, but not limited to: building structure, floor construction, electrical, compressed air, gas and water, as required.
            1). Based on the proposed equipment, bidder shall provide within their proposal a list of all necessary preparations that CSI should make or modification that will need to be made to the building prior to delivery and installation by the Contractor.
            2). CSI will be responsible for <u>all</u> building infrastructure modifications and these costs should NOT be included in the bidder's response.

   ii. Custom Equipment Design -Complete detailed design of custom equipment as required. Proposal should include a detailed blueprint of the equipment as designed. If not included within the proposal, bidder will be required to provide within five (5) business days of a written request by DAS.

   iii. Installation Drawings -Layout drawing(s) should be provided to CSI to assist in the review of equipment installation. Information should include utility connections, assembly and mounting details.

   iv. Estimated installation timeline, installation, implementation, and training of operators, etc. of new line, including estimated timeline for interruption of production.

   v. 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: 3M provided the two 3M Digital License Plate (DLP) printers currently owned by Nebraska in 2003. Nebraska has successfully used the two 3M DLP printers to print millions of plates since being installed. The 3M DLP printers have proven themselves as robust, highly productive digital license plate printers and Nebraska has experienced first-hand their durability and continued operation since 2003. The 3M DLP and associated Roll Handling Unit are both UL certified. We include the UL certification as Exhibit I in the 3M Exhibit Section of our response. In addition, 3M has provided exceptional preventative and break fix maintenance and support, keeping the Nebraska DLP printers operating, producing license plates.

For this response to the Nebraska RFP, 3M proposes that Cornhusker State Industries (CSI) keep the current 3M DLP equipment and upgrade the current VRIMS system to 3M's Plate Builder system, version 5.4 (the latest Plate Builder release). This includes both the 3M Plate Builder software and all hardware, including 3M provided new servers, workstations, label and report printers and barcode scanners. In addition, 3M will provide an updated 1530 workstation and software that interfaces to 3M Plate Builder and will assist Nebraska in moving its current 1530 data to the upgraded 1530 system. 3M will also provide two updated graphic design workstations and consult with the appropriate Nebraska IT staff to procure an Adobe license for use on the new 3M graphic design workstations. Note – new Adobe licensing requirements do not allow 3M to purchase and provide the Adobe license to Nebraska. In addition, Adobe has changed their software licensing approach to a subscription-based model. This requires the Adobe license be verified every 30 to 90 days via a connection to an Adobe server.

Keeping the current 3M DLP printers and upgrading to the 3M Plate Builder system, an upgraded 1530 system and a new graphic design workstation, allows CSI to continue the digital printing operation with only a small amount of downtime when the 3M Plate Builder and new 1530 systems are implemented to replace the 3M VRIMS and currently used 1530 system. This will limit the impact to license plate printing and production and keeps the cost to Nebraska low. The CSI facilities will not need any updating or custom equipment and the current layout of equipment will remain as it is today. Only the Plate Builder servers, workstations and other hardware along the 1530 system and the graphic design workstation will be new equipment to be installed at the CSI facility. This will replace all the VRIMS hardware and equipment and as such will require a small amount of new space for additional servers that 3M Plate Builder uses compared to 3M VRIMS. Since the current 3M DLP printers are operational and have been used for many years, operators will not need any training and there will be a minor production interruption.

3M proposes to do a full refurbishment of both 3M DLP printers. This is performed by 3M's DLP technical service team and provides a more robust and thorough maintenance update of the 3M DLP mechanical and electrical systems compared to the typical preventative maintenance work 3M performs. This will ensure the 3M DLP printers are ready for the printing and production requirements for the license plate reissue planned for 2022. Please see a detailed list of the DLP refurbishment work that 3M will perform on both Nebraska DLP printers in Exhibit J in the 3M Exhibit Section of our response.

Please note, 3M is developing a Next Generation DLP printer that will be faster, print at a higher resolution and with more print stations then the current DLP printers used by Nebraska. The Next Generation DLP printer will use time tested thermal transfer print technology, which Nebraska is familiar with given the many years of 3M DLP usage. Once the Next Generation printer is available and being tested, 3M proposes to demonstrate the Next Generation DLP to Nebraska and negotiate the purchase of the Next Generation printer to fulfill Nebraska's digital printing needs. In addition, 3M is willing to discuss a trade in of the two Nebraska DLP's for a credit against the purchase of a Next Gen DLP printer(s).

The Next Generation DLP printer will integrate with the 3M Plate Builder software and offers Nebraska an excellent migration path from the current DLP's with Plate Builder to the Next Generation DLP printer. Upon contract award 3M is willing to share specifications, the development timeline, and other details of the Next Generation DLP printer as they become available.

2. Bidder should describe the proposed workflow for production plates as well as specialty plates from order to fulfilment and operator actions necessary for batching and printing license plates, control touch points or steps necessary for updating the electronic systems.

Bidder response: CSI currently produces all license plates using the two 3M DLP printers and 3M VRIMS. The workflow has been in place for many years and we include a data flow diagram provide by Nebraska as reference to the current data flow to/from the 3M and Nebraska systems as Exhibit K in the 3M Exhibit Section of our response. 3M will work closely with the Nebraska team to confirm the current workflow and make any updates so the 3M Plate Builder implementation will be as seamless as possible.

Here is the typical DMV system to/from 3M Plate Builder workflow for both production and specialty plates:

1) The DMV creates a production or specialty plate order file
2) File is posted to the SFTP site, typically every business day during the overnight hours
3) A CSI Plate Builder operator opens Plate Builder in the morning and connects to the SFTP site and downloads any DMV order files from the SFTP site
4) Order files are loaded into Plate Builder
5) Any data or format issues with either a production or specialty plate order file are noted in Plate Builder and the operator will decide on a solution to any errors that show in Plate Builder
6) Once all errors are resolved, each order is converted into run lists.
7) Run lists can include any number of plates, but typically they contain the number of plates a roll of sheeting will print
8) Once run lists are approved, they are sent to the DLP printer to be processed and the sheeting printed
9) Upon completion of printing, the status of each plate, run list and order is updated
10) Once plates are bulk shipped to a branch office or mailed to motorists, each package (box or envelope) are marked as shipped, indicating plates in those packages have been shipped
11) At the end of the day a shipped plate report is created and loaded onto the SFTP site
12) The DMV will load that file into their system so those plates can be updated in the DMV system.

Upon contract award, 3M will start weekly meetings with the Nebraska team to develop a timeline and tasks needed for the implementation of the 3M Plate Builder system to replace the 3M VRIMS currently in use. Based on the current workflow and any updates to the processes in use, 3M and Nebraska will create a new workflow for specialty and general issue plates, from ordering to fulfillment and shipping from CSI. 3M Plate Builder has enhanced capabilities to manage electronic license plate orders, create run lists, indicate plate status', and manage the entire production process compared to 3M VRIMS. 3M includes a list of the many enhanced features that Plate Builder has over VRIMS as Exhibit L, in the 3M Exhibit Section of our response. We also include a detailed description of the Plate Builder system as Exhibit M in the 3M Exhibit Section of our response.

3. The bidder shall describe how the system will ensure that all production data is transferred, received and the production control steps completed as needed to insure the plates are printed, shipped and accounted for throughout the production and billing processes.

Bidder response: We include a data flow diagram, provided by Nebraska, that shows how license plate order data is transferred, received and production control steps are completed as needed to ensure plates are printed as Exhibit K in the 3M Exhibit Section of our response. 3M Plate Builder provides enhanced capabilities to receive, create and manage license plate orders and production data and confirm that data has been transferred and received by both the 3M and Nebraska systems. This includes enhanced DMV order file loading and data or format error indications and ability to fix or exclude individual records causing an error, creating run lists from plate orders, managing those run lists through being provided to the 3M DLP printer. In addition,

3M Plate Builder is updated by the 3M DLP systems when plates are printed, which in turn triggers a plate status update so a user can confirm which plates have been printed and which plates are still in queue to print. In addition, 3M Plate Builder has enhanced plate shipping capability that provides an easy to use plate shipped module to indicate when plates have been shipped, updating the package that plates are in to "shipped", which indicates that all plates in that package are shipped. 3M Plate Builder reports can be run to show plates ordered verses plates shipped to help identify any discrepancies between those ordered and those shipped. We provide details of the 3M Plate Builder system in Exhibit M in the 3M Exhibit Section of our response.

4. 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.

Bidder response: The current license plate manufacturing data flows are indicated in the attached Nebraska provided data flow diagram as Exhibit K in the 3M Exhibit Section of our response. The current network bandwidths have been used for many years and are sufficient to support both the reissue and non-reissue production and specialty plate volumes. Upgrading to the 3M Plate Builder system will not materially increase or decrease the bandwidth requirements, so the network currently in place to support 3M VRIMS will work to support the 3M Plate Builder system.

However, upon contract award, the 3M and the Nebraska IT teams will review the current data flows, note any changes to the data flows and analyze the network bandwidth impact any data flow changes may produce.

5. Bidder should provide a draft Disaster Recovery plan with their response.

Bidder response: With the breadth and depth of 3M capabilities and services along with our contacts in many states 3M is well positioned to support any disaster recovery needed by Nebraska. To support Nebraska in a disaster recovery scenario, 3M would leverage the many states and private entities using 3M's Digital license plate printer systems and the strong relationships 3M has with those jurisdictions and entities. 3M has partnered with other agencies that have experienced disasters and we played a pivotal role in helping plate production resume at another site. As such, we would coordinate the communication, decision, and transition of digital printing to another state during any disaster occurring at the Nebraska facility. The services 3M would provide include:

1) Identifying the best license plate production candidates that could fulfill Nebraska's license plate printing and license plate manufacturing requirements
2) Coordinate kick-off meetings with the disaster recovery candidates and participate with the candidate and Nebraska personnel to discuss production transitions options. 3M would provide the DLP and systems considerations as part of the kick-off meeting
3) Based on a mutual agreement between Nebraska and the final candidate to be used for printing and plate production, 3M would support the plate order file and plate design transition from Nebraska to the selected candidate.
4) 3M would support candidate personnel in loading the appropriate plate designs into the candidate DLP system and help support loading of the Nebraska data file into the candidate's plate production system.
5) 3M to support the candidate in producing Nebraska license plates with over the phone and/or in person support and assistance should any issues arise with the Nebraska plate design or plate order files.

Once the Nebraska plate production facility is up and running, 3M would assist in getting the Nebraska system fully operational and help support the transition of the plate designs and order files from the candidate's system back to the Nebraska system.

Here is a link to a 3M customer testimonial regarding 3M's support for making Tennessee's license plate at alternate locations after a natural disaster destroyed the Tennessee (Tricor) license plate production facility:

https://www.3m.com/3M/en_US/vehicle-registration-us/#tricor

In addition, the 3M Plate Builder database and application servers utilize mirrored RAD disks and all 3M hardware includes UPS's to allow for the soft shutdown of the 3M system in the event of a power failure, to minimize system failures that may result in system downtime. Included in the 3M Plate Builder system is a backup process that Nebraska personnel would run daily to backup all production data and system settings. The backup media must be stored off-site to ensure it is available in the event of a disaster at the primary system site. In the event of a 3M system failure, 3M will work with the Nebraska IT staff to coordinate the restoration of the system from the backup media, ensuring the most recent system configuration and data gets loaded onto replacement servers and the Nebraska system is fully operational. This will minimize the downtime of the Nebraska system and allow for quick recovery from a system failure.

In addition to the daily on-site backup capability, 3M can optionally provide remote backup of daily activity to an off-site system. The off-site backup operation occurs after hours and takes all the daily 3M Plate Builder database updates and applies those changes to a remote system that has a replicate of the Nebraska Plate Builder system so that at the completion of the remote daily backup process, the two systems are a duplicate of each other. The remote backup option provides for a very fast changeover to the remote system, should a disaster result in the primary system becoming inoperable. Should Nebraska decide to implement this option, 3M will coordinate the remote backup process with the Nebraska IT staff to ensure the proper network access is provided to support this feature.

6. Bidder should provide a draft Change Management plan with their response.

Bidder response: A major difference between 3M VRIMS and 3M Plate Builder, is that 3M Plate Builder is a single product used by all 3M Plate Builder customers. As Plate Builder customer's identify new features and enhancements to the Plate Builder system, 3M documents and prioritizes each request and then updates the core product. Each customer will get a new release approximately two times per year that will include all feature enhancements added during that release cycle. Each customer has the option to use or not use any new feature included in the newest Plate Builder release.

As an ISO-9001 certified business, we have a several Standard Operating Procedures (SOP's) that are utilized to manage software changes. These SOP's are used to manage the various requests from Plate Builder customers to add features. The process starts with the 3M Business Analyst analyzing and documenting the change request (typically in User Story format) and following several steps to review, approve, estimate and hand-off the work to the Software Development team where it gets added to the product backlog. When the work moves to the top of the product backlog, the software Development team implements the necessary code to fulfill the user story(s), which includes unit testing and documentation. A code review is performed and upon agreement that the code meets standards, the quality assurance team performs detailed functional, regression, security, and end-to-end testing of the system. Any errors found are referred to the development team to fix and testing continues until the various tests pass with no failures. Only after testing is completed, is the code deployed into production. After enough enhancements have been added into the production system, a new release is created, and the system support team works with each customer to roll out and implement the new release.

In addition, when a customer is converting from 3M VRIMS or VIMS, 3M does an upfront analysis to determine any custom features included with VRIMS or VIMS that may not be included in 3M Plate Builder. Since Plate Builder has been a product for four years, most custom VRIMS or VIMS features are now included in the 3M Plate Builder product. In the event there are some VRIMS or VIMS custom features not included, the 3M Plate Builder team will document the VRIMS or VIMS custom features and either train new Plate Builder users how to get the same capability with already existing Plate Builder functionality or update Plate Builder to support the custom functionality. To meet the implementation timeline and requirements for the rollout of the Plate Builder system, custom functionality can be added to the product post contract award in preparation for go-live of the 3M Plate Builder product. 3M will follow this process when implementing 3M Plate Builder as a replacement for VRIMS in Nebraska.

Once the 3M Plate Builder system is installed and fully operational in Nebraska, the Nebraska users can request updates. 3M will follow the change management and release plan update process described above for implementation of those updates. In the event of an emergency change or update, 3M and Nebraska will review and if we mutually agree the change is out of scope from the normal Plate Builder release process, 3M's out of scope change management approach is defined in the attached 3M Plate Builder maintenance and support agreement, out of scope section.

7. All State data must be secure. Bidder should describe the process 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.

Bidder response: 3M proposes to install the 3M Plate Builder system as an upgrade to 3M VRIMS currently in place. 3M's Plate Builder System has been created using 3M selected security and privacy capabilities based on security best practices. 3M's Information Technology Security team and a third-party both scan the 3M Plate Builder system for any vulnerabilities before the system is provided to a customer. Examples of assessments performed by 3M IT and a third-party include:

- API Abuse
- Code Quality
- Encapsulation
- Environment
- Errors
- Input Validation and Representation
- Security Features
- Time and State

All critical and high severity issues found during the security scanning and testing are reported and fixed.

Here are the primary security features of the 3M Plate Builder System:

- User ID and Password required for every user of the system
- Minimum Password length and complexity can be set and enforced
- Role based user ID assignment, limiting access to only the functionality needed to perform role
- Password lockout after three attempts (then admin must unlock the account)
- Uses Hypertext Transfer Protocol Secure (HTTPS) instead of HTTP for all access to the application
- Uses Security Certificate

- Data encrypted at rest and in transit

These security and privacy capabilities have recently been enhanced and provide a high level of security for the 3M Plate Builder System. As with any system, physical access to the system will need to be limited so that unauthorized personnel cannot gain access to the 3M servers. Upon contract award, 3M proposes to review the 3M Plate Builder privacy and security capabilities in detail with the Nebraska's IT team to better understand how it meets Nebraska's security requirements. In addition, 3M will work with the Nebraska IT organization to identify how best to manage the physical security of the 3M Plate Builder servers and other hardware.

8. The bidder shall provide independent test lab data demonstrating that the complete license plate (Aluminum back, sheeting with printing and overly applied), conforms to all performance requirement of this document. Additional performance validation testing may be conducted by the State's designated test lab. The bidder shall provide evidence of field performance (five (5) year life span) of the sheeting in other North American jurisdictions.

Bidder response: 3M includes 3rd party lab test results as Exhibit N, in the 3M Exhibit Section of our response, for the 3M 9250 beaded sheeting that is currently being used by Nebraska and would continue being used upon contract award with the current, refurbished DLP printers. The 3rd party lab test results demonstrate that 3M's sheeting meets the Nebraska performance requirements.

3M has implemented the following listed 3M DLP systems using the same consumables Nebraska has been and will continue using upon contract award. We also include the year of implementation to highlight the significant length of time 3M digitally printed license plates have been in use across the country:

- Alabama – installed in 2006
- Arizona – installed in 2007
- Idaho – installed in 2007
- Indiana – installed in 2001
- Iowa – installed in 1999
- Kansas – installed in 2017
- Minnesota – installed in 2007
- Missouri – installed in 2002
- Nebraska – installed in 2003
- New Jersey – installed in 2013
- Oklahoma – installed in 2008
- South Carolina – installed in 2007
- Texas – installed in 2001 and additional systems in 2008 and 2009
- Wyoming – installed in 2002

All these implementations were done more than 5 years ago (except for the Kansas implementation). To date we are not aware of any field performance issue with a plate printed on the 3M DLP's in the above list, using 3M's 9250 sheeting with 3M's 9097 protective overlaminate applied. Note – some of these 3M DLP customers have transitioned to 3M's Series 6750 High Definition license plate sheeting. Like the DLP printed 9250 beaded sheeting license plates, the DLP printed HD sheeting plates have not had performance issues. Note – all the states using the 3M DLP printer are able to print all their specialty plate designs on white sheeting and general issue alpha-numerics on 3M provided long run graphic sheeting, using the 4 color ribbon stations of the 3M DLP.

This high level of performance and durability is achieved due to the 3M matched component system consisting of:

- 3M Digital License Plate (DLP) printer
- 3M series 9250 Beaded or series 6800 High Definition License Plate Sheeting
- 3M 9097 protective overlaminate
- 3M 1300 Series Thermal Transfer Ribbons
- 3M DLP print heads
- 3M DLP Technical Service and Support

The 3M matched component system has been thoroughly tested and has been proven in real world use for over 20 years in customers throughout the United States. 3M provides high quality products, such as the 3M DLP printer system and all consumables as a matched component system for license plate production. In addition, 3M Transportation Safety Division supplies other license plate, validation, sign sheeting and pavement marking products. 3M's ability to provide quality products and services is due to:

- 3M being an ISO-9001:2015 certified manufacturer. It's imperative that the vendor doing business and providing a solution to Nebraska be ISO-9001 certified.
- Application of Six Sigma and Lean principles in the 3M manufacturing locations and throughout the supply chain.
- A large research and development investment to develop new products and enhance current products
- State of the art accelerated and outdoor weathering systems to verify the durability and performance of 3M products so that once installed on a vehicle Nebraska can be certain 3M supplied materials will perform as indicated
- Use of science-based knowledge and testing to enhance products

In addition, since 2003, 3M has consistently supplied Nebraska with the digital printing consumables and digital printer technical service as the 3M products are sourced from our Brownwood Texas plant and our service team is in St. Paul Minnesota, both US located facilities. Having products and services sourced from the US is important, as the recent COVID 19 pandemic highlighted, so that customers are able to order and receive the products needed to make license plates and vehicle registration forms and stickers so their production is not impacted.

Specifically, regarding our Brownwood Texas facility, where our license plate and validation products are manufactured, we provide the following URL for additional information that highlight the many advantages of a US based manufacturing facility that is ISO 9001:2015 certified and utilizes six sigma to continual improve:

https://www.3m.com/3M/en_US/plant-locations-us/brownwood/

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

Bidder response: 3M VRIMS currently communicates with the Nebraska system via a text file interface as indicated in Exhibit K in the 3M Exhibit Section of our response. 3M proposes to upgrade from 3M VRIMS to the 3M Plate Builder system which uses a similar text file interface. In addition, the 3M Plate Builder upgrade will include all new 3M provided system hardware such as new servers, workstations, barcode scanners, and printers. The server hardware currently provided by 3M has the following specifications:

- Model: HPE ML350 Gen10 SFF Rack CTO Server
- Processors: Two (2) Intel Xeon Silver 4110 @2.1GHz (16 cores per CPU)
- RAM: 64GB
- Locally Attached Storage: 1.4TB useable - Consists of RAID 6 volume with 15k RPM SAS 6.0 Solid State Disks (SSD)

3M uses a three sever configuration to ensure the 3M Plate Builder system has sufficient performance to process both the non-reissue and reissue plate volumes.

10. Bidder shall describe the warranty, maintenance and support provided for this project.

Bidder response: We include a 3M Plate Builder and an updated 3M DLP maintenance and support agreement for reference as Exhibit O and P, in the3M Exhibit Section of our response. The warranty for the consumables used to digitally print Nebraska's license plates is indicated in the 9250 Beaded license plate sheeting product bulletin which is included as Exhibit Q in the 3M Exhibit Section of our response. We also include the product bulletin for the 9097 protective overlaminate as Exhibit R and for the series 1300 thermal transfer ribbons as Exhibit A, both included in the 3M Exhibit Section of our response.

Based on the updated 3M DLP maintenance and support agreement, 3M will continue its high level of DLP maintenance and support as we have done since the 3M DLP's were installed in 2003 so that Nebraska can be confident the two DLP printers can successfully meet the upcoming reissue volume.

11. Bidder shall describe the training for users and technical staff. Provide draft training manual(s) with the response.

Bidder response: For the current Nebraska 3M DLP printers no training will be required as the DLP printers have been in use by Nebraska since 2003. For 3M Plate Builder, the upgraded 1530 system, the upgraded graphic design workstations and Adobe software, 3M provides training to Nebraska staff and inmates while on-site installing the 3M Plate Builder and 1530 systems. We typically provide 2-3 full days of training on the 3M Plate Builder software. We provide training on all aspects of the Plate Builder software so that CSI personnel can utilize Plate Builder to process and digitally print all Nebraska orders, both production and specialty plate orders. We will train CSI staff on the administrative aspects of the Plate Builder software, such as setting up users, assigning roles, mapping of DMV plate order files, setting up new plate designs, processing orders into run lists, etc. We provide a full complement of training and include a robust user guide that all users can access for reference.

After the 3M team departs, we offer over the phone support for the software which is included as part of the maintenance and support contract. 3M is also available to perform virtual training as was done for CSI staff during the recent COVID 19 disruption that resulted in inmates not being available to operate the 3M DLP printers.

12. Describe all standard reports available and the capability of generating ad hoc reports.

Bidder response: The 3M Plate Builder system provides more than 20 canned reports that can be run by Nebraska personnel. In addition, a Plate Builder administrator can create up to three dynamic reports using any of the data fields in the Plate Builder system. This provides users the capability to create reports not included in the standard canned reports provided with the 3M Plate System. Here is a list of the current Plate Builder canned reports:

- Plate Status Summary by Order

- Plate Status Summary by Plate Type
- Plate Status Summary by Destination
- Packing List
- Plate Sets on Order
- Plates Shipped by Month
- Plates Shipped by Calendar Year
- Shipping Summary
- Pallet Report
- Shipping Summary By Order Report
- Run List Summary
- Run List Details
- Plate Types
- Prohibited Messages
- Reserved Messages
- Valid Characters
- Shipping Locations
- Shipping Methods
- Remake Plates
- E-File Rejects
- Data Dictionary
- Deleted Orders

In addition, 3M Plate Builder includes the following reporting capabilities:

- A Reports page where users can generate reports as and when required (on-demand).
- Reports that show box contents which can include plate ID's and plate type data along with other data.
- The status of each plate as it progresses through the printing and manufacturing production phases. Users can view the current status of a plate.
- Integrated finished goods inventory management system. Plate inventory movement requests can be viewed in the 3M IMS. This includes the packages and plates that were included in the plate movement request.
- Many production reports include a variety of milestone dates.
- Plate remake process. Optionally the DMV can include remakes in an electronic order file using a remake indicator, triggering Plate Builder to indicate those plates as remakes. Within Plate Builder, each remake can be assigned a remake reason and remake reasons are configurable by the user so data can be collected as to the root cause of remakes allowing the DMV and the VCE to resolve reoccurring issues that cause remakes.
- Shipping capability that allows a Plate Builder user to print package labels for as many packages as selected. Packages can be pallets, boxes, or individual mailing envelopes. Individual envelope package labels can contain mailing information. The label printing functionality is managed by the user and provides flexibility as to how and when labels are printed.

13. Provide Draft Timeline for the project with response.

Bidder response: As indicated previously, 3M proposes that Nebraska keep their two 3M DLP's and upgrade to 3M Plate Builder. Upon contract award, 3M and Nebraska would start weekly meetings to assess the current data flow process, how VRIMS interfaces with the Nebraska system and clearly define the work needed to upgrade from 3M VRIMS to 3M Plate Builder. An output of the 3M and Nebraska team meetings would be a detailed project plan with tasks, timing,

and milestones that both 3M and Nebraska agree to. A draft 3M and BIS implementation project plan is included as Exhibit U in the 3M Exhibit Section of our response and as indicated, the estimated timeline for implementation of the Plate Builder is 5-6 months.

To minimize a production disruption that might impact the printing of reissue license plates, due to implementation of a new system, 3M is open to work with Nebraska to schedule the 3M Plate Builder system transition timeline, even moving the upgrade into 2022, if Nebraska so desires..

14. Please provide an anticipated amount of ink or ribbon usage when printing this sample plate.

Bidder response: Using a 3M DLP printer, this plate would require four ribbons to print. With the 3M DLP printer a square foot of license plate sheeting uses a square foot of each ribbon being used to print the sheeting. Thus, to print this plate, which is approximately ½ square feet in size, would use ½ square foot of each ribbon. Since printing this plate would require four color ribbons, 2 square feet of ribbon would be used.

15. Please complete the following Chart

Task	Ability to meet objective		Comments
	Yes	No	
Design the layout and print the State of Nebraska License plates on an approved retro reflective graphic substrate (sheeting) with a roll to roll Thermal Transfer or Inkjet Printer	X		3M's DLP printers have successfully been used to print Nebraska's license plates since 2003. With each printer being refurbished by 3M technical support personnel, Nebraska would be in an excellent position to continue to print Nebraska sheeting well into the future, including the upcoming reissue
Electronic information bidirectional exchange via SFTP	X		3M Plate Builder is capable of a bidirectional electronic data exchange via SFTP.
Ability of importation of bit map files for graphics	X		The graphic design tools from Adobe, allows bit map graphic files to be imported and used to update any graphic changes needed.

Batching and sequencing of production runs	X		3M Plate Builder provides several batching and sequencing enhancements over the 3M VRIMS.
Work order generation	X		3M Plate Builder has the capability to output a variety of files and data. This data can be used to generate a work order
Completion and invoicing scripts within JD Edwards E1	X		Currently 3M VRIMS provides data used to create completion and invoice scripts in JD Edwards E1. 3M will ensure that 3M Plate Builder will provide the same data as the 3M VRIMS so that completion and invoicing scripts can continue to be created in the JD Edwards system.
Capable of using a nationally recognized spot color match system	X		The 3M DLP system, used with the Adobe Illustrator and Photoshop graphic systems, provide a nationally recognized spot color match system.
Provide color separations into a minimum of Cyan, Magenta, Yellow, and Black	X		The 3M DLP system, used with the Adobe Illustrator and Photoshop graphic systems, provide for Cyan, Magenta, Yellow and Black color separations
Digital roll to roll printer(s) capable of printing six (6) ribbon (or cartridge) colors on the selected retroreflective sheeting		X	3M's DLP printers have 4 color stations for ribbons. Nebraska has used the 4-color 3M DLP printer since 2003 and it has proven that a 4-color printer is capable of printing Nebraska's alpha-numerics and graphics on 3M provided retroreflective sheeting.
4000 plates per hour printer capacity	X		The two DLP's already owned by Nebraska can achieve an hourly volume of approximately 4500 plates with one color printing of the alpha-numerics

			on 3M provided long run graphic sheeting. 4 color printing on white sheeting with both 3M DLP printers supports an hourly print volume of 3600 plates. Based on the plate volumes indicated in the RFP, which shows that about 63% of the plates will use a pre-printed graphic, the two 3M DLP printers in use can meet the 4000 plates per hour printer capacity requirement.
Two (2) workstations with the software to design and control the printers shall be included	X		3M includes two workstations with our systems, including workstations for the plate designs, one to control the printer and others to support the operation of the plate production software and shipping.
include a thermal label printer for PSA intermediate shipping labels	X		3M would include a new Zebra thermal transfer printer to print shipping labels as part of the Plate Builder upgrade.
Color desktop printer for reports and design validation	X		3M can provide a desktop laser printer for printing reports and designs to be validated as part of the Plate Builder upgrade.
Appropriate high-speed cameras to read bar codes		X	3M provides barcode readers to read barcodes printed on each plate.

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. 3M is revising names/stages to align

Bidder Response: 3M subcontractor BIS is responsible for the License Plate Fulfillment System portion of this project. 3M and BIS Draft Project Plan is included below.

During this time, BIS will establish and take live the centralized fulfillment operation, while constructing the framework and programming for decentralized printing. Of priority will be data pathway construction and printing operations for specialty plates, which involves 2 PC's to be set up with Zebra printers at the central location. BIS' familiarity and experience integrating with 3M Plate Builder will prove helpful in deploying this quickly, followed by office-level integration setup and testing for full fulfillment line activation.

Stage/Task	Duration	Start	Finish
Project Kickoff	**1 week**	**6/10/2021**	**6/16/2021**
Planning & Communication			
Initiation Actions	**4 weeks**	**6/17/2021**	**7/17/2021**
Complete VRIMS to Platebuilder Migration Checklist			
Integration Architecture Review		6/17/2021	7/7/2021
Develop Information Flow & Review			
Registration Print Center setup		7/8/2021	7/17/2021
Validate File Specs			
Design	**4 weeks**	**7/18/2021**	**8/16/2021**
Design Phase		7/18/2021	7/30/2021
Identify and address issues, risks, and gaps			
Procurement of hardware (Zebra Registration Printers, Servers)		7/19/2021	8/6/2021
Infrastructure Setup	**4 weeks**	**7/8/2021**	**8/6/2021**
Hardware-Install and configure packaged software		7/8/2021	7/23/2021
Dev, Test and Production Environments		7/12/2021	8/4/2021
Deployments and High Availability		7/26/2021	8/6/2021
Development/Customization	**6 weeks**	**8/9/2021**	**9/17/2021**
Database and Conversions		8/9/2021	8/25/2021
Application Functions		8/16/2021	8/27/2021
API		8/23/2021	9/3/2021
Documentation – Testing and System		8/30/2021	9/10/2021
Testing Plans and Scenarios System Documentation		8/6/2021	9/17/2021
Testing	**5 weeks**	**9/20/2021**	**10/29/2021**
System Testing		9/20/2021	10/8/2021
Disaster Recovery Testing		10/11/2021	10/29/2021
Training	**1 week**	**11/1/2021**	**11/5/2021**
On-Site Instruction/User Guides		11/1/2021	11/5/2021

Deployment	**1 week**	**11/8/2021**	**11/12/2021**
Finalize Strategy and Schedule		11/8/2021	11/9/2021
Secure Deployment Resources		11/9/2021	11/10/2021
Deployment to Production		11/11/2021	11/11/2021
Go-Live	**1 day**	**11/12/2021**	**11/12/2021**
System activation		11/12/2021	11/12/2021
Post-Implementation Review	**8 weeks**	**11/15/2021**	**12/24/2021**
Monitor Performance and Assess Satisfaction		11/15/2021	11/26/2021
Document Assessment and Improvements		11/29/2021	12/3/2021
Distribute and Review with Team Members		12/6/2021	12/8/2021
Review Maintenance Plan		12/8/2021	12/10/2021
Acceptance Approvals and Signatures		12/13/2021	12/17/2021
Complete Post-Implementation Review		12/20/2021	12/24/2021
Ongoing Support		11/15/2021	Continuing

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

Upon contract award, 3M and BIS Project Managers will work directly with Nebraska's CSI to schedule a Fulfillment Project kickoff meeting for discussion of integration actions and system architecture. BIS will purchase the capital products to print the registrations and decals; discussion with the CSI on options for registration/decal papers and thermal ribbons will take place during the kickoff meeting.

Fulfillment System installation and implementation involves multiple stages:

<u>Infrastructure Setup and Configuration</u>
Estimated Timeline: July – August
Focus: BIS Security and Networking teams will work with CSI for infrastructure setup. Project Managers will progress simultaneously through the Project Plan, completing the data dictionary and relational mapping of registration/decal forms.

Next, Project Managers will complete documentation to customize APIs for:

- Ingest of VicTory System flat files
- Decentralized registration printing at County locations
- Centralized specialty plate and registration printing

During the Configuration phase, BIS will identify the number of printers to be shipped to each County, identify County contacts to schedule installations and provide discovery exercises that will assist in determining printer networking needs at each decentralized location.

<u>Site Installation</u>
Estimated Timeline: August – September

Focus: Once the Inventory Management System (IMS) is configured, the BIS Operations team will coordinate printer drop shipments to Counties and schedule installations. BIS technicians will follow this protocol at each decentralized location:

1) Arrive at County site and show employee identification
2) Install SATO and/or Zebra Print-on-Demand registration/decal printers, adhering to all applicable codes
    a) Run cable drops to network printers, if required
3) Obtain sample test prints from VicTory for proof of concept signoff

Testing

Estimated Timeline: September – October

Focus: Continuing installation protocol, BIS technicians will test systems to ensure proper setup:

4) Insert sample VicTory files to be printed
5) Confirm successful API performance
    a) Consumption of files
    b) Write to database
    c) Send of print file to appropriate printer
    d) Print of appropriate color registration and decal
    e) Print of correct number of decals

Approved County and State users will be able to see print jobs and related system activity reporting as the IMS executes actions in real-time via API database interaction. Users with appropriate permissions will be able to notate comments throughout processing.

Training

Estimated Timeline: November

Focus: Upon successful testing of printing, BIS will train County on procedures to print, re-print, change ribbons and change registration/decal paper.

BIS followed this protocol during the State of Tennessee implementation, successfully activating fulfillment systems in 95 Tennessee County and more than 35 State offices. Combined, the installation involved:

- 130+ decentralized locations
- Installation of 750+ decal/registration printers statewide
- Coordination of up to 7 sites and more than 70 printers within larger Counties
- Deployment of 80+ KIOSKs throughout the State for production-on-demand registrations/decals

BIS will use the Tennessee model to set up Nebraska's centralized location for personalized plate production and registration printing.

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.

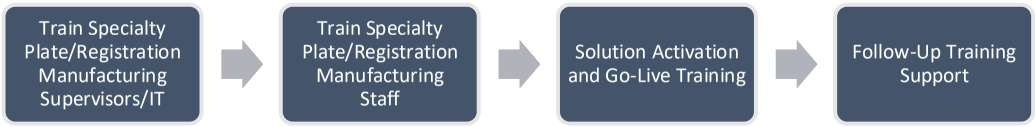
Bidder Response: 3M and BIS teams will adhere to all applicable codes when designing and installing all equipment. The team members will follow National Electrical Code, National Fire Protection Association Standards, OSHA, and applicable building codes. BIS uses only UL-approved devices for system installation.

In addition, 3M subcontractor BIS will adhere to all PCI, NIST, NASPO and FIPS guidelines and standards for this project, utilizing secured VPNs for remote access to all corresponding internal networks. Nebraska's data will be stored on BIS servers containing infrastructure designed to provide redundancy and maximum availability. Operating system security patches are deployed rapidly and all employees must pass background checks, adhere to and sign NDAs and undergo yearly security training. All systems and PCs for the project will utilize Anti-virus and Malware protection managed and maintained by BIS Network Administrators. Additionally, monitoring system Zabbix is in place, configured to watch for and alert when system malfunctions and potential intrusions are attempted and detected.

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

Bidder Response: 3M subcontractor BIS carefully selects and thoroughly trains team members for their project roles, cross-training each to provide context and additional coverage in the event of an unexpected absence. Company leaders carefully documented each job function and activity to develop procedures for effective and safe task execution. These documents form a foundation for effective training for the State. In addition to administrators and users, BIS will train CSI staff in all IMS operations needed within their role.

BIS will conduct fulfillment system training in phases to ensure a seamless rollout of the new systems and printers at all 103 offices and the centralized location for specialty tags. Information from the fulfillment phase kickoff meeting will shape training structure and timelines. Nebraska's training plan will follow this progression:



BIS will deliver both group and individual training according to the needs of each workgroup, providing on-site solution specialists to assist in the State's Specialty Plate and Registration transition. BIS will deliver support materials ahead of training and offer online access to instructional manuals. Once the system is activated, users will have access to toll-free telephone, email, and chat training support.

Minimal disruption to production is expected.

The BIS and 3M Project Team will coordinate a schedule with Nebraska for delivery and installation of two (2) Thermal Label Printers, one (1) Laser Report Printer, two (2) Computer Workstations with IMS software and one (1) Barcode-reading Camera. Once set up, BIS will train appropriate staff on use and maintenance of each.

First, BIS technicians will install each piece of equipment and connect it to the secure network. As is best practice in other jurisdictions, software logins will utilize up-to-date security tools and Nebraska Active Directory via roles defined during the requirements gathering and development phases. The BIS team will train appropriate staff on the software that will handle reprinting, reporting, audit, etc.

After printers are installed to the network and test files are printed, BIS technicians will instruct staff how to load decal/registration paper into the thermal printers, how to change the ribbons, how to clean printer heads for maximum printer life and how to swap the printer with a backup in the event of a malfunction. Additionally, BIS support staff will provide training for changing laser cartridges and paper on the report printer.

Once the hardware training is complete, BIS technicians will begin software training using documentation delivered ahead of training to each site. Instruction will include software demonstrations of reprinting, reporting, auditing and troubleshooting functionality. This ensures users are able to reprint a registration/decal, noting the reason for duplication, in the event of a faulty print job.

BIS will then train approved users on proper operation of the barcode scanner for plates and registration/decal forms. This instruction includes interpretation of visual and audible cues that alert users to a match fail. Staff will also be shown how to reproduce a shipping label in the event a shipping label is produced after successful match, yet a printing failure occurs.

BIS will coordinate training on specialty plate and registration process flow with 3M to ensure seamless production once the order moves from submission to print. Together, the BIS and 3M team will coordinate training as necessary for the fulfillment center and related operations.

4. Provide Draft Project Status Reporting Plan

Bidder Response:
Communication Management Plan

This Communication Management Plan sets the framework for the State of Nebraska and will serve as a guide for communications throughout the life of the project. This is a working plan and will be updated as communication needs change. This plan identifies and defines the stakeholders with whom it is critical to communicate project updates. It also contains the Communication Matrix which maps communication requirements to stakeholders or stakeholder groups and provides conduct guidelines for meetings and other forms of communication for the project.

The purpose of all project communication is to:

- Promote the awareness of and excitement for the Nebraska fulfillment project
- Ensure adoption of the responsibilities and actions assigned to each stakeholder
- Encourage two-way communication between the project team and State stakeholder groups

Communications Management Approach
The Senior Project Manager will take the lead role in ensuring effective communications on this project. Communication activities will occur in accordance with the frequencies detailed in the Communication Matrix to ensure the project adheres to schedule constraints. Any deviation of these timelines may result in excessive costs or schedule delays and must be approved by the project sponsor.

Communication frequency requirements are documented in the Communications Matrix. It details what information to communicate, who is responsible for the update, when to communicate, and to whom to communicate.

Roles

Project Sponsor
The Project Sponsor is the champion of the project and has authorized the overall plan by signing the project charter. This person is responsible for the funding of the project and is ultimately responsible for its success. Since the Project Sponsor is at the executive level, communications should be presented in summary format unless the Project Sponsor requests more detailed communications.

Program Manager
The Program Manager oversees the project at the portfolio level and owns most of the resources assigned to it. The Program Manager is responsible for inclusive program costs and profitability and as such requires more detailed communications than the Project Sponsor.

Key Stakeholders
Normally Stakeholders includes all individuals and organizations that are impacted by the project. Due to the project's complexity, we are defining a subset of the Stakeholders as Key Stakeholders. These are the Stakeholders with whom we need to communicate with who are not included in other defined roles. The Key Stakeholders include executive management with an interest in the project and key users identified for participation in the project.

Change Control Board
The Change Control Board is a designated group which reviews technical specifications and authorizes changes within the organization's infrastructure. Technical design documents, user

impact analysis, and implementation strategies are typical of the types of communication this group requires.

Customer
The customer for this project is the State of Nebraska. As the customer who will be accepting the final deliverable of this project, they will be informed of the project status, including potential impacts to the schedule, for the final deliverable or the product itself.

Project Manager
The Project Manager has overall responsibility for the execution and successful implementation of the project. The Project Manager coordinates day to day resources, provides project guidance, monitors progress and reports on project metrics as defined in the Project Management Plan. The Project Manager is the primary communicator for the endeavor and is responsible for distributing information according to this Communications Management Plan.

Project Team
The Project Team is comprised of all persons who have a role performing work on the project. Each member must have a clear understanding of the work to be completed and the framework in which the project is to be executed. Since the Project Team is responsible for full implementation, they play a key role in creating the Project Plan, including defining its schedule and work packages. The Project Team requires a detailed level of communications. It will take place through day to day Project Manager and Team member interaction as well as weekly status update meetings.

Steering Committee
The Steering Committee includes management representing the departments which make up the organization. The Steering Committee provides strategic oversight for project adjustments that will impact the overall organization. Members are charged with ensuring that changes are beneficial to the organization as a whole. The Steering Committee requires communication on matters which will change the scope of the project and its deliverables.

Technical Lead
The Technical Lead is the Project Team member responsible for ensuring all technical aspects of the project are addressed and that the project is implemented in a technically sound manner. The Technical Lead oversees all design and implementation and develops as-build documentation. The Technical Lead requires close communications with the Project Manager and the Project Team.

Project Team Directory
3M and BIS will compile a table with this information for each person identified in the Communications Management Plan.

Project Team Directory				
Name	Title	E mail	Office Phone	Mobile Phone

In addition to all Project Team members, the Directory will include the Steering Committee, Program Managers, Development and Support Supervisors, among others.

Communication Methods and Technologies
The Project Team will determine, in accordance with the BIS organizational policy, the communication methods best suited to address:

- Stakeholder Communication Requirements
- Available Technologies (internal and external)
- Organizational Policies and Standards

All project communication and documentation for centralized and decentralized locations, in addition to being maintained on the project website, will be archived on an internal BIS shared drive. Security to the project folder and directory is managed by Active Directory permissions and ensures that only the proper project team members have access to what they should. Organizational naming conventions for files and folders will be applied to all archived work.

Communications Matrix

Communications Matrix						
Type	**Description**	**Frequency**	**Format**	**Distribution**	**Deliverable**	**Owner**
Project Status Report	Summary of project status	Weekly	Website	Project Sponsor, Team and Stakeholders	Status Report	Senior Project Manager
Task Summary Report	Email summary of project task status	Weekly	Email	Senior Project Manager	Summary Report	Analyst, Developers, Database
Project Team Meeting	Meeting to review action register and status	Bi-Weekly / Weekly	In Person	Project Team	Updated Action Register	Senior Project Manager
Project Meeting Agenda	Meeting to discuss action and status	As Needed	Email / Website	Project Sponsor, Team and Stakeholders	Meeting Agenda	Chair Person
Project Meeting Minutes	Notes from meeting	As Needed	Email / Website	Project Sponsor, Team and Stakeholders	Meeting Minutes	Chair Person
Project Monthly Review (PMR)	Present metrics and status to team and sponsor	Monthly	Email / Website/ In Person	Project Sponsor, Team, and Stakeholders	Status and Metric Presentation	Senior Project Manager
Project Gate Reviews	Present closeout of project	As Needed	In Person / Email	Project Sponsor,	Phase completion report and	Senior Project Manager

	phases and kickoff next phase			Team and Stakeholders	phase kickoff	
Project Document Approvals	Present project documents for approval	As Needed	Email / Website	Project Sponsor, Team and Stakeholders	Phase completion report and phase kickoff	Senior Project Manager
Technical Design Review	Review of any technical designs or work associated with the project	As Needed	In Person / Email	Project Team	Technical Design Package	Senior Project Manager

Communications Conduct - Guidelines for Meetings

Meeting Agenda
A Meeting Agenda will be distributed by the meeting Chairperson at least 2 business days in advance of the meeting. The Agenda should identify the presenter for each topic along with time limits. The first item in the Agenda should be a review of action items from the previous meeting.

Meeting Minutes
The Meeting Minutes/notes will be distributed by the meeting Chairperson within 2 business days following the meeting. Meeting Minutes/notes will include the status of all items from the agenda along with new action items and the Parking Lot list.

Action Items
The Action Items are recorded in both the Meeting Agenda and Minutes along with notation of the item's owner. Meetings will start with a review of the status of all action items from previous meetings and end with a review of all new action items that result from the current meeting. The review of the new action items will include identifying the owner for each action item.

Meeting Chairperson
The Chairperson is responsible for distributing the meeting agenda, facilitating the meeting, and distributing the meeting minutes. The Chairperson will ensure that the meeting starts and ends on time and that all presenters adhere to their allocated time frames.

Note Taker
The Note Taker is responsible for documenting the status of all meeting items, maintaining a Parking Lot item list, and taking notes of anything else of importance during the meeting. The Note Taker will give a copy of their notes to the Chairperson at the end of the meeting as the Chairperson will use the notes to create the Meeting Minutes.

Timekeeper
The Timekeeper is responsible for helping the facilitator adhere to the time limits set in the meeting agenda. The Timekeeper will let the presenter know when they are approaching the end of their allocated time. Typically, a quick hand signal to the presenter indicating how many minutes remain for the topic is sufficient.

Parking Lot
The Parking Lot is a method used by the facilitator to record and defer items which are not on the meeting agenda, yet merit further discussion at a later time or through another forum. This method is generally used in meetings to prevent digressing from the primary agenda.

Guidelines for Email
All Emails pertaining to the Project should be brief, professional, and free of errors. Emails should be distributed to the correct project participants in accordance with the Communication Matrix. All attachments should be in one of the organization's standard software suite programs and adhere to established company formats. If the purpose of the Email is to bring an issue forward for discussion, the Email should provide background information, a description, and a recommendation to correct the issue. The Senior Project Manager should be included on any Email pertaining to the Project.

Guidelines for Informal Communications
While informal communication is a part of every project and is necessary for successful project completion, any issues, concerns, or updates that arise from informal discussion between team members must be communicated to the Senior Project Manager so the appropriate action may be taken.

Communication Escalation Process
As issues or complications arise with regards to project communications, it may become necessary to escalate the issue if a resolution cannot be achieved within the Project team. As efficient and timely communication is key to successful project completion, it is imperative that any disputes, conflicts, or discrepancies regarding project communications are resolved in a way that is conducive to maintaining the project schedule, ensuring the correct communications are distributed, and preventing any ongoing difficulties. BIS and 3M will use this standard model as a framework for escalating communication issues.

Priority	Definition	Decision Authority	Timeframe for Resolution
Priority 1	Major impact to project or business operations. If not resolved quickly there will be a significant adverse impact to revenue and/or schedule.	CEO	Within 4 hours
Priority 2	Medium impact to project or business operations which may result in some adverse impact to revenue and/or schedule.	CEO / Project Sponsor	Within 1 business day
Priority 3	Slight impact which may cause some minor scheduling difficulties with the project but no impact to business operations or revenue.	Project Manager	Within 2 business days

Priority 4	Insignificant impact to project but there may be a better solution.	Project Manager	Work continues with recommendations submitted through project change control process

*** NOTE: Any communication including sensitive and/or confidential information will require escalation to Executive level or higher for approval prior to external distribution.*

5. Provide a Draft Disaster Recovery Plan.

Bidder Response: BIS will provide Disaster Recovery protection for the fulfillment portion of Nebraska's project. A comprehensive software disaster recovery plan is in place to protect against service center failures, as well as protocol to follow in the unlikely event of a catastrophe. BIS' goal is to return hardware, software and data to a state as close to its pre-disaster status as possible, as quickly as possible, after the event.

BIS operates using daily, weekly and monthly backup schedules, with the frequency of update determined by Nebraska's program criticality and how frequently the data changes. The subcontractor's Disaster Recovery Data Center (DR) is equipped with redundant power, primary and secondary air systems, humidity, smoke, water, temperature and electrical voltage monitoring systems. It is outfitted with physical security barriers to entry, including digital video monitoring and keycard-only access. All access to BIS' DR center is logged and the DR network utilizes an extensive firewall system.

To deliver business continuity in the event of a system-involved disaster, BIS provides additional protection with off-site secure software backup, where:

- Transactions are recorded at the alternate location secure server farm in real-time
- Customer data is backed up to multiple secure locations for off-site data redundancy
- Real-time backup allows BIS to restore systems to pre-disaster condition quickly

The BIS Disaster Recovery and Business Continuity Plan will prevent the loss of software use and data by providing a mirror image record of Nebraska's solution and system activity. That means fast and efficient recovery of operations can be attained by switching DNS to the DR center servers if an emergency arises.

BIS' tested backup and recovery procedures will direct data restoration in the unlikely event of a data loss, breach or corruption. These processes mandate all data up until the moment of disaster be restored within 24-hours. Load balancing and geographically distributed servers will deliver redundancy in all critical components of the Nebraska system.

- Database clusters serve information to clients while a mirror backup is taking place at each center. That means if a server crashes, BIS will be able to quickly install a replacement and restore from the backup record.

- Backup centers are designed to withstand hardware outages without complete loss of functionality, minus downtime while information is restored.

- BIS operates dual production data centers that balance traffic. System clients electronically talk to either of two load balancing devices, primary and secondary. DNS technology directs traffic to a primary unless it fails, at which point the secondary takes its place.

- Setup is designed so that either server can process transactions and other tasks, but neither requires the other.

- A third data center serves as an off-site redundant failover capable of full restoration.

BIS tests its Disaster Recovery and Business Continuity Plan annually. Real-life emergencies tested its effectiveness – twice.

In 2015, fire destroyed the building housing Van Buren County, Tennessee's administrative offices. BIS worked quickly and diligently with the State of Tennessee STS group that manages VTRS VPN connections. BIS installed new servers, brought alternate locations online and restored Van Buren County's ability to issue County Clerk office Title and Registrations – all within 48 hours. Additionally, deed books for the county's property management offices were restored and re-printed from backup images in our DR center.

Van Buren County Register of Deeds April Shockley reflected on the experience and relayed what it should signal to others considering partnership with BIS,

> *"On January 7, 2015 the Van Buren County Administrative Office Building was destroyed by fire. The building was a total loss. The morning after the fire, BEFORE 8:00 am, my representatives from BIS had called my cell phone and was already in the process of getting started on the set up for my county. Within 2 days I was set up and ready to record. Yes you read that correctly, before closing time on January 9, 2015 my office was up and running.... SIMPLY AMAZING. I cannot say enough about how BIS has made this devastating disaster much easier to deal with. The entire staff has been very quick about its response to our every need. I would like to say Thank You for your superior efforts and want to let everyone know what a wonderful company BIS is to work with. I highly recommend that anyone who is not a BIS customer to consider using them for their office."*

In 2017, Bradley County, Tennessee's courthouse and offices were also heavily damaged by fire. While emergency crews were still on scene, county officials contacted BIS to activate the Disaster Recovery Plan. Again coordinating efforts with state IT who manage VTRS VPN connections, BIS successfully restored full Title and Registration functionality at a secondary location within 24 hours. In Bradley County's case, we also replicated Register of Deeds office marriage record books from scanned images housed at our DR Center, reinstating historical county archives.

BIS will include backup and recovery procedures as part of the Nebraska project. Our partnership extends multi-tier server clustering, “shared nothing” approaches and redundancy in all critical components for the State’s operations.

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

Bidder Response:
All changes to software, hardware or processes for the State fulfillment system will be subject to formal change management processes, according to 3M subcontractor BIS policy:

Identify and Submit Change Request

This process provides the ability for any member of the team to submit a request for a change to software, hardware, or processes.

The Change Requester:

1) Identifies a requirement for change to any aspect of the project (e.g. scope, deliverables, timescales, and organization)

2) Completes a Change Request form (CR) and distributes the form to the Project Manager. The CR summarizes the change:

a) Description

b) Reasons/Goals for Changes

c) Recommendations

d) Impacts (Cost, Scope, Schedule, and/or Quality)

e) Solution

f) Disposition (Approve, Reject, Defer)

Review Change Request (CR)

The Project Manager/Change Control Gate Keeper reviews the CR and determines additional information is required for the Change Control Board to assess the full impact of the change to the project time, scope, and cost. The decision will be based on factors such as:

- Number of change options presented
- Feasibility and benefits of the change
- Complexity and/or difficulty of the change options requested
- Scale of the change solutions proposed

The Project Manager/Change Control Gate Keeper will record the CR details in the Change Log to track the status of the change request.

Managing Change Requests

The Project Manager/Change Control Gate Keeper will forward the Change Request Form and any supporting documentation to the Change Control Board (CCB) for review and final approval. The CCB will determine the feasibility of this change by examining factors such as:

- Risk to operations in implementing/not implementing the change
- Impact on operations in implementing the change (time, resources, finance, quality, etc.).

After a formal review, the CCB may:

- Approve the change as requested
- Reject the change
- Defer the change:
    - Request more information related to the change
    - Postpone to a later phase

Any team member or stakeholder may submit a Change Request for the Project. The Program Manager will chair the CCB and any changes to project scope, cost, or schedule must receive approval. All change requests will be logged in the Change Log by the Project Manager and tracked through to completion whether approved or not.

All changes will be subject to formal communication management planning, including identification of stakeholders, and methods and frequencies of communication to ensure that activities and their consequences are communicated effectively and in a timely manner. This will help maximize the efficiency of the change implementation and to avoid any unforeseen effects on operations.

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: 3M subcontractor BIS currently services multiple customers whose office locations have sub-par internet speed, yet still effectively run the application. BIS recommends a minimum of 3mb/1mb (download/upload speed) for proper operation.

As this transition moves from the existing system to a more efficient program, the bandwidth that exists now will be sufficient.

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: Subcontractor BIS actively practices the principle of least privilege and actively audits access to systems. Periodic reviews of access are conducted, and the business need for access to the data must be formally established and maintained to have continued access to a resource or data. To ensure that access is limited only to the accounts needed, our systems utilize as few points of authentication as possible to ensure that there is a centralized point of authentication for all networked and cloud-based systems. Audit log monitors identify any access outside of normal specific user behavior and flag it for review by BIS IT staff.
For internal software, BIS requires user authentication to access API's, which are checked at the entry point of the system, or API gateway. Verification of required permissions is performed by each 'bounded context' API. At login, BIS security systems generate a stateless session token (JWT), which is cryptographically signed using an RSA or ECDSA private key to ensure data integrity of the token for its lifetime. The validity of the token is checked on each request and blacklisted if required.

BIS conducts account management in line with NIST SP 800-53 AC series of controls. In addition, the subcontractor maintains a clear separation of duties for accessing customer data and closely works with HR staff to ensure access for employees who leave the organization are removed upon departure.

The BIS data center networks utilize a robust firewall and intrusion protection system to prevent unauthorized access. The system provides access monitoring and generates reports that log and audit all attempted accesses that fail or succeed authentication.

Although required only once per quarter, BIS performs full data protection audits of its systems on a monthly basis, utilizing certified PCI Compliance Scanning Company Clone Systems to ensure conformity with Payment Card Industry Security Standards (PCI DSS). Compliance scans are conducted through a web-based PCI Compliance Scanning portal, which is continuously updated with latest threat intelligence and certified to meet all PCI Security Standards.

In addition, The State of Nebraska's data will be protected by these BIS standard operating procedures:

<u>Firewalls</u>

BIS Networking and Security Teams manage firewalls to prevent access to our systems from unauthorized users, using advanced Intrusion Detection Systems (IDS) and Intrusion Prevention Systems (IPS). The IDS monitors all inbound and outbound network traffic in order to identify or indicate someone is attempting to break into or compromise the system. This program will drop malicious packets, block traffic from source addresses, reset connections and notify both system admins and appropriate networking staff when potential breaches are detected.

<u>API Authentication</u>

BIS system applications do not perform direct queries to the database in order to provide additional data protection. Instead, the applications talk to an API,

which first validates the request, then builds database queries if authentication is successful.

Audit Measures

BIS utilizes advanced inspection controls and procedural tracking to monitor and record computer activities. Integrated functionality produces detailed audit trails that determine if a security violation occurred by providing a chronological series of logged computer events that relate to an operating system, an application, or user activities.

Program Integrity

BIS system designs track every inquiry and subsequent data change. BIS' engineers used the highest standards of data integrity and audit logging to develop each service so that every API call and system interaction is logged.

Encryption

BIS systems protect data in motion by minimum TLS1.2 encryption. Data at rest (PII) is protected through the use of the NaCl library for encrypting data, which in turn uses XSalsa20 and Poly1305. User authentication may be via internal password hash data store, Active Directory integration or a combination of the two methods. Authorization is via limited time token or API key.

BIS' systems salt and hash user passwords using industry standard algorithms and frequently benchmarked costs. At the present time, these are BCrypt, Argon2ID, and PBKDF2+SHA512, which all support crypto-versioning and allow for instant re-hashing if any one system is discovered compromised and requires reweighting. BIS uses Cracklib to disallow compromised or easily brute-forced passwords. The system's password policy defaults to published NIST standards, but allows for extensive configuration as required to adhere to any policy. All PII found within the database is encrypted at rest with the Networking and Cryptography (salt) library, as well as in transit via hardened TLS 1.2.

BIS utilizes TLS 1.2 or IPSEC encryption for data in transit and AES 256-bit encryption for data at rest. All access to customer data is logged and monitored using machine learning within the SPLUNK platform. Any access SPLUNK determines to be outside of normal user behavior or outside of the baseline is flagged for manual review by IT staff. The data integrity controls in place are done in line with the System and Information Integrity Policy and Procedures section of the National Institute of Standards and Technology (NIST) SP 800-53 and CIS 7.1 Control 6 Maintenance, Monitor, and Analysis of Audit Logs.

Access Protection

BIS management practices The Principal of Least functionality (NIST SP 800-53 CM-7) for all systems that touch customer data, effectively safeguarding that each individual system is only servicing one function to the client.

Additionally, BIS ensures that systems are protected using Defense-in-Depth techniques.

Physical Controls

In order to control physical access to data servers, BIS implemented the recommendations of NIST SP 800-53 sections PE-1 through to PE-8. This includes utilizing reinforced steel doors, logged user access to sensitive areas and a state-of-the-art 24x7 video monitoring solution for server areas.

BIS' utilization of these vulnerability protections, alongside a hardware and software patch management strategy in-line with the NIST Cybersecurity Framework, will ensure State and citizen data is always protected.

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

Bidder Response:
The Inventory Management System (IMS) web report portal provides the ability to generate a vast number of daily production reports, management summary (Dashboard) reports and analytics of KPIs (Key Performance Indicators). BIS will work closely with the State during implementation to ensure programmed reports deliver the metrics and details to more than satisfy State requirements.

In addition to real-time on demand reporting, Nebraska will be able to specify reporting periods for statistical analysis of each status reporting criteria, including turnaround time and quality data for each stage of the fulfillment process. IMS standard reports that align with Nebraska requirements include:

- Statewide Inventory Dashboard
- SSRS Reporting Server
- Inventory Min/Max management
- Validated Order Receipt
- File or Record Rejection
- Plate and/or Registration Printed
- Plate and/or Registration Matched/Fulfillment Complete
- Plate and Registration Match-Fail

The BIS IMS includes dozens of report formats requested by other jurisdictions using the system. The comprehensive system will provide the State with options for scheduled and on-demand reporting of status for orders, production, quality assurance and shipping as well as performance metrics report options detailing turnaround times. Search options within the reporting area allow retrieval of past transactions in summary and detail form, with real-time data for authorized State users.

The BIS Development Team is able to create custom formats for the State of Nebraska as needs arise. BIS is willing to demo the comprehensive library of IMS detail reports

in use by other states that could be customized for Nebraska. That demonstration will walk State leaders through the IMS interface and its intuitive features.

The system's Forecasting Dashboard is a visualization of print-on-demand registration inventory. It calculates metrics using historic data to project future inventory availability within the state as a whole, at the production facility and at the County/satellite locations. Embedded dashboard filters allow administrators to view this data for individual plate classes, for multiple classes or as a combined tally. To customize this report, BIS would import Nebraska's previous production and processing data for proper forecasting. This data visualization will display projections using a map of Nebraska that includes County boundaries and DMV office locations.
The forecasting dashboard is interactive – selecting a fulfillment location on the map opens a display of minimum and maximum inventory levels calculated from IMS algorithms. This data shows the current inventory, projected days of inventory based on historical calculations and number of print-on-demand registrations for a 90-day registration supply.

The BMS IMS offers SQL Server Reporting Services that generate these KPI metrics on-demand:

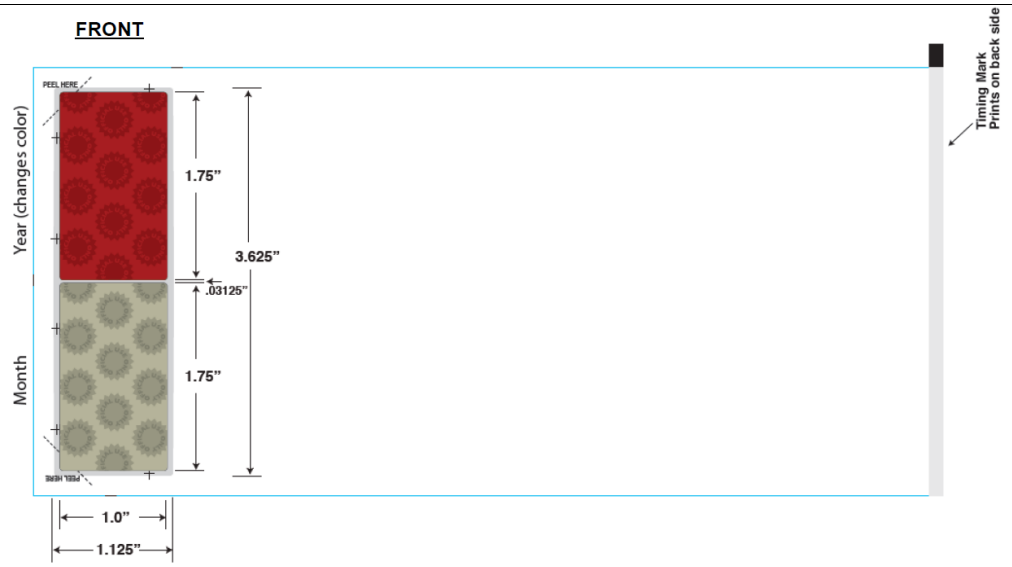
- County Location Inventory Levels
- Daily Inventory Exception
- Denied Personalized Plate Requests
- Inventory Stock in Excess
- Plate History
- Purchase Order
- Slow Turn
- Slow Turn by Class

IMS report and alert options within Min/Max ordering screen will allow the State to set up notifications and auto orders to execute if inventory reaches a certain level.

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: 3M provides a standard sized, 8.5 inch by 4 inch, thermal transfer printable form with 1, 2 or 4 stickers. This illustration shows the front and back of a two-sticker form:

FRONT



Items to Note:

1) Number of stickers, sticker size and placement on the form will be per Nebraska requirements
2) Stickers can all be the same color or different colors. The example above shows a white sticker on which the month expiration is printed and a red sticker on which the year expiration is printed.

BACK (Pre-printed)

Items to Note:

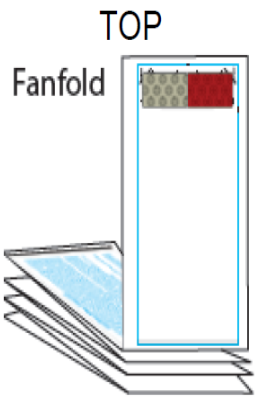
1) Standard backside print typically includes instruction to the motorist. These will be defined and approved by Nebraska. Back print also includes a registration mark shown above as a black line on the back right side of the form.

2) 8.5” x 4” is a typical size used be several jurisdictions. If a larger form is needed the 8.5 inch width can be adjusted.

Additional Form Information

Forms are typically fan folded with a perforation between each form and are shipped to the customer with 500 forms per box. This example illustrates the typical fan fold direction when forms are printed on a thermal transfer printer:

Fan-Fold Direction:



The same form can be used for both centralized and DMV location registration form printing.

The validation sticker material used with the Nebraska forms will be 3M retroreflective validation sheeting containing 3M’s directional Ensure Image for security purposes. 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 and make unauthorized sticker reproduction extremely difficult. These marks are spaced no further than 0.75 inches (1.91 cm) from each other so that a portion of one mark is visible on each 1 inch x 1.5 inch (2.54 cm x 3.81 cm) validation stickers. These marks are available in reverse image print (ER) or customized marks, as mutually agreed upon by the purchaser and 3M.

Reverse (ER) Image:

- Marks are visible at a viewing position perpendicular to the sticker surface.
- Marks are not visible when viewed at angles greater than 25°, relative to an axis perpendicular to the sticker surface.

Custom Image:

- Marks are visible to a viewer standing directly in front of a sticker at a distance of 4-8 feet (1.2-2.5 m), which represents an angle of 30°, relative to an axis perpendicular to the face of the plate.
- Marks are not visible to a viewer:
    - Standing directly in front of the sticker at a distance of either 2 ft (0.6 m) or 20 ft (6.1 m).

- Who has moved away from a head-on viewing position sufficiently to form an angle of more than 45°, relative to an axis perpendicular to the sticker surface.

Directional security marks are visible by both diffuse daylight and retroreflected light at night, and they do not alter Sheeting color or reduce Sheeting brightness below the minimum specified levels. Marks do not interfere with appearance or legibility of finished validation stickers. Ensure directional security marks cannot be removed by chemical or physical means from Sheeting.

We include a 3M validation product bulletin for one of 3M's validation sheeting products for reference as Exhibit C in the 3M Exhibit Section of our response.

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:

BIS has procedures in place for another State that mirror this Nebraska requirement. It directs that if a registration/sticker needs to be reprinted, a reason must be selected from the program's drop-down menu before the action will execute. BIS analysts will work with the State's team to identify the acceptable reasons that would be included in the Nebraska program.

Within the reporting module, a 'Registration QC Failed' report tracks all reprinted registrations/stickers and associated reasons. The State will have the ability to select a date range, optional County or centralized office to display all registrations/stickers – with the associated plate numbers – that were reprinted.

BIS will work with the State to identify methods of sending registrations/stickers to the County and centralized offices for specialty plates. In the State of Tennessee configuration, the BIS system incorporates functions where inventory is transferred electronically and accepted at the County when verified. This process is customizable and scalable to meet Nebraska's needs, leveraging the value of an integrated and trackable inventory system design.

BIS would coordinate import of State inventory locations to be included in the Nebraska system and the manner in which accountability selections would reflect in reporting.

One example of the high level of integration BIS will provide to the State with the IMS solution attests to its value for another State. In their configuration, inventory such as print-on-demand registrations/sticker paper is easily electronically transferred to a County, DMV office or specialty plate centralized location after it's entered into inventory at the main State location. Once the County, office or centralized location takes in the shipment, the recipient electronically accepts the inventory and completes the tracking circuit. The IMS logs each stage and offers audit reports with full tracking detail.

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: BIS recommends the State dedicate three (3) Database Servers in an Always On Availability Group for fulfillment line high availability. The servers should be running Server 2019 (themselves in a Windows Server Failover Cluster), with 1.5T storage, 32GB RAM and 4 CPUs at 2.39GHz. There should be two application servers running Server 2019 with 500G storage, 16GB RAM and 2CPUS at 2.39GHz. They should be networked with at least 1,000Mbps interfaces. If the system will store images, the State should increase server disk space accordingly.

BIS will coordinate examination of the State's existing infrastructure with IT to ensure the technology is sufficient to deliver optimum performance and includes pathways for data flow between BIS systems, 3M Plate Builder, CSI and the State.

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

Bidder Response: 3M subcontractor BIS will use API integration for communication between data systems. No special scripts should be needed for successful system operation. In the event programming is required, BIS in-house developers will write and test all scripts or code necessary. BIS understands that API integration may not be available; system API's are capable of consuming flat files.

The BIS IMS solution will provide:

- A Web Services (API) for receiving vehicle license plate and registration data
- Verification of orders for correctness, with reporting back to Nebraska on failed records
- Sorting for efficient mailing for centralized orders
- Separate License plate and registration production files
- Order scheduling
- Creation of sorted license plate production files for efficient manufacturing
- Applications and hardware for printing the registrations and decals at the 103 counties offices and centralized license plate fulfillment center
- Barcode scanning app for matching registrations with license plates
- Support Helpdesk
- Web portal to obtain status and real-time updates on orders for Nebraska
- Web portal with management dashboard
- Web portal for historical reporting
- Maintenance updates

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

Bidder Response: The BIS project team will work closely with Nebraska and 3M to ensure forms exceed State specifications, including all barcodes. Through the IMS, the process goal is print of a plate number on associated registration decals that matches the physical tag with which a citizen will leave a fulfillment location.

Order Receipt

The Registration process begins with the BIS IMS system retrieving orders provided by Nebraska via web services (API) or flat file. The IMS will validate the record for correctness, recording an error state for failed records while requesting State correction, recording correct records as received.

BIS will work with CSI during implementation to design and designate proper registration/decal forms. Once recorded, the IMS will determine which registration/decal is needed according to the year/type of decal loaded in each printer, then sends the job to the appropriate printer.

The IMS uses this type of process command for proper production:

Printer 1 – 2022 Decal

For registrations that need one validation sticker, the software shall print the single registration and decal.

- Motorcycle registrations shall include one validation sticker
- Trailers shall include one validation sticker
- Passenger plate that has one validation sticker
- Commercial plates with one validation sticker

For registrations that need two validation stickers, the software shall print the single registration and decal form twice in the State approved format.

- Passenger plate with two validation stickers
- Commercial plates with two validation stickers

For registrations that need four validation stickers, the software shall print the single registration and decal form four times in the State approved format.

- Commercial and farm Plates that require four validation stickers

Printer 2 – 2023 Decal

Printer 3 and Printer 4 can be used but are hot swappable printers in our current configurations. The State may consider uses in other jurisdictions where these printers are designated for production in instances where a decal may need to be printed for 2021, 2022, or 2023 as examples.

Once produced, the IMS changes registration status to ‘Printed’. Records received in error will be recorded in the database with status ‘On Hold’ until the record is corrected, at which time the record is updated to ‘Received’ and available to release for subsequent processing. The IMS updates plate and registration tables on the SQL server web portal for live reporting.

Centralized print of registration and specialty plates will use a process similar to that of County and decentralized locations, except in a batch. The IMS system will send plate orders to Plate Builder in optimized production sort order that will match the registrations printed.

BIS will utilize the current model for production of specialty plates if preferred, or can offer system framework based on IMS configuration within another jurisdiction.

Under either setup, BIS will ensure IMS data is sent seamlessly to 3M Plate Builder software for production.

Specialized Matching of Plates and Registrations

To complete a match, both plate(s) and registration(s) bar codes are scanned. The matching software component gives both a visual (green light) and audible sound ("ping") for a correct match, at which stage the plate is inserted into the envelope, or a visual (red light) and audible sound ("buzz") for a failed match. In either case, IMS updates the record status to 'Matched' or 'Match-Fail'. In the event of a match-fail, an attempt will be made to immediately rectify the problem and another scan attempted. If a match-fail occurs that cannot be immediately rectified, the operator will escalate the issue according to the Quality Management Plan. The operator has the option to move on with processing the remainder of the batch of specialty plates and registrations if required, while the match-fail quarantined pair is held until it can be successfully processed.

Packaging

The IMS software will print shipping labels, allowing the Nebraska user to then package for bulk or individual shipment to the end user.

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

Bidder Response: 3M and subcontractor BIS recommend use of Zebra ZT600 Series Industrial Printers for centralized fulfillment and SATO WS412 printers for decentralized fulfillment. Among the technical specifications for each:

Both the Zebra ZT610 and ZT620 are capable of high performance for the State, depending on each location's needs.

ZT610 & ZT620
Feature Comparison

	ZT610	ZT620
Maximum Print Width	4.09" (104 mm)	6.6" (168 mm)
Maximum Ribbon Length	450 m	450 m
Maximum Print Speed	14 ips at 203 dpi 12 ips at 300 dpi 6 ips at 600 dpi	12 ips at 203 dpi 8 ips at 300 dpi
User Interface	Color, graphical LCD, status icons Optional: Brightly lit, 4.3-inch, full-color touch display	Color, graphical LCD, status icons Optional: Brightly lit, 4.3-inch, full-color touch display
Print Resolution (dpi)	203, 300, 600	203, 300
Printer Control Language	ZPL, ZPL II	ZPL, ZPL II

The SATO WS4 models are available as both Direct Thermal or Thermal Transfer units and print at either 203dpi or 300dpi with print speeds of up to 6ips.

WS4 Series

- User-Friendly Operation and Serviceability
- Printing Resolution of 203 / 300 dpi
- Thermal Transfer and Direct Thermal Models
- Standard Ethernet
- Prints Labels, Receipts, Tags and Wristbands
- Long 300m (984.2 ft) Ribbon - Face-in/out
- Emulations (SZPL®, SEPL®, SDPL®, SIPL®, SBPL)
- Wireless Operation via Bluetooth™ or Wi-FI™

	WS408	WS412
PRINT METHOD	Direct/Thermal Transfer	
PRINT RESOLUTION	203 dpi	
PRINT WIDTH	4.09"	
MEMORY	16MB ROM, 32MB RAM	
PRINT SPEED (MAX)	up to 6 ips	

BIS calculated maximum productivity per hour from these machines according to Nebraska's specifications, taking into consideration necessary ribbon and materials changes, the time each requires and desired print quality. Under ideal conditions at maximum load, using draft print quality, printer manufacturer specifications say these machines can produce approximately 2,400 registrations per hour with SATO printers and 4,000 registrations per hour with Zebra units.

Calculating productivity levels using Nebraska's print quality specifications (Zebra printers, printing the type of form indicated above, typically operate at a print speed of 3 inches per second to get the best quality print on both the form and the sticker) and the information required to print on each registration form and validation sticker, Nebraska should expect an hourly output of about 1,200 forms.

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

Bidder Response: The Inventory Management System (IMS) project encompasses development of the new print-on-demand registration/decal infrastructure, applications and hardware for the State's receiving of data from the VicTory system, then send of the orders to the specialty license plate printing and centralized registration/decal printers.

BIS' IMS solution will include all hardware and services required to receive data from VicTory to fulfill printing of the motorist vehicle registrations and decals. The highly-available cloud-hosted solution is supported by an off-site disaster recovery backup system. Successful operation will require the State to provide a system environment that contains production server(s) for "live" applications and databases separate from the development server, QA/testing and UAT server.

BIS will provide comprehensive project management, business process and system analysis along with the provision of packaged software for the State. IMS Project teams will deliver all infrastructure, data management, printing hardware and equipment, plus:

• Web Services (API) or file transfer via SFTP for receiving vehicle license plate and registration data

• Applications for sending data to printing equipment

• Data related to manufacturing and printing specialty license plates

• Applications and hardware for printing registrations and decals

• Barcode scanning camera app for matching registrations with license plates

• Support Helpdesk

• Maintenance updates

Once implemented, the process begins with IMS system retrieval of the VicTory data file via SFTP, or API in the future if possible. Embedded programming then parses and inserts the plate and registration data into the IMS database. The BIS program then sends the data to appropriate printers based on County and Year (color) of the decal loaded, performing validation to ensure each registration decal is printing the

correct year on the correct color decal. State employees will be able to track each print, reprint, and reason for the reprint via the IMS web portal.

The IMS creates and sends registration print jobs to either Print-on-Demand (POD) registration only or license with registration printers, producing each with the required barcodes for registration, validation, and matching. The BIS system then marks all registrations that have been printed appropriately in the status indicator, providing a real-time view of the registration for State IMS administrators and customers.

BIS' solution will sort specialty license plate manufacturing files with associated grouping information by size, material and color thermal transfer ribbon set for efficient manufacturing. It also prints a barcode for identification by the high speed image-based scanners.

Barcode Scanning

Each piece of inventory, all registrations and every decal or plate processed through the IMS will have a printed barcode. The program's barcode scanning application will allow updates in every segment of the manufacturing process; the IMS dynamically updates each unit's status every time the barcode is scanned. Using embedded tracking and reporting tools, State IMS users can quickly retrieve status information through the IMS web portal or by way of API integration into another system. For example, if a plate is rejected from QA, an employee will scan the barcode of the plate to update its status in the system. The IMS would then reflect that the plate was rejected, along with the date and time of rejection.

The BIS IMS barcode scanning application will allow users to scan the barcodes to match plates and registrations so they can be packaged together for shipping and delivery. This functionality will provide the State with an additional verification measure to ensure proper pairing of all plates and registrations.

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

Bidder Response: 3M subcontractor BIS will provide post-implementation support for fulfillment systems through project Account Managers and the Help Desk.

BIS will provide the services of its in-house call center, staffed with specialists connected to support access from each department for the Nebraska program, as well as emergency support services. All calls to the support center are treated with high priority, with goals to resolve or begin a resolution process for every issue within 15 minutes. Support staff professionals include Red Hat Certified Engineers, Microsoft Certified Systems Engineers, Microsoft Certified Database Administrators, as well as experienced technicians that have been custom trained to support hardware solutions.

BIS provides routine technical support services by phone and online weekdays from 8am to 6pm EST and on Saturdays from 8am to 1pm EST. Emergency support services will be available to the State of Nebraska 24-hours a day, 7-days a week.

Support for registration printing equipment will follow BIS' maintenance protocol for Zebra and SATO print-on-demand thermal printers. These efforts lengthen the life of each unit so that all registrations print with high quality.

BIS standards call for this maintenance schedule:

- Print Head - After every ribbon change, cleaning pens are used to clean the print head. If this method does not work and the print quality is still not up to standard, BIS next utilizes print head cleaning cards or cleaning film.
- Assist Rollers – After every ribbon change, alcohol wipes are used to clean the entire roller.
- Media and Ribbon Path and Media Sensor – Visually inspected weekly and cleaned with compressed air and a small micro brush, if needed.
- Exterior Surfaces – Cleaned with a soft, damp cloth as needed.

BIS' registration printer fault procedure:

While the Zebra and SATO printers are designed for high volume usage, BIS recommends each office to keep two (2) hot spare backup printers that will be kept on site in Nebraska to mitigate any impact to production. If one of the two backup printers are put into service, BIS will order a replacement immediately in the event a defective printer cannot be repaired within a reasonable timeframe.

As new printer models are developed and made available, the BIS R&D department will determine if the new printer model will improve production efficiencies. Should such technologies be adopted, parallel production on existing printers will be maintained until new printers have been qualified and operators trained.

BIS Networking and Hardware departments work diligently identifying operating system upgrades and patches that will improve results while developers depreciate programs such as Windows 7.

Science.
Applied to Life.™

State of Nebraska
State Purchasing Bureau

License PlatePrinting Line and/or Optional License Plate Fulfillment System
RFP no: 6494 Z1

ATTACHMENT 2 - COST PROPOSAL
PROPOSAL 2, OPTION 3

ORIGINAL

May 4, 2021

3M Response

Attachment 2
Proposal 2, Option 3
Cost Proposal

ATTACHMENT 2 COST PROPOSAL OPTION 3 Revision 1

RFP 6494 Z1

License Plate Printing Line

Bidder Name: 3M Company

Prices indicated are all or none

Bidder to complete the Cost column in the yellow cells of the following table, including all costs associated with each section.

DELIVERABLE	**Quantity**	**Cost**	Total	
Milestone 1.0 Project Design	1	$ 25,000.00	$ 25,000.00	
Milestone 2.0 Equipment				
2.1 Color thermal transfer printer(s)	2	$ -	$ -	
2.2 Computer Workstations (2 each)	2	$ 1,500.00	$ 3,000.00	
2.3 Thermal Label Printer	1	$ 3,500.00	$ 3,500.00	
2.4 Report Printer	1	$ 500.00	$ 500.00	
2.5 Bar Code Reading Camera	1	$ 500.00	$ 500.00	
2.6 Server, Software, Scripts and Interfaces	1	$ 275,000.00	$275,000.00	(includes 3 servers)
Milestone 3.0 Full Implementation				
Existing Relocation	1	$ -	$ -	
Installation	1	$ 25,000.00	$ 25,000.00	
Implementation	1	$ 35,000.00	$ 35,000.00	
Testing	1	$ 10,000.00	$ 10,000.00	
Training	1	$ 5,000.00	$ 5,000.00	
Post-Implementation Support	1	$ 25,000.00	$ 25,000.00	
	Implementation Total		**$ 407,500.00**	

DELIVERABLES

1.0 Milestone One
- a. Detailed Project Work Plan
  - i. Final Layout - Blueprints
  - ii. Equipment
    - a. Final Detailed List (Manufacture Make and Model)
    - b. Equipment Installation Plan
      - 1) Infrastructure Requirements
    - c. Construction Schedues and Milestones
    - d. Firmware Management Plan
    - e. Utility Requirements
- b. Implementation Plan
  - i. Implementation Timeline and Milestones
  - ii. Operational Testing Plan
  - iii. Operational Training Plan
- c. Change Control Plan
- d. Project Status Reporting Plan
- e. Business Continuity Plan / Disaster Recover Plan, etc.
- f. Traininng
  - i. Training Plan
  - ii.On-site Train-the Trainer Session(s)
  - iii.Training and Troubleshooting Materials
  - iv. Administrative and User manuals
  - v.Online training materials (webinars, etc.)
- g.Post Implementation Support Plan
  - i.System Maintenance / Warranty Support
  - ii.User Documentation and Help Files
  - iii.Hardware and Software Product Documentation
  - iv.System Go-Live
  - v.System Error/Bug Documentation

Milestone 2
- i. Equipment delivery

Milestone 3
- i. Full Implementation, Testing and Training Completed with final inspection and written approval.

Description	UOM	Est. Qty	Year Two Initial Period	UOM	Est. Qty	Year Three Initial Period	UOM	Est. Qty	Year Four Initial Period
Service hourly Rate	HR	40	$ 225.00	HR	40	$ 225.00	HR	40	$ 225.00
Maintenance and Operations	N/A	n/a	$ 50,000.00	N/A	n/a	$ 50,000.00	N/A	n/a	$ 50,000.00

Description	UOM	Est. Qty	Year Five Initial Period	UOM	Est. Qty	Year Six Initial Period
Service hourly Rate	HR	40	$ 225.00	HR	40	$ 225.00
Maintenance and Operations	N/A	n/a	$ 50,000.00	N/A	n/a	$ 50,000.00

Description	UOM	Est. Qty	Year Seven Renewal One	UOM	Est. Qty	Year Eight Renewal One	UOM	Est. Qty	Year Nine Renewal Two
Service hourly Rate	HR	40	$ 265.00	HR	40	$ 265.00	HR	40	$ 265.00
Maintenance and Operations	N/A	n/a	$ 52,500.00	N/A	n/a	$ 52,500.00	N/A	n/a	$ 52,500.00

Description	UOM	Est. Qty	Year Ten Renewal Two	UOM	Est. Qty	Year Eleven Renewal Two	UOM	Est. Qty	Year Twelve Renewal Two
Service hourly Rate	HR	40	$ 275.00	HR	40	$ 275.00	HR	40	$ 275.00
Maintenance and Operations	N/A	n/a	$ 55,000.00	N/A	n/a	$ 55,000.00	N/A	n/a	$ 55,000.00

Optional Services:

Work may be needed that was not originally delineated in this RFP, but considered within the scope of work. This additional work may stem from legislative mandates, emerging technologies, and/or secondary research not otherwise addressed in this RFP or known at the time this RFP was issued. If additional work is needed, the Contractor must submit a detailed Scope of Work, Title/Role(s), number of hours, and due dates/deliverables for CSI review and approval.

The bidder should provide the hourly rate for each Title/Role used to complete optional services. Include any costs for additional hourly training, such as web-based, in-person, etc.

Title/Role*	**Hourly Rate**
Crystal Report Writing	
Additional Training	$225

Additional Supply Items to be suppled on fixed price contract during the contract term

	Initial Contract	Renewal One	Renewal Two
12" Wide White Sheeting	$1.051/sq ft	$1.083/sq ft	$1.115/sq ft
12" Wide PrePrinted Graphic Sheeting	$1.164/sq ft	$1.20/sq ft	$1.236/sq ft
12" Wide Clear Overlay	$0.474/sq ft	$0.488/sq ft	$0.503/sq ft
7" Wide White Sheeting	$1.123/sq ft	$0.1.157/sq ft	$1.191/qs ft
7" wide Clear Overlay	$0.474/sq ft	$0.488/sq ft	$0.503/sq ft
Cyan Ribbons or cartridges	$0.16/sq ft	$0.165/sq ft	$0.17/sq ft
Magenta Ribbons or cartridges	$0.16/sq ft	$0.165/sq ft	$0.17/sq ft
Yellow Ribbons or cartridges	$0.16/sq ft	$0.165/sq ft	$0.17/sq ft
Black Ribbons or cartridges	$0.16/sq ft	$0.165/sq ft	$0.17/sq ft
Spot Color Ribbons or cartridges	$0.16/sq ft	$0.165/sq ft	$0.17/sq ft
Replacement Print heads	$1250/ea	$1300/ea	$1350/ea
<<Add items as needed>>			
<<Add items as needed>>			
<<Add items as needed>>			
<<Add items as needed>>			

ATTACHMENT 2 - COST PROPOSAL OPTION 3 Revision 1

RFP 6494 Z1

License Plate Fullfillment system

Bidder Name: 3M Company

Prices indicated are all or none

Bidder to complete the Cost column in the yellow cells of the following table, including all costs associated with each section.

DELIVERABLE	**Qty**	**Unit cost**	Total
Milestone 1. Final Detailed Project Plan	1	$ 250,000.00	$ 250,000.00
Milestone 2. Equipment Delivered			
Thermal Transfer Printers	370	$ 950.00	$ 351,500.00
High Volume Thermal Transfer Printers (Larger Counties and Centralized Printing)	30	$ 2,500.00	$ 75,000.00
Computer Workstations with software	2	$ 1,600.00	$ 3,200.00
Thermal Label Printer	2	$ 950.00	$ 1,900.00
Report Printer	1	$ 988.00	$ 988.00
Bar Code Reading Cameras	1	$ 350.00	$ 350.00
Milestone 3. Full Implementation, Testing and Training	1	$ 1,750,000.00	$ 1,750,000.00
		Total	$ 2,432,938.00

DELIVERABLES

1.0 Final Detailed Project Plan

Sixty (60) calendar days after award of contract, Contractor shall provide the Final Project Plan to CSI for final approval including but not limited to:

a.Detailed Project Work Plan
- i.Final Layout Blueprints
- ii.Equipment

b.Final Detailed List (Manufacture Make and Model)
- i.Equipment Installation Plan
  - 1).Infrastructure Requirements
- ii.Construction Schedules and Milestone(s)
- iii.Firmware Management Plan
- iv.Utility Requirements

c.Implementation Plan
- i.Implementation Timeline and Milestones
- ii.Operational Testing Plan
- iii.Operational Training Plan

d.Change Control Plan

e.Project Status Reporting Plan

f.Business Continuity Plan / Disaster Recovery Plan, etc.

g.Training
- i.Training Plan
- ii.On-site Train-the Trainer Session(s)
- iii.Training and Troubleshooting Materials
- iv.Administrative and User manuals
- v.Online training materials (webinars, etc.)

h.Post Implementation Support Plan
- i.System Maintenance / Warranty Support
- ii.User Documentation and Help Files
- iii.Hardware and Software Product Documentation
- iv.System Go-Live
- v.System Error/Bug Documentation

2.0 Equipment Delivered

3.0 Milestone 3. Full Implementation, Testing and Training

Description	Qty	Year One Initial Period	Year Two Initial Period	Year Three Initial Period	Year Four Initial Period	Year Five Initial Period	Year Six Initial Period
Maintenance and Operations	YR	$ -	$ 600,000.00	$ 600,000.00	$ 600,000.00	$ 600,000.00	$ 600,000.00
Blank Receipt with validation sticker	M ($/thousand)	$400	$400	$400	$412	$412	$412
Thermal ribbon	EA	$ 22.00	$ 22.00	$ 22.00	$ 23.00	$ 23.00	$ 23.00
High Volume Thermal Ribbon	EA	$ 36.00	$ 36.00	$ 36.00	$ 36.00	$ 37.00	$ 37.00

Description	Qty	Year Seven Renewal One	Year Eight Renewal One	Year Nine Renewal Two
Maintenance and Operations	YR	$ 630,000.00	$ 630,000.00	$ 630,000.00
Blank Receipt with validation sticker	M ($/thousand)	$424	$424	$424

Thermal ribbon	EA	$ 24.00	$ 24.00	$ 24.00
High Volume Thermal Ribbon	EA	$ 38.00	$ 38.00	$ 38.00

Description	Qty	Year Ten Renewal Two	Year Eleven Renewal Three	Year Twelve Renewal Three
Maintenance and Operations	YR	$ 630,000.00	$ 630,000.00	$ 630,000.00
Blank Receipt with validation sticker	M ($/thousand)	$436	$436	$436
Thermal ribbon	EA	$ 24.00	$ 24.00	$ 24.00
High Volume Thermal Ribbon	EA	$ 38.00	$ 38.00	$ 38.00

Optional		
<<eg additional Security features>>	**UOM**	**Unit Cost**