State of Nebraska

Nebraska Game and Parks Commission

REQUEST FOR PROPOSAL FOR:

Statewide Web-Based Permit/Licensing System

RFP No. 6506 Z1

Closing Date: July 1, 2021

ASPIRA

717 N. Harwood St. #2400
Dallas, TX 75201
www.AspiraConnect.com
Contact: Bez Sharkey
619-206-3073
Bez.Sharkey@AspiraConnect.com

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APPENDIX

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

By signing this Request for Proposal for Contractual Services form, the bidder guarantees

BIDDER MUST COMPLETE THE FOLLOWING

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 work place.

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

_____ NEBRASKA CONTRACTOR AFFIDAVIT: Contractor hereby attests that Contractor is a Nebraska Contractor. "Nebraska Contractor" shall mean any Contractor 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 MANUALLY IN INK OR BY DOCUSIGN

FIRM:	**Aspira**
COMPLETE ADDRESS:	**717 North Harwood Street, Suite 2400 Dallas, Texas 75201**
TELEPHONE NUMBER:	**469-941-1074**
FAX NUMBER:	**214-722-1119**
DATE:	6/24/21
SIGNATURE:	DocuSigned by: Fraser Cameron 37A3FF0B1B9D4E5...
TYPED NAME & TITLE OF SIGNER:	Fraser Cameron, CEO

Executive Summary

Aspira is pleased to present its proposal for Nebraska's next generation Web-Based Permit/Licensing System. Our proposal presents an opportunity for the Nebraska Game and Parks Commission (NGPC) to partner with a trusted provider and take advantage of the leading solution available today.

Aspira's solution is proven in real-world use by leading licensing agencies across North America, including:

- Processing ~25% of state hunting & fishing licenses, tags, permits, and stamp sales in the U.S.;
- Leveraging an intuitive and customer friendly system, having transacted >23M online sales in 2020; and
- Serving more licensing agencies than any other provider in North America.

Aspira One is a SaaS solution that is designed and built to meet the specific needs of wildlife agencies with off-the-shelf functionality, including:

- Fishing and hunting licensing;
- Retail and web POS;
- Permitting;
- Marinas;
- Commercial and special license;
- Vehicle and watercraft registrations;
- Customer relationship management; and
- So much more!

Your agency and consumers will have access to the most sophisticated mobile and web applications to provide your customers and law enforcement with ease of use and accessibility to meet today's user expectations.

With Aspira One, customers will easily obtain hunting, trapping and fishing licenses, and manage harvest reporting, game tags, game lotteries, and even watercraft registration and titling from desktop, mobile, or by phone. Aspira One also provides management of hunter education programs.

As a leader in implementation and creation of R3 efforts, we provide proven tools – and staff – to help recruit, retain and reactivate NGPC outdoor enthusiasts. Aspira One allows for targeted email campaigns, and working with our Marketing team we can manage paid search marketing management campaigns and design custom google analytics dashboards to enable us to analyze digital marketing activities.

Aspira is Proven to Meet Your Objectives – And More!

We will go to great lengths to ensure all key areas of your business are at the forefront and primed for your exceptional growth and success:

- **A proven call center** operation with retail vendors experienced in handling the variety of products offered by NGPC:
  - In 2020 our call centers answered 203,071 customer support calls and 1,211,415 sales calls.
  - Additionally, our staff responded to 52,415 customer emails, 18,510 chat sessions, and 70,377 SMS text sessions completed.
  - Since 2018, Aspira's quality scores from customer evaluations exceed 97.5%.

- **Help desk** staffed by personnel familiar with licensing staff and retail vendor support and data management needs:
  - In 2020, our Help Desk answered more than 87,000 calls and in less than 60 seconds for multiple months.

- **Training team** featuring tenured staff capable of addressing all needs of NGPC management, staff and retail vendor:
  - Aspira has provided training on user applications to more than 13,000 hunting and fishing license agents across North America.

- **Marketing team** with proven experience in assisting agencies with customer outreach and increasing revenue:
  - Our recent R3 campaign for California resulted in **2.96 million** in revenue and an **86%** increase in online transaction revenue.

- **Support of potential expansion** to include additional channels and other opportunities:
  - Aspira's strategic planning ensures that we continue to drive innovation into the platform to help increase productivity, reduce cost and increase the overall consumer experience.

Aspira invests in the future of our clients by continually expanding our product and service offerings. We are experts at building highly configurable solutions that will meet our client's needs —without time-consuming and expensive customization.

For instance, we have evaluated the requirements of this RFP and have determined that the overwhelming majority are met out of the box—and those that remain are mostly small gaps.

For more than 30 years Aspira has been proud to be partners with many of North America's premier conservation agencies, and we look forward to the opportunity to work with NGPC to provide the best solution for you, your agents, and consumers.

Sincerely,

Bez Sharkey
Director of Sales
619-206-3073
Bez.Sharkey@AspiraConnect.com

II. TERMS AND CONDITIONS

Bidders should complete Sections II through XI as part of their proposal. Bidder should read the Terms and Conditions and should initial either accept, reject, or reject and provide alternative language for each clause. The bidder should also provide an explanation of why the bidder rejected the clause or rejected the clause and provided alternate language. By signing the 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 reserves the right to reject proposals that attempt to substitute the bidder's commercial contracts and/or documents for this RFP.

The bidders should submit with their proposal any license, user agreement, service level agreement, or similar documents that the bidder wants incorporated in the Contract. The State will not consider incorporation of any document not submitted with the bidder's proposal. 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:
AC			

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);
5. The executed Contract and Addendum One to Contract, if applicable; and,
6. Amendments/Addendums to the Contract.

These documents constitute the entirety of the contract.

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

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

B. NOTIFICATION

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

Contractor 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 electronically, or mailed. All notices, requests, or communications shall be deemed effective upon receipt.

C. BUYER'S REPRESENTATIVE

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

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

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

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

F. AMENDMENT

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

This Contract may be amended 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:
AC			

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.

H. VENDOR PERFORMANCE REPORT(S)

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

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:
AC			

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:
AC			

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

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

K. NON-WAIVER OF BREACH

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

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 immediately terminate 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:
AC			

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:
AC			

1. GENERAL

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

2. INTELLECTUAL PROPERTY

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

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

3. PERSONNEL

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

4. SELF-INSURANCE

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

5. ALL REMEDIES AT LAW

Nothing in this agreement shall be construed as an indemnification by one Party of the other for liabilities of a Party or third parties for property loss or damage or death or personal injury arising out of and during the performance of this contract. Any liabilities or claims for property loss or damages or for death or personal injury by a Party or its agents, employees, contractors or assigns or by third persons, shall be determined according to applicable law.

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

N. ATTORNEY'S FEES

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

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. ASSIGNMENT, SALE, OR MERGER

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

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.

P. 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:
AC			

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.

Q. FORCE MAJEURE

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

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.

R. CONFIDENTIALITY

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

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. This includes, but is not limited to, any and all data entered into the system or obtained by the Contractor from third parties, such as members of the public. All materials and information provided or acquired shall be handled in accordance with federal and state law, and ethical standards. All Contractor personnel, subcontractors, agents, volunteers including but not limited to, database analyst(s), developer(s), and tester(s), performing work pursuant to this Contract must sign a confidentiality agreement provided by the State prior to commencing any work. Should said confidentiality be breached by a Party, the Party shall notify the other Party immediately of said breach and take immediate corrective action.

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

S. EARLY TERMINATION

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

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.

2. The State, in its sole discretion, may terminate the contract for any reason upon thirty (30) calendar day's written notice to the Contractor. Such termination shall not relieve the Contractor of warranty or other service obligations incurred under the terms of the contract. In the event of termination the Contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.

3. The State may terminate the contract immediately for the following reasons:

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

T. CONTRACT CLOSEOUT

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

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.

U. PERFORMANCE REQUIREMENTS

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

In accordance with Section VIII.I., the Contractor must provide a system to track issues with the Web-Based Permit/Licensing system. Such issues must be classified into severity levels based on the requirements of this Contract. Table 1, below, outlines the amount of time that the Contractor has to repair an issue based on severity level. The time to repair commences when the issue is entered into the tracking system ("Incident Time"), as further described in Section VIII.I. The Contractor shall monitor and track each issue, the Incident Time of each issue, and the time the issue was fully resolved. The Contractor shall deliver to the State a detailed and accurate summary of such information for the previous month.

The State may, in the State's sole discretion, assess damages in the amount(s) listed in Table 1 for each issue not fully repaired, in the opinion of the State, within the respective amount of time to repair. The loss of functionality and the time it took to restore functionality shall be determined by the State and such determination shall be final. The assessment rate is based on the Incident Time and whether the Incident Time occurs between 7:00 a.m. and 7:00 p.m. Central Time ("Peak Usage Hours") or outside of those hours ("Off-Peak Usage Hours"). If the issue continues into a different assessment rate time period, the assessed rate will be adjusted accordingly for the duration that the issue remained unrepaired during that assessment rate time period. The assessed rate will be prorated. The State may deem an issue unrepaired if the issue reoccurs within one hour of the issue most recently being repaired. In the event that the State assesses damages against the Contractor, the Contractor shall pay the amount assessed by the State within thirty (30) calendar days of receiving notice of assessment by the State.

For the purposes of example, if an issue is classified as Severity Class 1, the Contractor has thirty (30) minutes from the Incident Time to fully restore functionality and repair the issue. If such issue is not repaired within thirty (30) minutes and the Incident Time was 8:00 a.m. Central Time, the Contractor may be assessed damages of $1,000.00 per every thirty minutes after the initial thirty-minute repair period until the issue is resolved. If the issue continues to 7:00 p.m. Central Time, the Contractor would be assessed the Peak Usage Hours Rate until 7:00 p.m. At this time, the rate would change to the Off-Peak Usage Hours Assessment and would remain at such rate until 7:00 a.m. the following day.

To further illustrate, if the Contractor were to repair the issue (ex. a Severity Class 1 issue) within twenty (20) minutes of the Incident Time and the issue reoccurs within the next sixty (60) minutes after being repaired, if the issue was not repaired within ten (10) minutes of the reoccurence, the State may assess damages in the amount of $1,000.00 per every thirty minutes until the issue is resolved.

The State may waive an instance where the sum is owed if, in the sole discretion of the State, the State determines that such non-functionality is not attributable to the Contractor's acts or omissions.

Table 1 SEVERITY CLASS ASSESSMENT			
Severity Level	Time to Repair	Peak Usage Hours Assessment	Off-Peak Usage Hours Assessment
1	30 Minutes	$1000.00 per 30 minutes	$500.00 per 30 minutes
2	2 Hours	$1000.00 per hour	$500.00 per hour
3	8 Hours	$1000.00 per hour	$500.00 per hour
4	See Section VIII.I	See Section VIII.I	See Section VIII.I

III. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

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

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

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

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

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

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

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

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

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:
AC			

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:
AC			

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:
		AC	Notwithstanding the foregoing, the parties acknowledge that Contractor is providing a SaaS solution, and that from time to time, Contractor will modify, update, and improve such SaaS solution. Accordingly, the parties acknowledge that the SaaS solution and such modifications, updates, and/or improvements shall not be considered a "deliverable" for purposes of this section.

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:
AC			

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 six (6) 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 six (6) 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 Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contactors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the Subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the Subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. **The policy shall include a waiver of subrogation in favor of the State. The COI shall contain the mandatory COI subrogation waiver language found hereinafter**. The amounts of such insurance shall not be less than the limits stated hereinafter. For employees working in the State of Nebraska, the policy must be written by an entity authorized by the State of Nebraska Department of Insurance to write Workers' Compensation and Employer's Liability Insurance for Nebraska employees.

2. **COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE**
The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile 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
USL&H Endorsement	Statutory
Voluntary Compensation	Statutory
COMMERCIAL AUTOMOBILE LIABILITY	
Bodily Injury/Property Damage	$1,000,000 combined single limit
Include All Owned, Hired & Non-Owned Automobile liability	Included
Motor Carrier Act Endorsement	Where Applicable
UMBRELLA/EXCESS LIABILITY	
Over Primary Insurance	$5,000,000 per occurrence
PROFESSIONAL LIABILITY	
Professional liability (Medical Malpractice)	Limits consistent with Nebraska Medical Malpractice Cap
Qualification Under Nebraska Excess Fund	
All Other Professional Liability (Errors & Omissions)	$1,000,000 Per Claim / Aggregate
COMMERCIAL CRIME	
Crime/Employee Dishonesty Including 3rd Party Fidelity	$1,000,000
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 Contractor shall furnish the Buyer, with a certificate of insurance coverage complying with the above requirements prior to beginning work at:

State of Nebraska
State Purchasing Bureau
Attn: Connie Heinrichs
RFP: 6506 Z1
Email: connie.heinrichs@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. 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:
AC			

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:
AC			

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:
AC			

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:
AC			

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

L. ADVERTISING

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

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:

AC			

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:
AC			

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

P. WARRANTY

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

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 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.

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 for their records. 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:
AC			

Invoices for payments must be submitted by the Contractor to the agency requesting the services with sufficient detail including itemized account of transactions per the cost proposal (Attachment D) to support payment. The invoice shall be mailed to: The Nebraska Game and Parks Commission, PO Box 30370, Lincoln NE 68503-0370. 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:
AC			

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

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

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

H. RIGHT TO AUDIT (First Paragraph is Statutory)

The State shall have the right to audit the Contractor's performance of this contract upon a thirty (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:
AC			

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

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, and 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	R.A. Outdoors, LLC d.b.a. Aspira
Address	717 North Harwood Street, Suite 2400 Dallas, Texas 75201
Entity Organization	Aspira is a Limited Liability Company.
State of Incorporation	Delaware
Year of Origin & other details	Aspira's roots track back to 1984 as a software development company specializing in serving outdoor enthusiasts for the North American recreation industry with a solution known as Reserve America. In 2017, Aspira became an independent company focused on supporting outdoor recreation. Our company's primary business provides leading software solutions for conservation agencies and parks, as well as superior customer service through our in-house call center operations. Aspira's core mission is to create connected experiences between government agencies and their customers, and we do this by putting preservation first and continually seeking out new ways to enrich experiences and bring different cultures and communities together. While our company has evolved over the years, it has been our deep-rooted relationships with our clients and the public they serve that has truly enabled us to meet the ever-changing technology demands of the marketplace.

Form A
Bidder Point of Contact
Request for Proposal Number 6506Z1

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:	Aspira
Bidder Address:	717 North Harwood Street, Suite 2400 Dallas, Texas 75201
Contact Person & Title:	Mark Davis – Proposal Writer
E-mail Address:	Mark.Davis@AspiraConnect.com
Telephone Number (Office):	469-941-1024
Telephone Number (Cellular):	304-521-8793
Fax Number:	214-722-1119

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:	Aspira
Bidder Address:	717 North Harwood Street, Suite 2400 Dallas, Texas 75201
Contact Person & Title:	Bez Sharkey – Director of Sales
E-mail Address:	Bez.Sharkey@AspiraConnect.com
Telephone Number (Office):	469-941-1074
Telephone Number (Cellular):	619-206-3073
Fax Number:	214-722-1119

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.

Included in the Appendix, Aspira has provided its most recent audited financial statements, beginning on page 633.

Banking Reference	
Banking Institution	Bank of America
Contact Name	Matt Criss
Contact Title	AVP, Treasury F&S Advisor
Phone Number	214-209-7309
Email	matthew.criss@bofa.com

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.

Aspira understands and acknowledges the State's right to conduct credit checks, if desired.

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.

Aspira anticipates no change of ownership during the twelve (12) months following the proposal due date.

D. Office Location

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

Aspira's corporate headquarters located at 717 N. Harwood Street, Dallas, Texas 75201 will be the location responsible for performance pursuant to an award of a contract.

E. Relationships with the State

The bidder should describe any dealings with the State over the previous three (3) 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.

Aspira has had a very successful working relationship with the State of Nebraska since winning RFP 1556Z1 for a web-based centralized Reservation/Registration, Event Planning and Revenue Management System in 2007.

Under contract 23162 O4, Aspira provided all relevant products and services to Nebraska State Parks through April 2016, the maximum period available under the contract.

In 2015 Aspira was again the successful bidder winning RFP 5093Z1 to provide the State Park Reservation/Registration, Event Planning, Sales, and Revenue Management System to the State of Nebraska.

Under contract 71659 O4, which began on June 1, 2016, Aspira continues to expand our relationship with Nebraska State Parks implementing our solution at additional locations throughout the State. The contract includes a 5-year base period, plus 3 additional 1-year extension periods.

Aspira's Commitment to Innovation

Just this year alone we have made several innovations for Nebraska State Parks. Our commitment to innovation would be the same for NGPC's Permit/Licensing System as our track record for Nebraska State Parks. Below are just a few of the numerous innovations and benefits to Nebraska just in the past few months alone:

- As part of our management plan to improve visitor experience, Lake McConaughy and Ogallala State Parks moved to 100% reservable with same day reservations, including the beach areas.
  - **The Benefit to Nebraska:**
    Launched April 2021, more than 1,500 new sites were added to the reservation system and 11,490 advanced reservations in just the first 2 months since launch – This is an increase of more than **227%** over the previous year, providing Nebraska with guaranteed revenue from these bookings and reduced staff time for these bookings when customers arrive.

- Four new park areas added to reservation system since May 2021 to streamline park operations, with another campground scheduled to be added in July 2021.
  - **The Benefit to Nebraska:**
    This alone brought in close to **1,400** transactions for the start of season so far, far exceeding expectations.
- Donation options were added to the private label website in 2021 in support of Nebraska State Parks' Centennial year.
  - **The Benefit to Nebraska:**
    More than 1,300 donations within 4 months, providing the state with **$10,000** in additional funds.

F. Bidder's Employee Relations to State

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

Aspira confirms that no such relationship exists or has existed.

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.

Aspira confirms that no such relationship exists.

G. Contract Performance

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

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

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

Aspira has never defaulted on a contract. Furthermore, Aspira has not had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason.

H. Summary of Bidder's Corporate Experience

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

The bidder should address the following:

I. Provide narrative descriptions to highlight the similarities between the bidder's experience and this solicitation. These descriptions should include:
   a) The time period of the project;
   b) The scheduled and actual completion dates;
   c) The bidder's responsibilities;
   d) Bidder's working modules in similar projects, providing electronic, issue draw and lottery, hunting, fishing, big game and other miscellaneous permits; to also include big game check in.
   e) 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
   f) 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.

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

III. 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.

The following are three reference clients, all state conservation-based entities that use Aspira's products and services that are comparable to NGPC's requirements.

Client Contact Information	**Name:** Colorado Parks & Wildlife Department (CPW) **Address:** 6060 Broadway, Denver, CO 80216 **Contact Person:** Laurent Truitt, Assistant Director **Email Address:** lauren.truitt@state.co.us **Phone #:** 1.720.498.0472
Prime/Subcontractor	Aspira is prime contractor for all products and services comprising the CPW solution.
Description of Work	Aspira was engaged to design, develop and implement our consolidated outdoor business management system. Additionally, Aspira provides day to day hosting, support and maintenance services to CPW staff, Consumers and Agents who benefits from Colorado's single system for: vehicle registration, Hunt/ Fish licenses, park reservations, permits, lottery draws and commercial licenses business. Implementation of the project involved the successful consolidation of data from 7 legacy systems and included over 16.4M records transferred with an error rate of .00018%. Aspira also provides hardware for CPW central, district and park offices as well as vendor locations. The key difference between CPW and the project contemplated for NGPC is the inclusion of camping reservations and park management modules in the CPW solution. Additionally, CPW's solution includes an online retail store as part of their dedicated website. Note – these are features that could be added to an Aspira provided NGPC solution if you wish.
Scope of Project	Aspira has provided licensing and camping services to Colorado Parks and Wildlife (CPW) since 1993. Licensing services and camping reservations were provide using two separate legacy systems. As a result of the most recent RFP process Aspira was awarded the contract for a combined fish/hunt, parks, vehicle and hunter registration system that went live in January 2018 providing: ▲ **License Sales**: Of hunting and fishing licenses as well as vehicle registration permits and special licenses through multiple sales channels.

- **Phone and Internet Services:** Available through the Colorado branded website cpwshow.com, toll-free telephone access to our call center agents 24x7 daily as well as in-person at more than 1,000 agent locations
- **Agent Support**: Includes training and technical help desk support available 24x7, the provision and continued support of equipment and supplies and ongoing communication throughout the life of the contract
- **Mobile Application Development**: All consumer facing, agency and agent applications are mobile responsive. Additionally, Colorado utilizes our mobile law enforcement App available for both android and iOS platforms as well as our Field Manager mobile solution providing increased flexibility for field operations.
- **Ongoing Support**: For consumer is available through toll-free telephone access 24x7 daily. Field and agency staff ongoing support is provided 24x7 with full case tracking
- **Limited Entry Functionality**: Quota management is configured and managed through our system. Draw application periods and rules surrounding the execution of draws are configured based upon CPW's business requirements
- **Fulfillment**: All license sales through the internet and call center sales channels are fulfilled by our warehouse location. Additionally, our warehouse staff are responsible for the initial deployment and ongoing replacement of hardware as needed throughout the life of the contract.
- **Automatic License Renewal Functionality**: Though not yet implemented for CPW our solution includes the ability for consumers to opt-in to auto-renewal licenses during the sales workflow. This functionality includes automatic reminders sent prior to the renewal to ensure consumers are aware of the upcoming charges that will be billed to their credit card.
- **Hunt/Fish Licensing**: Angling and hunting license management including quota and business rule configuration, draw application acceptance, execution and award as well as first-come first-serve operations are provided by Aspira.
- **Vehicle Registration:** CPW processes original watercraft registrations and renewals through the system. Management includes renewals processed at watercraft vendors, online and at CPW agency locations.
- **Other Licensing Services**: In addition to regular fishing and hunting licenses, CPW process hunter reservations

	requiring a license on file before allowing the booking, as well as special licenses requiring an application process. Additional functions and services provided to Colorado include: ▲ **Camping Reservations: R**oll-out of the consolidated solution for CPW included the continued booking of overnight and day-use areas in advance as well as first-come first-serve at the park. ▲ **On-line Store**: CPW's private label website provides consumers the opportunity to purchase retail merchandise either stand-alone or as part of a consolidated purchase. ▲ **One Cart**: Centralized camping reservations and registrations, hunting and fishing licensing, vehicle registration, online store for sale of consumer goods internet and point of sale, shooting range bookings processed with a single payment. ▲ **Reporting**: Consolidated financial recording and reporting, ad hoc and standard reports, consumer harvest recording, Biologist harvest reports, etc. ▲ **Marketing**: Aspira and Colorado marketing teams works closely to devise strategies to inform consumers and promote opportunities within the State ▲ **Optimize opportunity**: Various draw and lottery options, mobile optimized in all channels, Field application for processing reservations, registration/walk-ins/check-ins ▲ **CRM**: Surveys, email communications/marketing/ promotions/ability to receive scanned documents into the system (e.g. applications)
Production Date	CPW's consolidated solution went live in January 2018.
Contract Time Period	The combined contract effective date was May 2015. The end date of the contract including all extensions is June 2027.

Client Contact Information	**Name:** Government of Saskatchewan - Ministry of Environment, Fish, Wildlife and Lands Branch (GoS) **Address**: 4th Floor, 3211 Albert Street, Regina, Canada S4S 5W6 **Contact** Person: Joann Skilnick **Email Address**: Joann.Skilnick@gov.sk.ca **Phone** #: 1.306.531.4575
Prime/Subcontractor	Aspira is prime contractor for all products and services comprising the Saskatchewan ("SK") licensing solution.
Description of Work	Aspira was engaged to design, develop and implement our Aspira One licensing solution for the Saskatchewan Ministry of the Environment. As well as day to day hosting, support and maintenance services to SK staff, Consumers and Agents. Aspira also directly manages the relationship with Saskatchewan's license vendors, including contract management, implementation, and ongoing compliance verification.
Scope of Project	As a result of the most recent RFP process, Aspira was awarded the contract to provide a solution for the sale of wildlife licenses and big game draw related products. The initial phase of the project went live in April 2014, Phase II go-live occurred in Q2 2016. The solution includes: ▲ **Agent Management:** Aspira manages, qualifies and contracts with retail agents. We provide Account Management, Communications, Training, Help Desk, Point of Sale supplies and materials, EFT reconciliation reports and drill-down capability ▲ **Customer Management:** Customer Qualification, Lottery Preference Point Tracking and Communication ▲ **License Item Management:** Distribution Control, Qualification, Document Design and Printing ▲ **Physical Inventory Management:** Point of Sale Consumables, Preprinted Inventory ▲ **Specialized Licensing:** Hunt Permits and Lotteries, Lifetime Licenses, Licenses, Commercial Fish Licenses, Free and Reduced Fee Items, Other Specialized Permits ▲ **License Sales Management:** Retail Locations, SK Offices, Internet Services/Sales

	▲ **Financial Management:** Revenue Accounting, Fees Collection, Cash Receipting, Refunds, Reconciliation ▲ **Fulfillment:** Both the Agent supplies and internet sales ▲ **Mobile Law Enforcement App** (validates licenses, provides demographics, suspensions revocations, either scan the document or direct input) ▲ **Auto-renewal and notices** ▲ **Compliance Management:** Participant Tracking, Audit, State License Matching System, Enforcement ▲ **Decision Support Services:** Management Reports, Program Reports, Fiscal Reports ▲ **Program Management:** Harvest Reporting, Wildlife Area Processing, Hunter Education
Production Date	Saskatchewan's solution went live in April 2014.
Contract Time Period	The current contract effective date was May 2012. The end date of the contract including all extensions is April 2027.

NEW JERSEY DIVISION OF
Fish and Wildlife

Client Contact Information	**Name:** New Jersey Division of Fish and Wildlife (NJDFW) **Address:** 501 East State Street, Trenton, NJ 08625 **Contact Person:** Barbara Stoff, Project Manager Electronic Licensing System **Email Address:** Barbara.Stoff@dep.nj.gov **Phone #:** 1.609.292.9173
Prime/Subcontractor	Aspira is prime contractor for all products and services comprising the New Jersey Fish and Wildlife solution.
Description of Work	Aspira was engaged to manage the development, implementation and production management and operation of the integrated electronic licensing system for New Jersey. Aspira performed all aspects of the software development life cycle, system implementation, agent training, production management, hardware imaging, distribution, and ongoing maintenance.

Scope of Project	Aspira also provides hardware for NJDFW central and district offices as well as vendor locations. On a day to day basis Aspira provides operations support including consumer and Agent call centers as well as marketing and promotions, data analysis and support of collaborative business development initiatives.
	Configuration and implementation of the business system for the New Jersey Division of Fish and Wildlife licensing. Aspira migrated NJDFW from our legacy system, trained over 260+ retail agents and continue to supply and maintain terminals and printers to each agent. As a result of the most recent RFP process Aspira was awarded the contract for a licensing solution for hunting, fishing and commercial fishing system that went live in October 2019 providing: ▲ **Agent Management** (more than 260+ currently active): Account Management, Equipment Management, Communications, training, Help Desk, Point of Sale supplies and materials ▲ **Management:** consolidated financial recording and reporting, ad hoc and standard reports, Marketing analytics support ▲ **Optimize opportunity:** Auto-renewal options, License packages, Field application for processing reservations, registration/walk-ins and check-ins, POS retail sales, Marina Slip rentals/leases and Shooting Range rentals. ▲ **Support:** Training and Customer service call center and Agent help desk as well as personnel for consumer contact in situations such as closures Using this solution NJDFW offers licenses through a draw process as well as first come, first serve sales at state offices, via the internet and at external agent locations. The migration to the Aspira solution included the successful conversion of from an Aspira legacy system.
Production Date	NJDFW's current solution went live in October 2019.
Contract Time Period	The combined contract effective date was December 2018. The end date of the contract including all extensions is December 2027.

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

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

The bidder should identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this 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.

Aspira will begin by first explaining our proposed approach to project management and how our approach and strategy provide you with the best path to achieve success with your new Web-Based Permit/Licensing System.

Following this, we outline our proposed project management team including their experience, the capacity in which they will serve Nebraska and your customers, their skillsets specific to the project, and provide resumes for your review.

Project Management Approach

Aspira's project implementation methodology is based on widely-accepted project management principles. Specifically, our implementations operate within the proven framework of the Project Management Body of Knowledge (PMBOK) advocated by the Project Management Institute (PMI) that supports a successful launch by rigorously adhering to proven techniques in planning, communication, documentation, task management, quality control, and other vital management and control processes.

This provides for a repeatable and reliable approach to implementing and launching technology projects that meet expectations for quality, system functionality, performance, and ease of use by client staff and the public. In addition, our Proposed Project Manager, Sonia Gupta, is PMI-accredited and understands Aspira's development and management standards, methodologies, processes and procedures.

Aspira's approach in managing migration projects such as the one planned for NGPC uses an expanded project management team (task force) which creates a 360 degree global view of the project so that as we execute, all areas are tracked closely and remain in sync with the project plan.

Aspira recognizes the complexity of migration projects based on their size, scope, and number of dependencies throughout the project and has found a team approach is best practice to reduce risks and increase throughput. This approach eliminates sole dependency on a single resource and enables expediency throughout the lifecycle of the project.

Aspira's organization is designed to be streamlined and responsive to NGPC's needs. Aspira is divided into two main groups:

The first is responsible for all client-facing efforts including configuration and implementation and then support during production. Marketing for our clients is also performed via this group.

The second includes all back-end support such as overall system improvements and enhancements, quality, testing, security, database, etc. and is matrixed to all our clients through the account team servicing each customer.

The plan you approve officially starts the project execution and is managed jointly by project managers from NGPC and Aspira. Experienced Aspira resources will be assigned to the project's tasks and the activities will be coordinated between both parties. Finally, upon the completion of all deliverables and milestones, the project goes through a solid approval and closing process. The reliance on project controls throughout the implementation typically makes the closing phase a routine matter; however, diligence is applied to ensure that the project was delivered per plan.

Aspira's approach in managing large migration projects uses an expanded project management team (task force) which creates a 360 degrees global view of the project so that as we execute all areas are tracked closely and remain in sync with the project plan.

Project Management Office (PMO) Structure

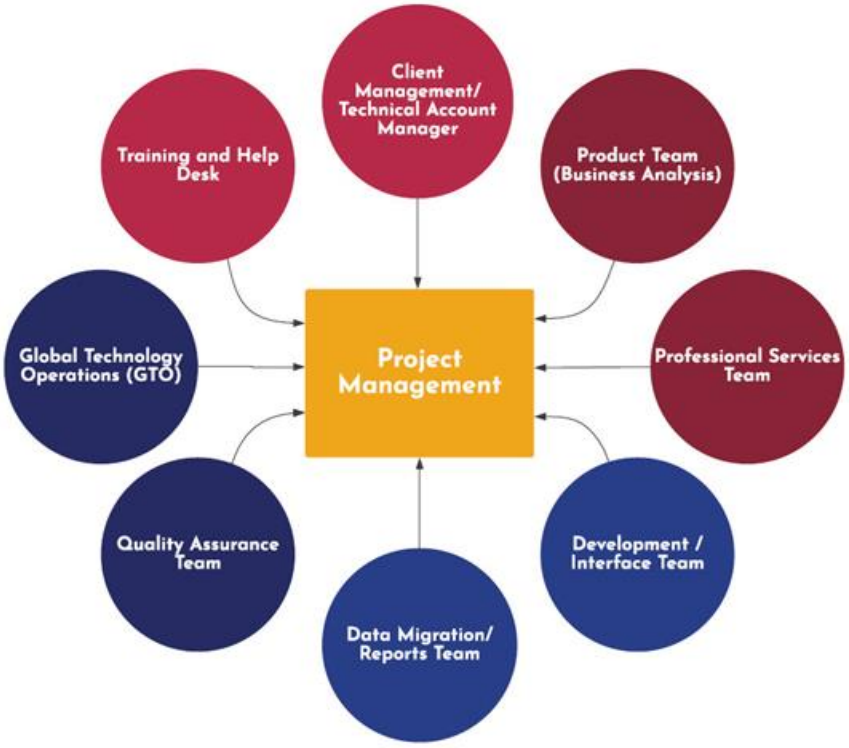
Aspira' PMO structure will provide governance and ensure oversight, rigor, and best practices.

- **Chief Technology Officer** provides Executive level sponsor alignment, leadership oversight
- **Director of Project Management** provides program management/leadership oversight and governs best practices across the entire Ou4tdoor Migration and Release Management program portfolio
- **Aspira's Project Manager** will work lock step with Nebraska's Project Manager(s)

Project Organization

Our Project Manager is the "facilitator" for engaging the appropriate teams within Aspira to support your project needs and closely monitoring delivery of services for a total solution.

We manage the project based on eight unique work streams as shown in the graph to the left. This enables the work tracks to run more parallel where possible and ensures adequate focus is given to each work stream.

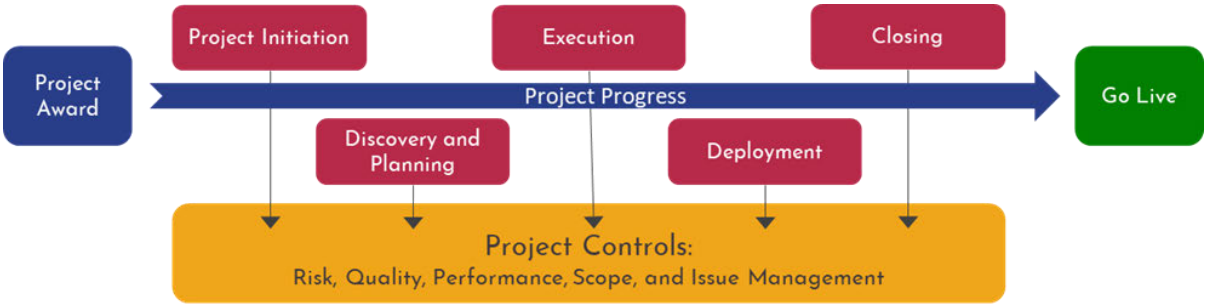


Aspira's Eight Unique Work Streams for Successful Project Management

Project Phases and Deliverables

The implementation starts with a collaborative project initiation, discovery, and planning exercise. An in-depth analysis of your business needs and processes is conducted to produce an accurate project schedule using Microsoft Project. We collaborate with you to create a complete project plan that includes scope, resources, high-level schedule, and plans for risk management, communications, and control mechanisms.

Aspira's implementation process includes five implementation stages prior to moving into operations.



Implementation Process Phases

Proposed Team Members

Your Core Team

Your Client Services Manager, Project Manager, and Technical Account Manager will serve as your primary. Combined, they have more than 50 years of industry experience.

Senior Client Services Manager – Kevin Fuller

Kevin Fuller will be your primary point of contact for the life of the relationship and will work with the Implementation and Production teams to coordinate your project. The responsibilities of the Senior Client Services Manager (CSM) will change as the project moves from implementation to ongoing operations. Following the implementation phase, CSM responsibilities include, but are not limited to:

- Attending regular status meetings with NGPC staff to ensure that NGPC needs and ongoing needs are captured and addressed;
- Collaborating in discussions regarding Business Rules and configuration needs;
- Engaging in discussions on how we can help achieve your goals; and
- Understanding and interpreting contract requirements.

In summary, Kevin Fuller will serve as your single point of contact for all issues that may arise throughout the life of the relationship, including technical, operational, customer-facing, and contractual issues while managing additional resources as necessary.

Lead Project Manager – Sonia Gupta

Your Lead Project Manager, Sonia Gupta, will lead the Aspira Project team and serve as your primary point of contact for the implementation project. She will conduct project status meetings. Her other responsibilities will include, but are not limited to:

- Serving as a single point of contact for NGPC's evolving release management and schedule;
- Negotiating scope for releases throughout the year;

- Providing status reports including attendees, agenda, topics discussed, action items and responsibilities, and status of prior actions following all status meetings;
- Preparing and providing monthly status reports which include a summary of the previous month's activities, accomplishments, milestone progress, deliverables, issues and risks, and upcoming actions; and
- Ensuring that information is distributed throughout the appropriate NGPC team.

Technical Account Manager – Graham Gurdon

In Aspira's organizational structure your current Technical Account Manager, Graham Gurdon, will be integrally involved in the project to understand your business rules and policies, as well as when any new functions and features as they are implemented.

Responsibilities for Graham include, but are not limited to:

- Attending all status calls with NGPC's project team;
- Supporting configurations and address more complex cases;
- Liaising with the NGPC on operational issues; and
- Handling technical escalations.

Summary of Larger Team Responsibilities

In addition to your core team as described above, NGPC will also benefit from other team members who are experts in understanding what Game & Parks and other conservation agencies need and require.

Aspira's larger team for NGPC includes highly-experienced industry leaders whose direction, market expertise, and a strong understanding of the conservation industry will result in exceptional growth and success for NGPC and your customers for years to come.

In the table below, we list key project areas and our respective team leaders who will be part of this project. *Note*: All of the staff outlined in the following table are Aspira employees.

Teams and Roles	Lead	Years Experience
Client Services Manager ▲ Oversees contract compliance ▲ Responsible for meeting NGPC delivery expectations and liaising between NGPC and Aspira ▲ Helps with strategy, analysis and ensuring NGPC goals are met	Kevin Fuller	25

Teams and Roles	Lead	Years Experience
Project Manager ▲ Serve as a single point of contact for NGPC's evolving release management and schedule ▲ Responsible for negotiating scope for releases throughout the year	Sonia Gupta	10
Technical Account Manager ▲ Manages issues to resolution ▲ Handles day-to-day operations and configuration changes	Graham Gurdon	14
Product Manager ▲ Leads the design of all new features and functions of the solution, working with NGPC to understand evolving needs and translating those into prioritized product features. ▲ Leads a team of Product Managers, Business Analysts and Usability Researchers in developing and rolling out new features and version upgrades of the Aspira One platform	David Ziegler	10
Database Development Lead ▲ Handles modeling optimization, communication, and performance management of all database aspects of the system	Chris Baron	20
Application Development Lead/System Architect ▲ Responsible for the development of the software ▲ Responsible for the design, development, and implementation of the overall system ▲ Defines the system based on State requirements, and required integration with existing State applications	Roberto Alvarado	16
User Experience Designer ▲ Designs the user interface and performs graphic design work ▲ Ensures the look and feel of the interface fits with the current version	Kunal Sharma	10

Teams and Roles	Lead	Years Experience
Security Lead ▲ Responsible for analyzing security risks for every aspect of the system from development through production across all Aspira solutions ▲ Provides reports to the project manager and the State as necessary	Matthew Borgese	9
System Administrator ▲ Handles implementation of the system into the production environment ▲ In Production, manages all reporting and administrative aspects	Phil Harvey	12
Software Testing Lead ▲ Responsible for testing all system aspects through the development lifecycle and any subsequent installations/implementations/ integrations ▲ Manages the User Acceptance Testing (UAT) process and communicates to the other personnel to debug faulty system operations	Steve Sherwood	28
Help Desk Lead ▲ Responsible for receiving calls ▲ Provides assistance to all NGPC users	Aaron Sherman	25
Training Manager ▲ Responsible for developing and delivering custom training materials to suit the specific needs of NGPC users. ▲ Responsible for working with your team to ensure all staff are fully trained on all new features, and will also provide refresher training.	Mary Alice Hallett	15

Additional Team Responsibilities

As the NGPC project transitions from implementation to ongoing operations, your team will shift. While many team members remain the same, the level of regular involvement shifts from implementation resources and tasks driven by the project managers to operational resources and tasks driven by the Client Services Manager. To ensure continuity during this transition, both your project managers and CSM will be actively involved with your project from the start and will remain on your project long Go-Live. The

composition of your team as outlined above includes resources from the following departments:

- Project Management
- Development
- Client Management
- Business Analysis
- Data Migration and Reporting
- Interfaces
- Quality Assurance
- Technology Operations
- Training
- Help Desk

Product Management/Quality Assurance/Finance Teams

The Product Management, Finance, and Quality Assurance teams work in conjunction with other teams to determine, develop, and test all changes that are required as part of the project scope. All implementation efforts are coordinated and tracked in a separate project plan, managed by a designated project manager within the Implementation department. Representatives from these departments attend the weekly internal project status meetings to update the project team on the progress being made. The Product Management Finance team is involved in all financial discussions and identification of reporting requirements. Their responsibilities include, but are not limited to the following:

- Determine the reporting requirements for financial transactions;
- Participate in the implementation of the accounting structure and the accounting codes; and
- Participate in status meetings and select calls.

Training Team

NGPC staff and Call Center training is completed by the existing Aspira trainers, focusing the training specifically on NGPC. The training responsibilities will include, but are not limited to the following:

- Review implemented system functionality –
  - 80 hours.
- Perform refresher training for existing modules –
  - 80 hours annually.
- Develops and provides training classes, trains client representatives –
  - 90 hours annually.
- Develops training to meet specific client requirements –
  - unlimited collaborative hours.
- Work with NGPC representatives to identify key information to provide to call center agents and customers –
  - unlimited collaborative hours.

Help Desk

The NGPC Help Desk handles all support-related functions throughout the life of this project. Other items with which the Help Desk is involved include, but are not limited to the following:

- Attendance and participation in project status meetings;
- Knowledge of all relevant policies and procedures;
- Review/validation of data conversion, data collection process;
- Ensure that the data conversion activities are complete;
- Ensure appropriate sign-off that data is correct;
- Creation and distribution of escalation procedures for the NGPC contract;
- On-call support available after standard Help Desk hours; and
- Issue logging and management.

Technical Operations, Security, and Database Administration Teams

Technology Operations (Tech-Ops), Security, and Database Administration (DBA) are responsible for all database and central hardware/networking components associated with the implementation of any project. Duties of these teams include, but are not limited to the following:

- **Tech Ops** – Tech Ops is responsible for determining any system requirements from the client end for a successful go-live. If required, this includes the setup of communications to the central database.
- **Security** – Security is responsible for reviewing and implementing system security protocols and functions during Implementation, proactively addressing potential security issues during Transition and Production, and responding to security breaches/issues during the system life cycle.
- **DBAs** –DBAs are responsible for maintaining the data integrity and security levels associated with the NGPC information in the Aspira database. DBAs are also responsible for running any scripts required against the database.

These teams provide back-end services at the global level and support all of Aspira's clients on all systems and instances.

Resumes of Your Dedicated Team

On the following pages, we have provided resumes for your key personnel, as well as your larger team, who will be responsible for managing and delivering on your Web-Based Permit/Licensing System.

Kevin Fuller

Sr. Client Services Manager

Client References

Richard Reyes,
ALDS System Manager.
California Department of Fish and Wildlife.
RReyes@dfg.ca.gov
(916) 928-6899

Shanda Knapic,
Chief of Licensing.
Kansas Dept of Wildlife Parks & Tourism.
shanda.knapic@ks.gov
(620) 672-0735

David Johnson,
Financial Management Division Mgr.
State of Connecticut, Department of Environmental Protection,
David.Johnson@ct.gov
(860) 424-3119

Similar Projects

California Department of Fish and Wildlife

Kansas Dept of Wildlife Parks & Tourism

Province of Saskatchewan, Ministry of Environment

State of Washington, Department of Fish and Wildlife

State of Oregon, Department of Fish and Wildlife

Education

Master of Science in Sport Administration & Management, University of Wyoming

Bachelor of Science in Business Administration, University of Montana-Great Falls

ASPIRA™

Summary

Kevin provides leadership for complex, integrated web-based POS applications, direct coordination of all post-implementation tasks involving transition management of client from product implementation to client support and vendor management. Mr. Fuller has led many complex, integrated processing system implementations at 6,000 retail locations, providing direct coordination of all system implementation tasks involving transition management of client from product implementation to client support and vendor management.

Experience

Aspira, Senior Manager - Client Services 2011 - Present

- Currently oversight of ten client operations representing nearly $500 million annual revenue processing over 25 million annual sales transactions in our Hunting & Fishing and Parks markets.
- Broad authority across departmental lines and single point of contact for contract-related management, service and technical related requests, problem escalations, product change order requests, new service needs and requirements, supervises all client related internal processes.
- Leads and mentor's staff in maintaining client and vendor management processes and disciplines in the areas of: project schedules, quality management, communications management, cost management, risk/issue management and change management.

Active Network, National Account Exec/Project Mgt 2006 - 2011

- Responsible for the product development and growth of $90 million in new business for North American Hunting, Fishing & Campground markets.
- Identify new market opportunities, report on the business development of new state growth and cross sell lead generation as well as analyze potential development opportunities and produce ROI analysis.
- Develop leads, pre-proposal visitations and proposal coordination with business and technical staff, including all presentations and contract negotiations.
- Provide day-to-day project management of Licensing system application development and client relationship support for multiple State Fish & Wildlife agencies.
- Direct business requirements analysis, design specifications, custom HTML/JAVA development, testing, training and marketing for new product development solutions.

717 N Harwood St Suite 2400 | Dallas, TX 75201 | www.AspiraConnect.com

Sonia Gupta

Senior Project Manager

Client References

Robert Cann – Manager
Government of Manitoba
Email: Robert.Cann@gov.mb.ca
Phone: 204.795.5370

Tara Gallagher –
Concessions/Enterprise Manager
North Carolina State Parks
Email: tara.gallagher@ncparks.gov
Phone: 917.707.9346

Carl Jeeter –
Technology Support Analyst
North Carolina State Parks
Email: carl.jeeter@ncparks.gov
Phone: 919.606.8248

Similar Projects

Manitoba Hunting and Fishing

Minnesota Hunting and Fishing

Pennsylvania Hunting and Fishing

Education

University of Toronto,
Bachelor of Arts

Project Management
Professional Certification from PMI

Six Sigma Green Belt

Six Sigma Black Belt

ASPIRA

Summary

Certified in Project Management and Six Sigma with 12 years of demonstrated IT experience in Project Management, Release Management & Customer Relationship Management having handled highly complex projects using Agile and Waterfall project management methodologies.

Adept in Agile Project Life Cycle Management from inception to implementation including project planning, risk and issue management, change control procedures, project progress monitoring and delivery as per quality and time norms while taking care of documentation and interfacing with cross-functional teams. Additionally, responsible for managing software product deliverable from the concept phase, planning phase, through the development and test execution phase, to product release, using Agile development process and practices.

Experience

Senior Project Manager, Aspira — 2018 - Current

- Partner with state, province, and local government agencies throughout North America to implement, integrate, and upgrade Aspira products, including:

Lead Project Manager for Government of Manitoba conservation licensing Implementation.

- Managing a multi-year, phased implementation project to migrate Manitoba portfolio of hunting/fishing licenses, park permits, big game draw and special license applications to meet their on-sale dates.
- Planned and migrated from their legacy system to Aspira One.
- In collaboration with the client, strategically planned additional phases to meet their business needs.
- Facilitated discovery with Product Management and Client representatives.
- Tracking and monitoring delivery of product development, configuration management, and quality testing of new functionality and workflows.
- Coordination of user acceptance testing and sign-off with client.
- Oversight in the phased deployment to production.

Lead Project Manager for Government of Minnesota electronic licensing Implementation.

- Managing the implementation of Event Management Solution that will interface with the Electronic Licensing System used for issuance of hunting and fishing licenses.
- Facilitating discovery sessions with the client to lock the scope.
- Tracking and monitoring delivery of product development, configuration management, and quality testing of new functionality and workflows.
- Coordination of user acceptance testing and sign-off with client.

Lead Project Manager for Pennsylvania Automated License Service

- Facilitated discovery with Product Management and Client representatives.
- Tracking and monitoring delivery of product development, configuration management, and quality testing of new functionality and workflows.
- Coordination of user acceptance testing and sign-off with client.
- Deployment to Production.

Graham Gurdon

Senior Technical Account Manager

Client References

Mary Becker, Project Manager – Licensing Department.
(620)-672-5911 ext 181
Mary.Becker@KS.GOV

Deborah Serafinchon, Licensing Program Services Specialist.
Alberta Environment & Parks
(780) 427-9309
Deborah.Serafinchon@gov.ab.ca

Shanda Knapic, Chief of Licensing.
Licensing Department.
Phone: (620)-672-5911
Email: Shanda.Knapic@ks.gov

Similar Projects

Idaho Fish & Game

Washington Fish & Wildlife

Missouri Dept. of Conservation

Alberta Environment & Parks

Campground Reservation – Multiple State, Federal and Private contracts

Education

Volunteer State Community College, Studied Early Childhood Education.

Graham has been a technical resource within Aspira since 2007. He has been a Technical Account Manager since 2011. His business knowledge and expertise with data and software, provide a comprehensive approach to the ongoing operational needs of each contract.

Graham has been the Technical Account Manager for multiple agencies including Idaho Dept. of Fish and Game, Washington Dept. of Fish and Wildlife, Missouri Dep of Conservation, and Alberta Environment and Parks. He is the contact for systems operational efforts, such as configuring a catalog, business rules, reports, managing release communications, triage challenges and escalations.

Experience

Sr. Technical Account Manager, Aspira — 2011 - Current

- Serves government hunting, fishing and campground clients as a Technical Account Manager for over eight years and at a Senior level for three years.
- Works with clients to ensure a full understanding of their business needs and communicates those needs across Aspira for any ongoing operational or development requirements.
- His background in Information Technology enable him to quickly become a subject matter expert for the custom software solutions that are provided to our clients. His SQL data skills allow him to fully navigate and understand client data. This helps provide accuracy when setting up new project data and detailed analysis of ongoing sales data.

Tier III Helpdesk, Active Network — 2009 - 2011

- Provided Level 2 technical support to Hunt and Fish clients across North America and Canada. In this highly technical position, he was required to work directly with retail agents and state/provincial government offices to ensure operations and resolve any hardware, software and networking issues that may occur.
- This role also involved training new support staff at various support locations.

Call Center Representative, Active Network — 2008 - 2009

- Assisted consumers and processed transactions for hunting and fishing licenses
- Included working with the internal IT team to implement and distribute new process workflows.

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David Ziegler

Senior Product Manager

Client References

Laura Hyman, Director of Technology.
United States Tennis Association
914-696-7261
hyman@usta.com

Kynan Waggoner, CEO
USA Climbing.
303-499-0715
kynan@usaclimbing.org

Jim Baugh, Founder
PHIT America.
561-529-2989
jim@phitamerica.org

Similar Projects

Designed personalized experiences to attract and retain consumers.

Designed and built a complex multi-season online scoring, ranking and results system for premier Climbing events.

Worked with Municipal, State and Federal levels of government to build and deploy Content and Issue Management solutions.

Education

DeVry Institute of Technology
Bachelor of Science Electronic Engineering Technology (B.Sc EET)

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David has been with Vista Technology companies for over 14 years and has played various development and customer facing roles during that time. He has a proven track record of increasing revenue and reducing costs for clients through the development of external strategies and product delivery. His intent is to know and understand the needs and goals of each client he works with and apply this understanding to the delivery of a market leading solution.

Experience

Senior Product Manager, Aspira — 2017 - Current

- Develop and maintain ongoing hunt and fish licensing solutions that are based on market research, win/loss analysis, product analytics and more.
- Work closely with clients to uncover specific needs and offer solutions to meet those needs.
- Build and validate prototypes of new features.

Senior Business Analyst, Aspira — 2016 - 2017

- Worked with strategic customer accounts to define requirements for custom development projects.
- Drove solution delivery through design, development, and implementation.
- Increased revenue for Engineering Services and customers alike through the delivery of new technology.

Technical Solutions Engineer, Aspira — 2011 - 2016

- Supported Sales and Product Development in the demonstration, design and delivery of custom software solutions.

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Christopher Baron

Database Architect

References

In his role as System Architect, Chris' work is 100% internal to Aspira. He does not work directly with clients and as a result external references are not available.

Internal references include:

Susan Grant, Director Client Services.
289-290-2739
Susan.Grant@AspiraConnect.com

Steven Ren,
Senior Manager,
Software Development.
289-290-2783
Steven.Ren@AspiraConnect.com

Steve Wade, C.T.O.
469-291-0623
Steve.Wade@AspiraConnect.com

Similar Projects

Aspira One (State and Federal campground reservation and hunting and fishing licensing systems)

Aspira H&F Legacy (State and Federal hunting and fishing licensing systems)

Aspira Focus (Next generation State and Federal hunting and fishing licensing systems)

Education

George Brown College, Toronto, Ontario

Christopher is a database architect with more than 20 years of IT experience. He has designed, maintained, monitored, and tuned numerous mission critical production and development database environments. He brings expertise in both physical and logical database design and has been responsible for/contributed to upgrading and migrating a myriad third-party and proprietary software systems.

Experience

Database Architect, Aspira — 2008 - Current

- Provides expertise in database administration, system/technology architectural experience, including hardware, OS, web/application tier design, implementation, and optimization
- Design, implementation, and administration of Aspira's Oracle database environment

Senior System Engineer, Parlay Entertainment — 2006 - 2008

- Researched and deployed solutions providing continuous availability through combination of offerings such as Oracle RAC, Dataguard, and Goldengate replication, running on VMware vSphere and bare metal environments

Senior Database Administrator, Workbrain — 2002 - 2006

- Deployed and maintained internal and customer-hosted databases using Workbrain's proprietary ERM software
- Duties included the following:
  - Installed and maintained database software
  - Planned/creation of new instances
  - Performed tuning, monitoring, and backup/recovery of development and hosted production Oracle, DB2, and SQLServer database systems

Database Administrator, IPIX — 1999 - 2002

- Created and administered publicly facing enterprise CRM system
- Administration duties included;
  - Oracle's tool suite
  - DBArtisan
  - SQL Navigator
  - UNIX administration
  - Vantive application servers
  - Sun Solaris servers

Lead Analyst Quality Assurance, Softarc — 1997 - 1999

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Roberto Alvarado

Director, Software Development

Client References

Barb Stoff - Project Manager
Electronic Licensing System
New Jersey Division of Fish and Wildlife
(609)-292-9173
Barbara.Stoff@dep.nj.gov

Casey Heideman – Project Manager,
Parks Business System
Texas Parks & Wildlife
(512)-389-8810
Casey.Heideman@tpwd.texas.gov

Steve R Michaels - Program Director
Division of Fish and Wildlife
Minnesota Hunting & Fishing
Electronic Licensing System
(615) 355-0150
steve.michaels@state.mn.us

Similar Projects

Minnesota Hunting and Fishing Electronic Licensing System

New Jersey Hunting and Fishing Electronic Licensing System

Texas State Parks Reservation System

Education

Trevecca Nazarene University,
Nashville, TN
Bachelor of Computer Information Systems

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Summary

Manage Aspira software development department responsible for design, development, validation, implementation and production support of campground reservation and electronic licensing systems.

Experience

Director, Software Development, Aspira — 2013 - Current

- Lead director of software development for wildlife and campground solutions.
- Collaborated with senior staff to develop cohesive plans for the development of innovative software products.
- Led and supported the implementation of the company's roadmap.
- Coordinated activities between engineering services departments and production, research and development, design engineering, software engineering, systems and quality.
- Hands-on involvement, in order to achieve clients and product goals, objectives and milestones.
- Managing a team of development managers and software engineers.
- Led cross functional efforts to ensure client requirement are met for full back office requirements.
- Negotiate contracts with third party software and service providers resulting in significant savings for the organization.
- Continuously improving software development process in order to increase capacity and quality of development teams.
- Managed hosting contracts with IBM professional partners.
- Managed multiple client replication platforms with various target databases, including Oracle, DB2 and MSSQL.
- Direct report to CTO.

Sr. Manager, Software Development, Aspira — 2009 - 2013

- Led the design, architecture and development of multiple wildlife licensing solutions.
- Performed project management duties including agile and waterfall methods.
- Enhanced SDLC policies and procedures by defining and enforcing development, build and release process.
- Executed business and product process with the collaboration of all stakeholders.
- Created and managed multiple API's to ease integration and functionality of clients.
- Managed team of software engineers, business analysts, and database administrators.

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Kunal Sharma

User Experience Designer

Client References

Linda Lanterman – Director
Kansas Dept of Wildlife, Parks and Tourism
(620)-770-0718
Linda.Lanterman@KSOutdoors.com

Robin Campese – Director
Saskatchewan Parks
(306)-798-3308
robin.campese@gov.sk.ca

Rob Corrigan - Provincial Big Game Specialist
Alberta Environment & Parks
(780)-427-3271
Rob.Corrigan@gov.ab.ca

Education

Master of Business Administration, Punjab Technical University. 2013.

Bachelor of Arts, Punjab University. 2005.

Summary

Kunal is an influential and transformative UX/UI designer with 13 years of experience building brands and driving revenue growth by observing, engaging, and empathizing with users to understand their skills, motivations and deliver the products with the most optimal user experience and user interface in an agile development environment.

Experience

User Experience Designer, Aspira — 2021 - Current

- Responsible for creating interactive programs that enhance a customer's experience with a brand Facilitating discovery with Product Management and Client representatives
- Facilitate an enjoyable experience using various forms of digital and web media
- Strong functional understanding of coding and transfer the brand's strengths and personality seamlessly throughout the interface of a product

Gp Sourcing Pvt. Ltd. (Covalience, LLC) — 2013 - 2020

- Practice lead – UI and UX Design

Soft System Solution — 2008 - 2013

- Team Lead – Designing

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Matthew Borgese

Director, Information Security

Client References

In his role as Director of Information Security, Matthew's work is 100% internal to Aspira. He does not work directly with clients and as a result references are not available.

Certifications

Certified Information Systems Security Professional (CISSP)

Certified Information Security Manager (CISM)

Certified Ethical Hacker (CEH)

Security +

Network +

A+

Education

University of Maryland Global Campus
Bachelor of Science, Cybersecurity

Accomplished Director offering over 13 years of experience in combining cross-functional competencies in information security, risk management, data protection and compliance. Expert in boosting efficiencies, quality and performance. Successful in creating and executing standard operating policies and procedures to positively impact organizational goals. Dependable leader with skills to develop, coach and motivate staff while interfacing with executives on all levels.

Experience

Director of Cyber Security Operations, Conduent 2019 - 2020

- Defined cyber security vision, strategy, and multi-year roadmap.
- Authored, publicized and promoted vulnerability management, incident response, and security engineering plans, processes, and procedures.
- Partnered with Information Technology, Product, DevOps, and Business leaders to formulate and pioneer strategies fostering secure by design culture.
- Designed, developed, and executed executive cyber security key risk and performance indicator metrics and reporting program.
- Quarterbacked cyber security incident response efforts through containment, eradication and recovery.

Sr. Manager, Cyber Security, Syniverse Technologies 2018 - 2019

- Architected, engineered, and deployed Splunk Enterprise, Symantec Data Loss Prevention, and ThreatConnect solutions.
- Chartered, formalized, and maintained cyber security incident response plans, procedures and playbooks.
- Established, defined and shaped data loss prevention team and program.
- Served as cyber security subject matter expert on Architecture Review Boards (ARB) and Risk Committee.

Associate Director, Cyber Security, DTCC 2012 - 2018

- Founded, mobilized, and managed cyber security incident response team, security operations center, and data loss prevention team.
- Headed complex and sensitive security incidents regarding information security threats and data loss violations.
- Oversaw 3rd party vendors providing managed security services, cyber security incident response, and engineering support.

Information Systems Technician, US Navy 2007 - 2012

- Authored cyber threat intelligence reports and briefed command leadership on new and emerging cyber threats.
- Served as Information Assurance Officer and Information Warfare Supervisor.
- Orchestrated response efforts for cyber security incidents, policy violations, and data leakage.
- Oversaw usage, storage and destruction of Top-Secret encryption keys and devices with no mishandling incidents.
- Administered unclassified, secret, and top secret networks, systems, and security controls

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Phil Harvey

Systems Architect

References

In his role as System Architect, Phil's work is 100% internal to Aspira. He does not work directly with clients and as a result external references are not available.

Internal references include:

Mary Beth St. Dennis,
Senior Director, Support and Call Center,
518-306-2601
MaryBeth.St.Dennis@AspiraConnect.com

Susan Grant,
Director, Client Services,
289-290-2739
Susan.Grant@AspiraConnect.com

Steven Ren,
Senior Manager, Software Development,
289-290-2783
Steve.Ren@AspiraConnect.com

Similar Projects

Aspira One (State and Federal campground reservation and hunting and fishing licensing systems)

Aspira Focus (next-generation State and Federal hunting and fishing licensing systems)

Aspira legacy Hunting and Fishing License Systems (State and Federal hunting and fishing licensing systems)

Education

Rensselaer Polytechnic Institute, Clifton Park, New York

Phil is a systems architect with more than 10 years of experience in Information Technology with a focus on operating systems, security, and high availability application architecture. Phil is proficient in building, configuring, deploying, and performance tuning numerous application implementations across different server and OS architectures. He has played key roles in several high-profile datacenter migrations as well as migrations from physical to virtual infrastructures. Additionally, he has designed and built several disaster recovery environments and am familiar with several configuration management and automation solutions.

Experience

Systems Architect, Aspira	2016 - present
Senior Systems Engineer, Aspira	2014 - 2016
System Engineer III, Aspira	2012 - 2014
System Engineer II, Aspira	2010 - 2012
System Engineer I, Aspira	2008 - 2010

Specialties include: Server Architecture, Unix/Windows Administration, VMWare, AWS, IIS, Apache, Tomcat, Ruby, RSA, Networking, Unix Shell scripting, PowerShell scripting, Perl, Automation via Chef/Ansible/SaltStack, Performance Tuning, Disaster Recovery, to name a few.

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Steve Sherwood

Vice President, Software QA Engineering

References

Casey Heideman – Project Manager, Parks Business System
Texas Parks & Wildlife
(512)-389-8810
Casey.Heideman@tpwd.texas.gov

Beth Grove – Park Operations Manager
Pennsylvania State Parks
(717) 783-3313
elgrove@pa.gov

Jenn Pase – Assistant Manager, Administrative Services
Delaware State Parks
(302)- 739-9058
jennifer.pase@delaware.gov

Education

Sheridan College, Oakville, Ontario. Computer Programming

Notable Achievements

- Agile Scrum Immersion, Active Network, internal instructor-led course, Mississauga, ON, 2014.
- Leading High Performing Virtual Teams, Active Network, internal course, on-line, 2012.
- Leadership Development Workshop, Active Network, internal course, Mississauga, ON, 2009.
- Project Planning, TicketMaster/IAC, self-directed, on-line, 2006.
- Information Systems Project Management, Canadian Management Centre, Toronto, ON, 2000.

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Steve is a Quality Assurance leader with more than 23 years of experience in software testing, automation, and performance testing, coupled with more than 18 years of progressive team lead/management experience. Steve is a highly technical, process-oriented, hands-on leader with a proven track record of delivering quality products for multiple concurrent projects.

Experience

Sr Director, Software QA Engineering, Aspira	2015 - Current
Director, Software QA Engineering, Aspira	2008 - 2015
Manager, QA, Aspira	2004 - 2008

- Overall responsibility for 70+ testers, QA leads and managers, and Scrum Masters across multiple locations in North America and China
- Primary projects focus on core transaction platform and rules engine, client implementation, data migration, data analytics/reporting, and hosting environment projects for campground reservations, permit and ticket sales, hunt, fish, and vehicle licensing systems in a multi-tiered, clustered, multi-tenant SaaS environment
- Define, document, evaluate, monitor, and enforce processes related to product and service quality, integrating requirements from corporate, client, and external regulators as necessary
- Regular collection and review of project metrics; coaching of Development and QA teams on process improvements; reporting results to VP and C-level execs
- Review of test process, functional and load test plans, and test results with clients.
- High level of involvement in load testing and test automation projects

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Aaron Sherman

Senior Manager, Technical Support

References

Linda Lanterman – Director
Kansas Dept of Wildlife, Parks and Tourism
(620)-770-0718
Linda.Lanterman@ksoutdoors.com

Christie Sorrels – Business Services Program Manager
Indiana State Parks
(317)-233-6258
CSorrels@dnr.IN.gov

Casey Heideman – Project Manager, Parks Business System
Texas Parks & Wildlife
(512)-389-8810
Casey.Heideman@tpwd.texas.gov

Similar Projects

Campground Reservation – Multiple State, Federal and Private contracts

Hunting and Fishing License – Multiple State and Provincial contracts

Tours – Multiple State, Federal and Private contracts

Education

Frostburg State University, Bachelor of Science, with a concentration in Information Systems

Allegany College of Maryland, Associate of Science

Aaron manages the call center supervisors. and performs daily technical support activities. He is responsible for maintaining Service Level Agreements across multiple contracts and identifying areas to improve efficiencies. In addition, Aaron manages, leads, schedules support staff and prioritize support to users outside the company by troubleshooting hardware, software, and network-related issues.

Experience

Sr. Manager, Technical Support, Aspira — 2008 - Current

- Responsible for direct client communication for the support team
- Manage, lead, and schedule staff members of Tier 1, Tier II and Tier III support
- Establish processes and best practices
- Responsible for maintaining Service Level Agreements across multiple contracts.

BMC Service Desk Express Administrator, Aspira — 2007 - 2013

- Maintained, configured, customized, and serviced cooperate-wide software that aided in incident management, problem management, change management and trend analysis.

Technical Support Supervisor, Aspira — 2004 - 2008

- Oversaw, directed, and scheduled staff members
- Provided support to users within and outside of the company by troubleshooting hardware/software/network-related issues, diagnose equipment and address configuration issues

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Mary Alice Hallett

Senior Manager, Training

References

Devon Adams Colorado
IPAWS, Reservation, & Pass Administrator
303.291.7378
Devon.Adams@state.co.us

Anita J. Wysocki
Massachusetts
DCR Camping Program Manager
617-626-1470
Anita.wysocki@state.ma.us

Rochelle Skinner | Parks Sales & Service Manager
Vermont State Parks
802-522-0841
Rochelle.Skinner@vermont.gov

Similar Projects

South Carolina
Connecticut
New Hampshire
Massachusetts
Florida Forest Service
Oregon
Idaho
Wyoming
Lower Colorado River Authority
Larimer County
Santa Catalina Island
Vermont
24 Federal Permit Areas
15 Federal Tours

Education

State University Of New York Oneonta. Bachelor of Science: Food and Nutrition

Summary

Mary Alice has been working in the call center sales and reservation field for over 20 years. Starting out as a reservation agent then quickly moving to a management position. She has been part of over 50 contract implementations including providing support after the implementation process. As the training manager, Mary Alice was also involved with the company's home-based agent (HBA) program, developing the remote training plan. Since taking over as call center training manager, her responsibilities have expanded to include field training and hunt/fish contracts. Mary Alice supervises staff in Saratoga Springs, Frostburg, and Dallas call centers.

Experience

Senior Manager, Training, Aspira — 2017 - Current

- Responsible for all aspects of field training and hunt/fish training.
- Implementation of an enhanced learning management system that has improved our agent training process.
- Responsible for development and creation of all contracts policies and procedures.

Training Manager, Active Network — 2008- 2017

- Responsible for trainers in Saratoga Springs, Frostburg, Wisconsin, Sacramento Centers, and home-based agent program.
- Implemented our first learning management system.
- Responsible for the development of an online platform that stores all contract reference material used by agents and support staff.

Training Manager, ReserveAmerica/Ticketmaster — 2005-2008

- Developed home- based training plan.
- Assisted with training material for our Ticketmaster partner Disney on Broadway.
- Create computer-based training modules.

Lead Floor Supervisor, ReserveAmerica — 1989-2005

- Responsible for scheduling and supervising up to 300 call center agents and support staff.
- Involved with writing new call center policy and procedures.

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J. Subcontractors

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

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

Aspira is a single-source provider. No subcontractors will be used to deliver the services specified in this RFP. As a true single source vendor, this unique advantage allows for greater performance on the project, a single point of responsibility, and less room for errors or miscommunications.

2. Technical Approach

The technical approach section of the Technical Proposal should consist of the following subsections:

a. Understanding of the project requirements;

To demonstrate Aspira's understanding of the project requirements, we have responded in full to:

- **Section VI. Project Description and Scope of Work**
  - Beginning on page 60
- **Section VIII. General System and Technical Requirements**
  - Beginning on page 159
- **IX. Implementation**
  - Beginning on page 184
- **X. Post Implementation**
  - Beginning on page 191
- **Attachment A – Functional**
  - Beginning on page 200
- **Attachment B – Technical**
  - Beginning on page 471
- **Attachment C – Financial**
  - Beginning on page 522

Note: Per NGPC's requirement, the Cost Proposal has been submitted as a separate file.

b. Proposed development approach;

Aspira has included our proposed development approach in response to:

- **The Project Requirements Traceability Matrix – Attachments A, B, and C**
  - Beginning on page 200
- **Section IX. Implementation**
  - Beginning on page 184
- **The Project Work Implementation Plan**
  - Beginning on page 568

c. Technical Considerations

Aspira has met NGPC's requirements for technical considerations, as included in:

- **Attachment A – Functional**
  - Beginning on page 200
- **Attachment B – Technical**
  - Beginning on page 471
- **Attachment C – Financial**
  - Beginning on page 522

Additionally, Aspira has responded in full to:

- **Section VI. Project Description and Scope of Work**
  - Beginning on page 60
- **Section VIII. General System and Technical Requirements**
  - Beginning on page 159
- **IX. Implementation**
  - Beginning on page 184
- **X. Post Implementation**
  - Beginning on page 191

d. Detailed Project Work Plan; and

Aspira has provided a detailed project work implementation plan which is included in the Appendix, beginning on page 568.

e. Deliverables and due dates.

Deliverables and due dates are included in Aspira's Project Plan materials located in the Appendix:

- **Project Implementation Plan**
  - Beginning on page 568
- **High-Level Project Timelines**
  - Beginning on page 583
- **High-Level Project Milestones**
  - Beginning on page 584

VI. Project Description and Scope of Work

A. Project Overview

The State of Nebraska (State), Nebraska Game and Parks Commission (NGPC), is seeking a qualified bidder to provide a statewide, Web-Based Permit/Licensing replacement system that provides for automated permitting/licensing issuance, event registration, Customer Relationship Management (CRM), wildlife harvest reporting, Point of Sale (POS), and revenue management system that must support all existing business processes. The system must complete transactions in real-time and provide cutting edge technology for both NGPC staff and customers. The system must provide flexibility for product/commodity expansion and specific business rule application by product/customer/location or other variables.

Aspira's solution for supporting Nebraska's Web-Based Permit/Licensing System is the most widely-deployed fish and game licensing system in North America. The solution is the most proven and easiest to use platform for agency staff, agents and consumers to use to manage all of their Permit/Licensing needs – from buying or selling a license, using extensive reporting to assist decision making to reporting harvests or managing hunter education.

Foundational Elements

At the core of the Aspira One solution are seven foundational elements through which all other interfaces, extensions and modules connect and interact:

- **Customer** – The customer record in the Aspira solution contains all information related to the customer to support the business rules associated with license sales and to provide a full history of customer interaction with the NGPC.
- **User** – The user is provided role-based permissions to interact with the system as an administrative level. All actions performed by users within the solution are tracked for auditing purposes.
- **Product** – License products, permits, and applications are managed in a central repository. Inventory, fund distribution and business rules can all be applied to products to determine how many are available, where product fees should be distributed, and who is eligible to purchase the product.
- **Business Rules** – Any number of business rules can be configured and applied to license products and permits. They can be related to age, residency, disability, certifications and more.
- **Controlled Hunt Rules** – Draw hunts may have specific rules and regulations. The controlled hunt rules allow for the configuration of quota hunts, management of preference points, draw dependencies, 1st and 2nd lotteries, 1st and 2nd choices, instant lotteries and any combination of the above.
- **Reservation Engine** – Ability to support campground reservations (if you choose to move to a consolidated solution over time, the solution includes an optional

booking/reservation engine that supports the presentation of inventory and eliminates any chance of double bookings.

- **Accounting** – The solution can be configured to match the NGPC chart of accounts such that all transactions that occur within the system can be distributed to the appropriate funds. The solution also supports the secure storage of License Agent banking information for the purpose of Automated Clearing House (ACH) sweeps, so NGPC can easily collect outstanding monies electronically and on schedule.

Ancillary Functions

The ancillary functions of the system are those components which fall outside of the sales, administrative and reporting processes. These components rely on and leverage the data and configuration information managed by those processes and extend the solution to provide additional value and experiences to NGPC users and customers. These solutions most often rely on a robust and secure set of Applications Programming Interfaces (APIs) to connect in real-time to the core application but can, in some instances, support offline modes when in remote and disconnected areas of the State.

- **Hunter Education** - Dynamically updates customer profile based on completion of courses;
- **Event Management** - Including seminars, nature exploration groups, bird watching events etc.;
- **Camping Reservations** - Provide for the sale and management of reservations, activities and merchandise sold in the field at NGPC locations, via our call centers, or online via website(s) and mobile apps;
- **Consumer Hunt & Fish App** – Provides electronic licenses, permits and tags as well as useful information such as regulations, hunting areas etc.; and
- **Law Enforcement Mobile App** – Provides officers with real-time, secure, mobile access to vital customer information to validate compliance.

Permit Issuance

The solution provides multiple channels through which a customer can transact with the system. All sales channels post transaction information to the system in real-time to ensure Agency users and customers have the most up-to-date information at all times.

Sales Channels

License Agents – A Point-of-Sale interface is provided to authorized external license agents to sell products over-the-counter on agent owned hardware or Aspira-provided POS hardware.

Internet Sales – The Internet Customer portal allows customers to view the product catalog and purchase only those products for which they are eligible based on customer NGPC business rules and regulations.

Native Mobile App – Built for iOS and Android, the mobile Hunt & Fish app provides a means for customers to carry an electronic version of their documents and link to the product catalog for additional purchases.

Wildlife Office Sales – A Point-of-Sale interface can be customized for NGPC wildlife offices, offering a more comprehensive product set than might be available at an external license agent.

Parks Office Sales – A Point-of-Sale interface can be customized for parks offices, limiting the product set to only those products that can be used within regional or state parks.

Phone Sales – Aspira agents or NGPC agents can sell products to customers through a combination of Interactive Voice Response (IVR) and live agent interaction.

Administration

System administration is governed by an extensive set of configurable permission-based roles to which agency users are assigned. Existing roles can be configured or additional roles created to meet NGPC needs, with the system's various administrative functions assigned to each role.

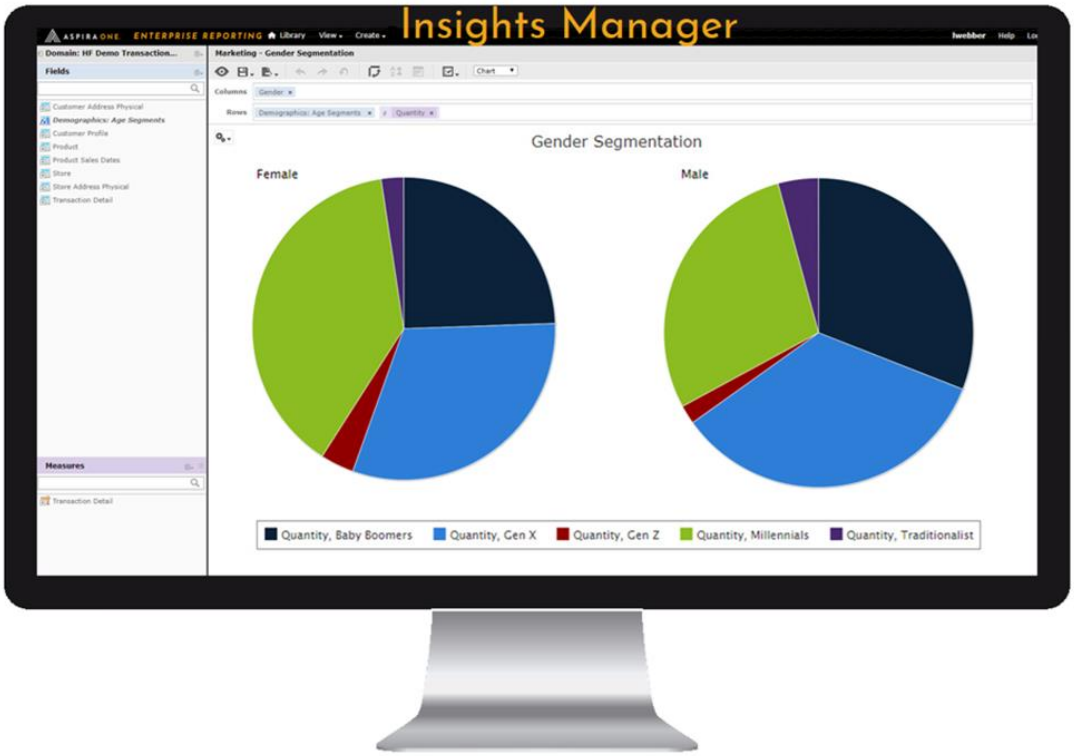
The administrative interface supports the operation of Nebraska's Web-Based Permit/Licensing System. It enables the configuration and maintenance of all aspects of the solution.

Reporting

The solution includes more than 300 "canned" or pre-configured reports that can be used to generate report data upon request or at a scheduled interval. These reports provide data from all facets of the system including:

- Customer Data;
- Transaction and Sales Data;
- License Agent Data;
- Inventory Information;
- System audit information; and
- Performance Data.

In addition, the Data Insights component of the system provides an easy-to-use interface for building ad-hoc reports. These reports can be saved, scheduled and delivered as desired through the report builder interface.



Custom Ad-hoc Reporting Suite

1. Qualified bidders should anticipate handling all related functions or processes from the beginning of a permit transaction, including but not limited to:

a. data processing,

Aspira One provides industry leading data processing capabilities. The solution can support all products, configurations, product pre-requisites, interdependencies, relationships and restrictions. With consolidated, real-time data and configuration control, NGPC can dynamically manage real-time changes to your license catalog, pricing, availability, and business logic – which can be made effective immediately through any or all channels. NGPC immediately becomes more responsive to environmental, legislative and regulatory changes.

The flexibility of our solution allows Aspira (and you) to customize to meet the emerging business and legislative needs of NGPC. You will not be restricted to specific business rules, logic, or specific design elements even though the solution is a commercial SaaS offering — the solution will be uniquely your system!

b. telecommunications,

Aspira One uses a web-based user interface. NGPC agency or field locations will access the Aspira Hunting and Fishing application through a local Internet service, after satisfying all log in requirements. The minimum requirement of Internet speed is 1 mbps per concurrent user.

c. vendor support functions,

Aspira understands that providing best-in-class support is key to successful partnerships, building trust, and ensuring strong contract governance. We provide a host of support functions, and below we will list a sampling of the many ways we will empower NGPC, your agents, and your customers.

Unparalleled Help Desk Support

License Agents, Nebraska Product Administrators and Field Staff will have unlimited access to Help Desk Services via a dedicated toll-free number, via the Support link on the Launch Pad. Our Help Desk has more than two decades of unparalleled experience. Staff are available 24/7 year-round.

In 2020 our dedicated Help Desk team answered more than 87,000 Help Desk calls (the peak month was October with 26,820 calls).

Since Aspira provides both training and Help Desk services internally, NGPC will receive a consistent approach with synchronized training and support service. We constantly monitor support statistics to measure the effectiveness of training and look for common problems, so solutions can be developed, and training enhanced.

Aspira training and agent services are based on the concept that effective training decreases equipment problems, reduces Help Desk calls, and diminishes wasted stock – all while improving customer service, satisfaction, and ultimately participation and compliance.

Aspira manages support as an integral part of our full-service contracts. Aspira has demonstrated our understanding of the importance of maintenance and support. We realize that recreation agencies need more than an implementation – the success of your system is in the services and operations that are reliably available every day to your staff and customers. Our ongoing support services are designed to enable your users to achieve the highest possible level of productivity using Aspira One.

Whether in need of guidance regarding how to complete a complex transaction or assistance with resetting your password (which can be done with the single click of the mouse), our technical support team is highly trained and able to assist system users quickly and professionally. The support provided by Aspira is designed to be instantly reachable and able to solve all problems quickly.

All calls and problem reports dealing with software and hardware are logged, tracked, and resolved by trained help desk technicians using our support center application.

This application tracks every case opened. When an Aspira One user calls the Help Desk, a trained support representative enters the data into Support Center and provides the caller with an automatically generated case number, which allows the user to track the status of the case if it is not resolved and closed in the initial call.

Our support application provides automated escalation if priority-based case closure time periods are not met. The support application automatically "time stamps" each entry, thus precisely tracking the timeline of each problem and resolution.

NPGC staff will benefit from the fully operational Help Desk from Day One of the new contract:

- Unlimited support via a dedicated toll-free Help Desk number;
- Skilled support staff who solve problems, not just open cases;
- A skilled staff sized to maximize answer rate and minimize hold time;
- Live support staff provide assistance covering all aspects of the system; and
- After hours availability of on-call staff for system issues.

Comprehensive Support Center

All reported issues are categorized and centrally tracked in our enterprise-level case management system. Users can create, view, or modify their cases online via our portal or through a help desk representative. All calls and problem reports dealing with software and hardware are logged, tracked, and resolved by trained help desk technicians using our Support Center application.

Our Salesforce system allows us to perform the following:

- Provide Nebraska with the status of all cases 24x7 via the online portal;
- Ensure every case is tracked through to resolution using an automatically generated case number, which allows the user to track the status of the case if it is not resolved and closed in the initial call;
- Provide reporting breakdowns at the problem type level, allowing categorization of issues into common categories, such as how-to requests, as well as at the user, location, and agency level to identify trends specific to regions and users;
- Provide role-based permissions to submit, view, and modify cases online;
- Create advanced analytics reports to identify trends and recurring problems; and
- Provide automated escalation to higher tiers if priority-based case closure time periods are not met.

Updated and Easy-to-Read User Guides

Aspira One includes online user guides which are updated as system changes occur. These user guides are available to every system user and provide a searchable resource to find accurate answers to system questions quickly and easily. These on-line user guides include all information required for terminal operation and maintenance including:

- Terminal setup and installation;
- Terminal troubleshooting; and
- Step-by-step instructions to:
  - Sell licenses
  - Apply for and claim lottery awards
  - Void transactions
  - Run reports
  - View sales totals.

Robust and Proven Training Support

Our advanced, proven training solution offers a full range of tactics to ensure the highest level of license vendor productivity and satisfaction:

- Training for relevant NGPC staff to be completely familiar with all aspects of all sales interfaces.
- Online training modules that are accessible via a shared location for follow up or refresher training at the user's convenience
- Training, whether online or by phone, is completed at the license location and is "hands-on" using the vendor's equipment in their normal sales environment.
- Using the training mode function allows users to "practice" sample transactions without the fear of using confidential customer data or chargeable transactions.

Training Best Practice

Many agent locations are seasonal or at least have seasonal employees. Best practice is to have each agent user retake the full 30-minute training each season. This serves as refresher training and also ensures that any off-season updates are communicated to agent **staff.**

- Comprehensive user guides (electronic and on-line), available to any user level and format preference.
- Quick reference guide (printed, electronic, online).
- Post-training surveys allowing users to suggest areas for improvement and Training team to identify training gaps. Survey results are shared with the Client promptly.
- 24-hour ongoing Help Desk support from Aspira through a toll-free number displayed on all materials.

Your training plan will be tailored to the particular needs of NGPC and your license sales vendors but will be substantially similar to the provided example. Additionally, the training plan is a living document. As changes occur to the system, policies, or procedures throughout the life of the NGPC—Aspira relationship, the training plan and training materials will be updated to reflect these changes. This ensures that any new NGPC staff, vendors, and vendor staff remain current on the system and related processes.

Some of the key points of your training plan include:

- License vendor training timeframe
  - 30 days before go live;
- NGPC staff training timeframe;
- UAT training is completed immediately before UAT testing
  - Go live train is recommended as close to the go live date;
- Training effectiveness certification
  - Assessments are completed by Vendor/Agent training not by the state; and
- Training curriculum will be submitted for approval 30 days before UAT training.

Project Documentation

Aspira collaborates with clients using a variety of tools, including Microsoft SharePoint. As your selected provider we will launch this platform for NGPC on day one.

As part of this repository we provide weekly status reports, dashboards, conference call notes, and follow up items. A draft MS project plan is provided for each of our projects along with a high-level milestones document in a format that it more easily passed throughout your agency.

While patches and release notes are documented and provided via email, these will also be added in the document repository.

Documentation in the form of user guides for each application is available online through the Aspira One Launch Pad. User Guides are updated with each product release to ensure up-to-date, current information is always available in any environment.

In addition to these guides, Aspira One contains help files and multiple short, topic specific training videos that can be accessed during user sessions while a transition is occurring.

d. installation and maintenance of automated issuance equipment,

Aspira will confirm the required equipment with each license sales vendor and NGPC office, including the scheduled delivery with installation instructions. As part of the new system training, we will confirm that any new equipment is installed and functioning properly.

Once the license sales vendor information has been received and confirmed, full equipment configurations are assembled, packaged—along with a self-install guide—and dispatched to the designated representative. The license vendor is then empowered to complete the installation process by following the guide or calling directly to our 24x7 Help Desk team.

[redacted]

Our Warehouse Deployment Center located in Dallas, Texas is adjacent to the airport and is staffed with full-time employees who support and equip more than **20,000** license sales agents throughout North America.

Aspira operates its own warehouse and distribution service, dedicated to serving the equipment and supply needs of our license solution clients and their agents and tax collectors.

Aspira provides your offices and agents with equipment that allows them to sell all permits, licenses, and merchandise available through NGPC as controlled by Business Rules for the specific agent and the specific customer. NGPC controls what channels and who can sell the products within the overall catalog. As part of our license vendor equipment agreement, we will collect an equipment bond from each vendor and track that bond within our solution. Should it become necessary, we will coordinate with an vendor or former vendor to return any equipment. Should this equipment not be returned as instructed, we will notify NGPC of any required action against this equipment bond.

We will issue a single terminal configuration to each license vendor. For vendors that choose to provide their own computing equipment, we will provide a cable and printer for printing licenses on NGPC-approved printable paper.

Our Warehouse Management and Logistics team oversees our asset management system. Aspira maintains its own equipment depot (monitors, license printer, cash drawer, check validation printer, scanner, label printer, card swipe) and repair center in our Dallas location. Equipment inventory, shipping, and receiving records are managed with internal software (CSM). A spare pool of equipment is maintained to quickly respond to any failure in the field. Sufficient inventory is maintained to address replacement needs. In addition, Aspira Warehouse Management and Logistics sends clients a weekly inventory report with the following information:

Warehouse Stock	In Repair	Pending Orders
Received (unopened)	Repair in progress	Replacement
In QC process	Repaired in Transit to Warehouse	Order
Packaged and ready for shipping		Deployment
		Orders
		Return Orders

Equipment Maintenance/Replacement

We provide maintenance of the Aspira-provided front-end equipment including terminals, printers, and barcode scanners. To help ensure that all equipment we provide (especially front-end equipment) remains available to your license vendors, we will not only provide Help Desk services to troubleshoot and resolve as possible equipment issues, but we will also maintain a spares pool adequate to ensure that any failed hardware provided by Aspira can be promptly replaced. Additionally, as software or firmware updates are released, we will maintain a log of all such changes and make this log available to NGPC.

New equipment will be sent from reserve inventory. Shipment of replacement printers will occur within one business day of a reported incident Monday – Friday (if reported prior to 1:00 p.m. CST). Components are shipped via UPS for receipt the next business day (where next day UPS delivery is available).

In the replacement equipment shipment, the license vendor will receive a call tag to return the defective equipment along with an insert detailing on how to package and return the defective printer.

If needed, the vendor can call the Aspira Help Desk to assist with the installation of the replacement printer. Replacement equipment is included on the Shipping Report.

Upon receipt of the returned equipment, warehouse receiving staff open the boxes to make sure all parts are received and determine what, if anything is missing. The asset tags for each part are scanned to record receipt of each part back into the Aspira warehouse. Missing items are identified on the CSM ticket. Receiving staff then prints the CSM ticket, attaches the ticket to the equipment and forwards the equipment on to the Pre-Quality Control (Pre-QC) staff. Returned equipment is processed through First-In First-Out (FIFO) method, regardless of whether the box has return tags provided by Aspira or if the customer ships the box using their own shipping label.

e. transmission of pertinent data,

Aspira utilizes secure transmission protocols and continuously evaluates its usage of transport encryption methods to ensure all sensitive data is protected between Aspira and all endpoints. Utilization of SHA1 SSL Certificates and older vulnerable versions of TLS have been removed from Aspira's systems. When stored, all sensitive data including user passwords are protected using industry standard encryption, hashing and salting techniques.

All data transfer is secure and encrypted. Additionally, the system protects personal information during transmission over the internet, as well as after being written to the central database. The system prevents access to, or manipulation of, data in the central database by unauthorized persons. Internally, employees are only granted access to systems or data based on their job responsibilities.

As part of Aspira's annual PCI Attestation of Compliance certification, we are certified annually including all controls surrounding the transmission of pertinent data.

f. reports to the proper recipients at certain intervals,

Aspira One has the ability to provide report access to all users at varying levels of NGPC, including at certain intervals. Based on permission levels, authorized users will have access to specific reports based on NGPC business rules.

The Aspira report suite contains more than 300 pre-existing "out-of-the-box" reports to meet the daily, monthly and annual needs of all business operations. Powerful scheduling and distribution options allow for single instance, multiple instances for a defined period, or no end time to one or more recipients by various delivery methods.

Recurrence patterns may be set by time of day, day of week/month with sensitivity to "Today" for reporting periods. This enables you to set up automated report delivery of multiple reports to one or more users/locations.

Agents also have access to an array of reports providing a complete picture of Agent location/Corporation account activity in sales, EFT, and payments. Reports include but are not limited to the following:

- Full financial reporting by period, location, transaction types, etc.;

- Financial Remittance and reconciliation reports between the License Vendors and NGPC and NGPC and Aspira;
- System usage and audit reporting;
- Inventory and product sales reporting by product type, sales channel, Agent location, etc.;
- System Traffic, views and visit reporting;
- Sales by customer type, product, location, year over year, download to excel for complex statistical and advance trend models;
- Legislative and management inquiry, presentation support and display; and
- Many more.

g. electronic transfer of revenue funds, and

Aspira One will create monthly billing statements for each agent. The exact funds transfer schedule for a specific vendor is determined by Agent configuration, in conjunction with the scheduling parameters in Aspira One's EFT invoice system configuration. For each fund transfer period, a schedule includes the date to start the fund transfer process, the invoice date, and the transmission date.

h. storage of generated data at the conclusion of the transaction.

Aspira One securely stores all generated data at the conclusion of a transaction.

Our proposed solution has a standard Data Archival process of storing all system configuration items in a secure manner. Our archiving process is to provide recoverability to a past state, and all archives are stored on secure media in offsite storage. Our data archival plan takes into account the following:

- Storage medium;
- Storage devices;
- Revisiting old archives;
- Data usability;
- Redundancy;
- Selective archiving;
- Retrieval methods;
- Space considerations;
- Restoring to an isolated environment; and
- Online versus offline storage.

As part of Aspira's annual PCI Attestation of Compliance certification, we are certified annually including all controls surrounding the collection, processing, transmission, storage, maintenance, and disposal of any acquired data.

Proposed equipment, consumables, training, documentation, support, and other services must ensure reliability, acceptance, and successful use. The State of Nebraska reserves the right to procure proposed equipment from the State's current IT contracts.

Aspira's Quality Assurance (QA) team conducts full quality control procedures and follows the strictest protocols for maintaining quality control for all equipment, consumables, training, documentation, support, and other services.

Aspira will inspect/monitor the performance of our control measures as it relates to the services provided to NGPC to ensure reliability, acceptance, and successful use. Through inspection of various reports and the data collected within, we will analyze ways to help improve our performance and services. Some steps we perform when assessing equipment, consumables, training, documentation, support, and other services include:

- Conducting measurements of the quality of products using a pre-defined set of criteria;
- Liaising with product and operational managers to create plans to improve product quality;
- Making suggestions as to how the quality control process can be improved; and
- Spotting trends in User Acceptance Testing (UAT), testing, and production environments that veer from expected quality.

Aspira understands the State of Nebraska's right to procure proposed equipment from the State's current IT contracts.

Bidder must offer marketing solutions to assist NGPC in meeting Recruitment, Retention and Reactivation (R3) goals and objectives.

Aspira's R3 Program

Aspira offers the staff, tools, and expertise to evaluate, develop, implement, and augment your Recruitment, Retention, and Reactivation (R3) efforts. We understand the importance of the customer experience — from consumer exploration of opportunities, to pre-education requirements and the hurdle they present to the purchase process being out in the field. We have invested in the systems and, as importantly, have invested in hiring staff who have actually run R3 programs for state agencies.

For example, in a recent reactivation campaign for the Minnesota Department of Natural Resources, we focused on those who purchased a fishing license in 2019 or 2020 but had not yet in 2021. Our marketing solutions for this reactivation campaign alone drove 4,300 transactions and $188,481 in revenue.

Our recent R3 campaign for the California Department of Fish and Wildlife resulted in:

- 2.96 million in revenue;
- 86% increase in online transaction revenue;
- 70% increase in online transactions;
- 39% increase in online users; and
- 322,000 website visits.

Client success story:

"Aspira has been an integral part of our R3 marketing team by enhancing our reach with innovative ideas and reliable support."

Clark Blanchard – Assistant Deputy Director for Communications, Education & Outreach, CDFW.

As the leader in developing and managing hunting and fishing licensing and permitting systems for state agencies, Aspira's experience enables our R3 team to help you spot trends in license sales data and to then identify the root causes of shifts in purchase patterns and related participation – and to use this data to make decisions and take action. Additionally, we go beyond the sales data and evaluate external data sources, from demographics to political to economic, to identify the specific negative and positive impacts on participation and craft strategies to counter issues and build on positive trends. In coordination with your internal resources, Aspira will conduct a comprehensive review of your current market position, identify positive and negative trends, clearly identify your goals, and then build a comprehensive strategy to reach your goals.

The key areas of focus for developing an R3 strategy are centered around:

- Sales trends;
- Customer demographics;
- Trends in species population; and
- Access to hunting & fishing.

We also believe external factors, such as political climate and other personal influences, need to be factored into planning.

License Sales

We will evaluate overall license sales trends to gain an understanding of customer buying behavior. Those trends include, but are not limited to:

- A comparison of license sales patterns;
- Licenses that are sold together;
- License sale by region of the state;

- Sales channels comparison; and
- The number of new hunters & anglers that purchase a license each year.

In reviewing license buying trends, we examine all the license products for new sales opportunities. Two examples of potential new opportunities are licenses that could be bundled or creating strategies to increase sales of licenses that are underperforming. Additionally, Aspira will develop messaging based on purchase history to retain and reactivate customers. These targeted digital campaigns will deliver information on hunting or fishing opportunities, reminders of upcoming seasons, and reminders to purchase a license.

Demographics

Understanding customer demographics is a significant element in creating R3 strategies. The trends in customer age, gender, ethnicity, location, and interests are important considerations for any R3 plan. Aspira will use data from Aspira One and Google Analytics to assess new demographic opportunities. For example, we will evaluate activities that will appeal to urban dwellers. These activities should be easy for someone to try with a limited amount of experience, requiring a minimal amount of equipment, and a location easy to access.

We are also uniquely positioned to reach an important population: Campers. KOA's 2019 *North American Camping Report* states fishing is the second most popular activity among campers while they are camping. Campers are usually camping in areas with access to fishing which makes them one of the most receptive audiences. The camper demographic profile in comparison to anglers shows that campers are younger, more diverse, and have more female participation.

ReserveAmerica.com, which is visited by more than 13 million campers every year, is owned by Aspira, and this allows us to reach millions of campers as they research and book their next camping trip. In encouraging fishing to this audience, we will be able to track real results in recruitment, retention, and reactivation.

Number of Nebraska Reservations Through ReserveAmerica		
	2020	**2021 YTD**
Web Reservations	39,186	72,870
Total Reservations	76,681	89,192

Trends in Species Population

In assessing R3 strategies, Aspira understands it is important to know trends in species populations, and we will ask questions about those trends. For instance, if there are decreases in a popular target species, are there similar species that can be promoted to hunters or anglers with the same equipment? Is the decrease in a species corresponding to a decrease in license sales? Or likewise, are there species that are being underutilized that should be promoted? Aspira will work closely with biologists to understand trends in species to develop important strategies to increase customer retention and reactivation.

Access to Hunting and Fishing

In developing an R3 strategy, understanding what is happening with access to hunting and fishing areas is a vital component. Hunters are losing their traditional hunting areas to urban sprawl and corporate farming, so knowing about locations near their home is crucial. Aspira will develop messaging to inform hunters of resources to help them find hunting areas that best suits their target species.

Dedicated to Nebraska

Aspira's R3 specialist Greg Sallis will lead efforts to significantly impact and counter any negative trends as we help to meet your goals. Our connection with providing licensing systems to more Fish and Wildlife Agencies than anyone else in the industry gives us valuable insights into creating impactful R3 strategies.

All This Also Includes No Cost Marketing Services

In addition to the in-system marketing capabilities in Aspira One and your dedicated licensing website, Aspira has the proven ability to increase participation and revenue through strategic, data-led marketing services, leveraging unparalleled industry channels like ReserveAmerica.com. Aspira's in-house marketing services support is provided at no additional cost to NGPC. Our in-house marketing team of five full-time staff provides greater effectiveness than an outsourced non-specialized marketing partner.

Aspira's in-house team will partner with NGPC to devise a comprehensive promotional strategy and calendar of strategic marketing activities designed to:

- Increase license sales;
- Recruitment of new purchasers;
- Retention of active purchasers; and
- Reactivation of lapsed purchasers.

Aspira's marketing team will partner with key stakeholders to create an annual marketing plan based on goals and key strategic initiatives identified by NGPC. We will work with you to review data sets, including seasonal trends, licensing demographics, key events, and important dates. The foundation of the plan will be identifying key metrics and available data to be used to provide recommendations in the plan and to help with scheduling campaigns. Analysis will also provide a baseline for Key Performance Indicators (KPIs), to be reviewed on an ongoing basis.

List of Key Performance Indicators (KPIs)

- Online Transactions (Conversion Rate, Quantity, etc.);
- Total Visits, Unique Visitors and Page Views;
- New Users vs Returning Users;
- Acquisition Traffic (Referral, Email, etc.);
- Campaign Metrics (Sessions, Users, Revenue, etc.);
- Online Ad Banner Clicks; and
- Article Visits/Page Views.

Marketing Plan Fluidity

Based on key lessons-learned in the market, Aspira recommends an approach to allow flexibility and ongoing discussion on the strategies herein, as well as ongoing execution of initiatives. The intent is to enable NGPC stakeholders and the Aspira team to continually evaluate programs, adapt to changing circumstances, and adjust efforts based on analytical data and changes in direction as needed.

Marketing Planning

Aspira is committed to a revenue-impacting, multi-channel marketing strategy for NGPC, including the use of:

- Email marketing;
- Targeted R3 campaigns;
- Digital/search marketing;
- ReserveAmerica.com; and
- Additional priority-driven marketing activities.

Email Marketing

Designed to improve traffic during key times of year, targeted emails, including license renewal reminders, wildlife season updates, contests, and discount code specials, still prove to be one of the most effective marketing channels for outdoor enthusiasts. Aspira's team will help create emails that provide direct links to online purchases where possible.

Building upon NGPC's existing customer base, Aspira will partner with NGPC to create compelling email content.

Targeted R3 Campaigns

Aspira will work with NGPC to target consumers across the various stages of the R3 lifecycle, ensuring that communication and visibility are maximized through all marketing initiatives. Using the successes and lessons learned from implementing these strategies with other clients, Aspira's marketing team will build campaigns to specifically meet NGPC's goals.

Project deliverables will be managed via a shared calendar, with participation by both NGPC and Aspira.

Digital/Search Marketing

Aspira's multi-platform digital marketing plans are customized for each client. Before building a customized plan that revolves around your digital goals, we present to you the current industry trends we've seen, as well as other successful campaigns where we've seen success. After this alignment, we build S.M.A.R.T. (Specific, Measurable, Attainable, Relevant and Timely) goals, using your input, your website data, and historical trends. Once goals are established, we are able to recommend the best digital plan.

Our current customizable digital marketing features include, but are not limited to:

- The content on your private label webpages;

- The tracking pixels you choose to install;
- Which pages you want to direct traffic towards; and
- Which social media pages you'd like to include on your website.

Having customizable online webpages can help you both from a customer perspective, as well as from a Search Engine Optimization (SEO) perspective. When building your digital marketing plan, we give you our recommendations and consistently work to build a baseline and monitor and track our progress throughout the year.

ReserveAmerica.com

Plan a Fresh Water Fishing Adventure This Summer

ReserveAmerica, Thu Jun 18 2020

An outdoors fishing adventure is just what is needed for making this summer something to remember. In fact, no matter the weather – rain or sun – you can get out there and throw in a line and perhaps make a trophy catch. It is fun to fish no matter where you are; from a boat, a pier, a sandy shore, or a rocky coastline. There are many options.

A key part of planning a fishing trip is knowing what to pack. Getting organized for your outdoors adventure is important, and you should focus on essentials. This is how to ensure you will have a great time and not get caught without some vital supply. Pack effectively by reviewing our article on Essential Fishing Supplies for Every Trip.

Below are a number of state parks where you can enjoy an all-day fishing excursion, some even longer if you want to camp out. One of the most important things to have for your fishing trip is your fishing license. Each park listed has a link where you can get your license for that state.

Recent ReserveAmerica.com Fishing Article

With 13 million annual users, ReserveAmerica.com is a powerful promotional channel for licensing agencies. Aspira's marketing team will partner with NGPC to identify content marketing opportunities that can promote license sales to a wide range of outdoor enthusiasts by linking directly to your dedicated website. These articles are promoted on the homepage of ReserveAmerica.com, as well as in our bi-weekly newsletter, which reaches an audience of over 1.8 million opt-ins every month.

Additional Priority-Driven Marketing Activities

By starting with the existing knowledge base and priorities from NGPC and pairing them with industry insights and marketing best practices, Aspira may propose supplemental

marketing efforts that help identify and target consumers across every stage of the R3 lifecycle.

Based on NGPC's priorities and allotted budget, the annual marketing plan may include additional activities, such as:

- Video marketing
- Online process videos
  - Targeted promotional videos;
- Social media
  - Organic and paid growth initiatives;
- Pay-per-click/search engine optimization
- Re-targeting campaigns
- Segmentation campaigns
  - Audience targeting;
- Design services for digital content
- Infographics
- Online banner ads
- Print advertisements
  - Direct mail; and
- Contests/sweepstakes.

Aspira is dedicated to providing NGPC with the most innovative marketing tools to better understand and reach your customers at every R3 stage.

The State Permit/Licensing System resulting from this RFP must:

1. be easy to understand and use;

Aspira has been incorporating best practices of user-centered design and processes into all of our solutions for well over 25 years. Our User Experience Team works to ensure that our solution meets the changing needs of your staff and consumers, working alongside you to drive innovation by incorporating best practices in design so we can apply them to feature designs — ultimately saving your staff and consumers from lost time and frustration.

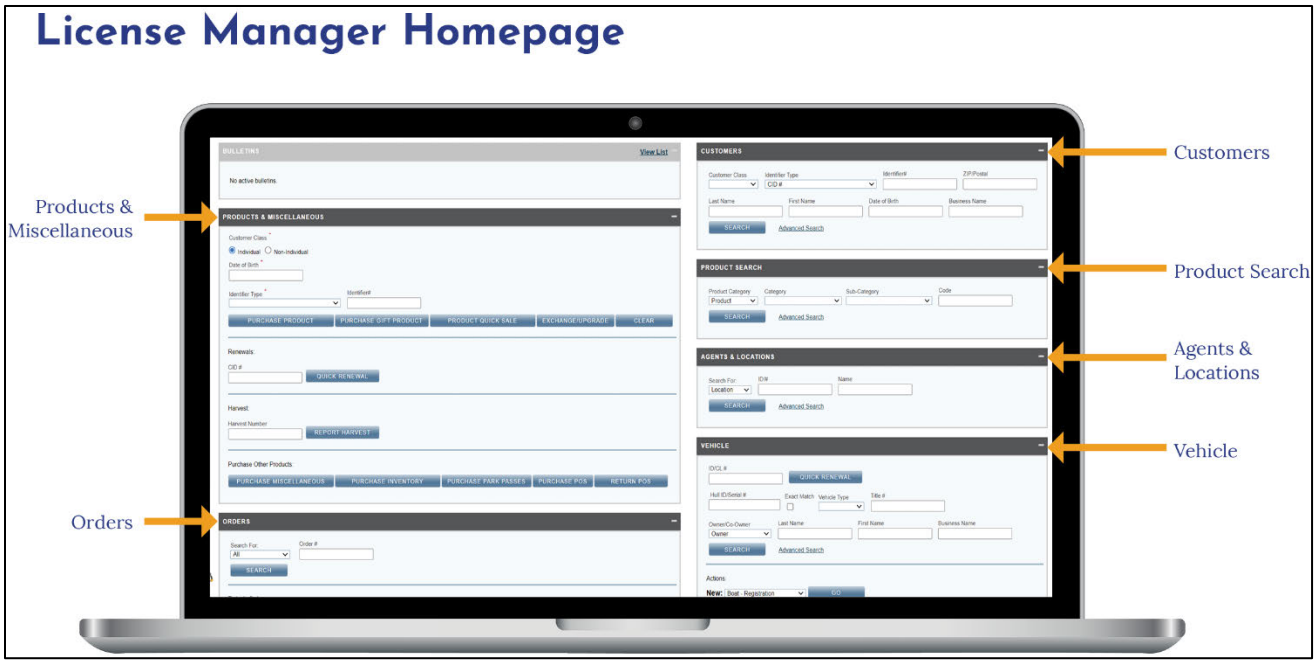
UX leadership works closely with Product Management to ensure the roadmap considers user needs at a strategic level as well as focusing our attention on ease of use, accessibility, simplicity, and a pleasing interface. UX designers also work closely with developers to ensure the designs are tailored to provide visitors with a seamless purchasing experience.

In the sections below, we will demonstrate Aspira One's ease of understanding and use from the standpoints of:

- A NGPC Staff User;
- A NGPC Customer; and
- An External Agent.

Comprehensive and Easy-to-Use License Manager for Staff

Aspira One's License Manager application provides NGPC with a system management tool enabling end-to-end administrative control of privilege (license, permit, tag, stamp), and other products.



Aspira One License Manager Home Page

Aspira One provides a product list page that NGPC can filter to quickly retrieve the desired license products. The list of products is arranged based on the display categories and sub-categories that NGPC defines when creating or editing products. Filters include product code, product status, product category and product subcategory. Clicking on the product code for any product takes NGPC to the product details page where NGPC can view and optionally edit product settings. When a field is edited, the date/time, user and location where the change was made is tracked in the change history.

NGPC staff with appropriate permissions can create, edit and view license products and make them available immediately or for a future date/time. NGPC can also set prices, effective dates, business rules, and assign products for sale to specific classes of agents/outlets. As touched on above, some of the available features include:

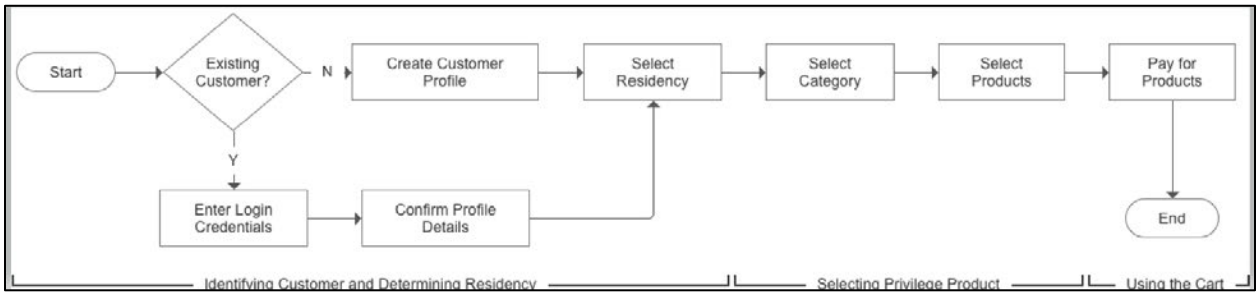
- Copy Product feature;
- Configurable Pricing Records;
- License Year;
- Flexible Valid From (i.e. Start Date/Time) and Valid To (i.e. Expiry Date/Time) Options;
- Configurable Business Rules;

- Quantity Controls;
- Dynamic Questions;
- Configurable Text Displays;
- Configurable Display (e.g. Fishing, Hunting, Trapping) and Report Categories and Sub-categories (e.g. Annual, Short-term, Lifetime);
- Print Templates;
- Support for configurable Temporary Authorization Number (TAN), which can be used to hunt while the hunter is awaiting fulfillment of a license document; and
- Support to collect HIP harvest data standalone, when specific license(s) are purchased, or in both scenarios.

When configuring the License Year for products, Aspira One provides a batch feature to make the roll-over of the License Year quick and easy for the user. Aspira One is fully capable of selling multiple year licenses simultaneously where date ranges overlap.

Easy Purchasing/Selling Workflow

Purchasing/selling privileges in Aspira One includes the following easy steps for all channels.



Basic Workflow for Processing Privileges

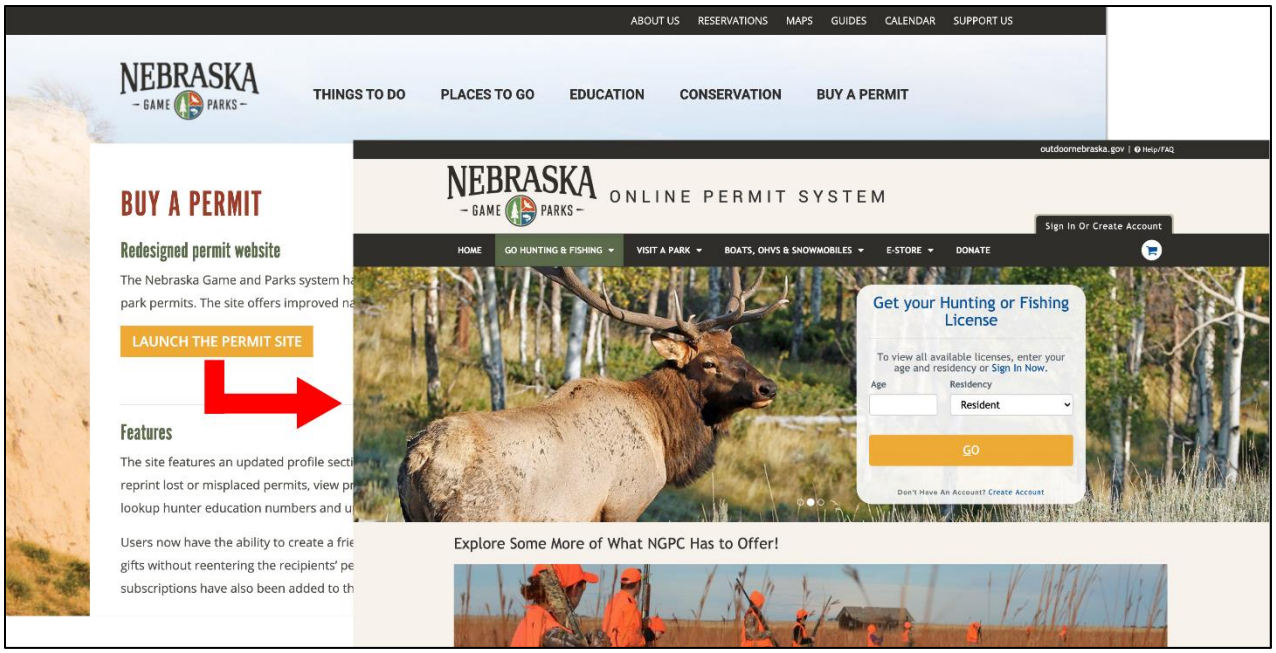
The final step depends on the type of item and source of purchase but generally results in immediate printing of the purchase by the seller/buyer.

Although the same process flow is applied to all channels, the sales screens are always specific to the channel and user type that is logged in. A retail vendor location sees only the items NGPC has designated to be available for that agent type/class which, for example, may not include some items sold only at NGPC offices. Furthermore, the retail vendor application includes administrative functions that are not available to the self-serve public; however, the sales flow is the same.

Customer Interactions Are Easy and Intuitive

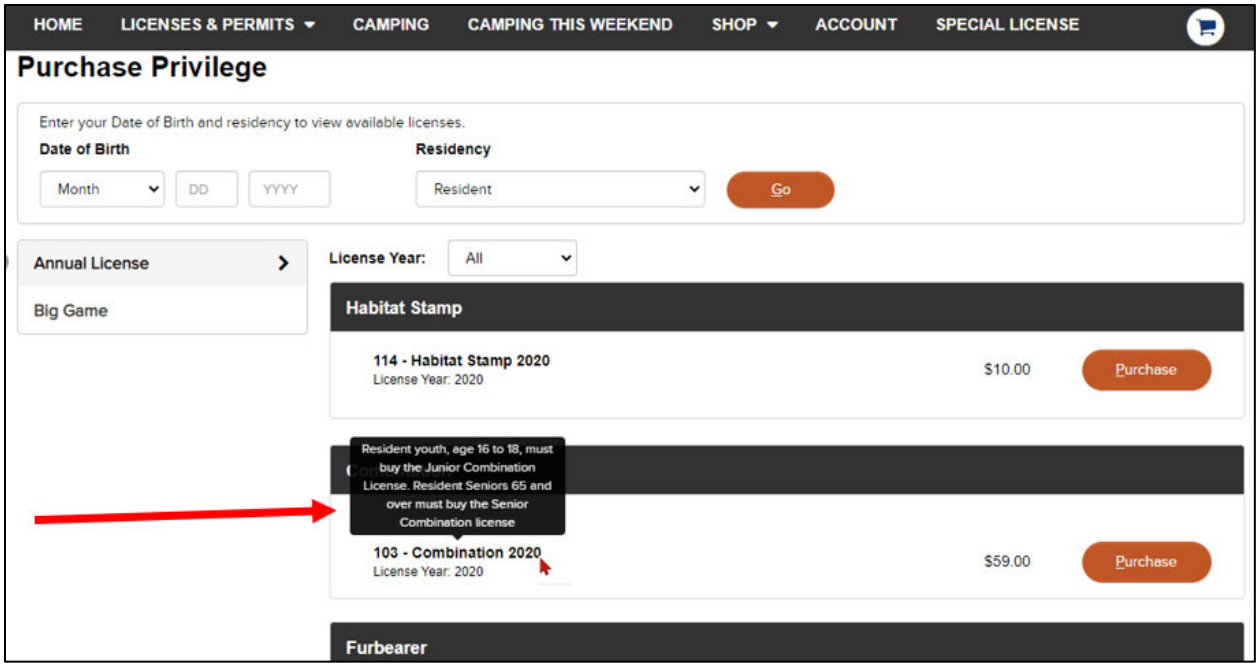
Aspira provides concise, simple steps for the user to complete and make successful purchases. This process includes: customer identification, item selection, shopping cart confirmation, collection of shipping & payment information and the printing of receipt/license document(s). As part of this functionality, users are able to update customer personal/demographic information and view sales history.

Aspira will provide you with a modern, intuitive and user friendly mobile responsive website, which consumers can reach directly or through any links you place on the state's websites.



Link Taking Customers to Online Permit System

Wherever possible in the sales process, we offer assistance to users. License information is available when hovering over products providing assistance messages that are presented to the user by hovering over the item text. Personalized messages and alerts are also presented in multiple ways: by clicking to get additional information, when the item is selected, by clicking on product names, and when selecting items for purchase.



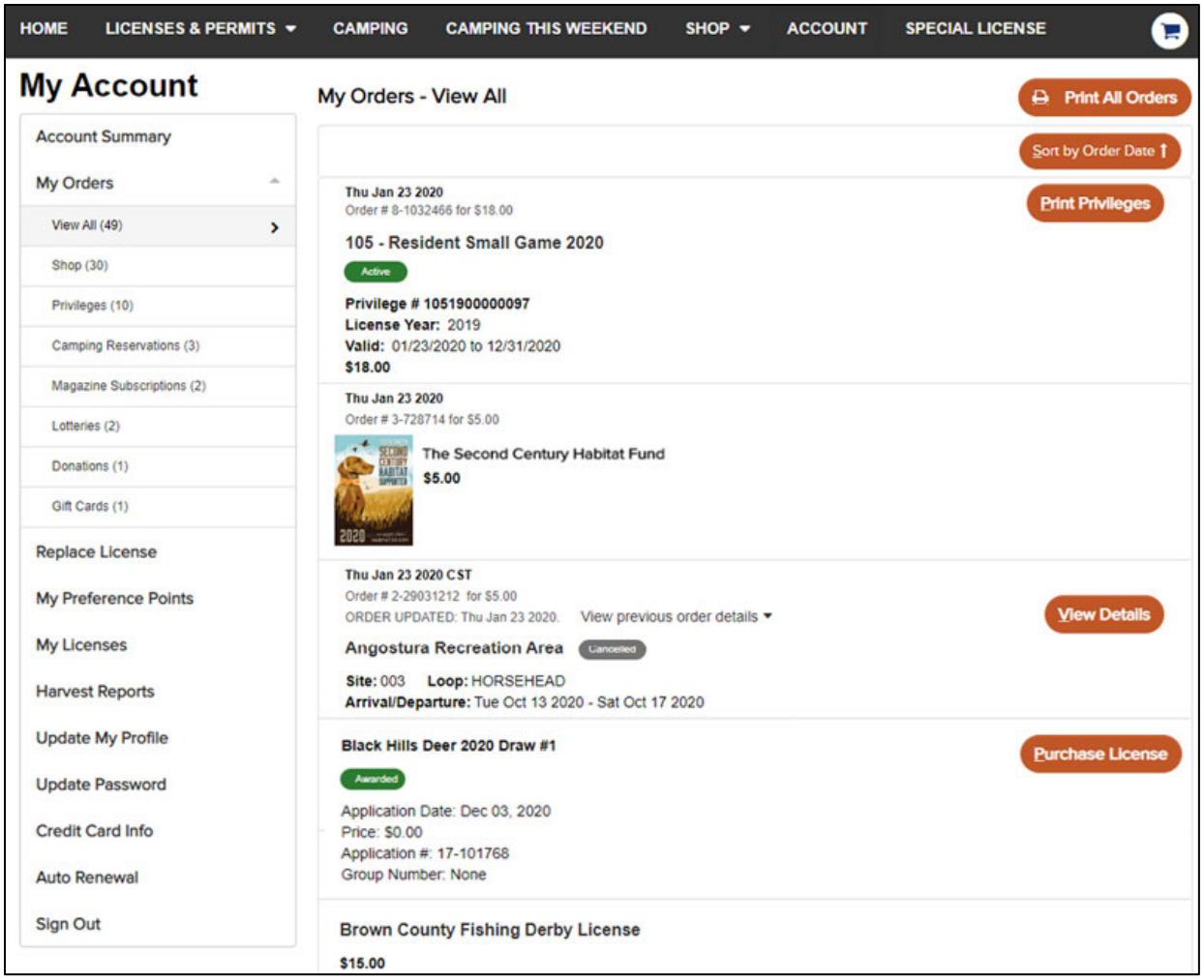
Information Available When Hovering Over Product

When setting up products, the Text Display tab lets authorized NGPC staff create and edit brief messages for display, such as comments or instructions to be shown on-screen related to the privilege. Authorized NGPC users determine the message content and where it will be displayed to inform customers about help and necessary information. This information can be helpful to customers and agents in making decisions about the purchase of specific privileges during the sale.

Customers also have access to FAQ in addition to on-screen help.

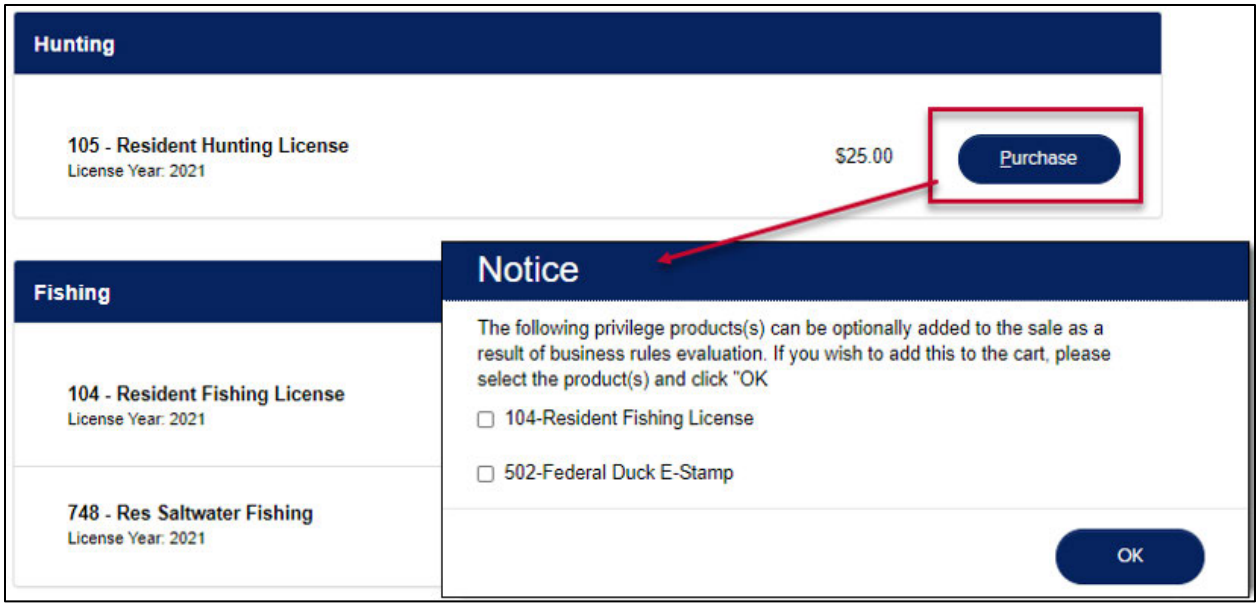
Customer Profile Persists Through Each Channel

Another example of optimal user experience includes the customer profile details persisting through each channel. Privilege records can be accessed on the website, via mobile by customers, or in the customer profile by staff through a variety of workflows.

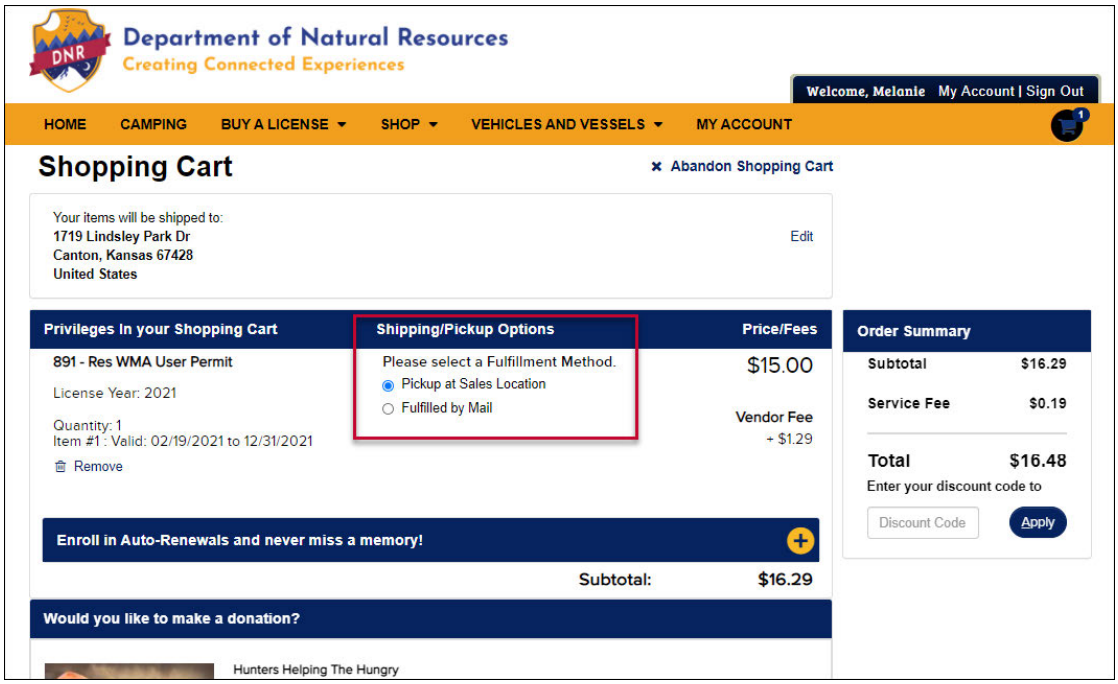


Example of Customer's View of Profile Details Online

Product Suggestions based on privileges held, additional product information, license fulfillment and pickup options, and other features enhance the user experience and can be guided in the sales flow.



Product Suggestions



License fulfillment options

The offerings and experience is designed to be consistent through each channel (retail vendor sales, web or mobile).

POS Terminals Are Easy To Use for External Agents

The Aspira One POS terminals and supporting applications allow for completion of a single license purchase within 60 seconds, and consumers who meet the criteria you describe

complete purchases in as little at 30 seconds. Our solution, including the application and terminal, are designed to enable quick and easy purchase flows and are designed for high volume, rapid transaction management.

Aspira has enabled rapid transaction management with features such as customer look-up by ID bar code scanning, touch screens optimized for efficient use, system intelligence options based on customer profiles (e.g. what is the person likely to purchase based on past behaviors) and configurable check-out options allowing for fast and streamlined transaction processing at vendor locations.

1. provide detailed unit maps that are available online and printed with each relevant permit;

The Aspira Solution supports the association of unit maps or any other type of document to a permit/product, allowing the document to be printed with the permit and accessible to the customer at any time from their online profile.

2. maintain and track preference and bonus points;

Aspira One seamlessly maintains and tracks preference and bonus points.

Applicants earn preference points for each application successfully submitted to build a point history over time. Aspira's proposed solution allows for weighted randomization where each applicant may collect points for each unsuccessful draw, or the applicant may apply for points. Points can have varying Point Types which are configurable. Customers can accumulate points based on several pre-configured scenarios. Hunts can be configured to generate a Preference Point for non-winners, which will be awarded after the lottery has completed running. Depending on how the hunt is configured to handle preference points, they will be given an advantage based on preference points to win from the existing pool of tags.

With Aspira One, NGPC has maximum flexibility in how preference points can be gathered and applied in a hunt draw. Aspira One's Customer Centric Weighted Draw randomly orders applicants from the highest preference point down, and works through the applicant's choices.

The following is a short list of business rules currently in use with Aspira One which can be configured for NGPC:

- If first hunt choice is awarded, preference points reduce to zero;
- If the a hunt choice other than the first choices is awarded or none of the hunt choices are awarded, customer is assigned a preference point;
- If any of hunt choices is awarded, preference points reduce to zero;
- For the Customers who have never applied for a Draw, they can be assigned a preference point as soon as they submit the application;

- Customers who have applied for the draw previously and do not submit an application can be assigned either a preference point or deducted a preference point based on configuration;
- An administrator may manually assign preference points; or
- A customer can purchase points.

Utilizing the application criteria and draw configurations, there are nearly endless configurations that can be created to match the creativity of the NGPC.

For example, if the Draw is configured to take the Preference Points into consideration when Awarding the licenses, Aspira One will group the applications by the Preference Point balance that is applicable to the draw. The Applications with the highest preference point will be awarded first, followed by the second highest and so on.

Aspira One has the ability to generate multiple random numbers for each draw application by cubing the preference points that are applicable to the draw. Aspira One uses the following formula to determine the number of Random Numbers to be generated for the application.

Number of Random Numbers = (1 + (cube of preference point balance applicable to draw)).

Example: If the preference point balance applicable to the draw is "5" then Aspira One will generate 126 random numbers for the application using the formula below:

Number of Random Numbers = (1 + (5 * 5 * 5)) = 126.

Aspira One can be configured to add the Draw Application to the draw 126 times, or Aspira One can be configured to add the Draw Application once to the draw and use the most favorable random number that was generated.

4. issue stamps;

The Aspira Solution supports the configuration, sale and issue of any type of product including stamps. Stamps can be automatically included on a license document for printing with the license, can be issued electronically, or an export can be generated for Nebraska's fulfilment center to send actual stamps to collectors.

5. provide merchandise, inventory, and POS module;

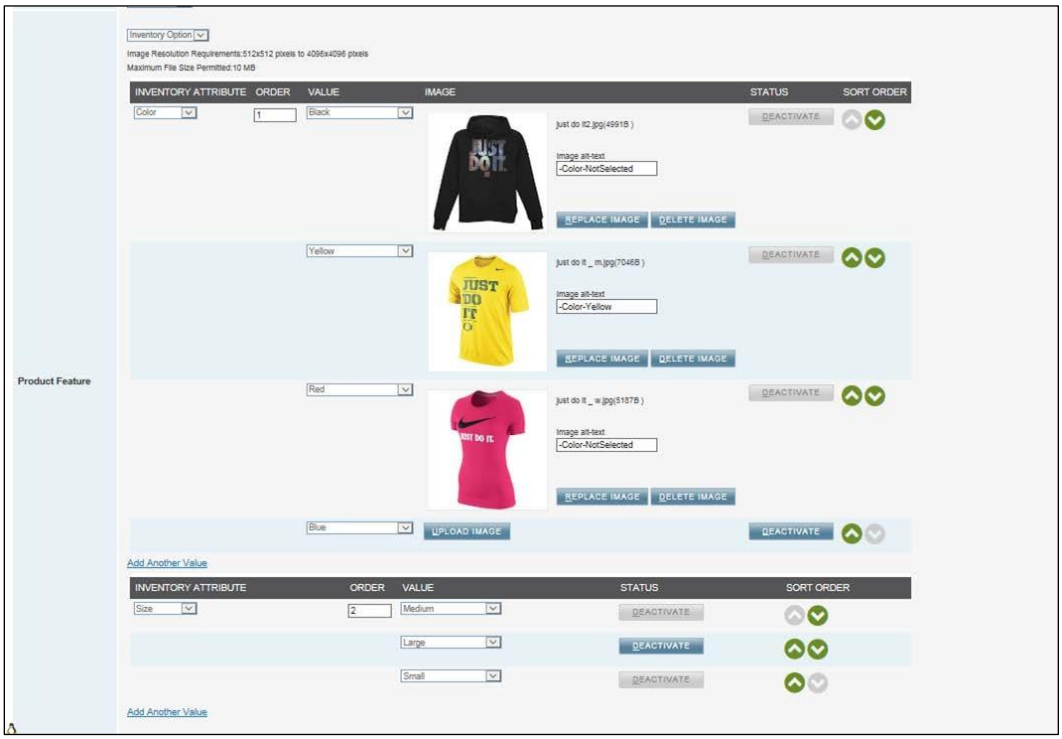
Aspira One's online store component allows NGPC to create and manage merchandise/inventory, promote merchandise sales, and provide guest purchase workflows to ultimately drive revenue and increase engagement and support with consumers.

Aspira One features a full Physical Reconciliation workflow that supports the reconciliation and update of physical inventories as part of inventory management activities. The system can generate an exception/discrepancy report that notes all variances between items and quantities shipped and those received on a manifest.

Aspira One's inventory control features capture, store, transfer and track more than **13,000** individual items and provide full Warehouse Management with Inventory Tracking for a real-time, accurate picture of merchandise quantities and values on hand. For example, some popular inventory features include allowing:

- Periodic inventory physical counts via manual and data import;
- Additions of inventory using bar code technology;
- Transfer and tracking of POS items;
- Tax-free holiday based on item category and/or subcategory;
- Same-product-to-many-vendors schema;
- Assigned product numbers and corresponding revenue source of at least 6 numeric characters that correspond to a UPC code;
- Centralized and local purchasing, receiving and item pricing; and
- Setting up periodic promotions by Item, Category or Subcategory.

Inventory setup includes the ability to define separate images for each product attribute (e.g., color, size):



Product attribute setup

Inventory details, configurations, and reporting are controlled by a single database. This enables quick sales tabulated along with sales from online and high-volume store manager locations.

The Aspira Solution offers a Point-of-Sale solution that has been designed for flexibility and ease-of-use regardless of where it is being used: license agent location, NGPC office, or at special events. The solution is web-based and has been optimized to support both keyboard/mouse interactions, as well as touchscreen interfaces on devices ranging in size from small tablets to large desktop terminals.

Our retail point-of-sale solution is an intuitive solution designed for the sale of products and privileges over the counter and is built using responsive layout and dynamic web frameworks to improve application loading and response time. POS will ensure your network of license agents will be excited about new technology that makes their jobs easier and more efficient.

Across our client states, between 75% and 85% of license sales still occur through a Sales Agent or License Vendor. While this number is slowly declining as Internet and Mobile sales channel uptick continues, Sales Agents still play a critical role in supporting and engaging hunters and anglers as they look to participate in the activity.

Our solution empowers Sales Agents by providing them the following functionality:

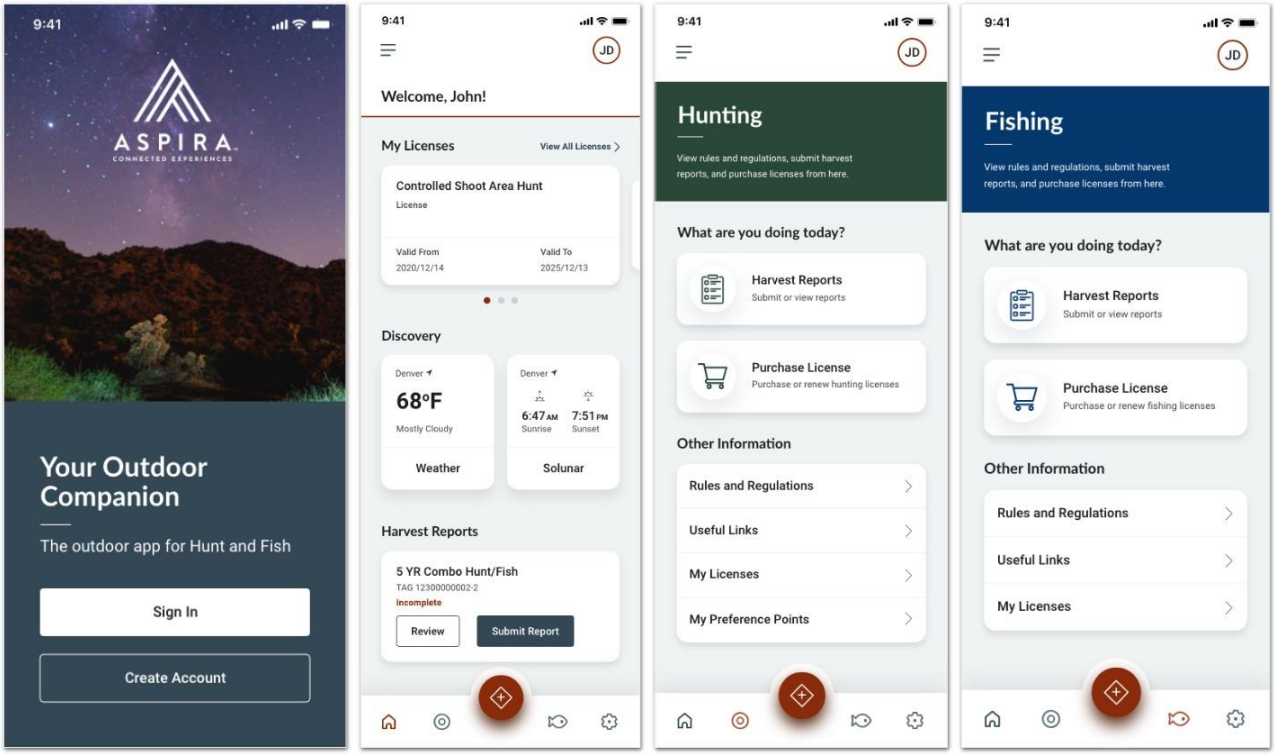
- **Clerk Login and outlet selection** – A clerk may require the ability to work at multiple outlet locations and can choose which outlet they are logging into if multiple are available to them.
- **Customer look-up and Account Creation** – A user can search for a customer via manual ID entry or via barcode scan. If the customer does not exist, the user can populate the required profile fields by scanning a State Driver's License.
- **Intuitively designed Product Cards** – The catalog interface is intuitive helps a clerk quickly find what they are looking for to complete the sales as quickly as possible.
- **License and Permit Sales** – A clerk can select multiple items for a customer or customers to purchase in a single transaction.
- **License and Permit Voids** – A clerk can void a transaction within a given time period.
- **Multiple Payment Types** – The solution can support financial transaction directly through the interface for credit card, cash, check and e-check or can allow for the use of the license agent's own credit card processing terminals.
- **Client Facing Input Devices** – The solution seamlessly allows for such devices.
- **Document Printing** – The pos solution can be connected to a license stock printer or standard 8.5 x 11 plain paper printer based on NGPC license template requirements.
- **Reporting** – A user with appropriate permissions can generate daily sales reports, ACH statements and more.
- **Messaging** – A user can view messages sent from NGPC to the terminal, outlet, agent or all agents.
- **Ordering** – A clerk can order supplies from Aspira's Fulfillment Center through the POS interface (license stock, hand-outs, etc.).

- **Lockdown Terminal** – Although the solution is run in a web-browser and can be used on Agent-owned hardware, Aspira can also provide a lock-down POS terminal for each license agent in the State of Nebraska. These are specialized HP ElitePOS terminals that can only run the POS application and supporting functions.
- **Direct Connection to the License/Permit System** – The POS system is directly connected to the Sport License system database so that any transactions processed in POS are posted in real-time. This ensures that a customer is always subject to defined business rules and transaction maximums.

We understand that due to the nature of our industry, license agent staff may often be seasonal employees. For this reason, we have created an interface that is very simple to learn, intuitive, and will operate proficiently for any user. Our Point-of-Sale Interface has been built using responsive web technologies and front-end frameworks to improve overall performance and usability.

6. provide a mobile app solution compatible with both Android and IOS platforms;

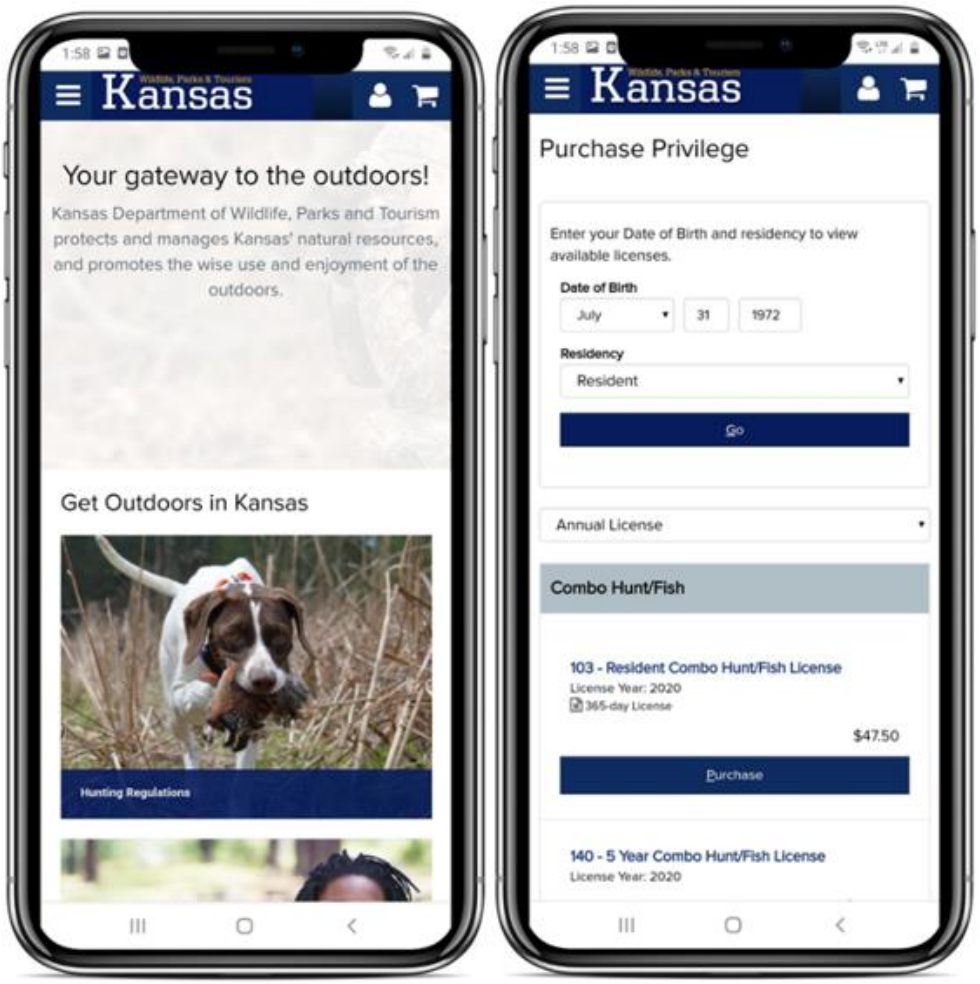
Aspira provides an iOS/Android supported native mobile app featuring easy access to upcoming event listing and registration, license purchase, and to enable customers to store licenses and associated tags, complete harvest reports, and review regulations with or without cell connections.



Mobile App Screens

Aspira's mobile solutions are continually evolving and improving with ongoing investments for our clients and their customers.

We continually enhance our solutions for mobile applications for law enforcement, paperless licenses, eTags (including reporting of harvest for eTag species captured both in and out of service locations), 365-day licenses, and many more innovative features!



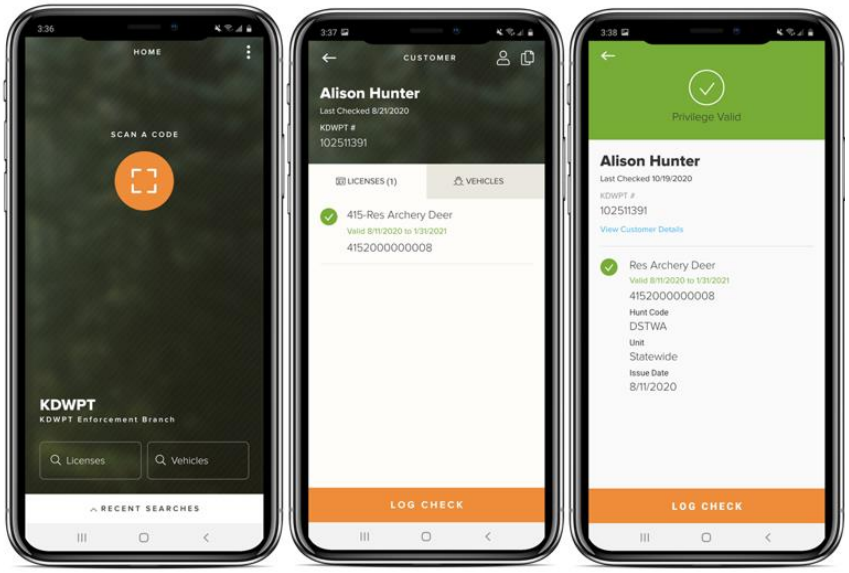
Example of Mobile Sales View

In addition to a mobile app, consumers can access Aspira's mobile responsive websites to access all products, services, communications, and e-commerce capabilities. This mobile functionality is a part of the consumer Internet channel; it does not require the customer to download an application, which increases adoption and ease of use. The primary mobile technology strategy of the Aspira One solution is to ensure that we provide responsive user interfaces to encourage maximum use of the system.

7. provide a mobile application specific to internal law enforcement;

Our mobile law enforcement application provides law enforcement officers secure, mobile access to vital customer records enabling them to validate individual customer information and compliance data from the field in real-time. This solution, available for iOS and Android devices, provides officers immediate access to information important to law enforcement officers at the point of interaction with the customer.

This data can immediately provide hunting and fishing enforcement agencies and officers with license history, permit, and violation information vital to field enforcement processes.



Mobile Law Enforcement Application

Our law enforcement app provides conservation officers with a means to scan customer documents to quickly view the customer profile in real-time. Notes and flags can be added to the customer profile for follow-up when back in the office, and a customer can be flagged for monitoring. Additionally the app offers recreational vehicle registration lookup. All compliance checks are tracked and stored in the system including the date and time, location where the check occurred and any notes entered by the officer.

A number of updates to the app are ongoing in 2021 of this year. The main features include:

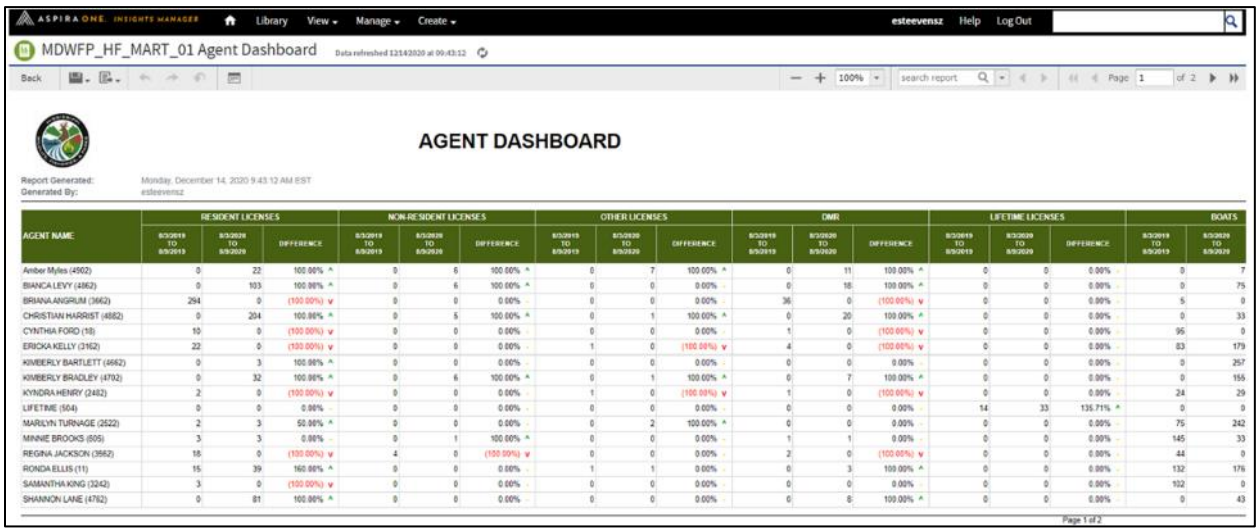
- **Offline capability** – Support customer look-up and verification when a conservation officer is outside of cellular range.
- **Customer Monitoring** – A law enforcement officer can tag a customer for monitoring. If another officer looks up the customer, they will see they are flagged for monitoring and by which officer.
- **View Harvest Report Details** – Law enforcement can view the details of a harvest report submitted by a customer.
- **Updated and Enhanced UI** – New user interface design to include new design and usability trends.

8. provide real time data and permit issuance;

Aspira One provides real time data of all permit issuances. All transactions (purchase and inventory) are made in real-time and updated across all channels.

Additionally, Aspira One has the ability to track the usage of different pass and permit types as well as associate them with customer profiles. This information is all available in real-time to NGPC staff through Aspira One applications as well as multiple system reports.

Aspira One offers extensive reporting in "real time" to meet your needs. For example, as demonstrated in the report below, you will have real time information and reports concerning agent sales and activity, including the Agent Name and the number of licenses that they sold by license category, such as Resident Licenses, Non-Resident Licenses, Other Licenses, and more. You create the details you need. In this case, the report requires that the user enter in a start/end date, and the report takes that information and also compares it to the exact same time period for the previous year.



Real time information and reports concerning agent sales and activity

9. be compatible with the agency's website www.outdoornebraska.gov;

Aspira's solution is fully compatible with the agency's website.

10. be 508 Compliant and meet the State of Nebraska's Accessibility policy located at: https://nitc.nebraska.gov/standards/2-Chapter.pdf

Aspira confirms that our solution is both 508 Compliant and meets the State Nebraska's Accessibility policy.

Aspira's Best Practices for Accessibility Standards

Accessibility is built into Aspira One applications/sites from early design stages through development, verified in testing, and maintained as part of the regression test suite. WCAG

2.0 and Section 508 guidelines are followed up to level AA as a baseline requirement and may be extended by client requirements.

Aspira's rigorous test labs also include consumer and field mobile devices which are used to test mobile applications and public-facing websites. Devices in the library are updated based on device capabilities which are applicable to the applications under test. Application requirements, device sales and usage data are factored into the decision about which devices to have on-hand and which will be supported through emulation.

With approximately 50% of public website traffic on mobile devices, mobile testing is a big part of testing at Aspira. Functional tests are performed using supported OS and browser combinations on desktop and mobile. The list of supported OS and browser combinations is reviewed and updated on a regular basis based on market and application usage metrics, vendor support and application requirements.

Aspira's solution undergoes continuous testing to ensure complete compliance with WCAG (Web Content Accessibility Guidelines) 2.0 level accessibility standards and with Federal Section guidelines. Our entire development team (UI/UX, Dev, BA, PMO, and QA) is educated on creating accessible websites/applications so that accessibility is included from the beginning, not tested for as an afterthought. Additionally, the quality process ensures that this is maintained.

As part of functional testing, each page/screen in the system is assessed for compliance with WCAG 2.1 Level AA and Section 508 accessibility standards. The assessment is completed on initial page/screen implementation and again on any modifications.

Automated tools and manual methods are used to conduct the assessment. Any issue raised in the assessment is reviewed and, if confirmed, reported as a defect in the issue tracking system.

Two years ago Aspira was engaged in a system audit with Texas State Parks to ensure full compliance with accessibility guidelines. A few of the specific design activities and system changes agreed to with Texas State Parks included but are not limited to:

- Including people with disabilities as test subjects for research activities;
- Ensuring architecture is optimized for headings and semantic structure;
- Testing keyboard accessibility of map-based searches using Tab-Through-Page checks;
- Testing keyboard accessibility of common UI controls with automation to ensure proper functionality;
- Using screen readers to test separation of data from decoration and proper keyboard accessibility requirements;
- Specifying unique and accessible alt text for images and text links;
- Optimizing search results and sorting for screen readers, while preserving the search context; and
- Using color blindness emulators like Vischeck to optimize color choices for maps.

We take our full compliance with 508 and WCAG 2.0 as a top priority. Part of our corporate mission statement is to ..."cultivate a connected world through shared experiences." As part of this statement, we believe that sharing an experience means that ALL users must be able to access technology which empowers them to equally share in and be enriched by connected outdoor experiences.

11. have automatic revenue entry that is importable to the State of Nebraska's Financial System (currently JD Edwards EnterpriseOne 9.2);

Aspira One is fully capable of automatic revenue recording based on the sales or any financial transactions. Revenue is capable of being reported in real time as sales occur.

Aspira has experience in providing various state governments with the Financial Exports to update their Financial System, and we will work with NGPC to mutually agree on the approach to update the State of Nebraska's Financial System (JD Edwards Enterprise One 9.2)

12. have an integrated Customer Relationship Management (CRM) Module;

Aspira provides a full-featured CRM and Marketing Automation solution that can be used to increase user engagement and communication, while providing a 360-degree view of your customers.

Fully integrated with Aspira One—and with features such as dynamic segmentation, intuitive campaign builders, customer journey trackers, and a unified view of user engagement KPIs—the CRM solution is a comprehensive customer engagement and relationship platform that providers marketers with the ability to continually communicate and engage with users across multiple channels.

Aspira is committed to providing NGPC with a robust solution to address your emerging needs. This highly targeted marketing system will power your R3 initiatives, increase the return on your marketing investments, and enhance overall awareness of hunting and fishing opportunities in Nebraska.

The many benefits offered by the CRM system include:

- **Marketing Automation** – Forge customer connections and drive growth with our data-driven,
  cross-channel solution by taking advantage of the extensive Marketing Automation capabilities of the CRM platform. Discover new ways to recruit, retain and reactivate customers, and use their behavior to tailor emails, offers, and other content to provide a personalized, high-touch approach to all interactions. The
  power of Marketing Automation enables you to streamline your processes and workload, while not cutting back on any of the marketing that you have planned.
- **Data Oriented** – With the tight integration between Aspira One and the CRM solution, you can access each customer's information and see every interaction as it happens. Furthermore, you can use this data to target cohorts or individuals for hyper-targeted marketing campaigns based on attributes such as purchase
  history, past engagement, and much more.

- **Campaign Builder** – Using our intuitive drag-and-drop campaign builder, quickly build out exactly whom to target when and with what messaging. The ability to target any cohort you want, from the first timers to the seasoned vets, has never been easier.
- **Event-Based Messaging** –With our event-based messaging, you can quickly build workflows to power
event-specific messaging so that you can address events as they happen.
- **Omnichannel Messaging** – We give you the power to target your customers through a variety of channels, most notably email, SMS, and push notifications. With our convenient workflow builder, all you do is build what you want to send out, how you want it to reach your customers, and when you want it to reach them — And we will take care of the rest! Quickly create and send one-time communications or utilize the CRM solution's advanced automation workflow functionality to setup recurring campaigns. Create stunning messaging templates, automatically personalize subject lines, and content for each recipient, and run A/B tests to improve open rates and click-throughs.
- **Campaign Builde**r – In a few clicks, build a new campaign that can be measured, duplicated, and otherwise used for sustained success. With the campaign builder, you can use the same campaign type for multiple channels and make sure that your customers across multiple devices and channels get a consistent message from you.
- **Customer Record** – The solution gives you the ability to have a single view of a customer and all their touchpoints and actions. This Customer Record is your source knowing who the customer is and what they have been through, while also giving you the ability to act and interact with the customer.
- **API Integrations** – Our system provides API endpoints that can be used for integrations. We will work with NGPC during the project engagement phase to determine specific use cases and how these APIs can be used to address your needs.

13. be able to SQL (query) and export data regardless of how data is stored;

Aspira's solution allows NGPC to SQL (query) and export data regardless of how that data is stored.

Aspira One's database is a SQL Server database, designed for Business Intelligence and data gathering and is updated by the application in real time so that you always have access to the latest data. The report services are housed on independent servers so that the processing of large reports has no bearing on the overall performance of the application.

The database structure runs in a dedicated cluster that can be scaled as your business grows to eliminate the risk of performance degradation. Aspira's Enterprise Data Management team also consistently reviews queries generated by the front-end application for efficiency and guides developers in how queries are developed and even how data is structured.

NGPC will be provided with ad-hoc query tools that will enable you to manipulate and run large, complex reports regularly against a database replica that is updated in real time so as to not impact the production database. Reports can be exported in a variety of common formats and requires no extension for viewing.

Insights Manager

Aspira's solution for NGPC is our fully integrated Insights Manager. This Business Intelligence platform uses MS SQLServer with a Ralph Kimball Data Warehouse structure that is independent from the application OLTP database, allowing for large complex query processing without having any performance impact to the application. The MS SQL database is near real time, updated every 15 to 30 minutes.

NGPC will be provided with this platform which contains data sets that are pre-joined, and allows for a drag/drop approach to query writing. The results (reports/ad hoc views) can be saved, scheduled, and downloaded into various formats such as PDF, XLSX, CSV, PPT, etc.

Aspira also can provide a replicated copy of the data mart in MS SQLServer format using SQL Replication.

14. manage permit inventory;

License products, permits, and applications are managed in a central repository. Inventory, fund distribution, and business rules can all be applied to products to determine how many are available, where product fees should be distributed, and who is eligible to purchase the product. Any number of business rules can be configured and applied to license products and permits.

Aspira One has the ability to manage and track the usage of different permit and pass types, as well as associate them with customer profiles. Additionally, the system handles the association of the permit to the customer profile and supports tracking of usage. All this information can be made available in real-time to NGPC through Aspira One applications as well as multiple system reports.

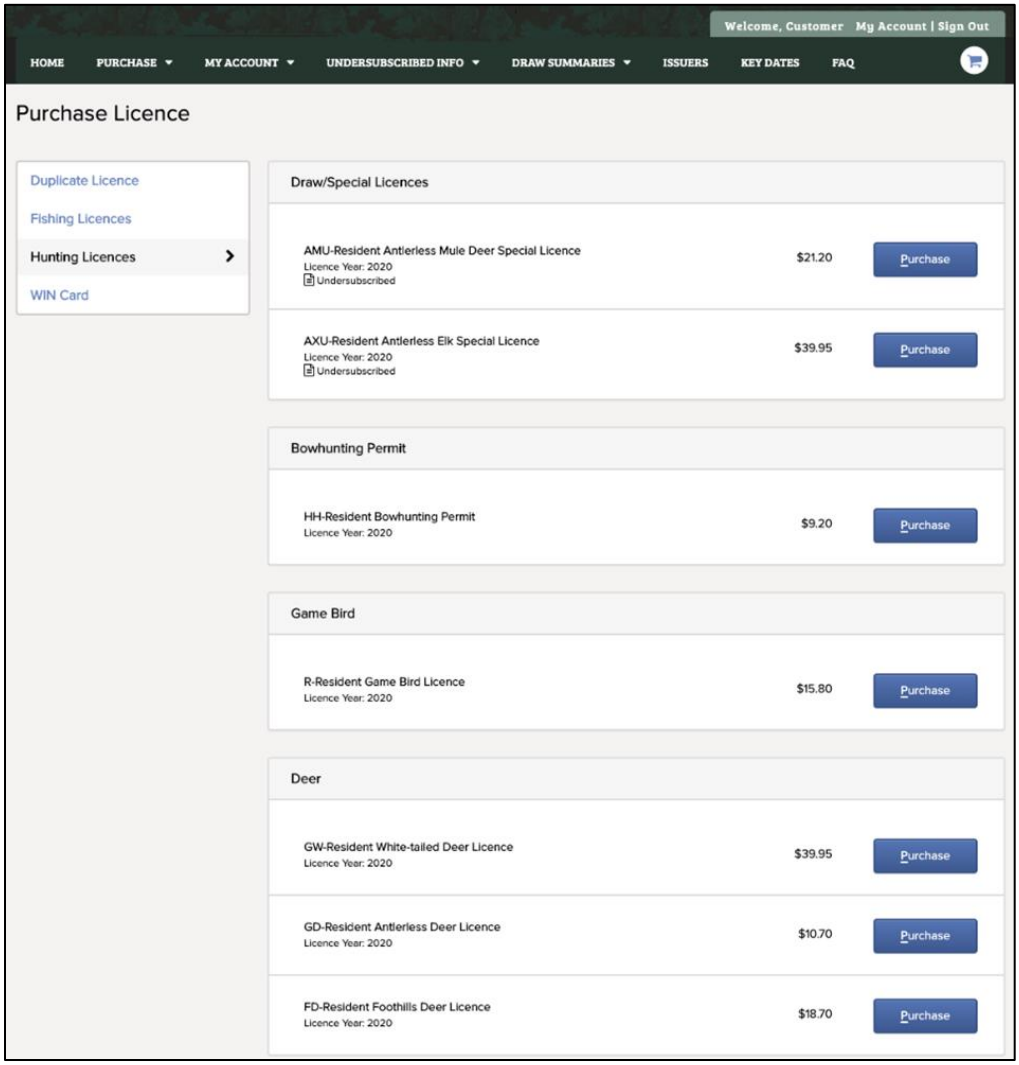
The Inventory Management features include specific workflows for the setup, assignment and tracking of all serialized items with pre-printed numbers. Serialized items can be imported via file (when received from 3rd party pass vendors) or ranges of pass numbers can be manually created by authorized users via setup screens. Passes can be assigned to specific locations or cash drawers. During sale/return of serialed items, the system captures and updates/validates each serialized number used.

Aspira One provides for setup of suppliers with product assignment and product reorder capabilities through purchase orders.

Stock transfer requests can be monitored and managed through the Stock Transfer function. This includes the ability to create and manage backorders. Barcode label printing is fully supported.

Inventory reconciliation can be performed via file imports or manually. All current inventory levels are automatically reconciled and updated once authorized users finalize the reconciliation process.

The Product Catalog supports the creation of categories and sub-categories to which license products are assigned. The categories in turn can be arranged in order based on license validity dates, sales dates, promotions, popularity or any other method chosen by NGPC. We demonstrate this below:



Example of Product Catalog

Aspira's solution uses a combination of factors to determine which Products are to be presented to a customer and when. These factors are defined at the Product level and provide NGPC very granular control over product eligibility to ensure customers can purchase only those products for which they meet the criteria.

These factors are:

- **On-sale Dates** – Products are configured seasonally or across multiple seasons with on sale and off sale dates.
- **Age Restrictions** – A minimum and maximum age can be optionally assigned to a product to limit sales to certain age demographics.
- **Residency** – Residency requirements can be applied to products to either allow/disallow product sales to residents/non-residents or to change the fees based on residency.
- **Pre-requisites** – Product pre-requisites can be configured in many different ways. Customers may only be able to buy a product if they have another product or a Hunter Education certificate. Customers may NOT be able to buy a product if they own a product of a similar type.
- **Qualifications/Certifications** – The solution supports different types of certifications that may make customers eligible for certain types of products or pricing. Qualification/Certifications are completely customizable attributes and may include Farmer status, Active Duty Military, Veteran, National Guard, etc.
- **Disabilities** – Customers with certified disabilities may be eligible for special allowances with specific types of product purchases. A specific set of products can also be configured to only be presented based on a customer's disability status.
- **Restrictions/Suspensions** – If a customer is otherwise eligible to purchase a product, restrictions/suspensions associated with their profile can prevent the customer from making purchases of specific license/permits or any purchases at all. To protect the customer's privacy, we do not publicly display the reason for the restriction but rather we direct the customer to call the Agency for more information.

When a customer logs in to Internet Sales or is loaded into the Point-of-Sale interface, the system considers residency, age and all other factors listed above to ensure the customer may purchase only those products for which they are eligible to purchase.

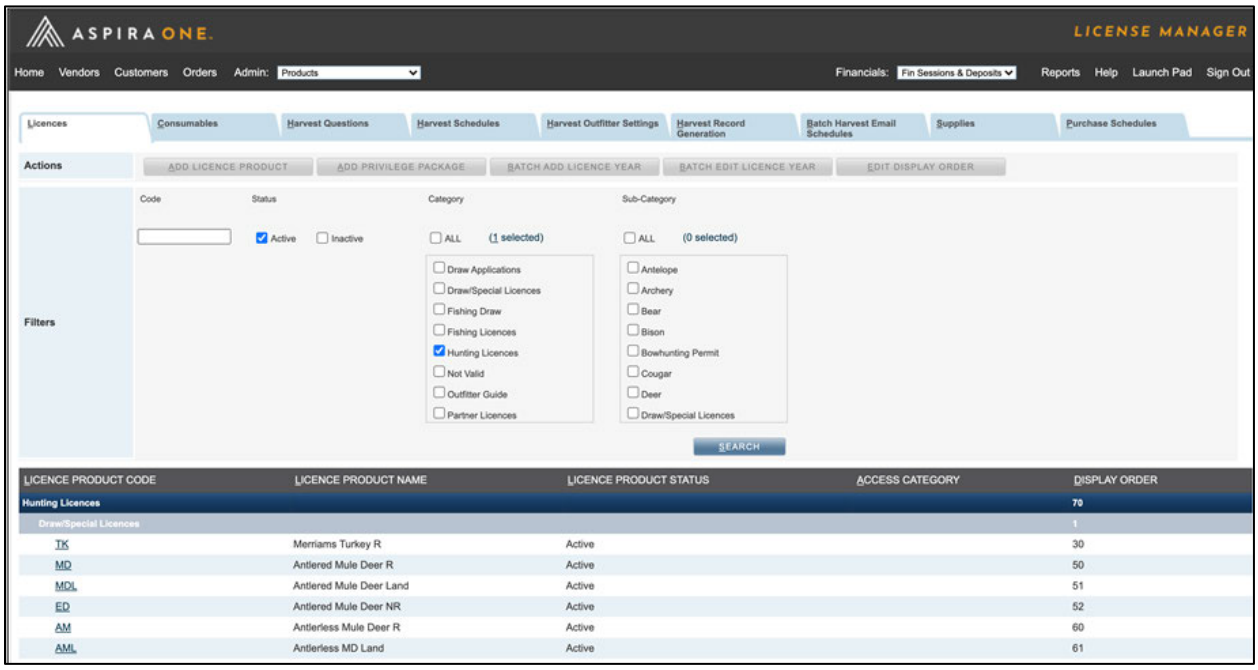
Easy-to-Use System Management

The administrative console of Aspira's solution provides NGPC with an easy-to-use system management tool enabling end-to-end administrative control of privilege (license, permit, tag, stamp), hunt, harvest, draw application, magazine subscription, and donation products. License Manager enables authorized NGPC users to create and modify products – available immediately to designated locations, or on a date/time specified.

NGPC can also set prices, effective dates, and business rules, and assign products to specific classes of agents/outlets. Some of the available features include:

- **Copy Product** feature, which enables NGPC to select a product with similar characteristics and copy it to a new product, which NGPC can then change to suit the new product.

- **Configurable Pricing Records**, where the base product fees as well as any commissions and fund splits across accounts are defined.
- **License Year**, which defines the year of the product as well as the Sell From and To Dates.
- **Flexible Valid From** (i.e. Start Date/Time) **and Valid To** (i.e. Expiry Date/Time) **Options**, which along with License Year are used to establish valid dates for annual license year or based on a number of days (e.g. 365-day, 1-day, 7-day, etc.).
- **Configurable Business Rules**, which dictate customer eligibility to purchase a product. This includes support for Rule Groups (NGPC Combination Rules).
- **Quantity Controls**, which dictate the number of the same product that the customer can purchase in a configured timeframe.
- **Dynamic Questions** to be asked during product purchases.
- **Configurable Text Displays**, representing information to be provided to the customer during the sales flow.
- **Configurable Display** (e.g. Fishing, Hunting, Trapping) and **Report Categories and Sub-categories** (e.g. Annual, Short-term, Lifetime) that are used to organize product display in sales user interfaces and reports.
- **Print Templates** for easy convenience.



License Manager in Administrative Console

The Business Rule function lets NGPC specify the rules that govern the sale of products to customers. For most rules, NGPC can indicate whether a product for which a customer is

not eligible is to be offered/displayed to the customer or hidden from the user interface. Business rules belong to one of the following categories:

- **Cross Reference** rules relate to conditions set on privilege products or a combination of privilege products that affect the customer's purchase, including products that qualify for an exchange.
- **Customer Demographic** rules such as the customer's, gender, military status, age or residency or a combination of these and others (e.g. Hunter ed.).
- **Suspension/Revocation** rules relate to the customer's suspension/revocation status that determines eligibility.
- **Education/Certification Enforcement** rules relate to the customer's education or certification, as a prerequisite to purchase.
- **Draw Product Enforcement** rules relate to conditions under which the customer can purchase a draw product.

Product Configuration | System Configuration | Printer Configuration

Species | Seasons | Weapons | Product Questions | Document Templates | Fiscal Year | Display Categories | Display Sub-Categories | Report Categories

Action ADD

HARVEST DESIGNATION	CODE	DESCRIPTION	LOCATION ALIAS	CATEGORY	DISPLAY ORDER	LANDOWNER	CREATION USER	CREATION LOCATION	CREATION DATE/TIME
11	11	Antelope	WMU			false	ao-lstone	Kentucky HF Agency	Wed Jun 26 2013 08:05 AM MDT
12	12	Moose	WMU			false	ao-lstone	Kentucky HF Agency	Thu Jun 27 2013 10:09 AM MDT
13	13	Sheep	WMU			false	ao-lstone	Kentucky HF Agency	Thu Jun 27 2013 10:09 AM MDT
14	14	Deer	WMU			false	ao-lstone	Kentucky HF Agency	Thu Jun 27 2013 10:09 AM MDT
15	15	Bison	WMU			false	ao-lstone	Kentucky HF Agency	Thu Jun 27 2013 10:09 AM MDT
16	16	Elk	WMU			false	ao-lstone	Kentucky HF Agency	Thu Jun 27 2013 10:10 AM MDT
17	17	Goat	Area			false	ao-lstone	Kentucky HF Agency	Thu Jun 27 2013 10:10 AM MDT
18	18	Wolf	WMU			false	ao-lstone	Kentucky HF Agency	Thu Jun 27 2013 10:10 AM MDT
19	19	Walleye	Lake			false	ao-lstone	Kentucky HF Agency	Fri Jul 05 2013 08:04 PM MDT
20	20	Merriam's Turkey	WMU			false	ao-lstone	Kentucky HF Agency	Sat Jul 06 2013 02:27 PM MDT
21	21	White-Tailed Deer	WMU			false	ao-lstone	Kentucky HF Agency	Mon Jul 08 2013 10:04 AM MDT
22	22	Mule Deer	WMU			false	ao-lstone	Kentucky HF Agency	Mon Jul 08 2013 12:18 PM MDT
23	23	Bear	WMU			false	ao-lstone	Kentucky HF Agency	Tue Feb 04 2014 01:59 PM MST
24	24	Cougar	WMU			false	ao-mleci	Kentucky HF Agency	Mon May 26 2014 11:24 AM MDT
25	GB	Game Bird	WMU			false	ao-jrichardson	Kentucky HF Agency	Wed Dec 03 2014 04:14 PM MST

Product and Business Rule Configuration

Aspira One enables your operations, strategic direction, and consumer preferences through a dynamic and robust system that gives NGPC the controls to adjust, modify and drive to the future that you, your legislature, agent partners and consumers will expect.

15. apply and collect state and local taxes on applicable merchandise/services;

Aspira's solution supports very complex tax structures, including state and individual county and city tax tables for sales tax collection, and is proven to support the requirements of our agency clients. Products can be made configurable to support one or more applicable taxes.

Aspira One's configuration options for taxes have an effective date as well as inventory start and end dates, which allows for the pre-configuration of future fees rather than rushing to complete the data input immediately prior to the date.

Aspira One can be configured for the application of various tax codes, including those specific to merchandise sales.

Aspira's solution also allows for products to be set as tax included. For example, a taxable item (at 7%) may be sold as $1 to the customer; however, in the back-end the sale is reported as $.93 POS fee and .07 tax. Tax is reported on the Tax Detail, Tax Summary and Tax Remittance reports.

The system provides multiple tax reports which displays revenue and the tax details which have been charged based on the tax schedules. These reports can be generated as granularly and frequently as NGPC desires, as well as used to determine the monthly tax amount for remittance to the tax authorities.

16. conduct and manage Draw and Lottery permits;

The issuance and management of your Draw and Lottery Permits will be accomplished through Aspira One's robust lottery functionality. For some specific seasons, species, or areas, the demand for licenses far outpaces the environment's capacity.

We have designed, developed, deployed, tested, maintained, and supported lottery solutions for our clients for more than a decade. Aspira One can be configured to:

- Accept various applications through both Retail Vendors and internet channels;
- Collect Credit Card on the draw application which will be stored, in compliance with credit card security standards, on customer's profile and will be used to charge the fee for the awarded permit (if configured);
- Perform the lottery according to NGPC-configured business rules;
- Notify all applicants of the outcome of the lottery through posting to the customer's account and, if desired, system-generated email; and
- Automatically process the Awarded permits to winners and charge customer's credit card on file or make the awarded permits available to winners via both License Vendors and internet as configured.

All aspects of the lottery are documented within the system including:

- Applicants;
- Processing steps;
- Lottery methods/Draw Algorithms; and
- Outcomes of each lottery drawing both on the individual customer record and by lottery.

[redacted]
Over 2 Million Draw Applications Processed by Aspira Annually

For most states, lotteries are conducted in a traditional fashion; applications are accepted for a set time period and then closed. Then, from all applications received, a set number of winners are randomly selected. Aspira One can be configured to administer:

- Simple independent lotteries;
- Dependent draw lotteries where the outcome of one lottery impacts the entrants into subsequent lotteries;
- Weighted draw lotteries where points are awarded/accumulated to participants in prior year's lotteries; and
- Group draw lotteries where groups of customers are entered into a lottery together as a team with all members either winning or not winning.

For certain types of offerings, such as left-over tags, we can use our Instant Lottery capabilities. With this functionality, customers will receive immediate results on the lottery based on the application of rules established by NGPC. In addition, unsuccessful applicants can be automatically entered to a future "correction" lottery where undersold tags/permits are made available. This allows your wildlife biologists to ensure that the harvest is appropriate to maintain healthy populations throughout the state and at the unit level.

The draw process in Aspira One can be categorized into the following categories:

- Application Period;
- Generating Exceptions;
- Generating Results;
- Finalizing the Draw Results; and
- Awarded License & Tags Fulfillment.

Application Period

Once a draw product opens up, customers can go to a retail vendor, the call center, or the NGPC website to submit an application. At a retail vendor or through the call center, a customer provides their identifier, date of birth, and residency information as defined by NGPC. An authorized user starts a sale by entering the identifier, date of birth and residency information, or by searching for the customer based on other criteria (depending on configuration). If a matching customer is found, the user will confirm the matching customer, optionally update customer information, and proceed with the sale for that customer. If a matching customer is not found, the user will add a new customer to the system. NGPC controls what customer data is required or voluntary according to business needs and license regulations. On the NGPC website, the customer will be required to log into their account or create an account.

Aspira One presents the draw products that meet the age, residency status, license revocation, hunter education and license holdings/prerequisites, including purchase limits, of the customer.

As the user selects each desired draw product, Aspira One evaluates additional business rules and prompts the user to provide additional information, such as hunter education as

applicable. For Group Applications, the Group Leader will submit the draw application first and then the Group Members will submit their applications using the Group Leaders Group ID. The Group Members will share the same Hunt Choices made by the Group Leader.

Aspira One adds each of the draw products to the cart. Once the user is finished with the draw product selections and chooses to go to the cart, Aspira One displays the quantity and calculated price for each draw product, as well as the total price. At this point the user reviews the purchases and can optionally remove any unwanted items, can continue shopping, or can provide payment.

Once the items to be purchased are reviewed, to process the sale the user inputs payment details (for other than zero-dollar items) including payment method (cash, credit card, etc. as configured for the location). On the order cart/payment screen, Aspira One has the ability to collect a credit card that can be securely stored with customer's profile, which can be later charged for the fees for the Awarded License.

Once the payment has been processed, Aspira One generates a receipt with one or more orders. Then, Aspira One generates a notification to the customer once the draw application has been submitted.

Generating Exceptions

Aspira One has a feature that will allow NGPC to generate "Exceptions" during the Application Period. Once a user with the required permissions initiates the Exceptions process, Aspira One goes through each draw application that has been submitted to determine if the application is still eligible to be a part of the draw (i.e. Aspira One runs through various business rules configured on the draw product, possible configuration issues etc.). Aspira One adds any draw application that violates a business rule to the Exceptions list. The applications in the Exceptions list can be reviewed by NGPC. The "Exceptions" can be generated even when the Application Period is still open. Any Exceptions that are resolved are removed from the Exceptions list.

Generating Results

After the Application Period ends, Aspira One enables NGPC to generate the Draw Results. Once a user with the required permissions initiates the Generate Results process, Aspira One will generate the Exceptions again to make sure that all the applicants are eligible to take part in the Draw. After the Exceptions are generated, Aspira One determines all the successful and unsuccessful applicants. NGPC can export the results and review them prior to finalizing the draw results. If for any reason NGPC needs to regenerate the results, Aspira One will allow a user with permissions to regenerate the Draw results.

Finalizing the Draw Results

After reviewing the results, a NGPC user with permissions will finalize the Draw results and the Awarded Licenses will be processed for the draws that are configured to auto award. Draw Notifications process can be initiated by a NGPC user after the Draw results have been finalized. Aspira offers an option to configure draws to require the customer to

accept or reject their award prior to a pre-established acceptance deadline defined by NGPC.

Awarded License & Tags Fulfillment

Aspira fulfills all the Awarded Licenses and Tags.

Limited Entry (Lottery) Permits

Authorized NGPC users can configure lotteries directly in the Aspira One Control Center. This is where Business Rules are established and applied to specific lotteries. Among the Business Rules and configuration settings are:

- Draw dates and first-come, first-served distinctions;
- Eligibility parameters;
- Application guidelines including number of entries allowed;
- Preference point rules e.g. how points are applied to a lottery or restoration of points if an item is returned;
- Group application capabilities;
- Fulfillment method(s);
- Transferability;
- Tag type;
- Quota/inventory numbers (tracked in real-time including issuance, purchase, and return to inventory);
- Redemption parameters and methods including deadlines to claim and the option to return unclaimed licenses to inventory;
- Rules for automatic or manual initiation of a random drawing; and
- Which license holders are automatically entered into the Antlerless Deer draw.

Through the Aspira One internet portal, the customer can enter, modify, and purchase limited hunt or lottery permits. For limited hunt/lottery permits, customers (or retail vendors or other authorized users on their behalf) may add selected lottery entries as long as the eligibility parameters are met and the limited entry hunt has an available inventory. These entries are recorded on the customer's account, managed by Aspira, and individual results are posted to the customer's account.

17. provide reporting capabilities, both built-in and ad-hoc, including advanced data reporting/analysis;

Aspira One's reporting capabilities include **300+** configurable reports, plus an extensive ad-hoc reporting tool, providing real-time reporting for financial, statistical and operational data needs relevant to operations. The reports cover all sales channels and can be requested on demand and scheduled for automatic delivery to one or more users email

accounts without intervention after initial setup. This solution also allows for all reports to be printed, saved and downloaded.

Agents/NGPC Offices will have access to an array of reports providing a complete picture of account activity in sales, EFT, payments, and more. Agents/NGPC Offices can easily view daily, weekly, monthly sales transactions and will receive detailed reports of weekly ACH sweeps so that revenue reconciliation processing can be performed prior to actual processing.

Our advanced tool connects to a customer-friendly representation of your data, optimized for accelerated data access. Insights contains standard reports, such as:

- **Agent Dashboard with Widgets** – Displays the sales for each agent by day, based upon user entered start/end dates;

Example of dashboard's versatility and capability to empower NGPC

- **Agent Activity** – Displays by Product Category the agent activity, based upon user entered start/end dates. Also has the ability to put in a threshold value, so the user can see agents that have had more than 4 (threshold value) voids, duplicates, etc.;
- **Auditor Sales** – By user entered start/end dates, selected licenses (or all), selected transaction types (or all), and selected vendors (or all) provides sales transaction information;
- **License Comparison Reports** – By duplicate, internet and all, providing a weekly, monthly, fiscal year or calendar year comparison of sales; and
- **Vehicle Comparison** – Provides a weekly, monthly, fiscal or calendar year view of vehicle registrations/sales.

The report suite is already configured for ease of use, allowing users to analyze multi-dimensional data from multiple perspectives. Users can:

- Create, manipulate and run large, complex, recurring Ad Hoc reports;
- Run reports for a specific time period or over a long period of time;
- Download and print reports (CSV, Excel, PDF, PPT); and
- Schedule reports to run on a regular basis using relative date range (Week-1, Day-1, etc) and appear as an attachment in an email.

Reports Are User-Friendly and Easily Managed

The Aspira solution contains hundreds of standard reports plus an easy to use ad hoc reporting module. As part of the implementation process, NGPC and Aspira will review reporting needs so that Aspira may make the necessary reporting adjustments to provide data in a format desired by NGPC. These adjustments can include any aspect of reporting including:

- Layout;
- Data to include/exclude;
- Scheduling of auto-reports; and
- Graphical presentations.

To access reports, the end user selects the reporting module from the Launch Pad. All reports provide a consistent format.

Easy-To-Use Ad Hoc Reporting

Ad hoc reporting taken to new levels

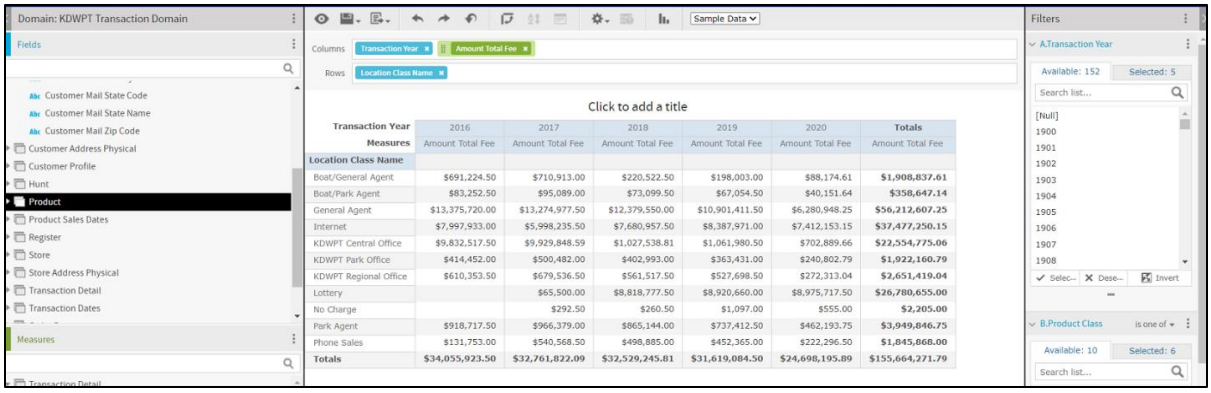
Aspira's powerful ad-hoc reporting solution is your one-stop source to leverage your key data, featuring ad-hoc reporting in table, crosstab or chart format, as well as dashboards. All can be accessed on demand and can be downloaded in various formats such as CSV, Excel, PDF, PPT, etc. Reports can be scheduled for email delivery and feature relative date range functionality that dynamically updates the time period relative to the current date (i.e. previous week, current week, next week, etc).

Aspira's ad hoc reporting solution, provides the capability of creating any ad-hoc view or report from various time periods:

- Fiscal Year;
- Calendar Year;
- Month;
- Week;
- Day;
- Weekday (Monday – Friday);
- Weekend (Saturday and Sunday); or
- Custom date range

One of the core features of Insights is the ability to create and execute a multi-year report easily and effortlessly in all formats – table, crosstab and chart.

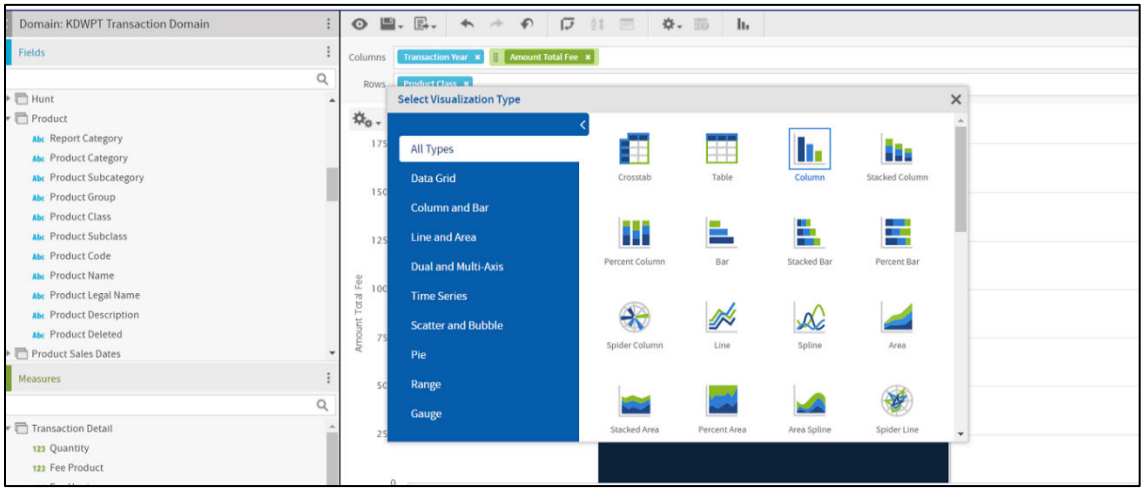
Demonstrated in the following is a 5-year ad hoc view in crosstab format:



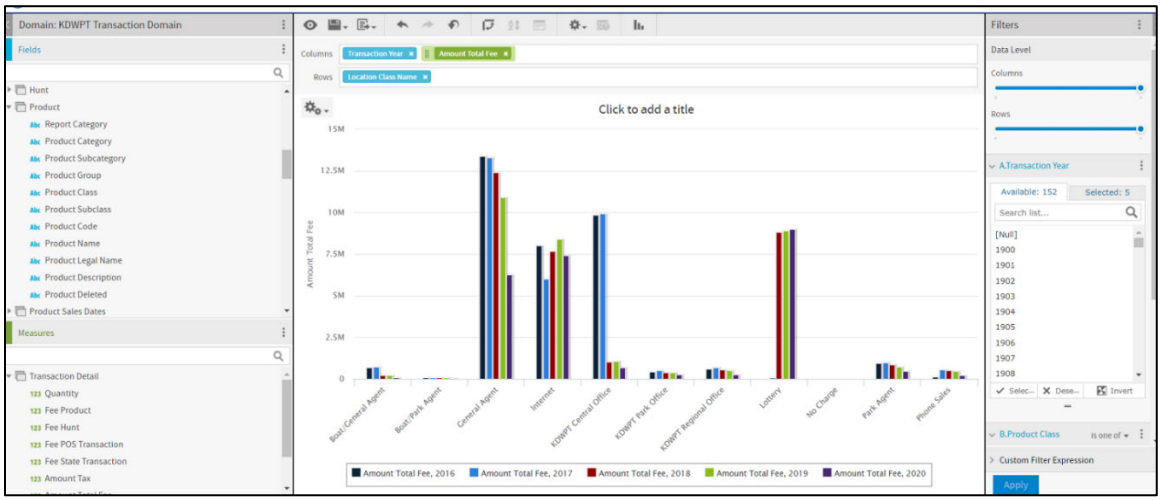
Transaction Year	2016	2017	2018	2019	2020	Totals
Measures	Amount Total Fee	Amount Total Fee	Amount Total Fee	Amount Total Fee	Amount Total Fee	Amount Total Fee
Location Class Name						
Boat/General Agent	$691,224.50	$710,913.00	$220,522.50	$198,003.00	$88,174.61	$1,908,837.61
Boat/Park Agent	$83,252.50	$95,089.00	$73,099.50	$67,054.50	$40,151.64	$358,647.14
General Agent	$13,375,720.00	$13,274,977.50	$12,379,550.00	$10,901,411.50	$6,280,948.25	$56,212,607.25
Internet	$7,997,933.00	$5,998,235.50	$7,680,957.50	$8,387,971.00	$7,412,153.15	$37,477,250.15
KDWPT Central Office	$9,832,517.50	$9,929,848.59	$1,027,538.81	$1,061,980.50	$702,889.66	$22,554,775.06
KDWPT Park Office	$414,452.00	$500,482.00	$402,993.00	$363,431.00	$240,802.79	$1,922,160.79
KDWPT Regional Office	$610,353.50	$679,536.50	$561,517.50	$527,698.50	$272,313.04	$2,651,419.04
Lottery		$65,500.00	$8,818,777.50	$8,920,660.00	$8,975,717.50	$26,780,655.00
No Charge		$292.50	$260.50	$1,097.00	$555.00	$2,205.00
Park Agent	$918,717.50	$966,379.00	$865,144.00	$737,412.50	$462,193.75	$3,949,846.75
Phone Sales	$131,753.00	$540,568.50	$498,885.00	$452,365.00	$222,296.50	$1,845,868.00
Totals	$34,055,923.50	$32,761,822.09	$32,529,245.81	$31,619,084.50	$24,698,195.89	$155,664,271.79

Example of ad hoc view in crosstab format

By changing the format of the report, it easily changes from a crosstab to a graph.



Easy to change between numerous formats of the report



Example of ad hoc view in graph format

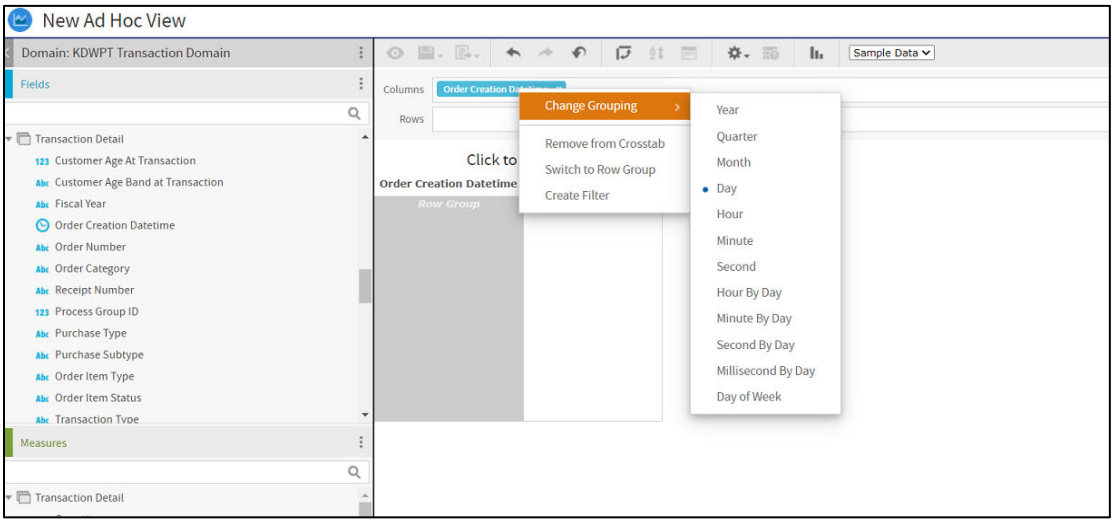
Insights Manager standard core reports also have the capabilities to pull data on a calendar and fiscal year basis as well as encompassing multiple years. Currently in the system these reports include:

- Duplicate License Sales Comparison;
- Internet Sales Comparison; and
- License Sales Comparison.

Also, all Insight Manager Reports and ad-hoc views are capable of using Relative Date functions, which dynamically update to show a time period relative to the current date.

- DAY - the date range is calculated based on days relative to the current date;
- WEEK - the date range is calculated based on weeks relative to the current date;
- MONTH - the date range is calculated based on months relative to the current date;
- QUARTER - the date range is calculated based on quarters relative to the current date
- SEMI - the date range is calculated based on semesters relative to the current date;
- YEAR - the date range is calculated based on years relative to the current date.

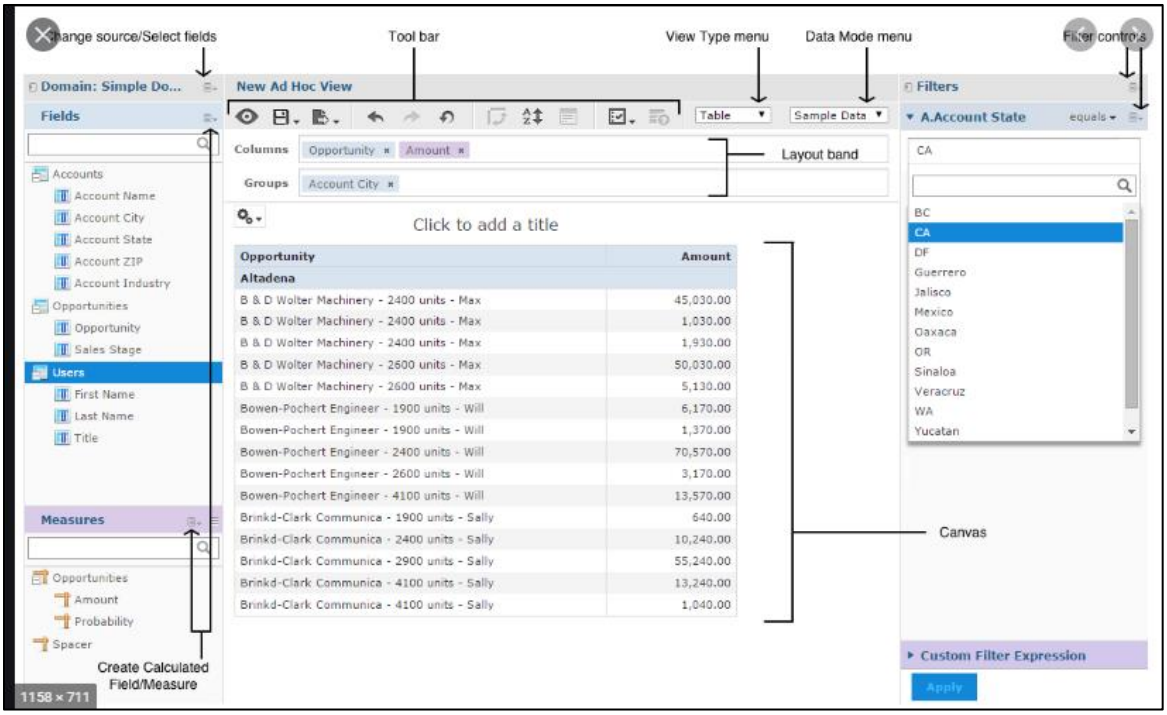
One of the many features of Insights also allows you to aggregate data on the fly. Insights has the ability to aggregate daily data into YEAR, QUARTER and Month through a right-click selection.



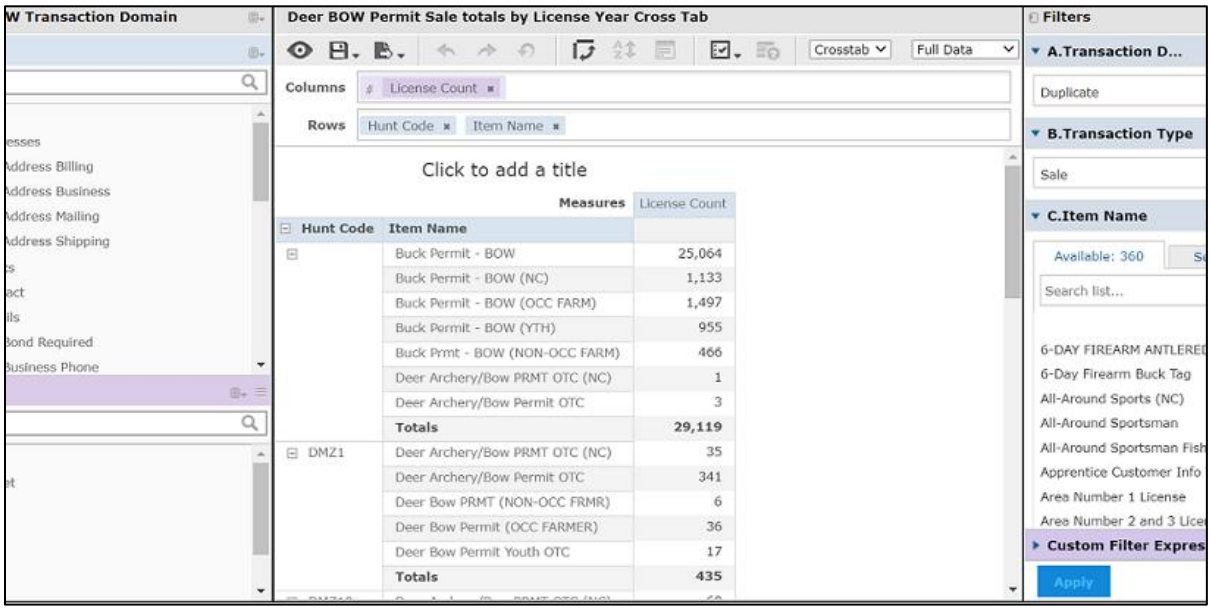
Easy aggregation of data on the fly

Insights Manager provides the ability to power data driven decisions, including a 360 degree view of actions taken – email marketing, web traffic, etc.

Below we provide a sampling of the robust capabilities of different user interfaces and flexible genres of data visualizations:



Tabular Ad Hoc Reporting



Crosstab Ad Hoc Reporting

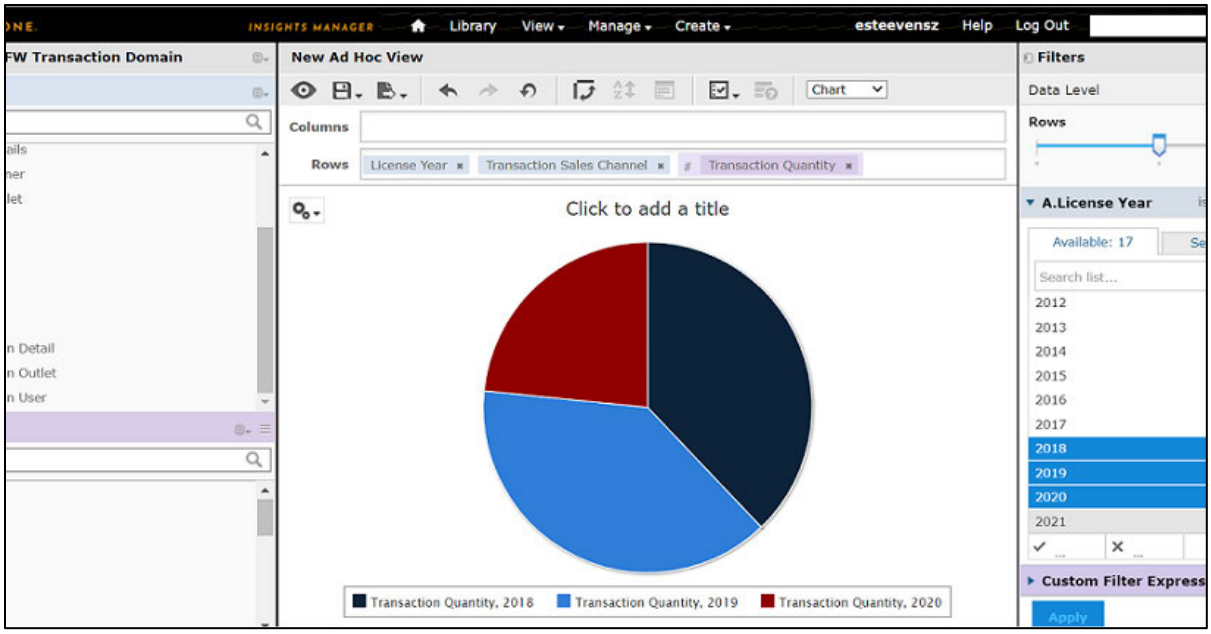
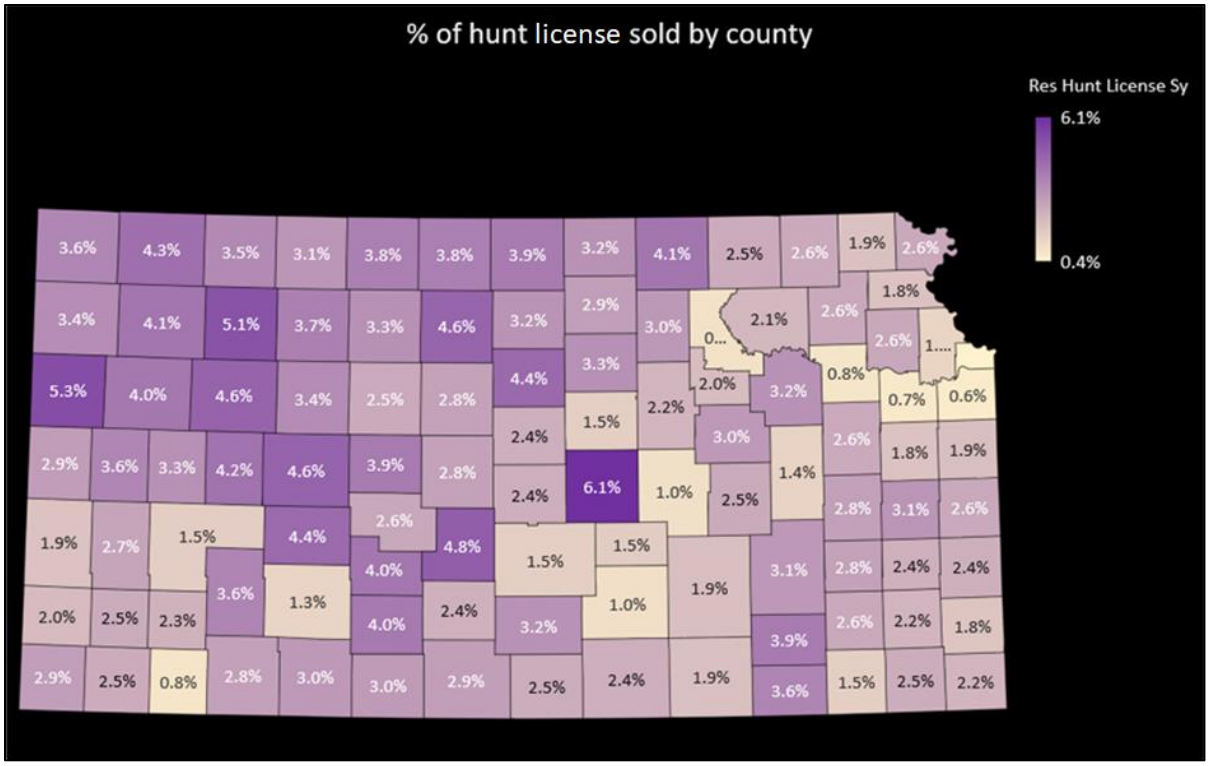


Chart Ad Hoc Reporting

Dashboard Ad Hoc Reporting



Heat Map Ad Hoc Reporting

18. generate transaction files of collected revenue and permit issuance, while complying with Generally Accepted Accounting Principles (GAAP), and the State's approved banking/credit card system (currently US Bank/Elavon); and

Aspira One generates all transaction files of collected revenue and permit issuance. Aspira One supports GAAP-compliant accounting functions including GAAP-compliant revenue recognition reporting, as well as being able to fully integrate with Nebraska's approved banking/credit card system (e.g. US Bank/Elavon).

Aspira One includes an extensive, mature, and fully tested accounting tracking and reporting module that is Other Comprehensive Basis of Accounting (OCBOA) compliant and provides for GAAP-compliant financial reporting. The module has gone through multiple third-party financial audits, and currently maintains full transaction and revenue management for more than 42 State and Provincial government agencies, with more than a billion dollars processed.

We provide the most widely used, proven, auditable financial engine in the Outdoors industry. We can provide direct financial data feeds and/or financial data exports for multiple financial operating systems, including PeopleSoft, SAP, Oracle, Microsoft Dynamics, as well as custom/proprietary systems used by state agencies. Many of our clients choose our financial exports option, which directly feed from the Aspira One system to the state financial system to provide maximum accuracy and transparency in revenue accounting.

Auditing of All Transactions

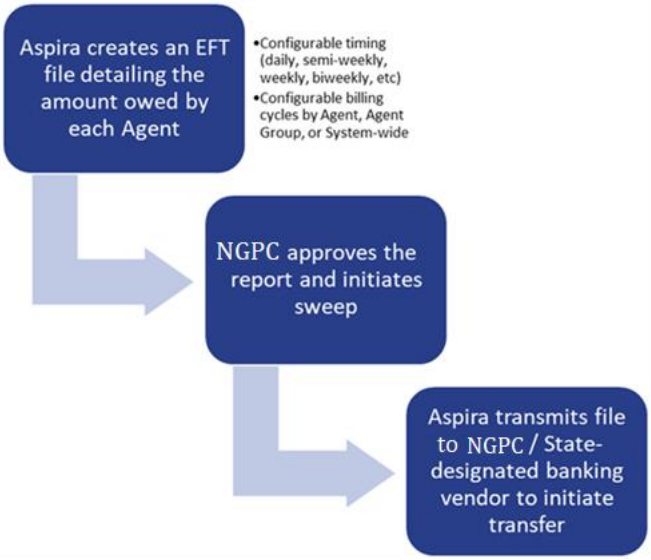
Additionally, Aspira's solution provides auditing of all transactions in the database and provides sales reports that can be run from our POS application for each license agent or from our Control Center dashboard parameter driven reports. Our system provides the following:

- The system produces reports which identifying deposits for a specific date or date range to their appropriate funds and each day's deposits.
- The system provides the capability to report on the money owed to the State by retail vendor/bank account and for each individual sales transaction.
- The system allows authorized NGPC staff to query and report on detailed agent charge, payment and adjustment information for a NGPC user selected date range.
- The system allows users to view and/or report on the financial accounting information for a specific retail vendor outlet, or for all outlets of a specific vendor.
- The system is capable of permitting authorized NGPC personnel flexibility in generating financial reports using menu options, including, but limited to:
  - time period
  - type of item
  - quantity of items
  - sales revenue
  - user-defined
- The system provides the ability to automatically generate revenue reports by Fund ID that identifies revenue totals, increases and declines by fund ID for user specified time intervals (month, calendar year, fiscal year), as well as by user specified duration.

Easy Electronic Transfer of Revenue

Aspira's system simplifies the collection of all sales and revenue data and allows for transfer of revenue electronically. All sales revenue is electronically processed using the Automated Clearing House (ACH) process to deposit all NGPC revenues from online, license vendors, and call center sales. ACH processing is currently configured to run at specific intervals, and if NGPC desires, a manual ACH process can be kicked-off at any time for a specific agent.

When an agent is first configured in the system, their banking information is added to the next ACH batch. This will allow the bank to confirm that the banking information provided by the agent is legitimate and ready for EFT. An ACH schedule can be defined by NGPC whereby agent transactions in a certain time frame are included in the ACH batch for processing. A batch will process the EFT for multiple agents at once.



The ACH/EFT Process

Financial tracking is one of the many strengths of our Aspira One solution. Through the terminal, agent administrators can generate invoices for the agent that details the transactions completed and includes the following financial tracking information:

- Number of each type of transaction;
- Total number of transactions;
- Total revenue by transaction type and from all transactions;
- Total amount to be deposited to NGPC by the retail vendor; and
- Total of the transaction fees to be retained by the vendor.

19. configurable by NGPC.

The entire foundation of our solution is configurability—from design to development—since the framework of Aspira's approach is to empower our clients by giving them the right infrastructure that is easily configurable to their specific needs. Aspira One, as a highly configurable system, allows authorized users to configure Products, business rules, pricing, and much more.

The flexibility of our solution is designed to meet the emerging business and legislative needs of Nebraska. You will not be restricted to specific business rules or logic or even be held to specific design elements, even though the solution is a commercial SaaS offering.

The solution being a SaaS offering adds extreme value to NGPC. In being a part of a growing community of client users you will be continually offered ideas to add value, advance and modernize your system. Your system's foundation is built upon Aspira's investments in infrastructure, security, support tools and best in class product development methodologies. You will be able to take advantage of non-client specific solution updates and changes, and will automatically benefit from Aspira's continued and strategic growth into the Hunt & Fish market.

Configurability

Some highlights of the solution giving NGPC comprehensive configurability include:

- A back office system that provides full graphical control of the entire back-end database and allows for:
  - Consumer, Issuer and Staff User Management;
  - Catalog Item Management;
  - Business Rule Management;
  - Accounting Services and Reconciliation;
  - Harvest Reporting;
  - Hunt Draws Configuration and Execution;
  - Web-POS License Issuer Application;
  - Supports customer look-up and update with ability to sell items from the product catalog based on defined business rules;
  - Offers a Quick Sale function for items with no restrictions;
  - Includes a training mode for new staff training with no fear of accidentally charging customers or updating information;
  - Allows issuers to configure terminals and access levels for their employees;
  - Browser Responsive Internet Sales Solution;
  - Allows a customer to create and update their account;
  - Supports browsing and purchase of qualified items from the product catalog;
  - Supports harvest reporting;
  - Enables print and reprint of license summaries and licenses;
  - Allows qualified customers to submit special permit applications;
  - Reporting – Parameter Driven Insights;
  - Over 300 pre-existing reports with access control and the ability to add more custom reports;
  - Ad hoc query tool;
  - Custom inventory reports that provide tracking and insights;
  - Full-featured accounting reports including sales reconciliation, sales journals, License Issuer details, product details and much more;
  - Build your own Targeted Mailings with our Powerful Business Intelligence Tools;
  - Create your own html messages in our easy-to-use tool and then send yourself a test email or SMS text message straight from Control Center;
  - Send targeted communications with a parameter-driven customer segmentation tool;
  - Schedule your outreach to send at the most appropriate time; and
  - Track the results of your campaigns.

For Example: Aspira One's License Manager application provides with an easy to use system management tool enabling end-to-end administrative control of privilege (license, permit, tag, stamp), hunt, harvest, draw application, magazine subscription, and donation products. License Manager enables authorized users to create and modify products – available immediately to designated locations, or on a date/time specified. NGPC can also set prices, effective dates, and business rules, and assign products to specific classes of agents/outlets.

Some of the available features include:

- Configurable Pricing Records where the base product fees as well as any commissions and fund splits across accounts are defined;
- License Year, which defines the year of the product as well as the Sell From and To Dates;
- Flexible Valid From (i.e. Start Date/Time) and Valid To (i.e. Expiry Date/Time) Options, which along with License Year are used to establish valid dates for annual license year or based on a number of days (e.g. 365-day, 1-day, 7-day, etc.);
- Configurable Business Rules, which dictate customer eligibility to purchase a product. This includes support for Rule Groups;
- Quantity Controls, which dictate the number of the same product that the customer can purchase in a configured timeframe;
- Dynamic Questions to be asked during product purchases;
- Configurable Text Displays representing information to be provided to the customer during the sales flow;
- Configurable Display (e.g. Fishing, Hunting, Trapping) and Report Categories and Sub-categories (e.g. Annual, Short-term, Lifetime) that are used to organize product display in sales user interfaces and reports; and
- Print Templates.

From a user management perspective, all aspects of the Aspira One solution are configurable by system users with the appropriate roles and permissions. This includes any text displayed throughout the system, product configurations, harvest surveys, chart of accounts, common terms (i.e. License vs Privilege) and more.

Aspira's goal is to provide a solution that manages your business requirements, gives you a technology platform that you can modernize ahead of the industry, and one that does not get stale over time. We provide services that will reduce NGPC's operating costs and increase revenue through the delivery of a flexible, easy-to-use, best-in-industry solution designed with your specific business in mind.

B. NEBRASKA GAME AND PARKS COMMISSION

Established by the Legislature in 1901, the Nebraska Game and Parks Commission works to conserve Nebraska's natural resources. The agency has a board of nine commissioners. Among the many duties of the Commission and staff are establishing hunting seasons and regulations for game species; managing Nebraska's state parks, state recreation areas, state historical parks, recreational trails, and other public lands; managing the fisheries at numerous public lakes across the state; helping landowners establish good conservation practices on their land; working to conserve Nebraska's threatened and endangered species; and providing hunter and boater education, as well as other resources for those who enjoy the outdoors. We are committed to the idea that time spent outdoors, whether it be hunting, fishing, hiking, biking, birdwatching, canoeing, camping or one of the many other outdoor activities Nebraska has to offer, is time well spent.

NGPC is predominately funded by user pay, which includes revenue from the sale of hunting and fishing permits and stamps, the sale of State Park entry permits, and fees for camping, lodging and activities in Nebraska's State Parks and State Recreation Areas. In 2020, approximately 87 percent of the agency revenues were generated through user pay and federal reimbursement, and approximately 13 percent came from the State General Fund. Revenues from permit sales, federal grants and other sources are placed into unique funds, depending on the permit/stamp/fee type. These funds, (e.g. Game Cash Fund, Park Cash Fund, Habitat and Aquatic Habitat Funds) necessitate differentiated accounting of transactions based on type.

The mission of the Nebraska Game and Parks Commission is the stewardship of the state's fish, wildlife, park, and outdoor recreation resources in the best long-term interests of the people and those resources.

Aspira and NGPC are wholeheartedly aligned in our belief and commitment that time spent outdoors is indeed time well spent. Aspira is more than just an agency partner; we truly believe that the work we do enriches people's lives and creates happier, healthier communities.

From day one, our company was born with a goal of simplifying access to North America's great outdoors, and through the course of time as a business, we've remained dedicated to delivering the solutions that do just that.

As a company, we put preservation first and continually seek out new ways to enrich experiences and bring different cultures and communities together.

NGPC can rest assured that all of us at Aspira recognize that we do more than provide leading solutions to state and provincial conservation agencies – our work is first the customers we serve by leveraging the great outdoors to serve as a catalyst for the betterment of individuals and their larger communities.

C. AUDIT REQUIREMENTS

The Contractor shall annually submit to NGPC a financial statement audit along with a report on controls placed in operation and tests of operating effectiveness in accordance with Statement on Standards for Attestation Engagements (SSAE) number 18 within 30

days of the end of the State's reporting fiscal year. The State's fiscal year runs from July 1st through June 30th.

Aspira understands and will submit to NGPC a financial statement audit in accordance with the requirements set forth above.

D. PROPER ACCOUNTING

For auditing purposes, the Contractor shall ensure every transaction (including voided, incomplete, partial, or refunded transactions) that flows through the Web-Based Permit/Licensing system is assigned a sequential and unique transaction number. Transaction numbers shall be included as part of the "Transaction Report."

Aspira ensures that each transaction processed through Aspira One is marked with a unique transaction number, including voided, incomplete, partial, or refunded. This facilitates full reporting, tracking, and audit functions throughout the system. Transaction numbers are persistent and are tied to both the specific transaction, the system user ID, and the customer ID where applicable.

E. FINANCIAL AND SECURITY AUDITS

In order to ensure proper operation of the Web-Based Permit/Licensing system, the State may periodically audit the Contractor's financial and security operations. During an audit, the Contractor shall provide full and unrestricted access to all paper and electronic records related to the Contractor's operation of the Web-Based Permit/Licensing system. The audit may include an unannounced site visit to the Contractor's operations center and may include reviews of all issues addressed in description of the security approach.

Aspira understands and welcomes the State's desire to periodically audit financial and security operations. Aspira will provide full and unrestricted access to all paper and electronic records for the State's audit review, as well as full access to Aspira's onsite operations center.

F. AUDIT LOGGING CONTROL

All record changes including deletions throughout the Contractor's database shall be logged. Logging shall include, at a minimum, the following: the date and time of the change, the user that initiated the change, the end-user device that initiated the transaction, and the previous value(s) of the item/field that has been changed. Using this information, it shall be possible to reconstruct and audit the activities of any authorized user of the system. The audit data must be protected, non-repudiated and restricted to authorized staff. Retention of the audit records shall be retained online for at least ninety (90) days and further preserved offline for a period of five (5) years plus the current year.

Aspira confirms that all record changes are fully logged within Aspira One.

Aspira One maintains a complete audit log of changes made within the system, capturing key elements such as the date, time and nature of a change; the user that initiated the change; the end-user device that initiated the transaction; previous values of the item/field that has been changed; and more.

The system maintains audit trails for all core transactions and user edits, including a full audit history on inventory changes, fee changes, customer record changes, etc.

As an example, an order such as a license purchase generates sequential transactions with unique transaction numbers each time the order is touched. Order creation and subsequent modifications (such as taking a payment) are each captured with a persisted unique transaction ID as part of the order history. Transactions associated with financial operations such as payments/refunds also generate separate audit trails and corresponding financial postings.

For example:

Voiding a license (and the associated payments) will perform the following:

- Change the license status to voided;
- Produce a new transaction ID mapped to the "void" transaction;
- Capture and persist the void in the license history along with pertinent attributes:
  - Time /date stamp;
  - User ID; and
  - Post full reversals for all financial postings associated with the void.

Users may view financial activity by reviewing financial postings and following links to corresponding payments via source document ID or links to corresponding order/sale via order ID. Alternately, users may start anywhere else in the system (such as Operator Cash Drawer details, or License Order Details) and follow transactions and payments through various screen all the way to corresponding deposits, transmittals, and remittances/distributions.

Aspira One provides real-time audit trail information. Example audit reports include but are not limited to the following:

- **User Access Audit Report**: This report provides details about users accessing the system. For example, for a user logging-in to the system it will report when they logged in, when they logged out, and if the system logged them off or if they logged off on their own
- **User Access Report:** This report provides details about users and their assigned roles. It can be used to validate what roles are assigned to a user and the status of the roles (whether active or inactive).
- **User Action Audit Trail Report:** This report displays all actions performed in the system, the user who performed the action and where/when the action was performed. The report includes all actions involving configuration data setup or modifications. It also displays the previous value, the new value and the active/ inactive dates associated with the setup or change.

G. SCOPE OF WORK

The Contractor will be responsible for the implementation, support and maintenance of a statewide Web-Based Permit/Licensing system to support all existing business processes/rules (Appendix B) for the State of Nebraska Game and Parks Commission as

specified in this RFP. This system will be the focal point for customers who want to visit the great State of Nebraska, providing a one-stop shop where visitors are able to see what Nebraska Game and Parks has to offer, purchase hunting and fishing, big game, draw and lottery, other miscellaneous permits, stamps, purchase goods and services online, through a mobile app, at a Nebraska Game and Parks location, or External Agent locations.

As your partner, Aspira offers our industry-leading implementation and support staff to drive a smooth, efficient, and comprehensive system implementation to empower NGPC staff users, license agents and consumers to transition easily with extensive and knowledgeable support systems, as well as maintaining and iterating upon a modern, powerful and secure solution. Additionally, after reviewing Appendix B, Aspira confirms our ability to support all existing processes/rules.

The Aspira Solution will become the State of Nebraska Game and Parks Commission's focal point for all transactions relating to the purchase of hunting and fishing, big game, draw/lottery and other miscellaneous permits and goods through web, mobile app, at a license agent or NGPC office.

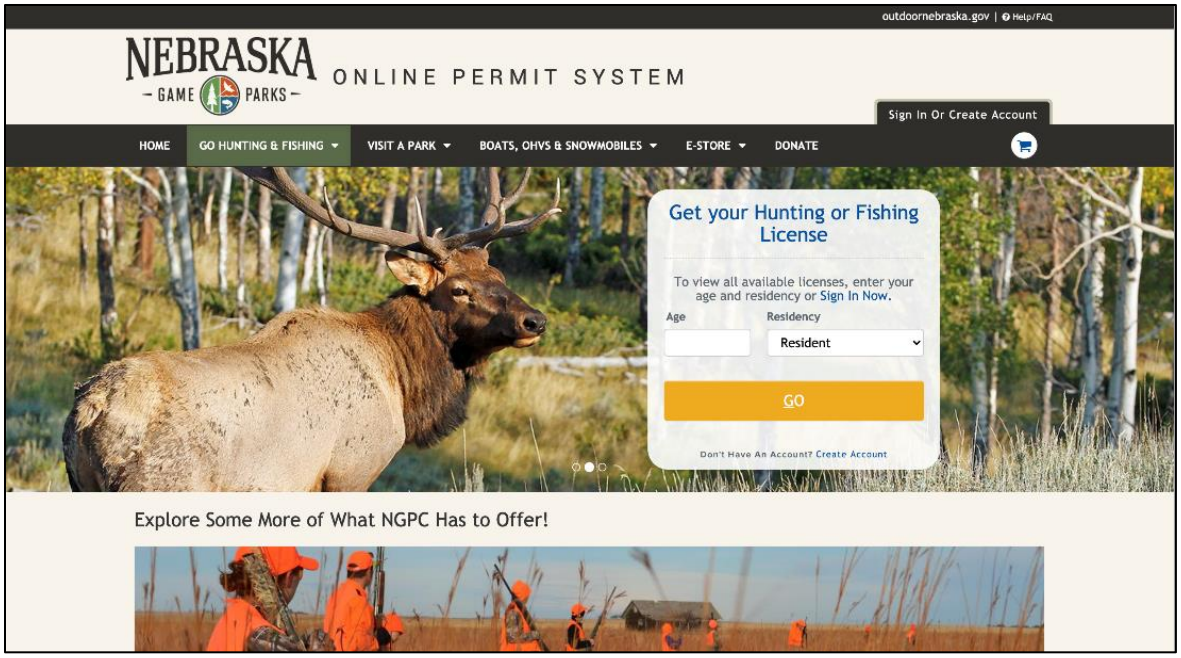
Online License System

Our online licensing solution provides a means for NGPC to engage with customers before, during and after their hunting of fishing experience by providing NGPC with the ability to create rich content on the Licensing System home page. Some of these features include:

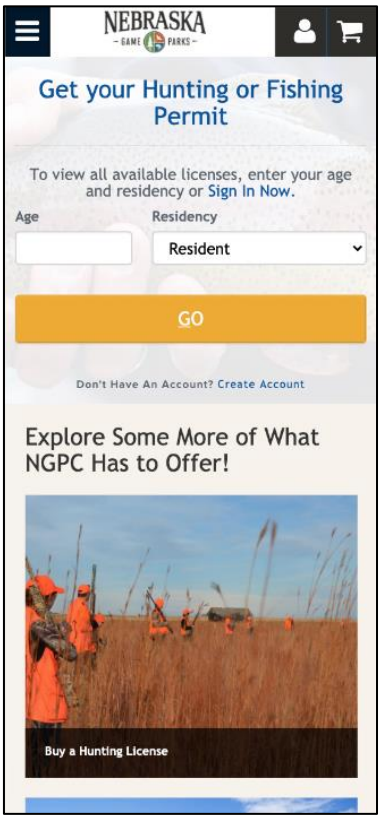
- Articles and stories related to hunting and fishing in Nebraska;
- Links to regulations and places to fish;
- Social walls where consumer's social posts and images are aggregated and displayed; and
- Flexible in its styling to match the NGPC brand of web properties.

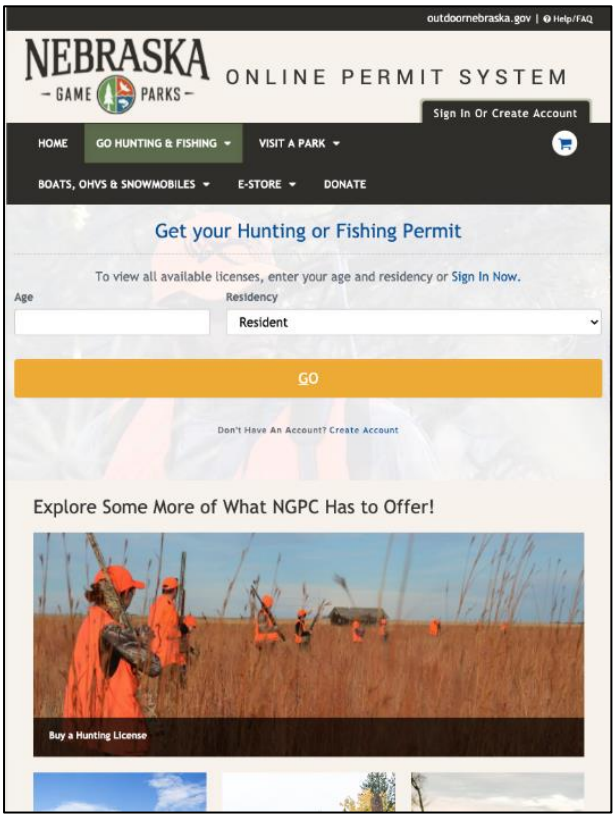
When a customer is ready to begin the permit purchase or draw application process, the intuitive and mobile responsive user interface of the Web-based system will provide an enjoyable and memorable user experience. The Aspira solution features:

- A design that is purpose built to help all users save time with every system interaction;
- Consumers make purchases and apply for license draws with their device of choice: PC, tablet, phone, mobile app (iOS and Android); and
- Internet sales processes which include the ability for consumers to print at home any documents you authorize, or the consumer can direct the documents for printing and pickup at a retail vendor of their choice.



Desktop view of landing page





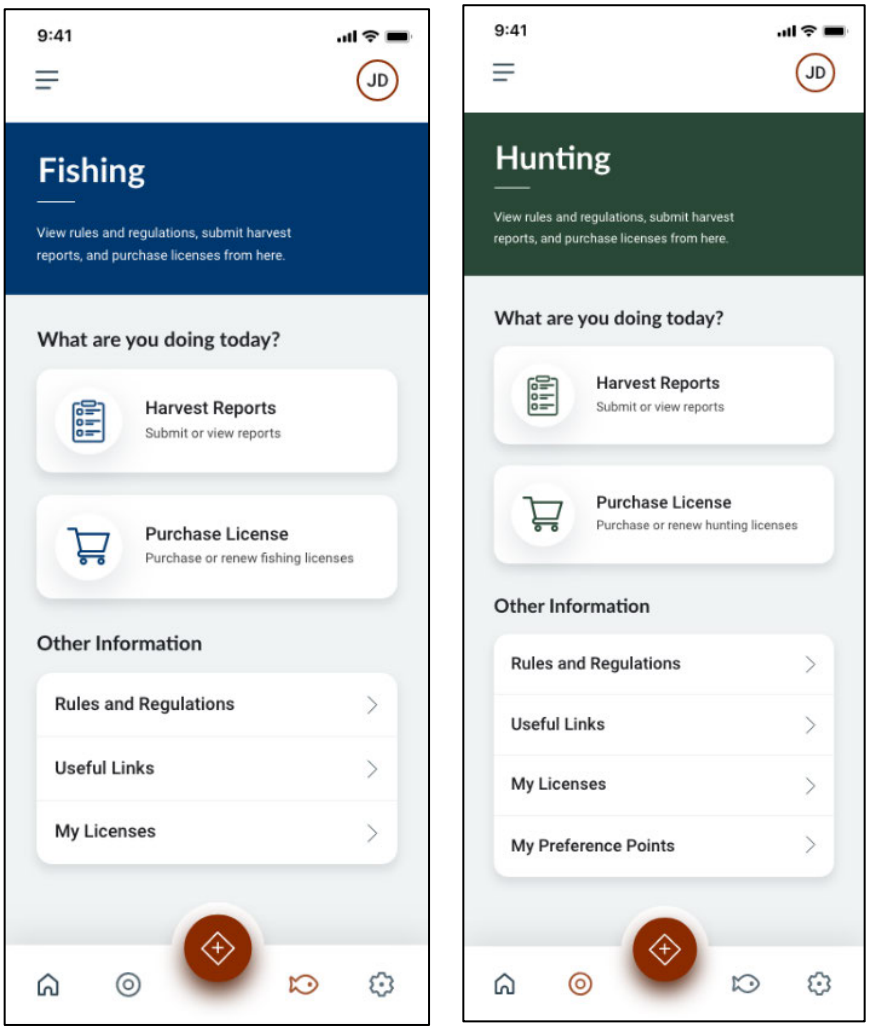
Mobile and Tablet view of landing page

Through a Mobile App

Aspira provides an iOS/Android supported native mobile app featuring easy access to upcoming event listings and registrations, license purchases, as well as enabling customers to store licenses and associated tags, complete harvest reports, and review regulations with or without cell connections

Aspira's mobile solutions are continually keeping pace with innovation and ongoing investments for our clients and their customers!

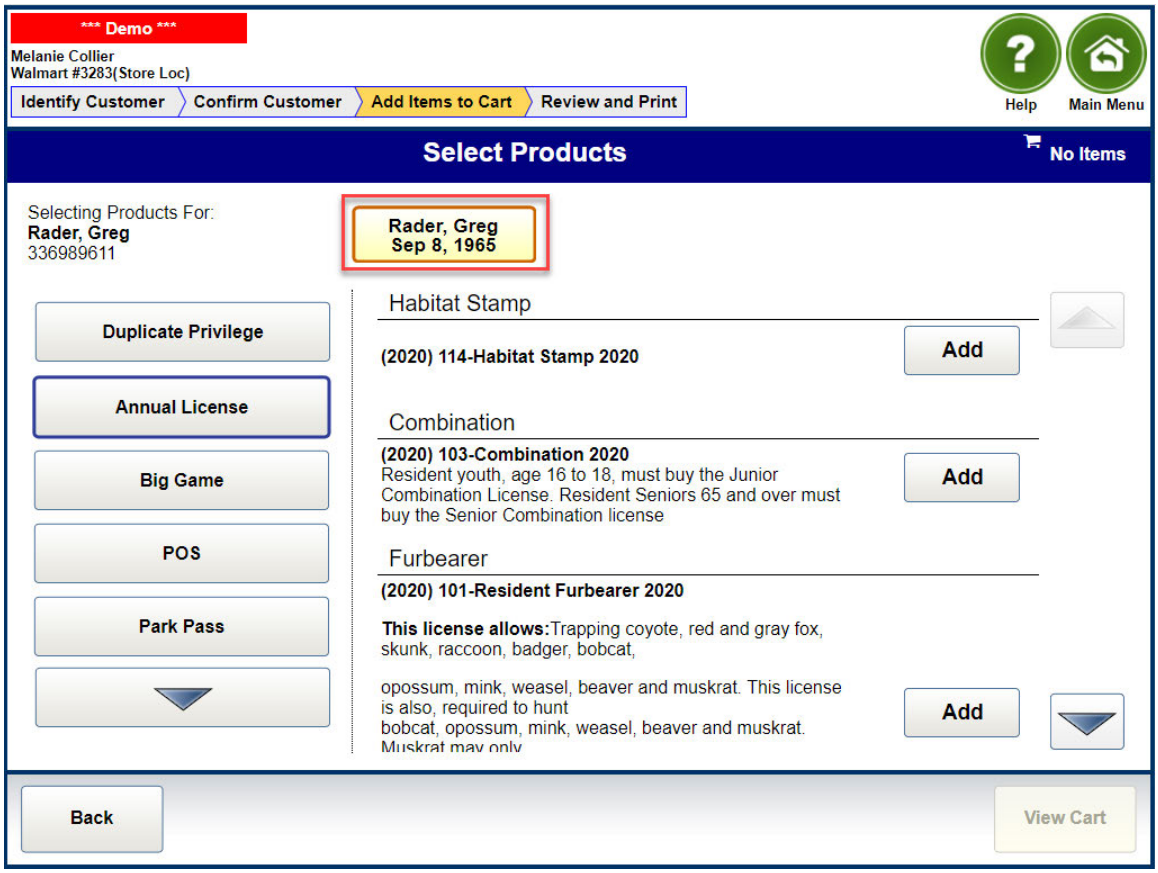
We continually enhance our solutions for mobile applications for law enforcement, paperless licenses, eTags including reporting of harvest for eTag species captured both in and out of service locations, 365-day licenses, and many more innovative features.



Easy Mobile Access for Receipts & Purchase Retrievals

NGPC Location or External Agent Location

For NGPC locations, Aspira's solution fully supports web-based sales. Authorized web-based devices are location-specific and associated with each NGPC location, where authorized users will conduct transactions.



POS Touch Interface - Permit Catalog

Our retail point-of-sale solution is an intuitive solution designed for optimal efficiency at the retail counter and is built using responsive layout and dynamic web frameworks to improve application loading and response time for your agents. Our POS solutions are currently used by more than 10,000 retail vendors in North America.

POS can run on any device with an Internet connection and browser and does not require any additional plug-ins. The features of POS described have been designed to enhance the vendor user experience.

Should an authorized retail vendor not have the appropriate hardware to run the solution, Aspira will work with them to provide the appropriate hardware on loan with a security deposit.

The POS solution is designed to operate efficiently using intuitive, user friendly designs on any web-connected device at a resolution of 1024px x 768px or higher.

Aspira's POS application is designed to work with customer facing input devices. Should a customer facing input device exist at a retail vendor location, it can be used to collect information that may be private or may require customer feedback. For example, if a new customer is setting up an account at a license agent location and SSN is required, the clerk can have the SSN field appear on the customer facing input device where the customer can input the value without the clerk hearing or seeing it. Another use of the customer facing input device is to have the customer answer the questions themselves when completing a HIP survey.

The system will share a single customer profile for all modules and sales channels. It will provide a link to the NGPC website but will not otherwise gather information from or provide data to the website.

The Aspira Solution provides a single profile for each customer that is updated in real-time across all modules, functions, and interfaces of the system as the customer interacts with the system; or as an agent, NGPC staff or call center agent acts on the customer's behalf.

The Aspira Solution will link to the NGPC website and neither gather from nor provide data to the NGPC Website. Aspira does recommend the configuration of cross-domain tracking through Analytics so that NGPC can easily measure customer movement between the Permit/Licensing system and the NGPC website.

The Web-Based Permit/Licensing system will handle sales, draw permits, and big game permit inventory tracking. Accounting of receivables and refunds, various reports and statements will be generated to provide appropriate information to customers, administration and field staff. File exports will be created and sent to the State's current accounting system, Nebraska Hunter Education, HIP (Harvest Information Program), The State of Nebraska Banking Contract, SimpleCirc (Nebraskaland Magazine Sales), State of Nebraska Organ Donation, and Amplex Federal Duck Stamps.

Aspira One will seamlessly handle sales, draw permits, and big game permit inventory tracking in a way that makes sense to NGPC, staff users, and consumers.

As conservation is the most critical component of your business, NGPC staff will set the initial inventory for permits, stamps, draws, and hunt zone quotas for a license year — and the Aspira solution will enforce all business rules to ensure that inventory is fully tracked, accounted for and never exceeded without the express consent of qualified NGPC users. All inventory is associated with a consumer upon purchase and will remain associated with them in perpetuity. Every action (draw, harvest, revocation) made against that inventory is accounted for and auditable within the solution.

Each transaction processed through Aspira One is marked with a unique transaction number that will log the date/time, product, user, customer as well as other details that took place in the system. This facilitates reporting, tracking, and audit functions throughout Aspira One. Transaction numbers are persistent and are tied to both the specific transaction, the system user ID, and the customer ID where applicable. Transactions are recorded based on the transaction date when the transaction occurred and can be reported in Aspira One across multiple Fiscal Years based on the Reporting

Period or in Insights Manager with the appropriate Fiscal Year the transaction has occurred.

Aspira One provides total transparency to the core financial data for full and instant transaction auditability and the confidence of financial data integrity:

- **Chart of Accounts:** Ability to build and configure financial accounts and to configure financial hierarchy within your organization.
- **Comprehensive Setup and Visibility:** Ability to review fee set ups, discounts, taxes, vendor transaction fees, etc.
- **Discounts:** Full discount set-up.
- **Refund Management:** Review refunds online; decline, approve, and issue refunds; tracking, requesting, approving and issuing users.
- **Payment Management:** Configure allowed payment options and methods, and track all payments by type, user, collection locations, and status.
- **Comprehensive Reconciliation:** Full matching of payments, credit card batches, deposits made, credit card merchant provided data, and reconciliation tools allowing for exception handling.
- **Distribution Management:** Set up distribution groups, schedule system distributions, and perform one-offs configurable to the organization hierarchy, including full drilldown from distributions through reconciliations, transactions, payments and vendor fees.
- **Complete Drill Down Tool:** Real-time full drill down into the financial details of each transaction, reconciled/unreconciled credit card payments, into pending/approved/issued refunds, into distributions, and invoices. Information is fully interconnected, ensuring full and comprehensive drilldown capabilities.

File and Data Exports

Aspira will work with Nebraska to deliver the appropriate file and data exports for consumption by the external systems listed below. The data mart and Data Insights components of the Aspira Solution ensure that this can grow to support data extracts to other external systems with very little effort:

- Nebraska's current accounting system;
- Nebraska Hunter Education;
- HIP (Harvest Information Program);
- The State of Nebraska Banking Contract;
- SimpleCirc (Nebraskaland Magazine Sales);
- State of Nebraska Organ Donation; and
- Amplex Federal Duck Stamps.

The Web-Based Permit/Licensing system shall be the sole system to manage the State of Nebraska's inventoried draw permits, accept applications, and facilitate the fulfillment process of all big game permits. The system will issue the following permits/stamps including but not limited to:

1. small game,
2. fish,
3. hunt/fish combo,
4. fur harvest,
5. bundle permits,
6. habitat stamp,
7. waterfowl stamp,
8. aquatic habitat stamp,
9. disabled fish permits,
10. Veteran hunt/fish/fur combo permits,
11. disabled Veteran hunt/fish/fur combo permits,
12. lifetime permits hunt/fish/fur combo, stamps,
13. senior permits hunt/fish/fur combo,
14. half price youth lifetime permits hunt/fish/fur combo and stamps,
15. park entry permits,
16. disabled Veteran park entry permit,
17. temporary federal duck stamps,
18. miscellaneous permits and stamps for residents, and
19. miscellaneous permits and stamps for nonresidents.

The flexibility of Aspira's solution ensures that it will easily support and be the sole management system for all the State of Nebraska's current inventoried draw permits, applications, permits, stamps listed above, and any additional permits or products NGPC may wish to add in the future.

Aspira's experience includes processing nearly 1/3 of all state hunting and fishing licenses, tags, permits, and stamps in the U.S. As part of Aspira's growing family — and our unwavering commitment to the 42 state and provincial level conservation and park agencies we serve — NGPC will receive a partner large enough to handle your service, small enough to flexibly adjust to your changing needs, and one wholly focused on creating a shared experience for outdoor enthusiasts to access new and familiar hunting and fishing expeditions.

H. WORK PLAN

NGPC shall provide the Contractor with resources specific and proprietary to NGPC operations in assistance with design, development, deployment, and implementation of the Web-Based Permit/Licensing system. NGPC shall have specific ongoing roles and responsibilities throughout the operation of the project. The following are NGPC resources to be provided, and the roles and responsibilities of the organization throughout the operation of the system:

1. NGPC plans to assign two (2) employees throughout all phases of project development and implementation. In addition to the NGPC Permits Manager, NGPC shall designate other staff to specifically work on implementation of this project. NGPC personnel will be charged with leading and managing the project at the organizational, financial, technical, and business levels. NGPC personnel will have other staff resources available to them for various tasks and activities related to provisioning, coordination and support of project activities including user acceptance testing.

Aspira's project management and implementation teams—as well as Aspira's other full suite of support teams—will work hand-in-hand with NGPC designated employees and other assigned staff throughout the project and other activities, as listed above.

2. The Contractor shall receive all data or other information pertinent to the successful development and implementation of the new Web-Based Permit/Licensing system. The Contractor's personnel shall coordinate requests for such information through NGPC's Project Manager.

Aspira's personnel will coordinate requests for all data or other pertinent information through NGPC's Project Manager, thereby ensuring a successful solution for NGPC and its customers.

3. NGPC will coordinate activities between divisions with the Contractor's personnel to facilitate progress. The Contractor shall be responsible for the follow-up of activities.

Aspira understands and will be responsible for the follow-up of activities and ongoing communications with NGPC for all updates, progress reports, and other communications vital to building transparency and successful collaboration.

4. NGPC will provide the Contractor with workspace at its headquarters located at 2200 North 33rd Street, Lincoln Nebraska during implementation. NGPC will provide a secure connection to the State's computer network. Meeting rooms of variable sizes will be available on a scheduled basis.

Aspira's designated project manager, Sonia Gupta, will work closely with NGPC and take advantage of the onsite workspace, meeting rooms, etc. provided by NGPC.

5. The Contractor shall develop, deploy, staff, and support the necessary hardware, software, and network components to facilitate the sale and distribution of NGPC permits. The Contractor shall designate, at a minimum, a single point of contact for the duration of the implementation process as well as dedicated ongoing support staff.

Aspira will fully deliver and support all the necessary hardware, software, and network components as an integral part of our solution for the sale and distribution of NGPC permits.

Project Manager Sonia Gupta will be your single point of contact during the implementation process, further supported by your dedicated Client Services Manager Kevin Fuller.

Rest assured that NGPC will have the most dedicated support staff in the industry. For a review of your highly experienced support team, please refer to **A. Proposal Submission, Corporate Overview**, Proposed Personnel, beginning on page 36.

6. The Contractor shall design and deliver a system that implements NGPC Business Rules as designated by statutes, regulations, orders, administrative rules, internal controls, and agency policy to facilitate the sale and distribution of sellable items, services, certificates, applications, permits, and stamps.

One of Aspira One's many powerful capabilities is easily setting and enforcing business rules across a wide range of diverse and complex set of statutory, regulatory, internal, and other administrative rules to flawlessly facilitate the sell of all NGPC products. Aspira One enforces all license rules, including purchase dependencies and prerequisites. The large business rules engine allows for the purchase of items based on license issuer, license prerequisites, parent/child relationships, education, and much more. All sales channels retrieve and validate customer information as part of a sales transaction and enforce license issuance business rules as part of a sales transaction based upon agent type.

Aspira One has been designed with a multi-layer architecture that supports the independent development and maintenance of an NGPC-specific rules engine and database. This ensures your data is not comingled with any other of our clients and allows you to define your own unique set of business rules, connecting to your own internal systems.

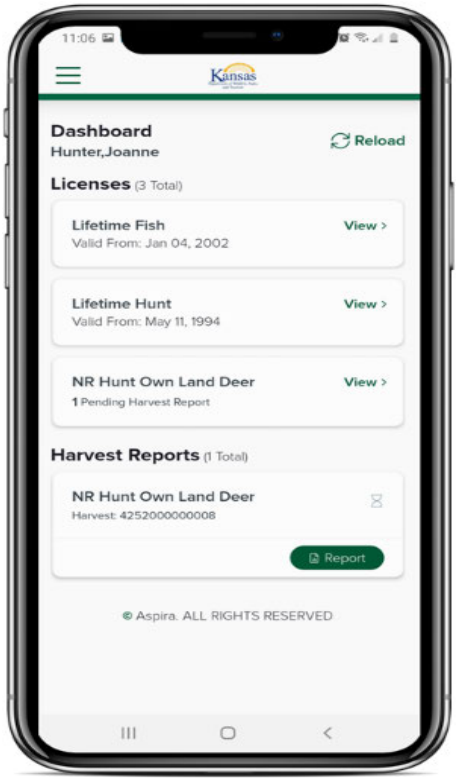
NGPC may establish and update any licenses and their associated business rules without Aspira assistance on an as-needed basis through the user-friendly License Manager module. This real-time web-based system ensures that all iPOS devices are using the most current support tables which enforce NGPC business rules for license and other sales.

Aspira One's business rules engine automatically engages during the sales flow to determine whether a customer is eligible to purchase a specific privilege or draw product and, if so, under what conditions.

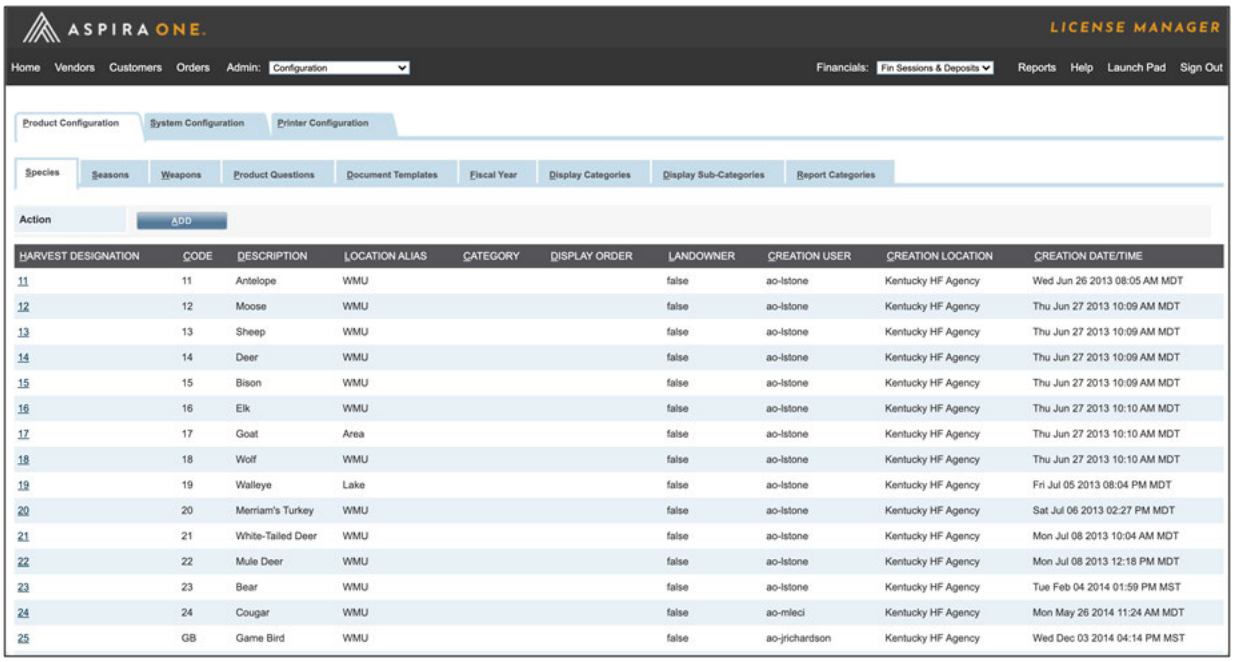
The Business Rule function lets NGPC specify the rules that govern the sale of products to customers. For most rules, NGPC can indicate whether a product for which a customer is

not eligible is to be offered/displayed to the customer or hidden from the user interface. Business rules belong to one of the following categories:

- **Cross Reference** rules relate to conditions set on privilege products or a combination of privilege products that affect the customer's purchase, including products that qualify for an exchange.
- **Customer Demographic** rules such as the customer's, gender, military status, age or residency or a combination of these and others (e.g. Hunter ed.).
- **Suspension/Revocation** rules relate to the customer's suspension/revocation status that determines eligibility.
- **Education/Certification Enforcement** rules relate to the customer's education or certification, as a prerequisite to purchase.
- **Draw Product Enforcement** rules relate to conditions under which the customer can purchase a draw product.



Easily Facilitates Business Rules



HARVEST DESIGNATION	CODE	DESCRIPTION	LOCATION ALIAS	CATEGORY	DISPLAY ORDER	LANDOWNER	CREATION USER	CREATION LOCATION	CREATION DATE/TIME
11	11	Antelope	WMU			false	ao-lstone	Kentucky HF Agency	Wed Jun 26 2013 08:05 AM MDT
12	12	Moose	WMU			false	ao-lstone	Kentucky HF Agency	Thu Jun 27 2013 10:09 AM MDT
13	13	Sheep	WMU			false	ao-lstone	Kentucky HF Agency	Thu Jun 27 2013 10:09 AM MDT
14	14	Deer	WMU			false	ao-lstone	Kentucky HF Agency	Thu Jun 27 2013 10:09 AM MDT
15	15	Bison	WMU			false	ao-lstone	Kentucky HF Agency	Thu Jun 27 2013 10:09 AM MDT
16	16	Elk	WMU			false	ao-lstone	Kentucky HF Agency	Thu Jun 27 2013 10:10 AM MDT
17	17	Goat	Area			false	ao-lstone	Kentucky HF Agency	Thu Jun 27 2013 10:10 AM MDT
18	18	Wolf	WMU			false	ao-lstone	Kentucky HF Agency	Thu Jun 27 2013 10:10 AM MDT
19	19	Walleye	Lake			false	ao-lstone	Kentucky HF Agency	Fri Jul 05 2013 08:04 PM MDT
20	20	Merriam's Turkey	WMU			false	ao-lstone	Kentucky HF Agency	Sat Jul 06 2013 02:27 PM MDT
21	21	White-Tailed Deer	WMU			false	ao-lstone	Kentucky HF Agency	Mon Jul 08 2013 10:04 AM MDT
22	22	Mule Deer	WMU			false	ao-lstone	Kentucky HF Agency	Mon Jul 08 2013 12:18 PM MDT
23	23	Bear	WMU			false	ao-lstone	Kentucky HF Agency	Tue Feb 04 2014 01:59 PM MST
24	24	Cougar	WMU			false	ao-mleci	Kentucky HF Agency	Mon May 26 2014 11:24 AM MDT
25	GB	Game Bird	WMU			false	ao-jrichardson	Kentucky HF Agency	Wed Dec 03 2014 04:14 PM MST

Product and Business Rule Configuration

Aspira enables your operations, strategic direction and consumer preferences through a dynamic and robust system that gives NGPC the controls to adjust, modify and drive the future that you, your legislature, agent partners, and customers will expect.

7. The following is a summary of tasks and service objectives the Contractor shall design, deploy, manage, support, and maintain:

a. flexible and configurable SaaS system;

As a Saas solution, Aspira One was designed from its inception to be highly flexible to meet the diverse and changing needs of a multitude of state-level clients. Its settings, rules, and workflows require only configuration—not development—to make changes. This configurability gives our system unmatched flexibility and self-management capabilities.

The solution is web-based, operates in real time across all interfaces, supports NGPC in all aspects of operations, and is designed from the ground up to be highly flexible. Moreover, agency users will find our solution easily configurable with intuitive layouts and designs that make sense and save them time and energy.

By being a part of a growing community of client users, you will be continually offered ideas to add value, advance, and modernize your system. The flexibility of our solution allows Aspira—and NGPC—to customize to meet the emerging business and legislative needs of Nebraska. You will not be restricted to specific business rules, logic, or specific design elements, even though the solution is a commercial SaaS offering. In short, the solution will be uniquely your system.

Your system's foundation will be built upon Aspira's investments in infrastructure, smart learning techniques, security, support tools, and best-in-class product development methodologies. You will be able to take advantage of non-client specific solution updates and changes, and you will automatically benefit from Aspira's continued and strategic growth into the Hunting and Fishing market.

b. single back-end database platform that simplifies accounting and reporting, and eliminates issues with movement of data between online public sales, in-person sales, mobile sales, Agent accounts and sales, and administrative functions;

By having a single back-end database, Aspira One excels at simplifying all accounting and reporting facets, thereby allowing your users to quickly manage all financial and accounting aspects of the Permit/Licensing system. Regardless of channel or location, data moves in real-time within a single database origin.

Aspira One is a web-based real-time solution with a single central database eliminating the need to transmit data between locations and instead working in real-time across all interfaces. The single back-end database empowers a comprehensive set of financial reports that can be configured to run on a set schedule and automatically distributed to the assigned users. Additionally, NGPC can take advantage of Aspira's ad hoc reporting solution which provides a new breed of cloud-based, self-service tools that provide Business Intelligence (BI) for all levels of users.

All data is stored in a single data source for both new and historic transactions to allow for comprehensive reporting and analysis. Since the system operates with connectivity to a single database with a common and documented layout, this allows NGPC to query and mine the database for business intelligence and financial auditing purposes. Remittance schedules can be consistent with NGPC timeframes, and the single source of data and robust reporting greatly eases the time and effort required to reconcile transaction data with remittance accounts.

Single Database and Solution Between Both Hunting & Fishing and Parks

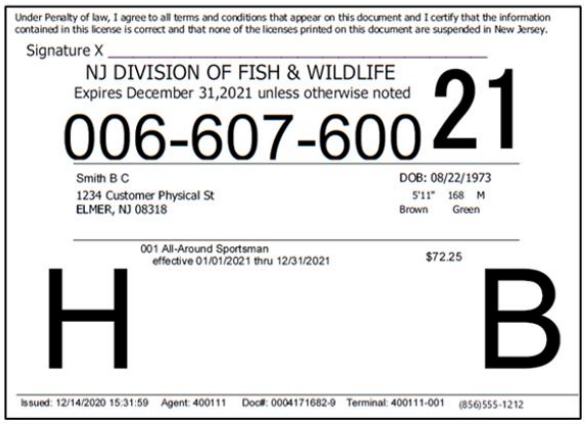
Another additional caveat is Aspira One's leading ability to combine both Licensing and Camping Management into a single solution. Aspira has led the market in developing and deploying solutions for both State Parks and Wildlife Conservation agencies, and we were the first to offer and deploy a combined solution. We are experts at combining your licensing and reservation systems into a single solution by:

- Simplifying administration;
- Reducing overhead expenses;
- Providing a platform for the future;
- Increasing your ability to interact with your whole outdoors community through an enhanced and expanded customer relationship capability;
- Benefitting from extensive access to customer, usage, and trend information only available via a single, unified database across all outdoor activities;
- Having access to unique data insights which will provide groundbreaking information on outdoor consumer behavior; and
- Providing opportunities for revenue growth with unique cross selling capabilities.

c. printed and electronic permits that enhance readability and usability by law enforcement officers and customers;

Aspira offers an array of user-friendly printed and electronic permits. These have been designed with best practices of readability and usability, with the goal of streamlining permit layout and inclusions to simplify things for law enforcement officers.

Resident All-Around



Resident All-Around (Continued)

015-443-575 N 2021

N21

Signature x _____

015-443-575

NJ DIVISION OF FISH & WILDLIFE

BENJAMIN O S

DOB: 01/01/1990

Brown Brown 5'10" 155 M

015443575 Customer Physical St
BOSCAWEN, NH 03303

704 Trout Stamp, NR $20.00
effective 01/01/2021 thru 12/31/2021

102 Fishing Annual, NR $34.00
effective 01/01/2021 thru 12/31/2021

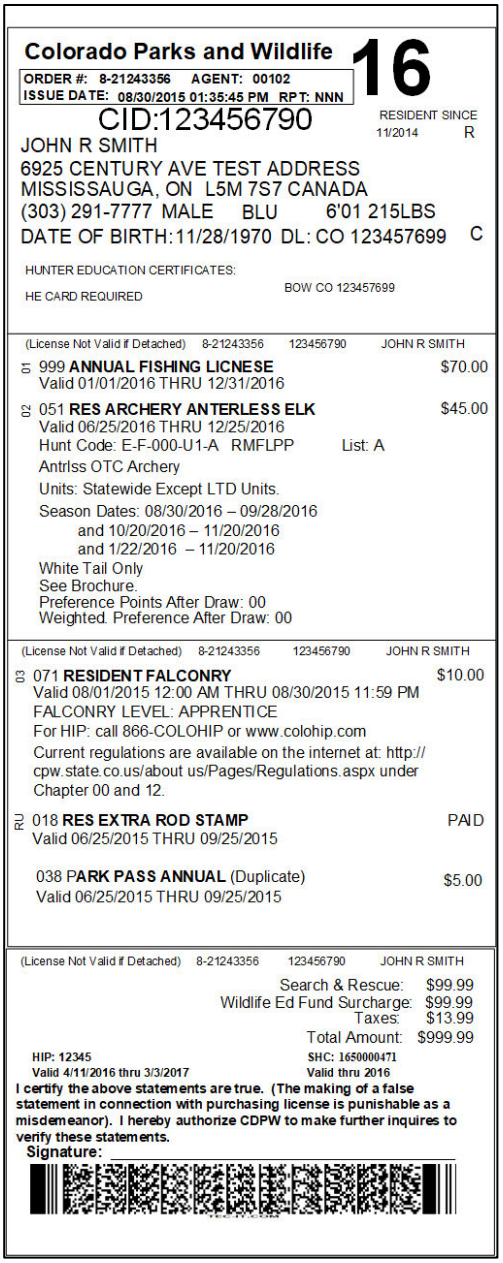
603-555-1212

Signature X_____

Under Penalty of law, I agree to all terms and conditions that appear on this document and I certify that the information contained in this license is correct and that none of the licenses printed on this document are suspended in New Jersey.

Issued: 12/14/2020 15:27:01 Agent: 400111 Doc#: 0004171681-8 Terminal: 400111-001

Non-Resident Fishing



Colorado Parks and Wildlife **16**

ORDER #: 8-21243356 AGENT: 00102
ISSUE DATE: 08/30/2015 01:35:45 PM RPT: NNN

CID:123456790

RESIDENT SINCE 11/2014 R

JOHN R SMITH
6925 CENTURY AVE TEST ADDRESS
MISSISSAUGA, ON L5M 7S7 CANADA
(303) 291-7777 MALE BLU 6'01 215LBS
DATE OF BIRTH: 11/28/1970 DL: CO 123457699 C

HUNTER EDUCATION CERTIFICATES:
HE CARD REQUIRED BOW CO 123457699

(License Not Valid if Detached) 8-21243356 123456790 JOHN R SMITH

01 999 **ANNUAL FISHING LICNESE** $70.00
Valid 01/01/2016 THRU 12/31/2016

02 051 **RES ARCHERY ANTERLESS ELK** $45.00
Valid 06/25/2016 THRU 12/25/2016
Hunt Code: E-F-000-U1-A RMFLPP List: A
Antrlss OTC Archery
Units: Statewide Except LTD Units.
Season Dates: 08/30/2016 – 09/28/2016
and 10/20/2016 – 11/20/2016
and 1/22/2016 – 11/20/2016
White Tail Only
See Brochure.
Preference Points After Draw: 00
Weighted. Preference After Draw: 00

(License Not Valid if Detached) 8-21243356 123456790 JOHN R SMITH

03 071 **RESIDENT FALCONRY** $10.00
Valid 08/01/2015 12:00 AM THRU 08/30/2015 11:59 PM
FALCONRY LEVEL: APPRENTICE
For HIP: call 866-COLOHIP or www.colohip.com
Current regulations are available on the internet at: http://cpw.state.co.us/about us/Pages/Regulations.aspx under Chapter 00 and 12.

RU 018 **RES EXTRA ROD STAMP** PAID
Valid 06/25/2015 THRU 09/25/2015

038 P**ARK PASS ANNUAL** (Duplicate) $5.00
Valid 06/25/2015 THRU 09/25/2015

(License Not Valid if Detached) 8-21243356 123456790 JOHN R SMITH

Search & Rescue: $99.99
Wildlife Ed Fund Surcharge: $99.99
Taxes: $13.99
Total Amount: $999.99

HIP: 12345 SHC: 1650000471
Valid 4/11/2016 thru 3/3/2017 Valid thru 2016

I certify the above statements are true. (The making of a false statement in connection with purchasing license is punishable as a misdemeanor). I hereby authorize CDPW to make further inquires to verify these statements.

Signature:

Multiple Licenses and Permits configured to 'roll-up' on a single document print-out


2013/2014 Alberta Government

Client Information
Scott S Bonner WIN: 1000000001
307 Falls Blvd DL: 99999999
Calgary, Alberta Canada
T2P 0M9
Date of Birth: 1974 Mar 26
(615) 480-8325 Height: 175cm
Gender: Male Weight: 84kg
Residency Status: Non-Resident Alien

Non-Resident Alien Sportfishing Licence
Number: 123456789
Expires: 2013 Mar 31
Conditions:
Not Valid in National Parks. Non-refundable.
Licence must be carried while fishing or transporting fish.

Issue Date: 2013 Jun 13 13:08:08
Issuer Number: 000005
Transaction Number: 01-987654321
REPRINT Licence Cost: $999.99
GST: $999.99
Total: $999.99 CAD

Signature: _____
Licence not valid until signed


2013/2014 Alberta Government

Client Information
Scott S Bonner WIN: 1000000001
307 Falls Blvd HC: 99999999
Calgary, Alberta Canada
T2P 0M9
Date of Birth: 1974 Mar 26
(615) 480-8325 Height: 175cm
Gender: Male Weight: 84kg
Residency Status: Non-Resident Alien

Non-Resident Alien Black Bear (Bow & Arrow Use Only) Special Licence (Outfitter-Guide)
Number: 123456789
Expires: 2013 Mar 31
Tag # 1: 20000009998
Tag # 2: 20000009999
Conditions:
This licence is NOT valid for hunting during any season for which licences are issued through a draw process. This licence does not authorize the harvest of more than 1 black bear in any WMU unless a second black bear is taken in a WMU where a Resident Supplemental Black Bear licence is valid.

Issue Date: 2013 Jun 13 13:08:08
Issuer Number: 000005
Transaction Number: 01-987654321
REPRINT Licence Cost: $999.99
GST: $999.99
Total: $999.99 CAD


2013/2014 Alberta Government

Client Information
Scott S Bonner WIN: 1000000001
307 Falls Blvd PP: 99999999
Calgary, Alberta Canada
T2P 0M9
Date of Birth: 1974 Mar 26
(615) 480-8325 Height: 175cm
Gender: Male Weight: 84kg
Residency Status: Non-Resident Alien

Non-Resident Alien Wildlife Certificate Resource Development Certificate
Number: 123456789
Expires: 2013 Mar 31

Issue Date: 2013 Jun 13 13:08:08
Issuer Number: 000005
Transaction Number: 01-987654321
REPRINT Licence Cost: $999.99
GST: $999.99
Total: $999.99 CAD

Non-resident Alien Sportsfishing License

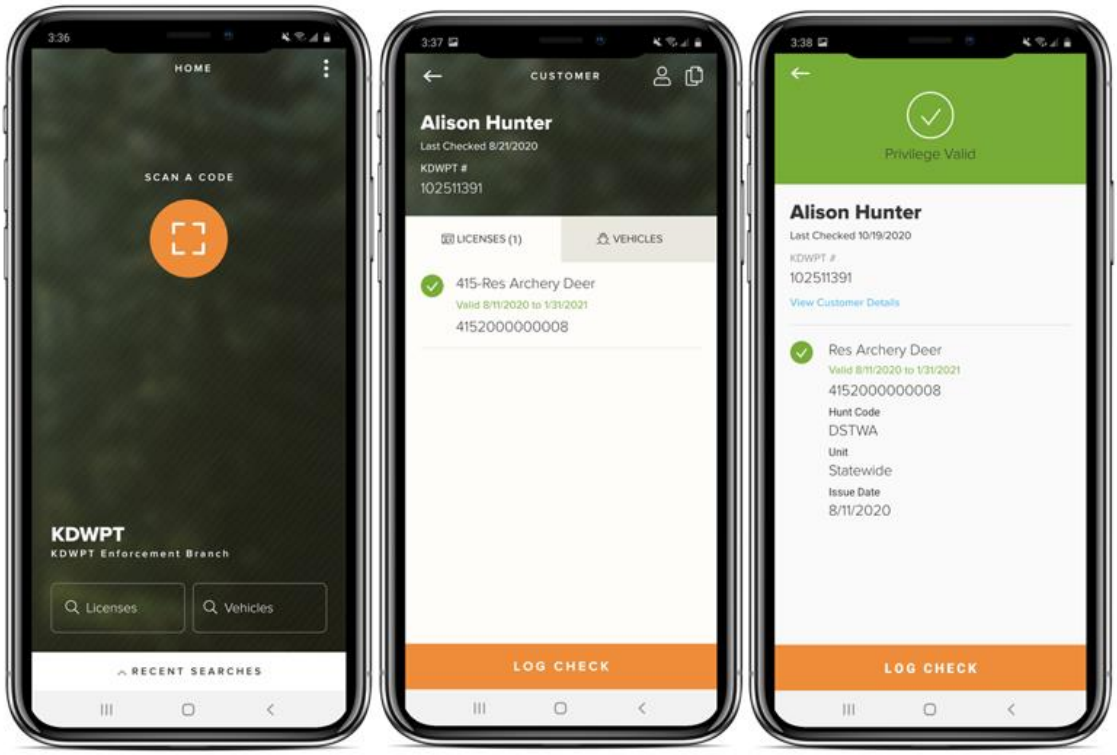
Non-resident Alien Alien Black Bear (Bow & Arrow Use Only) Special License

Non-resident Alien Wildlife Certificate

Electronic Permits for Law Enforcement

Our mobile law enforcement application provides law enforcement officers secure, mobile access to vital customer records enabling them to validate individual customer information and compliance data from the field in real-time. This solution, available for iOS and Android devices, provides officers immediate access to information important to law enforcement officers at the point of interaction with the customer.

This data can immediately provide hunting and fishing enforcement agencies and officers with license history, permit, and violation information vital to field enforcement processes.



Mobile Law Enforcement Application

Our law enforcement app provides conservation officers with a means to scan customer documents to quickly view the customer profile in real-time. Notes and flags can be added to the customer profile for follow-up when back in the office, and a customer can be flagged for monitoring. Additionally the app offers recreational vehicle registration lookup. All compliance checks are tracked and stored in the system including the date and time, location where the check occurred, and any notes entered by the officer.

A number of updates to the app are planned for this year. The main features include:

- **Offline capability** – Support customer look-up and verification when a conservation officer is outside of cellular range.
- **Customer Monitoring** – A law enforcement officer can tag a customer for monitoring. If another officer looks up the customer, they will see they are flagged for monitoring and by which officer.
- **View Harvest Report Details** – Law enforcement can view the details of a harvest report submitted by a customer.

Law Enforcement App That Is Streamlined and Easy to Use

- **Updated and Enhanced UI** – New user interface design to include new design and usability trends.

d. a system to complete the big game draw processes and permits, lottery permits, and auction permits within the parameters set by legislation (statutes) and/or agency rules, regulations, and orders. Statutes are listed here: https://www.nebraskalegislature.gov/laws/browse-chapters.php?chapter=37. Regulations and Orders are listed: http://outdoornebraska.gov/regulations/;

Aspira One's sophisticated rules engine allows for total configuration of all legislative statutes, agency rules, regulations, and orders to empower NGPC with a robust solution for completing big game draw processes and permits, lottery permits, and auction permits. Our solution's unique architectural framework supports the independent development and maintenance of an NGPC-specific rules engine and database. The ensures you get to define your own unique set of business rules.

Aspira has read through Nebraska's Statutes and Regulations and Orders and can confirm that our solution is designed to specifically handle numerous and complex configurations.

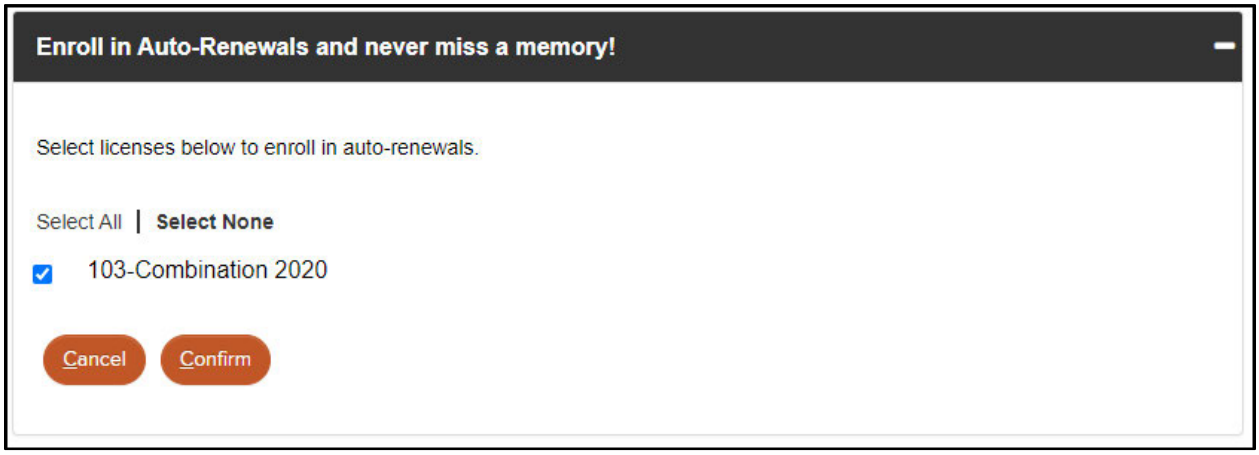
e. system that allows auto-renewal of authorized permits and magazine subscriptions;

Our solution includes the ability for consumers to opt-in to auto-renewal of authorized permits and magazine subscriptions during the sales workflow. This functionality includes automatic reminders sent prior to the renewal to ensure consumers are aware of the upcoming charges that will be billed to their credit card.

NGPC will be able to use the auto-renewal functionality in Aspira One to facilitate a number of associated notifications. Aspects of notifications can be customized by administrative users and will contain information related to each part of the auto-renewal process. A list of included emails are as follows:

- **Credit Card on Profile** – In order to use autorenewals, the customer must opt to save credit card information with the Profile. Credit Card information on the profile is persisted securely with PCI compliance.
- **Expiring Credit Card** – The system will send a customer a notification that the credit card they have stored in their profile will expire. The email can be configured for X days in advance of expiry and will contain a link to update payment information.
- **Initial Purchase Confirmation (customer opted in to auto-renewal)** – When a customer opts for auto-renewal when manually purchasing a specific item for the first time, the system will include, as part of the initial purchase transaction receipt, information acknowledging the customer signed up for auto-renewal and a description of how and when the auto-renewal process will work. Links will be provided to allow the customer to disable auto-renewal if they choose.
- **Initial Purchase Confirmation (customer opted out of auto-renewal)** – When a customer chooses against auto-renewal when purchasing an item, the system will include, as part of the initial purchase transaction receipt, information offering the customer the option to sign up for auto-renewal and a description of how and when

the auto-renewal process will work. Links will be provided to allow the customer to configure payment information and auto-renewal for the purchase if they choose.



Customers can easily opt into License Auto-Renewal during sales flow

- **Upcoming Auto-renewal** – For each product that supports auto-renewal, an administrator must define a "remind X days before auto-renewal" value at which point the system will send a reminder to the customer that a renewal is coming up with the last four digits of the credit card currently configured for auto-renewal. This email will include links to disable auto-renewal or update their payment information if they choose.
- **Renewal Purchase Confirmation** – When an auto-renewal is processed the system will send the purchased licenses/documents and a transaction receipt for the renewal. Links will be provided to allow the customer to disable auto-renewal if they choose.
- **Billing Issues Notification** – If a customer who has signed up for auto renewal has a credit card issue during the scheduled auto-renew transaction, a notification will be sent to the customer with an indication of the issue (based on return code) and instructions on how to purchase the item for which the auto-renew failed.

Additionally, customer profile information and purchase history will help narrow and guide the customer to relevant purchase options. Customer profile information such as demographic information like age and residency are used in the system intelligence to display relevant purchase options. Other purchase history such as prerequisite licenses or frequently paired licenses purchases can trigger system purchase recommendations for the shopper if desired by NGPC.

f. system that improves the ability of NGPC to communicate with its customers and Agents by creating a Customer Relationship Management (CRM) Module;

Aspira One's CRM solution is a comprehensive customer engagement and relationship platform that providers marketers with the ability to continually communicate and engage

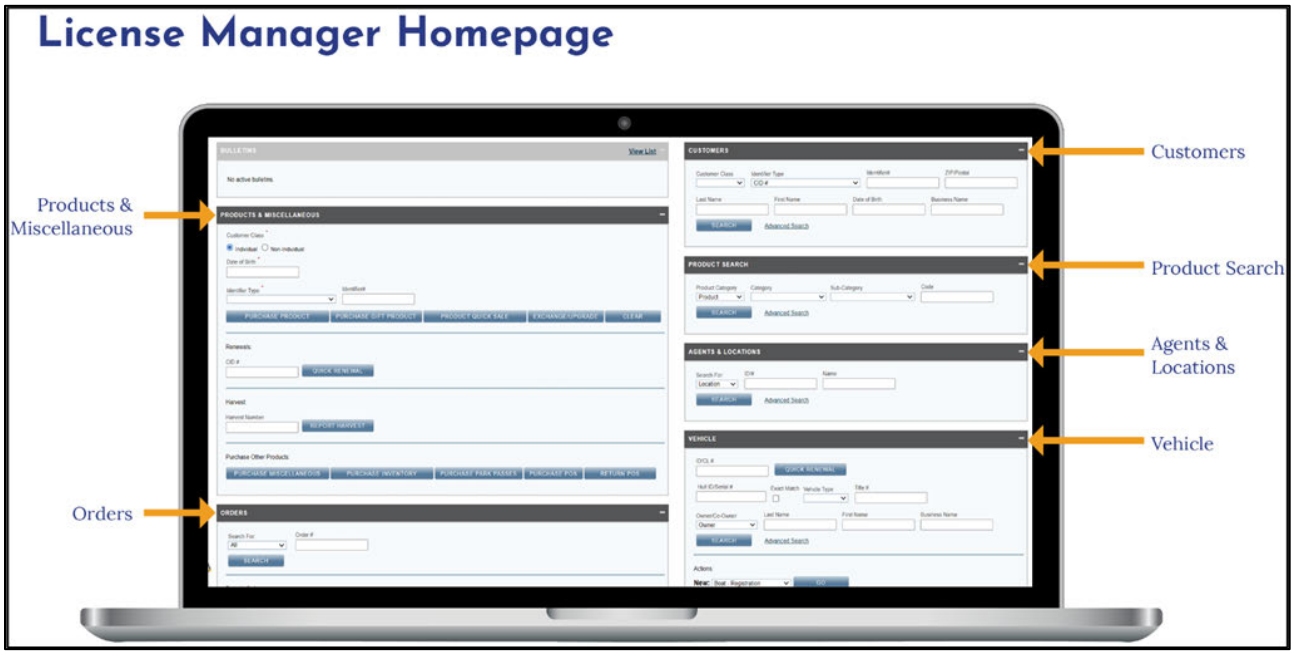
with users across multiple channels. This highly targeted marketing system will power your R3 initiatives, increase the return on your marketing investments, and enhance overall awareness of hunting and fishing opportunities in Nebraska.

For a more detailed overview of Aspira's CRM solution and how it will empower NGPC's CRM potential, please see our response to **FUN-069 – FUN-074** in Attachment A.

g. system that allows for the sale and inventory management of POS and mail order resale items, to include the application and collection of applicable state and local taxes;

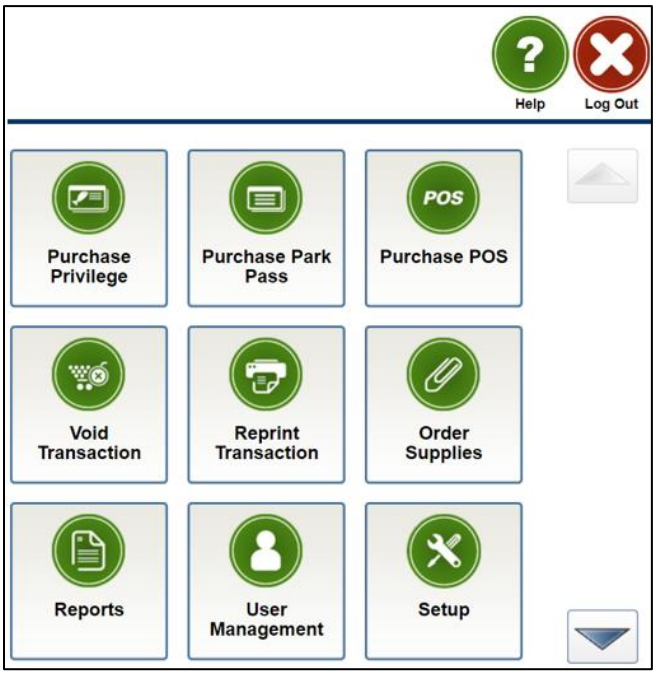
Aspira One's user-friendly design allows for the easy sale and inventory management of POS and mail order resale items. Aspira's solution supports very complex tax structures and up to seven levels of taxes, including state and individual county and city tax tables for sales tax collection, and is proven to support the requirements of our agency clients. Products can be made configurable to support one or more applicable taxes. The tax configuration parameters include the location down to the site level if required, applicable fee type, product group, product sub-group, product, customer type, sales channel, and effective dates of the tax.

Sales at field locations/offices can be initiated using a configurable POS Sales dashboard in License Manager:



License Manager Dashboard Sample

Agents can sell assigned POS items by selecting the Purchase POS icon on the Issuer Manager home screen.



Issuer Manager Dashboard Sample

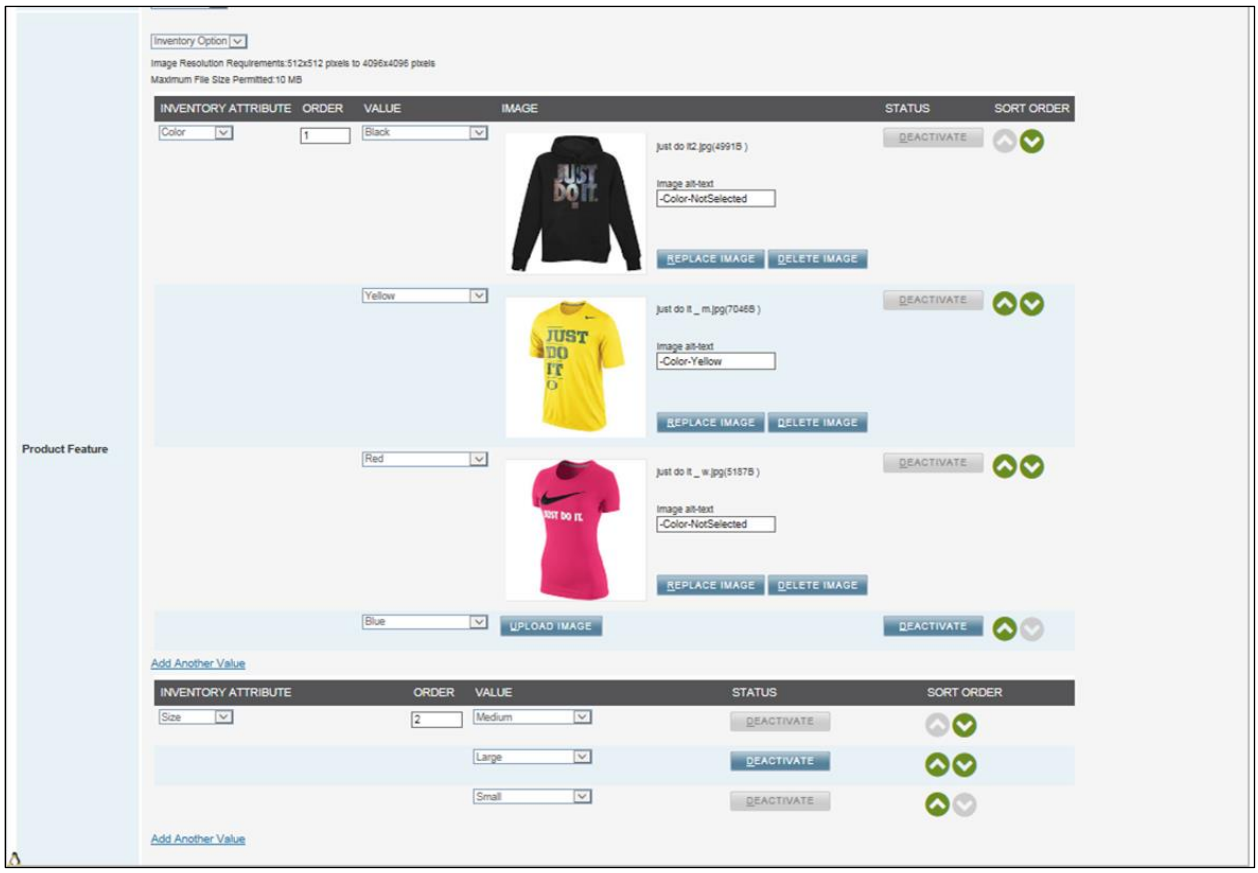
POS sales can be performed as standalone General Public sales or along with other Licenses/Permits.

Additionally, Aspira One provides full retail POS inventory management and warehouse management capabilities – all in one seamless solution:

- Purchase order and goods received management;
- Vendor/supplier management;
- Physical reconciliations of inventory;
- Catalog setup and product/inventory configuration;
- Cash-box sales management through facilities;
- Inventory transfers;
- Financial sessions (shift-management) of two types: per user or per station
- Collection and reporting of POS revenues, consolidation and distribution to relevant agencies; and
- Real-time reporting of POS revenues/receipts, on demand or scheduled.

Inventory tracking occurs for each product at each location (warehouse or facility). For stock transfers, purchase order receipt, or customer sales/returns, inventory is automatically incremented or decremented as required

Inventory setup includes the ability to define separate images for each product attribute (e.g. color, size):



Product Attribute Setup

The Aspira One POS module tracks and maintains inventory levels for all associated retail products and updates levels based on sales/returns as well as inventory adjustments due to stock transfers, purchase orders, physical inventory reconciliations, and manual adjustments due to breakage, spillage, shrinkage, etc.

A Product Setup/Detail user interface enables authorized users to create/view/modify and assign specific inventory counts, as well as calculate weighted average cost for each product. Dedicated workflows to facilitate physical inventory adjustments and reconciliations are included, as is the ability to import physical inventory counts from external sources such as scanner memory files.

Aspira One's POS module provides for setup of suppliers with product assignment and product reorder capabilities through purchase orders.

Stock transfer requests can be monitored and managed through the Stock Transfer function. This includes the ability to create and manage backorders. Barcode label printing is fully supported.

h. revenue management system that allows data imports to the state's accounting system, tracks payments from external agents, and manages park permit books inventory and assignment;

Aspira One makes revenue management simple, efficient, and powerful in your ability to import data to the State's accounting system, track all payments from external agents, and manage park permit books inventory and assignment. Aspira One makes revenue management quick and easy from both a functionality standpoint and in user-design and overall ease of use.

Our system includes an extensive, mature, and fully tested accounting tracking and reporting module. The module has gone through multiple third-party financial audits, and it currently maintains full transaction and revenue management for more than 42 State and Provincial government agencies, with more than a billion dollars processed annually.

Aspira One's Revenue Management capabilities allow users with appropriate permissions to manage all financial and accounting aspects of the license system. It provides access in real-time with complete transparency to the core financial data. This provides NGPC with full and instant transaction auditability and the overriding confidence of financial data integrity. Furthermore, NGPC will be provided with instant access to core revenue reports, and revenue distribution reports that report in-real time.

Aspira One provides complete transparency to the core financial data for full and instant transaction auditability and the confidence of financial data integrity:

- **Chart of Accounts:** ability to build and configure financial accounts and to configure financial hierarchy within your organization.
- **Comprehensive Setup and Visibility:** ability to review fee set ups, discounts, taxes, vendor transaction fees, etc.
- **Discounts:** full discount set-up and
- **Refund Management:** review refunds online; decline, approve, and issue refunds; tracking, requesting, approving and issuing users.
- **Payment Management:** configure allowed payment options and methods, and track all payments by type, user, collection locations, and status.
- **Comprehensive Reconciliation:** full matching of payments, credit card batches, deposits made, credit card merchant provided data, and reconciliation tools allowing for exception handling.
- **Distribution Management:** set up distribution groups, schedule system distributions, and perform one-offs configurable to the organization hierarchy, including full drill down from distributions through reconciliations, transactions, payments and vendor fees.
- **Complete Drill Down Tool:** real-time full drill down into the financial details of each transaction, reconciled/unreconciled credit card payments, into pending/approved/issued refunds, into distributions, and invoices. Information is fully interconnected, ensuring full and comprehensive drilldown capabilities.

i. a system to meet requirements for PCI (Payment Card Industry) credit/debit card security compliance; and

Aspira is a certified PCI Level 1 service provider committed to the security of PCI and PII data entrusted to us. Credit card information is encrypted at the end user's browser, ensuring that only encrypted information is being transferred. Only the payment processor can decrypt the information to provide credit card authorization.

Using the following, we ensure stored cardholder data is protected:

- Encrypting credit card information;
- Creating and following data retention disposal policies;
- Not storing sensitive authentication data such as full contents of track information or CVV information; and
- Masking credit card information when required.

To support this commitment, our compliance is reassessed annually by a Qualified Security Assessor (QSA) and quarterly through third party vulnerability scans performed by an Approved Scanning Vendor (ASV). The annual Attestation of Compliance (AOC) is available upon request.

Aspira has securely processed more than $1.5 billion of government revenue in the past two years. Our data centers are SOC2 certified and follow the same strict security and access policies and meet PCI-DSS compliance standards. As part of the security protocol, and ensuring compliance, we provide on-going documentation covering security audits and processes throughout the life of the contract.

j. fully compatible with Nebraska's credit card merchant Contractor.

Aspira confirms that our solution is fully compatible with Nebraska's credit card merchant Contractor.

I. BUSINESS CONTINUITY PLANNING AND DISASTER RECOVER

The Contractor must provide a primary and secondary site as bi-directional (or fail over ready) sites. Both facilities need to be classified as "Tier IV" under the guidelines set forth by the National Uptime Institute.

Aspira One's primary AWS (Amazon Web Services) virtual private cloud region is in US-East-1, and the disaster recovery region is in US-West-2. Both regions are architected to be highly available through fully redundant application infrastructure, core infrastructure and network infrastructure. Aspira's infrastructure is classified as Tier IV pursuant to the guidelines by the National Uptime Institute.

1. Contractor is required to create a quarterly test and report documents for the backup, failover, and disaster recovery procedures.

Aspira confirms that a quarterly test is conducted and report documents generated for the backup, failover, and disaster recovery procedures.

Aspira conducts simulated Disaster Recovery tests to confirm the validity of our Disaster Recovery plan. During the simulated failover, one of the redundant databases in our Secondary AWS (Amazon Web Services) Region is put into an open state, and the web, app, and ancillary tiers are brought online. Our internal teams put the environment through a rigorous series of automated and manual tests to verify full functionality of the system. After the test has concluded, the systems are placed into a standby mode, and the database put back into full recovery mode with the databases in the Primary Region

Aspira also performs database backup restore tests in ancillary environments on a quarterly basis to validate the integrity of our backups. While backups are a redundant measure given the high availability architecture Aspira One is built upon, the rigorous backup jobs are extensively monitored, and staff are notified upon successful backup completion. Staff would be alerted in the unlikely event that any aspect of a backup deviate from normal or any errors occur during the backup process.

2. Data storage, development, relocation and backup services must be located in the continental United States and must use leading technologies. Contractor must provide a high-speed Storage Area Network (SAN) fabric that allows fiber data transfer speeds for offsite relocation of the Web-Based Permit/Licensing system. Contractor must provide a detailed data recovery plan emphasizing data and system recovery.

Aspira confirms that data storage, development, relocation and backup services are located in the continental United States. We utilize Amazon Web Services (AWS) for the management of this. Both secure and reliable, AWS provides the highest level industry-leading technologies and is trusted to manage mission workloads for scientific, security, and citizen services agencies across federal and state government.

Aspira confirms that we provide a high-speed SAN fabric, allowing for fiber data transfer speeds for offsite relocation.

Disaster Recovery Plan

Aspira One consistently maintains in excess of 99.9% uptime. Our solution is architected to be highly available through fully redundant application infrastructure, core infrastructure and network infrastructure.

To mitigate the risk of extended service disruptions through catastrophic events in our Primary AWS Region infrastructure, Aspira has developed a dynamic disaster recovery strategy to ensure core service continuity and unforeseen circumstance preparedness. Should an event result in Aspira One being unavailable for an extended period of time, the Disaster Recovery plan is activated in order to switch over operations to the standby site. Aspira's call center services are provided through a virtual network comprised of

geographically separated brick and mortar call centers along with work-at-home agents located around the country. In the event of a disaster impacting one location or region, calls are routed to alternate trained resources location in areas unaffected by the disaster.

Rather than relying solely on backups, Aspira's production database is replicated in real time to a local standby database at our primary site and is also replicated to a remote standby database located in our disaster recovery location. In the event of a production database failure (e.g., loss of database disk infrastructure), the application servers would be redirected to the local standby database cluster. In the event of a total production site failure, all operations would failover to our Disaster Recovery site.

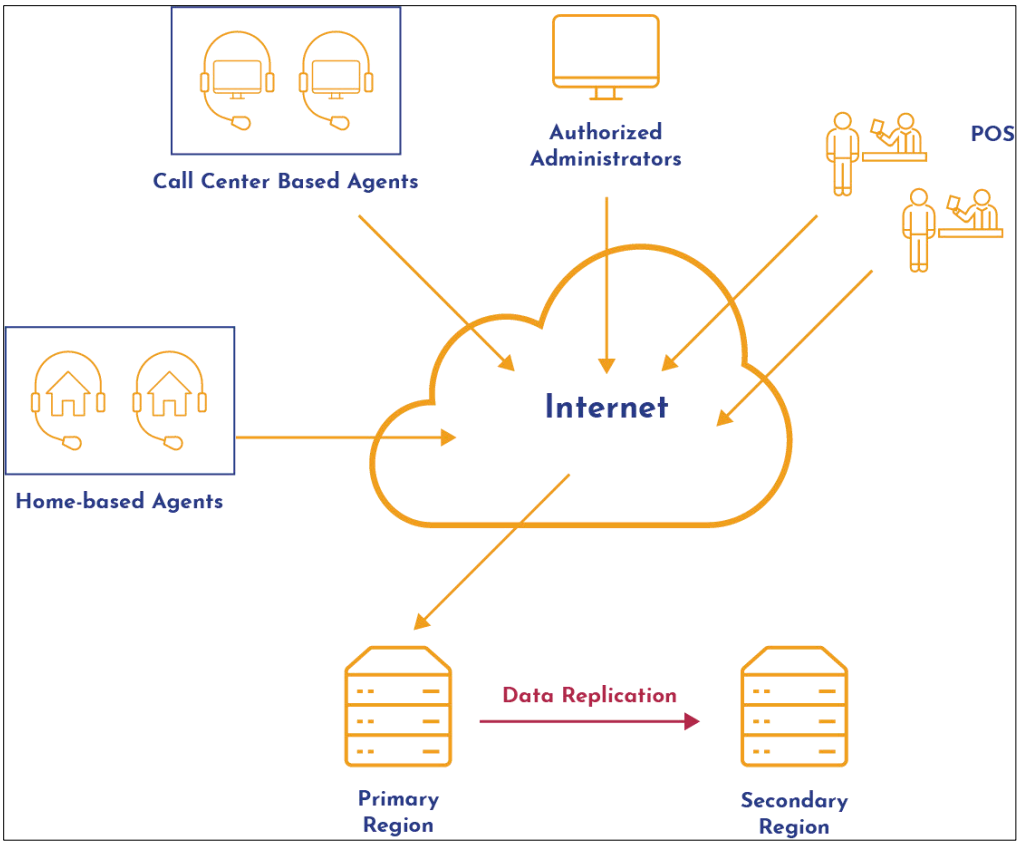
Full database backups are taken once per week, and incremental backups are taken on all other days, and archive logs are backed up every hour (maximum potential data loss is from the previous hour in the unlikely event of a total loss of a facility). This is achievable through the combined use of both backups and real-time data replication. Retention of data is set by Aspira policy or with contractual agreement. Aspira's policy requires daily full backups which are kept for 3 months and monthly backups are kept for 6 months.

Oracle RMAN is used to take and manage the backup sets. Database files, archive logs, control files, and all aspects of the database system are included in the backup sets. Backups are written to a local disk subsystem and to a DataDomain device. The DataDomain device then replicates the backup to a DataDomain device at the respective Disaster Recovery site.

We retain multiple backup sets both locally at the Production datacenter and remotely at the Disaster Recovery data center. Aspira uses Veritas NetBackup as our data protection software suite. All backups are monitored and reported on daily for success. In the event a backup job fails, the Data Protection team is notified the issue is corrected immediately. Aspira also performs database backup restore tests in ancillary environments on a quarterly basis to validate the integrity of our backups.

Disaster Recovery Process

Under normal operations all services operate from the primary site. Changes to the database are replicated in near real-time to the secondary site. All user activities are directed from the Internet to the primary site.



Disaster Recovery Data Replication

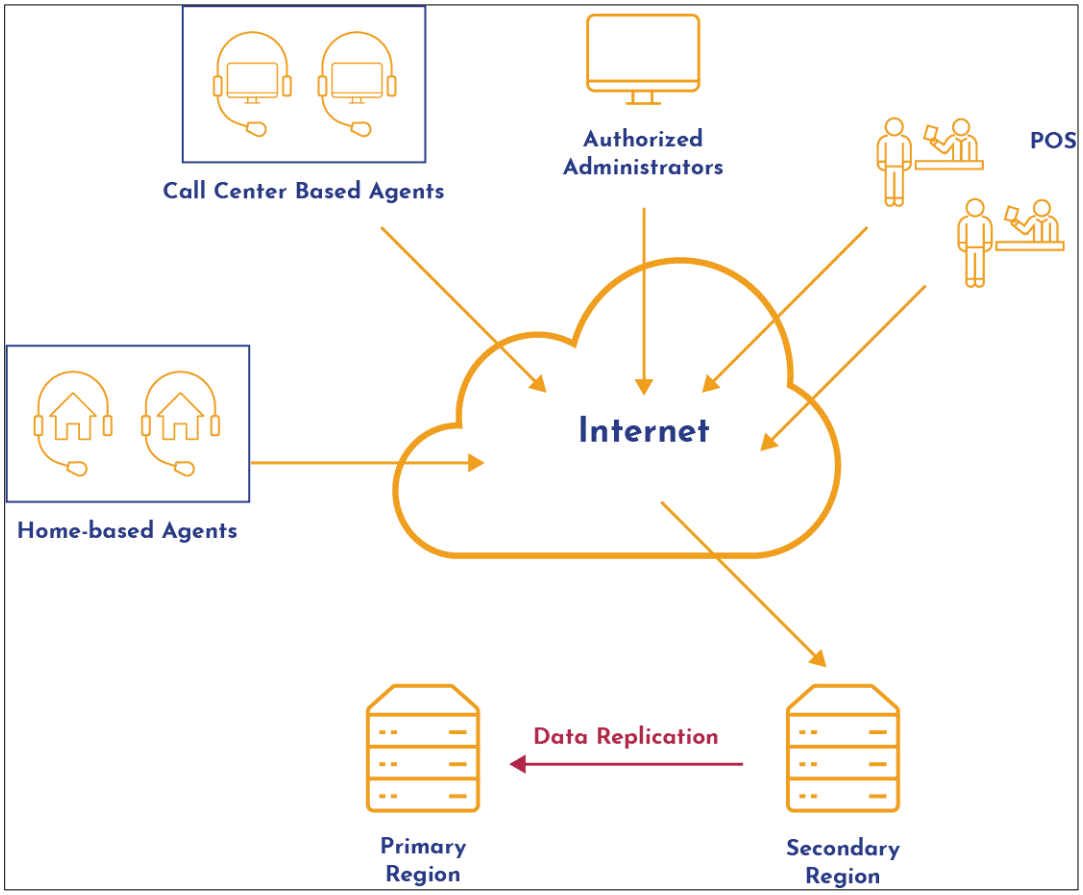
Aspira One's primary AWS virtual private cloud region is in US-East-1, and the disaster recovery region is in US-West-2. Both regions are architected to be highly available through fully redundant application infrastructure, core infrastructure and network infrastructure.

To mitigate the risk of extended service disruptions through catastrophic events in our Primary Region infrastructure, Aspira has developed a dynamic disaster recovery strategy to ensure core service continuity and unforeseen circumstance preparedness. Should an event result in Aspira One being unavailable for an extended period of time, the Disaster Recovery plan is activated in order to switch over operations to the standby site.

The high-level Disaster Recovery Site cutover process is:

1. Outage occurs.
2. Management makes decision as to severity.
3. If a disaster plan is declared:
    a. A splash/maintenance page is put up for all users;
    b. The disaster recovery database is switched from standby to primary mode;
    c. The disaster recovery web and app server applications are started;
    d. A sanity test of the entire environment is performed; and
    e. The out of service splash page is removed.

Once service has been resumed at the disaster recovery region, an assessment of the primary region is conducted to establish corrective action plans. The servers or services that have failed at the primary region are repaired. When the primary region has had all services restored, real-time replication is established from the live database at the standby site back to the production database at the primary site in order to bring the database back in sync with the live data.



Disaster Recovery Fallback Procedures

Failback procedures mirror the failover procedures:

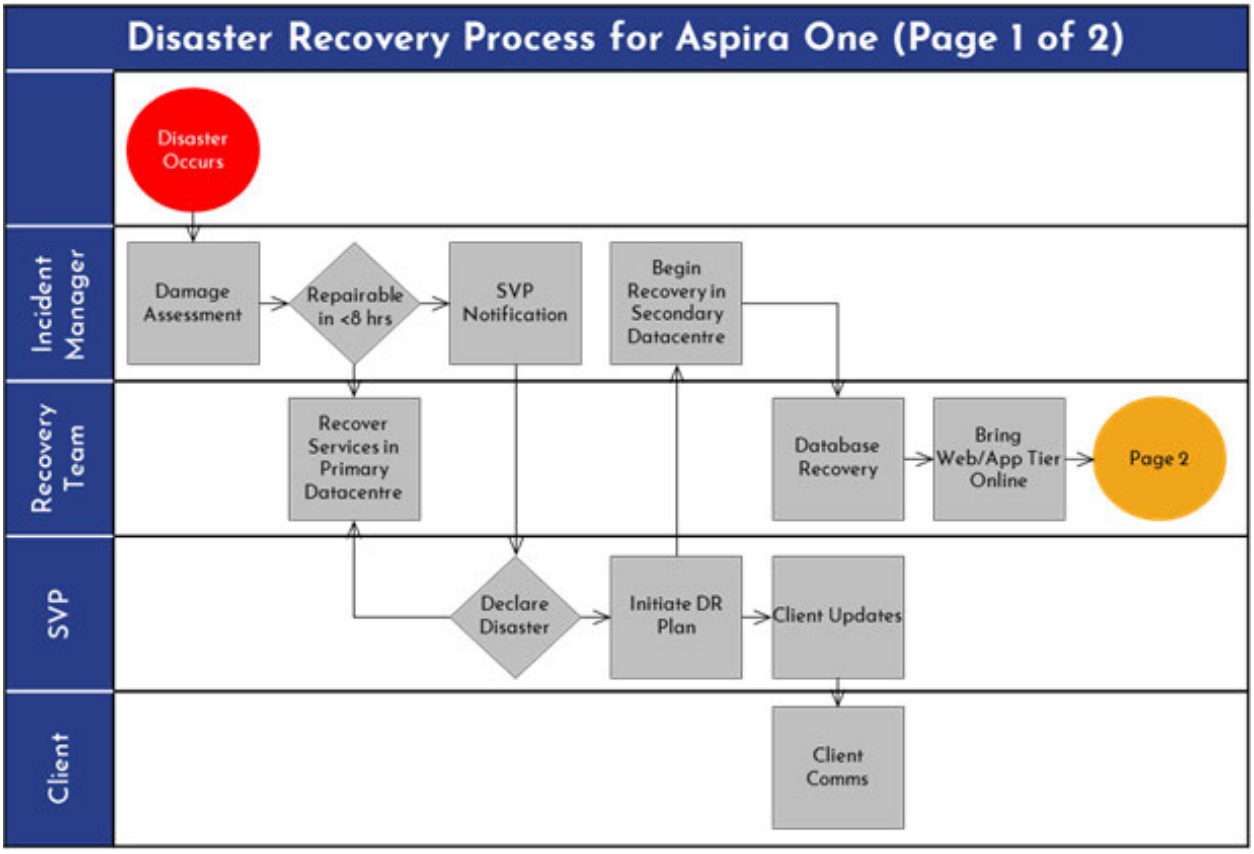
- A maintenance page is displayed;
- The disaster recovery application and database are stopped;
- Production database is switched from standby mode to primary mode;
- The disaster recovery database is switched to standby mode and replication enabled;
- The production web and applications are started;
- A sanity test is performed; and
- The maintenance page is removed.

Failback would be conducted during a scheduled maintenance window.

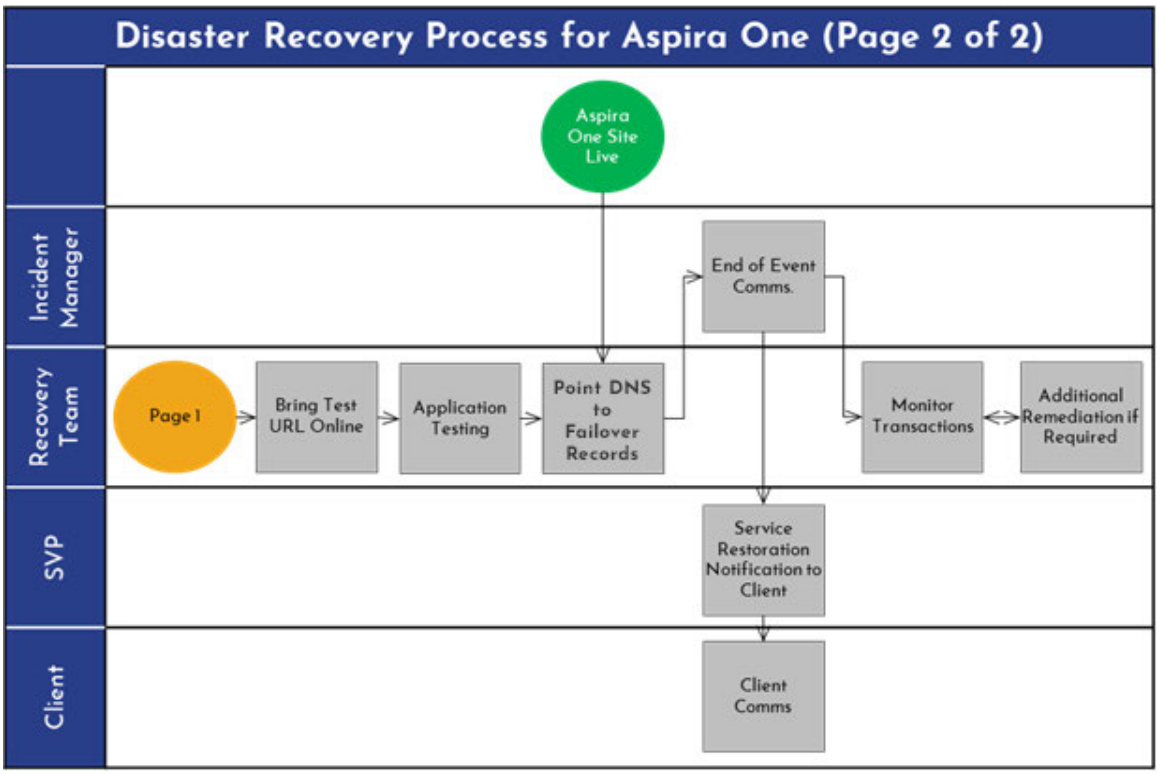
The Disaster Recovery Plan is tested after any major infrastructure changes or at a minimum once per year. The disaster recovery site is maintained using the same policy and procedures as the primary production site. New infrastructure in production is mirrored with similar infrastructure at the disaster recovery site. The DR plan is refined to incorporate any new infrastructure as part of regular disaster recovery testing.

System Recovery Process Overview

The high-level DR process is outlined in the following two (2) diagrams:



Disaster Recovery Process Flow - Page 1



Disaster Recovery Flow - Page 2

Escalation and Communication Plan

The following steps should be followed to notify customer, senior management, and user community of a disaster event and the recovery status.

Ref	Task	Task Owner
1	Upon detection of a potential or actual disaster, immediately notify the Recovery Team members to conduct a survey and damage assessment of the primary data center.	Incident Manager
2	Assemble all resources on an available incident bridge at and enact the standard incident process.	Incident Manager
3	Notify the Designated Manager of IT of a possible disaster situation.	Incident Manager
4	If the damage assessment indicates that no recovery of application functionality and availability in the Primary AWS Region is possible in < 8 hours, declare a disaster scenario and instruct the recovery team to execute the Disaster Recovery Plan (DRP).	Designated Manager of IT
5	Notify Customer Executive Sponsor and Executive Management on the severity of the disaster and the estimated recovery time.	Designated Manager of IT

Ref	Task	Task Owner
6	Conduct a briefing with all Recovery Team members and apprise them of the severity of disaster and of initiation of the DRP.	Incident Manager
7	Monitor the Recovery Team that are performing the failover to the Secondary Region and provide updates as per the standard incident management process.	Incident Manager
8	Upon successful failover and return to operations within the Secondary Region, notify the Designated Manager of IT and resolve the incident. Designated Manager of IT will notify Executive Sponsor and Executive Team	Incident Manager Designated Manager of IT

Damage Assessment Plan

The following steps should be used to assess the damage to the Primary Data Center environment as a result of the Disaster Event:

Ref	Task	Task Owner
1	Determine if the application and all in-scope functionality is available to users.	Technical Team
2	If unavailable due to loss of region, what must be done to recover so that the Aspira system can be returned to an operational state within the Primary region?	Technical Team
3	Assess the following Data Center Infrastructure: ▲ Servers ▲ WAN/Internet Communications ▲ Telephony	Technical Team
4	Based upon damage assessment, determine the estimated time to recover based upon to following guidelines: ▲ Minimal damage to region and/or services. Estimated time to complete repairs is less than < 8 hours. ▲ Extensive damage to region and/or services. Estimate time to complete repairs is equal to or greater than 8 hours	Technical Team
5	Verbally notify the Incident manager of the assessment of damage, estimated time to recover from damage as per Section 4.3	Technical Team
6	Document findings from the survey and damage assessment and send to the incident manager and Designated Manager of IT.	Technical Team

Declaration of Disaster

If the damage assessment indicates that no recovery of application functionality and availability in the primary region is possible in < 8 hours, the Designated Manager of IT shall declare a disaster scenario. Recovery processes will then be executed to recover all application functionality in the secondary datacenter.

Disaster Recovery Validation

Aspira conducts simulated Disaster Recovery tests to confirm the validity of our Disaster Recovery plan. During the simulated failover, one of the redundant databases in our Secondary AWS Region is put into an open state, and the web, app, and ancillary tiers are brought online. Our internal teams put the environment through a rigorous series of automated and manual tests to verify full functionality of the system. After the test has concluded, the systems are placed into a standby mode, and the database put back into full recovery mode with the databases in the Primary Region.

Aspira also performs database backup restore tests in ancillary environments on a quarterly basis to validate the integrity of our backups. While backups are a redundant measure given the high availability architecture Aspira One is built upon, the rigorous backup jobs are extensively monitored, and staff are notified upon successful backup completion or alerted, in the unlikely event that any aspect of a backup deviate from normal, or any errors occur during the backup process.

3. The Contractor must provide a Secure File Transfer Protocol (SFTP) server to upload and download data during scheduled exchanges of bulk information. A back up of the production database will be provided to NGPC on at least a quarterly basis, or as requested.

Aspira confirms that it will provide a Secure File Transfer Protocol (SFTP) server to upload and download data during scheduled exchanges of bulk information. Aspira additionally confirms that NGPC will be provided with a back up of the production database on at least a quarterly basis (or as requested).

J. DATA OWNERSHIP AND STORAGE, REPLICATION AND BACKUP

All data, including stored documents, must be migrated from the current systems to the new Web-Based Permit/Licensing system prior to the go-live date. Testing of data migration must be done in advance to ensure data has not been lost or corrupted.

NGPC is, and will remain, the owner of all data maintained and/or calculated by the Contractor's system. The Contractor will be responsible for storing, on a secure central database, a full backup copy of the production database. The Contractor will be responsible for maintaining and storing all data and must remain accessible to NGPC at all times.

A backup of all databases will be provided to NGPC on a monthly basis, or as requested, to include a database mapping when the structure/fields of the database changes.

Aspira confirms that all data, including stored documents, will be migrated from the current systems to Aspira One prior to the go-live date. All testing of data migration will be done well in advance to ensure full data integrity.

Aspira has a proven successful process for Data Migration. Aspira has successfully migrated large and small data migrations from client legacy systems to the Aspira databases, such as migrating **6,421,311** customers and **4,158,087** orders. All migration strategy includes a review for completeness, accuracy, validity and consistency.

Aspira confirms that NGPC is, and will remain, the owner of all data maintained and/or calculated on our system. Aspira will store a full backup copy of the production database on a secure central database, and all such maintenance and storage of data will remain accessible to NGPC at all times.

Each of the Production Databases in the Aspira One production architecture are backed up with twice weekly full backups, daily incremental backups, with archived transaction logs backed up every twenty minutes.

The Aspira One production databases are frequently backed up to a highly available, AES256 encrypted backup volume, accessible to each primary and standby database nodes in our Primary Region. This volume is then replicated to our Secondary Region and the data made available to the standby databases there as an additional level of redundancy for preserving the Aspira One data.

Aspira will provide a backup of all databases to NGPC on a monthly basis (or as requested), which will also include a database mapping when the structure/fields of the database changes.

K. Hosting Environment

The Bidder will provide a Development Environment and a User Acceptance Testing (UAT) environment as well as a Production Environment. The Development Environment will be used by the Contractor's personnel to test the product, make enhancements, and correct deficiencies before new code is moved to the UAT environment. The NGPC Project Manager and designee(s) should have access to the development environment throughout the development process.

A UAT site and database mirroring the structure and functions of the production environment will be available at all times for training purposes. The UAT database will be synchronized with the production database on at least a quarterly basis. The UAT environment must be completely separate and should have a distinctly different look than the production environment. After the initial development and implementation is complete, the UAT environment must be kept and maintained for training and for UAT in perpetuity of any subsequent additions or modifications to the Web-Based Permit/Licensing system.

Aspira will provide a Development Environment and a User Acceptance Testing environment, in addition to a Production Environment. Aspira further confirms meeting all the requests listed above as part of our base solution and processes.

Aspira follows rigorous testing routines for all aspects of the solution, environment and equipment. Aspira builds multiple environments to support the various levels of testing, including:

- The Development Environment is for initial design and testing of new functions.
- The QA Environment is for testing that functions are working as designed to meet the business requirement.
- The User Acceptance Testing (UAT) environment allows NGPC and license agent to test new functionality before it is deployed to production.
- The Load Testing Environment is for verifying application performance during peak usage. The final code will be deployed to the production environment after it has been tested in QA, UAT, and load test.

Aspira maintains multiple non-production environments to support development, functional testing, performance testing, client UAT, and Training. Each environment consists of all application tiers found in the production system and supports all sales channels. Servers are configured the same as production and managed using the same tools, so that management of non-production environments is also a test of the full deployment and management tool chain. Non-production environments may have less capacity (i.e., less CPU, RAM, etc.) than production but never more unless testing a capacity upgrade prior to production rollout.

NGPC will have access to non-production environment for user acceptance testing (UAT) and training. These environments support well in excess of the 10-users required by NGPC.

Data refresh schedules will be reviewed with NGPC to ensure that necessary data is available to support planned test scenarios.

Aspira provides a User Acceptance Testing (UAT) environment where NGPC can ensure that the agreed upon functional elements are configured correctly and reflect NGPC's configuration. The checkpoint for this phase is NGPC signoff that UAT has been completed. UAT can be accessed by more than 10 simultaneous Authorized Users and provides for complete end-to-end testing and all requirements.

UAT is scheduled after application development, configuration, data migration, and testing has been completed. Once all PCRs scheduled for a release have been implemented, tested, and bugs fixed, the application is deployed to a dedicated UAT environment for client testing. In this dedicated UAT environment, NGPC will execute their own test cases to verify that the system meets stated functional and non-functional requirements. Aspira will support the Commission throughout the UAT cycle and address any questions or issues that arise.

Our UAT environments are identical to the production environment with two significant exceptions:

- Test environments are labeled as such; and
- Modifications to be tested are included in the UAT environment.

Development, functional test, performance test, and UAT environments are maintained separate from the production environment to support the on-going development and testing of the application. The web, application, database, and utility servers in these non-production environments use the same configuration and deployment process as the production environment.

Application and configuration data is copied from production on a regular basis and scrubbed of PCI and PII before being loaded into the non-production environments. Additional test data is then loaded into these environments to support whatever tests are being run. This regular refresh keeps the non-production environments current, wipes clean any no longer relevant test data, and allows regression tests to detect issues with the current production configuration data.

Aspira maintains internal test labs, which contain all peripheral equipment that is supported for use in the field, including POS terminals, printers, barcode scanners, and mag-stripe readers. Testing of currently supported devices is included in the manual regression test suite. Old devices are removed and new equipment added to the supported peripheral list as manufacturers phase in new models and as new application functionality requires new peripheral types.

The test labs also include mobile devices which are used to test mobile applications and public-facing websites. Devices in the lab are updated based on device capabilities that are applicable to the applications under test. Application requirements, device sales, and usage data is factored into the decision about which devices to have on-hand and which will be supported through emulation.

Functional tests are performed using supported OS and browser combinations on desktop and mobile. The list of supported OS and browser combinations is reviewed and updated on a regular basis based on market and application usage metrics, vendor support and application requirements.

L. INTERNET CONNECTIVITY

NGPC is responsible for internet connectivity at park offices and NGPC's Administrative offices. External Agents are responsible for internet connectivity at their locations.

Aspira understands NGPC's responsibility, as well as External Agents, for having internet connectivity at their locations.

M. BROWSER COMPATIBILITY

The System must be accessible using all currently supported versions of widely available browsers to include, but not limited to: Microsoft Edge, Internet Explorer, Safari, Firefox, and Chrome, as well as Apple and Android devices, and other personal mobile devices. No custom software will be required to reside on the user's device.

Consumer trends in device type, operating (OS) and browser version are routinely monitored to ensure Aspira's solution is always operating optimally. Currently, reference browser/OS combos are: Chrome on Win10 & Android, Safari on iOS, Edge on Win10, Firefox on Win10.

Aspira understands and confirms that no software will be required to reside on the user's device.

N. WEBSITE

NGPC's online website must be directly accessible by the public. The web page must be dedicated to the NGPC Web-Based Permit/Licensing system and may not contain any non-NGPC advertising. Changes in the design of the web page after receiving NGPC approval will be coordinated through the NGPC Project Manager. The web page may be associated with a broader scale site, but when a customer searches for Nebraska Hunting/Fishing permits (for example), the customer shall be directed to the dedicated page that offers Nebraska Permits. The State Web-Based Permit/Licensing System shall provide a link to the NGPC homepage http://www.outdoornebraska.gov.

The NGPC website will be directly accessible by the public. The website will be fully dedicated to NGPC's Permit/Licensing system, will showcase modern design elements only after approval first from NGPC, and will not contain any non-NGPC advertising. The solution will provide the NGPC homepage link directing customers to the dedicated page offering Nebraska permits.

Aspira's consumer websites are responsive and equally functional on desktop, phone, and tablet devices.

Making the Most of Nebraska's Website Analytics

Leveraging a host of analytics, Aspira uses a number of different channels to determine usage and ways in which consumers are using the Website/Apps, and to help drive decisions about future enhancements. These tools/processes are as follows:

- **Google Analytics:** Aspira uses Google Analytics on all of the Consumer Websites. This is used to track not only overall usage, trends etc. but even includes customer interactions on the website(s) through Event Tracking. Aspira uses this functionality to gauge success of new functionality, of marketing campaigns etc. NGPC personnel have access to review the reporting from a Google Analytics perspective.
- **CrazyEgg:** CrazyEgg is a mapping tool which tracks usage on the website. This identifies areas which are heavily used and those that are not. This allows Aspira and NGPC to determine changes to the website based on user interaction and improving the overall effectiveness of the site.
- **Amplitude:** Although not used for the website, Amplitude will be used for the HuntFish Nebraska App. This drives analytics around usage on the App and the data is provided monthly to NGPC through App Analytics reporting.

Consumers have the ability to provide ratings for the HuntFish Nebraska App; this information is provided as part of the monthly App analytics. Aspira will continue to work with NGPC to determine how best to integrate feedback avenues (I.e. survey, ratings and reporting) along with how to best integrate photos and comments into the website.

O. MAINTENANCE

The Contractor must have a plan for updating, enhancing, and modifying the system in response to technological advances and the need for additional features to improve efficiency and the ability to meet the public and NGPC's demands.

Aspira updates, enhances, and modifies all of the software and hardware components required to operate the Aspira One system to meet both public and NGPC demands.

As a living system, your solution will receive periodic upgrades and maintenance. These will be managed by our system administration personnel remotely from our offices. Standard operating procedure will be to conduct all scheduled maintenance and upgrades during our overnight maintenance window. This ensures that disruption to operations is minimalized and that all changes can be completed and verified prior to regular operating hours.

As a regular part of our account management communications, NGPC will be consulted on all scheduled disruptions to ensure that the maintenance or upgrade timing will not create undue burden on NGPC, your agents, or your customers.

Daily system maintenance processes typically do not result in any system downtime. However, system upgrades often do require a down period where the systems are not available. During this down time, typically planned for 12:00 am – 4:00 am, the new code is installed, the system is restarted, and the new code is validated prior to full system reactivation. During down times for system maintenance or upgrades, upon system access, users will receive notification of the ongoing disruption to service. This provides users with the information necessary to understand and plan for the disruption.

In the unlikely event of an unplanned disruption of the services, NGPC will be notified anytime the outage is anticipated to last for more than 15 minutes. This notification will include the known explanation of the issue and an estimated time of system restoration.

We will coordinate with you to provide system maintenance and upgrades without impact on Business operations. Depending upon the situation, we typically provide at least 48 hours warning to NGPC and users before scheduled maintenance or upgrades, unless other terms are agreed to by NGPC. We provide NGPC a complete list of changes for each release of system maintenance or upgrade.

With our proposed solution all licensing system components are owned and operated by Aspira. Any general upgrades or specific maintenance to the system and its components are Aspira's sole responsibility and are performed by the contractor as needed on a scheduled basis. When new technology becomes available as requested by NGPC, Aspira understands that any software or equipment upgrades during the life of the contract will be subject to negotiation with NGPC. We will provide you with policy methodology for maintaining compatible with new browser releases and operating system upgrades.

As part of our agile development release cadence, updates are done monthly outside of peak operating hours. System changes are configurable based on each client's business rules and implementation setup.

Normal and preventative maintenance shall be performed at a time that shall not adversely impact daily operations, with prior notification to NGPC of the downtime.

System and software release timeframes are determined during the project planning stage and are scheduled to minimize business impact. Typically, we propose an active "change window" scheduled on a weekly basis. This change window is where approved system updates and patches and System releases will occur when needed.

Critical updates, patches or hotfixes may occur outside of the standard change window. These changes will require approval and executive review at Aspira to ensure the least amount of impact on system users as possible.

The Contractor shall provide a Statement of Work (SOW) that lists all enhancements to be made to the Web-Based Permit/Licensing system. Prior to the approval of the SOW, an amendment will be made to the contract.

Aspira will provide a Statement of Work to NGPC listing all enhancements to be made to the Web-Based Permit/Licensing system. Aspira understands that an amendment will be made to the contract prior to SOW approval.

The Contractor shall monitor availability of upgrades offered by their hardware and make timely installation of such changes when technically appropriate, at no additional cost to NGPC.

Aspira will regularly monitor any availability of hardware upgrades, make a timely installation of upgrades, and at no additional cost to NGPC.

P. INFORMATION SECURITY

The Nebraska Information Technology Commission (NITC) has adopted an Information Security Policy to provide a uniform set of reasonable and appropriate security safeguards for protection of the confidentiality, integrity, availability, and privacy of information collected, stored, and used to serve the citizens. All system components must be equipped with latest security protocol, currently TLS 1.2.

1. Server Security

a. Protection against malicious code: Software and associated controls must be implemented across systems and logs monitored, to detect and prevent the introduction of malicious code into the State's environment. The instruction of malicious code such as a computer virus, worm, or Trojan horse can cause serious damage to networks, workstations, and state data. On host systems of servers, the signature files must be updated daily or when the virus software vendor's signature files are updated and published.

All servers have Endpoint Protection software installed, to include Antimalware, File Integrity Monitoring, and Host Based Intrusion Prevention. The end point protection signatures, rules, and patterns are updated and applied daily. Endpoint protection logs are

collected by the Security Event and Information Management (SEIM) platform for storage, correlation, and alerting to information security personnel. Comprehensive processes and procedures are in place to quickly and effectively contain, eradicate, and recover from a malware attack.

b. Software Maintenance: All installed software must be maintained at a vendor-supported level to ensure accuracy and integrity. All known security patches, release updates, service packs, and other fixes must be reviewed, evaluated, and applied. A baseline configuration of all systems must be provided at the end of the implementation period prior to acceptance of the system.

To keep up with the ever-changing threat landscape, Aspira continually scans its infrastructure and operating systems for missing patches and new vulnerabilities. Our Service Delivery teams remediate findings efficiently and in accordance with our strict remediation timeframes. All products undergo security assessments, which include static scanning, dynamic scanning, and manual penetration testing to reduce vulnerabilities and provide native threat defenses. Aspira uses vetted policies, standards, and processes to govern how we implement and enforce information security adoption throughout product development and core business processes. Compliance with these policies and procedures is monitored and audited routinely.

2. **Access Control**

a. In order to preserve the confidentiality, integrity, and availability, state information assets must be protected by a logical and physical access control mechanism.

Aspira One provides a user security framework that is based on roles and configurable permissions to meet NPGC's needs. User accounts can be configured based on needs for segregation of duties, permissions, locations or other factors required. Aspira users with access to designated client data spaces are assigned access based on required job duties, require approvals to be granted access, and have that access audited on a regular basis to ensure any changes in job responsibilities continue to be matched to assigned job duties.

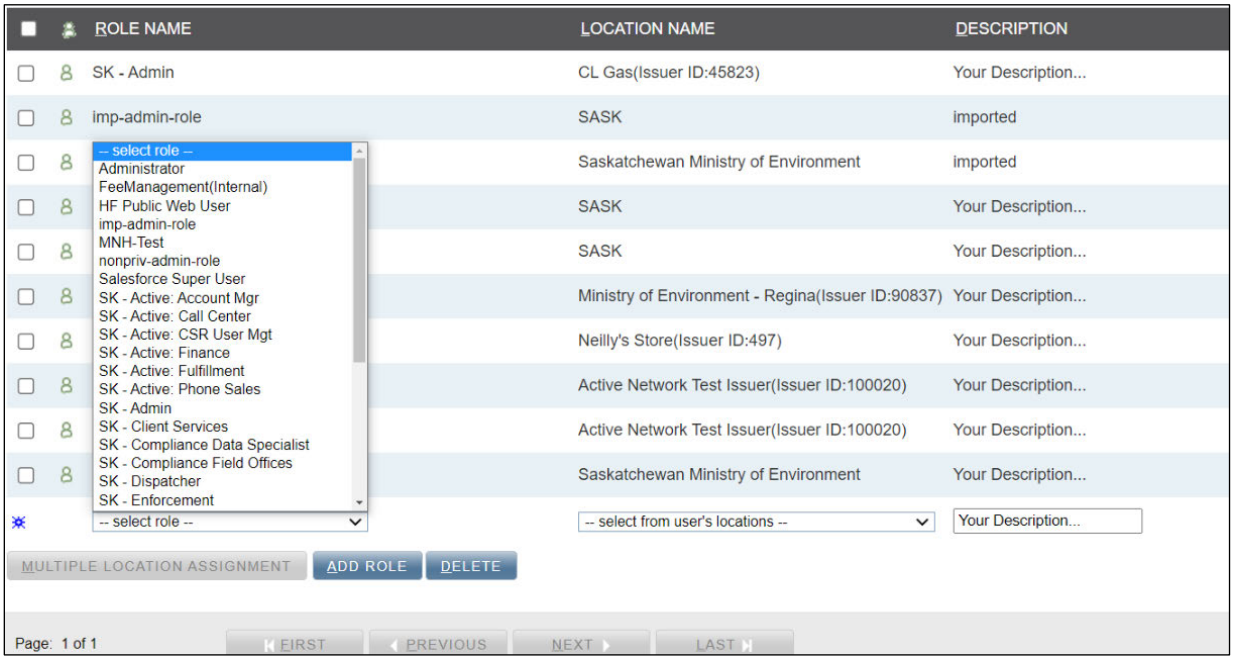
The system includes a sophisticated user authentication layer that enforces user access via a combination of unique usernames and strong passwords, combined with unique user pins. Unsuccessful login attempts are logged, and user accounts are automatically locked after multiple unsuccessful attempts. Password changes are required at configured intervals, and the system times out and requires a new log in after a configured period of inactivity.

The Aspira One solution establishes individualized, secure logins and passwords for all authorized NGPC users for flexible, role-based security to control who can make various kinds of changes, process various types of transactions, and perform other functions. These role-based levels of access and users can be controlled by authorized NGPC Staff. Aspira will provide an Agency User Administrator Role that enables the creation, resetting and disabling of logins, passwords, and PINs with appropriate audit trails. Additionally, Aspira One supports providing NGPC staff access to create accounts for their employees;

however, as a failsafe, users cannot assign system permissions at or elevated above their own levels.

By providing a comprehensive user security framework that is based on roles and configurable permissions, user accounts can be configured based on needs for segregation of duties, permissions, locations or other factors required..

The Aspira One system supports an extensive array of staff roles and has no limitation on the number of user "roles" that can be created with total flexibility on permissions and access on a per application bases to create user roles specific to each use case. These roles can be assigned by NGPC authorized staff for authorized users through the Aspira One Admin Manager user interface.



User Role Designation Screen

Beyond the user interface, Aspira One also provides user access reporting through Resource Manager. User access reports can be used for various purposes including but not limited to the following:

- **User Access Audit Report**: This report provides details about users accessing the system. For example, for a user logging-in to the system it will report when they logged in, when they logged out, and if the system logged them off or if they logged off on their own.
- **User Access Report**: This report provides details about users and their assigned roles. It can be used to validate what roles are assigned to a user and the status of the roles (whether active or inactive).
- **User Action Audit Trail Report**: This report displays all actions performed in the system, the user who performed the action and where/when the action was

performed. The report includes all actions involving configuration data setup or modifications. It also displays the previous value, the new value and the active/ inactive dates associated with the setup or change.

All aspects of Aspira One are integrated to provide real-time reporting across all interfaces. A key part of our integrated approach is to ensure that all access to the system is managed through role-based user permissions which are all systematically enforced. In this way, based NGPC's structure, users can only access their user role's permitted reports and reporting functionality. Users can be assigned one role or multiple roles, and there is an unlimited number of roles that can be created within the system to support NGPC's requirements.

b. Logon banners must be implemented to inform users the system is for official agency use, user activities may be monitored, and the user should have no expectation of privacy. Logon banners are usually presented during the authentication process.

Logon banners are presented during the authentication process and inform users that the system is for official agency use only, with the expectation that users understand activities may be monitored and should be used for official use only.

c. The issuance and use of privileged accounts will be restricted and controlled.

d. Access to an agency's trusted internal network must require all authorized users to authenticate themselves through the use of an individually assigned User ID and an authentication mechanism (e.g., password, token, smart card).

e. Access to operating system code, services, and commands must be restricted to only those individuals who require access in the normal performance of their job responsibilities.

Aspira confirms that all issuance and use of privilege accounts will be restricted and controlled. This includes access to an agency's trusted internal network, as well as access to operating code, services, and commands. Aspira One incorporates industry leading practices for authentication methodologies and processes.

Strong User Access Safeguards and Protocols

The Aspira One solution establishes individualized, secure logins and passwords for all authorized users (NGPC and Aspira) for flexible, role-based security to control who can make various kinds of changes in the database, process various types of transactions, and perform other functions. These role-based levels of access and users can be controlled by authorized state staff.

Administrator managed roles can be used to grant authority to authenticated staff.

Aspira One supports providing NGPC staff access to create accounts for their employees; however, as a failsafe, users cannot assign system permissions at or elevated above their own levels.

Staff user accounts may be locked or deactivated by Department staff with appropriate permission levels. Accounts cannot be deleted if associated with any transactions.

Aspira One, provides the ability to lock or deactivate user accounts to authorized NGPC personnel. Additionally, Aspira user information and access are continually monitored and adjusted to ensure consistency with current role(s) and that employees who leave the either organization are immediately identified, and access discontinued. Aspira understands the importance of data integrity and how deleting a user account associate with any kind of transaction would have negative implications and therefore fully supports this requirement today.

Within the Aspira One system, individuals can be granted limited access rights to restrict the areas or types of data they are able to access through the system. Internally, Aspira has numerous controls to protect client data:

- Any privileged access to client data within the Aspira One system requires a tracked request within an internal ticketing system and proper approvals before the account is created.
- Once the account is created rights can be granted to specific clients/properties to match the users job duties.
- These privileges are reviewed quarterly by the user's direct manager in an audit process to ensure that the rights granted to the user still match their current job duties.
- Access to systems within the Aspira PCI environment requires additional requests, evaluations and approvals.
- Access to the Aspira PCI environment by approved administrators requires the use of multifactor authentication.
- Within the databases used by Aspira client data is segmented to keep access limited to those directly responsible for a particular client's data.
- Data that is sensitive is protected by encryption technology to ensure that it is protected at rest.
- Data in transit either being collected or served by Aspira is encrypted in transit.
- When data is required in lower environments for development, QA processes or user testing the data is scrubbed or obfuscated of sensitive information so that the protected information is kept in a minimal number of locations.
- Backups of information are kept with the same level of protections as the original copies of the information are.

The Contractor's system must comply with the NITC Information Security Policy. Full NITC 8-101: Information Security Policy is at: https://nitc.nebraska.gov/standards/8-101.pdf. NITC 8-301: Password Standard is at: https://nitc.nebraska.gov/standards/8-301.pdf . NITC 8-302: Identity and Access Management Standard for State Government Agencies is at: https://nitc.nebraska.gov/standards/8-302.pdf.

Aspira has reviewed and confirms that our solution fully complies with the NITC Information Security Policy, including 8-101, 8-301, and 8-302.

In addition, Aspira utilizes industry standard protocols and best practices to continually meet or exceed Aspira's contractual obligations concerning governance and compliance with all federally mandated laws and regulations.

PCI Compliance:

- K3DES is our Qualified Security Auditor (QSA);
- Trustwave is utilized as our Approved Scanning Vendor (ASV) for quarterly scans; and
- BlueSkies is a 3rd party that performs penetration testing.

SOC Audits:

- LBMC 3rd party auditor for SOC.

Internal Tools reviewed for both PCI and SOC:

- Internally developed Identity and Access Management tool (IAM) used to manage creation and disablement of employee accounts;
- Endpoint Protection: Symantec, Clam-AV, Trend Micro depending on the system;
- OSSEC: File integrity Monitoring, monitors for changes to system settings, unexpected file creations, new logins, etc;
- AlgoSec: Monitors for changes made to network devices, performs analysis on network device configurations for compliance with standards;
- 1Password: Utilized as a password vault for system administrators;
- Microsoft Active Directory controls for user and system access privileges;
- Nexpose: Vulnerability Scanning tool;
- Cisco and Palo Alto firewalls: Used to isolate systems, allow only expected traffic flows, utilized in offices to protect end user systems from malicious network traffic;
- RSA: Multifactor authentication utilized for employee access to privileged systems or remote access;
- Acunetix: Application level security scanning; and
- JIRA Service Desk: Internal ticketing system used to track requests and system changes.

VII. FUNCTIONAL/TECHNICAL REQUIREMENTS

Aspira has responded to NGPC's requirements for Functional/Technical Requirements, as included in:

- **Attachment A – Functional**
  - Beginning on page 200
- **Attachment B – Technical**
  - Beginning on page 471
- **Attachment C – Financial**
  - Beginning on page 522

VIII. GENERAL SYSTEM AND TECHNICAL REQUIREMENTS

A. SYSTEM FLEXIBILITY

Statutes that govern fish and wildlife are driven by demands of the citizens and Legislators of Nebraska (https://www.nebraskalegislature.gov/laws/browse-chapters.php?chapter=37). The system shall facilitate changes made according to Statutes, Regulations, and Orders. These changes may include, but are not limited to, the following:

Closing, opening, limiting or expansion of hunt units;
Limited landowner changes;
Price changes;
Sales date changes;
Inventory changes;
Account code structure;
Scheduled changes that expand or limit access to hunting and fishing areas; and
Providing hunting or fishing opportunities for new species.

Aspira has reviewed in full the Revised Statutes Chapter 37, and we confirm that our system—Aspira One—will facilitate changes made according to the Statutes, Regulations, and Orders, including but not limited to the items listed above in numbers 1-8.

B. RESPONSE TIME

The system shall respond to user input. Page-to-page navigation (the time elapsed from when the user clicks an on-screen control until the next page/screen is completely loaded) should be no more than five (5) seconds 90% of the time and no more than ten (10) seconds 99% of the time.

Aspira confirms that our solution's response times are well within these parameters and fully satisfies this requirement.

C. ACCURACY

Financial accuracy throughout the system shall be to the nearest penny. Counts and sums of permits, customers, transactions, etc. shall be precise to the whole number. Averages and other mathematical relationships shall be accurate to the nearest hundredth.

Aspira confirms financial accuracy to the nearest penny; counts and sums of permits, customers, transactions precise to the whole number; and averages and other mathematical relationships precise to the nearest hundredth.

Accurate Payment Transactions

Aspira's solution's accounting system provides financial accuracy to the nearest penny. Item pricing is composed of fees and distributions. Distribution fund percentages for item fees are calculated from 0 (0%) to 1 (100%) of the total specified item amount with seven decimal places after the whole number. Money amounts are stored in the SQL money data type , which is accurate to ten-thousandth of the monetary units they represent. When presenting monetary amounts to the customer, license vendor or NGPC user, the system present s the value, rounded to the nearest penny, but store s and make s calculations on the full amount stored in the data type.

Additionally, our Sales Reconciliation process is used to verify each sales clerk has (and turns in) the proper tender and tender composition (check/cash/credit card). The process documents shortages/overages and produces an accurate deposit record for transfer to the state accounting system. This deposit record amount can vary from the actual sales due to errors unintentional or intentional (fraud) – during sales processes. The process also includes reporting for supervisors to confirm that voids or credits are legitimate.

For example:

- Item A is priced at $100 with an administrative fee of $6.25 and Convenience Fee of $3.00
- Item A has Distribution A worth 0.3333333 (33.33333%) of the total price ($100) = ($33.3333) or shown to the user as ($33.33)
- Item A has Distribution B worth 0.6666666 (66.66666%) of the total price ($100) = ($66.6666) or shown to the user as ($66.67)
- Then the total Item price = $100 + 6.25 + 3 = $109.25

After 10 of these items are sold and money is swept through EFT, the posting distributions will contain the following funds:

- Distribution A will have $333.333 or shown to the user as $333.33
- Distribution B will have $666.666 or shown to the user as $666.67

D. NUMBER OF TRANSACTIONS

The system shall support the sale of at least 3.5 million permits, certificates, applications, products, harvest records, and issue fees per year. The system shall support the maximum anticipated number of transactions during peak periods of use in Nebraska. NGPC does not expect the future number of permits and products sold per month to differ significantly

from the average of the past five (5) years; however, NGPC is subject to changes in legislation, which may impact the number of permits sold through the Web-Based Permit/Licensing system. Appendix E provides a summarized comparison of 2019 and 2020 permits sold.

Aspira confirms that our solution supports the sale of at least 3.5 million permits, certificates, applications, products, harvest records, and issue fees per year — as well as supporting the maximum number of transactions during peak periods of use in Nebraska.

Number of Transactions

The largest single user of our solution is California Department of Fish and Wildlife. Year to date through September, our system supported the sales of more than 6 million hunting and fishing licenses for this client alone.

Our solution is built – and proven – to efficiently manage multiples of the level of transactions that will occur and has processed more than 115,000 transactions **per hour** during load testing. Recently we processed 33,354 orders in the first 30 minutes of the on-sale, peaking at 1,722 orders per minute.

Number of Harvest Reports

The Aspira One application and infrastructure has been designed with performance and scalability in mind and is able to accommodate the collection, storage, and reporting of more than 500,000 harvest reports per year. As with the number of customer records, this number can expand with virtually no limit

E. NUMBER OF CUSTOMER RECORDS

The Web-Based Permit/Licensing system shall support the number of customers based on the sale of at least 2.4 million permits, certificates, applications, products, harvest records, and transactions per year.

Aspira confirms supporting and well exceeding 2.4 million permits, certificates, applications, products, harvest records, and transactions per year.

- Aspira One is engineered to have virtually no limit on the number of customer records possible.
  - For example, we currently maintain almost 9 million unique customer records for Colorado with virtually no limit to expand this number.

F. EQUIPMENT MAINTENANCE

If the system requires equipment provided by the Contractor, the Contractor shall maintain all front and back-end hardware and software components of the system, including all interfaces, technical infrastructure, programming, documentation, licensing and system support processes, financial and accounting processes, and help-desk operations. All shall be kept operational to all specifications and requirements described herein.

1. The following services shall be provided by the Contractor at no additional cost to the State:

a. Warranties that all hardware and software components (individually and in total) operate according to specification, are free of defects, and shall not fail in operation. The warranties shall be valid for the entirety of the Contract term including all renewals;

b. Maintain the equipment and software supplied, keeping it in proper working condition and providing both preventative and corrective maintenance; and

c. Provide trained maintenance staff capable of diagnosing and isolating troubles from the computer, through the network, to the Contractor's server.

Aspira confirms that if system maintenance is required, we will maintain all front and back-end hardware and software components of the system, including all interfaces, technical infrastructure, programming, documentation, licensing and system support processes, financial and accounting processes, and help-desk operations. Aspira additionally confirms that warranties and related operability conditions, maintenance, and trained maintenance staff will be provided at no additional cost to the State.

Equipment Maintenance is Integral to Aspira's Quality Assurance

Aspira operates its own warehouse and distribution service, dedicated to serving the equipment and supply needs of our license solution clients and their agents. Our Warehouse Deployment Center is located in Dallas, Texas and adjacent to the airport, staffed with full-time employees who support and equip more than **20,000** license sales agents throughout North America. This warehouse and distribution center is dedicated solely to equipment service, repair and distribution for conservation agencies. The 19,000 sq. ft. facility was specifically designed to support equipment and consumables services. It features an efficient racking system with adequate capacity for future growth. This climate-controlled space is organized for efficiency and for the security of government equipment and information. We manage the warehouse to optimal environmental awareness and recyclability.

Our Warehouse Management and Logistics team oversees our asset management system. Aspira maintains its own equipment depot (monitors, license printer, cash drawer, check validation printer, scanner, label printer, card swipe) and repair center in our Dallas location. Equipment inventory, shipping, and receiving records are managed with internal software (CSM). A spare pool of equipment is maintained to quickly respond to any failure in the field. Sufficient inventory is maintained to address replacement needs. In addition,

Aspira Warehouse Management and Logistics sends clients a weekly inventory report with the following information:

Warehouse Stock	In Repair	Pending Orders
Received(unopened)	Repair in progress	Replacement
In QC process	Repaired in Transit to Warehouse	Order
Packaged and ready for shipping		Deployment
		Orders
		Return Orders

Equipment Maintenance/Replacement

We provide maintenance of the Aspira-provided front-end equipment including terminals, printers, and barcode scanners. To help ensure that all equipment we provide, especially front-end equipment, remains available to your license vendors, we will not only provide Help Desk services to troubleshoot and resolve as possible equipment issues, but we will also maintain a spares pool adequate to ensure that any failed hardware provided by Aspira can be promptly replaced. Additionally, as software or firmware updates are released, we will maintain a log of all such changes and make this log available to NGPC.

New equipment will be sent from reserve inventory. Shipment of replacement printers will occur within one business day of a reported incident Monday – Friday (if reported prior to 1:00 p.m. EST). Components are shipped via UPS for receipt the next business day (where next day UPS delivery is available).

In the replacement equipment shipment, the license vendor will receive a call tag to return the defective equipment along with an insert detailing on how to package and return the defective printer.

If needed, the vendor can call the Aspira Help Desk to assist with the installation of the replacement printer. Replacement equipment is included on the Shipping Report.

Upon receipt of the returned equipment, warehouse receiving staff open the boxes to make sure all parts are received and determine what, if anything is missing. The asset tags for each part are scanned to record receipt of each part back into the Aspira warehouse. Missing items are identified on the CSM ticket. Receiving staff then prints the CSM ticket, attaches the ticket to the equipment and forwards the equipment on to the Pre-Quality Control (Pre-QC) staff. Returned equipment is processed through First-In First-Out (FIFO) method, regardless of whether the box has return tags provided by Aspira or if the customer ships the box using their own shipping label.

G. FUTURE ENHANCEMENTS

The system should remain flexible as new technology becomes available, within the scope of the RFP.

Aspira One's system architecture is designed for continuous innovation, and our solution is built and designed from the ground up to easily accommodate emerging technologies and innovations. We are committed to the growth and development of the Aspira One product, ensuring that it continues to evolve and take advantage of new technology coming to market.

Aspira is constantly engaging with our customers, reviewing external market conditions and industry trends as part of our ongoing strategic planning to ensure that we continue to drive innovation into the platform to help increase productivity, reduce cost and increase the overall consumer experience.

All Aspira One clients operate on the same, most-current version of the solution. As such, new functions and features are made available for broader use to all clients. As system enhancements become available throughout the life of the contract, our application architecture of a single central database design provides a simple platform to implement any system upgrades, patches and/or fixes to the system, as all changes are made by us and do not rely on any activity by your staff.

H. SERVICE LEVEL REQUIREMENTS

All channels shall be fully functional 24 hours per day, 365 days per year except as further described in this section.

Aspira confirms that we will fully meet this Serve Level Requirement.

Between the hours of 4:00 AM and 1:00 AM of the following day, Central Time, 365 days a year, no single outage or combination of outages of the system shall last more than 15 minutes per 21-hour period. The Contractor may utilize the hours between 1:00 AM and 4:00 AM, Central Time, for routine system maintenance and upgrades, subject to the conditions and restrictions described in this section.

Aspira confirms that we will fully meet this Serve Level Requirement.

The Contractor should make every effort to avoid scheduled maintenance and upgrades during NGPC's peak business seasons. Peak seasons can vary during any given year, depending on the species and the number of permits available. Because of the variations in peak transactions and the activity relating thereto, the Contractor shall obtain written approval prior to any maintenance or upgrades performed.

Aspira confirms that we will fully meet this Serve Level Requirement

Aspira's teams maintain a calendar of blackout dates where releases are not allowed. Per NGPC's mission critical permit dates and peak season months, as indicated in Section IX.

Implementation, D, our team maintains a calendar which will include all Nebraska relevant on-sales, application closing periods and draw periods, and activities during which releases are not to be scheduled. We review these dates against the proposed release schedule to ensure that we have clear and early visibility into any conflicts between the two schedules, and release dates are adjusted accordingly.

We are conscious of the potentially negative business impacts of a deployment during peak season and therefore make a concerted effort to complete all activities in advance of the season and adjust accordingly, as noted above. Clients are provided with advanced notice and the specific dates of each release.

Customers, Agents, and Administrative Users attempting to utilize any portion of the Web-Based Permit/Licensing system affected by maintenance during the regular maintenance window shall receive a notification of the status of the system and expected time of service restoration.

Aspira confirms that we will fully meet this Serve Level Requirement.

The Contractor shall notify NGPC immediately whenever any single outage or combination of outages lasts or is anticipated to last for a period of time greater than 15 minutes per 24-hour period. The Contractor shall provide an explanation of the problem causing the outage(s) and provide an estimate of when the system will be back online.

Aspira confirms that we will fully meet this Serve Level Requirement.

I. ISSUE SEVERITY CLASS DESCRIPTIONS

The Contractor shall provide and maintain a Web-Based issue tracking and management system. An issue is a partial or total loss of functionality of the Web-Based Permit/Licensing system, or an aspect thereof The Contractor shall grant authorized NGPC personnel access to the issue tracking and management system used for the Web-Based Permit/Licensing system. NGPC administrative personnel shall be granted rights to enter a new issue, review open issues, and append to existing issues. NGPC personnel shall be granted rights to create reports of outstanding issues, service requests, and feature enhancements.

Should technical issues arise with any portion of the Web-Based Permit/Licensing system, all parties shall be notified immediately via phone and/or email for issues with priority rating of 1-4 with 1 being the highest. The issue shall be logged by either the Contractor or NGPC personnel into a system the Contractor uses to manage outstanding issues. The timestamp logged in the Contractor's issue management system shall be the "Incident Time" of the issue. NGPC shall decide the appropriate severity class and may change, including escalate, the severity class level initially chosen by the Contractor if the Contractor logged the issue into the system.

Any incident that results in NGPC's inability to collect and manage revenue and/or issue permits is considered Production Down, Severity Class 1. This issue class requires an "all hands on deck" response from the Contractor.

1. Severity Class 1 issues include the following:

a. Total loss of the ability to sell permits, certificates, stamp, applications, or products, for any reason;
b. Inability to sell "first day of sale," high demand items including but not limited to "over the counter" or forfeited permit and/or any permit/product for which there is a limited number of inventories;
c. System functions related to the generation of, approval of, or transmittal of an EFT;
d. Credit card sales and PCI compliance issues;
e. Any other loss of functionality that may inhibit NGPC's ability to manage or collect revenue; and
f. Any other issue that requires immediate response from the Contractor.

2. Severity Class 2 issues relate to any of the following:

a. Any issue that may prohibit NGPC from collecting harvest reports;
b. Any functional issue that may prohibit customers or groups of customers from purchasing one or more Permit, such as the incorrect application of a business rule, resulting in partial loss of the ability to sell permits, certificates, stamp, applications, or products; and
c. Any issue that prohibits NGPC from accessing the Administrative module or performing core functions within the module.

3. Severity Class 3 issues relate to any of the following:

a. Any issues printing an individual item or group of items, such as missing/incomplete information on the print document; and
b. Any issue that may prohibit a single customer from purchasing one or more permits, certificates, stamp, applications, or products due to an unknown system irregularity.
4. Severity Class 4 issues are all other issues that do not affect the system's ability to carry out required business processes. Severity Class 4 issues do not have a pre-defined "Time to Repair." Each Severity Class 4 issue will be assigned a "Due Date" on a case-by-case basis when the issue is created.

See Section II.U for performance requirements.

Aspira provides and maintains a Web-Based issue tracking and management system. Aspira grants authorized NGPC personnel access to the issue tracking and management system used for the Web-Based Permit/Licensing system. Additionally, NGPC administrative personnel are granted rights to enter a new issue, review open issues, and append to existing issues, which includes rights to create reports of outstanding issues, service requests, and feature enhancements.

Aspira confirms that all parties will be notified immediately via phone and/or email for issues with priority rating of 1-4, with 1 being the highest. Either Aspira or NGPC personnel can log the issue into Aspira One, and the timestamp logged in Aspira One's issue management system will be the "Incident Time" of the issue. Aspira also understands that

NGPC will ultimately decide the appropriate severity class and may change, including escalate, the severity class level initially chosen.

Aspira also confirms following the Severity Classifications as outlined above.

All reported issues are categorized and centrally tracked in our enterprise-level case management system. Users can create, view, or modify their cases online via our portal or through a help desk representative. All calls and problem reports dealing with software and hardware are logged, tracked, and resolved by trained help desk technicians using our Support Center application.

Our Salesforce system allows us to perform the following:

- Provide Nebraska with the status of all cases 24x7 via the online portal;
- Ensure every case is tracked through to resolution using an automatically generated case number, which allows the user to track the status of the case if it is not resolved and closed in the initial call;
- Provide reporting breakdowns at the problem type level, allowing categorization of issues into common categories, such as how-to requests, as well as at the user, location, and agency level, to identify trends specific to regions and users;
- Provide role-based permissions to submit, view, and modify cases online;
- Create advanced analytics reports to identify trends and recurring problems; and
- Provide automated escalation to higher tiers if priority-based case closure time periods are not met.

Priority	Status	Type	Total
P2 – High	Closed		1
	Pending Development/IT Resolution	Product Defect	1
		Setup/Implementation	1
P2 - High Total			**3**
P3 – Medium	Closed		12
	Pending Development/IT Resolution	Product Defect	1
		Setup/Implementation	2
	Reassigned	Enhancement/Feature Request	1
		How-To/Training	4
	Resolved Pending Confirmation	Enhancement/Feature Request	1
		How-To/Training	7
		Setup/Implementation	5
	Updated	How-To/Training	4
		Setup/Implementation	3
P3 - Medium Total			**40**
P4-Low	Closed		4
P4-Low Total			**4**
Grand Total			**47**

Sample Report for SalesForce Ticket Status

J. INCIDENT ESCALATION

Contractor must promptly escalate an issue upon receiving a request from NGPC or an agent or representative of NGPC . For the purposes of this subsection, escalation means prioritizing an issue for prompt or immediate repair and resolution, depending on the level of escalation, and at the Contractor's level may include, but is not limited to:

1. Assigning more (or different) staff resources to the issue;
2. Notification of the Contractor's senior management or chief officer(s) of the outstanding issue(s) and/or;
3. Changing the technological resources assigned to the project (i.e., adding emergency server/network capacity).

All incidents are defined as issues that have a significant impact on sales and/or business operations and will require additional communication and documentation procedures. Aspira will follow the incident classifications as outlined above in I.

For Aspira Severity 1 Incidents, NOC opens a conference bridge and sends an urgent email alert to the Aspira internal project escalation team that includes a conference telephone number/code and summary of the issue. The team calls into this conference bridge and must stay on for discussion and monitoring until the root cause is known and actions are in place to fully resolve the incident.

Occasionally, there is a need to expedite changes in a quicker timeframe than the current process supports. This may be due to severe production issues or unforeseen business needs that require immediate response and resolution. In this case, escalation can be expedited as follows:

- The Incident Report (IR) must state in the description that it is an expedited change.
- Is the change
  - An Emergency (SEV1) – Required by client in production ASAP
  - Business Operations Support Plan will detail process
  - A Non-Emergency – These can be scheduled as exception or wildcard release.
- IRs that need less than a seven-day window can be approved as an "Exception Release". They will follow the same process but are expedited.
  - IRs can bypass a formal NGPC review which require only NGPC Program Manager signature approval.

Aspira may be notified of incidents internally via monitoring systems or through excessive calls into the Help Desk or from NGPC. Once an Aspira resource is engaged, they will initiate internal escalation procedures, and Aspira's Command Center will contact the NGPC Program Manager and Production Support Team within 15 minutes to outline progress and the resolution plan, as well as confirm ongoing update expectations. NGPC will be notified of any NOC that affects, or potentially affects, the system. Aspira will provide daily/weekly updates to the Incident Report unless NGPC agrees to a different update cycle. Frequency will depend on how much the issue is impacting the business.

Upon the completion and closure of all outstanding items in an incident report, a final version is presented to NGPC for approval and finalization of the incident report. When NGPC has reviewed the version, they will accept the finalized report via email, and the incident is then closed.

Escalation Process

Point(s) of contact for escalations from Nebraska:

For all escalations, Nebraska requests:

Contact	Role	Email

Point(s) of contact for escalations from Aspira:

For all escalations during the implementation phase, Aspira requests that we begin directly with the Aspira PM. When necessary, Aspira PM will escalate to PMO Director who in turn will help manage any further escalations within Aspira.

Contact	Role	Email
Sonia Gupta	Aspira Senior Project Manager	Sonia.Gupta@aspiraconnect.com
Michele Telgen	Aspira Director, Project/Program Management	Michele.Telgen@aspiraconnect.com
Steve Wade	Aspira Chief Technology Officer	Steve.Wade@aspiraconnect.com
Susan Grant	Aspira Vice President, Client Services	Susan.grant@aspiraconnect.com
Kevin Fuller	Aspira Senior Client Services Manager	Kevin.Fuller@aspiraconnect.com

K. AFTER INCIDENT REPORT

For issues of severity class 1-3 the Contractor shall prepare a standardized "after incident" report providing the following information:

1. Date and time the incident was reported (incident time);
2. Contractor's staff assigned to resolve the issue;
3. Detail on what steps were taken to resolve the issue;
4. Root cause(s) of the issue;
5. Steps to be taken to ensure the issue does not occur again; and
6. Date and time the incident was marked as resolved.

The Contractor shall deliver the after-incident report to NGPC within ten (10) business days of the resolution of the issue.

Aspira confirms that we will provide an After Incident Report which will include the information listed above within ten business days of the resolution of the issue.

L. RESOLUTION OF CUSTOMER PRINT ISSUES

The system shall print accurate information on a customer's permits, certificates, stamps, and applications. Upon discovery of a print issue, customers shall receive documents with correct and complete information and NGPC shall be provided a complete list of affected customers.

Aspira One will print accurate information on a customer's permits, certificates, stamps, and applications. Aspira will rectify any print issues, and customers will receive corrected documents. Aspira will furnish a complete list of any affected customers to NGPC.

The Aspira solution displays the customer name, address, license types, and total dollar amount of fees before printing the licenses through all sales channels. The customer, license agent or NGPC user is prompted on the final checkout screen to review for accuracy and is afforded the option to correct information on the documents before printing.

M. SERVICE SUPPORT COMMUNICATION

A method of service support communication shall be developed during the design phase that ensures instant and constant contact between the Contractor and NGPC including but not limited to:

1. Telephone operation staffing plan:
    a. NGPC Staff;
    b. External Agents;
    c. Public Website;
    d. NGPC Law Enforcement; and
    e. Harvest Report.
2. Email;
3. AI Chat Bot; and
4. Help text with hyperlink(s).

All costs shall be the responsibility of the Contractor.

Aspira's solution fully supports this requirement, and we will work with NGPC during the design phase to ensure instant and constant contact within the above channels. Aspira provides customer service and web support through various channels including phone, email, chat, and SMS text.

- In 2020, our contact centers answered:
    - 203,071 Customer support calls (peak month: July: 29,971)
    - 87,529 Help desk calls (peak month: October: 26,820 calls)
    - 1,211,415 Sales calls (peak month: July: 122,503 calls)
    - 52,415 Customer emails
    - 18,510 Chat sessions
    - 70,377 SMS text sessions completed

In addition to normal training on policies and procedures, our highly experienced staff receive special training on the application of policies and business rules to unusual situations, and when and how to process exceptions. They learn when and how to escalate issues either to internal managers or to NGPC authorities, and how to follow an issue until it is resolved.

N. DATA USE AND SECURITY

The Contractor shall secure all data from manipulation, sabotage, fraudulent card testing, theft, or breach of confidentiality. Any data collected by the Contractor on behalf of the State through its work for the State, from any source, shall be kept confidential and not shared or distributed to anyone other than authorized NGPC personnel except at the direction of authorized NGPC personnel. The following security and privacy requirements apply to all sales channels and modules:

1. The Contractor is prohibited from releasing any financial, statistical, personnel, customer and/or technical data obtained from the State that is deemed confidential;
2. The Contractor shall not compile or add customer names to any mailing lists maintained by the Contractor, the Contractor's affiliates, or any third party;
3. The Contractor shall not, itself, or utilize any third-party services to compile or report customer buying habits without explicit permission from, and in cooperation with, NGPC;
4. The Contractor shall not share data or customer information internally or with affiliates without explicit permission from, and in cooperation with, NGPC;
5. For customers utilizing credit cards to process transactions, the Contractor shall not store the customer's complete credit card number anywhere in the Contractor's system or report the customer's credit card number to a third party or affiliate of the Contractor after the customer's transaction is complete. The Contractor may store a portion of the customer's credit card number not to exceed four (4) digits in order to allow customers to identify which credit card was utilized for the purchase at a later date; and
6. Upon request, the Contractor shall produce a list of all of its employees who have access to all State data generated by the system.

Any non-contractual use, sale, or offering of this data in any form by the Contractor, or any individual or entity in the Contractor's charge or employ, shall be considered a violation of the Contract and may result in Contract termination. In addition, such conduct may be reported to the State Attorney General for possible criminal prosecution.

Aspira agrees and will fully comply with all the above listed security and privacy requirements for all sales channels and modules. Security of your data is our utmost priority and is ubiquitous with how we approach all things within our organization. Our security officers ensure full compliance and that security best practices are implemented at every level of the solution.

O. FINANCIAL

The system shall provide a revenue management module that collects revenue for all purchases. The financial structure must provide a breakdown of revenue that conforms to GAAP and NGPC's current accounting system, JD Edwards EnterpriseOne 9.2 or subsequent financial system. The system shall provide adequate security, internal controls, and management reporting to ensure revenue transactions and permit data are processed accurately and consistently in real-time, including ad-hoc reporting capability.

The revenue management module shall provide a comprehensive audit trail and reconciliation reports to support varying end-of-day schedules. The module shall allow NGPC to trace a customer's payment back to the original transaction and provide specific details of the transaction. Tender types shall include: cash, check, money order, credit/debit card, Park Bucks, and Internal Billing Transaction (IBT). Internal and External summarized agent sales for the calendar year 2020 is attached in Appendix F.

The revenue management shall allow additions and edits to account codes. The current chart account layout includes: fund (5 digits), business units (8 digits), object account (6 digits), Subsidiary (8 digits), Sub-ledger (8 digits), and Sub-ledger type (1 digit). A list of current revenue object codes is in Appendix G. Permits by dollar and object code is Appendix D.

Aspira One's revenue management module meets and performs all the requirements listed above and supports GAAP-compliant accounting functions including GAAP-compliant revenue recognition reporting.

Aspira One is fully capable of automatic revenue entry, revenue management and reporting integrations to the State's Financial System (JD Edwards EnterpriseOne 9.2) or subsequent financial system.

Aspira One makes revenue management simple, efficient, and powerful in your ability to import data to the State's accounting system, track all payments from external agents, and manage park permit books inventory and assignment. Aspira One is the revenue management made easy from both a functionality standpoint and in user-design and overall ease of use.

Aspira One's Revenue Management capabilities allow users with appropriate permissions to manage all financial and accounting aspects of the license system. It provides access in real-time with complete transparency to the core financial data. This provides NGPC with full and instant transaction auditability and the overriding confidence of financial data integrity. Furthermore, NGPC will be provided with instant access to core revenue reports, and revenue distribution reports that report in-real time.

Aspira One provides complete transparency to the core financial data for full and instant transaction auditability and the confidence of financial data integrity:

- **Chart of Accounts:** ability to build and configure financial accounts and to configure financial hierarchy within your organization.
- **Comprehensive Setup and Visibility:** ability to review fee set ups, discounts, taxes, vendor transaction fees, etc.

- **Discounts:** full discount set-up and
- **Refund Management:** review refunds online; decline, approve, and issue refunds; tracking, requesting, approving and issuing users.
- **Payment Management:** configure allowed payment options and methods, and track all payments by type, user, collection locations, and status.
- **Comprehensive Reconciliation:** full matching of payments, credit card batches, deposits made, credit card merchant provided data, and reconciliation tools allowing for exception handling.
- **Distribution Management:** set up distribution groups, schedule system distributions, and perform one-offs configurable to the organization hierarchy, including full drill down from distributions through reconciliations, transactions, payments and vendor fees.
- **Complete Drill Down Tool:** real-time full drill down into the financial details of each transaction, reconciled/unreconciled credit card payments, into pending/approved/issued refunds, into distributions, and invoices. Information is fully interconnected, ensuring full and comprehensive drilldown capabilities.

Additionally, Aspira One provides the ability to build and configure financial accounts and to configure financial hierarchy within your organization. Chart of Accounts can be built with multiple levels with varied length to fully meet your requirement.

P. PCI COMPLIANCE

The system shall comply with the security requirements and industry standards of the Payment Card Industry (PCI).

Vendor can find details of the PCI DSS at: https://www.pcisecuritystandards.org/pci_security/standards_overview.

The State of Nebraska, State Treasurer Office, provides information on the State's Payment Card Industry Data Security Standard (PCI DSS) Compliance. NGPC follows the guidelines set forth by the State Treasurer https://treasurer.nebraska.gov/tm/pci-dss/.

Aspira confirms that it complies with the security requirements and industry standards of the Payment Card Industry (PCI).

Aspira is a PCI-certified Level 1 service provider committed to the security of PCI and PII data entrusted to us.

Contractor shall comply with all applicable laws that require the notification of individuals in the event of unauthorized release of cardholder data. In the event of a breach of any of Contractor's security obligations or other event requiring notification, Contractor agrees to assume responsibility for informing all such individuals in accordance with applicable law and to indemnify, hold harmless and defend the State of Nebraska and employees from and against any claims, damages, or other harm related to such a breach.

Aspira agrees to this requirement above.

Contractor shall provide the following:

1. Attestation of Compliance (AOC) documentation and certification annually and/or upon request of NGPC;
2. Cardholder data flow diagram;
3. Incident response plan;
4. Vulnerability scans; and
5. Security policy

Aspira has provided the following requirements in response to Attachment C, FIN-017.

Q. DATA REPOSITORY FACILITIES

The Contractor's system shall be housed in a secure facility that is protected against physical damage due to fire, earthquakes, explosions, and other occurrences.

Access to the Contractor's facilities shall be limited to authorized personnel who require access as part of their job duties. NGPC personnel shall be able to view, upon demand, a list of the Contractor's employees with access to the data center.

The Contractor shall allow authorized NGPC personnel access to the data center at any time for inspection with forty-eight (48) hours advance notice.

All data repository facilities, hardware, and software must be located in the continental United States.

Aspira utilizes Amazon Web Services public cloud to host the NGPC technical environments. With the Infrastructure as a Service (IaaS) model, the underlying data center that supports the environment is owned, operated, and managed by the cloud provider. Aspira receives and reviews the providers annual SOC reports to ensure the cloud provider maintains proper physical security controls in accordance with AICPA requirements.

As such, the system is protected against physical damage due to fire, earthquakes, explosions, and other occurrences.

Aspira's Call Center locations employ strict security monitoring and tracking including:

- Access via key fob or key card authentication;
- All visitors must sign-in and are issued a visitor badge to make them easily discernable from Aspira staff; and
- Visitors are not permitted access to key restricted areas without Aspira staff escort.

R. ACCESS TO THE SYSTEM

All NGPC personnel who directly access the Contractor's server shall be authenticated with a username and password logon. It should be possible for NGPC Administration to maintain the access privileges of those who have access to various system resources and capabilities.

Aspira One will authenticate all NGPC personnel with a username and rigorous password protocols.

Each user is provided a username and is assigned to a security role. Every time a person logs onto the system with their username and password, Aspira One checks the assigned security role of the person and enables access only to those locations, functions, and the information associated with that role. Roles can be easily adjusted by Aspira or your authorized staff through a simple interface that creates and modifies roles by simply selecting specific functionality and/or information access authorizations associated with the role.

Managers and supervisors can be granted access to create accounts for their employees; however, they cannot assign system permissions at or elevated above their own levels. Additionally, user information and access are continually monitored and adjusted to ensure consistency with current role(s) and that employees who leave the company are immediately identified and access discontinued.

The Contractor shall ensure that all system software on terminals and the central server is maintained free of viruses and other malicious software.

The Contractor's server shall employ reliable state-of-the-art technology for resisting denial-of-service and other hostile attacks.

Aspira deploys and implements a multi-layer endpoint protection program that involves antivirus, malware, and personal firewall protections on all systems, including employee computers and laptops. Antivirus signature updates are performed daily.

We use a combination of automated proprietary and third party tools and services to capture data, manage and report on performance. Tools and services we use include:

- **IAM:** Internally developed Identity and Access Management tool (IAM) used to manage creation and disablement of employee accounts.
- **TrendMicro:** Provides intrusion detection, antimalware, file integrity monitoring and web reputation filtering.
- **AlgoSec:** Monitors for changes made to firewalls, performs analysis on firewall configurations for compliance with standards.
- **1Password:** Utilized as a password vault for system administrators.
- **Microsoft Active Directory** controls for user and system access privileges.
- **Rapid7 InsightVM (Nexpose):** Vulnerability Scanning tool.
- **Rapid7 InsightAppSec:** Dynamic Application Security Testing (DAST)
- **Cisco and Palo Alto Firewalls:** Used to isolate systems, allow only expected traffic flows, utilized in offices to protect end user systems from malicious network traffic.
- **RSA Authentication Manager:** Multifactor authentication utilized for employee access to privileged systems or remote access.
- **Checkmarx:** Static Application Security Testing (SAST).
- **JIRA Service Desk:** Internal ticketing system used to track requests and system changes.

- **Proofpoint:** Email protection filtering mechanism to protect against mail delivered threats to users and systems. Additionally, provider of training materials used for annual security awareness training for all employees.
- **LogRhythm:** Centralized logging and correlation of events for continuous security monitoring and rapid incident response.
- **Amazon Web Services:** Amazon Web Services native security controls such as, Amazon GuardDuty, CloudWatch, CloudTrail, and Config.

The Contractor shall maintain a detailed schematic of the architecture of the proposed system and provide NGPC with a new schematic each time the architecture changes.

Aspira maintains all detailed architectural schematics of the system and will provide NGPC with new schematics for each new architectural change.

S. SECURITY PLAN

A draft security plan is required with proposal submission. The document shall describe the administrative, physical, technical and controls to be used by the system and/or services. The Contractor's security plan must, at a minimum, provide security measures for the following areas:

1. Facilities Physical Security;
2. System Security;
3. System Data Security; and
4. Administrative and Personnel Security.

The security plan shall provide for review of the Contractor's operations and control system. The Contractor shall have the capability to detect and report attempted unauthorized entries into the facility and system. All security requirements for the Contractor apply to development, testing, production and backup systems.

The Contractor shall provide a summary overview of the security document and describe how it has been incorporated into a larger security program for automated data processing. The Contractor shall highlight security features of the system.

1. The security plan shall identify and define:
   a. Regulations and security requirements (e.g., PCI, HIPAA, FISMA ,etc) ;
   b. System, Administrative and Personnel Security: the security responsibilities of and supervision required for information owned and/or operated by the Contractor. Security responsibilities include responsibilities for administration of the infrastructure, implementing or maintaining security and the protection of the confidentiality, integrity, and availability of information systems or processes;
   c. Workforce Security: the control process for hiring and terminating of Contractor's employees, and method used for granting and denying access to

the Contractor's network, systems and applications. Identify and define audit controls when employment of the employee terminates;

d. Role based security access: the products and methods for role-based security and access to the Contractor's infrastructure and access to the State's infrastructure;

e. Password Management: the appropriate password management controls to meet defined regulation or security requirements;

f. Logging/Auditing controls: The Contractor's audit control methods and requirements;

g. Incident Management: the methods for detecting, reporting and responding to an incident, vulnerabilities and threats;

h. Vulnerability/Security Assessment: the products and methods used for scanning Contractor's infrastructure for vulnerabilities and remediation of the vulnerabilities. Identify and define methods used for initiating and completing security assessments;

i. Anti-virus/malware controls: the products and methods for anti-virus and malware controls that meet industry standards. It shall include policy statements that require periodic anti-viral software checks of the system to preclude infections and set forth its commitment to periodically upgrade its capability to maintain maximum effectiveness against new strains of software viruses;

j. Firewall: the products and methods for firewall control process and intrusion detection methodology;

k. Database: the products and methods for safeguarding the database(s);

l. Server and infrastructure: the products and methods for "hardening" of the hardware operating systems;

m. Transmission: the products and methods on how its system addresses security measures regarding communication transmission, access and message validation; and

n. Data Integrity: the products and methods on the integrity of all stored data and the electronic images, and the security of all files from unauthorized access. The Contractor must be able to provide reports on an as-needed basis on the access or change for any file within the system.

Aspira has provided our draft Security Plan, including all of the above requested criteria, as a separate document located in the Appendix, labeled Draft Security Plan and beginning on page 586.

T. SECURITY ASSESSMENT OF THE CONTRACTOR'S SYSTEM

The Contractor shall allow reasonable access to systems and applications for security inspections and audits by the State during the Contractor's normal business hours, after giving Contractor five (5) business days prior written notice. All systems and applications developed by the Contractor shall be subject to vulnerability assessment scans and/or audits as requested by the State, conducted by an independent and accredited third party.

Aspira agrees to this requirement as requested by the State.

Aspira undergoes annual assessments for compliance with Payment Card Data Security Standard (PCI DSS) and Service Organization Controls (SOC) II Type 2. Compliance reports are provided to clients for review. Vulnerability scans are conducted in accordance with PCI DSS requirements. Scan results can be provided for review and validation.

U. ANTI-VIRUS AND MALWARE CONTROLS

The Contractor shall deploy industry-standard antivirus and anti-malware software to all Contractor supplied hardware that support installation of this software type. The Contractor shall ensure that the antivirus/anti-malware software on the Agent's equipment is current. In the Contractor's security plan, the Contractor shall describe the software to be used and describe the Contractor's internal antivirus/anti-malware countermeasures.

Aspira deploys and implements a multi-layer endpoint protection program that involves antivirus, malware, and personal firewall protections on all systems, including employee computers and laptops. Antivirus signature updates are performed daily.

Aspira continuously ensures that the antivirus/anti-malware software on the Agent's equipment is current.

As requested in the Security Plan, we describe the software used for internal antivirus/anti-malware countermeasures. Our Security Plan is included in the Appendix, beginning on page 586.

V. NETWORK SECURITY

The Contractor shall maintain the Contractor's network security to include, but not limited to: network firewall provisioning, intrusion detection and prevention, denial of service protection, annual independent and accredited third party penetration testing, and maintain a hardware inventory including name and network address.

The Contractor shall have products and methods that continually monitor for malicious activity, malware, intrusions and audit records within the Contractor's network.

Aspira confirms that our network security includes network firewall provisioning, intrusion detection and prevention, denial of service protection, annual independent and accredited third party penetration testing, and maintenance of a hardware inventory including name and network address.

Aspira has partnered with multiple industry leading information security vendors that provide comprehensive cyber security intelligence — all of which is engrained into our suite of technology solutions.

The security infrastructure is continually tested and enhanced to deal with the ever changing threat landscape. State of the art layer-7 firewalls are in place between the web-tier servers and the internet to protect them from unauthorized access, and users may only access resources on those web-tier servers. These servers themselves communicate to the internal business layer via encrypted secure communication channels through another set of state-of-the-art firewalls.

Aspira has been highly successful in protecting the business of our customers business due to the fault tolerance, load distribution, failover and redundancy measures, communications bandwidth, security intelligence, and other elements of our robust approach to business continuity and application development and testing.

W. WIRELESS, REMOTE AND MOBILE ACCESS

The Contractor shall have security controls for provisioning accounts, account authorization, wireless access to all of the Contractor's site(s), account/credential verification, audit/logging, VPN, and TCP/UDP port restrictions.

Aspira utilizes multiple Virtual Private Network (VPN) technologies to ensure remote access to internal networks and systems is secure. All remote VPN connections require a username, password, and multifactor authentication using RSA SecureID tokens. All VPN connections are logged and collected by the SEIM platform for aggregation, storage, correlation and alerting. Access to the VPN must be approved by the user's management and provisioned by the Information Security team.

X. CHANGE/CONFIGURATION MANAGEMENT AND SECURITY AUTHORIZATION

The Contractor shall establish a change/configuration methodology, establish a baseline configuration, and track changes to the configuration. The Contractor shall identify and maintain a list of software programs authorized to execute on its systems. When the Contractor has a major change to the system or application, the State's Contract Manager shall be notified, a security scan shall be conducted, and the results of the security scan shall be made available to the SCM for approval prior to deployment of the configuration change.

Aspira has an established change control process in use. The process ensures that all software (releases, patches), OS patches, database changes, and configurations are tested and approved before any change is applied to a customer facing environments. Our change control board (CAB) also ensures that multiple resources review the changes before execution.

Upon any major change to the system or application, Aspira will notify the State's Contract Manager, and a security scan shall be conducted and made available to the SCM. Additionally, Aspira utilizes Checkmarx and Rapid7 AppSec to perform regular and ad hoc application security testing. In accordance with policy and PCI DSS, a scan is performed

when there is a major change in the application or enterprise infrastructure. Any vulnerabilities identified are tagged for remediation, and rescans are performed until all are remediated.

Y. RISK MANAGEMENT PLAN

The Contractor shall establish a risk management plan identifying technical and security risks, and details how those risks will be reported and mitigated. The initial risk management plan shall be provided to the NGPC Information Technology Manager prior to initial implementation of the Web-Based Permit/Licensing system. Subsequently, the risk management plan shall be reviewed and modified on an annual basis in consultation with NGPC.

Aspira will establish a risk management plan—including how those risks will be reported and mitigated—and provide the risk plan to the NGPC Information Technology Manager prior to implementation. Aspira will review and modify this plan on an annual basis with NGPC.

While Aspira's full Risk Management Plan will be provided prior to initial implementation, below is a brief summary of how we approach risk management in a general sense.

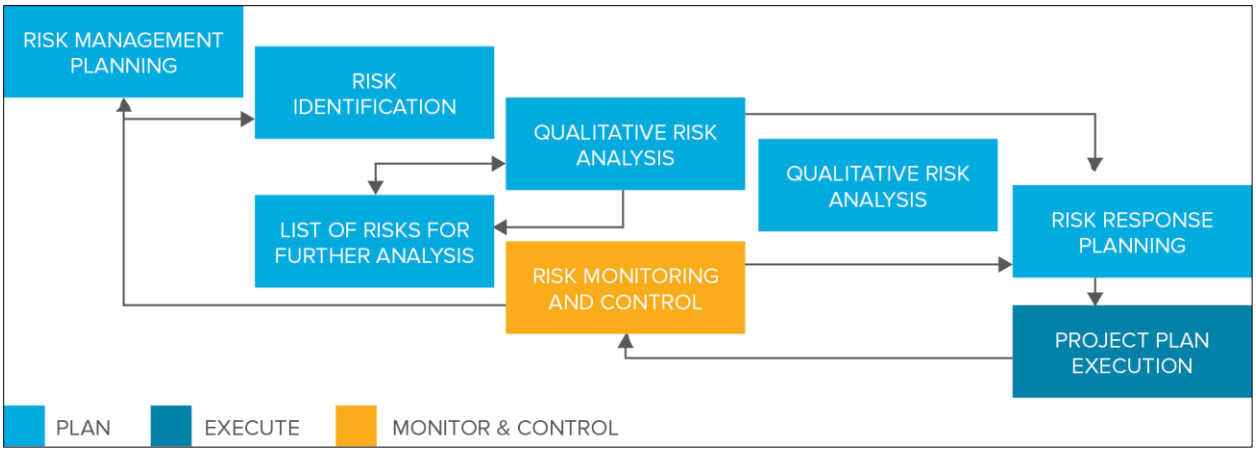
Brief Risk Management Overview

To manage and control risk, Aspira systematically and regularly step through the three key elements of risk management - identify, analyze, and respond - with the project team and executive management. Our team begins to log and rate risks during initial review of the RFP. Another round of risk identification is done as part of creating the initial project plan. The severity of a risk affects allocation slack to tasks as well as front-loading of the order of work in the project plan.

Risk review is part of regular project status reporting. Our project manager is responsible for spearheading the team's work to managing project risks. The project manager maintains a risk log (available to all stakeholders on the project's site) and ensures that it is regularly reviewed and updated by all members of the team. Reviewing and updating of the risk log takes place as part of the regularly scheduled internal team and client calls. Early in the project lifecycle, these calls are usually held weekly, and then less frequently as work is completed and risks decrease.

Aspira follows these general risk management/control guidelines:

- All risks have a mitigation strategy/plan, regardless of probability and potential impact;
- Each risk is assigned to a senior manager who owns the risk through its lifecycle from identification to mitigation or removal to ensure it is reviewed and managed effectively; and
- Risks are reviewed at least every two weeks (updated as necessary), or daily if the risk is imminent.



Risk Management Strategy

The strategy is documented throughout the project with the following:

- **Risk Management/Control Plan** – Documents the approach the project team will take to manage risk. It defines how risks will be identified, how risks will be analyzed, how we will respond to risks, how risks will be monitored and controlled, and our assumptions.
- **Risk Log** – Describes the individual risks, the areas of the project affected, their causes, and how they may affect project objectives. The Risk Log also classifies the risks, assigns probability and impact, and ranks them. In addition to being reviewed during status calls, risks are logged in SharePoint and shared with the entire team.

Aspira's project managers and executives work closely to address risks as there may be a number of available options for risk mitigation and we want to ensure there is top to bottom visibility and rapid decision-making for managing project risks.

Risk Response

Risks are addressed by the risk responses developed in the risk management/control plan. These very based on priorities of the risk and constraints of the project/organization. Aspira has vast experience addressing risks during implementation projects.

For responses that require additional system expertise, Aspira deploys staff from its Architecture team to provide senior development/application/system expertise. The members of the Architecture team are senior and can complement the expertise on the individual scrum teams.

For responses to new unscheduled requirements, Aspira can deploy additional scrum teams to deliver on schedule. Aspira has over 10 scrum teams consisting of over 100 product, development and QA staff. These teams are knowledge on a variety of Aspira applications and can be assigned to high priority development requirements.

Risk Register

The weekly Project Managers meeting between NGPC and Aspira will focus on risks faced by either team. The project managers from NGPC and Aspira can then decide on the course of action to mitigate the risk and determine the appropriate escalation.

The Issue Register is shown in the following graphic:

Issue Register

Risk Details

- Risk ID
- Date Added
- Description
- RP Count
- Level of Risk
- Risk Control/Management
- Trigger
- Date Resolved
- Reporter
- Summary
- Risk Probability
- Risk Impact
- Risk Control
- Contingency
- Status

Risk Definitions

- Risk Description
- Level of Risk: A function of the sum of the following risk levels (high = 5-6, Medium = 3-4 and Low = 2):
  - Risk Probability: The likelihood of the risk becoming an issue (low, medium or high on a 1-3 scale with 3 being high).
    - High (3) = Very likely to occur
    - Medium (2) = An even chance to occur
    - Low (1) = Not very likely to occur
  - Risk Impact: The level of impact if the risk becomes an issue (low, medium or high on a 1-3 scale with 3 being high).
    - High (3) = Project is very likely to fail (not be delivered or not be delivered on time) if the risk
    - There is minimal likelihood that the project will fail is the risk occurs as there are one or more acceptable workarounds planned or in place
  - Risk Control and Management Strategy:

  - Avoid: Eliminate the risk by following an alternate path that does not include the risk.
  - Mitigate: Reduce the probability of the risk occurring or the impact of the risk if it does occur.
  - Accept: Do nothing.
- Contingency: What action will be taken if the risk manifests itself.
- Trigger: Conditions necessary to implement the contingency plan.
- Risk Owner: Individual responsible for carrying out the execution of the contingency plan if a risk event occurs.
- Status: Open (risk exists) or Closed (risk no longer exits).

IX. Implementation

The Contractor shall manage the Web-Based Permit/Licensing system throughout the design, development, administration, and delivery stages. The following management, planning, and design elements should be provided by the Contractor:

A. DATA MIGRATION AND TRANSITION SERVICES

The Contractor shall be fully responsible for ensuring a seamless transition between the existing permit system and the new Web-Based Permit/Licensing system. A seamless transition should occur between the old and new systems. All channels of the new Web-Based Permit/Licensing system shall be tested prior to the rollover date.

The bidder shall provide a draft conversion plan listing all tasks needed for the conversion to the new system. The bidder's draft plan should address the milestones and associated timeframes to include, but not limited to, the following:

1. Define steps taken to ensure minimal downtime between the new and old systems for all sales channels;
2. Downtime for complete migration and cutover to the new system shall not exceed 24 hours;
3. Develop a plan and schedule to migrate all existing customer data and history (i.e. customer numbers, sales history, hunter education history, revocation history, purchase history, etc.) from the current system to the proposed Web-Based Permit/Licensing system;
4. Develop a plan and schedule to route customers from the current Public Website to the proposed Internet URL;
5. Develop a plan and schedule to transfer harvest reporting from the current system to the new Web-Based Permit/Licensing system;
6. Develop a plan and schedule detailing NGPC staff training;
7. Develop a plan and schedule detailing equipment rollout for NGPC locations and Agents in advance of the new system rollout;
8. Develop a plan and schedule detailing the steps needed to set up the financial aspects of the new system including any pre-note authorizations to Agent bank accounts and to deposit monies from sales into the State of Nebraska's Treasury account.

Within Aspira's full Project Plan, we have included the conversion plan as a Deployment Phase Deliverable which includes all the above tasks needed for a seamless conversion to the new Web-Based Permit/Licensing system.

Please refer to the Appendix for the draft Conversion Plan included within the larger Project Plan, beginning on page 568.

Aspira's Proven Approach for Data Migration and Seamless Transition

Aspira follows a proven and structured implementation approach to migrate clients onto their platform after thorough testing. This approach has been developed after years of experience converting outdoor data from various applications and data structures, and millions of customer records and transactions as part of a client conversion.

Aspira has developed a comprehensive data migration framework to map, transform, orchestrate, log and persist data to the new application stack. The process is carefully managed by the Enterprise Data Management and Project Management teams throughout the process. We incorporate several test iterations, including a maintained UAT instance to support inclusion of the customer in the test cycle.

For conversion of historical data from the existing system or spreadsheets, we complete a data verification and mapping process. Sophisticated testing processes ensure that the system/application is fully tested. Aspira utilizes detailed quality assurance and test processes that include implementation test cases, testing of new transactions and migrated data, and configure/fix-deploy-test processes.

The key to successful migration of any software system is a complete understanding of the source data, as well as the intended results of the migration. Aspira collaborates closely with each client in the data migration process to advise and manage the development and orchestration during the "go-live" period.

During the Migration Period there are certain operations in the legacy system that can put the integrity of the Migration at risk. Aspira advises the NGPC team to ensure the following activity does not occur during the Migration period:

- Customer Merges;
- Adding New Stores or Vendors;
- Configuration Changes (especially Products, Pricing & Financial changes like Account Codes); and
- High Volume Data Scripting for CRUD operations against the Legacy (Source Database).

B. SCHEDULE OF WORK

Due to the cyclical nature of Permit sales, applications, draws, lotteries, and hunting seasons, NGPC may allow certain non-critical components (e.g., event registration, captive wildlife, organ donation, and administrative external agent management module) to be integrated after initial migration. Exceptions to the component roll out and revised deadlines for implementation must be proposed by the Contractor and approved in writing by the NGPC Budget and Fiscal Administrator.

Aspira confirms that non-critical components will be ready to go and that no such delay will be needed after initial migration.

Our confidence comes from our experience with large migration projects, with special attention to:

- How we successfully dedicate resources to your project, adjusting our methodological approach based on particular factors to each client;
- Our proven processes for quickly gaining intimate knowledge of your people, data, procedures, and business functionality; and
- Our overall proven project management methodology, as described earlier in our response to "Summary of Bidder's Proposed Personnel/Management Approach," beginning on page 36.

C. PROJECT TIMELINE

The bidder shall submit a draft Schedule of Work defining the project timeline. The Contractor and the State will establish deadlines at the project initiation meeting. The project initiation meeting should be within thirty (30) calendar days of the Contract award at a location agreed upon by both parties (virtual or in-person). The meeting will review and revise the draft of the Project Management Plan and Schedule of Work.

Aspira has submitted a draft Schedule of Work which defines the project timeline and related timeline materials, located in the Appendix:

- High-Level Project Timelines
  - Beginning on page 583
- High-Level Project Milestones
  - Beginning on page 584
- Project Implementation Plan
  - Beginning on page 568

D. DESIGN, DEVELOPMENT AND IMPLEMENTATION PHASE

NGPC's estimated anticipated completion dates are as follows:

> Bidders should propose the schedule and milestone dates to best meet requirements and mission critical deadlines. Bidders should identify any proposed alternative schedule that does not meet mission critical goals.
>
> Bidders should consider NGPC's mission critical permit dates and peak season months, provided below, and must coincide with the project plan. In addition, the State's fiscal year-end is June 30th.

Aspira has submitted the Project schedule and milestone dates to best meet the requirements and mission critical deadlines:

- Project Implementation Plan
  - Beginning on page 568
- High-Level Project Timelines
  - Beginning on page 583
- High-Level Project Milestones
  - Beginning on page 584

Aspira has reviewed NGPC's estimated anticipated completion dates—as indicated in the RFP—as well as all of NGPC's mission critical permit dates and peak season months.

We are always conscientious of mission critical and peak season dates, having proactively incorporated NGPC's dates into our Project Plan materials.

E. DESIGN PLAN

The bidder shall provide a draft design plan with all aspects of the planned Web-Based Permit/Licensing system at a design level suitable to serve as a draft work plan prior to the actual development of the Web-Based Permit/Licensing system. The Contractor shall create the final design plan in consultation with NGPC designees. The final design document will serve as the foundation for the entire Web-Based Permit/Licensing system and its components. The draft design plan shall identify the following:

1. What may be delivered or provided;
2. Who may perform tasks and is responsible for delivery of products and the performance of services;
3. How tasks may be accomplished, deliverables produced, and services provided; and
4. When activities occur, products delivered, and services rendered.

Within Aspira's full Project Plan, we have included the Draft Design plan as a Discovery Phase Deliverable, which includes all the above tasks needed to serve as a draft plan prior to the actual development of the Web-Based Permit/Licensing system.

Aspira understands that the final design plan will be created in consultation with NGPC designees.

Please refer to the Appendix for the draft Design Plan included within the larger Project Plan, beginning on page 568.

F. PROJECT MANAGEMENT PLAN

The Contractor shall perform full project management tasks during the design, implementation, and maintenance phases. During the design and implementation phases, the Contractor shall provide a detailed project management plan for each phase, as well as a detailed and baselined project schedule such that the impact of delays to the delivery of any component of the system may be seen on future delivery dates.

During the maintenance phase, the Contractor shall provide an annual baselined project management plan that details work expected to be completed for the upcoming year. The plan shall list delivery dates of any known change orders within scope, dates of critical project milestones such as on-sale dates, dates upon which testing shall be complete, anticipated dates for the completion of buy dates, draws, applications, and other critical dates to be defined during annual planning.

All project management plans are subject to approval by NGPC prior to its acceptance as a deliverable.

Aspira has provided a detailed project management plan which includes how we will fulfill the design and implementation phases to offer NGPC a complete, realistic, and safe plan to meet all goals and expectations for the new Permit/Licensing System.

During the maintenance phase, Aspira will provide an annual baselined project management plan which will fully detail all work expected to be completed for the upcoming year. Our maintenance plan is comprehensive for the entire upcoming year and includes all delivery dates of any known change order within scope; dates of all critical project milestones and dates for testing completion; anticipated dates for the completion of buy dates, draws, applications, etc.; and all other critical dates.

Our implementations operate within a proven framework which supports a successful launch by rigorously adhering to proven techniques in planning, communication, documentation, task management, quality control, and other vital management and control processes. This provides for a **repeatable** and **reliable** approach to implementing and launching technology projects that meet expectations for quality, system functionality, performance, and ease of use by agency staff and the public.

As the most experienced provider in North America, there is no other organization better situated to safely and effectively deliver on all project management tasks, including design, implementation, and maintenance so that NGPC can leverage Aspira's tried and trusted approach for management and delivery of your new Permit/Licensing System solution.

G. PROJECT MANAGER

The Contractor shall assign a Certified Project Manager (PMP Certification) to this project. The Project Manager shall be available to NGPC, in-person or virtual, during normal work hours through the critical phases of the project as agreed to by NGPC and the Contractor.

The Project Manager should serve as a single point of contact for NGPC. The Project Manager shall be responsible for developing, revising, and tracking a detailed project plan encompassing every aspect of the project throughout its life cycle. The plan should include the activities of any subcontractors used by the Contractor. The current plan, and its status, shall be available to NGPC upon request. The Project Manager is required to provide project coordination services, including scheduling meetings and filing reports, as described below:

1. Project Status Meetings: The Project Manager should report project status to NGPC on a weekly basis. Meetings may be in-person or virtual, per mutual agreement of both parties. Agenda items should be submitted a minimum of 24 hours prior to the meeting, and be prepared by the Project Manager.
2. Status Meeting Reports: The Project Manager should provide a written status report of the meeting within one (1) business day following each project Status Meeting. The report should include attendees, agenda, overview of topics discussed, new actions, who is responsible and by when, and status of prior actions.
3. Project Status Reports: The Project Manager should provide monthly summaries within five (5) business days from the end of the month being reported on, concerning the status of the project, including a summary of the last month's

activities, a list of major accomplishments, major milestones met, deliverables completed, issues-problems-actions, and work for the next period.

Aspira's seasoned and PMP Certified Project Manager, Sonia Gupta, will lead the project and serve as the single point of contact for NGPC. Sonia will be readily available in-person or virtually during all normal business hours to lead the project through all critical phases.

Sonia will be responsible for developing, revising, and tracking a detailed project plan encompassing every aspect of the project throughout its life cycle. Sonia's service to NGPC will include all regular project status meetings, status meeting reports, project status reports, and other project coordination services.

For more than a decade Sonia has leveraged her experience in Project Management, Release Management & Customer Relationship Management and has handled highly complex projects using Agile and Waterfall project management methodologies. Her proven skillsets from similar past projects has well-equipped her to provide project governance with adherence to best practices, processes, and procedures.

H. USER ACCEPTANCE TESTING (UAT)

The Contractor should conduct functional, system/integration, regression, load/performance and/or stability tests as applicable as part of the quality assurance plan for each system release. Use of industry standard automated testing software is strongly encouraged. The software shall be flexible to handle changes and requirements of any complexity, allow for the recording and playback of scripts, along with the ability to maintain an ongoing test data suite. Regression testing will fully test all previous functionality. The amount and type of testing should be commensurate with the size, scope, and risk of the specific release as mutually agreed upon by the Contractor and NGPC.

System performance load and stress testing shall be conducted to ensure acceptable performance in production.

The Contractor shall complete pilot testing, in accordance with the plan and project schedule developed as mutually agreed upon by the Contractor and NGPC. The testing shall include all Web-Based Permit/Licensing system channels and components.

The UAT projects shall be designed to minimize the disruption of current operations for NGPC. The Contractor shall be responsible for conducting training for participants in the UAT project and NGPC personnel.

As part of the quality assurance plan for each system release, Aspira conducts functional, system/integration, regression, load/performance and/or stability tests using industry standard automated testing software. Aspira's rigorous testing methodologies and procedures include all of the above requirements and considerations.

Additionally, Aspira has provided our more detailed response in Attachment B **TEC-022** for User Acceptance Testing.

Our solution is designed from the ground up to be highly flexible. As the application matures through successive change requests, new requirements are tracked in the test

management system and linked to the test cases developed to cover the new functionality and other existing requirements that they change. Any test cases associated with the existing functionality are reviewed for impact and updated or archived as appropriate.

As test cases are written they are reviewed with developers, business analysts, and project team members to verify coverage of the requirements and ensure test procedures align with acceptance criteria and implementation.

Aspira will complete pilot testing to include all Web-Based Permit/Licensing system channels and components, and Aspira confirms this will be in accordance with the mutually agreed upon plan and project schedule.

As part of Aspira's best practice, UAT will be designed to minimize the disruption of current operations for NGPC, and training for participants in the UAT project and NGPC personnel will be conducted either onsite or via virtual conferencing.

X. Post Implementation

A. SCHEDULED DOWNTIME

The contractor shall provide written advance notification of scheduled downtime and Web-Based Permit/Licensing system updates, allowing time for NGPC staff to plan and test.

Aspira will provide advance notification of scheduled downtime, and normal and preventative maintenance will be performed at a time that does not adversely impact daily operations, along with prior notification so that NGPC can plan and test.

B. DOCUMENTATION

The contractor should provide complete documentation of the project implementation, any customization or configuration of the software, data migration strategy, end user training guides, testing scripts, cutover documentation, software updates, and any other documents identified during the implementation.

Aspira will provide complete documentation covering the project implementation, customization or configuration of the software, data migration strategy, end user training guides, testing scripts, cutover documentation, software updates, and other critical documentations throughout the life of the project.

C. CHANGE CONTROL

The contractor shall collaborate and coordinate any changes to the Web-Based Permit/Licensing system with the NGPC Project Manager or designee. The NGPC technical team will be included in the change management process. Any plan changes must be agreed upon by both parties and documented.

Aspira's change control procedures include collaboration and coordination with the NGPC Project Manager or designee, and all such plan changes will be agreed upon by both parties and documented.

D. HELP DESK

The contractor must provide a help desk, to resolve Web-Based Permit/Licensing system related problems presented by NGPC staff, with no limit on the number of calls that can be placed to the help desk. Help desk support personnel will be available at an 800 telephone number at least during the following daily hours: 8 a.m. to 6 p.m. CT (7 days a week). Help desk support options must be available, 7 days per week, 24 hours per day for reporting issues. The help desk will function to solve problems and will maintain a log of all calls reporting problems or requesting assistance, fully documenting the problem(s) and what action(s) were taken to correct the issue(s). The log will be made available to NGPC upon request.

For severity situations refer to Section VIII.I.

Whether NGPC Product Administrators, Field Staff or License Agents, you will have unlimited access to Help Desk Services via a dedicated toll-free number at a minimum during 8 a.m. to 6 p.m. CT, 7 days a week. Help Desk staff are available 24/7 year-round.

Our Help Desk has more than two decades of unparalleled experience!

NPGC staff will benefit from the fully operational Help Desk from Day One of the new contract:

- Unlimited support via a dedicated toll-free Help Desk number;
- Skilled support staff who solve problems, not just open cases;
- A skilled staff sized to maximize answer rate and minimize hold time;
- Live support staff provide assistance covering all aspects of the system; and
- After hours availability of on-call staff for system issues.

All calls and problem reports dealing with software and hardware are logged, tracked, and resolved by trained help desk technicians using our support center application.

This application tracks every case opened. When an Aspira One user calls the Help Desk, a trained support representative enters the data into Support Center and provides the caller with an automatically generated case number, which allows the user to track the status of the case if it is not resolved and closed in the initial call.

Our support application provides automated escalation if priority-based case closure time periods are not met. The support application automatically "time stamps" each entry, thus precisely tracking the timeline of each problem and resolution.

Tiered Support

Support for NGPC will be provided in three levels, as shown in the diagram below.

Level One, Contact Center Intake:

Help Desk Representatives provide telephone support to assist NGPC external agents and Nebraska staff with:

- Product and service information;
- Troubleshooting software and equipment issues;
- Researching transaction issues;

- Assistance setting up new users, removing former users;
- Looking up customer information to assist agents and Nebraska staff in processing sales; and
- Making appropriate referrals to client agency

Level Two, App Support Specialist and Technical Account Managers:

App Support Specialist will provide advanced technical support to agents and Nebraska staff, including:

- First escalation for NGPC external agent calls that cannot be resolved by Aspira Help Desk staff;
- Advance troubleshooting on NGPC external agent and Nebraska staff hardware issues; and
- Logging into NGPC terminals remotely, with the staff approval, to help resolve issues.

If the App Support Specialist cannot resolve the issue, the issue is escalated to the Technical Account Manager.

- The Technical Account Manager either resolves the issue or escalates it to Level Three. The Technical Account Manager is also the escalation point of contact for Nebraska for daily operational needs regarding technical support, agent management, reports management, inventory management, and configuration data.
- The Technical Account Manager also handles configuration and inventory changes.

Level Three Product Support Specialists are responsible for:

- Problem ticket management and incident reporting (including current status and final disposition); and
- Coordinate and lead:
  - IT infrastructure troubleshooting
  - Telecom issues troubleshooting
  - Software application troubleshooting and support
  - Investigating data anomalies and database behavior issues
  - Escalations to other IT or R&D resources as necessary.

E. TRAINING REQUIREMENTS

The Contractor shall train designated NGPC Administration staff and Internal Agents involved with the Web-Based Permit/Licensing system and administrative functions. The Contractor should be responsible for the development of the curriculum and the training for a train-the-trainer environment. The Contractor shall use the actual equipment hardware and software to conduct the training. The training curriculum should be designed to ensure all users are effectively trained to operate the system features and components. NGPC personnel shall have the opportunity to review and make changes to the curriculum before training begins.

Aspira has developed a comprehensive training program based on our decades of experience. We provide training on user applications to more than **13,000** hunting and fishing license agents across North America. Aspira employs a variety of innovative training techniques and delivery options to ensure all users learn the skills needed for their location and position. By offering multiple training methods and channels, we provide the broadest access for initial training as well as ongoing user education.

All Aspira training is developed in-house, provided by our in-house staff, and delivered with NGPC approval. Our trainers go through a continuous process of assessing needs, establishing objectives, designing/developing training material, implementing training, evaluating training, and supporting license vendors. This process is followed throughout the life of the contract to ensure we are constantly improving. Aspira places a high priority on proper training to increase vendor and customer satisfaction and efficiency.

Aspira's approach to training provides NGPC with the flexibility to determine the specific content for each training session, as well as the type of training:

- **Onsite:**
  - Aspira will conduct training at designated locations;
  - Identify equipment requirements (i.e. laptops, software and training equipment in advance); and
  - Tailor your preferred class size based on NGPC's requests.
- **WebEx/ Conference Call:** Training will conduct training using same training agenda as on site training.
- **Recorded** (*Note*: all onsite and Webex training sessions can be used for future training sessions).
- **And via all these methods**.

Aspira recommends training a key group of staff who can act as an internal training resource for the agency on a go-forward basis. Our train-the-trainer courses are designed to provide participants with the proper knowledge, techniques, and materials needed to successfully teach others. This has proved successful for many of our clients in training new staff who are onboarded after the completion of initial training.

Our train-the-trainer courses are designed to provide participants with the proper knowledge, techniques, and materials needed to successfully teach others a wide variety of policy, procedural, and operational functionality.

NGPC staff training is conducted using the actual system with a real-time, online connection to the system. The training is highly interactive so that NGPC personnel may quickly begin using the system and retain more of what they have learned by performing the actions themselves.

Additional training is available through WebEx (Online Meeting/Video Conferencing) and can be designed to meet the specific needs of a user group. Aspira also provides training videos available to staff at any time through a link in the Support Center.

1. Training Plan

During the design phase, the Contractor shall create a training plan in consultation with NGPC. The training plan shall require the approval of NGPC prior to final implementation. Virtual training plan should address the following proposed timeframes for train-the-trainer:

a. NGPC Administration training: minimum of 10 maximum of 24;

b. Public Website and Mobile training: minimum of 10 maximum of 24;

c. Law Enforcement training: minimum of 6 maximum of 12;

d. Sales/Cash Register and Internal Agent Staff training: minimum of 10 maximum of 24; and

e. Sales/Cash Register and External Agent Staff: minimum of 5 maximum of 10.

The training plan should be kept up-to-date as system functionality changes through the term of the Contract to include all renewals and extensions.

The Contractor training staff should be able to answer all questions NGPC has regarding computer settings, equipment setup, and procedures regarding the application's core processes and components.

During the Design Phase, Aspira will create a training plan in consultation with NGPC which will be fully approved prior to final implementation.

Our virtual training plan will address the above proposed timeframes for train-the-trainer, as listed in a – e above.

All training plan materials are kept fully up-to-date, and Aspira's experienced Training Team will answer all questions regarding such items as computer settings, equipment setup, and procedures regarding the application's core processes and components.

We will rely on our comprehensive training program as a guide that has been continually enhanced for **over 25 years**, drawing on our experience providing training to thousands of agency and POS agent staff across North America.

2. Ongoing Training

Any training documents, including videos and other media, should be approved by NGPC prior to use, and be kept current and maintained throughout the term of the Contract to include all renewals and extensions.

Your training plan is a living document. As changes occur to the system, policies, or procedures throughout the life of the NGPC - Aspira relationship, the training plan and training materials will be updated to reflect these changes throughout the contract term, including all renewals and extensions. This ensures that any new NGPC staff, retail vendors, and vendor staff remain current on the system and related processes. All documents, media, and other materials for Aspira's ongoing training will be approved by NGPC prior to use.

3. Training Manual

The Contractor shall create and supply NGPC with an online electronic training manual including computer settings (if applicable) to include, but not limited to:

a. System logon and password reset;
b. Step-by-step guide to issue permits;
c. Apply for draw applications;
d. Claim draw awards;
e. Void/refund transactions;
f. Create permit;
g. Product accounting;
h. X & Z reports; and
i. View daily/weekly/monthly/yearly sales.

A core part of Aspira's training will include training manuals and resource documentation necessary to quickly and easily use the system, including but not limited to all the above items listed in a. – i.

Working with you, we will continuously ensure that user manuals and training documentation are current and appropriate. We update all scripts, user documentation, and training materials to reflect new features, versions, and business rule changes.

Aspira's system user manuals are user-friendly and written with the end-user in mind. Our team of technical writers ensure that your users will be quickly empowered to learn all aspects of the end-user system functionality, including key areas such as the POS system, administrative functions, web content management, and much more!

Aspira's user manuals describe each application's functions and provide instructions for performing specific tasks. Each topic in the guide includes the following information:

- High-level description of a functional area;
- Sample images of the user interface; and
- Process steps to perform tasks.

This format provides the end-user a quick reference snapshot directly within the user manual.

F. TRANSITION PLAN REQUIREMENTS

The bidder must have a draft transition plan when a change in contractor occurs. The plan must be applied at both the beginning and the end of the contract.

1. The transition plan should facilitate:

   a. Transfer of all knowledge to operate the Web-Based Permit/Licensing system;

   b. Documentation of all support processes, procedures, functions, and staffing requirements; and

   c. Collaboration to affect an orderly transition of operational control.

2. The awarded bidder will collaborate with NGPC to create a transition plan. The final transition plan will be completed within 90 days of the contractor start date. The draft transition plan should include:
    a. Project schedule with key milestones defined in terms of duration;
    b. Descriptions of approach to knowledge transfer, including capturing and preserving the knowledge necessary to maintain the functions, applications, and services of the Web-Based Permit/Licensing system;
    c. Conversion of Web-Based Permit/Licensing system data;
    d. Resources and time commitments for training and knowledge transfer;
    e. Outline of procedures to be followed during the transition period;
    f. Roles and responsibilities as related to transition;
    g. Point of contact and procedures for managing issues during the transition period;
    h. Transition test plan and procedures;
    i. Communication plan;
    j. Risk mitigation plan and strategy; and
    k. Contingency plan for failed transition.

The current Permit and Harvest system, including hardware and software, is owned by NGPC. The Hunter Education module is provided by Kalkomey Enterprises.

Aspira's draft transition plan occurs at both the beginning and the end of the contract and facilitates the criteria listed above.

Aspira will collaborate with NGPC to create a transition plan which will be completed within 90 days of the start date. Aspira confirms that the draft transition plan will include all of the above criteria 2. a – k.

Aspira follows a structured implementation approach to migrate clients onto their platform after thorough testing. This approach has been developed after multi-decade experience in converting outdoor data from various applications and data structures, and millions of customer records and transactions as part of a client conversion.

Aspira has developed a comprehensive data migration framework to map, transform, orchestrate, log and persist data to the new application stack. The process is carefully managed by the Enterprise Data Management and Project Management teams throughout the process. We incorporate several test iterations including a maintained UAT instance to support inclusion of the customer in the test cycle.

For conversion of historical data from the existing system or spreadsheets, we complete a data verification and mapping process. Sophisticated testing processes ensure that the system/application is fully tested. Aspira utilizes detailed quality assurance and test processes that include implementation test cases, testing of new transactions and migrated data, and configure/fix-deploy-test processes.

Transition Assistance

Aspira will provide full Transition Assistance Services that will include, at a minimum:

- Provision of a single-point-of contact who will be responsible for Aspira's overall performance of Transition Assistance Services;
- Assistance, cooperation and information as is reasonably necessary to help enable a smooth transition of the applicable Services to the State or its designated service provider;
- Information as the State may reasonably request relating to the number and function of each of the Aspira personnel performing the Services;
- Transfer of any State-owned data, information, deliverables, work products, documentation, etc.;
- Identification of any dependencies on the new service provider necessary for Aspira to perform the Transition Assistance Services;
- Assisting the State in the identification of significant potential risk factors relating to the transition;
- Assisting the State in designing plans and contingencies to help mitigate identified risks;
- Providing a Transition Plan, for approval by the State, which includes a timeline for successfully completing the Transition Assistance Services; and
- A schedule and plan for Contractor's return to the State of (1) the State service locations then occupied by Aspira (if any); and (2) the State Confidential Information, the State Data, documents, records, files, tapes and disks in Contractor's possession.

G. END OF CONTRACT PROVISIONS

It is imperative the Web-Based Permit/Licensing system remain operational during the transition to a new contractor upon termination or expiration of the contract. The intent of this provision is to ensure continuation of operations while a successor contractor is chosen.

1. In accordance with terms of the contract, upon termination or expiration of the contract, including any renewal or extension, the Contractor:
    a. Should continue to operate under the agreement as Project Manager in accordance with all terms and conditions of the contract entered into pursuant to this RFP, together with any amendments or modifications in existence;
    b. Agrees to make an orderly transition of the services defined in this RFP and perform all tasks in good faith necessary to preserve the integrity of the Web-Based Permit/Licensing system;
    c. Should ensure transition is performed to comply with NGPC requirements and any successor contractor;

d. Continues to host system during the transition period;

e. Ceases new project design or development licensed under the contract during transition period; and

f. Shall lose all claim for further compensation upon the completion of the transition period.

Aspira confirms that all end of contract provisions will abide by a – f listed above so that the system will remain operational during the transition to a new contractor upon termination or expiration of the contract.

Attachment A

Requirements Traceability Matrix (RTM) Request for Proposal 6506-Z1

Bidder Name: **Aspira**

Each of the items in the Requirements Traceability Matrix (RTM) table below requires a response of one of the following options: "Yes", "Customization required ", "No", and "Alternate". Bidders must respond to the RTM using the matrix format provided and should not change the order or number of the requirements.

The RTM should indicate how the bidder intends to comply with the requirement. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. The Commission will consider any such response to the requirements in this RFP to be non- responsive. **The narrative should provide the Commission with sufficient information to differentiate the bidder's functional, technical, and financial solutions from other bidders'solutions. Explain each response and describe how the proposed solution meets each requirement, providing at least the current features and processes.**

Only one box may be checked per requirement. If Oral Interviews/Presentations and/or Demonstrations are requested, bidder may be asked to demonstrate each item marked as "Yes", "Customization Required ", or "Alternate".

The Bidder Response box should be completed if the response to the requirement is "Yes","Customization required", or "Alternate". Bidders may also use it with "No" responses if desired. **Bidders must provide a response directly in the matrix, using as much space as needed.**Below is a brief definition of each response option. Bidders should carefully read the responsedefinitions as these responses, as well as the entire response to this RFP, will become part ofany resulting contract with the awarded contractor.

Yes	Yes, requirement is met and demonstrable in the current release of the product(s) proposed in the bidder's response to this RFP, without manipulation of fields, forms, or the need to add fields or tables to the system.
Customization Required	The requirement is not completely met by the product(s) included in the proposed solution but can be met with some customization. Bidder should indicate whether the requirement can be met by the go-live date and describe any other specificsthat will aid in evaluation.
No	No, the requirement is not or cannot be met by the product(s) included in the proposed solution. A response of "No" to a requirement does not eliminate the bidder's proposal from consideration.
Alternate	The "Alternate" option is appropriate when a requirement is in the process of being developed, but not implemented.

General Statement of Requirements
The State of Nebraska (State), Nebraska Game and Parks Commission (NGPC), is seeking a qualified Contractor to provide a statewide, Web-Based Permit/Licensing system that provides for automated permitting/licensing issuance, event registration, Customer Relationship Management (CRM), wildlife harvest reporting, Point of Sale (POS), and revenue management system that must support all existing business rules that are outlined in section VII. The system must complete transactions in real-time and provide cutting edge technology for both NGPC staff and customers. The system must provide flexibility for product/commodity expansion and specific business rule application by product/customer/location or other variables. Bidder must describe, and provide screen shots when applicable, to show the structure, functions, and processes of the proposed Web-Based Permit/Licensing system.

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-001 Section VII.A	A. Describe the system's Customer profile and the data it collects, to include but not limited to the following: 1. Customer name 2. Customer demographic 3. E-mail 4. Last four digits of social security number 5. Date of birth 6. Height/Weight/Hair Color/Eye color 7. Residency status 8. Hunter Education certification numbers	X			
	Bidder Response: All consumer interactions with the Aspira Solution start with the creation of a customer profile. The system generates a unique Customer ID for each created profile and uses data collected from the customer to prevent duplicate account creation and to drive business rules for license and permit product sales. At a minimum, a customer profile will collect information related to the identity and residency of the customer. These minimum fields include:				

	▲ First and Last Name – Middle initials/middle names and salutations/suffixes can also be collected as part of the customer information; ▲ Address Information – Includes validated Street Address, Apt/Unit No., City, County, State and Zip information; ▲ Date of Birth; ▲ Phone number – At least one of Home, Work or Mobile is required; and ▲ Email Address. As NGPC prefers, multiple identity types can be configured for customer profiles. Identity types typically include various government issued IDs (foreign or domesticate) that can be used to validate a customer's authenticity or be used for the purposes of identifying wildlife offenders or those with child support arrears. In all cases this data is encrypted at the field level and never presented in its entirety in the system. These data fields can include: ▲ Social Security Number – Optionally, the entire number can be collected or only the last 4 digits. For security purposes, the last 4 digits are all that will ever be displayed to the customer or administrators, and values are hashed and encrypted at the database field level; ▲ Driver's License Number – Driver's License (DL) number can be used to validate residency depending on how the DL numbers identify the individual. This changes on a state-by-state basis; ▲ Passport – Foreign or domestic; ▲ Visa – For foreign non-residents or resident aliens; and ▲ Other IDs – Any other ID as determined by NGPC (state ID, Hunter Safety Certification, etc). Optionally, NGPC may choose to collect an array of biometric data for each customer profile, and any number of these fields can be populated from a Driver's License Number (depending on how the State of Nebraska formats the DL numbers). These fields include: ▲ Height; ▲ Weight; ▲ Eye Color; ▲ Hair Color; and

	▲ Ethnicity. A customer's residency can be determined in the following manners, as deemed appropriate by NGPC: ▲ Declaration – The customer can declare their residency based on time lived in the State of Nebraska; ▲ Driver's License – If the customer has a valid NE driver's license, they can be determined as a resident; and ▲ State Issued ID - If the customer has any valid NE issued ID, they can be determined as a resident. Any number of additional Customer Attributes can be configured for customer profiles. Similar to the profile data listed above, these attributes can be used to configure business rules for product sales to ensure only the appropriate customers are able to purchase certain privileges and products. Some examples of these attributes can include: ▲ Hunter Education Certification; ▲ Disabled Hunter/Angler; ▲ Veteran; ▲ Active Duty Military; ▲ Active Duty National Guard; and ▲ Farmer. NGPC also has the option to determine a set of reduced customer profile fields when a customer first engages with NGPC through Aspira's Event Management System. The intention of this reduced profile is to lower the barrier to entry for those customers who may wish to engage in NGPC events before purchasing hunting or angling permits. Profiles created through the Event Management System still generate a unique Customer ID that can be used to complete the detailed profile, should the customer choose to engage in Hunting or Fishing activities at a later time.

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-002 Section VII.A	A. Describe your process to edit a customer profile must include but not limited to the following: 1. Unique Customer ID number 2. Customer demographics 3. Last 4 digits of SSN – alpha numeric 4. Add a "new" required field	X			
	Bidder Response: Editing a customer profile begins with a search for the customer profile. Aspira One's customer search screen allows authorized NGPC users to search customers based on a various combination of fields, unique customer ID, customer demographics, identity type (including last 4 digits of SSN), as well as name, address, driver license number, tax identification number or any combination of profile field using full text or wildcard searches. The user can select the appropriate customer record from the presented results for editing. The single piece of data that cannot be changed is the system generated Unique Customer ID. This number is specific to the customer, and the only way it can be updated is during a customer merge process where the administrator can choose which of the CIDs to use for the merged records. Even then, the non-selected ID is still associated with the customer profile to maintain the referential integrity of customer records. All other components of a customer profile are editable to varying degrees based on the permissions and role of the user performing the edits. For example, certain administrators may be able to edit SSN while others will not have the appropriate permissions to do so. Profile editing can be further restricted to prevent customers from editing certain pieces of the profile through the Online Customer Interface.				

FIND CUSTOMER: Customer Search/List » Customer Details

Actions: PRINT CUSTOMER RECORD | PRINT CUSTOMER APPLICATION | CHANGE HISTORY | PURCHASE PRIVILEGE | PURCHASE POS | EXCHANGE/UPGRADE | CUSTOMER'S ORDERS | CICO HISTORY

Customer Info: KDWPT # 102510104; Status * Active; Customer Class Individual; Last Used Residency Resident; Tax Exempt No; Creation Application LicenseManager; Creation Date Mon Nov 18 2019; Creation User Becker,Mary

Name/DOB: Salutation; First Name * John; Middle Name T; Last Name * Smith; Suffix; Date of Birth * 01/01/1990; Override Required Identifiers; Override Reason

Phone/Email: At least one Phone Number is required*
Home Phone (620) 101-0101 Unusable; Business Phone Unusable; Mobile Phone Unusable; Text (SMS) Phone Unusable; Use Mobile Phone
Email longweekendtest@mailinator.com Unusable; Secondary Email; Fax Unusable

Contact Preferences: Preferred Contact Method No Preference; Phone Contact Preference No Preference; Phone Contact Time No Preference

Customer Details: Gender Male; Height 6 ft 1 in; Weight 200; Eye Color Green; I give KDWPT permission to use my email address for KDWPT inquiries and upcoming events No; Preferred Language English

Elk Information: Antlered Elk Ind Not Awarded; Antlerless Elk Available Year 0

SSN: US Citizen Yes; Social Security Number •••••••••; Override SSN; SSN Exempt Reason Other

Physical Address: Address * PO Box 1; Supplemental Address; ZIP/Postal * 67124-0001; Country * United States; Status Valid; VALIDATED; Override; Unusable
City/Town * Pratt; State * Kansas; County Pratt

Mailing Address: Mailing Address same as Physical Address

Edit Customer Profile

At any time, an administrator may add new profile questions that may be flagged as required. When this occurs, each time a profile is accessed through any channel (consumer, agent, admin), the user is prompted to complete the new field and save their profile.

Aspira One keeps a record of all the changes to Customer Record as well as any identifiers added when creating the customer records. Authorized NGPC users can view the Customer Change History.

FIND CUSTOMER: Customer Search/List » Customer Details » Change History

Customer Info	CID #	Status	Customer Class	Creation Application	Creation Date	Creation User
	214050411	Active	Individual	PublicWeb	Thu Jul 9 2020	Administrator,System

Name/DOB	First Name	Middle Name	Last Name	Suffix	Date Of Birth	Override Required Identifiers	Override Reason
	Vicky		Luo		Tue Jul 17 1990	false	

DATE/TIME	OBJECT	ACTION	FIELD	OLD VALUE	NEW VALUE	USER	LOCATION
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Mailing Address	Update	Address	2646 River Ave Unit C	2646 River Ave	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Mailing Address	Update	County		Los Angeles	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Mailing Address	Update	Status	Pending	Valid	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Mailing Address	Update	Longitude		-118.07294	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Mailing Address	Update	Latitude		34.06086	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Mailing Address	Update	ZIP/Postal	91770	91770-3399	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Physical Address	Update	Address	2646 River Ave Unit C	2646 River Ave	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Physical Address	Update	County		Los Angeles	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Physical Address	Update	Status	Pending	Valid	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Physical Address	Update	Longitude		-118.07294	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Physical Address	Update	Latitude		34.06086	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Physical Address	Update	ZIP/Postal	91770	91770-3399	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:09 AM	Customer Profile	Update	Status		Pending	Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:09 AM	Customer Profile	Update	Status		Pending	Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:09 AM	Customer Profile	Update	Identifier #		12345612789	Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:09 AM	Customer Profile	Update	Status		Active	Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:09 AM	Customer Profile	Update	Date of Birth		07/17/1990	Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:09 AM	Customer Identifier-CO Drivers License(29344278)	Add				Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:07 AM	Update Customer	Update	Last Credit Card Use Preference	Yes	No	Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:07 AM	Addresses & Contacts-Mailing Address(22453387)	Add				Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:07 AM	Addresses & Contacts-Physical Address(22453386)	Add				Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:07 AM	Customer Identifier-CID #(29344277)	Add				Ra, Web Admin	www.reserveamerica.com

Page: 1 of 1 FIRST PREVIOUS NEXT LAST 25 rows per page

RETURN TO CUSTOMER DETAIL PRINT

Customer Change History

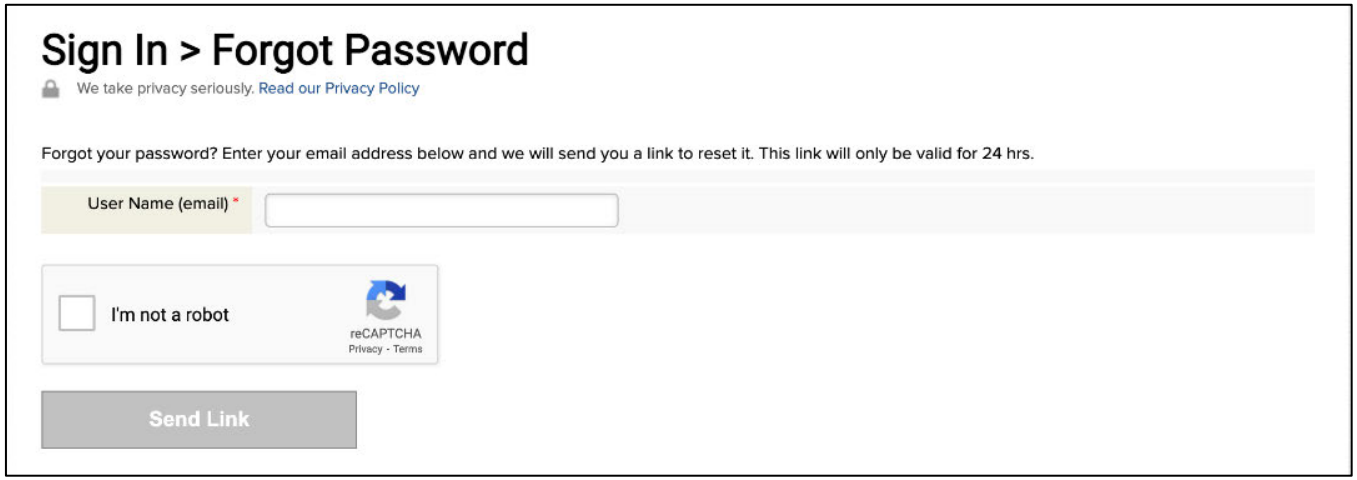
FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-003 Section VII.A	A. If a password is required to log on to a customer profile, indicate how the password is reset by the customer, and/or by administration.	X			

Bidder Response:

The use of a password is a configurable option that NGPC can choose to require of consumers in order for them to gain access to the Online License System.

Consumer Password Reset

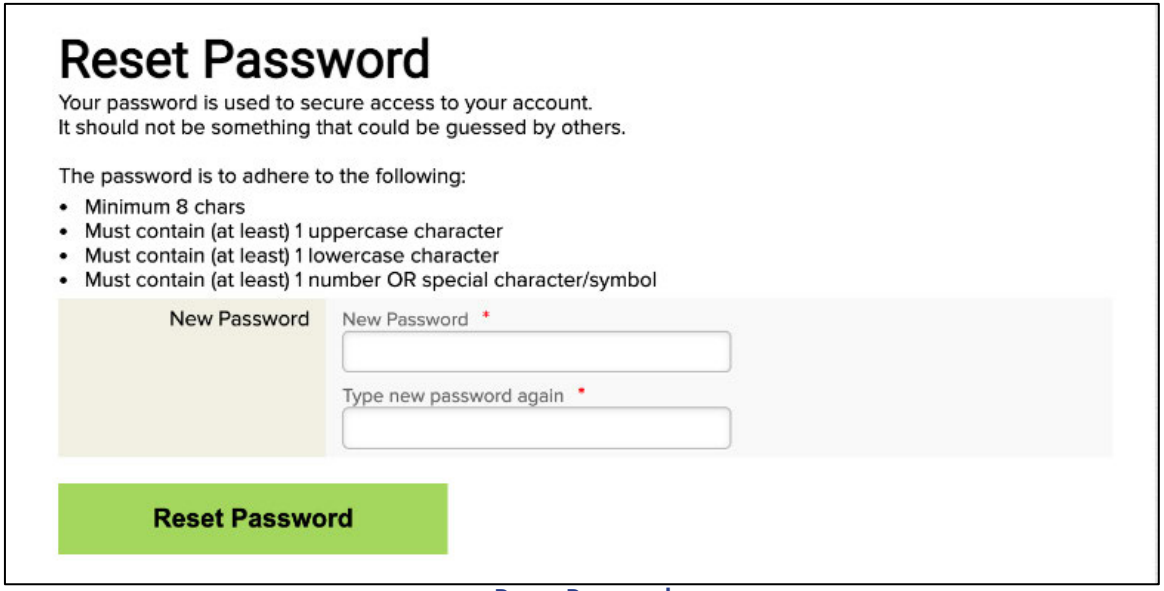
Aspira One offers a "Forgot Password" function to consumers on the login screen of the Online License System. In order to reset their password in this manner, a consumer must provide their email address. Upon recognition of the email address and its association with a customer profile, the system will send a password reset link to the customer. The reset link can be configured to expire after a certain period of time (usually 24 hours).



Forgot Password function on Public Website

When the consumer clicks the link, they are directed to a screen where they must enter and confirm a new password to access the system. The password must abide by the strong password rules defined in the system such as:

- Minimum number of characters;
- Minimum use of upper and lowercase characters;
- Minimum use of alpha and numeric characters; and
- Minimum use of special characters.



Reset Password

Upon reset, the customer is notified by email of the change and can proceed to log in with the new password.

Administrative Password Reset

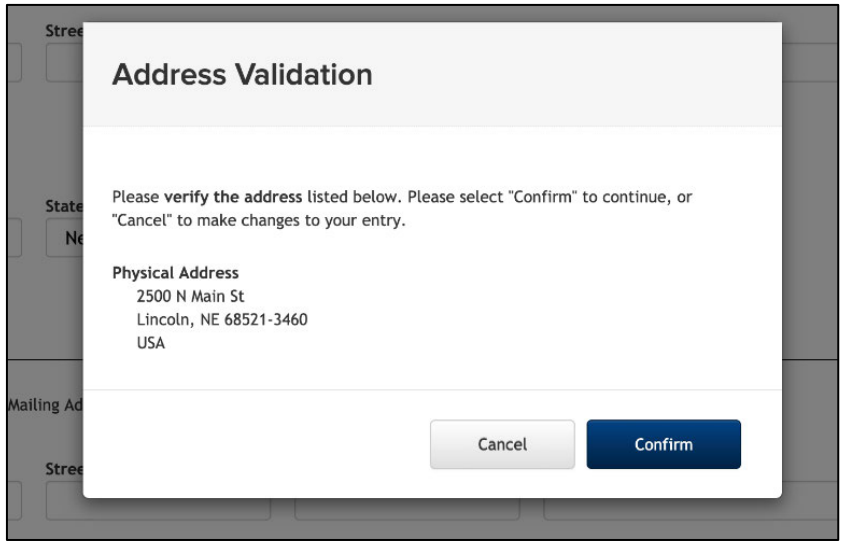
An administrator cannot reset a customer's password from the administrative module. The administrator can ensure the profile has an email address so the customer can use the forgot password function on the Public Web. This ensures that the customer's password is never known by system users.

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-004 Section VII.A	A. Describe how your system verifies USPS mailing addresses including address lookup verification.	X			

Bidder Response:

The Aspira Solution provides address validation for U.S. and Canadian addresses through Melissa.com. Melissa Data provides an auto-complete feature and an address validation feature to ensure customers, administrators and license agents are inputting valid address information when creating and editing profiles.

Upon the input of street address, zip/postal code and country, and if the address combination is found, Melissa Data automatically populates the city, state/province, and county and normalizes the address to U.S. Postal Service formatting Rules.



Melissa Data Address Validation

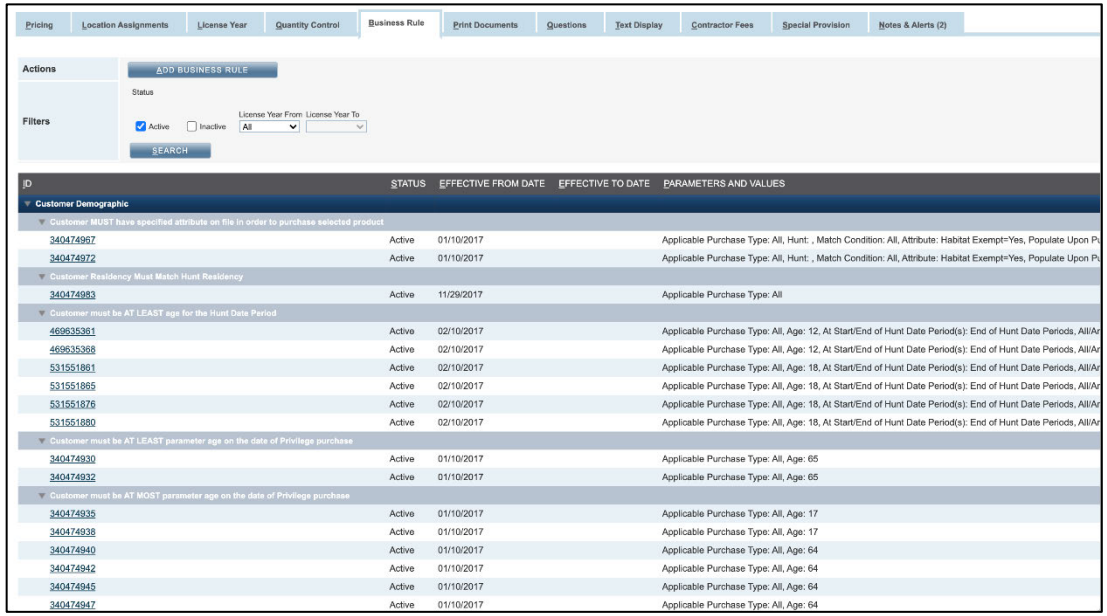
FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-005 Section VII.A	A. Describe how your system flags or identifies specific customergroups such as: 1. Customers 69 and older by the DOB 2. Veteran 64 and older 3. Disabled Veteran 4. Special/Disabled Fish 5. 1. Deployed Military	X			
	Bidder Response: Aspira's Solution offers two methods of identifying specific customer groups. These methods are identified when business rules are configured for privilege and product sale or when reports are generated for specific customer groups. *Method 1: Automatic* Numerous customer groups are defined automatically within the system and do not have explicit flags assigned. The customer in these groups is identified by the information in their profile, and the system will validate this information to ensure the customer meets the appropriate criteria before presenting products/permits for purchase. The parameters for these groups are as follows: ▲ **Age** – Youth under 16, customers 69 and older as defined by DOB. Business rules can be configured to consider age at the time of purchase or age within the given year. ▲ **Residency** – Customers may be grouped by residency based on a declaration or proof of residency (State-issued ID) ▲ **Other** – While age and residency are the most common profile attributes to which business rules are associated, NGPC may wish to configure other rules based on other profile information, especially when generating reports.				

Method 2: Manual Profile Attributes

Aspira One also supports the flagging of customers with specific profile attributes. These profile attributes can indicate if the customer has a disability, is a veteran, is Active Duty military, is on a National Guard deployment, etc. Any number of customer attributes can be configured and included within the business rules for product/permit purchase.

Combining Methods

The two methods can also be combined to further segment customers for reporting, outreach, or to support business rules. For example, a specialized permit can be configured to consider a customer's age and residency combined with a "Veteran" customer attribute. This permit then becomes available only to those customers who meet the specified requirements. The customer search function, ad hoc reporting, and CRM functions also support combinations of any customer profile and customer attribute data to help segment customers for various purposes.



Permit Business Rules

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-006 Section VII.A	A. Describe the process your system uses to add legal land descriptions to a profile including the number of acres owned, the parcel identification number, quarter, section, town, range, county, acres, possession (own or lease), relation to the owner, name of the property owner.				X

Bidder Response:

Aspira is in the process of defining and developing a Landowner Preference Point solution with Colorado Parks and Wildlife, and will be available to NGPC as part of our proposal. This solution will allow for the collection and registration of land parcels for Landowners by including the following information in their customer profile:

- Game, Hunt or Wildlife Management Unit on which the land resides;
- Number of acres;
- Possession;
- Parcel ID and location (quarter, section, town, range, county);
- Number of acres per parcel;
- Combined total of acres; and
- Name of Land Manager (if different from owner).

The collection and verification of this information can be authenticated with workflow management through Law Enforcement to ensure the information provided is accurate.

In addition to the collection of this information, this data can be used to allocate landowner draw applications for different game that may be present on the land. Landowners can be given preference in draws for certain species and allocated a set of vouchers that can be disseminated to individuals for hunts on the registered land.

This collection of legal land descriptions and the opportunity to use the Landowner draw functionality will be available for Nebraska by go-live.

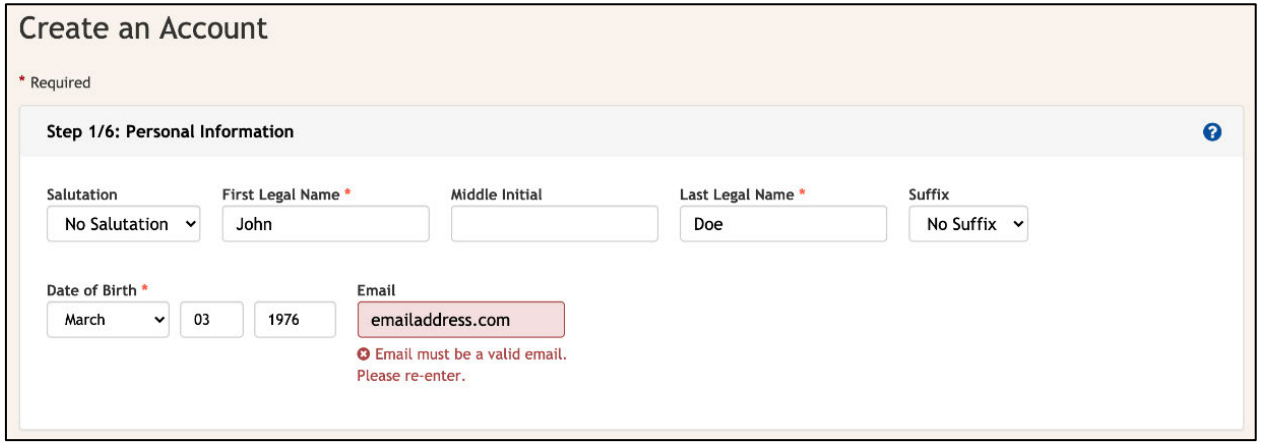
FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-007 Section VII.B	A. Describe how the system checks for invalid entries or characters,such as invalid email address or phone numbers.	X			

Bidder Response:

Aspira One utilizes dynamic field-level validation (phone number and email address formatting) at the presentation layer, business-layer validations to ensure proper workflows and values (pre-requisites), and data-type validations on all of our tables to ensure proper data is saved to the database. These validations check that:

- All the required fields for profile or purchase have been completed by the user;
- Information such as phone numbers and SSNs have the appropriate number and type of characters;
- Fields only accept characters for which they are formatted (ex. Zip can only accept numeric values); and
- Fields that require special characters contain those characters (ex. @ symbol in an email address).

With all levels of validation, the consumer/user is presented with meaningful messages informing the user of the error so it can be quickly corrected.



Field Level Validation

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-008 Section VII.B	A. Describe how the system checks for item prerequisites beforeadding an item to the cart.	X			

Bidder Response:

The Aspira Solution provides a flexible and comprehensive business rules validation engine that enables NGPC to utilize the sales and application workflow to determine if and how an item is displayed to a customer and whether it can be purchased.

Filtering

This method will validate pre-requisites in advance of product display by examining the user's profile after they are logged in to display only those products that are suited to the logged in user. This method is best utilized for business rules around age and residency. It will declutter the user's product list and ensure only applicable licenses are displayed for purchase or application.

The system will refer to the parameters defined for an item to determine if the item should appear to the customer. For example, if the item's parameters state that an item is for residents 65 and older, the system will not even display the item to a customer whose profile information does not meet the item's configured business rule pre-requisites. In this manner, the system filters out the items in the catalog for which a customer, by nature of their profile information, is ineligible. The system can consider the following parameters when filtering an item:

- Age;
- Residency;
- Disability;
- Veteran Status;
- Military Status;
- Farmer Status; and
- Any other configurable customer attribute that places a customer in a specific group against which an item's business rules can be enabled.

	Enabling This method validates pre-requisites during the customer sales or application workflow. When a customer meets all filtering requirements, an item may still be ineligible for purchase based upon other pre-requisites. In this case, these items are not hidden from the customer but the customer is unable to add the items to their cart. Clear and concise messaging states to the customer the reason and requirements to be able to add an item to their cart. For example, a hunting permit may be configured to require proof of Hunter Education before it can be purchased. If the customer does not have a Hunter Safety certification on their profile, the hunting permit will still be displayed in the catalog for that customer, but will indicate that the certification must be present before the customer can add the permit to their cart. The system can use several parameters to determine if an item is enabled for purchase for a specific customer: ▲ **Certifications** – (ex. Hunter safety, HIP); ▲ **Base License or item** – (ex. Customer cannot purchase a deer tag unless they own a hunting permit); ▲ **Similar, owned product** – (Ex. Cannot purchase an Annual Fishing license if you already own the Annual Hunt/Fish Combo for the license year); ▲ **Previous harvest** – A customer may not purchase an item if there is an outstanding harvest report; and ▲ **Suspensions/Revocations** – A customer may not purchase select items if there is any type of suspension or revocation on their profile (for example, a recent arrest may prevent the purchase of a hunting license but still allow the purchase of a fishing license). In the methods above, whether the customer meets the pre-requisites for items is determined as the item catalog is loaded. At no time will a customer ever see an item that is filtered from their view, nor will they ever be able to add an item that is disabled for them due to their lack of pre-requisite. It should also be noted that a customer may add an item to their cart if the pre-requisite item is already in their cart. For example, a customer who adds an Annual Hunting License to their cart may also add a Resident Deer Permit (assuming the Hunting License is a pre-req for the deer permit) and purchase them together in a single transaction. However, if the customer adds the two items to the cart, then removes the pre-requisite item, the system will automatically remove the other item that required the pre-requisite item for purchase.

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-009 Section VII.B	A. Describe how the system checks to make sure the number of sold permits does not exceed available inventory.	X			

Bidder Response:

The amount of inventory or quota for a permit can be controlled in three places in Aspira's solution:

Item Inventory

Item inventory is used when a particular item has a finite inventory available for all users in the system. Defining the inventory value at the item level for a permit will allow only that number of permits to be sold, at which point the item will be removed from the catalog.

Hunt Area Inventory

Permit inventory can be defined at a hunt area or zone level. Different hunt areas will support varied populations of certain species, and once NGPC biologists define the quota for a hunt area, the quota will be enforced for over the counter or surplus permits sales. As customers purchase the permit, the inventory volumes will be reduced and when they reach zero, the hunt area will no longer be available for selection during permit purchase.

Draw/Lottery Inventory

Using the Hunt Area Inventory logic, draws and/or lotteries will only award the number of permits available as defined by the quota in a hunt area. This will prevent more than the inventory of permits or quota of a hunt area from being awarded.

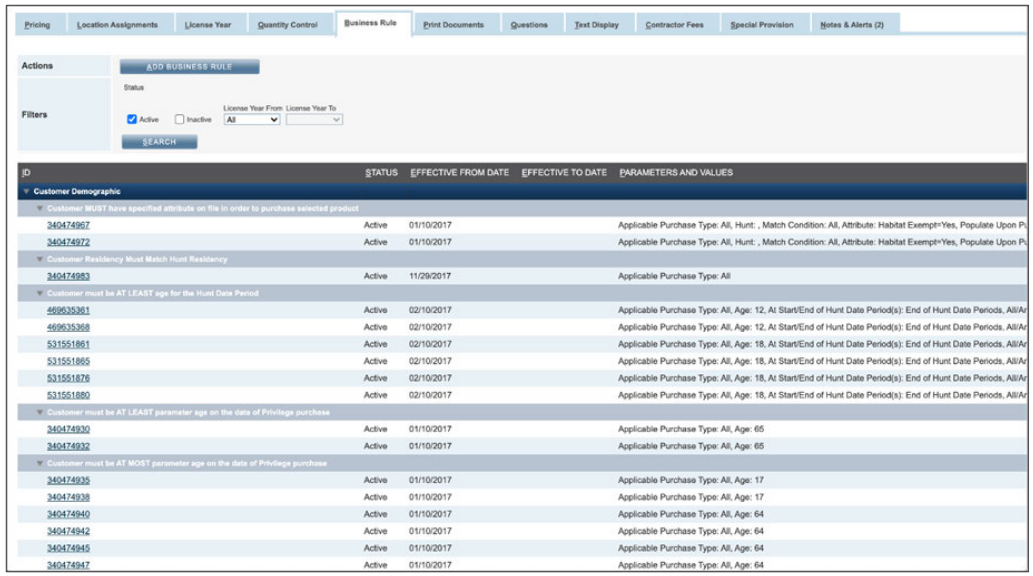
In cases where permits are open for sale and inventory is controlled, a customer who adds a permit to their cart will immediately and temporarily reduce the inventory count for a NGPC-defined period until they complete their purchase, at which time the inventory is permanently adjusted. If, after the defined period, the customer has not completed their transaction, the customer's cart will expire and the permit will be added back to the available inventory. This is especially critical during peak purchase periods for high-demand permits since it prevents the sale of more permits than inventory allows. In the very unlikely event a customer gets around that safeguard, the system will do a final inventory check before completing the transaction to ensure the permit has inventory greater than zero. If inventory is at zero, the customer will receive a message stating that the permit is no longer available.

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-010 Section VII.B	A. Describe how the system validates a customer's profile to check age and residency.	X			

As noted in FUN-008, Aspira One provides a flexible and comprehensive business rules validation engine that enables NGPC to utilize the sales and application workflow to determine if a product is available to a customer based upon their age and residency.

The method used to validate age and residency is the product filtering method, which occurs in advance of product display by examining the user's profile and displaying only those products that are suited to the logged in user.

The system will refer to the age and residency parameters defined for an item to determine if the item should appear to the customer. For example, if the item's parameters state that an item is for residents 65 and older, the system will not even display the item to a customer whose profile information does not meet the item's configured business rule pre-requisites. In this manner, the system filters out the items in the catalog for which a customer, by nature of their profile information, is ineligible.



Permit Business Rules

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-011 Section VII.B	A. Describe how the system validates customer mailing addresses for subscriptions and donations.	X			
	Bidder Response: Aspira One provides Delivery Point Verification (DPV) for U.S. mailing addresses through Melissa.com. Melissa Data provides an auto-complete feature and DPV feature to ensure that customers, administrators and license agents are inputting valid delivery point information when creating and editing a mailing address that may not be a street address.				

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-012 Section VII.B	A. Describe how the system verifies against revocation list/rules.	X			
	Bidder Response: Revocations or suspensions are easily performed against an offending customer's profile, either manually or through a nightly batch process. When a revocation/suspension is defined, it can be set to invalidate any currently owned license or permit and prevent the customer from purchasing permits in the future, either indefinitely or for a period of time. A customer with a revocation/suspension can be prevented from purchasing ANY privilege or permit within the system or purchasing certain types of permits within the system. The sales and application business logic in the Aspira Solution automatically looks at customer profiles for revocation/suspension information and adjusts the product catalog according to the parameters of the revocation and the business rules configured on the items. In cases where the customer may be eligible to purchase a permit if the revocation/suspension did not exist, NGPC can choose to hide the item completely or to display a message to the customer explaining why they are unable to purchase the item.				

Suspension/Revocation				
Customer cannot have parameter SUSPENSION type on file (Deny Sale)				
340474952	Active	01/10/2017	Suspension Type: General (SUSP), Applicable to Vouchers with Authorization Group only: No	Don't Display
340474955	Active	04/02/2015	Suspension Type: Child Support (SUSS), Applicable to Vouchers with Authorization Group only: No	Display Warning
340474957	Active	04/02/2015	Suspension Type: Hunt (HSUS), Applicable to Vouchers with Authorization Group only: No	Display Warning
340474959	Active	04/02/2015	Suspension Type: Harvest (HARV), Applicable to Vouchers with Authorization Group only: No	Display Warning
340474961	Active	04/02/2015	Suspension Type: Survey (MSRV), Applicable to Vouchers with Authorization Group only: No	Display Warning
340474963	Active	04/02/2015	Suspension Type: Compact General (CSUS), Applicable to Vouchers with Authorization Group only: No	Display Warning
340474965	Active	04/02/2015	Suspension Type: Compact Hunt (CSUH), Applicable to Vouchers with Authorization Group only: No	Display Warning

Suspension/Revocation Business Rules

FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
FUN-013 Section VII.C	A. Describe how the system replaces a permit, based on statute requirements.	X			

Bidder Response:

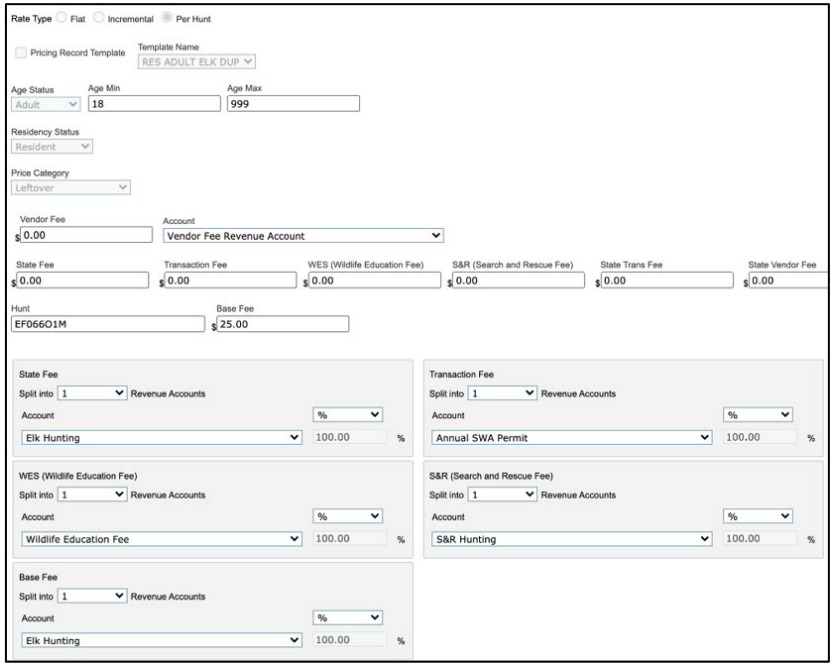
Aspira One supports the configuration of duplicate/replacement permit functionality to meet all requirements of Nebraska statute requirements:

- Each item in the catalog can be configured with a replacement fee (or no fee for certain groups) and have the fee associated with a revenue account of NGPC's choosing.
- NGPC can define the allowable sale dates for replacement permits.
- A replacement fee and applicable taxes can be configured for a replacement permit.
- Replacement fees can be configured for different amount depending on hunt location if desired.
- A replacement can be limited to specific sale locations. For example, the item can be configured to only allow the purchase of duplicate at license agent locations or NGPC offices.
- A duplicate permit document will be provided to the customer for print at home or from a license agent with the following attributes:
  - The document will have the same permit # as the original document.

- The word "Duplicate" will be printed on the document in clear and easily visible text.

- An affidavit document can be configured to print with the duplicate permit so that a license agent or NGPC staff can collect a signature from the customer.
- When a replacement document is sold, the original document becomes voided in the system.

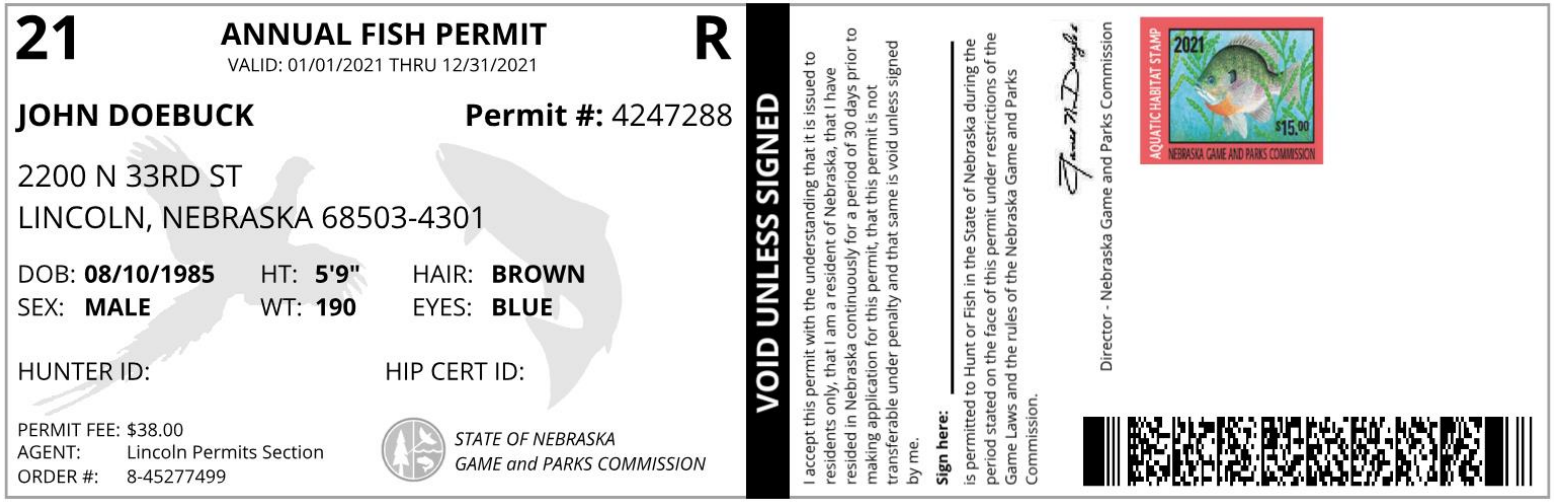
There are numerous ways that NGPC may configure replacement item sales. It would be typical to allow customers to purchase certain replacement permits through the Online License System (e.g. Fishing License). However, NGPC may wish to restrict the purchase of replacement permits for more complex or significant items to License Agent locations where the clerk can collect a signed replacement affidavit from the customer during the replacement permit purchase. The replacement item functionality in the Aspira Solution is highly configurable and is designed to meet all current and future needs of NGPC.



Fee Schedule for the Purchase of a Duplicate Permit

FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
FUN-014 Section VII.C	A. Describe how the system reprints a permit, based on statute requirements.	X			
	Bidder Response: Aspira One allows an administrator to define the reprint rules for each item. The administrator can set the following rules and restrictions for reprint: ▲ Define whether or not a permit allows for reprints. ▲ Configuration of time-based reprint restriction by location class (Internet, License Agents). For example, NGPC may allow a customer to reprint their Fishing License from the Online License System for the period in which the license is valid. However, NGPC may wish to only allow License Agents or NGPC locations to reprint Elk permits and only for a short period of time (30-60 minutes) after initial purchase. ▲ Limit the number of reprints before a customer is required to purchase a duplicate permit. The Aspira solution allows for unique configurations of reprint functionality to provide the best possible experience for your customers and license agents while still ensuring there are limits in place to prevent overuse of the reprint function.				
FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
FUN-015 Section VII.C	A. Describe how the system exchanges a permit, based on statute requirements.	X			
	Bidder Response: Aspira One currently supports two configuration options for permit exchanges: ▲ An administrator can define the permits that can be exchanged in the settings of the permit that is currently owned by the customer. A customer may exchange permits at a License Agent or NGPC location,				

	surrendering any paper documents for the currently owned permit before the exchange is completed. The customer will either pay or receive a refund for the difference in fees between the two permits. ▲ Certain permits can be allowed to upgrade to a higher level permit. In these cases, the customer will again surrender their existing permit and pay the difference to upgrade. Cases where this occurs may be similar to the following but is at the discretion of NGPC: – Upgrading from a short-term permit to an annual permit (7-day fishing to annual fishing). – Upgrading from an annual permit to a combination permit (Annual Fishing to Annual Hunt/Fish Combo). – Upgrading from an annual permit to a lifetime permit.				
FUN #	Print and Reprint Permit and Certificate	Yes	Customization Required	No	Alternate
FUN-016 Section VII.D	A. Describe and provide a screenshot of a physical Annual Fish Permit with Aquatic Habitat stamp and paper receipt.	X			
	Bidder Response: The Aspira Product and Professional Services team follows a template design process with NGPC that allows for you to define how your permits will look and what information is included. This is based on numerous factors: ▲ Paper size; ▲ Colors; ▲ Permit and Stamp information; ▲ Nebraska Logo; ▲ Stamp locations on permit documents; ▲ Permit conditions and supporting text; ▲ Receipt information (there is an option to use the permit itself as a receipt for purchases at a license agent location); ▲ PDF417 barcode information; ▲ HIP Information; and ▲ Hunter Ed Certifications. A mock-up of the license is provided below:				



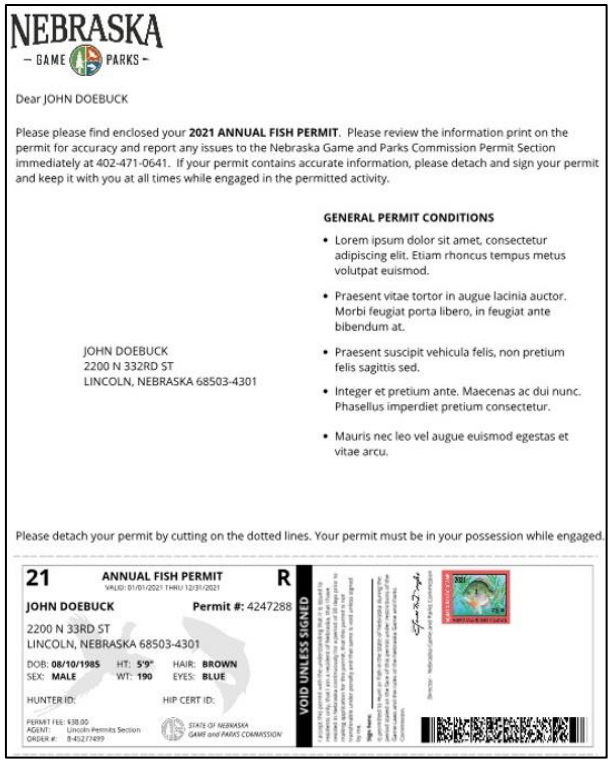
Annual Fish Permit with Aquatic Habitat Stamp

As noted above, the permit can be designed in any manner to suit NGPC needs. The mock-up provided is an update to the existing permit provided by NGPC today. The changes include:

- License Year is indicated in large, bold font at the top left of the document;
- Permit Residency is indicated in large, bold font at the top right of the permit;
- The validity dates are display at the top below the permit name;
- The information in the permit has been logically grouped with the horizontal lines remove to improve visual clarity;
- The permit fee, the agent from which the permit was sold, and the Order # are presented in the bottom left for reference. The order # is a unique identifier for this transaction in the Aspira Solution;
- A 2D, PDF417 barcode is included and can contain the details of the permit or customer for quick scan and look-up by law enforcement.

The permit itself can be included as part of a larger document that can be fulfilled by NGPC as needed. The large document supports the inclusion of customizable content and can contain:

- Greeting and confirmation of purchase;
- Mailing address for windowed envelopes;
- Permit conditions;
- Marketing material and helpful links; and
- Any other info as determined by NGPC.



NEBRASKA
– GAME PARKS –

Dear JOHN DOEBUCK

Please please find enclosed your **2021 ANNUAL FISH PERMIT**. Please review the information print on the permit for accuracy and report any issues to the Nebraska Game and Parks Commission Permit Section immediately at 402-471-0641. If your permit contains accurate information, please detach and sign your permit and keep it with you at all times while engaged in the permitted activity.

JOHN DOEBUCK
2200 N 332RD ST
LINCOLN, NEBRASKA 68503-4301

GENERAL PERMIT CONDITIONS

- Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam rhoncus tempus metus volutpat euismod.
- Praesent vitae tortor in augue lacinia auctor. Morbi feugiat porta libero, in feugiat ante bibendum at.
- Praesent suscipit vehicula felis, non pretium felis sagittis sed.
- Integer et pretium ante. Maecenas ac dui nunc. Phasellus imperdiet pretium consectetur.
- Mauris nec leo vel augue euismod egestas et vitae arcu.

Please detach your permit by cutting on the dotted lines. Your permit must be in your possession while engaged.

21 ANNUAL FISH PERMIT R
VALID: 01/01/2021 THRU 12/31/2021
JOHN DOEBUCK Permit #: 4247288
2200 N 33RD ST
LINCOLN, NEBRASKA 68503-4301
DOB: 08/10/1985 HT: 5'9" HAIR: BROWN
SEX: MALE WT: 190 EYES: BLUE
HUNTER ID: HIP CERT ID:
PERMIT FEE: $38.00
AGENT: Lincoln Permits Section
ORDER #: 8-45277499
STATE OF NEBRASKA GAME and PARKS COMMISSION
VOID UNLESS SIGNED

Permit as a part of a larger printable document

A transaction receipt will accompany the permit when the transaction is completed. The receipt will show all applicable fees related to the purchase of the permit. Fees may vary as agreed upon by NGPC and Aspira.

NEBRASKA
– GAME PARKS –

Transaction Receipt: 8-45277499

Permittee: JOHN DOEBUCK
Date of Birth: 08/10/1985

ITEM NAME		FEE
2021 ANNUAL FISH PERMIT - RESIDENT	QTY: 1	$38.00
2021 AQUATIC HABITAT STAMP	QTY: 1	$25.00
	SUB-TOTAL:	$63.00
ADDITIONAL FEES		**FEE**

TOTAL: **$63.00**
PAID: **$63.00**

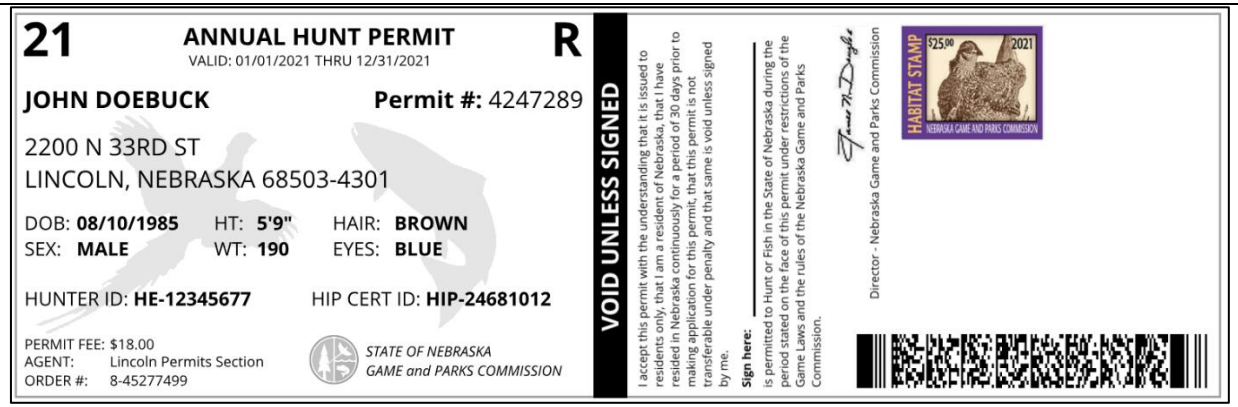
MASTERCARD
CREDIT CARD #: **********5454
REFERENCE #: 366712
PURCHASE DATE/TIME: 06/21/2021 08:45 AM
PURCHASE LOCATION: LINCOLN PERMITS SECTION

Printable Purchase Receipt

B. Provide a screenshot of a mobile Annual Hunt Permit with Habitat stamp with digital receipt.	X			

Bidder Response:

Should the customer purchase their Annual Hunt Permit without using the Hunt & Fish Mobile App, they will receive a pdf version of the license document that can be stored to their mobile device or printed at home. This permit will typically follow a similar format to the permit as printed at a license agent or NGPC location:



Annual Hunt Permit with Habitat Stamp

If the customer is using the Hunt & Fish Mobile app on Android or iOS, their permit will be displayed as follows:

Annual Hunt Permit in Mobile Hunt & Fish App with Habitat Stamp

In both cases, the customer will receive their receipt by email in the following format Fees may vary as agreed upon by NGPC and Aspira.

NEBRASKA
– GAME PARKS –

Transaction Receipt: 8-45277499

Permittee: JOHN DOEBUCK
Date of Birth: 08/10/1985

ITEM NAME		FEE
2021 ANNUAL HUNT PERMIT - RESIDENT	QTY: 1	$18.00
2021 AQUATIC HABITAT STAMP	QTY: 1	$25.00
	SUB-TOTAL:	$43.00

ADDITIONAL FEES	FEE
INTERNET CONVENIENCE FEE	$1.29

TOTAL: **$44.29**
PAID: **$44.29**

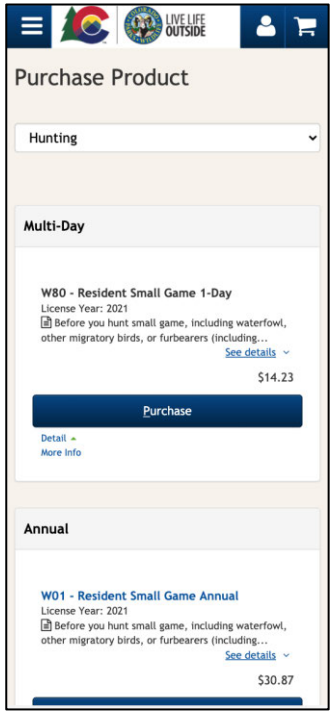
MASTERCARD
CREDIT CARD #: **********5454
REFERENCE #: 366712
PURCHASE DATE/TIME: 06/21/2021 08:45 AM
PURCHASE LOCATION: ONLINE PERMIT SYSTEM

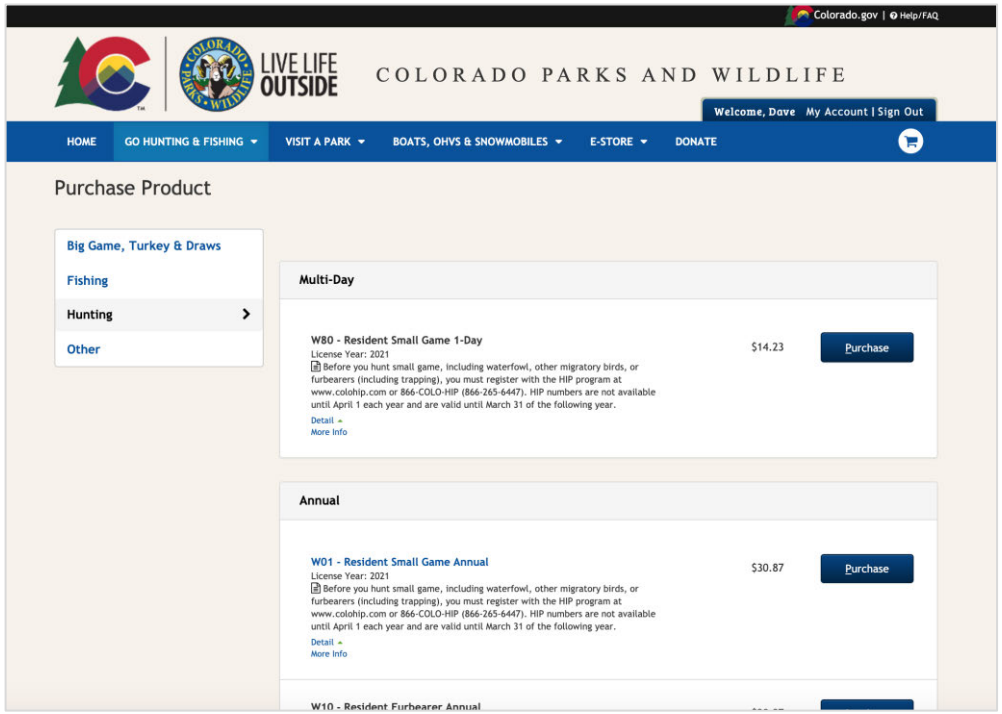
Email Receipt

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-017 Section VII.E.1	A. Does the system recognize when a customer accesses the website using a mobile device? If so:	X			
	Does the system direct the customer to download an app?			X	
	If "No" to question 1, does the system route the customer to a "mobile optimized" version of the site?	X			

Bidder Response:

The Online License Sales interface for the Aspira Solution has been designed using Web Responsive technology. The site employs the use of media queries within the system stylesheets to alter the layout of the screen and to optimize the experience for each user, regardless of whether they are on a desktop or a mobile device.



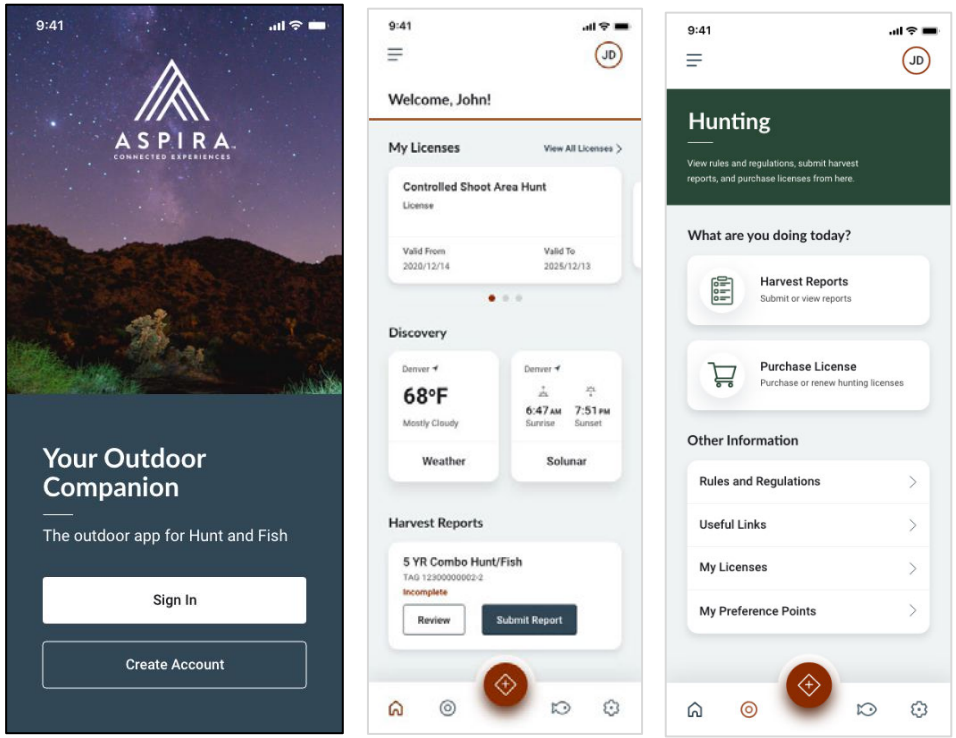


Mobile and Desktop View of the Public Website Catalog

Aspira offers a Hunt & Fish Mobile Application to accompany the web offering. Built for iOS and Android, the mobile Hunt & Fish app provides a means for customers to carry an electronic version of their documents, to report harvests in online or offline mode, and will link to the mobile-friendly product catalog for additional purchases. The H&F App includes numerous additional features such as:

- White-labeling for Nebraska;

- Registering customer accounts right from the app;
- Login to access customer hunting and fishing licenses with at any time, even when offline;
- Add multiple profiles to the app;
- Wildlife Management Unit check in and check out;
- Harvest reporting through the mobile app, available when offline too;
- Viewing and downloading updated rules and regulations;
- Viewing all License Agent locations around you; and
- Finding useful information such as a customer's Preference Points, weather for the day, solar/lunar cycles, and lots more.

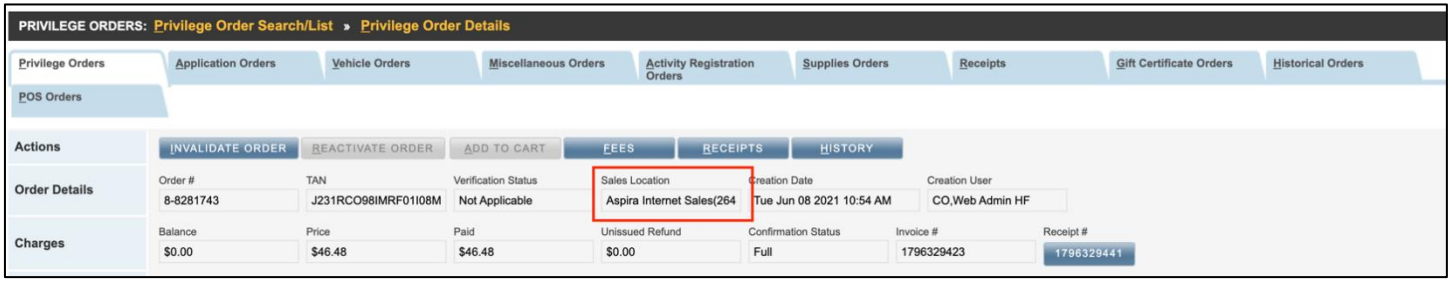


Hunt & Fish Mobile Application for iOS and Android

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-018 Section VII.E.1	A. Describe how the system differentiates between the transactions sold via the Public Website versus Mobile, External Agent, and Internal Agent transactions.	X			

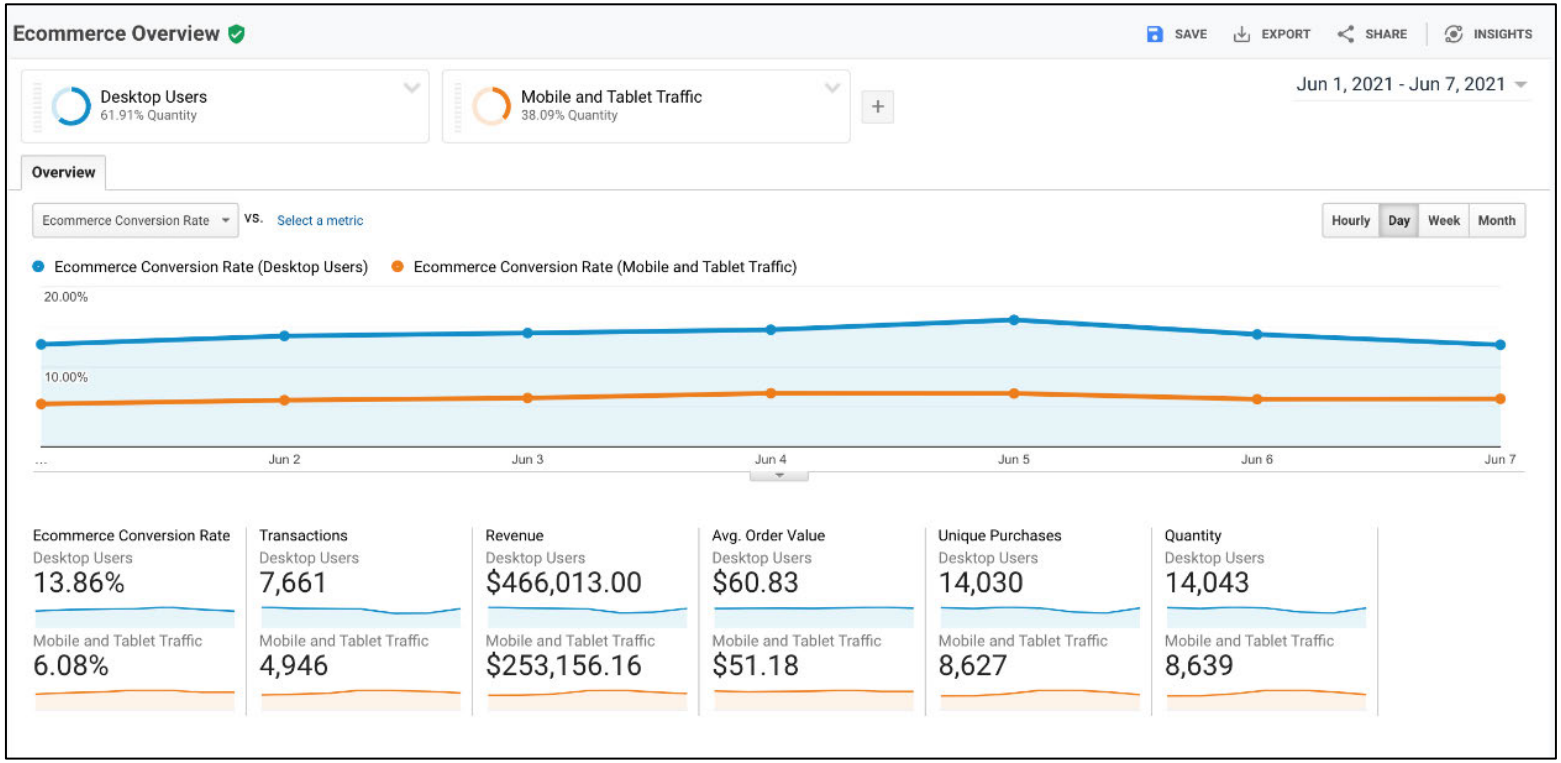
Bidder Response:

Each order processed by the system includes and displays the Sales Location for the order. For External and Internal Agents, the name of the agent location itself will be captured and is included in numerous sales and financial reports.



Sales Location of the Purchased Product Tracked With the Purchase Order.

Since the Public Website and Mobile site are one and the same, Google Analytics e-commerce tracking can be used to differentiate between desktop and mobile sales.



Google Analytics E-commerce Data

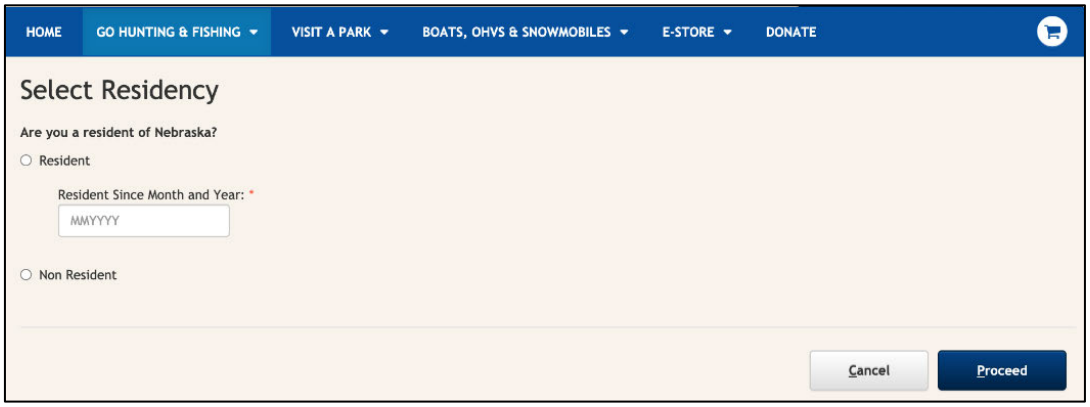
FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-019 Section VII.E.2A	A. Describe how a customer initializes the purchase process via: 1. Public Web 2. Mobile	X			
	Bidder Response:				

The initialization of the Purchase process by the customer is the same for both Public Web and Mobile users. Customers who may use the Hunt & Fish Mobile App (iOS or Android) are directed to the mobile-friendly view of the Public Web. The steps a consumer will complete to initialize a purchase are as follows:

- After a customer has logged into the Online License System, they can initiate the purchase process through the main navigation by specifying the types of permits or products the wish to purchase.

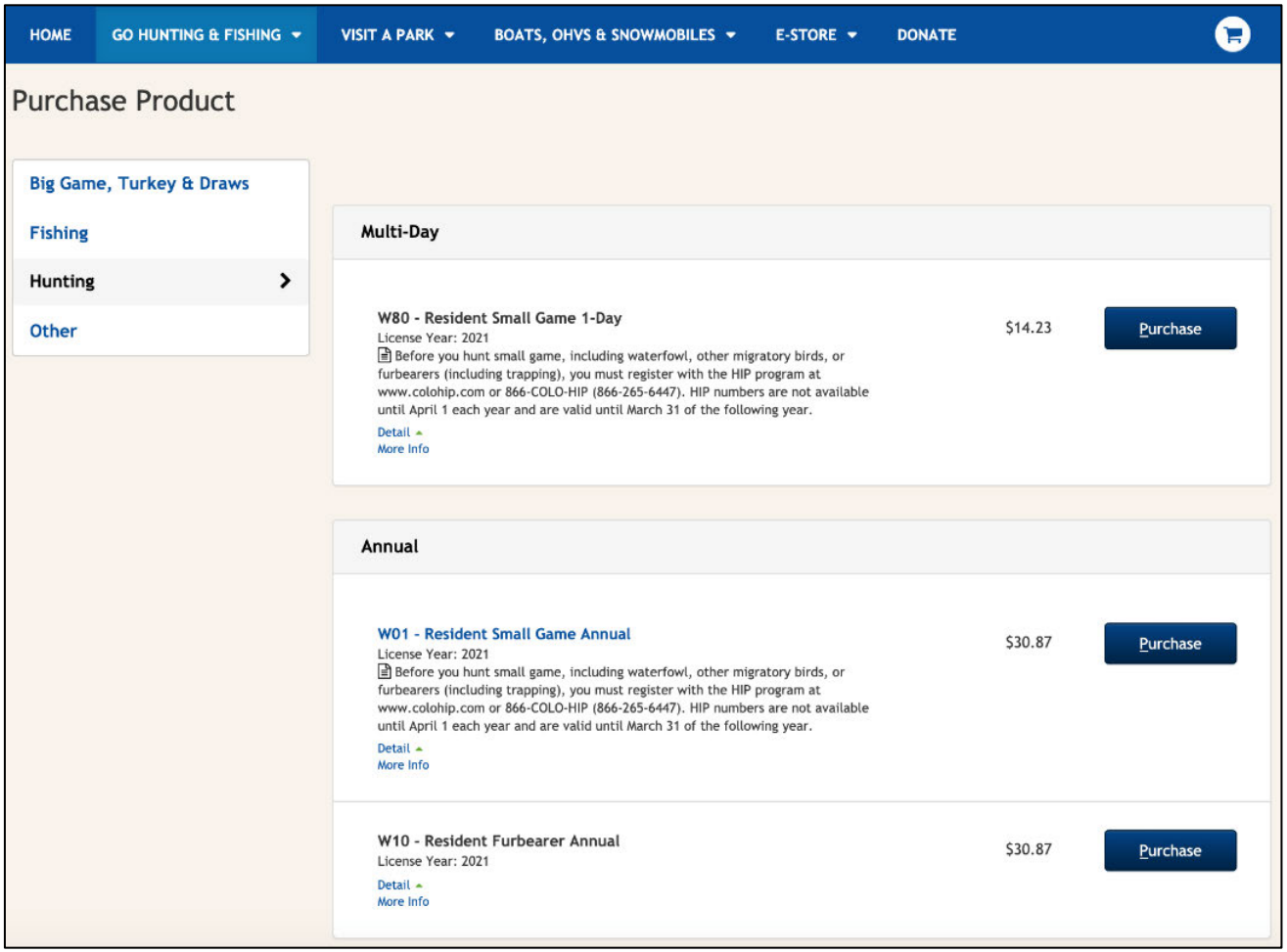
Public Website Navigation

- The system can be configured to prompt the customer to confirm their residency before proceeding to the product catalog page.



Residency Confirmation

- Upon residency confirmation, the system will review and apply all defined business rules against the customer profile. These rules will include (*Note*: see FUN-008 for additional detail):
  - Age and residency check;
  - Special customer status (Disability, Veteran/Active Duty Military, Farmer, etc);
  - Any other configurable customer attribute that places a customer in a specific group against which an item's business rules can be enabled;
  - Customer Certifications – (ex. Hunter safety, HIP);
  - Owned licenses or permits that may be pre-requisites or preclude the customer from purchasing similar permits;
  - Outstanding harvest reports; and
  - Active suspensions and or revocations on the customer profile.
- The catalog of available items will be presented to the customer, categorized, grouped and ordered in the manner defined by NGPC during initial system implementation.



Customer-specific catalog items based on business rules

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-020 Section VII.E.2.a	A. Describe how products and permits are added to the shoppingcart.	X			

Bidder Response:

The shopping cart is an integral part of the Online Sales System that keeps the customer in the application workflow while maintaining PCI compliance through tokenized connections to the payment processing system. When a customer meets the appropriate requirements for the business logic associated with a product or permit, they are able to click the "Purchase" button for that product or permit. The steps that follow depend on the type of product and how it may be configured for sale. Each type of product and the user experience flow for each is described in detail below.

Applications

Application products are configured for the purpose of allowing a customer to enter a lottery or draw for controlled hunts. Application items, when added to the cart, will prompt a customer to select their preferred hunt selection in priority order. The number of selections can be determined by NGPC when configuring the lottery or draw. An application fee may be collected, and depending on how the draw is configured, a customer may be required to provide a credit card that will automatically be charged should they win the draw. Alternatively, a draw can be configured to inform the customer they have won and direct them to proceed with purchasing the hunt permit from the Online License System or at a License Agent Location.

Permits

Purchasing permits is very similar to the purchase of a draw application in that, when added to the cart, the customer may be prompted to select a hunt area or multiple hunt areas for the permit. Fees can be calculated based on the permit or based on the number of hunt areas selected.

Combinations/Packages

When items are configured in combo permit and a combo is added to the customer cart, the system will sequence the items and prompt the customer to make the appropriate selections or answers regarding specific questions related to each permit in the combo. For example, when a customer adds a Resident Annual Hunt/Fish Combo license, they will be asked to:

	▲ Confirm their residency; ▲ Answer any questions specific to the Annual Hunt Permit included in the combo; ▲ Answer any questions specific to the Annual Fishing Permit included in the combo; ▲ Answer any questions specific to the combo item itself; and ▲ Fees for combination permits can be the total of all permits in the combo or a unique combo permit fee. Merchandise When merchandise is added to the cart (t-shirts, stamps, hats, etc.), the system will prompt for any information related to the selected item (e.g. T-shirt size) and the process can be configured to confirm the customer's mailing address. Subscriptions When subscription-based items are added to the cart, the system will prompt the customer to confirm their mailing address. Depending on how the subscription item is configured, the system may request payment information for recurring billing or payment up front. Settings Available for All Products and Permits There are number of configurable settings that can be applied to all items within the system. These settings will define the experience for the consumer at the point where they add the product to the cart. These available settings are as follows: ▲ **Additional Questions** – Any number of additional questions can be added to an item and will be asked during the 'add to cart" flow. ▲ **Upsells** – Items can be associated to the item being added to the cart as an upsell. For example, an Aquatic Habitat Stamp can be associated with a Fishing or Combo Permit and prompt (or require) the customer to add the Stamp to their purchase. ▲ **Auto-renewals** – Certain items can be configured for auto-renewal and will prompt the customer to provide payment information and authorize the automated purchase of a renewal. ▲ **Donations** – The system can be configured to prompt for donations when certain items are added to the cart or as a "round-up" option before the customer moves from the cart to checkout.

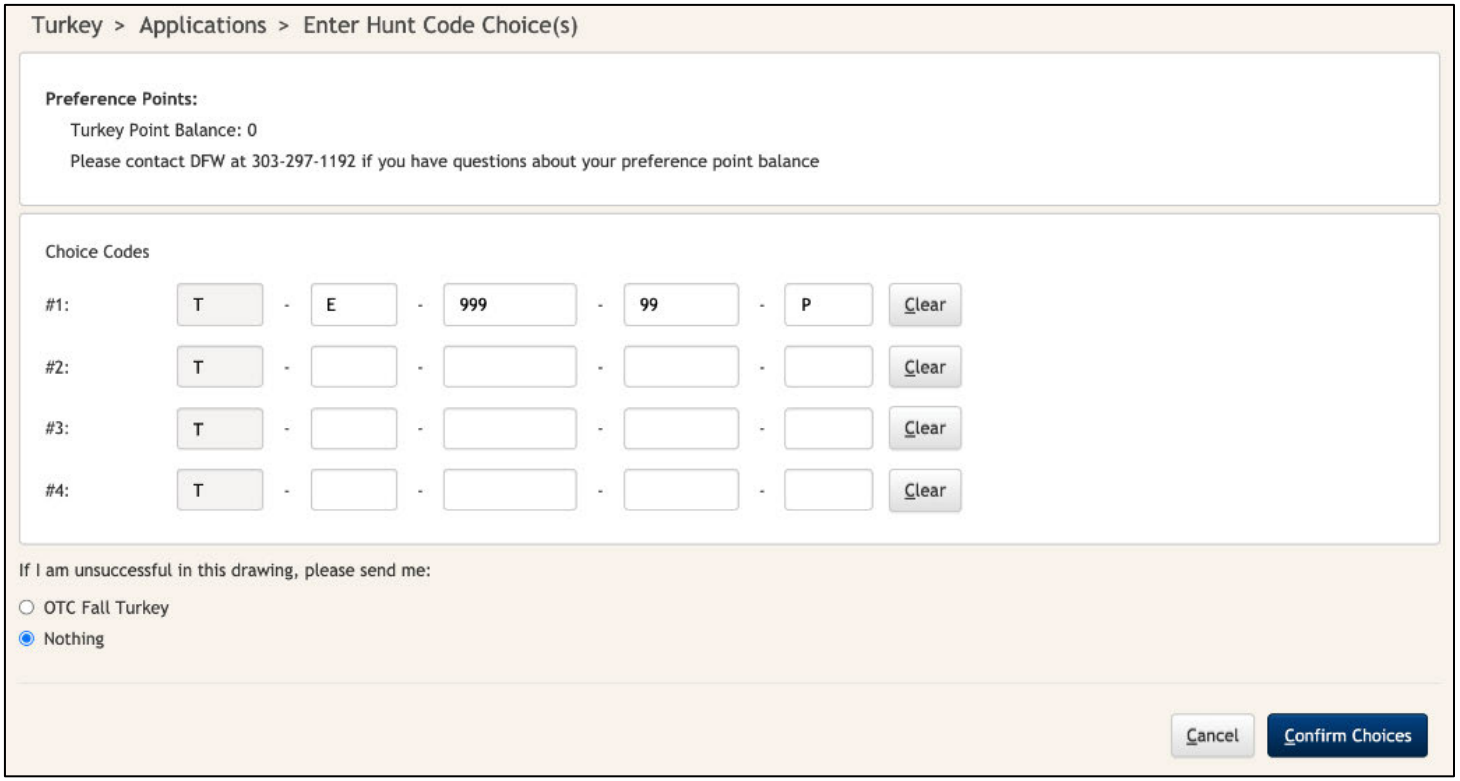
	▲ **Payment plans** – Certain product such as high priced hunt permits or off-road vehicle/boat registrations support the use of payment plans and will prompt the customer to choose their preferred schedule when the product is added to the cart. In nearly all cases, items may use a combination of any or all of the above settings to prompt the customer with specific actions when an item is added to the cart. Once the prompts have been completed, the item (or items) are added to the cart and are ready for checkout. The customer may choose to checkout or keep shopping.				
FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-021 Section VII.E.6	A. Describe the system's capability to complete a lookup on the Interstate Violator Compact.		**X**		
	Bidder Response: Aspira One can be easily configured to import files from the Interstate Wildlife Violator Compact and apply the suspensions or revocations to any customers listed in the IWVC. This functionality will require some minor configuration during product implementation to determine and develop the feature to suit Nebraska's expectations and rules regarding data from the IWVC. This functionality will be available for project launch.				
FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-022 Section VII.E.5	A. Describe how the system allows customers to purchase items forfriends and family.		**X**		
	Bidder Response: Aspira One does not currently support the ability for a customer to make a purchase for another customer other than themselves through the public website or mobile, although this is supported at License Agent Locations. We are in the process of defining a solution that will support two approaches to this: ▲ The system currently supports the purchase of Gift Licenses at License Agent locations. These gift licenses are purchased on behalf of family or friends and can be redeemed by the recipient for an actual license. This functionality is being reviewed for viability on the Public Web and Mobile.				

	▲ Family Accounts or Account linking is being reviewed for security considerations and would allow customers to search for another customer profile and link it to their profile with authorization from the other customer. In this manner, a parent could link the profiles of their spouse and children to their own profile so that when logged in to the Public Website, the linked profiles are also loaded. The customer would then be able to switch between profiles for all linked customers in a single transaction with the catalog business rules applied to the currently selected profile. This solution is currently in the design phase and could be accelerated if it is required for delivery by go live.				
FUN #	Public Website and Mobile Fulfillment process	Yes	Customization Required	No	Alternate
FUN-023 Section VII.E.7	A. Describe the process to purchase a temporary permit that is fulfilled through the postal mail.	X			
	Bidder Response: In the Aspira Solution a permit can be defined as requiring fulfillment through one of either Postal Mail, by pick-up at a license location, or even within the Mobile Android or iOS app at NGPC's discretion. As a part of that process, the permit can be configured to provide a temporary print-at-home permit to the customer until the official permit is fulfilled. The temporary permit: ▲ Includes the words "Temporary Permit" printed in highly visible text on the document. ▲ Can be configured to expire after X number of days where X is defined by NGPC. There are no additional fees for a temporary permit. Customers who purchase a permit for at-home printing of a temporary permit will receive the temporary permit included in the fee paid for the purchased permit.				
	B. Describe the process to pull information into a report that allowsfor the fulfillment of temporary permits, including a .csv file.	X			
	Bidder Response: In order to provide the appropriate report format for fulfillment services, Aspira proposes the use of our ad hoc reporting suite, Insights Manager. During implementation, our professional services group will work with NGPC staff to define the required formatting for the report or reports to meet the needs of the fulfillment services group				

	in the Lincoln Headquarters office. Once the report format is defined, the report or reports can be scheduled to provide the delivery of a CSV file by email or SFTP at NGPC defined intervals.				
FUN #	QR Code/Smart Number	Yes	Customization Required	No	Alternate
FUN-024 Section VII.E.8	A. Describe the system's ability to display a QR Code based on a "smart number".		X		
	Bidder Response: Part of the implementation process for NGPC will be the design and formatting of license/permit templates specific to your needs. Though we typically provide 2D barcodes, QR codes can be easily incorporated into the template with available space. As for the smart number encoded into the QR code, Aspira has experience in developing smart numbers in collaboration with our state customers and can offer assistance as required. Parameters included in the smart number typically appear on the license document itself without being easily apparent to the lay person, even if they are able to read the QR code. Smart number variables typically include: ▲ Letters in the last name; ▲ Digits of a month or year of birth; ▲ Random alpha-numeric strings; ▲ Species Identifier (if relevant); ▲ Gender Identifier (if relevant); ▲ Digits of the license year; and ▲ Any additional information that law enforcement can easily map to the in-hand permit document.				
FUN #	Public Website Purchase a Preference or Bonus Point	Yes	Customization Required	No	Alternate
FUN-025 Section VII.E.9	A. Describe how the system allows a customer to purchase a preference point and/or a bonus point from the public website.	X			
	Bidder Response: When configuring a Draw product in the Aspira Solution, an administrator can assign preference point "hunt choice" as a valid hunt choice for customers who wish to collect a point in lieu of a hunt.				

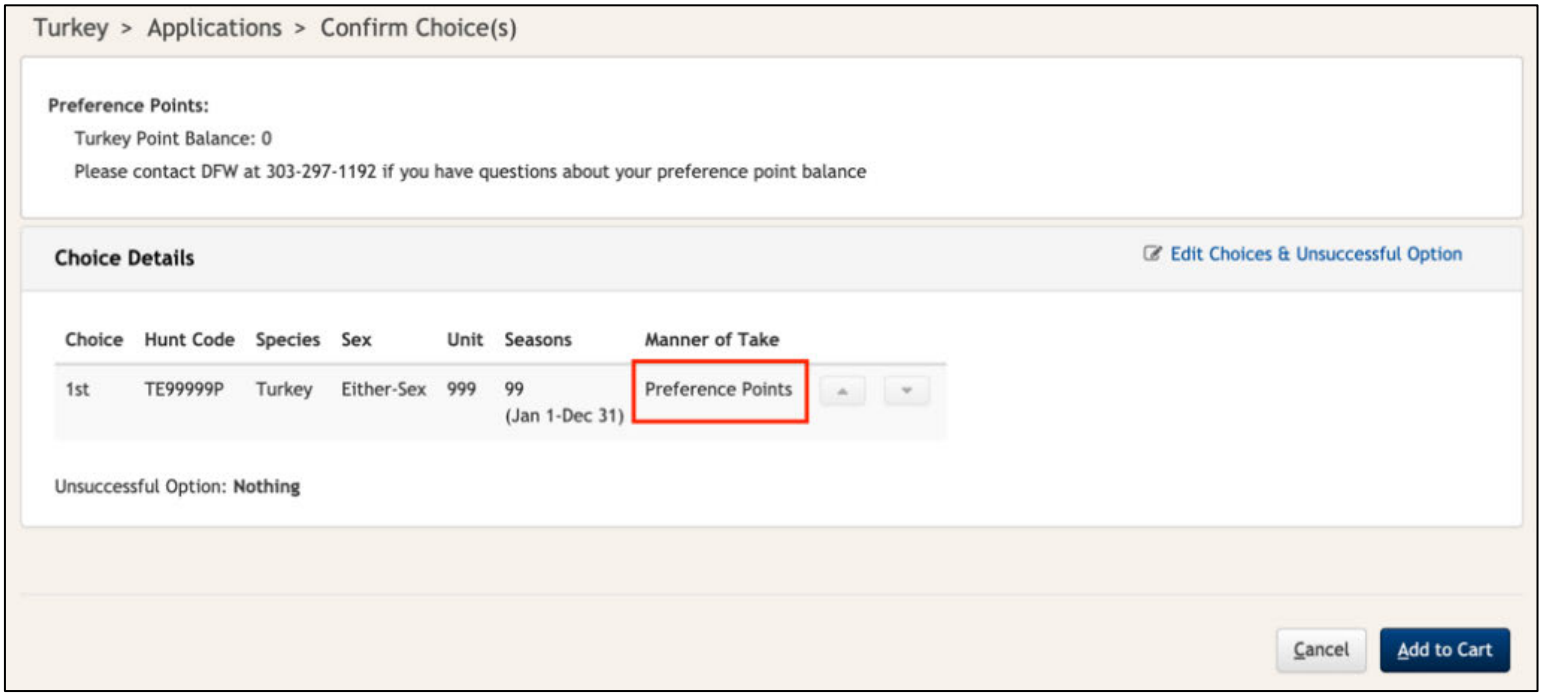
With the draw configured for preference points, the customer will be able to enter the preference point hunt code during the draw application process.

- The customer will select the draw for which they wish to apply.
- They will enter the Preference Point code and any additional hunt choices for the draw.



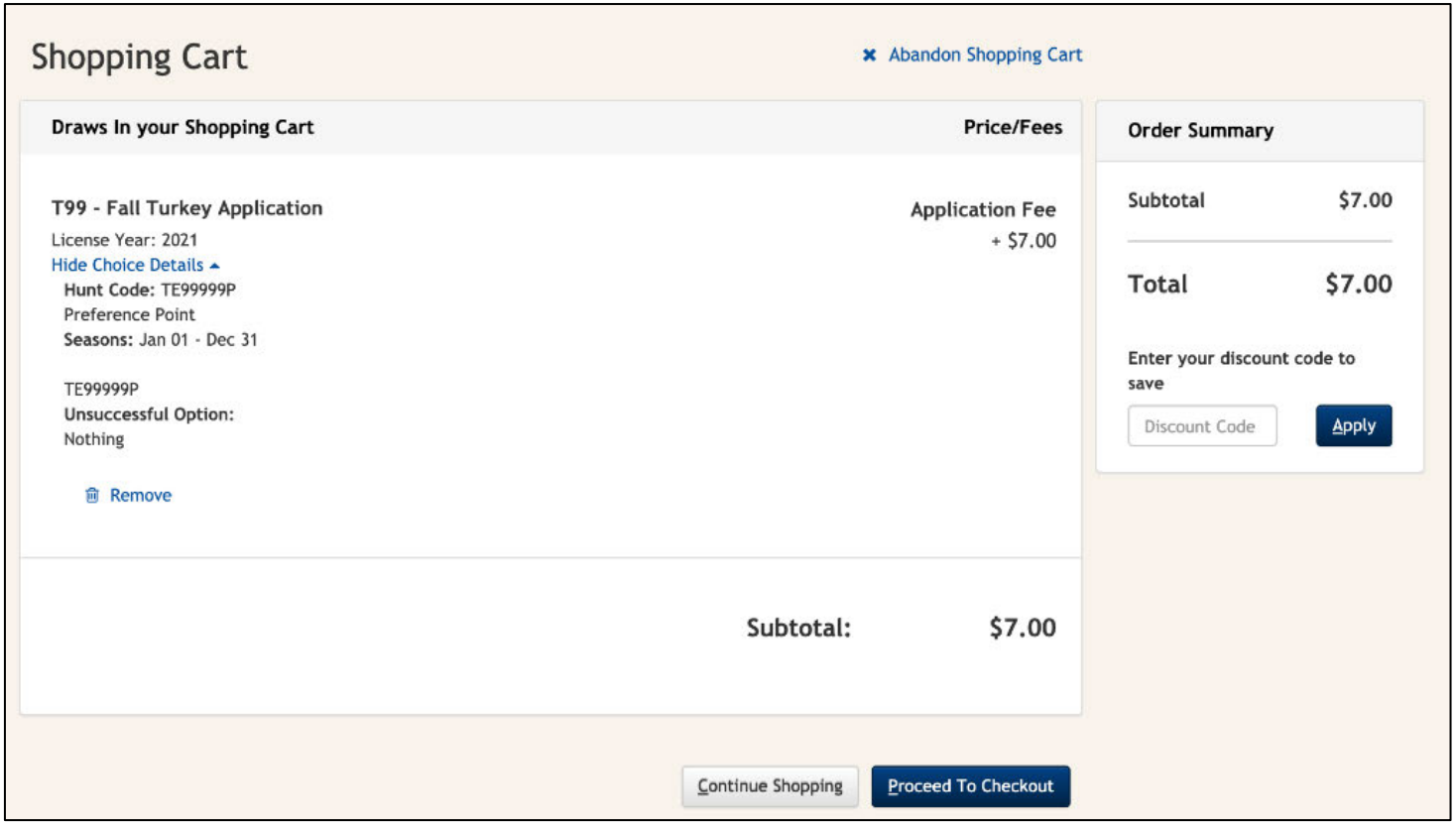
Customer Hunt Choices

- Upon confirmation, their selection will be presented back to them with an option to edit the choices made.



Hunt Choice confirmation (Preference Points)

- Finally, they will add the application to their cart and check out.



Shopping Cart

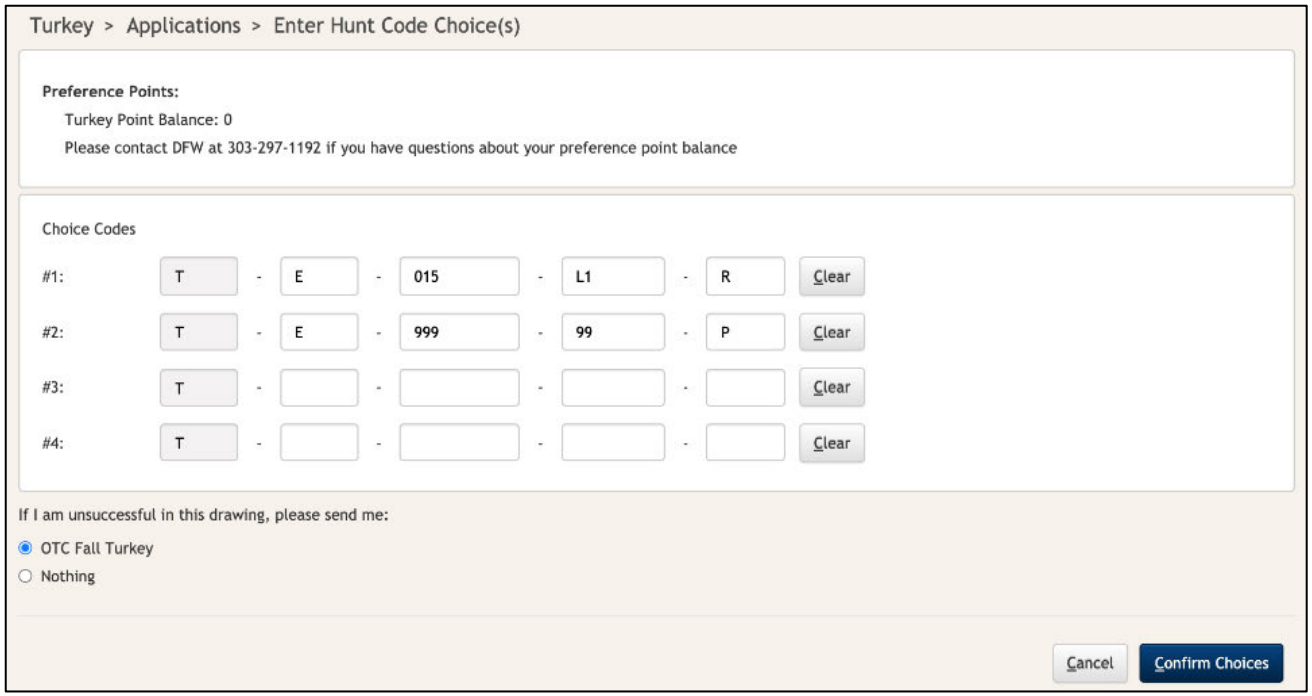
The customer will be awarded a preference point rather than a hunt in the selected draw.

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
FUN-026 Section VII.E.10	A. Describe how the system allows a customer to apply for a draw permit.	X			

Bidder Response:

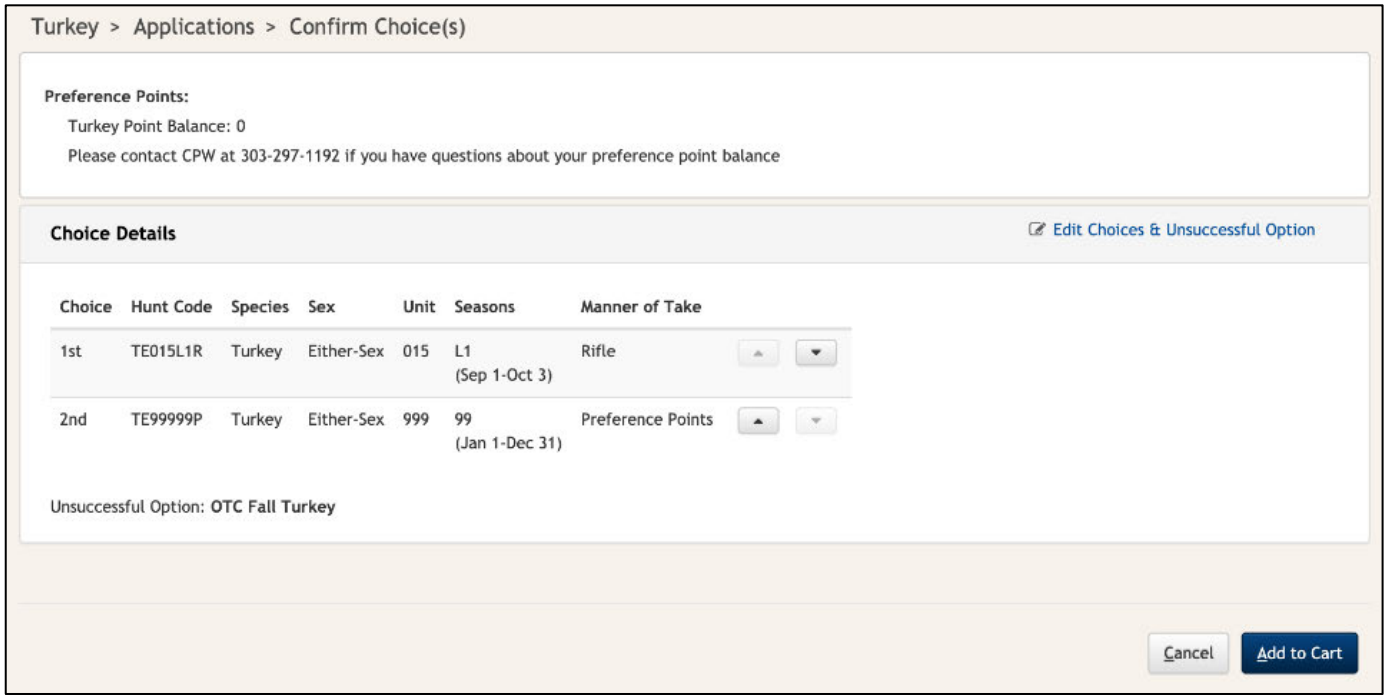
The process to apply for a draw permit is much the same as the purchase of a preference point for the draw.

- The customer will select the draw hunt for which they wish to purchase an application.
- The customer will submit the hunt choices for the application.



Hunt Choice for Permit Draw

- The customer will confirm their choices,



Hunt choice confirmation

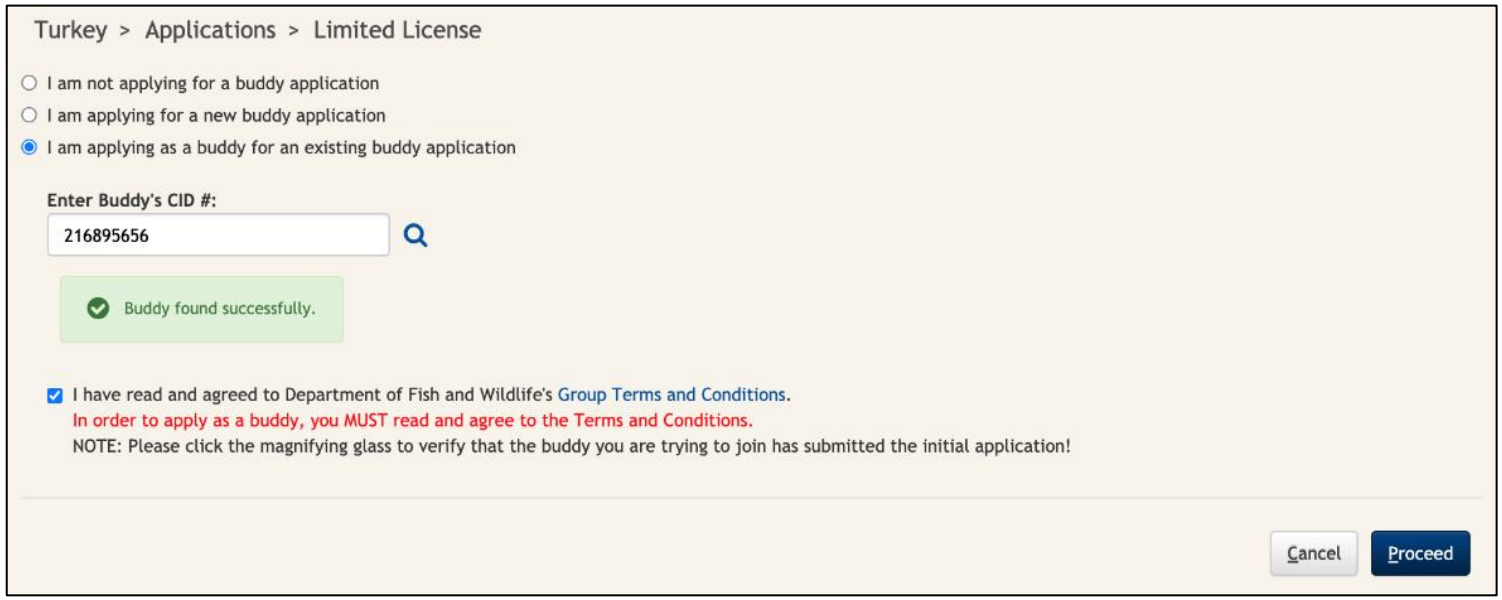
- The customer will then purchase their application.

Buddy Draw Applications

Buddy draws require one buddy to start the application process as a new buddy application. Rather than requiring that two buddies be processed in the same transaction, Aspira One allows for the generation of a buddy.

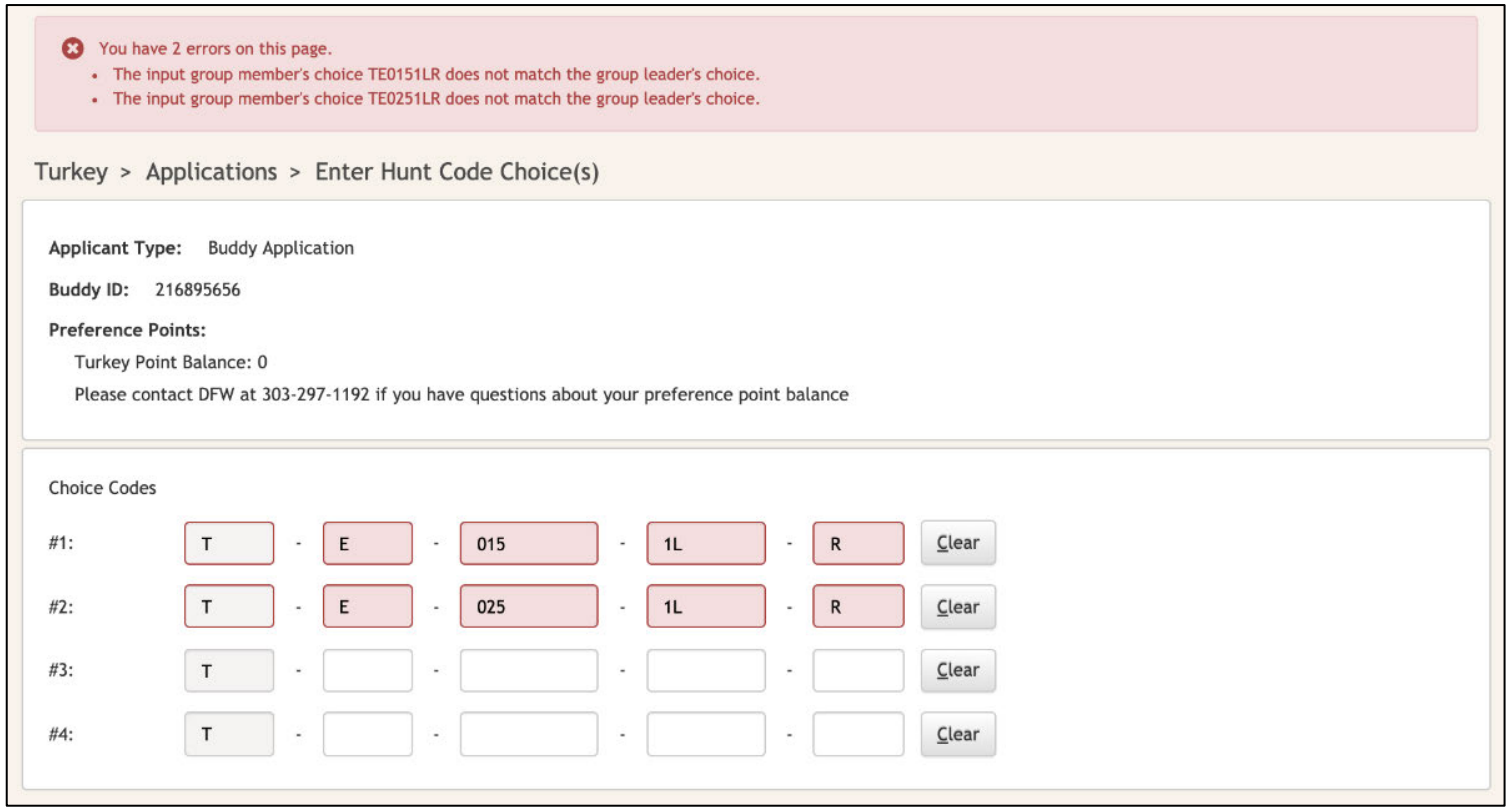
- If the application is for a Buddy Draw, the customer will be asked to either create a buddy application or choose or complete the application as a buddy to an existing buddy application. Creating the buddy application is the same process as applying as an individual except that the customer is provided with a Buddy ID to share with their friend for their application.

- When the buddy applies for the application, they are prompted to enter the customer ID of their buddy to confirm the application exists.



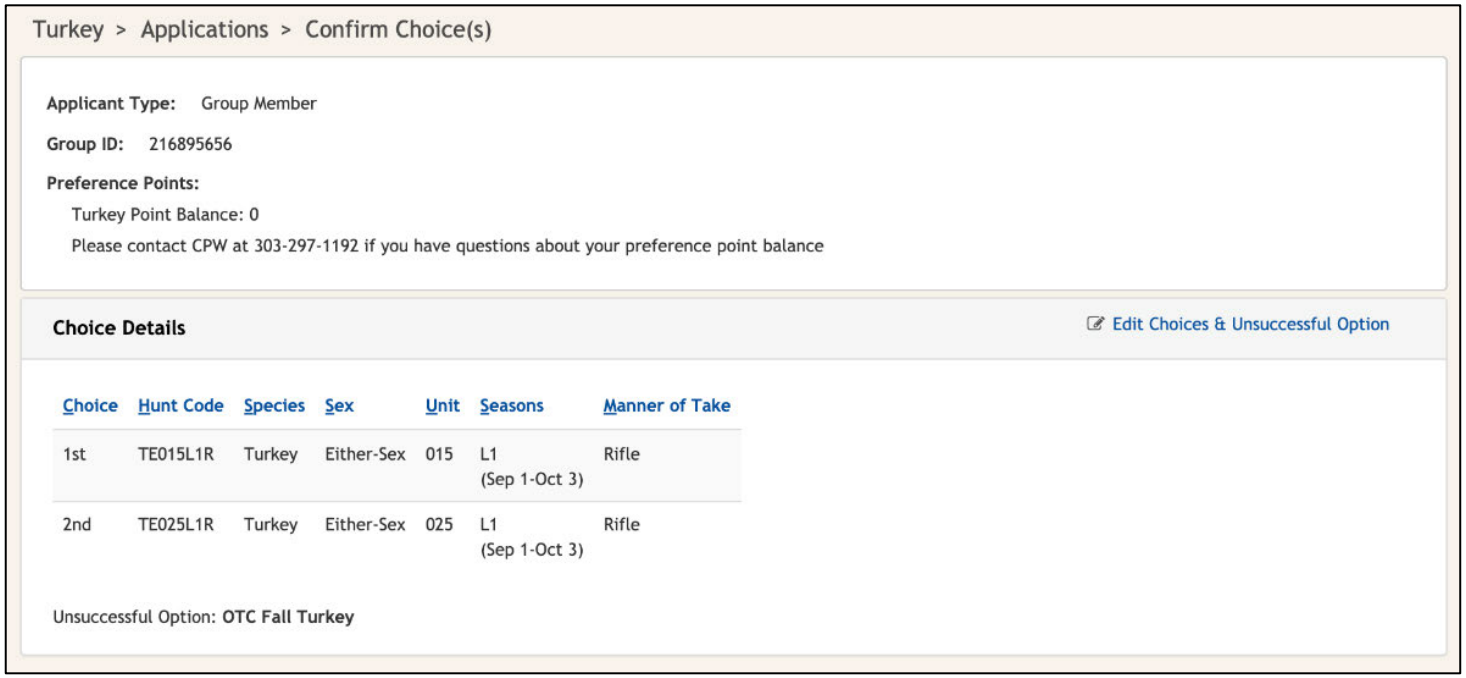
Finding a buddy's application

- The buddy must enter the same hunt choices as their buddy or the system will identify their error.



Error State - different hunt choices than buddy

- Once the buddy has completed their hunt choices and confirmed them, they may complete the purchase of their application.



Turkey > Applications > Confirm Choice(s)

Applicant Type: Group Member

Group ID: 216895656

Preference Points:

Turkey Point Balance: 0

Please contact CPW at 303-297-1192 if you have questions about your preference point balance

Choice Details Edit Choices & Unsuccessful Option

Choice	Hunt Code	Species	Sex	Unit	Seasons	Manner of Take
1st	TE015L1R	Turkey	Either-Sex	015	L1 (Sep 1-Oct 3)	Rifle
2nd	TE025L1R	Turkey	Either-Sex	025	L1 (Sep 1-Oct 3)	Rifle

Unsuccessful Option: **OTC Fall Turkey**

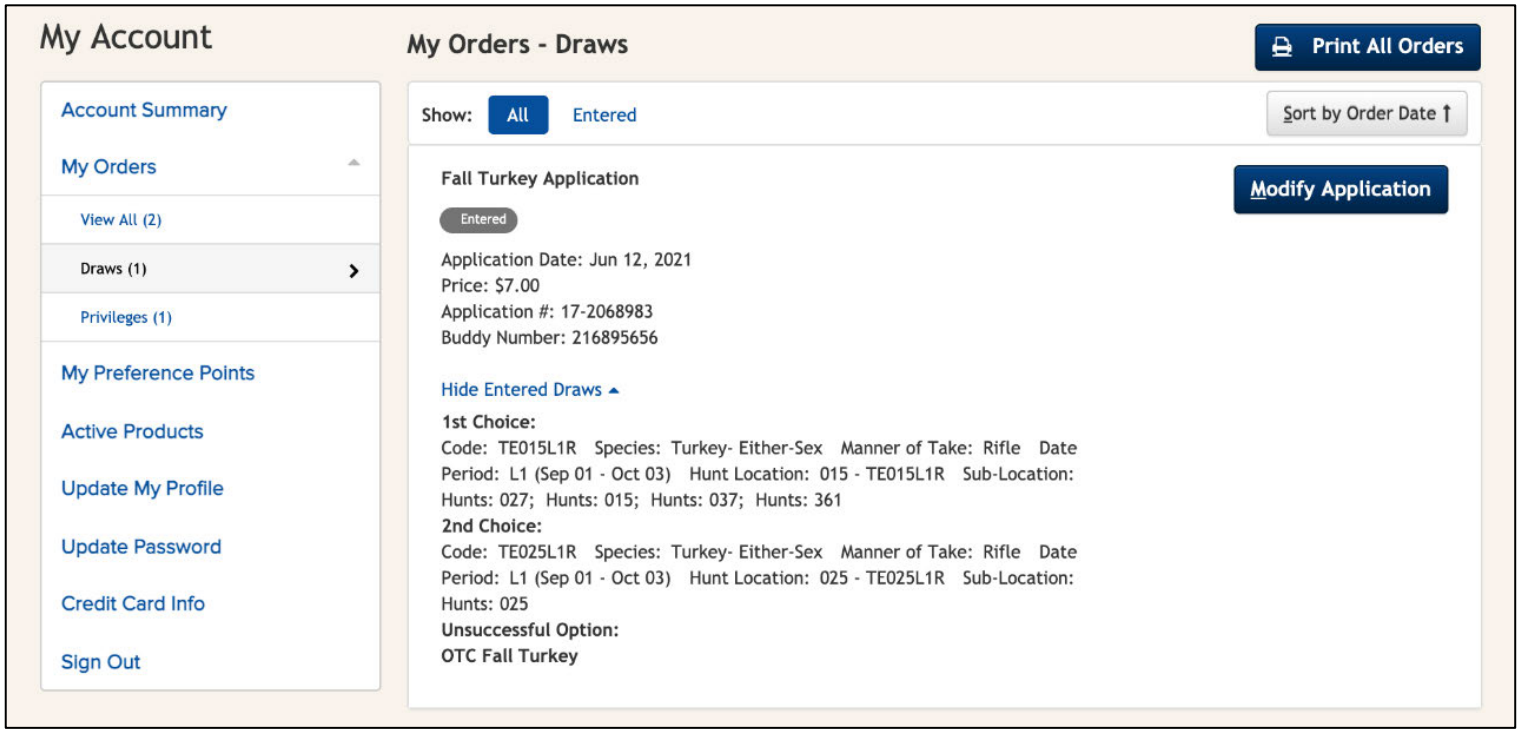
Hunt choice confirmation

At that point, the draw application process is complete. Until the draw deadline, the customer may view and edit their draw application through their online profile, at any time. When the draw is run within the Aspira Solution, the system will consider the preference points of all applicants when randomly generating the draw result. Customers with more preference points are weighted for a better chance of winning. To increase the odds, preference points may be squared or cubed.

At checkout, depending on NGPC's preference, the customer may be prompted to enter a credit card which will be stored and charged (in a PCI compliant manner) for the award permit. Should the customer not win the draw, they will be awarded a preference point.

B. Describe how the system allows a customer to apply for a lotterypermit.	X			

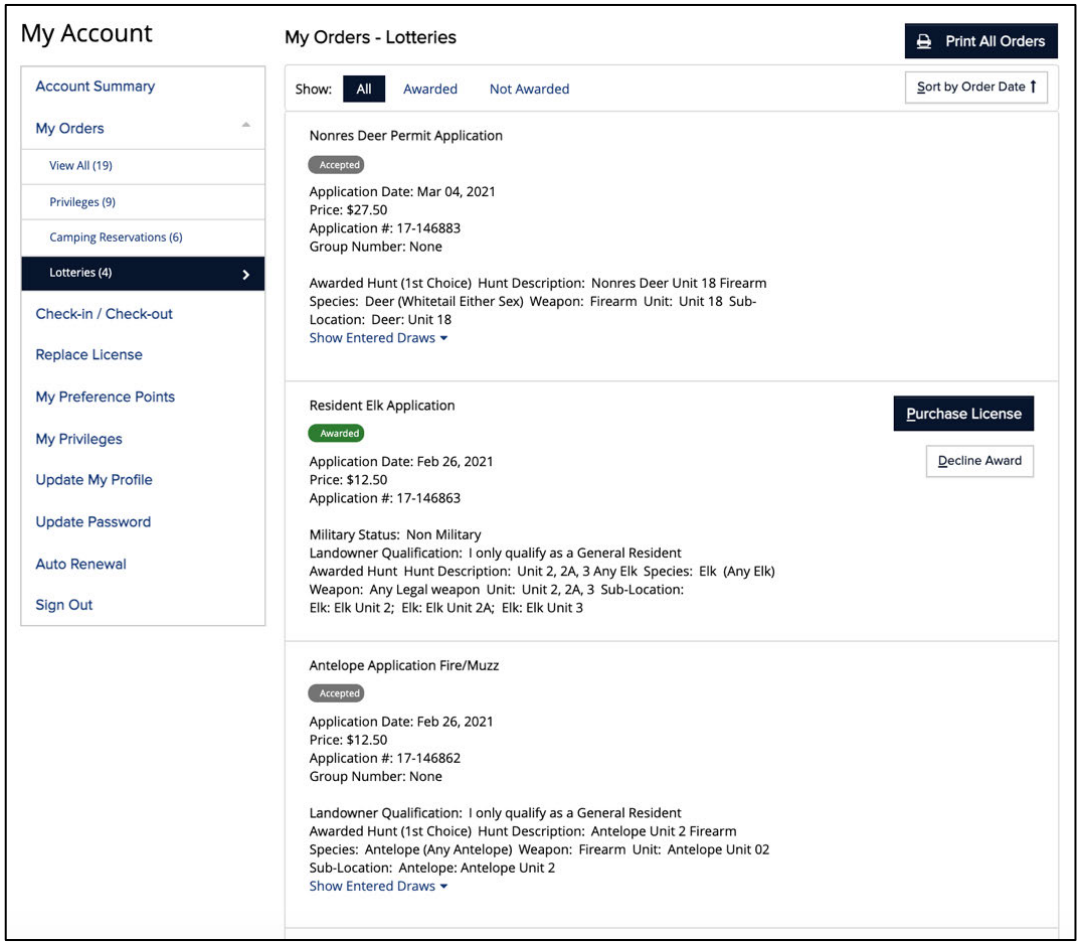
	Bidder Response: The application process for a lottery permit is the same as for a draw permit. ▲ The customer will select the lottery hunt for which they wish to purchase an application. ▲ The customer will submit the hunt choices for the application, confirm their choices, then purchase their application. At that point, the lottery application process is complete. Until the lottery deadline, the customer may view and edit their lottery application through their online profile, at any time. When the lottery is run within the Aspira Solution, the system will randomly generate the lottery result. Preference points are not impacted after the lottery is run.				
FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
FUN-027 Section VII.E.10	A. Describe how the system allows the customer to: view any current draw applications, verify if a buddy draw application exists (if applicable); and view the status of the draw results.	X			
	Bidder Response: Once a customer has purchased a draw, they may review the details of the draw and edit their choices (if allowed by NGPC) through the Public Website.				



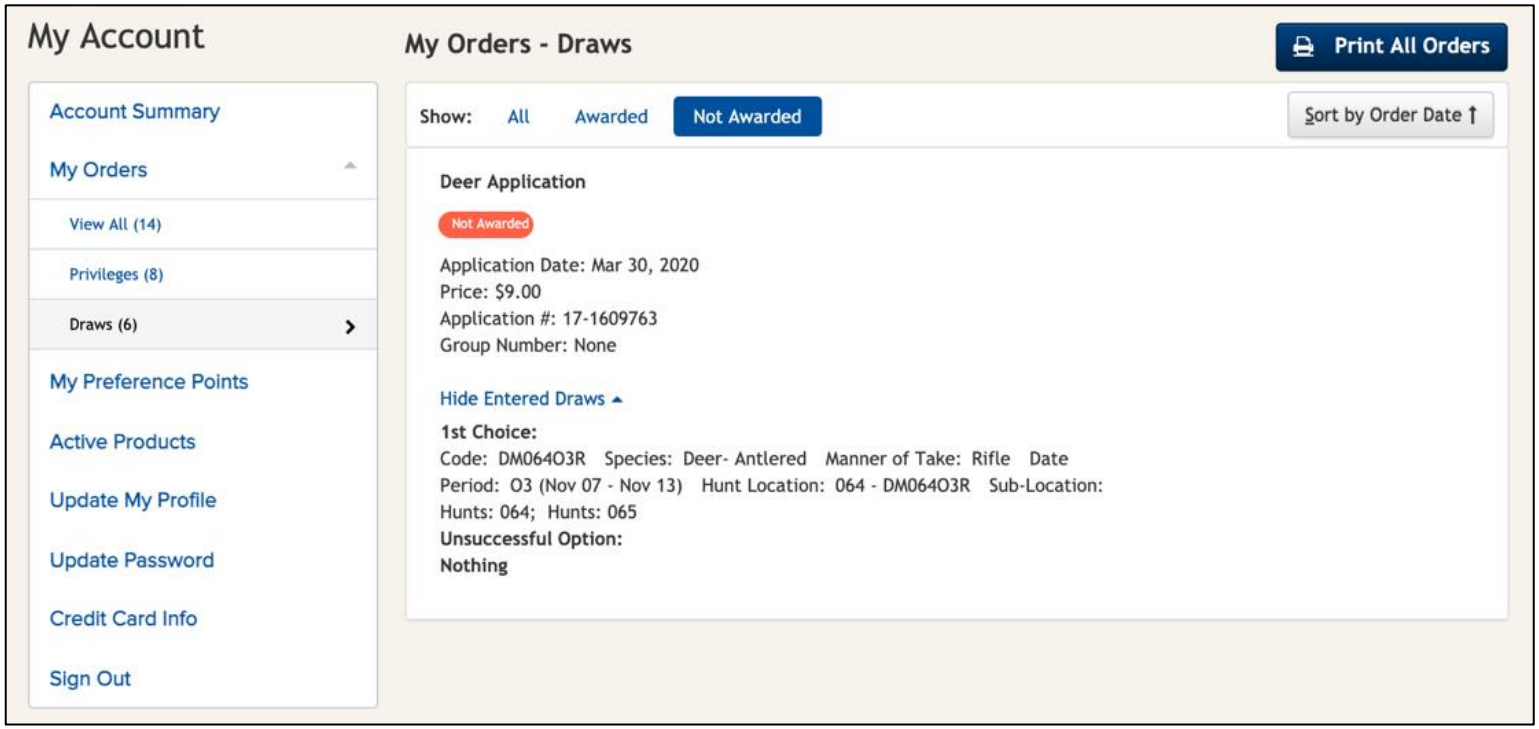
Hunt Application review on Public Website

- If the application is a Buddy Draw application, the Buddy Number will appear on the application details screen.
- A customer may click to modify their hunt choices. If the application is for a Buddy Draw, the customer will be limited to the selections of Buddy.
- The customer may modify an application up to the end date of the application period.
- Customers can view the status of the draw.
- Customers will be notified of the draw result through their profile screen and by their preferred communication method. Depending on how the draw is configured, the customer can be automatically

billed for the awarded permit or can be informed the permit is available for purchase online or at a License Agent location. The customer may also choose to decline the award if it not automatically purchased after the draw.



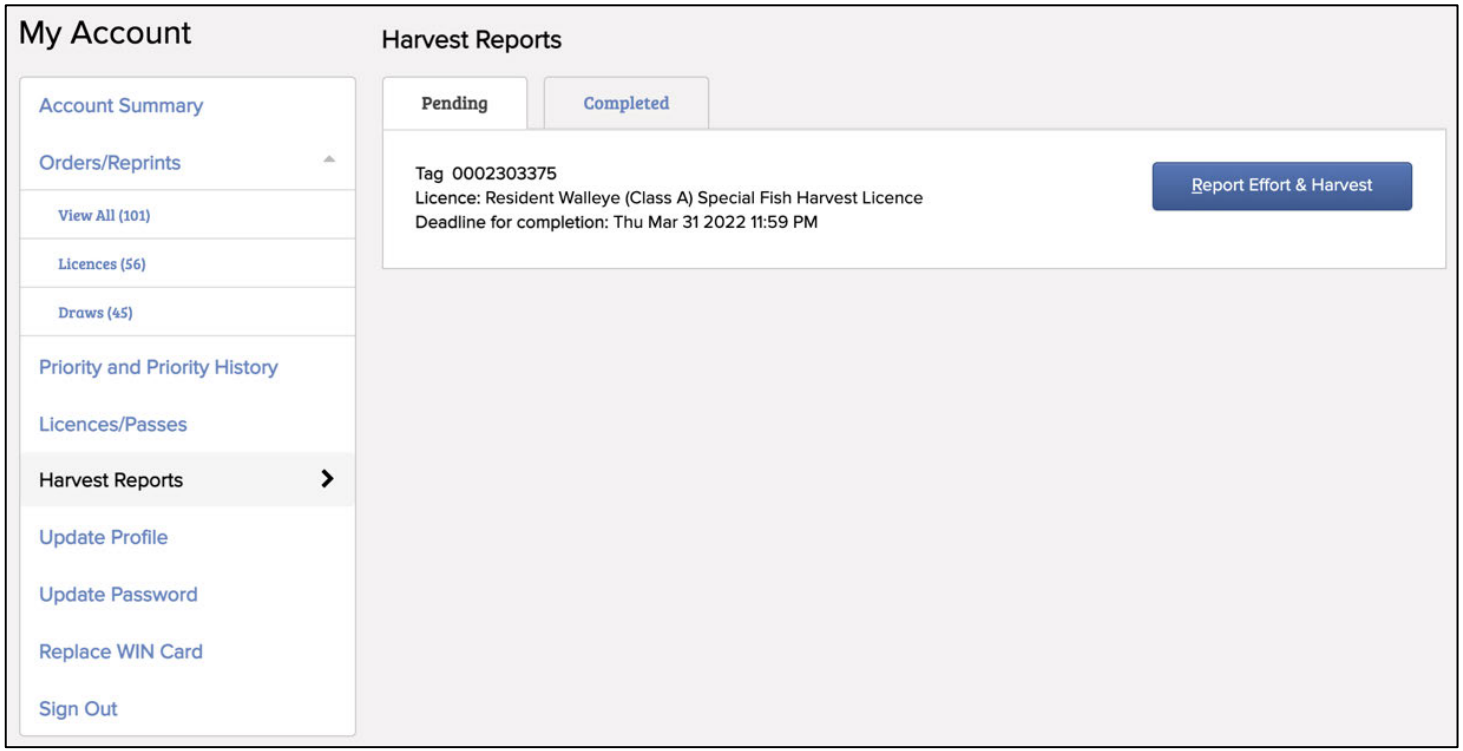
Successful Draw Result



Unsuccessful Draw Result

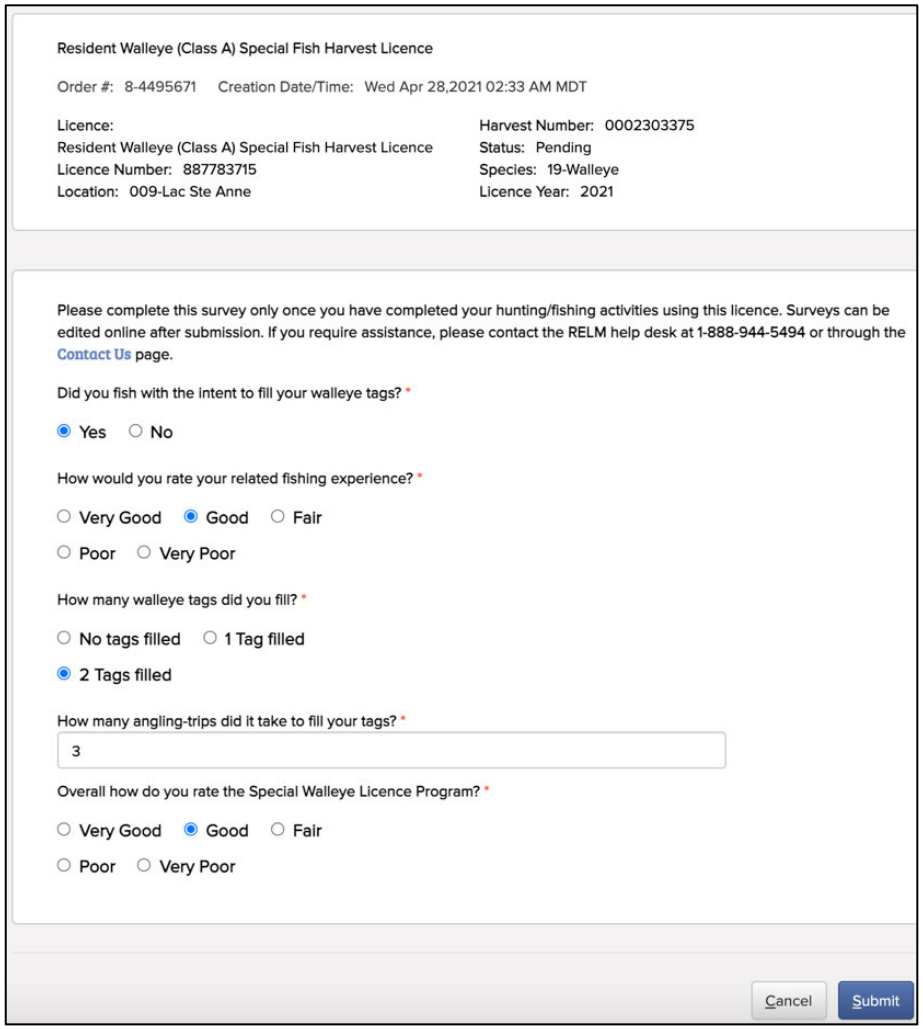
FUN #	Public Website Harvest Reporting	Yes	Customization Required	No	Alternate
FUN-028 Section VII.E.11, VII.E.12	A. Describe how the system allows a customer to report big game harvest information based on customer's permit.	X			
	Bidder Response: Aspira One supports big game harvest reporting in a number of manners based on NGPC's preferred setup. There are two main types of harvest reporting within the system, and NGPC may wish to use either or both of them.				

	Harvest Take The harvest take is the equivalent of reporting the harvest on a carcass or transport tag. When the customer harvests the animal and the permit has a harvest report and harvest schedule associated with it, the customer will be able to report the harvest immediately either online or through the Hunt & Fish Mobile app. Harvest take reporting includes information specific to the animal taken such as gender, antler points, spur length, etc. along with the date, time, county, unit or township in which the harvest took place. This type of harvest report is typically required to be completed within 24 hours of the kill. **Harvest Effort** Harvest effort information can be collected at the discretion of NGPC and can be configured to collect information such as days spent hunting, hunt units visited, and even the customer's overall experience. This information can provide significant value to both biologists and marketers. **Combined Effort and Take** Combined effort and take in a harvest report provides NGPC with the most insight related to the hunting experience and the animal harvest. When the customer first logs into the Public Website, they will be notified if they have an outstanding harvest report if the current date is outside the reporting period. However, a customer may also access and submit their reports anytime during the reporting period.



Tags open for harvest reporting on customer profile

Beginning the harvest report process will launch a custom and species defined set of harvest questions using dynamic question logic to present a simple, straightforward harvest reporting experience for the customer.



Resident Walleye (Class A) Special Fish Harvest Licence

Order #: 8-4495671 Creation Date/Time: Wed Apr 28,2021 02:33 AM MDT

Licence:
Resident Walleye (Class A) Special Fish Harvest Licence
Licence Number: 887783715
Location: 009-Lac Ste Anne

Harvest Number: 0002303375
Status: Pending
Species: 19-Walleye
Licence Year: 2021

Please complete this survey only once you have completed your hunting/fishing activities using this licence. Surveys can be edited online after submission. If you require assistance, please contact the RELM help desk at 1-888-944-5494 or through the Contact Us page.

Did you fish with the intent to fill your walleye tags? *

(●) Yes ( ) No

How would you rate your related fishing experience? *

( ) Very Good (●) Good ( ) Fair
( ) Poor ( ) Very Poor

How many walleye tags did you fill? *

( ) No tags filled ( ) 1 Tag filled
(●) 2 Tags filled

How many angling-trips did it take to fill your tags? *

3

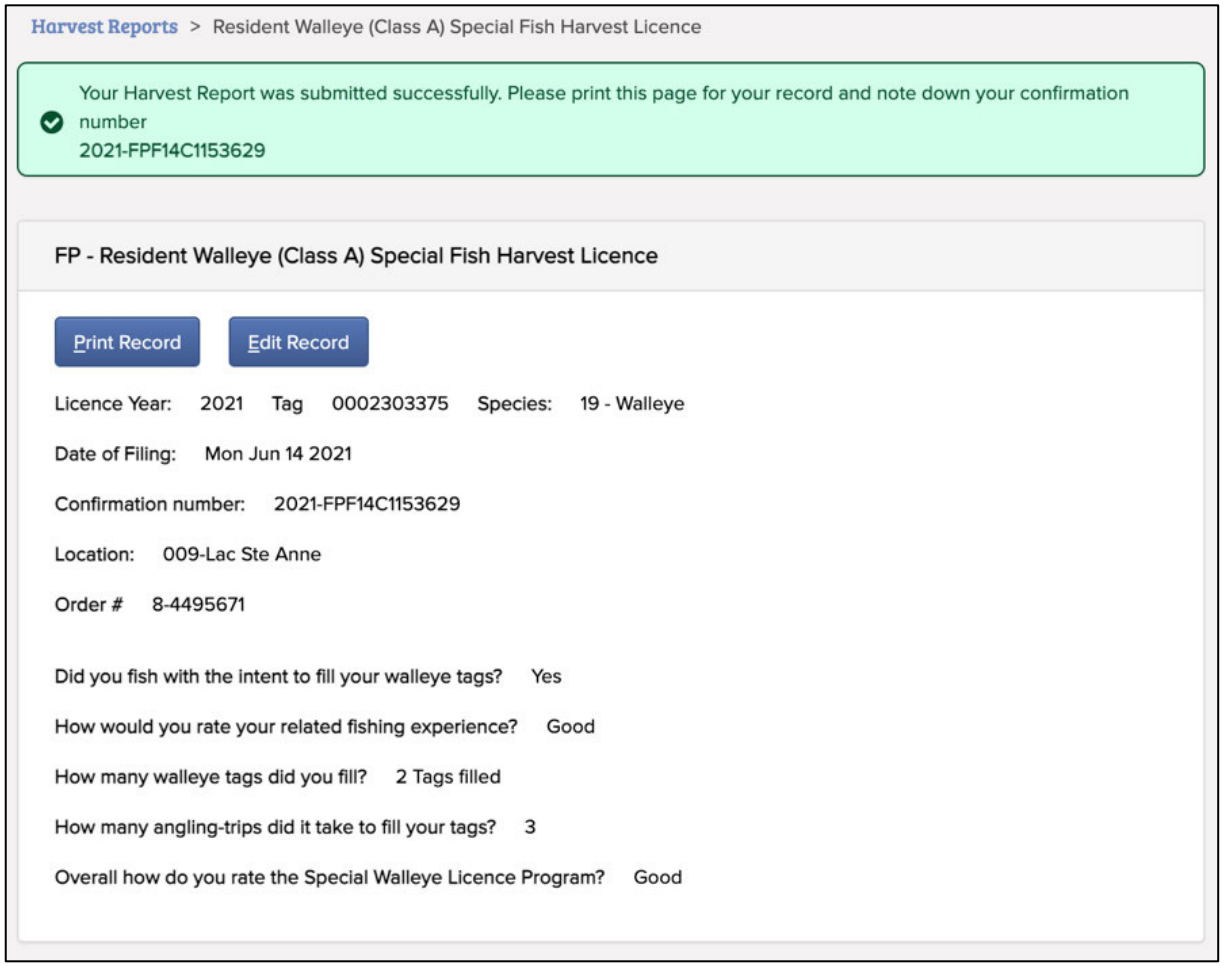
Overall how do you rate the Special Walleye Licence Program? *

( ) Very Good (●) Good ( ) Fair
( ) Poor ( ) Very Poor

Cancel Submit

Effort and Take Harvest Survey

Once the customer submits the harvest, a unique harvest confirmation number is generated to provide proof of submission. The harvest number is unique to the permit, species and other information related to the permit.

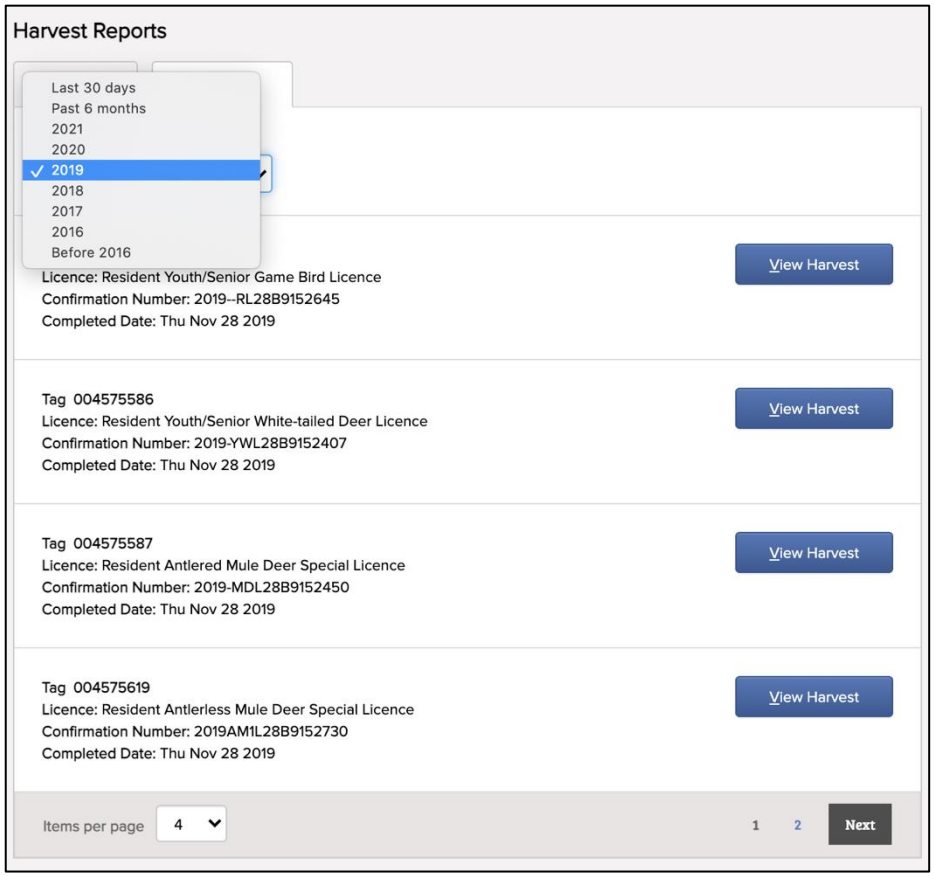


Harvest Submission and Confirmation Number

	B. Describe how the system allows a customer to view personal harvest information from a customer's profile.	X			

Bidder Response:

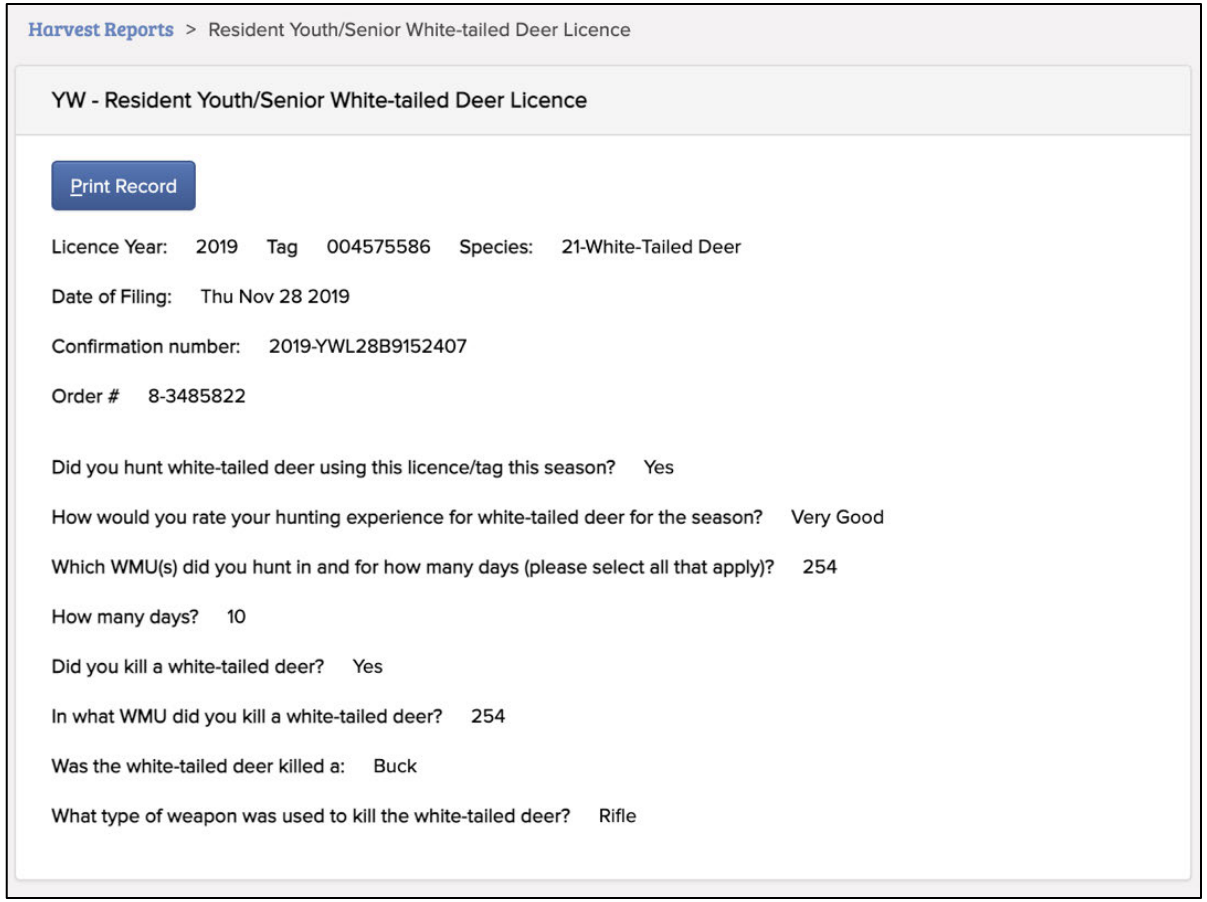
Harvest Records are stored within the customer profile indefinitely and can be viewed by the customer through their profile on the Public Website.



Completed Harvest Reports

Opening a harvest report will allow a customer to perform two actions:

- If the harvest reporting period is still open, the customer may modify their harvest report and re-submit it.
- Whether reporting is opened or closed, the customer can print their harvest record for keeping offline or submitting with their harvest to a meat processor.



Previously Reported Harvest

FUN #	Public Website Event Registration	Yes	Customization Required	No	Alternate
FUN-029 Section VII.E.13	A. Describe how the system allows a customer to register for hosted events from the customer profile.				**X**

Bidder Response:

The Event Registration system is a fully web-based registration system built to host and display upcoming NGPC events. The system allows customers to filter for upcoming events by event category, date range and/or geographic location throughout the State of Nebraska. Events may be configured to require payment or be free at NGPC's discretion. Once a customer finds an event in which they wish to participate, they can click to register for that event or join a waitlist for registration should the event be full. This action will prompt the user to log in or create a profile.

The Event Registration system provides a frictionless registration experience for consumers who are engaging with NGPC for the first time or for those who already have a license system profile and years of experience with NGPC. When a consumer begins the registration process, they will be asked to enter an identifying piece of information such as their Customer Identifier Number from the license solution or an email address and their date of birth. The registration system will check the License System for a customer record that matches the information entered. If there is a matching profile, the customer will have the opportunity to log in using the same credentials as the license system. If there is no matching profile, the customer will be able to create a profile to get started with registration. This new profile will be mapped to the License System so the user may use these credentials to engage in permit or application purchase at a future date.

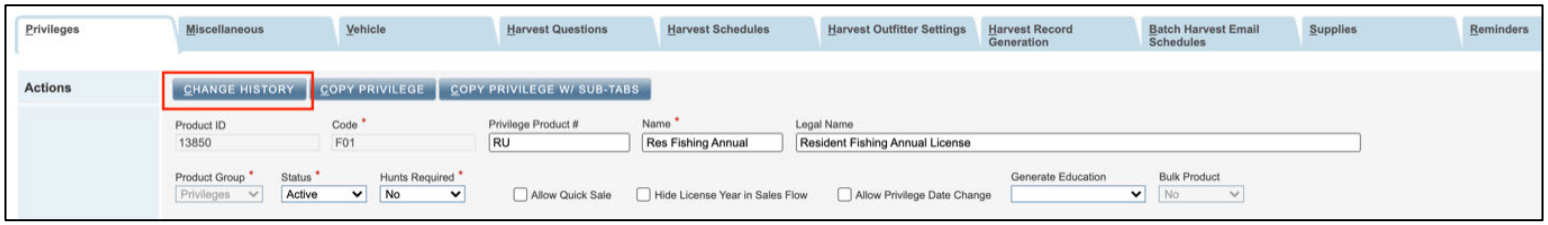
With registration, the customer will be able to check-out and pay any registration fees that may be required for the event. Should the event be full, the customer may join the waitlist to be notified if a spot in the event becomes available. Payment for the event occurs directly within the event registration system. The system will generate numerous automatic and configurable notifications for the customer related to their event registration or waitlist. Some of these notifications include:

- Registration Receipt and Confirmation;
- Waitlist Confirmation;
- Event Change Notifications;
- Event Reminder Notifications;
- Event Cancellation; and

	▲ Event Follow-up (post event). After registering for an event, the customer will have the opportunity to share their action via select social channels such as Facebook, Twitter and Instagram. All customers who register in events will have their event participation tracked within the CRM module of the license system to ensure NGPC has a full picture of the customer's interaction with the commission. This solution is in development and currently meets **90%** of the criteria defined in Section VII. L. of the RFP. Aspira will plan to deliver the complete solution to NGPC on the License System go-live date.				
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-030 SectionVII.F	A. Does the system provide full https compatibility?	**X**			
	Bidder Response: Yes, all components of the Aspira Solution use TLS/SSL Encryption over the HTTP protocol (HTTPS). All certificates are maintained and managed by Aspira.				
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-031 SectionVII.F	A. Describe where the system identifies the user that edited/changed/updated data.	**X**			
	Bidder Response: In each screen where elements of the system can be created/edited/deleted, an administrative user can view the change history of the element. Below we demonstrate where the link to the change history is presented: Customer Profile Screen				

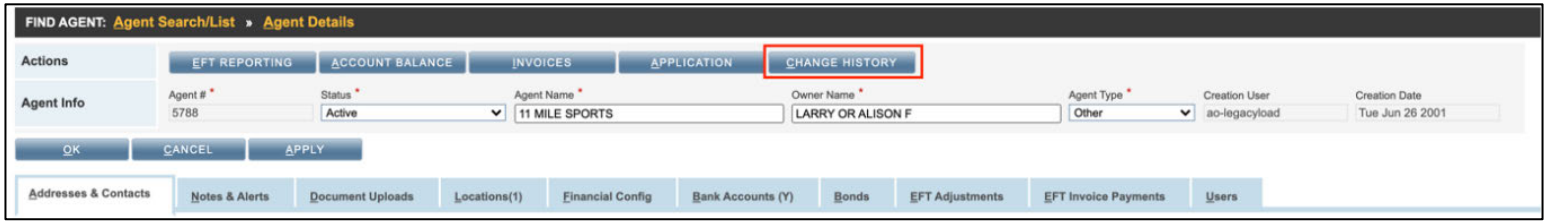
Change History on Customer Profile Screen

Item/Product Management Screen



Change History on Item/Product Management Screen

Agent Management Screen



Change History on Agent Management Screen

In all cases above, the change history screen shows the following data for each change made to a record:

- Date and time the change was made;

- The element/object that was changed;
- The action that occurred;
- The field on which the action was taken;
- The old value of the field;
- The new value of the field;
- The user who performed the action; and
- The location at which the action was performed.

Additionally, all changes to the records by the customer themselves are also tracked within the customer change history. If a customer changes information in their profile, the change will be logged in the system.

FIND CUSTOMER: Customer Search/List » Customer Details » Change History

Customer Info	CID #	Status	Customer Class	Creation Application	Creation Date	Creation User	
	618394910	Active	Individual	LicenseManager	Tue Aug 30 2005	Load,Legacy	
Name/DOB	First Name	Middle Name	Last Name	Suffix	Date Of Birth	Override Required Identifiers	Override Reason
	ELDEN	C	R		Wed Jan 28 1987	false	

DATE/TIME	OBJECT	ACTION	FIELD	OLD VALUE	NEW VALUE	USER	LOCATION
Thu Nov 28 2019 11:09 PM	Customer Profile	Update	Override Identifier on Create-Edit Customer	false	true	Administrator, System	Colorado Parks and Wildlife (CPW)
Thu Aug 29 2019 7:03 PM	Customer Profile	Update	Attribute Group - Hair Color		Black	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:03 PM	Customer Profile	Update	Attribute Group - Eye Color		Brown	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:01 PM	Customer Profile	Update	Longitude		-104.76852	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:01 PM	Customer Profile	Update	Latitude		39.61996	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:01 PM	Customer Profile	Update	Status	Pending	Valid	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:01 PM	Customer Profile	Update	Longitude		-104.76852	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:01 PM	Customer Profile	Update	Latitude		39.61996	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:01 PM	Customer Profile	Update	Status	Pending	Valid	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:01 PM	Customer Profile	Update	Attribute Group - Mobility Impaired		No	CO, Web Admin HF	www.cpwshop.com

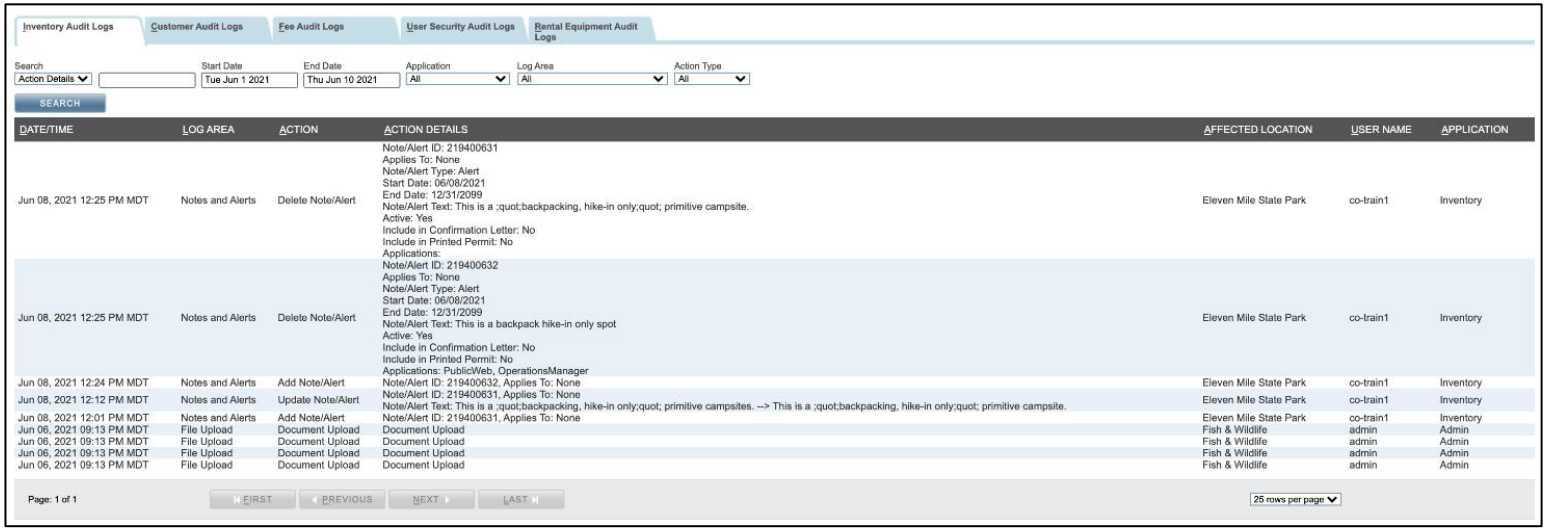
Customer Change History

In addition to the element-specific change history, there is a system-wide audit log that tracks changes across additional elements of the system including:

- Inventory;
- Customers;
- Fees;

- User Security; and
- Rental Equipment.

These audit logs can be filtered by date range, actions, locations, users, modules, and the type of action taken.



Inventory Audit Logs | Customer Audit Logs | Fee Audit Logs | User Security Audit Logs | Rental Equipment Audit Logs

Search: Action Details | Start Date: Tue Jun 1 2021 | End Date: Thu Jun 10 2021 | Application: All | Log Area: All | Action Type: All

SEARCH

DATE/TIME	LOG AREA	ACTION	ACTION DETAILS	AFFECTED LOCATION	USER NAME	APPLICATION
Jun 08, 2021 12:25 PM MDT	Notes and Alerts	Delete Note/Alert	Note/Alert ID: 219400631 Applies To: None Note/Alert Type: Alert Start Date: 06/08/2021 End Date: 12/31/2099 Note/Alert Text: This is a ;quot;backpacking, hike-in only;quot; primitive campsite. Active: Yes Include in Confirmation Letter: No Include in Printed Permit: No Applications:	Eleven Mile State Park	co-train1	Inventory
Jun 08, 2021 12:25 PM MDT	Notes and Alerts	Delete Note/Alert	Note/Alert ID: 219400632 Applies To: None Note/Alert Type: Alert Start Date: 06/08/2021 End Date: 12/31/2099 Note/Alert Text: This is a backpack hike-in only spot Active: Yes Include in Confirmation Letter: No Include in Printed Permit: No Applications: PublicWeb, OperationsManager	Eleven Mile State Park	co-train1	Inventory
Jun 08, 2021 12:24 PM MDT	Notes and Alerts	Add Note/Alert	Note/Alert ID: 219400632, Applies To: None	Eleven Mile State Park	co-train1	Inventory
Jun 08, 2021 12:12 PM MDT	Notes and Alerts	Update Note/Alert	Note/Alert ID: 219400631, Applies To: None Note/Alert Text: This is a ;quot;backpacking, hike-in only;quot; primitive campsites. --> This is a ;quot;backpacking, hike-in only;quot; primitive campsite.	Eleven Mile State Park	co-train1	Inventory
Jun 08, 2021 12:01 PM MDT	Notes and Alerts	Add Note/Alert	Note/Alert ID: 219400631, Applies To: None	Eleven Mile State Park	co-train1	Inventory
Jun 06, 2021 09:13 PM MDT	File Upload	Document Upload	Document Upload	Fish & Wildlife	admin	Admin
Jun 06, 2021 09:13 PM MDT	File Upload	Document Upload	Document Upload	Fish & Wildlife	admin	Admin
Jun 06, 2021 09:13 PM MDT	File Upload	Document Upload	Document Upload	Fish & Wildlife	admin	Admin
Jun 06, 2021 09:13 PM MDT	File Upload	Document Upload	Document Upload	Fish & Wildlife	admin	Admin

Page: 1 of 1 | FIRST | PREVIOUS | NEXT | LAST | 25 rows per page

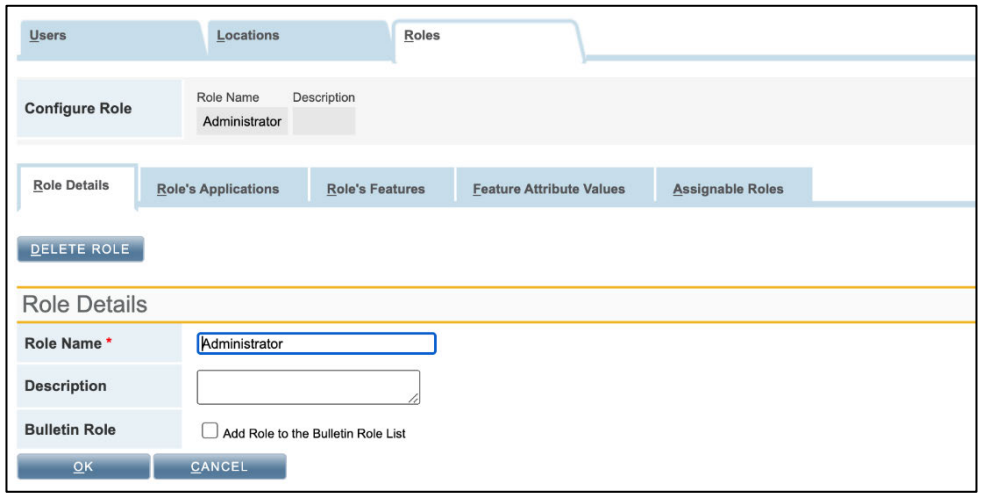
Audit Logs

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-032 Section VII.F.1.a	A. Describe how the system allows designated Administrative personnel to perform system maintenance (i.e., editing customer profiles, creation and updates of permits, adding/deleting business rules, etc.), reporting, and accounting functions.	X			

Bidder Response:

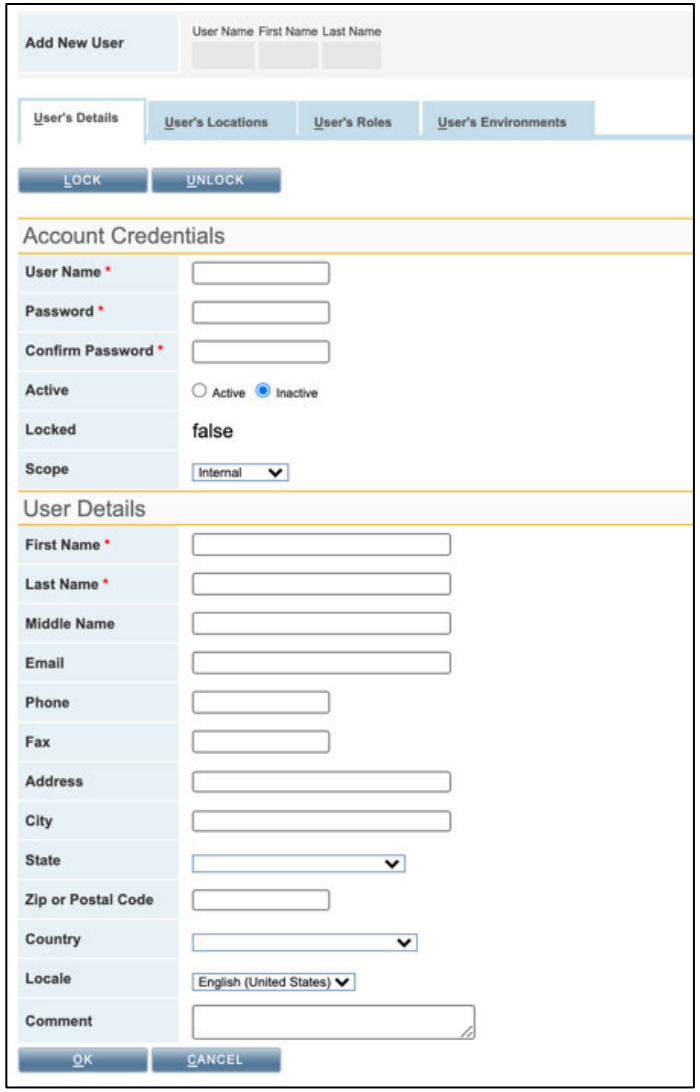
Aspira One supports role and location-based access for administrative personnel to perform system maintenance, reporting and accounting functions. A user can be assigned to multiple roles within the system and acquires the cumulative rights of the roles to which they are assigned. Role permissions are defined by the following attributes:

- **Applications –** This attribute identifies the various applications or modules within the system to which users in this role will have access. Examples of the applications that a role may be provided access to are License Manager (where license and permit product are managed), Finance Manager (where financial settings, charts of account, etc are managed), Admin Manager (where users, roles and locations are managed).
- **Features –** This attribute identifies which features of an application the users assigned to the role will have access to. For example, users assign to a Junior Accounting role may have access to the Finance Manager application but be assigned to a limited set of features that prevent them from managing or updating the chart of accounts.
- **Feature Attribute Values –** This attribute allows for the imposing of limits upon the use of certain features. For example, a user may be assigned to a role that allows the user to perform refunds. The Feature Attribute Values settings can be used to set a maximum refund amount for users in this role.
- **Assignable Role –** In certain circumstance, a user in a specific role may need to create another user (if their role allows) and assign that user to a role in the system. The Assignable Role attributes determine the roles to which the current user can assign a new user. The intention is to limit the ability to assign another user a higher role than the role of the person making the assignment.



Role Management

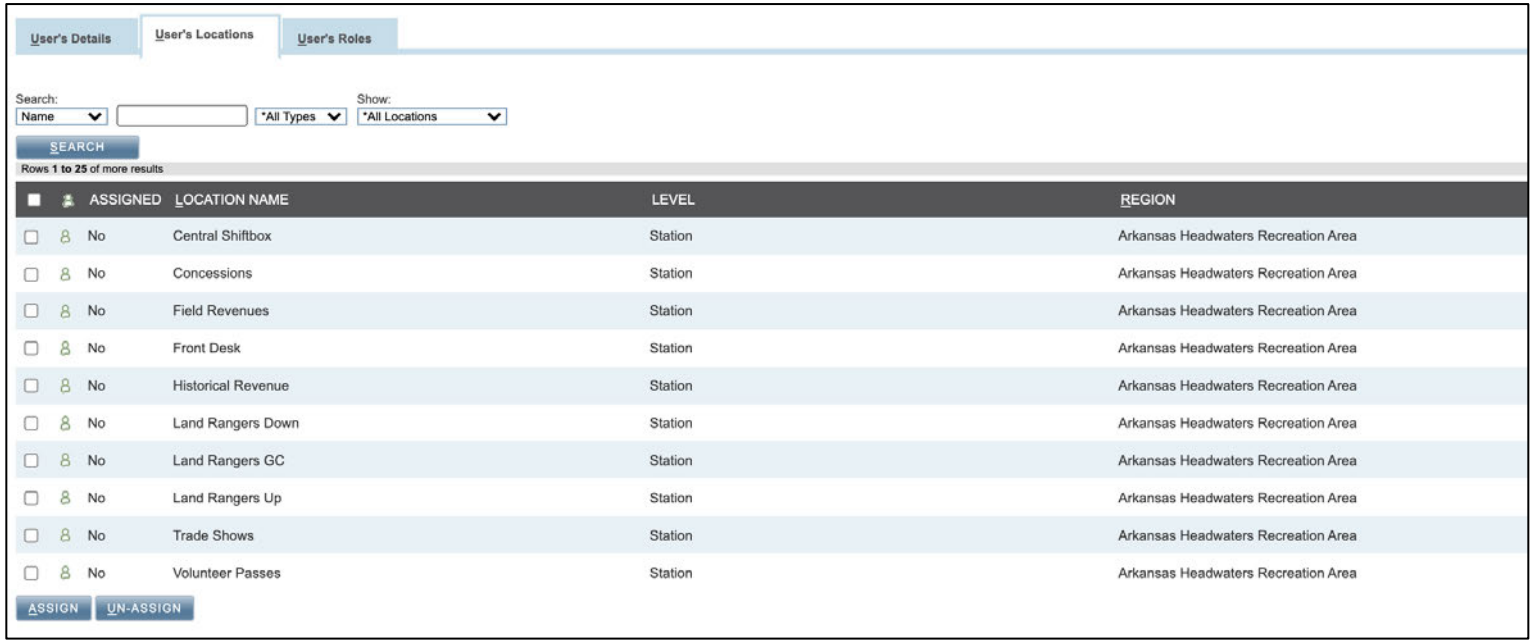
	Aspira's solution also supports location-based role assignment. Different roles can be assigned to a user based on the location in which they are accessing the system. For example, a user may be permitted to perform daily accounting tasks in the Lincoln office, but when they work in the Omaha office, they can only access the Point of Sales System to sell permits.				
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-033 Section VII.F.1.a	A. Describe how designated Administrative personnel can: ▲ maintain user IDs, ▲ update passwords, ▲ assign roles, and ▲ allows for agent account activation and deactivation	X			
	Bidder Response: System Administrative users with the appropriate permissions can create, edit and assign roles to new users through the Aspira Solutions Admin Manager Module. Depending on the administrator's permissions, new users can be provided with system-wide access or access to only specific locations. Creating/Managing User Accounts During user account creation, the administrator can assign a username and password for the new user and collect additional details as required. These details can include: ▲ Default active state for the user profile upon creation (active/inactive); ▲ First and Last name – these are required fields; ▲ Contact information – email, phone and fax; ▲ Address Information; ▲ Locale – preferred language setting for the user; and ▲ User Comments.				



New User Creation

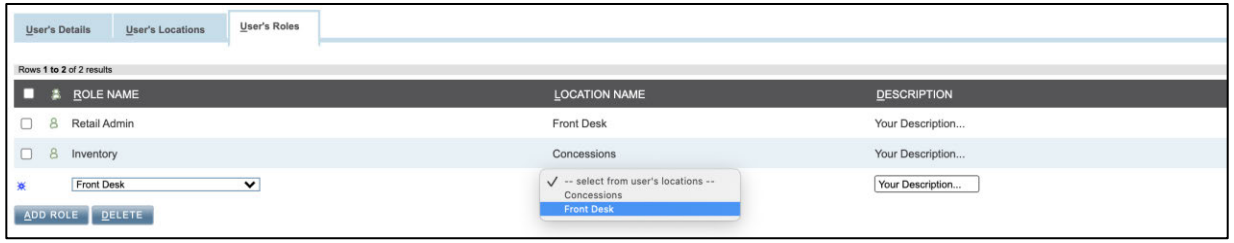
Once the user account has been created, the username is no longer editable as it is used for tracking change history throughout the system. Strong password criteria can be configured to meet the minimum rudiments for NITC.

Once the user profile has been created, the Administrator can assign location/roles to the user. The admin is limited to selecting the "Assignable Roles" defined for the role to which they have been assigned (***Note***: see FUN-032 for details). A user may be assigned to different locations.



Assigning User Locations

Once a location has been assigned to the user, roles can be defined for the user at each of the locations. A user's permissions are cumulative based on the locations/roles to which they have been assigned.

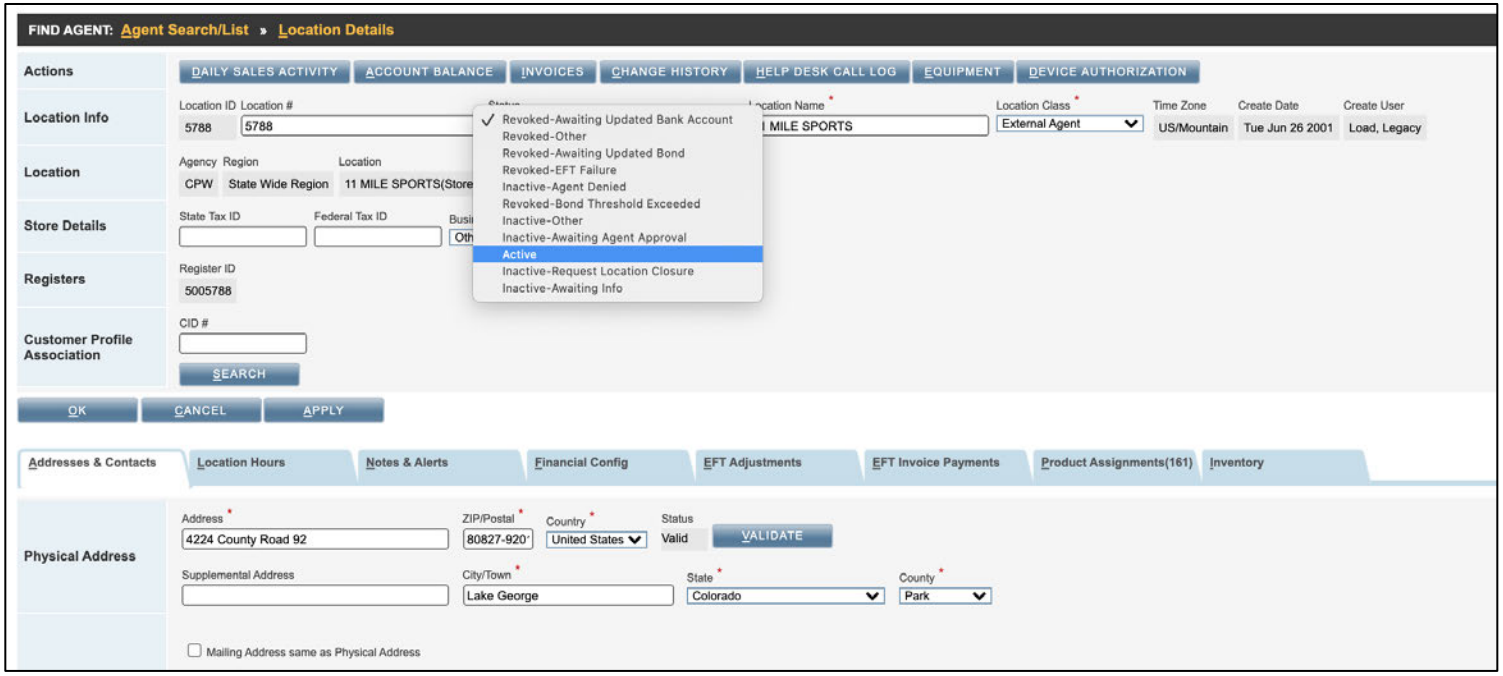


Assigning User Roles for each location

Agent Account Activation and Deactivation

Agent accounts are managed slightly differently although users associated with the agent accounts do follow a similar process to that described above. Configuring agents themselves occurs through the Agent Management Interface and is described in great detail starting in **FUN-061**. However, agent activation and deactivation can be quickly changed by administrators in the Agent Detail Screen. Various statuses may be applied to an agent based on the reasons for activation or deactivation including:

- Active;
- Revoked-Awaiting Updated Bank Account;
- Revoked-Other;
- Revoked-Awaiting Updated Bond;
- Revoked-EFT Failure;
- Revoked-Bond Threshold Exceeded;
- Inactive-Agent Denied;
- Inactive-Other;
- Inactive-Awaiting Agent Approval;
- Inactive-Request Location Closure; and
- Inactive-Awaiting Info.



Agent Account Status

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-034 Section VII.F.2	A. Indicate from the list below those functions that designated Administrative personnel <u>would</u> have maintenance control over: 1. Permits, applications, stamps, certificates, and products; 2. Permit type(s); 3. Permits, applications, stamps, certificates, product prices; 4. Financial account codes, applications, stamps, certificatesand products;	1. **X** 2. **X** 3. **X** 4. **X** 5. **X** 6. **X**		1. 2. 3. 4. 5. 6.	

Attachment A

Requirements Traceability Matrix (RTM) Request for Proposal 6506-Z1

Bidder Name: **Aspira**

Each of the items in the Requirements Traceability Matrix (RTM) table below requires a response of one of the following options: "Yes", "Customization required ", "No", and "Alternate". Bidders must respond to the RTM using the matrix format provided and should not change the order or number of the requirements.

The RTM should indicate how the bidder intends to comply with the requirement. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. The Commission will consider any such response to the requirements in this RFP to be non- responsive. **The narrative should provide the Commission with sufficient information to differentiate the bidder's functional, technical, and financial solutions from other bidders'solutions. Explain each response and describe how the proposed solution meets each requirement, providing at least the current features and processes.**

Only one box may be checked per requirement. If Oral Interviews/Presentations and/or Demonstrations are requested, bidder may be asked to demonstrate each item marked as "Yes", "Customization Required ", or "Alternate".

The Bidder Response box should be completed if the response to the requirement is "Yes","Customization required", or "Alternate". Bidders may also use it with "No" responses if desired. **Bidders must provide a response directly in the matrix, using as much space as needed.**Below is a brief definition of each response option. Bidders should carefully read the responsedefinitions as these responses, as well as the entire response to this RFP, will become part ofany resulting contract with the awarded contractor.

Yes	Yes, requirement is met and demonstrable in the current release of the product(s) proposed in the bidder's response to this RFP, without manipulation of fields, forms, or the need to add fields or tables to the system.
Customization Required	The requirement is not completely met by the product(s) included in the proposed solution but can be met with some customization. Bidder should indicate whether the requirement can be met by the go-live date and describe any other specificsthat will aid in evaluation.
No	No, the requirement is not or cannot be met by the product(s) included in the proposed solution. A response of "No" to a requirement does not eliminate the bidder's proposal from consideration.
Alternate	The "Alternate" option is appropriate when a requirement is in the process of being developed, but not implemented.

General Statement of Requirements
The State of Nebraska (State), Nebraska Game and Parks Commission (NGPC), is seeking a qualified Contractor to provide a statewide, Web-Based Permit/Licensing system that provides for automated permitting/licensing issuance, event registration, Customer Relationship Management (CRM), wildlife harvest reporting, Point of Sale (POS), and revenue management system that must support all existing business rules that are outlined in section VII. The system must complete transactions in real-time and provide cutting edge technology for both NGPC staff and customers. The system must provide flexibility for product/commodity expansion and specific business rule application by product/customer/location or other variables. Bidder must describe, and provide screen shots when applicable, to show the structure, functions, and processes of the proposed Web-Based Permit/Licensing system.

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-001 Section VII.A	A. Describe the system's Customer profile and the data it collects, to include but not limited to the following: 1. Customer name 2. Customer demographic 3. E-mail 4. Last four digits of social security number 5. Date of birth 6. Height/Weight/Hair Color/Eye color 7. Residency status 8. Hunter Education certification numbers	X			
	Bidder Response: All consumer interactions with the Aspira Solution start with the creation of a customer profile. The system generates a unique Customer ID for each created profile and uses data collected from the customer to prevent duplicate account creation and to drive business rules for license and permit product sales. At a minimum, a customer profile will collect information related to the identity and residency of the customer. These minimum fields include:				

	▲ First and Last Name – Middle initials/middle names and salutations/suffixes can also be collected as part of the customer information; ▲ Address Information – Includes validated Street Address, Apt/Unit No., City, County, State and Zip information; ▲ Date of Birth; ▲ Phone number – At least one of Home, Work or Mobile is required; and ▲ Email Address. As NGPC prefers, multiple identity types can be configured for customer profiles. Identity types typically include various government issued IDs (foreign or domesticate) that can be used to validate a customer's authenticity or be used for the purposes of identifying wildlife offenders or those with child support arrears. In all cases this data is encrypted at the field level and never presented in its entirety in the system. These data fields can include: ▲ Social Security Number – Optionally, the entire number can be collected or only the last 4 digits. For security purposes, the last 4 digits are all that will ever be displayed to the customer or administrators, and values are hashed and encrypted at the database field level; ▲ Driver's License Number – Driver's License (DL) number can be used to validate residency depending on how the DL numbers identify the individual. This changes on a state-by-state basis; ▲ Passport – Foreign or domestic; ▲ Visa – For foreign non-residents or resident aliens; and ▲ Other IDs – Any other ID as determined by NGPC (state ID, Hunter Safety Certification, etc). Optionally, NGPC may choose to collect an array of biometric data for each customer profile, and any number of these fields can be populated from a Driver's License Number (depending on how the State of Nebraska formats the DL numbers). These fields include: ▲ Height; ▲ Weight; ▲ Eye Color; ▲ Hair Color; and

	▲ Ethnicity. A customer's residency can be determined in the following manners, as deemed appropriate by NGPC: ▲ Declaration – The customer can declare their residency based on time lived in the State of Nebraska; ▲ Driver's License – If the customer has a valid NE driver's license, they can be determined as a resident; and ▲ State Issued ID - If the customer has any valid NE issued ID, they can be determined as a resident. Any number of additional Customer Attributes can be configured for customer profiles. Similar to the profile data listed above, these attributes can be used to configure business rules for product sales to ensure only the appropriate customers are able to purchase certain privileges and products. Some examples of these attributes can include: ▲ Hunter Education Certification; ▲ Disabled Hunter/Angler; ▲ Veteran; ▲ Active Duty Military; ▲ Active Duty National Guard; and ▲ Farmer. NGPC also has the option to determine a set of reduced customer profile fields when a customer first engages with NGPC through Aspira's Event Management System. The intention of this reduced profile is to lower the barrier to entry for those customers who may wish to engage in NGPC events before purchasing hunting or angling permits. Profiles created through the Event Management System still generate a unique Customer ID that can be used to complete the detailed profile, should the customer choose to engage in Hunting or Fishing activities at a later time.

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-002 Section VII.A	A. Describe your process to edit a customer profile must include but not limited to the following: 1. Unique Customer ID number 2. Customer demographics 3. Last 4 digits of SSN – alpha numeric 4. Add a "new" required field	X			
	Bidder Response: Editing a customer profile begins with a search for the customer profile. Aspira One's customer search screen allows authorized NGPC users to search customers based on a various combination of fields, unique customer ID, customer demographics, identity type (including last 4 digits of SSN), as well as name, address, driver license number, tax identification number or any combination of profile field using full text or wildcard searches. The user can select the appropriate customer record from the presented results for editing. The single piece of data that cannot be changed is the system generated Unique Customer ID. This number is specific to the customer, and the only way it can be updated is during a customer merge process where the administrator can choose which of the CIDs to use for the merged records. Even then, the non-selected ID is still associated with the customer profile to maintain the referential integrity of customer records. All other components of a customer profile are editable to varying degrees based on the permissions and role of the user performing the edits. For example, certain administrators may be able to edit SSN while others will not have the appropriate permissions to do so. Profile editing can be further restricted to prevent customers from editing certain pieces of the profile through the Online Customer Interface.				

FIND CUSTOMER: Customer Search/List » Customer Details

Actions: PRINT CUSTOMER RECORD | PRINT CUSTOMER APPLICATION | CHANGE HISTORY | PURCHASE PRIVILEGE | PURCHASE POS | EXCHANGE/UPGRADE | CUSTOMER'S ORDERS | CICO HISTORY

Customer Info: KDWPT # 102510104 | Status * Active | Customer Class Individual | Last Used Residency Resident | Tax Exempt No | Creation Application LicenseManager | Creation Date Mon Nov 18 2019 | Creation User Becker,Mary

Name/DOB: Salutation | First Name * John | Middle Name T | Last Name * Smith | Suffix | Date of Birth * 01/01/1990 | Override Required Identifiers | Override Reason

Phone/Email: At least one Phone Number is required*
Home Phone (620) 101-0101 Unusable | Business Phone Unusable | Mobile Phone Unusable | Text (SMS) Phone Unusable | Use Mobile Phone
Email longweekendtest@mailinator.com Unusable | Secondary Email | Fax Unusable

Contact Preferences: Preferred Contact Method No Preference
Phone Contact Preference No Preference | Phone Contact Time No Preference

Customer Details: Gender Male | Height 6 ft 1 in | Weight 200 | Eye Color Green | I give KDWPT permission to use my email address for KDWPT inquiries and upcoming events No | Preferred Language English

Elk Information: Antlered Elk Ind Not Awarded | Antlerless Elk Available Year 0

SSN: US Citizen Yes | Social Security Number ••••••••• | Override SSN | SSN Exempt Reason Other

Physical Address: Address * PO Box 1 | Supplemental Address | ZIP/Postal * 67124-0001 | Country * United States | Status Valid | VALIDATED | Override | Unusable
City/Town * Pratt | State * Kansas | County Pratt

Mailing Address: Mailing Address same as Physical Address

Edit Customer Profile

At any time, an administrator may add new profile questions that may be flagged as required. When this occurs, each time a profile is accessed through any channel (consumer, agent, admin), the user is prompted to complete the new field and save their profile.

Aspira One keeps a record of all the changes to Customer Record as well as any identifiers added when creating the customer records. Authorized NGPC users can view the Customer Change History.

FIND CUSTOMER: Customer Search/List » Customer Details » Change History

Customer Info	CID #	Status	Customer Class	Creation Application	Creation Date	Creation User
	214050411	Active	Individual	PublicWeb	Thu Jul 9 2020	Administrator,System

Name/DOB	First Name	Middle Name	Last Name	Suffix	Date Of Birth	Override Required Identifiers	Override Reason
	Vicky		Luo		Tue Jul 17 1990	false	

DATE/TIME	OBJECT	ACTION	FIELD	OLD VALUE	NEW VALUE	USER	LOCATION
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Mailing Address	Update	Address	2646 River Ave Unit C	2646 River Ave	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Mailing Address	Update	County		Los Angeles	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Mailing Address	Update	Status	Pending	Valid	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Mailing Address	Update	Longitude		-118.07294	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Mailing Address	Update	Latitude		34.06086	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Mailing Address	Update	ZIP/Postal	91770	91770-3399	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Physical Address	Update	Address	2646 River Ave Unit C	2646 River Ave	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Physical Address	Update	County		Los Angeles	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Physical Address	Update	Status	Pending	Valid	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Physical Address	Update	Longitude		-118.07294	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Physical Address	Update	Latitude		34.06086	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:24 AM	Addresses & Contacts-Physical Address	Update	ZIP/Postal	91770	91770-3399	Administrator, System	Colorado Parks and Wildlife (CPW)
Sat Mar 13 2021 1:09 AM	Customer Profile	Update	Status		Pending	Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:09 AM	Customer Profile	Update	Status		Pending	Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:09 AM	Customer Profile	Update	Identifier #		12345612789	Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:09 AM	Customer Profile	Update	Status		Active	Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:09 AM	Customer Profile	Update	Date of Birth		07/17/1990	Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:09 AM	Customer Identifier-CO Drivers License(29344278)	Add				Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:07 AM	Update Customer	Update	Last Credit Card Use Preference	Yes	No	Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:07 AM	Addresses & Contacts-Mailing Address(22453387)	Add				Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:07 AM	Addresses & Contacts-Physical Address(22453386)	Add				Ra, Web Admin	www.reserveamerica.com
Sat Mar 13 2021 1:07 AM	Customer Identifier-CID #(29344277)	Add				Ra, Web Admin	www.reserveamerica.com

Page: 1 of 1 FIRST PREVIOUS NEXT LAST 25 rows per page

RETURN TO CUSTOMER DETAIL PRINT

Customer Change History

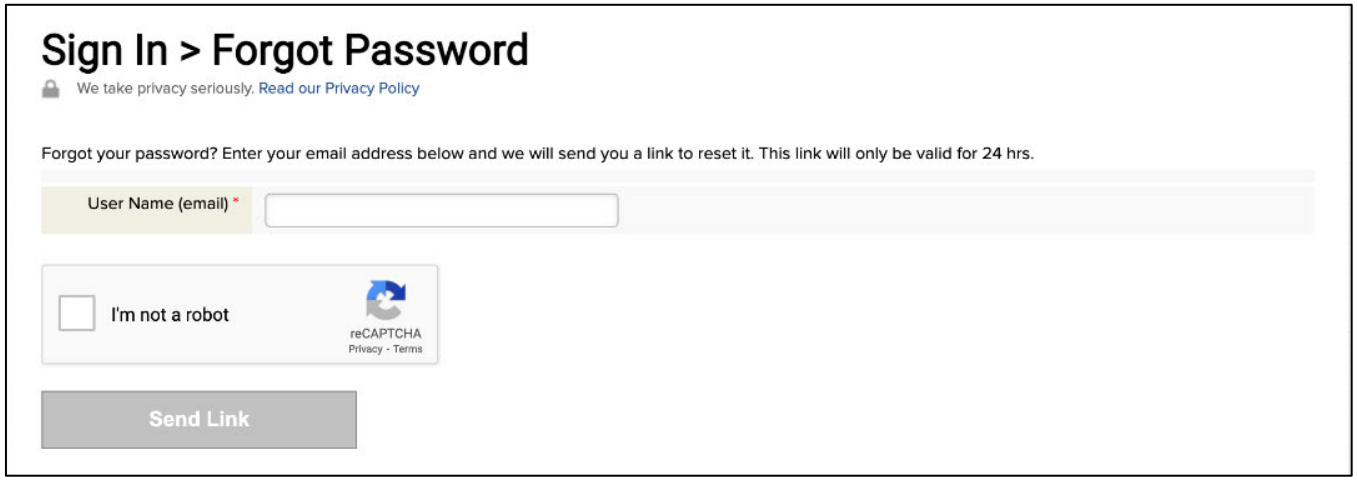
FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-003 Section VII.A	A. If a password is required to log on to a customer profile, indicate how the password is reset by the customer, and/or by administration.	X			

Bidder Response:

The use of a password is a configurable option that NGPC can choose to require of consumers in order for them to gain access to the Online License System.

Consumer Password Reset

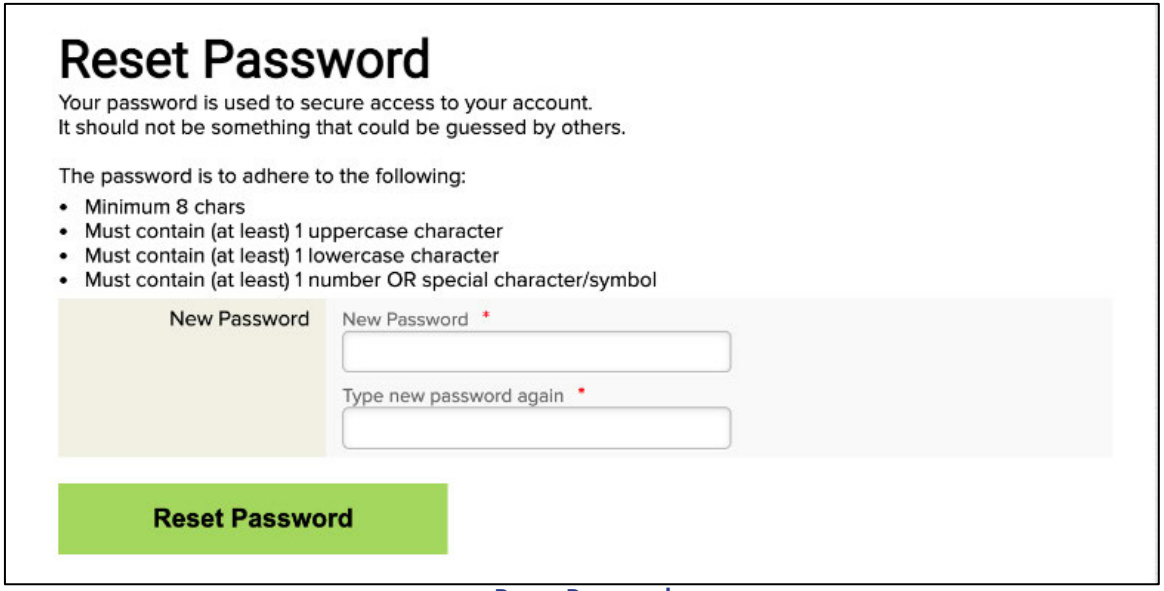
Aspira One offers a "Forgot Password" function to consumers on the login screen of the Online License System. In order to reset their password in this manner, a consumer must provide their email address. Upon recognition of the email address and its association with a customer profile, the system will send a password reset link to the customer. The reset link can be configured to expire after a certain period of time (usually 24 hours).



Forgot Password function on Public Website

When the consumer clicks the link, they are directed to a screen where they must enter and confirm a new password to access the system. The password must abide by the strong password rules defined in the system such as:

- Minimum number of characters;
- Minimum use of upper and lowercase characters;
- Minimum use of alpha and numeric characters; and
- Minimum use of special characters.



Reset Password

Upon reset, the customer is notified by email of the change and can proceed to log in with the new password.

Administrative Password Reset

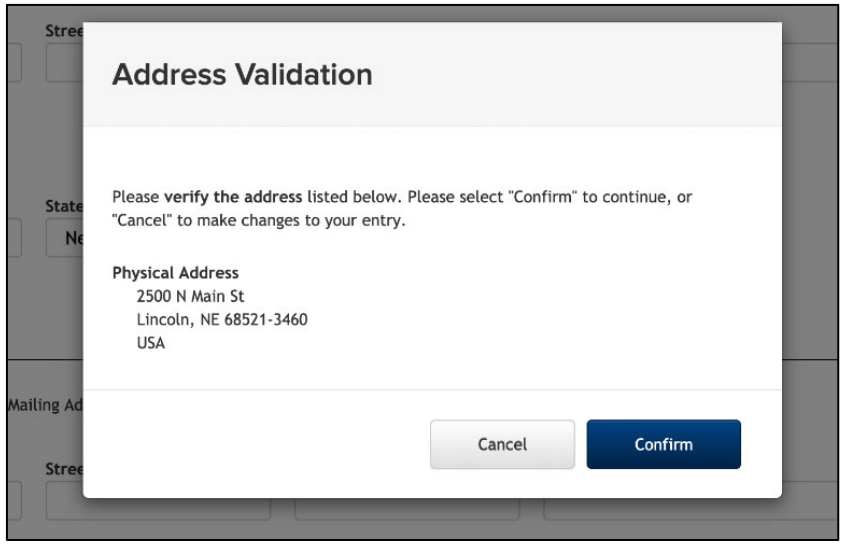
An administrator cannot reset a customer's password from the administrative module. The administrator can ensure the profile has an email address so the customer can use the forgot password function on the Public Web. This ensures that the customer's password is never known by system users.

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-004 Section VII.A	A. Describe how your system verifies USPS mailing addresses including address lookup verification.	X			

Bidder Response:

The Aspira Solution provides address validation for U.S. and Canadian addresses through Melissa.com. Melissa Data provides an auto-complete feature and an address validation feature to ensure customers, administrators and license agents are inputting valid address information when creating and editing profiles.

Upon the input of street address, zip/postal code and country, and if the address combination is found, Melissa Data automatically populates the city, state/province, and county and normalizes the address to U.S. Postal Service formatting Rules.



Melissa Data Address Validation

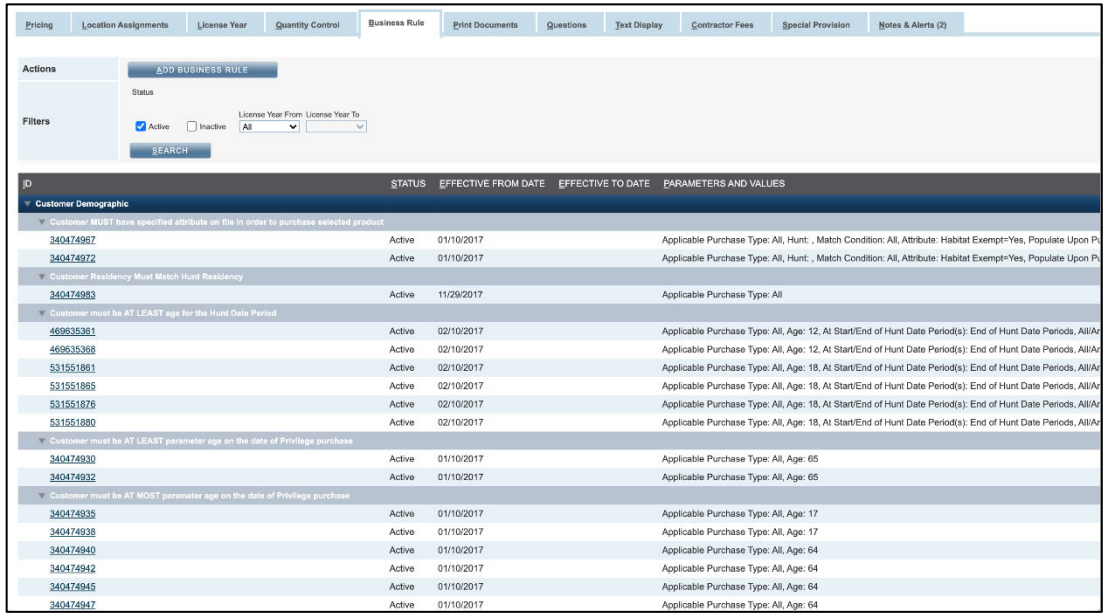
FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-005 Section VII.A	A. Describe how your system flags or identifies specific customergroups such as: 1. Customers 69 and older by the DOB 2. Veteran 64 and older 3. Disabled Veteran 4. Special/Disabled Fish 5. 1. Deployed Military	X			
	Bidder Response: Aspira's Solution offers two methods of identifying specific customer groups. These methods are identified when business rules are configured for privilege and product sale or when reports are generated for specific customer groups. *Method 1: Automatic* Numerous customer groups are defined automatically within the system and do not have explicit flags assigned. The customer in these groups is identified by the information in their profile, and the system will validate this information to ensure the customer meets the appropriate criteria before presenting products/permits for purchase. The parameters for these groups are as follows: ▲ **Age** – Youth under 16, customers 69 and older as defined by DOB. Business rules can be configured to consider age at the time of purchase or age within the given year. ▲ **Residency** – Customers may be grouped by residency based on a declaration or proof of residency (State-issued ID) ▲ **Other** – While age and residency are the most common profile attributes to which business rules are associated, NGPC may wish to configure other rules based on other profile information, especially when generating reports.				

Method 2: Manual Profile Attributes

Aspira One also supports the flagging of customers with specific profile attributes. These profile attributes can indicate if the customer has a disability, is a veteran, is Active Duty military, is on a National Guard deployment, etc. Any number of customer attributes can be configured and included within the business rules for product/permit purchase.

Combining Methods

The two methods can also be combined to further segment customers for reporting, outreach, or to support business rules. For example, a specialized permit can be configured to consider a customer's age and residency combined with a "Veteran" customer attribute. This permit then becomes available only to those customers who meet the specified requirements. The customer search function, ad hoc reporting, and CRM functions also support combinations of any customer profile and customer attribute data to help segment customers for various purposes.



Permit Business Rules

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-006 Section VII.A	A. Describe the process your system uses to add legal land descriptions to a profile including the number of acres owned, the parcel identification number, quarter, section, town, range, county, acres, possession (own or lease), relation to the owner, name of the property owner.				X

Bidder Response:

Aspira is in the process of defining and developing a Landowner Preference Point solution with Colorado Parks and Wildlife, and will be available to NGPC as part of our proposal. This solution will allow for the collection and registration of land parcels for Landowners by including the following information in their customer profile:

- Game, Hunt or Wildlife Management Unit on which the land resides;
- Number of acres;
- Possession;
- Parcel ID and location (quarter, section, town, range, county);
- Number of acres per parcel;
- Combined total of acres; and
- Name of Land Manager (if different from owner).

The collection and verification of this information can be authenticated with workflow management through Law Enforcement to ensure the information provided is accurate.

In addition to the collection of this information, this data can be used to allocate landowner draw applications for different game that may be present on the land. Landowners can be given preference in draws for certain species and allocated a set of vouchers that can be disseminated to individuals for hunts on the registered land.

This collection of legal land descriptions and the opportunity to use the Landowner draw functionality will be available for Nebraska by go-live.

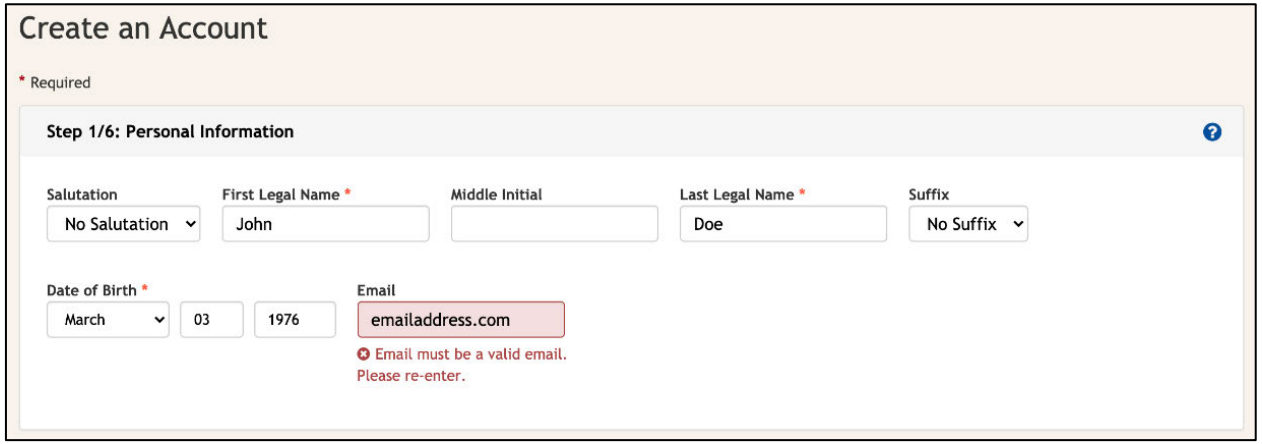
FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-007 Section VII.B	A. Describe how the system checks for invalid entries or characters,such as invalid email address or phone numbers.	X			

Bidder Response:

Aspira One utilizes dynamic field-level validation (phone number and email address formatting) at the presentation layer, business-layer validations to ensure proper workflows and values (pre-requisites), and data-type validations on all of our tables to ensure proper data is saved to the database. These validations check that:

- All the required fields for profile or purchase have been completed by the user;
- Information such as phone numbers and SSNs have the appropriate number and type of characters;
- Fields only accept characters for which they are formatted (ex. Zip can only accept numeric values); and
- Fields that require special characters contain those characters (ex. @ symbol in an email address).

With all levels of validation, the consumer/user is presented with meaningful messages informing the user of the error so it can be quickly corrected.



Field Level Validation

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-008 Section VII.B	A. Describe how the system checks for item prerequisites beforeadding an item to the cart.	X			

Bidder Response:

The Aspira Solution provides a flexible and comprehensive business rules validation engine that enables NGPC to utilize the sales and application workflow to determine if and how an item is displayed to a customer and whether it can be purchased.

Filtering

This method will validate pre-requisites in advance of product display by examining the user's profile after they are logged in to display only those products that are suited to the logged in user. This method is best utilized for business rules around age and residency. It will declutter the user's product list and ensure only applicable licenses are displayed for purchase or application.

The system will refer to the parameters defined for an item to determine if the item should appear to the customer. For example, if the item's parameters state that an item is for residents 65 and older, the system will not even display the item to a customer whose profile information does not meet the item's configured business rule pre-requisites. In this manner, the system filters out the items in the catalog for which a customer, by nature of their profile information, is ineligible. The system can consider the following parameters when filtering an item:

- Age;
- Residency;
- Disability;
- Veteran Status;
- Military Status;
- Farmer Status; and
- Any other configurable customer attribute that places a customer in a specific group against which an item's business rules can be enabled.

	Enabling This method validates pre-requisites during the customer sales or application workflow. When a customer meets all filtering requirements, an item may still be ineligible for purchase based upon other pre-requisites. In this case, these items are not hidden from the customer but the customer is unable to add the items to their cart. Clear and concise messaging states to the customer the reason and requirements to be able to add an item to their cart. For example, a hunting permit may be configured to require proof of Hunter Education before it can be purchased. If the customer does not have a Hunter Safety certification on their profile, the hunting permit will still be displayed in the catalog for that customer, but will indicate that the certification must be present before the customer can add the permit to their cart. The system can use several parameters to determine if an item is enabled for purchase for a specific customer: ▲ **Certifications** – (ex. Hunter safety, HIP); ▲ **Base License or item** – (ex. Customer cannot purchase a deer tag unless they own a hunting permit); ▲ **Similar, owned product** – (Ex. Cannot purchase an Annual Fishing license if you already own the Annual Hunt/Fish Combo for the license year); ▲ **Previous harvest** – A customer may not purchase an item if there is an outstanding harvest report; and ▲ **Suspensions/Revocations** – A customer may not purchase select items if there is any type of suspension or revocation on their profile (for example, a recent arrest may prevent the purchase of a hunting license but still allow the purchase of a fishing license). In the methods above, whether the customer meets the pre-requisites for items is determined as the item catalog is loaded. At no time will a customer ever see an item that is filtered from their view, nor will they ever be able to add an item that is disabled for them due to their lack of pre-requisite. It should also be noted that a customer may add an item to their cart if the pre-requisite item is already in their cart. For example, a customer who adds an Annual Hunting License to their cart may also add a Resident Deer Permit (assuming the Hunting License is a pre-req for the deer permit) and purchase them together in a single transaction. However, if the customer adds the two items to the cart, then removes the pre-requisite item, the system will automatically remove the other item that required the pre-requisite item for purchase.

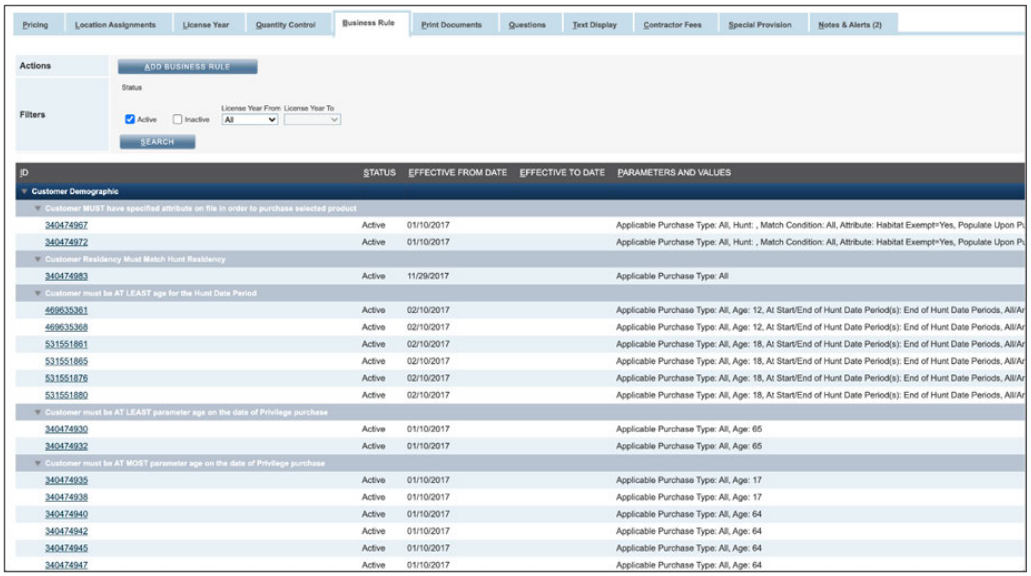
FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-009 Section VII.B	A. Describe how the system checks to make sure the number of sold permits does not exceed available inventory.	X			
	Bidder Response: The amount of inventory or quota for a permit can be controlled in three places in Aspira's solution: **Item Inventory** Item inventory is used when a particular item has a finite inventory available for all users in the system. Defining the inventory value at the item level for a permit will allow only that number of permits to be sold, at which point the item will be removed from the catalog. **Hunt Area Inventory** Permit inventory can be defined at a hunt area or zone level. Different hunt areas will support varied populations of certain species, and once NGPC biologists define the quota for a hunt area, the quota will be enforced for over the counter or surplus permits sales. As customers purchase the permit, the inventory volumes will be reduced and when they reach zero, the hunt area will no longer be available for selection during permit purchase. **Draw/Lottery Inventory** Using the Hunt Area Inventory logic, draws and/or lotteries will only award the number of permits available as defined by the quota in a hunt area. This will prevent more than the inventory of permits or quota of a hunt area from being awarded. In cases where permits are open for sale and inventory is controlled, a customer who adds a permit to their cart will immediately and temporarily reduce the inventory count for a NGPC-defined period until they complete their purchase, at which time the inventory is permanently adjusted. If, after the defined period, the customer has not completed their transaction, the customer's cart will expire and the permit will be added back to the available inventory. This is especially critical during peak purchase periods for high-demand permits since it prevents the sale of more permits than inventory allows. In the very unlikely event a customer gets around that safeguard, the system will do a final inventory check before completing the transaction to ensure the permit has inventory greater than zero. If inventory is at zero, the customer will receive a message stating that the permit is no longer available.				

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-010 Section VII.B	A. Describe how the system validates a customer's profile to check age and residency.	X			

As noted in FUN-008, Aspira One provides a flexible and comprehensive business rules validation engine that enables NGPC to utilize the sales and application workflow to determine if a product is available to a customer based upon their age and residency.

The method used to validate age and residency is the product filtering method, which occurs in advance of product display by examining the user's profile and displaying only those products that are suited to the logged in user.

The system will refer to the age and residency parameters defined for an item to determine if the item should appear to the customer. For example, if the item's parameters state that an item is for residents 65 and older, the system will not even display the item to a customer whose profile information does not meet the item's configured business rule pre-requisites. In this manner, the system filters out the items in the catalog for which a customer, by nature of their profile information, is ineligible.



Permit Business Rules

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-011 Section VII.B	A. Describe how the system validates customer mailing addresses for subscriptions and donations.	X			
	Bidder Response: Aspira One provides Delivery Point Verification (DPV) for U.S. mailing addresses through Melissa.com. Melissa Data provides an auto-complete feature and DPV feature to ensure that customers, administrators and license agents are inputting valid delivery point information when creating and editing a mailing address that may not be a street address.				

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-012 Section VII.B	A. Describe how the system verifies against revocation list/rules.	X			
	Bidder Response: Revocations or suspensions are easily performed against an offending customer's profile, either manually or through a nightly batch process. When a revocation/suspension is defined, it can be set to invalidate any currently owned license or permit and prevent the customer from purchasing permits in the future, either indefinitely or for a period of time. A customer with a revocation/suspension can be prevented from purchasing ANY privilege or permit within the system or purchasing certain types of permits within the system. The sales and application business logic in the Aspira Solution automatically looks at customer profiles for revocation/suspension information and adjusts the product catalog according to the parameters of the revocation and the business rules configured on the items. In cases where the customer may be eligible to purchase a permit if the revocation/suspension did not exist, NGPC can choose to hide the item completely or to display a message to the customer explaining why they are unable to purchase the item.				

Suspension/Revocation				
Customer cannot have parameter SUSPENSION type on file (Deny Sale)				
340474952	Active	01/10/2017	Suspension Type: General (SUSP), Applicable to Vouchers with Authorization Group only: No	Don't Display
340474955	Active	04/02/2015	Suspension Type: Child Support (SUSS), Applicable to Vouchers with Authorization Group only: No	Display Warning
340474957	Active	04/02/2015	Suspension Type: Hunt (HSUS), Applicable to Vouchers with Authorization Group only: No	Display Warning
340474959	Active	04/02/2015	Suspension Type: Harvest (HARV), Applicable to Vouchers with Authorization Group only: No	Display Warning
340474961	Active	04/02/2015	Suspension Type: Survey (MSRV), Applicable to Vouchers with Authorization Group only: No	Display Warning
340474963	Active	04/02/2015	Suspension Type: Compact General (CSUS), Applicable to Vouchers with Authorization Group only: No	Display Warning
340474965	Active	04/02/2015	Suspension Type: Compact Hunt (CSUH), Applicable to Vouchers with Authorization Group only: No	Display Warning

Suspension/Revocation Business Rules

FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
FUN-013 Section VII.C	A. Describe how the system replaces a permit, based on statute requirements.	X			

Bidder Response:

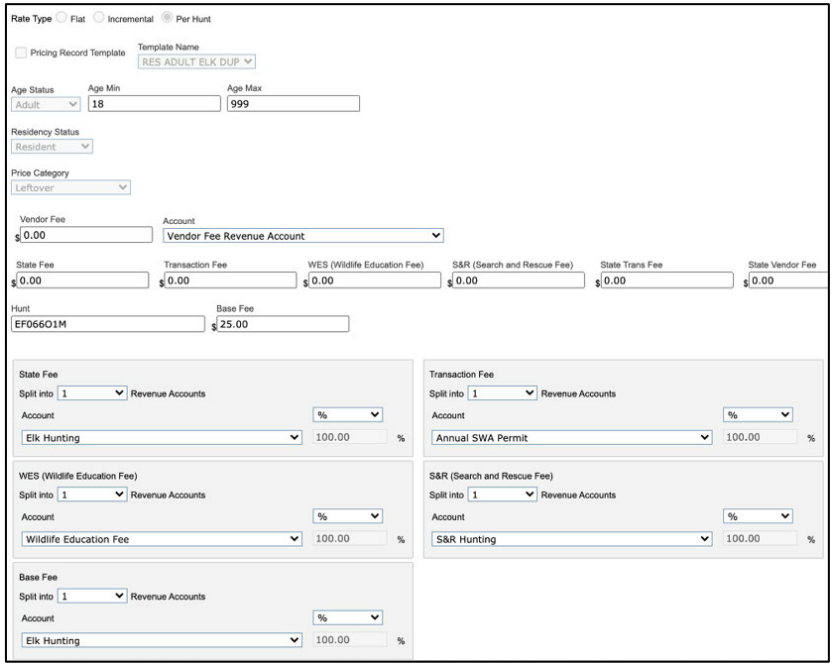
Aspira One supports the configuration of duplicate/replacement permit functionality to meet all requirements of Nebraska statute requirements:

- Each item in the catalog can be configured with a replacement fee (or no fee for certain groups) and have the fee associated with a revenue account of NGPC's choosing.
- NGPC can define the allowable sale dates for replacement permits.
- A replacement fee and applicable taxes can be configured for a replacement permit.
- Replacement fees can be configured for different amount depending on hunt location if desired.
- A replacement can be limited to specific sale locations. For example, the item can be configured to only allow the purchase of duplicate at license agent locations or NGPC offices.
- A duplicate permit document will be provided to the customer for print at home or from a license agent with the following attributes:
  - The document will have the same permit # as the original document.

- The word "Duplicate" will be printed on the document in clear and easily visible text.

- An affidavit document can be configured to print with the duplicate permit so that a license agent or NGPC staff can collect a signature from the customer.
- When a replacement document is sold, the original document becomes voided in the system.

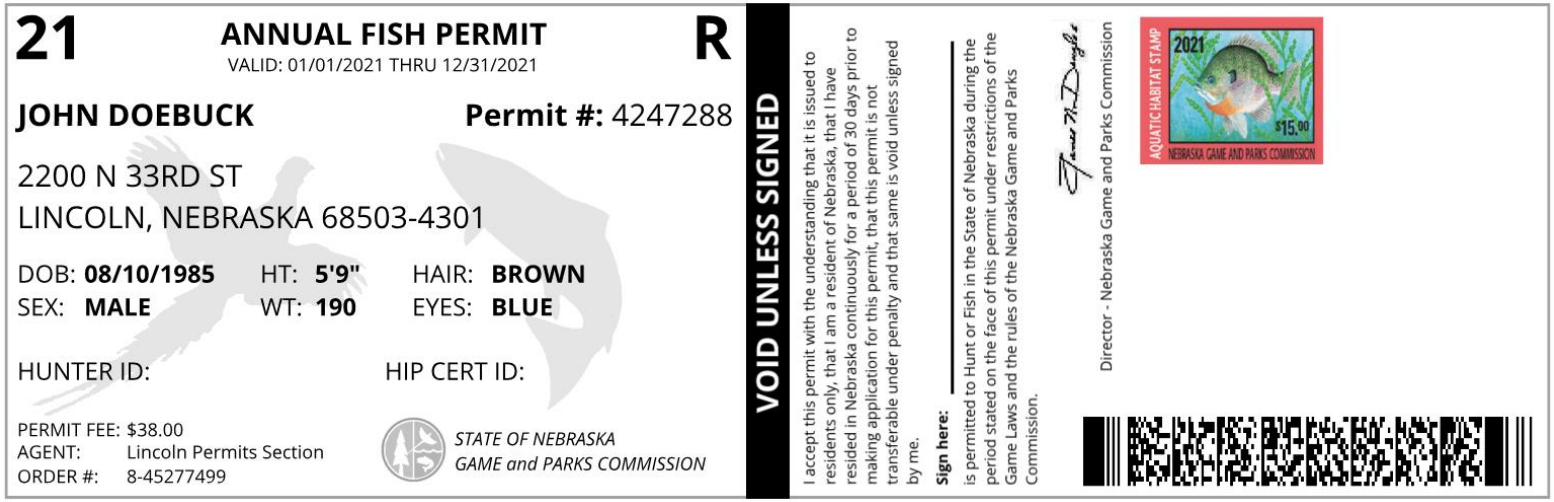
There are numerous ways that NGPC may configure replacement item sales. It would be typical to allow customers to purchase certain replacement permits through the Online License System (e.g. Fishing License). However, NGPC may wish to restrict the purchase of replacement permits for more complex or significant items to License Agent locations where the clerk can collect a signed replacement affidavit from the customer during the replacement permit purchase. The replacement item functionality in the Aspira Solution is highly configurable and is designed to meet all current and future needs of NGPC.



Fee Schedule for the Purchase of a Duplicate Permit

FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
FUN-014 Section VII.C	A. Describe how the system reprints a permit, based on statute requirements.	X			
	Bidder Response: Aspira One allows an administrator to define the reprint rules for each item. The administrator can set the following rules and restrictions for reprint: ▲ Define whether or not a permit allows for reprints. ▲ Configuration of time-based reprint restriction by location class (Internet, License Agents). For example, NGPC may allow a customer to reprint their Fishing License from the Online License System for the period in which the license is valid. However, NGPC may wish to only allow License Agents or NGPC locations to reprint Elk permits and only for a short period of time (30-60 minutes) after initial purchase. ▲ Limit the number of reprints before a customer is required to purchase a duplicate permit. The Aspira solution allows for unique configurations of reprint functionality to provide the best possible experience for your customers and license agents while still ensuring there are limits in place to prevent overuse of the reprint function.				
FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
FUN-015 Section VII.C	A. Describe how the system exchanges a permit, based on statute requirements.	X			
	Bidder Response: Aspira One currently supports two configuration options for permit exchanges: ▲ An administrator can define the permits that can be exchanged in the settings of the permit that is currently owned by the customer. A customer may exchange permits at a License Agent or NGPC location,				

	surrendering any paper documents for the currently owned permit before the exchange is completed. The customer will either pay or receive a refund for the difference in fees between the two permits. ▲ Certain permits can be allowed to upgrade to a higher level permit. In these cases, the customer will again surrender their existing permit and pay the difference to upgrade. Cases where this occurs may be similar to the following but is at the discretion of NGPC: – Upgrading from a short-term permit to an annual permit (7-day fishing to annual fishing). – Upgrading from an annual permit to a combination permit (Annual Fishing to Annual Hunt/Fish Combo). – Upgrading from an annual permit to a lifetime permit.				
FUN #	Print and Reprint Permit and Certificate	Yes	Customization Required	No	Alternate
FUN-016 Section VII.D	A. Describe and provide a screenshot of a physical Annual Fish Permit with Aquatic Habitat stamp and paper receipt.	X			
	Bidder Response: The Aspira Product and Professional Services team follows a template design process with NGPC that allows for you to define how your permits will look and what information is included. This is based on numerous factors: ▲ Paper size; ▲ Colors; ▲ Permit and Stamp information; ▲ Nebraska Logo; ▲ Stamp locations on permit documents; ▲ Permit conditions and supporting text; ▲ Receipt information (there is an option to use the permit itself as a receipt for purchases at a license agent location); ▲ PDF417 barcode information; ▲ HIP Information; and ▲ Hunter Ed Certifications. A mock-up of the license is provided below:				



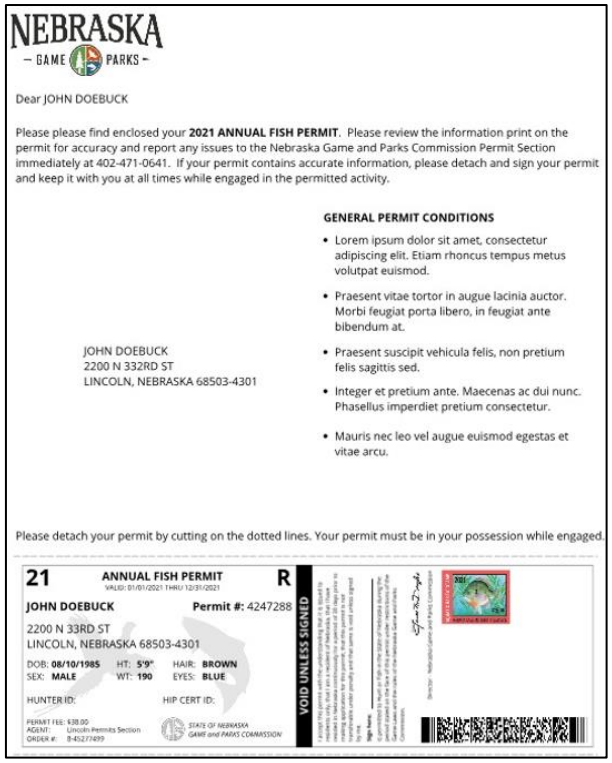
Annual Fish Permit with Aquatic Habitat Stamp

As noted above, the permit can be designed in any manner to suit NGPC needs. The mock-up provided is an update to the existing permit provided by NGPC today. The changes include:

- License Year is indicated in large, bold font at the top left of the document;
- Permit Residency is indicated in large, bold font at the top right of the permit;
- The validity dates are display at the top below the permit name;
- The information in the permit has been logically grouped with the horizontal lines remove to improve visual clarity;
- The permit fee, the agent from which the permit was sold, and the Order # are presented in the bottom left for reference. The order # is a unique identifier for this transaction in the Aspira Solution;
- A 2D, PDF417 barcode is included and can contain the details of the permit or customer for quick scan and look-up by law enforcement.

The permit itself can be included as part of a larger document that can be fulfilled by NGPC as needed. The large document supports the inclusion of customizable content and can contain:

- Greeting and confirmation of purchase;
- Mailing address for windowed envelopes;
- Permit conditions;
- Marketing material and helpful links; and
- Any other info as determined by NGPC.



NEBRASKA
– GAME PARKS –

Dear JOHN DOEBUCK

Please please find enclosed your **2021 ANNUAL FISH PERMIT**. Please review the information print on the permit for accuracy and report any issues to the Nebraska Game and Parks Commission Permit Section immediately at 402-471-0641. If your permit contains accurate information, please detach and sign your permit and keep it with you at all times while engaged in the permitted activity.

JOHN DOEBUCK
2200 N 332RD ST
LINCOLN, NEBRASKA 68503-4301

GENERAL PERMIT CONDITIONS

- Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam rhoncus tempus metus volutpat euismod.
- Praesent vitae tortor in augue lacinia auctor. Morbi feugiat porta libero, in feugiat ante bibendum at.
- Praesent suscipit vehicula felis, non pretium felis sagittis sed.
- Integer et pretium ante. Maecenas ac dui nunc. Phasellus imperdiet pretium consectetur.
- Mauris nec leo vel augue euismod egestas et vitae arcu.

Please detach your permit by cutting on the dotted lines. Your permit must be in your possession while engaged.

21 ANNUAL FISH PERMIT R
VALID: 01/01/2021 THRU 12/31/2021
JOHN DOEBUCK Permit #: 4247288
2200 N 33RD ST
LINCOLN, NEBRASKA 68503-4301
DOB: 08/10/1985 HT: 5'9" HAIR: BROWN
SEX: MALE WT: 190 EYES: BLUE
HUNTER ID: HIP CERT ID:
PERMIT FEE: $38.00
AGENT: Lincoln Permits Section
ORDER #: 8-45277499
STATE OF NEBRASKA GAME and PARKS COMMISSION
VOID UNLESS SIGNED

Permit as a part of a larger printable document

A transaction receipt will accompany the permit when the transaction is completed. The receipt will show all applicable fees related to the purchase of the permit. Fees may vary as agreed upon by NGPC and Aspira.

NEBRASKA
– GAME PARKS –

Transaction Receipt: 8-45277499

Permittee: JOHN DOEBUCK
Date of Birth: 08/10/1985

ITEM NAME		FEE
2021 ANNUAL FISH PERMIT - RESIDENT	QTY: 1	$38.00
2021 AQUATIC HABITAT STAMP	QTY: 1	$25.00
	SUB-TOTAL:	$63.00
ADDITIONAL FEES		**FEE**
	TOTAL:	**$63.00**
	PAID:	**$63.00**

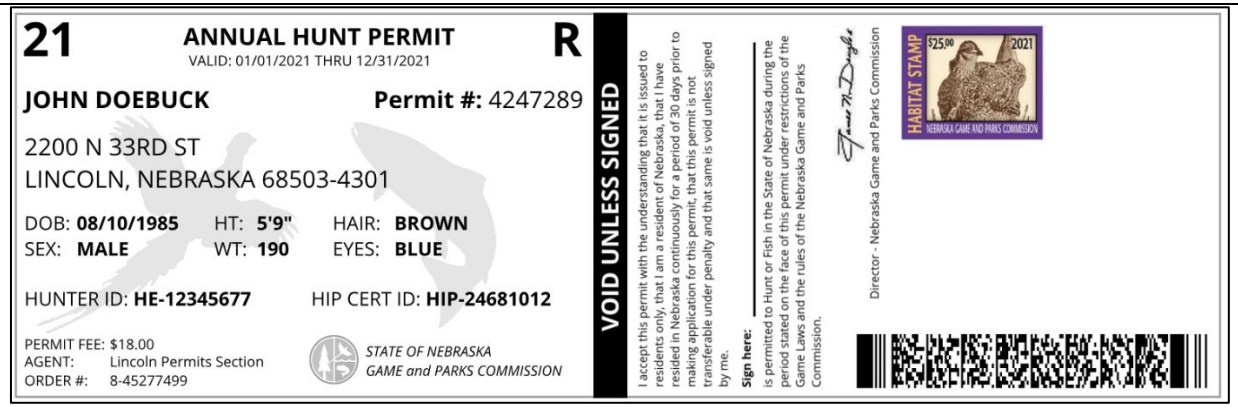
MASTERCARD
CREDIT CARD #: **********5454
REFERENCE #: 366712
PURCHASE DATE/TIME: 06/21/2021 08:45 AM
PURCHASE LOCATION: LINCOLN PERMITS SECTION

Printable Purchase Receipt

B. Provide a screenshot of a mobile Annual Hunt Permit with Habitat stamp with digital receipt.	X			

Bidder Response:

Should the customer purchase their Annual Hunt Permit without using the Hunt & Fish Mobile App, they will receive a pdf version of the license document that can be stored to their mobile device or printed at home. This permit will typically follow a similar format to the permit as printed at a license agent or NGPC location:



Annual Hunt Permit with Habitat Stamp

If the customer is using the Hunt & Fish Mobile app on Android or iOS, their permit will be displayed as follows:

Annual Hunt Permit in Mobile Hunt & Fish App with Habitat Stamp

In both cases, the customer will receive their receipt by email in the following format Fees may vary as agreed upon by NGPC and Aspira.

NEBRASKA
– GAME PARKS –

Transaction Receipt: 8-45277499

Permittee: JOHN DOEBUCK
Date of Birth: 08/10/1985

ITEM NAME		FEE
2021 ANNUAL HUNT PERMIT - RESIDENT	QTY: 1	$18.00
2021 AQUATIC HABITAT STAMP	QTY: 1	$25.00
	SUB-TOTAL:	$43.00

ADDITIONAL FEES	FEE
INTERNET CONVENIENCE FEE	$1.29

TOTAL: **$44.29**
PAID: **$44.29**

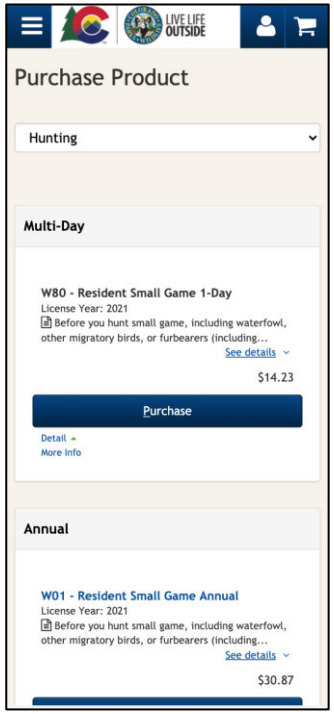
MASTERCARD
CREDIT CARD #: **********5454
REFERENCE #: 366712
PURCHASE DATE/TIME: 06/21/2021 08:45 AM
PURCHASE LOCATION: ONLINE PERMIT SYSTEM

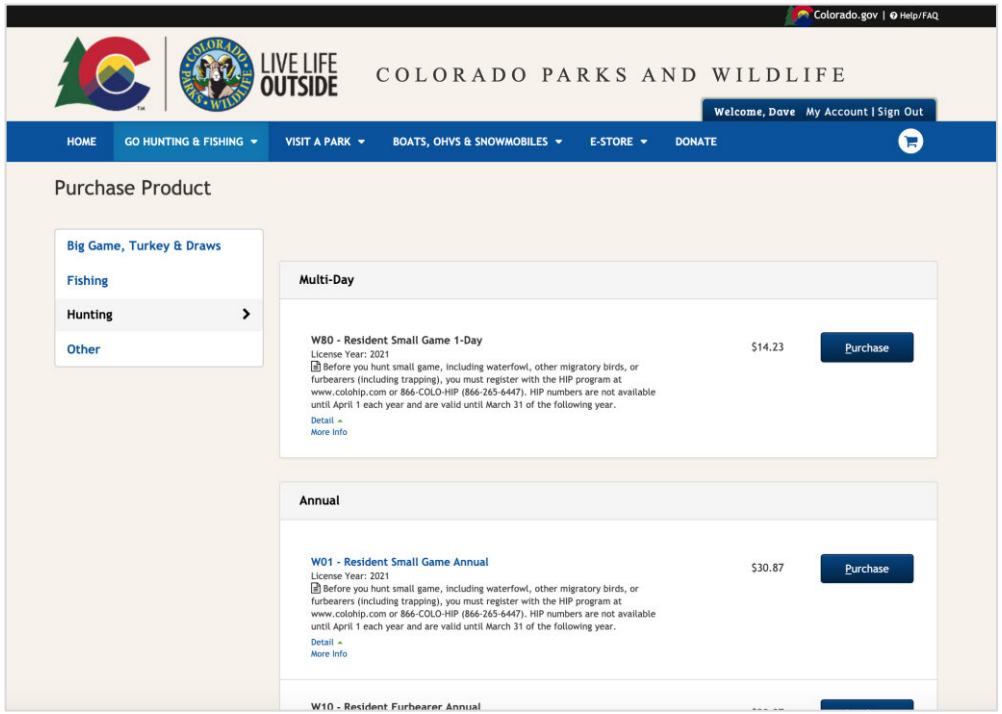
Email Receipt

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-017 Section VII.E.1	A. Does the system recognize when a customer accesses the website using a mobile device? If so:	X			
	Does the system direct the customer to download an app?			X	
	If "No" to question 1, does the system route the customer to a "mobile optimized" version of the site?	X			

Bidder Response:

The Online License Sales interface for the Aspira Solution has been designed using Web Responsive technology. The site employs the use of media queries within the system stylesheets to alter the layout of the screen and to optimize the experience for each user, regardless of whether they are on a desktop or a mobile device.



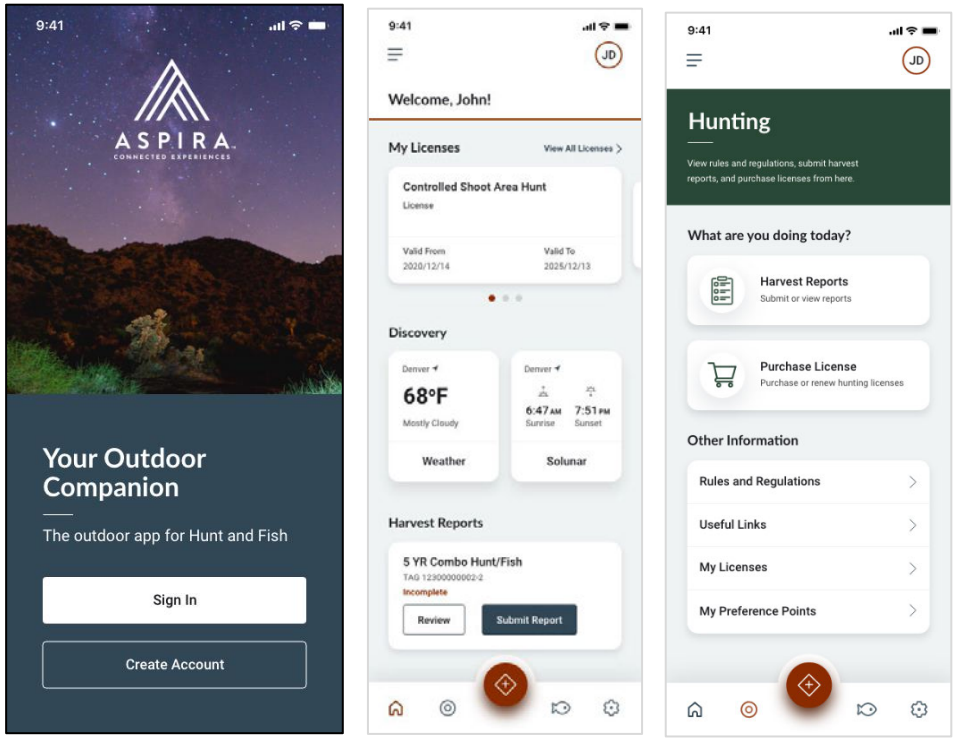


Mobile and Desktop View of the Public Website Catalog

Aspira offers a Hunt & Fish Mobile Application to accompany the web offering. Built for iOS and Android, the mobile Hunt & Fish app provides a means for customers to carry an electronic version of their documents, to report harvests in online or offline mode, and will link to the mobile-friendly product catalog for additional purchases. The H&F App includes numerous additional features such as:

- White-labeling for Nebraska;

- Registering customer accounts right from the app;
- Login to access customer hunting and fishing licenses with at any time, even when offline;
- Add multiple profiles to the app;
- Wildlife Management Unit check in and check out;
- Harvest reporting through the mobile app, available when offline too;
- Viewing and downloading updated rules and regulations;
- Viewing all License Agent locations around you; and
- Finding useful information such as a customer's Preference Points, weather for the day, solar/lunar cycles, and lots more.

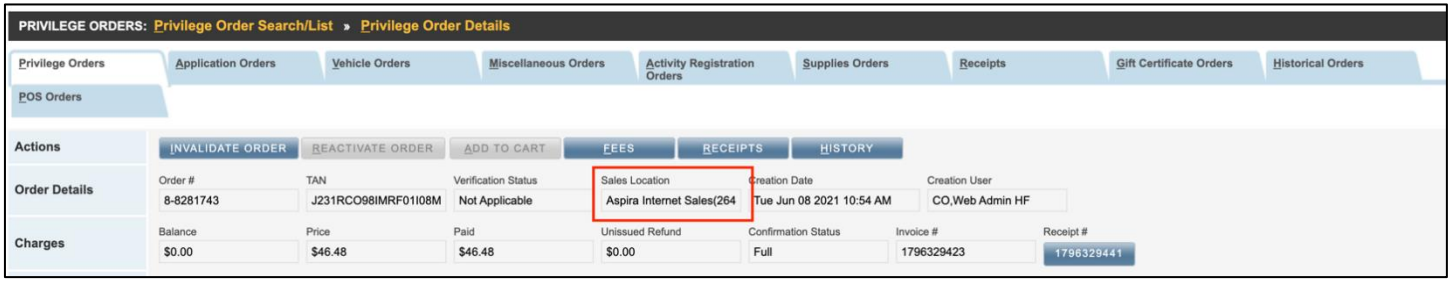


Hunt & Fish Mobile Application for iOS and Android

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-018 Section VII.E.1	A. Describe how the system differentiates between the transactions sold via the Public Website versus Mobile, External Agent, and Internal Agent transactions.	X			

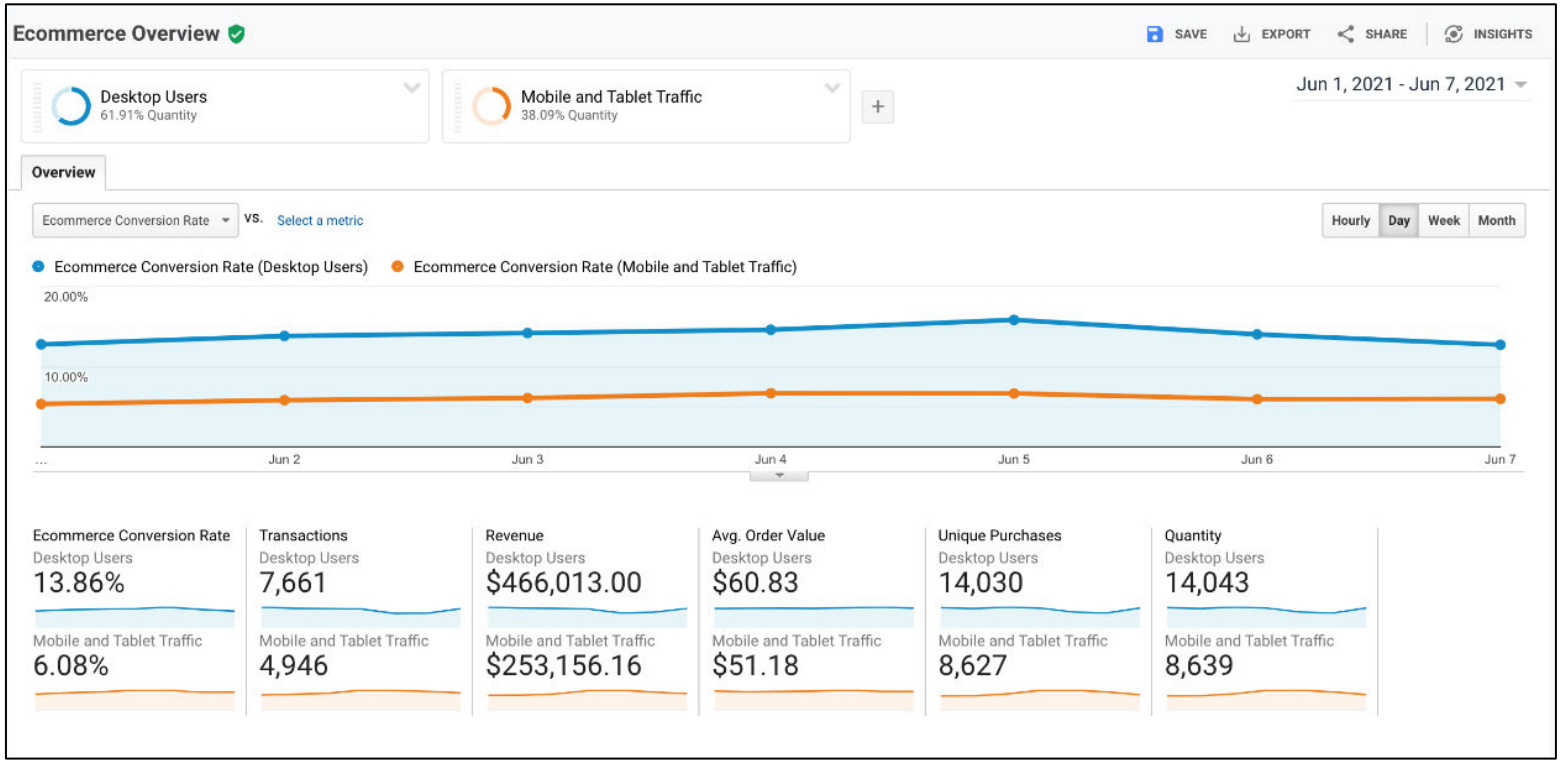
Bidder Response:

Each order processed by the system includes and displays the Sales Location for the order. For External and Internal Agents, the name of the agent location itself will be captured and is included in numerous sales and financial reports.



Sales Location of the Purchased Product Tracked With the Purchase Order.

Since the Public Website and Mobile site are one and the same, Google Analytics e-commerce tracking can be used to differentiate between desktop and mobile sales.



Google Analytics E-commerce Data

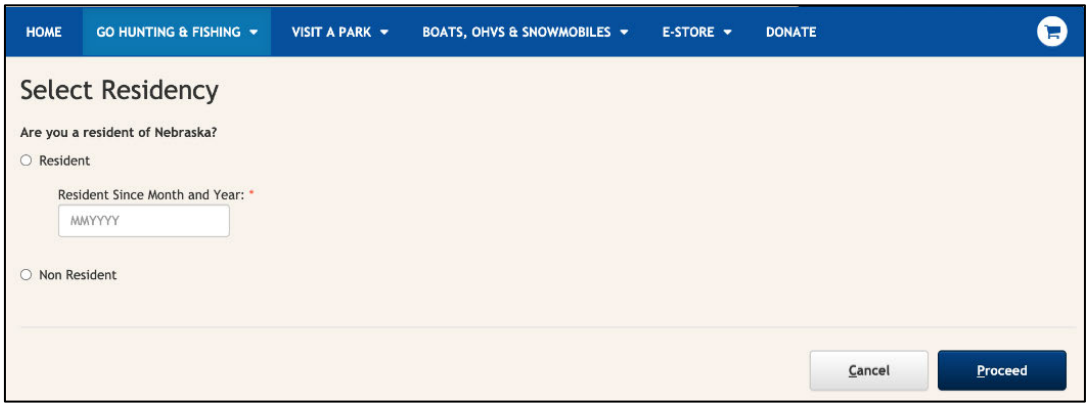
FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-019 Section VII.E.2A	A. Describe how a customer initializes the purchase process via: 1. Public Web 2. Mobile	X			
	Bidder Response:				

The initialization of the Purchase process by the customer is the same for both Public Web and Mobile users. Customers who may use the Hunt & Fish Mobile App (iOS or Android) are directed to the mobile-friendly view of the Public Web. The steps a consumer will complete to initialize a purchase are as follows:

- After a customer has logged into the Online License System, they can initiate the purchase process through the main navigation by specifying the types of permits or products the wish to purchase.

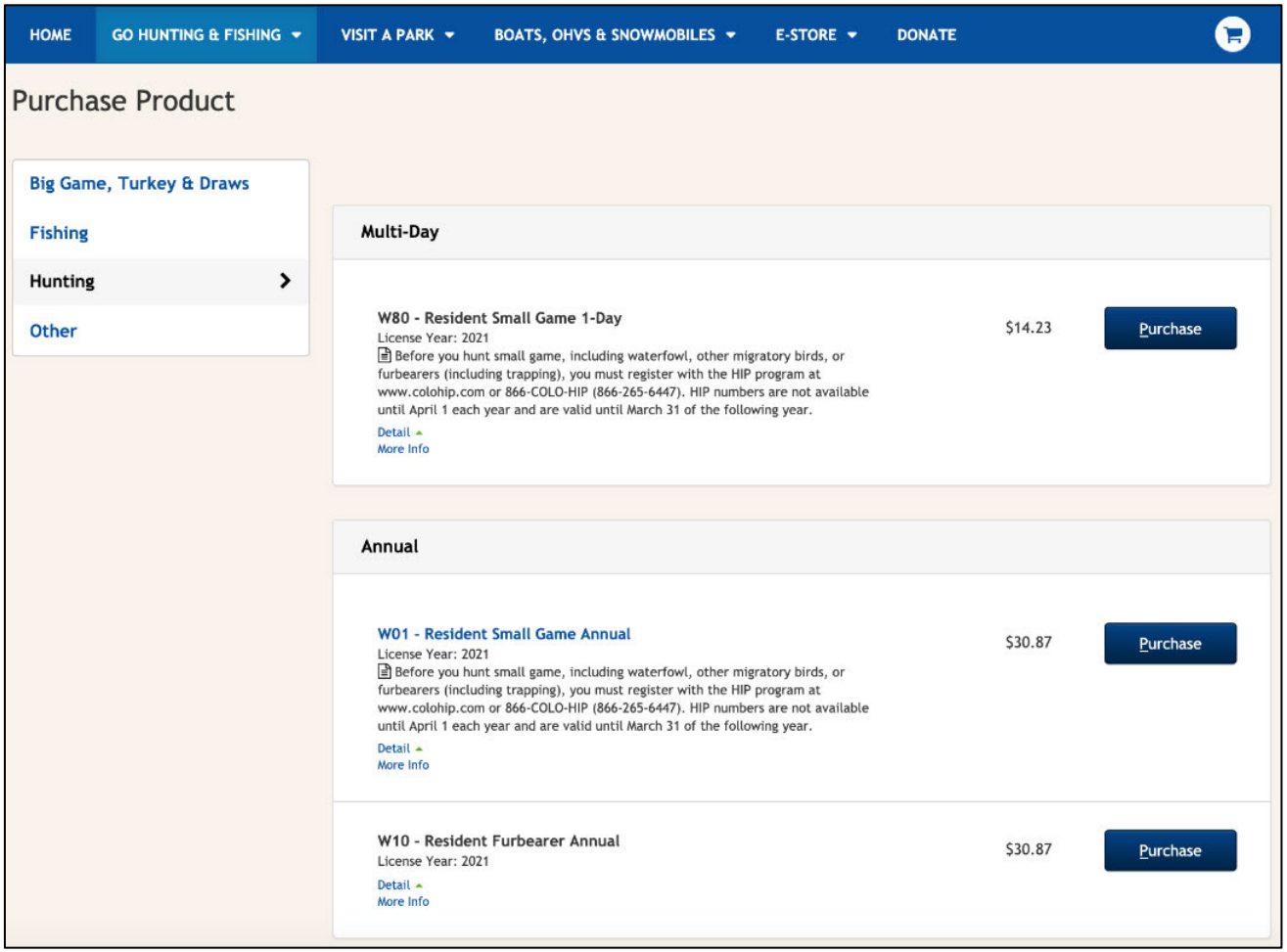
Public Website Navigation

- The system can be configured to prompt the customer to confirm their residency before proceeding to the product catalog page.



Residency Confirmation

- Upon residency confirmation, the system will review and apply all defined business rules against the customer profile. These rules will include (*Note*: see FUN-008 for additional detail):
  - Age and residency check;
  - Special customer status (Disability, Veteran/Active Duty Military, Farmer, etc);
  - Any other configurable customer attribute that places a customer in a specific group against which an item's business rules can be enabled;
  - Customer Certifications – (ex. Hunter safety, HIP);
  - Owned licenses or permits that may be pre-requisites or preclude the customer from purchasing similar permits;
  - Outstanding harvest reports; and
  - Active suspensions and or revocations on the customer profile.
- The catalog of available items will be presented to the customer, categorized, grouped and ordered in the manner defined by NGPC during initial system implementation.



Customer-specific catalog items based on business rules

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-020 Section VII.E.2.a	A. Describe how products and permits are added to the shoppingcart.	X			

Bidder Response:

The shopping cart is an integral part of the Online Sales System that keeps the customer in the application workflow while maintaining PCI compliance through tokenized connections to the payment processing system. When a customer meets the appropriate requirements for the business logic associated with a product or permit, they are able to click the "Purchase" button for that product or permit. The steps that follow depend on the type of product and how it may be configured for sale. Each type of product and the user experience flow for each is described in detail below.

Applications

Application products are configured for the purpose of allowing a customer to enter a lottery or draw for controlled hunts. Application items, when added to the cart, will prompt a customer to select their preferred hunt selection in priority order. The number of selections can be determined by NGPC when configuring the lottery or draw. An application fee may be collected, and depending on how the draw is configured, a customer may be required to provide a credit card that will automatically be charged should they win the draw. Alternatively, a draw can be configured to inform the customer they have won and direct them to proceed with purchasing the hunt permit from the Online License System or at a License Agent Location.

Permits

Purchasing permits is very similar to the purchase of a draw application in that, when added to the cart, the customer may be prompted to select a hunt area or multiple hunt areas for the permit. Fees can be calculated based on the permit or based on the number of hunt areas selected.

Combinations/Packages

When items are configured in combo permit and a combo is added to the customer cart, the system will sequence the items and prompt the customer to make the appropriate selections or answers regarding specific questions related to each permit in the combo. For example, when a customer adds a Resident Annual Hunt/Fish Combo license, they will be asked to:

	▲ Confirm their residency; ▲ Answer any questions specific to the Annual Hunt Permit included in the combo; ▲ Answer any questions specific to the Annual Fishing Permit included in the combo; ▲ Answer any questions specific to the combo item itself; and ▲ Fees for combination permits can be the total of all permits in the combo or a unique combo permit fee. Merchandise When merchandise is added to the cart (t-shirts, stamps, hats, etc.), the system will prompt for any information related to the selected item (e.g. T-shirt size) and the process can be configured to confirm the customer's mailing address. Subscriptions When subscription-based items are added to the cart, the system will prompt the customer to confirm their mailing address. Depending on how the subscription item is configured, the system may request payment information for recurring billing or payment up front. Settings Available for All Products and Permits There are number of configurable settings that can be applied to all items within the system. These settings will define the experience for the consumer at the point where they add the product to the cart. These available settings are as follows: ▲ **Additional Questions** – Any number of additional questions can be added to an item and will be asked during the 'add to cart" flow. ▲ **Upsells** – Items can be associated to the item being added to the cart as an upsell. For example, an Aquatic Habitat Stamp can be associated with a Fishing or Combo Permit and prompt (or require) the customer to add the Stamp to their purchase. ▲ **Auto-renewals** – Certain items can be configured for auto-renewal and will prompt the customer to provide payment information and authorize the automated purchase of a renewal. ▲ **Donations** – The system can be configured to prompt for donations when certain items are added to the cart or as a "round-up" option before the customer moves from the cart to checkout.

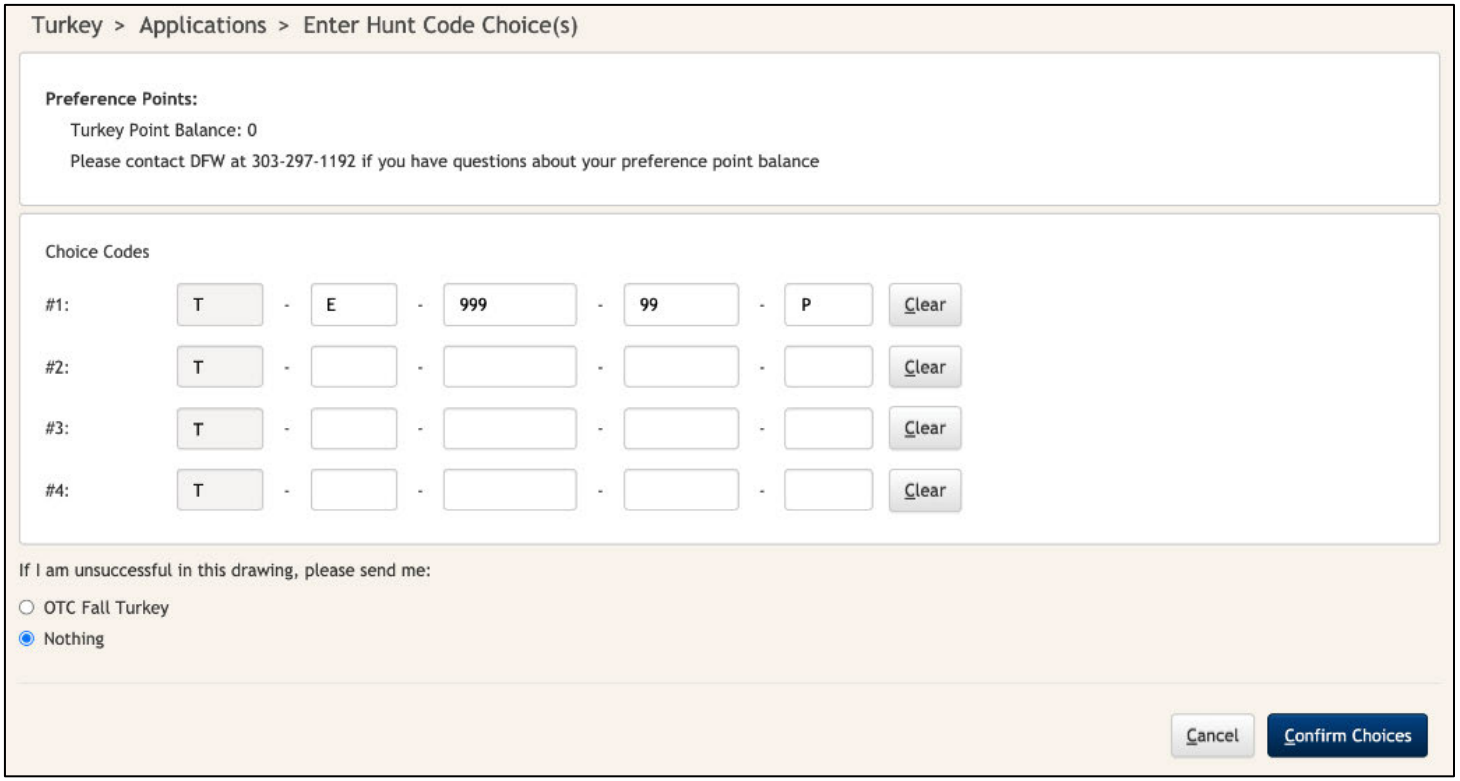
	▲ **Payment plans** – Certain product such as high priced hunt permits or off-road vehicle/boat registrations support the use of payment plans and will prompt the customer to choose their preferred schedule when the product is added to the cart. In nearly all cases, items may use a combination of any or all of the above settings to prompt the customer with specific actions when an item is added to the cart. Once the prompts have been completed, the item (or items) are added to the cart and are ready for checkout. The customer may choose to checkout or keep shopping.				
FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-021 Section VII.E.6	A. Describe the system's capability to complete a lookup on the Interstate Violator Compact.		**X**		
	Bidder Response: Aspira One can be easily configured to import files from the Interstate Wildlife Violator Compact and apply the suspensions or revocations to any customers listed in the IWVC. This functionality will require some minor configuration during product implementation to determine and develop the feature to suit Nebraska's expectations and rules regarding data from the IWVC. This functionality will be available for project launch.				
FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-022 Section VII.E.5	A. Describe how the system allows customers to purchase items forfriends and family.		**X**		
	Bidder Response: Aspira One does not currently support the ability for a customer to make a purchase for another customer other than themselves through the public website or mobile, although this is supported at License Agent Locations. We are in the process of defining a solution that will support two approaches to this: ▲ The system currently supports the purchase of Gift Licenses at License Agent locations. These gift licenses are purchased on behalf of family or friends and can be redeemed by the recipient for an actual license. This functionality is being reviewed for viability on the Public Web and Mobile.				

	▲ Family Accounts or Account linking is being reviewed for security considerations and would allow customers to search for another customer profile and link it to their profile with authorization from the other customer. In this manner, a parent could link the profiles of their spouse and children to their own profile so that when logged in to the Public Website, the linked profiles are also loaded. The customer would then be able to switch between profiles for all linked customers in a single transaction with the catalog business rules applied to the currently selected profile. This solution is currently in the design phase and could be accelerated if it is required for delivery by go live.				
FUN #	Public Website and Mobile Fulfillment process	Yes	Customization Required	No	Alternate
FUN-023 Section VII.E.7	A. Describe the process to purchase a temporary permit that is fulfilled through the postal mail.	X			
	Bidder Response: In the Aspira Solution a permit can be defined as requiring fulfillment through one of either Postal Mail, by pick-up at a license location, or even within the Mobile Android or iOS app at NGPC's discretion. As a part of that process, the permit can be configured to provide a temporary print-at-home permit to the customer until the official permit is fulfilled. The temporary permit: ▲ Includes the words "Temporary Permit" printed in highly visible text on the document. ▲ Can be configured to expire after X number of days where X is defined by NGPC. There are no additional fees for a temporary permit. Customers who purchase a permit for at-home printing of a temporary permit will receive the temporary permit included in the fee paid for the purchased permit.				
	B. Describe the process to pull information into a report that allowsfor the fulfillment of temporary permits, including a .csv file.	X			
	Bidder Response: In order to provide the appropriate report format for fulfillment services, Aspira proposes the use of our ad hoc reporting suite, Insights Manager. During implementation, our professional services group will work with NGPC staff to define the required formatting for the report or reports to meet the needs of the fulfillment services group				

	in the Lincoln Headquarters office. Once the report format is defined, the report or reports can be scheduled to provide the delivery of a CSV file by email or SFTP at NGPC defined intervals.				
FUN #	QR Code/Smart Number	Yes	Customization Required	No	Alternate
FUN-024 Section VII.E.8	A. Describe the system's ability to display a QR Code based on a "smart number".		X		
	Bidder Response: Part of the implementation process for NGPC will be the design and formatting of license/permit templates specific to your needs. Though we typically provide 2D barcodes, QR codes can be easily incorporated into the template with available space. As for the smart number encoded into the QR code, Aspira has experience in developing smart numbers in collaboration with our state customers and can offer assistance as required. Parameters included in the smart number typically appear on the license document itself without being easily apparent to the lay person, even if they are able to read the QR code. Smart number variables typically include: ▲ Letters in the last name; ▲ Digits of a month or year of birth; ▲ Random alpha-numeric strings; ▲ Species Identifier (if relevant); ▲ Gender Identifier (if relevant); ▲ Digits of the license year; and ▲ Any additional information that law enforcement can easily map to the in-hand permit document.				
FUN #	Public Website Purchase a Preference or Bonus Point	Yes	Customization Required	No	Alternate
FUN-025 Section VII.E.9	A. Describe how the system allows a customer to purchase a preference point and/or a bonus point from the public website.	X			
	Bidder Response: When configuring a Draw product in the Aspira Solution, an administrator can assign preference point "hunt choice" as a valid hunt choice for customers who wish to collect a point in lieu of a hunt.				

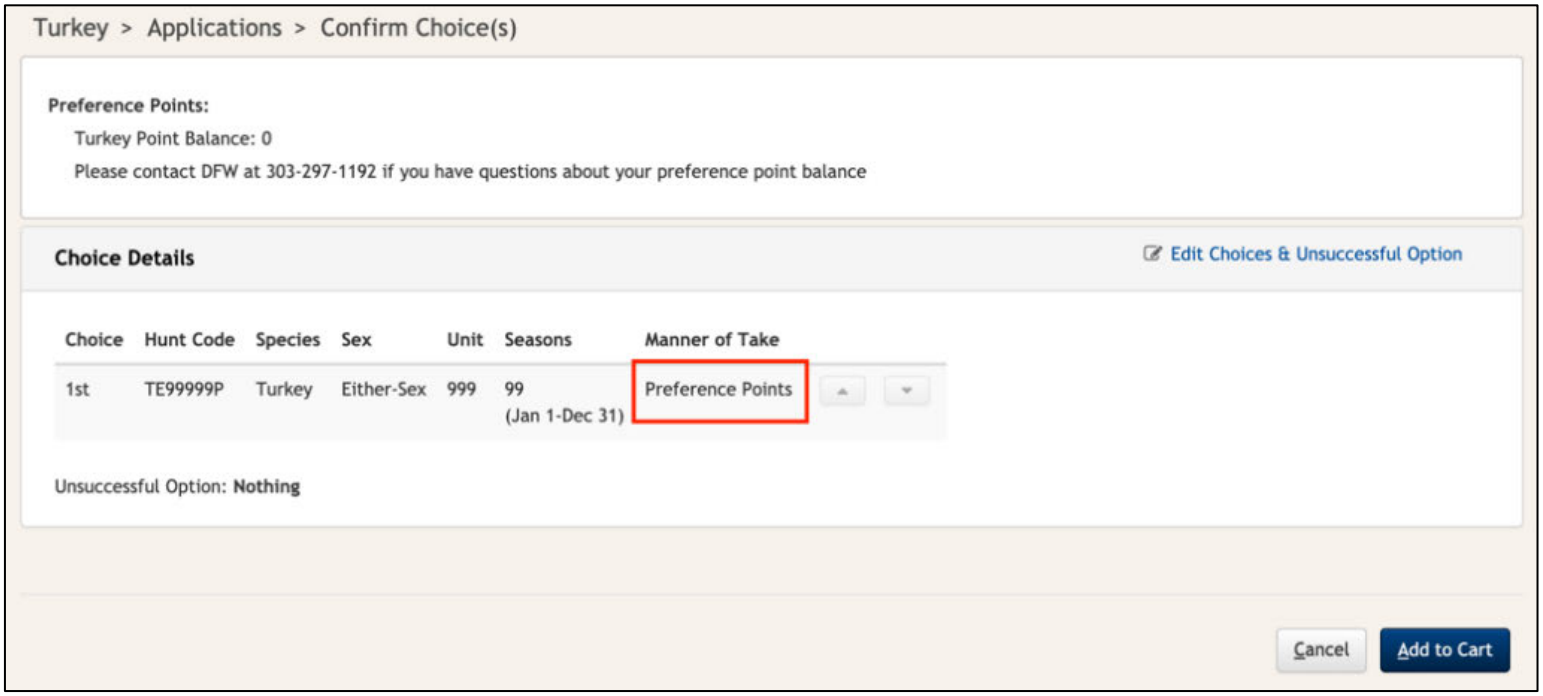
With the draw configured for preference points, the customer will be able to enter the preference point hunt code during the draw application process.

- The customer will select the draw for which they wish to apply.
- They will enter the Preference Point code and any additional hunt choices for the draw.



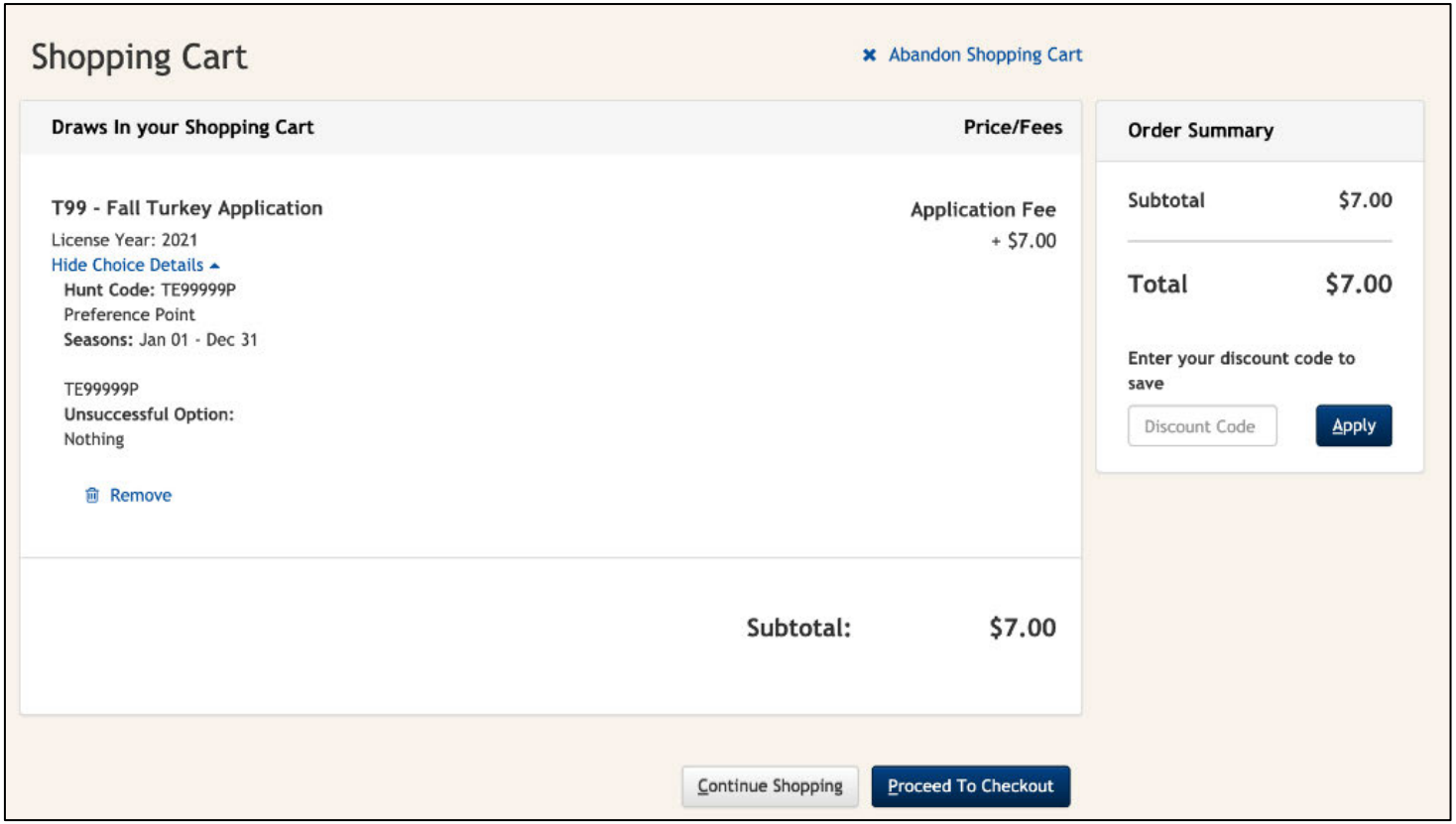
Customer Hunt Choices

- Upon confirmation, their selection will be presented back to them with an option to edit the choices made.



Hunt Choice confirmation (Preference Points)

- Finally, they will add the application to their cart and check out.



Shopping Cart

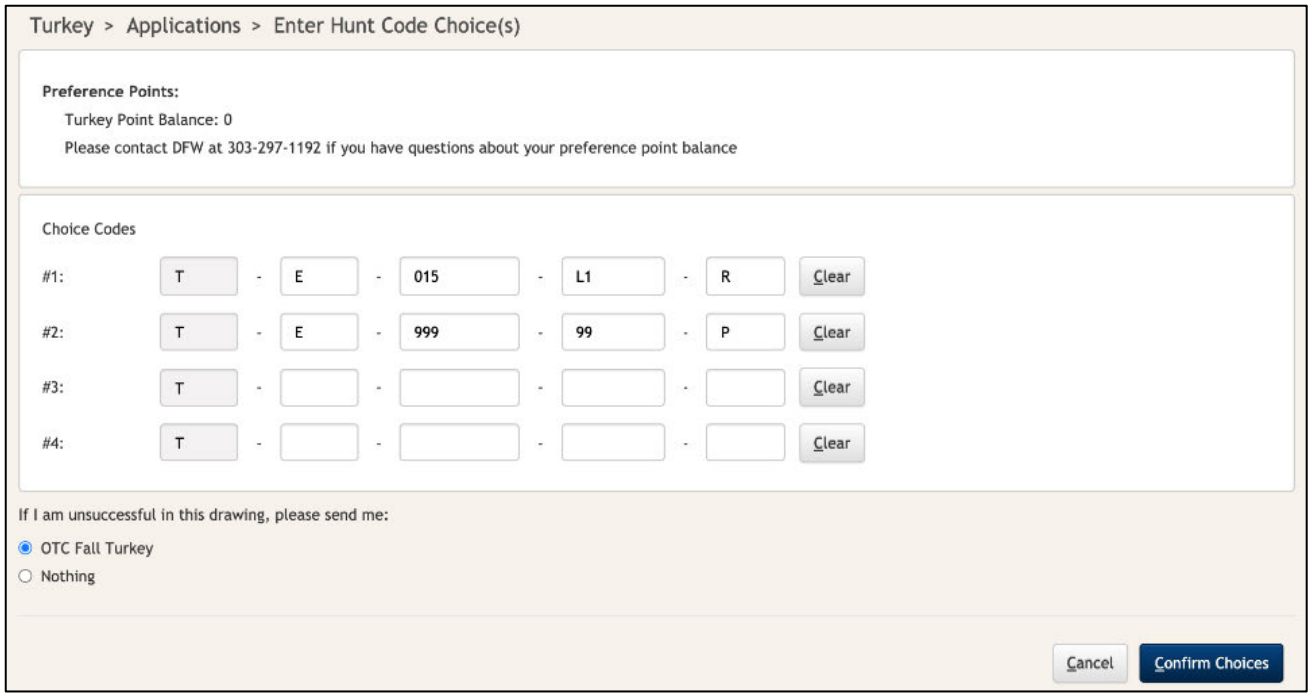
The customer will be awarded a preference point rather than a hunt in the selected draw.

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
FUN-026 Section VII.E.10	A. Describe how the system allows a customer to apply for a draw permit.	X			

Bidder Response:

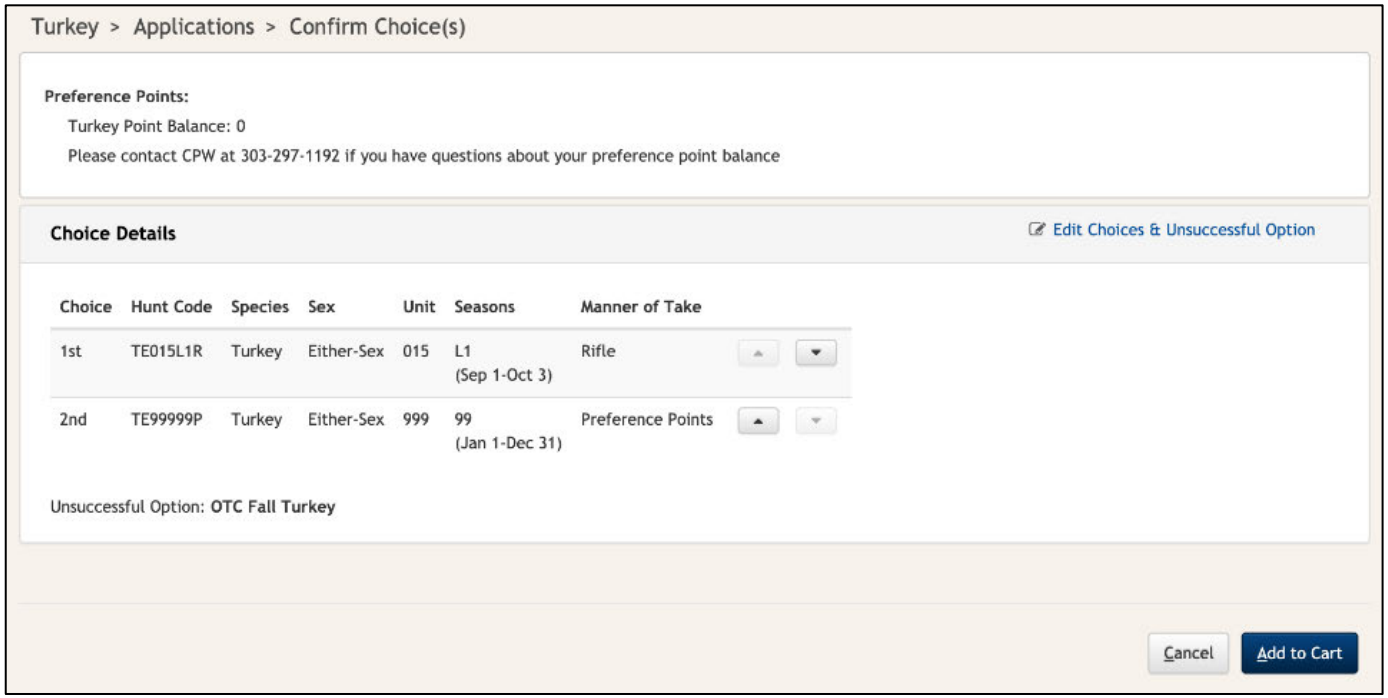
The process to apply for a draw permit is much the same as the purchase of a preference point for the draw.

- The customer will select the draw hunt for which they wish to purchase an application.
- The customer will submit the hunt choices for the application.



Hunt Choice for Permit Draw

- The customer will confirm their choices,



Hunt choice confirmation

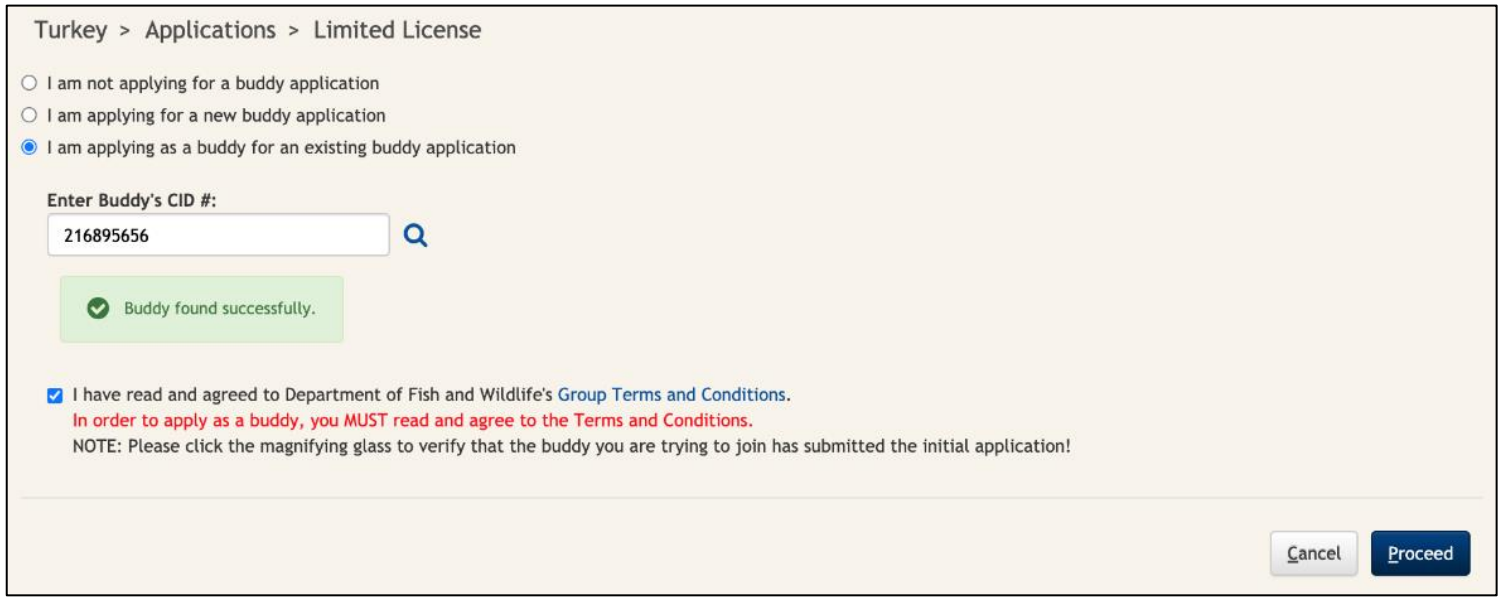
- The customer will then purchase their application.

Buddy Draw Applications

Buddy draws require one buddy to start the application process as a new buddy application. Rather than requiring that two buddies be processed in the same transaction, Aspira One allows for the generation of a buddy.

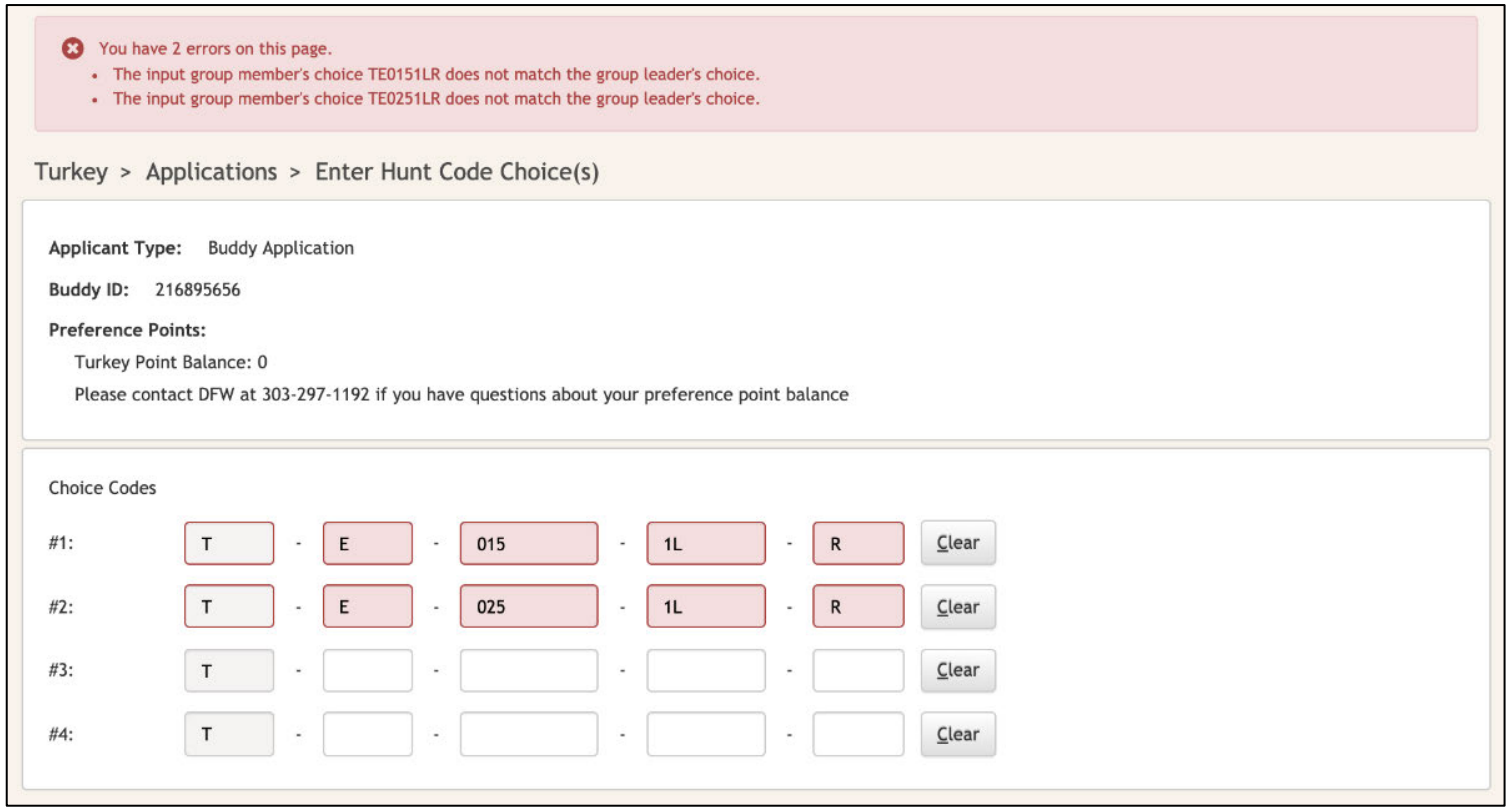
- If the application is for a Buddy Draw, the customer will be asked to either create a buddy application or choose or complete the application as a buddy to an existing buddy application. Creating the buddy application is the same process as applying as an individual except that the customer is provided with a Buddy ID to share with their friend for their application.

- When the buddy applies for the application, they are prompted to enter the customer ID of their buddy to confirm the application exists.



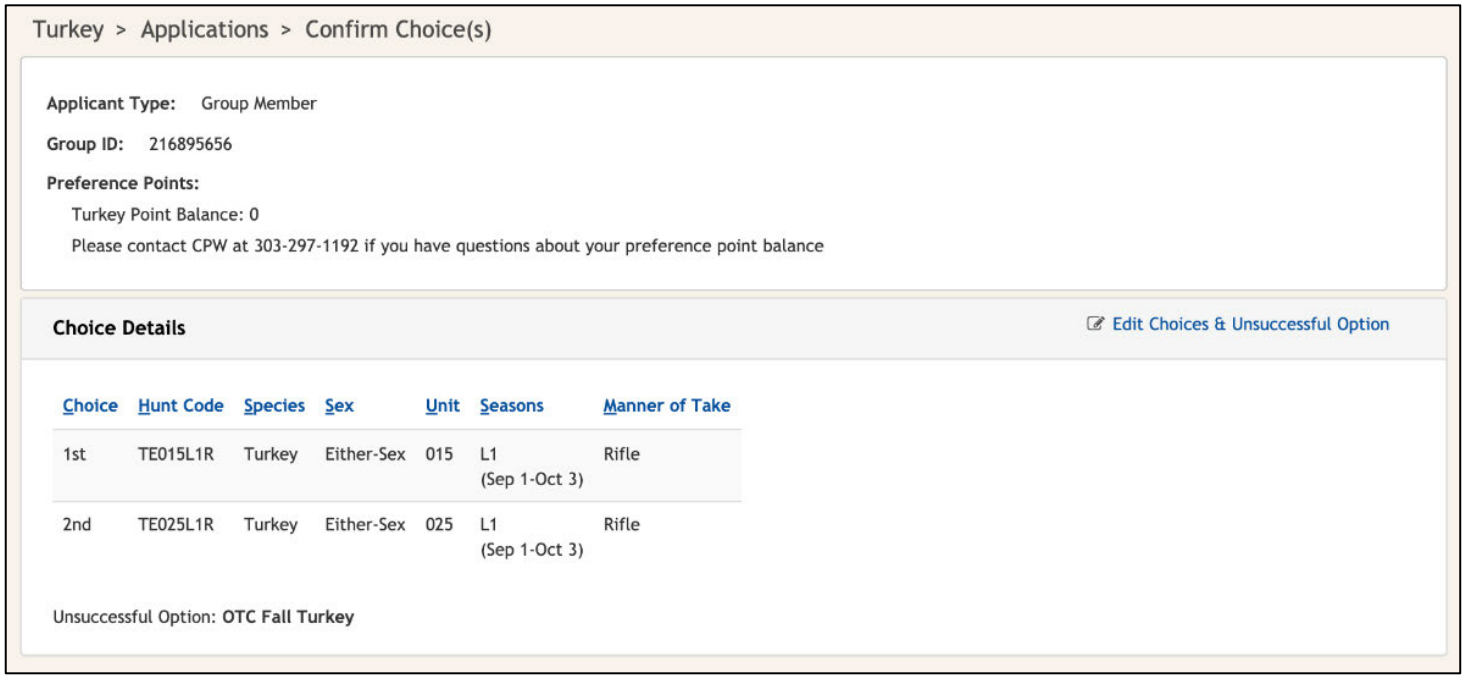
Finding a buddy's application

- The buddy must enter the same hunt choices as their buddy or the system will identify their error.



Error State - different hunt choices than buddy

- Once the buddy has completed their hunt choices and confirmed them, they may complete the purchase of their application.



Turkey > Applications > Confirm Choice(s)

Applicant Type: Group Member

Group ID: 216895656

Preference Points:

Turkey Point Balance: 0

Please contact CPW at 303-297-1192 if you have questions about your preference point balance

Choice Details Edit Choices & Unsuccessful Option

Choice	Hunt Code	Species	Sex	Unit	Seasons	Manner of Take
1st	TE015L1R	Turkey	Either-Sex	015	L1 (Sep 1-Oct 3)	Rifle
2nd	TE025L1R	Turkey	Either-Sex	025	L1 (Sep 1-Oct 3)	Rifle

Unsuccessful Option: **OTC Fall Turkey**

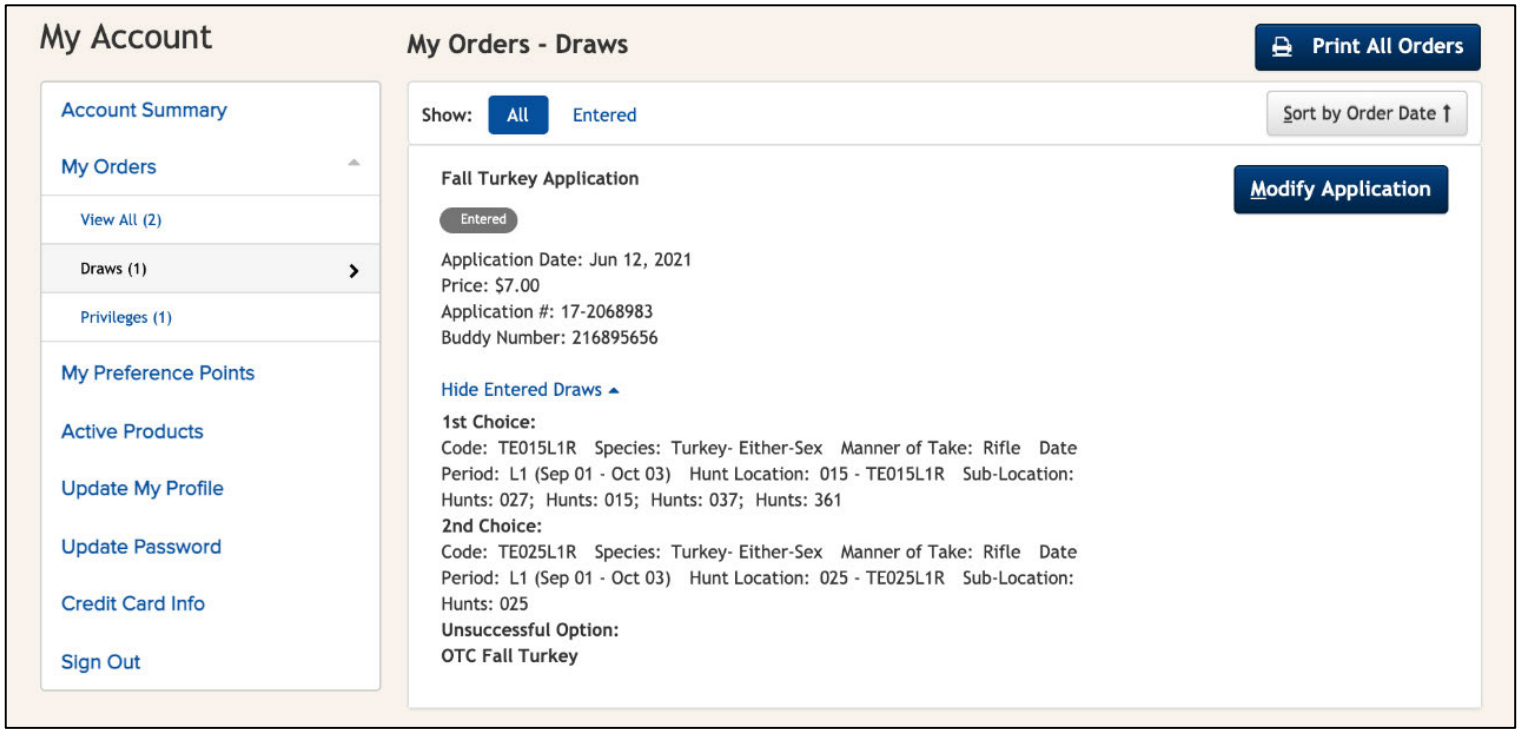
Hunt choice confirmation

At that point, the draw application process is complete. Until the draw deadline, the customer may view and edit their draw application through their online profile, at any time. When the draw is run within the Aspira Solution, the system will consider the preference points of all applicants when randomly generating the draw result. Customers with more preference points are weighted for a better chance of winning. To increase the odds, preference points may be squared or cubed.

At checkout, depending on NGPC's preference, the customer may be prompted to enter a credit card which will be stored and charged (in a PCI compliant manner) for the award permit. Should the customer not win the draw, they will be awarded a preference point.

B. Describe how the system allows a customer to apply for a lotterypermit.	X			

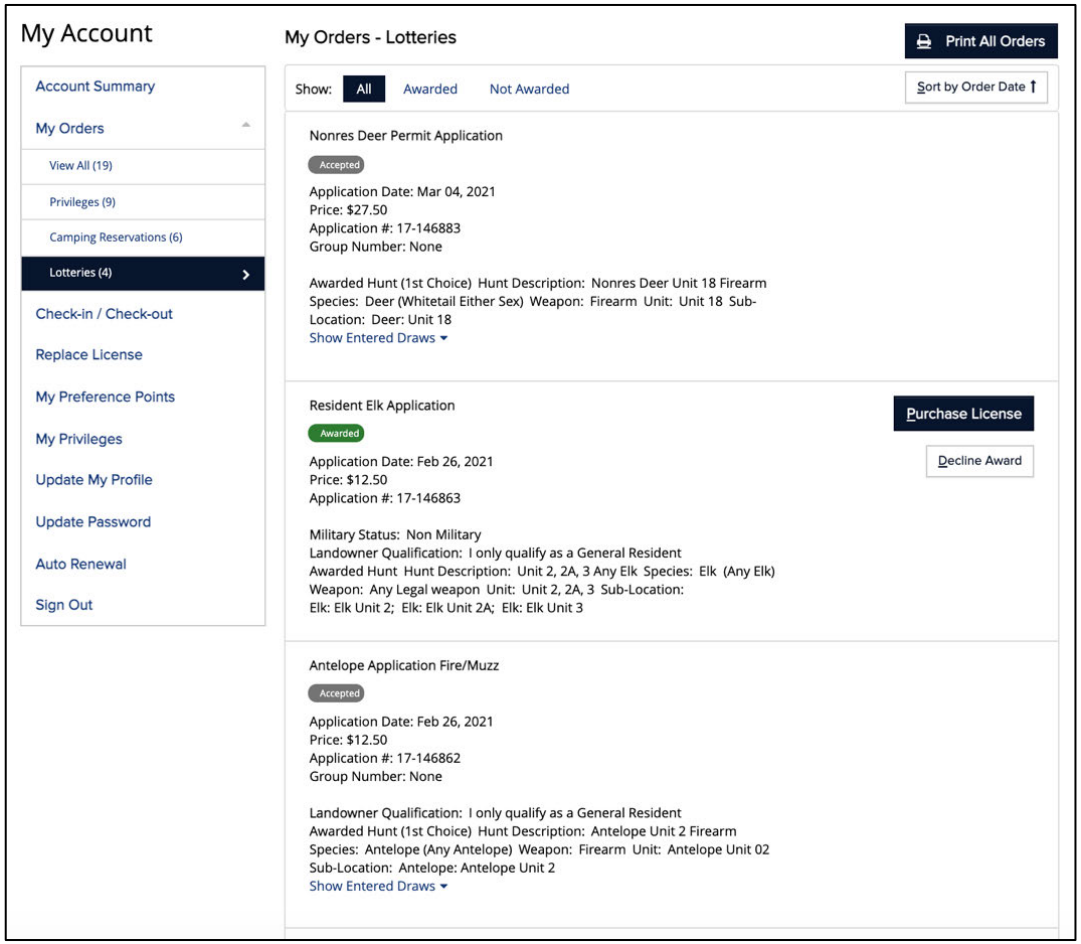
	Bidder Response: The application process for a lottery permit is the same as for a draw permit. ▲ The customer will select the lottery hunt for which they wish to purchase an application. ▲ The customer will submit the hunt choices for the application, confirm their choices, then purchase their application. At that point, the lottery application process is complete. Until the lottery deadline, the customer may view and edit their lottery application through their online profile, at any time. When the lottery is run within the Aspira Solution, the system will randomly generate the lottery result. Preference points are not impacted after the lottery is run.				
FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
FUN-027 Section VII.E.10	A. Describe how the system allows the customer to: view any current draw applications, verify if a buddy draw application exists (if applicable); and view the status of the draw results.	X			
	Bidder Response: Once a customer has purchased a draw, they may review the details of the draw and edit their choices (if allowed by NGPC) through the Public Website.				



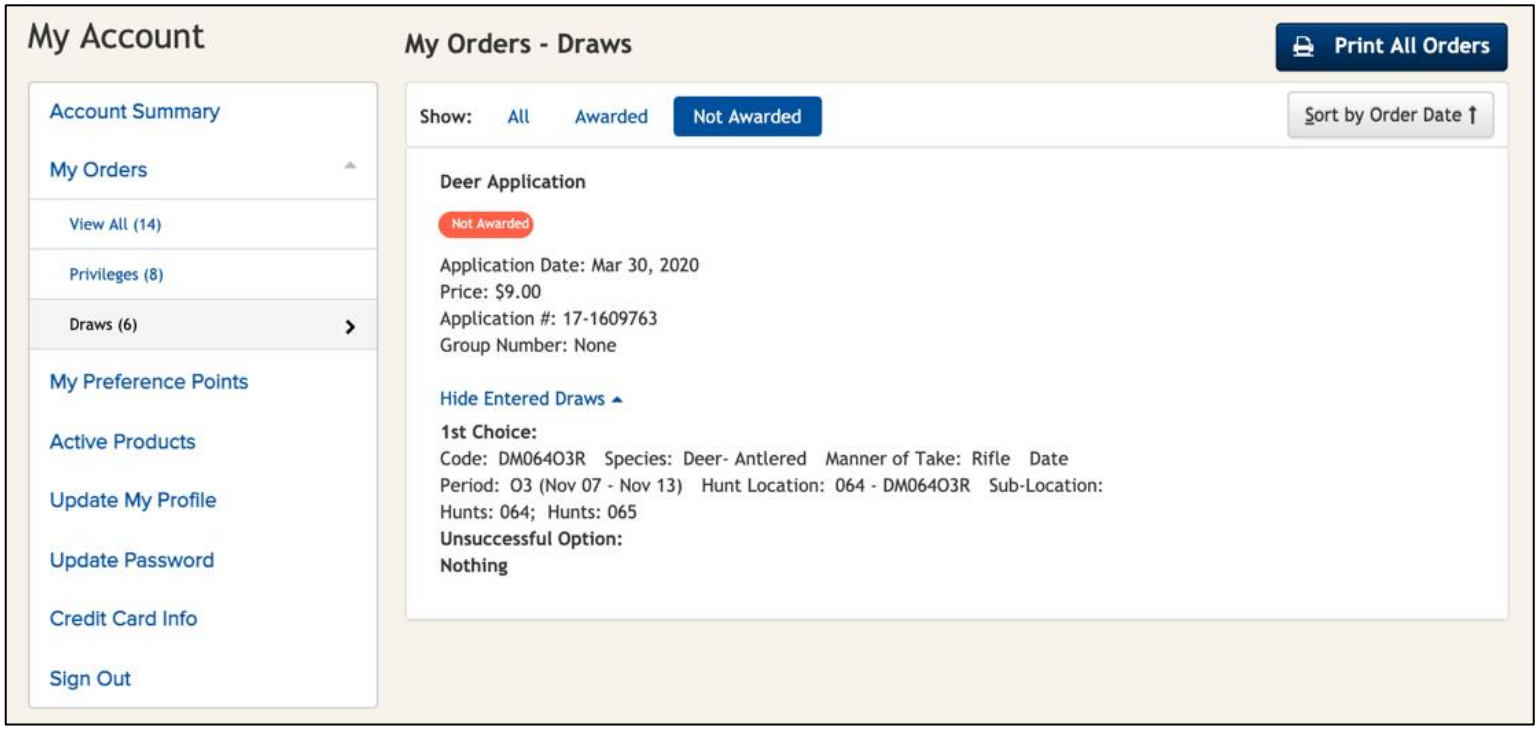
Hunt Application review on Public Website

- If the application is a Buddy Draw application, the Buddy Number will appear on the application details screen.
- A customer may click to modify their hunt choices. If the application is for a Buddy Draw, the customer will be limited to the selections of Buddy.
- The customer may modify an application up to the end date of the application period.
- Customers can view the status of the draw.
- Customers will be notified of the draw result through their profile screen and by their preferred communication method. Depending on how the draw is configured, the customer can be automatically

billed for the awarded permit or can be informed the permit is available for purchase online or at a License Agent location. The customer may also choose to decline the award if it not automatically purchased after the draw.



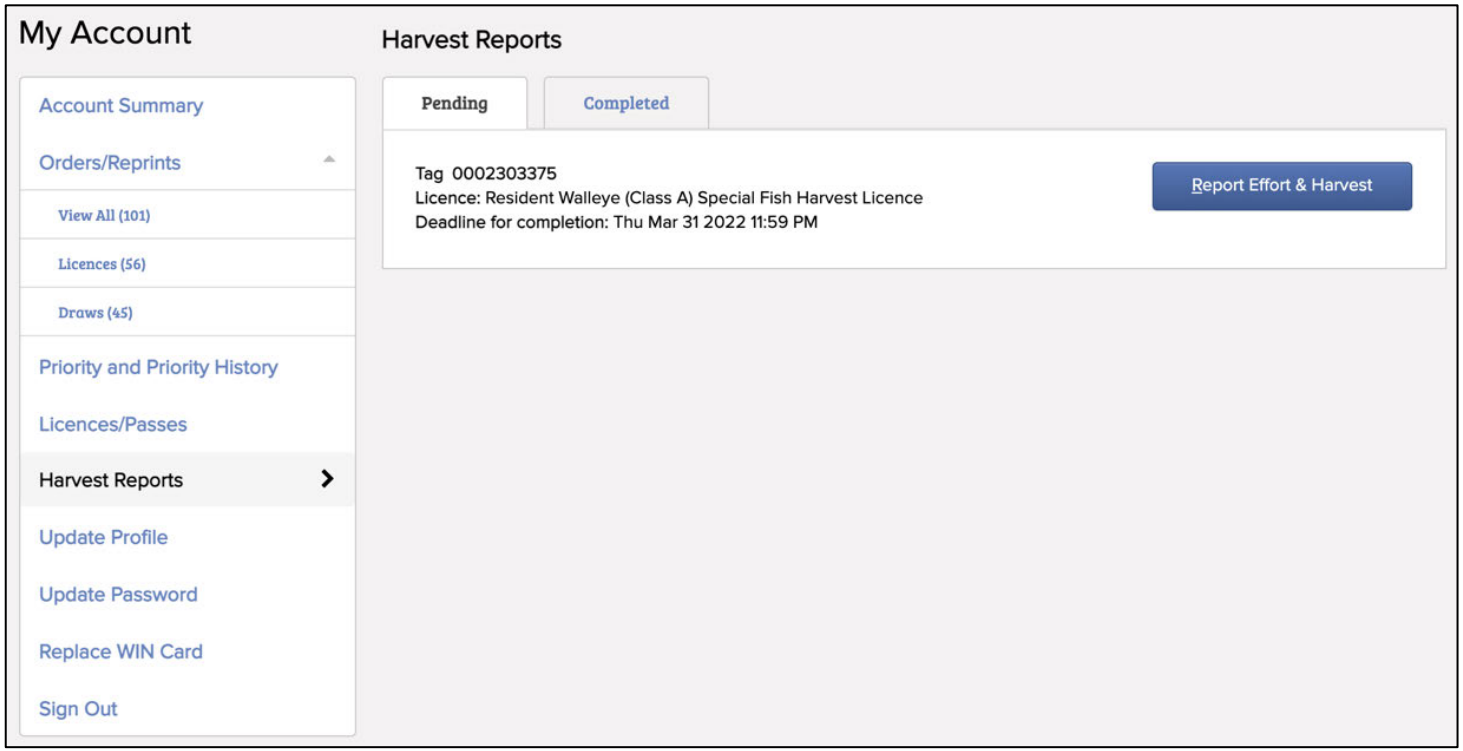
Successful Draw Result



Unsuccessful Draw Result

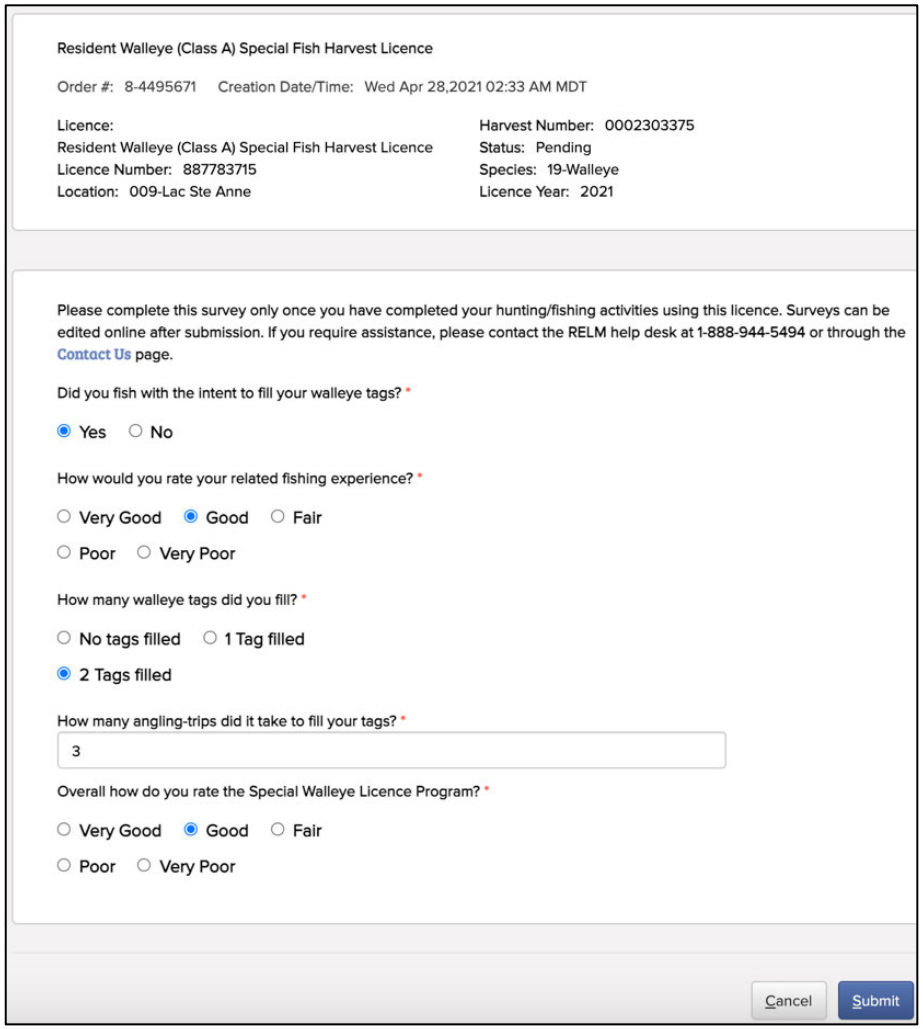
FUN #	Public Website Harvest Reporting	Yes	Customization Required	No	Alternate
FUN-028 Section VII.E.11, VII.E.12	A. Describe how the system allows a customer to report big game harvest information based on customer's permit.	X			
	Bidder Response: Aspira One supports big game harvest reporting in a number of manners based on NGPC's preferred setup. There are two main types of harvest reporting within the system, and NGPC may wish to use either or both of them.				

	Harvest Take The harvest take is the equivalent of reporting the harvest on a carcass or transport tag. When the customer harvests the animal and the permit has a harvest report and harvest schedule associated with it, the customer will be able to report the harvest immediately either online or through the Hunt & Fish Mobile app. Harvest take reporting includes information specific to the animal taken such as gender, antler points, spur length, etc. along with the date, time, county, unit or township in which the harvest took place. This type of harvest report is typically required to be completed within 24 hours of the kill. **Harvest Effort** Harvest effort information can be collected at the discretion of NGPC and can be configured to collect information such as days spent hunting, hunt units visited, and even the customer's overall experience. This information can provide significant value to both biologists and marketers. **Combined Effort and Take** Combined effort and take in a harvest report provides NGPC with the most insight related to the hunting experience and the animal harvest. When the customer first logs into the Public Website, they will be notified if they have an outstanding harvest report if the current date is outside the reporting period. However, a customer may also access and submit their reports anytime during the reporting period.



Tags open for harvest reporting on customer profile

Beginning the harvest report process will launch a custom and species defined set of harvest questions using dynamic question logic to present a simple, straightforward harvest reporting experience for the customer.



Resident Walleye (Class A) Special Fish Harvest Licence

Order #: 8-4495671 Creation Date/Time: Wed Apr 28,2021 02:33 AM MDT

Licence:
Resident Walleye (Class A) Special Fish Harvest Licence
Licence Number: 887783715
Location: 009-Lac Ste Anne

Harvest Number: 0002303375
Status: Pending
Species: 19-Walleye
Licence Year: 2021

Please complete this survey only once you have completed your hunting/fishing activities using this licence. Surveys can be edited online after submission. If you require assistance, please contact the RELM help desk at 1-888-944-5494 or through the Contact Us page.

Did you fish with the intent to fill your walleye tags? *

(●) Yes ( ) No

How would you rate your related fishing experience? *

( ) Very Good (●) Good ( ) Fair
( ) Poor ( ) Very Poor

How many walleye tags did you fill? *

( ) No tags filled ( ) 1 Tag filled
(●) 2 Tags filled

How many angling-trips did it take to fill your tags? *

3

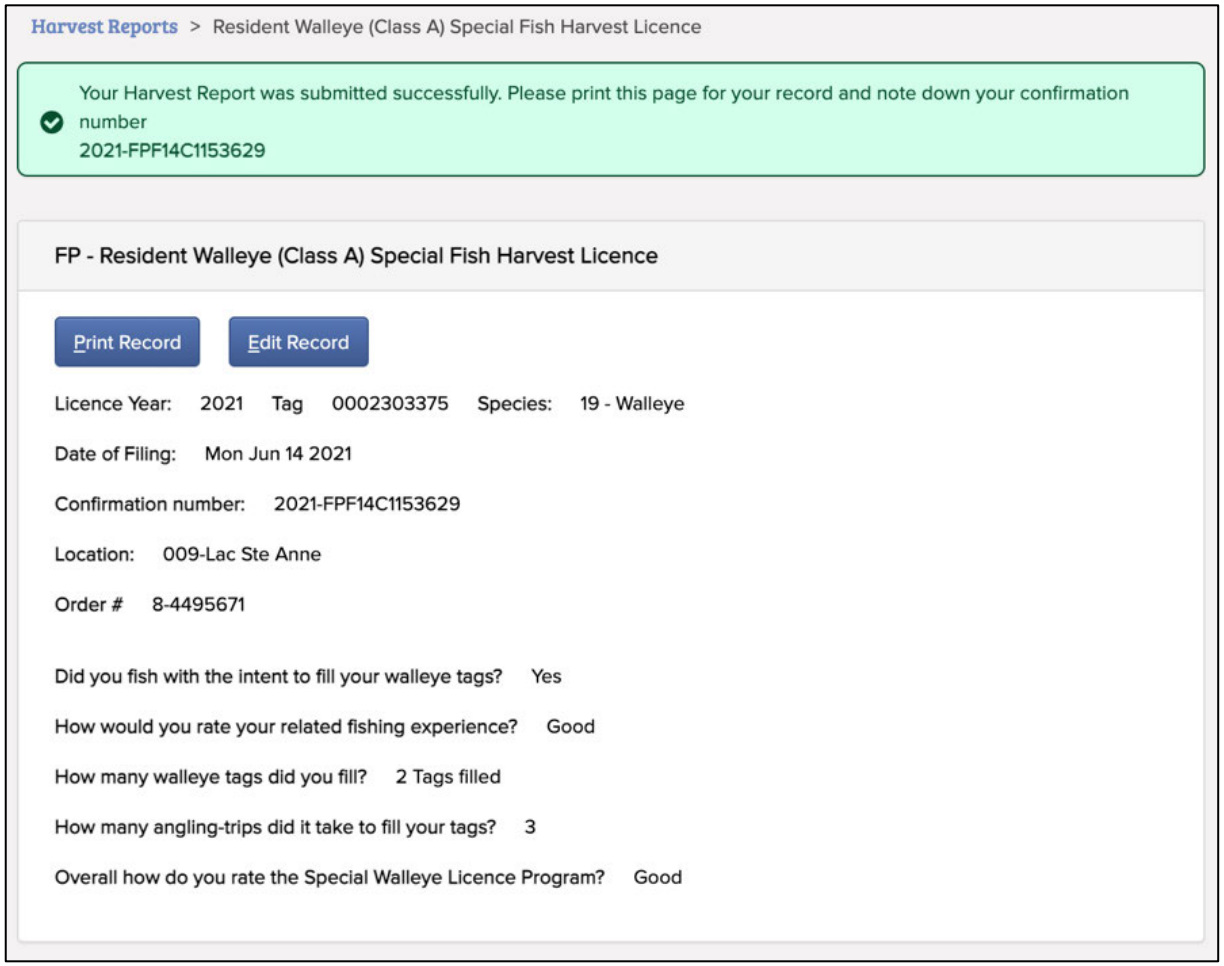
Overall how do you rate the Special Walleye Licence Program? *

( ) Very Good (●) Good ( ) Fair
( ) Poor ( ) Very Poor

Cancel Submit

Effort and Take Harvest Survey

Once the customer submits the harvest, a unique harvest confirmation number is generated to provide proof of submission. The harvest number is unique to the permit, species and other information related to the permit.

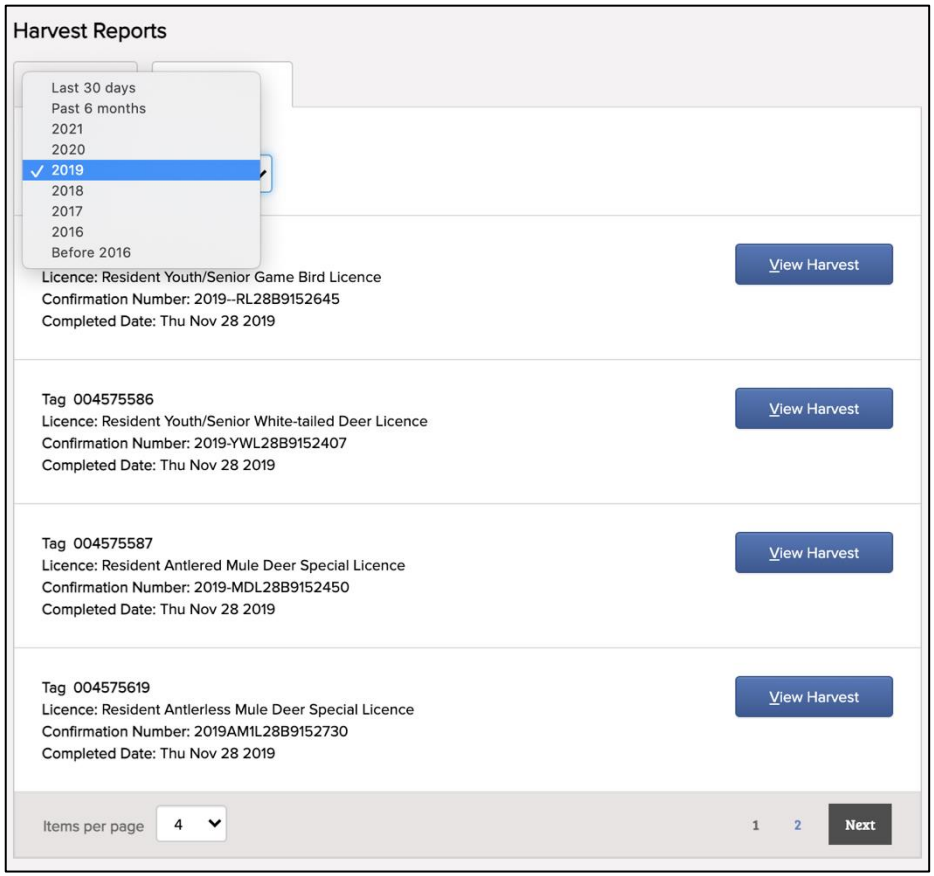


Harvest Submission and Confirmation Number

	B. Describe how the system allows a customer to view personal harvest information from a customer's profile.	X			

Bidder Response:

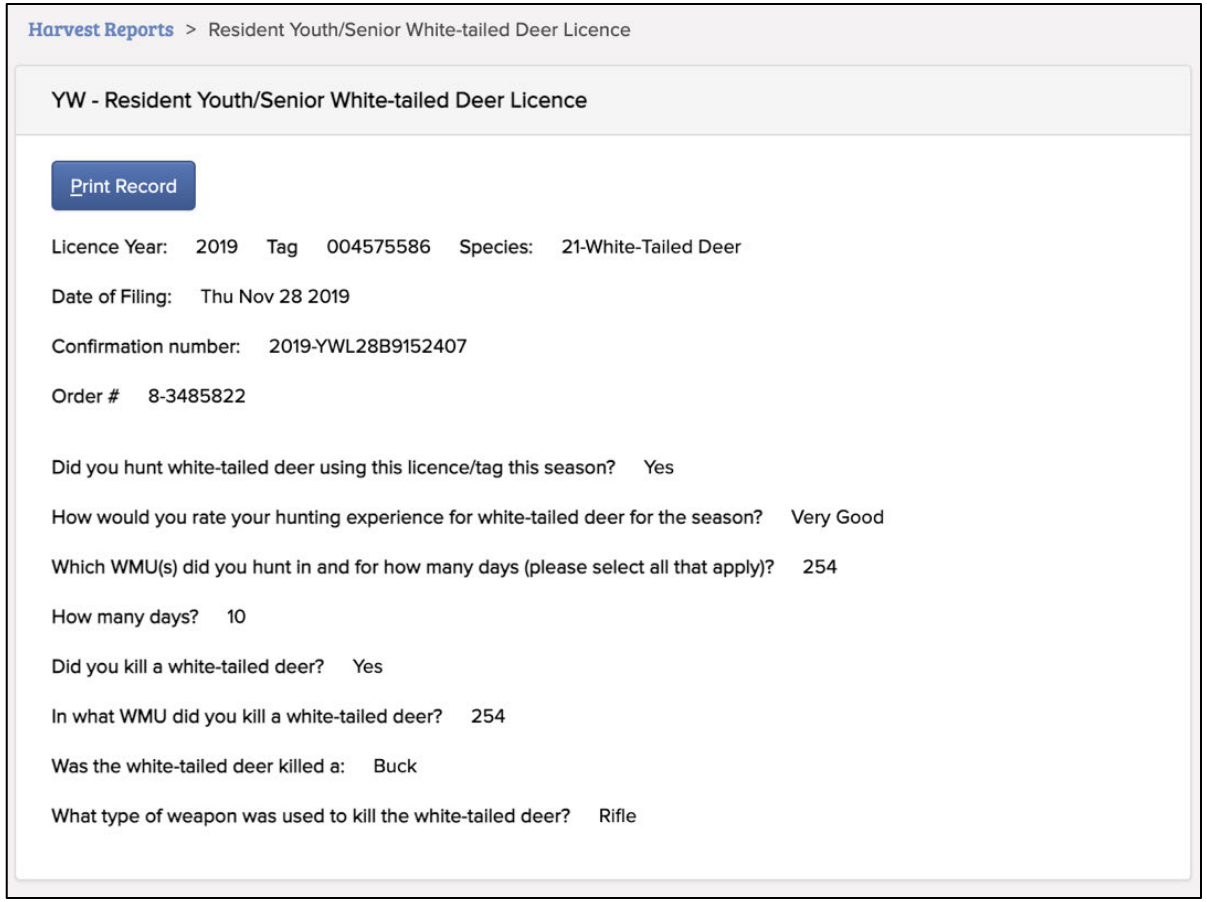
Harvest Records are stored within the customer profile indefinitely and can be viewed by the customer through their profile on the Public Website.



Completed Harvest Reports

Opening a harvest report will allow a customer to perform two actions:

- If the harvest reporting period is still open, the customer may modify their harvest report and re-submit it.
- Whether reporting is opened or closed, the customer can print their harvest record for keeping offline or submitting with their harvest to a meat processor.



Previously Reported Harvest

FUN #	Public Website Event Registration	Yes	Customization Required	No	Alternate
FUN-029 Section VII.E.13	A. Describe how the system allows a customer to register for hosted events from the customer profile.				X

Bidder Response:

The Event Registration system is a fully web-based registration system built to host and display upcoming NGPC events. The system allows customers to filter for upcoming events by event category, date range and/or geographic location throughout the State of Nebraska. Events may be configured to require payment or be free at NGPC's discretion. Once a customer finds an event in which they wish to participate, they can click to register for that event or join a waitlist for registration should the event be full. This action will prompt the user to log in or create a profile.

The Event Registration system provides a frictionless registration experience for consumers who are engaging with NGPC for the first time or for those who already have a license system profile and years of experience with NGPC. When a consumer begins the registration process, they will be asked to enter an identifying piece of information such as their Customer Identifier Number from the license solution or an email address and their date of birth. The registration system will check the License System for a customer record that matches the information entered. If there is a matching profile, the customer will have the opportunity to log in using the same credentials as the license system. If there is no matching profile, the customer will be able to create a profile to get started with registration. This new profile will be mapped to the License System so the user may use these credentials to engage in permit or application purchase at a future date.

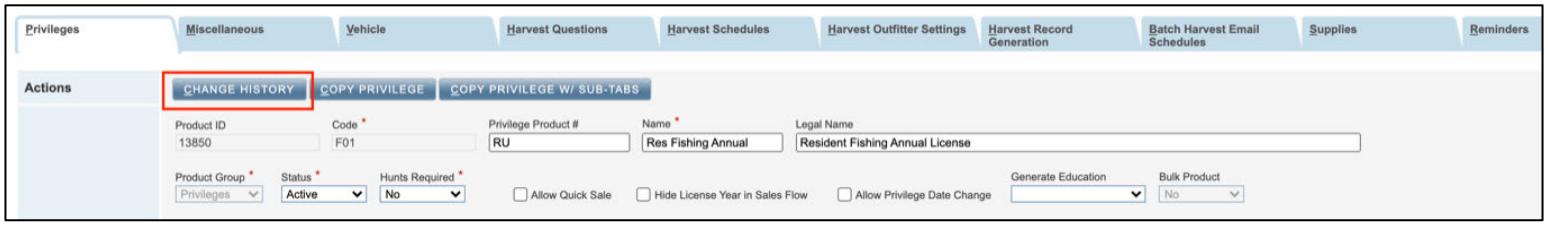
With registration, the customer will be able to check-out and pay any registration fees that may be required for the event. Should the event be full, the customer may join the waitlist to be notified if a spot in the event becomes available. Payment for the event occurs directly within the event registration system. The system will generate numerous automatic and configurable notifications for the customer related to their event registration or waitlist. Some of these notifications include:

- Registration Receipt and Confirmation;
- Waitlist Confirmation;
- Event Change Notifications;
- Event Reminder Notifications;
- Event Cancellation; and

	▲ Event Follow-up (post event). After registering for an event, the customer will have the opportunity to share their action via select social channels such as Facebook, Twitter and Instagram. All customers who register in events will have their event participation tracked within the CRM module of the license system to ensure NGPC has a full picture of the customer's interaction with the commission. This solution is in development and currently meets **90%** of the criteria defined in Section VII. L. of the RFP. Aspira will plan to deliver the complete solution to NGPC on the License System go-live date.				
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-030	A. Does the system provide full https compatibility?	**X**			
SectionVII.F	Bidder Response: Yes, all components of the Aspira Solution use TLS/SSL Encryption over the HTTP protocol (HTTPS). All certificates are maintained and managed by Aspira.				
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-031	A. Describe where the system identifies the user that edited/changed/updated data.	**X**			
SectionVII.F	Bidder Response: In each screen where elements of the system can be created/edited/deleted, an administrative user can view the change history of the element. Below we demonstrate where the link to the change history is presented: Customer Profile Screen				

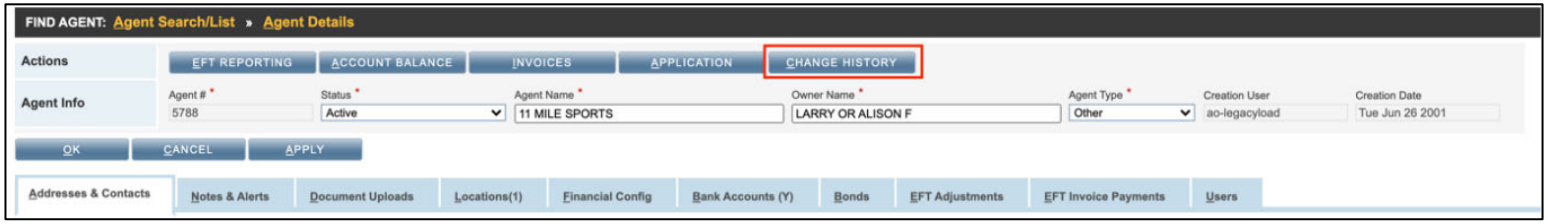
Change History on Customer Profile Screen

Item/Product Management Screen



Change History on Item/Product Management Screen

Agent Management Screen



Change History on Agent Management Screen

In all cases above, the change history screen shows the following data for each change made to a record:

- Date and time the change was made;

- The element/object that was changed;
- The action that occurred;
- The field on which the action was taken;
- The old value of the field;
- The new value of the field;
- The user who performed the action; and
- The location at which the action was performed.

Additionally, all changes to the records by the customer themselves are also tracked within the customer change history. If a customer changes information in their profile, the change will be logged in the system.

FIND CUSTOMER: Customer Search/List » Customer Details » Change History

Customer Info	CID #	Status	Customer Class	Creation Application	Creation Date	Creation User	
	618394910	Active	Individual	LicenseManager	Tue Aug 30 2005	Load,Legacy	
Name/DOB	First Name	Middle Name	Last Name	Suffix	Date Of Birth	Override Required Identifiers	Override Reason
	ELDEN	C	R		Wed Jan 28 1987	false	

DATE/TIME	OBJECT	ACTION	FIELD	OLD VALUE	NEW VALUE	USER	LOCATION
Thu Nov 28 2019 11:09 PM	Customer Profile	Update	Override Identifier on Create-Edit Customer	false	true	Administrator, System	Colorado Parks and Wildlife (CPW)
Thu Aug 29 2019 7:03 PM	Customer Profile	Update	Attribute Group - Hair Color		Black	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:03 PM	Customer Profile	Update	Attribute Group - Eye Color		Brown	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:01 PM	Customer Profile	Update	Longitude		-104.76852	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:01 PM	Customer Profile	Update	Latitude		39.61996	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:01 PM	Customer Profile	Update	Status	Pending	Valid	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:01 PM	Customer Profile	Update	Longitude		-104.76852	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:01 PM	Customer Profile	Update	Latitude		39.61996	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:01 PM	Customer Profile	Update	Status	Pending	Valid	CO, Web Admin HF	www.cpwshop.com
Thu Aug 29 2019 7:01 PM	Customer Profile	Update	Attribute Group - Mobility Impaired		No	CO, Web Admin HF	www.cpwshop.com

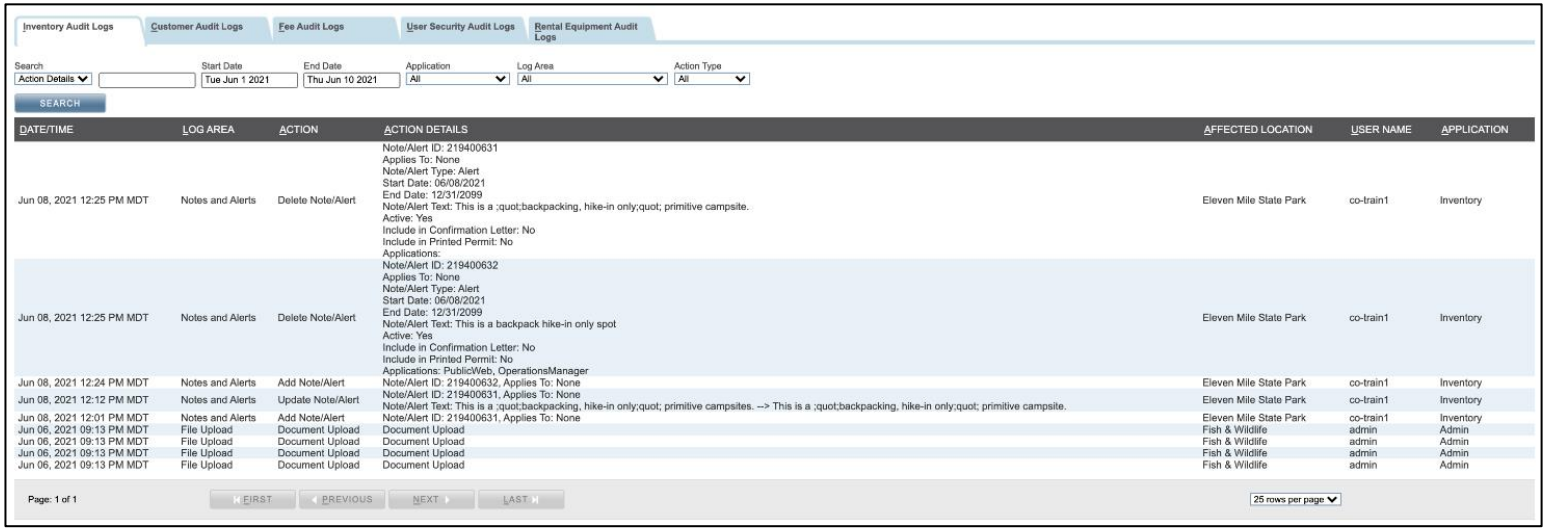
Customer Change History

In addition to the element-specific change history, there is a system-wide audit log that tracks changes across additional elements of the system including:

- Inventory;
- Customers;
- Fees;

- User Security; and
- Rental Equipment.

These audit logs can be filtered by date range, actions, locations, users, modules, and the type of action taken.



Inventory Audit Logs | Customer Audit Logs | Fee Audit Logs | User Security Audit Logs | Rental Equipment Audit Logs

Search: Action Details | Start Date: Tue Jun 1 2021 | End Date: Thu Jun 10 2021 | Application: All | Log Area: All | Action Type: All

SEARCH

DATE/TIME	LOG AREA	ACTION	ACTION DETAILS	AFFECTED LOCATION	USER NAME	APPLICATION
Jun 08, 2021 12:25 PM MDT	Notes and Alerts	Delete Note/Alert	Note/Alert ID: 219400631 Applies To: None Note/Alert Type: Alert Start Date: 06/08/2021 End Date: 12/31/2099 Note/Alert Text: This is a ;quot;backpacking, hike-in only;quot; primitive campsite. Active: Yes Include in Confirmation Letter: No Include in Printed Permit: No Applications:	Eleven Mile State Park	co-train1	Inventory
Jun 08, 2021 12:25 PM MDT	Notes and Alerts	Delete Note/Alert	Note/Alert ID: 219400632 Applies To: None Note/Alert Type: Alert Start Date: 06/08/2021 End Date: 12/31/2099 Note/Alert Text: This is a backpack hike-in only spot Active: Yes Include in Confirmation Letter: No Include in Printed Permit: No Applications: PublicWeb, OperationsManager	Eleven Mile State Park	co-train1	Inventory
Jun 08, 2021 12:24 PM MDT	Notes and Alerts	Add Note/Alert	Note/Alert ID: 219400632, Applies To: None	Eleven Mile State Park	co-train1	Inventory
Jun 08, 2021 12:12 PM MDT	Notes and Alerts	Update Note/Alert	Note/Alert ID: 219400631, Applies To: None Note/Alert Text: This is a ;quot;backpacking, hike-in only;quot; primitive campsites. --> This is a ;quot;backpacking, hike-in only;quot; primitive campsite.	Eleven Mile State Park	co-train1	Inventory
Jun 08, 2021 12:01 PM MDT	Notes and Alerts	Add Note/Alert	Note/Alert ID: 219400631, Applies To: None	Eleven Mile State Park	co-train1	Inventory
Jun 06, 2021 09:13 PM MDT	File Upload	Document Upload	Document Upload	Fish & Wildlife	admin	Admin
Jun 06, 2021 09:13 PM MDT	File Upload	Document Upload	Document Upload	Fish & Wildlife	admin	Admin
Jun 06, 2021 09:13 PM MDT	File Upload	Document Upload	Document Upload	Fish & Wildlife	admin	Admin
Jun 06, 2021 09:13 PM MDT	File Upload	Document Upload	Document Upload	Fish & Wildlife	admin	Admin

Page: 1 of 1 | FIRST | PREVIOUS | NEXT | LAST | 25 rows per page

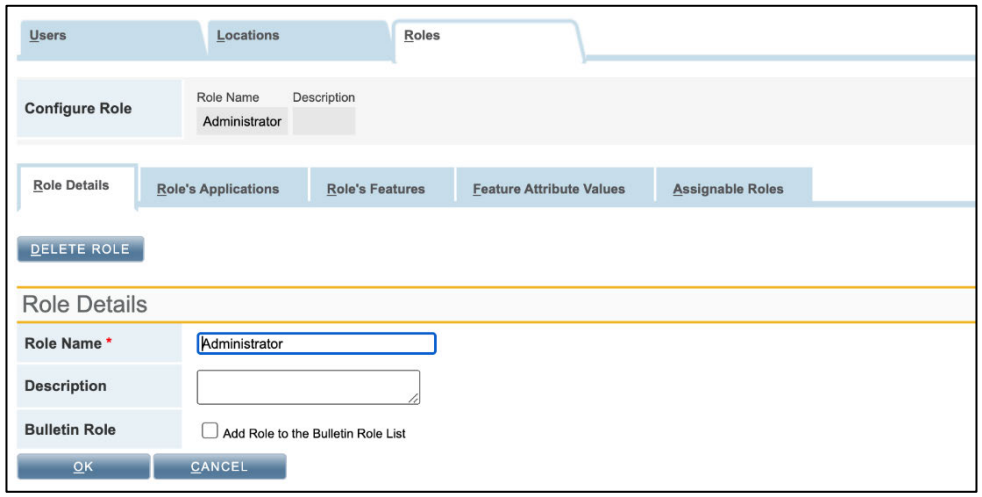
Audit Logs

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-032 Section VII.F.1.a	A. Describe how the system allows designated Administrative personnel to perform system maintenance (i.e., editing customer profiles, creation and updates of permits, adding/deleting business rules, etc.), reporting, and accounting functions.	X			

Bidder Response:

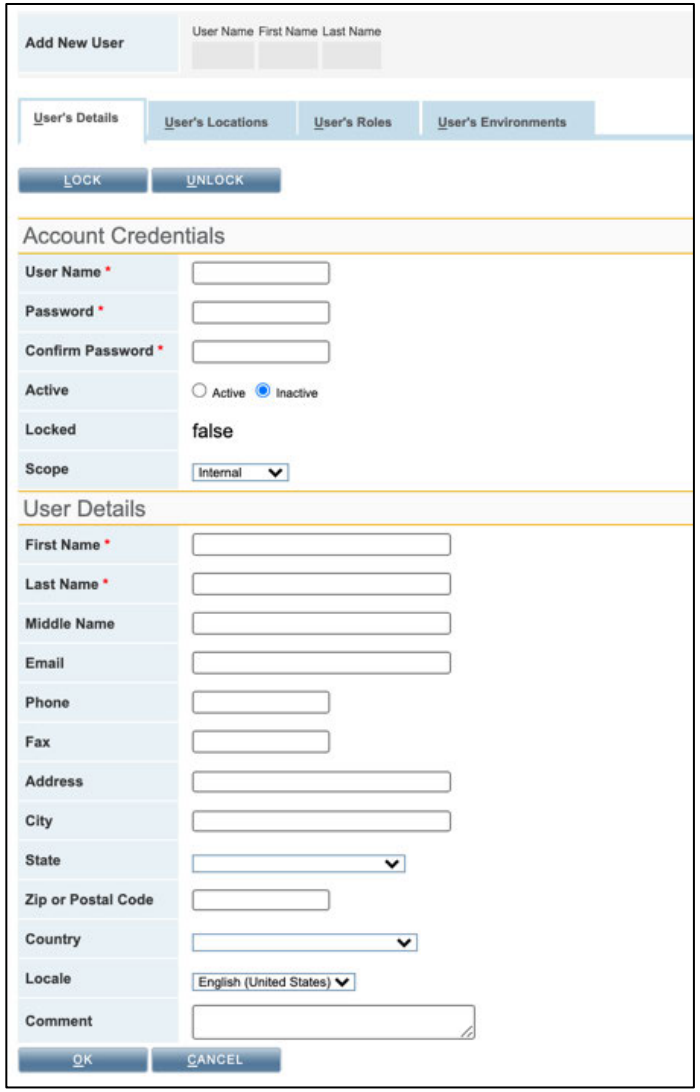
Aspira One supports role and location-based access for administrative personnel to perform system maintenance, reporting and accounting functions. A user can be assigned to multiple roles within the system and acquires the cumulative rights of the roles to which they are assigned. Role permissions are defined by the following attributes:

- **Applications –** This attribute identifies the various applications or modules within the system to which users in this role will have access. Examples of the applications that a role may be provided access to are License Manager (where license and permit product are managed), Finance Manager (where financial settings, charts of account, etc are managed), Admin Manager (where users, roles and locations are managed).
- **Features –** This attribute identifies which features of an application the users assigned to the role will have access to. For example, users assign to a Junior Accounting role may have access to the Finance Manager application but be assigned to a limited set of features that prevent them from managing or updating the chart of accounts.
- **Feature Attribute Values –** This attribute allows for the imposing of limits upon the use of certain features. For example, a user may be assigned to a role that allows the user to perform refunds. The Feature Attribute Values settings can be used to set a maximum refund amount for users in this role.
- **Assignable Role –** In certain circumstance, a user in a specific role may need to create another user (if their role allows) and assign that user to a role in the system. The Assignable Role attributes determine the roles to which the current user can assign a new user. The intention is to limit the ability to assign another user a higher role than the role of the person making the assignment.



Role Management

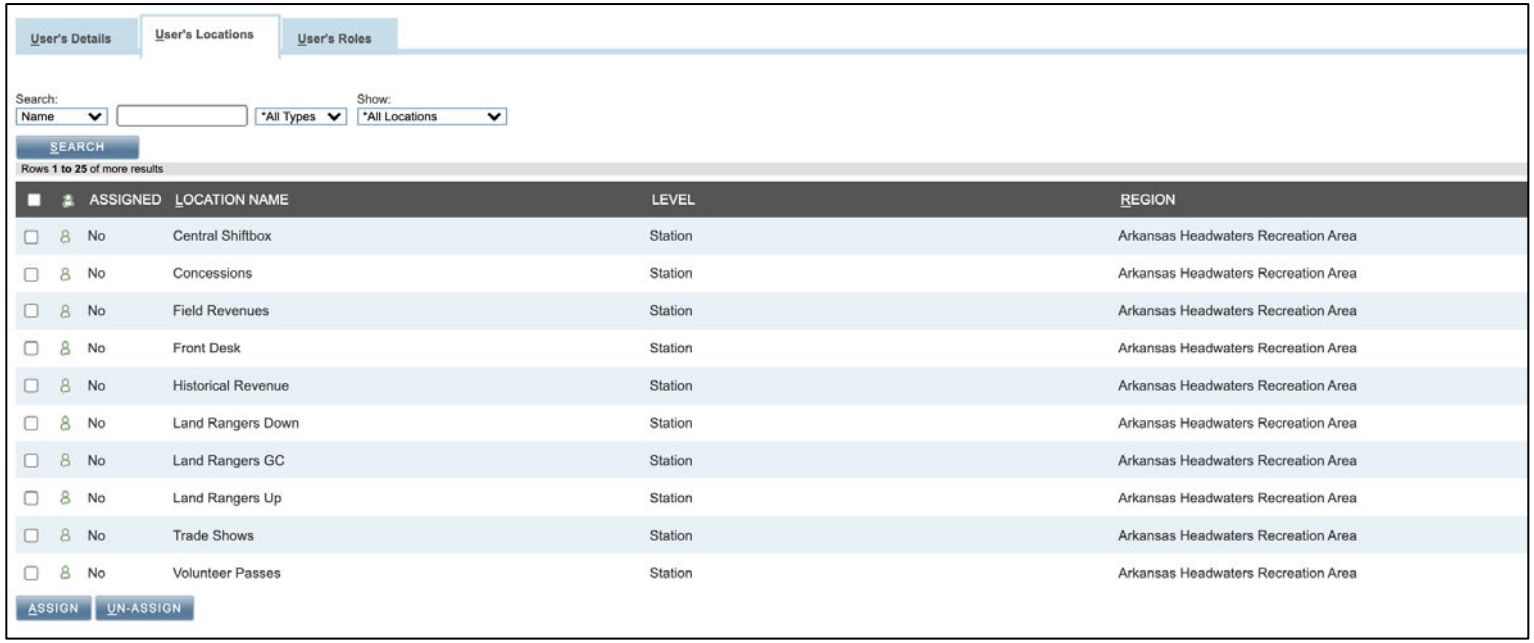
	Aspira's solution also supports location-based role assignment. Different roles can be assigned to a user based on the location in which they are accessing the system. For example, a user may be permitted to perform daily accounting tasks in the Lincoln office, but when they work in the Omaha office, they can only access the Point of Sales System to sell permits.				
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-033 Section VII.F.1.a	A. Describe how designated Administrative personnel can: ▲ maintain user IDs, ▲ update passwords, ▲ assign roles, and ▲ allows for agent account activation and deactivation	X			
	Bidder Response: System Administrative users with the appropriate permissions can create, edit and assign roles to new users through the Aspira Solutions Admin Manager Module. Depending on the administrator's permissions, new users can be provided with system-wide access or access to only specific locations. Creating/Managing User Accounts During user account creation, the administrator can assign a username and password for the new user and collect additional details as required. These details can include: ▲ Default active state for the user profile upon creation (active/inactive); ▲ First and Last name – these are required fields; ▲ Contact information – email, phone and fax; ▲ Address Information; ▲ Locale – preferred language setting for the user; and ▲ User Comments.				



New User Creation

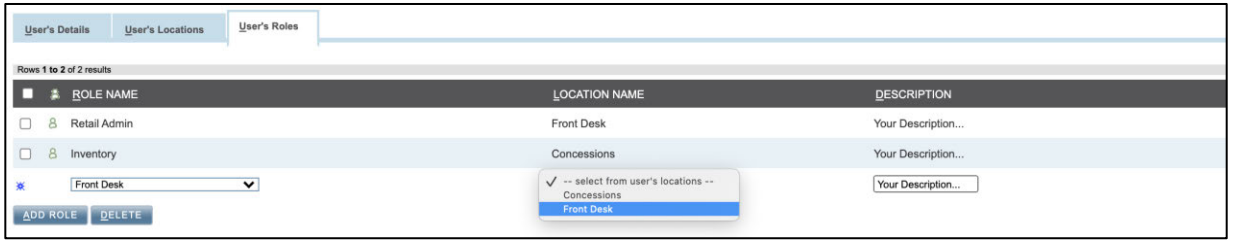
Once the user account has been created, the username is no longer editable as it is used for tracking change history throughout the system. Strong password criteria can be configured to meet the minimum rudiments for NITC.

Once the user profile has been created, the Administrator can assign location/roles to the user. The admin is limited to selecting the "Assignable Roles" defined for the role to which they have been assigned (***Note***: see FUN-032 for details). A user may be assigned to different locations.



Assigning User Locations

Once a location has been assigned to the user, roles can be defined for the user at each of the locations. A user's permissions are cumulative based on the locations/roles to which they have been assigned.

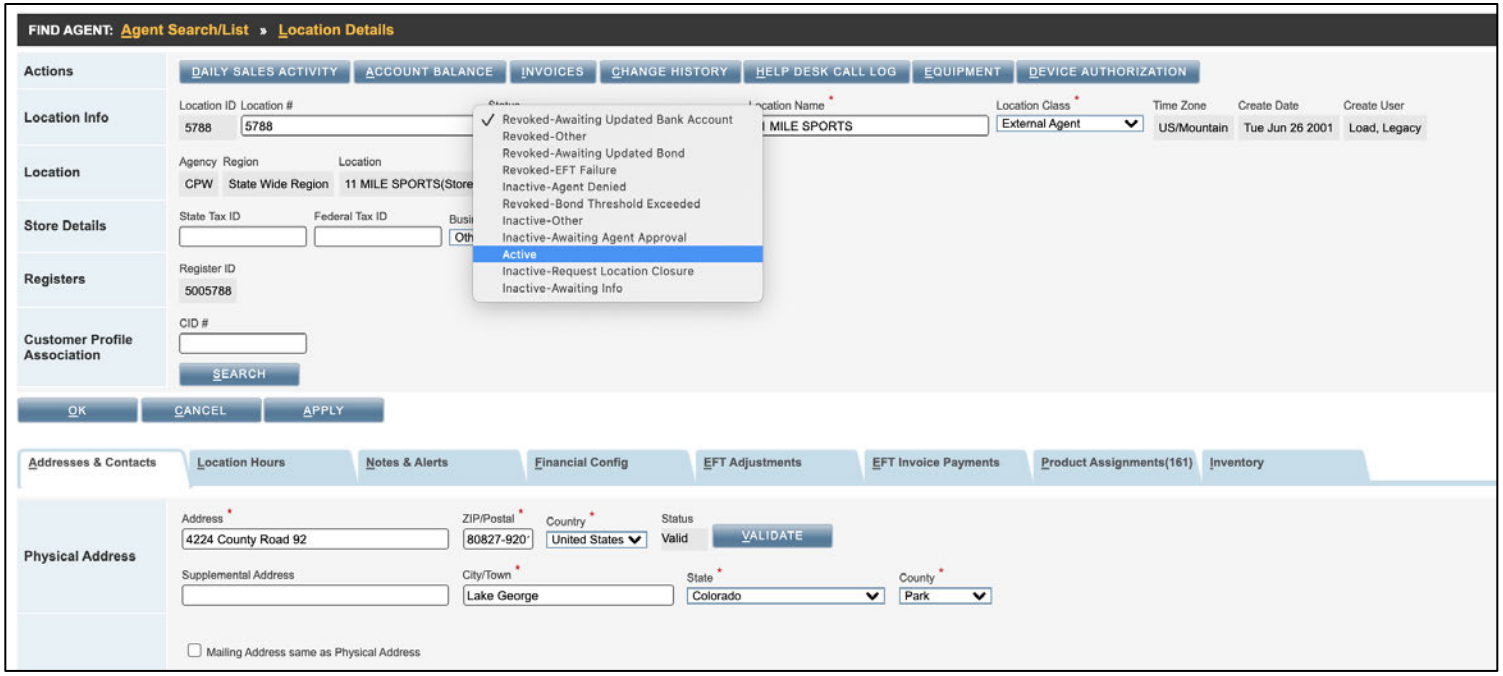


Assigning User Roles for each location

Agent Account Activation and Deactivation

Agent accounts are managed slightly differently although users associated with the agent accounts do follow a similar process to that described above. Configuring agents themselves occurs through the Agent Management Interface and is described in great detail starting in **FUN-061**. However, agent activation and deactivation can be quickly changed by administrators in the Agent Detail Screen. Various statuses may be applied to an agent based on the reasons for activation or deactivation including:

- Active;
- Revoked-Awaiting Updated Bank Account;
- Revoked-Other;
- Revoked-Awaiting Updated Bond;
- Revoked-EFT Failure;
- Revoked-Bond Threshold Exceeded;
- Inactive-Agent Denied;
- Inactive-Other;
- Inactive-Awaiting Agent Approval;
- Inactive-Request Location Closure; and
- Inactive-Awaiting Info.



Agent Account Status

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-034 Section VII.F.2	A. Indicate from the list below those functions that designated Administrative personnel <u>would</u> have maintenance control over: 1. Permits, applications, stamps, certificates, and products; 2. Permit type(s); 3. Permits, applications, stamps, certificates, product prices; 4. Financial account codes, applications, stamps, certificatesand products;	1. **X** 2. **X** 3. **X** 4. **X** 5. **X** 6. **X**		1. 2. 3. 4. 5. 6.	

	5. Season dates; 6. Set limited inventory of permits; 7. Weapons; 8. Bag codes; 9. Hunt units/zones 10. Stamp types; 11. Images/pdf files (permit/stamp/receipt images, etc.); 12. Permit sale dates; 13. Immediately halt sales of specified permits; 14. Refunds and voids; 15. Draw and Lottery processes; 16. Business rules; 17. Sales start/stop dates/times; 18. Permit system (i.e .public, vendor, agent, mobile, NGPC); 19. Disable customers (revocation) 20. Merge duplicate profiles to include permits, landowner information etc. from one customer's record to another (when one customer has more than one record).	7. **X** 8. **X** 9. **X** 10. **X** 11. **X** 12. **X** 13. **X** 14. **X** 15. **X** 16. **X** 17. **X** 18. **X** 19. **X** 20. **X**		7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20.	

Bidder Response:

Authorized NGPC users can perform all the maintenance functions defined in this requirement. Below, the functions have been logically grouped by how they are managed in the Aspira solution.

Permit/Product Management

The Permit/Product management screen allows the user to manage all aspects of the permit configuration. The configurable features are numerous and depend on the type of permit that is being created/managed. The features include (***Please Note***: braces indicate the number of the requirement in FUN-034):

- Create various types of permits, stamps or merchandise (1, 2, 10).

	5. Season dates; 6. Set limited inventory of permits; 7. Weapons; 8. Bag codes; 9. Hunt units/zones 10. Stamp types; 11. Images/pdf files (permit/stamp/receipt images, etc.); 12. Permit sale dates; 13. Immediately halt sales of specified permits; 14. Refunds and voids; 15. Draw and Lottery processes; 16. Business rules; 17. Sales start/stop dates/times; 18. Permit system (i.e .public, vendor, agent, mobile, NGPC); 19. Disable customers (revocation) 20. Merge duplicate profiles to include permits, landowner information etc. from one customer's record to another (when one customer has more than one record).	7. **X** 8. **X** 9. **X** 10. **X** 11. **X** 12. **X** 13. **X** 14. **X** 15. **X** 16. **X** 17. **X** 18. **X** 19. **X** 20. **X**		7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20.	

Bidder Response:

Authorized NGPC users can perform all the maintenance functions defined in this requirement. Below, the functions have been logically grouped by how they are managed in the Aspira solution.

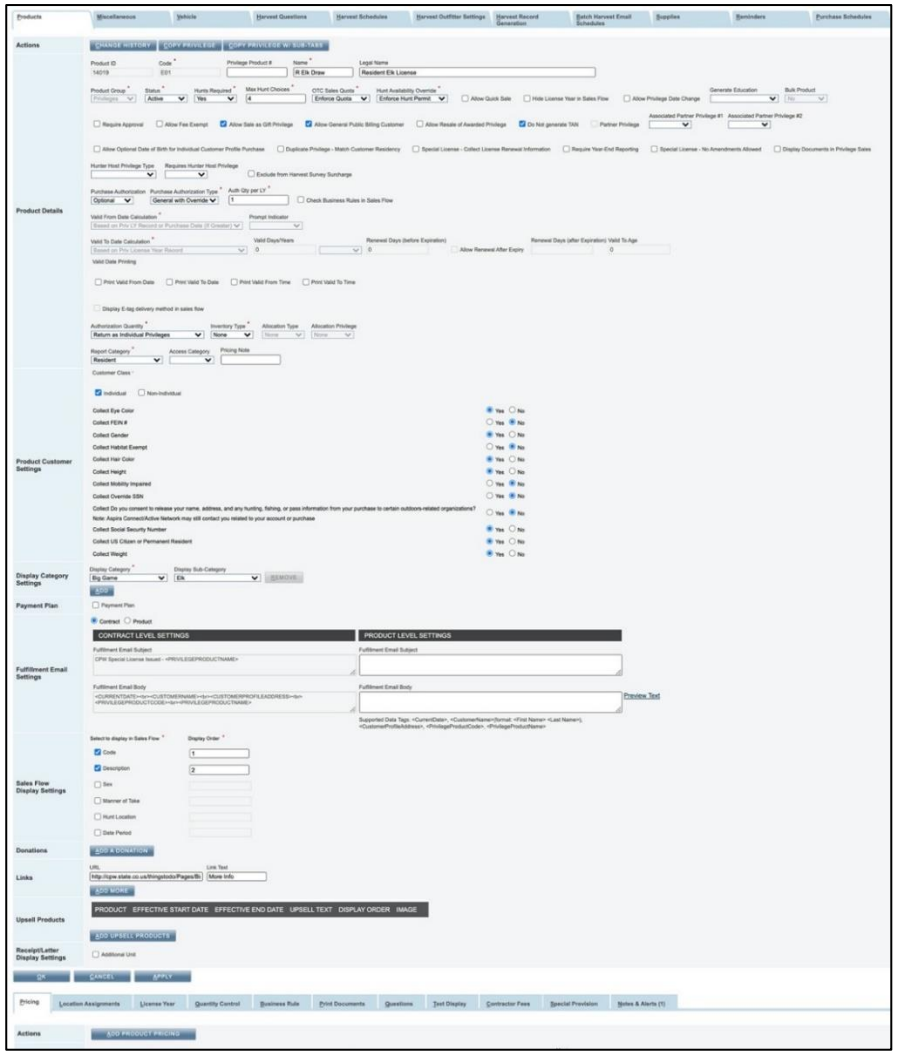
Permit/Product Management

The Permit/Product management screen allows the user to manage all aspects of the permit configuration. The configurable features are numerous and depend on the type of permit that is being created/managed. The features include (***Please Note***: braces indicate the number of the requirement in FUN-034):

- Create various types of permits, stamps or merchandise (1, 2, 10).

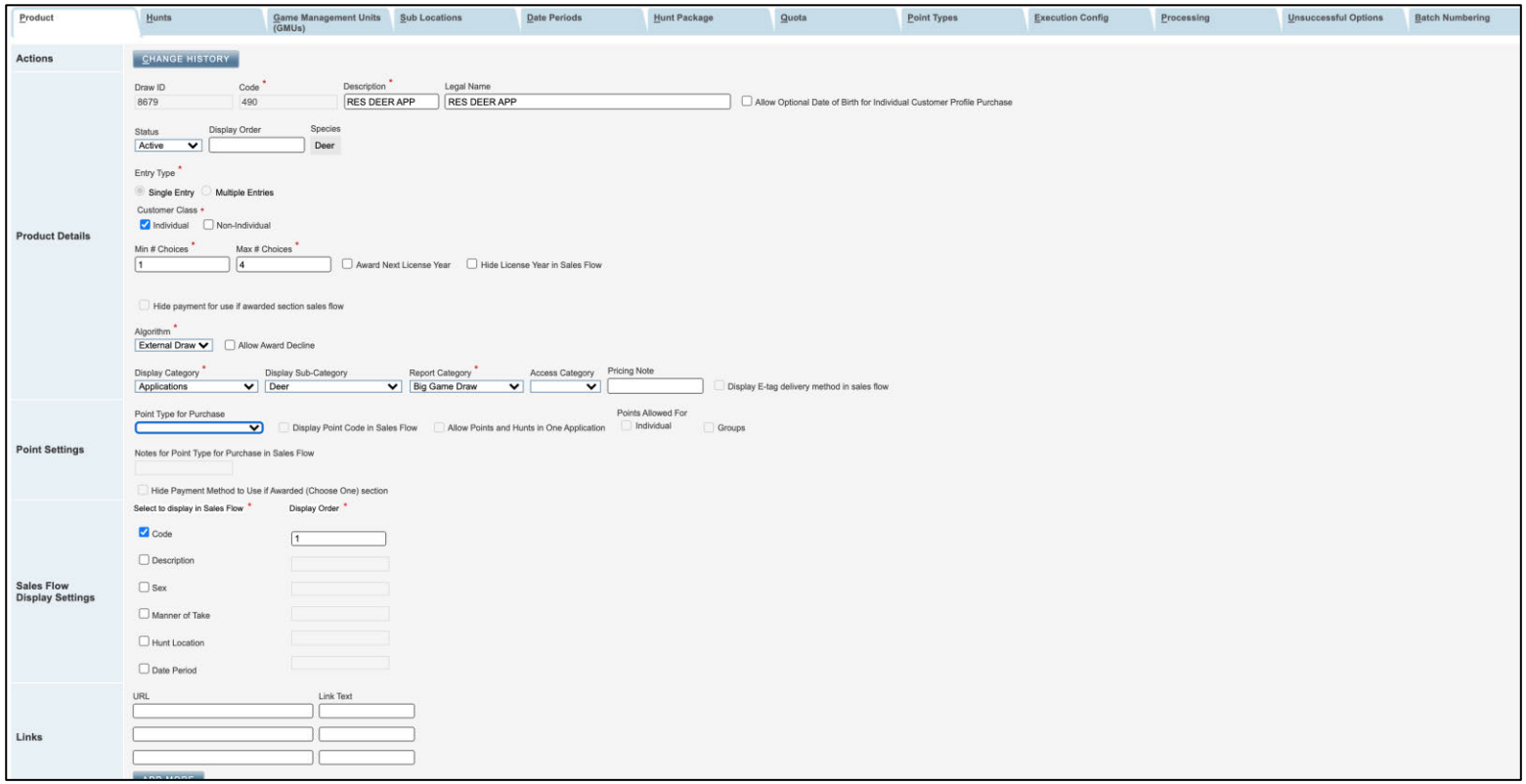
	▲ Define the fee schedule for each product including by location with any associated transaction, convenience or agent fees (3). ▲ Allocate fees to various financial accounts in whole or by percentages (4). ▲ Define all dates associated with on sale/off sale, validity (season) dates, expiry dates, and license year information (5, 12, 17). ▲ Set inventory limits by product, by quota, by inventory or by customer per transaction, per license year or per lifetime (6). ▲ Associate permits with Hunt Codes, thereby inheriting user definable weapon types, bag codes, and hunt units/zones (7, 8, 9). ▲ Associate images and/or document templates to the permit or product (11). ▲ Halt sales of specific permits at any time (13). ▲ Define the business rules to apply to a permit including but not limited to (16): – Residency – Age – Certifications – Designations (disability, veteran, active duty military, farmer, etc). ▲ Define the locations or locations classes (i.e .public, vendor, agent, mobile, NGPC) where a permit may be sold (18). ▲ Create/manage questions asked of the customer when they purchase the product/permit. ▲ Configure upsell products to promote to the customer when they add the product to their cart. ▲ Define the product category and display order of the product to determine how it should appear in the sales applications. ▲ Configure text to be displayed with the permit in the sales applications. ▲ Enable payment plans for the product. ▲ Define fulfillment setting for the product. ▲ Configure specific donation requests related to the product. ▲ Associate Harvest or HIP surveys with the permit.

- And Much more!



Comprehensive View of Product/Permit Management Screen For Completing the Functions Listed Above

	Draw and Lottery Processing Draw and lottery processing (15) is performed in the Draw Management Module. Draw management allows an administrator to manage all aspects of a controlled hunt including: ▲ Creating and editing of lottery/draw application products; ▲ Entry options such as single/multiple entries, minimum/maximum number of choices; ▲ Define the draw algorithm (external, lottery, weighted, random, instant lottery, group or buddy, dependent, etc); ▲ Support the purchase of points in lieu of a draw award; ▲ Hunt creation and management; ▲ Game Unit or Hunt Unit management; ▲ Quotas; ▲ Draw processing; ▲ Other products to offer customer who are not draw winners; and ▲ Additional configuration described above for permits/products.



Creating/Managing a Draw Product (Application)

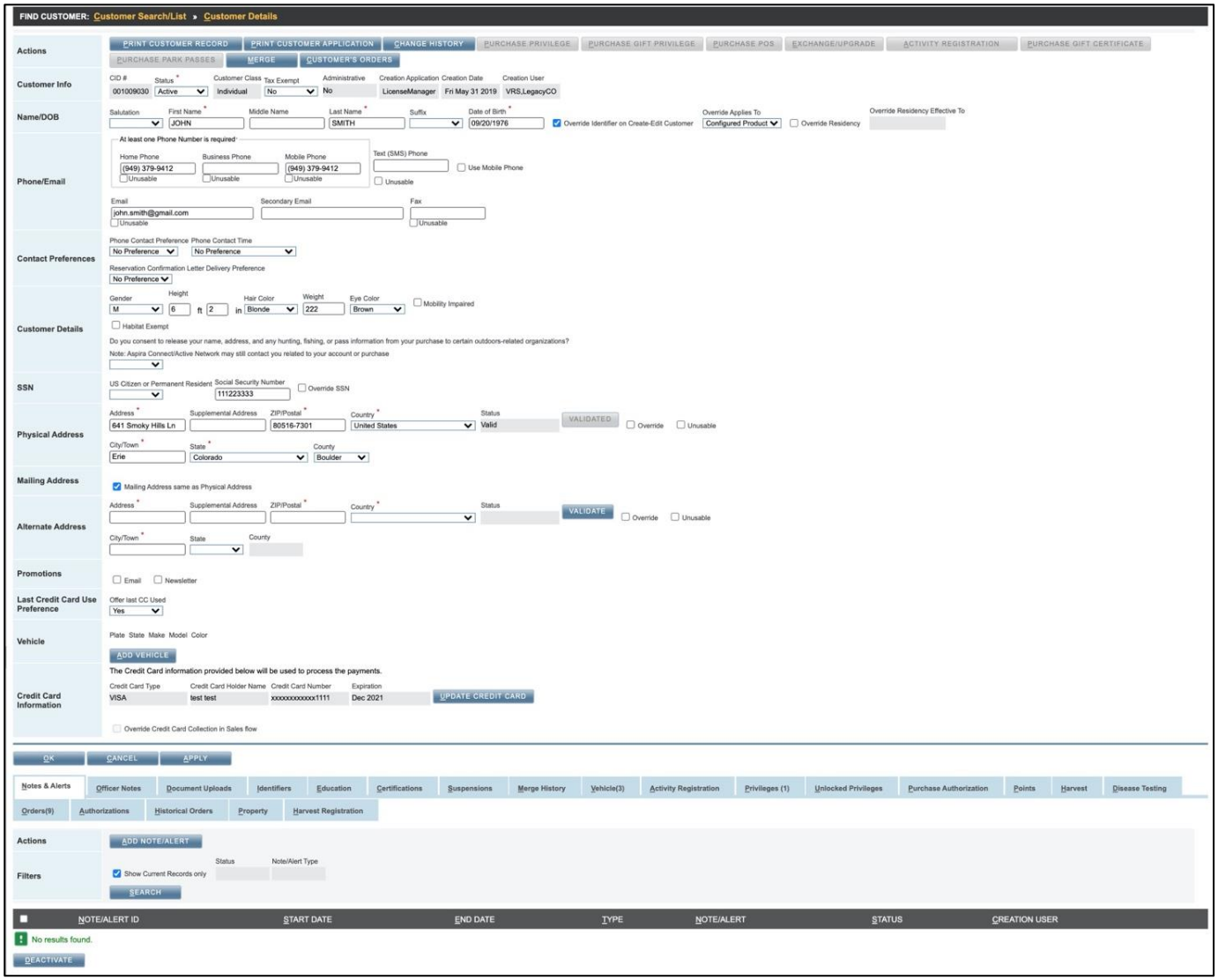
Transaction Management

Administrators are able to easily void transactions and issue refunds to customers (14). Refunds can be provided in cash, by check or by original payment method.

Customer Management

Within the customer profile screen, an administrator has the ability to perform numerous actions on the customer record including deactivating the customer record (19), or managing suspensions and merging the customer

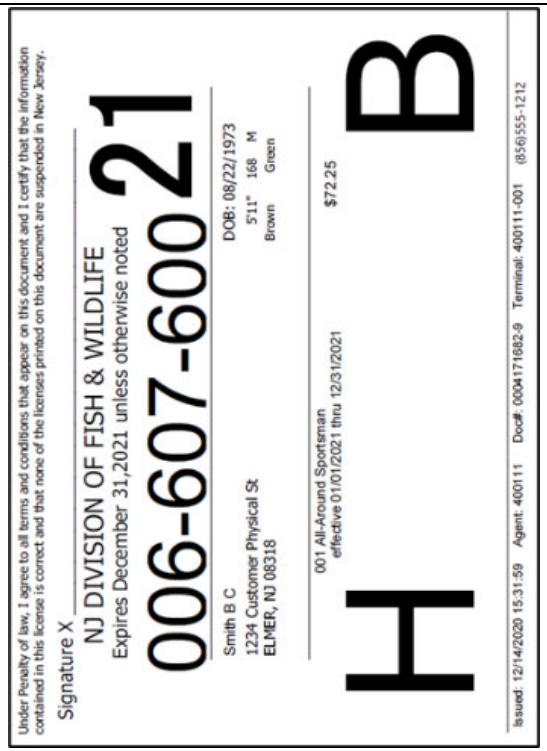
	profiles (20), and reviewing the merge history. Other functions that can be performed on the customer profile include: ▲ Profile management of contact details (email, phone, address information); ▲ Identity information such as SSN and Driver's License info; ▲ The promotions the customer wishes to receive (email or newsletter); ▲ Hunter Education; ▲ Certifications; ▲ Registered vehicles (off-road vehicles, boats, etc); ▲ Preference Points; ▲ Owned permits (both current and historic); ▲ Harvest Records; ▲ Stored Credit Card information (encrypted and hashed); and ▲ Much more.



Intuitive Design for Easy Customer Management

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-035	A. Describe how to design permits and stamps.	X			
Section VII.F.3	Bidder Response: Designing permits and stamps is a process the Aspira Product Management team will collaborate with NGPC during the implementation process. There are numerous options for each design, and NGPC may wish to keep the existing permit and stamp layout or take the opportunity to completely redesign them. The design is informed by the type of information that NGPC would like to have appear on the documents and the size of paper on which the document is to be printed. A few things NGPC will be asked to consider through the design process will be: ▲ Paper size; ▲ Colors; ▲ Permit and Stamp information; ▲ Nebraska Logo; ▲ Stamp locations on permit documents; ▲ Permit conditions and supporting text; ▲ Receipt information (there is an option to use the permit itself as a receipt for purchases at a license agent location); ▲ PDF417 barcode information; ▲ HIP Information; and ▲ Hunter Ed Certifications. A few examples of license documents Aspira has created in collaboration with other States/Provinces are shown below:				

New Jersey license documents are printed on Tyvek durable license stock that has perforated panels approximately 3 inches wide by 2 inches tall. The two documents shown are both printed with the purchase of their All-Around sportsman license and are both printed on two panels. The back of the Tyvek roll has standard terms and conditions text. Note that first portion contains the fees paid by the customer for the license and this document acts as the receipt for sales at license locations.



This same template is used for print-at-home license as well. Print at home licenses do come with a separate PDF receipt as well.

Colorado Parks and Wildlife 16
ORDER #: 8-21243356 AGENT: 00102
ISSUE DATE: 08/30/2015 01:35:45 PM RPT: NNN
CID:123456790
RESIDENT SINCE 11/2014 R
JOHN R SMITH
6925 CENTURY AVE TEST ADDRESS
MISSISSAUGA, ON L5M 7S7 CANADA
(303) 291-7777 MALE BLU 6'01 215LBS
DATE OF BIRTH: 11/28/1970 DL: CO 123457699 C
HUNTER EDUCATION CERTIFICATES:
HE CARD REQUIRED BOW CO 123457699

(License Not Valid if Detached) 8-21243356 123456790 JOHN R SMITH
01 999 ANNUAL FISHING LICNESE $70.00
Valid 01/01/2016 THRU 12/31/2016
02 051 RES ARCHERY ANTERLESS ELK $45.00
Valid 06/25/2016 THRU 12/25/2016
Hunt Code: E-F-000-U1-A RMFLPP List: A
Antriss OTC Archery
Units: Statewide Except LTD Units.
Season Dates: 08/30/2016 – 09/28/2016
and 10/20/2016 – 11/20/2016
and 1/22/2016 – 11/20/2016
White Tail Only
See Brochure.
Preference Points After Draw: 00
Weighted Preference After Draw: 00

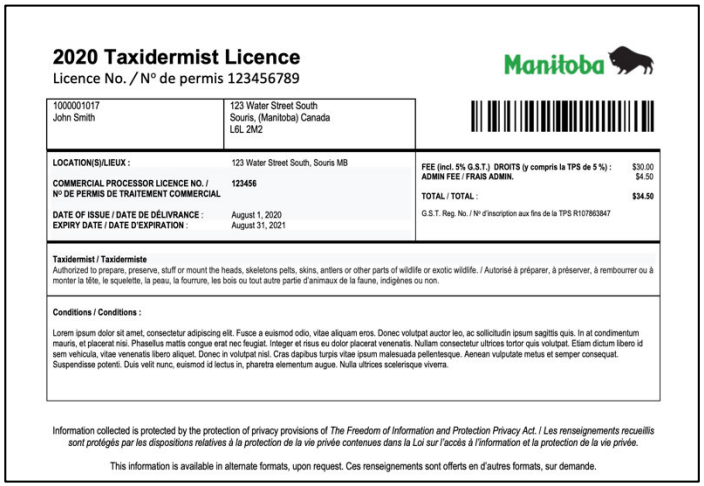
(License Not Valid if Detached) 8-21243356 123456790 JOHN R SMITH
03 071 RESIDENT FALCONRY $10.00
Valid 08/01/2015 12:00 AM THRU 08/30/2015 11:59 PM
FALCONRY LEVEL: APPRENTICE
For HIP: call 866-COLOHIP or www.colohip.com
Current regulations are available on the internet at: http://cpw.state.co.us/about us/Pages/Regulations.aspx under Chapter 00 and 12.
RU 018 RES EXTRA ROD STAMP PAID
Valid 06/25/2015 THRU 09/25/2015
038 PARK PASS ANNUAL (Duplicate) $5.00
Valid 06/25/2015 THRU 09/25/2015

(License Not Valid if Detached) 8-21243356 123456790 JOHN R SMITH
Search & Rescue: $99.99
Wildlife Ed Fund Surcharge: $99.99
Taxes: $13.99
Total Amount: $999.99
HIP: 12345 SHC: 1650000471
Valid 4/11/2016 thru 3/3/2017 Valid thru 2016
I certify the above statements are true. (The making of a false statement in connection with purchasing license is punishable as a misdemeanor). I hereby authorize CDPW to make further inquires to verify these statements.
Signature:

The Colorado license document is also printed on perforated stock. Note that a single permit is formatted to never cross the perforated line of the license stock and that every segment contains the order number, customer CID and the customer's name. The 2D barcode at the bottom of the document contains information about the customer and the document order that can be scanned by the Aspira's Law Enforcement application for quick customer look-up.

The license documents in Manitoba have been designed to print on standard 8.5 x 11 plain paper. The document is a mix of pre-configured text related to the license type and custom conditions that can be entered at the time of license issuance.

The template also supports both English and French.



2020 Taxidermist Licence
Licence No. / N° de permis 123456789
Manitoba

1000001017
John Smith

123 Water Street South
Souris, (Manitoba) Canada
L6L 2M2

LOCATION(S)/LIEUX : 123 Water Street South, Souris MB
COMMERCIAL PROCESSOR LICENCE NO. / N° DE PERMIS DE TRAITEMENT COMMERCIAL 123456
DATE OF ISSUE / DATE DE DÉLIVRANCE : August 1, 2020
EXPIRY DATE / DATE D'EXPIRATION : August 31, 2021

FEE (incl. 5% G.S.T.) DROITS (y compris la TPS de 5 %) : $30.00
ADMIN FEE / FRAIS ADMIN. $4.50
TOTAL / TOTAL : $34.50
G.S.T. Reg. No. / N° d'inscription aux fins de la TPS R107863847

Taxidermist / Taxidermiste
Authorized to prepare, preserve, stuff or mount the heads, skeletons pelts, skins, antlers or other parts of wildlife or exotic wildlife. / Autorisé à préparer, à préserver, à rembourrer ou à monter la tête, le squelette, la peau, la fourrure, les bois ou tout autre partie d'animaux de la faune, indigènes ou non.

Conditions / Conditions :

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce a euismod odio, vitae aliquam eros. Donec volutpat auctor leo, ac sollicitudin ipsum sagittis quis. In at condimentum mauris, et placerat nisi. Phasellus mattis congue erat nec feugiat. Integer et risus eu dolor placerat venenatis. Nullam consectetur ultrices tortor quis volutpat. Etiam dictum libero id sem vehicula, vitae venenatis libero aliquet. Donec in volutpat nisl. Cras dapibus turpis vitae ipsum malesuada pellentesque. Aenean vulputate metus et semper consequat. Suspendisse potenti. Duis velit nunc, euismod id lectus in, pharetra elementum augue. Nulla ultrices scelerisque viverra.

Information collected is protected by the protection of privacy provisions of *The Freedom of Information and Protection Privacy Act.* / *Les renseignements recueillis sont protégés par les dispositions relatives à la protection de la vie privée contenues dans la Loi sur l'accès à l'information et la protection de la vie privée.*

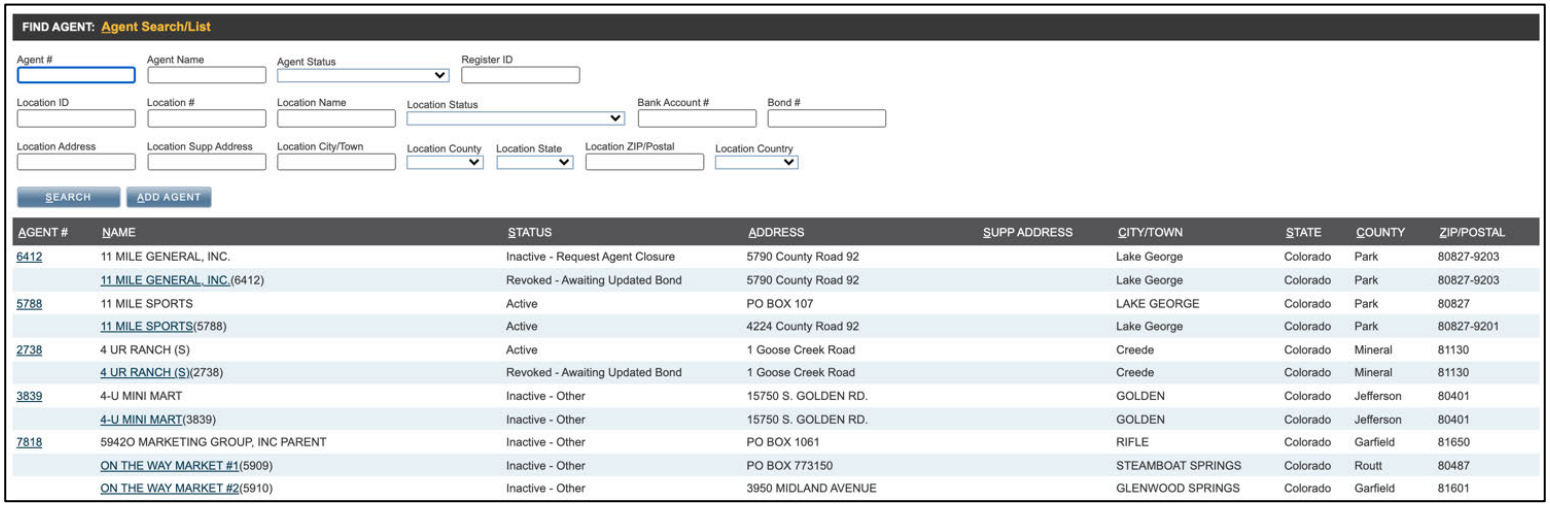
This information is available in alternate formats, upon request. Ces renseignements sont offerts en d'autres formats, sur demande.

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-036	A. Describe how designated Administrative personnel can addand delete preferences to a customer's profile:	X			

Section VII.F.4	Bidder Response: The Aspira Solution supports the creation of customer attributes — settings that identify if the customer falls into a particular class or category from which product and permit business rules can determine if a customer is eligible to purchase the product or permit. All preferences are editable by Administrative personnel with the assigned system role. A few of the more common preferences the system can support are: ▲ Veteran; ▲ Lifetime Disabled Veteran; ▲ Special Fish; ▲ Permission to Hunt from a Vehicle; ▲ Mobility Impaired; ▲ Visually Impaired; ▲ Active Duty Military; ▲ National Guardsman; and ▲ Farmer. The "Senior" preference is not typically defined as a customer attribute because business rules can identify senior permit eligibility from the customer's date of birth. However, "senior" could easily be added as a customer preference.				
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-037 Section VII.F.5, 6	A. Describe how the system allows NGPC users with administrative access to remotely manage agent permissions including: 1. Authorization to sell Certain permits; View/edit NGPC location or Agent's Corporate and Agent information; 2. Update account codes associated with the location; 3. Add or disable user ids and passwords; 4. Manage location user access rights; and 5. Authorization to perform additional functions (check-in harvested animals).	X			

Bidder Response:

NGPC administrators with the appropriate permissions have the ability to remotely manage agent permissions and settings. When the administrator opens the Agent Management module, they are provided with the means to search for an existing agent or create a new agent. When presented with the list of agents that meet the search criteria, the user is able to click to manage the Agent settings or each individual location. To understand Agent/Location, consider that Wal-Mart is an Agent (the business) and each of their stores is a location.



AGENT #	NAME	STATUS	ADDRESS	SUPP ADDRESS	CITY/TOWN	STATE	COUNTY	ZIP/POSTAL
6412	11 MILE GENERAL, INC.	Inactive - Request Agent Closure	5790 County Road 92		Lake George	Colorado	Park	80827-9203
	11 MILE GENERAL, INC.(6412)	Revoked - Awaiting Updated Bond	5790 County Road 92		Lake George	Colorado	Park	80827-9203
5788	11 MILE SPORTS	Active	PO BOX 107		LAKE GEORGE	Colorado	Park	80827
	11 MILE SPORTS(5788)	Active	4224 County Road 92		Lake George	Colorado	Park	80827-9201
2738	4 UR RANCH (S)	Active	1 Goose Creek Road		Creede	Colorado	Mineral	81130
	4 UR RANCH (S)(2738)	Revoked - Awaiting Updated Bond	1 Goose Creek Road		Creede	Colorado	Mineral	81130
3839	4-U MINI MART	Inactive - Other	15750 S. GOLDEN RD.		GOLDEN	Colorado	Jefferson	80401
	4-U MINI MART(3839)	Inactive - Other	15750 S. GOLDEN RD.		GOLDEN	Colorado	Jefferson	80401
7818	5942O MARKETING GROUP, INC PARENT	Inactive - Other	PO BOX 1061		RIFLE	Colorado	Garfield	81650
	ON THE WAY MARKET #1(5909)	Inactive - Other	PO BOX 773150		STEAMBOAT SPRINGS	Colorado	Routt	80487
	ON THE WAY MARKET #2(5910)	Inactive - Other	3950 MIDLAND AVENUE		GLENWOOD SPRINGS	Colorado	Garfield	81601

Agent Search and Results

Selecting the agent records allows the user to edit and update the agent record including:

- Address and Main Contact for the agent;
- Add or edit locations;
- Configure the EFT settings for the agent including EFT type and frequency;
- Add or edit bank account information for the agent ACH sweeps;
- Add and track agent bonds;
- Make EFT adjustments; and
- View all invoices and account balances related to the agent.

FIND AGENT: Agent Search/List » Agent Details

Actions: EFT REPORTING | ACCOUNT BALANCE | INVOICES | APPLICATION | CHANGE HISTORY

Agent Info

Agent # *	Status *	Agent Name *	Owner Name *	Agent Type *	Creation User	Creation Date
5788	Active	11 MILE SPORTS	LARRY OR ALISON FALK	Other	ao-legacyload	Tue Jun 26 2001

OK | CANCEL | APPLY

Addresses & Contacts | Notes & Alerts | Document Uploads | Locations(1) | Financial Config | Bank Accounts (Y) | Bonds | EFT Adjustments | EFT Invoice Payments | Users

Actions: ADD BANK ACCOUNT | CHANGE LOCATION BANK ACCOUNT ASSIGNMENTS | VIEW LOCATION BANK ACCOUNT ASSIGNMENTS

Filters: Show Current Records only; Bank Account Status: Active, Inactive; Prenote Status: Pending, Sent, Bypassed, Successful, Failed; Account Type: Checking, Savings

SEARCH

ID	PRENOTE STATUS	STATUS	ACCOUNT TYPE	ROUTING #	ACCOUNT #	# LOCATION ASSIGNMENTS	BANK NAME	BRANCH NAME/PLACE	CREATION DATE/TIME	CREATION USER
1600	Successful	Active	Checking	307070005	2319*****	1	ENT FEDERAL CREDIT U		06/26/2001 00:00:00	Load, Legacy

DEACTIVATE | BYPASS PRE-NOTE

Agent Profile – Bank Accounts

Once agents and locations are configured, they will inherit the settings from the product which will determine where certain products can be sold. This uses a location class function so that new products do not need to be added manually to each location. Instead, a product can be assigned to a location class, and all agent locations in that class will be able to sell the product.

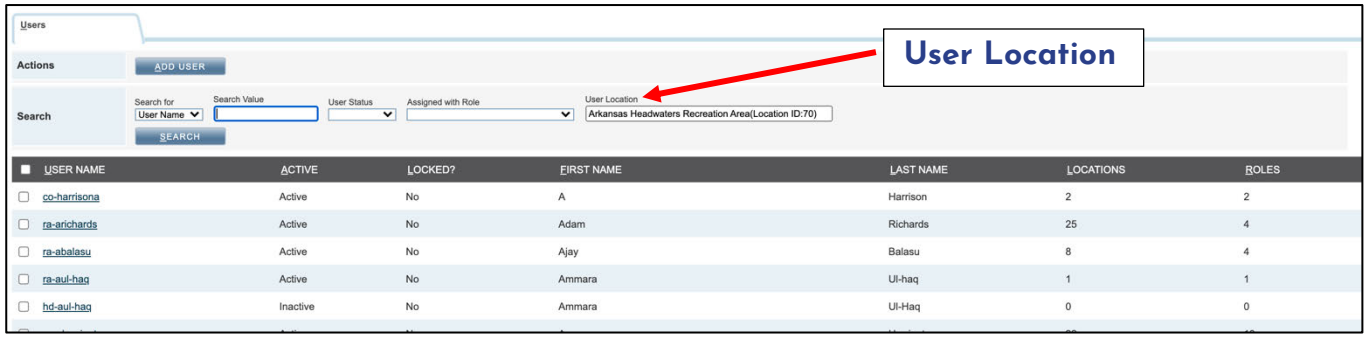
Pricing | Location Assignments | License Year | Quantity Control | Business Rule | Print Documents | Questions | Text Display | Contractor Fees | Special Provision | Notes & Alerts (3)

LOCATION CLASS	ASSIGNED	NUMBER OF LOCATIONS IN LOCATION CLASS	NUMBER OF LOCATIONS ACTIVELY ASSIGNED
1-CPW Administration	Yes	15	14
2-CPW Agent - Offices	Yes	36	36
3-CPW Agent - Parks	Yes	80	53
4-External Agent	Yes	1405	1405
5-Specified Agent	No	7	0
8-Draw Import	Yes	3	1
6-Active Agent (Internet)	Yes	4	4
7-Active Agent (Phone)	Yes	5	5

ASSIGN TO LOCATIONS IN SELECTED LOCATION CLASSES | UNASSIGN FROM LOCATIONS IN SELECTED LOCATION CLASSES

Product Assignment to Location Class

Users and their permissions at a specific location can be controlled using the User Manager module in the Administrative console. The admin user can search for all users who currently have roles with an agent location and can modify the user's roles or deactivate the user completely. Additionally, an administrator can create new users and assign them to a location and role or deactivate a user, which will effectively render their username and password as null.

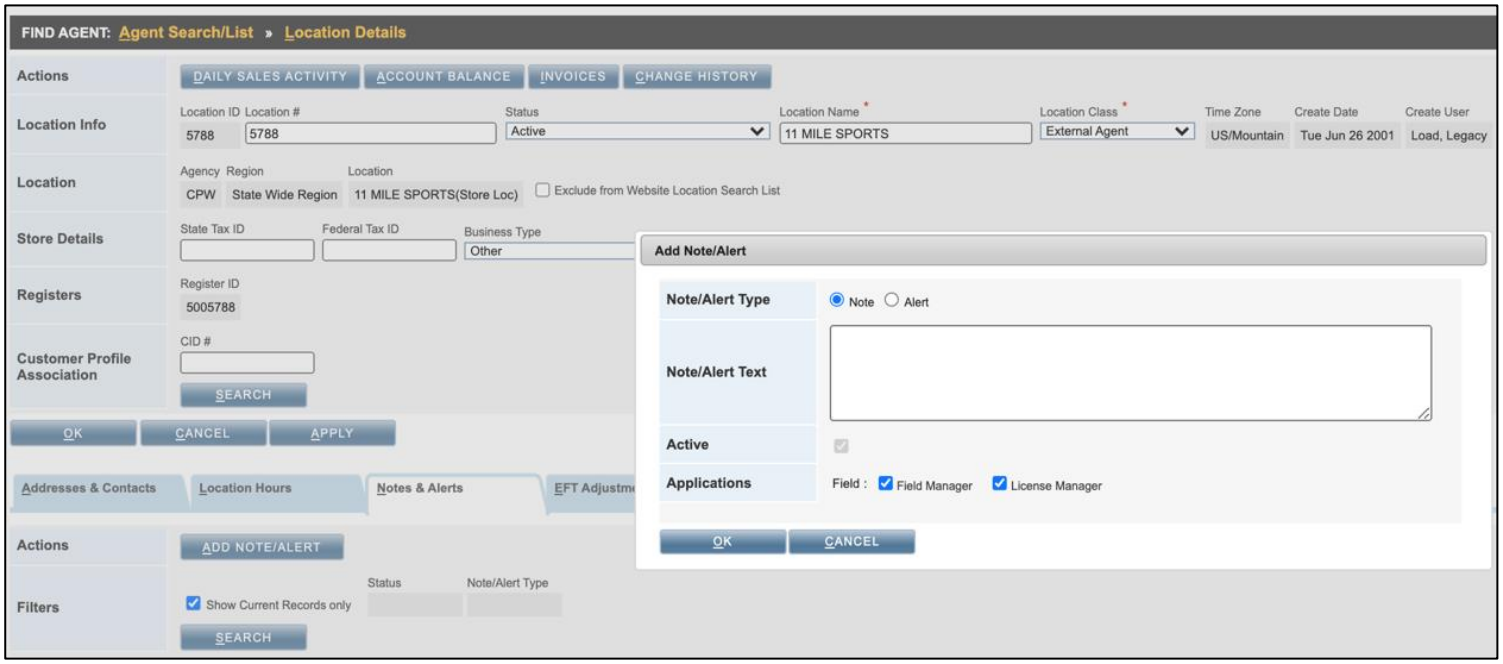


All Users Assigned to the Location

Enabling features for agents is configured by location class. So, if an authorized user wishes to allow only certain agents to support harvest check-in, a new "Check-in" location class can be created to allow agents assigned that class to perform the check-in function.

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-038	A. Describe the system's live messages functionality.	X			
Section VII.F.7	Bidder Response: Aspira One offers two ways to communicate with users in the system, whether NGPC staff or License agents. Notes/Alerts Notes or alerts can be sent to a License agent through the Agent Profile screen. The user may differentiate between sending a note or an alert which will determine how the information is presented to users on the system.				

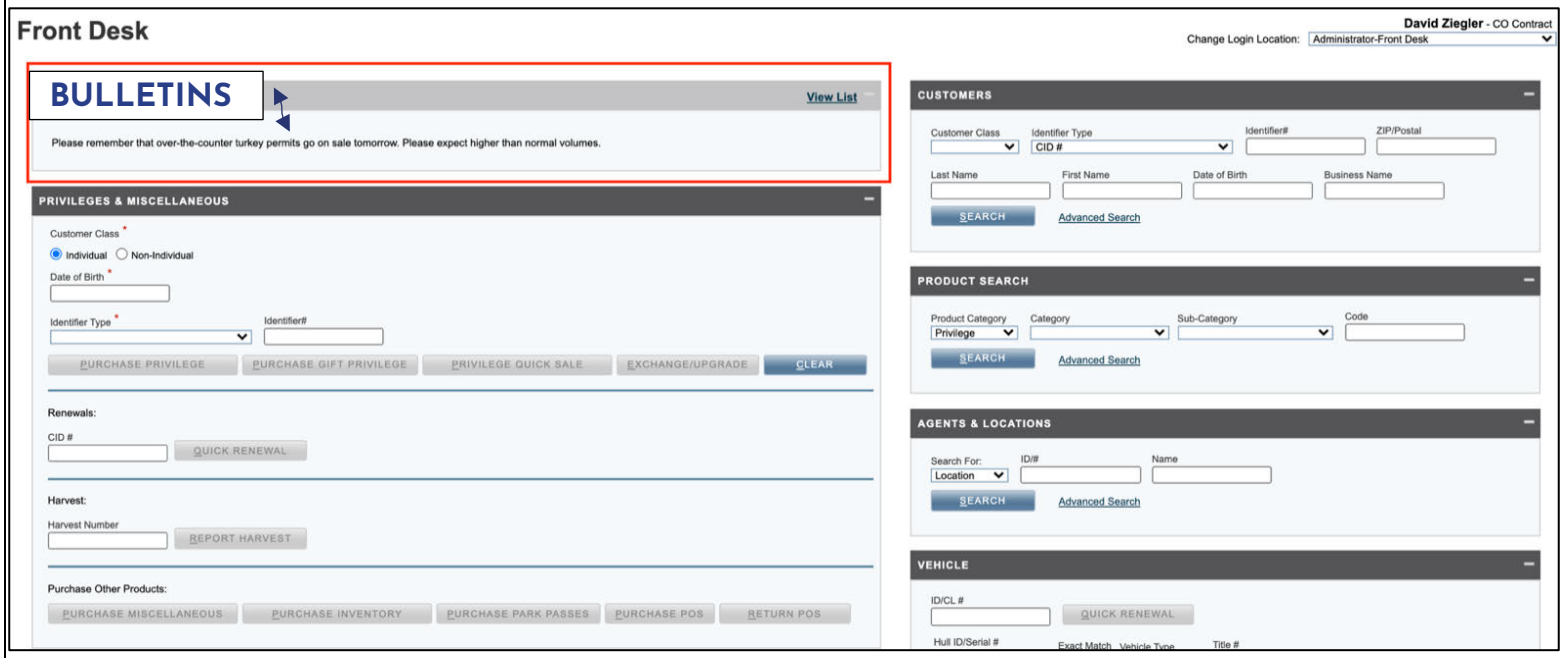
Both functions will display on-screen messaging when the agent clerk is logged into the system. Stylesheets can determine the look of the message to denote urgency or not (e.g. Red border text, all caps, etc.).



Add Note/Alert to display to Agent

Bulletins

Bulletins are used to communicate internally with NGPC staff. A bulletin will be presented on the system login screen for each user. The user will automatically see the bulletin for the length of time which the bulletin is configured for presentation.



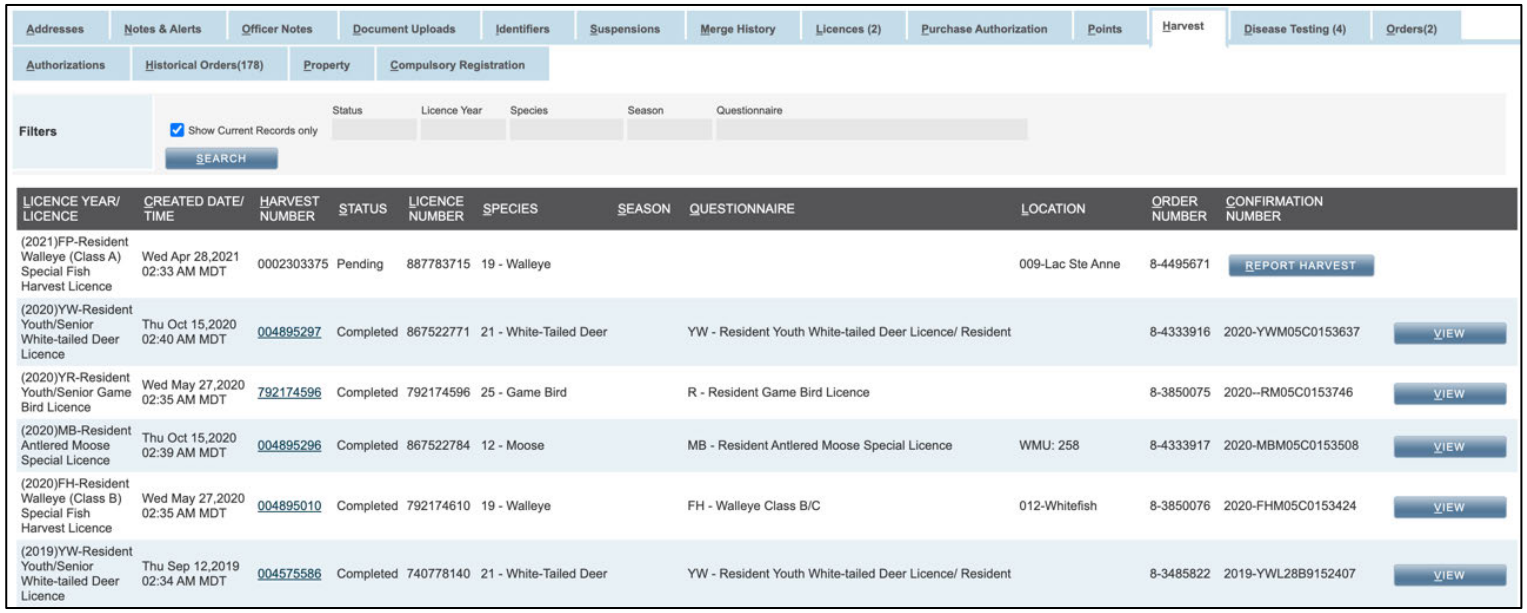
Selection of Bulletins on the Landing Screen at an Agent Location

Chat Feature

Aspira also has the ability to enable a web chat feature through our case tracking system to provide additional support access.

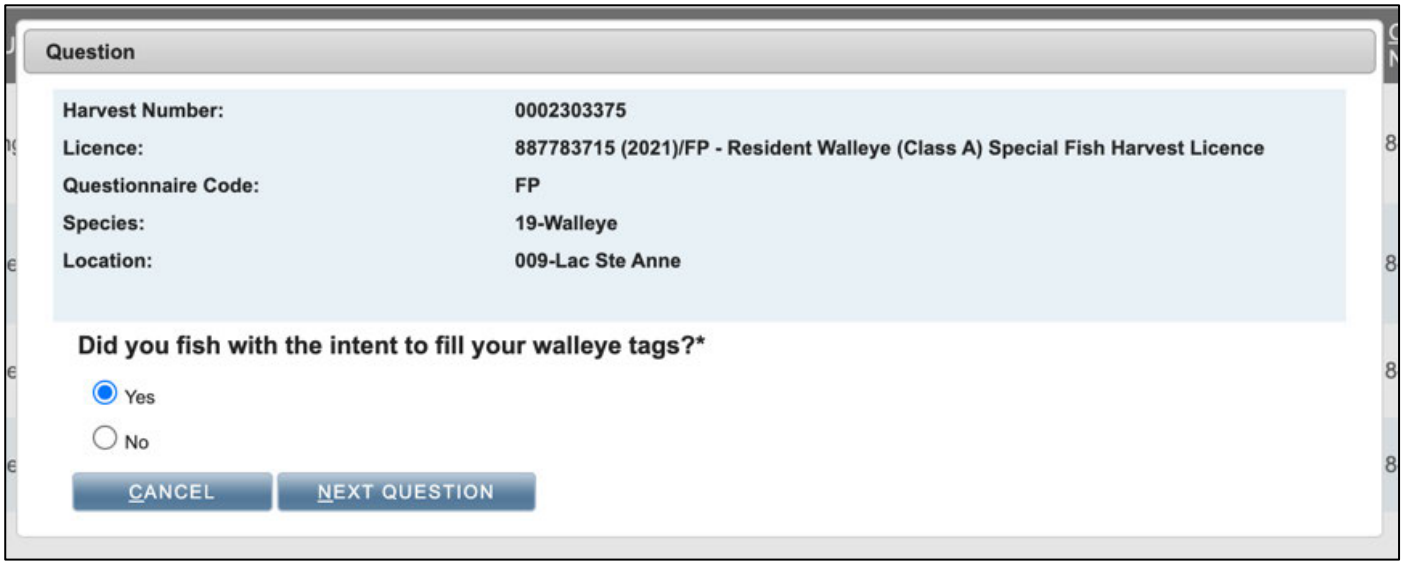
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-039 Section VII.F.8	A. Describe how a user with administrative access can update and report big game harvest information.	X			
	Bidder Response:				

An administrator can submit and update a customer's harvest report from the customer's profile in the administrative console. A record of all outstanding harvests and completed harvests is accessible to the admin user.



Harvest Reports on Customer Record

When the admin selects to report the harvest, the harvest survey appears for them to complete and submit on behalf of the customer.

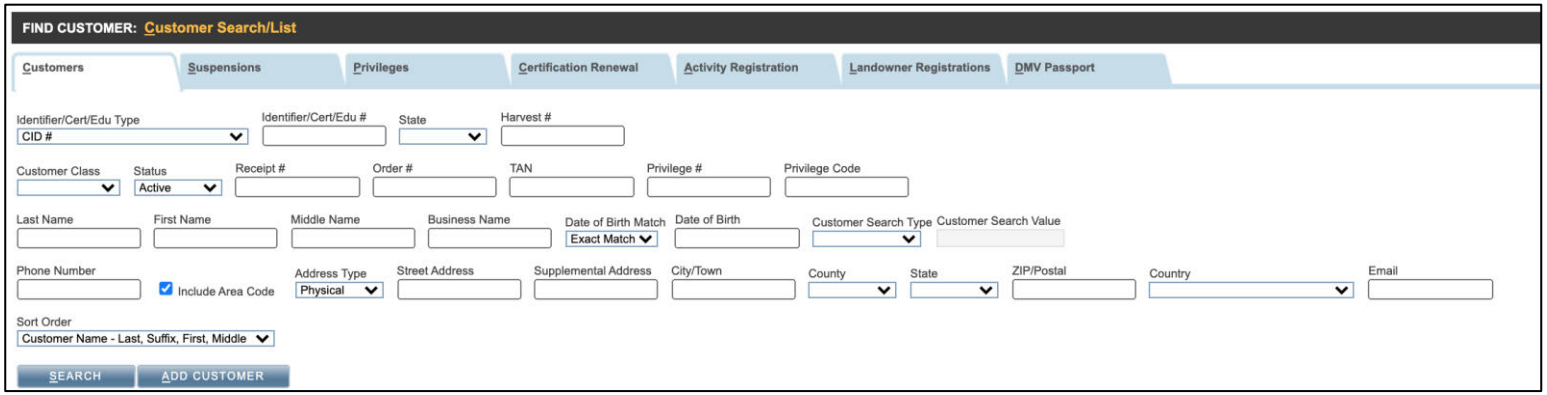


Harvest Survey in Admin Console

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-040 Section VII.F.9	A. Describe how the system allows a user with administrative access to search/inquire the following: 1. Customer 2. Permit number 3. Payment ID 4. Credit card transaction number 5. Receipt number	X			
	Bidder Response:				

Aspira One is structured in such a manner that an administrative user with the appropriate permissions can quickly and easily look-up a customer's transaction information from the main customer search screen. Initial criteria presented on this screen include but are not limited to the following:

- Customer information (name, identifier, DOB and phone number);
- Certification, Hunter Ed or harvest numbers; and
- Transaction based information (receipt number, transaction # (also known as Order number) and permit/privilege #.



Customer Search Criteria

When a customer is returned in the search, the administrator can click into the customer record to view historic order (transaction) details, view any draw applications or permits the customer owns, and drill down to specific receipts and transaction details through the user interface.

Notes & Alerts | Officer Notes | Document Uploads | Identifiers | Education | Certifications | Suspensions | Merge History | Vehicle(3) | Activity Registration | Privileges (1) | Unlocked Privileges | Purchase Authorization | Points | Harvest | Disease Testing

Orders(9) | Authorizations | Historical Orders | Property | Harvest Registration

Filter — Year: Product Year — Year Value — SEARCH

Status: ☑ Active ☐ Cancelled With Refund ☐ Cancelled Without Refund ☐ Denied ☐ Exchanged ☐ Expired ☐ Invalid ☐ Pending ☐ Reversed ☐ Revoked ☐ Transferred ☐ Upgraded ☐ Voided

PRIVILEGE NUMBER	LICENSE YEAR	PRODUCT	HUNT CODE	STATUS	# OF DUPS / # OF REPRINTS	VALID FROM / VALID TO	CREATION DATE / LOCATION	PRICE	AMOUNT PAID	BALANCE DUE	INVENTORY NUMBER
1790085710	2021	AN1 - ANS Stamp Resident		Active	0 / 0	Mon Dec 21 2020 Fri Dec 31 2021	Mon Dec 21 2020 07:37 AM Northeast Regional Office (11)	$25.00	$25.00	$0.00	

Page: 1 of 1 — FIRST | PREVIOUS | NEXT | LAST — 25 rows per page

View of Customer Permits

Notes & Alerts | Officer Notes | Document Uploads | Identifiers | Education | Certifications | Suspensions | Merge History | Vehicle(3) | Activity Registration | Privileges (1) | Unlocked Privileges | Purchase Authorization | Points | Harvest | Disease Testing

Orders(9) | Authorizations | Historical Orders | Property | Harvest Registration

Filter — Year: Product Year — Year Value — SEARCH

ORDER # / TAN	RECEIPT#	ORDER DATE	PRODUCT	ORDER ITEM STATUS	ID/CL # HULL ID/SERIAL#	BILLING CUST?	SALES LOCATION (LOCATION)	ORDER PRICE	BALANCE
8-8277600	1790085719	Mon Dec 21 2020	AN1 - ANS Stamp Resident (Original)	Active		Yes	Northeast Regional Office(11)	$25.00	$0.00
9-341914	1790085719	Mon Dec 21 2020	V03 - Boat > 30 ft. (Original)	Active	CL1461GM BUJ45688K910	Yes	Northeast Regional Office(11)	$75.25	$0.00
8-8275018	1785173427	Wed Nov 04 2020	AN1 - ANS Stamp Resident (Original)	Active		Yes	Littleton Office(10220)	$25.00	$0.00
9-341833	1785173427	Wed Nov 04 2020	V02 - Boat 20ft - 29ft 11in (Original)	Active	CL1459GM CLZ64061K020	Yes	Littleton Office(10220)	$45.25	$0.00

View of Customer Orders (Transactions)

FIND CUSTOMER: Customer Search/List » Customer Details » Privilege Order Details » Receipt Detail

Receipt Actions: ADD TO CART | REPRINT RECEIPT | REQUEST H&F CONF LETTER

Receipt Details

Receipt #	Receipt Date & Time	Sales Location	Created By
1790085719	Mon Dec 21 2020 7:37 AM MST	Northeast Regional Office	Overton,Marcus

Customer

Name	CID #	Phone	Email	Organization Name
SMITH,JOHN	001009030	(949) 379-9412	john.smith@gmail.com	

Transaction(s): Purchase Privilege, Make Payment

Receipt Item: 8-8277600

SMITH,JOHN(001009030)
641 Smoky Hills Ln
Erie, CO, 80516-7301
United States

(2021)AN1-ANS Stamp Resident
Valid: Mon Dec 21 2020 to Fri Dec 31 2021

Printed Immediately

State Fee	$25.00
Order Total	$25.00

Transaction(s): Registration, Make Payment

Receipt Item: 9-341914

SMITH, JOHN (001009030)
641 Smoky Hills Ln
Erie, CO, 80516-7301
United States

Boat BUJ45688K910
CL #:CL1461GM

(2020)V03-Boat > 30 ft.(Original)
Valid: Mon Dec 21 2020 to Fri Dec 31 2021

State Fee	$75.00
Agent Fee	$0.00
Transaction Fee	$0.00
WES (Wildlife Education Fee)	$0.00
S&R (Search and Rescue Fee)	$0.25
Order Total	$75.25

Receipt Fees Summary

State Fee	$100.00
S&R (Search and Rescue Fee)	$0.25

Amounts

Payments: 1790085715

Total Price	$100.25
Past Paid Amount	$0.00
Payment Tendered	$100.25
Change Due	$0.00
New Amount Owing	$0.00

Drilldown from Order to Receipt

Payments

Payment	Payment ID	Payment Status	Payment Type	Payment Group	Collect Location	Collect Station
	1790085715	Received	CASH	Cash	Northeast Regional Office	Station 1

Payment Details | Payment Distributions

Actions: VOID PAYMENT | REVERSE CHARGE BACK | RETURN PAYMENT

Payment Details

Amount	Change Tendered	Net Amount
$100.25	$0.00	$100.25

Batch ID	Reconciliation Job ID - Reference #	Financial Session ID
		1789923345

Customer

Name	Phone #	Email
SMITH, JOHN	9493799412	john.smith@gmail.com

Payment Attributes

EFTConfigSchedule
108

Orders

$25.00 of this payment has been allocated to order # 8-8277600

$75.25 of this payment has been allocated to order # 9-341914

Refunds

Collection Info

User	Pin User	Collect Location	Collect Station	Date & Time	Phone #	Email
ac-moverton	Overton, Marcus	Northeast Regional Office	Station 1	Dec 21, 2020 7:37 AM MST		

Void Info

User	Void Location	Actual PIN User	Actual Location	Actual Station	Date & Time	Phone #	Email

Drilldown to Payment Details from Receipt

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-041 Section VII.F.10.a-b	A. Describe how the system capability in conducting the following: 1. Draw 2. Preference Point 3. Bonus Point 4. Buddy Application 5. First and Second Choice Hunt Units 6. Auxiliary draw 7. Preference Point 8. Bonus Point 9. Lottery draw 10. Manual draw 11. Notify applicant of draw results	X			

Bidder Response:

The Aspira Solution is capable of performing all types of draws and lotteries required by NGPC for the management of limited entry hunts. The robust configuration and execution process is defined below. During implementation, Aspira will provide the fully documented draws algorithms and processes for NGPC review and acceptance to ensure the fair assignment of lottery winners.

System Implementation

During the initial implementation phase of the project, Aspira's Professional Services team will work with NGPC to define and build all of the necessary components of the draw/lottery hunts including:

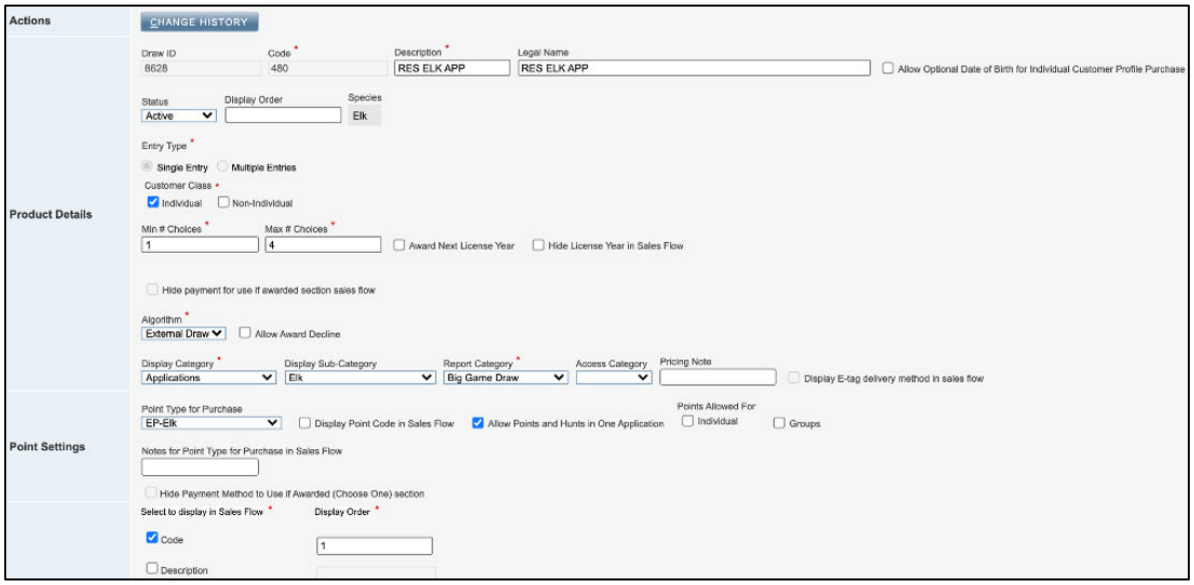
- Species definitions;
- Weapon set-up;
- Hunt Units/Zones/Game or Wildlife Management Units;
- Preference point rules; and
- More.

This process provides the foundation for the draws and lotteries that NGPC will perform periodically throughout the license year. The highly configurable nature of the system ensures that all requirements of the NGPC draw/lottery can be met.

Applications and Permits

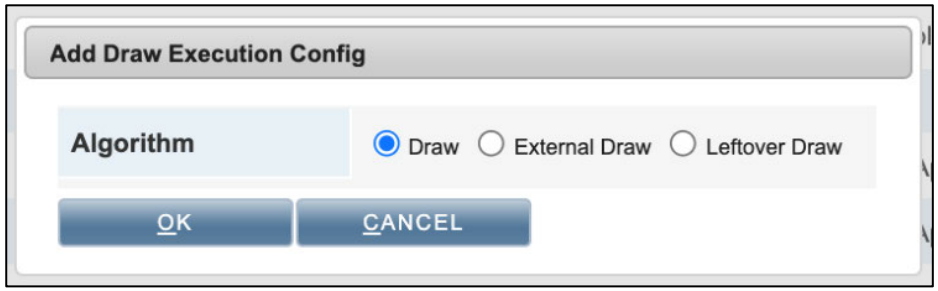
Applications are created in the Draw Management module of the Aspira System. An admin may create new application products or simply add the new license year to an existing application product that does not change year-over-year. The application product is where the rules for who can purchase the application product (business rules), where the application can be sold (web, agent, NGPC), and the fees associated with the application. Additionally, the user may define:

- The number of Hunt Unit choices the customer can add when submitting the application;
- How the application product will categorized and displayed in the Public Website catalog;
- Whether or not the customer can purchase a preference point with the application; and
- Whether the application supports group or buddy applications.



Draw Application Product

	Once the application has been configured, the admin may create a new permit product or simply add a new license year to an existing permit product. The permit product is what will be awarded to the customer should they win the draw. Fees, sales locations, and product categorization are all configured in the product settings. **Customer Applications** The process by which a customer may purchase an application or preference points is described in detail in **FUN-25** and **FUN-26** in this document. **Draw/Lottery Preparation** The Aspira Solution provides an intuitive and logical approach for administrators and biologists to prepare a season's draws and lotteries for a specific species. First, the system provides a copy feature that allows for NGPC to copy the configuration of a draw year-over-year, eliminating costly setup time and the potential for error. Once a draw configuration is copied from the previous period, NGPC—with the help of Aspira Technical Account managers—need only update quotas, opened/closed hunt areas, and the dates related to the application cut-off and draw execution. Application products and permit products can also be copied from the previous period and are associated with the upcoming lottery. Aspira will work with NGPC to vigorously pre-test all draws and lotteries to ensure the configuration is correct and the results are as expected. **Draw/Lottery Execution Setup** The configuration of draws and lotteries in Aspira One uses the same configuration process, allowing the administrator to differentiate between a draw (with preference points) and a lottery (random, non-weighted) within the setup process. The draw execution setup can be associated with multiple species and hunts and informs the system of the draw algorithm to use when the draw or lottery is run. When the user first selects to configure the draw execution, they have the option to choose the main algorithm for the draw. These can include: ▲ **Draw/Lottery** – Draw or lottery run within the system; ▲ **External Draw** – Draw or lottery run outside of the system (manual draw); and ▲ **Leftover (Auxiliary) Draw** – Draw or lottery to run after the main lottery if permits remain.

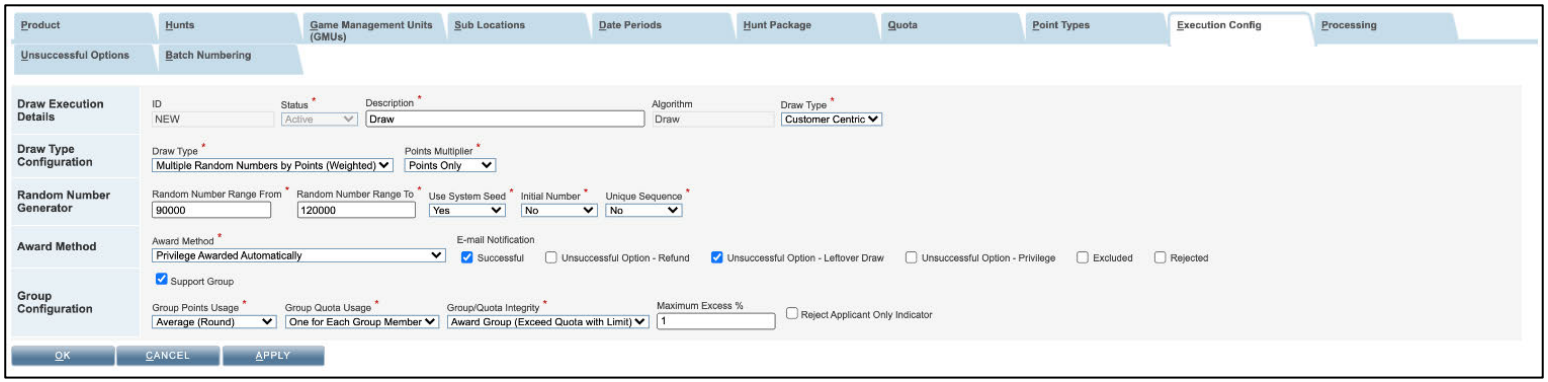


Draw Algorithm Selection

After selecting an option, the user will have the ability to define the setting of the draw execution as follows:

- **Draw Type**:
  - ***Customer Centric*** - After assigning random numbers, the system starts with the applicant who has the highest ranking random number. It checks whether this applicant's first hunt choice is within the quota. If so, a privilege is awarded to the applicant. If not, the system moves to the applicant's second hunt choice and repeats the process. This process continues for each application descending by the customer's ranking number.
  - ***Hunt Centric*** - After assigning random numbers to all applicants, the system starts with the first hunt choice of all applicants. It selects a quota type of a hunt. For each quota type, the system selects applicants based on the ranking of their assigned random numbers, starting with the highest one. A privilege is awarded to the first applicant. If the quota is filled, the system moves to the next quota type and repeats the process. After exhausting all the quota types in the applicant's first hunt choices, the system moves to the next hunt choice and repeats the same process for this and all subsequent hunt choices.
- **Draw Type Configuration** – This is where the administrator can determine if the hunt should simply be a random draw (lottery) or a weighted draw (draw). If a weighted draw is selected, the preference points may be used as is, or they can be squared or cubed.
- **Random Number Ranges** – The admin can define the number range from which a random number will be generated for each applicant.

	▲ **Award Method** – The method by which the permit should be awarded to draw or lottery winners including: – ***Accept the Privilege Award*** – The winning applicant must accept the award and purchase the privilege. Awards that are declined or not accepted will be added to the pool for over-the-counter sales. – ***Privilege Awarded Automatically*** – The winning applicant is awarded the permit automatically, charging the credit card on file for any related fees. – ***Privilege Awarded Automatically after Accept/Decline Period*** – Initially the applicant will have the ability to accept or decline their award. Should they not do so within the defined acceptance period, they will be automatically awarded the permit and the system will charge the credit card on file for any related fees. ▲ **Notifications** – The administrator will be able to determine the system notifications that will be generated once the draw/lottery has been executed. Optional communications include: – Successful – notifies draw winners; – Unsuccessful – Refund – notifies unsuccessful applicants, offers refund; – Unsuccessful Option – Leftover Draw – notifies unsuccessful applicants – offers leftover draw; – Unsuccessful Option – Privilege – notifies unsuccessful applicants – offer alternative product; – Excluded – customer was excluded from the draw; and – Rejected – customer application was rejected. ▲ **Group Applications** – The admin can define how the lottery/draw will handle group applicants during execution including: – How the preference points of group/buddy applicants should be used to determine weighting in a draw. The options can include average of the points for all group applicants, points of lowest group member, points of highest group member, or points of the group leader. – How hunt quota is assigned with the option of one per group or one per group member. – How group and hunt quota integrity is managed with the option to choose to skip the group to avoid exceeding quota, allow the exceeding of quota for a group, or allow exceeding of quota but with a limit.



Draw Execution Configuration

Lottery/Draw Important Dates

The final step in the process before executing the lottery or draw is associating the Application Product with an Execution process and defining the dates for the lottery or draw. These dates include:

- **Freeze Period End Date and Time** – The freeze period is the period of time from the last sales date of the Draw Applications to the date defined here.
- **Award Acceptance By Date and Time** – The period after the draw is executed until the date by which awards must be accepted.
- **Payment Deadline** – The date by which all payments for accepted awards must be received.

Lottery/Draw Execution

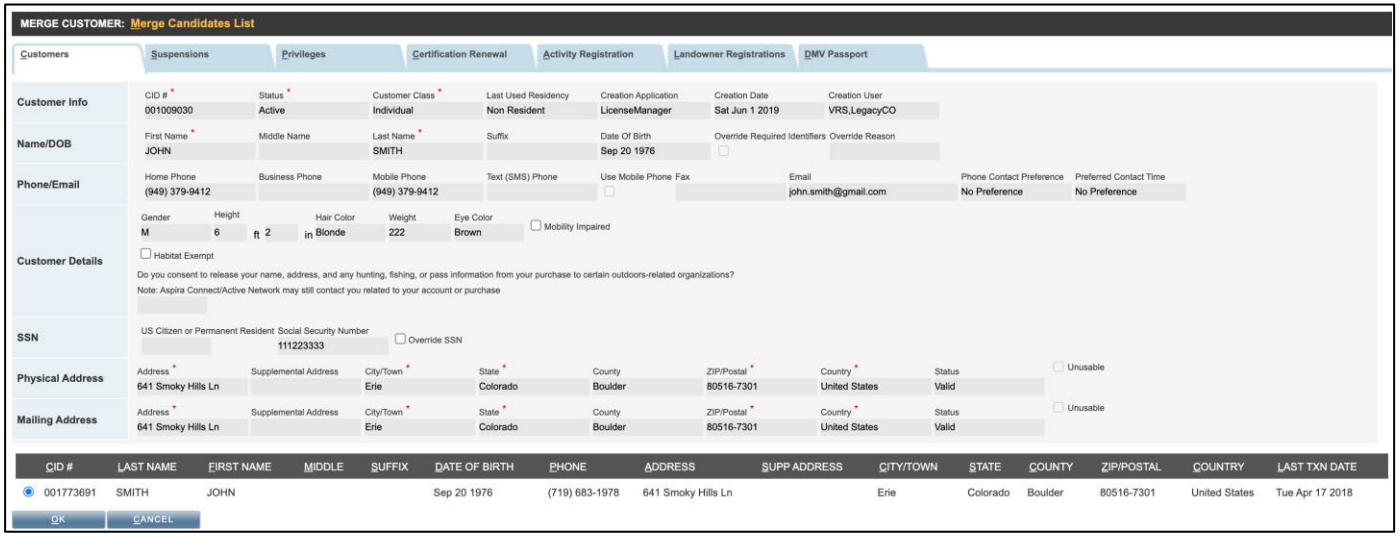
Due to the highly complex nature of the draw and the high impact on NGPC customers, Aspira and NGPC will coordinate to run the draw process should the draw occur within the system. Aspira staff from multiple departments are always ready to address any exceptions that may occur during the draw process. Final approval of draw results will come from NGPC before the results are published.

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-042 Section VII.F.11	A. Describe the system's ability to merge duplicate customer profiles.	X			

Bidder Response:

When viewing a customer profile that is a duplicate of another profile, there are two methods of executing the merge function. The first is when you know the unique ID of the customer you wish to merge with the currently open customer profile. This process is used when an administrator knows the duplicate exists and has identified the duplicate profile. Entering the customer's unique system ID will initiate the merge process.

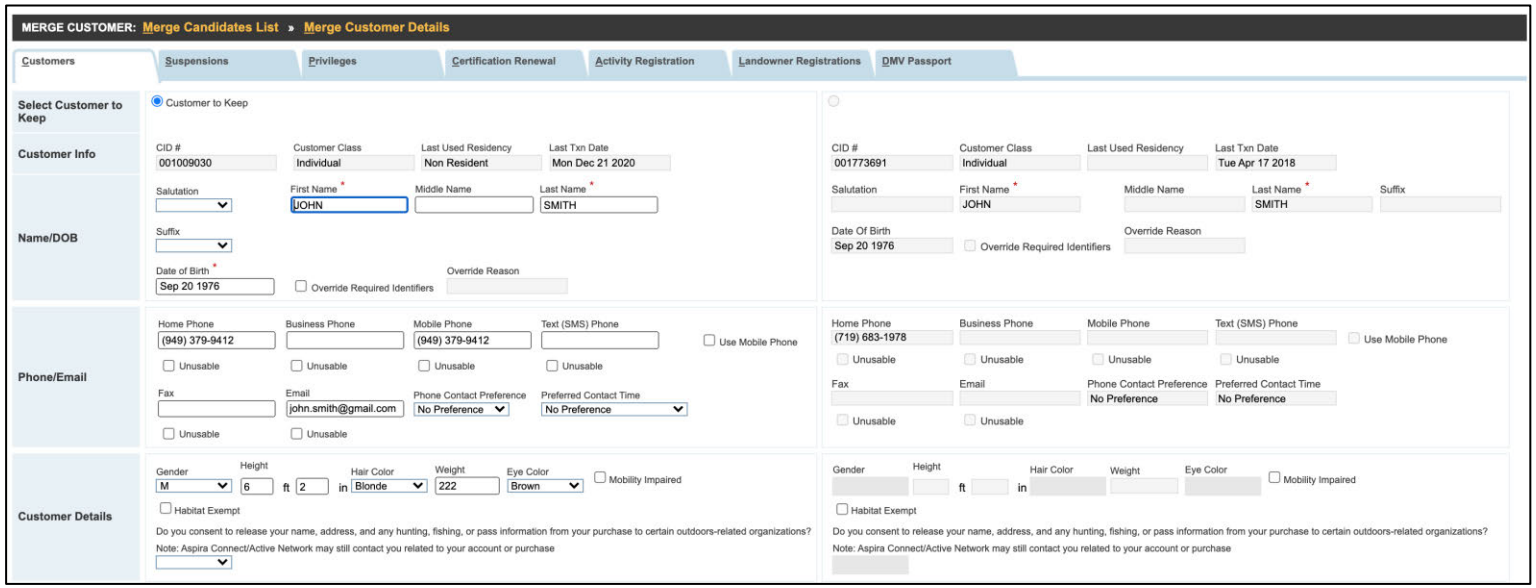
The second method is to have the system search for merge candidates. To do this the system checks elements of the profile against others in the system and returns a list of possible matches based on similar data sets. The merge candidates are presented to the administrator for confirmation so the administrator can initiate the merge process.



Customer Merge Candidates

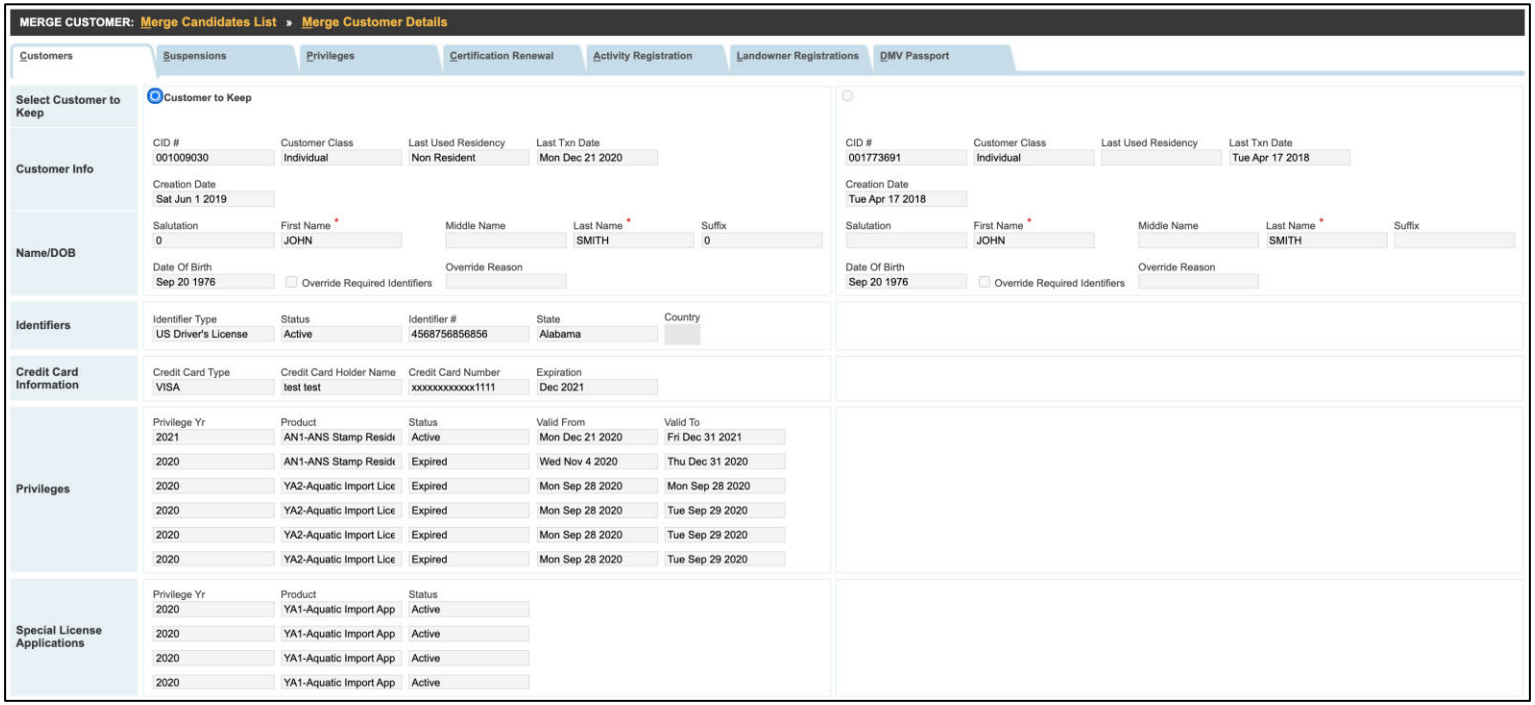
Merge Process

Once an administrator initiates the merge process, they are prompted to select the elements of the two customers they wish to keep for the merged profile. Data that is not selected is preserved in the event the merge needs to be reversed. The administrator can then update the selected record in a side-by-side comparison to the duplicate record.



Side-by-side view of Customer Info for two profiles to be merged

Finally, the administrator will be able to review the privileges the two customer profiles have for accuracy. Once confirmed, the records can be merged.



Side-by-side view of Customer Permit Info for Two Profiles to be Merged

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-043 Section VII.F.12	A. Describe how the system calculates and accounts for salesand lodging tax and correctly apply it to NGPC products and services in compliance with applicable tax regulations.	X			
	Bidder Response: Aspira's solution supports very complex tax structures, including state and individual county and city tax tables for sales tax collection, and is proven to support the requirements of our agency clients. Products can be made configurable to support one or more applicable taxes.				

	Aspira One's configuration options for taxes have an effective date as well as inventory start and end dates, which allows for the pre-configuration of future fees rather than rushing to complete the data input immediately prior to the date. Aspira One can be configured for the application of various tax codes, including those specific to merchandise sales. Aspira's solution also allows for products to be set as tax included. For example, a taxable item (at 7%) may be sold as $1 to the customer; however, in the back-end the sale is reported as $.93 POS fee and .07 tax. Tax is reported on the Tax Detail, Tax Summary and Tax Remittance reports. The system provides multiple tax reports which displays revenue and the tax details which have been charged based on the tax schedules. These reports can be generated as granularly and frequently as NGPC desires, as well as used to determine the monthly tax amount for remittance to the tax authorities.

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-044 Section VII.G.1-10	A. Describe the system POS module including: 1. Internal Sales Channel 2. External Sales Channel	X			
	Bidder Response: Via the License Manager module, Aspira One provides a turnkey solution for Hunting & Fishing License management, including setup and ongoing managements of stores, License vendors, vendor locations, and a full catalog of license terms—multi-year, 365 day (if you choose), and specific to license year. NGPC staff, if so desired, can configure and annually rollover existing and new Hunting and Fishing licenses, as well as special licenses such as Falconry, Trapping, Roadkill, etc. Complex draw configurations and award rules are supported, along with automated printing of licenses and setup of relevant license rules and product surveys/questions. The License Manager module enables authorized NGPC central office staff to configure and change all relevant aspects of the licensing program, including price, sales period, store/location assignments, quantity controls, print templates, and so forth. All this can be done independently of the vendor (i.e. these changes are configuration-based and do not require software code changes). This gives authorized users full control over setup and ongoing				

management of the entire product catalog and enables them to react to legislative/regulatory changes in a fast and streamlined manner.

License Manager lets you build and assign detailed question trees and surveys, as well as configure relevant license purchase rules. You can setup and manage EFT schedules, order supplies, and manage store/vendor setup. The License Manager interface also provides for purchase workflows and drilldowns into customer profiles so that authorized staff can dive into customer history, perform customer profile merges, check/manage suspensions, address validations, identifier setups, certifications, and much more.

License Manager also provides a real-time view of all scheduled and historic EFT activity, enabling staff to review and troubleshoot the remittance of funds from authorized retailers to the State accounts.

In addition, we provide a dedicated sales interface for license resellers/vendors that provides for streamlined license sales, as well as pass renewals.

The system can be fully configured to support relevant legislative requirements, as well as Harvest Reporting and other Questionnaires, Watercraft/Vehicle Registrations, a Chronic Waste Disease module, residency rules, identifier setup options and validations, automated EFT transmittal of funds from agents, configurable auto-reminder and autorenewal options for licenses, customized printing and fulfilment of hardcopy licenses and tags, support for e-licenses, HIP surveys, and so much more.

Aspira One has proven itself as an accurate, reliable, fast, and cost effective solution that is efficient at accepting, retrieving, processing, and providing information for both the processing of Licenses, Hunter Reporting and Controlled Hunt drawings, and administrative inquiry and reporting. In short, Aspira One provides:

- Intelligent catalog introduces purchase suggestions during the selection process and at checkout;
- Tag issuance and tracking;
- Content management with near real-time changes promoted to your web and catalog pages;
- A POS system for License Vendors who may use either their own equipment or that supplied by Aspira;
- A system that allows NGPC to dynamically create and manage Hunter Reporting questionnaires, surveys and reporting;
- Mobile apps for licensing, law enforcement, harvest reporting and surveys, wildlife area self-check in/checkout;

- System supports both license year and 365 day licenses/privileges;
- A user-friendly System Management Tool that allows NGPC staff to manage the system, if so desired;
- A robust Controlled Hunt draw system for all manner of drawings, big game, Limited, once in a lifetime hunts landowner, over the counter real-time and any others as developed by NGPC;
- An enforcement tool to block the sale of Licenses to those with license revocations or suspensions;
- A compliant and reconcilable accounting system for all business activities: sales, cancellation, exchange, voids duplicates and EFT processes supported by detailed reporting;
- Gift card sales and redemption; and
- Integrated single shopping cart for the license consumer to include subscription, POS Product and other items from the enterprise catalog.

Aspira One's License Manager application provides NGPC with an easy to use system management tool enabling end-to-end administrative control of privilege (license, permit, tag, stamp), hunt, harvest, draw application, magazine subscription, and donation products. License Manager enables authorized NGPC users to create and modify products – available immediately to designated locations, or on a date/time specified. NGPC can also set prices, effective dates, and business rules, and assign products to specific classes of agents/outlets. Some of the available features include:

- **Copy Product** feature, which enables NGPC to select a product with similar characteristics and copy it to a new product, which NGPC can then change to suit the new product;
- **Configurable Pricing Records** where the base product fees as well as any commissions and fund splits across accounts are defined;
- **License Year** which defines the year of the product as well as the Sell From and To Dates;
- **Flexible Valid From** (i.e. Start Date/Time) **and Valid To** (i.e. Expiry Date/Time);
- **Options**, which along with License Year are used to establish valid dates for annual license year or based on a number of days (e.g. 365-day, 1-day, 7-day, etc.);
- **Configurable Business Rules**, which dictate customer eligibility to purchase a product. This includes support for Rule Groups (NGPC Combination Rules);

- **Quantity Controls** which dictate the number of the same product that the customer can purchase in a configured timeframe;
- **Dynamic Questions** to be asked during product purchases;
- **Configurable Text Displays** representing information to be provided to the customer during the sales flow;
- **Configurable Display** (e.g. Fishing, Hunting, Trapping) **and Report Categories and Sub-categories** (e.g. Annual, Short-term, Lifetime) that are used to organize product display in sales user interfaces and reports; and
- **Print Templates.**

When configuring the License Year for products, Aspira One provides a batch feature to make the roll-over of the License Year quick and easy for the user. Aspira One is fully capable of selling multiple years of licenses simultaneously where date ranges overlap.

The Business Rule function lets NGPC specify the rules that govern the sale of products to customers. For most rules, NGPC can indicate whether a product for which a customer is not eligible is to be offered/displayed to the customer or hidden from the user interface. Business rules belong to one of the following categories:

- **Cross Reference** rules relate to conditions set on privilege products or a combination of privilege products that affect the customer's purchase, including products that qualify for an exchange;
- **Customer Demographic** rules such as the customer's, gender, military status, age or residency or a combination of these and others (e.g. Hunter ed.);
- **Suspension/Revocation** rules relate to the customer's suspension/ revocation status that determines eligibility;
- **Education/Certification Enforcement** rules relate to the customer's education or certification, as a prerequisite to purchase; and
- **Draw Product Enforcement** rules relate to conditions under which the customer can purchase a draw product.

Quantity Controls limit the number of products that a customer is permitted to purchase. For example, purchase restrictions may be based on the:

- **License year** (the maximum number of the same product in a license year);
- **Transaction** (the maximum number of the same product in the same transaction); and
- **Lifetime** (the maximum number of the same product in a lifetime).

Donation and Magazine Subscriptions do not involve regulatory compliance, so business rules and quantity controls do not apply.

When setting up a product, NGPC defines the locations that are permitted to sell that product. Aspira One's "location class" concept provides for the grouping of locations with similar characteristics. As a result, NGPC can enable the sale of a product for an entire location class at once or for individual locations as needed.

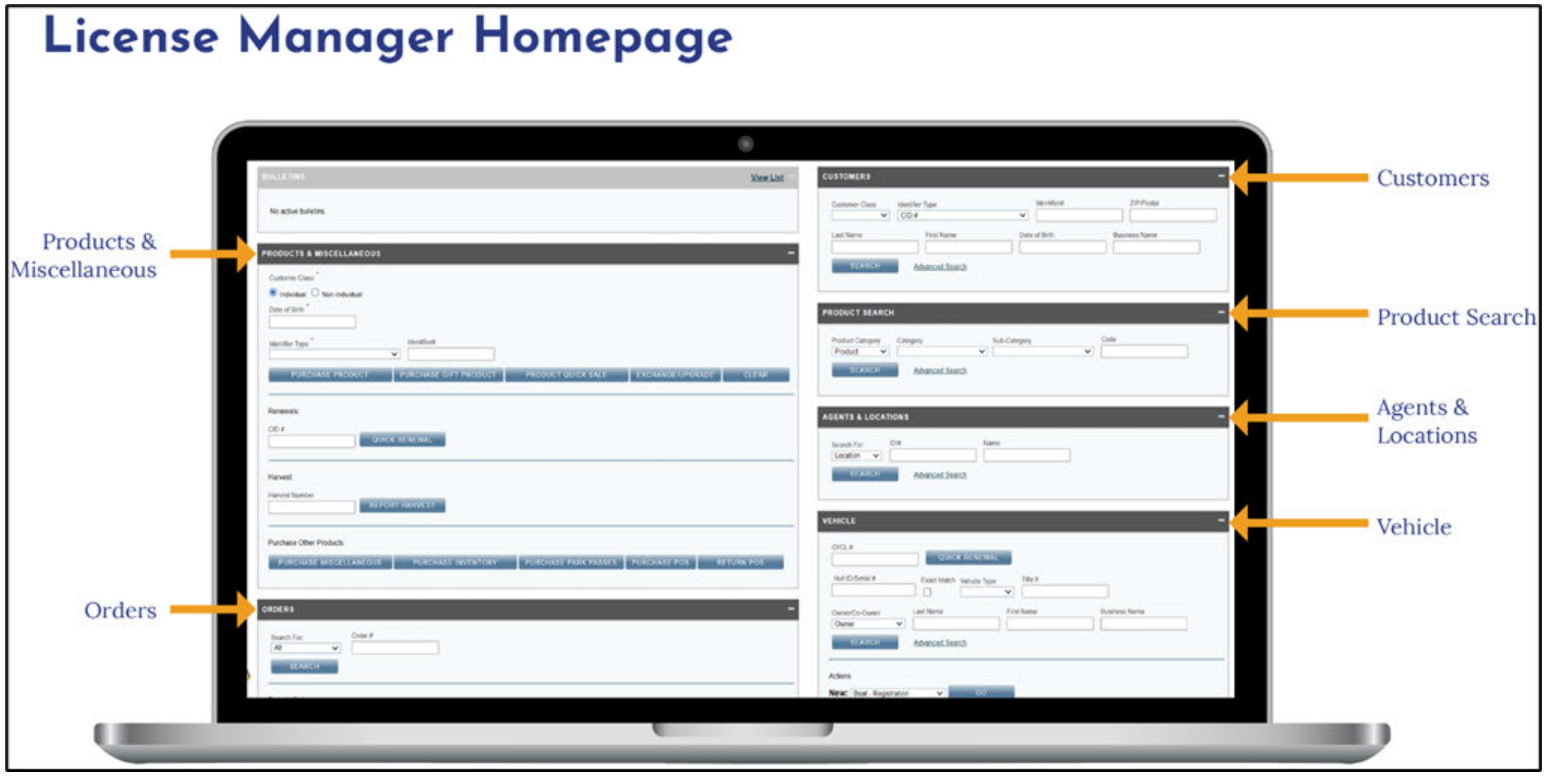
Specific to Package Products, Aspira One provides for the set-up of a Package License that contains multiple other License items where the package is offered to the customer at a discounted price. NGPC defines the name of the Package Product, the associated licenses, and the discount.

Specific to Draw products, Aspira One enables NGPC to configure the draw product details, including product code, product, species, min and max # choices, algorithm (draw, instant draw, external draw), and point settings. NGPC also defines the applicable WMAs, Quotas (for a limited draw), draw execution parameters, and more.

NGPC can optionally edit product settings. The date/time, user and location where the change was made is tracked in the change history.

Comprehensive and Easy-to-Use License Manager for Staff

As indicated above, Aspira One's License Manager application provides NGPC with a system management tool enabling end-to-end administrative control of privilege (license, permit, tag, stamp), and other products.



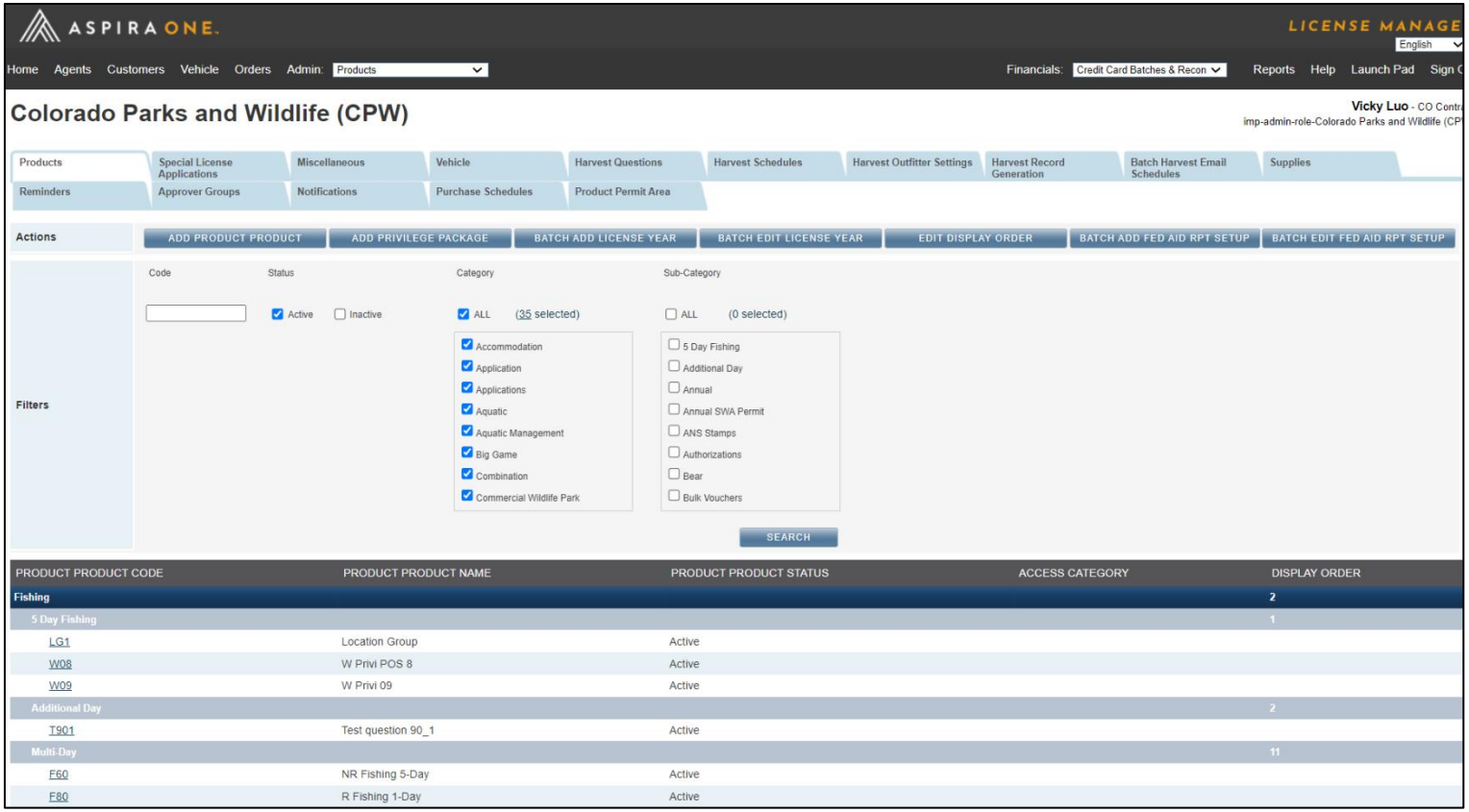
Aspira One License Manager Home Page

Aspira One provides a product list page that NGPC can filter to quickly retrieve the desired license products. The list of products is arranged based on the display categories and sub-categories that NGPC defines when creating or editing products. Filters include product code, product status, product category and product subcategory. Clicking on the product code for any product takes NGPC to the product details page where NGPC can view and optionally edit product settings. When a field is edited, the date/time, user and location where the change was made is tracked in the change history.

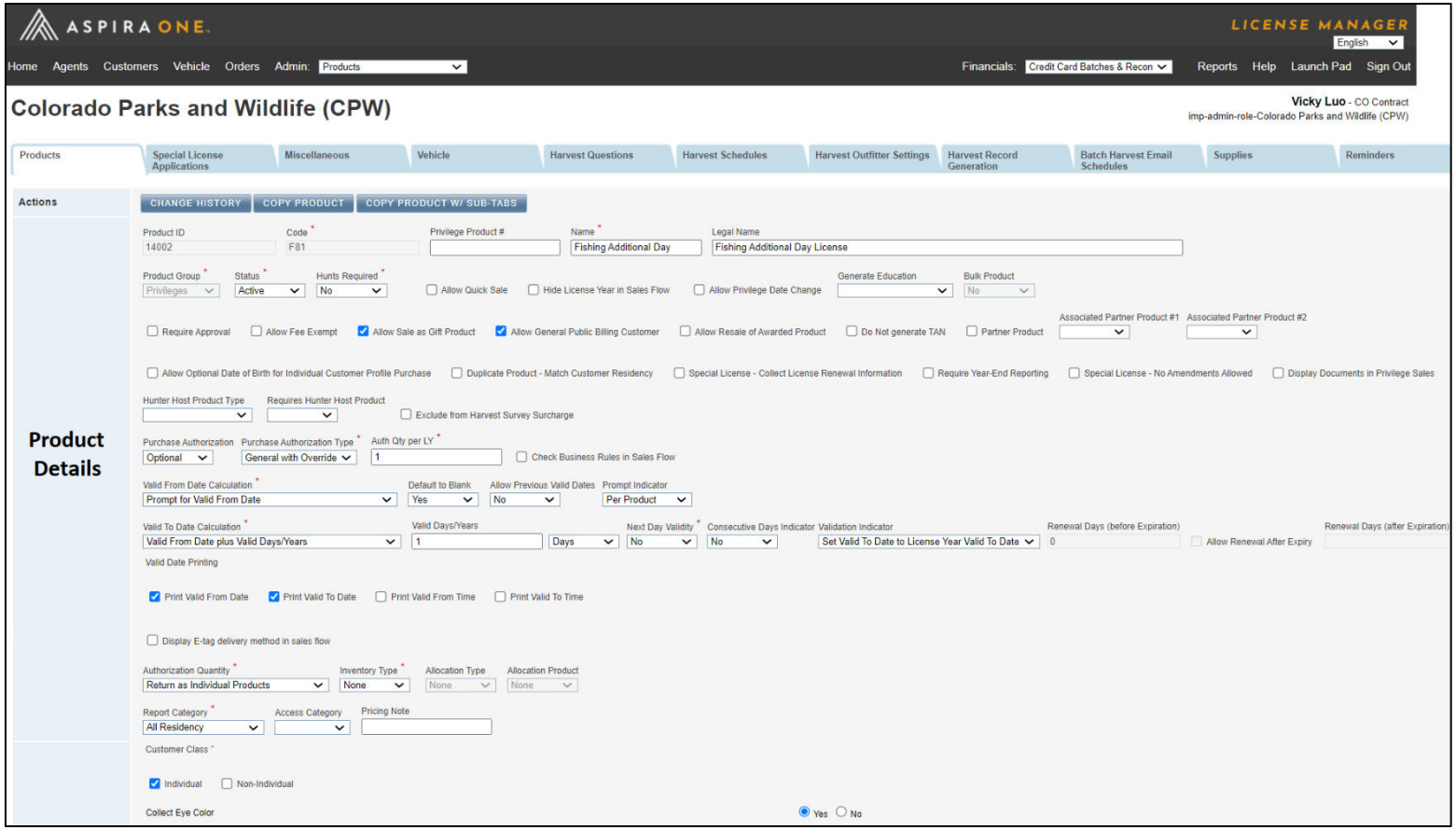
NGPC staff with appropriate permissions can create, edit, and view license products and make them available immediately or for a future date/time. NGPC can also set prices, effective dates, and business rules, and assign products for sale to specific classes of agents/outlets. As touched on above, some of the available features include:

- Copy Product feature;
- Configurable Pricing Records;
- License Year;
- Flexible Valid From (i.e. Start Date/Time) and Valid To (i.e. Expiry Date/Time) Options;
- Configurable Business Rules;
- Quantity Controls;
- Dynamic Questions;
- Configurable Text Displays;
- Configurable Display (e.g. Fishing, Hunting, Trapping) and Report Categories and Sub-categories (e.g. Annual, Short-term, Lifetime);
- Print Templates;
- Support for configurable Temporary Authorization Number (TAN), which can be used to hunt while the hunter is awaiting fulfillment of a license document; and
- Support to collect HIP harvest data standalone, when specific license(s) are purchased, or in both scenarios.

When configuring the License Year for products, Aspira One provides a batch feature to make the roll-over of the License Year quick and easy for the user. Aspira One is fully capable of selling multiple year licenses simultaneously where date ranges overlap.

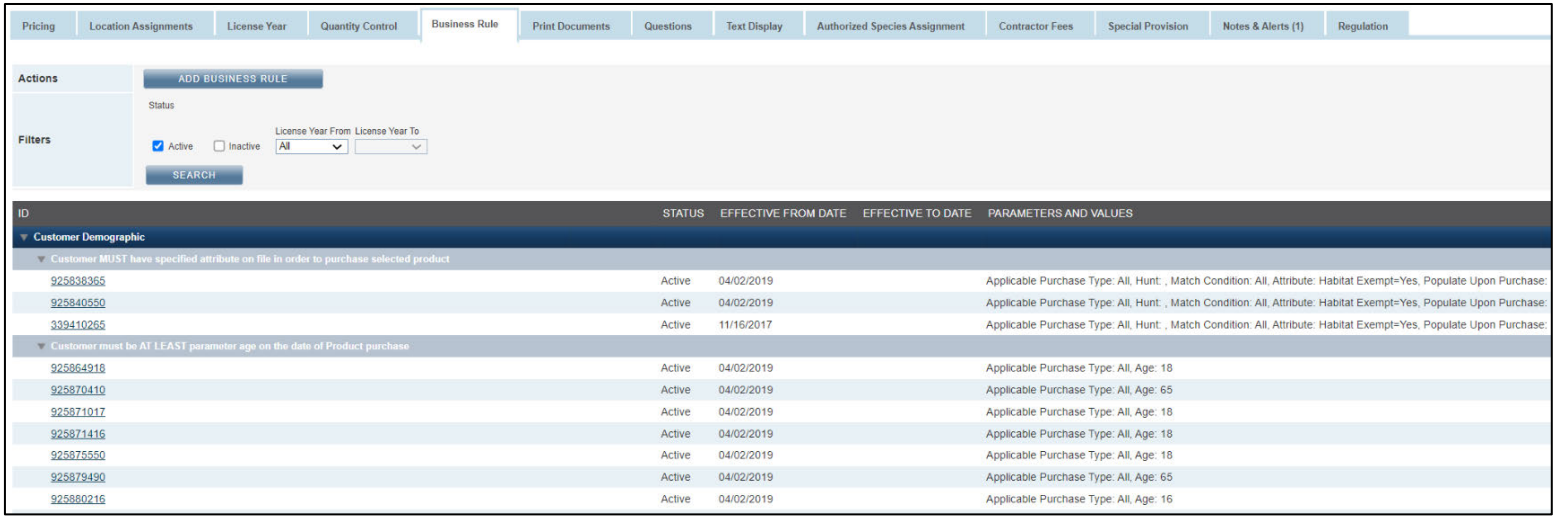


License Manager Privilege Product List



License Manager Privilege Product Details

Aspira One's business rules engine is used during the sales flow to determine whether a customer is eligible to purchase a specific privilege or draw product and, if so, under what conditions.



License Manager Business Rules

Aspira One's Issuer Manager application provides a user interface where license vendors can create, view and edit users for their location only.

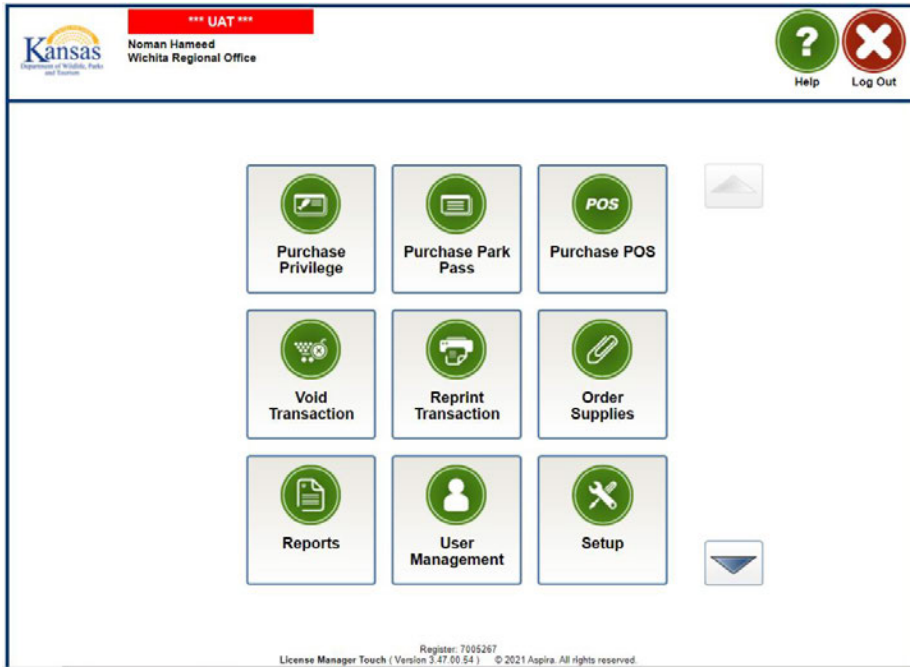
Aspira One system access and access to specific functions is secure and role-based in support of NGPC-defined roles. Apria One provides a user interface where NGPC can define roles (permission groups), each with one or more permissions that dictate the features that the user can view and/or modify, as well as the reports that the user can view upon signing into Aspira One with a username and password.

With respect to license vendors, NGPC defines the roles and permissions that are relevant to license vendors, including the license vendor role(s) that are authorized to manage users.

For supplies, authorized license outlets/stores order supplies using Issuer Manager, and authorized NGPC staff review and fulfill the supply orders using License Manager.

To facilitate messaging with license outlets/stores, Aspira One provides a Bulletins feature where NGPC can use License Manager to create messages for particular license outlet/store locations. License outlet/store locations

receive/view the messages directed at their location in Issuer Manager. Authorized outlet/store location staff can create, edit, view, print, activate and deactivate bulletins.

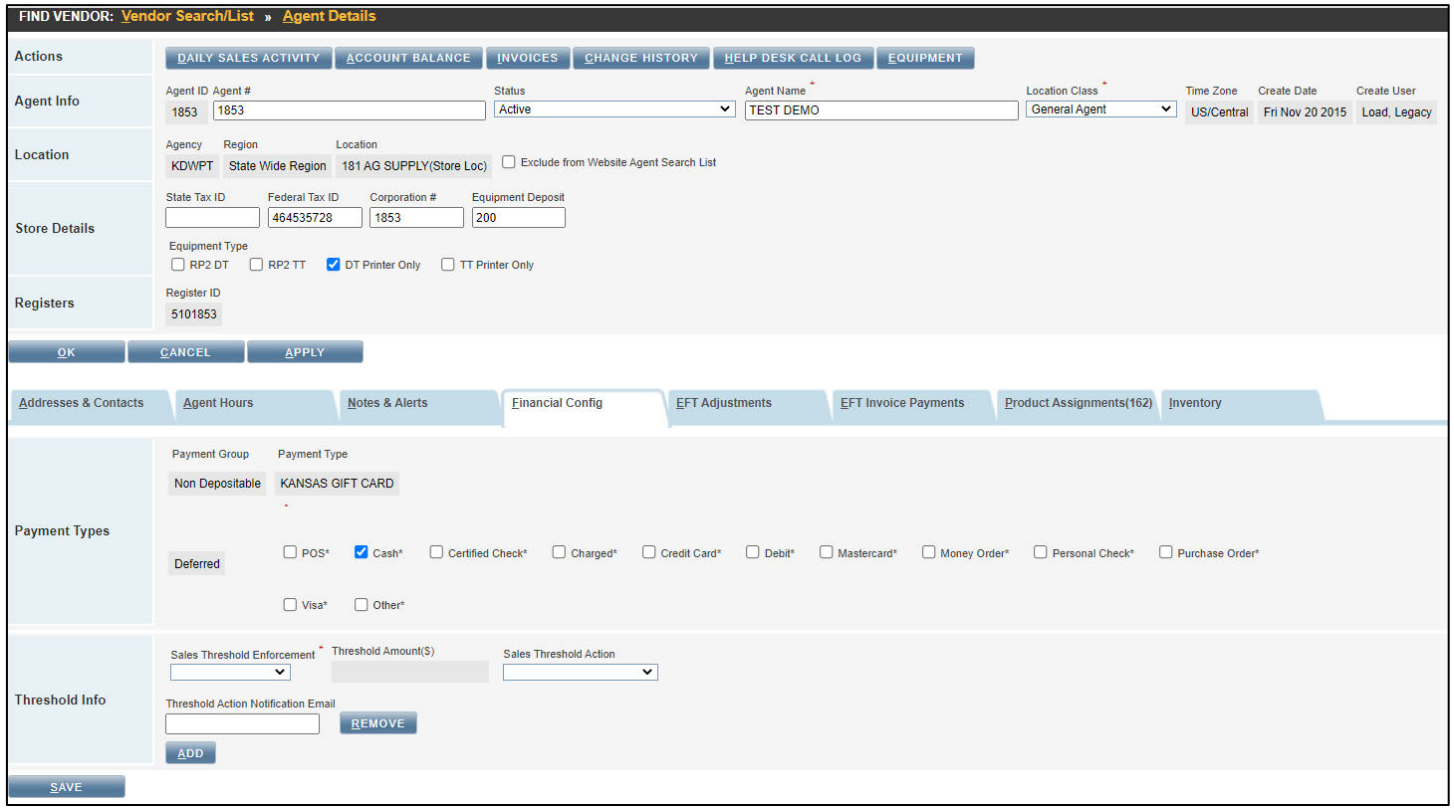


Issuer Manager (Main Menu)

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-045 Section VII.G.2	A. Identify the tender types the POS module accepts for the following: 1. Internal Sales Channel 2. External Sales Channel	X			
	Bidder Response:				

Payment methods can be configured by sales channel as well as Agent's Locations. In addition to payment with a credit/debit card or gift card, the Call Center/Field Locations can accept personal checks, traveler's checks, money orders, certified checks, or any payments handled outside the system (e.g. Interagency Billing Transaction) for payments, if desired by NGPC.

Customers can also split the payment using different payment methods from the approved list. For example, the customer could use part of a gift card supplemented with a credit card payment, use two different credit cards, or use two different gift cards.



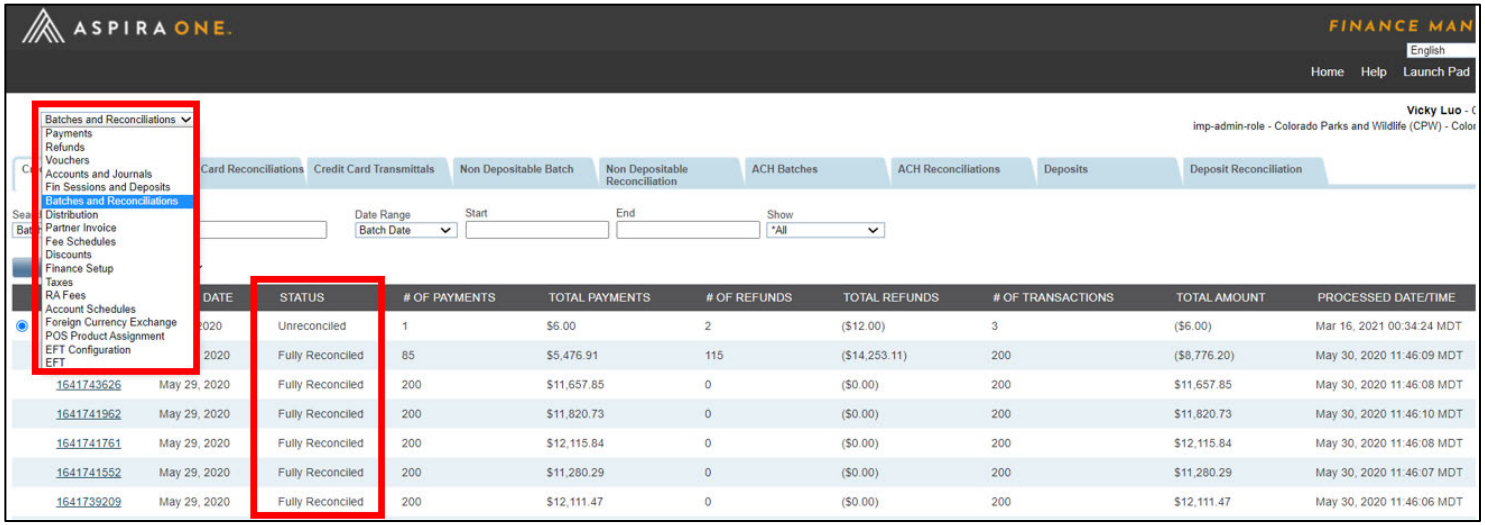
Agent Payment Configuration

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-046 Section VII.G.2	A. Describe the system POS nightly reconciliation process with applicable reports for the following: 1. Internal Sales Channel 2. External Sales Channel	X			

Bidder Response:

Aspira One's robust financial engine completes daily credit card reconciliation. On a nightly basis, a file from the NGPC bank will be uploaded into Aspira One. This file reconciles the credit card batches at the transaction level rather than at the batch total level.

By accessing the Batches and Reconciliations from the Finance Manager dropdown, authorized staff can view batches to determine the status of either fully reconciled, partially reconciled, or unreconciled and manually address any partially or unreconciled based on the individual transaction.



Finance Manager Credit Card Reconciliation Screen

For both Internal and External Agents, Aspira One gives you total access to various financial reports such as daily sales, account balances, and Invoices.

Easy User Interface for Accessing Frequent Reports

Selecting "View Daily Sales" offers the authorized License Vendor various types of reports, each available by selecting a different tab. In the sample below, the user selected the date (June 18, 2021) to view sales by user.

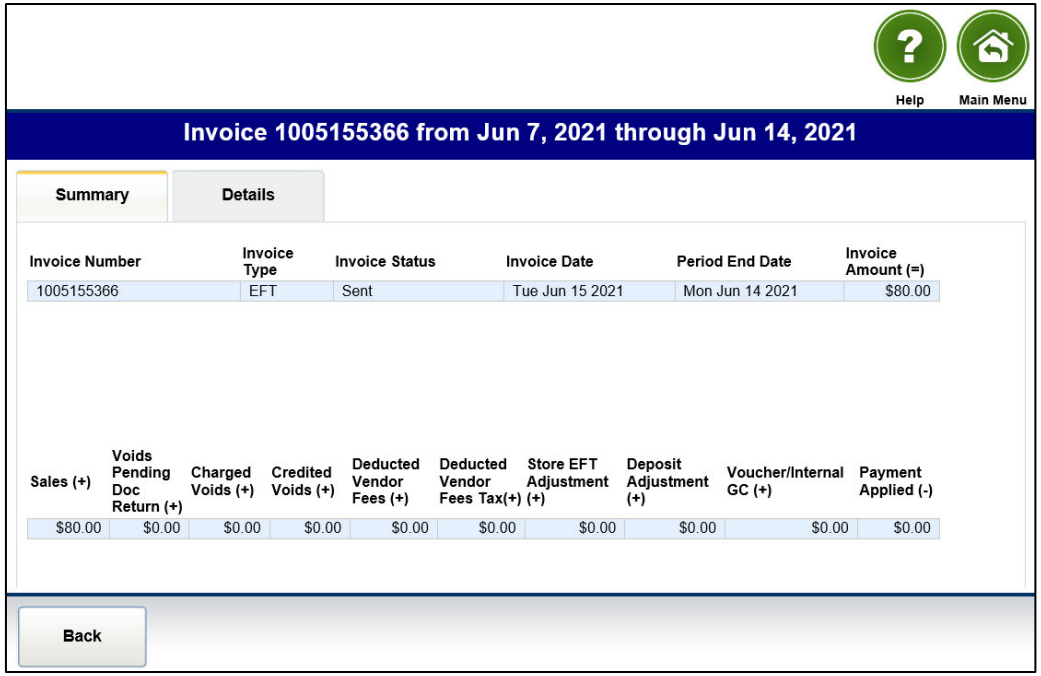
User	# of Receipts	Sales (+)	Voids Pending Doc Return (+)	Vendor Fees (-)	Vendor Fees Tax (-)	Store EFT Adjustment (+)	Net Amount (=)
Test-Auto,QA-Auto	10	($7.70)	$0.00	($58.00)	$0.00	$0.00	$50.30
Yuan,Fiona	1	$90.00	$0.00	$90.00	$0.00	$0.00	$0.00
	Totals	**$82.30**	**$0.00**	**$32.00**	**$0.00**	**$0.00**	**$50.30**

View Daily Sales

Authorized License Vendor users select the "View Account Balance" tab from the main reports menu to access EFT information.

In Aspira One, an "invoice" is created for each sweep. The "Account Transactions" tab provides a complete picture of the store/location's account activity related to EFT and payments (the debit, credit, and balance of each account transaction), listed in date order.

Selecting the "View Invoices" tab allows the authorized agent user to select each invoice, whether pending, sent or cleared. For each invoice, there is a summary report and a detailed report. Demonstrated below is the Invoice Summary Report.

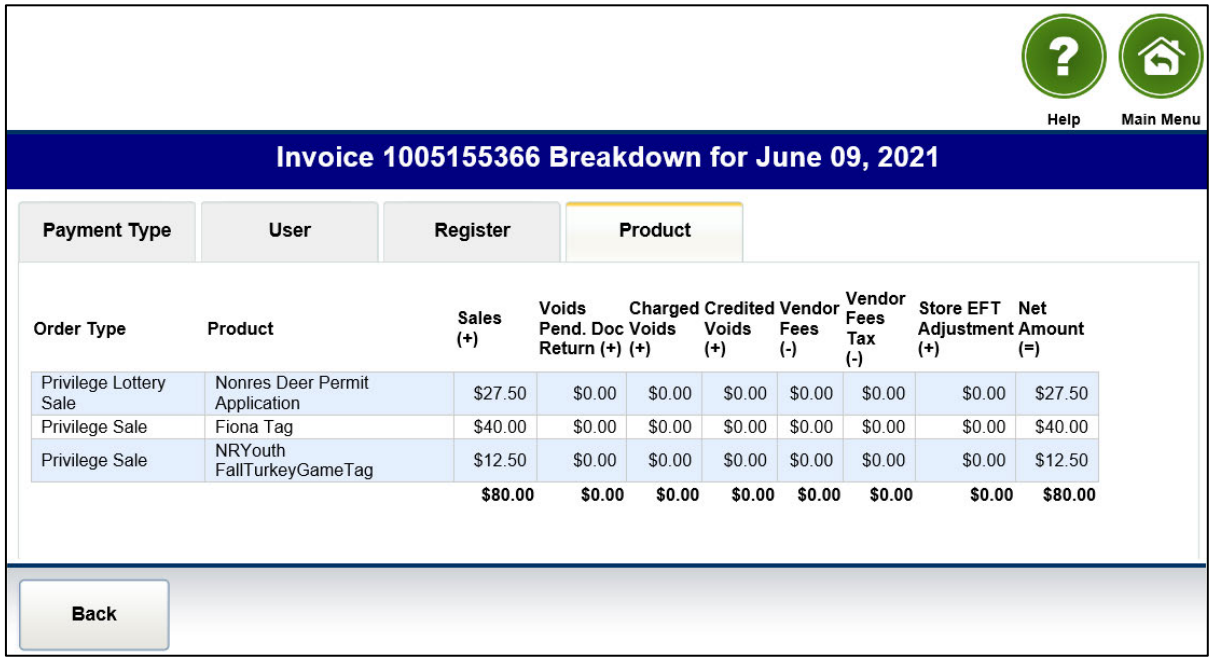


Invoice Number	Invoice Type	Invoice Status	Invoice Date	Period End Date	Invoice Amount (=)
1005155366	EFT	Sent	Tue Jun 15 2021	Mon Jun 14 2021	$80.00

Sales (+)	Voids Pending Doc Return (+)	Charged Voids (+)	Credited Voids (+)	Deducted Vendor Fees (+)	Deducted Vendor Fees Tax(+)	Store EFT Adjustment (+)	Deposit Adjustment (+)	Voucher/Internal GC (+)	Payment Applied (-)
$80.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

EFT Invoice Summary Report

The Details tab, as shown next to the Summary tab in the image above, offers invoice information displayed by Payment Type, User, Register (device) and Product. A sample of the Product list report for an invoice is shown below.



Help Main Menu

Invoice 1005155366 Breakdown for June 09, 2021

Payment Type | User | Register | Product

Order Type	Product	Sales (+)	Voids Pend. Doc Return (+)	Charged Voids (+)	Credited Voids (+)	Vendor Fees (-)	Vendor Fees Tax (-)	Store EFT Adjustment (+)	Net Amount (=)
Privilege Lottery Sale	Nonres Deer Permit Application	$27.50	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$27.50
Privilege Sale	Fiona Tag	$40.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$40.00
Privilege Sale	NRYouth FallTurkeyGameTag	$12.50	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$12.50
		$80.00	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$80.00**

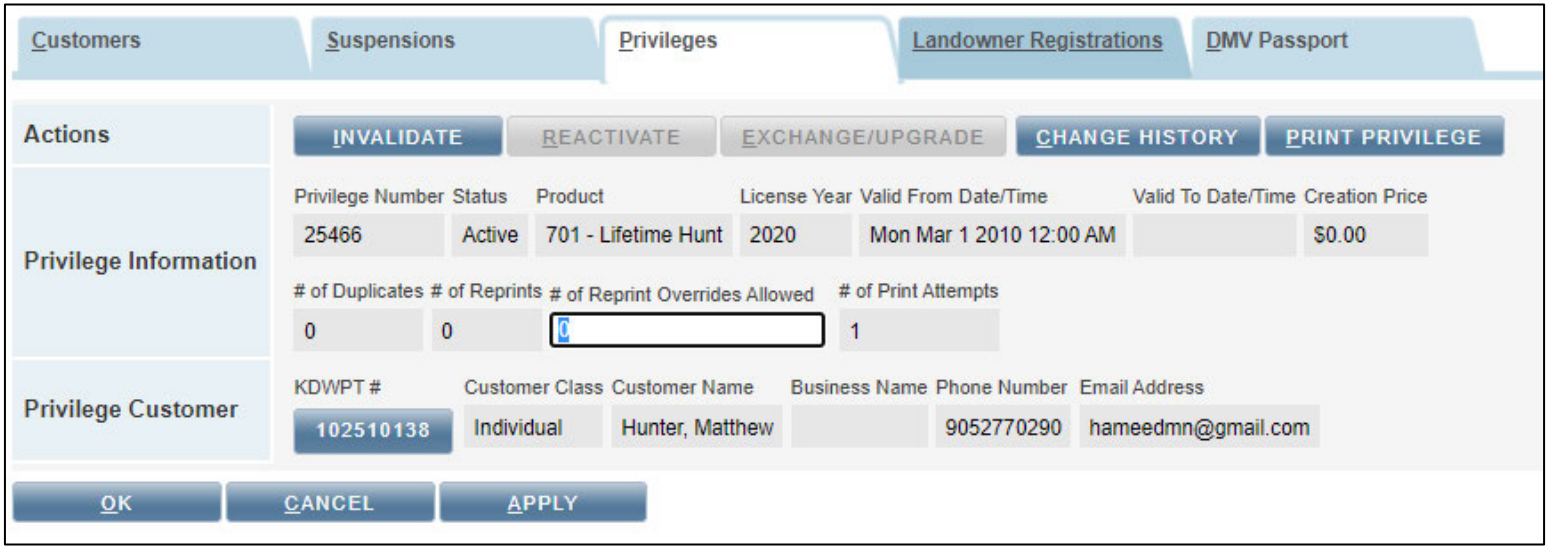
Back

EFT Invoice Details Report

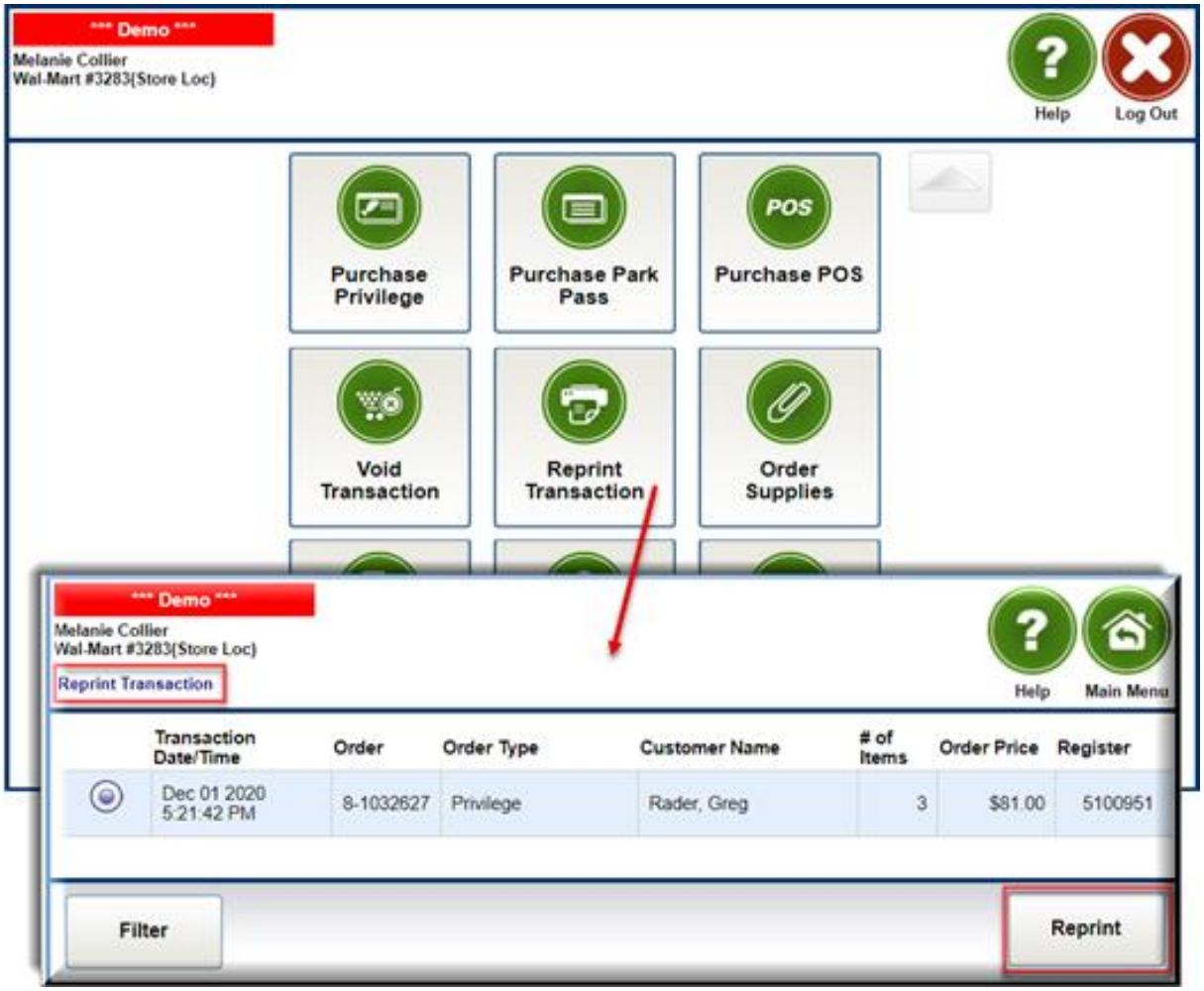
All of this information on License Vendor's financial accounts, along with additional reports, is readily available to authorized users through the License Manager interface in Aspira One.

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-047 Section VII.G.2	A. Describe the system POS print/reprint process after a transactionis completed to include: 1. Internal Channel processed permit. 2. External Channel processed permit.	X			
	Bidder Response:				

Aspira One supports re-printing in the event of a printer error. Additionally, NGPC administrators, through business rule settings, can determine if certain licenses or permits can be reprinted or not. If a license is configured to allow reprinting, the customer can log in to their online account and reprint the license or go to a license agent to have them reprint the license.



Ability to Re-Print the License/Pass/Permit (License Manager)

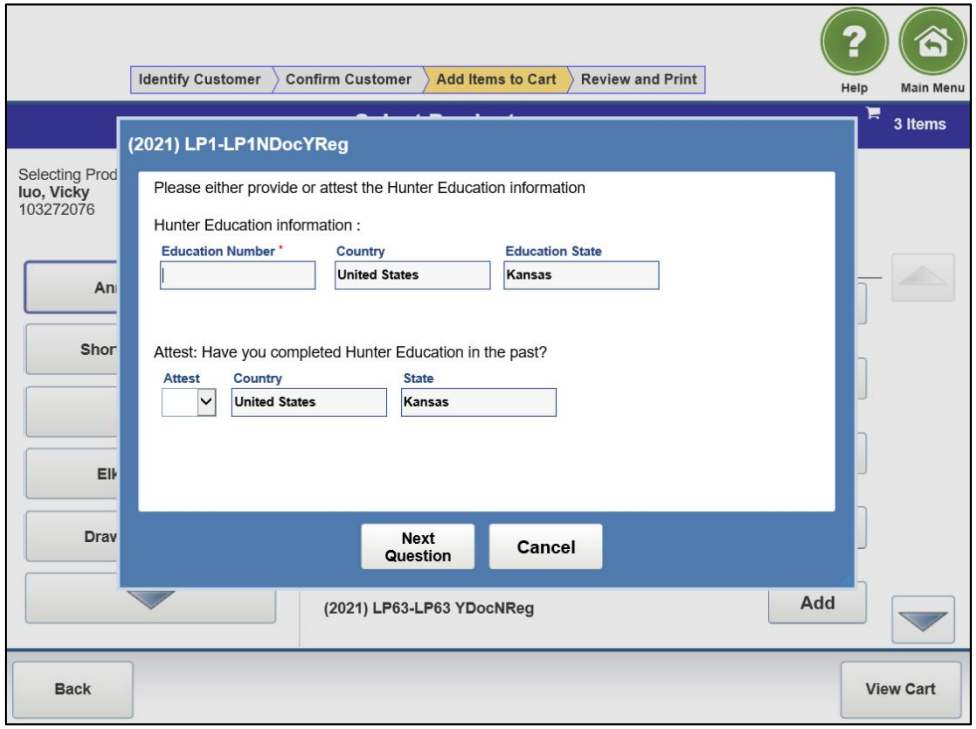


Ability to Re-Print the License/Pass/Permit (Issuer Manager)

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-048 Section VII.G.2	A. Describe how the system POS allows an Agent to assess hunter education status on a customer profile.	X			

Bidder Response:

Based on the privilege selected for the purchase, NGPC may require additional information to be collected. For example, hunter education information may be required to be entered if not already on the profile. In this scenario, the system prompts the user to input specific data based on the items they select during the purchase process.

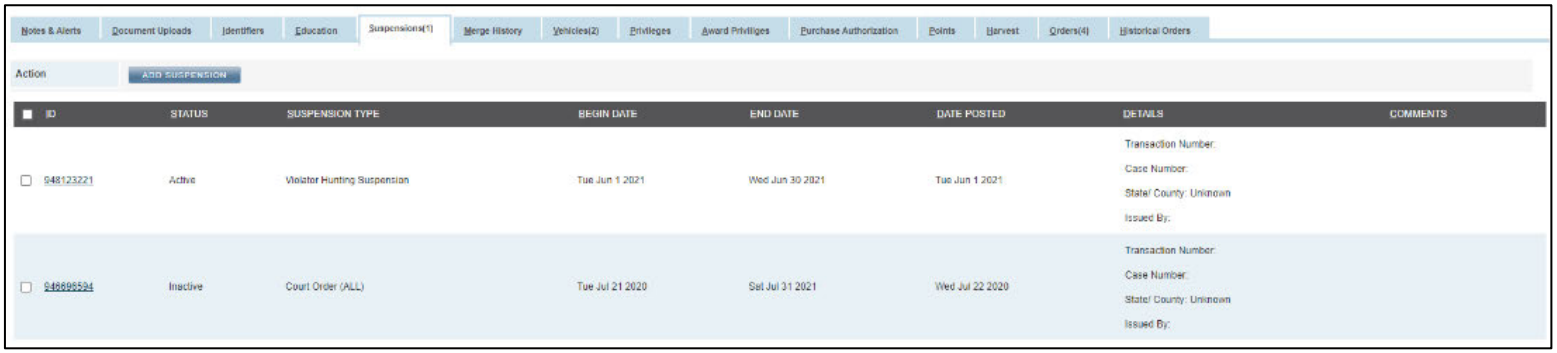


Education Prompt

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-049 Section VII.G.2	A. Describe how the system POS reflects revoked profiles to the Agent.	X			

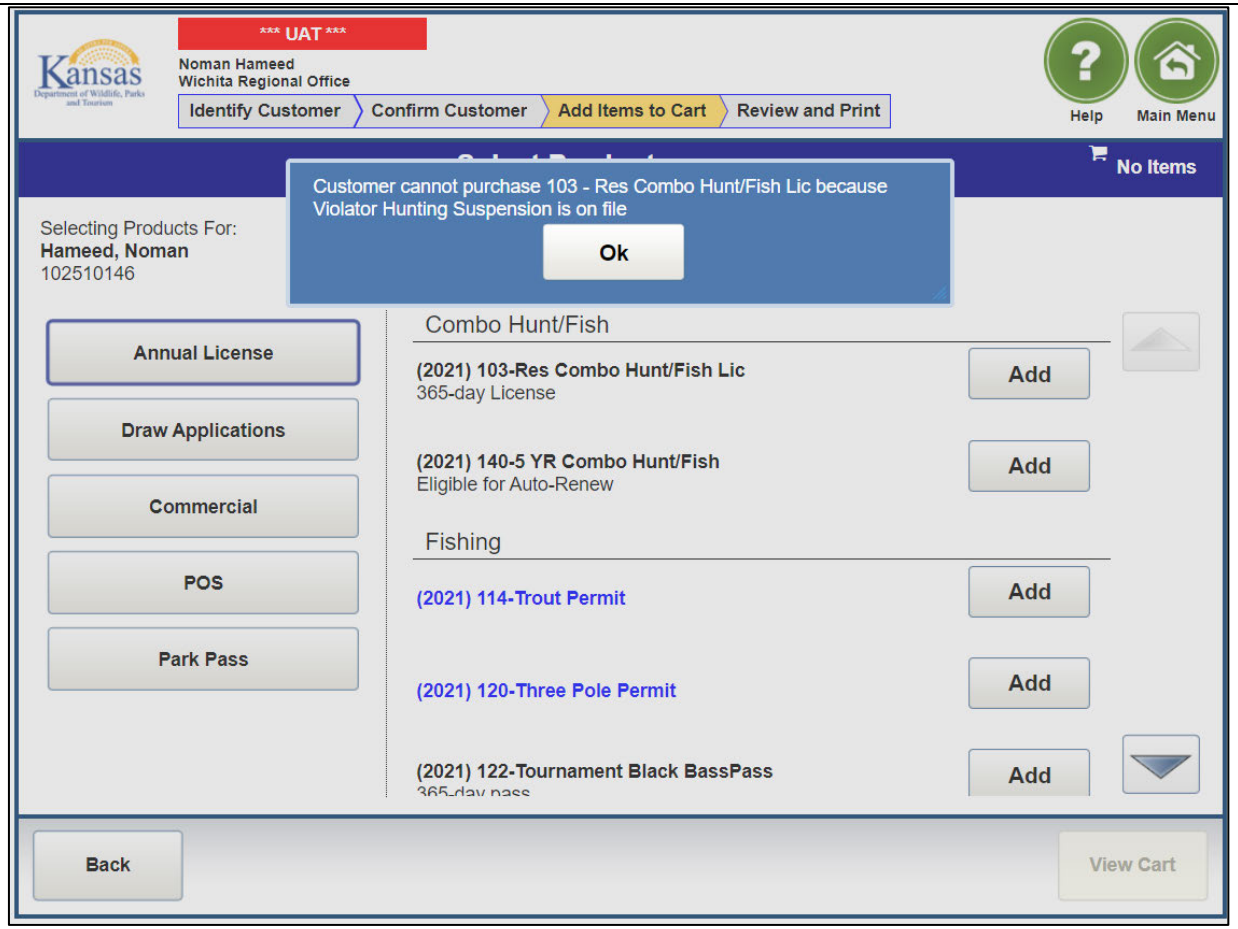
Bidder Response:

Aspira One's License Manager Application enables NGPC authorized users to view the Suspensions/Revocations on the customer profile and, if needed, make changes to the Suspensions/Revocations or add new if required.



License Manager (Suspensions/Revocations)

Customers with Suspension/Revocation on the profile are restricted from making any purchases based on the business rules setup, and if they try to purchase at an Agent, an error message is displayed letting the Agent know that the customer is not eligible for the purchase due to Suspension/Revocation.



Issuer Manager (Suspension/Revocation Error)

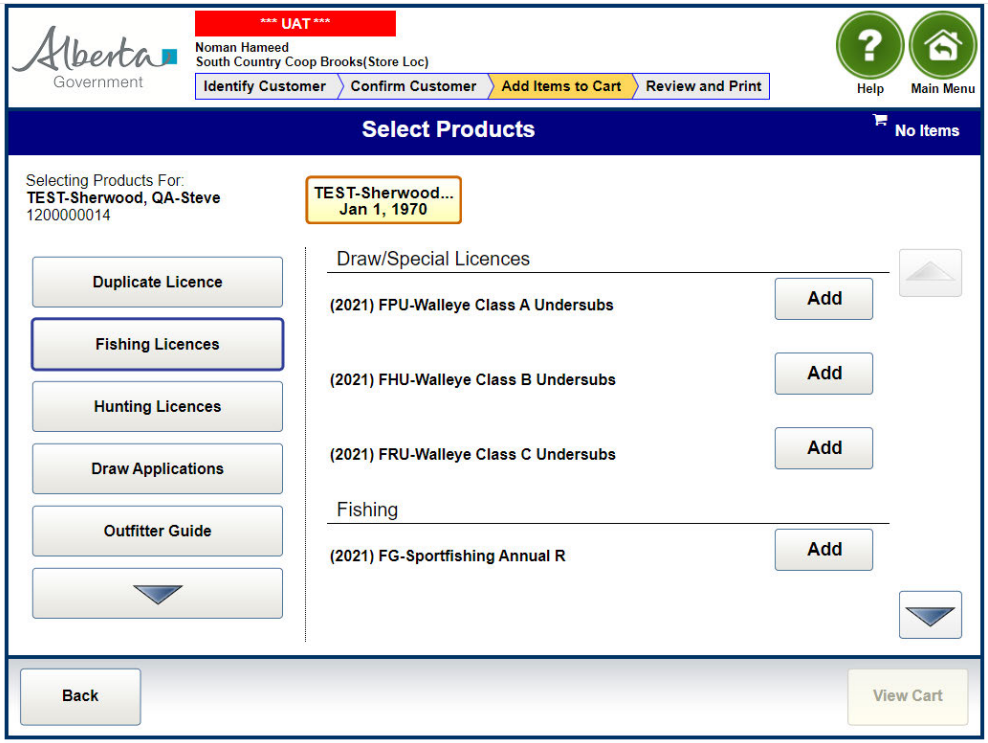
FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-050	A. Describe how the system POS refunds a transaction.	X			

Section VII.G.3	Bidder Response: Aspira One enables NGPC administration, authorized staff, and authorized agents to void a license prior to completion of the sale, as well as after completion (with associated refund) within a specified period of time (configurable by NGPC), including after it is printed. All licenses voided after printing are marked as "void" in the database. Aspira One provides the capability to void sales transactions and make appropriate changes to customer licensing records as follows: ▲ When voiding an item, the system ensures that the individual license item is what is voided, not the transaction record/history. ▲ When voiding an item, the system does not void any items desired to be retained by the customer. ▲ The system requires the reissuance of a license document if the customer is voiding an item or items ▲ printed on a license document but wishes to retain one or more privileges associated with that document. ▲ The system supports a process for handling void transactions through Issuer Manager to maintain the integrity of financial information and provide security against fraud. ▲ The system prohibits the use of a voided license item as a valid prerequisite for subsequent purchases made by the customer. ▲ The system does not count voided license items toward a customer's maximum purchase quantity for that item. ▲ The system ensures that NGPC can control where items can be voided. ▲ The system limits license agents to voiding licenses within a system-controlled time period chosen by NGPC ▲ The system allows authorized NGPC staff to process voids for licenses sold at any location and without an imposed time limit. ▲ If a void is denied by the system, an automated message is displayed in Issuer Manager that informs the license agent of the reason for the denial. ▲ For items issued or voided by license agents, the system provides the capability to separate the amount due to the State and the amount due to the license Agent as commission or handling fee.

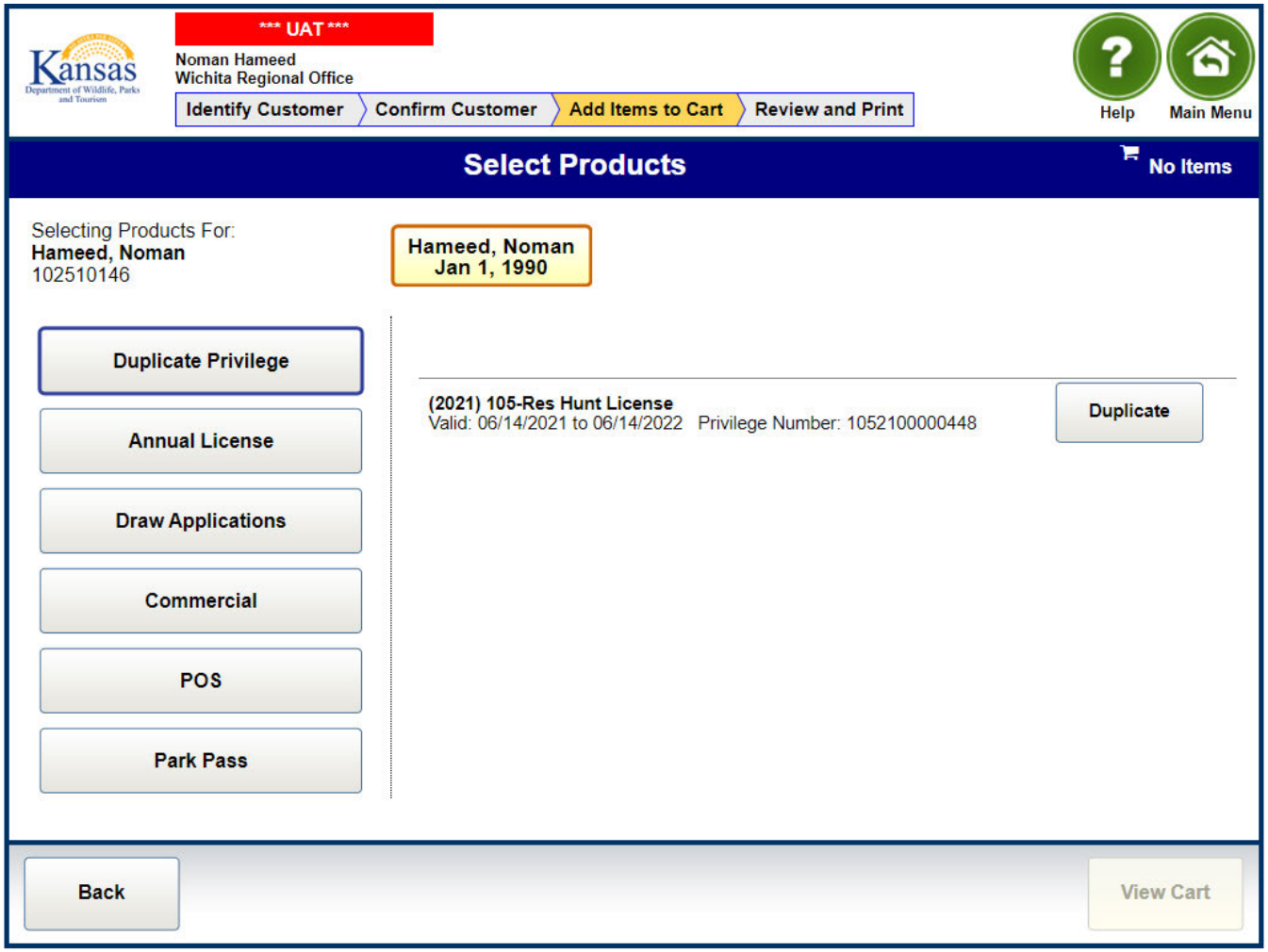
- The system provides a mechanism to return voided licenses to NGPC for reconciliation with void transaction data or must provide an accounting to the State of any voided licenses not returned.
- The system has the ability to reverse a credit for a voided item if the item is not returned for reconciliation at NGPC within a specified time frame.

Void Transaction

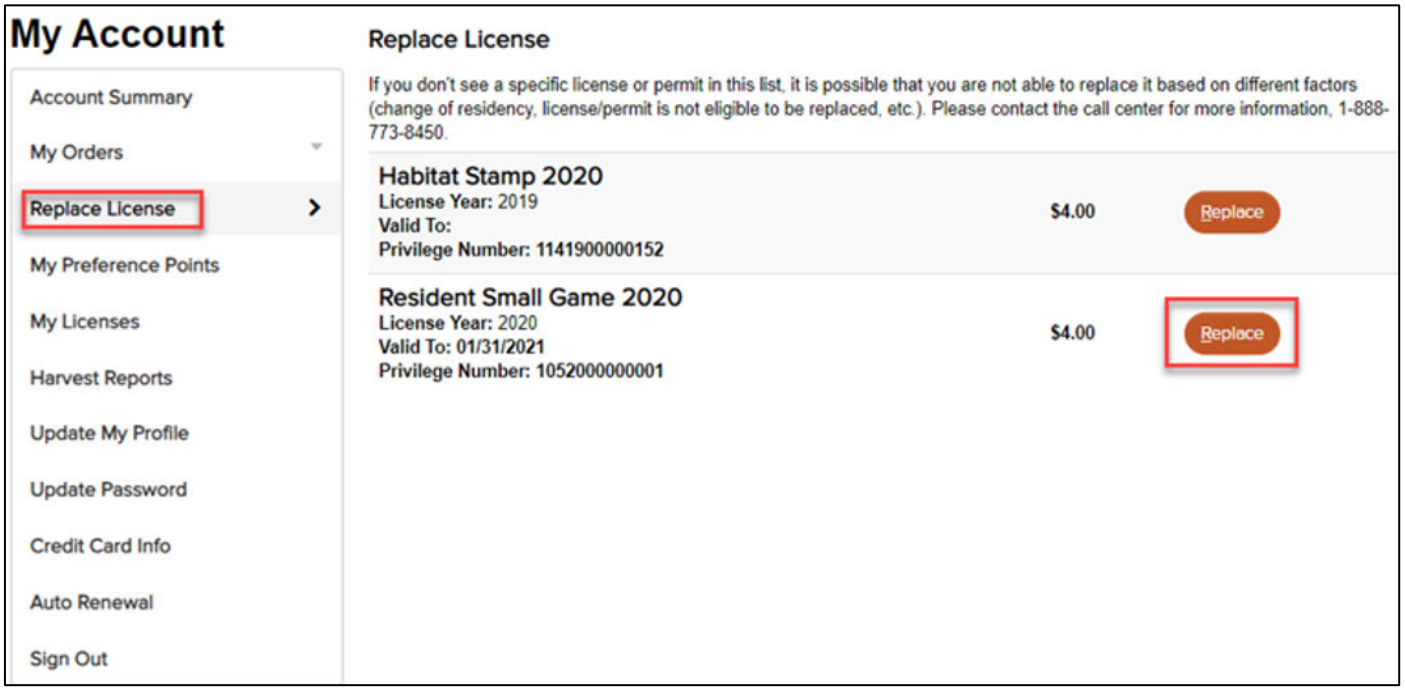
FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-051	A. Describe how the system POS accesses frequently sold permits.		X		

Section VII.G.4	Bidder Response: Agents can only view the products available for sale at the particular location that meet the customer's age, residency status, license revocation, hunter education and license holdings/prerequisites, including purchase limits of the customer. All of these rules are configurable by NGPC as rules and regulations may change over time during the contract. In addition, the list of Products that Customers can purchase are grouped based on the Main Display Categories and Subcategories to allow for easy access to the frequently sold items.  **License/Permit Purchase (Issuer Manager)** Aspira will work with NGPC and will mutually agree on the approach of adding a customizable list of quick access products.

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-052 Section VII.G.5	A. Describe how the system POS issues a replacement permit and how it is reflected as such.	X			
	Bidder Response: Aspira One fully supports the purchase of replacement licenses to accommodate lost or stolen licenses. Customers/Agents can only view the products available for sale at the particular location that meet the age, residency status, license revocation, hunter education and license holdings/prerequisites, including purchase limits, of the customer. All of these rules are configurable by NGPC as rules and regulations may change over time during the contract. In the case of a duplicate/replacement, only privileges eligible for duplicate/replacement are displayed. Upon selecting the option to replace an item, Aspira One only displays the items on file that the individual is eligible to replace based on prior sales history. NGPC establishes the rules for replacements, including the number of times an item can be replaced.				



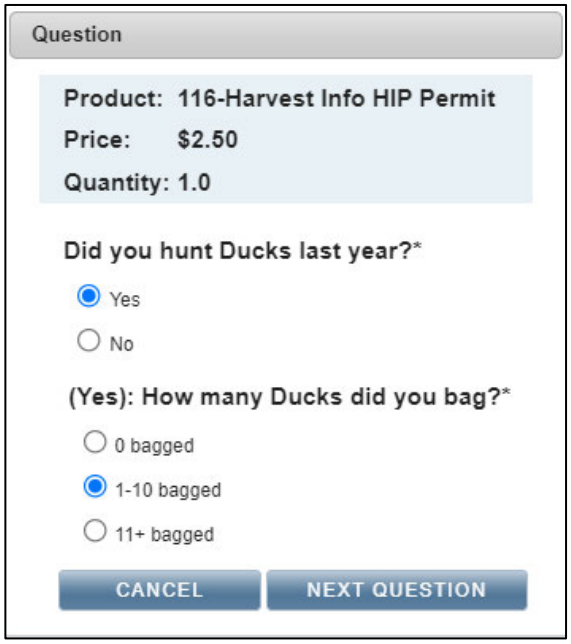
License/Permit Replacement (Issuer Manager)



License/Permit Replacement (Consumer Web)

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-053 Section VII.G.6	A. Describe how the system POS allows an Agent to enter customer HIP information and issue a HIP number.	X			
	Bidder Response: Based on configuration, you can ask specific HIP-related questions for the privilege (license) product that the customer is purchasing. NGPC establishes the rules in Aspira One that associate HIP survey prompts with certain privileges.				

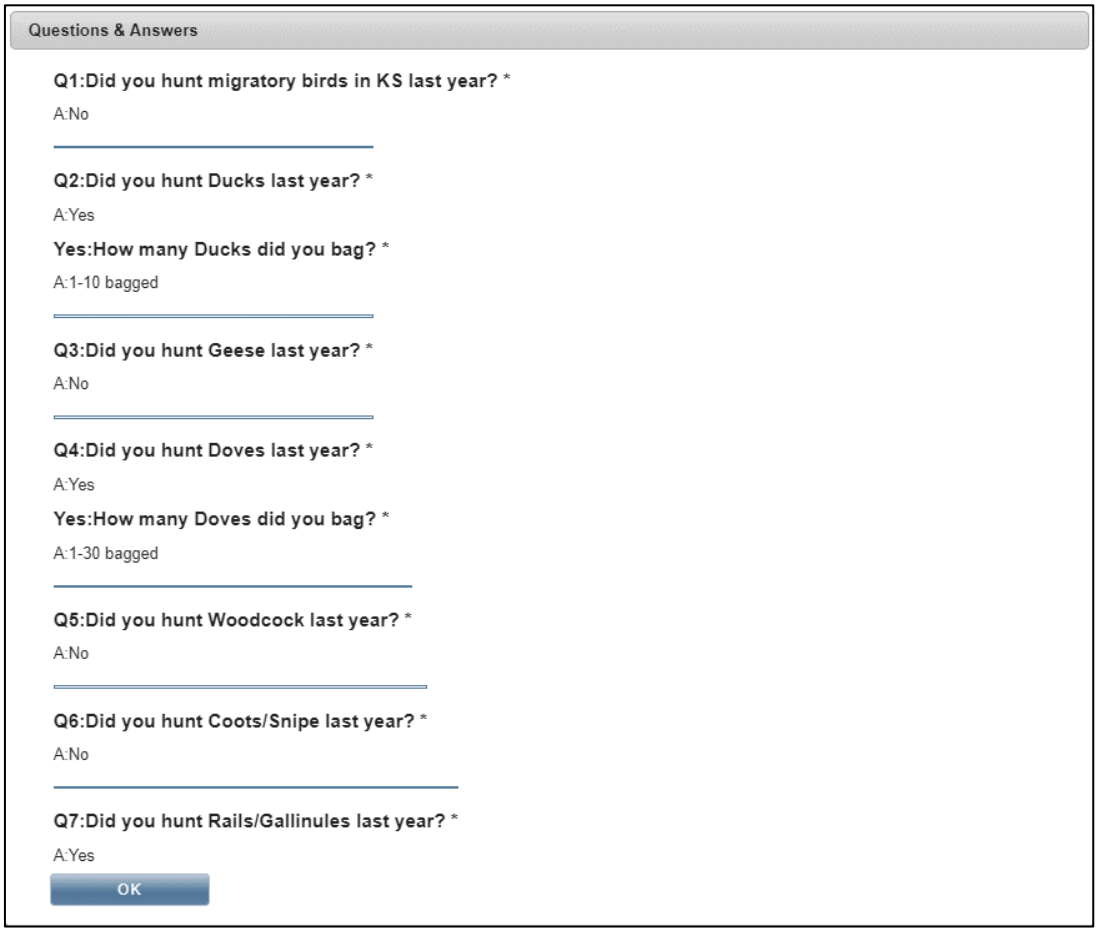
The HIP product is automatically associated with certain privilege products so that in the sales flow, a message displays to alert the user that HIP is being added to the sale. The user clicks OK to answer the HIP questions and continue with the workflow.



Example of User Answering HIP Questions

In addition, HIP is offered as a standalone privilege product without the purchase of an associated privilege. Issuance of HIP is shown in the customer record.

In both cases, the survey questions are logged in real time and are presented in License Manager for current and previous years as applicable. Authorized users can view the HIP survey answer details associated to a specific privilege issued.



Questions & Answers

Q1:Did you hunt migratory birds in KS last year? *
A:No

Q2:Did you hunt Ducks last year? *
A:Yes
Yes:How many Ducks did you bag? *
A:1-10 bagged

Q3:Did you hunt Geese last year? *
A:No

Q4:Did you hunt Doves last year? *
A:Yes
Yes:How many Doves did you bag? *
A:1-30 bagged

Q5:Did you hunt Woodcock last year? *
A:No

Q6:Did you hunt Coots/Snipe last year? *
A:No

Q7:Did you hunt Rails/Gallinules last year? *
A:Yes

OK

Authorized Users Able to View HIP Survey Answer Detail

HIP information is compiled for the USFWS in a Reporting Job. For each license year, you can set up one or more reporting schedules. A HIP reporting schedule specifies when one or more reporting jobs are to be executed. The reporting schedule includes the dates on which reports are to be executed and the date range of privileges to be included in these reports transmitted to the USFWS.

In addition, Aspira can also generate a HIP # and print it on the License Document.

(License Not Valid if Detached) 8-21243356 123456790 JOHN R SMITH

Search & Rescue: $99.99
Wildlife Ed Fund Surcharge: $99.99
Taxes: $13.99
Total Amount: $999.99

HIP: 12345
Valid 4/11/2016 thru 3/3/2017

SHC: 1650000471
Valid thru 2016

I certify the above statements are true. (The making of a false statement in connection with purchasing license is punishable as a misdemeanor). I hereby authorize CDPW to make further inquires to verify these statements.

Signature: _____

License Document (HIP #)

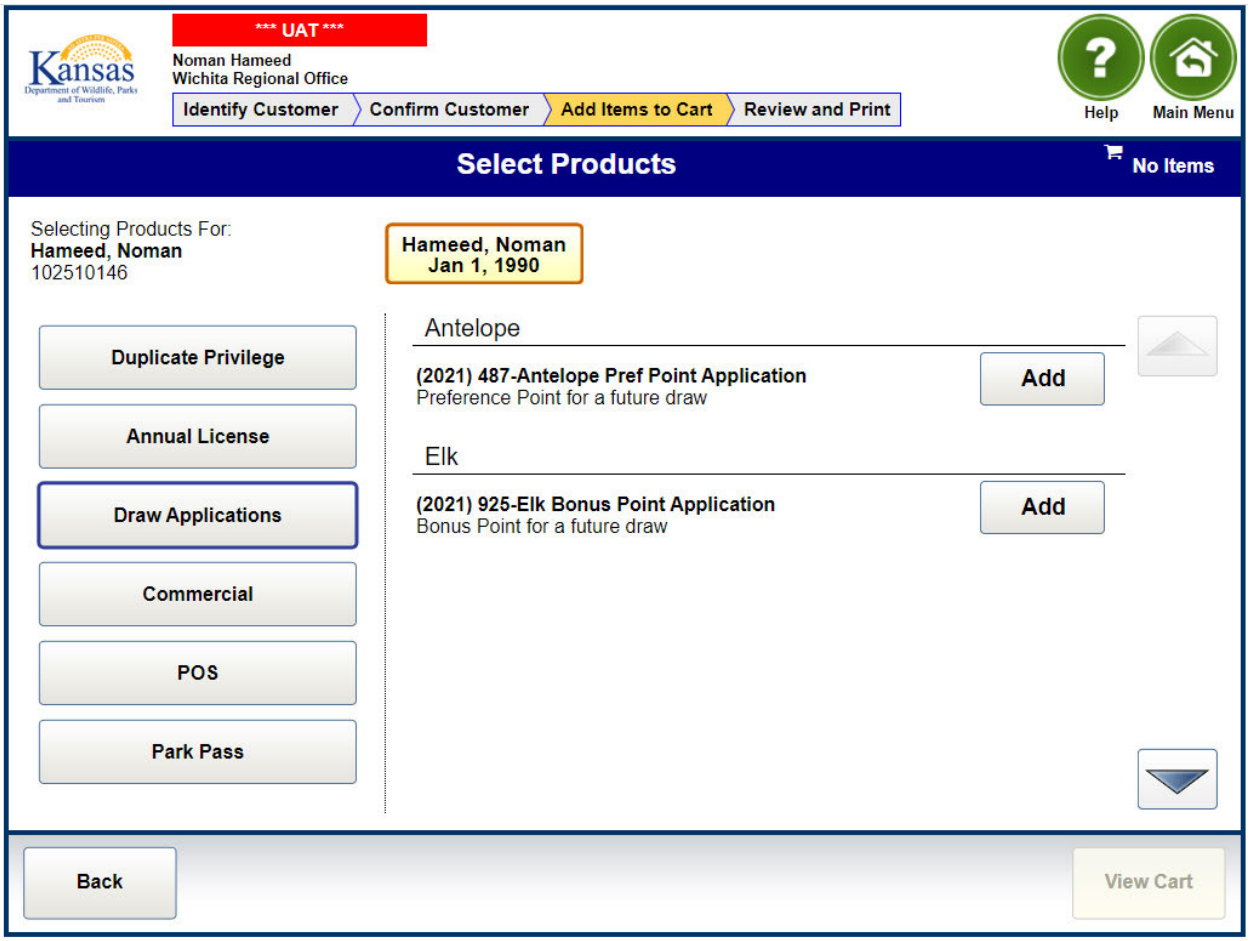
FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-054 Section VII.G.7	A. Describe how the system POS allows an Agent to issue a draw or lottery application to a customer.	X			

Bidder Response:

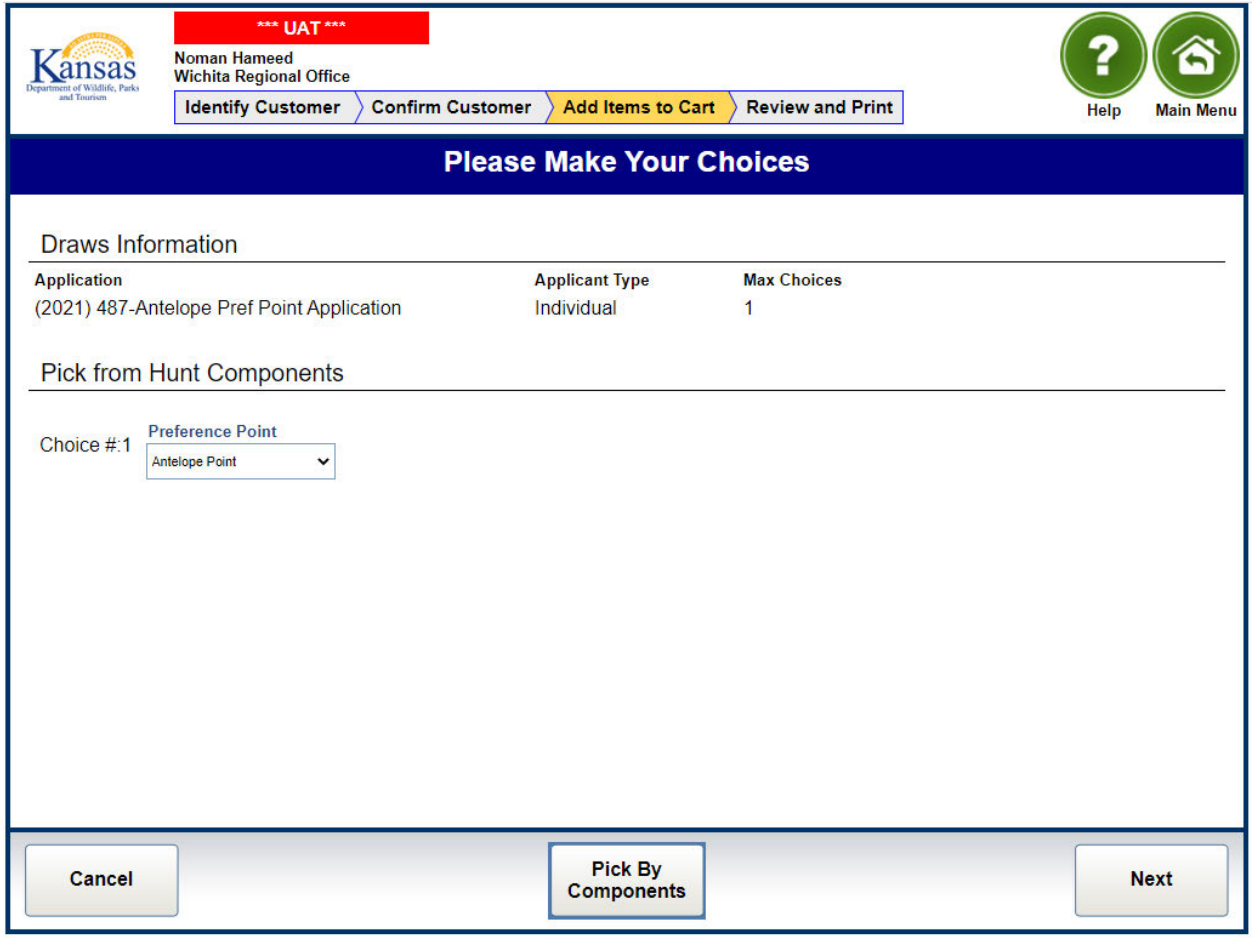
Once a Draw Product opens up for sale, the customers can go to a license vendor or on the NGPC website.

- At a license vendor or through the call center, a customer provides his/her identifier, date of birth, and residency information. An authorized user starts a sale by entering the identifier, date of birth and residency information, or by searching for the customer based on other criteria (depending on configuration). If a

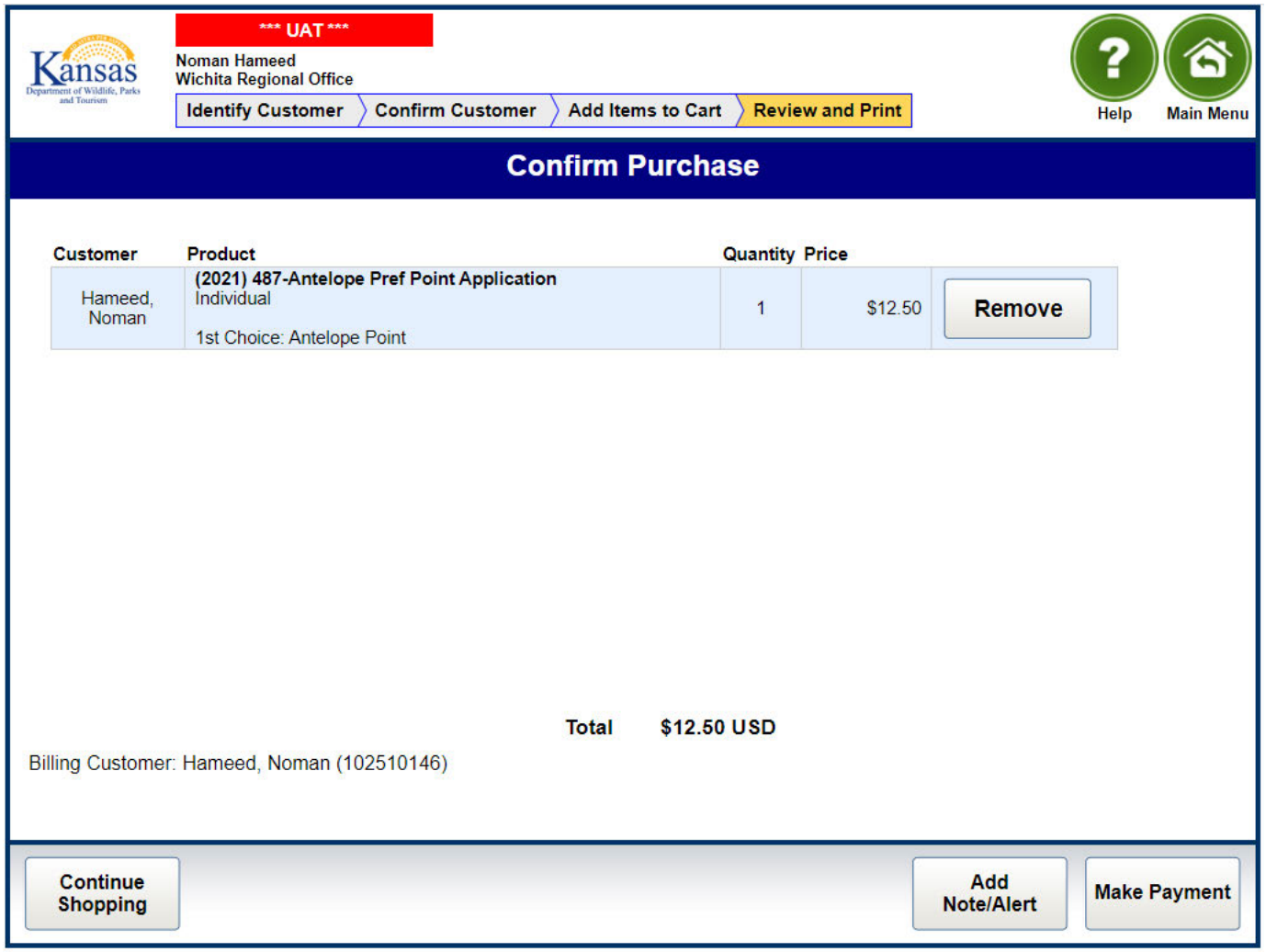
	matching customer is found, the user will confirm the matching customer, optionally update customer information, and proceed with the sale for that customer. If a matching customer is not found, the user will add a new customer to Aspira One. NGPC controls what customer data is required or voluntary according to business needs and license regulations. ▲ On the NGPC website, the customer will be required to log into their account, or the customer is able to create a new account. Aspira One presents the draw products available for sale at the particular location that meet the age, residency status, license revocation, hunter education and license holdings/prerequisites, including purchase limits, of the customer. As the user selects each desired draw product for purchase, Aspira One evaluates additional business rules and prompts the user to provide additional information, such as hunter education, prompts for Hunt Choices. For Group Applications, the Group Leader will submit the draw application first and then the Group Members will submit their applications using the Group Leaders Group ID. The Group Members will share the same Hunt Choices made by the Group Leader. Aspira One adds each of the draw product to the cart. Once the user is finished with the draw product selections and chooses to go to the cart, Aspira One displays the quantity and calculated price for each draw product, as well as the total price. At this point the user reviews the purchases and can optionally remove any unwanted items, can continue shopping, or can provide payment. Once the items to be purchased are reviewed, to process the sale the user inputs payment details (for other than zero-dollar items) including payment method (cash, credit card, etc. as configured for the location). On the Order Cart/Payment Screen, Aspira One has the ability to collect a credit card that can be stored with customer's profile, and it can be later charged for the fees for the Awarded License. Once the payment has been processed, Aspira One generates a receipt with one or more orders. Aspira One will generate a notification to the customer once the draw application has been submitted.



Issuer Manager (Draw Application – Adding Items)



Issuer Manager (Draw Application Choice Selections)



Issuer Manager (Draw Application Submission)

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-055 Section VII.G.8	A. Describe how the system POS allows an Agent to check in Harvest Data.	X			

Bidder Response:

As part of the general functionality of Aspira's solution, our approach is three-fold and proven to increase harvest reporting:

- Make reporting consistent and accessible - online via desktop, mobile or tablet, at an agent location, over the phone through the call center, or even in person at a NGPC office if desired;
- Communication prompts to the sportsman that are informative and compelling using email and SMS message tools to customize a specific message to customers based on location, license type, weapon, etc.; and
- Provide multiple options for reporting include online, phone, and report/harvest card.

Harvest reporting can be completed online using either a desktop, mobile device, consumer app, or over the phone. The customer is presented with a screen that shows them all their tags, which of them are eligible for reporting, which will be eligible in the future, and which harvests have already been reported.

The harvest report can collect defined information including:

- How it was taken:
  - Time and date taken;
  - Location (county/management area);
  - Sex;
  - Species;
  - Weight;
  - Length;
  - Points; and
  - Where taken (public or private lands).

Harvest reports can be built to match the species for which the harvest is being reported. The survey functionality supports dynamic logic so customers are only presented with applicable questions based on previous answers. This eliminates confusion and simplifies the harvest reporting process.

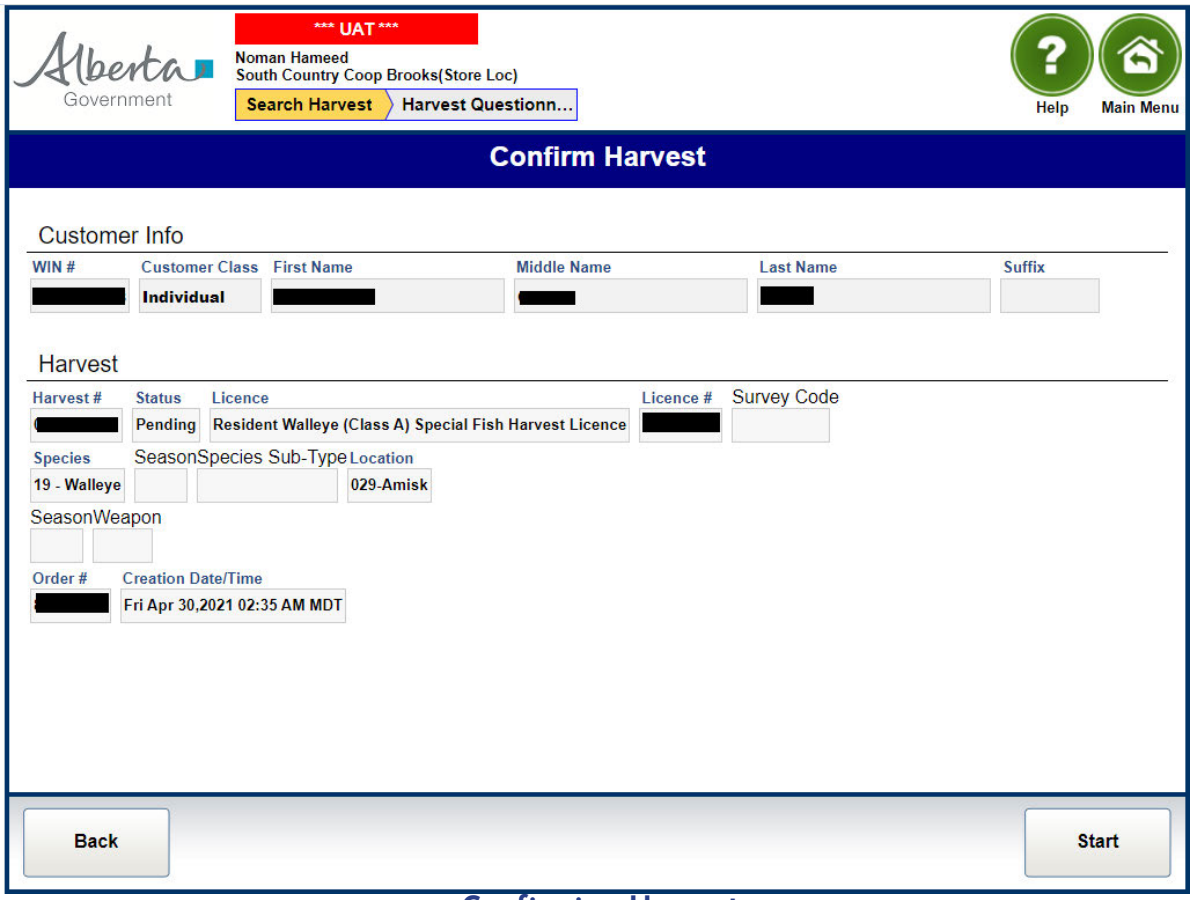
When the hunter has completed the harvest report, a confirmation number is provided to the customer and recorded in the database, and a receipt can be provided (printed, email).

All questions in the registration process would be configurable by NGPC and managed by NGPC through License Manager, similar to licenses and other business rules.

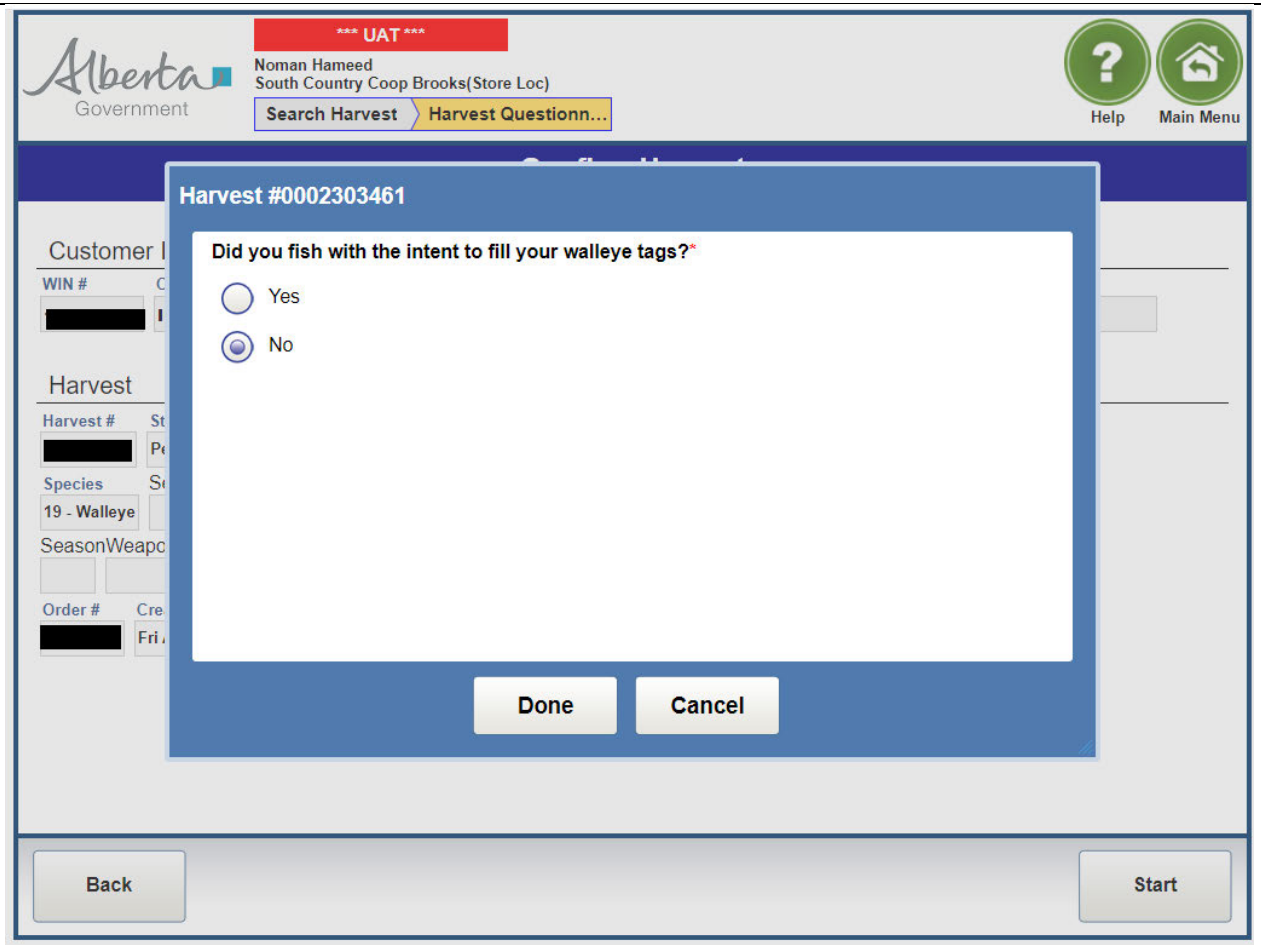
Survey questions for Federal Harvest Information Program (HIP) are configured in the Administrative Panel, which can be changed as USFWS requirements change.

HIP survey and certification can be completed either via the internet or at an Agent location. Aspira will transmit all HIP data to USFWS and will coordinate with USFWS to ensure all data transfers meet USFWS requirements.

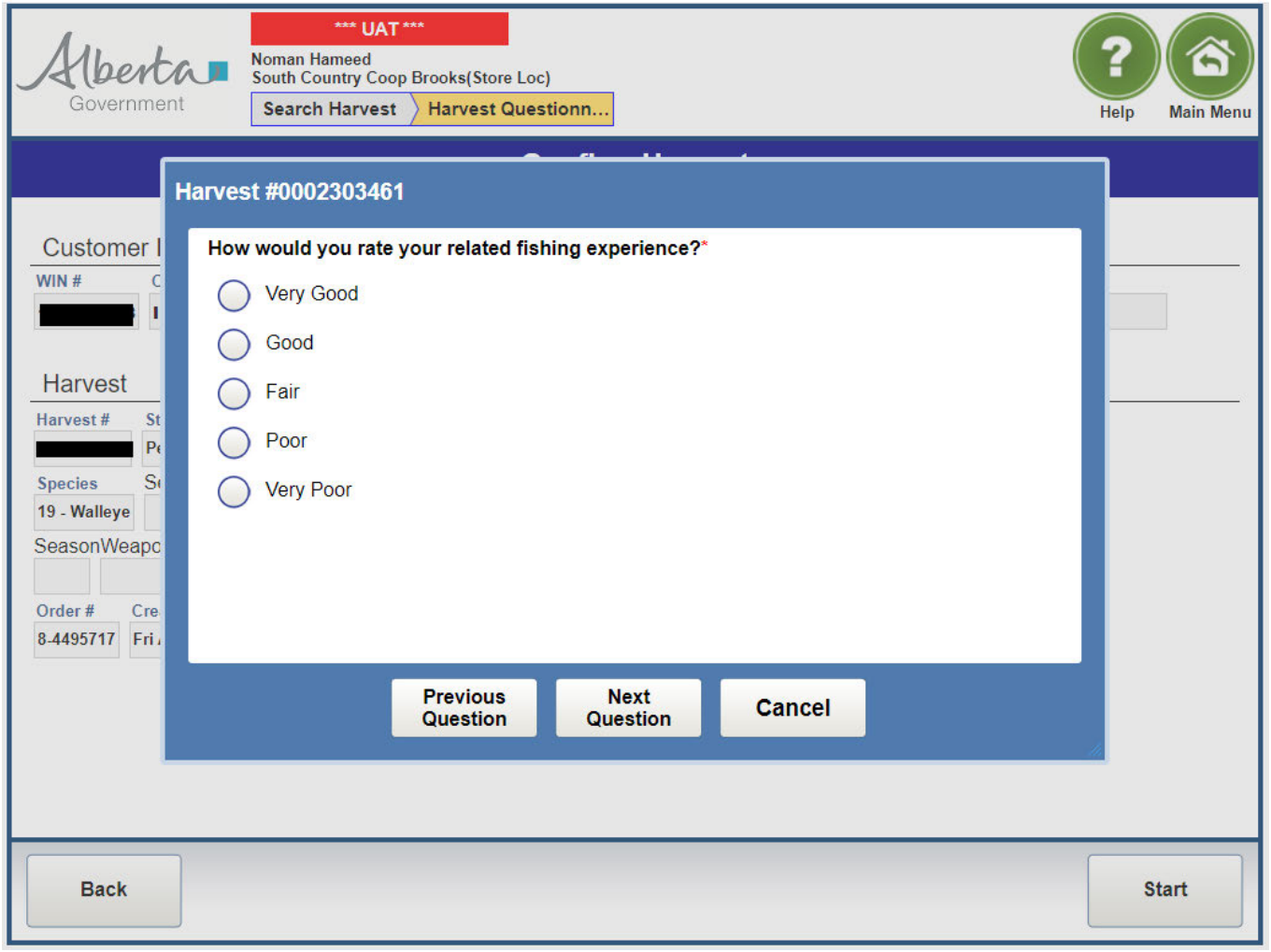
Search by Harvest #



Confirming Harvest



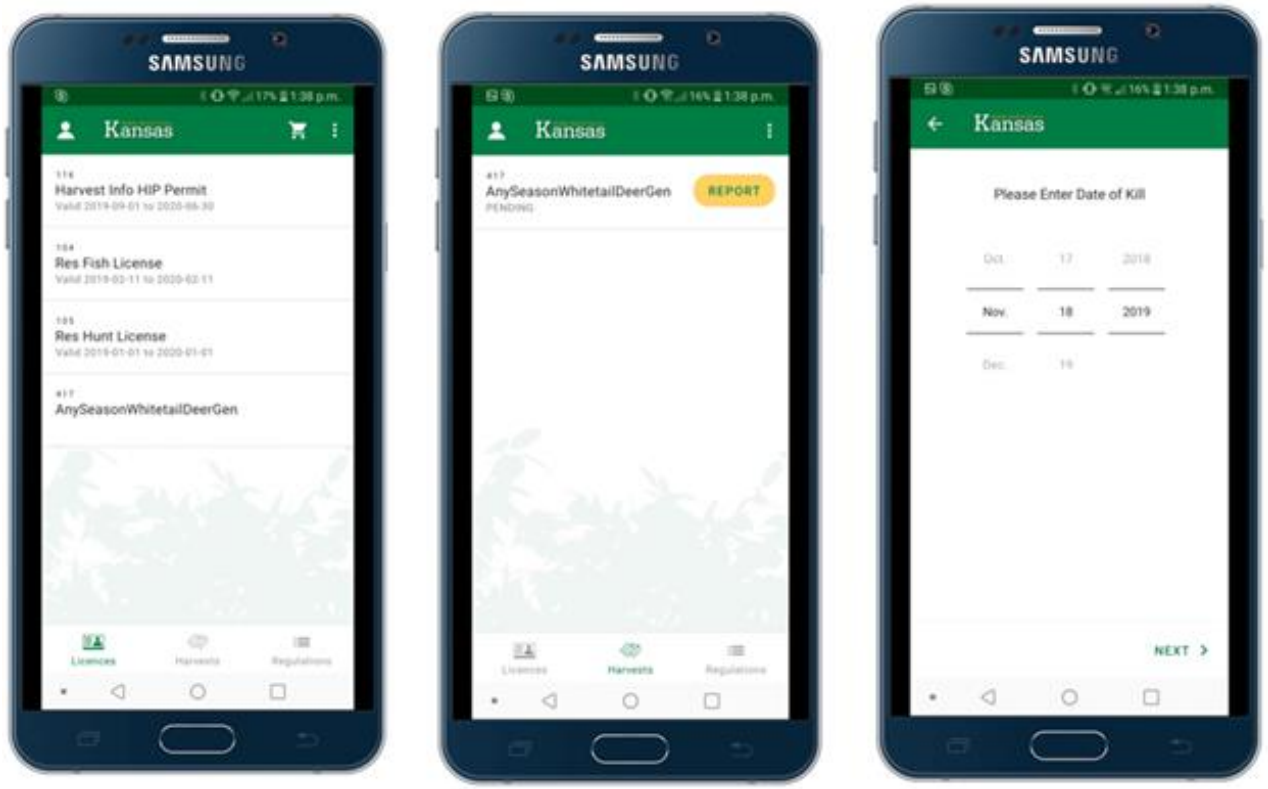
Example of Harvest Question



Harvest Reporting at Agent

Recommendations for Harvest Reporting

We believe the most attractive and efficient approach going forward is all-web reporting via smartphone and Internet, as outlined below.



Harvest Reporting Via Smartphone

Via Smartphone

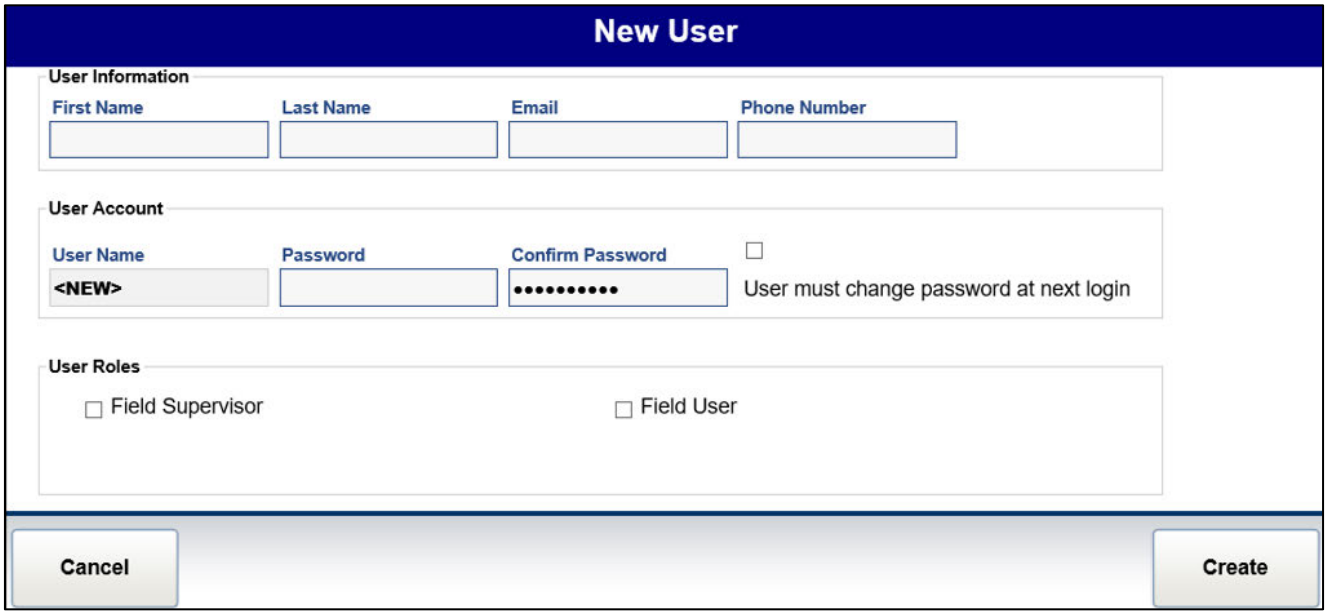
Changes to the harvest registration questions and answers are easy and fast to implement. On the web, initial prompt/process flow configuration and any changes that become necessary are greatly simplified because all

	channels are accessible from the same website and host tables. When changes are necessary to the questions or prompts, they can be made one time to be reflected on all web channels. Testing of changes is efficient, channels are always consistently in sync, and hunters always access the latest version in real time. Because IVR requires a separate application, if there are changes to questions or acceptable answers, IVR requires a separate process to update the IVR system prompts. Call rates and telecommunications costs associated with IVR are eliminated, and no operator staffing is necessary. Smartphones are increasingly ubiquitous. New information and features that are introduced onto the system website automatically adhere to the mobile responsive design. The Aspira Hunt & Fish app supports offline harvest reporting with a sync to the Sport License Solution when the customer is back online. Hunters can report from anywhere at any time with their smartphone – no need to visit an agent or get home to the PC, making it easy for hunters to meet any "report by" timeframes you may establish.				
FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-056 Section VII.G.9	A. Describe how the system POS allows an Agent to manage the user ids and password of the location's clerks.	X			
	Bidder Response: Agent User Management Each agent can designate who is authorized to use the system and what permission level(s) the user has for the agent's location. The agent can view a list of the existing users and create new users. Authorized web-based devices are location-specific and associated with a specific agent location. Sales must be made by an authorized device, and locations can have more than one authorized device. Furthermore, application security is user-based; an authorized user must be logged in to complete the sale. However, users are not associated with a particular device in Aspira One. Because each sale is logged to a user associated with the agent, they can make that sale on any authorized POS device associated with that agent. Aspira One maintains individual users' sales totals and an audit trail regardless of what authorized device they use at the agent location. In this way, agents can maintain an individual clerk's sales details, daily totals and shift reports, as necessary.				

A user account includes a user profile and the user's assignment to one or more roles. Each role includes permissions to perform specific tasks (for example, sell licenses, view reports). A user's role is location-specific. Only users with an active status are permitted to log in to the application. Depending on the roles assigned to them, these users can perform various tasks in the application.

The agent Administrator for an agent location is able to manage other users at that location. The POS Administrator can login to the agent interface and perform administrative tasks such as:

- Create a new user (shown below);



Creating a New User

- Deactivate a user, or temporarily or permanently prohibit access to the system but not delete the profile (if, for example, when an employee leaves the company or is no longer allowed to process sales; or a seasonal worker who needs to be deactivated and then reactivated upon their return);
- Can require that a user change their password upon the next login; and

	▲ Reset passwords – users can also change their own passwords. Aspira One automatically locks out a user after a number of unsuccessful login attempts.				
FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
FUN-057 Section VII.H	A. Describe the system's law enforcement module functionality.	X			
	Bidder Response: Law Enforcement personnel can be provided with a discrete set of user role permissions to access detailed information about customers within the Administrative console of the solution. This roll will include access to personally identifiable information, including an option for viewing of full Social Security Numbers for investigative purposes. A full history of client information is accessible to officers including customer profile data, license/permit data, license types and year, address history, and suspension/revocation history. Within the customer profile, an Officer can: ▲ Manage suspensions and revocations; ▲ Validate Hunter Education Certificates, and other operators certifications; ▲ Cross-check harvest record details; ▲ Add/review notes and alerts on the customer profile; ▲ View/manage information related to Child Support Arrears; and ▲ View/manage information received from the Interstate Wildlife Violators Compact. Law enforcement personnel will also be provided with access to the Data Insights Manager (ad hoc reporting) to create custom reports to view and extract enhanced ad-hoc reports from the solution database.				

FIND CUSTOMER: Customer Search/List » Customer Details

Actions: PRINT CUSTOMER RECORD | PRINT CUSTOMER APPLICATION | CHANGE HISTORY | PURCHASE PRIVILEGE | PURCHASE GIFT PRIVILEGE | PURCHASE POS | EXCHANGE/UPGRADE | ACTIVITY REGISTRATION | PURCHASE GIFT CERTIFICATE | PURCHASE PARK PASSES | MERGE | CUSTOMER'S ORDERS

Customer Info: CID # 001773691 | Status * Active | Customer Class Individual | Tax Exempt No | Administrative No | Creation Application LicenseManager | Creation Date Tue Apr 17 2018 | Creation User VRS,LegacyCO

Name/DOB: Salutation | First Name * JOHN | Middle Name | Last Name * SMITH | Suffix | Date of Birth * 09/20/1976 | ☑ Override Identifier on Create-Edit Customer | Override Applies To Configured Product | ☐ Override Residency | Override Residency Effective To

Phone/Email: At least one Phone Number is required*
Home Phone (719) 683-1978 ☐ Unusable | Business Phone ☐ Unusable | Mobile Phone ☐ Unusable | Text (SMS) Phone ☐ Unusable | ☐ Use Mobile Phone
Email ☐ Unusable | Secondary Email | Fax ☐ Unusable

Customer Details: Gender | Height ft in | Hair Color | Weight | Eye Color | ☐ Mobility Impaired | ☐ Habitat Exempt
Do you consent to release your name, address, and any hunting, fishing, or pass information from your purchase to certain outdoors-related organizations?
Note: Aspira Connect/Active Network may still contact you related to your account or purchase

SSN: US Citizen or Permanent Resident | Social Security Number | ☐ Override SSN

Physical Address: Address * 641 Smoky Hills Ln | Supplemental Address | ZIP/Postal * 80516-7301 | Country * United States | Status Valid | VALIDATED | ☐ Override | ☑ Unusable
City/Town * Erie | State * Colorado | County Boulder

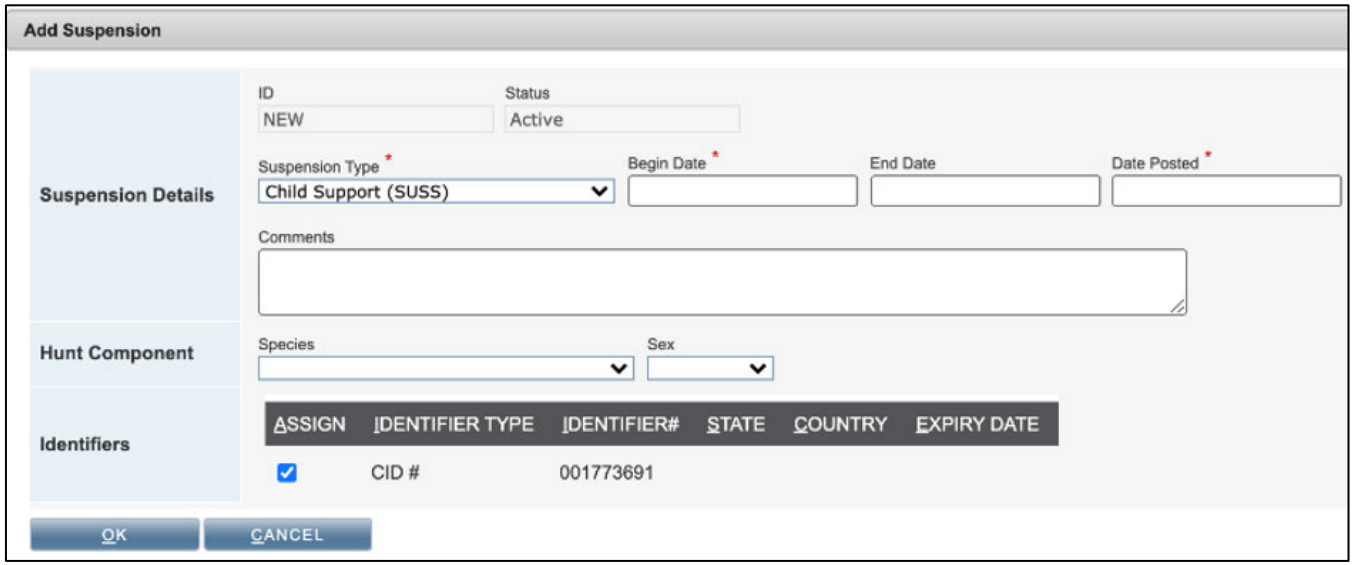
OK | CANCEL | APPLY

Notes & Alerts | Officer Notes | Document Uploads | Identifiers | Education | Certifications | Suspensions | Merge History | Vehicle(1) | Activity Registration | Privileges | Unlocked Privileges | Purchase Authorization | Points
Harvest | Disease Testing | Orders(1) | Authorizations | Historical Orders | Property | Harvest Registration

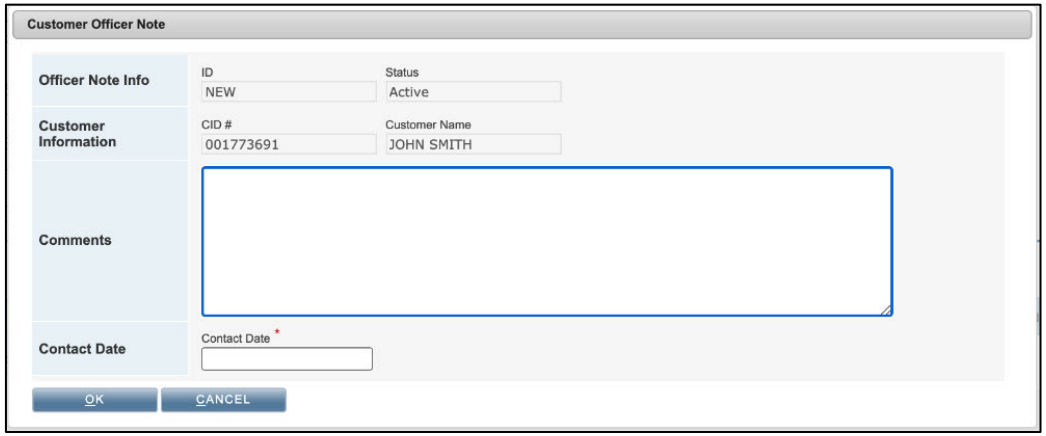
Actions: ADD OFFICER NOTE

Filters: Status Active | SEARCH

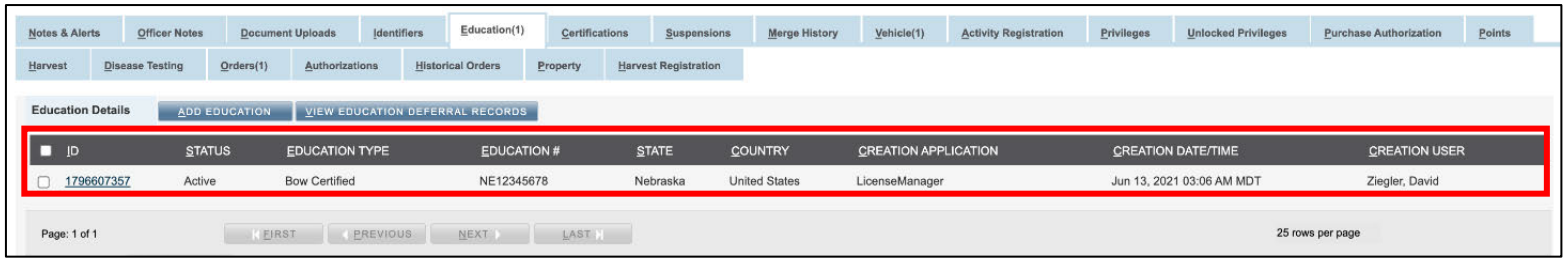
Main Customer Profile Screen



Add a Suspension to a Customer Profile

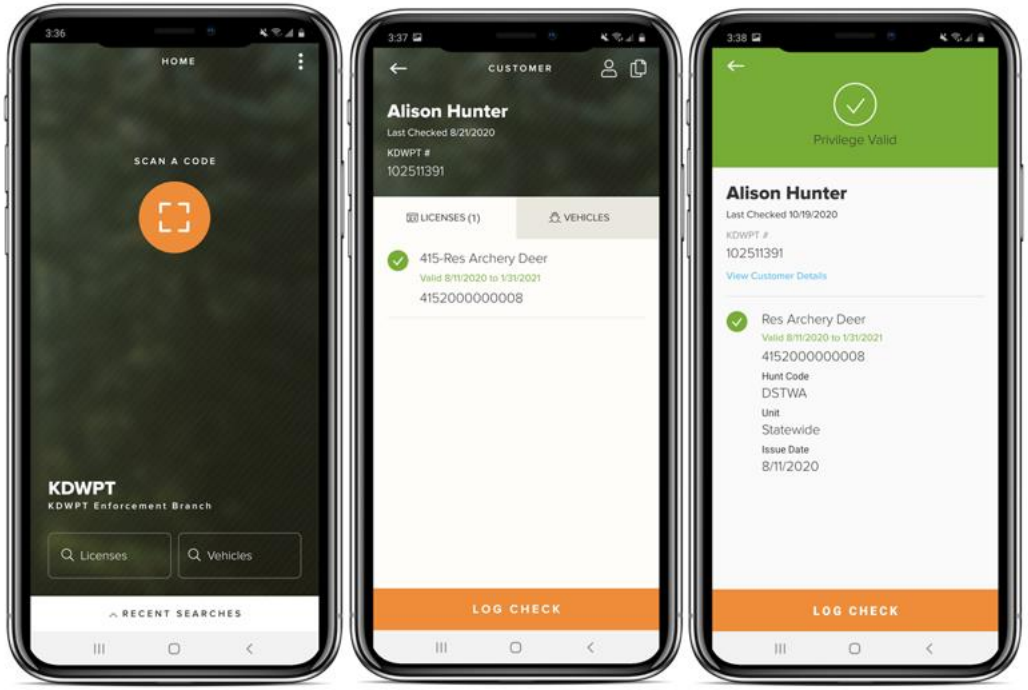


Add Officer Notes to a Customer Profile



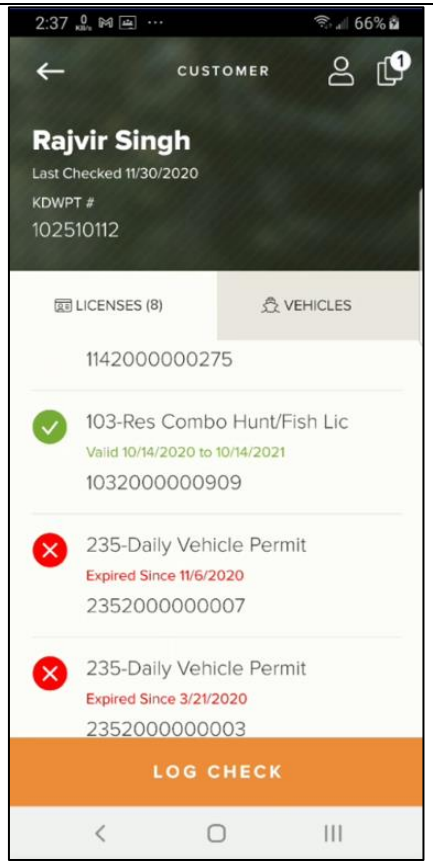
View Education Status

FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
FUN-058 Section VII.H	A. Describe the system's law enforcement module mobile functionality.	X			
	Bidder Response: The Aspira mobile law enforcement application provides law enforcement officers secure, mobile access to vital customer records enabling them to validate individual customer information and compliance data from the field in real-time. This solution, available for iOS and Android devices, provides officers immediate access to information important to law enforcement officers at the point of interaction with the customer. This data can immediately provide hunting and fishing enforcement agencies and officers with license history, permit, and violation information vital to field enforcement processes.				



Mobile Law Enforcement Application

Our law enforcement app provides conservation officers with a means to scan customer documents to quickly view the customer profile in real-time. When logging a customer check, the app collects latitude/longitude information for the location of the check and allows the officer to flag a customer for monitoring or add notes to the customer profile for follow-up when back in the office. Additionally, the app offers recreational vehicle registration lookup. All compliance checks are tracked and stored in the system including the date and time, location where the check occurred, and any notes entered by the officer.



Law Enforcement App customer profile

A number of updates to the app are planned for 2021 and beyond. The main features include:

- **Offline Capability** – Support customer look-up and verification when a conservation officer is outside of cellular range.
- **Customer Monitoring** – A law enforcement officer can tag a customer for monitoring. If another officer look up the customer, they will see they are flagged for monitoring and by which officer.

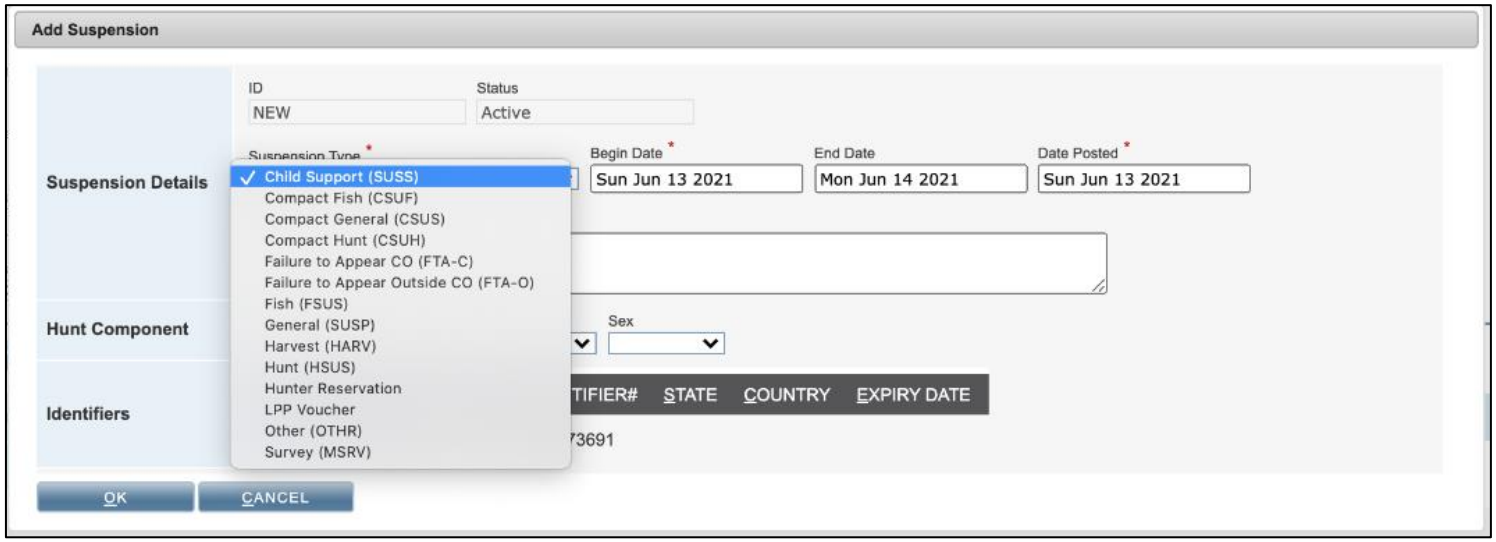
- **View Harvest Report Details** – Law enforcement can view the details of a harvest report submitted by a customer.
- **Updated and Enhanced UI** – New user interface design to include new design and usability trends.

FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
FUN-059 Section VII.H	A. Describe how the system's law enforcement module views customer profile revocations.	X			

Bidder Response:

The customer's profile record in Aspira One displays customer profile revocations in two ways. First, adjusting the status of the customer record to "inactive"—in combination with officer notes and alerts—will effectively disable the customer's ability to engage with the Licensing Solution.

Additionally, suspensions can be added to the customer profile.

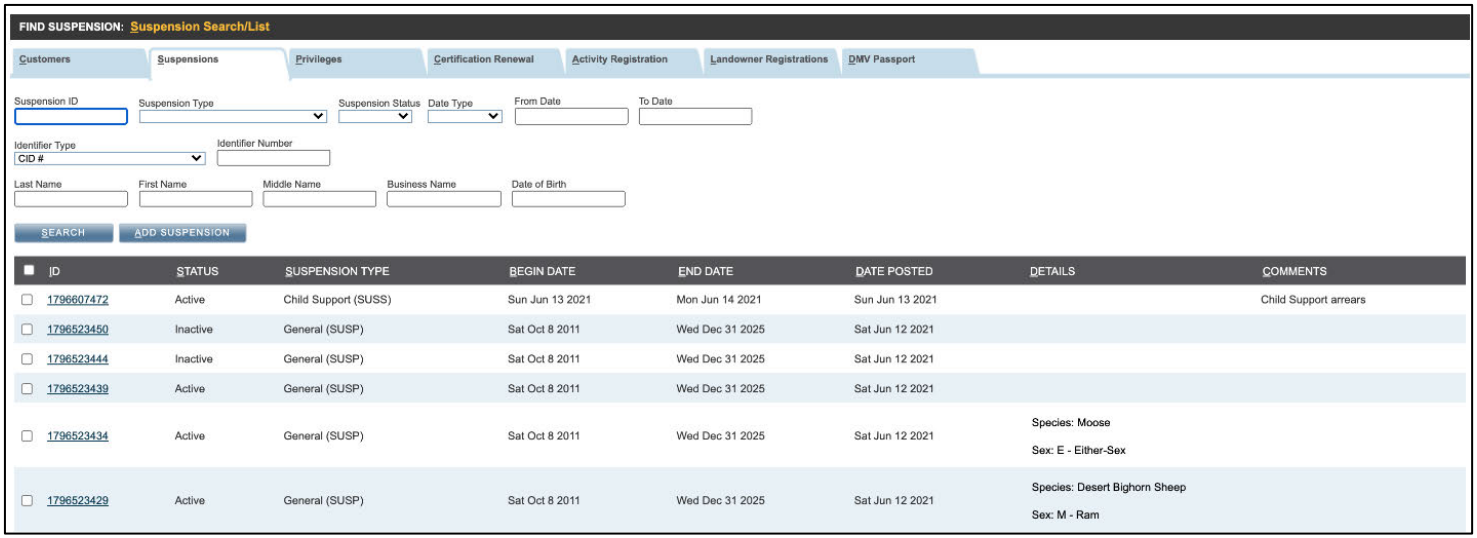


Add a Suspension to a Customer Profile

Law enforcement personnel can manually assign a suspension type and the period for which the suspension should be in place. Comments can be added to the suspension, and the Officer can associate the suspensions to a specific hunt component in the event the suspension should only impact certain species of hunting. Once a suspension is added, it can be viewed directly on the customer's profile.

A suspension on a customer profile

There is also a centralized suspension list where Law Enforcement can view active suspensions in a single location. Each listed suspension provides additional details related to the customer when opened for review.



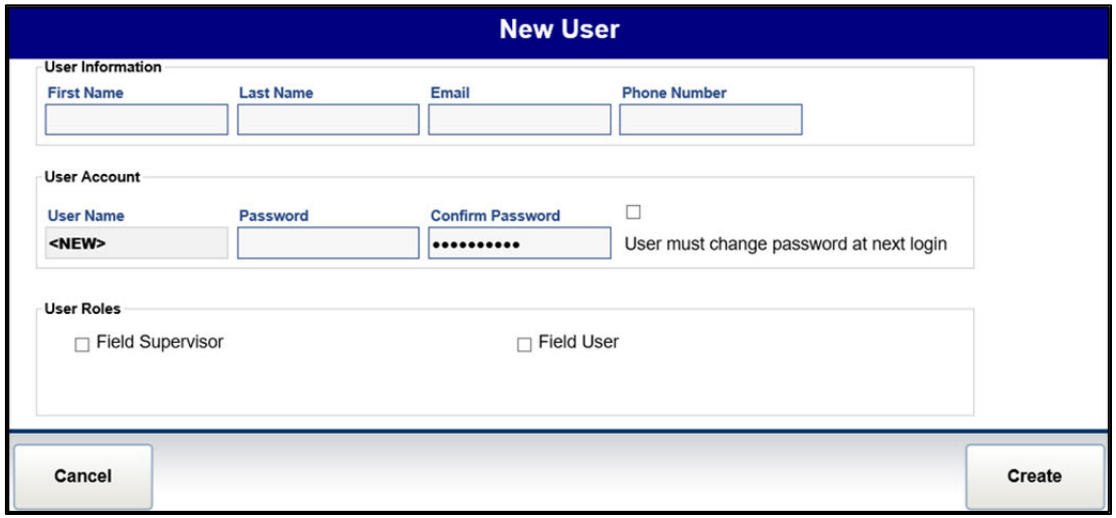
Suspension Manager

FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
FUN-060 Section VII.H	A. Describe how the system's law enforcement module ties to theInterstate Wildlife Compact database.		X		
	Bidder Response: Aspira One supports the ability to run nightly imports from external data sources and associate the data with a customer profile. In this manner, the solution could consume data extracts from the IWVC database, Child Support database, and Law Enforcement Arrest Database. This functionality would require some customization to ensure the solution can map data appropriately from the extract file formats. The IWVC data import would be ready for go-live.				
FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-061 Section VII.I.1	A. Describe how the system provides External Agents the ability to manage active account access at the corporate and individual store locations.	X			
	Bidder Response: Each agent can designate who is authorized to use the system and what permission level(s) the user has for the agent's location. The agent can view a list of the existing users and create new users. Authorized web-based devices are location-specific and associated with a specific agent location. Sales must be made by an authorized device, and locations can have more than one authorized device. Furthermore, application security is user-based. An authorized user must be logged in to complete the sale. However, users are not associated with a particular device in Aspira One. Because each sale is logged to a user associated with the agent, they can make that sale on any authorized POS device associated with that agent. Aspira One maintains individual users' sales totals and an audit trail regardless of what authorized device they use at the agent location. In this way, agents can maintain individual clerk's sales details, daily totals and shift reports, as necessary.				

A user account includes a user profile and the user's assignment to one or more roles. Each role includes permissions to perform specific tasks (e.g. sell licenses, view reports, etc.). A user's role is location-specific. Only users with an active status are permitted to log in to the application. Depending on the roles assigned to them, these users can perform various tasks in the application.

The agent Administrator for an agent location is able to manage other users at that location. The POS Administrator can login to the agent interface and perform administrative tasks such as:

- Create a new user (shown below);

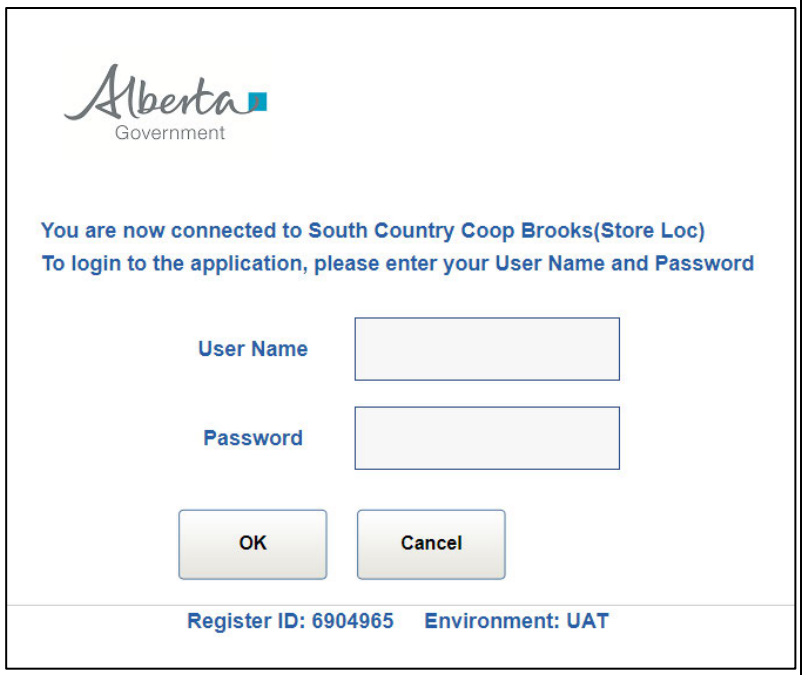


Creating a New User

- Deactivate a user, to temporarily or permanently prohibit access to the system, but not delete the profile (if, for example, when an employee leaves the company or is no longer allowed to process sales; or a seasonal worker needs to be deactivated and then reactivated upon their return);
- Can require that a user change their password upon the next login; and
- Reset passwords – Users can also change their own passwords.

Aspira One automatically locks out a user after a number of unsuccessful login attempts.

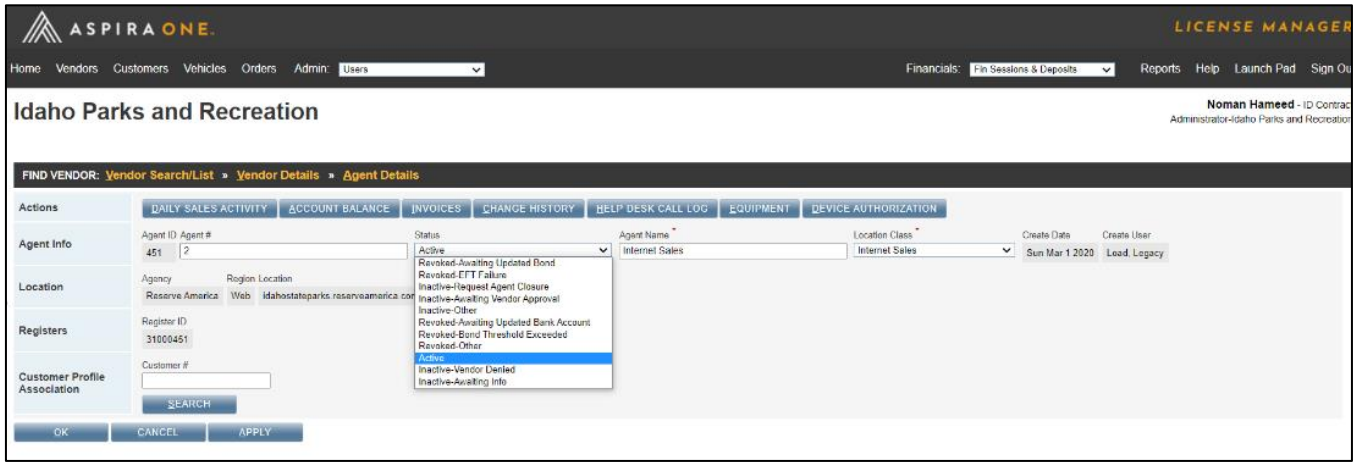
FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-062 Section VII.I.1	A. Describe how an External Agent logs into the system.	X			
	Bidder Response: Once the user account has been created (as described in **FUN-061**), External Agents can login using the user name and the password. In Issuer Manager Application, the user will have access to the features as per the roles setup and assigned by the Administrator.				



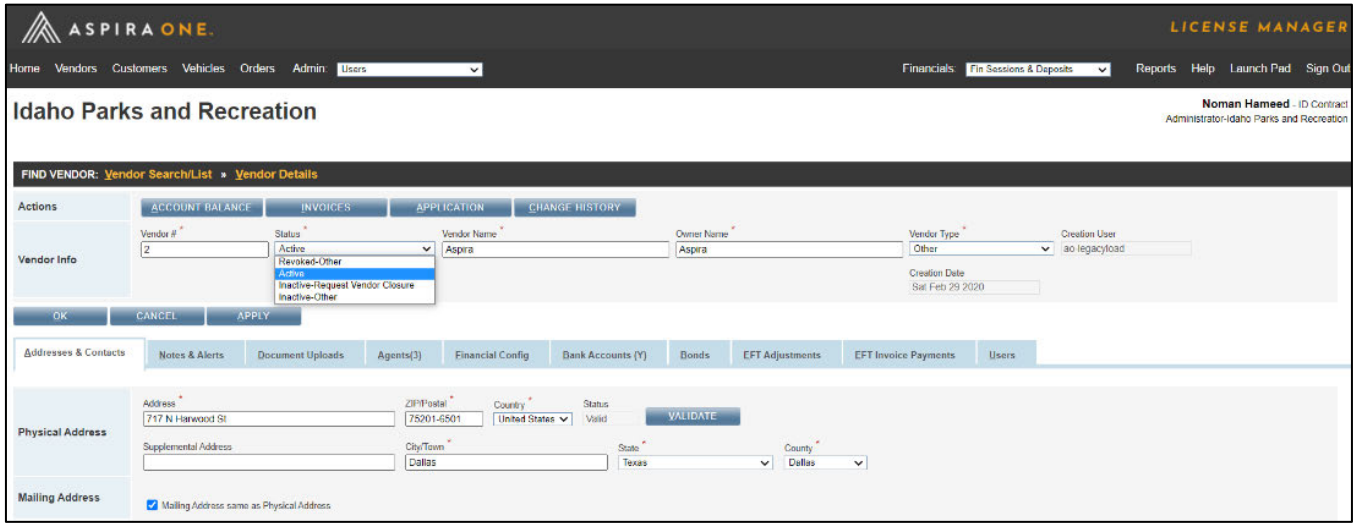
Logging In (Issuer Manager)

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-063 Section VII.I.1	A. Describe how the system allows NGPC to enable and disable individual agent locations.	X			
	Bidder Response:				

	In our system, an agent is a private retailer or government organization that has been authorized to sell products, such as hunting and fishing privileges, boat/vehicle registrations and inspections, and consumable items. Each vendor operates one or more retail outlets or agents, which interact directly with customers. Products are assigned to each agent by NGPC. In the case of privilege products, product inventories are also allocated to each agent to conduct business with customers at that location. License Manager has functions related to agents and vendors. In the vendor portion you: ▲ Set up agent addresses and contacts, and agent-related notes and alerts; ▲ Set up the agent portion of the financials; ▲ Record bank accounts and assign bank accounts to agents; ▲ Record bonds and assign bonds to agents; ▲ View the account balance of the agent which includes the balances of all of its agents; and ▲ View the invoices of all the agents. The agent portion lets you: ▲ Set up agent addresses and contacts, and agent-related notes and alerts; ▲ Set up the agent portion of the financials; ▲ Assign products to agents; ▲ View the agent's daily sales activities, account balance, and invoices; ▲ View the agent's call log; and ▲ View the agent's equipment.

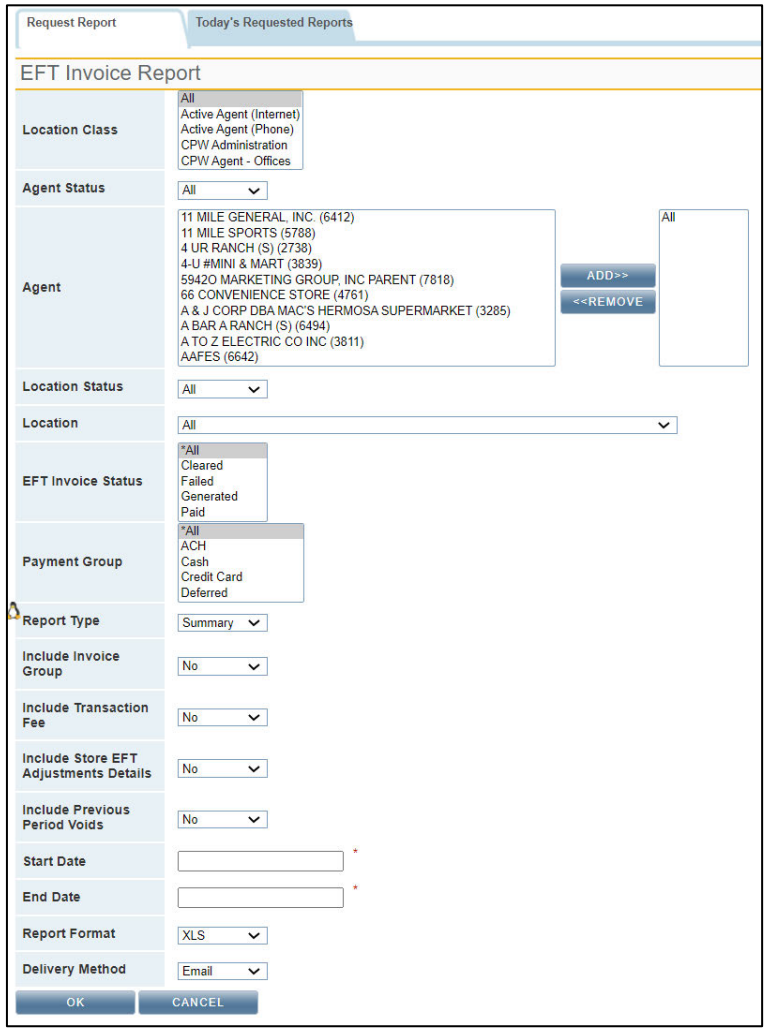


Updating Agent Location (Status)



Updating Agent (Status)

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-064 Section VII.I.2	A. Describe a monthly invoice and the information it summarizes including, but not limited to: 1. permits sold, 2. transaction amount, 3. amount due for remittance to NGPC, and 4. how much the agent retains in issue fees.	X			
	Bidder Response: License Agents/NGPC Offices will have access to an array of reports providing a complete picture of account activity in sales, EFT, and payments. Agents/NGPC Offices can easily view daily, weekly, monthly sales transactions and the details of their EFT Invoice including the information of the amount that will be swept from their bank account and the issuance fees they will be keeping. Additionally, they will receive detailed reports of weekly ACH sweeps which can be sent to the Agents for each individual location or all their locations, so that revenue reconciliation processing can be performed prior to actual processing. Reports include but are not limited to the following: ▲ Sales; ▲ Financial/Accounting; and ▲ Transactions. Below is an example of EFT Reports for the Sweep and the Returns.				



EFT Invoice Report

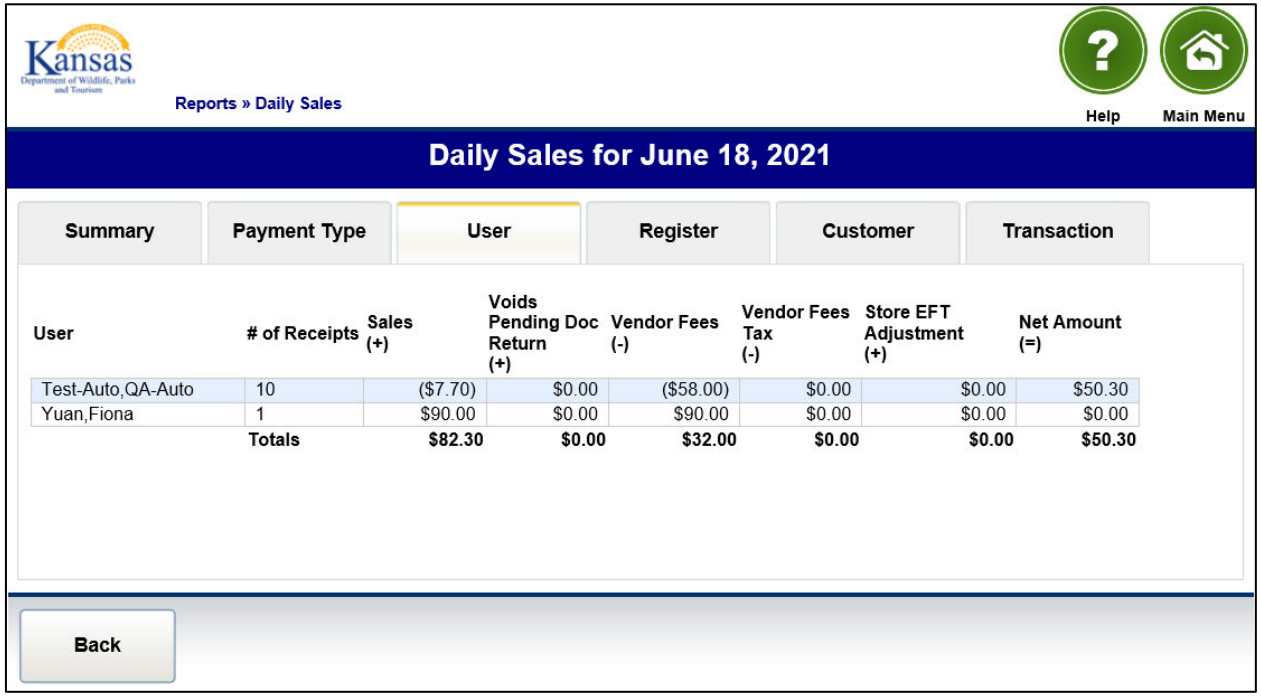
The user can select to include "All" or selected Agents and Store; then the user will select the EFT Invoices based on the Status and the Payment Type(s) to be included in the report.

The resulting summary and detail report would then be generated in Excel format if selected by the user.

License Agents using the Issuer Manager application will have access to various financial reports to access their daily sales, account balances, and Invoices.

Easy User Interface for Accessing Frequent Reports

Selecting "View Daily Sales" offers the authorized License Vendor user various types of reports, each available by selecting a different tab, as shown below.



User	# of Receipts	Sales (+)	Voids Pending Doc Return (+)	Vendor Fees (-)	Vendor Fees Tax (-)	Store EFT Adjustment (+)	Net Amount (=)
Test-Auto,QA-Auto	10	($7.70)	$0.00	($58.00)	$0.00	$0.00	$50.30
Yuan,Fiona	1	$90.00	$0.00	$90.00	$0.00	$0.00	$0.00
	Totals	**$82.30**	**$0.00**	**$32.00**	**$0.00**	**$0.00**	**$50.30**

View Daily Sales

Authorized License Vendor users select the "View Account Balance" tab from the main reports menu to access EFT information.

Account Balance

Awaiting Invoicing | Account Transactions

Transaction Date/Time	Invoice #	Transaction Type	Debit	Credit	Balance
Wed Jun 16 2021 05:53 AM	1005155371 Credit Card	Transmit EFT Invoice		$378.00	$7,495.00
Wed Jun 16 2021 05:53 AM	1005155366 Non Credit Card	Transmit EFT Invoice		$80.00	$7,873.00
Tue Jun 15 2021 05:27 AM	1005155376 Credit Card	Clear EFT Invoice	$207.40		$7,953.00
Tue Jun 15 2021 05:27 AM	1005155376 Credit Card	Create EFT Invoice		$207.40	$7,745.60
Tue Jun 15 2021 05:27 AM	1005155371 Credit Card	Create EFT Invoice	$378.00		$7,953.00
Tue Jun 15 2021 05:27 AM	1005155366 Non Credit Card	Create EFT Invoice	$80.00		$7,575.00
Wed Jun 09 2021 05:06 AM	1005134097 Credit Card	Transmit EFT Invoice		$425.00	$7,495.00
Wed Jun 09 2021 05:06 AM	1005134092 Non Credit Card	Transmit EFT Invoice		$110.00	$7,920.00
Tue Jun 08 2021 05:13 AM	1005134102 Credit Card	Clear EFT Invoice	$289.25		$8,030.00
Tue Jun 08 2021 05:13 AM	1005134102 Credit Card	Create EFT Invoice		$289.25	$7,740.75
Tue Jun 08 2021 05:13 AM	1005134097 Credit Card	Create EFT Invoice	$425.00		$8,030.00

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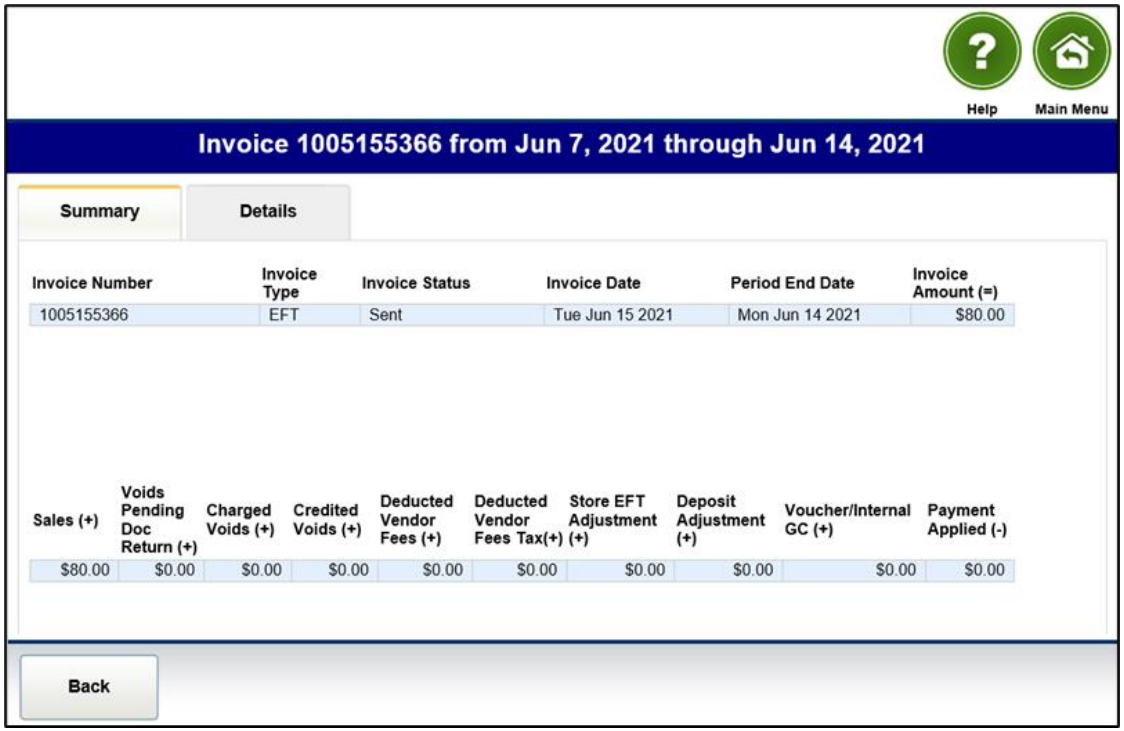
Account Balance

In Aspira One, an "invoice" is created for each sweep. The "Account Transactions" tab provides a complete picture of the store/location's account activity related to EFT and payments (the debit, credit, and balance of each account transaction), listed in date order. In this mock-up sample, the agent's "sales week" for EFT invoicing ends on Tuesday and on Friday the invoice is transmitted for sweep to the State's bank.



Help Main Menu

Invoice 1005155366 from Jun 7, 2021 through Jun 14, 2021

Summary | Details

Invoice Number	Invoice Type	Invoice Status	Invoice Date	Period End Date	Invoice Amount (=)
1005155366	EFT	Sent	Tue Jun 15 2021	Mon Jun 14 2021	$80.00

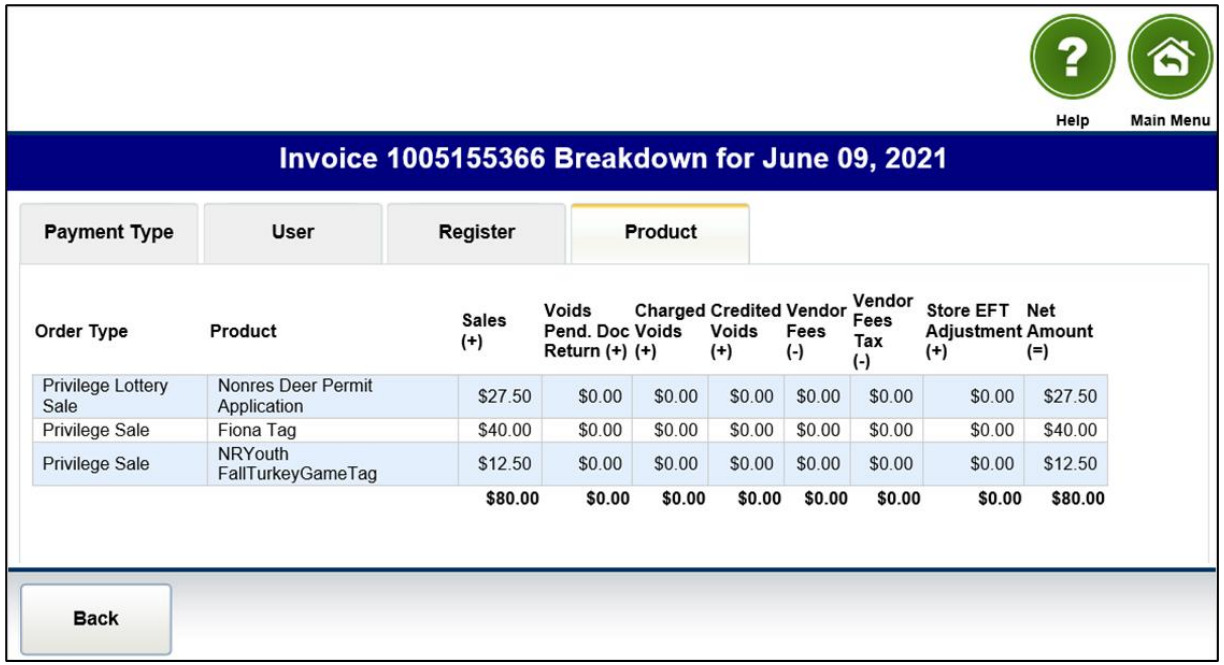
Sales (+)	Voids Pending Doc Return (+)	Charged Voids (+)	Credited Voids (+)	Deducted Vendor Fees (+)	Deducted Vendor Fees Tax(+)	Store EFT Adjustment (+)	Deposit Adjustment (+)	Voucher/Internal GC (+)	Payment Applied (-)
$80.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

Back

EFT Invoice Summary Report

Selecting this tab allows the authorized agent user to select each invoice, whether pending, sent or cleared. For each invoice, there is a summary report and a detailed report.

The "Details" tab offers invoice information displayed by Payment Type, User, Register (device) and Product. A sample of the Product list report for an invoice is shown below.



Order Type	Product	Sales (+)	Voids Pend. Doc Return (+)	Charged Voids (+)	Credited Voids (+)	Vendor Fees (-)	Vendor Fees Tax (-)	Store EFT Adjustment (+)	Net Amount (=)
Privilege Lottery Sale	Nonres Deer Permit Application	$27.50	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$27.50
Privilege Sale	Fiona Tag	$40.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$40.00
Privilege Sale	NRYouth FallTurkeyGameTag	$12.50	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$12.50
		$80.00	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$80.00**

EFT Invoice Details Report

All of this information on License Agent's financial accounts, along with additional reports, is available to authorized users through the License Manager interface in Aspira One.

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-065 Section VII.I.3	A. Describe the system's Permit Agent summary report to include : 1. physical park permit book inventories sold 2. sales transaction information	X			
	Bidder Response:				

Aspira One provides the Permit/Vehicle Inventory Status Report, which can provide summary of the Inventory assigned to the Agents.

Permit/Vehicle Inventory Status Report (OPS-HFPRIV-027)

Run Date and Time: Jun 14 2021 6:01:14 PM EDT

Requested by: ra-nhameed

LOCATION CLASS: ALL
VENDOR STATUS: ALL
VENDOR: ALL
AGENT STATUS: ALL
AGENT: ALL
INVENTORY TYPE: PARK N SKI PASS ANNUAL
LICENSE YEAR: 2020
INVENTORY STATUS: ALL

Agent Name	Inventory Type	License Year	First Inventory Nu	Last Inventory Nu	Status	Allocation Da	Status Last Upc	Count
110-Mail Fulfillment	Park N Ski Pass Annual	2020	X20-000001	X20-000001	Used	03/02/2020	03/03/2020	1
110-Mail Fulfillment	Park N Ski Pass Annual	2020	X20-000002	X20-000003	Used	03/02/2020	03/05/2020	2
110-Mail Fulfillment	Park N Ski Pass Annual	2020	X20-000004	X20-000100	Available	03/02/2020		97
110-Mail Fulfillment	**Park N Ski Pass Annual**	**2020**		**Total**	**Available**			**97**
110-Mail Fulfillment	**Park N Ski Pass Annual**	**2020**		**Total**	**Used**			**3**
110-Mail Fulfillment	**Park N Ski Pass Annual**	**2020**		**Total**				**100**
110-Mail Fulfillment				**Total**	**Available**			**97**
110-Mail Fulfillment				**Total**	**Used**			**3**
110-Mail Fulfillment				**Total**				**100**
117-Action Motor Sports	Park N Ski Pass Annual	2020	X20-001300	X20-001300	Used	03/06/2020	06/08/2020	1
117-Action Motor Sports	Park N Ski Pass Annual	2020	X20-001301	X20-001399	Available	03/06/2020		99
117-Action Motor Sports	**Park N Ski Pass Annual**	**2020**		**Total**	**Available**			**99**

Permit/Vehicle Inventory Status Report Sample

In addition, Aspira One's Daily Sales Activity Report can also be used to track the sales of the Permit book inventories along with other sales.

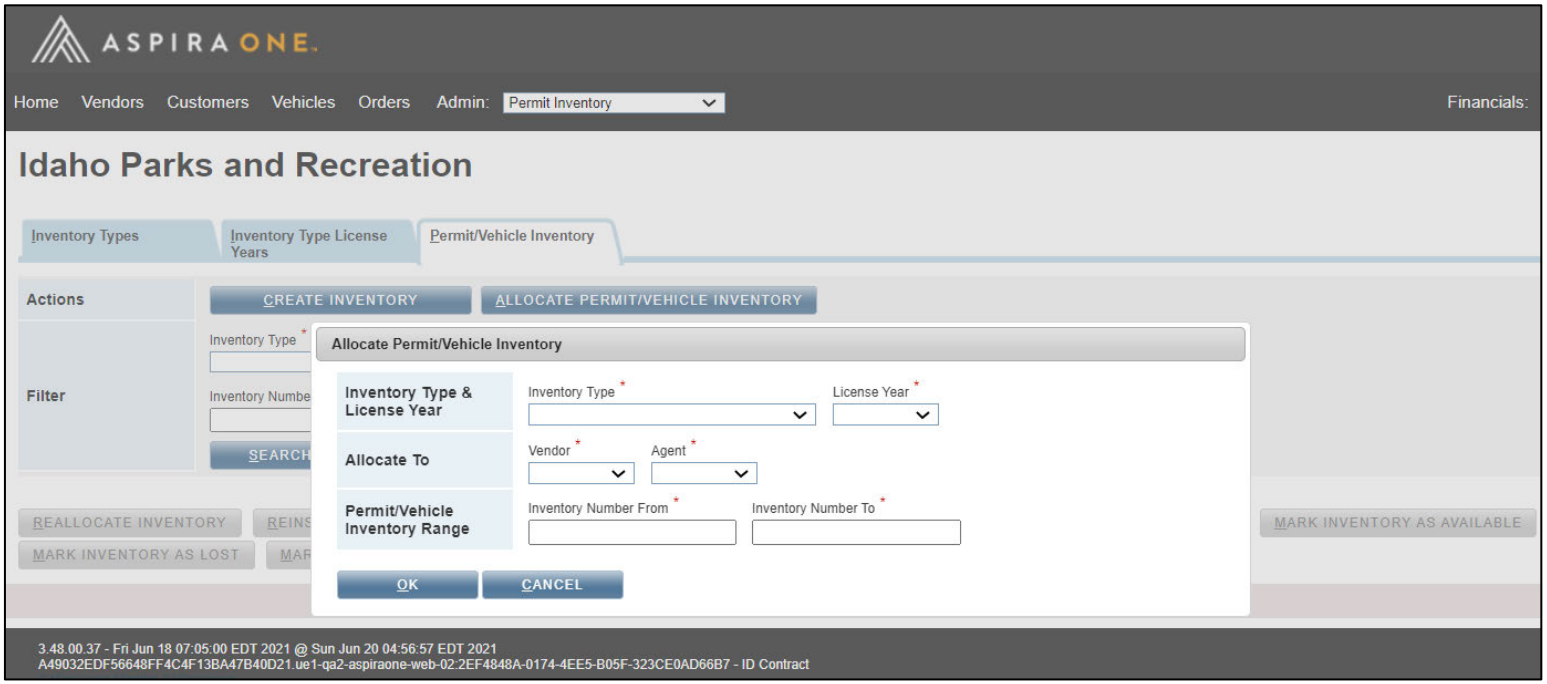
DAILY SALES ACTIVITY DETAIL REPORT (FIN-EFT-004)

LOCATION CLASS: ALL
AGENT STATUS: ALL
AGENT: ALL
LOCATION STATUS: ALL
LOCATION: ALL
REPORT TYPE: DETAIL
INCLUDE NO CHARGE TRANSACTIONS: YES
INCLUDE STORE EFT ADJUSTMENTS: YES
INCLUDE STORE EFT ADJUSTMENT NOTES: YES
PRODUCT CATEGORY: ALL
PRODUCT CODE:
INCLUDE PRODUCT QUESTIONS AND ANSWERS: YES
INCLUDE PRODUCT ATTRIBUTES: NO
INCLUDE GIFT CERTIFICATE ALLOCATIONS: NO
INCLUDE AUTO GENERATED: NO
INCLUDE LOCATION CLASS: NO
PURCHASE TYPE: ALL
VEHICLE TYPE: ALL
START DATE: JUN 01, 2021 END DATE: JUN 20, 2021

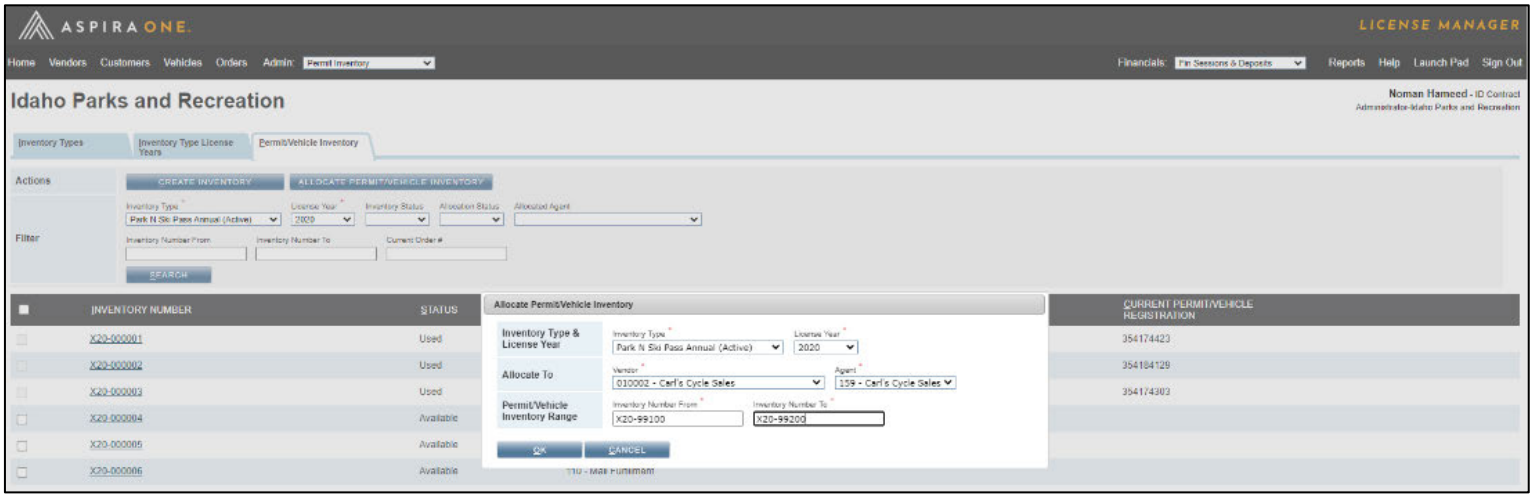
AGENT	LOCATION	Date	Time	Order Number	Payment/Refund/voucher Id	Payment/Refund Type	Customer
2641-ASPIRA CORPORATE	10100-ASPIRA PHONE SALES	JUN 10, 2021	9:55 PM MDT	2-44800832	1643939810	VISA	100007175 - HUANGFU,GINGER5
2641-ASPIRA CORPORATE	**10100-ASPIRA PHONE SALES**						
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 1, 2021	9:32 AM MDT	2-44797830	1643916325	VISA	100017215 - CO_LN39751,CO_FN39751
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 1, 2021	9:35 AM MDT	2-44797830	1643916325	VISA	100017215 - CO_LN39751,CO_FN39751
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 1, 2021	9:35 AM MDT	2-44797830	1643916406	VISA	100017215 - CO_LN39751,CO_FN39751
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 2, 2021	9:05 AM MDT	2-44798330	1643918258	VISA	100017275 - CO_LN25522,CO_FN25522
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 2, 2021	9:08 AM MDT	2-44798330	1643918258	VISA	100017275 - CO_LN25522,CO_FN25522
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 2, 2021	9:08 AM MDT	2-44798330	1643918292	VISA	100017275 - CO_LN25522,CO_FN25522
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 3, 2021	9:33 AM MDT	2-44798830	1643919924	VISA	100017301 - CO_LN82940,CO_FN82940
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 3, 2021	9:37 AM MDT	2-44798830	1643919924	VISA	100017301 - CO_LN82940,CO_FN82940
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 3, 2021	9:37 AM MDT	2-44798830	1643919953	VISA	100017301 - CO_LN82940,CO_FN82940
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 4, 2021	10:03 AM MDT	2-44799330	1643923111	VISA	100017368 - CO_LN16965,CO_FN16965
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 4, 2021	10:07 AM MDT	2-44799330	1643923111	VISA	100017368 - CO_LN16965,CO_FN16965
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 4, 2021	10:07 AM MDT	2-44799330	1643923144	VISA	100017368 - CO_LN16965,CO_FN16965
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 7, 2021	9:04 AM MDT	2-44799830	1643931341	VISA	100017427 - CO_LN28427,CO_FN28427
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 7, 2021	9:09 AM MDT	2-44799830	1643931341	VISA	100017427 - CO_LN28427,CO_FN28427

Daily Sales Activity Report Sample (Detail)

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-066 Section VII.I.3	A. Describe how the system collects the following information: 1. Purchase order information from the State FinancialSystem, 2. Initial bulk inventory of books, 3. Consignment to agents, 4. Remaining permit book inventory, 5. Returned permit book posting, 6. Print agent labels for permit books; and 7. Print shipping labels for mail orders.		X		
	Bidder Response: Aspira One supports managing the Permit Inventory which can be loaded in bulk in Aspira One and later assigned to Agents. Authorized license outlets/stores can order supplies/permit books using Issuer Manager, and authorized NGPC staff can review and fulfill the supply/permit book orders using License Manager. Once fulfilling the orders, NGPC staff can allocate the Permit Book Inventory to the appropriate Agent, or when inventory is returned can mark the inventory as returned. In addition, authorized users can also mark the Permit Inventory as lost, destroyed and stolen. Users will find this easy and intuitive to complete, as demonstrated below:				



Permit Inventory Bulk Allocation



Permit Inventory Agent Assignment

Permit Inventory Status Change (Return/Damage/Stolen etc)

	Aspira's Fulfillment Centers can print the appropriate shipping labels when fulfilling the supply/book permit orders. Aspira will work with NGPC to understand the printing requirements regarding the fulfillment of permit books and will mutually agree on the approach.				
FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-067 Section VII.I.3, 4	A. Does the system recognize receivables payments such as: 1. Checks 2. Cash 3. Money Order 4. EFT	X			
	Bidder Response: Payment methods can be configured by sales channel. In addition to payment with a credit/debit card or gift card, the Call Center/Field Locations can accept personal checks, traveler's checks, money orders, certified checks or any payments handled outside the system (e.g. Interagency Billing Transaction, EFT) for payments if desired by NGPC.				
FUN #	Gift Cards	Yes	Customization Required	No	Alternate
FUN-068 Section VII.J	A. Describe the system's ability to implement gift cards.	X			
	Bidder Response: Aspira One supports a complete gift card program including the selling/issuing of gift cards and gift certificates across all Sales Channels, fulfillment management, reloading of gift card values, checking of gift card balances, automatic email of certificate, and full order management capability for gift card orders. Gift cards can be accepted for payment throughout the system. Aspira One also supports importing of gift cards numbers with or without an associated PIN number. The specific format of gift card numbers is defined during the creation of the gift cards and can support NGPC's format requirements. Aspira One can accept gift cards for any purchase whether online or through the Call Center. Aspira One also provides the capability to refund fees to gift cards.				

	All funds generated from the sale or reloading of the gift card are automatically posted to a pre-configured liability account. These funds are then automatically moved via offsetting postings to the appropriate account, based on the item purchased at the point of redemption. The revenue from the sale of a gift card is recognized when the card is sold. Not only does Aspira One's financial engine provide auditable reporting on liabilities, but it also supports the ability to add expiration on liabilities such as gift cards to ensure that balances for these types of programs do not linger for longer than they are required to. Expiry for gift cards may be configured to begin based on purchase date or last activity date. Beyond just simple expiry, Aspira offers additional advanced functionality that can deduct from liability balances after a pre-defined time period of inactivity (such as after 6 months of inactivity the gift card balance available is decremented for example $2.00 per month until utilized, or completely depleted). This configuration is based on the specific rules applicable for NGPC.				
	B. Describe the system's ability to honor current NGPC Park Bucks.	X			
	Bidder Response: In addition to providing new gift cards, Aspira One will honor and migrate all previously issued Gift Cards and Gift Certificates whether or not those cards have a balance. This will allow customers with gift cards to confirm balances even on cards with $0 balances providing affirmation to all customers that the full value of any gift card or gift certificate has been realized, not just those who still have outstanding balances.				
FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-069 Section VII.K	A. Describe the system's customer relationship module.				X
	Bidder Response: Aspira provides a full-featured CRM and Marketing Automation solution that can be used to increase user engagement and communication, while providing a 360-degree view of your customers. Fully integrated with Aspira One—and with features such as dynamic segmentation, intuitive campaign builders, customer journey trackers, and a unified view of user engagement KPIs—the CRM solution is a comprehensive customer engagement and relationship platform that providers marketers with the ability to continually communicate and engage with users across multiple channels.				

	Aspira is committed to providing NGPC with a robust solution to address your emerging needs. This highly targeted marketing system will power your R3 initiatives, increase the return on your marketing investments, and enhance overall awareness of hunting and fishing opportunities in Nebraska. The many benefits offered by the CRM system include: ▲ **Marketing Automation** – Forge customer connections and drive growth with our data-driven, cross-channel solution by taking advantage of the extensive Marketing Automation capabilities of the CRM platform. Discover new ways to recruit, retain and reactivate customers, and use their behavior to tailor emails, offers, and other content to provide a personalized, high-touch approach to all interactions. The power of Marketing Automation enables you to streamline your processes and workload, while not cutting back on any of the marketing that you have planned. ▲ **Data Oriented** – With the tight integration between Aspira One and the CRM solution, you can access each customer's information and see every interaction as it happens. Furthermore, you can use this data to target cohorts or individuals for hyper-targeted marketing campaigns based on attributes such as purchase history, past engagement, and much more. ▲ **Campaign Builder** – Using our intuitive drag-and-drop campaign builder, quickly build out exactly whom to target when and with what messaging. The ability to target any cohort you want, from the first timers to the seasoned vets, has never been easier. ▲ **Event-Based Messaging** –With our event-based messaging, you can quickly build workflows to power event-specific messaging so that you can address events as they happen. ▲ **Omnichannel Messaging** – We give you the power to target your customers through a variety of channels, most notably email, SMS, and push notifications. With our convenient workflow builder, all you do is build what you want to send out, how you want it to reach your customers, and when you want it to reach them — And we will take care of the rest! Quickly create and send one-time communications or utilize the CRM solution's advanced automation workflow functionality to setup recurring campaigns. Create stunning messaging templates, automatically personalize subject lines, and content for each recipient, and run A/B tests to improve open rates and click-throughs. ▲ **Campaign Builde**r – In a few clicks, build a new campaign that can be measured, duplicated, and otherwise used for sustained success. With the campaign builder, you can use the same campaign type for multiple

	channels and make sure that your customers across multiple devices and channels get a consistent message from you. ▲ **Customer Record** – The solution gives you the ability to have a single view of a customer and all their touchpoints and actions. This Customer Record is your source knowing who the customer is and what they have been through, while also giving you the ability to act and interact with the customer. ▲ **API Integrations** – Our system provides API endpoints that can be used for integrations. We will work with NGPC during the project engagement phase to determine specific use cases and how these APIs can be used to address your needs.				
FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-070 Section VII.K.1	A. Describe the system's capability to communicate with customers across multiple media platforms.				X
	Bidder Response: With Aspira One's CRM solution, you can create, iterate, and test dynamic campaigns and develop customer journeys. Using a comprehensive interface, the system enables users to segment, orchestrate, personalize, and test messaging experiences in a centralized location. With highly contextual segmented lists to target, we provide the option to target your customers in an omnichannel fashion, from email to SMS to push notifications. You can send notifications to re-engage with lapsed customers using multiple communication channels (e.g. to welcome a first-time hunter with a highly personalized welcome package via email on the first license purchase).				
FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-071 Section VII.K.1	A. Describe the system's data metrics dashboard.	X			
	Bidder Response: Aspira's enterprise-grade data analytics solution—Insights Manager—is an advanced Business Intelligence platform that harnesses the transactional data from Aspira One in real-time to provide users with data to make informed business decisions. Insights Manager provides leading edge highly visible dashboards, configurable established reports, and a powerful ad-hoc report builder that users can use to build queries and more dashboards on their				

own. Below is a dashboard that provides a multi-year view of license sales, the channel of the license sales, and a heat map of customer physical address who purchased the license.

Prototype of a Dashboard

With built-in data visualization, drill-down capabilities, and multiple export options, Insights Manager offers advanced customization with a simple drag and drop ad-hoc builder. Some highlights include:

- **View the state of your business:** Insights combines data and graphical elements to deliver at-a-glance summaries of information for users to act on quickly.
- **Interactive reports:** Quickly drill down layer-by-layer to easily analyze financial activities, trends, and key stats for every area of your business. With an easy-to-use interface, quickly sort, filter and color code results in order to display the most important information.

	▲ **Intuitive drag-and-drop report designer for non-technical users:** Provide visualizations with animation, interactive legends, and navigation through various combinations of aggregate and detailed data levels using our canned reports. ▲ **Visualize your data like never before:** With ad-hoc builder, simply drag and drop columns and rows of data t easily build custom graphs and charts — No other enterprise business intelligence solution gives you the power, customization, and security of Aspira One's Insights Manager.				
FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-072 Section VII.K.1	A. Describe the system's advanced search capabilities.	X			
	Bidder Response: Aspira One is based around the concept of the single profile record. This means that a user can search records within the system based on multiple parameters from a single location.				
FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-073 Section VII.K.1	A. Describe how the system's CRM module offers upsell options.				X
	Bidder Response: Aspira One has many out-of-the-box upsell options including combination license purchases and auto renewal options. The CRM solution leverages the upsell options by enabling one-to-one personalized messaging with customers based on their purchase history and/or purchase patterns through their journey to suggest highly customizable items as upsell options. This ensures that customers are recommended upsell options specifically tailored to them, while increasing the opportunity to increase revenue and engagement.				
FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-074 Section VII.K.2	A. Describe how the system uses analytical tools to track key performance indicators (KPIs).	X			
	Bidder Response:				

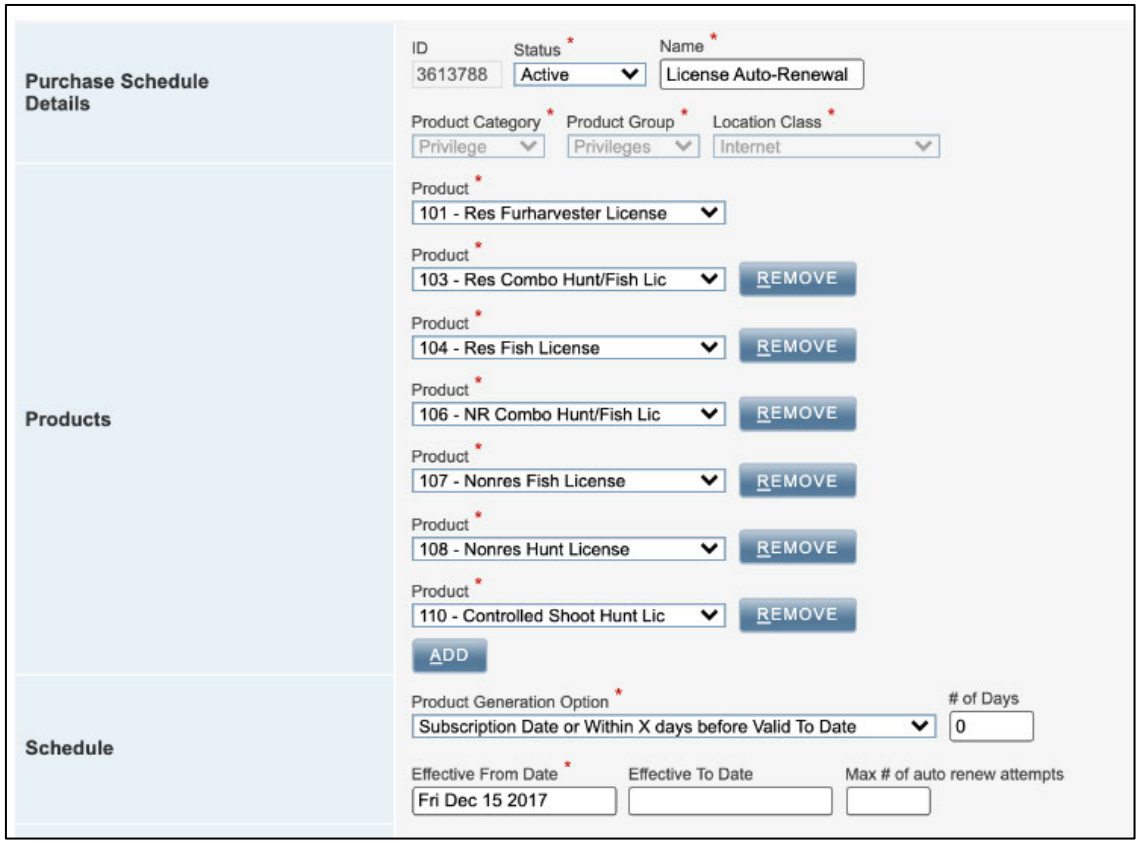
	The system integrates with Google Analytics to measure web traffic, including incoming traffic by source, click-throughs, impressions, and a lot more. With integrations to leading edge analytical systems like Google Analytics, you can: ▲ Measure incoming traffic by source to determine means of acquisition and where to spend on marketing; ▲ What CTAs are being used versus what is being hidden; and ▲ Customer sessions, engagement levels, and general retention levels.				
FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
FUN-075 Section VII.L	A. Describe how the ERM system creates a new event.				**X**
	Bidder Response: Events can be created in one of two ways within the ERM system. First, an administrative user with the appropriate permissions can create and publish an event directly within the administrative console of the system. Alternately, public users who may be identified as volunteers or instructors may submit a new event for approval by NGPC administrators. Only upon approval is the event published. In both scenarios, the information required for creating an event is the same. When a new event is created, the user will define a number of settings for the event to identify when, where and for whom the event is available. These settings include: ▲ **Event Type** – This setting will determine the category of the event which customers can use to quickly filter events specific to their needs or desires. The event type will also define the default fee schedule for the event. ▲ **Event Dates/Times** – The user is able to set a start date and time and end date and time. The user may add more dates if the event spans multiple days. ▲ **Event Location** – The user is able to choose from a pre-set list of locations or enter ad hoc locations as needed. ▲ **Event Pre-requisites** – The user can determine if the event requires the customer to have completed online training or another event before they can register for this event.				

	▲ **Age Restrictions** – Events can be restricted to registrants of a certain age only. ▲ **Event Assets** – Certain events may require assets such as training guides or rentable binoculars, etc. The event creator may specify the assets to be required for the course to be borrowed from a centralized pool of resources (if available). ▲ **Seats Available** – Allows the user to restrict the number of registrants and waitlist spots or define the event as private access which will require the registrant to enter a code in order to register for the event. An admin user may close the event for registration at any time. ▲ **Instructor(s)/Volunteers** – The user may assign a primary instructor to the event along with a number of secondary instructors and volunteers who will assist. The system can track instructor hours toward certification/re-certification if desired. ▲ **Registration Dates** – The user will decide when the event should be open and closed for registration on the Event Registration site Once an event has been published and people have begun to register for the event, the admin users can view, print, export and manage the list of event participants, run reports on the customers, pre-generate event certificates and more. User can send manual or automated email communications to event participants at their discretion. Instructors that have been assigned to the events can log in through the customer facing Event Registration portal and view the event to which they have been assigned. From this interface an instructor can mark attendance in the event and provide a pass/fail and score for the event if required. Once the event is completed and this information is submitted, the ERM will write the information to the customer's profile in the License System in real-time to ensure the license system has the most up-to-date information on NGPC customers. The event management interface within the system is highly intuitive and easy to use. Data related to event registration and participation is included in the same Data Mart as the license system and is therefore available for ad-hoc reporting and analysis. The solution has a number of APIs that could be leveraged to retrieve or provide data to external systems. Further discussion with NGPC on this topic will be necessary to ensure the APIs can support specific requests. This solution is in development and currently meets **90%** of the criteria defined in Section VII., L. of the RFP. Aspira will plan to deliver the complete solution to NGPC on the License System go-live date.

FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
FUN-076	A. Describe how the system allows customers to register for events.				X
Section VII.L	Bidder Response: The Event Registration system is a fully web-based and mobile-friendly registration system built to host and display upcoming NGPC events. The system allows customers to filter for upcoming events by event category, date range and/or geographic location throughout the State of Nebraska. The mobile-friendly event listing will display the Fee for the event (if any), the number of spaces available for registration/waitlist, and a description of the event. Once a customer finds an event in which they wish to participate, they can click to register for that event or join a waitlist for registration should the event be full. This action will prompt the user to log in or create a profile. The Event Registration system will provide a frictionless registration experience for consumers who are engaging with NGPC for the first time or for those who already have a license system profile and years of experience with NGPC. When a consumer begins the registration process, they will be asked to enter an identifying piece of information such as their Customer Identifier Number from the license solution or an email address and their date of birth. The registration system will check the License System for a customer record that matches the information entered. If there is a matching profile, the customer will have the opportunity to log in using the same credentials as the license system. If there is no matching profile, the customer will be able to create a profile to get started with registration. This new profile will be mapped to the License System so the user may use these credentials to engage in permit or application purchase at a future date. With registration, the customer will be able to check-out and pay any registration fees that may be required for the event. Should the event be full, the customer may join the waitlist to be notified if a spot in the event becomes available. Payment for the event occurs directly within the event registration system. The system will generate numerous automatic and configurable notifications for the customer related to their event registration or waitlist. Some of these notifications include: ▲ Registration Receipt and Confirmation; ▲ Waitlist Confirmation; ▲ Event Change Notifications; ▲ Event Reminder Notifications; ▲ Event Cancellation; and ▲ Event Follow-up (post event).				

	After registering for an event, the customer will have the opportunity to share their action via select social channels such as Facebook, Twitter and Instagram. All customers who register in events will have their event participation tracked within the CRM module of the license system to ensure NGPC has a full picture of the customer's interaction with the commission. This solution is in development and currently meets **90%** of the criteria defined in Section VII., L. of the RFP. Aspira will plan to deliver the complete solution to NGPC on the License System go-live date.				
FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
FUN-077 Section VII.L	A. Describe the system's integration capabilities with social media.				**X**
	Bidder Response: After a customer has registered for an event, they will have the opportunity to post their registration action to their preferred social channel. From the perspective of tracking event registration and participation from Social promotions, the solution is configured with Google Tag Manager and can support cross-domain tracking or social pixel tracking to determine the number of registrations as a direct result of a Social Campaign.				
FUN #	Auto-Renewal	Yes	Customization Required	No	Alternate
FUN-078 Section VII.M	A. Does the system have auto-renewal capabilities?	**X**			
	Bidder Response: Aspira One supports auto-renewal for any product NGPC defines, including magazine subscriptions and select licenses. This is managed through the creation of a Purchase Schedule. A purchase schedule allows an administrator to configure the customizable re-purchase dates of any permits and/or products by defining: ▲ **The product or permit to be renewed** – Permits for the purchase schedule (auto-renewal in this case) are added to the purchase schedule product list. ▲ **The product generation option** – This option allows the admin to determine the timing of the purchase schedule. For auto-renewal, the selected option must be:				

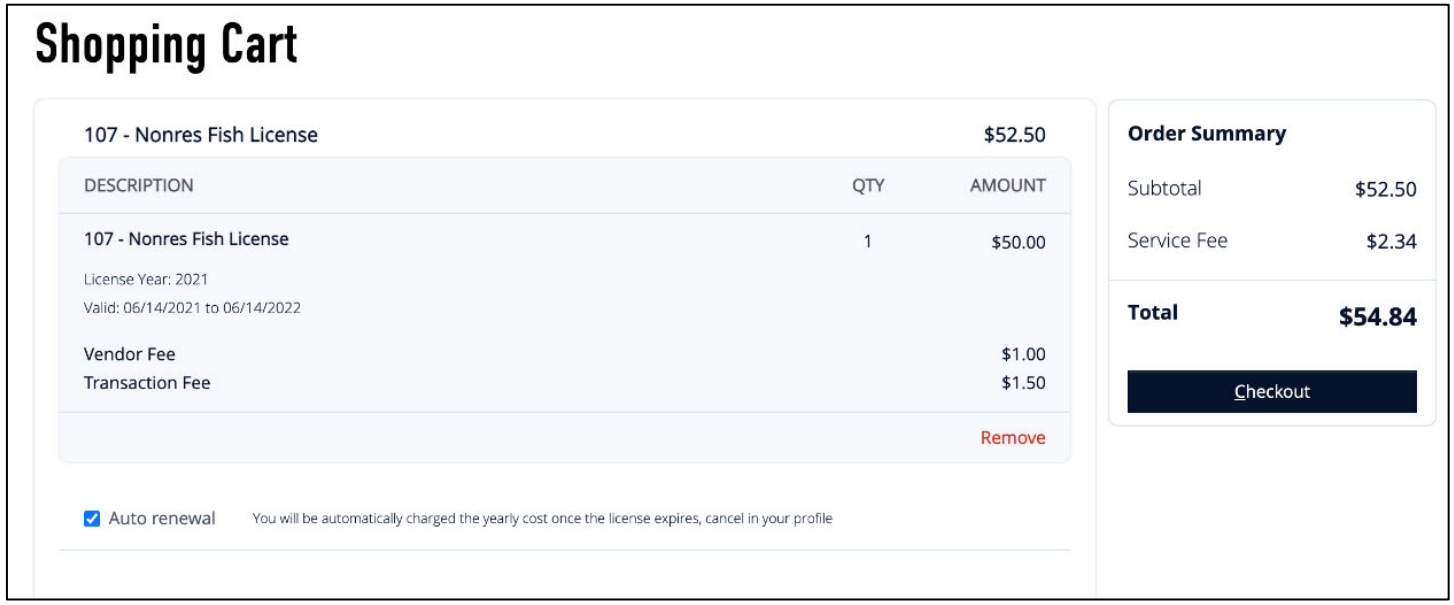
- Subscription Date or Within X days before Valid To Date – This option allows the user to define the value of X and will auto-renew the magazine subscription on the Subscription Date and auto-renew the permit X days before the expiry (valid to date) of the permit.



Purchase Schedule configured for Auto-renewals

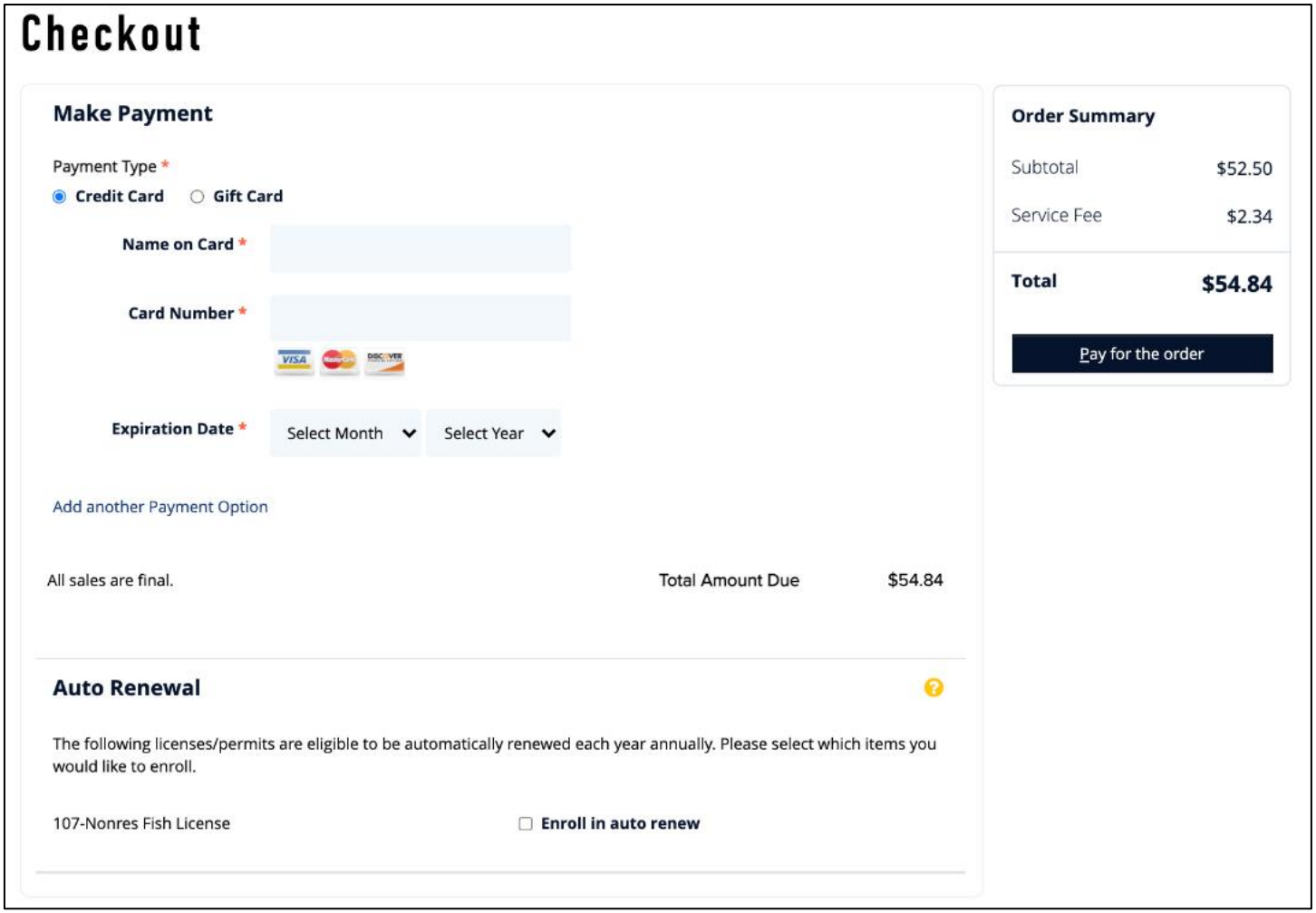
FUN #	Auto-Renewal	Yes	Customization Required	No	Alternate
	B. Describe the system's auto-renewal process.	X			

FUN-078 continued	Bidder Response: The auto-renewal process is easy to configure and very intuitive for your customers. The process is as follows: ▲ When a customer adds an item that supports auto-renewal to their cart, they have the option to opt-in for auto-renewal prior to checking out:



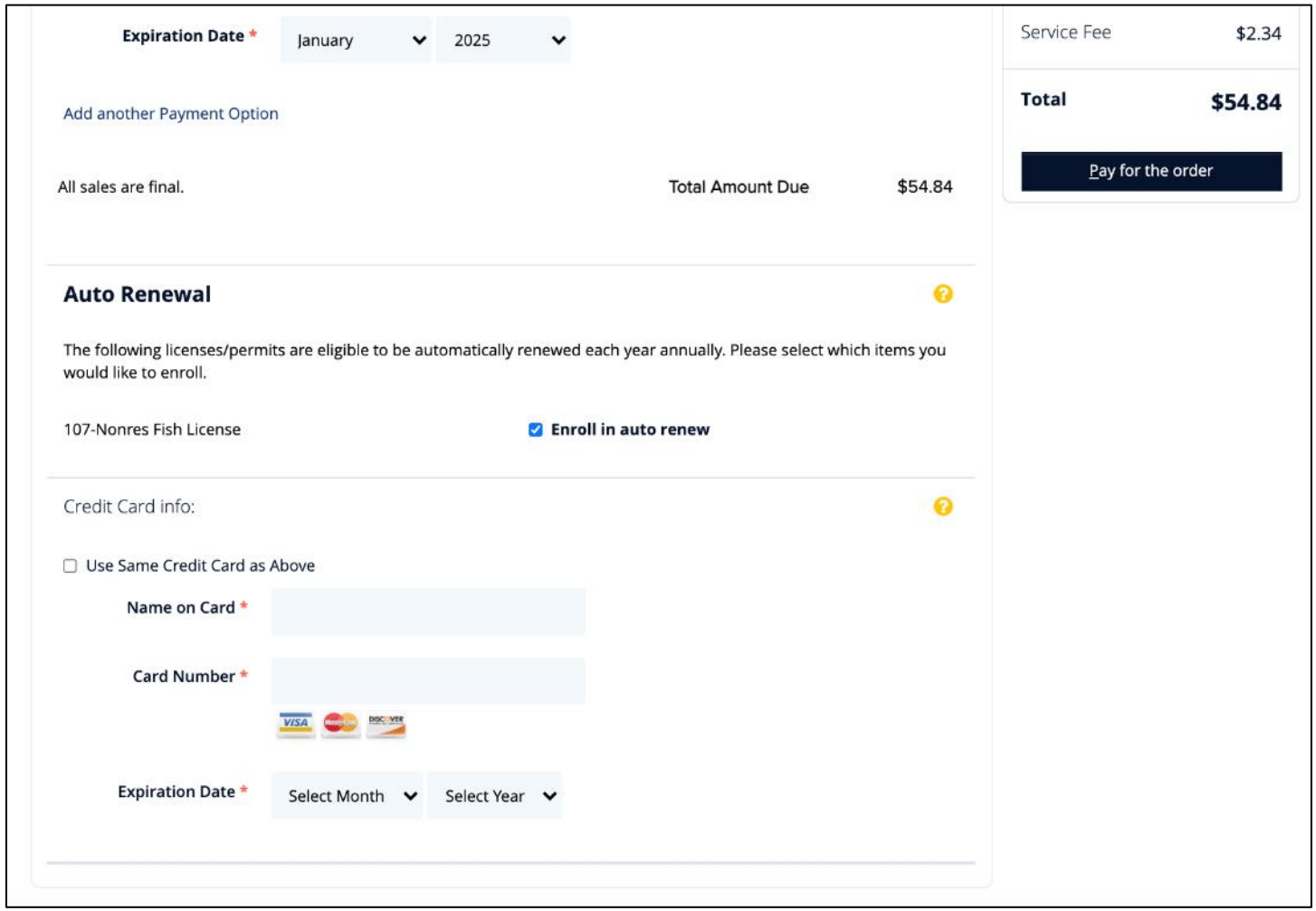
Shopping cart with auto-renewal option selected for Fishing License

- If they do not check the box for auto-renewal in the shopping cart, they may do so in the check-out page:



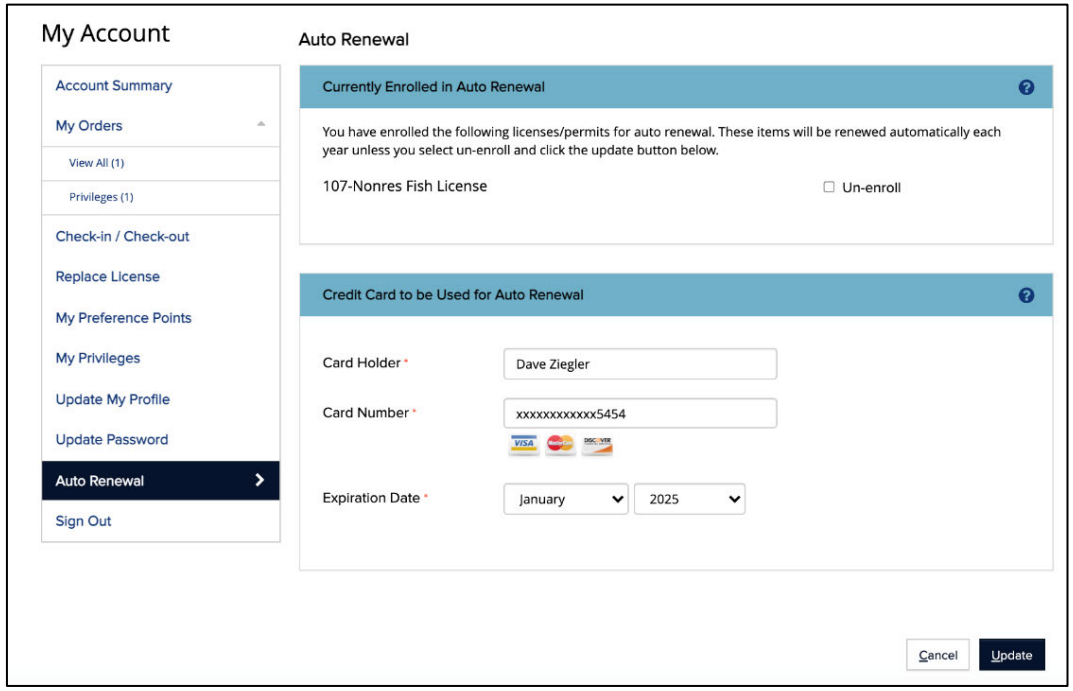
Secondary option to add auto-renewal from the checkout screen

- Once they choose to enroll, they have the option to enter a credit card number for auto-renewal or use the same credit card they entered in the check-out screen:



Credit card selection/entry for auto-renewal

- Upon completing the transaction, the following actions occur:
  - The credit card information collected for auto-renewal is passed and encrypted to the payment processor.
  - The payment processor returns a token to store with the customer profile for the purpose of collecting payment for the auto-renewal.
- The customer may view and manage their auto-renewals through their online profile on the public website including:
  - Un-enrolling from auto-renewal
  - Updating their payment information

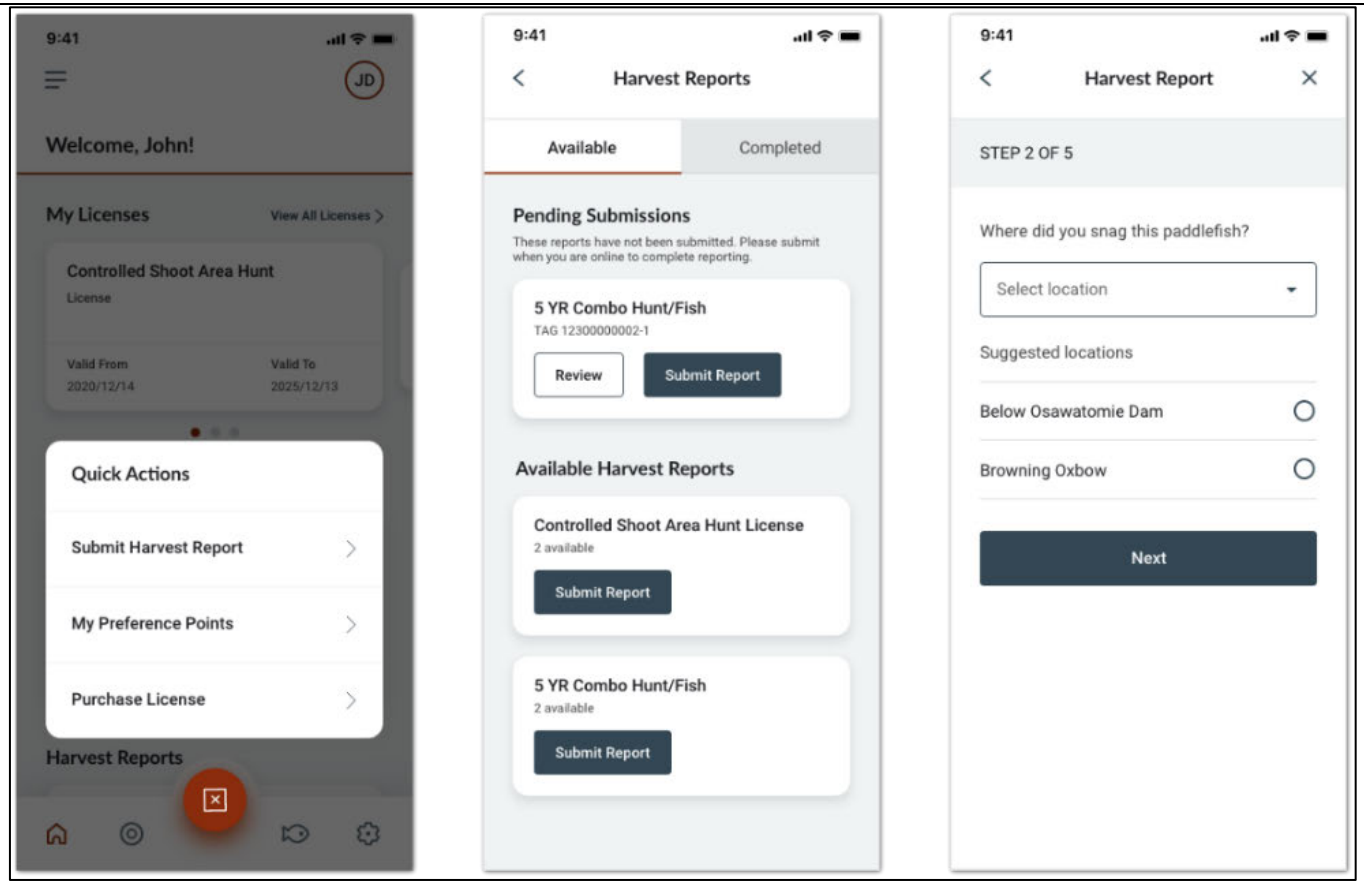


Auto renewal list on the customer's profile in the Public Web

	▲ NGPC can determine the various notifications to be sent to the customer prior to and after the auto-renew occurring. These can include: – **Expiring Credit Card** – Send a message requesting the customer update their credit card information. – **Auto-Renew Reminder** – Send a message X days before the auto-renew is set to occur, reminding the customer it will occur. – **Auto-Renew Confirmation** – Send a message after the auto-renewal has occurred, informing the customer they may print their permit or pick it up at a License Agent Location.				
	C. Describe the system's tokenization capability for auto renewals?	X			
	Bidder Response: To maintain PCI Compliance, Aspira's solution uses tokens to interact with the payment processor. The credit card information used for auto-renewal is never stored within the application itself. At the time of auto-renewal, the system will pass the token to the payment processor. The payment processor will validate the token and, if valid, will process the transaction against the credit card associated with the token. The processor will return a transaction result to Aspira One which will determine the success or failure of the auto-renewal. Please note that if the current NGPC system uses tokenization to support auto-renewals, our payment processing partner is able to assist with migrating the existing tokens in order to maintain the current auto-renewals that may be configured in the NGPC system today.				
FUN #	Communication	Yes	Customization Required	No	Alternate
FUN-079 Section VII.N	A. Describe the system's opt-in/opt-out feature.	X			
	Bidder Response: The system allows customers to control their notifications, marketing communications, and any other form of communication during account signup and subsequently from their web profile.				

FUN #	Bundle Permits	Yes	Customization Required	No	Alternate
FUN-080 Section VII.O	A. Describe the system's ability to bundle permits in special pricepackages.	X			
	Bidder Response: Aspira One supports configuring a Privilege product to offer one or more Privilege products (licenses/permits/tags etc.) when the license product is purchased. Aspira One has the ability to require the customer to purchase at least one of the configured products or make it optional for the customer, and then it will be up to the customer to purchase any of the offered products or not purchase any of them. In addition, Aspira One also supports creating Product packages to sell combination of Licenses/permits, etc. together at a discounted price.				
FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate
FUN-081 Section VII.P	A. Describe the system's Wildlife Harvest Reporting functions.	X			
	Bidder Response: As part of the general functionality of Aspira One, our approach to harvest reporting is three-fold and proven to increase harvest reporting accuracy and value: ▲ Make harvest reporting an integral part of the whole solution so that reporting is tracked and viewable in real-time against a customer profile, regardless of where the report is submitted; ▲ Make reporting consistent and easily accessible - online via desktop, mobile or tablet; at an retail vendor location; over the phone through our call center; or even in person at a NGPC office; and ▲ Communication prompts to the customer which are informative and compelling, using email and SMS messaging tools to customize a specific message to customers based on location, license type, weapon, etc. When completing harvest reporting online—using either a desktop, mobile device, Hunt & Fish app, or over the phone—the customer is presented with a screen that shows them all their tags, which of them are eligible for reporting, which will be eligible in the future, and which harvests have already been reported.				

	The harvest report can collect defined information including: ▲ How it was taken; ▲ Time and date taken; ▲ Location (county/management area); ▲ Sex; ▲ Species; ▲ Weight; ▲ Length; ▲ Points; and ▲ Where taken (public or private lands). ▲ Along with all other requirements defined by NGPC for each species harvested. Harvest reports can be built to match the species for which the harvest is being reported. The survey functionality supports dynamic logic so customers are only presented with applicable questions based on previous answers. This eliminates confusion and simplifies the harvest reporting process. When the hunter has completed the harvest report, a confirmation number is provided to the customer and recorded in the database, and a receipt can be provided (printed and/or email).

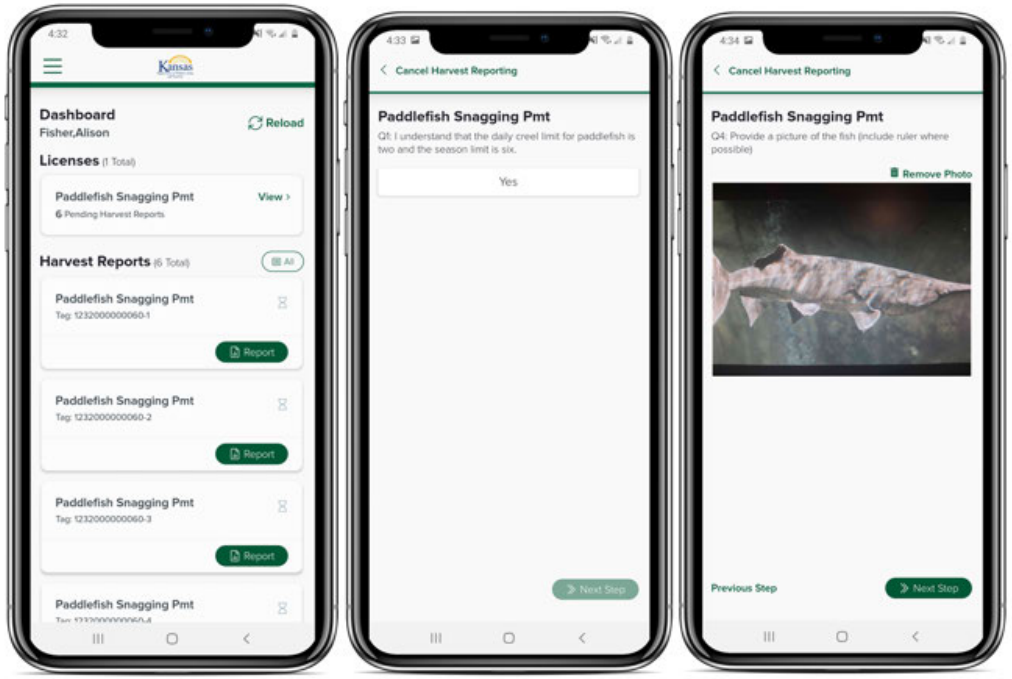


Harvest Reporting Via Smartphone

Changes to the harvest registration questions and answers are easy and fast to implement. On the web, initial prompt/process flow configuration and any changes that become necessary are greatly simplified because all channels are accessible from the same website and host tables. When changes are necessary to the questions or prompts, they can be made one time to be reflected on all web channels. Testing of changes is efficient, channels are always consistently in sync, and hunters always access the latest version in real time.

The Aspira Hunt & Fish app supports offline harvest reporting with a sync to the Solution when the customer is back online. Hunters can report from anywhere at any time with their smartphone – no need to visit an agent or get home to the PC, making it easy for hunters to meet any "report by" timeframes you may establish.

eTags



Aspira's e-Tag Option

With Aspira, NGPC will be able to offer participants a NGPC branded Fish & Wildlife mobile application that includes an eTag option that allows hunters and anglers to submit tags and harvest reports electronically.

The electronic version of the tag (eTag) allows consumers to use the NGPC branded Hunt and Fish App to report their harvest. At the time of purchase, they can determine if they wish to use paper tags, or they can request electronic versions for reporting through the App.

	As with the paper tags, the participant will have the appropriate number of tags that they can complete. The eTag version allows the user to complete their tag submission if they are online or if they have no connectivity. If they do not have connectivity, the submission is saved and can be displayed with the date and time stamp of its completion. Once the user has service/connectivity again, they can complete their report. The eTag solution allows NGPC to configure more questions than exist on the paper version, which allows for more information/insight into the harvest. The eTag solution also supports the inclusion of a photo(s). Once the submission is complete, the system generates a confirmation number which can be used by enforcement officers to pull up the report through the Admin Console.				
FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate
FUN-082 Section VII.P	A. Describe the system's ability to check in harvest information via the following channels: 1. Live-operator (call center) telephone reporting; 2. Public Website, 3. Mobile application; 4. Physical check-in station using the Administration or Agent module	X			
	Bidder Response: Aspira One empowers customers, agents and administrators to report harvest information from all of these locations: ▲ **Call Center (Live Operator)** – Aspira offers call center services and provides a Call Manager module that our service agents use to quickly view and perform actions on a customer's profile, including harvest reporting. ▲ **Public Website (Online)** – The Online licensing portal allows customers to directly submit their harvest reports from their online profile. ▲ **Hunt & Fish Mobile App** – Supported on both iOS and Android, the mobile app allows users to submit their harvests in online or offline mode. When in offline mode, the data is stored locally until such a time as the customer is back in cellular range at which point the data can be submitted to the license system.				

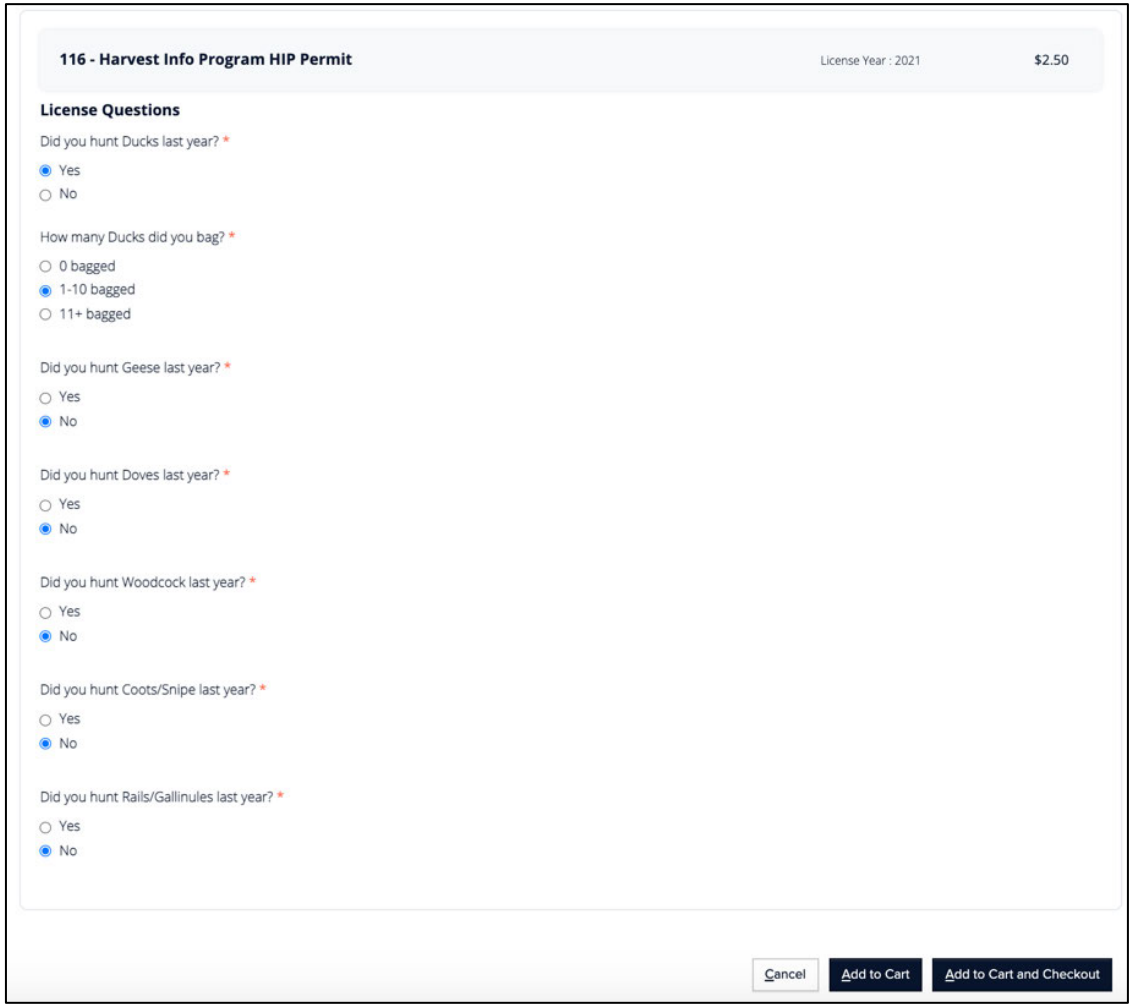
	▲ **Administration Console** – Administrators with the appropriate permissions and submit harvest information for a customer from the customer profile. ▲ **License Agent Locations** – The solution can be configured to allow harvest reporting at all License Agent locations or only at specific locations that act as a physical check-in station. Information submitted from all of these locations is written back to the system in real time, ensuring that administrators, law enforcement and system business rules have the most up-to-date and accurate information as soon as it is submitted.				
FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate
FUN-083 Section VII.P	A. Describe the system's ability to ensure the validity of the harvestcheck-in number.	X			
	Bidder Response: When a harvest check-in is either submitted online, on the mobile app or through the administrative console, the customer information and their associated permits and tags are already validated before the harvest can begin, since a customer can only report on the tags/permits they own. This is the benefit to having the harvest reporting function completely integrated with the licensing solution. At license agent locations, the customer must provide a Harvest Number and a Customer ID in order to begin the check-in process. Each tag generates a unique Harvest Number and associates it with a customer profile. In this manner, only the valid owner of the tag is able to report the tag.				
FUN #	Waterfowl Harvest Information Program (HIP)	Yes	Customization Required	No	Alternate
FUN-084 Section VII.Q	A. Describe how the system allows a customer to register for a HIP number.	X			
	Bidder Response:				

Aspira One supports the registration for a HIP number through the configuration and sale of a HIP product. If NGPC does not wish to charge for HIP certification, the product fee can be set to $0.00.

- Once the product has been configured, the customer will see it in the product catalog or it can be automatically associated with other permit purchases:

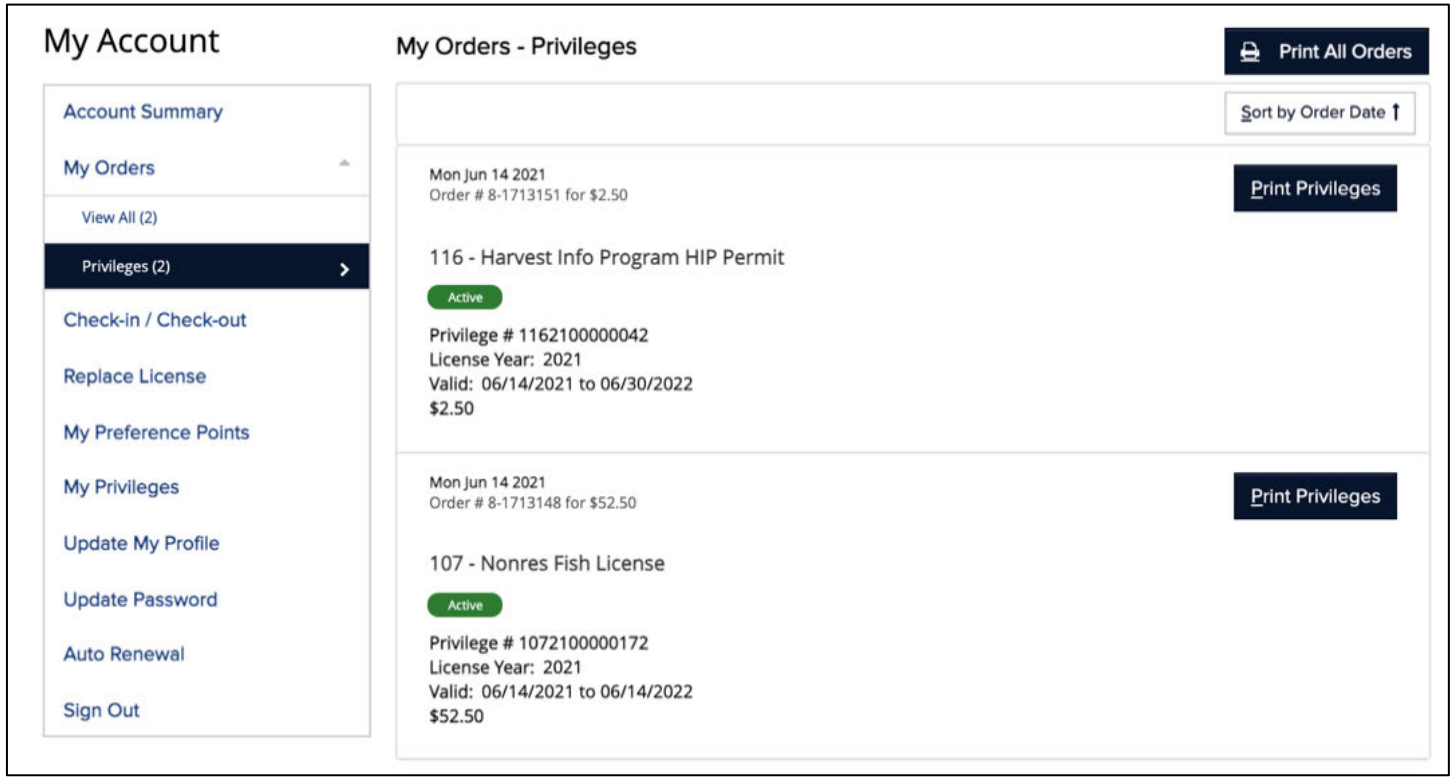
HIP Product in Permit Catalog

- When the customer add the HIP product to their cart, the system prompts the user to answer the HIP survey:



HIP Survey asked of customer when HIP product added to cart

- Once the customer has paid for the HIP product, it is added to the customer's list of owned privileges.

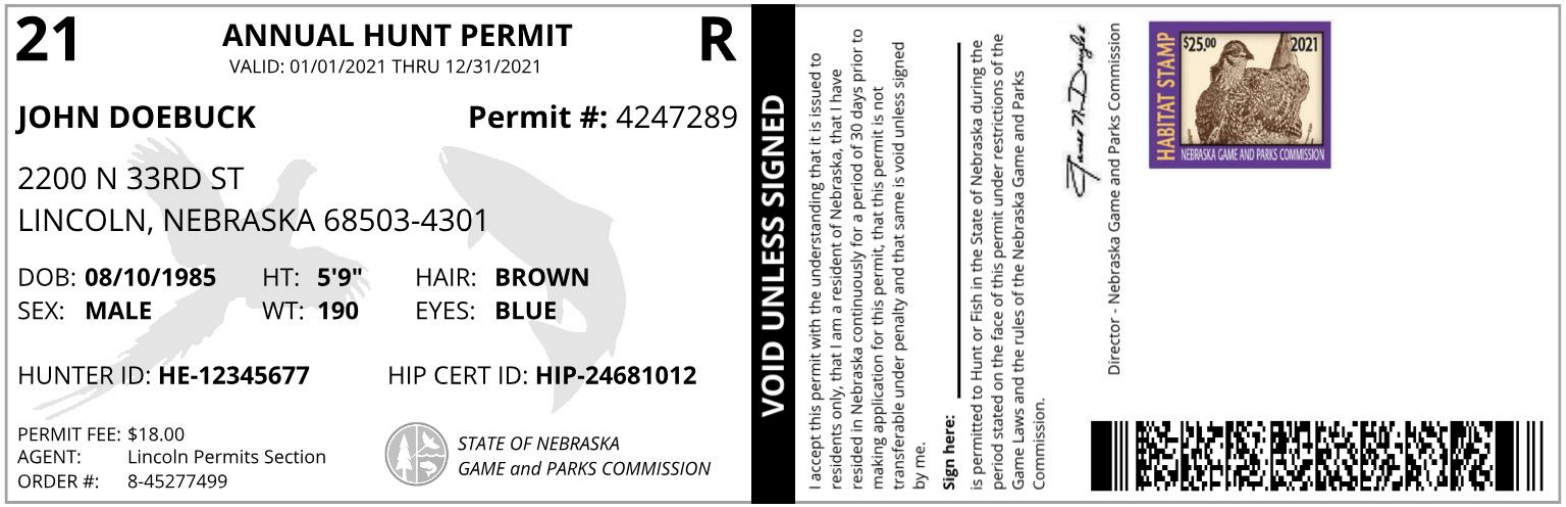


HIP Registration in Customer Profile

- Then, the system generates a unique privilege number that is used as the HIP registration number.

B. Describe and provide a screenshot of a physical Annual HuntPermit with the HIP number printed on the permit.	X			
Bidder Response:				

Any data element related to a customer's permit ownership or certifications can be included in a license template, including HIP registration numbers. The screenshot below shows an example of the annual permit with a HIP registration number.



Annual Hunt Permit with HIP Certification ID

C. Describe how the system completes the HIP survey and formats the transfer of data to the Fish and Wildlife Service.	X			

Bidder Response:

Aspira One formats and generates a HIP file using the data format defined by the US Fish & Wildlife Service. A report has been created to meet the required format and is generated bi-weekly, as per the USFWS requirement.

POSITION	FIELD NAME	LENGTH	NOTES
001*	Title	1	1=Mr. or Male, 2=Ms. or Female
002-016	First Name	15	
017	Middle Initial	1	
018-037	Last Name	20	
038-040	Suffix	3	Jr, Sr., III, etc.
041-100	Address	60	Street address without punctuation
101-120	City	20	
121-122	State	2	
123-132	Zip Code	10	9 digit zip, including hyphen
133-142	Date of Birth	10	**mm/dd/yyyy**, include slashes
143-152	Date of Issue	10	**mm/dd/yyyy**, include slashes
153	Hunt Mig. Birds	1	Will you hunt migratory birds this year? 1=no, 2=yes
154	Ducks bag	1	1=did not hunt, 2=0 bagged, 3=1-10 bagged, 4=10+ bagged
155	Geese bag	1	same as Ducks bag
156	Doves bag	1	1=did not hunt, 2=0 bagged, 3=1-30 bagged, 5=31+ bagged
157	Woodcock bag	1	same as Doves bag
158	Coots/Snipe bag	1	1=did not hunt, 2=did hunt
159	Rails/Gallinules	1	1=did not hunt, 2=did hunt
160	Cranes Bag	1	1=will not hunt, 2=will hunt
161	Band-Tailed Pigeons	1	1=will not hunt, 2=will hunt
162	Brant Bag	1	1=will not hunt, 2=will hunt
163	Sea Ducks	1	1=**did** not hunt, 2=**did** hunt
164	Registration Year	4	4 digit year of HIP registration
168	Email Address	100	Hunter's email address

* Optional

HIP Data formatting as requested by USFWS

Data Submission

Aspira follows the bi-weekly HIP upload schedule as set forth by USFWS for the current migratory bird season. Aspira's Technical Account Managers or NGPC can upload the document through the USFWS fileshare system.

D. Describe and provide a screenshot of the HIP Certification document.	X			
Bidder Response:				

The HIP Certification document is essentially a license product with an associated license template in the Aspira Solution. As such, the certification document may be customized in any manner desired or as required by NGPC. In the example below, you can see the document template used by Kansas to generate a HIP permit. Kansas does not include the HIP Certification number on their current template, so it has been added to the screenshot to indicate Aspira One's capability to do so.

KANSAS DEPARTMENT OF WILDLIFE, PARKS AND TOURISM

Your purchase is printed below. To legally use your purchase, you must follow these instructions.

1. Sign your purchase. Purchases are not valid until signed.

2. Carry this purchase with you while participating in the activity covered by the purchase and display it to a law enforcement officer upon request. You are strongly encouraged to carry photo identification in addition to your purchase, as law enforcement officers may require additional identification during routine purchase checks.

3. I understand that a hunting license issued by Department of Wildlife, Parks and Tourism does not authorize the possession of firearm by a felon or anyone who cannot possess a firearm due to a conviction for a crime of domestic violence.

4. State law prohibits you from falsifying any public document. Any person altering any public document, or any instrument, which purports to be a public document, or possess a seal or any counterfeit seal of the state or any of its subdivisions, or of any officer, employee, or agency of the state or any of its subdivisions, commits a class "E" felony which is punishable by fine of $5,000 maximum imprisonment of up to 5 years.

2021 TEST********** KDWPT PURCHASE

ORDER #: 8-1713151
VENDOR #: 2641
PURCHASE DATE: 06/14/2021 12:38:34 PM

TAN #: 11238C9116000000E0614
KDWPT #: 102512449
DAVE ZIEGLER

10182 TELESIS CT
SAN DIEGO, CALIFORNIA 92121-4760

FOLD HERE

2021 TEST********** KDWPT PURCHASE

116 HARVEST INFO PROGRAM HIP PERMIT
VALID: 06/14/2021 TO 06/30/2022
HIP Certification #: 11621000000042

CONVENIENCE FEE: $1.09
PROCESSING FEE: $1.50
TOTAL: $3.59

Signature: _____

I certify under penalty of perjury under the laws of the State of Kansas that the foregoing is true and correct, and I am eligible for the above privileges purchased.(NOT VALID UNTIL SIGNED)

FOLD HERE

FOLD HERE

2021 TEST********** KDWPT PURCHASE

DOB: 01/01/2000 D/L #: CA CA12345678
HEIGHT: 6'1 WEIGHT: 200
EYES: Brown GENDER: Male

HUNTER CERTIFICATION#:
FUR HARVESTER CERTIFICATION#:

REPORT ALL WILDLIFE AND PARK VIOLATIONS!

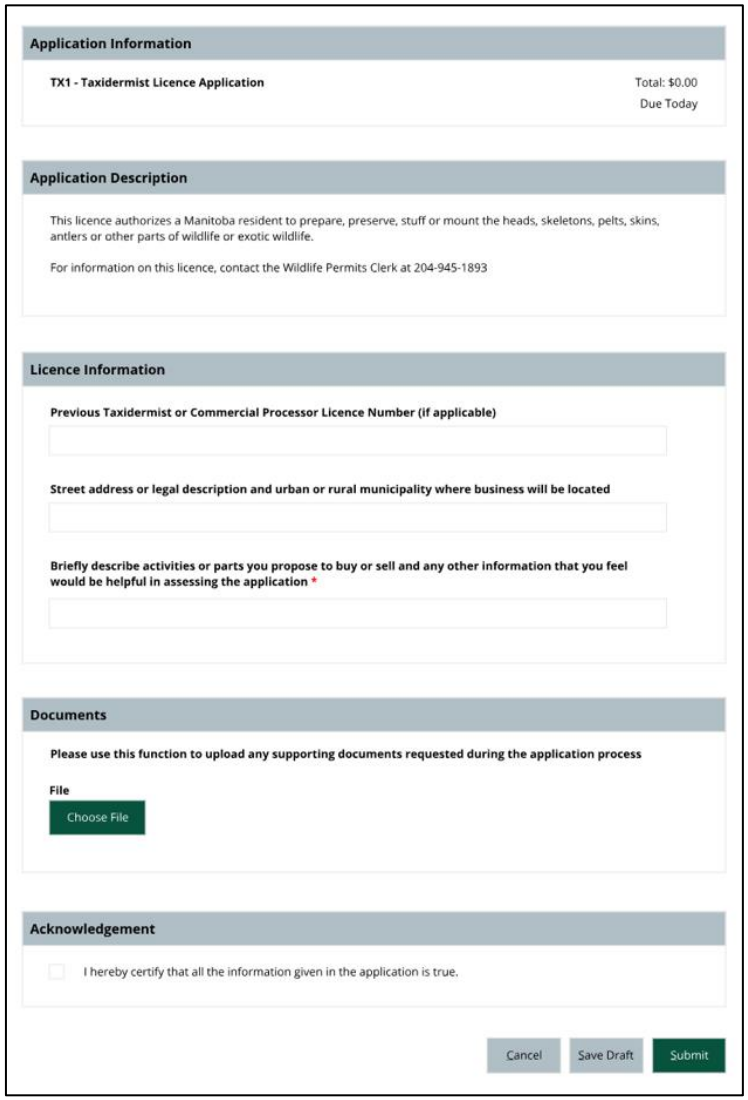
CALL OPERATION GAME THIEF
1-877-426-3843

FOLD HERE

HIP certification document

FUN #	Captive Wildlife Module (CWM)	Yes	Customization Required	No	Alternate
FUN-085 Section VII.R	A. Does the system have a captive Wildlife module that accommodates applications and renewals?	X			
	Bidder Response: Aspira One includes a module referred to as the Special Licensing module that supports the creation of customized application forms, reviews and workflow processes, and issuance of special licenses. Licenses can be configured for auto-renewal, or the system can be set up in such a way to support the re-submission of the previous year's application form, if NGPC requires annual application submissions. Special licensing is used to support the following types of licenses: ▲ Commercial Bait Fishing; ▲ Live Bait Dealer; ▲ Fish Farming; ▲ Live Fish Handling; ▲ Scientific Collection; ▲ Wild Animal Capture (Falconry); ▲ Game Bird Farm; ▲ Wildlife Farm; ▲ Fur Dealer; ▲ Tanner/Taxidermist; ▲ Wild Animal Parts Dealer; ▲ Serve Meat of Wild Animal; ▲ Wildlife Area Use; ▲ Crossbow Permits; ▲ Disabled Hunter Permits; ▲ Timber Operating Permits; and ▲ Any other licensing that requires special applications and processing workflow.				

	B. Describe the system's workflow process that accommodates thefollowing: 1. Inspections, 2. species inventory, 3. permits, 4. approvals, and 5. customer messaging capabilities	X			
	Bidder Response: The Captive Wildlife or Special Licensing Module starts with the customer's application. An application can be customized to include the very specific information required to review and assess the application for inspections and approval of the permit. This can include: ▲ Species types and inventory; ▲ Capture methods; ▲ Animal containment methods; ▲ Impacted waterbodies; and ▲ Anything else required for a particular permit application.				



Application Information

TX1 - Taxidermist Licence Application

Total: $0.00
Due Today

Application Description

This licence authorizes a Manitoba resident to prepare, preserve, stuff or mount the heads, skeletons, pelts, skins, antlers or other parts of wildlife or exotic wildlife.

For information on this licence, contact the Wildlife Permits Clerk at 204-945-1893

Licence Information

Previous Taxidermist or Commercial Processor Licence Number (if applicable)

Street address or legal description and urban or rural municipality where business will be located

Briefly describe activities or parts you propose to buy or sell and any other information that you feel would be helpful in assessing the application *

Documents

Please use this function to upload any supporting documents requested during the application process

File

Choose File

Acknowledgement

I hereby certify that all the information given in the application is true.

Cancel | Save Draft | Submit

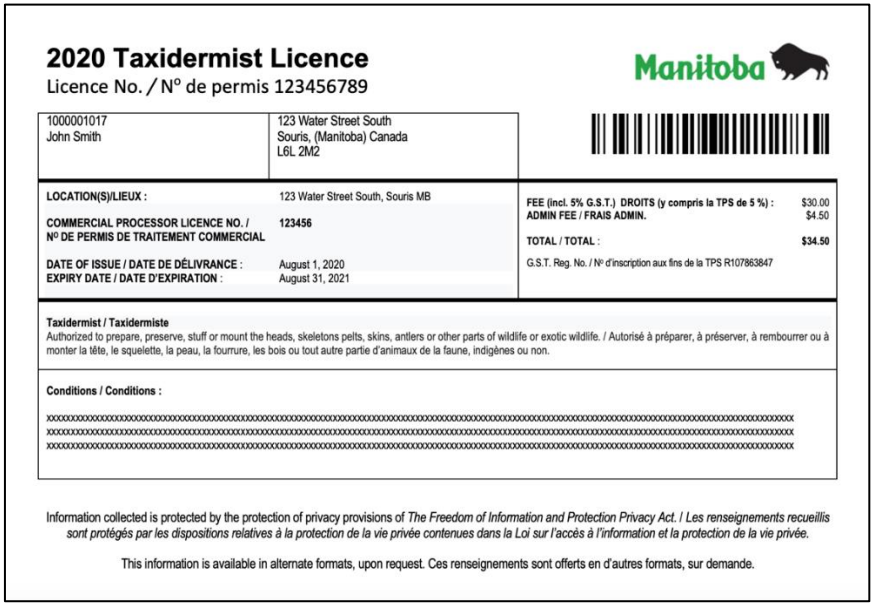
Example Application Form for a Taxidermist License

Once submitted, the administrators assigned to special licensing are notified of a new license application and can begin the workflow process. The workflow process is managed outside Aspira One, but the solution can support the generation of reports for Law Enforcement or other Inspectors to perform the inspection activities.

Once the special licensing administrators gain approval from the inspectors, they can perform a number of actions:

- Push the application back to the customer to collect more information. This will notify the customer by email that their application requires attention. The customer can modify their application, upload supporting documentation (if required) and re-submit the application;
- Add custom conditions to the license based on the Inspector's feedback or specific requirements of the permit, location of the permit, or purpose of the permit;
- Deny the application outright; and
- Approve the application – The customer is notified of both application denials and approvals.

Once approved the license is issued to the customer for print at home or through fulfillment.



2020 Taxidermist Licence
Licence No. / N° de permis 123456789

Manitoba

1000001017 John Smith	123 Water Street South Souris, (Manitoba) Canada L6L 2M2

LOCATION(S)/LIEUX :	123 Water Street South, Souris MB
COMMERCIAL PROCESSOR LICENCE NO. / Nº DE PERMIS DE TRAITEMENT COMMERCIAL	**123456**
DATE OF ISSUE / DATE DE DÉLIVRANCE :	August 1, 2020
EXPIRY DATE / DATE D'EXPIRATION :	August 31, 2021

FEE (incl. 5% G.S.T.) DROITS (y compris la TPS de 5 %) :	$30.00
ADMIN FEE / FRAIS ADMIN.	$4.50
TOTAL / TOTAL :	**$34.50**

G.S.T. Reg. No. / Nº d'inscription aux fins de la TPS R107863847

Taxidermist / Taxidermiste
Authorized to prepare, preserve, stuff or mount the heads, skeletons pelts, skins, antlers or other parts of wildlife or exotic wildlife. / Autorisé à préparer, à préserver, à rembourrer ou à monter la tête, le squelette, la peau, la fourrure, les bois ou tout autre partie d'animaux de la faune, indigènes ou non.

Conditions / Conditions :

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
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Information collected is protected by the protection of privacy provisions of *The Freedom of Information and Protection Privacy Act.* / *Les renseignements recueillis sont protégés par les dispositions relatives à la protection de la vie privée contenues dans la Loi sur l'accès à l'information et la protection de la vie privée.*

This information is available in alternate formats, upon request. Ces renseignements sont offerts en d'autres formats, sur demande.

Sample Special License Document for Taxidermy

FUN #	Organ Donation	Yes	Customization Required	No	Alternate
FUN-86 Section VII.S	A. Does the system provide organ donation registration? If yes, describe.	X			
	Bidder Response: Aspira One allows configurable Customer Profile Attributes Information that can be collected for the customer (e.g. gender, eye color, hair color, etc). Organ Donation Registration Information can be setup and collected with the customer profile information.				

Attachment B

Requirements Traceability Matrix (RTM) Request for Proposal 6506-Z1

Bidder Name: **Aspira**

Each of the items in the Requirements Traceability Matrix (RTM) table below requires a response of one of the following options: "Yes", "Customization required ", "No", and "Alternate". Bidders must respond to the RTM using the matrix format provided and should not change the order or number of the requirements.

The RTM should indicate how the bidder intends to comply with the requirement. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. The Commission will consider any such response to the requirements in this RFP to be non- responsive. **The narrative should provide the Commission with sufficient information to differentiate the bidder's functional, technical, and financial solutions from other bidders'solutions. Explain each response and describe how the proposed solution meets each requirement, providing at least the current features and processes.**

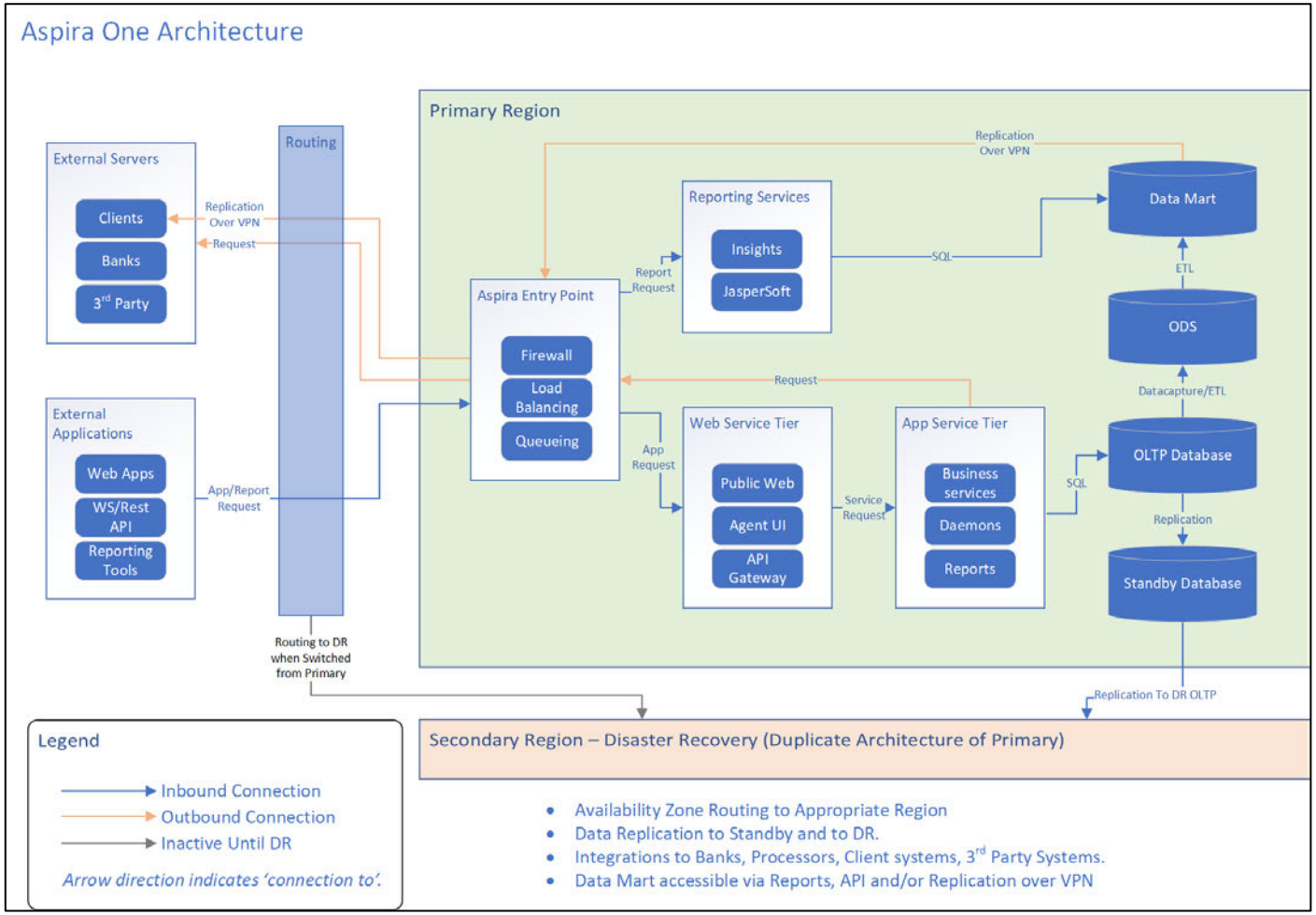
Only one box may be checked per requirement. If Oral Interviews/Presentations and/or Demonstrations are requested, bidder may be asked to demonstrate each item marked as "Yes", "Customization Required ", or "Alternate".

The Bidder Response box should be completed if the response to the requirement is "Yes","Customization required", or "Alternate". Bidders may also use it with "No" responses if desired. **Bidders must provide a response directly in the matrix, using as much space as needed.**Below is a brief definition of each response option. Bidders should carefully read the responsedefinitions as these responses, as well as the entire response to this RFP, will become part ofany resulting contract with the awarded contractor.

Yes	Yes, requirement is met and demonstrable in the current release of the product(s)proposed in the bidder's response to this RFP, without manipulation of fields, forms, or the need to add fields or tables to the system.
Customization Required	The requirement is not completely met by the product(s) included in the proposed solution but can be met with some customization. Bidder should indicate whether the requirement can be met by the go-live date and describe any other specifics that will aid in evaluation.
No	No, the requirement is not or cannot be met by the product(s) included in theproposed solution. A response of "No" to a requirement does not eliminate the bidder's proposal from consideration.
Alternate	The "Alternate" option is appropriate when a requirement is in the process of beingdeveloped, but not implemented.

General Statement of Requirements					
The State of Nebraska (State), Nebraska Game and Parks Commission (NGPC), is seeking a qualified Contractor to provide a statewide, Web-Based Permit/Licensing system that provides for automated permitting/licensing issuance, event registration, Customer Relationship Management (CRM), wildlife harvest reporting, Point of Sale (POS), and revenue management system that must support all existing business rules that are outlined in section VI and VIII. The system must complete transactions in real-time and provide cutting edge technology for both NGPC staff and customers. The system must provide flexibility for product/commodity expansion and specific business rule application by product/customer/location or other variables. Bidder must describe, and provide screen shots when applicable, to show the structure, functions, and processes of the proposed Web-Based Permit/Licensing system.					
TEC #	System Architecture	Yes	Customization Required	No	Alternate
TEC-001 Section VI.G. Scope of Work	Provide a high-level description with diagrams and screen shots of the proposed system.	X			
	Bidder Response: Aspira One is a highly configurable, web-based business management system with a centralized database and transaction engine with interfaces for administrative users, public websites, facilities, and call center users. All users interact with the central system in real time. Aspira's operating infrastructure consists of several clusters of enterprise-class servers connected via multiple firewalls to the Internet. Aspira uses a collection of both commercial and Open-Source software to provide secure application functionality to the end user. Access to the application is provided via the public Internet using HTTPS to protect sensitive information.				

General Statement of Requirements



High Level Logical Model

Aspira One Architecture: Data Flow and Services

- **External Servers –** These are client or third-party servers that Aspira One will initiate a connection to. These include client servers for file transfer, payment processors, verification services and replication.
- **External Applications –** These are applications initiating connections from outside Aspira One, accessing over HTTPS. These include hosted applications and API consumption.
- **Aspira Entry Point –** This group includes the services that handle inbound and outbound requests. Including firewalls, load balancers, request queueing mechanisms and outbound whitelisting.
- **Web Service Tier –** These are the application entry points for external access. This group includes web servers for handling web application and API requests.
- **App Service Tier –** The app service tier are the internal services.
- **OLTP Database –** This is the On-Line Transactional Processing database.
- **Standby Database –** This is the on-site backup transaction processing database.
- **ODS – Operational Data Store –** This is a staging database used to feed one the Data Mart.
- **Data Mart –** This is the On-Line Analytical Processing database.
- **Reporting Services –** These are the reporting services offered against the OLAP database.
- **Primary Region –** The currently active region.
- **Secondary Region –** This is a 'hot' duplication of the Primary Data region architecture.

External servers initiate an HTTPS connection to the Aspira One Entry point. This connection runs through the ISP, which decides which region is active. At that point the request moves through the firewall, the request may be queued, and finally load balanced to an appropriate Web Service Tier server or Reporting Services server.

Following the Web Service Tier request, the web service will make the appropriate service calls to the App Service Tier. The App Service Tier requests may execute queries and perform data manipulation against the OTLP server. The OLTP server is replicated to a Standby Database for on-site redundancy, and additionally replicates to the Secondary Region. Data capture feeds the ODS from the OLTP changes. ODS is the source for feeding the Data Mart database.

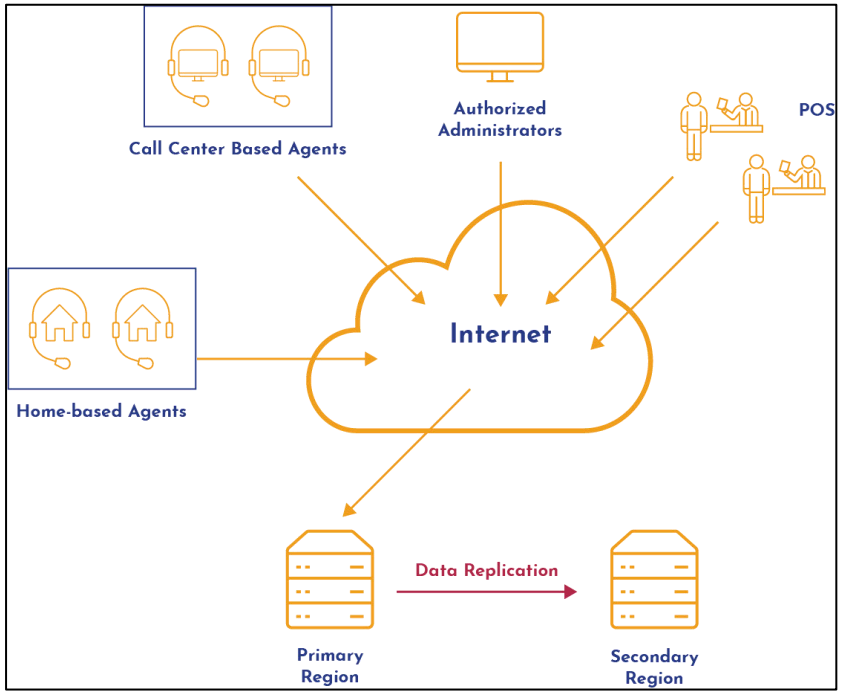
General Statement of Requirements	
	Following the Reporting Services request, the reporting tools will access the OLAP for reports and ad hoc reporting. Optionally there may be replication of the OLAP database to the client. This connection is only allowed over VPN. Internal connections are initiated to clients, banks and 3rd Party services. All outbound connections must be specifically white-listed. Protocols used are HTTPS, SFTP, FTPS. Additionally, Data Mart replication to client sites requires a VPN connection. Aspira One is a COTS (commercial-off-the-shelf) solution which includes a suite of integrated software tools designed to automate business processes and administration for the broad range of functions required for Aspira One: ▲ Transaction processing through a real-time web-based solution accessible to customers directly via the Internet, at field locations, and to call center representatives; ▲ Secure enterprise grade hosting facilities including data maintenance, security of information, PCI compliance, continuity of service and reliability and scalability necessary to easily accommodate peak volume needs; ▲ Sophisticated financial collection, management and drill-down audit capabilities for revenue collection and cash management; ▲ Secure data and flexible up-to-date reporting for compliance, accountability, and recreation/conservation management; ▲ Suite of financial and operational reports available agency wide, by region, by facility, by product, etc; and ▲ Customer relationship management focused on business needs for compliance as well as communications, revenue enhancement and marketing.


Aspira One Architecture: Logical Application Model
Client
Customer
Third Party
Web Tier
Web Servlets
API - JAX-WS JAX-RS
Application Tier
Container Services
Clustering
Load Balancing
Throttling
Business Services
Customer
Order
Inventory
Reports
Finance
Administration
Framework Services
Rules Engine
Security
Content Delivery
Persistence
Reporting
Daemons
Payment Gateways
Banks
Client Document Delivery
Client Services
External Verification Services
Service Gateway
Database Tier
Primary
OLTP – Oracle
Standby – Oracle
ODS – Oracle
DataMart – SQL Server
Disaster Recovery
OLTP – Oracle
Standby – Oracle
Infrastructure
Storage
Servers
Network

TEC #	Technical – Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
TEC-002 SectionVI.I	A. Describe the system's Business Continuity and Disaster Recovery plan to include the following: 1. Provision of two sites with Tier IV classification, and 2. A quarterly test of backup, failover, and disaster recovery procedures; and 3. Provide a high level data recovery plan.	X			
	Bidder Response: Aspira utilizes two sites each with Tier IV classification. Aspira One's primary operation runs out of an AWS virtual private cloud in US-East-1 region. Every component, hardware and software, is deployed across multiple availability zones to ensure full local redundancy under peak load conditions. This local redundancy ensures 99.9% uptime for our customers. There is no single point of failure in the Aspira solution. To mitigate the risk of extended service disruptions through catastrophic events in our Primary Region, Aspira has developed a dynamic disaster recovery strategy with full failover capabilities to our warm standby site in US-West-2 to ensure core service continuity and unforeseen circumstance preparedness. Should an event result in Aspira One being unavailable for an extended period of time, the Disaster Recovery plan is activated in order to switch over operations to the standby site. Aspira performs a quarterly test of backup, failover, and disaster recovery procedures. Backups are extensively monitored, and staff are notified upon successful backup completion or alerted should any aspect of a backup deviate from normal, or any error occurs during the backup process. Backup sets are routinely tested by performing a restore to another environment. A restore test is performed at least quarterly. In addition, following our annual Disaster Recovery test, the DR database is restored from a production backup before being re-synchronized and returned to real-time replication status. Only an exact backup copy of the production database can be used to initiate the re-synchronize process. Source code and configuration data reside in version control repositories which are backed up nightly.				

Disaster Recovery

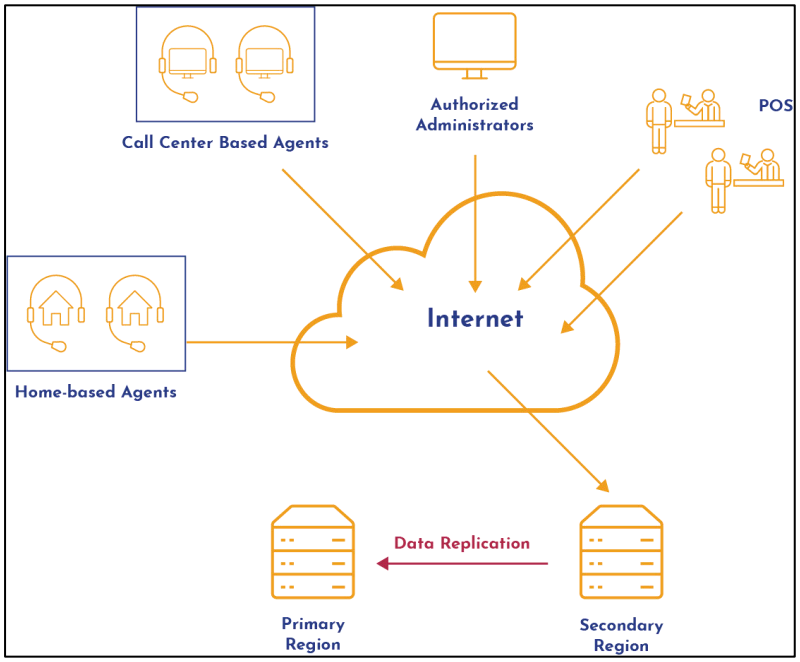
Under normal operations all services operate from the primary site. Changes to the database are replicated in near real-time to the secondary site. All user activities are directed from the Internet to the primary site.



Aspira One's primary AWS virtual private cloud region is in US-East-1, and the disaster recovery region is in US-West-2. Both regions are architected to be highly available through fully redundant application infrastructure, core infrastructure and network infrastructure.

To mitigate the risk of extended service disruptions through catastrophic events in our Primary Region infrastructure, Aspira has developed a dynamic disaster recovery strategy to ensure core service continuity and unforeseen circumstance preparedness. Should an event result in Aspira One being unavailable for an extended period of time, the Disaster Recovery plan is activated in order to switch over operations to the standby site.

	The high-level Disaster Recovery Site cutover process is: ▲ Outage occurs ▲ Management makes decision as to severity ▲ If a disaster plan is declared: – A splash/maintenance page is put up for all users – The disaster recovery database is switched from standby to primary mode – The disaster recovery web and app server applications are started – A sanity test of the entire environment is performed – The out of service splash page is removed Once service has been resumed at the disaster recovery region, an assessment of the primary region is conducted to establish corrective action plans. The servers or services that have failed at the primary region are repaired. When the primary region has had all services restored, real-time replication is established from the live database at the standby site back to the production database at the primary site in order to bring the database back in sync with the live data.



Failback procedures mirror the failover procedures:

- A maintenance page is displayed;
- The disaster recovery application and database are stopped;
- Production database is switched from standby mode to primary mode;
- The disaster recovery database is switched to standby mode and replication enabled;
- The production web and applications are started;
- A sanity test is performed; and
- The maintenance page is removed.

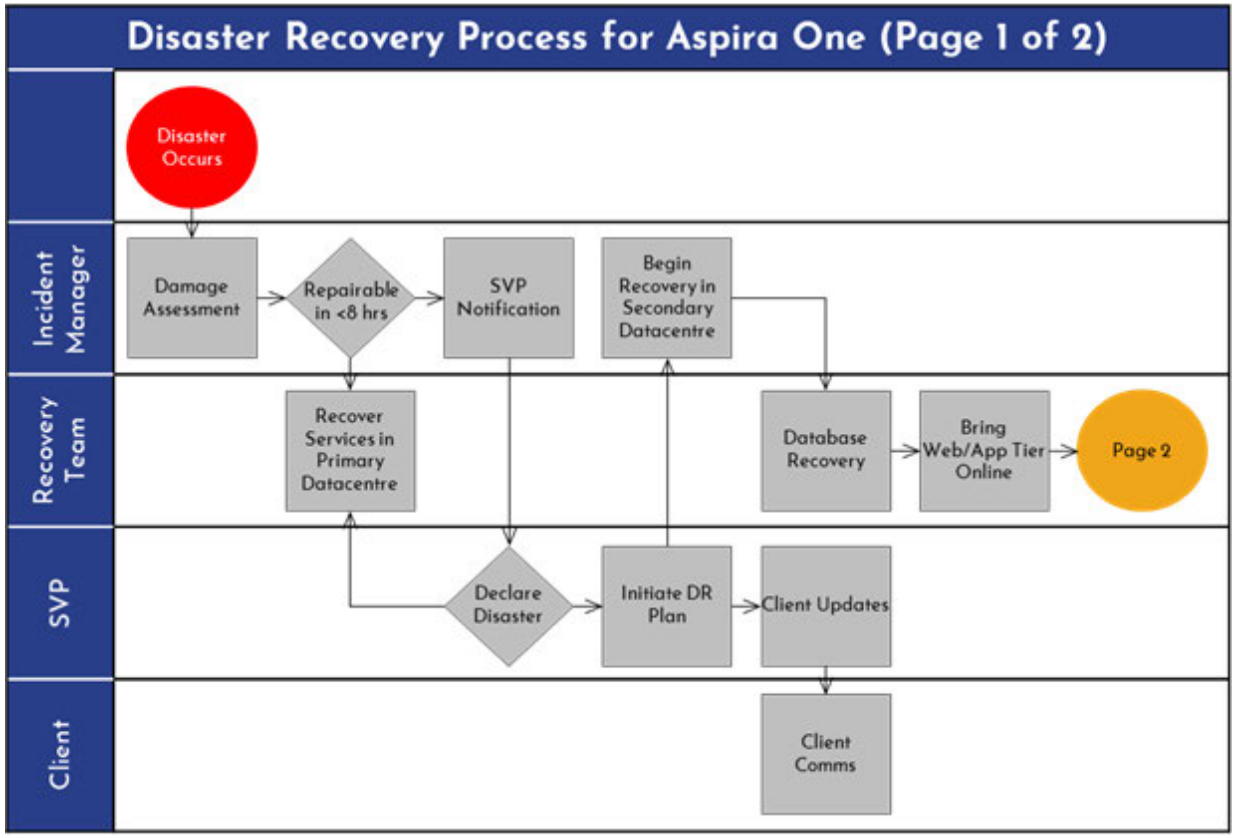
Failback would be conducted during a scheduled maintenance window.

The Disaster Recovery Plan is tested after any major infrastructure changes or at a minimum once per year. The disaster recovery site is maintained using the same policy and procedures as the primary production site. New

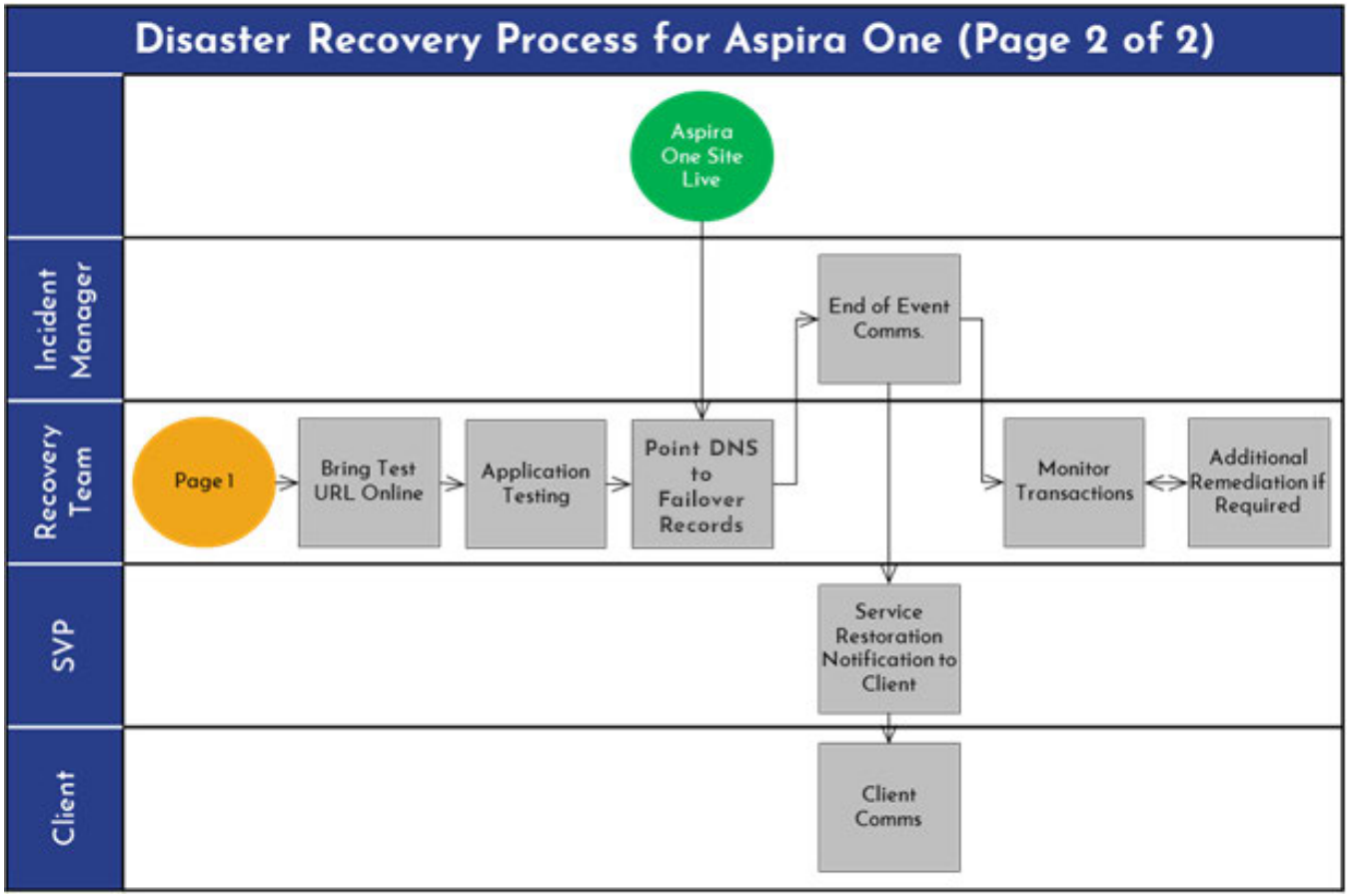
infrastructure in production is mirrored with similar infrastructure at the disaster recovery site. The DR plan is refined to incorporate any new infrastructure as part of regular disaster recovery testing.

System Recovery Process Overview

The high-level DR process is outlined in the following two (2) diagrams:



Disaster Recovery Process Flow - Page 1



Disaster Recovery Flow – Page 2

Escalation and Communication Plan

The following steps should be followed to notify customer, senior management, and user community of a disaster event and the recovery status.

1	Upon detection of a potential or actual disaster, immediately notify the Recovery Team members to conduct a survey and damage assessment of the primary data center.	Incident Manager
2	Assemble all resources on an available incident bridge at and enact the standard incident process.	Incident Manager
3	Notify the Designated Manager of IT of a possible disaster situation.	Incident Manager
4	If the damage assessment indicates that no recovery of application functionality and availability in the Primary AWS Region is possible in < 8 hours, declare a disaster scenario and instruct the recovery team to execute the Disaster Recovery Plan (DRP).	Designated Manager of IT
5	Notify Customer Executive Sponsor and Executive Management on the severity of the disaster and the estimated recovery time.	Designated Manager of IT
6	Conduct a briefing with all Recovery Team members and apprise them of the severity of disaster and of initiation of the DRP.	Incident Manager
7	Monitor the Recovery Team that are performing the failover to the Secondary Region and provide updates as per the standard incident management process.	Incident Manager
8	Upon successful failover and return to operations within the Secondary Region, notify the Designated Manager of IT and resolve the incident. Designated Manager of IT will notify Executive Sponsor and Executive Team	Incident Manager Designated Manager of IT

Damage Assessment Plan

The following steps should be used to assess the damage to the Primary Data Center environment as a result of the Disaster Event:

1	Determine if the application and all in-scope functionality is available to users.	Technical Team
2	If unavailable due to loss of region, what must be done to recover so that the Aspira system can be returned to an operational state within the Primary region?	Technical Team
3	Assess the following Data Center Infrastructure: ▲ Servers ▲ WAN/Internet Communications ▲ Telephony	Technical Team
4	Based upon damage assessment, determine the estimated time to recover based upon to following guidelines: Minimal damage to region and/or services. Estimated time to complete repairs is less than < 8 hours. Extensive damage to region and/or services. Estimate time to complete repairs is equal to or greater than 8 hours	Technical Team
5	Verbally notify the Incident manager of the assessment of damage, estimated time to recover from damage as per Section 4.3	Technical Team
6	Document findings from the survey and damage assessment and send to the incident manager and Designated Manager of IT.	Technical Team

Declaration of Disaster

If the damage assessment indicates that no recovery of application functionality and availability in the primary region is possible in < 8 hours, the Designated Manager of IT shall declare a disaster scenario. Recovery processes will then be executed to recover all application functionality in the secondary datacenter.

Disaster Recovery Validation

Aspira conducts yearly simulated Disaster Recovery tests to confirm the validity of our Disaster Recovery plan. During the simulated failover, one of the redundant databases in our Secondary AWS Region is put into an open state, and the web, app, and ancillary tiers are brought online. Our internal teams put the environment through a rigorous series of automated and manual tests to verify full functionality of the system. After the test has concluded, the systems are placed into a standby mode, and the database put back into full recovery mode with the databases in the Primary Region

Aspira also performs database backup restore tests in ancillary environments on a quarterly basis to validate the integrity of our backups. While backups are a redundant measure given the high availability architecture Aspira One is built upon, the rigorous backup jobs are extensively monitored, and staff are notified upon successful backup completion or alerted, in the unlikely event that any aspect of a backup deviate from normal, or any errors occur during the backup process.

TEC #	Technical – Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
TEC-003 SectionVI.I	A. Describe the system's capability of providing the following: 1. A high-speed SAN fabric; 2. SFTP server; 3. Monthly backup of all databases.	X			

Bidder Response:

High-speed SAN fabric

Aspira only utilizes high speed SSD storage services from AWS such GP SSD and Provisioned IOPS.

SFTP server

Aspira uses secured technologies such as SSH, S-FTP, SSL, or IPSec VPN to protect insecure services such as NetBIOS, file-sharing, Telnet, etc.

Monthly backup of all databases

Aspira maintains full backups of all our data across multiple availability zones and regions. All backups and restores are tested on a regular basis to ensure our process works as intended to protect the integrity of the data

	we store. While backups are a redundant measure given the high availability architecture Aspira One is built upon, the rigorous backup jobs are extensively monitored, and staff are notified upon successful backup completion or alerted, in the unlikely event that any aspect of a backup deviate from normal, or any errors occur during the backup process. Additionally, Aspira conducts simulated Disaster Recovery tests to confirm the validity of our Disaster Recovery plan. During the simulated failover, one of the redundant databases in our Secondary AWS Region is put into an open state, and the web, app, and ancillary tiers are brought online. Our internal teams put the environment through a rigorous series of automated and manual tests to verify full functionality of the system. After the test has concluded, the systems are placed into a standby mode, and the database put back into full recovery mode with the databases in the Primary Region

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
TEC-004 SectionVII	A. Describe how the system protects Personal Identifying Information (PII).	X			
	Bidder Response: Aspira understands the necessity of protecting personal information at all times and maintains its systems and operations to comply with all applicable laws. Aspira is a PCI-certified Level 1 service provider committed to the security of PCI and PII data entrusted to us. In all uses of Aspira technology, credit card information is encrypted either at the end user's browser, or by a payment card reader, ensuring that only encrypted information is being transferred. Only the payment processor can decrypt the information to provide credit card authorization. Staff at all levels in the organization are trained in Personal Identifiable Information (PII) handling, from call center agents all the way through those in product design. This training is renewed annually, and 100% of the staff must pass. To keep up with the ever-changing threat landscape, Aspira continually scans its infrastructure and operating systems for missing patches and new vulnerabilities. Our Service Delivery teams remediate findings efficiently and in accordance with our strict remediation time-frames. All products undergo security assessments, which include static scanning, dynamic scanning, and manual penetration testing to reduce vulnerabilities and provide native threat defenses. Aspira uses vetted policies, standards, and processes to govern how we implement and enforce				

	information security adoption throughout product development and core business processes. Compliance with these policies and procedures is monitored and audited routinely. As privacy laws evolve, we will work with the NGPC to ensure that our solutions and your customers' PII continue to conform to applicable laws. To support our commitment to PCI standards, our compliance is reassessed annually by a third-party Qualified Security Assessor (QSA). The annual Attestation of Compliance (AOC) is available upon request. Using the following robust procedures, we ensure private customer data is protected: ▲ Encrypting credit card information; ▲ Creating and following data retention disposal policies; ▲ Not storing sensitive authentication data such as full contents of track information or CVV information; ▲ Masking credit card information when required; and ▲ To support this commitment, our compliance is reassessed annually by a third party Qualified Security Assessor (QSA) and quarterly through third party vulnerability scans performed by an Approved Scanning Vendor (ASV). The annual Attestation of Compliance (AOC) is available upon request.				
TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
TEC-005 SectionVII	A. Describe the system's user-configurable features.	X			
	Bidder Response: The entire foundation of our solution is configurability—from design to development—since the framework of Aspira's approach is to empower you by giving users the right infrastructure that is easily configurable to their specific needs. Aspira One, as a highly configurable system, allows authorized users to configure Products, business rules, pricing, and much more. The flexibility of our solution is designed to meet the emerging business and legislative needs of Nebraska. You will not be restricted to specific business rules or logic or even be held to specific design elements, even though the solution is a commercial SaaS offering. The solution being a SaaS offering adds extreme value to NGPC. In being a part of a growing community of client users you will be continually offered ideas to add value, advance and modernize your system. Your system's foundation is built upon Aspira's investments in infrastructure, security, support tools and best in class product				

development methodologies. You will be able to take advantage of non-client specific solution updates and changes, and will automatically benefit from Aspira's continued and strategic growth into the Hunt & Fish market.

Configurability

Some highlights of the solution giving NGPC comprehensive configurability include:

- A back office system that provides full graphical control of the entire back-end database and allows for:
  - Consumer, Issuer and Staff User Management;
  - Catalog Item Management;
  - Business Rule Management;
  - Accounting Services and Reconciliation;
  - Harvest Reporting;
  - Hunt Draws Configuration and Execution;
  - Web-POS License Issuer Application;
  - Supports customer look-up and update with ability to sell items from the product catalog based on defined business rules;
  - Offers a Quick Sale function for items with no restrictions;
  - Includes a training mode for new staff training with no fear of accidentally charging customers or updating information;
  - Allows issuers to configure terminals and access levels for their employees;
  - Browser Responsive Internet Sales Solution;
  - Allows a customer to create and update their account;
  - Supports browsing and purchase of qualified items from the product catalog;
  - Supports harvest reporting;
  - Enables print and reprint of license summaries and licenses;
  - Allows qualified customers to submit special permit applications;
  - Reporting – Parameter Driven Insights;

	– Over 300 pre-existing reports with access control and the ability to add more custom reports; – Ad hoc query tool; – Custom inventory reports that provide tracking and insights; – Full-featured accounting reports including sales reconciliation, sales journals, License Issuer details, product details and much more; – Build your own Targeted Mailings with our Powerful Business Intelligence Tools; – Create your own html messages in our easy-to-use tool and then send yourself a test email or SMS text message straight from Control Center; – Send targeted communications with a parameter-driven customer segmentation tool; – Schedule your outreach to send at the most appropriate time; and – Track the results of your campaigns. ***For Example***: Aspira One's License Manager application provides with an easy to use system management tool enabling end-to-end administrative control of privilege (license, permit, tag, stamp), hunt, harvest, draw application, magazine subscription, and donation products. License Manager enables authorized users to create and modify products – available immediately to designated locations, or on a date/time specified. NGPC can also set prices, effective dates, and business rules, and assign products to specific classes of agents/outlets. Some of the available features include: ▲ Configurable Pricing Records where the base product fees as well as any commissions and fund splits across accounts are defined; ▲ License Year, which defines the year of the product as well as the Sell From and To Dates; ▲ Flexible Valid From (i.e. Start Date/Time) and Valid To (i.e. Expiry Date/Time) Options, which along with License Year are used to establish valid dates for annual license year or based on a number of days (e.g. 365-day, 1-day, 7-day, etc.); ▲ Configurable Business Rules, which dictate customer eligibility to purchase a product. This includes support for Rule Groups; ▲ Quantity Controls, which dictate the number of the same product that the customer can purchase in a configured timeframe;

- Dynamic Questions to be asked during product purchases;
- Configurable Text Displays representing information to be provided to the customer during the sales flow;
- Configurable Display (e.g. Fishing, Hunting, Trapping) and Report Categories and Sub-categories (e.g. Annual, Short-term, Lifetime) that are used to organize product display in sales user interfaces and reports; and
- Print Templates.

From a user management perspective, all aspects of the Aspira One solution are configurable by system users with the appropriate roles and permissions. This includes any text displayed throughout the system, product configurations, harvest surveys, chart of accounts, common terms (i.e. License vs Privilege) and more.

[redacted]

Aspira's goal is to provide a solution that manages your business requirements, gives you a technology platform that you can modernize ahead of the industry, and one that does not get stale over time. We provide services that will reduce NGPC's operating costs and increase revenue through the delivery of a flexible, easy-to-use, best-in-industry solution designed with your specific business in mind.

TEC #	Hosted Payment Page	Yes	Customization Required	No	Alternate
TEC-006 Section VII.E.1	A. Describe how the system notifies a user/customer ofredirection to the hosted payment page.	X			
	Bidder Response: The user/customer is not redirected to a hosted payment page. The payment functionality is integrated directly into the purchase flow and consumers move seamlessly from the cart to checkout (payment page) to payment confirmation.				

TEC #	Remote Access	Yes	Customization Required	No	Alternate
TEC-007 Section VII.F	A. Describe the system's ability, via the Administration Module, to access all sales channels.	X			
	Bidder Response: The Aspira Solution Provides a Launch Pad which allows administrators with the appropriate permissions to jump to any application from a single location in the administration module. This includes: ▲ **License Manager back-office** – Provides the ability to process transactions from the back office; ▲ **License Manager touch** – Provides the ability to process transactions from a POS touch interface ideal for front desk or license agent implementations; and ▲ **Public website** – Where customers engage with the licensing system through the consumer interface.				
TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
TEC-008 Section VIII.H	A. Are all system channels fully functional 24 hours a day, 365 days a year?	X			
	Bidder Response: Aspira confirms that all system channels are fully functional 24 hours a day, 365 days a year.				
TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
TEC-009 Section VIII.H	A. Describe scheduled system maintenance that may impact access to the system.	X			
	Bidder Response: Aspira's approach ensures that system maintenance will incur as little impact to the system as possible. As a living system, your solution will receive periodic upgrades and maintenance. These will be managed by our system administration personnel remotely from our offices. Standard operating procedure will be to conduct all				

scheduled maintenance and upgrades during our overnight maintenance window. This ensures that disruption to operations is minimalized and that all changes can be completed and verified prior to regular operating hours.

As a regular part of our account management communications, NGPC will be consulted on all scheduled disruptions to ensure that the maintenance or upgrade timing will not create undue burden on NGPC, your agents, or your customers.

Daily system maintenance processes typically do not result in any system downtime. However, system upgrades often do require a down period where the systems are not available. During this down time, typically planned for 1:00 am – 4:00 AM Central Time, the new code is installed, the system is restarted, and the new code is validated prior to full system reactivation. During down times for system maintenance or upgrades, upon system access, users will receive notification of the ongoing disruption to service. This provides users with the information necessary to understand and plan for the disruption.

In the unlikely event of an unplanned disruption of the services, NGPC will be notified anytime the outage is anticipated to last for more than 15 minutes. This notification will include the known explanation of the issue and an estimated time of system restoration.

We will coordinate with you to provide system maintenance and upgrades without impact on Business operations. Depending upon the situation, we typically provide at least 48 hours warning to NGPC and users before scheduled maintenance or upgrades, unless other terms are agreed to by NGPC. We provide NGPC a complete list of changes for each release of system maintenance or upgrade.

Scheduling Maintenance & Upgrades

Key Highlights

Aspira has continuously worked with our customers to identify areas of improvement or system growth to enrich functionality and integrate new technologies. Using scheduled maintenance windows and properly executed implementation techniques, Aspira will support the following throughout the term of the contract:

- **Scheduled maintenance:** Aspira and NGPC will determine a scheduled maintenance calendar to release new code, fix bugs, and implement new features as planned in system development sprints in coordination with NGPC.
- **Emergency maintenance:** Aspira staff will be responsive to urgent circumstances and ensure fixes or resolutions are implemented as quickly as possible if site performance decreases.

- **Security enhancements and updates:** As security updates and features become available to mitigate new and evolving intrusion threats, Aspira will implement tools to protect data, maintain system integrity, and take a proactive approach to integrating best-in-class security measures.
- **Site compatibility:** Aspira One system upgrades will include updates to applications to maintain compatibility with new and updated browsers, operating systems, and hardware to ensure the application can work with evolving technologies in the years to come.

TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
TEC-010 Section VIII.H	A. Describe how the scheduled system maintenance will accommodate NGPC peak seasons. (See Section IX.D)	X			

Bidder Response:

Aspira has reviewed all of NGPC's mission critical permit dates and peak season months, as indicated in Section IX. Implementation, D.

Aspira's teams maintain a calendar of blackout dates where releases are not allowed.

This calendar will include all Nebraska relevant on-sales, application closing periods and draw periods, and activities during which releases are not to be scheduled. We review these dates against the proposed release schedule to ensure that we have clear and early visibility into any conflicts between the two schedules, and release dates are adjusted accordingly.

There are typically two to three major system releases each year, one in the fall and one or two in the spring/summer time-frame. We are conscious of the potentially negative business impacts of a deployment during peak season and therefore make a concerted effort to complete all activities in advance of the season and adjust accordingly, as noted above. NGPC will be provided with advanced notice and the specific dates of each release.

Our product roadmap details our development plans for the upcoming 12 months and pre-release notes are provided ahead of each release. We ensure there is sufficient advance notice for planning User Acceptance Testing (UAT), training, and documentation. The system is highly configurable so that features can be enabled or disabled by entering or selecting parameters; customized software coding is not required. This allows NGPC to maintain a system that matches its unique operating requirements and business rules throughout the contract without any

	functional or stylistic changes that could otherwise confuse customers, agents, and staff. As software releases occur, NGPC staff determine which functions and features they would like to have activated.				
TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
TEC-011 Section VIII.H	A. Describe the system's notification process for system outages.	X			

Bidder Response:

For incident notification we use iNOC, a proprietary incident management system that tracks incident activity, manages communications, and stores business disruption reports. Using iNOC, our global command center ensures that severity incidents (SEVs) are properly classified and incident notifications and updates are sent at the following intervals:

Incident Level	Description	Update and Resolution Objective
Sev1	This incident level is attained when the following type of conditions are met: ▲ A complete outage of the software ▲ A reoccurring temporary outage of the software ▲ It impossible to use one or more functionalities of the software or that substantially degrades its functioning (e.g. batch response time) ▲ Data breach	First Update within 60 minutes. Subsequent updates every 30 minutes, or as agreed during incident. Target resolution within 4 hours, however service provider to advise client in first few updates if it is likely to be longer.

	Sev2	This incident level is attained when the following type of conditions are met: ▲ A significant degradation of the software's functionalities occurs, while still maintaining the software operational ▲ Recent modifications to the system cause the Software to operate in a way that is materially different from those described in the specification.	First update within four (4) Business hours. Subsequent updates every two (4) Business hours or as agreed during incident. Target resolution within 48 to 72 hours, however service provider to advise client in updates if it is likely to be longer.
	Sev3	This incident level is attained when the following type of conditions are met: ▲ A minor degradation of the software's functionalities occurs (i.e. content feed not being updated regularly) ▲ Recent modifications to the system cause the software to operate in a way that is materially different from those described in the product definition for non-essential features.	None. Client will submit a ticket and the issue will be resolved pursuant to the standard ticket resolution process. Where a minor degradation of the Software's functionalities occurs, that impacts the client's Business that is due to take place within 4 days, service provider will advise client if hot fix can be accomplished within 24 hours of issue being raised.

Monitoring is a key aspect to securing a system. Anomalies in response times, high utilization of system resources or unexpected system changes can all be indicators of a potential security event. We have multiple monitoring tools and engineering staff in our network operation center to provide real-time monitoring of the application 24 hours a day. Our engineers respond to alerts and escalate critical issues to management immediately. The network operations center and each engineer team have written procedures of how to identify problems and restore the services quickly. Each engineer team has an on-call senior engineer with 10+ years of experience. They have subject matter expert knowledge of the application and experience in troubleshooting to restore the application from a previous configuration or recover services from standby or redundant systems.

Aspira has extensive system monitoring in place that captures alarm, outage type, outage direction and remediation, and all of this data can be produced on demand.

TEC #	Issue Resolution	Yes	Customization Required	No	Alternate
TEC-012 Section VIII. I, J, K	A. Describe the issue tracking management system to include the following: 1. Tracking input; 2. Input Escalation; and 3. After incident reporting.	X			

Bidder Response:

Issue Log

The weekly Project Managers meeting between NGPC and Aspira will focus on issues or blockers faced by either team. The project managers from NGPC and Aspira can then decide on the course of action to resolve the issues.

A sample of the Issue Register is shown below:

Issue Register

All reported issues are categorized and centrally tracked in our enterprise-level case management system. Users can create, view, or modify their cases online via our portal or through a help desk representative. All calls and problem reports dealing with software and hardware are logged, tracked, and resolved by trained help desk technicians using our Support Center application. A Salesforce Quick Reference Guide is provided with Web links to the Aspira One system and the website, how to create a ticket in Salesforce, and guidelines on ticket classification.

Priority	Status	Type	Total
P2 – High	Closed		1
	Pending Development/IT Resolution	Product Defect	1
		Setup/Implementation	1
P2 - High Total			**3**
P3 – Medium	Closed		12
	Pending Development/IT Resolution	Product Defect	1
		Setup/Implementation	2
	Reassigned	Enhancement/Feature Request	1
		How-To/Training	4
	Resolved Pending Confirmation	Enhancement/Feature Request	1
		How-To/Training	7
		Setup/Implementation	5
	Updated	How-To/Training	4
		Setup/Implementation	3
P3 - Medium Total			**40**
P4-Low	Closed		4
P4-Low Total			**4**
Grand Total			**47**

Sample Report for SalesForce Ticket Status

All incidents are defined as issues that have a significant impact on sales and/or business operations and will require additional communication and documentation procedures. Aspira will follow the incident classifications as outlined by NGPC in Section VIII, I.

For Aspira Severity 1 Incidents, NOC (Network Operations Center) opens a conference bridge and sends an urgent email alert to the Aspira internal project escalation team that includes a conference telephone number /code and summary of the issue. The team calls into this conference bridge and must stay on for discussion and monitoring until the root cause is known and actions are in place to fully resolve the incident.

Occasionally, there is a need to expedite changes in a quicker timeframe than the current process supports. This may be due to severe production issues or unforeseen business needs that require immediate response and resolution. In this case, escalation can be expedited as follows:

The Incident Report (IR) must state in the description that it is an expedited change.

- Is the change:
  - An Emergency (SEV1) – Required by client in production ASAP
  - Business Operations Support Plan will detail process
  - A Non-Emergency – These can be scheduled as exception or wildcard release
- IRs that need less than a seven-day window can be approved as an "Exception Release". They will follow the same process but are expedited.
- IRs can bypass a formal NGPC review which require only NGPC Program Manager signature approval

Aspira may be notified of incidents internally via monitoring systems or through excessive calls into the Help Desk or from NGPC. Once an Aspira resource is engaged, they will initiate internal escalation procedures, with Aspira Command Center and contact following up with the NGPC Program Manager and Production Support Team within 15 minutes to outline progress and resolution plan, confirm on-going update expectations. NGPC will be notified of any NOC that affects, or potentially affects, the system. Aspira will provide daily/weekly updates to the Incident Report unless NGPC agrees to a different update cycle. Frequency will depend on how much the issue is impacting the business.

Upon the completion and closure of all outstanding items in an incident report, a final version is presented to NGPC for approval and finalization of the incident report. When NGPC has reviewed the version, they will accept the finalized report via e-mail, and the incident is then closed.

Estimates for Resolution of Each Issue

During the implementation phase of the project, all reported issues will be tracked to resolution. On a regular basis (at least weekly), Aspira will meet with NGPC staff to review the outstanding issue log and provide estimated resolution timelines.

Once operational, Aspira will provide estimates for issue resolution, and will escalate as necessary if estimates are not met. Our Help Desk staff will stay in contact throughout the whole process, assuring Nebraska staff are informed on the status of their issue.

Be Responsible For Issue Resolution

Aspira maintains responsibility for issue resolution and will work with Nebraska as needed to ensure timely resolution of issues.

Issue Ownership

Issue ownership will be decided based on initial assessment and the party that raises the issue will assign the issue to the corresponding department point of contact. From that point onward, until the issue has been resolved and closed out, the ownership may change based on the specific phase of case resolution i.e. quality assurance to confirm resolution. A history of issue ownership will also be available through the Support Center used for this purpose.

Issue Resolution

Aspira maintains responsibility for issue resolution and will work with NGPC to ensure timely resolution of issues. Identified issues will follow the lifecycle as captured on the CRM software and will be tracked in real-time allowing for all parties to easily identify the various steps of issue resolution.

Dispute Resolution and Escalation Procedure

With open communication throughout the implementation process NGPC and Aspira can minimize disputes relating to open issues. Developing a clear scope document and associated project plan and tracking progress against these project artifacts will provide both organizations with sufficient warning of an issue before it becomes a blocker. Analysis of issues will include the identification of an issue owner, estimated resolution timeframes and specific steps to achieve resolution.

Working with NGPC, Aspira will develop and publish an escalation procedure to be followed in the event of disagreement significant issue during the implementation phase of the project. Documentation will include the specific steps to be followed.

Once operational, NGPC will continue to follow the existing escalation process with the dedicated Help Desk.

Aspira confirms that the proposed escalation procedure will be reviewed with NGPC prior to submission for final approval. No escalation procedure will be put in place that has not been approved by authorized NGPC representatives.

Escalation Process

Point(s) of contact for escalations from Nebraska:

For all escalations, Nebraska requests:

Contact	Role	Email

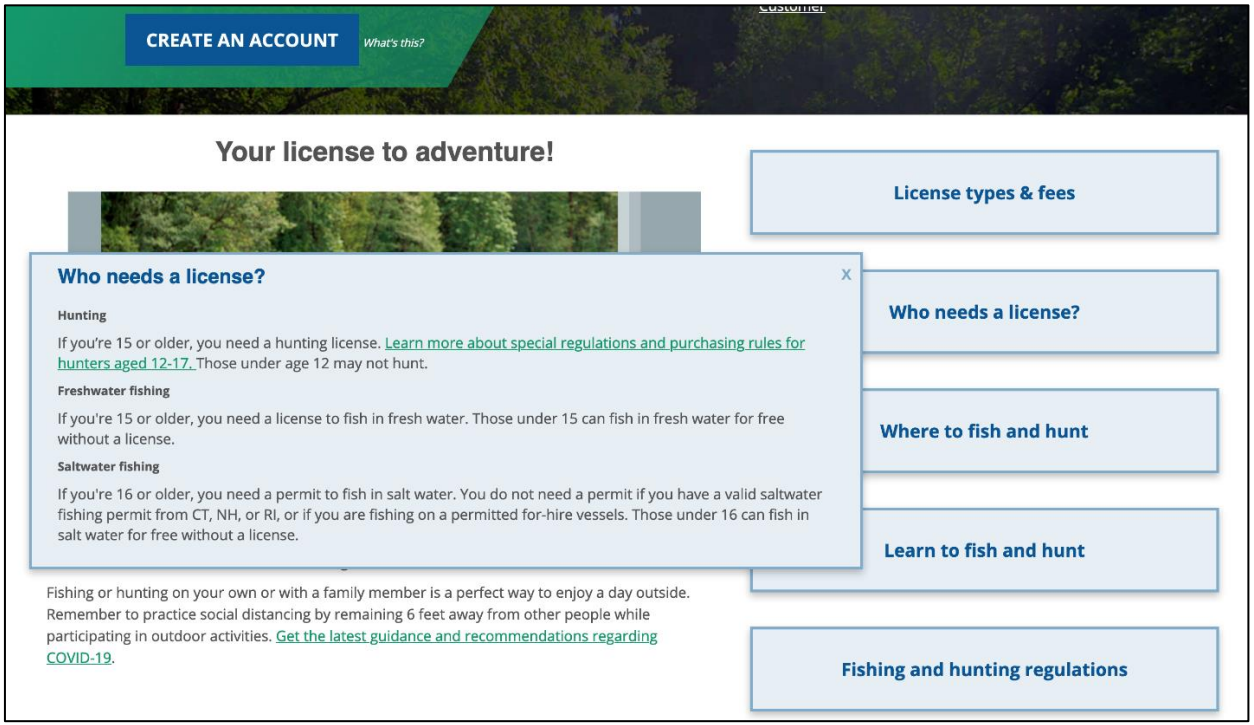
Point(s) of contact for escalations from Aspira:

For all escalations during the implementation phase, Aspira requests that we begin directly with the Aspira PM. When necessary, Aspira PM will escalate to PMO Director who in turn will help manage any further escalations within Aspira.

Contact	Role	Email
Sonia Gupta	Aspira Senior Project Manager	Sonia.Gupta@aspiraconnect.com
Michele Telgen	Aspira Director, Project/Program Management	Michele.Telgen@aspiraconnect.com
Steve Wade	Aspira Chief Technology Officer	Steve.Wade@aspiraconnect.com
Susan Grant	Aspira Vice President, Client Services	Susan.grant@aspiraconnect.com
Kevin Fuller	Aspira Senior Client Services Manager	Kevin.Fuller@aspiraconnect.com

TEC #	Resolution of customer print issues	Yes	Customization Required	No	Alternate
TEC-013 Section VIII.L	B. Describe how the system ensures accurate printing of customer purchases.	X			
	Bidder Response: The Aspira solution displays the customer name, address, license types, and total dollar amount of fees before printing the licenses through all sales channels. The customer, license agent or NGPC user is prompted on the final checkout screen to review for accuracy and is afforded the option to correct information on the documents before printing. Aspira One prints accurate information on a customer's permits, certificates, stamps, and applications. Aspira will rectify any print issues, and customers will receive corrected documents. Aspira will furnish a complete list of any affected customers to NGPC.				
TEC #	Service Support Communication	Yes	Customization Required	No	Alternate
TEC-014 Section VIII.M	A. Describe your communication support options to include, but not limited to, the following: 1. Telephone help 2. Email 3. AI Chat Bot 4. Help text with hyperlinks	X			
	Bidder Response: Aspira's customer service team is focused on assisting all customers, providing the support they need to utilize our help tools such as chat, texting, or answering the call from a dedicated line. We pride ourselves on hiring subject matter experts who also excel at first call resolution all in a friendly and efficient manner. ▲ In 2020, our contact centers answered: – 203,071 Customer support calls (peak month: July: 29,971) – 87,529 Help desk calls (peak month: October: 26,820 calls) – 1,211,415 Sales calls (peak month: July: 122,503 calls)				

	– 52,415 customer emails – 18,510 chat sessions – 70,377 SMS text sessions completed We strive to always enable system users who need to help to quickly receive assistance through the means they prefer – whether that is through self service or through a variety of live help options. As users' expectations continue to shift, Aspira has embraced additional support channels to help both customer and field operations staff, including email, chat, and SMS to assist customers seeking additional help. Across our client base, adoption rate for new channels like SMS and chat continues to grow, signaling an important shift in help user behaviors and preferences. All of our intuitive support resources are designed to quickly and conveniently provide the answer the user is looking for, making for a more streamlined experience. Our Support teams utilize many tools to ensure quality support to NGPC customers and users. Our phone software allows staff and supervisors to monitor calls and customer support software to document, prioritize, and categorize each license agent. Our Help Desk supervisors have real-time monitoring abilities to see the number of service representatives available, the number of calls waiting, and the length of time the oldest call has been in queue. Our Management staff in real-time can monitor and review historical data through our reporting software. Our first line of customer support for your internet-based users is our online help capabilities. With each screen and field, we provide hyperlinked help text. Through this help text, users have ready access to information and instructions to aid in completing applications for licenses, purchasing licenses or other NGPC products, and navigating the site. This help text, which is configured during initial implementation, can be fully maintained, changed or deleted as circumstances emerge or when special messages are appropriate. In addition to help text or messaging embedded within the system, help text can also include links to external information sources such as specific regulations, maps, or other NGPC resources.



Example of helpful hyperlink

TEC #	Data Repository Facilities	Yes	Customization Required	No	Alternate
TEC-015 Section VIII. Q	A. Describe the system's data storage, replication, and backup services.	X			
	Bidder Response: Preventative maintenance of Aspira's infrastructure is key to our ability to control system issues.				

	All application and operating system logs are monitored using a state of the art Security Information and Event Management (SIEM) solution. These logs are copied in real-time to a central logging server and backed up using Aspira's backup solutions. By policy this data is securely retained for one (1) year. The Aspira One application codebase is maintained in a highly secure and highly redundant source control system. Should the primary location become inaccessible, approved Aspira staff are easily able to transition to use of the redundant systems eliminating any disruption in ongoing development efforts. The Aspira One code in use and the associated system configuration files are kept in sync between our Primary Region and Secondary regions through automated deployment and synchronization procedures. This guarantees that in the event of a failover to our Secondary Region, the Aspira One system will operate exactly the same as it would in our Primary Region. The Aspira One application data is stored in the production database. Aspira One runs on a highly performant Oracle database that is kept in continuous synchronization with an identically provisioned Oracle Standby Database residing in a second AZ in the same AWS Region. The Primary and Standby databases are kept in sync through the use of Oracle Data Guard. The Aspira One application tiers (web, application, and ancillary nodes) are strategically placed across multiple AZs and are configured to seamlessly switch to the Standby database as its role transitions to that of the primary production database. Transactional integrity is maintained throughout the switch ensuring no data corruption is introduced during any such role transition. As previously mentioned, the Aspira One Production databases in our Primary Region employ the same Oracle Dataguard replication technology to keep a redundant pair of Oracle Databases within our Secondary Region in continuous sync. Should a region level outage occur—forcing us to switch to our Secondary Region—the availability and integrity of the Aspira One application data is ensured. In addition to realtime replication, the Aspira One production databases are frequently backed up to a highly available, AES256 encrypted backup volume, accessible to each primary and standby database nodes in our Primary Region. This volume is then replicated to our Secondary Region and the data made available to the standby databases there as an additional level of redundancy for preserving the Aspira One data. To maintain the integrity of our audit process, data is never deleted from Aspira One, meaning that can always access historical information is always available. Aspira maintains a full DR environment containing a database that continuously receives transactional information to synchronize the DR environment database with the production database. Further, all systems are replicated and maintained with the latest versions of code deployed to the production environment. Full backups are created

	within the primary datacenter and replicated to a matching backup infrastructure in the DR environment to ensure that both locations at all times have the most recent sets of data, including the most recent backups of data. On a daily basis, a complete backup of the system is performed. Aspira's solution includes data redundancy in the form of replication both within our primary data centers and to our Disaster Recovery data center. Additionally, regular backup routines are maintained. This level of redundancy is provided within our existing base solution. In addition to realtime replication, the Aspira One production databases are frequently backed up to a highly available, AES256 encrypted backup volume, accessible to each primary and standby database nodes in our Primary Region. This volume is then replicated to our Secondary Region and the data made available to the standby databases there as an additional level of redundancy for preserving the Aspira One data. Oracle Enterprise Manager and RMAN are used to take and manage the backup sets. Database files, archive logs, control files, and all aspects of the database system are included in the backup sets. Backups are written to a local disk subsystem and to a DataDomain device. The DataDomain device then replicates the backup to an offsite DataDomain device. We retain multiple backup sets both locally at the Production datacenter and remotely at the Disaster Recovery datacenter. Aspira uses Veritas NetBackup AWS Backup as our data protection software suite. All backups are monitored and reported on daily for success. In the event a backup job fails, the Data Protection team is notified the issue is corrected immediately. We perform data restore tests on a quarterly basis to ensure the data is restorable. Backups are extensively monitored, and staff are notified upon successful backup completion or alerted should any aspect of a backup deviate from normal, or any error occurs during the backup process. Backup sets are routinely tested by performing a restore to another environment. A restore test is performed at least quarterly. In addition, following our annual Disaster Recovery test, the DR database is restored from a production backup before being re-synchronized and returned to real-time replication status. Only an exact backup copy of the production database can be used to initiate the re-synchronize process. Source code and configuration data reside in version control repositories which are backed up nightly to DataDomain paired devices, one local and the second at the remote facility.				
	B. Indicate location of all data repository facilities, hardware, and software.	X			

	Bidder Response: ▲ Primary Region – US-East-1 (N. Virginia) ▲ DR Region – US-West-2 (Oregon)				
TEC #	Security Plan	Yes	Customization Required	No	Alternate
TEC-016	A. Provide a draft security plan.	X			
Section VIII. S	Bidder Response: Aspira has provided our draft Security Plan—which includes all of the requested criteria in Section VIII., General System and Technical Requirements, S. Security Plan—as a separate document located in the Appendix, labeled Draft Security Plan and beginning on page 586.				
TEC #	Data Migration and Transition Services	Yes	Customization Required	No	Alternate
TEC-017	A. Provide a draft transition plan.	X			
Section IX. A	Bidder Response: Based on our decades of experience we have perfected some keys to a smooth transition to a new platform, which include the following: ▲ Clear understanding of objective, roles, and expectations; ▲ Complete and clean migration of data from the old systems to the new platform; ▲ Full training completed prior to Go Live; ▲ Comprehensive testing prior to Go Live; and ▲ Installation of any new POS hardware prior to Go Live. With a Vendor start date on December 1, 2021 and a Go Live date within 1 year after contract date, the ability to expedite discovery and database understanding is critical. As the most experienced provider in North America, there is no other organization better situated to safely and effectively migrate your data to a new Web-Based Permit/Licensing System.				

Our team will work with NGPC continuously before, during, and following the implementation period to ensure the smoothest possible transition.

Among the elements included in our plan are the following:

Seamless Transition

Ensuring that your customers and agents do not lose access to the resources offered by NGPC, we have developed a plan to ensure that all cutover is accomplished within one overnight maintenance window. At a high-level, this plan meets the following:

- One week before cutover – create a full data backup from all sources;
- Migration will be based on the backup;
- During the 7 days before cutover – get incremental changes;
- Migrate each day's incremental changes;
- Get last incremental immediately before cutover;
- Load last incremental; and
- Go live on new system with all data migrated and available.

Aspira has a dedicated team for data migration/conversions. We have successfully migrated / converted over 60 enterprise public agency customers in the past. The base process and associated responsibilities that we use to migrate and convert data to Aspira One is:

Task	Responsible Party
Obtain data files from the client	NGPC
Review any PCR changes to the system defined by Aspira One Dev	Aspira
Complete Mapping Template that shows how the data will be migrated/converted into Aspira One	Aspira
Review internally	Aspira
Review with NGPC	NGPC & Aspira
Migrate/convert data into Dev environment	Aspira
Dev validation	Aspira

Migrate/convert data into QA environment	Aspira
QA testing	Aspira
Resolve any issues with QA	Aspira
After QA approves - migrate/convert data into UAT for customer review	Aspira
NGPC testing of migration/conversion of data	NGPC
Resolve any issues with NGPC	NGPC & Aspira
NGPC approval	NGPC

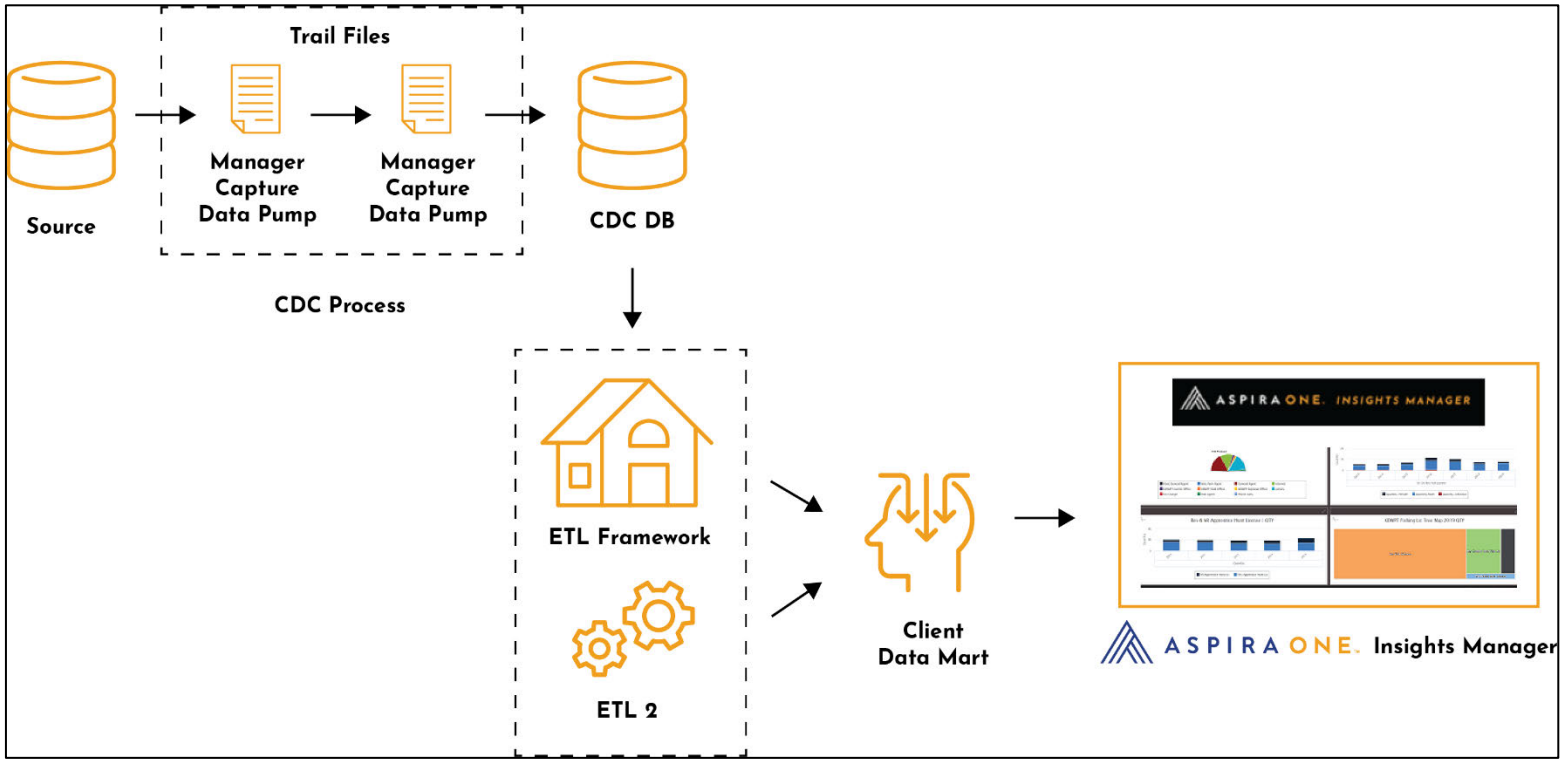
Migration Responsibilities

Data Migration Process

The Data Migration process includes:

- Data Profiling and Mapping;
- Data Migration Scope Document;
- Review and receive approval from the client on Data Migration Scope Document;
- Multiple rounds of data migration. Each round contains QA testing and approval; and
- Exception reporting on any issues found which are sent to the client.

Below is our standard Data Migration process flow diagram.



Data Migration Process Flow Diagram

Data Mapping Strategy

The Aspira Migration Framework is an engine that pulls data that is transformed and staged from a source system into the new system. Source system data will be mapped to the Common Model (staging database) for the Migration Framework to consume. This effort will be led by Aspira's EDM team (Enterprise Data Management). The database engineers will work closely with SME's of the source systems, Aspira's development and product teams, and NGPC to define the mapping and transformations. Artifacts from this exercise are a mapping document that will be made available for all interested parties.

The technology that makes up the Data Migration Framework includes:

- Golden Gate CDC;
- Aspira One Components;
- Clover ETL;
- Database Scripts; and
- Common Model.

All sources of data are mapped to the Common Model in the Migration Framework Staging Database and are therefore agnostic to source technology.

Migration Approach

Typically, Aspira will use an incremental approach for data migration. The final methodology approach will be driven by the specific details of the project.

Major/Milestones Tasks

Evaluation and Discovery (In progress)

- Obtain access to all data, internal and external with data dictionaries;
- Obtain data dictionaries;
- Load to migration staging area;
- Identify the SME (data and application);
- Identify known anomalies;
- Identify all source data size on disk and growth patterns;
- Identify hardware needs for migration; and
- Configuration/Establish the target.

Mapping

- Hold discovery and mapping sessions with NGPC SME;
- Review migration criteria with NGPC;
- Complete Source-to-Target mapping excel document;
- Review migration data rules with NGPC;
- Review data migration exception reporting with NGPC;

- Develop and Review Migration Scope Document with NGPC; and
- Data Migration Scope Document Signoff.

Coding

- Initial database staging area to hold raw legacy data;
- Develop ETL1 which moves the raw legacy data into a staging area and includes basic business data rules;
- Develop ETL2 that is based upon the Mapping document and encompasses all migration business rules discussed in the Migration Scope Document;
- Execute all ETL, which loads the data into QA environment;
- Execute all exception reporting; and
- Turn over to QA staff.

Testing

- Unit Testing ETL Data;
- QA Testing including full End to End – this is done in 3 rounds to ensure all fixes are resolved with no impact to other parts of the migration; and
- Customer UAT.

Migration Period & Cutover

Migration Period is the interval of time where the Data for the Legacy source begins to move into the Production level DB instance and the Cutover.

Cutover is the period of time where the legacy systems are brought down, final Migration Steps are run (at this point the two systems are in sync at the data level), and the new systems are brought live.

The Migration Period timing is driven largely by the volume of data to be brought to the transactional tables as that is what is required for go live. If the transaction volume is high enough, the older transactions may continue to move into the system post cutover.

TEC #	Project Timeline	Yes	Customization Required	No	Alternate
TEC-018	A. Provide a draft schedule of work outlining the project timeline.	X			
Section IX. C	Bidder Response: Included in the Appendix, Aspira has provided a draft schedule of work outlining the project timeline. ▲ High-Level Project Timelines – Beginning on page 583 ▲ High-Level Project Milestones – Beginning on page 584 ▲ Project Implementation Plan – Beginning on page 568				

TEC #	Design Phase	Yes	Customization Required	No	Alternate
TEC-019	A. Provide a draft design plan.	X			
Section IX. E	Bidder Response: Aspira has implemented more that 100 systems, and we used this experience to review the requirements of this RFP. We are confident that the overwhelming majority of requirements are met out of the box, with the remainder consisting of very minimal gaps. While we believe our plan is well researched and representative, together we first need to complete the Requirements Traceability Matrix (RTM) to ensure scope agreement. Aspira follows a standard process for the analysis and design of new system requirements. he process allows for input and feedback from NGPC through multiple steps of the process to verify the work to be completed meets business requirements and expectations of NGPC. These processes and documents will be included as artifacts of the Design Phase: ▲ **Design Review Meeting** – Aspira Business Analysts and Product Managers will meet with NGPC subject matter experts to review specific features. The resulting output of this meeting(s) is a Scope Document sourced to the RTM that is sent to NGPC for review to ensure the overall requirements have been captured.				

	▲ **Scope Proposal** – A formalized and finalized document that outline all the requirements and changes necessary to meet the business requirements. Finalization of this document is an iterative process and once signed-off by NGPC, will set the scope of the project. ▲ **Mock-ups & Prototypes** – Where necessary, and for more complex functions and workflows, Aspira will include mock-ups and/or prototypes of the proposed work to help NGPC staff visualize the changes and or flow when the sand box and system demo's are not reasonably sufficient. As part of the Design Phase, Aspira will perform a deep dive into NGPC's existing licensing system and develop a document that defines how NGPC's current functions and business processes will map to functions and processes within the Aspira One solution. Aspira will provide a master test plan describing the testing details planned for this project: ▲ Where test cycles fit into the overall project; ▲ How testing is planned and executed; ▲ Types of tests that are executed; and ▲ Environments where tests are executed. As scope of the project is agreed upon, the outline of planned tests will be expanded.				
TEC #	Project Manager Certification	Yes	Customization Required	No	Alternate
TEC-020	A. Is the project manager PMP certified?	**X**			
Section IX. G	Bidder Response: Sonia Gupta will be the Project Manager for the NGPC Permit/Licensing System project and has held PMP certification since 2008. Sonia has more than a decade of Release Management, Project Management and Customer Relationship Management experience, having handled multi-million-dollar projects. In addition to Sonia's experience leading implementations, she has an in-depth understanding of the Agile project lifecycle.				
TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
TEC-021	A. Describe the methodology for user acceptance testing.	**X**			

Section IX. H	Bidder Response: Aspira provides a User Acceptance Testing (UAT) environment where NGPC can ensure that the agreed upon functional elements are configured correctly and reflect NGPC's configuration. The checkpoint for this phase is NGPC signoff that UAT has been completed. UAT can be accessed by more than 10 simultaneous Authorized Users and provides for complete end to end testing and all requirements as defined by NGPC above. UAT is scheduled after application development, configuration, data migration, and testing has been completed. Once all PCRs scheduled for a release have been implemented, tested, and bugs fixed, the application is deployed to a dedicated UAT environment for client testing. In this dedicated UAT environment, the Commission will execute their own test cases to verify that the system meets stated functional and non-functional requirements. Aspira will support the Commission throughout the UAT cycle and address any questions or issues that arise. Our UAT environments are identical to the production environment with two significant exceptions: ▲ Test environments are labeled as such; and ▲ Modifications to be tested are included in the UAT environment. Any bugs discovered are routed into the same issue tracking system used by internal teams. Bugs are first reproduced in the QA environment before a fix is deployed and verified. Aspira will be on site for significant blocks of time for the UAT process so we can review issues in a side by side environment. After client signoff in the UAT environment, the release is scheduled for deployment in the production environment. After deployment to the production environment, the QA team performs smoke tests to ensure the correct build was deployed and the system is functional. Smoke tests may include the completion of a real transaction to verify end-to-end flow and payment processing. Such test transactions are immediately voided. During the User Acceptance Testing phase of the project any issues found are recorded in the enterprise-level case management system (Salesforce) to track issues from inception to closure. Each case will provide: ▲ Description of the issue; ▲ Steps to duplicate the issue; ▲ Reporting date; ▲ Support case #; ▲ Resolution Notes; and ▲ Status.

A Salesforce Quick Reference Guide is provided with Web links to the Aspira One system and the website, including how to create a ticket in Salesforce and guidelines on ticket classification.

During the User Acceptance Testing phase of the project, Aspira's Project Manager will provide a weekly summary report on Salesforce ticket status.

Priority	Status	Type	Total
P2 – High	Closed		1
	Pending Development/IT Resolution	Product Defect	1
		Setup/Implementation	1
P2 - High Total			**3**
P3 – Medium	Closed		12
	Pending Development/IT Resolution	Product Defect	1
		Setup/Implementation	2
	Reassigned	Enhancement/Feature Request	1
		How-To/Training	4
	Resolved Pending Confirmation	Enhancement/Feature Request	1
		How-To/Training	7
		Setup/Implementation	5
	Updated	How-To/Training	4
		Setup/Implementation	3
P3 - Medium Total			**40**
P4-Low	Closed		4
P4-Low Total			**4**
Grand Total			**47**

Sample Report for SalesForce Ticket Status

TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
TEC-022	B. Describe system performance load and stress testing.	X			
Section IX. H	Bidder Response:				

Aspira's infrastructure environment is robust, tested, and proven. We work with each client to determine their true traffic volume requirements and scale our systems accordingly. Our standard load testing protocol is to target a client's highest peak minute +2x year-on-year growth + 20%.

Aspira has extra capacity to support the high volume of transactions during peak season. Engineers may add additional system resources into the application in real time. The application performance is load tested every time a system change or application patch is applied. The load test generators can create surge traffic at multiple times the peak usage seen in historical production data. The support team and engineers are prepared to support the event and monitor the performance of transaction.

Performance Testing

Performance testing of the application begins when all planned changes for a release have been implemented. This testing is focused on verifying that page response times and end-to-end transaction volume meet requirements. A dedicated team of performance test engineers write the performance test scripts in NeoLoad. The tests simulate a large number of virtual users completing a defined workflow such as booking a campsite. Tests are executed in a dedicated performance test environment that is sized comparably to the production environment (same number and capability of servers).

Resource usage on all application servers, databases and test runners are closely monitored throughout the test. Test results are analyzed to determine that requirements have been met and that resource usage is within acceptable limits. Any anomaly in test results or resource usage is investigated as a potential defect. Test results that fail to meet requirements are reported as a bug and tracked to resolution using the same process used for functional bugs.

Environmental issues are reviewed to determine if any infrastructure changes are required to meet performance requirements. Infrastructure changes are tracked from the performance test environment out to production to ensure the production systems have the resources necessary to perform at required levels.

Load Testing

With the Performance Testing data and our inherent ability to scale our systems, Aspira has demonstrated this capability to meet or exceed the peak load requirements. Specifically:

- The proposed system exceeds 20 million transactions per year;

	▲ We have clients with peak transaction volumes that exceed 2,200 transactions per minute, 13,000 transactions in 10 minutes, and 23,000 transactions per hour; ▲ Monthly production load tests exceed 3750 reservations/minute with a 1.2s average page load time; and ▲ We test the system to exceed the peak production volume for every release. A load testing tool (NeoLoad) is used to simulate 1000's of users on the system with each virtual user repeatedly completing a defined workflow for the duration of the test. Aspira employs dedicated performance test engineers to write the performance tests, execute the tests, and analyze the test results. Environmental issues are reviewed to determine if any infrastructure changes are required to meet performance requirements the tests are measuring. Infrastructure changes are tracked from test environments to production to ensure the production systems have the resources necessary to perform at required levels. Load test scripts simulate real-world users following typical application flows. A suite of performance regression tests are conducted prior to each software release with additional tests run for seasonal rush events. They are run with many concurrent virtual users with each running an instance of a test script. Load testing includes all components of the solution, including, but not limited to, credit card processing, non-NGPC agency web services, and reporting databases. All tiers of the application and the servers hosting them are monitored for CPU, memory, storage, network usage and other performance metrics. The tests report on transaction pass/fail counts and page response time min/max/average. Peak per-minute and per-hour transaction volumes from the past 3 years plus year- over-year growth is used to calculate performance test goals. The highest peak rate plus twice the year-over-year growth is the minimum but may be adjusted higher if required by SLAs included in the contract. Concurrent users for client/agent facing applications will be the total number of client/agent locations or terminals plus twice the year-over-year growth. Concurrent users for consumer facing applications will be the average length of the transaction being tested multiplied by the target per minute transaction volume. Load/Performance test results that do not meet target volumes and abnormally high or low performance monitor metrics are reported as application defects and follow the same fix/re-test cycle as any other defect. As Aspira One is a multi-tenant system, we review the actual and anticipated traffic volume across all clients so that load tests reflect to overall load on the system, not just one client's peak.

	Aspira One is always run with capacity to spare so that unexpected surges in traffic are handled without negative affect on the system. Aspira Engineers add additional system resources into the application prior to planned high-volume on-sales. Application performance is load tested as part of every software release and in preparation for any high-volume events. The load test generators can create surge traffic at multiple times the peak usage seen in historical production data. The support team and engineers are prepared to support the event and monitor the performance of transaction.				
TEC #	End of contract provisions	Yes	Customization Required	No	Alternate
TEC-023 Section X.G	A. Provide the initial transition plan that applies at both the beginning and end of the contract.	X			
	Bidder Response: The project manager works closely with you to make sure the transition/cutover from the current system to the new system is accomplished smoothly. All processes, configurations and issues are documented and stored in SharePoint for the Operations team's quick and easy reference and resolution. All necessary steps are completed such as training and thorough, comprehensive communications. This phase includes UAT testing to validate functionality in the UAT environment. Additionally, during the entire project, the project manager continues to work closely with Aspira's Client Services, Support, and Operations teams, and Department staff to ensure handoff to production support is as transparent and smooth as possible. Aspira follows a structured implementation approach to migrate clients onto their platform after thorough testing. This approach has been developed after years of experience converting outdoor data from various applications and data structures, and millions of customer records and transactions as part of a client conversion. Aspira has developed a comprehensive data migration framework to map, transform, orchestrate, log and persist data to the new application stack. The process is carefully managed by the Enterprise Data Management and Project Management teams throughout the process. We incorporate several test iterations including a maintained UAT instance to support inclusion of the customer in the test cycle. For conversion of historical data from the existing system or spreadsheets, we complete a data verification and mapping process. Sophisticated testing processes ensure that the system/application is fully tested. Aspira utilizes				

detailed quality assurance and test processes that include implementation test cases, testing of new transactions and migrated data, and configure/fix-deploy-test processes.

Transition Assistance

Aspira will provide full Transition Assistance Services that will include, at a minimum:

- Provision of a single-point-of contact who will be responsible for Aspira's overall performance of Transition Assistance Services
- Assistance, cooperation and information as is reasonably necessary to help enable a smooth transition of the applicable Services to the State or its designated service provider
- Information as the State may reasonably request relating to the number and function of each of the Aspira personnel performing the Services
- Transfer of any State-owned data, information, deliverables, work products, documentation, etc.
- Identification of any dependencies on the new service provider necessary for Aspira to perform the Transition Assistance Services
- Assisting the State in the identification of significant potential risk factors relating to the transition
- Assisting the State in designing plans and contingencies to help mitigate identified risks
- Providing a Transition Plan, for approval by the State, which includes a timeline for successfully completing the Transition Assistance Services; and
- A schedule and plan for Contractor's return to the State of (i) the State service locations then occupied by Aspira (if any), and (ii) the State Confidential Information, the State Data, documents, records, files, tapes and disks in Contractor's possession

TEC #	End of contract provisions	Yes	Customization Required	No	Alternate
TEC-024	A. Provide a plan to ensure the system remains operationalduring the transition to a new contractor.	X			

Section X. G

Bidder Response:

Aspira's plan ensures that seamless system operability will remain during any transition. An overview of our plan includes the following procedural considerations:

Task	Time Frame	Responsibility	Due Date
Initial planning meeting to finalize Transition Plan schedule. Aspira will cooperate to the extent possible in meeting requested timelines.	Within (5) five working days of notification of termination	NGPC and Aspira: to be assigned at first meeting	To be mutually determined
Aspira to inform and educate internal and NGPC staff on issues relating to the transition as may be appropriate.	Ongoing	Aspira: to be assigned at first meeting	To be mutually determined
Flat file dump of customer and reservation data.	Within (30) days of request	Aspira and NGPC: to be assigned at first meeting	To be mutually determined
Aspira will work with NGPC to develop a process with delineated timelines to transfer all consumer files and system data. NGPC expects services will continue to be provided to consumers by Aspira staff through to contract termination date	(30) thirty days from task start	Aspira and NGPC: to be assigned at first meeting	To be mutually determined
Remove all Aspira software from NGPC owned hardware. NGPC to send formal confirmation of removal	On termination date	NGPC and Aspira: to be assigned at first meeting	To be mutually determined

	Aspira to identify and de-activate all NGPC logins with access to the applications in all environments (LIVE, TRAIN, UAT)	On termination date	Aspira: to be assigned at first meeting	To be mutually determined	
	Aspira to provide all requested documents relating to transferring ownership of any existing phone lines that will remain with NGPC	Upon Request	NGPC and Aspira: to be assigned at first meeting	To be mutually determined	
	Aspira will disable/remove NGPC locations from all Aspira owned websites.	On termination date	Aspira: to be assigned at first meeting	To be mutually determined	

Attachment C

Requirements Traceability Matrix (RTM)Request for Proposal 6506-Z1

Bidder Name: **Aspira**

Each of the items in the Requirements Traceability Matrix (RTM) table below requires a response of one of the following options: "Yes", "Customization required ", "No", and "Alternate". Bidders must respond to the RTM using the matrix format provided and should not change the order or number of the requirements.

The RTM should indicate how the bidder intends to comply with the requirement. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. The Commission will consider any such response to the requirements in this RFP to be non- responsive. **The narrative should provide the Commission with sufficient information to differentiate the bidder's functional, technical, and financial solutions from other bidders'solutions. Explain each response and describe how the proposed solution meets each requirement, providing at least the current features and processes.**

Only one box may be checked per requirement. If Oral Interviews/Presentations and/or Demonstrations are requested, bidder may be asked to demonstrate each item marked as "Yes", "Customization Required ", or "Alternate".

The Bidder Response box should be completed if the response to the requirement is "Yes","Customization required", or "Alternate". Bidders may also use it with "No" responses if desired. **Bidders must provide a response directly in the matrix, using as much space as needed.**Below is a brief definition of each response option. Bidders should carefully read the responsedefinitions as these responses, as well as the entire response to this RFP, will become part ofany resulting contract with the awarded contractor.

Yes	Yes, requirement is met and demonstrable in the current release of the product(s) proposed in the bidder's response to this RFP, without manipulation of fields,forms, or the need to add fields or tables to the system.
Customization Required	The requirement is not completely met by the product(s) included in the proposedsolution but can be met with some customization. Bidder should indicate whether the requirement can be met by the go-live date and describe any other specificsthat will aid in evaluation.
No	No, the requirement is not or cannot be met by the product(s) included in the proposed solution. A response of "No" to a requirement does not eliminate the bidder's proposal from consideration.
Alternate	The "Alternate" option is appropriate when a requirement is in the process of beingdeveloped, but not implemented.

General Statement of Requirements
The State of Nebraska (State), Nebraska Game and Parks Commission (NGPC), is seeking a qualified Contractor to provide a statewide, Web-Based Permit/Licensing system that provides for automated permitting/licensing issuance, event registration, Customer Relationship Management (CRM), wildlife harvest reporting, Point of Sale (POS), and revenue management system that must support all existing business rules that are outlined in section VII, VII, and Appendix A. The system must complete transactions in real-time and provide cutting edge technology for both NGPC staff and customers. The system must provide flexibility for product/commodity expansion and specific business rule application by product/customer/location or other variables. Bidder must describe, and provide screen shots when applicable, to show the structure, functions, and processes of the proposed Web-Based Permit/Licensing system.

FIN #	Refund and Void	Yes	Customization Required	No	Alternate
FIN-001 Section VII. C, VII. F.1, VII. G.3	A. Describe the system's refund and void process.	x			
	Bidder Response: Aspira One enables NGPC administration, authorized staff, and authorized agents to void a license after completion of the sale (with associated refund) within a specified period of time (configurable by NGPC), including after it is printed. All licenses voided after printing are marked as "void" in the database. Aspira One provides the capability to void sales transactions and make appropriate changes to customer licensing records as follows: ▲ When voiding an item, the system ensures that the individual license item is what is voided, not the transaction record/history. ▲ When voiding an item, the system does not void any items desired to be retained by the customer. ▲ The system requires the reissuance of a license document if the customer is voiding an item or items printed on a license document but wishes to retain one or more privileges associated with that document.				

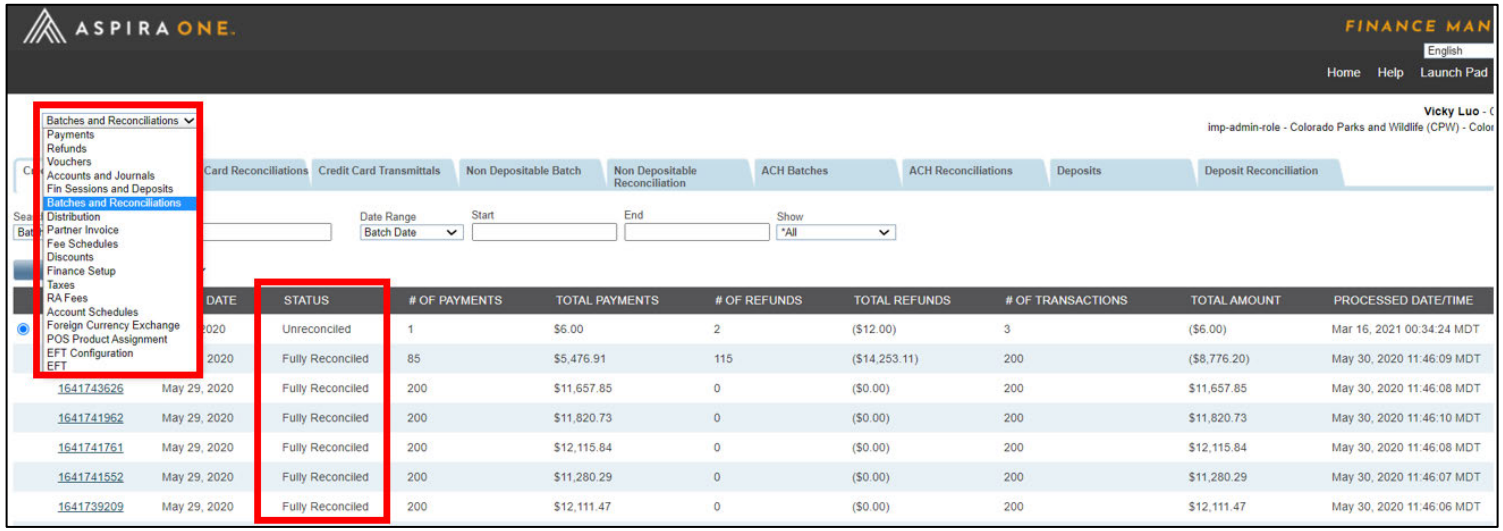
	▲ The system supports a process for handling void transactions through Issuer Manager to maintain the integrity of financial information and provide security against fraud. ▲ The system prohibits the use of a voided license item as a valid prerequisite for subsequent purchases made by the customer. ▲ The system does not count voided license items toward a customer's maximum purchase quantity for that item. ▲ The system ensures that NGPC can control where items can be voided. ▲ The system limits license agents to voiding licenses within a system-controlled time period chosen by NGPC. ▲ The system allows authorized NGPC staff to process voids for licenses sold at any location and without an imposed time limit. ▲ If a void is denied by the system, an automated message is displayed in Issuer Manager that informs the license agent of the reason for the denial. ▲ For items issued or voided by license agents, the system provides the capability to separate the amount due to the State and the amount due to the license Agent as commission or handling fee. ▲ The system provides a mechanism to return voided licenses to NGPC for reconciliation with void transaction data or must provide an accounting to the State of any voided licenses not returned. ▲ The system has the ability to reverse a credit for a voided item if the item is not returned for reconciliation at NGPC within a specified time frame. Additionally, NGPC staff can be authorized to withdraw and refund licenses at any time after the completion of a sale due to revocations or other needs.

FIN #	Credit Card Reconciliations Process	Yes	Customization Required	No	Alternate
FIN-002 Section VII. E.2 VII. G.2	A. Describe the system's process to reconcile Credit Card transactions through the Public Website, Mobile, and Internal Agents.	X			

Bidder Response:

Aspira One's robust financial engine completes daily credit card reconciliation. On a nightly basis, a file from the NGPC bank will be uploaded into Aspira One. This file reconciles the credit card batches at the transaction level rather than at the batch total level.

By accessing the Batches and Reconciliations from the Finance Manager dropdown, authorized staff can view batches to determine the status of either fully reconciled, partially reconciled, or unreconciled and manually address any partially or unreconciled based on the individual transaction.



Finance Manager Credit Card Reconciliation Screen

FIN #	Inquiry on Data	Yes	Customization Required	No	Alternate
FIN-003 Section VII. F.9	A. Describe the system's ability to inquire on data with drill down capabilities.	X			

Bidder Response:

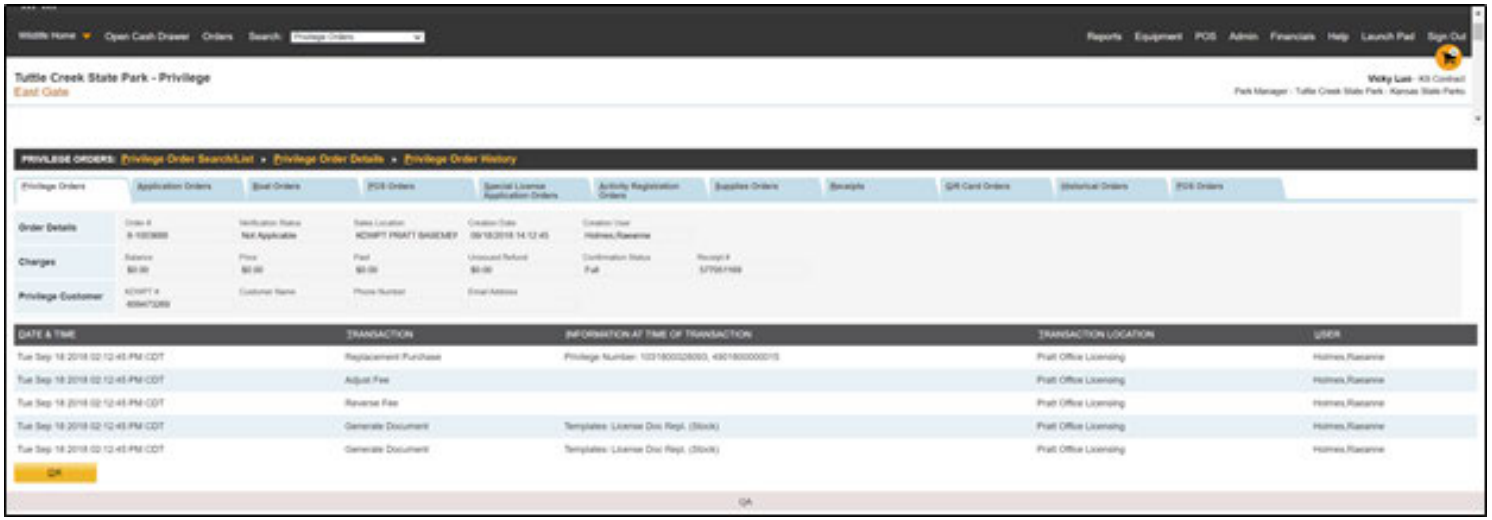
Aspira One maintains audit trails for all core transactions and user edits, including a full audit history on inventory changes, fee changes, customer record changes, etc.

As an example, an order such as a license purchase generates sequential transactions with unique transaction numbers each time the order is touched. Order creation and subsequent modifications, such as taking a payment, are each captured with a persisted unique transaction ID as part of the order history. Transactions associated with financial operations also generate separate audit trails and corresponding financial postings.

As an example, voiding a license (and the associated payments) will perform the following:

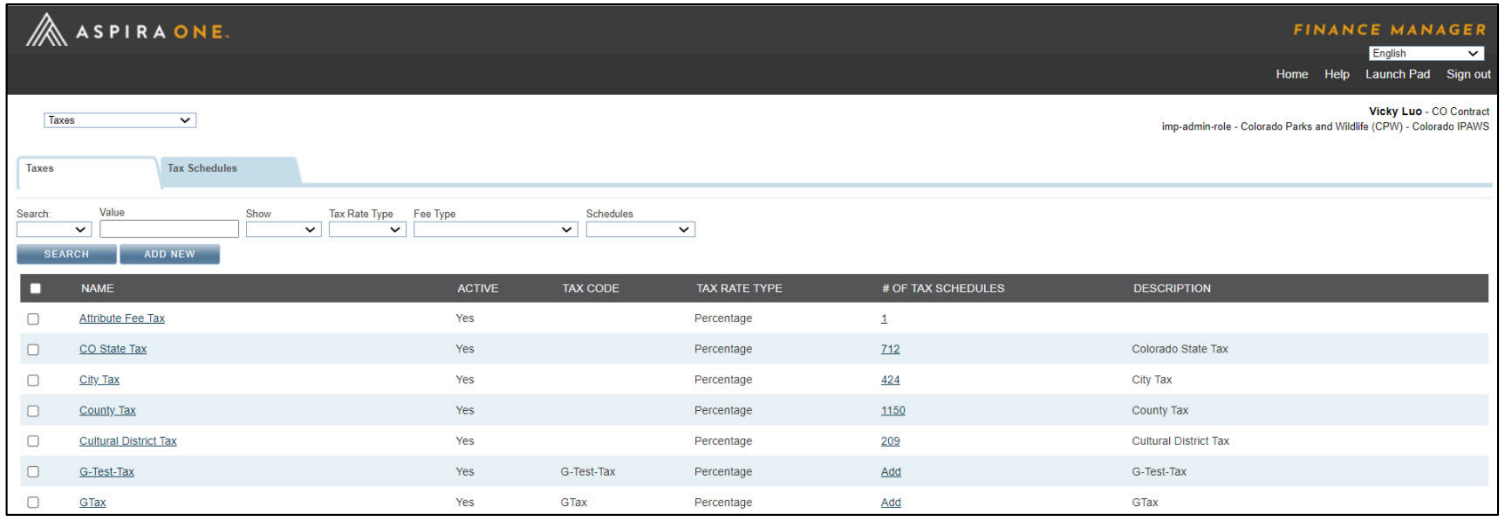
- Change the license status to voided;
- Produce a new transaction ID mapped to the "void" transaction;
- Capture and persist the void in the license history along with pertinent attributes:
  - Time /date stamp;
  - User ID; and
  - Post full reversals for all financial postings associated with the void.

Users may view financial activity by reviewing financial postings and following links to corresponding payments via source document ID or links to corresponding order/ sale via order ID. Alternately, users may start anywhere else in the system, such as Operator Cash Drawer details or License Order Details, and follow transactions and payments through various screen all the way to corresponding deposits, transmittals, and remittances/distributions. The below example demonstrates the License Order Details History page, which illustrates how the system captures and persists all transactions, including voids, reversals, and so forth. This page is directly accessible from the License Order Details screen and displays relevant transaction history associated with each license. The blue underlines are links that allow the user to drill down directly into the specifics of the financial transaction.



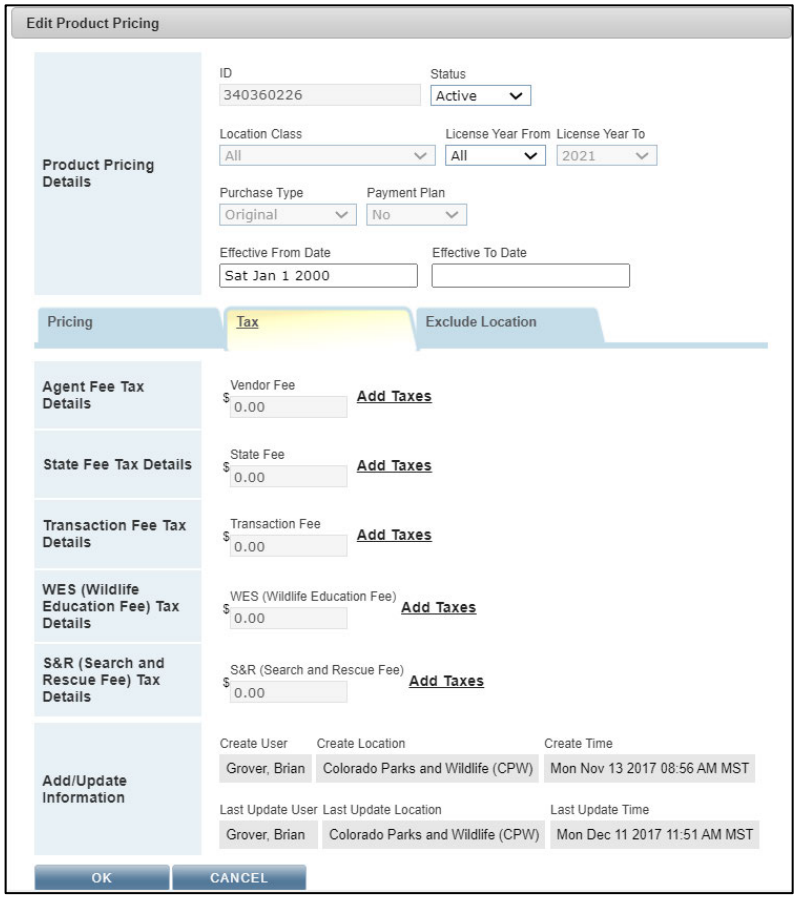
Example of a Licensing Transaction with Full Transaction Details

FIN #	Sales and Lodging Tax	Yes	Customization Required	No	Alternate
FIN-004 Section VII. F.12	A. Describe the system's ability to apply current sales and lodging tax rates.	X			
	Bidder Response: Aspira's solution supports both simple and very complex tax structures, including state and individual county and city tax tables for sales tax collection, and is proven to support the requirements of our agency clients. Products can be made configurable to support one or more applicable taxes.				



NAME	ACTIVE	TAX CODE	TAX RATE TYPE	# OF TAX SCHEDULES	DESCRIPTION
Attribute Fee Tax	Yes		Percentage	1	
CO State Tax	Yes		Percentage	712	Colorado State Tax
City Tax	Yes		Percentage	424	City Tax
County Tax	Yes		Percentage	1150	County Tax
Cultural District Tax	Yes		Percentage	209	Cultural District Tax
G-Test-Tax	Yes	G-Test-Tax	Percentage	Add	G-Test-Tax
GTax	Yes	GTax	Percentage	Add	GTax

Example of Multiple Taxes



Example of Tax Setup for Product

FIN #	Report Print/Export	Yes	Customization Required	No	Alternate
FIN-005	A. Describe the system's print/exporting functions and format.	X			

Section VII.F.13	Bidder Response: Aspira One provides an easy-to-use Resource Manager module, which will be your main interface for scheduled "core" or on-demand, real-time reports covering sales, statistics, activity, and general utilization of the system, as well as summary and detailed financial reports. With its intuitive design and user-centered layout, your users will master this integrated reporting module in no time. Aspira One allows authorized users to enter various report parameters prior to running reports, which can be previewed, stored, emailed, or printed at the user's discretion. Aspira's reporting engine includes the following: ▲ **An extensive report suite** of more than 300 pre-built reports that is growing with every release. ▲ **Reporting parameters** include but are not limited to date, date range, week ending date, agency, region, facility, loop, site type, group and sort by, and status (reservation/registration, payment, and refund). ▲ **Organizational Scope:** Access to information filtered by user location within the organizational hierarchy ▲ **Self-Managed Report Requestor** offering various format and distribution options. ▲ **Report Distribution:** Instant, emailed, faxed, or scheduled, to self or other individual, mass distribution for specified daily reports. ▲ **Report Scheduling Engine:** A specific query containing customized parameter selection may be saved by any user with appropriate user permissions for automated/scheduled distribution to a defined recipient group based on a customized report delivery schedule. ▲ **Format:** Variable form reports available by request in PDF, XLS, and dynamic html (dhtml) formats. ▲ **Breadth of Reporting:** Financial, utilization, demographic, distribution, trend reporting, consumer marketing info (within appropriate privacy laws), etc. The report engine's scheduling capabilities allow setup and automatic execution of recurring, location specific report requests. This enables automated delivery of daily arrival reports, for example, to thousands of locations each night. All known recurring reporting needs will be scheduled in this manner and can be distributed to appropriate groups of recipients or individuals, as required.

	Any on-demand report job requested through Resource Manager will also be available for online viewing, so that delays in report delivery due to user mailbox problems can be bypassed by picking up the requested report directly in Aspira One's Resource Manager.				
FIN #	Ad-hoc and Base Reports	Yes	Customization Required	No	Alternate
FIN-006 Section VII. F.13, VII. G.10, VIII. O	A. Describe the system's base and ad-hoc report functions (e.g. dates, species, grouping, and permit unit parameters)	**X**			

Bidder Response:

Aspira One's reporting capabilities contain over **300+** configurable reports, plus an extensive ad-hoc reporting tool, providing real-time reporting for financial, statistical and operational data needs relevant to operations. The reports cover all sales channels and can be requested on demand and scheduled for automatic delivery to one or more users email accounts without intervention after initial setup. This solution also allows for all reports to be printed, saved and downloaded.

Agents/NGPC Offices will have access to an array of reports providing a complete picture of account activity in sales, EFT, payments, and more. Agents/NGPC Offices can easily view daily, weekly, monthly sales transactions and will receive detailed reports of weekly ACH sweeps so that revenue reconciliation processing can be performed prior to actual processing.

Our advanced tool connects to a customer-friendly representation of your data, optimized for accelerated data access.

Insights contains standard reports, such as:

- **Agent Dashboard with Widgets** – Displays the sales for each agent by day, based upon user entered start/end dates;

Example of dashboard's versatility and capability to empower NGPC

- **Agent Activity** – Displays by Product Category the agent activity, based upon user entered start/end dates. Also has the ability to put in a threshold value, so the user can see agents that have had more than 4 (threshold value) voids, duplicates, etc.;
- **Auditor Sales** – By user entered start/end dates, selected licenses (or all), selected transaction types (or all), and selected vendors (or all) provides sales transaction information;
- **License Comparison Reports** – By duplicate, internet and all, providing a weekly, monthly, fiscal year or calendar year comparison of sales; and
- **Vehicle Comparison** – Provides a weekly, monthly, fiscal or calendar year view of vehicle registrations/sales.

The report suite is already configured for ease of use, allowing users to analyze multi-dimensional data from multiple perspectives. Users can:

- Create, manipulate and run large, complex, recurring ad hoc reports;
- Run reports for a specific time period or over a long period of time;
- Download and print reports (CSV, Excel, PDF, PPT); and
- Schedule reports to run on a regular basis using relative date range (Week-1, Day-1, etc) and appear as an attachment in an email.

Reports Are User-Friendly and Easily Managed

The Aspira solution contains hundreds of standard reports plus an easy to use ad hoc reporting module. As part of the implementation process, NGPC and Aspira will review reporting needs so that Aspira may make the necessary reporting adjustments to provide data in a format desired by NGPC. These adjustments can include any aspect of reporting, such as:

- Layout;
- Data to include/exclude;
- Scheduling of auto-reports; and
- Graphical presentations.

To access reports, the end user selects the reporting module from the Launch Pad. All reports provide a consistent format.

COLORADO PARKS AND WILDLIFE

PRIVILEGE PRODUCT RENEWAL REPORT (OPS-HFPRV-001)

Run Date and Time: Dec 07 2020 3:46:18 AM MST

LOCATION: COLORADO PARKS AND WILDLIFE (CPW)
INCLUDE PRODUCT CODE: YES
INCLUDE CUSTOMER EMAIL: YES
START DATE: 11/01/2020
END DATE: 11/30/2020
PRODUCT PRODUCT: 010, 057, 062, 1CB, 1CI, 1CY, 1FT, 1KA, 1KG, 1KT, 1KW, 1PA, 1PB, 1PD, 1PG, 1PM, 1PT, 1PV, 1SR, 1VA, 1VT, 1XA, 1XT, 2CB, 2CI, 2CY, 2KA, 2KT, 2PA, 2PD, 2PL, 2PM, 2PS, 2PV, 2XA, 3CB, 3CI, 3CY, 3PD, 3PS, 4CF, 4CI, 4CO, 4CY, 4PS, 5CF, 5CI, 5FR, 5PB, 5PD, 5PG, 5PS, 5SR, 6PS, 712, 713, 730, 7PS, 820, 821, 8GG, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 9AC, 9AP, 9DP, 9FR, 9VA, A01, A02, A03, A05, A06, A08, A31, A32, A33, A35, A36, A38, A60, AN1, AN2, AN3, B01, B05, B11, B15, B21, B25, B51, B55, BTP, C01, C05, C11, C15, C51, C55, D01, D05, D08, D11, D15, D21, D25, D51, D55, E01, E05, E11, E15, E21, E25, E51, E55, F01, F02, F03, F30, F31, F32, F35, F50, F60, F80, F81, F82, F90, G01, G05, G11, G15, G51, G55, H01,
RECORD COUNT: 2535

CID #	FIRST NAME	MIDDLE NAME	LAST NAME	SUFFIX	ADDRESS	CITY+STATE+ZIP	EMAIL	PRODUCT CODE	PRODUCT EFFECTIVE TO DATE	ZIP	CITY	STATE
			ABETRANI			PUEBLO WEST CO 81007-7029		1PA	NOV 30 2020	81007-7029	PUEBLO WEST	CO
			ABILA			GRAND JUNCTION CO 81507-2201		2PA	NOV 30 2020	81507-2201	GRAND JUNCTIOI	CO
			ABILA			GRAND JUNCTION CO 81507-2201		2PM	NOV 30 2020	81507-2201	GRAND JUNCTIOI	CO
		K	ABREY			LITTLETON CO 80123-1986		1PA	NOV 30 2020	80123-1986	LITTLETON	CO
		T	ABRIL			LITTLETON CO 80120-2106		1PG	NOV 30 2020	80120-2106	LITTLETON	CO
		R	ABSTON			ARVADA CO 80004-4222		1PA	NOV 30 2020	80004-4222	ARVADA	CO
		C	ABUNDIS			BOULDER CO 80303-4012		1PA	NOV 30 2020	80303-4012	BOULDER	CO
		H	ADDIE			COLORADO SPRINGS CO 80923-8806		1PA	NOV 30 2020	80923-8806	COLORADO SPR	CO
		P	ADESSO			THORNTON CO 80602-8332		1PT	NOV 30 2020	80602-8332	THORNTON	CO
		J	ADINOLFI			CASTLE ROCK CO 80108-8208		2PA	NOV 30 2020	80108-8208	CASTLE ROCK	CO
		A	ADOLFO			GREELEY CO 80634-5505		4PS	NOV 30 2020	80634-5505	GREELEY	CO
			ADORNO			WINDSOR CO 80528-3060		1PA	NOV 30 2020	80528-3060	WINDSOR	CO
			AGERTER			MORRISON CO 80465-2195		1PA	NOV 30 2020	80465-2195	MORRISON	CO
		G	AGGARWAL			PLATEAU CITY CO 81624-0119		2PA	NOV 30 2020	81624-0119	PLATEAU CITY	CO
		G	AGGARWAL			PLATEAU CITY CO 81624-0119		2PM	NOV 30 2020	81624-0119	PLATEAU CITY	CO
		L	AGRESTA			FOXTON CO 80433-5301		1PA	NOV 30 2020	80433-5301	FOXTON	CO
		P	AHARONI			BUCKLEY ANG CO 80011-0830		1PT	NOV 30 2020	80011-0830	BUCKLEY ANG	CO

Example of Privilege Product Renewal Report

COLORADO PARKS AND WILDLIFE

WILDLIFE SALES DEMOGRAPHIC REPORT (STATS-HFSALE-004)

RUN DATE AND TIME: DEC 07 2020 3:21:49 AM MST
REQUESTED BY:RA-VLUC

LICENSE/FISCAL YEAR: 2020
REPORT CATEGORY: ALL RESIDENCY
PRODUCT: ALL
DISPLAY COLUMNS: , REPORT CATEGORY, PRODUCT NAME, CODE, RESIDENCY TYPE, GENDER, AGE GROUPS, PREVIOUS YEAR QTY SOLD, CURRENT YEAR QTY SOLD, NEW CUSTOMER, EXISTING CUSTOMER
INCLUDE DUPLICATE: NO
INCLUDE PRIVILEGE INVENTORY REPLACEMENT: NO
INCLUDE CHARGED VOIDS/CREDITED VOIDS: YES
INCLUDE $0.00 SALES: YES
INCLUDE TOTALS: YES
START DATE: WED JUL 01 2020 END DATE: WED JUN 30 2021

Report Category	Product Name	Code	Residency Type	Gender	Age Groups	2019 QTY Sold	2020 QTY Sold	New Customers	Existing Customers
ALL RESIDENCY	1-DAY BUDDY PASS	1CB	RESIDENT	MALE	UNDER 18	0	0	0	0
ALL RESIDENCY	1-DAY BUDDY PASS	1CB	RESIDENT	MALE	18-64	3	0	0	0
ALL RESIDENCY	1-DAY BUDDY PASS	1CB	RESIDENT	MALE	65+	2	0	0	0
ALL RESIDENCY	**1-DAY BUDDY PASS**	**1CB**	**RESIDENT**	**MALE**	**TOTAL:**	**5**	**0**	**0**	**0**
ALL RESIDENCY	**1-DAY BUDDY PASS**	**1CB**	**RESIDENT**		**TOTAL:**	**5**	**0**	**0**	**0**
ALL RESIDENCY	**1-DAY BUDDY PASS**	**1CB**			**TOTAL:**	**5**	**0**	**0**	**0**
ALL RESIDENCY	**1-DAY BUDDY PASS**				**TOTAL:**	**5**	**0**	**0**	**0**
ALL RESIDENCY	1-DAY INDIVIDUAL PASS	1CI	RESIDENT	FEMALE	UNDER 18	0	0	0	0
ALL RESIDENCY	1-DAY INDIVIDUAL PASS	1CI	RESIDENT	FEMALE	18-64	0	0	0	0
ALL RESIDENCY	1-DAY INDIVIDUAL PASS	1CI	RESIDENT	FEMALE	65+	1	0	0	0
ALL RESIDENCY	**1-DAY INDIVIDUAL PASS**	**1CI**	**RESIDENT**	**FEMALE**	**TOTAL:**	**1**	**0**	**0**	**0**
ALL RESIDENCY	1-DAY INDIVIDUAL PASS	1CI	RESIDENT	MALE	UNDER 18	0	0	0	0
ALL RESIDENCY	1-DAY INDIVIDUAL PASS	1CI	RESIDENT	MALE	18-64	4	0	0	0
ALL RESIDENCY	1-DAY INDIVIDUAL PASS	1CI	RESIDENT	MALE	65+	2	0	0	0
ALL RESIDENCY	**1-DAY INDIVIDUAL PASS**	**1CI**	**RESIDENT**	**MALE**	**TOTAL:**	**6**	**0**	**0**	**0**

Example of Wildlife Sales Demographic Report

Advanced Ad Hoc Reporting Through Insights Manager

Ad hoc reporting taken to new levels

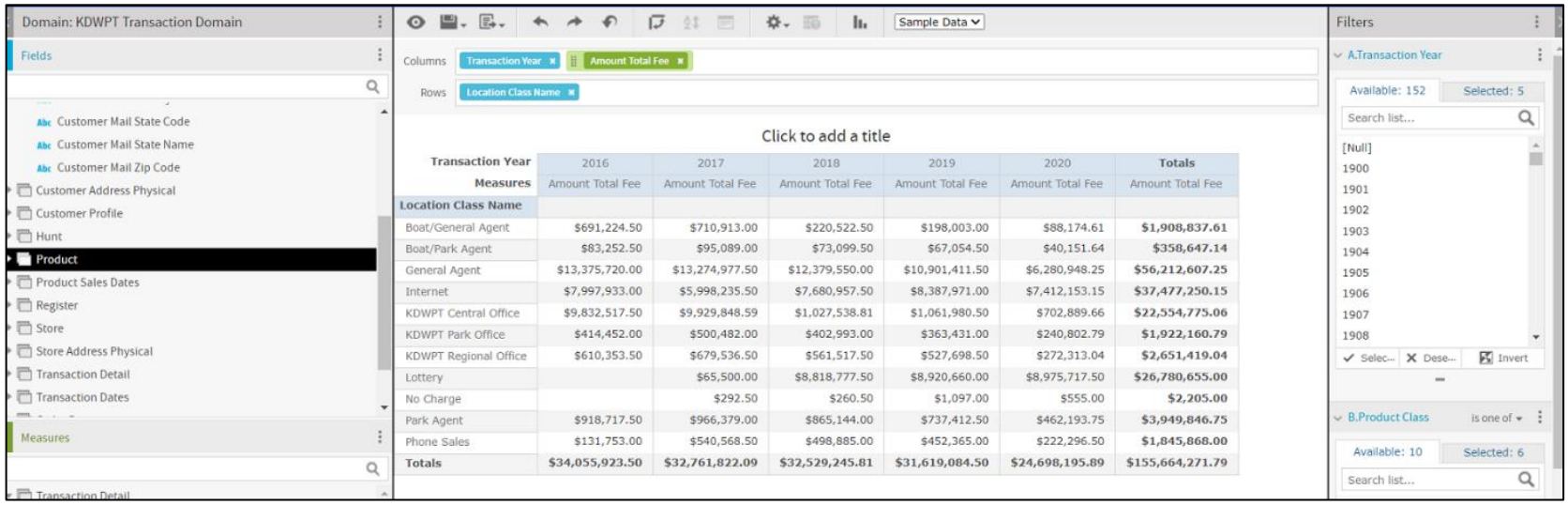
Aspira's powerful ad-hoc reporting solution is your one-stop source to leverage your key data, featuring ad-hoc reporting in table, crosstab or chart format, as well as dashboards. All can be accessed on demand and can be downloaded in various formats such as CSV, Excel, PDF, PPT, etc. Reports can be scheduled for email delivery and feature relative date range functionality that dynamically updates the time period relative to the current date (i.e. previous week, current week, next week, etc).

Aspira's ad hoc reporting solution, provides the capability of creating any ad-hoc view or report from various time periods:

- Fiscal Year;
- Calendar Year;
- Month;
- Week;
- Day;
- Weekday (Monday – Friday); and
- Weekend (Saturday and Sunday).
- Or custom date range

One of the core features of Insights is the ability to create and execute a multi-year report easily and effortlessly in all formats – table, crosstab and chart.

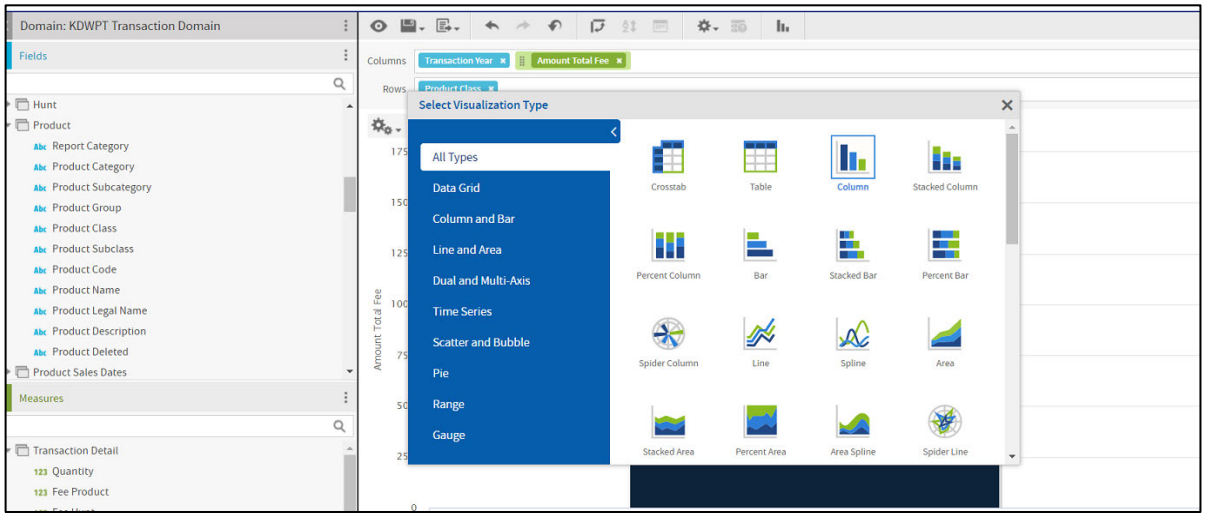
Demonstrated below is a 5-year ad hoc view in crosstab format:



Transaction Year	2016	2017	2018	2019	2020	Totals
Measures	Amount Total Fee	Amount Total Fee	Amount Total Fee	Amount Total Fee	Amount Total Fee	Amount Total Fee
Location Class Name						
Boat/General Agent	$691,224.50	$710,913.00	$220,522.50	$198,003.00	$88,174.61	**$1,908,837.61**
Boat/Park Agent	$83,252.50	$95,089.00	$73,099.50	$67,054.50	$40,151.64	**$358,647.14**
General Agent	$13,375,720.00	$13,274,977.50	$12,379,550.00	$10,901,411.50	$6,280,948.25	**$56,212,607.25**
Internet	$7,997,933.00	$5,998,235.50	$7,680,957.50	$8,387,971.00	$7,412,153.15	**$37,477,250.15**
KDWPT Central Office	$9,832,517.50	$9,929,848.59	$1,027,538.81	$1,061,980.50	$702,889.66	**$22,554,775.06**
KDWPT Park Office	$414,452.00	$500,482.00	$402,993.00	$363,431.00	$240,802.79	**$1,922,160.79**
KDWPT Regional Office	$610,353.50	$679,536.50	$561,517.50	$527,698.50	$272,313.04	**$2,651,419.04**
Lottery		$65,500.00	$8,818,777.50	$8,920,660.00	$8,975,717.50	**$26,780,655.00**
No Charge		$292.50	$260.50	$1,097.00	$555.00	**$2,205.00**
Park Agent	$918,717.50	$966,379.00	$865,144.00	$737,412.50	$462,193.75	**$3,949,846.75**
Phone Sales	$131,753.00	$540,568.50	$498,885.00	$452,365.00	$222,296.50	**$1,845,868.00**
Totals	**$34,055,923.50**	**$32,761,822.09**	**$32,529,245.81**	**$31,619,084.50**	**$24,698,195.89**	**$155,664,271.79**

Example of Ad Hoc View in Crosstab Format

By changing the format of the report, it easily changes from a crosstab to a graph.



Easy to Change Between Numerous Formats of the Report

Example of Ad Hoc View in Graph Format

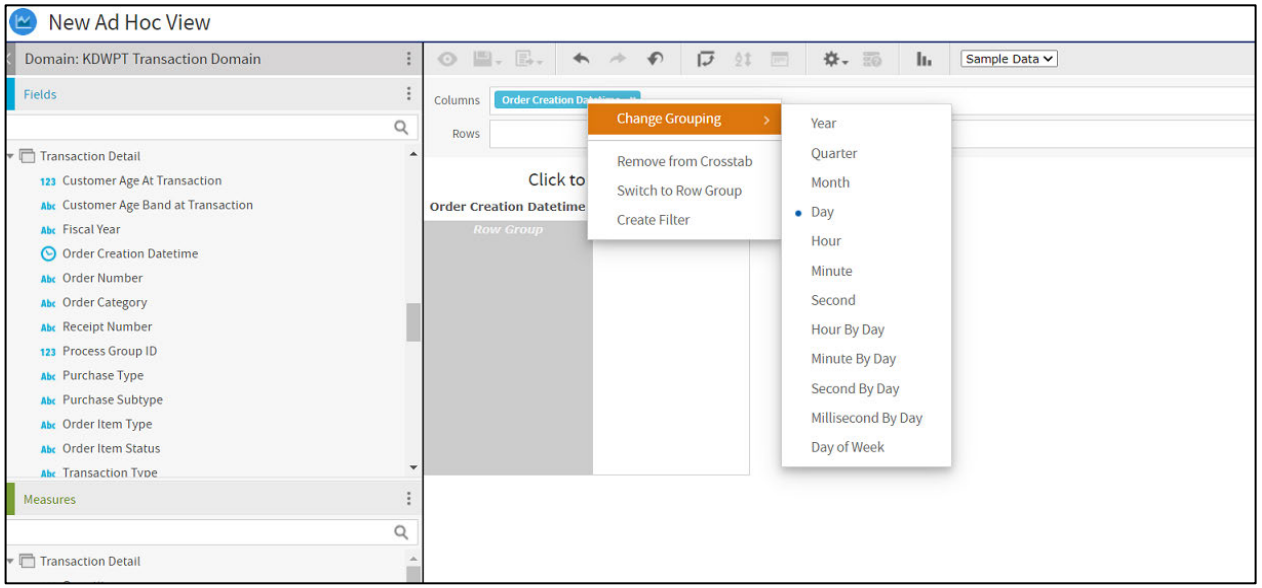
Insights Manager standard core reports also have the capabilities to pull data on a calendar and fiscal year basis as well as encompassing multiple years. Currently in the system these reports include:

- Duplicate License Sales Comparison;
- Internet Sales Comparison; and
- License Sales Comparison.

Also, all Insight Manager Reports and ad-hoc views are capable of using Relative Date functions, which dynamically update to show a time period relative to the current date.

- DAY - the date range will be calculated based on days relative to the current date;
- WEEK - the date range will be calculated based on weeks relative to the current date;
- MONTH - the date range will be calculated based on months relative to the current date;
- QUARTER - the date range will be calculated based on quarters relative to the current date;
- SEMI - the date range will be calculated based on semesters relative to the current date; and
- YEAR - the date range will be calculated based on years relative to the current date.

One of the many features of Insights also allows you to aggregate data on the fly. Insights has the ability to aggregate daily data into YEAR, QUARTER and Month through a right-click selection.

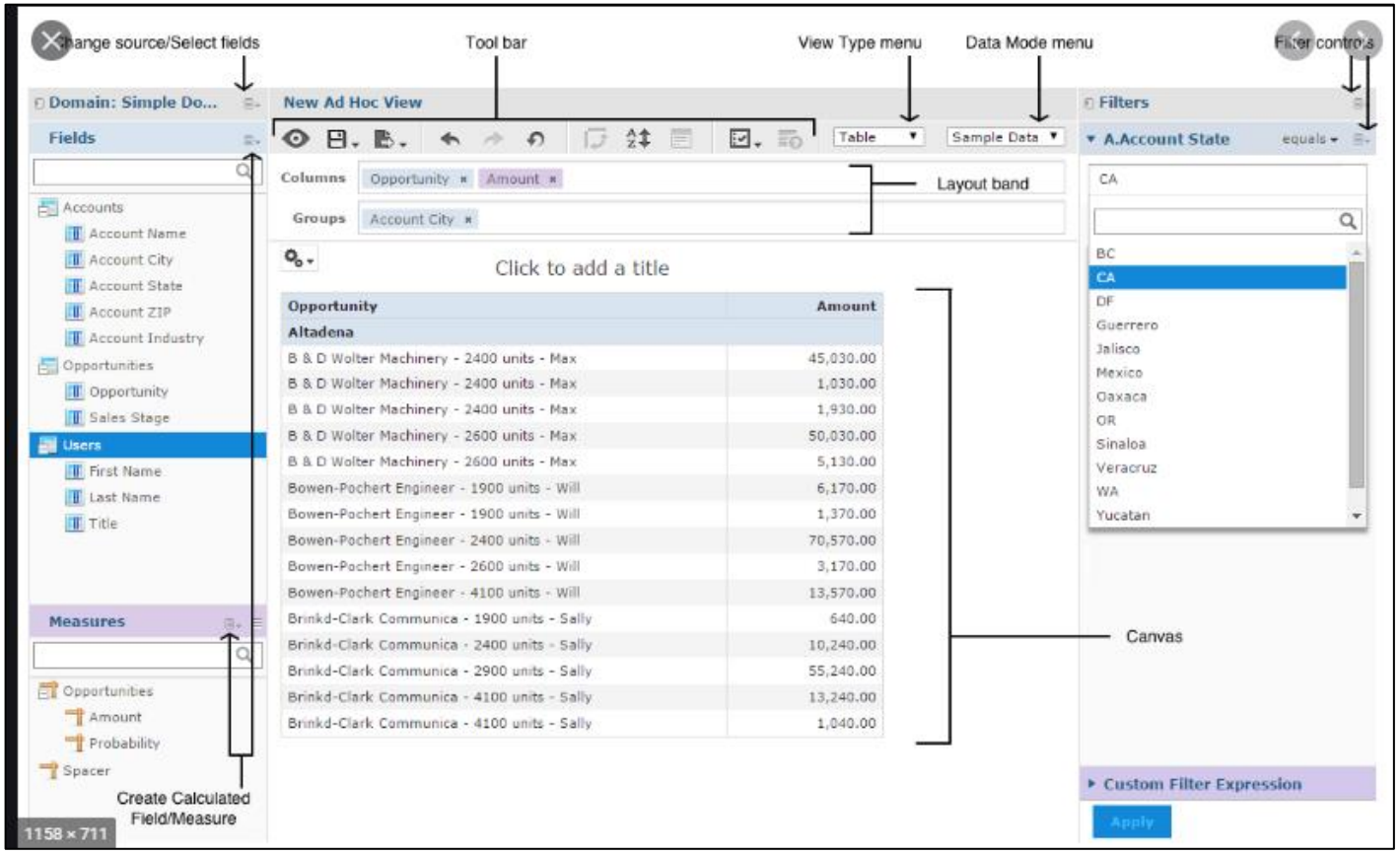


Easy aggregation of data on the fly

Insights Manager provides the ability to power data driven decisions, including a 360 degree view of actions taken – email marketing, web traffic, etc.

Below we provide a sampling of the robust capabilities of different user interfaces and flexible genres of data visualizations:

Tabular Ad Hoc Reporting



Crosstab Ad Hoc Reporting

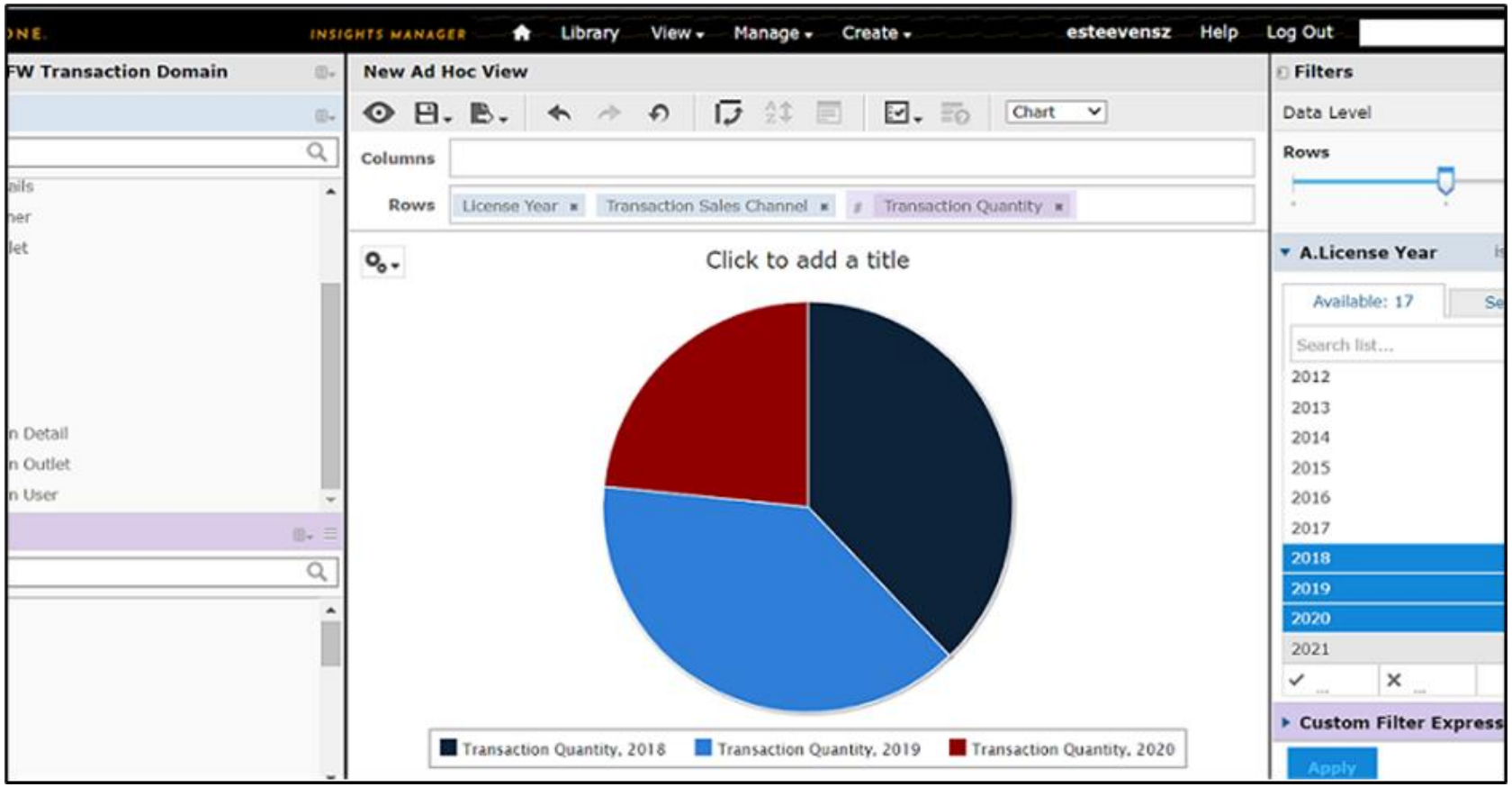
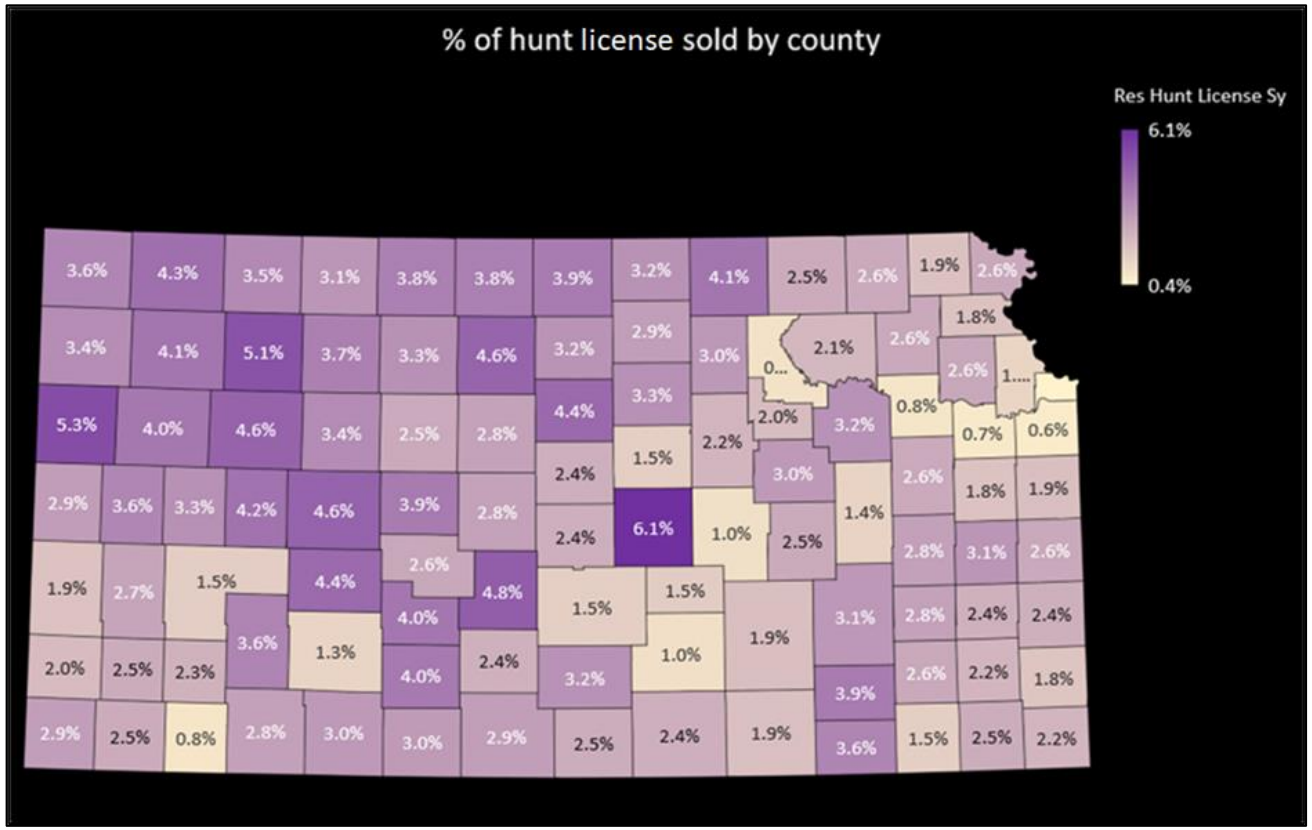


Chart Ad Hoc Reporting

Dashboard Ad Hoc Reporting



Heat Map Ad Hoc Reporting

FIN #	Preformatted Revenue Summary/Detailed Reports	Yes	Customization Required	No	Alternate
FIN-007	A. Describe the system's pre-formatted accounting and revenue summary/detailed reports.	x			

Section VII. F.13

Bidder Response:

Aspira One captures and persists all revenues processed with the location where the transaction has been processed. The system distinguishes between sales (collect) location and revenue location as it determines source of the sale and which location the revenue belongs to.

The internet sales channel is real-time, regardless of the device (desktop, laptop, tablet, or phone) being used.

Additionally, all sales transactions performed on the internet (or any other sales channel, e.g. Licensing Agent) are immediately recorded in the database and viewable in all sales channels.

DAILY SALES ACTIVITY REPORT (FIN-EFT-004)

RUN DATE AND TIME: NOV 26 2020 2:31:04 PM CST

LOCATION CLASS: ALL
VENDOR STATUS: ALL
VENDOR: ALL
AGENT STATUS: ALL
AGENT: ALL
REPORT TYPE: SUMMARY
INCLUDE STORE EFT ADJUSTMENTS: NO
INCLUDE CHART OF ACCOUNTS: NO
INCLUDE GIFT CARD ALLOCATIONS: NO
INCLUDE PAYMENT TYPE: NO
INCLUDE TRANSACTION FEE: NO
INCLUDE PRODUCT QTY: NO
INCLUDE LOCATION CLASS: NO
PRODUCT CATEGORY: ALL
PURCHASE TYPE: ALL
START DATE: NOV 05, 2020 END DATE: NOV 09, 2020

VENDOR	AGENT	Date	# of Receipts	Sales (+)	Voids Pending Doc Return (+)	Vendor Fees (-)	Vendor Fees Tax (-)	Net Amount (=)
2641-ASPIRA CORPORATE	2641-ASPIRA OUTDOORS INTERNET S/	NOV 5, 2020	1	$29.21	$0.00	$1.00	$.00	$28.21
2641-ASPIRA CORPORATE	2641-ASPIRA OUTDOORS INTERNET S/	NOV 7, 2020	382	$21,224.66	$0.00	$382.00	$.00	$20,842.66
2641-ASPIRA CORPORATE	2641-ASPIRA OUTDOORS INTERNET S/	NOV 8, 2020	138	$8,046.87	$0.00	$137.00	$.00	$7,909.87
2641-ASPIRA CORPORATE	2641-ASPIRA OUTDOORS INTERNET S/	NOV 9, 2020	17	$670.82	$0.00	$17.00	$.00	$653.82
2641-ASPIRA CORPORATE		**TOTAL**		**$29,971.56**	**$0.00**	**$537.00**	**$.00**	**$29,434.56**
9132-DEMO STATE PARK	9132-DEMO STATE PARK	NOV 8, 2020	3	$146.00	$0.00	$2.00	$.00	$144.00
9132-DEMO STATE PARK	9132-DEMO STATE PARK	NOV 9, 2020	2	$12.50	$0.00	$0.00	$.00	$12.50
9132-DEMO STATE PARK		**TOTAL**		**$158.50**	**$0.00**	**$2.00**	**$.00**	**$156.50**
9136-DEMO AGENT	9136-DEMO AGENT	NOV 5, 2020	2	$45.00	$0.00	$5.00	$.00	$40.00
9136-DEMO AGENT	9136-DEMO AGENT	NOV 9, 2020	1	$2.50	$0.00	$1.00	$.00	$1.50
9136-DEMO AGENT		**TOTAL**		**$47.50**	**$0.00**	**$6.00**	**$.00**	**$41.50**
		GRAND TOTAL		**$30,177.56**	**$0.00**	**$545.00**	**$.00**	**$29,632.56**

Daily Sales Activity Report Sample (Summary)

DAILY SALES ACTIVITY DETAIL REPORT (FIN-EFT-004)

LOCATION CLASS: ALL
AGENT STATUS: ALL
AGENT: ALL
LOCATION STATUS: ALL
LOCATION: ALL
REPORT TYPE: DETAIL
INCLUDE NO CHARGE TRANSACTIONS: YES
INCLUDE STORE EFT ADJUSTMENTS: YES
INCLUDE STORE EFT ADJUSTMENT NOTES: YES
PRODUCT CATEGORY: ALL
PRODUCT CODE:
INCLUDE PRODUCT QUESTIONS AND ANSWERS: YES
INCLUDE PRODUCT ATTRIBUTES: NO
INCLUDE GIFT CERTIFICATE ALLOCATIONS: NO
INCLUDE AUTO GENERATED: NO
INCLUDE LOCATION CLASS: NO
PURCHASE TYPE: ALL
VEHICLE TYPE: ALL
START DATE: JUN 01, 2021 END DATE: JUN 20, 2021

AGENT	LOCATION	Date	Time	Order Number	Payment/Refund/voucher Id	Payment/Refund Type	Customer
2641-ASPIRA CORPORATE	10100-ASPIRA PHONE SALES	JUN 10, 2021	9:55 PM MDT	2-44800832	1643939810	VISA	100007175 - HUANGFU,GINGER5
2641-ASPIRA CORPORATE	**10100-ASPIRA PHONE SALES**						
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 1, 2021	9:32 AM MDT	2-44797830	1643916325	VISA	100017215 - CO_LN39751,CO_FN39751
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 1, 2021	9:35 AM MDT	2-44797830	1643916325	VISA	100017215 - CO_LN39751,CO_FN39751
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 1, 2021	9:35 AM MDT	2-44797830	1643916406	VISA	100017215 - CO_LN39751,CO_FN39751
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 2, 2021	9:05 AM MDT	2-44798330	1643918258	VISA	100017275 - CO_LN25522,CO_FN25522
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 2, 2021	9:08 AM MDT	2-44798330	1643918258	VISA	100017275 - CO_LN25522,CO_FN25522
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 2, 2021	9:08 AM MDT	2-44798330	1643918292	VISA	100017275 - CO_LN25522,CO_FN25522
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 3, 2021	9:33 AM MDT	2-44798830	1643919924	VISA	100017301 - CO_LN82940,CO_FN82940
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 3, 2021	9:37 AM MDT	2-44798830	1643919924	VISA	100017301 - CO_LN82940,CO_FN82940
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 3, 2021	9:37 AM MDT	2-44798830	1643919953	VISA	100017301 - CO_LN82940,CO_FN82940
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 4, 2021	10:03 AM MDT	2-44799330	1643923111	VISA	100017368 - CO_LN16965,CO_FN16965
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 4, 2021	10:07 AM MDT	2-44799330	1643923111	VISA	100017368 - CO_LN16965,CO_FN16965
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 4, 2021	10:07 AM MDT	2-44799330	1643923144	VISA	100017368 - CO_LN16965,CO_FN16965
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 7, 2021	9:04 AM MDT	2-44799830	1643931341	VISA	100017427 - CO_LN28427,CO_FN28427
2641-ASPIRA CORPORATE	11060-WWW.RESERVEAMERIC	JUN 7, 2021	9:09 AM MDT	2-44799830	1643931341	VISA	100017427 - CO_LN28427,CO_FN28427

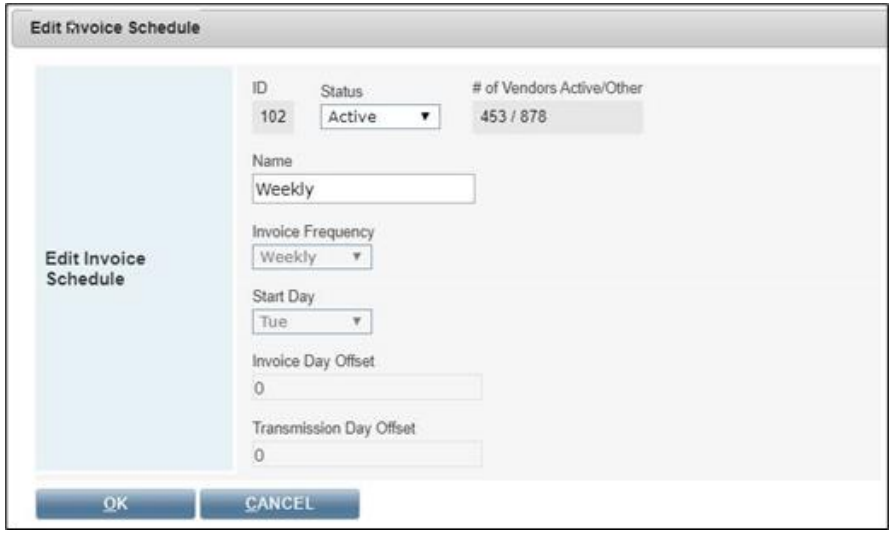
Daily Sales Activity Report Sample (Detail)

FIN #	Financial External Agent Invoice	Yes	Customization Required	No	Alternate
FIN-008 Section VII. I.2	A. Describe how the system generates an invoice for External Agent monthly reporting.	X			
	Bidder Response:				

Agents can generate invoices for a given time period or on a pre-determined schedule. Invoices generated by the agent are available for viewing or printing on an agent-provided 8.5" x 11" printer.

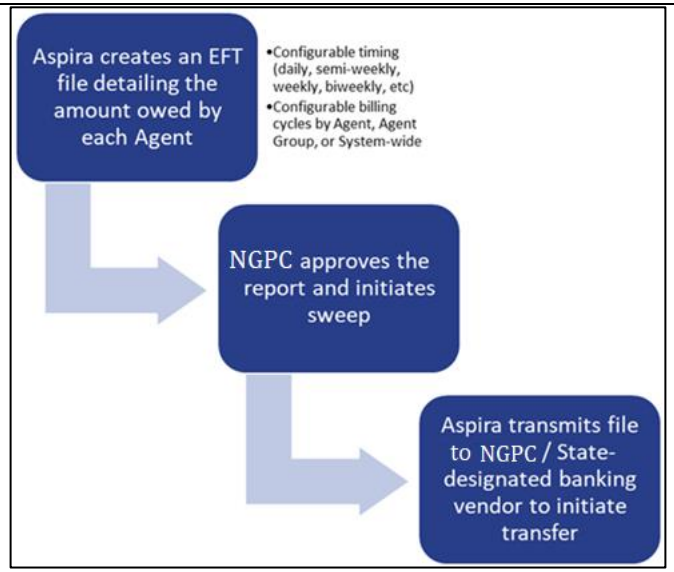
To further facilitate agent self-sufficiency, agent administrators that are part of a multi- location or chain of agent locations can manage invoices either by location, group of locations, or centrally. This allows differing agent Business operating models to adapt Aspira One and its reporting to meet the agent's Business needs. Aspira One can provide agent invoices directly through the Issuer Manager application, whether consolidated or individual location, in either electronic or paper format. Should an agent require a unique invoicing or reporting solution, Aspira will work directly with that agent to scope and price that agent solution.

EFT Scheduling Parameters



Editing the Invoice Schedule

	Our proposed system simplifies the collection of all sales and revenue data and allows for transfer of revenue electronically complying with all NGPC requirements and procedures. All sales revenue is electronically processed using the Automated Clearing House (ACH) process to deposit all NGPC revenues from online and agent sales. Aspira will provide the State of Nebraska's bank with a weekly report; the bank will then conduct the EFT and deposit the funds in the appropriate NGPC accounts. ACH can be configured to run at specific intervals or a manual ACH process can be kicked-off at any time for a specific agent.				
FIN #	EFT Capabilities	Yes	Customization Required	No	Alternate
FIN-009 Section VII. I.5	A. Describe how the system generates an EFT file of agent revenues due.	X			
	Bidder Response: Aspira One streamlines the collection of all sales and revenue data and allows for transfer of revenue electronically. All sales revenue is electronically processed using the Automated Clearing House (ACH) process to deposit all NGPC revenues from online, license vendors, and call center sales. ACH processing is currently configured to run at specific intervals, and if NGPC desires, a manual ACH process can be kicked-off at any time for a specific agent. When an agent is first configured in the system, their banking information is added to the next ACH batch. This will allow the bank to confirm that the banking information provided by the agent is legitimate and ready for EFT. An ACH schedule can be defined by NGPC whereby agent transactions in a certain time frame are included in the ACH batch for processing. A batch will process the EFT for multiple agents at once.				

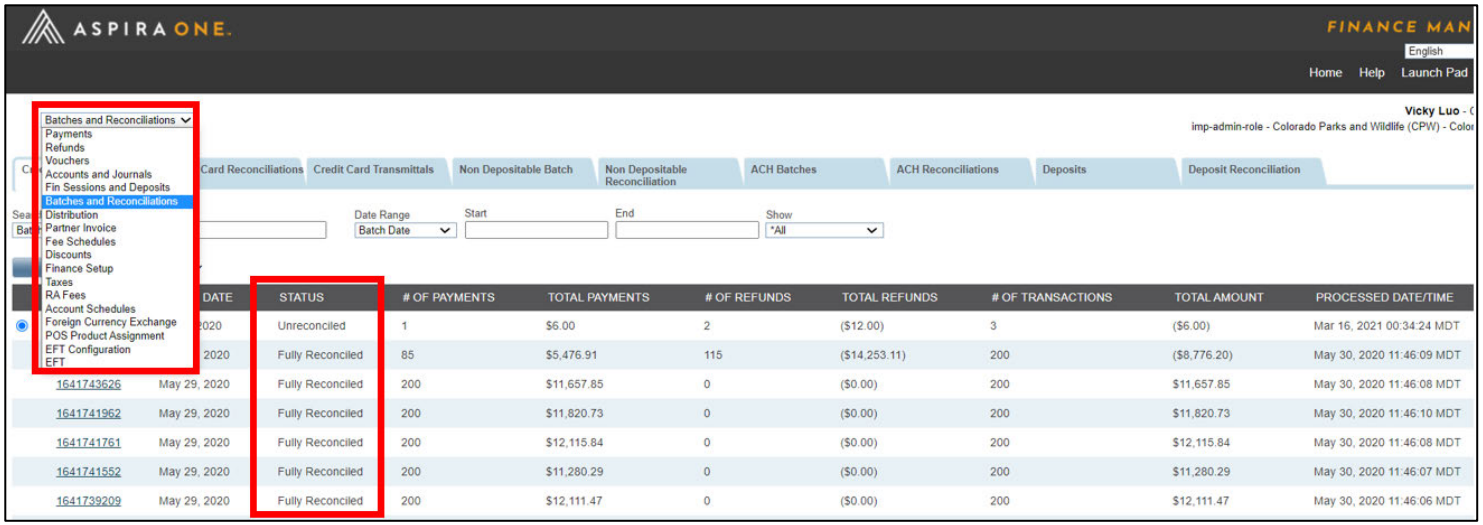


The ACH/EFT Process

Financial tracking is one of the many strengths of our Aspira One solution. Through the terminal, agent administrators can generate invoices for the agent that details the transactions completed and includes the following financial tracking information:

- Number of each type of transaction;
- Total number of transactions;
- Total revenue by transaction type and from all transactions;
- Total amount to be deposited to NGPC by the retail vendor; and
- Total of the transaction fees to be retained by the vendor.

FIN #	Report Examples	Yes	Customization Required	No	Alternate
FIN-010 Appendix A	A. Describe and provide sample reports of the following required reports: 1. X Report; 2. Z Report; 3. Financial Transaction Report; 4. Draw Report Before numbering; 5. Draw Report final with Preference Points; 6. Draw Winners Report; and 7. Fulfillment Report (e.g. Federal Duck, AIS stamp)	X			
	Bidder Response: **Daily reconciliation process (X and Z reports):** Aspira One's robust financial engine completes daily credit card reconciliation. On a nightly basis, a file from the NGPC bank will be uploaded into Aspira One. This file reconciles the credit card batches at the transaction level rather than at the batch total level. Accessing the Batches and Reconciliations from the Finance Manager dropdown authorized staff can view batches to determine the status of either fully reconciled, partially reconciled, or unreconciled and manually address any partially or unreconciled based on the individual transaction.				



Finance Manager Credit Card Reconciliation Screen

In addition, Aspira One also provides Credit Card Batch Summary and Detail Report for Finance staff to quickly review the Credit Card Batch Amounts and Payment/Refund Details for audit purposes.

Credit Card Batch Summary Report (FIN-DEP-009)

Contract: ACME

Batch Number: 24402251 Distribution: ALL

Include Exceptions: Yes

Batch Date	Batch #	External Batch #	Status	Payments	Refunds	Payments (Exceptions)	Refunds (Exceptions)
11/13/2006	24402251	501000001138092	Fully Reconciled	$14,518.57	($1,166.66)	$0.00	$0.00
Total				$14,518.57	($1,166.66)	$0.00	$0.00

Run Date and Time: Sep 15 2011 8:55:35 AM EDT

Net Batch Amount	Net Amount per Card Type					
	Visa	Master Card	Discover	Amex	Diners	Other
$13,351.91	$9,311.23	$2,471.25	$1,569.43	$0.00	$0.00	$0.00
$13,351.91	$9,311.23	$2,471.25	$1,569.43	$0.00	$0.00	$0.00

Credit Card Batch Summary Report

Credit Card Batch Detail Report (FIN-DI

Date and Time: Dec 18 2018 7:04:23 PM CST

Contract: TXSP

Start Date: 12/04/2018 End Date: 12/19/2018

Status: All Distribution: ALL

Include Exceptions: No

Batch #	Batch Date	Payment / Refund ID	Reference ID	Trans Date	Trans Type	Status	Card Holder	Card Number	Card Type	Auth ID	Amount
8669166	12/08/2018	8610690	802PK50958	12/03/2018 03.05.57 PM CST	Payment	Returned	qa qa	5112********5114	MC	TEST123	$100.00
8669166	12/08/2018	8610708	802PKR50959	12/03/2018 03.20.13 PM CST	Refund	Issued	qa qa	5112********5114	MC		($100.00)
8669166	12/08/2018	8616838	802PR51060	12/04/2018 02.03.01 PM CST	Payment	Received	11 11	4111********1111	VISA	TEST123	$20.00
8669166	12/08/2018	8617270	802PR51061	12/04/2018 03.13.45 PM CST	Payment	Received	lisha chen	5499********6781	MC	TEST123	$79.60
8669166	12/08/2018	8617407	802PR51062	12/04/2018 03.25.51 PM CST	Payment	Received	qa-tester1 asp	5499********6781	MC	TEST123	$1.80
8669166	12/08/2018	8624347	802PR51158	12/05/2018 01.05.12 AM CST	Payment	Received	li yan	5454********5454	MC	TEST123	$40.00
8669166	12/08/2018	8627296	802PR51258	12/05/2018 10.25.23 AM CST	Payment	Received	lisha chen	5499********6781	MC	TEST123	$1.80
8669166	12/08/2018	8627716	802PR51358	12/05/2018 01.23.56 PM CST	Payment	Received	Deepti Singh	5499********6781	MC	TEST123	$19.80
8669166	12/08/2018	8628090	802PR51361	12/05/2018 01.36.00 PM CST	Payment	Received	Gheorghe Olte	4003********6781	VISA	TEST123	$40.40
8669166	12/08/2018	8628445	802PR51360	12/05/2018 01.58.32 PM CST	Payment	Received	Deepti Singh	5499********6781	MC	TEST123	$72.00
8669166	12/08/2018	8629533	802PR51363	12/05/2018 04.38.49 PM CST	Payment	Received	11 11	4111********1111	VISA	TEST123	$225.52
8669166	12/08/2018	8629852	802PK51364	12/05/2018 08.02.59 PM CST	Payment	Received	Liz Test	5454********5454	MC	TEST123	$15.91
8669166	12/08/2018	8630217	802PR51365	12/05/2018 08.30.08 PM CST	Payment	Received	yan li	5454********5454	MC	TEST123	$77.64
8669166	12/08/2018	8630577	802RS51366	12/05/2018 08.53.31 PM CST	Payment	Received	li alicia	4111********1111	VISA	TEST123	$105.00
8669166	12/08/2018	8630501	802PKR51367	12/05/2018 09.01.51 PM CST	Refund	Issued	Liz Test	5454********5454	MC		($15.91)
8669166	12/08/2018	8631804	802PK51458	12/06/2018 12.11.40 AM CST	Payment	Received	Liz Test	5454********5454	MC	TEST123	$37.29
8669166	12/08/2018	8631883	802PK51460	12/06/2018 12.20.45 AM CST	Payment	Received	Liz Test	5454********5454	MC	TEST123	$5.90

Credit Card Batch Detail Report

Financial Transaction Report:

Aspira One Daily Sales Activity Report provides the summary and detail for all financial transactions and can be used by NGPC or Agents to review the daily sales, voids, agent's commission etc. In addition, detail report provides details of each transaction for audit/investigation purposes.

DAILY SALES ACTIVITY REPORT (FIN-EFT-004)

RUN DATE AND TIME: NOV 26 2020 2:31:04 PM CST

LOCATION CLASS: ALL
VENDOR STATUS: ALL
VENDOR: ALL
AGENT STATUS: ALL
AGENT: ALL
REPORT TYPE: SUMMARY
INCLUDE STORE EFT ADJUSTMENTS: NO
INCLUDE CHART OF ACCOUNTS: NO
INCLUDE GIFT CARD ALLOCATIONS: NO
INCLUDE PAYMENT TYPE: NO
INCLUDE TRANSACTION FEE: NO
INCLUDE PRODUCT QTY: NO
INCLUDE LOCATION CLASS: NO
PRODUCT CATEGORY: ALL
PURCHASE TYPE: ALL
START DATE: NOV 05, 2020 END DATE: NOV 09, 2020

VENDOR	AGENT	Date	# of Receipts	Sales (+)	Voids Pending Doc Return (+)	Vendor Fees (-)	Vendor Fees Tax (-)	Net Amount (=)
2641-ASPIRA CORPORATE	2641-ASPIRA OUTDOORS INTERNET S/	NOV 5, 2020	1	$29.21	$0.00	$1.00	$.00	$28.21
2641-ASPIRA CORPORATE	2641-ASPIRA OUTDOORS INTERNET S/	NOV 7, 2020	382	$21,224.66	$0.00	$382.00	$.00	$20,842.66
2641-ASPIRA CORPORATE	2641-ASPIRA OUTDOORS INTERNET S/	NOV 8, 2020	138	$8,046.87	$0.00	$137.00	$.00	$7,909.87
2641-ASPIRA CORPORATE	2641-ASPIRA OUTDOORS INTERNET S/	NOV 9, 2020	17	$670.82	$0.00	$17.00	$.00	$653.82
2641-ASPIRA CORPORATE			**TOTAL**	**$29,971.56**	**$0.00**	**$537.00**	**$.00**	**$29,434.56**
9132-DEMO STATE PARK	9132-DEMO STATE PARK	NOV 8, 2020	3	$146.00	$0.00	$2.00	$.00	$144.00
9132-DEMO STATE PARK	9132-DEMO STATE PARK	NOV 9, 2020	2	$12.50	$0.00	$0.00	$.00	$12.50
9132-DEMO STATE PARK			**TOTAL**	**$158.50**	**$0.00**	**$2.00**	**$.00**	**$156.50**
9136-DEMO AGENT	9136-DEMO AGENT	NOV 5, 2020	2	$45.00	$0.00	$5.00	$.00	$40.00
9136-DEMO AGENT	9136-DEMO AGENT	NOV 9, 2020	1	$2.50	$0.00	$1.00	$.00	$1.50
9136-DEMO AGENT			**TOTAL**	**$47.50**	**$0.00**	**$6.00**	**$.00**	**$41.50**
			GRAND TOTAL	**$30,177.56**	**$0.00**	**$545.00**	**$.00**	**$29,632.56**

Daily Sales Activity Report Sample (Summary)

Daily Sales Activity Detail Report (FIN-EFT-004)

Run Date and Time: Jul 25 2012 16:30:30 PM EST

<<Vendor>>: ASPIRA CORPORATE
<<Store>>: All
Report Type: Detail
Include No Charge Transactions: Yes
Include Store EFT Adjustments: Yes
Include Auto Generated: Yes
Start Date: Jul 03, 2012 **End Date:** Jul 03, 2012

<<Vendor>>	<<Store>>	Date	Time	Order Number	Payment/ Refund/ Voucher Id	Payment/ Refund Type	Customer	Product Category	Product Code	Product	ID<<Vehicle #>>	Auto Generated	Fee Transaction Type	Allocation Transaction Type	User	Amount
1004 - ASPIRA CORPORATE	3 - ALS Phone Sales	Jul 03, 2012	9:17 AM CDT	8-125	136060803	Cash	123456 - Boyle, Susan	Privilege	135	NR FRESHWATER FISHING			Purchase Privilege	Make Payment	Anderson, John	$34.75
1004 - ASPIRA CORPORATE	3 - ALS Phone Sales	Jul 03, 2012	9:17 AM CDT	8-125	136060803	Cash	123456 - Boyle, Susan	Privilege	219	ANNUAL FISH DISAGE EXMPT		Yes	Purchase Privilege	Make Payment	Anderson, John	$30.00
1004 - ASPIRA CORPORATE	3 - ALS Phone Sales	Jul 03, 2012	9:18 AM CDT	8-127	136060805	Cash	123459 - XYZ Corporation	Privilege	135	NR FRESHWATER FISHING		Yes	Purchase Privilege	Make Payment	Anderson, John	$25.00
1004 - ASPIRA CORPORATE	3 - ALS Phone Sales	Jul 03, 2012	9:25 AM CDT	8-129	136060815	Visa	123456 - Boyle, Susan	Privilege	127	RES LIFETIME SALTWATER		Yes	Purchase Privilege	Make Payment	Anderson, John	$20.00
1004 - ASPIRA CORPORATE	3 - ALS Phone Sales	Jul 03, 2012	9:25 AM CDT	9-1234	136060815	Visa	123456 - Boyle, Susan	Vehicle	401	BOAT REG LESS THAN 16 FT	KA965VG		Register Vehicle	Make Payment	Anderson, John	$10.20
1004 - ASPIRA CORPORATE	3 - ALS Phone Sales	Jul 03, 2012	9:30 AM CDT	8-136	136060819	MC	123456 - Boyle, Susan	Privilege	219	ANNUAL FISH DISAGE EXMPT			Purchase Privilege	Make Payment	Anderson, John	$30.00
1004 - ASPIRA CORPORATE	3 - ALS Phone Sales	Jul 03, 2012	9:35 AM CDT	3-108719	136060820	Visa	123456 - Boyle, Susan	Inspection	451	Legacy Inspection		Yes	Purchase Consumable	Make Payment	Anderson, John	$15.00
1004 - ASPIRA CORPORATE	3 - ALS Phone Sales	Jul 03, 2012	9:35 AM CDT	8-135	136060820	Visa	123456 - Boyle, Susan	Privilege	135	NR FRESHWATER FISHING			Purchase Privilege	Make Payment	Anderson, John	$34.75
1004 - ASPIRA CORPORATE	3 - ALS Phone Sales	Jul 03, 2012	9:35 AM CDT	9-1301	136060820	Visa	123456 - Boyle, Susan	Vehicle	402	BOAT REG 16 TO 25 FT	KA578TK	Yes	Register Vehicle	Make Payment	Anderson, John	$25.20
1004 - ASPIRA CORPORATE	3 - ALS Phone Sales	Jul 03, 2012	9:45 AM CDT	8-159	136060821	Visa	123456 - Boyle, Susan	Privilege	108	FMAP			Purchase Privilege	Make Payment	Anderson, John	$35.00
1004 - ASPIRA CORPORATE	34 - ALS Test Sales	Jul 03, 2012	9:17 AM CDT	8-125	136060903	Cash	123456 - Boyle, Susan	Privilege	135	NR FRESHWATER FISHING			Purchase Privilege	Make Payment	Anderson, John	$34.75
1004 - ASPIRA CORPORATE	34 - ALS Test Sales	Jul 03, 2012	9:17 AM CDT	8-125	136060903	Cash	123456 - Boyle, Susan	Privilege	219	ANNUAL FISH DISAGE EXMPT		Yes	Purchase Privilege	Make Payment	Anderson, John	$30.00
1004 - ASPIRA CORPORATE	34 - ALS Test Sales	Jul 03, 2012	9:18 AM CDT	8-127	136060905	Cash	123459 - XYZ Corporation	Privilege	135	NR FRESHWATER FISHING		Yes	Purchase Privilege	Make Payment	Anderson, John	$25.00
1004 - ASPIRA CORPORATE	34 - ALS Test Sales	Jul 03, 2012	9:25 AM CDT	8-129	136060915	Visa	123456 - Boyle, Susan	Privilege	127	RES LIFETIME SALTWATER		Yes	Purchase Privilege	Make Payment	Anderson, John	$20.00
1004 - ASPIRA CORPORATE	34 - ALS Test Sales	Jul 03, 2012	9:25 AM CDT	9-1234	136060915	Visa	123456 - Boyle, Susan	Privilege	401	BOAT REG LESS THAN 16 FT			Register Vehicle	Make Payment	Anderson, John	$10.20
1004 - ASPIRA CORPORATE	34 - ALS Test Sales	Jul 03, 2012	9:25 AM CDT	9-1295	136060915	Visa	123456 - Boyle, Susan	Privilege	402	BOAT REG 16 TO 25 FT			Register Vehicle	Make Payment	Anderson, John	$25.20
1004 - ASPIRA CORPORATE	34 - ALS Test Sales	Jul 03, 2012	9:30 AM CDT	8-136	136060919	MC	123456 - Boyle, Susan	Privilege	219	ANNUAL FISH DISAGE EXMPT			Purchase Privilege	Make Payment	Anderson, John	$30.00
1004 - ASPIRA CORPORATE	34 - ALS Test Sales	Jul 03, 2012	9:35 AM CDT	3-108719	136060920	Visa	123456 - Boyle, Susan	Inspection	451	Legacy Inspection		Yes	Purchase Consumable	Make Payment	Anderson, John	$15.00
1004 - ASPIRA CORPORATE	34 - ALS Test Sales	Jul 03, 2012	9:35 AM CDT	8-135	136060920	Visa	123456 - Boyle, Susan	Privilege	135	NR FRESHWATER FISHING			Purchase Privilege	Make Payment	Anderson, John	$34.75
1004 - ASPIRA CORPORATE	34 - ALS Test Sales	Jul 03, 2012	9:35 AM CDT	9-1301	136060920	Visa	123456 - Boyle, Susan	Vehicle	402	BOAT REG 16 TO 25 FT	KA965SU	Yes	Register Vehicle	Make Payment	Anderson, John	$25.20
1004 - ASPIRA CORPORATE	34 - ALS Test Sales	Jul 03, 2012	9:45 AM CDT	8-159	136060921	Visa	123456 - Boyle, Susan	Privilege	108	FMAP			Purchase Privilege	Make Payment	Anderson, John	$35.00
1004 - ASPIRA CORPORATE	**34 - ALS Test Sales**														**Total**	**$545.00**
1004 - ASPIRA CORPORATE															**Total**	**$545.00**
															Grand Total	**$545.00**

Daily Sales Activity Report Sample (Detail)

Draw Report Before Numbering:

Aspira One's Privilege Lottery Application Detail Report provides the details for all submitted Draw Application(s). Draw Administrators can use this report during and after the draw execution to review the details/status of all Draw Applications.

<<Privilege Lottery>> Applications Detail Report (OPS-HFPRIV-nnn)

<<LICENSE/FISCAL YEAR>>: 2015
DRAW PERIOD: 1
REPORT CATEGORY: ALL
<<VENDOR>>: ALL
LOCATION CLASS: ALL
AGENT: ALL
START DATE: DEC 1 2014
END DATE: DEC 31 2014

REPORT CATEGORY	<<SPECIES>>	CODE	PRODUCT	<<Customer #>>	NAME	RECEIPT #	ORDER #	ORDER STATUS
BIG GAME DRAW	ELK	481	NON RES ELK APP	5932332	JOHNNY MONTGOMERY	1234567	28-10002	ACTIVE
BIG GAME DRAW	ELK	488	NON RES ANTERLESS ELK APP	4355233	FRED SALS	1234568	28-10003	ACTIVE
BIG GAME DRAW	ELK	488	NON RES ANTERLESS ELK APP	4355233	FRED SALS	1234571	28-10004	ACTIVE
NON-RESIDENT	ELK	681	NON RES ELK LEFTOVER	4377866	JOHN K SALS	1234569	8-199956	ACTIVE
NON-RESIDENT	ELK	681	NON RES ELK LEFTOVER	4355555	AHZ INC.	1234570	8-197688	ACTIVE

TOTAL APPLICANTS: 5

APPLICATION #	ORDER DATE	AMOUNT	CHOICE 1	CHOICE 2	CHOICE 3	CHOICE 4	UNSUCCESSFUL OPTION	STATUS
1234567	TUE MAY 03 2014 3:45 PM MDT	$367.00	EM00101R	EF002O1A	EF001O1R		LEFTOVER DRAW	USED
1234568	MON MAY 05 2014 4:43 PM MDT	$454.00	EM00101R	EF002O1A			LEFTOVER DRAW	UNSUCCESFUL
1234569	MON AUG 25 2014 4:43 PM MDT	$454.00	EF00201A	EF001O1R				UNSUCCESFUL
1234570	MON DEC 05 2014 4:48PM MDT	$434.00	EF00101R	EM00201A	EE00201A			USED
1234571	WED DEC 06 2014 6:43 PM MDT	$500.00	EF00101R	EM00201A	EE00201A			USED

Privilege Lottery Application Detail Report Sample

Draw Report Final with Preference Points/Draw Winners Report:

Aspira One's Privilege Lottery Results report provides a list of customers included in the draw execution, along with the Preference Points utilized during the draw. This report can be run after the execution and prior, as well as after finalizing the Draw. NGPC can use this report to review the Awarded, Unsuccessful, Declined, and Revoked Applications.

PRIVILEGE LOTTERY RESULTS REPORT (OPS-H

Run Date and Time: Mar 06 2015 12:15:18 PM CST

LICENSE YEAR: 2014
DRAW PERIOD: 1
LOTTERY: NL DRAW LOTTERY PEEL
INCLUDE CHOICE(S): YES
DISPLAY CUSTOMER NAME COLUMN(S): YES
INCLUDE DATE OF BIRTH: YES
INCLUDE QUOTA: YES
SELECTED FILTERS:

LOTTERY SCHEDULE DETAILS:

LOCATION: MISSISSIPPI DEPARTMENT OF WILDLIFE, FISHERIES, AND PARKS
LOTTERYSCHEDULE DESCRIPTION: DRAW LOTTERY PEEL
PROCESSING STATUS: PENDING
RESULTS AS OF: THU NOV 06 2014 08:22 AM

Order #	MDWFP #	Applicant Type	Group ID	Status	Last Name	First Name	Middle Name	Business Name	Date of Birth	Age	Residency	
17-62	831304043	INDIVIDUAL		AWARDED	LEE	JASON	E		May 17 1979	35	NON RESIDENT	0
17-63	815808373	GROUP LEADER	10561	AWARDED	LEE	JASON	P		Dec 15 1971	42	NON RESIDENT	
17-64	817982945	GROUP MEMBER	10561	AWARDED	LEE	JASON	R		Jan 01 1971	43	NON RESIDENT	
17-65	817982945	INDIVIDUAL		AWARDED	LEE	JASON	R		Jan 01 1971	43	NON RESIDENT	0
17-66	803210269	GROUP LEADER	10656	AWARDED	LEE	JASON	E		Jul 30 1985	29	NON RESIDENT	0
17-182	806704748	INDIVIDUAL		AWARDED	LEE	JASON	L		Jun 24 1977	37	NON RESIDENT	
17-184	804497139	INDIVIDUAL		AWARDED	LEE	JASON	N		Dec 23 1981	32	NON RESIDENT	
17-187	278369756	GROUP LEADER	10843	AWARDED	LEE	JASON	D		Jul 31 1979	35	NON RESIDENT	
17-191	800592966	GROUP LEADER	10956	AWARDED	LEE	JASON	W		Mar 13 1972	42	NON RESIDENT	
17-192	245171822	INDIVIDUAL		AWARDED	LEE	JASON	B		Apr 09 1971	43	NON RESIDENT	0
17-193	595613100	INDIVIDUAL		AWARDED	LEE	JASON			Aug 20 1979	35	NON RESIDENT	

Total Awarded: 11

Privilege Lottery Results Report
Fulfillment Report (e.g. Federal Duck, AIS stamp)
continued on next page

M	N	O	P	Q	R	S	T

Total Point Used in Lottery	Random #	Draw Group	Draw Order	Choice Awarded	Hunt Awarded	Privilege Awarded	Quota	Reaso
0	3982812339	3	1	1	NLB1 - NL BRAMPTON AREA 1	NLP-Ning Lottery Privilege	1	
0	7122719586	3	2	1	NLB1 - NL BRAMPTON AREA 1	NLP-Ning Lottery Privilege	1	
0	7122719586	3	2	1	NLB1 - NL BRAMPTON AREA 1	NLP-Ning Lottery Privilege	1	
0	4696104575	4	1	1	NLB2 - NL BRT AREA 2	NLP-Ning Lottery Privilege	1	
0	2872297763	2	2	1	NLERINDALE - NL ERIN DALE	NLP-Ning Lottery Privilege	1	
0	8758233819	4	3	1	NLB2 - NL BRT AREA 2	NLP-Ning Lottery Privilege	1	
0	506092064	1	2	1	NLMEADOWVALE - NL MEADOW VALE	NLP-Ning Lottery Privilege	1	
0	4849668259	1	3	1	NLMEADOWVALE - NL MEADOW VALE	NLP-Ning Lottery Privilege	1	
0	6702026426	4	2	1	NLB2 - NL BRT AREA 2	NLP-Ning Lottery Privilege	1	
0	1780480542	2	1	1	NLERINDALE - NL ERIN DALE	NLP-Ning Lottery Privilege	1	
0	247218572	1	1	1	NLMEADOWVALE - NL MEADOW VALE	NLP-Ning Lottery Privilege	1	

Privilege Lottery Results Report
Fulfillment Report (e.g. Federal Duck, AIS stamp)
continued on next page

U	V	W	X	Y	Z	AA	AB	AC
n	Choice # 1	Choice # 2	Choice # 3	Point Type	Point Balance Before Lottery	Point Usage Cap	Point Used in Lottery	Point Remaining After Lottery
	NLB1-NL Brampton Area 1			99 - POINT	0		0	0
	NLB1-NL Brampton Area 1			99 - POINT	0		0	0
	NLB1-NL Brampton Area 1			99 - POINT	0		0	0
	NLB2-NL BRT Area 2			99 - POINT	0		0	0
	NLErinDale-NL Erin Dale			-				
	NLB2-NL BRT Area 2			99 - POINT	0		0	0
	NLMeadowVale-NL Meadow Vale			-				
	NLMeadowVale-NL Meadow Vale			-				
	NLB2-NL BRT Area 2			99 - POINT	0		0	0
	NLErinDale-NL Erin Dale			-				
	NLMeadowVale-NL Meadow Vale			-				

Privilege Lottery Results Report
Fulfillment Report (e.g. Federal Duck, AIS stamp)

Aspira One's Amplex Report provides export data for the processing and issuance of federal duck stamps by the Amplex Corporation.

Privilege Number | Customer Full Name | Supplemental Address | Address | State/Province | City | Transaction Date | Zip | Quantity

	A	B	C	D	E	F	G	H	I
1	28611234	JAMES A SMITH	9 LAWRENCE RD 405		WALNUT RIDGE	AR	72476	01/27/2014	1
2	28611235	JAMES B SMITH	PO BOX 996		HEBER SPRINGS	AR	725430996	01/29/2014	1
3	28638187	JAMES C SMITH	4010 LIBBY RD	Apt 43	HEBER SPRINGS	AR	725438308	01/29/2014	1
4	28638354	JAMES D SMITH	1001 N PARKSIDE ST		BLYTHEVILLE	AR	723152223	01/30/2014	1
5	28638894	JAMES E SMITH	3634 INDEPENDENCE DR		BRYANT	AR	720227025	01/30/2014	1
6	28639323	JAMES F SMITH	1990 RIVER RD		MARYSVILLE	MI	48040	01/30/2014	1
7	28639336	JAMES G SMITH	1776 GREENE 514		PARAGOULD	AR	72450	01/30/2014	1
8	28639220	JAMES H SMITH	13 WP HOWELL LN		ALMYRA	AR	720038031	01/31/2014	1
9	28641110	JAMES I SMITH	171 PINE HILL RD		BATESVILLE	AR	72501	01/31/2014	1
10	28641240	JAMES J SMITH	329 VERNE ST		WHITE HALL	AR	716023633	01/31/2014	1
11	28641742	JAMES K SMITH	34 LAW 336		SAFFELL	AR	72572	02/01/2014	1
12	28641820	JAMES L SMITH JR	4776 WOODBOUND ROAD		KESWICK	VA	22947	02/01/2014	1
13	28642316	JAMES M SMITH	5 CONNECUTIT DR	Apt 65	CLINTON	SC	29325	02/01/2014	1
14	28642110	JAMES N SMITH	208 JUNIPER		WOODWARD	OK	73801	02/01/2014	1
15	28642611	JAMES O SMITH	1301 VERNON STREET		LAGRANGE	GA	30240	02/02/2014	1

Amplex Report

FIN #	Financial (GAAP)	Yes	Customization Required	No	Alternate
FIN-011 Section VIII. O	A. Describe how the system complies with Generally Accepted Accounting Principles (GAAP)	X			

Bidder Response:

Aspira One supports GAAP-compliant accounting functions including GAAP-compliant revenue recognition reporting.

Our system includes an extensive, mature, and fully tested accounting tracking and reporting module. The module has gone through multiple third-party financial audits, and it currently maintains full transaction and

	revenue management for more than 42 State and Provincial government agencies, with more than a billion dollars processed annually. We provide the most widely used, proven, auditable financial engine in the Outdoors industry. We can provide direct financial data feeds and/or financial data exports for multiple financial operating systems, including PeopleSoft, SAP, Oracle, Microsoft Dynamics, as well as custom/proprietary systems used by state agencies. Many of our clients choose our financial exports option, which directly feed from the Aspira One system to the state financial system to provide maximum accuracy and transparency in revenue accounting Aspira One's Finance Manager application allows users with appropriate permissions to manage all financial and accounting aspects of the parks business system. It provides access in real-time with complete transparency to the core financial data. This provides NGPC with full and instant transaction auditability and the overriding confidence of financial data integrity. Furthermore, Resource Manager provides instant access to core revenue reports, and revenue distribution reports that report in-real time. Aspira One provides complete transparency to the core financial data for full and instant transaction auditability and the confidence of financial data integrity: ▲ **Chart of Accounts:** Ability to build and configure financial accounts and to configure financial hierarchy within your organization. ▲ **Comprehensive Setup and Visibility:** Ability to review fee set ups, discounts, taxes, vendor transaction fees, etc. ▲ **Discounts:** Full discount set-up. ▲ **Refund Management:** Review refunds online; decline, approve, and issue refunds; tracking, requesting, approving and issuing users. ▲ **Payment Management:** Configure allowed payment options and methods, and track all payments by type, user, collection locations, and status. ▲ **Comprehensive Reconciliation:** Full matching of payments, credit card batches, deposits made, credit card merchant provided data, and reconciliation tools allowing for exception handling. ▲ **Distribution Management:** Set up distribution groups, schedule system distributions, and perform one-offs configurable to the organization hierarchy, including full drilldown from distributions through reconciliations, transactions, payments and vendor fees.

	▲ **Complete Drill Down Tool:** Real-time full drill down into the financial details of each transaction, reconciled/unreconciled credit card payments, into pending/approved/issued refunds, into distributions, and invoices. Information is fully interconnected, ensuring full and comprehensive drilldown capabilities.				
FIN #	Chart of Accounts	Yes	Customization Required	No	Alternate
FIN-012 Section VIII. O	A. Indicate how the system accommodates the current NGPC chartof account layout: (i.e. fund (5 digits), business units (8 digits), object account (6 digits), Subsidiary (8 digits), Sub-ledger type (1digit) and Sub-ledger (8 digits))	X			
	Bidder Response: Aspira One provides the ability to build and configure financial accounts and to configure financial hierarchy within your organization. Chart of Accounts can be built with multiple levels with varied length, as demonstrated below.				

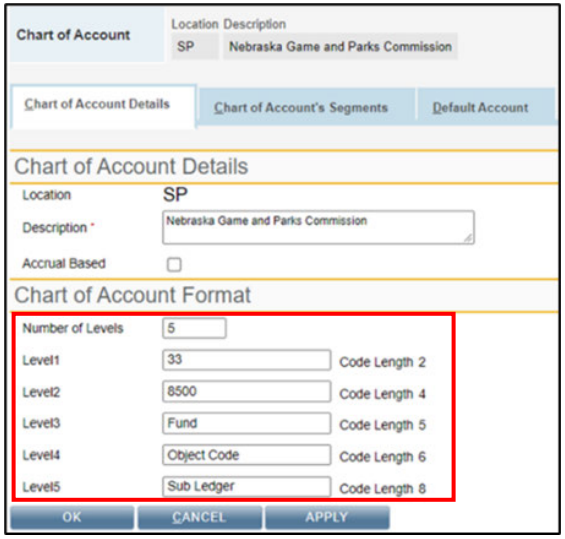


Chart of Account (Example)

FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate
FIN-013 Section VIII. O	A. Describe, including examples, the system's ability to provide: 1. audit trails, 2. reconciliation reporting, 3. traceability of a payment, including tender type, to original transaction, and 4. specific details of the transaction.	X			

Bidder Response:

Aspira One maintains audit trails for all core transactions and user edits, including a full audit history on inventory changes, fee changes, customer record changes, etc.

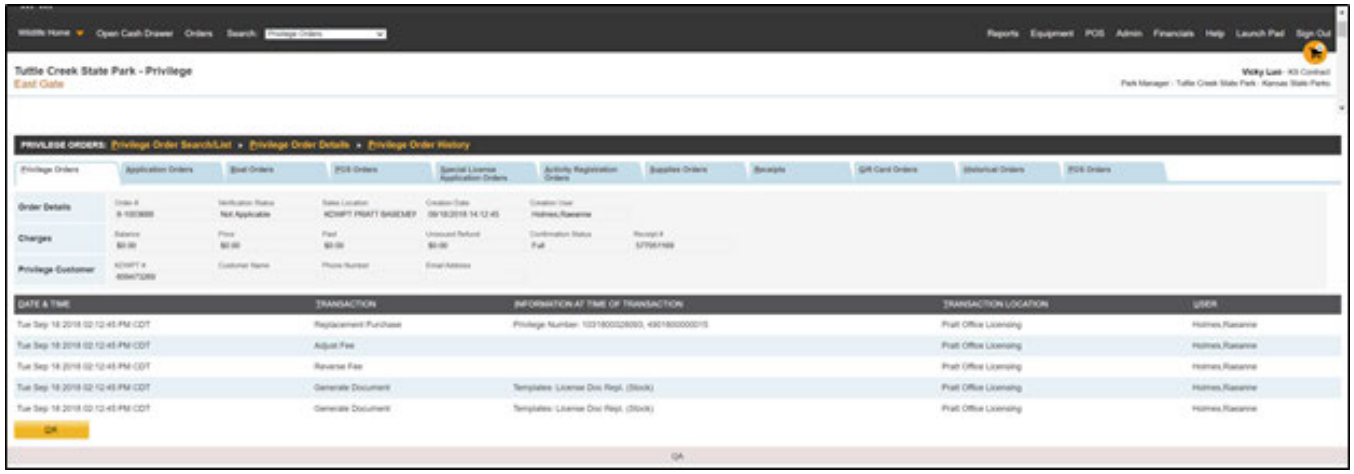
As an example, an order such as a license purchase generates sequential transactions with unique transaction numbers each time the order is touched. Order creation and subsequent modifications such as taking a payment, are each captured with a persisted unique transaction ID as part of the order history. Transactions associated with financial operations such as payments/refunds, also generate separate audit trails and corresponding financial postings.

As an example, voiding a license (and the associated payments) will perform the following:

- Change the license status to voided;
- Produce a new transaction ID mapped to the "void" transaction;
- Capture and persist the void in the license history along with pertinent attributes:
  - Time /date stamp;
  - User ID; and
  - Post full reversals for all financial postings associated with the void.

Users may view financial activity by reviewing financial postings and following links to corresponding payments via source document ID or links to corresponding order/ sale via order ID. Alternately, users may start anywhere else in the system such as Operator Cash Drawer details, or License Order Details, and follow transactions and payments through various screen all the way to corresponding deposits, transmittals, and remittances/distributions. See the following example of the License Order Details History page, which illustrates how the system captures and persists all transactions, including voids, reversals, and so forth. This

page is directly accessible from the License Order Details screen and displays relevant transaction history associated with each license. The blue underlines are links that allow the user to drill down directly into the specifics of the financial transaction.



Example of a Licensing Transaction With Full Transaction Details

FIN #	Tender	Yes	Customization Required	No	Alternate
FIN-014 Section VIII. O	A. Does the system differentiate between the following tender types: 1. Cash, 2. Check, 3. Money Order, 4. Credit Card, 5. Park Bucks (gift card/gift voucher), 6. Interagency Billing Transaction (IBT)	X			

	Bidder Response: Payment methods can be configured by sales channel. In addition to payment with a credit/debit card or gift card, the Call Center/Field Locations can accept personal checks, travelers' checks, money orders, certified checks or any payments handled outside the system like (Interagency Billing Transaction) for payments if desired by NGPC. Customers can also split the payment using different payment methods from the approved list. For example, the customer could use part of a gift card supplemented with a credit card payment, use two different credit cards, or use two different gift cards.				
FIN #	Park Bucks	Yes	Customization Required	No	Alternate
FIN-015 Section VIII. O	A. Describe the system's accounting for Park Bucks reconciliation.	X			
	Bidder Response: Aspira's gift card program fully supports the sale and redemption of gift cards. The reconciliation process for gift cards occurs at two different times, during the initial purchase and subsequently at the time of redemption. Reconciliation of the gift card at the time of purchase is based upon the payment method used to purchase the gift card, which is typically via credit card. Credit card reconciliation is done on a nightly basis with a file from the NGPC bank uploaded into Aspira One. When a gift card is purchased, the revenue goes to a gift card liability account. Upon redemption, the revenue is transferred in the system from the gift card liability account to the appropriate revenue account based on the specific transaction.				
FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
FIN-016	A. Describe the system's process to accept credit cards.	X			

Section VIII. P	Bidder Response:  Aspira is a PCI-certified Level 1 service provider committed to the security of PCI and PII data entrusted to us. In all uses of Aspira technology, credit card information is encrypted either at the end user's browser, or by a payment card reader, ensuring that only encrypted information is being transferred. Only the payment processor can decrypt the information to provide credit card authorization. In addition, for local payment card collection Aspira can utilize a PCI Council listed P2PE solution in order to allow customers to reduce the scope of their own PCI responsibility as it relates to transactions performed through Aspira One. Aspira's solution does not store credit card information locally. Aspira One is PCI-DSS Level 1 certified as verified through independent QSA audits. This ensures that all personal information is protected in accordance with the highest level of Payment Card Industry standards. Aspira provides a multi-layer approach to security through protocols and frameworks, tools, monitoring, maintaining a dedicated security team, and compliance efforts. Aspira's security team routinely audits development and database teams for encryption methods of Sensitive PII always. Sensitive PII includes but is not limited to Government issued ID numbers, payment card information, database. We follow stringent IT Industry best practices and use industry-leading tools to ensure your systems and solutions meet the highest levels of stability and security. These include patch and vulnerability measurement tools, penetration testing tools, fully encrypted VPN, application-level scanning, and network monitoring and alert system. We also maintain a well- defined Incident and Change management processes to ensure traceability and rapid response to an issue that may arise within the solution.

FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
FIN-017 Section VIII. P	A. Provide a copy of the following documentation reports: 1. Attestation of Compliance (AOC); 2. PCI-DSS Data Flow Diagram; 3. Incident Response Plan; 4. Vulnerability Scans; and 5. Security Policy.	X			

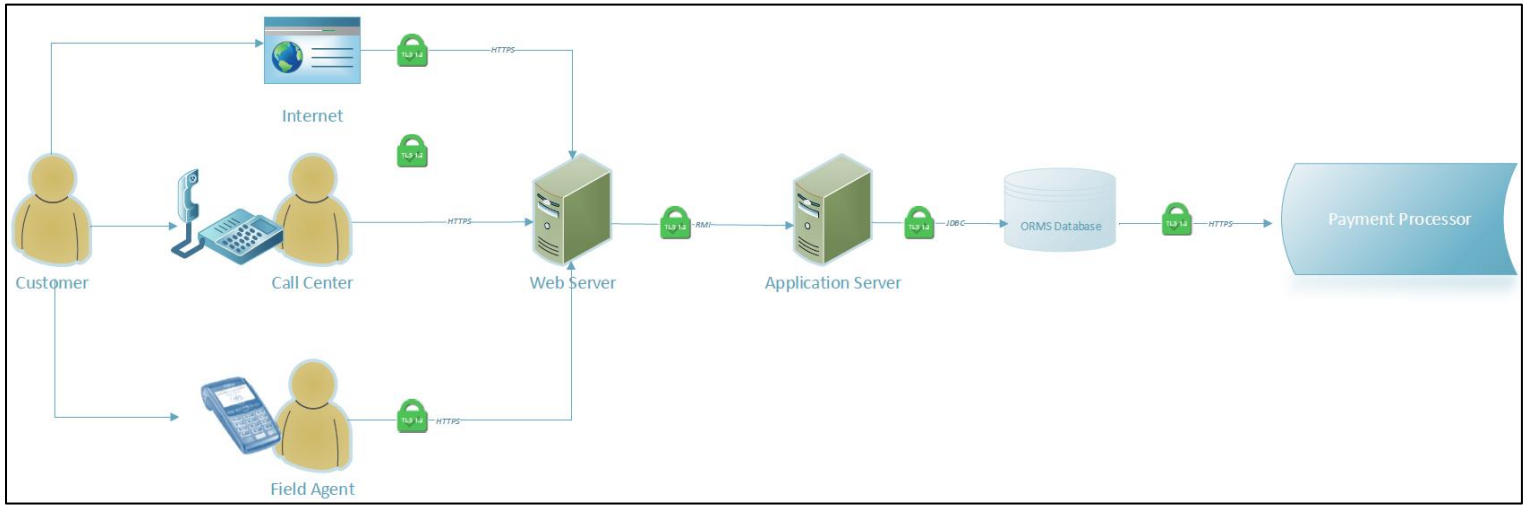
Bidder Response:

1) Attestation of Compliance (AOC)

Located in the Appendix, Aspira has provided its Attestation of Compliance (AOC) beginning on page 601.

2) PCI-DSS Data Flow Diagram

Included below is our PCI-DSS Data Flow Diagram.



PCI-DSS Data Flow Diagram

	3) Incident Response Plan Included in the Appendix, Aspira has provided our full Incident Response Plan, beginning on page 614. **4) Vulnerability Scans** Included in the Appendix, Aspira has provided Vulnerability Scans for three clients—all fully passing and satisfying the Attestation of Scan Compliance—beginning on page 619. **5) Security Policy** Included in the Appendix, Aspira has provided our full Information Security Policy, beginning on page 625.				
FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
FIN-018 Section VIII. P	A. Does the system have the ability to integrate with the State of Nebraska's current Merchant Credit Card Processing Service US Bank/Elavon?	X			
	Bidder Response: Yes, Aspira One is fully able to integrate with US Bank/Elavon as Nebraska's current Merchant Credit Card Processing Service.				

APPENDIX

PROJECT IMPLEMENTATION PLAN

ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
1	**1**	**0%**		**Nebraska Permit/Licensing System**	**249 days**	**12/1/2021**	**11/14/2022**			
2	**1.1**	**0%**		**External Milestones**	**1 day**	**12/1/2021**	**12/1/2021**			
3	1.1.1	0%		Contract Sign off	1 day	12/1/2021	12/1/2021		9SS,10SS,12SS,2	
4	**1.1.2**	**0%**		**LEGEND**	**0 days**	**12/1/2021**	**12/1/2021**			
5	1.1.2.1	0%		Tasks in GOLD jointly owned by Aspira and NGPC	0 days	12/1/2021	12/1/2021	3SS		
6	1.1.2.2	0%		Tasks in YELLOW owned by NGPC	0 days	12/1/2021	12/1/2021	3SS		
7	**1.2**	**0%**		**Project Initiation Phase**	**14 days**	**12/1/2021**	**12/20/2021**		**35**	
8	**1.2.1**	**0%**		**Gather the team**	**8 days**	**12/1/2021**	**12/10/2021**		**19,20,18**	
9	1.2.1.1	0%		Identify Roles and Responsibilities (Aspira team)	8 days	12/1/2021	12/10/2021	3SS		Aspira PM
10	1.2.1.2	0%		Setup project SharePoint site	8 days	12/1/2021	12/10/2021	3SS		Aspira PM
11	**1.2.2**	**0%**		**Build Requirements Traceability Matrix (RTM)**	**8 days**	**12/1/2021**	**12/10/2021**		**18,19,20**	
12	1.2.2.1	0%		Review contract and system documents	8 days	12/1/2021	12/10/2021	3SS	13SS	Aspira PM
13	1.2.2.2	0%		Draft initial Requirements Traceability Matrix (RTM)	8 days	12/1/2021	12/10/2021	12SS		Aspira PM
14	**1.2.3**	**0%**		**Conduct Kick-off Meetings and Schedule Weekly Sessions**	**8 days**	**12/1/2021**	**12/10/2021**		**18,19,20,22**	
15	1.2.3.1	0%		Schedule broader Project Team Kickoff (internal)	2 days	12/1/2021	12/2/2021	3SS	16	Aspira PM
16	1.2.3.2	0%		Conduct broader Project Team kickoff	6 days	12/3/2021	12/10/2021	15		Aspira PM
17	**1.2.4**	**0%**		**Client Kick Off Meeting**	**5 days**	**12/13/202**	**12/17/2021**		**23**	
18	1.2.4.1	0%		Conduct initial Client Kickoff Meeting	4 days	12/13/202	12/16/2021	11,14,8	182SS,187SS	Aspira PM,NGPC PM
19	1.2.4.2	0%		Review Requirements Traceability Matrix (RTM) with NGPC	5 days	12/13/202	12/17/2021	8,11,14	51SS,52SS	Aspira PM,NGPC PM
20	1.2.4.3	0%		Review Draft Project Plan with NGPC	5 days	12/13/202	12/17/2021	8,11,14		Aspira PM,NGPC PM
21	**1.2.5**	**0%**		**Schedule Meetings**	**6 days**	**12/13/202**	**12/20/2021**			
22	1.2.5.1	0%		Schedule weekly internal project team meetings	1 day	12/13/202	12/13/2021	14		Aspira PM
23	1.2.5.2	0%		Schedule weekly external project team meetings	1 day	12/20/202	12/20/2021	17		Aspira PM
24	**1.2.6**	**0%**		**Project Management Documentation / Initiation Phase Deliverables**	**5 days**	**12/2/2021**	**12/8/2021**			
25	**1.2.6.1**	**0%**		**Create Aspira PM Documentation**	**5 days**	**12/2/2021**	**12/8/2021**			
26	1.2.6.1.	0%		Draft Project Plan / Mobilizaton Plan	5 days	12/2/2021	12/8/2021	3	33FF,29FF,30FF	Aspira PM
27	1.2.6.1.	0%		Project Management Plan	5 days	12/2/2021	12/8/2021	3		Aspira PM
28	1.2.6.1.	0%		Weekly Status Report Template	2 days	12/2/2021	12/3/2021	3		Aspira PM
29	1.2.6.1.	0%		Communications Plan	2 days	12/7/2021	12/8/2021	26FF		Aspira PM
30	1.2.6.1.	0%		Risk_Issue Management Plan	2 days	12/7/2021	12/8/2021	26FF		Aspira PM
31	1.2.6.1.	0%		Document/Scope Approval Register	2 days	12/7/2021	12/8/2021	26FF		Aspira PM
32	1.2.6.1.	0%		Draft Requirements Traceability Matrix	2 days	12/2/2021	12/3/2021	26SS		Aspira PM
33	1.2.6.1.	0%		Change Management Plan	2 days	12/7/2021	12/8/2021	26FF		Aspira PM
34	1.2.6.1.	0%		Quality Management Plan	2 days	12/7/2021	12/8/2021	26FF		Aspira PM
35	1.3	0%		MILESTONE - Project Initiation Phase completed	0 days	12/20/202	12/20/2021	7		
36	**1.4**	**0%**		**Project Discovery and Planning Phase**	**86 days**	**12/1/2021**	**3/30/2022**			
37	**1.4.1**	**0%**		**Weekly Status Report, Risk and Project Plan**	**56 days**	**12/17/202**	**3/4/2022**			
38	1.4.1.1	0%		Weekly Status Report, Risk and Project Plan 1	1 day	12/17/202	12/17/2021			
39	1.4.1.2	0%		Weekly Status Report, Risk and Project Plan 2	1 day	12/24/202	12/24/2021			
40	1.4.1.3	0%		Weekly Status Report, Risk and Project Plan 3	1 day	12/31/202	12/31/2021			
41	1.4.1.4	0%		Weekly Status Report, Risk and Project Plan 4	1 day	1/7/2022	1/7/2022			
42	1.4.1.5	0%		Weekly Status Report, Risk and Project Plan 5	1 day	1/14/2022	1/14/2022			
43	1.4.1.6	0%		Weekly Status Report, Risk and Project Plan 6	1 day	1/21/2022	1/21/2022			
44	1.4.1.7	0%		Weekly Status Report, Risk and Project Plan 7	1 day	1/28/2022	1/28/2022			
45	1.4.1.8	0%		Weekly Status Report, Risk and Project Plan 8	1 day	2/4/2022	2/4/2022			
46	1.4.1.9	0%		Weekly Status Report, Risk and Project Plan 9	1 day	2/11/2022	2/11/2022			
47	1.4.1.10	0%		Weekly Status Report, Risk and Project Plan 10	1 day	2/18/2022	2/18/2022			
48	1.4.1.11	0%		Weekly Status Report, Risk and Project Plan 11	1 day	2/25/2022	2/25/2022			
49	1.4.1.12	0%		Weekly Status Report, Risk and Project Plan 12	1 day	3/4/2022	3/4/2022			
50	**1.4.2**	**0%**		**Initial RTM Reviews / Gap Analysis**	**5 days**	**12/13/202**	**12/17/2021**		**55,228SS+3 wk**	
51	1.4.2.1	0%		Review Requirements Traceability Matrix (RTM) with NGPC	1 wk	12/13/202	12/17/2021	19SS		Aspira PM,NGPC PM
52	1.4.2.2	0%		Review Requirement Traceability Matrix (RTM) and map back to the Aspira One product	5 days	12/13/202	12/17/2021	19SS	53SS	Product team,Professional Services
53	1.4.2.3	0%		Identify Requirements in (RTM) that are available in Aspira One base solution	5 days	12/13/202	12/17/2021	52SS		Product team
54	**1.4.3**	**0%**		**Access Requirements**	**2 days**	**12/20/202**	**12/21/2021**			
55	**1.5.5.2**	**0%**		**Identification of Agency Access Requirements (per Contract)**	**2 days**	**12/20/202**	**12/21/2021**	**50**		

ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
56	**1.5.5.2.**	**0%**		**ORMS**	**2 days**	**12/20/202**	**12/21/2021**			
57	**1.5.5.2.**	**0%**		**Client Management / Finance Staff**	**2 days**	**12/20/202**	**12/21/2021**			
58	1.4.3.1.	0%		Financial Manager	2 days	12/20/202	12/21/2021			Professional Services,Client Services
59	1.4.3.1.	0%		Resource Manager (access to Admin, Financial, Reports)	2 days	12/20/202	12/21/2021			Professional Services,Client Services
60	1.5.5.2.	0%		License Manager	2 days	12/20/202	12/21/2021			Professional Services,Client Services
61	1.4.6.3.	0%		Operations Manager	2 days	12/20/202	12/21/2021			Professional Services,Client Services
62	1.4.6.3.	0%		Inventory Manager	2 days	12/20/202	12/21/2021			Professional Services,Client Services
63	1.4.3.1.	0%		Admin Manager	2 days	12/20/202	12/21/2021			Client Services,Professional Services
64	**1.5.5.2.**	**0%**		**Client Agency Staff**	**2 days**	**12/20/202**	**12/21/2021**			
65	1.5.5.2.	0%		License Manager	2 days	12/20/202	12/21/2021			Client Services,Professional Services
66	1.5.5.2.	0%		Resource Manager (access to Admin, Financial, Reports)	2 days	12/20/202	12/21/2021			Client Services,Professional Services
67	**1.4.3.1.**	**0%**		**Call Center Staff**	**2 days**	**12/20/202**	**12/21/2021**			
68	1.4.6.3.	0%		Call Manager	2 days	12/20/202	12/21/2021			Client Services,Professional Services
69	**1.4.4**	**0%**		**Environment Setup / Data Collection**	**18 days**	**12/1/2021**	**12/24/2021**			
70	**1.4.4.1**	**0%**		**Initial Master Config Data Collections**	**18 days**	**12/1/2021**	**12/24/2021**		**295**	
71	**1.4.4.1.**	**0%**		**Hunt/Fish Contract Setup - Users, Locations, Roles, Permissions, etc.**	**18 days**	**12/1/2021**	**12/24/2021**		**286**	
72	1.4.4.1.	0%		Create template	5 days	12/1/2021	12/7/2021	3SS	73	Professional Services
73	1.4.4.1.	0%		Review template with NGPC	1 day	12/8/2021	12/8/2021	72	74FF	Professional Services
74	1.4.4.1.	0%		Submit Template to NGPC for data collection	1 day	12/8/2021	12/8/2021	73FF	75	Aspira PM
75	1.4.4.1.	0%		NGPC completes data collection template	5 days	12/9/2021	12/15/2021	74	76	NGPC SME team
76	1.4.4.1.	0%		Aspira reviews data collection template for any adjustments	1 day	12/16/202	12/16/2021	75	77SS	Professional Services
77	1.4.4.1.	0%		Additional discussions / clarifications	1 day	12/16/202	12/16/2021	76SS	78	Professional Services
78	1.4.4.1.	0%		Resubmit final Master Config details	5 days	12/17/202	12/23/2021	77	79	NGPC SME team
79	1.4.4.1.	0%		Obtain final approval on data collection from NGPC	1 day	12/24/202	12/24/2021	78		NGPC PM
80	**1.4.4.1.**	**0%**		**Accounting Structure and Financial Setup (Hunt/Fish)**	**18 days**	**12/1/2021**	**12/24/2021**		**288**	
81	1.4.4.1.	0%		Create template	5 days	12/1/2021	12/7/2021	3SS	82	Professional Services
82	1.4.4.1.	0%		Review template with NGPC	1 day	12/8/2021	12/8/2021	81	83FF	Professional Services
83	1.4.4.1.	0%		Submit Template to NGPC for data collection	1 day	12/8/2021	12/8/2021	82FF	84	Aspira PM
84	1.4.4.1.	0%		NGPC completes data collection template	5 days	12/9/2021	12/15/2021	83	85	NGPC SME team
85	1.4.4.1.	0%		Aspira reviews data collection template for any adjustments	1 day	12/16/202	12/16/2021	84	86SS	Professional Services
86	1.4.4.1.	0%		Additional discussions / clarifications	1 day	12/16/202	12/16/2021	85SS	87	Professional Services
87	1.4.4.1.	0%		Resubmit final Master Config details	5 days	12/17/202	12/23/2021	86	88	NGPC SME team
88	1.4.4.1.	0%		Obtain final approval on data collection from NGPC	1 day	12/24/202	12/24/2021	87		NGPC PM
89	**1.4.4.1.**	**0%**		**Identifiers (Hunt/Fish)**	**18 days**	**12/1/2021**	**12/24/2021**		**287**	
90	1.4.4.1.	0%		Create template	5 days	12/1/2021	12/7/2021	3SS	91	Professional Services
91	1.4.4.1.	0%		Review template with NGPC	1 day	12/8/2021	12/8/2021	90	92FF	Professional Services
92	1.4.4.1.	0%		Submit Template to NGPC for data collection	1 day	12/8/2021	12/8/2021	91FF	93	Aspira PM
93	1.4.4.1.	0%		NGPC completes data collection template	5 days	12/9/2021	12/15/2021	92	94	NGPC SME team
94	1.4.4.1.	0%		Aspira reviews data collection template for any adjustments	1 day	12/16/202	12/16/2021	93	95SS	Professional Services
95	1.4.4.1.	0%		Additional discussions / clarifications	1 day	12/16/202	12/16/2021	94SS	96	Professional Services
96	1.4.4.1.	0%		Resubmit final Master Config details	5 days	12/17/202	12/23/2021	95	97	NGPC SME team
97	1.4.4.1.	0%		Obtain final approval on data collection from NGPC	1 day	12/24/202	12/24/2021	96		NGPC PM
98	**1.4.4.2**	**0%**		**Hunt/Fish Data Collections**	**18 days**	**12/1/2021**	**12/24/2021**			
99	**1.4.4.2.**	**0%**		**Stores & Agents (Bonds, contacts and bank information, etc.)**	**18 days**	**12/1/2021**	**12/24/2021**			
100	1.4.4.2.	0%		Create template	5 days	12/1/2021	12/7/2021	3SS	101	Professional Services
101	1.4.4.2.	0%		Review template with NGPC	1 day	12/8/2021	12/8/2021	100	102FF	Professional Services,NGPC SME team
102	1.4.4.2.	0%		Submit Template to NGPC for data collection	1 day	12/8/2021	12/8/2021	101FF	103	Aspira PM
103	1.4.4.2.	0%		NGPC completes data collection template	5 days	12/9/2021	12/15/2021	102	104	NGPC PM
104	1.4.4.2.	0%		Aspira reviews data collection template for any adjustments	1 day	12/16/202	12/16/2021	103	105SS	Professional Services
105	1.4.4.2.	0%		Additional discussions / clarifications	1 day	12/16/202	12/16/2021	104SS	106	
106	1.4.4.2.	0%		Resubmit final Master Config details	5 days	12/17/202	12/23/2021	105	107	
107	1.4.4.2.	0%		Obtain final approval on data collection from NGPC	1 day	12/24/202	12/24/2021	106		NGPC PM
108	**1.4.4.2.**	**0%**		**Customers (residency, identifiers, education, suspensions, etc.)**	**18 days**	**12/1/2021**	**12/24/2021**			
109	1.4.4.2.	0%		Create template	5 days	12/1/2021	12/7/2021	3SS	110	Professional Services
110	1.4.4.2.	0%		Review template with NGPC	1 day	12/8/2021	12/8/2021	109	111FF	Professional Services,NGPC SME team

ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
111	1.4.4.2.	0%		Submit Template to NGPC for data collection	1 day	12/8/2021	12/8/2021	110FF	112	Aspira PM
112	1.4.4.2.	0%		NGPC completes data collection template	5 days	12/9/2021	12/15/2021	111	113	NGPC PM
113	1.4.4.2.	0%		Aspira reviews data collection template for any adjustments	1 day	12/16/202	12/16/2021	112	114SS	Professional Services
114	1.4.4.2.	0%		Additional discussions / clarifications	1 day	12/16/202	12/16/2021	113SS	115	
115	1.4.4.2.	0%		Resubmit final Master Config details	5 days	12/17/202	12/23/2021	114	116	
116	1.4.4.2.	0%		Obtain final approval on data collection from NGPC	1 day	12/24/202	12/24/2021	115		NGPC PM
117	**1.4.4.2.**	**0%**		**Orders & Transactions (timeouts, voids, reprints, fulfilment, etc.)**	**18 days**	**12/1/2021**	**12/24/2021**			
118	1.4.4.2.	0%		Create template	5 days	12/1/2021	12/7/2021	3SS	119	Professional Services
119	1.4.4.2.	0%		Review template with NGPC	1 day	12/8/2021	12/8/2021	118	120SS	NGPC SME team,Professional Services
120	1.4.4.2.	0%		Submit Template to NGPC for data collection	1 day	12/8/2021	12/8/2021	119SS	121	Aspira PM
121	1.4.4.2.	0%		NGPC completes data collection template	5 days	12/9/2021	12/15/2021	120	122	NGPC PM
122	1.4.4.2.	0%		Aspira reviews data collection template for any adjustments	1 day	12/16/202	12/16/2021	121	123SS	Professional Services
123	1.4.4.2.	0%		Additional discussions / clarifications	1 day	12/16/202	12/16/2021	122SS	124	
124	1.4.4.2.	0%		Resubmit final Master Config details	5 days	12/17/202	12/23/2021	123	125	
125	1.4.4.2.	0%		Obtain final approval on data collection from NGPC	1 day	12/24/202	12/24/2021	124		NGPC PM
126	**1.4.4.2.**	**0%**		**License and Permit Products (including Event Registrations, etc.)**	**18 days**	**12/1/2021**	**12/24/2021**			
127	1.4.4.2.	0%		Create template	5 days	12/1/2021	12/7/2021	3SS	128	Professional Services
128	1.4.4.2.	0%		Review template with NGPC	1 day	12/8/2021	12/8/2021	127	129SS	Professional Services,NGPC SME team
129	1.4.4.2.	0%		Submit Template to NGPC for data collection	1 day	12/8/2021	12/8/2021	128SS	130	Aspira PM
130	1.4.4.2.	0%		NGPC completes data collection template	5 days	12/9/2021	12/15/2021	129	131	NGPC PM
131	1.4.4.2.	0%		Aspira reviews data collection template for any adjustments	1 day	12/16/202	12/16/2021	130	132SS	Professional Services
132	1.4.4.2.	0%		Additional discussions / clarifications	1 day	12/16/202	12/16/2021	131SS	133	
133	1.4.4.2.	0%		Resubmit final Master Config details	5 days	12/17/202	12/23/2021	132	134	
134	1.4.4.2.	0%		Obtain final approval on data collection from NGPC	1 day	12/24/202	12/24/2021	133		NGPC PM
135	**1.4.4.2.**	**0%**		**Limited Draw, Landowner, Pref Points**	**18 days**	**12/1/2021**	**12/24/2021**			
136	1.4.4.2.	0%		Create template	5 days	12/1/2021	12/7/2021	3SS	137	Professional Services
137	1.4.4.2.	0%		Review template with NGPC	1 day	12/8/2021	12/8/2021	136	138SS	Professional Services,NGPC SME team
138	1.4.4.2.	0%		Submit Template to NGPC for data collection	1 day	12/8/2021	12/8/2021	137SS	139	Aspira PM
139	1.4.4.2.	0%		NGPC completes data collection template	5 days	12/9/2021	12/15/2021	138	140	NGPC PM
140	1.4.4.2.	0%		Aspira reviews data collection template for any adjustments	1 day	12/16/202	12/16/2021	139	141SS	Professional Services
141	1.4.4.2.	0%		Additional discussions / clarifications	1 day	12/16/202	12/16/2021	140SS	142	
142	1.4.4.2.	0%		Resubmit final Master Config details	5 days	12/17/202	12/23/2021	141	143	
143	1.4.4.2.	0%		Obtain final approval on data collection from NGPC	1 day	12/24/202	12/24/2021	142		NGPC PM
144	**1.4.4.2.**	**0%**		**Harvest Reporting (product requirements, question list, rules, timing/season)**	**18 days**	**12/1/2021**	**12/24/2021**			
145	1.4.4.2.	0%		Create template	5 days	12/1/2021	12/7/2021	3SS	146	Professional Services
146	1.4.4.2.	0%		Review template with NGPC	1 day	12/8/2021	12/8/2021	145	147SS	Professional Services,NGPC SME team
147	1.4.4.2.	0%		Submit Template to NGPC for data collection	1 day	12/8/2021	12/8/2021	146SS	148	Aspira PM
148	1.4.4.2.	0%		NGPC completes data collection template	5 days	12/9/2021	12/15/2021	147	149	NGPC PM
149	1.4.4.2.	0%		Aspira reviews data collection template for any adjustments	1 day	12/16/202	12/16/2021	148	150SS	Professional Services
150	1.4.4.2.	0%		Additional discussions / clarifications	1 day	12/16/202	12/16/2021	149SS	151	
151	1.4.4.2.	0%		Resubmit final Master Config details	5 days	12/17/202	12/23/2021	150	152	
152	1.4.4.2.	0%		Obtain final approval on data collection from NGPC	1 day	12/24/202	12/24/2021	151		NGPC PM
153	**1.4.4.2.**	**0%**		**Special Licenses/Permit Applications (shellfish, culture permits, commercial fishing, marine deal**	**18 days**	**12/1/2021**	**12/24/2021**			
154	1.4.4.2.	0%		Create template	5 days	12/1/2021	12/7/2021	3SS	155	Professional Services
155	1.4.4.2.	0%		Review template with NGPC	1 day	12/8/2021	12/8/2021	154	156SS	Professional Services,NGPC SME team
156	1.4.4.2.	0%		Submit Template to NGPC for data collection	1 day	12/8/2021	12/8/2021	155SS	157	Aspira PM
157	1.4.4.2.	0%		NGPC completes data collection template	5 days	12/9/2021	12/15/2021	156	158	NGPC PM
158	1.4.4.2.	0%		Aspira reviews data collection template for any adjustments	1 day	12/16/202	12/16/2021	157	159SS	Professional Services
159	1.4.4.2.	0%		Additional discussions / clarifications	1 day	12/16/202	12/16/2021	158SS	160	
160	1.4.4.2.	0%		Resubmit final Master Config details	5 days	12/17/202	12/23/2021	159	161	
161	1.4.4.2.	0%		Obtain final approval on data collection from NGPC	1 day	12/24/202	12/24/2021	160		NGPC PM
162	**1.4.4.2.**	**0%**		**Consumable Inventory (retail point-of-sale items, magazine sales, etc.)**	**18 days**	**12/1/2021**	**12/24/2021**			
163	1.4.4.2.	0%		Create template	5 days	12/1/2021	12/7/2021	3SS	164	Professional Services
164	1.4.4.2.	0%		Review template with NGPC	1 day	12/8/2021	12/8/2021	163	165SS	Professional Services,NGPC SME team
165	1.4.4.2.	0%		Submit Template to NGPC for data collection	1 day	12/8/2021	12/8/2021	164SS	166	Aspira PM

ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
166	1.4.4.2.	0%		NGPC completes data collection template	5 days	12/9/2021	12/15/2021	165	167	NGPC PM
167	1.4.4.2.	0%		Aspira reviews data collection template for any adjustments	1 day	12/16/202	12/16/2021	166	168SS	Professional Services
168	1.4.4.2.	0%		Additional discussions / clarifications	1 day	12/16/202	12/16/2021	167SS	169	
169	1.4.4.2.	0%		Resubmit final Master Config details	5 days	12/17/202	12/23/2021	168	170	
170	1.4.4.2.	0%		Obtain final approval on data collection from NGPC	1 day	12/24/202	12/24/2021	169		
171	**1.4.4.3**	**0%**		**Web Branding and Data Collection (Imagery, Navigation, Branding/Style)**	**18 days**	**12/1/2021**	**12/24/2021**		**350,348**	
172	1.4.4.3.	0%		Create template (CUI Setup)	5 days	12/1/2021	12/7/2021	3SS	173	Aspira Web Team
173	1.4.4.3.	0%		Review template with NGPC	1 day	12/8/2021	12/8/2021	172	174SS	NGPC SME team,Aspira Web Team
174	1.4.4.3.	0%		Submit Template to NGPC for data collection	1 day	12/8/2021	12/8/2021	173SS	175	Aspira PM
175	1.4.4.3.	0%		NGPC completes data collection template	5 days	12/9/2021	12/15/2021	174	176	NGPC PM
176	1.4.4.3.	0%		Aspira reviews data collection template for any adjustments	1 day	12/16/202	12/16/2021	175	177SS	Aspira Web Team
177	1.4.4.3.	0%		Additional discussions / clarifications	1 day	12/16/202	12/16/2021	176SS	178	
178	1.4.4.3.	0%		Resubmit final Master Config details	5 days	12/17/202	12/23/2021	177	179	
179	1.4.4.3.	0%		Obtain final approval on data collection from NGPC	1 day	12/24/202	12/24/2021	178		NGPC PM
180	**1.4.5**	**0%**		**Identify Project Scope**	**70 days**	**12/13/202**	**3/18/2022**			
181	**1.4.5.1**	**0%**		**Scope for Aspira One customization (Incudes CRM / Marketing Automation)**	**50 days**	**12/13/202**	**2/18/2022**		**250FF**	
182	1.4.5.1.	0%		Working sessions with Client to discuss the requirements that qualify for customization	10 wks	12/13/202	2/18/2022	18SS	183SS+1 wk,22	NGPC SME team,Product team
183	1.4.5.1.	0%		Generate Scope Proposals	8 wks	12/20/202	2/11/2022	182SS+1 wk	184SS+1 wk	Product team
184	1.4.5.1.	0%		Gain acceptance from customer for the Scope Proposals	7 wks	12/27/202	2/11/2022	183SS+1 wk	185	NGPC PM
185	1.4.5.1.	0%		Generate Product change requests based on the Scope Proposals	3 days	2/14/2022	2/16/2022	184	240FF	Product team
186	**1.4.5.2**	**0%**		**Scope for Data Migration (Convert Data)**	**55 days**	**12/13/202**	**2/25/2022**		**241FF**	
187	1.4.5.2.	0%		Identify data sources for migration based on Requirements Traceability Matrix	5 days	12/13/202	12/17/2021	18SS	189SS,198SS,20	Data Migration team,NGPC IT team
188	**1.4.5.2.**	**0%**		**Customers (Camping/Hunt/Fish)**	**55 days**	**12/13/202**	**2/25/2022**			
189	1.4.5.2.	0%		Data Planning Session: Customers (where applicable, residency and identifiers)	10 wks	12/13/202	2/18/2022	187SS	190	Data Migration team
190	1.4.5.2.	0%		Document Data Scope for Customers	5 days	2/21/2022	2/25/2022	189	191FF	Data Migration team
191	1.4.5.2.	0%		Send Draft Data Migration Scope	1 day	2/25/2022	2/25/2022	190FF		Data Migration team
192	**1.4.5.2.**	**0%**		**Hunt/Fish**	**55 days**	**12/13/202**	**2/25/2022**			
193	**1.4.5.2.**	**0%**		**Stores & Agents**	**55 days**	**12/13/202**	**2/25/2022**			
194	1.4.5.2.	0%		Data Planning Session: Stores & Agents	10 wks	12/13/202	2/18/2022	187SS	195	Data Migration team
195	1.4.5.2.	0%		Document Data Scope for Stores & Agents	5 days	2/21/2022	2/25/2022	194	196FF	Data Migration team
196	1.4.5.2.	0%		Send Draft Data Migration Scope	1 day	2/25/2022	2/25/2022	195FF		Data Migration team
197	**1.4.5.2.**	**0%**		**Education and Suspensions**	**55 days**	**12/13/202**	**2/25/2022**			
198	1.4.5.2.	0%		Data Planning Session: Education and Suspensions	10 wks	12/13/202	2/18/2022	187SS	199	Data Migration team
199	1.4.5.2.	0%		Document Data Scope for Education and Suspensions	5 days	2/21/2022	2/25/2022	198	200FF	Data Migration team
200	1.4.5.2.	0%		Send Draft Data Migration Scope	1 day	2/25/2022	2/25/2022	199FF		Data Migration team
201	**1.4.5.2.**	**0%**		**Orders & Transactions**	**55 days**	**12/13/202**	**2/25/2022**			
202	1.4.5.2.	0%		Data Planning Session: Orders & Transactions	10 wks	12/13/202	2/18/2022	187SS	203	Data Migration team
203	1.4.5.2.	0%		Document Data Scope for Orders & Transactions	5 days	2/21/2022	2/25/2022	202	204FF	Data Migration team
204	1.4.5.2.	0%		Send Draft Data Migration Scope	1 day	2/25/2022	2/25/2022	203FF		Data Migration team
205	**1.4.5.2.**	**0%**		**Products (Hunt/Fish Licenses)**	**55 days**	**12/13/202**	**2/25/2022**			
206	1.4.5.2.	0%		Data Planning Session: Products	10 wks	12/13/202	2/18/2022	187SS	207	Data Migration team
207	1.4.5.2.	0%		Document Data Scope for Products	5 days	2/21/2022	2/25/2022	206	208FF	Data Migration team
208	1.4.5.2.	0%		Send Draft Data Migration Scope	1 day	2/25/2022	2/25/2022	207FF		Data Migration team
209	**1.4.5.2.**	**0%**		**Special Licenses, Permits**	**55 days**	**12/13/202**	**2/25/2022**			
210	1.4.5.2.	0%		Data Planning Session: Products	10 wks	12/13/202	2/18/2022	187SS	211,225	Data Migration team
211	1.4.5.2.	0%		Document Data Scope for Products	5 days	2/21/2022	2/25/2022	210	212FF	Data Migration team
212	1.4.5.2.	0%		Send Draft Data Migration Scope	1 day	2/25/2022	2/25/2022	211FF		Data Migration team
213	**1.4.5.2.**	**0%**		**Limited Draw, Landowner, Pref Points**	**55 days**	**12/13/202**	**2/25/2022**			
214	1.4.5.2.	0%		Data Planning Session: Limited Draw, Landowner, Pref Points	10 wks	12/13/202	2/18/2022	187SS	215,225	Data Migration team
215	1.4.5.2.	0%		Document Data Scope for Limited Draw, Landowner, Pref Points	5 days	2/21/2022	2/25/2022	214	216FF	Data Migration team
216	1.4.5.2.	0%		Send Draft Data Migration Scope	1 day	2/25/2022	2/25/2022	215FF		Data Migration team
217	**1.4.5.2.**	**0%**		**Scope Document**	**34 days**	**1/10/2022**	**2/24/2022**			
218	1.4.5.2.	0%		Review Data migration scope with NGPC	6 wks	1/10/2022	2/18/2022		219,405	Data Migration team,NGPC PM,Aspira PM,NGPC IT tea
219	1.4.5.2.	0%		Update Data Scope per changes agreed upon	4 days	2/21/2022	2/24/2022	218	220	Data Migration team
220	1.4.5.2.	0%		Gain acceptance from Client on Data Migration scope	1 day	2/25/2022	2/25/2022	219		NGPC PM

PROJECT IMPLEMENTATION PLAN

ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
221	**1.4.5.3**	**0%**		**Scope for Interfaces**	**40 days**	**12/20/202**	**2/11/2022**			
222	1.4.5.3.	0%		Identify interfaces to be developed	6 wks	12/20/202	1/28/2022	182SS+1 wk	223SS+1 wk	Interface team
223	1.4.5.3.	0%		Gain acceptance from Client on list of interfaces to be developed	7 wks	12/27/202	2/11/2022	222SS+1 wk		NGPC PM
224	**1.4.5.4**	**0%**		**Scope for Data Mart**	**20 days**	**2/21/2022**	**3/18/2022**		**242FF**	
225	1.4.5.4.	0%		Identify Data Mart Requirements	15 days	2/21/2022	3/11/2022	210,214	226	Data Mart Team
226	1.4.5.4.	0%		Gain acceptance on scope for Data Mart	5 days	3/14/2022	3/18/2022	225		NGPC PM
227	**1.4.5.5**	**0%**		**Call Center Requirements**	**32 days**	**1/3/2022**	**2/15/2022**		**244FF**	
228	1.4.5.5.	0%		Identify Call Center requirements	4 wks	1/3/2022	1/28/2022	50SS+3 wks	229,231SS+2 w	NGPC SME team,Call Center
229	1.4.5.5.	0%		Gain acceptance on Call Center requirements from client	2.4 wks	1/31/2022	2/15/2022	228		NGPC PM
230	**1.4.5.6**	**0%**		**Help Desk Requirements**	**20 days**	**1/17/2022**	**2/11/2022**		**245FF**	
231	1.4.5.6.	0%		Identify Help Desk requirements	3 wks	1/17/2022	2/4/2022	228SS+2 wks	232,234SS+1 w	Help Desk,Training Team
232	1.4.5.6.	0%		Gain acceptance on training requirements from client	1 wk	2/7/2022	2/11/2022	231		NGPC PM
233	**1.4.5.7**	**0%**		**Training Requirements**	**15 days**	**1/24/2022**	**2/11/2022**		**243FF**	
234	1.4.5.7.	0%		Identify training requirements	2 wks	1/24/2022	2/4/2022	231SS+1 wk	235	Help Desk,Training Team
235	1.4.5.7.	0%		Gain acceptance on training requirements from client	1 wk	2/7/2022	2/11/2022	234		NGPC PM
236	**1.4.5.8**	**0%**		**Hardware/Software Standards**	**15 days**	**1/24/2022**	**2/11/2022**		**246FF**	
237	1.4.5.8.	0%		Review Hardware / Software Standards	2 wks	1/24/2022	2/4/2022	50SS+6 wks	238	NGPC SME team,Product team
238	1.4.5.8.	0%		Gain acceptance on Hardware / Software requirements from client	1 wk	2/7/2022	2/11/2022	237		NGPC PM
239	**1.4.6**	**0%**		**Recalibrate Project Plan based on finalized design**	**29 days**	**2/11/2022**	**3/23/2022**		**254**	
240	1.4.6.1	0%		Obtain PCR sprint schedule	1 day	2/16/2022	2/16/2022	185FF	247	Aspira PM
241	1.4.6.2	0%		Obtain level of effort for data migration activities	1 day	2/25/2022	2/25/2022	186FF	247	Aspira PM
242	1.4.6.3	0%		Obtain level of effort for Data Mart	1 day	3/18/2022	3/18/2022	224FF	247	Aspira PM
243	1.4.6.4	0%		Obtain level of effort for Training	1 day	2/11/2022	2/11/2022	233FF	247	Training Team
244	1.4.6.5	0%		Obtain level of effort for Call Center	1 day	2/15/2022	2/15/2022	227FF	247	Aspira PM
245	1.4.6.6	0%		Obtain level of effort for Help Desk	1 day	2/11/2022	2/11/2022	230FF	247	Help Desk
246	1.4.6.7	0%		Obtain level of effort for Hardware/Software	1 day	2/11/2022	2/11/2022	236FF	247	Aspira PM
247	1.4.6.8	0%		Recalibrate project plan based on LOE received from each work stream	1 day	3/21/2022	3/21/2022	240,241,242,24	248	Aspira PM
248	1.4.6.9	0%		Review project plan with client	2 days	3/22/2022	3/23/2022	247		Aspira PM,NGPC PM
249	**1.4.7**	**0%**		**Planning Phase Deliverables**	**33 days**	**2/14/2022**	**3/30/2022**			
250	1.4.7.1	0%		Technical Approach (includes RTM)	5 days	2/14/2022	2/18/2022	181FF	251SS	Aspira PM
251	1.4.7.2	0%		Draft Data Conversion Plan	5 days	2/14/2022	2/18/2022	250SS	252SS	Aspira PM
252	1.4.7.3	0%		Draft Design and Development Plan	5 days	2/14/2022	2/18/2022	251SS		Aspira PM
253	1.4.7.4	0%		Draft Transition Plan	5 days	3/24/2022	3/30/2022	3FS+80 days		Aspira PM
254	1.5	0%		MILESTONE - Project Discovery & Planning Phase completed	0 days	3/23/2022	3/23/2022	239		Aspira PM
255	**1.6**	**0%**		**Implementation Phase**	**230 days**	**12/27/202**	**11/11/2022**			
256	**1.6.1**	**0%**		**Weekly Status Report, Risk and Project Plan**	**126 days**	**3/11/2022**	**9/2/2022**			
257	1.6.1.1	0%		Weekly Status Report, Risk and Project Plan 1	1 day	3/11/2022	3/11/2022			Aspira PM
258	1.6.1.2	0%		Weekly Status Report, Risk and Project Plan 2	1 day	3/18/2022	3/18/2022			Aspira PM
259	1.6.1.3	0%		Weekly Status Report, Risk and Project Plan 3	1 day	3/25/2022	3/25/2022			Aspira PM
260	1.6.1.4	0%		Weekly Status Report, Risk and Project Plan 4	1 day	4/1/2022	4/1/2022			Aspira PM
261	1.6.1.5	0%		Weekly Status Report, Risk and Project Plan 5	1 day	4/8/2022	4/8/2022			Aspira PM
262	1.6.1.6	0%		Weekly Status Report, Risk and Project Plan 6	1 day	4/15/2022	4/15/2022			Aspira PM
263	1.6.1.7	0%		Weekly Status Report, Risk and Project Plan 7	1 day	4/22/2022	4/22/2022			Aspira PM
264	1.6.1.8	0%		Weekly Status Report, Risk and Project Plan 8	1 day	4/29/2022	4/29/2022			Aspira PM
265	1.6.1.9	0%		Weekly Status Report, Risk and Project Plan 9	1 day	5/6/2022	5/6/2022			Aspira PM
266	1.6.1.10	0%		Weekly Status Report, Risk and Project Plan 10	1 day	5/13/2022	5/13/2022			Aspira PM
267	1.6.1.11	0%		Weekly Status Report, Risk and Project Plan 11	1 day	5/20/2022	5/20/2022			Aspira PM
268	1.6.1.12	0%		Weekly Status Report, Risk and Project Plan 12	1 day	5/27/2022	5/27/2022			Aspira PM
269	1.6.1.13	0%		Weekly Status Report, Risk and Project Plan 13	1 day	6/3/2022	6/3/2022			Aspira PM
270	1.6.1.14	0%		Weekly Status Report, Risk and Project Plan 14	1 day	6/10/2022	6/10/2022			Aspira PM
271	1.6.1.15	0%		Weekly Status Report, Risk and Project Plan 15	1 day	6/17/2022	6/17/2022			Aspira PM
272	1.6.1.16	0%		Weekly Status Report, Risk and Project Plan 16	1 day	6/24/2022	6/24/2022			Aspira PM
273	1.6.1.17	0%		Weekly Status Report, Risk and Project Plan 17	1 day	7/1/2022	7/1/2022			Aspira PM
274	1.6.1.18	0%		Weekly Status Report, Risk and Project Plan 18	1 day	7/8/2022	7/8/2022		642	Aspira PM
275	1.6.1.19	0%		Weekly Status Report, Risk and Project Plan 19	1 day	7/15/2022	7/15/2022			Aspira PM

ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
276	1.6.1.20	0%		Weekly Status Report, Risk and Project Plan 20	1 day	7/22/2022	7/22/2022			Aspira PM
277	1.6.1.21	0%		Weekly Status Report, Risk and Project Plan 21	1 day	7/29/2022	7/29/2022			Aspira PM
278	1.6.1.22	0%		Weekly Status Report, Risk and Project Plan 22	1 day	8/5/2022	8/5/2022			Aspira PM
279	1.6.1.23	0%		Weekly Status Report, Risk and Project Plan 23	1 day	8/12/2022	8/12/2022			Aspira PM
280	1.6.1.24	0%		Weekly Status Report, Risk and Project Plan 24	1 day	8/19/2022	8/19/2022			Aspira PM
281	1.6.1.25	0%		Weekly Status Report, Risk and Project Plan 25	1 day	8/26/2022	8/26/2022			Aspira PM
282	1.6.1.26	0%		Weekly Status Report, Risk and Project Plan 26	1 day	9/2/2022	9/2/2022			
283	**1.6.2**	**0%**		**Project Execution**	**140 days**	**12/27/202**	**7/8/2022**			
284	**1.6.2.1**	**0%**		**Contract Setup (Populate master DB with data collection from client)**	**55 days**	**12/27/202**	**3/11/2022**			
285	**1.6.2.1.**	**0%**		**Populate Initial Master Config File with Data Collection from Client**	**5 days**	**12/27/202**	**12/31/2021**		**296**	
286	1.6.2.1..	0%		Hunt/Fish Contract Setup - Users, Locations, Roles, Permissions, etc.	5 days	12/27/202	12/31/2021	71		Professional Services
287	1.6.2.1..	0%		Identifiers	5 days	12/27/202	12/31/2021	89		Professional Services
288	1.6.2.1..	0%		Accounting Structure and Financial Setup Questionnaire	5 days	12/27/202	12/31/2021	80		Professional Services
289	**1.6.2.1.**	**0%**		**System level setup**	**5 days**	**1/6/2022**	**1/13/2022**			
290	1.6.2.1..	0%		Internal Meeting: Prod/PS/Dev/QA	5 days	1/6/2022	1/13/2022	295		
291	1.6.2.1..	0%		Review and Setup H/F Properties File for UAT	5 days	1/6/2022	1/13/2022	295		Development team
292	1.6.2.1..	0%		Review and Setup H/F Daemons / Services for UAT	5 days	1/6/2022	1/13/2022	295		Development team
293	1.6.2.1..	0%		Setup Dummy Payment Processor for UAT	5 days	1/6/2022	1/13/2022	295		Development team
294	**1.6.2.1.**	**0%**		**Contract Database Setup - Initial Master Config**	**34.75 days**	**12/27/202**	**2/11/2022**		**336**	
295	1.6.2.1..	0%		Creation of Preproduction Environment Database for Implementation and Inventory (PreProd)	1.75 wks	12/27/202	1/6/2022	70	296,290,291,29	Professional Services,Data Migration team
296	1.6.2.1..	0%		Populate database with Master Config File	2 days	1/6/2022	1/10/2022	285,295	298	Data Migration team
297	**1.6.2.1.**	**0%**		**Round 1**	**8 days**	**1/10/2022**	**1/20/2022**			
298	1.6.2.1..	0%		Test PreProd	5 days	1/10/2022	1/17/2022	296	299,312	Professional Services
299	1.6.2.1..	0%		Revise Master Configuration / Fix Issues	2 days	1/17/2022	1/19/2022	298	300	Professional Services,Data Migration team
300	1.6.2.1..	0%		Deploy Master Configuration to PreProd	1 day	1/19/2022	1/20/2022	299	302	Data Migration team
301	**1.6.2.1.**	**0%**		**Round 2**	**8 days**	**1/20/2022**	**2/1/2022**			
302	1.6.2.1..	0%		Test PreProd	5 days	1/20/2022	1/27/2022	300	303	Professional Services
303	1.6.2.1..	0%		Revise Master Configuration / Fix Issues	2 days	1/27/2022	1/31/2022	302	304	Professional Services,Data Migration team
304	1.6.2.1..	0%		Deploy Master Configuration to PreProd	1 day	1/31/2022	2/1/2022	303	306	Data Migration team
305	**1.6.2.1.**	**0%**		**Round 3**	**6 days**	**2/1/2022**	**2/9/2022**			
306	1.6.2.1..	0%		Test PreProd	3 days	2/1/2022	2/4/2022	304	307	Professional Services
307	1.6.2.1..	0%		Revise Master Configuration / Fix Issues	2 days	2/4/2022	2/8/2022	306	308	Professional Services,Data Migration team
308	1.6.2.1..	0%		Deploy Master Configuration to PreProd	1 day	2/8/2022	2/9/2022	307	309	Data Migration team
309	1.6.2.1..	0%		Copy PreProd to other environments (MigQA, DEV, UAT, etc.)	2 days	2/9/2022	2/11/2022	308	348	Data Migration team
310	**1.6.2.1.**	**0%**		**Expand Master Config with additional Data Collections**	**39.25 days**	**1/17/2022**	**3/11/2022**			
311	**1.6.2.1.**	**0%**		**Cycle 1**	**12.5 days**	**1/17/2022**	**2/3/2022**			
312	1.6.2.1..	0%		Resolve issues from initial Environment Setup (Round 1 & 2 & 3)	3 days	1/17/2022	1/20/2022	298	313	Professional Services,Data Migration team
313	1.6.2.1..	0%		Deploy fixes to PreProd	1 day	1/20/2022	1/21/2022	312	314	Data Migration team
314	1.6.2.1..	0%		Deploy Updated Master Configuration file (with client data) to PreProd	2 days	1/21/2022	1/25/2022	313	315	Data Migration team
315	1.6.2.1..	0%		Restore PreProd to QA and UAT2	0.5 days	1/25/2022	1/26/2022	314	316	Data Migration team
316	1.6.2.1..	0%		Verify deployment of Master Configuration data in PreProd	3 days	1/26/2022	1/31/2022	315	317	Professional Services
317	1.6.2.1..	0%		PS Validation in UAT2	3 days	1/31/2022	2/3/2022	316	319	Professional Services
318	**1.6.2.1.**	**0%**		**Cycle 2**	**12.5 days**	**2/3/2022**	**2/21/2022**			
319	1.6.2.1..	0%		Resolve issues from Cycle 1	3 days	2/3/2022	2/8/2022	317	320	Professional Services,Data Migration team
320	1.6.2.1..	0%		Deploy fixes to PreProd	1 day	2/8/2022	2/9/2022	319	321	Data Migration team
321	1.6.2.1..	0%		Deploy Updated Master Configuration file (with client data) to PreProd	2 days	2/9/2022	2/11/2022	320	322	Data Migration team
322	1.6.2.1..	0%		Restore PreProd to QA and UAT2	0.5 days	2/11/2022	2/11/2022	321	323	Data Migration team
323	1.6.2.1..	0%		Verify deployment of Master Configuration data in PreProd	3 days	2/11/2022	2/16/2022	322	324	Professional Services
324	1.6.2.1..	0%		PS Validation in UAT2	3 days	2/16/2022	2/21/2022	323	326	Professional Services
325	**1.6.2.1.**	**0%**		**Cycle 3**	**14.25 days**	**2/21/2022**	**3/11/2022**			
326	1.6.2.1..	0%		Resolve issues from Cycle 2	3 days	2/21/2022	2/24/2022	324	327	Professional Services,Data Migration team
327	1.6.2.1..	0%		Deploy fixes to PreProd	1 day	2/24/2022	2/25/2022	326	328	Data Migration team
328	1.6.2.1..	0%		Deploy Updated Master Configuration file (with client data) to PreProd	3 days	2/25/2022	3/2/2022	327	329	Data Migration team
329	1.6.2.1..	0%		Export CUI from configuration manager	1 hr	3/2/2022	3/2/2022	328	330	Professional Services
330	1.6.2.1..	0%		Restore PreProd to QA and UAT2	1 day	3/2/2022	3/3/2022	329	331	Data Migration team

ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
331	1.6.2.1.	0%		Import CUI configuration manager	1 hr	3/3/2022	3/3/2022	330	332	Professional Services
332	1.6.2.1.	0%		Verify deployment of Master Configuration data in PreProd	3 days	3/4/2022	3/8/2022	331	333	Professional Services
333	1.6.2.1.	0%		PS Validation in UAT2	3 days	3/9/2022	3/11/2022	332		Professional Services
334	**1.6.2.2**	**0%**		**Configuration and Testing of Aspira One Standard Product (UI Setup) (Hunt/Fish)**	**50 days**	**2/11/2022**	**4/22/2022**			
335	**1.6.2.2.**	**0%**		**UI Configurations**	**30 days**	**2/11/2022**	**3/25/2022**		**343**	
336	1.6.2.2.	0%		Hunt/Fish Contract Setup (Users, Locations, Roles, Permissions, etc.)	30 days	2/11/2022	3/25/2022	294	337SS,338SS,33	Professional Services
337	1.6.2.2.	0%		Accounting Structure and Financial Setup Questionnaire	30 days	2/11/2022	3/25/2022	336SS		Professional Services
338	1.6.2.2.	0%		Stores & Agents (Bonds, contacts and bank information, etc.)	30 days	2/11/2022	3/25/2022	336SS		Professional Services
339	1.6.2.2.	0%		Customers (residency, identifiers, education, suspensions, etc.)	30 days	2/11/2022	3/25/2022	336SS		Professional Services
340	1.6.2.2.	0%		Products (Hunt/Fish Licenses)	30 days	2/11/2022	3/25/2022	336SS		Professional Services
341	1.6.2.2.	0%		Limited Draw, Landowner, Pref Points	30 days	2/11/2022	3/25/2022	336SS		Professional Services
342	1.6.2.2.	0%		Special Licenses, Permits	30 days	2/11/2022	3/25/2022	336SS		Professional Services
343	**1.6.2.2.**	**0%**		**End 2 End Testing**	**20 days**	**3/25/2022**	**4/22/2022**	**335**	**562,560**	
344	1.6.2.2.	0%		PS Testing of workflows	10 days	3/25/2022	4/8/2022		345	Professional Services
345	1.6.2.2.	0%		Fixes	5 days	4/8/2022	4/15/2022	344	346	Professional Services
346	1.6.2.2.	0%		Re-Test	5 days	4/15/2022	4/22/2022	345		Professional Services
347	**1.10**	**0%**		**Private Label Web Site**	**45.75 days**	**12/27/202**	**2/28/2022**			
348	1.6.2.3.	0%		Copy database to DEV environment	1 day	2/11/2022	2/14/2022	171,309	351	Aspira Data Architect[50%]
349	**1.10.2.6**	**0%**		**Static Page Setup**	**45.75 days**	**12/27/202**	**2/28/2022**			
350	1.6.2.3.	0%		Receive Brand Guidelines from SK	2 days	12/27/202	12/28/2021	171	351	NGPC SME team
351	1.6.2.3.	0%		Create Web Mock up	3 days	2/14/2022	2/17/2022	350,348	352,355SS	Aspira Web Team
352	1.6.2.3.	0%		Review Approval for Mock ups	1 day	2/17/2022	2/18/2022	351	353FF,354FF	NGPC SME team
353	1.6.2.3.	0%		Create CUI Instance in QA	1 day	2/17/2022	2/18/2022	352FF	356	Data Mart Team
354	1.6.2.3.	0%		Create CUI Instance in UAT	1 day	2/17/2022	2/18/2022	352FF		Data Mart Team
355	1.6.2.3.	0%		Configure CUI Instance in UAT	5 days	2/14/2022	2/21/2022	351SS		Professional Services,Aspira Web Team
356	1.6.2.3.	0%		Apply Client Brand in UAT	2 days	2/18/2022	2/22/2022	353	357	Aspira Web Team
357	1.6.2.3.	0%		Push Config to QA Env	1 day	2/22/2022	2/23/2022	356	358	Aspira Web Team
358	1.6.2.3.	0%		QA testing	2 days	2/23/2022	2/25/2022	357	359	Aspira QA[25%]
359	1.6.2.3.	0%		Update Post QA Cycle	1 day	2/25/2022	2/28/2022	358		Aspira Web Team,Professional Services,Aspira QA
360	**1.6.2.4**	**0%**		**Product and Reports Development**	**100 days**	**1/31/2022**	**6/17/2022**		**376SS+15 days**	
361	**1.6.2.4.**	**0%**		**Release 35700- Sprint 117 (Web/CUI)**	**20 days**	**1/31/2022**	**2/25/2022**			
362	1.6.2.4.	0%		Sprint 117 (Development / QA Testing (Functional, Regression, Integration)	4 wks	1/31/2022	2/25/2022		363FF,365	Development team
363	1.6.2.4.	0%		Post to UAT	1 day	2/25/2022	2/25/2022	362FF	379	Development team
364	**1.6.2.4.**	**0%**		**Release 35800 - Sprint 118**	**20 days**	**2/28/2022**	**3/25/2022**			
365	1.6.2.4.	0%		Sprint 118 (Development / QA Testing (Functional, Regression, Integration)	4 wks	2/28/2022	3/25/2022	362	366FF,368	Development team
366	1.6.2.4.	0%		Post to UAT	1 day	3/25/2022	3/25/2022	365FF	383	Development team
367	**1.6.2.4.**	**0%**		**Release 35900- Sprint 119**	**20 days**	**3/28/2022**	**4/22/2022**			
368	1.6.2.4.	0%		Sprint 119 (Development / QA Testing (Functional, Regression, Integration)	4 wks	3/28/2022	4/22/2022	365	369FF,371	Development team
369	1.6.2.4.	0%		Post to UAT	1 day	4/22/2022	4/22/2022	368FF	387	Development team
370	**1.6.2.4.**	**0%**		**Release 36000 - Sprint 120**	**20 days**	**4/25/2022**	**5/20/2022**			
371	1.6.2.4.	0%		Sprint 120 (Development / QA Testing (Functional, Regression, Integration)	4 wks	4/25/2022	5/20/2022	368	372FF,374	Development team
372	1.6.2.4.	0%		Post to UAT	1 day	5/20/2022	5/20/2022	371FF	395	Development team
373	**1.6.2.4.**	**0%**		**Release 356100 - Sprint 121**	**20 days**	**5/23/2022**	**6/17/2022**			
374	1.6.2.4.	0%		Sprint 121 (Development / QA Testing (Functional, Regression, Integration)	4 wks	5/23/2022	6/17/2022	371	375FF	Development team
375	1.6.2.4.	0%		Post to UAT	1 day	6/17/2022	6/17/2022	374FF	399	Development team
376	**1.6.2.5**	**0%**		**Product Configuration**	**95 days**	**2/28/2022**	**7/8/2022**	**360SS+15 days**		
377	**1.6.2.5.**	**0%**		**Phase 1 Custom**	**65 days**	**2/28/2022**	**5/27/2022**		**593,581**	
378	**1.6.2.5.**	**0%**		**Release 35700 - Sprint 117**	**20 days**	**2/28/2022**	**3/25/2022**		**391,392**	
379	1.6.2.5.	0%		PS Testing of Product Change Requests	15 days	2/28/2022	3/18/2022	363	381FF,380	Professional Services
380	1.6.2.5.	0%		Prep for Demo / Internal Review with Product	5 days	3/21/2022	3/25/2022	379		Professional Services
381	1.6.2.5.	0%		PreProd updates	1 day	3/18/2022	3/18/2022	379FF		Professional Services
382	**1.6.2.5.**	**0%**		**Release 35800 - Sprint 118**	**20 days**	**3/28/2022**	**4/22/2022**		**391,392**	
383	1.6.2.5.	0%		PS Testing of Product Change Requests	15 days	3/28/2022	4/15/2022	366	385FF,384	Professional Services
384	1.6.2.5.	0%		Prep for Demo / Internal Review with Product	5 days	4/18/2022	4/22/2022	383		Professional Services
385	1.6.2.5.	0%		PreProd updates	1 day	4/15/2022	4/15/2022	383FF		Professional Services

ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
386	**1.6.2.5.**	**0%**		**Release 35900 - Sprint 119**	**19 days**	**4/25/2022**	**5/19/2022**			
387	1.6.2.5.	0%		PS Testing of Product Change Requests	15 days	4/25/2022	5/13/2022	369	389FF,388	Professional Services
388	1.6.2.5.	0%		Prep for Demo / Internal Review with Product	4 days	5/16/2022	5/19/2022	387		Professional Services
389	1.6.2.5.	0%		PreProd updates	1 day	5/13/2022	5/13/2022	387FF		Professional Services
390	**1.6.2.5.**	**0%**		**Custom Workflow and Interface Testing**	**25 days**	**4/25/2022**	**5/27/2022**		**555FS-2 wks,55**	
391	1.6.2.5.	0%		Custome Workflow Testing	5 wks	4/25/2022	5/27/2022	378,382		Professional Services
392	1.6.2.5.	0%		Interface And File Import/Export Testing	5 wks	4/25/2022	5/27/2022	378,382		
393	**1.6.2.5.**	**0%**		**Phase 2 Custom (includes CRM / Marketing Automation)**	**35 days**	**5/23/2022**	**7/8/2022**			
394	**1.6.2.5.**	**0%**		**Release 36000- Sprint 120**	**16 days**	**5/23/2022**	**6/13/2022**		**402**	
395	1.6.2.5.	0%		PS Testing of Product Change Requests	15 days	5/23/2022	6/10/2022	372	397,396FF	Professional Services
396	1.6.2.5.	0%		Prep for Demo / Internal Review with Product	5 days	6/6/2022	6/10/2022	395FF		Professional Services
397	1.6.2.5.	0%		PreProd updates	1 day	6/13/2022	6/13/2022	395		Professional Services
398	**1.6.2.5.**	**0%**		**Release 36100- Sprint 121**	**13 days**	**6/20/2022**	**7/6/2022**		**402**	
399	1.6.2.5.	0%		PS Testing of Product Change Requests	13 days	6/20/2022	7/6/2022	375	400FF	Professional Services
400	1.6.2.5.	0%		PreProd updates	1 day	7/6/2022	7/6/2022	399FF		Professional Services
401	**1.6.2.5.**	**0%**		**PCR Demo Readiness (Phase 2 Custom)**	**2 days**	**7/7/2022**	**7/8/2022**			
402	1.6.2.5.	0%		Prepare Demo for UAT	2 days	7/7/2022	7/8/2022	394,398		Professional Services
403	**1.6.2.6**	**0%**		**Data Mapping and Migration (Convert Data)**	**75 days**	**2/21/2022**	**6/3/2022**			
404	**1.6.2.6.**	**0%**		**Customer (Hunt/Fish)**	**39 days**	**2/21/2022**	**4/14/2022**			
405	1.6.2.6.	0%		Script and migrate data	4 wks	2/21/2022	3/18/2022	218	406FF,408,417,	Data Migration team
406	1.6.2.6.	0%		Data Profiling	2 wks	3/7/2022	3/18/2022	405FF		Data Migration team
407	**1.6.2.6.**	**0%**		**Testing**	**19 days**	**3/21/2022**	**4/14/2022**			
408	1.6.2.6.	0%		First Iteration	7 days	3/21/2022	3/29/2022	405	409	Aspira QA
409	1.6.2.6.	0%		Fixes and Data Reload	1 day	3/30/2022	3/30/2022	408	410	Data Migration team
410	1.6.2.6.	0%		Second Iteration	5 days	3/31/2022	4/6/2022	409	411	Aspira QA
411	1.6.2.6.	0%		Fixes and Data Reload	1 day	4/7/2022	4/7/2022	410	412	Data Migration team
412	1.6.2.6.	0%		Third Iteration	3 days	4/8/2022	4/12/2022	411	413	Aspira QA
413	1.6.2.6.	0%		Fixes and Data Reload	1 day	4/13/2022	4/13/2022	412	414	Data Migration team
414	1.6.2.6.	0%		Load Aspira One staging and UAT	1 day	4/14/2022	4/14/2022	413		Data Migration team
415	**1.6.2.6.**	**0%**		**Hunt/Fish Data**	**55 days**	**3/21/2022**	**6/3/2022**			
416	**1.6.2.6.**	**0%**		**Orders & Transactions**	**55 days**	**3/21/2022**	**6/3/2022**			
417	1.6.2.6.	0%		Script and migrate data	6 wks	3/21/2022	4/29/2022	405	418FF,420	Data Migration team
418	1.6.2.6.	0%		Data Profiling	2 wks	4/18/2022	4/29/2022	417FF		Data Migration team
419	**1.6.2.6.**	**0%**		**Testing**	**25 days**	**5/2/2022**	**6/3/2022**			
420	1.6.2.6.	0%		First Iteration	10 days	5/2/2022	5/13/2022	417	421	Aspira QA
421	1.6.2.6.	0%		Fixes and Data Reload	1 day	5/16/2022	5/16/2022	420	422	Data Migration team
422	1.6.2.6.	0%		Second Iteration	7 days	5/17/2022	5/25/2022	421	423	Aspira QA
423	1.6.2.6.	0%		Fixes and Data Reload	1 day	5/26/2022	5/26/2022	422	424	Data Migration team
424	1.6.2.6.	0%		Third Iteration	5 days	5/27/2022	6/2/2022	423	425	Aspira QA
425	1.6.2.6.	0%		Fixes and Data Reload	1 day	6/3/2022	6/3/2022	424	426FF	Data Migration team
426	1.6.2.6.	0%		Load Aspira One staging and UAT	1 day	6/3/2022	6/3/2022	425FF		Data Migration team
427	**1.6.2.6.**	**0%**		**Stores & Agents**	**55 days**	**3/21/2022**	**6/3/2022**			
428	1.6.2.6.	0%		Script and migrate data	6 wks	3/21/2022	4/29/2022	405	429FF,431	Data Migration team
429	1.6.2.6.	0%		Data Profiling	2 wks	4/18/2022	4/29/2022	428FF		Data Migration team
430	**1.6.2.6.**	**0%**		**Testing**	**25 days**	**5/2/2022**	**6/3/2022**			
431	1.6.2.6.	0%		First Iteration	10 days	5/2/2022	5/13/2022	428	432	Aspira QA
432	1.6.2.6.	0%		Fixes and Data Reload	1 day	5/16/2022	5/16/2022	431	433	Data Migration team
433	1.6.2.6.	0%		Second Iteration	7 days	5/17/2022	5/25/2022	432	434	Aspira QA
434	1.6.2.6.	0%		Fixes and Data Reload	1 day	5/26/2022	5/26/2022	433	435	Data Migration team
435	1.6.2.6.	0%		Third Iteration	5 days	5/27/2022	6/2/2022	434	436	Aspira QA
436	1.6.2.6.	0%		Fixes and Data Reload	1 day	6/3/2022	6/3/2022	435	437FF	Data Migration team
437	1.6.2.6.	0%		Load Aspira One staging and UAT	1 day	6/3/2022	6/3/2022	436FF		Data Migration team
438	**1.6.2.6.**	**0%**		**Education and Suspensions**	**55 days**	**3/21/2022**	**6/3/2022**			
439	1.6.2.6.	0%		Script and migrate data	6 wks	3/21/2022	4/29/2022	405	440FF,442	Data Migration team
440	1.6.2.6.	0%		Data Profiling	2 wks	4/18/2022	4/29/2022	439FF		Data Migration team

ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
441	**1.6.2.6.**	**0%**		**Testing**	**25 days**	**5/2/2022**	**6/3/2022**			
442	1.6.2.6.	0%		First Iteration	10 days	5/2/2022	5/13/2022	439	443	Aspira QA
443	1.6.2.6.	0%		Fixes and Data Reload	1 day	5/16/2022	5/16/2022	442	444	Data Migration team
444	1.6.2.6.	0%		Second Iteration	7 days	5/17/2022	5/25/2022	443	445	Aspira QA
445	1.6.2.6.	0%		Fixes and Data Reload	1 day	5/26/2022	5/26/2022	444	446	Data Migration team
446	1.6.2.6.	0%		Third Iteration	5 days	5/27/2022	6/2/2022	445	447	Aspira QA
447	1.6.2.6.	0%		Fixes and Data Reload	1 day	6/3/2022	6/3/2022	446	448FF	Data Migration team
448	1.6.2.6.	0%		Load Aspira One staging and UAT	1 day	6/3/2022	6/3/2022	447FF		Data Migration team
449	**1.6.2.6.**	**0%**		**Products (Hunt/Fish Licenses)**	**55 days**	**3/21/2022**	**6/3/2022**			
450	1.6.2.6.	0%		Script and migrate data	6 wks	3/21/2022	4/29/2022	405	451FF,453	Data Migration team
451	1.6.2.6.	0%		Data Profiling	2 wks	4/18/2022	4/29/2022	450FF		Data Migration team
452	**1.6.2.6.**	**0%**		**Testing**	**25 days**	**5/2/2022**	**6/3/2022**			
453	1.6.2.6.	0%		First Iteration	10 days	5/2/2022	5/13/2022	450	454	Aspira QA
454	1.6.2.6.	0%		Fixes and Data Reload	1 day	5/16/2022	5/16/2022	453	455	Data Migration team
455	1.6.2.6.	0%		Second Iteration	7 days	5/17/2022	5/25/2022	454	456	Aspira QA
456	1.6.2.6.	0%		Fixes and Data Reload	1 day	5/26/2022	5/26/2022	455	457	Data Migration team
457	1.6.2.6.	0%		Third Iteration	5 days	5/27/2022	6/2/2022	456	458	Aspira QA
458	1.6.2.6.	0%		Fixes and Data Reload	1 day	6/3/2022	6/3/2022	457	459FF	Data Migration team
459	1.6.2.6.	0%		Load Aspira One staging and UAT	1 day	6/3/2022	6/3/2022	458FF		Data Migration team
460	**1.6.2.6.**	**0%**		**Limited Draw, Landowner, Pref Points**	**55 days**	**3/21/2022**	**6/3/2022**			
461	1.6.2.6.	0%		Script and migrate data	6 wks	3/21/2022	4/29/2022	405	462FF,464	Data Migration team
462	1.6.2.6.	0%		Data Profiling	2 wks	4/18/2022	4/29/2022	461FF		Data Migration team
463	**1.6.2.6.**	**0%**		**Testing**	**25 days**	**5/2/2022**	**6/3/2022**			
464	1.6.2.6.	0%		First Iteration	10 days	5/2/2022	5/13/2022	461	465	Aspira QA
465	1.6.2.6.	0%		Fixes and Data Reload	1 day	5/16/2022	5/16/2022	464	466	Data Migration team
466	1.6.2.6.	0%		Second Iteration	7 days	5/17/2022	5/25/2022	465	467	Aspira QA
467	1.6.2.6.	0%		Fixes and Data Reload	1 day	5/26/2022	5/26/2022	466	468	Data Migration team
468	1.6.2.6.	0%		Third Iteration	5 days	5/27/2022	6/2/2022	467	469	Aspira QA
469	1.6.2.6.	0%		Fixes and Data Reload	1 day	6/3/2022	6/3/2022	468	470FF	Data Migration team
470	1.6.2.6.	0%		Load Aspira One staging and UAT	1 day	6/3/2022	6/3/2022	469FF		Data Migration team
471	**1.6.2.6.**	**0%**		**Special Licenses, Permits**	**55 days**	**3/21/2022**	**6/3/2022**			
472	1.6.2.6.	0%		Script and migrate data	6 wks	3/21/2022	4/29/2022	405	473FF,475	Data Migration team
473	1.6.2.6.	0%		Data Profiling	2 wks	4/18/2022	4/29/2022	472FF		Data Migration team
474	**1.6.2.6.**	**0%**		**Testing**	**25 days**	**5/2/2022**	**6/3/2022**			
475	1.6.2.6.	0%		First Iteration	10 days	5/2/2022	5/13/2022	472	476	Aspira QA
476	1.6.2.6.	0%		Fixes and Data Reload	1 day	5/16/2022	5/16/2022	475	477	Data Migration team
477	1.6.2.6.	0%		Second Iteration	7 days	5/17/2022	5/25/2022	476	478	Aspira QA
478	1.6.2.6.	0%		Fixes and Data Reload	1 day	5/26/2022	5/26/2022	477	479	Data Migration team
479	1.6.2.6.	0%		Third Iteration	5 days	5/27/2022	6/2/2022	478	480	Aspira QA
480	1.6.2.6.	0%		Fixes and Data Reload	1 day	6/3/2022	6/3/2022	479	481FF	Data Migration team
481	1.6.2.6.	0%		Load Aspira One staging and UAT	1 day	6/3/2022	6/3/2022	480FF	604	Data Migration team
482	**1.6.3**	**0%**		**Performance and Load Testing (Evaluate System Performance)**	**82 days**	**4/11/2022**	**8/2/2022**			**Aspira QA**
483	1.6.3.1	0%		Script Design	2 wks	4/11/2022	4/22/2022	580SS-7 wks	484	Aspira QA
484	1.6.3.2	0%		Test Data Setup	1 wk	4/25/2022	4/29/2022	483	488	Aspira QA
485	**1.6.3.3**	**0%**		**Testing**	**67 days**	**5/2/2022**	**8/2/2022**			
486	**1.6.3.3.**	**0%**		**Round 1**	**27 days**	**5/2/2022**	**6/7/2022**			
487	**1.6.3.3.**	**0%**		**Workflow 1 (Hunt/Fish)**	**19 days**	**5/2/2022**	**5/26/2022**			
488	1.6.3.3.	0%		Test Data Preparation	1 day	5/2/2022	5/2/2022	484	493,499FS+3 da	QA Team
489	**1.6.3.3.**	**0%**		**Workflow 1 through Website**	**6 days**	**5/19/2022**	**5/26/2022**			
490	1.6.3.3.	0%		TCD	3 days	5/19/2022	5/23/2022	497	491	QA Team
491	1.6.3.3.	0%		TCE	3 days	5/24/2022	5/26/2022	490		QA Team
492	**1.6.3.3.**	**0%**		**Workflow 1 through License Manager**	**6 days**	**5/3/2022**	**5/10/2022**			
493	1.6.3.3.	0%		TCD	3 days	5/3/2022	5/5/2022	488	494	QA Team
494	1.6.3.3.	0%		TCE	3 days	5/6/2022	5/10/2022	493	496	QA Team
495	**1.6.3.3.**	**0%**		**Workflow 1 through Call Manager**	**6 days**	**5/11/2022**	**5/18/2022**			

ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
496	1.6.3.3..	0%		TCD	3 days	5/11/2022	5/13/2022	494	497	QA Team
497	1.6.3.3..	0%		TCE	3 days	5/16/2022	5/18/2022	496	490	QA Team
498	**1.6.3.3.**	**0%**		**Workflow 2 (Hunt/Fish)**	**19 days**	**5/6/2022**	**6/1/2022**			
499	1.6.3.3..	0%		Test Data Preparation	1 day	5/6/2022	5/6/2022	488FS+3 days	504,510FS+3 da	QA Team
500	**1.6.3.3.**	**0%**		**Workflow 2 through Website**	**6 days**	**5/25/2022**	**6/1/2022**			
501	1.6.3.3..	0%		TCD	3 days	5/25/2022	5/27/2022	508	502	QA Team
502	1.6.3.3..	0%		TCE	3 days	5/30/2022	6/1/2022	501		QA Team
503	**1.6.3.3.**	**0%**		**Workflow 2 through License Manager**	**6 days**	**5/9/2022**	**5/16/2022**			
504	1.6.3.3..	0%		TCD	3 days	5/9/2022	5/11/2022	499	505	QA Team
505	1.6.3.3..	0%		TCE	3 days	5/12/2022	5/16/2022	504	507	QA Team
506	**1.6.3.3.**	**0%**		**Workflow 2 through Call Manager**	**6 days**	**5/17/2022**	**5/24/2022**			
507	1.6.3.3..	0%		TCD	3 days	5/17/2022	5/19/2022	505	508	QA Team
508	1.6.3.3..	0%		TCE	3 days	5/20/2022	5/24/2022	507	501	QA Team
509	**1.6.3.3.**	**0%**		**Workflow 3 (Hunt/Fish)**	**19 days**	**5/12/2022**	**6/7/2022**			
510	1.6.3.3..	0%		Test Data Preparation	1 day	5/12/2022	5/12/2022	499FS+3 days	515	QA Team
511	**1.6.3.3.**	**0%**		**Workflow 3 through Website**	**6 days**	**5/31/2022**	**6/7/2022**			
512	1.6.3.3..	0%		TCD	3 days	5/31/2022	6/2/2022	519	513	QA Team
513	1.6.3.3..	0%		TCE	3 days	6/3/2022	6/7/2022	512		QA Team
514	**1.6.3.3.**	**0%**		**Workflow 3 through License Manager**	**6 days**	**5/13/2022**	**5/20/2022**			
515	1.6.3.3..	0%		TCD	3 days	5/13/2022	5/17/2022	510	516	QA Team
516	1.6.3.3..	0%		TCE	3 days	5/18/2022	5/20/2022	515	518	QA Team
517	**1.6.3.3.**	**0%**		**Workflow 3 through Call Manager**	**6 days**	**5/23/2022**	**5/30/2022**			
518	1.6.3.3..	0%		TCD	3 days	5/23/2022	5/25/2022	516	519	QA Team
519	1.6.3.3..	0%		TCE	3 days	5/26/2022	5/30/2022	518	512	QA Team
520	**1.6.3.3.**	**0%**		**Round 2**	**51 days**	**5/24/2022**	**8/2/2022**			
521	**1.6.3.3.**	**0%**		**Workflow 1 (Hunt/Fish)**	**19 days**	**5/24/2022**	**6/17/2022**			
522	1.6.3.3..	0%		Test Data Preparation	1 day	5/24/2022	5/24/2022	488FS+3 wks	527,533FS+3 w	QA Team
523	**1.6.3.3.**	**0%**		**Workflow 1 through Website**	**6 days**	**6/10/2022**	**6/17/2022**			
524	1.6.3.3..	0%		TCD	3 days	6/10/2022	6/14/2022	531	525	QA Team
525	1.6.3.3..	0%		TCE	3 days	6/15/2022	6/17/2022	524		QA Team
526	**1.6.3.3.**	**0%**		**Workflow 1 through License Manager**	**6 days**	**5/25/2022**	**6/1/2022**			
527	1.6.3.3..	0%		TCD	3 days	5/25/2022	5/27/2022	522	528	QA Team
528	1.6.3.3..	0%		TCE	3 days	5/30/2022	6/1/2022	527	530	QA Team
529	**1.6.3.3.**	**0%**		**Workflow 1 through Call Manager**	**6 days**	**6/2/2022**	**6/9/2022**			
530	1.6.3.3..	0%		TCD	3 days	6/2/2022	6/6/2022	528	531	QA Team
531	1.6.3.3..	0%		TCE	3 days	6/7/2022	6/9/2022	530	524	QA Team
532	**1.6.3.3.**	**0%**		**Workflow 2 (Hunt/Fish)**	**19 days**	**6/15/2022**	**7/11/2022**			
533	1.6.3.3..	0%		Test Data Preparation	1 day	6/15/2022	6/15/2022	522FS+3 wks	538,544FS+3 w	QA Team
534	**1.6.3.3.**	**0%**		**Workflow 2 through Website**	**6 days**	**7/4/2022**	**7/11/2022**			
535	1.6.3.3..	0%		TCD	3 days	7/4/2022	7/6/2022	542	536	QA Team
536	1.6.3.3..	0%		TCE	3 days	7/7/2022	7/11/2022	535		QA Team
537	**1.6.3.3.**	**0%**		**Workflow 2 through License Manager**	**6 days**	**6/16/2022**	**6/23/2022**			
538	1.6.3.3..	0%		TCD	3 days	6/16/2022	6/20/2022	533	539	QA Team
539	1.6.3.3..	0%		TCE	3 days	6/21/2022	6/23/2022	538	541	QA Team
540	**1.6.3.3.**	**0%**		**Workflow 2 through Call Manager**	**6 days**	**6/24/2022**	**7/1/2022**			
541	1.6.3.3..	0%		TCD	3 days	6/24/2022	6/28/2022	539	542	QA Team
542	1.6.3.3..	0%		TCE	3 days	6/29/2022	7/1/2022	541	535	QA Team
543	**1.6.3.3.**	**0%**		**Workflow 3 (Hunt/Fish)**	**19 days**	**7/7/2022**	**8/2/2022**			
544	1.6.3.3..	0%		Test Data Preparation	1 day	7/7/2022	7/7/2022	533FS+3 wks	549	QA Team
545	**1.6.3.3.**	**0%**		**Workflow 3 through Website**	**6 days**	**7/26/2022**	**8/2/2022**			
546	1.6.3.3..	0%		TCD	3 days	7/26/2022	7/28/2022	553	547	QA Team
547	1.6.3.3..	0%		TCE	3 days	7/29/2022	8/2/2022	546		QA Team
548	**1.6.3.3.**	**0%**		**Workflow 3 through License Manager**	**6 days**	**7/8/2022**	**7/15/2022**			
549	1.6.3.3..	0%		TCD	3 days	7/8/2022	7/12/2022	544	550	QA Team
550	1.6.3.3..	0%		TCE	3 days	7/13/2022	7/15/2022	549	552	QA Team

ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
551	**1.6.3.3.**	**0%**		**Workflow 3 through Call Manager**	**6 days**	**7/18/2022**	**7/25/2022**			
552	1.6.3.3.	0%		TCD	3 days	7/18/2022	7/20/2022	550	553	QA Team
553	1.6.3.3.	0%		TCE	3 days	7/21/2022	7/25/2022	552	546	QA Team
554	**1.6.4**	**0%**		**Execution Phase Deliverables**	**10 days**	**5/16/2022**	**5/27/2022**			
555	1.6.4.1	0%		Integration Plan	10 days	5/16/2022	5/27/2022	390FS-2 wks		Professional Services
556	1.6.4.2	0%		System Test Plan	1 day	5/16/2022	5/16/2022	390FS-2 wks		Professional Services,Aspira QA
557	1.6.4.3	0%		Quality Assurance Plan for System Release	1 day	5/16/2022	5/16/2022	390FS-2 wks		Aspira QA
558	**1.6.5**	**0%**		**User Acceptance Testing**	**92.25 days**	**4/22/2022**	**8/30/2022**		**780**	
559	**1.6.5.1**	**0%**		**UAT Readiness**	**92.25 days**	**4/22/2022**	**8/30/2022**			
560	1.6.5.1.	0%		Test Case Creation	20 days	4/22/2022	5/20/2022	343	581	NGPC UAT Team
561	**1.6.5.1.**	**0%**		**UAT Setup**	**20 days**	**4/22/2022**	**5/20/2022**			
562	1.6.5.1.	0%		UAT environment setup	2 wks	4/22/2022	5/6/2022	343	563	Professional Services
563	1.6.5.1.	0%		Smoke test UAT environment	1 wk	5/6/2022	5/13/2022	562	564	Professional Services
564	1.6.5.1.	0%		Setup users in Aspira One and share credentials	1 wk	5/13/2022	5/20/2022	563	565	Professional Services
565	1.6.5.1.	0%		Setup Salesforce for UAT Issue Management	1 wk	5/20/2022	5/27/2022	564		Professional Services
566	**1.6.5.1.**	**0%**		**UAT Check Point Meetings (Review results of each system functional area implementation)**	**61 days**	**6/7/2022**	**8/30/2022**			Aspira PM,Professional Services,NGPC UAT Team
567	1.6.5.1.	0%		UAT Check Point Meetings 1	1 day	6/7/2022	6/7/2022			Aspira PM,Professional Services,NGPC UAT Team
568	1.6.5.1.	0%		UAT Check Point Meetings 2	1 day	6/14/2022	6/14/2022			Aspira PM,Professional Services,NGPC UAT Team
569	1.6.5.1.	0%		UAT Check Point Meetings 3	1 day	6/21/2022	6/21/2022			Aspira PM,Professional Services,NGPC UAT Team
570	1.6.5.1.	0%		UAT Check Point Meetings 4	1 day	6/28/2022	6/28/2022			Aspira PM,Professional Services,NGPC UAT Team
571	1.6.5.1.	0%		UAT Check Point Meetings 5	1 day	7/5/2022	7/5/2022			Aspira PM,Professional Services,NGPC UAT Team
572	1.6.5.1.	0%		UAT Check Point Meetings 6	1 day	7/12/2022	7/12/2022			Aspira PM,Professional Services,NGPC UAT Team
573	1.6.5.1.	0%		UAT Check Point Meetings 7	1 day	7/19/2022	7/19/2022			Aspira PM,Professional Services,NGPC UAT Team
574	1.6.5.1.	0%		UAT Check Point Meetings 8	1 day	7/26/2022	7/26/2022			Aspira PM,Professional Services,NGPC UAT Team
575	1.6.5.1.	0%		UAT Check Point Meetings 9	1 day	8/2/2022	8/2/2022			Aspira PM,Professional Services,NGPC UAT Team
576	1.6.5.1.	0%		UAT Check Point Meetings 10	1 day	8/9/2022	8/9/2022			Aspira PM,Professional Services,NGPC UAT Team
577	1.6.5.1.	0%		UAT Check Point Meetings 11	1 day	8/16/2022	8/16/2022			Aspira PM,Professional Services,NGPC UAT Team
578	1.6.5.1.	0%		UAT Check Point Meetings 12	1 day	8/23/2022	8/23/2022			Aspira PM,Professional Services,NGPC UAT Team
579	1.6.5.1.	0%		UAT Check Point Meetings 13	1 day	8/30/2022	8/30/2022			Aspira PM,Professional Services,NGPC UAT Team
580	**1.6.5.2**	**0%**		**UAT Orientation/Training**	**5 days**	**5/30/2022**	**6/3/2022**		**585,483SS-7 wl**	
581	1.6.5.2.	0%		UAT Tester Training and Demo	2 days	5/30/2022	5/31/2022	560,377	582,626SS	Training Team,NGPC UAT Team,Professional Services
582	1.6.5.2.	0%		Resolve items reported during training	3 days	6/1/2022	6/3/2022	581		Professional Services
583	**1.6.5.3**	**0%**		**NGPC User Acceptance Testing**	**65 days**	**5/30/2022**	**8/26/2022**		**766FS-4 wks,76**	
584	**1.6.5.3.**	**0%**		**Base Solution**	**60 days**	**6/6/2022**	**8/26/2022**			
585	1.6.5.3.	0%		Base Solution testing by Client	4 wks	6/6/2022	7/1/2022	580	586SS+1 wk	NGPC UAT Team
586	1.6.5.3.	0%		Complete defect fixes (Correct all system discrepancies identified)	3 wks	6/13/2022	7/1/2022	585SS+1 wk	587	Professional Services
587	1.6.5.3.	0%		Deploy defect fixes to UAT	5 days	7/4/2022	7/8/2022	586	588	Development team,Professional Services
588	1.6.5.3.	0%		Customer verification of defect fixes in UAT (Round 2)	3 wks	7/11/2022	7/29/2022	587	591,589	NGPC UAT Team
589	1.6.5.3.	0%		Deploy final defect fixes to UAT	5 days	8/1/2022	8/5/2022	588	590	Development team,Professional Services
590	1.6.5.3.	0%		Final UAT for Base Solution	2 wks	8/8/2022	8/19/2022	589	591	NGPC UAT Team
591	1.6.5.3.	0%		Gain UAT sign off by client	5 days	8/22/2022	8/26/2022	588,590		NGPC PM
592	**1.6.5.3.**	**0%**		**Custom Functionality**	**65 days**	**5/30/2022**	**8/26/2022**			
593	1.6.5.3.	0%		Demo of Phase 1 Custom Product Changes	2 days	5/30/2022	5/31/2022	377	594FS+3 days	Professional Services,NGPC UAT Team
594	1.6.5.3.	0%		Phase 1 Custom Functionality testing by Client	4 wks	6/6/2022	7/1/2022	593FS+3 days	595SS+1 wk	NGPC UAT Team
595	1.6.5.3.	0%		Complete defect fixes (Correct all system discrepancies identified)	3 wks	6/13/2022	7/1/2022	594SS+1 wk	596	Professional Services
596	1.6.5.3.	0%		Deploy defect fixes to UAT	5 days	7/4/2022	7/8/2022	595	597,598	Development team,Professional Services
597	1.6.5.3.	0%		Customer verification of defect fixes in UAT for Phase 1	4 wks	7/11/2022	8/5/2022	596	600	NGPC UAT Team
598	1.6.5.3.	0%		Demo of Phase 2 Custom Product Changes	1 day	7/11/2022	7/11/2022	596	599SS,612SS,61	Professional Services,NGPC UAT Team
599	1.6.5.3.	0%		Phase 2 Custom Functionality testing by Client	2 wks	7/11/2022	7/22/2022	598SS	739SS	NGPC UAT Team
600	1.6.5.3.	0%		Deploy defect fixes to UAT	4 days	8/8/2022	8/11/2022	597	601	Development team,Professional Services
601	1.6.5.3.	0%		Final UAT for Custom Functionality	2 wks	8/12/2022	8/25/2022	600	602	NGPC UAT Team
602	1.6.5.3.	0%		Gain UAT sign off by client	1 day	8/26/2022	8/26/2022	601		NGPC PM
603	**1.6.5.3.**	**0%**		**Migrated Data Testing**	**60 days**	**6/6/2022**	**8/26/2022**			
604	1.6.5.3.	0%		Migrated data testing by Client	4 wks	6/6/2022	7/1/2022	481	605SS+1 wk	NGPC UAT Team
605	1.6.5.3.	0%		Complete defect fixes (Correct all system discrepancies identified)	4 wks	6/13/2022	7/8/2022	604SS+1 wk	606FF	Professional Services,Data Migration team

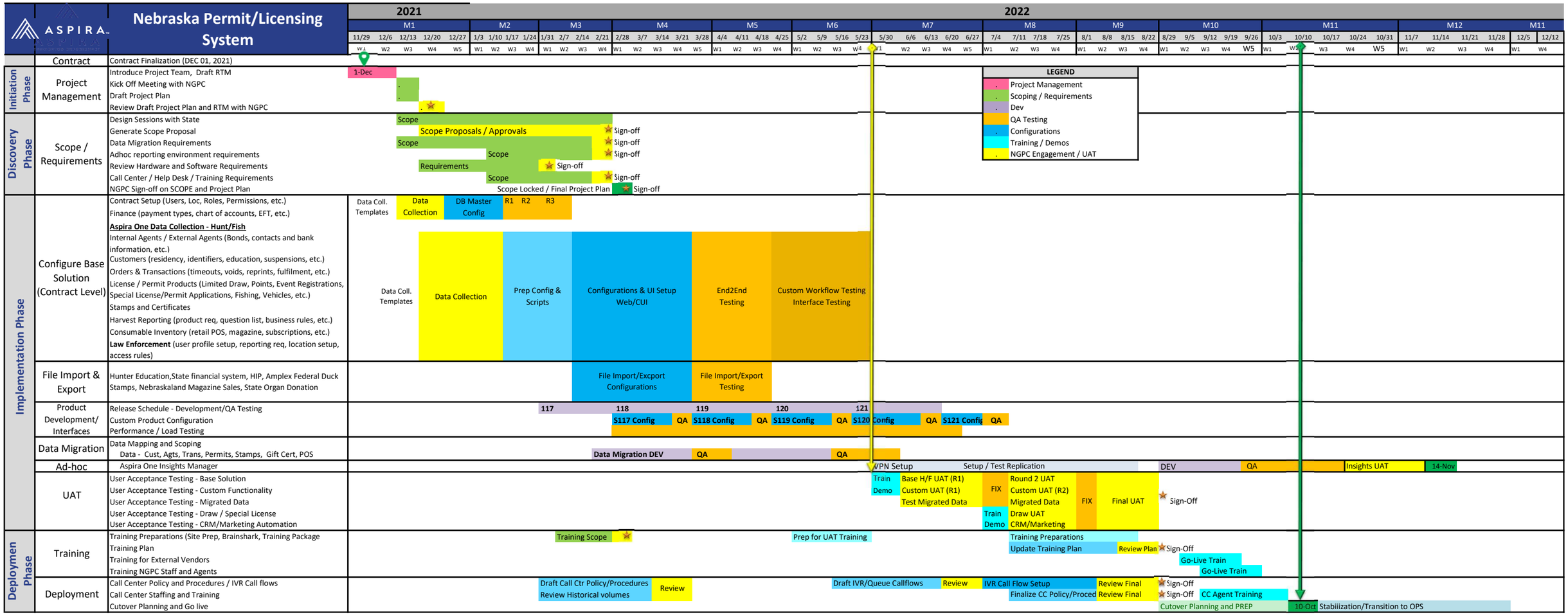
ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
606	1.6.5.3.	0%		Deploy final defect fixes to UAT	5 days	7/4/2022	7/8/2022	605FF	607	Professional Services,Data Migration team
607	1.6.5.3.	0%		Round 2 migrated data testing	4 wks	7/11/2022	8/5/2022	606	608FF	
608	1.6.5.3.	0%		Deploy final defect fixes to UAT	5 days	8/1/2022	8/5/2022	607FF	609	
609	1.6.5.3.	0%		Final UAT for Migrated Data	2 wks	8/8/2022	8/19/2022	608	610	NGPC UAT Team
610	1.6.5.3.	0%		Gain UAT sign off by client	5 days	8/22/2022	8/26/2022	609		NGPC PM
611	**1.6.5.3.**	**0%**		**Limited License Draw / Special License**	**35 days**	**7/11/2022**	**8/26/2022**			
612	1.6.5.3.	0%		Draw / Special License testing by Client	3 wks	7/11/2022	7/29/2022	598SS	613SS+1 wk	NGPC UAT Team
613	1.6.5.3.	0%		Complete defect fixes (Correct all system discrepancies identified)	3 wks	7/18/2022	8/5/2022	612SS+1 wk	614FF	Professional Services,Development team
614	1.6.5.3.	0%		Deploy defect fixes to UAT	5 days	8/1/2022	8/5/2022	613FF	615	Development team,Professional Services
615	1.6.5.3.	0%		Final UAT for Draw / Special License	2 wks	8/8/2022	8/19/2022	614	616	NGPC UAT Team
616	1.6.5.3.	0%		Gain UAT sign off by client	5 days	8/22/2022	8/26/2022	615		NGPC PM
617	**1.6.5.3.**	**0%**		**CRM / Marketing Automation**	**35 days**	**7/11/2022**	**8/26/2022**			
618	1.6.5.3.	0%		Demo of CRM / Marketing Automation	1 day	7/11/2022	7/11/2022	598SS		Professional Services,NGPC UAT Team
619	1.6.5.3.	0%		CRM / Marketing Automation testing by Client	3 wks	7/11/2022	7/29/2022	598SS	620SS+1 wk	NGPC UAT Team
620	1.6.5.3.	0%		Complete defect fixes (Correct all system discrepancies identified)	3 wks	7/18/2022	8/5/2022	619SS+1 wk	621FF	Professional Services,Development team
621	1.6.5.3.	0%		Deploy defect fixes to UAT	5 days	8/1/2022	8/5/2022	620FF	622	Development team,Professional Services
622	1.6.5.3.	0%		Final UAT for CRM / Marketing Automation	2 wks	8/8/2022	8/19/2022	621	623	NGPC UAT Team
623	1.6.5.3.	0%		Gain UAT sign off by client	5 days	8/22/2022	8/26/2022	622		NGPC PM
624	**1.6.6**	**0%**		**Data Mart Solution**	**120 days**	**5/30/2022**	**11/11/2022**		**789**	
625	**1.6.6.1**	**0%**		**VPN Setup**	**60 days**	**5/30/2022**	**8/19/2022**			
626	1.6.6.1.	0%		NGPC to submit VPN Request Form filled out on their requirements	10 days	5/30/2022	6/10/2022	581SS	627	NGPC IT team
627	1.6.6.1.	0%		Aspira to populate remaining sections of VPN Request Form	10 days	6/13/2022	6/24/2022	626	628,629	Aspira Network
628	1.6.6.1.	0%		Setup VPN	6 wks	6/27/2022	8/5/2022	627	630	Aspira Network,NGPC IT team
629	1.6.6.1.	0%		Client to setup local DB server	6 wks	6/27/2022	8/5/2022	627	630	NGPC IT team
630	1.6.6.1.	0%		Test VPN connectivity	2 wks	8/8/2022	8/19/2022	628,629		Aspira Network,NGPC IT team
631	**1.6.6.2**	**0%**		**Development / Testing**	**40 days**	**8/29/2022**	**10/21/2022**		**637**	
632	1.6.6.2.	0%		Data Modeling / Data Mapping Template / ETL Development	4 wks	8/29/2022	9/23/2022	583	633	Data Mart Team
633	1.6.6.2.	0%		Data Mart QA Testing (4wks)	4 wks	9/26/2022	10/21/2022	632		Aspira QA
634	1.6.6.2.	0%		Insight Development	4 wks	8/29/2022	9/23/2022	583	635	Data Mart Team
635	1.6.6.2.	0%		QA testing and validation of Data Mart and Insights	4 wks	9/26/2022	10/21/2022	634		Aspira QA
636	**1.6.6.3**	**0%**		**NGPC UAT of Insights Manager**	**15 days**	**10/24/202**	**11/11/2022**			
637	1.6.6.3.	0%		Client UAT of Insights	2 wks	10/24/202	11/4/2022	631	638SS	NGPC UAT Team
638	1.6.6.3.	0%		Complete defect fixes (Correct all system discrepancies identified)	2 wks	10/24/202	11/4/2022	637SS	639	Data Mart Team
639	1.6.6.3.	0%		Final UAT	4 days	11/7/2022	11/10/2022	638	640	NGPC UAT Team
640	1.6.6.3.	0%		Gain UAT sign off by client	1 day	11/11/202	11/11/2022	639		NGPC PM
641	**1.7**	**0%**		**Project Deployment**	**206 days**	**1/31/2022**	**11/14/2022**			
642	**1.7.1**	**0%**		**Weekly Status Report and Project Plan**	**41 days**	**9/9/2022**	**11/4/2022**	**274**		
643	1.7.1.1	0%		Weekly Status Report and Project Plan 1	1 day	9/9/2022	9/9/2022		644FS+4 days	Aspira PM
644	1.7.1.2	0%		Weekly Status Report and Project Plan 2	1 day	9/16/2022	9/16/2022	643FS+4 days	645FS+4 days	Aspira PM
645	1.7.1.3	0%		Weekly Status Report and Project Plan 3	1 day	9/23/2022	9/23/2022	644FS+4 days	646FS+4 days	Aspira PM
646	1.7.1.4	0%		Weekly Status Report and Project Plan 4	1 day	9/30/2022	9/30/2022	645FS+4 days	647FS+4 days	Aspira PM
647	1.7.1.5	0%		Weekly Status Report and Project Plan 5	1 day	10/7/2022	10/7/2022	646FS+4 days	648FS+4 days	Aspira PM
648	1.7.1.6	0%		Weekly Status Report and Project Plan 6	1 day	10/14/202	10/14/2022	647FS+4 days	649FS+4 days	Aspira PM
649	1.7.1.7	0%		Weekly Status Report and Project Plan 7	1 day	10/21/202	10/21/2022	648FS+4 days		Aspira PM
650	1.7.1.8	0%		Weekly Status Report and Project Plan 8	1 day	10/28/202	10/28/2022			Aspira PM
651	1.7.1.9	0%		Weekly Status Report and Project Plan 9	1 day	11/4/2022	11/4/2022			Aspira PM
652	**1.7.2**	**0%**		**Operation Support Readiness**	**175.99 days**	**1/31/2022**	**10/3/2022**			
653	**1.7.2.1**	**0%**		**Telco-Queue**	**85.99 days**	**5/16/2022**	**9/12/2022**			
654	**1.7.2.1.**	**0%**		**Phone Number Assigned:**	**20 days**	**8/15/2022**	**9/12/2022**			
655	1.7.2.1.	0%		Call Center #	20 days	8/15/2022	9/12/2022	787SS-40 days		Telco Team
656	1.7.2.1.	0%		SRT #	20 days	8/15/2022	9/12/2022	787SS-40 days		Telco Team
657	1.7.2.1.	0%		HDI #	20 days	8/15/2022	9/12/2022	787SS-40 days		Telco Team
658	1.7.2.1.	0%		Resporg Call Center Numbers	20 days	8/15/2022	9/12/2022	787SS-40 days		Telco Team
659	1.7.2.1.	0%		Gather inputs for Call Flow	10 days	5/16/2022	5/27/2022	583SS-2 wks	660	Call Center
660	1.7.2.1.	0%		Draft design document of Call Flow	10 days	5/30/2022	6/10/2022	659	661	Call Center

ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
661	1.7.2.1.	0%		Team review	5 days	6/13/2022	6/17/2022	660	662SS	Call Center
662	1.7.2.1.	0%		Internal management review	5 days	6/13/2022	6/17/2022	661SS	663	Call Center
663	1.7.2.1.	0%		Get client approval of proposal.	10 days	6/20/2022	7/1/2022	662	664,665,666	NGPC PM
664	1.7.2.1.	0%		IVR/Q Callflows	5 wks	7/4/2022	8/5/2022	663		Telco Team
665	1.7.2.1.	0%		IVR Setup	5 wks	7/4/2022	8/5/2022	663	667	Telco Team
666	1.7.2.1.	0%		Verify recorded announcements	5 wks	7/4/2022	8/5/2022	663	667	Call Center
667	1.7.2.1.	0%		Provide test # to client for review of phone set up	2 wks	8/8/2022	8/19/2022	665,666	668	Call Center,NGPC PM
668	1.7.2.1.	0%		Does client want pre-go live messaging on phone and/or web?	1 day	8/22/2022	8/22/2022	667		Call Center
669	1.7.2.1.	0%		Determine queue strategy for go-live	20 days	8/15/2022	9/12/2022	787SS-40 days	670SS,671SS,67	Work Force Management
670	1.7.2.1.	0%		Determine queue strategy for other contracts	20 days	8/15/2022	9/12/2022	669SS		Work Force Management
671	1.7.2.1.	0%		Set queue for Busy Outs	20 days	8/15/2022	9/12/2022	669SS		Work Force Management
672	1.7.2.1.	0%		Does client want pre-go live freeze message for Help Desk? If so expand tasks	20 days	8/15/2022	9/12/2022	669SS		Operations - SRT
673	**1.7.2.2**	**0%**		**WFM**	**20 days**	**8/29/2022**	**9/26/2022**			
674	1.7.2.2.	0%		Determine staffing req's & SLAs for Go Live for Help Desk Only	20 days	8/29/2022	9/26/2022	787SS-30 days	675SS,676SS,67	Work Force Management
675	1.7.2.2.	0%		Determine staffing req's & SLAs for post Go-Live for Help Desk Only	20 days	8/29/2022	9/26/2022	674SS		Work Force Management
676	1.7.2.2.	0%		Update schedule Help Desk Only	20 days	8/29/2022	9/26/2022	674SS		Work Force Management
677	1.7.2.2.	0%		Verify staffing totals Help Desk Only	20 days	8/29/2022	9/26/2022	674SS		Work Force Management
678	1.7.2.2.	0%		Obtain list of WFM reports needed	20 days	8/29/2022	9/26/2022	674SS		Operations - SRT
679	1.7.2.2.	0%		Submit Servicenow request for report setups (incl. examples if possible)	20 days	8/29/2022	9/26/2022	674SS		Operations - SRT
680	**1.7.2.3**	**0%**		**Call Center Training**	**175.99 days**	**1/31/2022**	**10/3/2022**			
681	1.7.2.3.	0%		Draft Call Center Policy and Procedures	6 wks	1/31/2022	3/11/2022	228	682	Call Center
682	1.7.2.3.	0%		Review with client	2 wks	3/14/2022	3/25/2022	681	683,684	Call Center,NGPC PM
683	1.7.2.3.	0%		Update Call Center Policy and Procedures	2 wks	3/28/2022	4/8/2022	682		Call Center
684	1.7.2.3.	0%		Need final copy of business rules / updated call center policy and procedures	15 days	3/28/2022	4/15/2022	682		Professional Services
685	1.7.2.3.	0%		Create training logins (UAT)	10 days	8/29/2022	9/12/2022	787SS-30 days	686	Training Team
686	1.7.2.3.	0%		Train Call Center Agents	15 days	9/12/2022	10/3/2022	685		Training Team
687	**1.7.2.4**	**0%**		**Field training Readiness**	**10 days**	**8/15/2022**	**8/29/2022**			
688	1.7.2.4.	0%		Confirm trainers	10 days	8/15/2022	8/29/2022	787SS-40 days		Training Team
689	1.7.2.4.	0%		Confirm trainers UAT Access & Setup	10 days	8/15/2022	8/29/2022	787SS-40 days		Training Team
690	1.7.2.4.	0%		Confirm materials ready	10 days	8/15/2022	8/29/2022	787SS-40 days		Training Team
691	1.7.2.4.	0%		Confirm dates w/client	10 days	8/15/2022	8/29/2022	787SS-40 days		Aspira PM
692	1.7.2.4.	0%		Confirm location w/client	10 days	8/15/2022	8/29/2022	787SS-40 days		Aspira PM
693	**1.7.2.5**	**0%**		**Quality Assurance**	**20 days**	**8/29/2022**	**9/26/2022**			
694	1.7.2.5.	0%		Articles for Help Center	20 days	8/29/2022	9/26/2022	787SS-30 days		QA OPS
695	**1.7.2.6**	**0%**		**UAT & Live Logins**	**24 days**	**8/29/2022**	**9/30/2022**			
696	1.7.2.6.	0%		Obtain UAT access user list	3 days	8/29/2022	9/1/2022	787SS-30 days	697SS	Operations - SRT
697	1.7.2.6.	0%		Send UAT list to Professional Services POC	3 days	8/29/2022	9/1/2022	696SS	698	Operations - SRT
698	1.7.2.6.	0%		Distribute UAT log to Ops staff	1 day	9/1/2022	9/2/2022	697	699SS	Operations - SRT
699	1.7.2.6.	0%		Confirm training & HD have access to test	1 day	9/1/2022	9/2/2022	698SS	700,702	Operations - SRT
700	1.7.2.6.	0%		Update log with new issues daily and send to SRT with other testers CC'd	10 days	9/2/2022	9/16/2022	699	701SS	Operations - SRT
701	1.7.2.6.	0%		Retest fixed issues - Operations	10 days	9/2/2022	9/16/2022	700SS		Operations - SRT
702	1.7.2.6.	0%		Operations SRT to work with Support - Live login list and access levels	10 days	9/2/2022	9/16/2022	699	703	Operations - SRT
703	1.7.2.6.	0%		Send live logins request to Implementation Team	5 days	9/16/2022	9/23/2022	702	704	Help Desk
704	1.7.2.6.	0%		Coordinate testing of live logins with HD Manager	5 days	9/23/2022	9/30/2022	703		Operations - SRT
705	**1.7.2.7**	**0%**		**SRT**	**20 days**	**8/29/2022**	**9/26/2022**			
706	1.7.2.7.	0%		Request Reports Needed	20 days	8/29/2022	9/26/2022	787SS-30 days		Aspira PM,Operations - SRT
707	**1.7.2.8**	**0%**		**Fulfillment**	**20 days**	**8/29/2022**	**9/26/2022**			
708	1.7.2.8.	0%		Email Confirmation Letter Review (internal and externals review and signoff)	20 days	8/29/2022	9/26/2022	787SS-30 days		Operations - SRT
709	**1.7.2.9**	**0%**		**Help Center**	**20 days**	**8/29/2022**	**9/26/2022**			
710	1.7.2.9.	0%		Phone number for Sales and Support NGPC Call Center / list on contact us page with logo	20 days	8/29/2022	9/26/2022	787SS-30 days	711SS,714	Operations - SRT
711	1.7.2.9.	0%		Add NGPC to Webmail and Chat drop down	20 days	8/29/2022	9/26/2022	710SS	712SS,714	Operations - SRT
712	1.7.2.9.	0%		Set up to be able to select under source agency name - in Salesforce	20 days	8/29/2022	9/26/2022	711SS	713SS,714	Operations - SRT
713	1.7.2.9.	0%		Queue set up for webmail and chat in Salesforce	20 days	8/29/2022	9/26/2022	712SS	714	Operations - SRT
714	1.7.2.10	0%		SRT Support Complete	0 days	9/26/2022	9/26/2022	710,711,712,71		
715	**1.7.2.11**	**0%**		**HD Support**	**20 days**	**8/29/2022**	**9/26/2022**			

ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
716	1.7.2.1	0%		Help Desk Escalation Procedures	20 days	8/29/2022	9/26/2022	787SS-30 days	717SS,737	Help Desk
717	1.7.2.1	0%		Map information received by Support	20 days	8/29/2022	9/26/2022	716SS	718SS,737	Help Desk
718	1.7.2.1	0%		Point of Contact Information for Contract and/or Facilities	20 days	8/29/2022	9/26/2022	717SS	719SS,737	Help Desk
719	1.7.2.1	0%		Policies/Business Rules	20 days	8/29/2022	9/26/2022	718SS	720SS,737	Help Desk
720	1.7.2.1	0%		Fee Structure, Including Exceptions	20 days	8/29/2022	9/26/2022	719SS	721SS,737	Help Desk
721	1.7.2.1	0%		Tax Structure	20 days	8/29/2022	9/26/2022	720SS	722SS,737	Help Desk
722	1.7.2.1	0%		Discount Structure and Requirements	20 days	8/29/2022	9/26/2022	721SS	723SS,737	Help Desk
723	1.7.2.1	0%		SLA Requirements	20 days	8/29/2022	9/26/2022	722SS	724SS,737	Help Desk
724	1.7.2.1	0%		Which product will be used at which locations	20 days	8/29/2022	9/26/2022	723SS	725SS,737	Help Desk
725	1.7.2.1	0%		List of Equipment supplied and common issues and troubleshooting steps	20 days	8/29/2022	9/26/2022	724SS	726SS,737	Help Desk
726	1.7.2.1	0%		Contact information for hardware support if not supported by ASPIRA	20 days	8/29/2022	9/26/2022	725SS	727SS,737	Help Desk
727	1.7.2.1	0%		Connectivity managed/supported - documentation on provider by location, equipment list and trouble shooting steps	20 days	8/29/2022	9/26/2022	726SS	728SS,737	Help Desk
728	1.7.2.1	0%		Connectivity managed/supported - contact information for ISP manager	20 days	8/29/2022	9/26/2022	727SS	729SS,737	Help Desk
729	1.7.2.1	0%		User Role Structure and Hierarchy	20 days	8/29/2022	9/26/2022	728SS	730SS,737	Help Desk
730	1.7.2.1	0%		Business Rule Override Permissions	20 days	8/29/2022	9/26/2022	729SS	731SS,737	Help Desk
731	1.7.2.1	0%		Who can request or approve changes to user roles, user accounts, fees, inventory	20 days	8/29/2022	9/26/2022	730SS	732SS,737	Help Desk
732	1.7.2.1	0%		Contact information for non-Supported Systems	20 days	8/29/2022	9/26/2022	731SS	733SS,737	Help Desk
733	1.7.2.1	0%		Field workflow for each product type	20 days	8/29/2022	9/26/2022	732SS	734SS,737	Help Desk
734	1.7.2.1	0%		IVR/Phone requirements	20 days	8/29/2022	9/26/2022	733SS	735SS,737	Help Desk
735	1.7.2.1	0%		Email requirements	20 days	8/29/2022	9/26/2022	734SS	736SS,737	Help Desk
736	1.7.2.1	0%		Hours of Operation	20 days	8/29/2022	9/26/2022	735SS	737	Help Desk
737	1.7.2.1	20%		Help Desk Support Complete	0 days	9/26/2022	9/26/2022	716,717,718,71		
738	**1.7.3**	**0%**		**Training Plan / Preparations**	**40 days**	**7/11/2022**	**9/2/2022**			
739	1.7.3.1	0%		Training Preparations	3 wks	7/11/2022	7/29/2022	599SS	740,747SS	Training Team
740	1.7.3.2	0%		Internal Knowledge Sharing Sessions	1 wk	8/1/2022	8/5/2022	739	741SS,757	Training Team
741	1.7.3.3	0%		Training Plan	2 wks	8/1/2022	8/12/2022	740SS	742	Training Team
742	1.7.3.4	0%		Client Review and Sign off On Training Plan	2 wks	8/15/2022	8/26/2022	741	762FF,759FS+1	NGPC PM
743	1.7.3.5	0%		Identification of Training Requirements (# of Sessions)	3 wks	8/15/2022	9/2/2022	742SS	744SS,752FS+1	Training Team,Professional Services
744	1.7.3.6	0%		Identification of Training Sessions & Locations (Web Based & On-Site)	3 wks	8/15/2022	9/2/2022	743SS		Training Team,Professional Services
745	**1.7.3.7**	**0%**		**Training Site Preparation, BrainShark scripts**	**15 days**	**7/11/2022**	**7/29/2022**			
746	**1.7.3.7.**	**0%**		**Brainshark Script**	**15 days**	**7/11/2022**	**7/29/2022**			
747	1w	0%		Develop Scripts	1 wk	7/11/2022	7/15/2022	739SS	748	Training Team
748	1.7.3.7.	0%		Test Scripts	1 wk	7/18/2022	7/22/2022	747	749	Training Team
749	1.7.3.7.	0%		Prepare for Deployment	1 wk	7/25/2022	7/29/2022	748		Training Team
750	**1.7.4**	**0%**		**Train Users**	**40 days**	**8/8/2022**	**9/30/2022**			
751	**1.7.4.1**	**0%**		**Management & Finance Staff Training**	**5 days**	**9/12/2022**	**9/16/2022**			
752	1.7.4.1.	0%		Training of Management & Finance Staff	1 wk	9/12/2022	9/16/2022	743FS+1 wk	754	Training Team,NGPC SME team,Professional Services
753	**1.7.4.2**	**0%**		**Training NGPC Staff**	**10 days**	**9/19/2022**	**9/30/2022**		**764**	
754	1.7.4.2.	0%		Week 1	5 days	9/19/2022	9/23/2022	752	755	Training Team
755	1.7.4.2.	0%		Week 2	5 days	9/26/2022	9/30/2022	754		Training Team
756	**1.7.4.3**	**0%**		**Training Agents and Support Staff**	**35 days**	**8/8/2022**	**9/23/2022**			
757	1.7.4.3.	0%		Send introduction email to agents	1 day	8/8/2022	8/8/2022	740	758,759	Operations - SRT
758	1.7.4.3.	0%		Train SRT (Service Resolution Team)	15 days	8/9/2022	8/29/2022	757		Operations - SRT,Training Team
759	1.7.4.3.	0%		Vendor Agents to train using training scripts	15 days	9/5/2022	9/23/2022	757,742FS+1 w	760SS	Operations - SRT
760	1.7.4.3.	0%		Tracking training progress and reporting	15 days	9/5/2022	9/23/2022	759SS	763FF	Operations - SRT
761	**1.7.4.4**	**0%**		**Training Phase Deliverables**	**30 days**	**8/15/2022**	**9/23/2022**			
762	1.7.4.4.	0%		Training Plan	10 days	8/15/2022	8/26/2022	742FF		NGPC PM,Training Team
763	1.7.4.4.	0%		Training Manual	10 days	9/12/2022	9/23/2022	760FF		NGPC PM,Training Team
764	**1.7.4.5**	**0%**		**ALL Training COMPLETE**	**0 days**	**9/30/2022**	**9/30/2022**	**753**		
765	**1.7.5**	**0%**		**Cutover Planning**	**21 days**	**8/1/2022**	**8/29/2022**		**777**	
766	1.7.5.1	0%		Develop Cutover/Implementation Plan	10 days	8/1/2022	8/12/2022	583FS-4 wks	769	Aspira PM
767	1.7.5.2	0%		Develop Implementation Checklist	10 days	8/1/2022	8/12/2022	583FS-4 wks	769	Aspira PM
768	1.7.5.3	0%		Draft Support Readiness Plan	10 days	8/1/2022	8/12/2022	583FS-4 wks	769	Aspira PM
769	1.7.5.4	0%		Conduct Internal Review	5 days	8/15/2022	8/19/2022	766,767,768	770	Aspira PM

ID	WBS	% Complet	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
770	1.7.5.5	0%		Conduct Client Review	5 days	8/22/2022	8/26/2022	769	771	Aspira PM
771	1.7.5.6	0%		Gain Client Concurrence of plan	1 day	8/29/2022	8/29/2022	770	773	NGPC PM
772	**1.7.6**	**0%**		**Deployment Phase Deliverables**	**3 days**	**8/30/2022**	**9/1/2022**			
773	1.7.6.1	0%		Disaster Recovery / Backup Plan	3 days	8/30/2022	9/1/2022	771	774SS	Tech Ops
774	1.7.6.2	0%		DR Quarterly Test Report	3 days	8/30/2022	9/1/2022	773SS	775SS	Tech Ops
775	1.7.6.3	0%		Maintenance Plan	3 days	8/30/2022	9/1/2022	774SS	776SS	Product team
776	1.7.6.4	0%		Security Plan	3 days	8/30/2022	9/1/2022	775SS		Security Team
777	1.7.6.5	0%		Implementation Plan (Cutover Plan)	3 days	8/30/2022	9/1/2022	765	778SS	Aspira PM
778	1.7.6.6	0%		Operations and Maintenance Plan	3 days	8/30/2022	9/1/2022	777SS		Aspira PM
779	**1.7.7**	**0%**		**Cutover / Migrations**	**29 days**	**8/31/2022**	**10/10/2022**		**787FF**	
780	1.7.7.1	0%		Product Deployment	5.5 wks	8/31/2022	10/7/2022	558	783,781SS,782S	Development team
781	1.7.7.2	0%		Product Configuration Deployment	5.5 wks	8/31/2022	10/7/2022	780SS		Professional Services
782	1.7.7.3	0%		Interface Deployment	5.5 wks	8/31/2022	10/7/2022	780SS	783	Development team
783	1.7.7.4	0%		Data Migration	1 day	10/7/2022	10/7/2022	780,782	784SS	Data Migration team
784	1.7.7.5	0%		Aspira Validation Process	1 day	10/7/2022	10/7/2022	783SS	785	Professional Services
785	1.7.7.6	0%		NGPC Validation Process	1 day	10/10/202	10/10/2022	784	786FF	NGPC SME team
786	1.7.7.7	0%		Go/No Go Decision	1 day	10/10/202	10/10/2022	785FF		NGPC PM,NGPC SME team,NGPC UAT Team
787	1.7.8	0%		Go-Live	5 mins	10/10/202	10/10/2022	779FF	788,669SS-40 d	Professional Services,NGPC SME team,NGPC UAT Team
788	1.7.9	0%		Stabilization Period	20 days	10/11/202	11/7/2022	787		Aspira PM
789	1.7.10	0%		Data Mart Go-Live	1 day	11/14/202	11/14/2022	624	790	NGPC SME team,NGPC UAT Team,Data Mart Team
790	1.8	0%		MILESTONE - Project Deployment Phase completed	0 days	11/14/202	11/14/2022	787,789	792FF,793FF,79	
791	**1.9**	**0%**		**Project Closing (Acceptance/Wrap-Up Phase)**	**10 days**	**11/1/2022**	**11/14/2022**		**795**	
792	1.9.1	0%		Acceptance of system and services	10 days	11/1/2022	11/14/2022	790FF		NGPC PM
793	1.9.2	0%		Shutdown legacy systems	10 days	11/1/2022	11/14/2022	790FF		NGPC IT team
794	1.9.3	0%		Lessons Learned	10 days	11/1/2022	11/14/2022	790FF		Aspira PM
795	1.10	0%		MILESTONE - Project closed	0 days	11/14/202	11/14/2022	791		

HIGH LEVEL TIMELINES



HIGH LEVEL MILESTONES

WBS	Task Name	Start	Finish
1	Nebraska Permit/Licensing System	12/1/2021	11/14/2022
1.1	External Milestones	12/1/2021	12/1/2021
1.1.1	Contract Sign off	12/1/2021	12/1/2021
1.2	Project Initiation Phase	12/1/2021	12/20/2021
1.2.1	Gather the team	12/1/2021	12/10/2021
1.2.2	Build Requirements Traceability Matrix (RTM)	12/1/2021	12/10/2021
1.2.3	Conduct Kick-off Meetings and Schedule Weekly Sessions	12/1/2021	12/10/2021
1.2.4	Client Kick Off Meeting	12/13/2021	12/17/2021
1.2.5	Schedule Meetings	12/13/2021	12/20/2021
1.2.6	Project Management Documentation / Initiation Phase Deliverables	12/2/2021	12/8/2021
1.3	MILESTONE - Project Initiation Phase completed	12/20/2021	12/20/2021
1.4	Project Discovery and Planning Phase	12/1/2021	3/30/2022
1.4.1	Weekly Status Report, Risk and Project Plan	12/17/2021	3/4/2022
1.4.2	Initial RTM Reviews / Gap Analysis	12/13/2021	12/17/2021
1.4.3	Access Requirements	12/20/2021	12/21/2021
1.4.4	Environment Setup / Data Collection	12/1/2021	12/24/2021
1.4.4.1	Initial Master Config Data Collections	12/1/2021	12/24/2021
1.4.4.2	Hunt/Fish Data Collections	12/1/2021	12/24/2021
1.4.4.2.1	Stores & Agents (Bonds, contacts and bank information, etc.)	12/1/2021	12/24/2021
1.4.4.2.2	Customers (residency, identifiers, education, suspensions, etc.)	12/1/2021	12/24/2021
1.4.4.2.3	Orders & Transactions (timeouts, voids, reprints, fulfilment, etc.)	12/1/2021	12/24/2021
1.4.4.2.4	License and Permit Products (including Event Registrations, etc.)	12/1/2021	12/24/2021
1.4.4.2.5	Limited Draw, Landowner, Pref Points	12/1/2021	12/24/2021
1.4.4.2.6	Harvest Reporting (product requirements, question list, rules, timing/season)	12/1/2021	12/24/2021
1.4.4.2.7	Special Licenses/Permit Applications (shellfish, culture permits, commercial fishing, marine dealers)	12/1/2021	12/24/2021
1.4.4.2.8	Consumable Inventory (retail point-of-sale items, magazine sales, etc.)	12/1/2021	12/24/2021
1.4.4.3	Web Branding and Data Collection (Imagery, Navigation, Branding/Style)	12/1/2021	12/24/2021
1.4.5	Identify Project Scope	12/13/2021	3/18/2022
1.4.5.1	Scope for Aspira One customization (Incudes CRM / Marketing Automation)	12/13/2021	2/18/2022
1.4.5.2	Scope for Data Migration (Convert Data)	12/13/2021	2/25/2022
1.4.5.3	Scope for Interfaces	12/20/2021	2/11/2022
1.4.5.4	Scope for Data Mart	2/21/2022	3/18/2022
1.4.5.5	Call Center Requirements	1/3/2022	2/15/2022
1.4.5.6	Help Desk Requirements	1/17/2022	2/11/2022
1.4.5.7	Training Requirements	1/24/2022	2/11/2022
1.4.5.8	Hardware/Software Standards	1/24/2022	2/11/2022
1.4.6	Recalibrate Project Plan based on finalized design	2/11/2022	3/23/2022
1.4.7	Planning Phase Deliverables	2/14/2022	3/30/2022
1.5	MILESTONE - Project Discovery & Planning Phase completed	3/23/2022	3/23/2022
1.6	Implementation Phase	12/27/2021	11/11/2022
1.6.1	Weekly Status Report, Risk and Project Plan	3/11/2022	9/2/2022
1.6.2	Project Execution	12/27/2021	7/8/2022
1.6.2.1	Contract Setup (Populate master DB with data collection from client)	12/27/2021	3/11/2022
1.6.2.2	Configuration and Testing of Aspira One Standard Product (UI Setup) (Hunt/Fish)	2/11/2022	4/22/2022
1.6.2.2.1	UI Configurations	2/11/2022	3/25/2022
1.6.2.2.2	End 2 End Testing	3/25/2022	4/22/2022
1.1	Private Label Web Site	12/27/2021	2/28/2022
1.6.2.4	Product and Reports Development	1/31/2022	6/17/2022
1.6.2.5	Product Configuration	2/28/2022	7/8/2022
1.6.2.5.1	Phase 1 Custom	2/28/2022	5/27/2022
1.6.2.5.2	Phase 2 Custom (includes CRM / Marketing Automation)	5/23/2022	7/8/2022
1.6.2.6	Data Mapping and Migration (Convert Data)	2/21/2022	6/3/2022
1.6.2.6.1	Customer (Hunt/Fish)	2/21/2022	4/14/2022
1.6.2.6.2	Hunt/Fish Data	3/21/2022	6/3/2022
1.6.2.6.2.1	Orders & Transactions	3/21/2022	6/3/2022
1.6.2.6.2.2	Stores & Agents	3/21/2022	6/3/2022
1.6.2.6.2.3	Education and Suspensions	3/21/2022	6/3/2022
1.6.2.6.2.4	Products (Hunt/Fish Licenses)	3/21/2022	6/3/2022
1.6.2.6.2.5	Limited Draw, Landowner, Pref Points	3/21/2022	6/3/2022
1.6.2.6.2.6	Special Licenses, Permits	3/21/2022	6/3/2022
1.6.3	Performance and Load Testing (Evaluate System Performance)	4/11/2022	8/2/2022
1.6.4	Execution Phase Deliverables	5/16/2022	5/27/2022

1.6.5	**User Acceptance Testing**	**4/22/2022**	**8/30/2022**
1.6.5.1	**UAT Readiness**	**4/22/2022**	**8/30/2022**
1.6.5.2	**UAT Orientation/Training**	**5/30/2022**	**6/3/2022**
1.6.5.3	**NGPC User Acceptance Testing**	**5/30/2022**	**8/26/2022**
1.6.5.3.1	**Base Solution**	**6/6/2022**	**8/26/2022**
1.6.5.3.2	**Custom Functionality**	**5/30/2022**	**8/26/2022**
1.6.5.3.3	**Migrated Data Testing**	**6/6/2022**	**8/26/2022**
1.6.5.3.4	**Limited License Draw / Special License**	**7/11/2022**	**8/26/2022**
1.6.5.3.5	**CRM / Marketing Automation**	**7/11/2022**	**8/26/2022**
1.6.6	**Data Mart Solution**	**5/30/2022**	**11/11/2022**
1.7	**Project Deployment**	**1/31/2022**	**11/14/2022**
1.7.1	**Weekly Status Report and Project Plan**	**9/9/2022**	**11/4/2022**
1.7.2	**Operation Support Readiness**	**1/31/2022**	**10/3/2022**
1.7.3	**Training Plan / Preparations**	**7/11/2022**	**9/2/2022**
1.7.4	**Train Users**	**8/8/2022**	**9/30/2022**
1.7.5	**Cutover Planning**	**8/1/2022**	**8/29/2022**
1.7.6	**Deployment Phase Deliverables**	**8/30/2022**	**9/1/2022**
1.7.7	**Cutover / Migrations**	**8/31/2022**	**10/10/2022**
1.7.8	Go-Live	10/10/2022	10/10/2022
1.7.9	Stabilization Period	10/11/2022	11/7/2022
1.7.10	Data Mart Go-Live	11/14/2022	11/14/2022
1.8	MILESTONE - Project Deployment Phase completed	11/14/2022	11/14/2022
1.9	**Project Closing (Acceptance/Wrap-Up Phase)**	**11/1/2022**	**11/14/2022**
1.9.1	Acceptance of system and services	11/1/2022	11/14/2022
1.9.2	Shutdown legacy systems	11/1/2022	11/14/2022
1.9.3	Lessons Learned	11/1/2022	11/14/2022
1.1	MILESTONE - Project closed	11/14/2022	11/14/2022

Nebraska Aspira One System Security Plan

2021 Deliverable

System Security Plan

Revision v. 1.0 DRAFT

Original Date: June 5, 2021
Deliverable Owner: Matthew Borgese
Last Updated: June 9, 2021

Revision History

REVISION DATE	VERSION	AUTHOR	AUTHOR TITLE	SUMMARY OF CHANGE
6/5/2021	1.0	Matthew Borgese	Director, Information Security	Initial draft

Contents

1. Introduction

This System Security Plan will describe the security policies and processes in delivery of services requested and to protect the data Aspira has been entrusted with. The objective is to ensure that Aspira's information technology resources are adequately protected to prevent physical tampering, damage, theft, or unauthorized physical or electronic access. The security controls and practices discussed in this document are applicable to all Aspira information systems enterprise wide. Security controls specifically developed or implemented for Nebraska are separately identified within this document.

2. Revision Approval

The System Security Plan will be a "living document" and will be updated as needed throughout the delivery of services. Once the initial deliverable is approved, modifications will be made final only after review and approvals from both Aspira and Nebraska. Aspira will update the document to reflect the current organization process as they are updated and incorporate any changes requested by Nebraska.

3. Regulatory Compliance

Aspira One technical environments are required to adhere to Payment Card Industry Data Security Standard (PCI DSS). An annual assessment is performed by a third-party Qualified Security Assessor (QSA) to ultimately produce an Attestation of Compliance (AOC) and Report on Compliance (ROC). In addition, a third-party assessments and certification for Service Organization Controls (SOC) II Type 2 controls is also performed annually.

4. System Security Plan

4.1. Physical Security

4.1.1. Data Center

Aspira utilizes Amazon Web Services public cloud to host the Nebraska technical environments. With the Infrastructure as a Service (IaaS) model, the underlying data center that supports the environment is owned, operated, and managed by the cloud provider. Aspira receives and reviews the providers annual SOC reports to ensure the cloud provider maintains proper physical security controls in accordance with AICPA requirements.

4.1.2. Office Access

Access to Aspira offices is controlled by security key card. Permanent security key cards are only issued to Aspira employees and allow access to elevators and common areas within the office as required per the employee's job duties. Access to restricted areas such as equipment rooms, MDF/IDF, storage rooms, etc. are limited to employees whose job duties require additional access. Upon employee termination, the security access card is immediately disabled.

4.1.3. Visitor Access

Visitors who need access into an Aspira office must complete the sign in document listing their full name, company, date, time, reason for visit, and signature. The visitor will be escorted by the requesting employee during the visit. Once the visit is completed, the visitor will sign out and will be escorted out of the building. Visitor sign in documents is maintained and stored for a minimum of [3] months.

4.2. System Security

4.2.1. Systems Monitoring

Aspira uses multiple monitoring tools to monitor system health, capacity, utilization, and uptime. LogicMonitor™ monitors network, storage, and power distribution devices and AWS native tools are used to monitor Amazon specific services.

4.2.2. Security Monitoring

Aspira utilizes the LogRhythm™ Security Event and Information Management (SIEM) platform to collect, store, and correlate log data from across the enterprise. LogRhythm™ utilizes its internal AI engines to detect anomalous activity and alert the Information Security team of potential incidents.

4.2.3. Incident Response

Aspira's Security Incident Response Plan is utilized for all security incidents. The plan is tested, at a minimum, annually through tabletop exercises or other methods. Improvements from testing or through lessons learned are incorporated into the plan as deemed appropriate.

4.2.4. Vulnerability Management

Aspira's Information Security team performs continuous and weekly internal and external vulnerability scans using both local agent and network scanner-based technologies. Results are aggregated, correlated, and reviewed monthly. Vulnerabilities are appointed a risk ranking and system owners are assigned remediation tickets for corrective action.

4.2.5. Application Security Testing

A review of the Nebraska website will be performed, at a minimum, annually utilizing automated and manual testing. Any findings will be provided to system developers for review and remediation. Once a fix is applied for the finding, a retest is performed to verify that the vulnerability is remediated, and no subsequent findings are present.

4.2.6. Data Backup / Replication

Daily data backups are performed using the native AWS Backup service. Data replication is encrypted, both in transit and at rest, to further protect sensitive information and only includes incremental changes to the database.

4.2.7. Procurement

All technology resources, excluding vendor owned devices, that are connected to the Aspira network shall be requested, purchased, configured, and supported by Aspira Technology Operations team.

4.2.8. Maintenance

Only the Aspira Technology Operations team technicians are authorized to service, repair, upgrade or relocate Aspira technology resources. If a system owner is uncertain about the identity of a technician, they shall contact the Aspira Help Desk before allowing any work to be done on a system they have been assigned.

4.2.9. Disposal

Disposal of technology resources shall be coordinated through Aspira Technology Operations team in accordance with existing policies and standards.

4.2.10. Removable Storage Devices

Removable storage devices shall not be used without authorization from direct management, Aspira Technology Operations, and Information Security organizations. Any removable storage device approved must meet the encryption requirements for portable devices. The use of removable storage devices to transport any Nebraska information must be specifically approved by the Information Security organization of both Aspira and Nebraska.

4.2.11. Patch Management

Internal end user devices download and install Microsoft Windows Patches monthly. Endpoint management software forces patch installation if the user does not initiate the updates in a timely manner. All software patches and updates must be obtained from a trusted source and adhere to Aspira's Change Management Policy.

4.2.12. Antimalware

All information systems are required to have approved Antimalware software installed. Logging must be enabled to record the success or failure of updates and definition installations. Procedures are maintained to document the handling of an infected system. Full Antimalware scans are performed on a weekly.

4.2.13. System Hardening

Infrastructure components that are initialized within the environment are baselined against industry frameworks such as CIS and NIST. Amazon Machine Images (AMI) and Cloud Formation templates are used to ensure new instances that are deployed within the environment meet baseline standards.

4.2.14. Database Security

Databases are secured through multiple layers of security controls to promote defense in depth. Security requirements for databases include:

- Database access (including read-only) to databases must be approved by management and the Information Security team.
- Database access logs are collected and monitored for anomalous activity.
- Data is encrypted at rest using strong encryption algorithms such as AES 128.
- Data in transit is secured using TLS 1.2.

4.3. Network Security

4.3.1. Firmware Patching

Aspira's Information Security team and Network Engineering teams periodically review new requirements for patching on network devices. Network engineers will upgrade the network device or apply necessary patches if a new security issue has been reported by the vendor.

4.3.2. Change Management

Network infrastructure components are configured to meet standard security requirements: system name, login, authentication, NTP, SNMP, logs, backup, and monitoring. All network Firewall changes require review and approval by the Information Security team prior to implementation.

4.3.3. Remote Access

Remote access into Aspira networks is performed through a secure and encrypted Virtual Private Network (VPN). Individuals requiring remote access to the Aspira network must submit a request into the IT Management system, the request must be approved by the individual's direct manager or sponsor and will be limited to users with a business need or job requirement to have such access.

4.3.3.1. Remote Access Responsibility

It is the responsibility of the Aspira employee, contractor, vendor, or agent that has been granted the ability to remotely access the Aspira network to ensure that all requirements and guidelines for local network access are followed when making a remote connection. All activity performed over a remote connection are the responsibility of the owner of the account used to authenticate the remote connection. The assigned owner of the account used to authenticate bears responsibility for the consequences should the access be misused.

- VPN authentication will require username, password, and multifactor authentication.
- At no time should any employee disclose their login information.
- The connected device must not utilize "split-tunneling".
- At the time of authentication, the remote access control will verify current versions of required software including endpoint protection.

- Any non-company owned device requesting remote access must meet all requirements of Aspira owned devices and be granted approval from direct management, Aspira Technology Operations, and Information Security teams.

4.3.4. Network Firewalls

Aspira has deployed Palo Alto firewalls on the network perimeter to protect networks from unauthorized access from the Internet and to provide intrusion detection. Amazon Security Groups are utilized to maintain access controls and communication restrictions between internal systems.

4.3.5. Web Application Firewall

Aspira has deployed Amazon Web Application Firewalls (WAF) in production and development environments. All externally facing web applications are logically located behind the WAF to protect from malicious application attacks.

4.4. Identify & Access Management

4.4.1. Account Creation

Aspira's Information Security team manages user accounts for all Aspira employees or other users that are given access to systems. Accounts are created at time of hiring based on a trackable ticket that is routed to the IAM team. Privileges accounts are granted based on the duties required by the requestor and require management approval. Accounts are issued to a single user and must not be shared. Account owners are responsible for all account activity.

4.4.2. Least Privilege

Access to systems is granted to employees based on required job duties to promote the concept of least privilege. Users are given the level of access appropriate to fulfill their current job responsibilities.

4.4.3. Role Based Access Controls

Access to Aspira information systems and networks is granted through role-based controls using Active Directory security groups. Access within the Amazon Web Services environments are controlled though the use of AWS IAM policies and roles which are integrated with Active Directory using SAML to provide federated access control.

4.4.4. Account Password Requirements

All information systems require a network login (username and password) to authenticate and access the Aspira network and applications. Aspira's Password Policy requires that:

- No account may be setup with the permission of "Password never expires".
- Passwords must be at least [8] characters long for standard users and [15] characters long for privileged users.

- Passwords must include three of the following: a combination of alpha and numeric, with at least one capital letter and one special character.
- Passwords must be changed at least every 90 days.
- Password must be unique value different from the previous [5] passwords used.
- Passwords for newly created accounts must be a unique and expire upon first login.
- Passwords for system service accounts are required to be changed annually or on the departure of any employee with knowledge of the password.

4.4.5. Termination

Upon terminating an individual's employment with Aspira, the direct manager or Human Resources will enter a ticket into the IT Management system. Once the ticket is entered, the IAM toll will automatically disable all associated accounts based on the user last day in the office.

4.4.6. Privileged Access Review

On a semi-annual basis the IAM team will generate a report on all users having access to applications created by Aspira. These reports will list the user's name and the access privileges they have been granted. These reports will be provided to the user's direct management for verification that the privileges match the user's job duties, and that the user is still an active status employee. IAM will pursue this approval via escalation when necessary and if approval is not obtained the access will be removed and require a new request and approvals to be re-instated.

4.5. Mobile Devices

4.5.1. Personal Devices

Personal mobile devices, including but not limited to phones, tablets or laptops shall not be connected to the Aspira network. Employees may use personal devices on the local guest Wi-Fi networks when available for Internet only access.

4.5.2. Encryption

Mobile devices require encryption, where available. Access to the mobile device will require entering of a PIN or password. After ten failed login attempts the mobile device will either erase the device or lock the user out from the account.

4.5.3. Lost / Stolen Device

All mobile devices and laptops shall be under the control of the assigned user while not on Aspira property. Equipment shall not be left unattended unless properly secured. Any loss or theft of a mobile device must be reported to Aspira Information Security team providing details on the device, the data contained and accompanied by a police report on the loss.

4.6. Data Security

4.6.1. Data Storage

Although Aspira does not store hard copy documents containing sensitive data the following is included as a best practice. It is essential that a secure storage area where sensitive information, such as contracts, personnel files, etc., can be stored. An area designated as "secured" must meet the following requirements:

- Adequate space is provided for the secure storage of essential documents.
- If the space is on a ground floor, ensure that the space has physical reinforcements or alarming for greater protection.
- Alarm the surrounding office area if possible.
- Be certain about the individuals that have been granted access to the storage and for what time periods.
- Ensure that a system for receiving and checking confidential material is available.

4.6.2. Removable Media

Restricted or Confidential information from Aspira systems is never to be stored on removable media (USB drive, CD-ROM, etc.). In the event of a request from Nebraska for data to be provided on removable media, the storage, method of encryption and delivery mechanisms are to be reviewed and approved by the Information Security representatives both from Aspira and Nebraska.

4.6.3. Information Classification

4.6.3.1. Restricted

Data in any format collected, developed, supported, or managed by or on behalf of Aspira or within the scope of our activities that are subject to specific protections under federal or state law or regulations or under applicable contracts. Examples include, but are not limited to, any government issued ID number, Social Security Numbers and/or Driver's License Numbers, any payment card or financial account records, or any protected health information.

4.6.3.2. Confidential

Data in any format collected, developed, supported, or managed by or on behalf of Aspira or within the scope of our activities that would not be considered Restricted as described above, but is not intended to be shared freely within or outside of Aspira due to its sensitive nature and/or contractual or legal obligations. Examples include, but are not limited to, organizational charts, employee information outside of the restricted data, source code, passwords, or financial information.

4.6.3.3. Public

Data in any format collected, developed, supported, or managed by or on behalf of Aspira or within the scope of our activities that is intended to be made available to anyone inside or outside of Aspira. This type of data may be made available without specific data owner approval. Examples include, but are not limited to, job opening announcements, press releases, Aspira's Privacy Policy, and any information required to be publicly available to meet the business needs of Aspira and our customers.

4.6.4. Data Handling

4.6.4.1. Access Control

Access to information assets shall be limited to those with a business need to know. In general, as the nature of information assets becomes more sensitive, the number of users granted access will decline.

4.6.4.2. Unauthorized Disclosure

Restricted and Confidential information shall not be disclosed to any unauthorized person. In the event of an unauthorized disclosure, users will notify the Aspira Information Security team, who will respond, contain, and remove the source of any unauthorized disclosure.

4.6.4.3. Encryption

Restricted and Confidential information shall be encrypted when it leaves the Aspira network. When possible, Restricted information and select Confidential information shall be masked when displayed or printed. Restricted and select Confidential information will be encrypted at rest in storage media.

4.6.4.4. Secure Transfer

Users shall distribute or transport information in a manner that ensures the information is sent only to authorize personnel. This policy applies to information that is copied, e-mailed, faxed, sent via any file transfer protocol (FTP), mailed, printed, transported via removable storage devices, routed, or delivered by any other means.

4.6.4.5. Clean Desk

All Aspira employees are required to acknowledge and adhere to the published Aspira Clean Desk Standards.

5. Component Security Features *(client specific Items will be described in this section as they are provided)*

6. Appendices

6.1. Appendix A - Definitions and Acronyms

The following is a selected list of definitions and acronyms used within the System Security Plan. The purpose of this list is to provide a clear definition of the terms used throughout the body of the document.

Term	Description
Asset	Any information system that has significance to Aspira, its customers, or employees. This takes into consideration both application code and data both proprietary and shared by the state. The owner of this data will be the department head over the team that oversees this data and adheres to its security and integrity.
Archive	Archiving is a process of storing Configuration Items in a secure manner. The purpose of archiving is to provide recoverability to a past state. Although the process for creating an archive is like that of taking a baseline, the method of storage for both is different. Whereas baselines are maintained in easily accessible media for reference during the project lifecycle, archives are stored on secure media, often with the additional precaution of offsite storage to ensure they are not lost.
Authorized Security Personnel	Representatives of information security, in-house counsel, or compliance.
Backup	A process of creating a copy of a configuration item to prevent the loss of work.
Baseline	The initial approved technical documentation (including, for software, the source code listing) defining a configuration item during the production, operation, maintenance, and logistic support of its life cycle. For QA purposes baselines include the major baselines identified in the CM Plan as well as minor baselines saved by the QA and development teams.
Configuration Control	An element of configuration management, consisting of the evaluation, coordination, approval or disapproval, and implementation of changes to configuration items after formal establishment of their configuration identification.
Configuration Management (CM)	A discipline applying technical and administrative direction and surveillance to: Identify and document the functional and physical characteristics of a configuration item, control scope and cost changes to those characteristics, record and report change processing and implementation status, and verify compliance with specified requirements.
Customer	Any individual or business that applies for or obtains a product or service from Aspira.

Database	A collection of interrelated data stored together in one or more computerized files.
Deliverable	The tangible result of completion of a task or set of tasks. A deliverable for the purpose of this project is the documents listed as “deliverables”.
Encryption	The process by which data is temporarily rearranged into an unreadable form for confidentiality, transmission, or other security purposes. Hard copy form: A physical document that displays information, such as paper (e.g., printed reports, post-it notes, note pads, etc.), flip chart, microfiche, microfilm, or dry erase board.
Environmental Software	Includes operating system software, language compilers and other software used to support the general computing environment.
Function	A defined objective or characteristic action of a system or component. For example, a system may have inventory control as its primary function.
Sensitive Information	Any data that has significance to Aspira, its customers, or employees regardless of whether the data is stored electronically or in hard copy form.
May	Indicates an item or activity appropriate under some, but not all, conditions; for which there are several acceptable alternatives; or for which there is no professional consensus.
Personal Identity Information (PII)	Any information that could be used to identify an individual.
Removable Storage Device	Any type of media that can be easily removed from a computer and moved to another location or used in another computer, including disks, tapes, CDs, and USB jump drives. Some cell phones and personal digital assistants (PDA) include a removable storage device.
Shall	Indicates an item or activity is required.
Should	Indicates a recommended item or activity.
User	Any individual that has been granted access to any Aspira technology resources, such as an Aspira employee, a temporary employee, a vendor, a third-party service provider, or a subcontractor of a third-party service provider.
Version	(1) An initial release or re-release of a computer software configuration item, associated with a complete compilation or recompilation of the computer software configuration item. (2) An initial release or complete re-release of a document.
Version Control	A systematic process that captures and maintains accurate date and content information of the successive versions of the configuration items

6.2. Appendix B - Contacts and Escalations

Name	Title	Email address	Phone
Steve Wade	Chief Technology Officer (CTO)	Steve.wade@aspiraconnect.com	469-291-0623
Matt Borgese	Director, Information Security	matt.borgese@aspiraconnect.com	469-941-1111

6.3. Appendix C - Approvals

Below is a submittal block for Aspira and Nebraska final approval of this deliverable.

Company _____

Full Name _____

Title _____

Date _____

Signature _____

Company Aspira Connect

Full Name Steve Wade

Title Chief Technology Officer (CTO)

Date _____

Signature _____

Payment Card Industry (PCI)
Data Security Standard

Attestation of Compliance for Onsite Assessments – Service Providers

Version 3.2.1

June 2018

Section 1: Assessment Information

Instructions for Submission

This Attestation of Compliance must be completed as a declaration of the results of the service provider's assessment with the *Payment Card Industry Data Security Standard Requirements and Security Assessment Procedures (PCI DSS).* Complete all sections: The service provider is responsible for ensuring that each section is completed by the relevant parties, as applicable. Contact the requesting payment brand for reporting and submission procedures.

Part 1. Service Provider and Qualified Security Assessor Information					
Part 1a. Service Provider Organization Information					
Company Name:	RA Outdoors, LLC		DBA (doing business as):	Aspira	
Contact Name:	Chris Cline		Title:	VP, Security and Technology Operations	
Telephone:	317-509-0161		E-mail:	chris.cline@aspiraconnect.com	
Business Address:	717 N. Harwood Street, Suite 2500		City:	Dallas	
State/Province:	TX	Country:	USA	Zip:	75201
URL:	https://aspiraconnect.com/				

Part 1b. Qualified Security Assessor Company Information (if applicable)					
Company Name:	K3DES LLC				
Lead QSA Contact Name:	Mike O. Villegas		Title:	SVP	
Telephone:	734-546-9605		E-mail:	mike.villegas@k3des.com	
Business Address:	9037 Larston		City:	Houston	
State/Province:	TX	Country:	USA	Zip:	77055
URL:	www.k3des.com				

Part 2. Executive Summary		
Part 2a. Scope Verification		
Services that were INCLUDED in the scope of the PCI DSS Assessment (check all that apply):		
Name of service(s) assessed:	Payment Processing	
Type of service(s) assessed:		
Hosting Provider: ☐ Applications / software ☐ Hardware ☐ Infrastructure / Network ☐ Physical space (co-location) ☐ Storage ☐ Web ☐ Security services ☐ 3-D Secure Hosting Provider ☐ Shared Hosting Provider ☐ Other Hosting (specify):	**Managed Services (specify):** ☐ Systems security services ☐ IT support ☐ Physical security ☐ Terminal Management System ☐ Other services (specify):	**Payment Processing:** ☐ POS / card present ☒ Internet / e-commerce ☐ MOTO / Call Center ☐ ATM ☐ Other processing (specify):
☐ Account Management	☐ Fraud and Chargeback	☐ Payment Gateway/Switch
☐ Back-Office Services	☐ Issuer Processing	☐ Prepaid Services
☐ Billing Management	☐ Loyalty Programs	☐ Records Management
☐ Clearing and Settlement	☐ Merchant Services	☐ Tax/Government Payments
☐ Network Provider		
☐ Others (specify):		
***Note**: These categories are provided for assistance only, and are not intended to limit or predetermine an entity's service description. If you feel these categories don't apply to your service, complete "Others." If you're unsure whether a category could apply to your service, consult with the applicable payment brand.*		

Part 2a. Scope Verification *(continued)*		
Services that are provided by the service provider but were NOT INCLUDED in the scope of the PCI DSS Assessment (check all that apply):		
Name of service(s) not assessed:	None	
Type of service(s) not assessed:		
Hosting Provider: ☐ Applications / software ☐ Hardware ☐ Infrastructure / Network ☐ Physical space (co-location) ☐ Storage ☐ Web ☐ Security services ☐ 3-D Secure Hosting Provider ☐ Shared Hosting Provider ☐ Other Hosting (specify):	**Managed Services (specify):** ☐ Systems security services ☐ IT support ☐ Physical security ☐ Terminal Management System ☐ Other services (specify):	**Payment Processing:** ☐ POS / card present ☐ Internet / e-commerce ☐ MOTO / Call Center ☐ ATM ☐ Other processing (specify):
☐ Account Management	☐ Fraud and Chargeback	☐ Payment Gateway/Switch
☐ Back-Office Services	☐ Issuer Processing	☐ Prepaid Services
☐ Billing Management	☐ Loyalty Programs	☐ Records Management
☐ Clearing and Settlement	☐ Merchant Services	☐ Tax/Government Payments
☐ Network Provider		
☐ Others (specify):		
Provide a brief explanation why any checked services were not included in the assessment:		

Part 2b. Description of Payment Card Business	
Describe how and in what capacity your business stores, processes, and/or transmits cardholder data.	RA Outdoors, LLC (Aspira) is located in Dallas, TX. Aspira is classified as a third-party service provider providing software and a gateway for campsite reservation transactions in North America. Aspira accepts card-present and card-not-present transaction data during conducting their business. Aspira Centralized Call Center (CCC) is a service provider of conference and meeting event Aspira's CCC provides contact center services to multiple business units of Aspira. The CCC locations include: • DFW Call Center, Dallas, TX 75261 • Saratoga Springs Call Center, Saratoga Springs, NY 12866
Describe how and in what capacity your business is otherwise involved in or has the ability to impact the security of cardholder data.	RA Outdoors, LLC (Aspira) customers, call center and field agents' orders are placed via the Aspira One(A1) website protected by TLS 1.2 encryption. Only the PAN, customer name, and expiration date are entered into the web site for Internet and call center transactions. For field transactions, the field agent will enter the PAN, name, and expiration data into the web site for the customer.

Part 2c. Locations

List types of facilities (for example, retail outlets, corporate offices, data centers, call centers, etc.) and a summary of locations included in the PCI DSS review.

Type of facility:	Number of facilities of this type	Location(s) of facility (city, country):
Example: Retail outlets	*3*	*Boston, MA, USA*
Call Center	1	Saratoga Springs, NY
Corporate Office	1	Dallas, TX
Colocation - Equinix	1	Ashburn, VA
Colocation - Switch Communications	1	Las Vegas, NV
Colocation - Verizon	1	Toronto, ON, Canada

Part 2d. Payment Applications

Does the organization use one or more Payment Applications? ☐ Yes ☒ No

Provide the following information regarding the Payment Applications your organization uses:

Payment Application Name	Version Number	Application Vendor	Is application PA-DSS Listed?	PA-DSS Listing Expiry date (if applicable)
			☐ Yes ☐ No	

			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	

Part 2e. Description of Environment	
Provide a ***high-level*** description of the environment covered by this assessment. *For example:* • *Connections into and out of the cardholder data environment (CDE).* • *Critical system components within the CDE, such as POS devices, databases, web servers, etc., and any other necessary payment components, as applicable.*	K3DES LLC reviewed all systems associated with the Aspira's interaction with cardholder environment (CDE). There are three payment processing channels for Aspira: (1) public website; (2) call center; and (3) field site. This assessment also included the call center in Saratoga Springs, NY. K3DES LLC also reviewed supporting systems such as domain controllers, Intrusion Detection, Anti-Virus, Multi-Factor, and log monitoring devices individually for specific compliance requirements.
Does your business use network segmentation to affect the scope of your PCI DSS environment? *(Refer to "Network Segmentation" section of PCI DSS for guidance on network segmentation)*	☒ Yes ☐ No

Part 2f. Third-Party Service Providers	
Does your company have a relationship with a Qualified Integrator & Reseller (QIR) for the purpose of the services being validated?	☐ Yes ☒ No
If Yes:	
Name of QIR Company:	
QIR Individual Name:	
Description of services provided by QIR:	
Does your company have a relationship with one or more third-party service providers (for example, Qualified Integrator Resellers (QIR), gateways, payment processors, payment service providers (PSP), web-hosting companies, airline booking agents, loyalty program agents, etc.) for the purpose of the services being validated?	☒ Yes ☐ No
If Yes:	

Name of service provider:	**Description of services provided:**
Switch Communication	Colocation Services
Equinix	Colocation Services
Amazon Web Service (AWS)	Cloud Service Provider

Note: *Requirement 12.8 applies to all entities in this list.*

Part 2g. Summary of Requirements Tested

For each PCI DSS Requirement, select one of the following:

- **Full** – The requirement and all sub-requirements of that requirement were assessed, and no sub-requirements were marked as "Not Tested" or "Not Applicable" in the ROC.
- **Partial** – One or more sub-requirements of that requirement were marked as "Not Tested" or "Not Applicable" in the ROC.
- **None** – All sub-requirements of that requirement were marked as "Not Tested" and/or "Not Applicable" in the ROC.

For all requirements identified as either "Partial" or "None," provide details in the "Justification for Approach" column, including:

- Details of specific sub-requirements that were marked as either "Not Tested" and/or "Not Applicable" in the ROC
- Reason why sub-requirement(s) were not tested or not applicable

Note: *One table to be completed for each service covered by this AOC. Additional copies of this section are available on the PCI SSC website.*

Name of Service Assessed:	Payment Processing			
	Details of Requirements Assessed			
PCI DSS Requirement	**Full**	**Partial**	**None**	**Justification for Approach** (Required for all "Partial" and "None" responses. Identify which sub-requirements were not tested and the reason.)
Requirement 1:	☒	☐	☐	
Requirement 2:	☐	☒	☐	2.1.1 Wireless is not in scopte 2.6 Aspira is not a shared hosting provider
Requirement 3:	☐	☒	☐	3.2.a-d Aspira does not store sensitive auth data 3.4.1 Aspira does not use full disk encryption 3.4.1.c Aspira does not use removable media for CHD 3.6 Aspira does not transmit or store CHD. Key mangement is not applicable.
Requirement 4:	☐	☒	☐	4.1.1 Aspira does not use wifi for CHD
Requirement 5:	☒	☐	☐	
Requirement 6:	☒	☐	☐	
Requirement 7:	☒	☐	☐	
Requirement 8:	☒	☐	☐	
Requirement 9:	☒	☐	☐	
Requirement 10:	☒	☐	☐	

Requirement 11:	☒	☐	☐	
Requirement 12:	☒	☐	☐	
Appendix A1:	☐	☐	☒	Aspira is not a shared hosting provider
Appendix A2:	☐	☐	☒	Aspira does not use SSL/early TLS

Section 2: Report on Compliance

This Attestation of Compliance reflects the results of an onsite assessment, which is documented in an accompanying Report on Compliance (ROC).

The assessment documented in this attestation and in the ROC was completed on:	July 31, 2020	
Have compensating controls been used to meet any requirement in the ROC?	☐ Yes	☒ No
Were any requirements in the ROC identified as being not applicable (N/A)?	☒ Yes	☐ No
Were any requirements not tested?	☐ Yes	☒ No
Were any requirements in the ROC unable to be met due to a legal constraint?	☐ Yes	☒ No

Section 3: Validation and Attestation Details

Part 3. PCI DSS Validation

This AOC is based on results noted in the ROC dated July 31, 2020.

Based on the results documented in the ROC noted above, the signatories identified in Parts 3b-3d, as applicable, assert(s) the following compliance status for the entity identified in Part 2 of this document (***check one):***

☒	**Compliant:** All sections of the PCI DSS ROC are complete, all questions answered affirmatively, resulting in an overall **COMPLIANT** rating; thereby RA Outdoors, LLC (Aspira) has demonstrated full compliance with the PCI DSS.
☐	**Non-Compliant:** Not all sections of the PCI DSS ROC are complete, or not all questions are answered affirmatively, resulting in an overall **NON-COMPLIANT** rating, thereby *(Service Provider Company Name)* has not demonstrated full compliance with the PCI DSS. **Target Date** for Compliance: An entity submitting this form with a status of Non-Compliant may be required to complete the Action Plan in Part 4 of this document. *Check with the payment brand(s) before completing Part 4.*
☐	**Compliant but with Legal exception:** One or more requirements are marked "Not in Place" due to a legal restriction that prevents the requirement from being met. This option requires additional review from acquirer or payment brand. *If checked, complete the following:*

Affected Requirement	Details of how legal constraint prevents requirement being met

Part 3a. Acknowledgement of Status

Signatory(s) confirms:
(Check all that apply)

☒	The ROC was completed according to the *PCI DSS Requirements and Security Assessment Procedures*, Version 3.2.1, and was completed according to the instructions therein.
☒	All information within the above-referenced ROC and in this attestation fairly represents the results of my assessment in all material respects.
☐	I have confirmed with my payment application vendor that my payment system does not store sensitive authentication data after authorization.
☒	I have read the PCI DSS and I recognize that I must maintain PCI DSS compliance, as applicable to my environment, at all times.
☒	If my environment changes, I recognize I must reassess my environment and implement any additional PCI DSS requirements that apply.

Part 3a. Acknowledgement of Status (continued)	
☒	No evidence of full track data[1], CAV2, CVC2, CID, or CVV2 data[2], or PIN data[3] storage after transaction authorization was found on ANY system reviewed during this assessment.
☒	ASV scans are being completed by the PCI SSC Approved Scanning Vendor Trustwave

Part 3b. Service Provider Attestation	
DocuSigned by: Chris Cline FA9EDCEE718B4CF...	
Signature of Service Provider Executive Officer ↑	*Date:* 7/31/2020
Service Provider Executive Officer Name: Chris Cline	*Title:* VP, Security and Technology Operations

Part 3c. Qualified Security Assessor (QSA) Acknowledgement (if applicable)	
If a QSA was involved or assisted with this assessment, describe the role performed:	QSA provided assessment services to determine client fully satisfied PCI DSS v3.2.1 requirements by verifying controls are in place, supporting documentation exists, and verifying all applicable testing procedures are completed.
DocuSigned by: Mike Villegas 81C90EC7B6C045E...	
Signature of Duly Authorized Officer of QSA Company ↑	*Date:* 7/31/2020
Duly Authorized Officer Name: Miguel (Mike) O. Villegas	*QSA Company:* K3DES LLC

Part 3d. Internal Security Assessor (ISA) Involvement (if applicable)	
If an ISA(s) was involved or assisted with this assessment, identify the ISA personnel and describe the role performed:	Not Applicable

[1] Data encoded in the magnetic stripe or equivalent data on a chip used for authorization during a card-present transaction. Entities may not retain full track data after transaction authorization. The only elements of track data that may be retained are primary account number (PAN), expiration date, and cardholder name.

[2] The three- or four-digit value printed by the signature panel or on the face of a payment card used to verify card-not-present transactions.

[3] Personal identification number entered by cardholder during a card-present transaction, and/or encrypted PIN block present within the transaction message.

Part 4. Action Plan for Non-Compliant Requirements

Select the appropriate response for "Compliant to PCI DSS Requirements" for each requirement. If you answer "No" to any of the requirements, you may be required to provide the date your Company expects to be compliant with the requirement and a brief description of the actions being taken to meet the requirement.

Check with the applicable payment brand(s) before completing Part 4.

PCI DSS Requirement	Description of Requirement	Compliant to PCI DSS Requirements (Select One)		Remediation Date and Actions (If "NO" selected for any Requirement)
		YES	NO	
1	Install and maintain a firewall configuration to protect cardholder data	☐	☐	
2	Do not use vendor-supplied defaults for system passwords and other security parameters	☐	☐	
3	Protect stored cardholder data	☐	☐	
4	Encrypt transmission of cardholder data across open, public networks	☐	☐	
5	Protect all systems against malware and regularly update anti-virus software or programs	☐	☐	
6	Develop and maintain secure systems and applications	☐	☐	
7	Restrict access to cardholder data by business need to know	☐	☐	
8	Identify and authenticate access to system components	☐	☐	
9	Restrict physical access to cardholder data	☐	☐	
10	Track and monitor all access to network resources and cardholder data	☐	☐	
11	Regularly test security systems and processes	☐	☐	
12	Maintain a policy that addresses information security for all personnel	☐	☐	
Appendix A1	Additional PCI DSS Requirements for Shared Hosting Providers	☐	☐	
Appendix A2	Additional PCI DSS Requirements for Entities using SSL/early TLS for Card-Present POS POI Terminal Connections	☐	☐	

ASPIRA
CONNECTED EXPERIENCES

Cyber Security Incident Response Plan

ASPIRA
CONNECTED EXPERIENCES

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Overview

This document describes the high-level processes and procedures when responding to Cyber Security incidents within Aspira, ensuring the actions taken are comprehensive and support the integrity of the response. The Aspira Cyber Security Incident Response Plan (CSIRP) is designed to meet the below goals at costs proportionate to the business risks of a given Cyber security incident, the systems and information affected, and the criticality of the business processes involved.

Objective

The aim of the CSIRP is to create a standardized and repeatable process to respond to Cyber security incidents that may affect the confidentiality, integrity, or availability of information that is stored, processed, or transmitted in an electronic format.

Scope

The CSIRP applies to the entire Aspira corporation, its subsidiaries, and Aspira business partners. The CSIRP does not cover Cyber security incidents involving the property or assets of Aspira clients or divested entities unless specifically required by a contract of Aspira or if Aspira's business and/or assets are adversely affected by the cyber security incident.

Statement of Management Commitment

Aspira senior management understands their responsibilities in managing the risks from information systems that support the missions and business functions of the organization. As such, Aspira senior leadership is committed to securing its information, and the client information that Aspira has been entrusted with and protecting organizational IT infrastructure, assets, and networks.

Document Review

This document will be reviewed at least annually by its designated stakeholders and approved by the designated approvers. All reviews and updates shall be recorded in the Revision History.

Information Security Team

The Aspira Information Security Team is a team composed of information security professionals organized to prepare for, detect and analyze, contain, eradicate, and recover from Cyber security incidents. The mission of the Information Security Team is to; detect and reduce system intrusions, limit impact, and enable the restoration of business operations.

Authority

Per the approval of this document, the Aspira Information Security Team has the authority from the Chief Technology Officer to take proper actions needed to resolve cyber security related issues.

Roles and Responsibilities

Cyber Security Incident Response is a collaborative effort that requires the support from many areas throughout the organization. Without the proper support and prioritization, containment, eradication, and recovery can be extended thus increasing the impact to the organization. The Information Security Team has developed direct cooperative relationships between other groups within the organization that may need to take part in specific phases of the incident response process so that their aid can be asked for before it is needed. The Information Security Team relies on the ability, judgment, and abilities of others within the organization.

Classification & Categories

Classifications

Classification is a tracking mechanism for workflow guidance to supply proper analysis, evaluation, routing, and if needed, escalation.

Categories

The Information Security Team categorizes Cyber security alerts and incidents based on the Vocabulary for Event Recording and Incident Sharing (VERIS) framework. VERIS is a set of metrics designed to supply a common language for describing Cyber security alerts and incidents in a structured and repeatable manner.

Cyber Security Incident Response Lifecycle

The Information Security Incident Response Life Cycle is derived from NIST (National Institute of Standards Technology) and supplies a standardized, organized, and repeatable approach for handling information security related incidents. The processes and sub-processes are designed to result in a suitable balance between the value of a system, the risk profile of threats and vulnerabilities, and the effort spent to protect and remediate them.

Preparation

The ability of the Information Security Team to successfully respond to a potential cyber security incident is dependent on the right and efficient people, process, and technology. The Preparation

phase consists of activities designed to ready the Information Security Team to effectively detect and respond to cyber security incidents and is considered the operational 'steady-state.'

Detection & Analysis

All cyber security incidents begin as cyber security alerts, which are found by the Information Security Team monitoring capability or through a different notification process (e.g., email from a user reporting an anomaly).

Containment

The goal of the containment is to formulate a strategy to reduce the immediate impact, which ensures that disruptions to the business are minimized and that damage resulting from the cyber security incident is efficiently contained. This may include moving an affected system to an isolated network segment to remove corporate-wide connectivity while preserving the integrity of the system.

Eradication

Once the cyber security threat has been contained, eradiation may be necessary to eliminate components of the cyber security incident before the system or function can be restored back to normal operation. Eradicating the threat from a compromised system may include reimaging a system, restoring from known uncompromised backups, or using a manual forensic process to remove malicious artifacts.

Recovery

Recovery activities are intended to re-establish steady state operations. Eradication and Recovery activities are closely related and are direct continuations of each other. These activities will not be completed by the Information Security Team. Instead, they are performed by a group of contributors (e.g., SMEs (Subject Matter Expert) or system owners), with the Information Security Team directing the changes and tracking progress to closure. Business continuity plans, disaster recovery, and backup process are key elements during recovery.

Post-Incident Activity

Once recovery operations have been completed or are underway, post-incident activities are performed to document the events, identify the root cause, and perform lessons learned analysis for process improvements. The goal of the activity is to produce a final report and matrix necessary to thoroughly document the cyber security incident into a report that can be used by management to evaluate the efficiency of the response.

Communication Plan

Once a severity has been assigned and the playbook has been selected, the right personnel must be notified and kept up to date with the status or to ask for support. Notification requirements are based on the severity and data impact of the Cyber security incident.

CONFIDENTIAL COMPUTER SECURITY

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REDACTED

ASPIRA™

CONNECTED EXPERIENCES

Information Security Policy

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Policy Statement

RA Outdoors, LLC, doing business as Aspira, and its affiliated companies and subsidiaries (collectively "Aspira") is committed to supporting and improving information security and minimizing Aspira's and its customers' exposure to risk. It is therefore the policy of Aspira to implement and support commercially reasonable precautions to ensure that:

- The confidentiality and protection of all information collected, developed, supported, or managed by or on behalf of Aspira or within the scope of our activities be supported.
- Restricted information (however stored or transmitted) be protected from unauthorized access;
- The integrity of information collected, developed, supported, or managed by or on behalf of Aspira or within the scope of our activities be supported.
- Information only be made available to authorized individuals or business processes when needed to perform approved job duties.
- Information Security awareness training be made available to all staff; and
- All breaches of information security, actual or suspected, be reported to and investigated by proper personnel.

Scope

This Information Security Policy applies to all employees, contractors, and third parties used by Aspira in the delivery of services.

Policy Review

At a minimum, this Information Security Policy will be reviewed every 12 months by its designated owner and reviewed and approved by the designated executives.

Enforcement

Aspira may temporarily suspend or block access to any individual or device when it appears necessary to do so to protect the integrity, security, or functionality of systems or resources. Violations of approved policies may result in discipline, up to and including termination, based on the severity and/or impact of the violation.

Privacy

Aspira values individuals' privacy and is committed to protecting personal information. However, Aspira's staff should be aware that there should be no expectation of privacy for communications transmitted or stored on Aspira resources. Users supplying information to Aspira are provided an up-to-date privacy policy in the footer of any page that allows information from the user to be provided. Staff of Aspira must follow this privacy policy whenever handling information that has been collected from users or provided to Aspira from customers for use in services provided by Aspira.

Exceptions

Aspira must establish a process by which an exception to an approved policy or procedure can be provided. This exception process must support appropriate levels of approval, documentation, and review of exceptions on at least an annual basis.

Responsibilities

All employees of Aspira, as well as any contractors or third parties used by Aspira in the delivery of services, are expected to:

- Understand the information classification levels defined in this Information Security Policy.
- As appropriate, classify the information for which an individual has been appointed as the responsible individual for information being handled.
- Access information only as needed to perform legitimate business needs or assigned job duties.
- Not divulge, release, copy, sell, loan, alter, or destroy any information as described without a valid business purpose or authorization.
- Protect the confidentiality, integrity, and availability of information in a manner consistent with the classification level and type of the information.
- Handle information following all approved standards and procedures or any approved policy.
- Properly protect any physical access device, ID card, computer login credentials, or network account that allows access to non-public information.
- Discard any media containing information in a manner consistent with the classification level, type, and any applicable retention requirements. This would include any “hard” copies of information such as a printed document, or in any electronic, magnetic, or optical format.
- Contact Aspira’s General Counsel prior to disclosing any information that has been generated by the General Counsel or his/her staff or prior to responding to any litigation or law enforcement subpoenas, court orders, or information requests from individuals or government agencies related to legal matters.
- Contact Aspira management prior to responding to requests from regulatory agencies, examiners, or auditors.
- Immediately report any actual or suspected security breaches involving any non-public information to the Aspira Information Security Team.

Policy

Aspira has implemented commercially reasonable precautions to secure its information and the information with which it has been entrusted with from unauthorized access, loss, misuse, disclosure, or damage while supplying services.

Classification Levels

All information created, collected, stored, or processed by Aspira is classified as one of the following groups.

Restricted

Data in any format collected, developed, supported, or managed by or on behalf of Aspira or within the scope of our activities that are subject to specific protections under federal or state law or regulations or under applicable contracts. Examples include, but are not limited to, any government issued ID number, including but not limited to Social Security Numbers and/or Driver's License Numbers, any payment card or financial account records, or any protected health information.

Confidential

Data in any format collected, developed, supported, or managed by or on behalf of Aspira or within the scope of our activities that would not be considered Restricted as described above, but is not intended to be shared freely within or outside of Aspira due to its sensitive nature and/or contractual or legal obligations. Examples include, but are not limited to, organizational charts, employee information outside of the restricted data, source code, or financial information.

Public

Data in any format collected, developed, supported, or managed by or on behalf of Aspira or within the scope of our activities that is intended to be made available to anyone inside or outside of Aspira. This type of data may be made available without specific data owner approval. Examples include, but are not limited to, job opening announcements, press releases, Aspira's Privacy Policy, and any information required to be publicly available to meet the business needs of Aspira and our customers.

Protection and Handling of Information

Based on its classification, information must be appropriately protected from unauthorized access, loss, and damage. All protection requirements contained within this or any other Aspira-approved policy or procedure must be followed for the proper protection of data.

- Non-Public (Restricted and Confidential) information must be secured at rest, in transit, and when being destroyed or deleted.

- Handling of information from any source other than directly from Aspira may require compliance with both the approved policies and procedures of Aspira and the requirements of the source that created, provided, or controls the information.
- Information systems used in the storage or delivery of non-public (restricted and confidential) information must (i) be secured in a manner consistent with the classification of the information contained within the system, restricting access to authorized users; (ii) be subjected to regular maintenance for software patches and endpoint protection; and (iii) be covered by security utilities internal and external to the local network to be assessed for potential vulnerabilities.
- When an information system contains multiple classification types of data it is to be protected at the highest level of the information present.
- When appropriate, the level of classification may be increased, or added security requirements may be imposed beyond what is needed in this or any other Aspira-approved policy or procedure.

Access Control

Aspira must limit information system access to (i) authorized users, (ii) processes that are acting on behalf of authorized users, or (iii) devices, in each case to the types of information or functions that authorized users can exercise.

Assessment and Authorization

Aspira must assess the security controls in use for information and the systems storing, processing, or delivering information to confirm that the controls are adequate to protect the information and information systems. Aspira must develop and implement plans designed to correct deficiencies and reduce or eliminate vulnerabilities in information systems. Aspira must monitor system controls on an ongoing basis to ensure the continued effectiveness of controls in place.

Audit and Accountability

Aspira must create, protect, and retain audit records to the extent required by regulation, policy, or contractual agreement to enable the monitoring, analysis, investigation, and reporting of unauthorized, unlawful, or inappropriate usage of information. Aspira must ensure that actions of individual users can be uniquely traced to the individual that performed a given action on a system.

Awareness and Training

Aspira must ensure that all employees are made aware of the security risks associated with their activities and of any applicable laws, standards, regulations, or procedures related to the security of information or the systems containing information. Aspira must supply regular security awareness training for all employees and any contractors, or third parties used by Aspira in the delivery of services.

Configuration Management

Aspira must establish and maintain baseline configurations and valid inventories of information systems to include hardware, software, firmware, and associated documentation throughout system lifecycles. Aspira must establish and enforce security configuration settings for systems in use.

Contingency Planning

Aspira must establish, maintain, test, and implement plans for emergency response, backup procedures, and post-disaster recovery of information systems to ensure availability and continuity of operations in emergency situations.

Identification and Authorization

Aspira must identify system users and processes generated to act on behalf of users or devices, and authenticate or verify the identities of those users, devices, or processes prior to granting access to information systems.

Incident Response

Aspira must establish incident handling capability for information systems that includes adequate preparation, detection, analysis, containment, recovery, and notifications.

Maintenance

Aspira must perform periodic maintenance on information systems, performing validations that systems are not generating undue risk to information assets due to out-of-date patches or required updates to system resources or software.

Personnel Security

Aspira must ensure that individuals meet established requirements and approvals to gain access to information systems. Aspira must ensure that systems are protected during and after personnel actions such as terminations or changes in job duties. Aspira must establish formal sanctions for personnel not following information security policies or procedures.

Physical and Environmental Protections

Aspira must limit physical access to information systems to authorized individuals. Aspira must support physical protections for information systems to protect systems from various physical or environmental hazards.

Planning

Aspira must develop, document, review, update, and implement security plans for information systems to describe the security controls in place or planned for information systems, as well as acceptable use guidelines for individuals accessing information systems.

Risk Assessment

Aspira must periodically assess the risk to the organization, including mission, image or reputation, assets, and individuals, resulting from the operation of informational systems and/or the processing, storage, or transmission of nonpublic information.

System and Services Acquisition

Aspira must distribute sufficient resources to protect information systems employ development life cycle processes that incorporate security considerations at each stage of development, employ software usage and installation restrictions, and ensure that any third parties accessing systems or information are using controls to meet or exceed those required by Aspira.

System and Communications Protection

Aspira must monitor, control, and appropriately protect communications of information that is sent or received. Aspira must use architectural designs, development techniques, encryption, and systems engineering principals to promote effective security controls on all systems or devices.

Commentary on Aspira Financial Statements

Aspira was formerly the Outdoors division of ACTIVE Network. In 2017, the Outdoors division was carved-out from ACTIVE Network into the stand-alone company Aspira. For the full year 2020 financial statements, our previous owners, Vista Equity Partners, remained the same as before the carve-out. The carve-out took the form of a dividend recapitalization transaction, whereby Aspira borrowed a level of debt that it could comfortably support, and the proceeds were paid as a dividend to the owners. This is a common transaction structure in private equity transactions.

Dividend recapitalizations result in an unusual balance sheet, in that they generally reflect a new debt balance offset by a negative equity balance due to the payment of a dividend. Although traditional financial analysis often considers Debt-to-Equity ratios, such analysis has become increasingly irrelevant in the current financial environment. The most important consideration in evaluating a company's financial health is whether a company's financial performance can support its debt level, and whether the company can comply with its lenders' financial covenants. Aspira is fully capable of supporting its debt, and is in compliance with all covenants contained in its debt agreements. Importantly, included in our financial statements is the audit report of the international public accounting firm Deloitte & Touche reflecting an unqualified (a.k.a. clean) audit report, which reflects the financial health of Aspira and its financial controls.

In April of 2021 Vista Equity Partners sold Aspira to Alpine Investors, a billion dollar investment firm owning 34 companies and backing all of its companies with financial strength and a team of software industry experts.

We would be happy to discuss any questions that you may have upon review of our audited financial statements.

FINANCIALS

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