



Nebraska Game & Parks Commission (NGPC)

STATEWIDE WEB-BASED PERMIT/LICENSING SYSTEM

RFP# 6506 Z1

TECHNICAL PROPOSAL

PREPARED FOR: State of Nebraska, Department of Administrative Services (DAS),
Materials Division, State Purchasing Bureau (SPB)
Nebraska Game & Parks Commission (NGPC)

RFP NAME: Statewide Web-Based Permit/Licensing System
RFP #: #6506 Z1

DUE DATE: July 1, 2021 2:00pm (CT)

VENDOR NAME: Brandt Information Services, LLC



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** This document is considered Proprietary and Confidential and can be found in the separately provided file titled
“RFP 6506 Z1 Brandt Permit System – Proprietary Information”*

June 28, 2021

Connie Heinrichs
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508

**RE: State of Nebraska, Department of Administrative Services, Material Division, State Purchasing Bureau (SPB)
Nebraska Game and Parks Commission (NGPC)
RFP for Statewide Web-Based Permit/Licensing System
RFP# 6506 Z1**

Dear Ms. Heinrichs,

Brandt Information Services is pleased to submit our response to the State of Nebraska, Department of Administrative Services (DAS), Material Division, State Purchasing Bureau's Request for Proposal (RFP) for a new Statewide Web-Based Permit/Licensing System for the Nebraska Game and Parks Commission (NGPC). This new system will provide automated permitting/licensing issuance, event registration, Customer Relationship Management (CRM), wildlife harvest reporting, Point of Sale (POS), and revenue management systems.

We are excited to share our proposed approach and describe the successes Brandt has had in implementing innovative solutions similar in scope and size for our existing fish and wildlife agency clients, including Florida, Georgia, Virginia, Tennessee, Iowa, Oklahoma, and Idaho.

Brandt is excited about this opportunity. Brandt and the Commission have aligned missions, values, goals and visions for a next-generation solution for online hunting and fishing permitting and licensing. We have the development, project management, business processes, and emerging technology expertise to build NGPC's ideal system with unparalleled support services and responsiveness.

Our system reliability and dependability comes standard. With Brandt, you do not need to worry about system performance, outages, or poor customer service. Our organization not only builds and implements business systems through best in class technologies, but implements creative ideas to make our customers leaders in the industry.

In our response, we will outline our proposed implementation that will drive innovation and provide NGPC with opportunities to leverage initiatives and features implemented across all of Brandt's fish and wildlife customers, including:

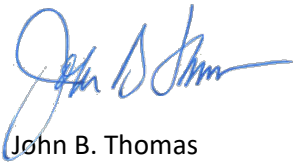
- ✓ A reliable system design and configurable framework to handle NGPC business processes, incorporate new processes, and perform even during the busiest times;
- ✓ A dedicated team with experience designing and maintaining similar systems to the one NGPC envisions;

- ✓ A flexible timeline to ensure continued critical business processes are available to the Commission and customers without the need for contract extensions, delays, or critical risks;
- ✓ A creative approach to customer recruitment, retention, and reactivation (R3) efforts to drive Commission revenue and increase state outdoor participation at target locations, and
- ✓ The dependability of a profitable, established firm in business for more than 35 years.

Brandt is proud of its true partnership approach with state agency clients. Our mission is to not only implement a modern solution, but expand its reach and serve NGPC and its visitors beyond expectations. It is a part of our culture that our partners must be successful before we can; your success is our success. We look forward to the opportunity to partner with the Nebraska Game & Parks Commission.

Thank you again for this opportunity to respond to the RFP for Nebraska's new Statewide Web-Based Permit/Licensing System, and Brandt stands ready to serve the great State of Nebraska.

Sincerely,

A handwritten signature in blue ink, appearing to read 'John B. Thomas', with a stylized flourish at the end.

John B. Thomas
Brandt Information Services, LLC
(850) 577-4900

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:	Brandt Information Services, LLC
Bidder Address:	501 North Duval Street Tallahassee, FL 32301
Contact Person & Title:	John B. Thomas, CEO
E-mail Address:	johnb@brandtinfo.com
Telephone Number (Office):	850-577-4900
Telephone Number (Cellular):	850-459-3666
Fax Number:	850-681-3592

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:	Brandt Information Services, LLC
Bidder Address:	501 North Duval Street Tallahassee, FL 32301
Contact Person & Title:	Matthew Mitchell, Director of Business Development
E-mail Address:	Matthew.Mitchell@brandtinfo.com
Telephone Number (Office):	850-577-4900
Telephone Number (Cellular):	850-524-2424
Fax Number:	850-681-3592

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

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

BIDDER MUST COMPLETE THE FOLLOWING

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.

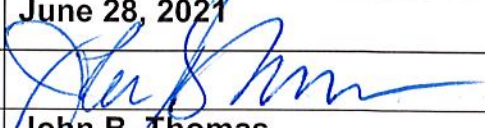
Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

____ 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:	Brandt Information Services, LLC
COMPLETE ADDRESS:	501 North Duval Street Tallahassee, FL 32301
TELEPHONE NUMBER:	850-577-4900
FAX NUMBER:	850-681-3592
DATE:	June 28, 2021
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	John B. Thomas CEO

APPLICATION FOR CERTIFICATE OF AUTHORITY FOREIGN LIMITED LIABILITY COMPANY

Submit in Duplicate

Robert B. Evnen, Secretary of State
P.O. Box 94608
Lincoln, NE 68509
(402) 471-4079
www.sos.ne.gov

An original certificate of existence from the appropriate authority in the jurisdiction or state under whose laws the limited liability company was organized must be filed with this document.

NOTE: A certified copy of the company's certificate of organization may not be filed in lieu of a certificate of existence.

Name of Limited Liability Company Brandt Information Services, LLC

Alternate Name _____
(complete only if actual name is unavailable for use or does not comply with Nebraska law)

Name and address of registered agent in Nebraska:

Registered Agent Name: InCorp. Services, Inc.

Registered Agent Address:

<u>5601 S 59th Street, Ste. C</u>	<u>Lincoln</u>	<u>NE</u>	<u>68516-234</u>
Street and Mailing Address	City	State	Zip

Address of Principal Office:

<u>501 N. Duval Street</u>	<u>Tallahassee</u>	<u>FL</u>	<u>32301</u>
Street and Mailing Address	City	State	Zip

If required by state or jurisdiction of organization, office maintained in that jurisdiction;

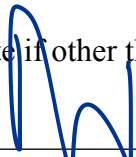
<u>501 N. Duval Street</u>	<u>Tallahassee</u>	<u>FL</u>	<u>32301</u>
Street and Mailing Address	City	State	Zip

Organized under the laws of the State or Jurisdiction of Florida

Nature of the Business, purposes to be conducted or promoted in this state or professional services being rendered:

Contract vendor to provide a statewide web-based permit/licensing solution for hunt, fish permits.

Effective date if other than the date filed 05/03/2021



Signature of Authorized Representative

Richard Wise

Printed name of Authorized Representative

FILING FEE: \$120.00

Revised 01/10/2019

Neb. Rev. Stat. §21-156

State of Florida

Department of State

I certify from the records of this office that BRANDT INFORMATION SERVICES, LLC is a limited liability company organized under the laws of the State of Florida, filed on February 23, 2018, effective May 1, 1987.

The document number of this limited liability company is L18000046753.

I further certify that said limited liability company has paid all fees due this office through December 31, 2021 and that its status is active.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Third day of May, 2021*



Randy Bee
Secretary of State

Tracking Number: 9458097020CU

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>

STATE OF NEBRASKA

United States of America, } ss.
State of Nebraska }

Secretary of State
State Capitol
Lincoln, Nebraska

I, Robert B. Evnen, Secretary of State of the
State of Nebraska, do hereby certify that

BRANDT INFORMATION SERVICES, LLC

**a Florida limited liability company, filed an Application for Certificate of
Authority in this office on May 10, 2021 and is hereby authorized
to transact business in the state of Nebraska as of the date of this certificate.**

In Testimony Whereof,



I have hereunto set my hand and
affixed the Great Seal of the
State of Nebraska on this date of
May 10, 2021

A handwritten signature in black ink that reads "Robert B. Evnen".

Secretary of State

1. CORPORATE OVERVIEW

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.

Bidder:	BRANDT INFORMATION SERVICES, LLC
Address:	501 North Duval Street Tallahassee, FL 32301
Entity Organization:	Limited Liability Company
State Incorporated:	Florida
Date Incorporated:	1985
Name Change:	In March of 2018, Brandt reorganized its corporate structure and converted from a Florida corporation to a Florida Limited Liability Company. Therefore, the organization changed its name from Brandt Information Services, Inc. to Brandt Information Services, LLC. Executive leadership remained the same with John Thomas as Chief Executive Officer and Richard Wise as President.

b. FINANCIAL STATEMENTS

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

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

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

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

Brandt is a privately held company and has been operating since 1985. Our D&B DUNS number is: 17-507-2271.

Brandt is a financially stable and fiscally responsible organization and employs an in-house professional accounting team consisting of Certified Public Accountants to support accounting operations.

To confirm our financial stability and strength, please find Brandt's ***Business Operations Summary*** and our ***Bank Reference Letter from Prime Meridian Bank*** on the following pages.

Brandt Business Operations Summary

CONFIDENTIAL

Exempt from Public Disclosure, Neb. Rev. Stat. §84-712.05

Please find this document in the separately uploaded file named:

RFP 6506 Z1 Brandt Permit System - Proprietary Information



May 10, 2021

Connie Heinrichs
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508

Re: RFP # 6506 Z1
Brandt Information Services, LLC

Dear Ms. Heinrichs,

Prime Meridian Bank has had a relationship with Brandt Information Services since 2012. The company has been an outstanding client for the bank.

Brandt maintains a seven figure deposit relationship with the bank. They currently have a six figure secured commercial term loan that has paid as agreed.

If you should have any questions, please feel free to contact me at 850.907.2322.

Respectfully,

A handwritten signature in blue ink that reads "Chris L. Jensen, Jr." in a cursive style.

Chris L. Jensen, Jr.
Executive Vice President

Judgements, Litigations, & Financial Disputes

Brandt has no pending litigation or any other real or potential financial reversals, and the Company has not been in any lawsuits with any clients, suppliers, or employee personnel since the Company's purchase in 2007.

Brandt has not had any damages or penalties assessed against it or entered into any dispute resolution settlements under any existing or past contracts for goods and/or services.

No order, judgment or decree of any Federal or State authority barring, suspending or otherwise limiting the right of Brandt to engage in any business, practice or activity has been issued against Brandt.

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.

Brandt Information Services, LLC does not anticipate nor intend to change its ownership or control of the company over the next twelve (12) months following the proposal due date. Brandt understands that if a change of ownership were to occur, notification to the State is required.

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.

Brandt's main offices are located in Florida, Georgia and Colorado along with several remote employees serving clients from home offices in multiple states.

Brandt Information Services' headquarters is located in Tallahassee, Florida. Our Tallahassee office is home to company leadership, developers, QA/QC, fulfillment of annual passes, licenses and permits, hardware repair / replacement / fulfillment, call centers and service desk support teams.

Each of our State Account managers along with Company leadership frequent the states which we serve with regularly scheduled on-site meetings, as well as opportunities to be on-site with a moment's notice in the event of a new development need or other time sensitive opportunity to provide service.

Brandt's Tallahassee Headquarters will be responsible for performing the services requested in this RFP, with participation from the additional locations.

Tallahassee Office

(Headquarters)

501 North Duval Street
Tallahassee, FL 32301

Atlanta Office

1170 Peachtree Street NE
Atlanta, GA 30309

Thomasville Office

106 Oak Street
Thomasville, GA 31792

Denver Office

999 18th Street, Suite 3000
Denver, CO 80202

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.

Brandt has not engaged in any dealings, business or contracts with the State of Nebraska in the past three (3) years.

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.

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.

Brandt does not have any employees currently on staff that have been previously employed by or served as a subcontractor to the State of Nebraska.

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.

Brandt has never been dismissed or had any contracts terminated because of unsatisfactory performance/default.

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 project descriptions submitted by the bidder during its evaluation of the proposal.

FISH & WILDLIFE EXPERIENCE

NGPC must partner with a vendor that understands the wildlife industry business rules, processes, and challenges.

Brandt has intentionally grown its team with members that have industry knowledge and subject matter expertise.

Brandt brings the expertise, resources, and experience required for a successful implementation on Day One.

Brandt has industry experience in designing and operating solutions similar to the NGPC proposed solution for our outdoor partners: Florida, Georgia, Virginia, Tennessee, Oklahoma, Iowa, and Idaho. Based on our proven success with outdoor licensing systems including mobile apps, event management, volunteer management, self-service kiosks and merchandise sales, Brandt has expanded our outdoor recreational technology to include parks reservations and point of sale solutions.

Brandt is proud of its experience, providing similar solutions, equipment, and services to state wildlife and parks agencies. All licensing and permitting solutions we have implemented are still running today. Brandt has never lost an existing state agency partner to a different vendor.



Florida Fish and Wildlife Conservation Commission

Launched October 2011
Implementation 15 Months



Georgia DNR, Wildlife Resources Division

Launched July 2014
Implementation 5.5 Months



Virginia Department of Wildlife Resources

Launched July 2016
Implementation 6 Months



Tennessee Wildlife Resources Agency

Launched October 2016
Implementation 8 Months



Oklahoma Department of Wildlife Conservation

Launched January 2019
Implementation 8 Months



Iowa Department of Natural Resources

Launched February 2019
Implementation 6.5 Months



Idaho Department of Fish and Game

Launched November 2020
Implementation 11 Months

Brandt has unparalleled industry experience in designing and operating solutions similar to NGPC’s desired solution and is committed to supporting conservation by empowering agencies like NGPC using innovative technologies.

STATE FISH & WILDLIFE SOLUTION EXPERIENCE

SOLUTION	Florida FWC	Georgia DNR	Virginia DWR	Tennessee TWRA	Oklahoma DWC	Iowa DNR	Idaho DFG
Licensing & Permitting System	✓	✓	✓	✓	✓	✓	✓
Customer Mobile Application	✓	✓	✓	✓	✓	✓	✓
Point of Sale System (POS)	✓	✓	✓	✓	✓	✓	✓
Law Enforcement Mobile Application				✓	✓	✓	✓
Phone / Interactive Voice Response (IVR)	✓	✓	✓	✓	✓	✓	✓
Harvest Reporting	✓	✓	✓	✓	✓	✓	✓
Commercial Permit System		✓	✓	✓	✓	✓	✓
Marketing & Customer Outreach	✓	✓	✓	✓	✓	✓	✓
Event Management & Education System		✓		✓	✓	✓	
Lottery Hunts & Managed Draw System	✓	✓	✓	✓	✓	✓	✓
Memberships & Subscriptions			✓	✓	✓	✓	
Gift Cards / Certificates	✓						
Agency Merchandise			✓	✓	✓		
Customer Support & Relations (CRM)	✓	✓	✓	✓	✓	✓	✓
Campground Reservation		✓					

PROJECT EXPERIENCE NARRATIVES

Georgia Department of Natural Resources, Wildlife Resources Division (WRD)



In January 2014, Brandt was selected by the Georgia Department of Natural Resources, Wildlife Resources Division (WRD) to design, develop, and

implement a new, cutting edge recreational licensing and boat registration system to replace the obsolete solution in place at that time. Since GWRD’s contract with its previous vendor was ending July 1, 2014, Brandt proposed an accelerated timeline to implement business critical systems in less than 6 months.

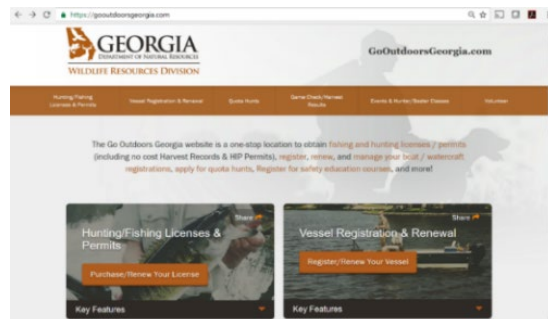


Figure 1

See Figure 1 for a sample screenshot of the Go Outdoors Georgia solution.

This eliminated the need for a contract extension or any delays for GWRD. On July 1, 2014, Brandt launched the new licensing and boat registration system, Go Outdoors Georgia. Brandt completed and implemented all project deliverables on time, at no upfront cost to the Department. The transition was seamless with no downtime between systems and no interruption in service to customers.

Go Outdoors Georgia System Benefits and Services Include:

PCI Compliance	System Security & Hosting	Recreational License & Reservation Sales	System Configurations	Product / Catalog Management
Game Check & Harvest	Printing & Fulfillment	Quota / Special Hunts & Lotteries	Enforcement Tools	Communication Management Tools
Financial Management	Data Migration / Conversion	API / Web Service Integrations	Telephone Sales	Technical Support
ACH Management	Strategic R3 Marketing	Interactive Voice Response (IVR)	Event & Volunteer Management	Boat Registrations
Commercial Licenses	eCommerce Analytics	Responsive Design & Mobile App	Social Sharing	Project Management

Solution Highlight: Electronic, Streamlined Boat Registration Processes

Brandt reinvented the way Georgia WRD processes boat registrations, and implemented an all-online registration process to streamline workflows, minimize processing times, and provide better customer service. The Go Outdoors

Georgia system offers customers the option to complete and submit applications online and upload proof of ownership documents electronically. While GWRD accepts ownership documents via postal mail or email, the new solution offers customers the ability to submit ownership documents electronically in the following ways:

- Taking a picture of ownership documents using a smart phone and uploading the document images to the associated online registration application using Brandt’s Go Outdoors online registration and renewal solution; or
- Scanning documents or images using their PC/laptop and uploading the document images to the associated online registration application.

Solution Highlight: Automated Interactive Voice Response (IVR) Sales Tools

In July 2014, the Recreational Boating & Fishing Foundation (RBFF) awarded the Georgia WRD a portion of its State Innovative R3 Program Grant to implement an automated outbound IVR tool to contact customers with expiring boat registrations and offer the opportunity to renew those registrations using the automated IVR system.

Additionally, the Go Outdoors Georgia solution offers customers IVR solutions for boat renewals and fishing and hunting license sales, providing a new, additional sales channel to make sales more convenient for customers.

Solution Highlight: Digital Marketing For State of the Art Automated Interactive Voice Response (IVR) Sales Tools

Georgia WRD secured funding to build a state of the art full service campground at the Evans County Campground with a grand opening to occur in the Fall of 2019. Brandt partnered with the agency to launch a marketing campaign to help drive traffic to this new campground. Opening just before Thanksgiving, the campground was featured in a 3D social media advertised post which included a self-guided virtual tour of the lakeside campsites. Much to the satisfaction of the agency, the campground reached near capacity and has remained a favorite campsite for tent campers to Class-A motorhome campers.



Figure 2

See Figure 2 for a screenshot of the above mentioned Social Media Post.

Solution Highlight: WMA & PFA Reservations

The newly expanded Go Outdoors Georgia solution includes camping, point of sale and pavilion reservations for Georgia WRD Wildlife Management Areas and Public Fishing Areas so that customers may purchase their fishing license and make a camping reservation at the same time. Georgia WRD staff are able to manage customer accounts, edit facility information/availability, and manage reservations including new reservations, cancellations, and transfers. Georgia WRD customers are able to make reservations online, on site and via our Georgia-based call center.

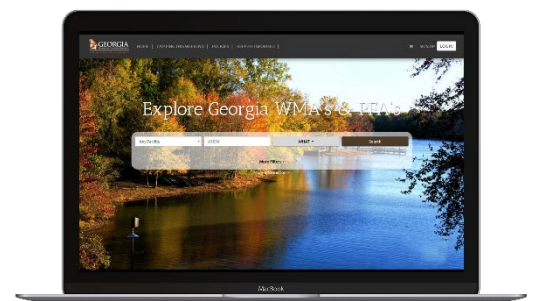


Figure 3

See Figure 3 for a screenshot of the Go Outdoors Georgia Reservation solution.

- | | | |
|--|---------------------------------|--------------------------|
| ✓ Configurable Reservation Pricing / Rules | ✓ Location/Facility Management | ✓ Merchandise Sales |
| ✓ Customer Management | ✓ Real-time weather integration | ✓ 360° Panoramic Mapping |
| ✓ Online Reservations | | |

PROJECT DATES:	2014 – Present, Currently Maintaining Solution		
SCHEDULED COMPLETION DATE:	Scheduled Go-Live: July 2014		
ACTUAL COMPLETION DATE:	Actual Go-Live: July 2014		
DESCRIPTION OF SERVICES:	On July 1, 2014, Brandt launched the new licensing and vehicle registration system, Go Outdoors Georgia, in partnership with the Georgia Wildlife Resources Division. Brandt completed and implemented all project deliverables on time, at no cost to the Division. The transition was seamless with no downtime between systems and no interruption in service to customers. System features and services include: License Sales, Phone and Internet Services, Development Support, Agent Support, Mobile Application Development and Support, Event and Volunteer Management, Limited Entry Functionality, Fulfillment, Automatic License Renewal Functionality, Hunt/Fish Licensing, Interactive Voice Response, and Digital Marketing.		
SIMILAR SERVICES PROVIDED:	Recreational Licensing and Boat Registration System. Includes Hunting & Fishing License Sales; Point of Sale; Harvest Reporting; Boat Registration; Central Reservation System; Printing & Fulfillment; Law Enforcement Tools; Special Hunts & Lotteries; Event & Volunteer Management; Commercial Licensing; Mobile App; and R3 Marketing Services.		
BRANDT INVOLVEMENT:	Prime Contractor. No subcontractors utilized.		
REFERENCE NAME:	Michael Spencer <i>Program Manager, License & Boat Registration</i>		
PHONE:	706-557-3244	EMAIL:	Michael.Spencer@dnr.state.ga.us

Module Examples: See Figures 4 – 13 for various screenshot examples of the Go Outdoors Georgia solution.

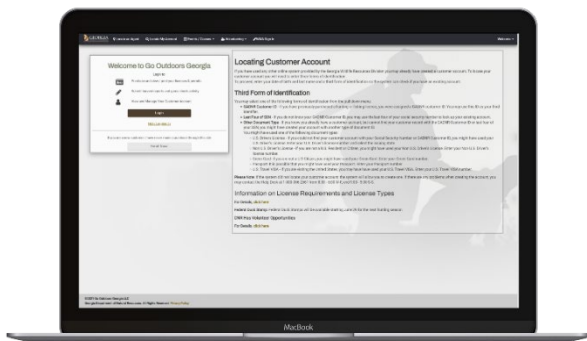


Figure 4

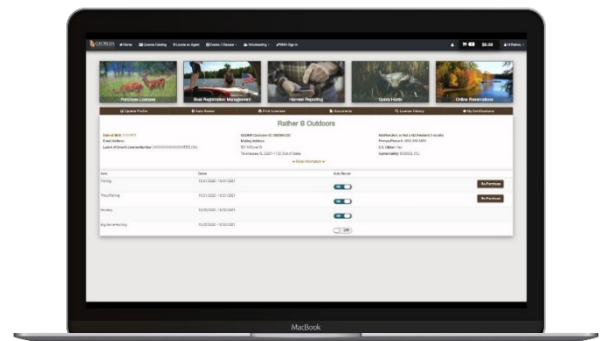


Figure 5

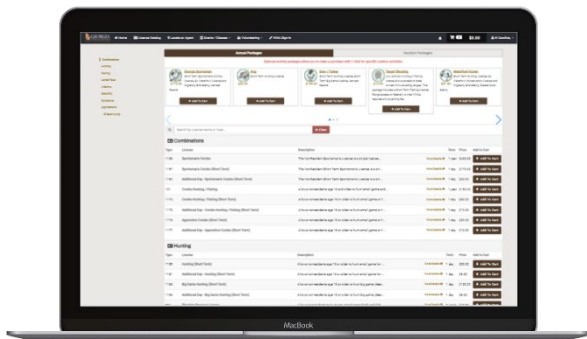


Figure 6

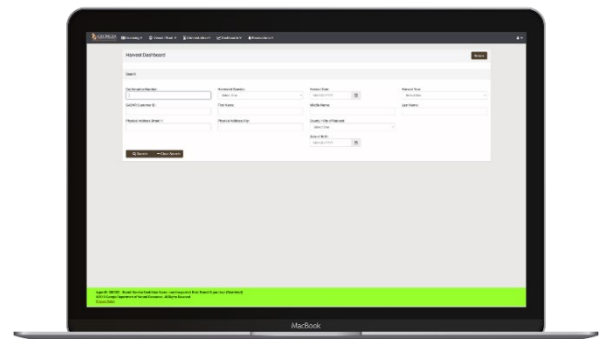


Figure 7

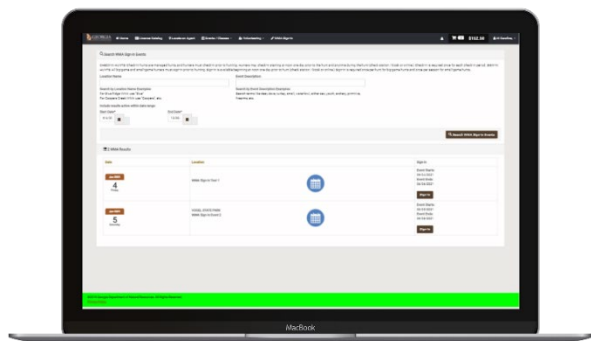


Figure 8

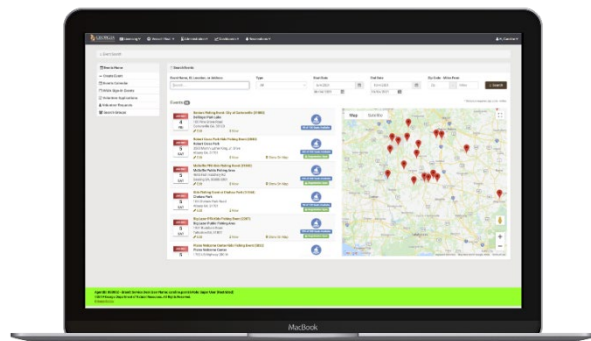


Figure 9

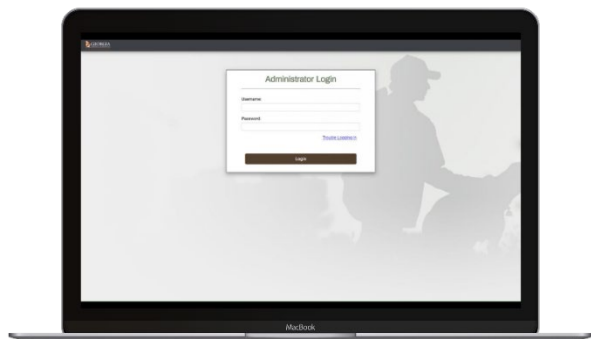


Figure 10

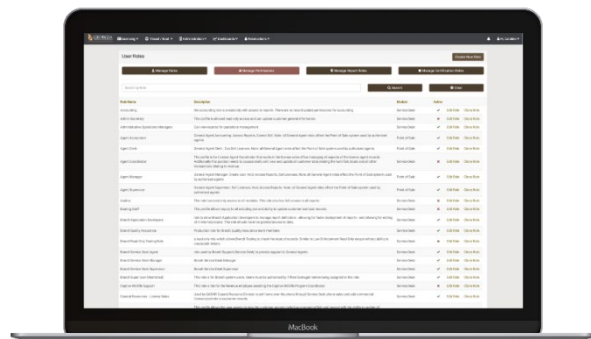


Figure 11

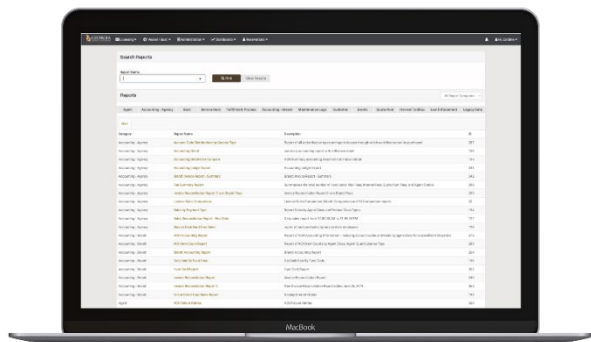


Figure 12



Figure 13

Tennessee Wildlife Resources Agency (TWRA)



In 2016, Brandt was selected by TWRA to design and implement a suite of solutions and services including recreational licensing, quota hunts, license agent sales, and boat registration management. With the contract with the Agency’s legacy licensing vendor ending in less than 8 months, Brandt implemented an all new recreational and commercial / captive wildlife licensing system; quota hunts and lottery management solution; a point of sale system for all 800+ license agents and deployed point of sale hardware for 200+ license agents; and a boat registration management solution all on time and offering users new features and benefits.

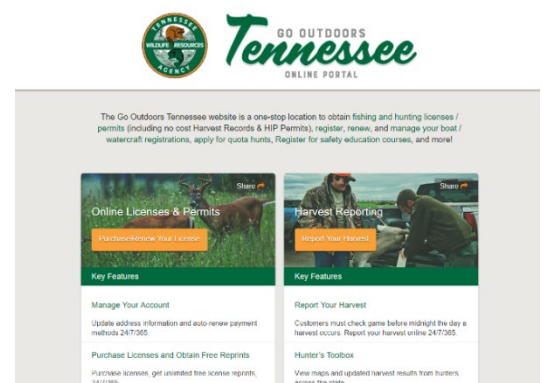


Figure 14

See Figure 14 for a sample screenshot of the Go Outdoors Tennessee solution.

The implementation and transition of the new Go Outdoors Tennessee solution included the coordination of several components, including the deployment of point of sale hardware and transitioning License Agents from VeriFone hardware to full point of sale computers with display monitors for the 200+ License Agents who selected Brandt’s hardware. Brandt provided all 800+ License Agents full online training prior to implementation; supported TWRA’s law enforcement, game management, administrative, and support users and business requirements and specifications.

Go Outdoors Tennessee System Benefits & Services Include:

PCI Compliance	System Security & Hosting	Recreational License Sales	System Configurations	Product / Catalog Management
Game Check & Harvest	Printing & Fulfillment	Quota / Special Hunts & Lotteries	Enforcement Tools	Communication Management Tools
Financial Management	Data Migration / Conversion	API / Web Service Integrations	Help Desk Support	Technical Support
ACH Management	Strategic R3 Marketing	Interactive Voice Response (IVR)	Event & Volunteer Management	Vessel Registrations
Commercial Licenses	eCommerce Analytics	Responsive Design & Mobile App	Captive Wildlife	Project Management

Solution Highlight: Event Manager

TWRA’s Event Management solution launched in 2020 allowing users to see all upcoming events, search for events nearby, and sign-up online. This initiative has proved to be successful with in person, virtual, and hunter education events. In October 2020, TWRA hosted a virtual class on wildlife tracking, where participants were able to register with

ease by signing into their Go Outdoors Tennessee Customer Profile with saved information automatically loaded into the registration. The simple registration process increased class participation numbers and gave TWRA access to customer account information, including email addresses, and customers holding current licenses. By collecting information through one central system, TWRA is able to act upon customer activity to better serve its constituents.

PROJECT DATES:	2016 – Present, Currently Maintaining Solution		
SCHEDULED COMPLETION DATE:	Scheduled Go-Live: October 2016		
ACTUAL COMPLETION DATE:	Actual Go-Live: October 2016		
DESCRIPTION OF SERVICES:	Brandt designed and implemented a suite of solutions and services including an all new recreational and commercial/captive wildlife licensing system; quota hunts and lottery management solution; a point of sale system for all 800+ license agents and deployed point of sale hardware for 200+ license agents; and a vehicle registration management solution - all on time and offering users new features and benefits. While Brandt provides TWRA with a core solution to support business and mission critical operations and efforts, Brandt also supports TWRA’s mission through marketing and customer retention efforts, including the implementation of several value added features including auto renew, license packages, durable hard cards, renewal reminder emails, and more.		
SIMILAR SERVICES PROVIDED:	Remote Easy Access Licensing (REAL) System. Includes Recreational Licensing; Quota Hunts and Lottery Management; Point of Sale; Boat Registration; Commercial/Captive Wildlife Licensing; Hardware Deployment and Management; Law Enforcement Tools; Printing & Fulfillment; Event & Volunteer Management; Game Check & Harvest; Mobile App; Interactive Voice Response (IVR); and R3 Marketing services.		
BRANDT INVOLVEMENT:	Prime Contractor. No subcontractors utilized.		
REFERENCE NAME:	Michael May <i>Deputy Executive Director</i>		
PHONE:	615-781-6639	EMAIL:	Michael.May@tn.gov

Module Examples: See Figures 15 – 24 for various screenshot examples of the Go Outdoors Tennessee solution.

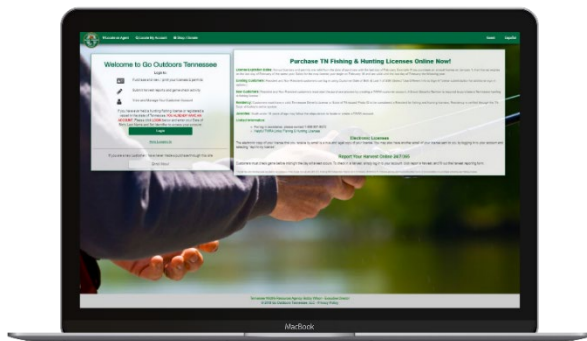


Figure 15

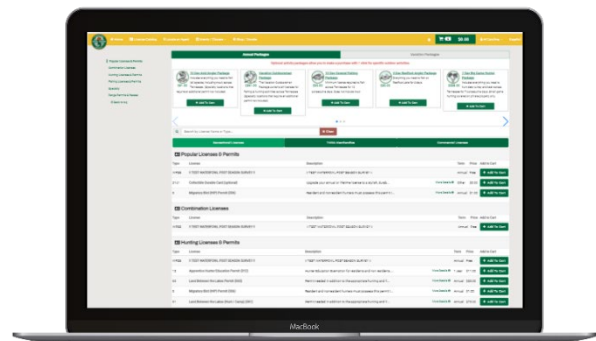


Figure 16

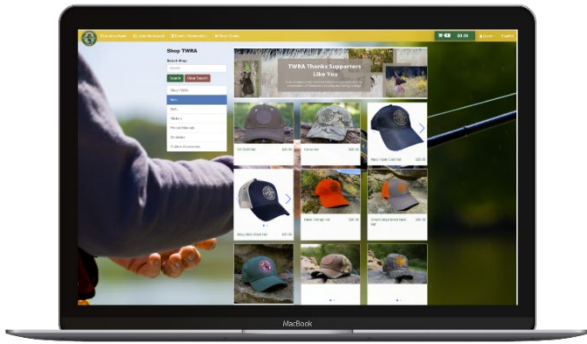


Figure 17

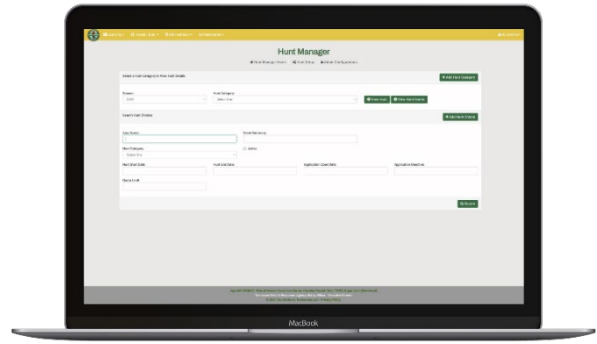


Figure 18

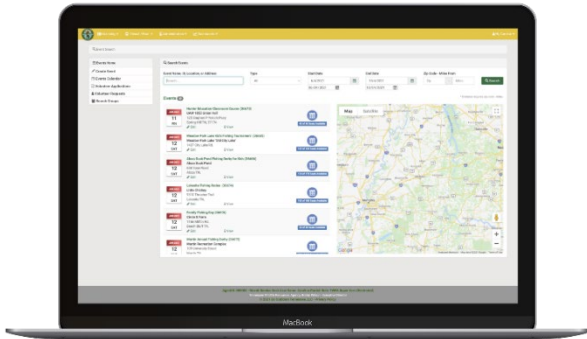


Figure 19

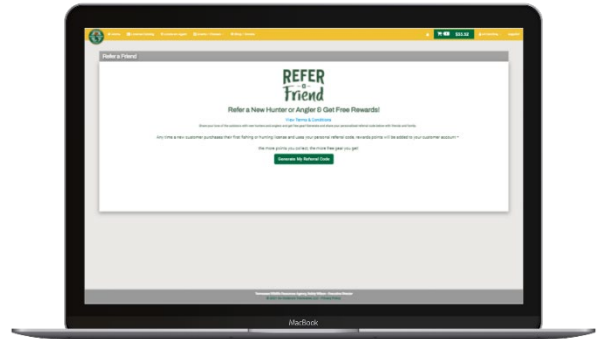


Figure 20

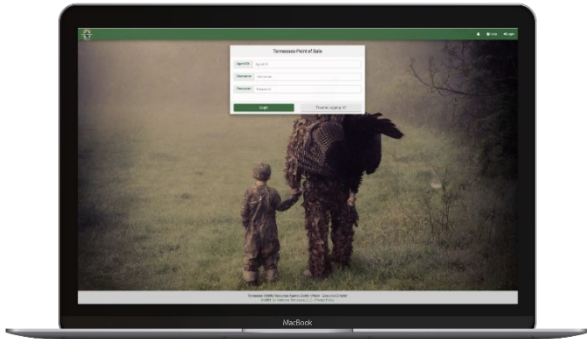


Figure 21

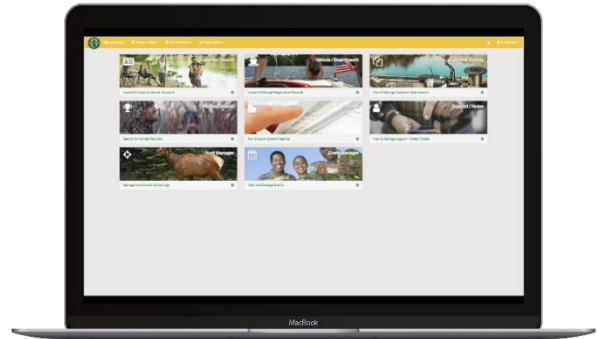


Figure 22

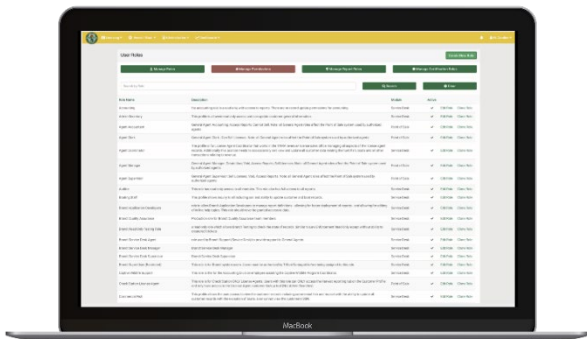


Figure 23



Figure 24

Oklahoma Department of Wildlife Conservation (ODWC)



ODWC selected Brandt to replace its existing suite of hunt/fish licensing, harvest reporting, limited hunt drawing, event manager, mail handler and other administrative applications. Brandt began the development of a new, customized Go Outdoors Oklahoma solution in May 2018 and went live in eight months on January 7, 2019. The implementation of the Go Outdoors solution brought monumental change to ODWC’s operations. Transitioning from a solution that was not customer-centric and did not provide customers the ability to login and view their purchases. This transformation provided ODWC with valuable insight in to their customer base, and opportunities to recruit, retain, and reactivate while improving the purchase experience for customers.

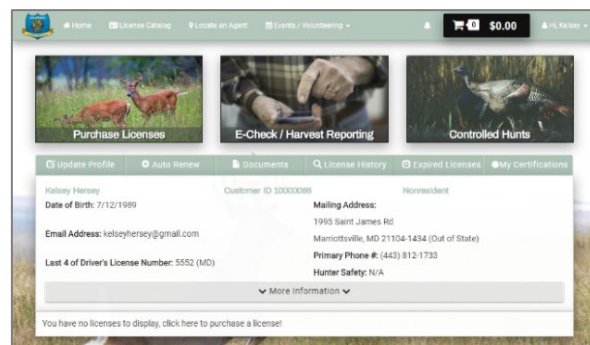


Figure 25

See Figure 25 for a sample screenshot of the Go Outdoors Oklahoma solution.

Go Outdoors Oklahoma System Benefits & Services Include:

PCI Compliance	System Security & Hosting	Recreational License Sales	System Configurations	Product / Catalog Management
Harvest Reporting	Printing & Fulfillment	Controlled Hunts	Law Enforcement App	Communication Management Tools
Financial Management	Data Migration / Conversion	API / Web Service Integrations	Help Desk Support	Internal Mail Handler
ACH Management	Strategic R3 Marketing	Magazine Subscriptions	Event & Volunteer Management	Project Management
	eCommerce Analytics	Customer Mobile App	Commercial Licenses	

Solution Highlight: Internal Mail Handler

Brandt developed an internal mail handler module for ODWC’s front desk licensing team that streamlines the acceptance and payment of hard copy mailed submissions for licenses, permits, and Department payments. Workflows include the separation of duties for audit and security purposes, and provides for revenue tracking across cash / check payments in real time.

Solution Highlight: Law Enforcement Mobile App

Brandt implemented a private mobile app for Law Enforcement Officers to easily access customer information (online and offline); scan license document barcodes, state driver’s licenses, and state ID cards; retrieve customer and licenses

information; issue temporary licenses in the field; and add revocations to customer accounts while in the field from a mobile device.

PROJECT DATES:	2018 – Present, Currently Maintaining Solution		
SCHEDULED COMPLETION DATE:	Scheduled Go-Live: January 2019		
ACTUAL COMPLETION DATE:	Actual Go-Live: January 2019		
DESCRIPTION OF SERVICES:	ODWC selected Brandt to replace its existing suite of hunt/fish licensing, harvest reporting, limited hunt drawing, event manager, mail handler and other administrative applications managed both in-house and by its current vendor (NIC). Brandt began the development of a new, customized Go Outdoors Oklahoma solution in May 2018 and went live in eight months on January 7, 2019.		
SIMILAR SERVICES PROVIDED:	Hunt/Fish Licensing; Harvest Reporting, Limited Hunt Drawing; Event Manager; Law Enforcement App; Mobile App; Commercial Licensing; Magazine Subscriptions; and R3 Marketing services.		
BRANDT INVOLVEMENT:	Prime Contractor. No subcontractors utilized.		
REFERENCE NAME:	Mike Chrisman <i>License Supervisor</i>		
PHONE:	405-521-4629	EMAIL:	Mike.Chrisman@odwc.ok.gov

Module Examples: See Figures 26 – 35 for various screenshot examples of the Go Outdoors Oklahoma solution.

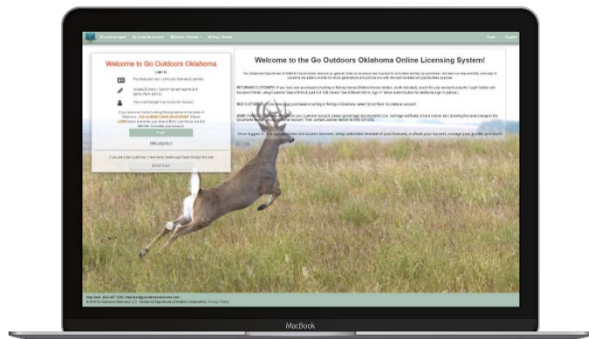


Figure 26

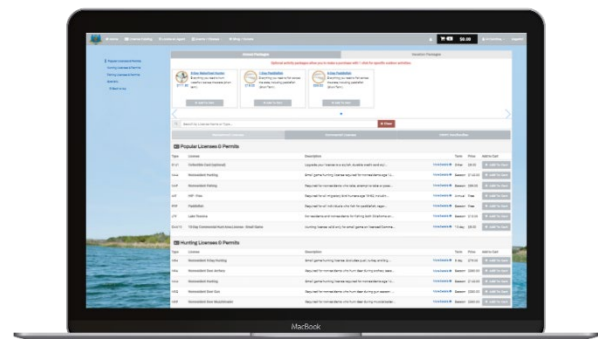


Figure 27

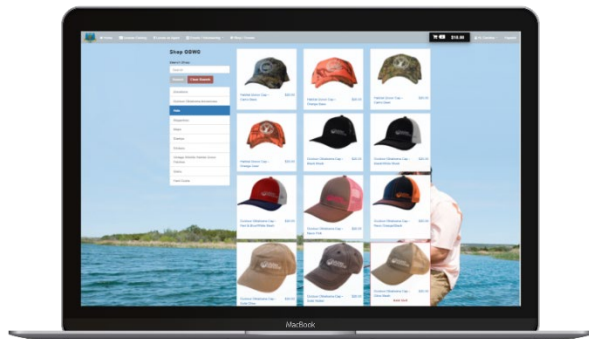


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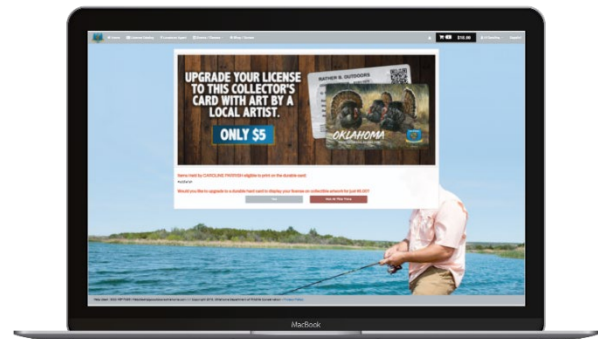


Figure 29

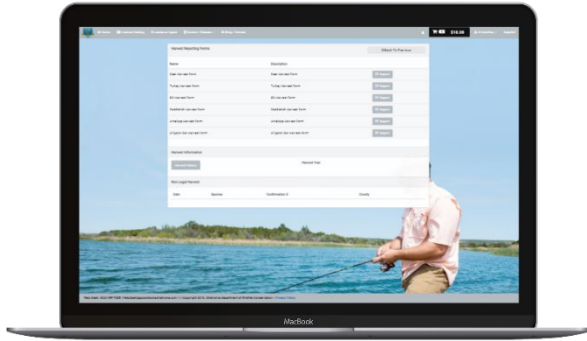


Figure 30

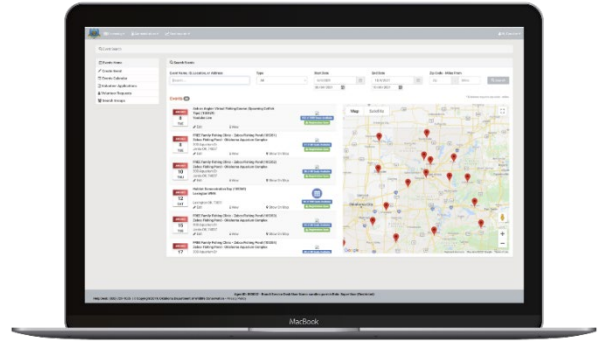


Figure 31

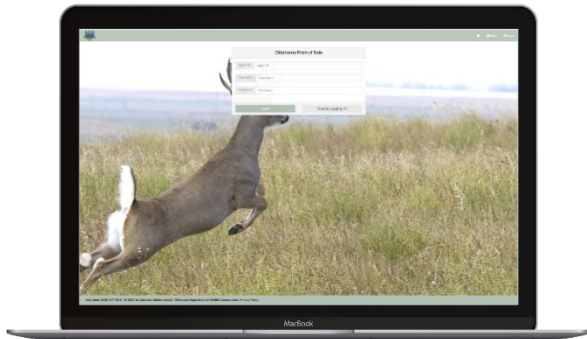


Figure 32

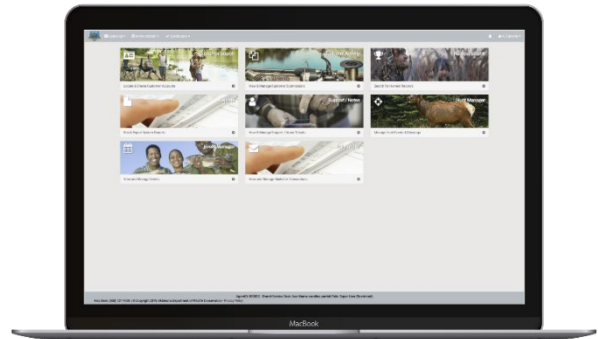


Figure 33

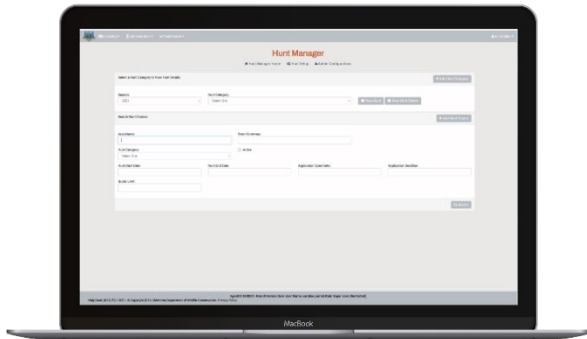


Figure 34

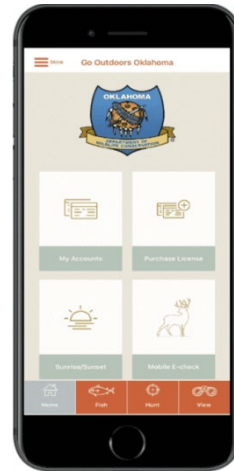


Figure 35

proven track record of successfully implementing recreational solutions, will work with NGPC to design and implement the ideal solution for the Commission, while learning about NGPC’s specific needs and requirements.

- ✓ With Brandt, you are choosing a partner with a proven, state of the art technology and service delivery and the reliability and stability of a reputable company with more than 35 years of excellence. We have successfully implemented the Go Outdoors platform in seven (7) top tier fishing and hunting states since 2011 – Florida, Georgia, Virginia, Tennessee, Oklahoma, Iowa, and Idaho.
- ✓ Our reputation for on-time service delivery is industry leading. Each of our solutions have been implemented on time or ahead of schedule, with implementation timelines ranging from 5.5 months to 16 months. We have the resources, capabilities, and technologies to meet time-sensitive schedules. Brandt understands that additional unknown risks may be introduced during the implementation phase, and we are prepared to respond and adapt to these items without affecting the project schedule.
- ✓ We take pride in our partnership approach with customers. **Brandt has never charged a change order fee to our customers.** We collaborate with our partners to identify innovative, mutually beneficial approaches to tackle challenges at no additional cost to the Commission.
- ✓ Brandt is continuously implementing wildlife “industry-firsts” in recreational licensing and wildlife management. We have implemented several nationally recognized industry first programs, including License Auto Renew, Marketing Campaigns, and License Activity Packages. With Brandt as your partner, you can be confident that the NGPC will have access to the latest licensing issuance and management technologies available. We support Recruitment, Retention, and Reactivation (R3) efforts to promote outdoor participation and grow the solution as our customer organizations evolve.
- ✓ Brandt offers the flexibility and creativity to overcome organization and industry obstacles proactively, creating positive change across all business operations and services. Our ability to adapt to change ensures NGPC’s solution is always ready for what’s next.

TRUSTED STATE PARTNER

Brandt is proud of its true partnership approach with our state agency clients. Our mission is to not only implement a modern solution but expand its reach and serve NGPC and its visitors beyond expectations.

It is a part of our culture that our state partners must be successful before we can be; your success is our success.

Selecting Brandt to build upon the years of state experience, success and technology contributions is the ideal choice to ensure continued success to promote outdoor recreation and to meet the NGPC’s recreational needs for residents and visitors to the State of Nebraska.

EXPERIENCE IN RETAIL TRANSACTION BASED SOLUTIONS

We offer a unique combination of expertise that is unmatched by our competitors. In 2007, Brandt took Papa John’s into the mobile industry by implementing a first of its kind mobile ordering solution. An industry first for the pizza business, Brandt worked with Papa John’s International to implement a nation-wide point of sale solution implemented across all 3,000 stores nationwide that made Papa John’s a thought leader in the restaurant and mobile ordering realm and

generated more than \$100 million dollars in new revenue. Brandt also developed expertise in designing large scale, flexible point of sale solutions that also offer marketing opportunities by opening new sales channels, by providing customer engagement opportunities, and by taking a retail approach to transactional systems.

COMMITMENT TO THE FISH & WILDLIFE INDUSTRY AND A PROVEN TRACK RECORD

With Brandt, you are choosing a partner in conservation that is committed to serving the fish and wildlife industry.

Ninety percent (90%) of Brandt’s team is dedicated to our fish and wildlife clients, and our core business focus is supporting fish and wildlife solutions.



7 State Solutions Currently in Place



Best Technologies (Microsoft)



Nationally Recognized for R3 Efforts



5 Systems Launched in < 9 months



35+ Years Of Business & Growth



No Change Orders

Customer Satisfaction

Brandt is proud of its experience, providing similar solutions, equipment, and services to state wildlife and parks agencies. **All licensing and permitting solutions we have implemented are still running today. Brandt has never lost an existing state agency partner to a different vendor.**

“From the beginning, Brandt and those assigned to support DWR have always provided exceptional service and innovation in the areas of design, deployment and ongoing enhancement of our new solution. Brandt offers a true ‘team’ approach to their level of support.”



“In the spirit of true partnership, Brandt has exceeded contract requirements. I have been delighted with the Go Outdoors Georgia system, the Service Desk, and Brandt’s customer-focused attitude and attention to detail.”



“The Brandt team, from all aspects, has worked side-by-side with various agency staff to ensure a smooth transition from our previous vendor to the current system.”



“We have been absolutely thrilled with the performance from the Brandt team leading up to and after the launch of our new platform, Go Outdoors Oklahoma. Our new solution is an incredibly streamlined, user-friendly experience.”



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.

PROPOSED PERSONNEL/MANAGEMENT APPROACH

As with all our technology implementations, Brandt will provide all work management for the tasks under this Contract, including the day-to-day management of its staff. We are responsible for the success of this project and will ensure we not only have the proper resources on the project, but the work is getting completed at high quality according to the project schedule.

With Brandt's intimate experience with state outdoor recreation agencies, the RFP requirements, and our understanding of NGPC's goals, Brandt has identified the project resources needed throughout the project. Brandt's team is readily available to commit to the implementation of the system. Our Project Resources will be monitored and updated in conjunction with the monitoring and maintenance of the Project Scope and Schedule.

Brandt proposes the following staff / resource policies and procedures:

- Active monitoring of project milestones and deliverables to determine adjustments to resources. Additional resources will be available and assigned to a deliverable to prevent delays if any potential delays are identified.
- Upon completion of implementation, assign an Account Manager (in addition to assigned Project Manager) to support day-to-day operations and activities.

- Upon transition to the maintenance phase of the project, dedicated staff time may be reduced based on resource needs.

RESOURCE PLANNING & STAFFING ESTIMATES

Brandt’s expert implementation team will support the design, development, and implementation of the new Go Outdoors Nebraska solution. The core implementation team will consist of project team members that NGPC staff will continue to work with as part of the post-implementation ongoing maintenance phase of the project, in addition to supplemental resources required to support implementation activities.

Brandt proposes a robust, expert implementation team to support the design and implementation of our proposed solution. The project team will be staffed with experts that have direct experience working on similar wildlife licensing solutions, bringing NGPC unparalleled knowledge and industry leading approaches to overcoming outdated processes and reversing diminishing outdoor participation figures.

Brandt’s team will include:

(Please refer to Figure 37 below for Brandt’s proposed Staffing Estimate table)

QTY	Full / Part Time	Function / Job Title	QTY	Full / Part Time	Function / Job Title
1	Part Time	Executive Sponsor	1	Full Time	Release Manager
1	Part Time	Contract Manager	2	Full Time	Applications Developers
1	Full Time	Project / Account Manager	1	Full Time	Mobile App Developer
1	Full Time	Business Analyst	1	Full Time	Data Intelligence Specialist
1	Full Time	Product Manager	1	Full Time	Help Desk Manager
1	Full Time	Lead Solution Architect	20*	Part Time	Help Desk Agents
1	Full Time	Quality Assurance Analyst	1	Full Time	Marketing Manager
1	Full Time	Data Migration Specialist	1	Full Time	Fulfillment Agent

** Personnel estimate to be adjusted based on call volume trends and fluctuating seasonality.*

Figure 37

PROPOSED PERSONNEL

The following table provides a highlight of the proposed expert team leads to be assigned to the NGPC project team for both the initial implementation as well as ongoing maintenance support. Brandt’s team is comprised of industry experts that have direct experience in implementing solutions and services similar to NGPC in size and scope.

The percentage of time each team member will be dedicated to the project as well as other matters will vary on the role and project phase – core project team members will be 100% dedicated to the project during design and implementation. Business support staff, such as training coordinators will increase time spent on the NGPC project based on the phase of the project lifecycle.

Project staff may periodically receive non-project assignments such as professional training / development activities, internal company meetings, and peer to peer mentorship activities with various project teams. *Please refer to Figure 38 below for Brandt’s proposed Project Team Leadership table.*

Resource Name / Role	Responsibility
 Richard Wise Executive Sponsor	<ul style="list-style-type: none"> • To provide resources and support in order to enable Project Success • Has ultimate authority and responsibility for a project or program • Approves changes to scope • Approves deliverables
 Michael Westphal Project Manager	<ul style="list-style-type: none"> • Main point of contact for the solution • Provides regular updates on the status of projects and tasks • Meets with team regularly to review issues and monitor progress • Monitors Contract Compliance • Reviews deliverables for accuracy and completeness • Conducts risk management analysis • Helps coordinate documentation, testing, and training • Develops Status Reports
 Tiffani Santagati, PMP Product/Implementation Manager	<ul style="list-style-type: none"> • Responsible for contributing to overall project objectives and specific team deliverables • Manages specific project plan activities • Helps coordinate documentation, testing, and training • Responsible for managing each development sprint
 Greg Dugger Lead Solution Architect	<ul style="list-style-type: none"> • Leads development, database, and release teams • Makes software architecture decisions • Provides technical solutions to implement future development goals
 Kelsey Hersey Marketing Manager	<ul style="list-style-type: none"> • Oversees state agency marketing strategies • Coordinate marketing-related project schedules and priorities • Reviews, projects, and adjusts marketing budget planning • Mediates cross-state marketing strategic discussions • Oversees graphic design & print materials • Coordinates data requests & dashboards for agency marketing efforts

Figure 38

PROJECT TEAM ORGANIZATIONAL CHART

(Please refer to Figure 39 below for Brandt’s proposed Project Team Organizational Chart)

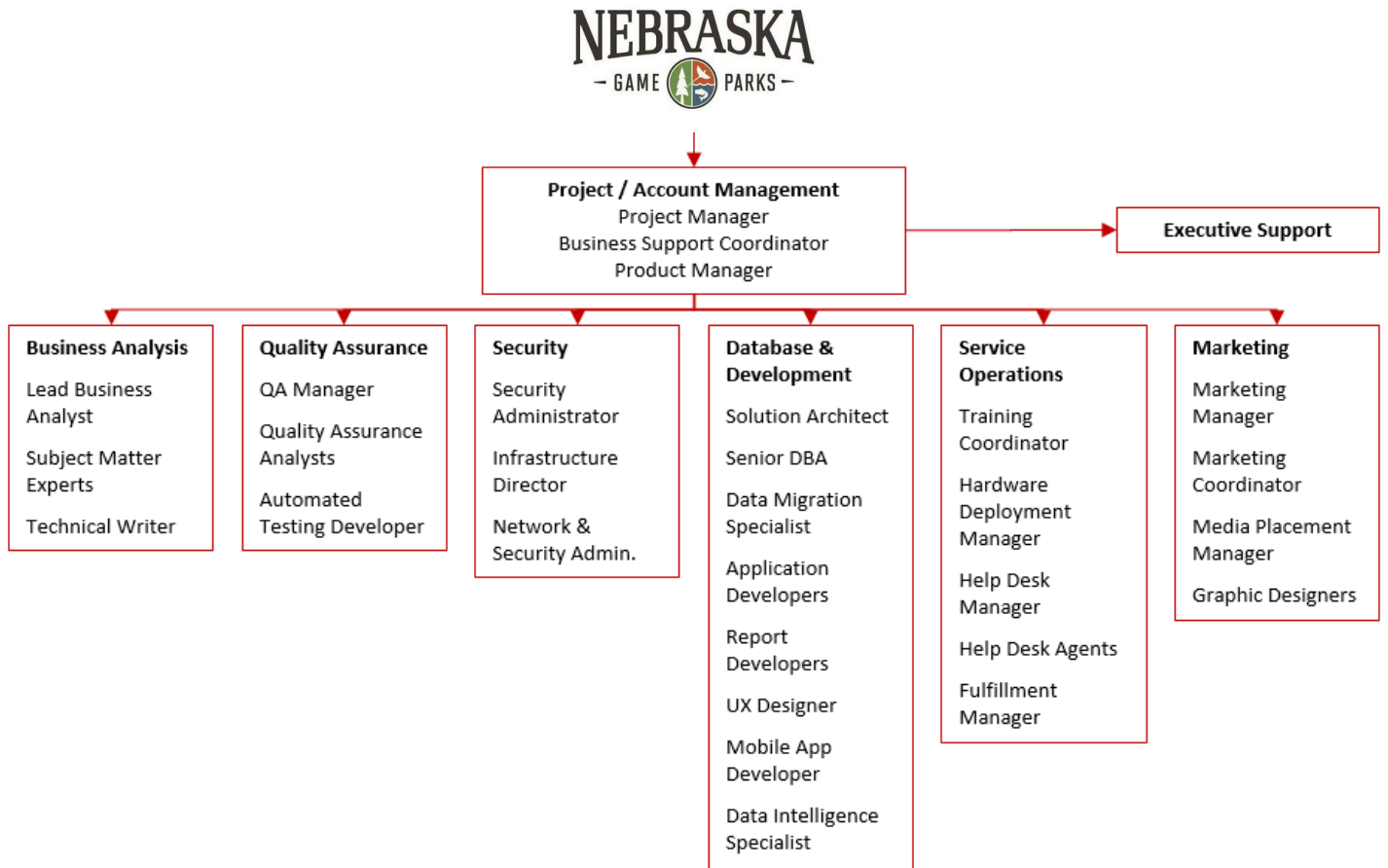


Figure 39

PROPOSED PERSONNEL RESUMES

Please find resumes for the proposed Go Outdoors Nebraska project team leadership on the following pages.

Richard Wise



Richard Wise offers Brandt's outdoor recreational partners best in class support and innovative solutions to ensure high quality service delivery, project management, and execution. Mr. Wise has over a decade of large scale, transaction based system management and delivery.



EXPERTISE

- Executive management and oversight of all outdoor recreational management solutions for natural resource agencies
- Dedicated leader focused on superior service delivery and customer service
- Extensive software certifications; Contributed to Microsoft's exams
- Successfully delivered several software projects and products that won major Microsoft and Florida Government awards



SKILLS & EDUCATION

Executive Management

Project Management

Technical Expertise

Customer Service

Florida State University – Tallahassee, FL
BS, Management Information Systems

CERTIFICATIONS:

Microsoft Certified Developer; Microsoft Certified Database Administrator; Microsoft Certified Professional



PROJECT EXPERIENCE

Richard is continually active and involved in all outdoor recreational solution implementations and project growth opportunities. In addition to initial project implementation and regular check-ins, Richard's involvement includes:

- **Florida Fish & Wildlife Conservation Commission (FWC)** – Richard was involved in the first implementation of auto renew stored payment, digital advertising, interactive voice response (IVR), activity packages, kiosks, social media integration, language translation, donation upsells, and durable card sales.
- **Georgia Wildlife Resources Division (GWRD)** – Richard oversaw the implementation of online reservations for Georgia's Public Fishing Areas, outbound voicemails for expiration reminders, mobile app offline harvest reporting, and automation of renewal mail.
- **Georgia Power** – Richard provides executive oversight during Georgia Power's online reservations system implementation including industry advice regarding best practices and use case scenarios.
- **Virginia Department of Wildlife Resources (DWR)** – Richard led the charge for DWR's Refer a Friend program, donation round-up, and online merchandise sales.
- **Tennessee Wildlife Resources Agency (TWRA)** – Richard is actively involved in project growth including Boat registration auto-renew, and specially timed email reminders for fixed license year.
- **Oklahoma Department of Wildlife Conservation (ODWC)** – Richard is actively involved in project growth including Mail Handler and the Law Enforcement Mobile App with offline sync.
- **Iowa Department of Natural Resources (IDNR)** – Richard is actively involved in project growth including deprecation permit sales, decal fulfillment, and landowner / tenant registration.
- **Idaho Department of Fish and Game (IDFG)** Richard is actively involved as a project champion for schedule and resource management, as well as involved in product growth items including price lock and promo code management.

Richard Wise



Career Experience

EXECUTIVE LEADERSHIP & SPECIAL OPERATIONS

BRANDT INFORMATION SERVICES

2007 – Present

Executive management and oversight of all Go Outdoors recreational licensing, registration, quota hunt, and event management solutions for fish and wildlife agencies.

Senior Level Experience with full life cycle project design and implementation and overall superior project delivery.

Serves as point of contact for agency customers and team project managers to ensure high quality service execution.

Experience in oversight of the implementation of the Florida FWC RLIS solution and Georgia's Go Outdoors systems.

SENIOR CONSULTANT / ENTREPRENEUR

STATE OF FLORIDA, ECMS & TRIBRIDGE

1998 – 2007

Successfully designed, developed and delivered projects for General Electric, Microsoft and Pfizer for user bases of over 5,000 people worldwide.

Delivered projects for clients when all internal resources had been exhausted.

Held leadership roles in delivering projects under extremely tight time constraints.

Client References for Richard Wise

Jennifer Wisniewski

Tennessee Wildlife Resources Agency

629-204-0030

Jenifer.Wisniewski@tn.gov

440 Hogan Road

Nashville, TN 37220

Michael Spencer

Georgia Department of Natural

Resources

706-557-3244

Michael.Spencer@dnr.state.ga.us

2065 U.S. Highway 278 S.E.

Social Circle, GA 30025

Mike Chrisman

Oklahoma Department of Wildlife

Conservation

405-521-4629

Mike.Chrisman@odwc.ok.gov

1801 N Lincoln

Oklahoma City, OK 73105

Michael Westphal



Michael Westphal is an extraordinary hard-working individual who is driven to exceed any obstacle or tasks set before him. He is an experienced leader, managing both fish / hunt call center operations and software development project implementations. He has managed a fast-paced development team using the latest Agile practices, overseeing the implementation and ongoing management of several licensing system project and divisions within the Brandt organization.

EXPERTISE

- Experience in managing Brandt’s Georgia Service Desk to support customers and license agents
- Extensive experience implementing VOIP and contact center solutions
- Strong team leadership, management, and client relation skills
- Diverse set of skills to manage Service Desk operations, fulfillment, and technical support for license agents

SKILLS & EDUCATION

Communication Administrative

Leadership Customer Service

University of North Georgia – Dahlonega, GA
Political Science

Honor Court member for a Senior Military College
SGA Academic Judiciary Committee Chair

PROJECT EXPERIENCE

- **Florida Fish & Wildlife Conservation Commission (FWC)** – Michael previously oversaw Brandt’s Service Desk operations across all states including phone sales and support. Assists with ongoing development activities for GoOutdoorsFlorida system enhancements.
- **Georgia Wildlife Resources Division (GWRD)** – Michael serves as the Project Manager for GWRD and acts as a key liaison between Brandt and the client. He leads development, quality assurance/control, and release management for the Go Outdoors Georgia system.
- **Virginia Department of Wildlife Resources (DWR)** – Michael previously oversaw Brandt’s Service Desk operations across all states including phone sales and technical support.
- **Tennessee Wildlife Resources Agency (TWRA)** – Michael previously oversaw Brandt’s Service Desk operations across all states including phone sales and technical support.
- **Oklahoma Department of Wildlife Conservation (ODWC)** – Michael assisted with the implementation of the new Go Outdoors Oklahoma solution as a subject matter expert for Service Desk and License Agent training.
- **Iowa Department of Natural Resources (IDNR)** – Michael assisted with the implementation of the new Go Outdoors Iowa solution as a subject matter expert for Service Desk and License Agent training.

Michael Westphal



Career Experience

PROJECT MANAGER & SERVICE DESK SUBJECT MATTER EXPERT

BRANDT INFORMATION SERVICES

June 2014 – Present

Primary point of contact for Georgia WRD for all project management, customer service, license agent, and supporting services for recreational license issuance and boat registration operations.

Oversight of Brandt's Service Desk across all states by managing the Service Desk leadership team, including license agent contracts, communications, training, and technical and customer support.

Handle escalated customer and license agent situations for the Georgia WRD Service Desk (sales and support).

Manage, coach, and train Service Desk Managers on project operations, business rules, performance, and customer service.

Helped streamline online boat registration and fulfillment processes.

CALL CENTER LICENSE AGENT

BRANDT INFORMATION SERVICES

April 2014 – June 2014

Assisted customers in purchasing their hunting and fishing licenses over the phone and online.

Provided Tier 1 support for sub-agents with technical issues.

ASSISTANT MANAGER

SUBWAY

February 2011 – April 2014

Trained employees on all new features and updates to the Subway point of sales system.

Processed received food shipments and entered inventory numbers into point of sale system.

Client References for Michael Westphal

Jennifer Wisniewski

Tennessee Wildlife Resources Agency

629-204-0030

Jenifer.Wisniewski@tn.gov

440 Hogan Road

Nashville, TN 37220

Michael Spencer

Georgia Department of Natural Resources

706-557-3244

Michael.Spencer@dnr.state.ga.us

2065 U.S. Highway 278 S.E.

Social Circle, GA 30025

Mike Chrisman

Oklahoma Department of Wildlife Conservation

405-521-4629

Mike.Chrisman@odwc.ok.gov

1801 N Lincoln

Oklahoma City, OK 73105

Tiffani Santagati PMP



Tiffani Santagati is a certified Project Management Professional (PMP) with a diverse set of skills and experience critical to developing and managing recreational licensing solutions for Brandt's natural resource customers, including the Florida FWC, Georgia WRD, Virginia DWR, Tennessee TWRA, Oklahoma ODWC, Iowa DNR, and Idaho IDFG. Ms. Santagati has managed software implementation projects at Brandt for 9 years and has played a key role in the design, management, and execution of Brandt's Go Outdoors and Explore Parks licensing, registration, reservation and event management solutions.



EXPERTISE

- Extensive experience supporting the design, development, and implementation of Brandt's Go Outdoors recreational licensing solutions and Explore Parks online reservations solutions
- Proven experience in designing software solutions to meet natural resource industry needs and business rules while following PMBOK and agile development methods
- Experience in managing Service Desk / Help Desk operations for customer and Agent support, Point of Sale hardware deployment and management, business process analysis and solution design, requirements analysis, and more



SKILLS & EDUCATION

Project Management

Product Development

Software Design

Agency Account Management

Florida State University – Tallahassee, FL

English, Editing, Writing & Media

Minor in Communications and Hispanic Marketing Communication



PROJECT EXPERIENCE

Tiffani is responsible for managing all Go Outdoors & Explore State Parks product designs and standards in coordination with the development teams.

- **Florida Fish & Wildlife Conservation Commission (FWC)** – Tiffani led the statewide POS hardware deployment and service desk division for FWC. She managed a digital marketing campaign that yielded a 300+% return on investment.
- **Georgia Wildlife Resources Division (GWRD)** – Tiffani provided project services management for GWRD to ensure the work performed was consistent with requirements and delivered on time and on budget.
- **Virginia Department of Wildlife Resources (DWR)** – Tiffani was the Implementation Manager for DWR. Scope included the development of the vehicle titling solution, special hunt / lottery manager, waterfowl blind mapping solution, and survey manager.
- **Tennessee Wildlife Resources Agency (TWRA)** – Tiffani was the Implementation Manager for TWRA and current Product Manager for ongoing support. Scope included the development of the special hunt/lottery manager, commercial/captive wildlife solution, harvest reporting configuration, and system notifications.
- **Oklahoma Department of Wildlife Conservation (ODWC)** – Tiffani is the Product Manager for ODWC. Implementation scope included the development of a mail handler to process incoming customer payments by mail as well as a Law Enforcement mobile app.
- **Iowa Department of Natural Resources (IDNR)** – Tiffani is the Product Manager for IDNR. Implementation scope included snowmobile / off-road vehicle registration workflows, depredation permit sales, and landowner / tenant registration.
- **Idaho Department of Fish and Game (IDFG)** – Tiffani is the Product/Implementation Manager for IDFG's licensing system. Responsible for on-time and successful delivery of solutions and services related to recreational/commercial fishing and hunting, hunter reporting, and project support activities.

Tiffani Santagati PMP



Career Experience

VICE PRESIDENT, PRODUCT DEVELOPMENT & IMPLEMENTATION

BRANDT INFORMATION SERVICES

September 2018 – Present

Responsible for developing product implementation plans to approach industry obstacles using innovative strategies and technologies. Works directly with customers to define streamlined business processes and implement great technology solutions.

Responsible for supporting project management teams, including Project Management Office (PMO) staff, processes, and implementation / product standards.

Coordinates implementation and solution delivery tasks within Brandt's cross-functional team organization to ensure on time, excellent services and systems.

DIRECTOR, PRODUCT DESIGN & IMPLEMENTATION SERVICES

BRANDT INFORMATION SERVICES

January 2016 – August 2018

Responsible for coordinating all product development for the Go Outdoors / Explore Parks platforms with Brandt's software development team.

Managed the implementation of several licensing and registration systems for natural resource customers, including Virginia, Tennessee, Oklahoma, and Iowa.

Worked directly with customers and industry partners to identify solutions and services to support the fish and wildlife industry.

DIRECTOR / PROJECT MANAGER

BRANDT INFORMATION SERVICES

August 2013 – December 2015

Primary point of contact for natural resource customers for implementation and maintenance of recreational licensing and registration systems.

Worked with internal and external project stakeholders to prioritize, complete, and report on project tasks. This included management of project schedule and WBS, risk management, and coordination of project efforts to support cross functional teams.

Oversaw business analysis and quality assurance activities for system development, releases, configurations, and system changes.

MANAGER, GO OUTDOORS SERVICES IMPLEMENTATION

BRANDT INFORMATION SERVICES

January 2011 – July 2013

Responsible for overseeing the implementation of recreational licensing / registration system services, including Help Desk operations, Point of Sale (POS) hardware deployment, and Fulfillment Services.

Developed and conducted implementation and ongoing training for License Agents, administrative users, and customers. Responsibilities included coordination of training sessions, development of training videos, and user manuals / system documentation.

Monitored and maintained contract deliverables, and milestones on time and in budget.

RESEARCHER & TEAM SUPERVISOR

BRANDT INFORMATION SERVICES

October 2008 – December 2010

Collected state required establishment data by contacting establishments using data provided by state and federal departments of for budget allocation management.

Verified team collected data by contacting participants, verifying communications, and trending data for potential anomalies or errors.

Tiffani Santagati PMP



Client References for Tiffani Santagati

Jennifer Wisniewski

Tennessee Wildlife Resources Agency

629-204-0030

Jenifer.Wisniewski@tn.gov

440 Hogan Road

Nashville, TN 37220

Michael Spencer

Georgia Department of Natural

Resources

706-557-3244

Michael.Spencer@dnr.state.ga.us

2065 U.S. Highway 278 S.E.

Social Circle, GA 30025

Mike Chrisman

Oklahoma Department of Wildlife

Conservation

405-521-4629

Mike.Chrisman@odwc.ok.gov

1801 N Lincoln

Oklahoma City, OK 73105

Greg Dugger



Greg Dugger has been an integral part of Brandt’s outdoor recreational development team since 2012. He brings a broad scope of knowledge to the team and is well versed in all technologies Brandt utilizes in the application development life cycle. His primary areas of expertise include: Full-stack .NET development, SQL Reporting and Integration Services.



EXPERTISE

- Highly skilled in programming with Visual Studio 2013 and .NET 4.5.1 (C#, VB / Web Forms, MVC)
- Knowledgeable of source control management (TFS, Git, JIRA) and development cycles (Agile, Waterfall)
- Experienced in database design and administration
- Proficient in the use of SQL Server database management and reporting tools (BIDS 2008, SQL 2008 R2, SSIS, SSRS)
- Other notable skills include: Web Services, AJAX, JavaScript, jQuery, IIS, CSS, LINQ, Entity Framework and responsive design.



SKILLS & EDUCATION

Database Design & Administration

Reporting

Application Development

Programming

Florida State University - - Tallahassee, FL
BS, Information Technology



PROJECT EXPERIENCE

- **Florida Fish & Wildlife Conservation Commission (FWC)** – Greg provides user experience recommendations and maintenance for FWC.
- **Georgia Wildlife Resources Division (GWRD)** – Greg was critical in the success of the recent online reservations expansion. He also leads the User Experience / User Interface development for GWRD.
- **Georgia Power** – Greg is providing solution architecture oversight for the online reservations system implementation.
- **Virginia Department of Wildlife Resources (DWR)** – Greg leads the User Experience / User Interface development for DWR.
- **Tennessee Wildlife Resources Agency (TWRA)** – Greg leads the User Experience / User Interface development for TWRA.
- **Oklahoma Department of Wildlife Conservation (ODWC)** – Greg leads User Experience / User Interface development for ODWC.
- **Iowa Department of Fish and Game (IDNR)** – Greg leads the User Experience / User Interface development IDNR.

Greg Dugger



Career Experience

APPLICATIONS ARCHITECT

BRANDT INFORMATION SERVICES

March 2012 – Present

Lead solution architect for online reservations, recreational licensing, vehicle registration management, special hunts, and point of merchandise modules across Brandt's technology platform.

Implemented driver license web service for real-time residency validation solution.

Assesses Brandt solutions against architectural standards and performs regular development team code reviews.

Lead developer in implementing Bootstrap responsive web design.

APPLICATIONS DEVELOPER

FLORIDA DEPARTMENT OF CORRECTIONS

June 2010 – March 2012

Developed inventory budget reports using both Crystal and SSRS.

Developed and tested inventory management systems using VB.net.

Created leasing management system and corresponding reports.

SYSTEMS ANALYST

JUSTICE ADMINISTRATIVE COMMISSION

September 2008 – June 2010

Developed web based applications in VB.NET 2.0.

Developed databases in SQL Server 2005.

Client References for Greg Dugger

Jennifer Wisniewski

Tennessee Wildlife Resources Agency

629-204-0030

Jenifer.Wisniewski@tn.gov

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Michael Spencer

Georgia Department of Natural Resources

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Mike Chrisman

Oklahoma Department of Wildlife Conservation

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Oklahoma City, OK 73105

Kelsey Hersey



Kelsey Hersey is a marketing professional with over 8 years of experience propelling consumer engagement through marketing, online advertising, product development, video, email, social media, events, and direct mail. She has collaborated with fish and wildlife agencies including Florida, Georgia, Virginia, Tennessee, Oklahoma, Iowa, Idaho, Washington, West Virginia, and Alaska to leverage licensing systems to increase and align with R3 efforts.



EXPERTISE

- Adobe Creative: Photoshop / Illustrator / InDesign
- Project Management: Basecamp / JIRA / Trello
- CRM: Salesforce / Microsoft Dynamics / Deltek / Zoho
- Google: Analytics / Tag Manager / AdWords
- Social Advertising: LinkedIn / Facebook / Instagram / YouTube / Twitter
- Email Platforms: GovDelivery / SendGrid / Constant Contact / MyEmma / MailChimp / Marketo



SKILLS & EDUCATION

Marketing Strategy

Advertising & Event Planning

Product Development

User Experience Design

Temple University – Philadelphia, PA
BA, Advertising and Art Direction



PROJECT EXPERIENCE

- **Florida Fish & Wildlife Conservation Commission (FWC)**– Manages digital advertising campaign to drive system revenue.
- **Georgia Wildlife Resources Division (GWRD)** – Manages digital advertising campaign and a variety of tactics to drive system revenue including Facebook filters, Pandora ads, social content recommendations, and media pitching.
- **Virginia Department of Wildlife Resources (DWR)**– Manages digital advertising campaign and a variety of tactics to drive system revenue including Facebook filters, weather-based ads, social content recommendations, and media pitching.
- **Tennessee Wildlife Resources Agency (TWRA)** – Manages digital advertising campaign and a variety of tactics to drive system revenue including Facebook filters, Pandora ads, geo-fenced ads, social content recommendations, and media pitching.
- **Oklahoma Department of Wildlife Conservation (ODWC)** – Manages highly targeted digital advertising campaign and offers strategic marketing recommendations to grow system revenue.
- **Iowa Department of Natural Resources (IDNR)** – Provided system launch rollout plan for internal marketing team to promote system sales. Also implementing County Recorder and License Agent communications to increase hard card sales to boost marketing budget.
- **Washington Department of Fish and Wildlife (WDFW)** – Assisted WDFW’s marketing team in implementing proactive email marketing campaigns through the licensing system to drive license sales.
- **West Virginia Division of Natural Resources (WVDNR)** – Communicated with license agents regarding new system implementation.
- **Alaska Department of Fish and Game (ADFG)** – Provided user experience recommendation regarding ADFG’s Vendor Portal.

Kelsey Hersey



Career Experience

DIRECTOR OF MARKETING

BRANDT INFORMATION SERVICES

June 2017 – Present

Manages large state digital marketing campaigns including CRM data targeting, look-alike modeling, behaviorally targeting, persona targeting, and search engine marketing.

Implements social campaigns including agency-branded Facebook filters, multi-state sweepstakes, and social media content toolkits.

Communicates project statuses and progress reports regarding marketing and ecommerce analytics for campaigns and user experience enhancements.

Collaborates with user interface team to continually improve product usability, design, and feature enhancement.

SENIOR MARKETING COORDINATOR

JMT TECHNOLOGY GROUP (JOHNSON, MIRMIRAN & THOMPSON, INC)

March 2014 – June 2017

Researched industry trends, assessed product growth, developed action plans, and tested new functionality to offer better solution components and organizational marketing services.

Recommended various recruitment, retention, and reactivation marketing strategies for state agencies based on R3 objectives and consumer analytics.

Created user experience designs for government applications.

DIGITAL ENGAGEMENT STRATEGIST

FIFTEEN FOUR

September 2012 – March 2014

Managed the strategy and implementation of video-centric campaigns including websites, ad placements, social media plans, and analytics for companies including Under Armour, Cal Ripken Sr. Foundation, Ciena, Navy Federal Credit Union, Booz Allen Hamilton, and XO Communications.

Collaborated with creative, strategy, and production teams to design and develop web properties.

MARKETING ASSOCIATE & GRAPHIC DESIGNER

HARBORSIDE GROUP

October 2011 – September 2012

Directly boosted brand awareness and investment sales for several financial clients by analyzing websites to grow SEO and user experience as well as implementing HTML emails sent to over 20,000 recipients weekly.

Rebranded Harborside as a leading financial marketing firm with new brand guidelines, website, email templates, and print materials.

Wrote, edited, and designed client print materials including brochures, one-pagers, postcards, and business cards.

ASSOCIATE ACCOUNT EXECUTIVE

BAND DIGITAL

June 2010 – October 2011

Collaborated with account, creative, and media placement departments to develop season campaigns including a highly successful \$400,000 online holiday campaign with video, social media, and games.

Managed hours and tasks of creative, strategy, and media personnel to stay on budget and on time.

Assisted in design and production of several website redesigns including Cracker Barrel, Actemra, and Sunesys.

Kelsey Hersey



Client References for Kelsey Hersey

Jennifer Wisniewski

Tennessee Wildlife Resources Agency

629-204-0030

Jenifer.Wisniewski@tn.gov

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Michael Spencer

Georgia Department of Natural
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Oklahoma City, OK 73105

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.

Brandt will serve as the prime contractor and does not intend on using any subcontractors for this contract. If Brandt is selected as the successful respondent, we agree to comply with the above requirements and identify any subcontractors if they need to be utilized during the contract period.

TERMS & CONDITIONS CLARIFICATIONS

Please find Brandt’s proposed Terms and Conditions (Sections II-IV) on the following page denoting which terms are accepted and which terms Brandt proposes to negotiate alternative language.

In accordance with Section I G (DEVIATIONS FROM THE REQUEST FOR PROPOSAL), Brandt seeks to reserve opportunity to negotiate deviations from certain deliverables/RFP terms listed below.

1. The Scope of Service set forth on the RFP’s coversheet provides the following in the first paragraph:

The State of Nebraska (State), Department of Administrative Services (DAS), Materiel Division, State Purchasing Bureau (SPB), is issuing this Request for Proposal (RFP) Number 6506 Z1 for the purpose of selecting a qualified bidder to provide a Statewide Web-Based Permit/Licensing system. The online system will serve the State of Nebraska Game and Parks Commission customers, increase Agency revenues and engage new customers in outdoor recreation opportunities. A more detailed description can be found in Sections V-X. ***The resulting contract may not be an exclusive contract as the State reserves the right to contract for the same or similar services from other sources now or in the future.***

Brandt respectfully requests opportunity to discuss and negotiate the non-exclusivity highlighted above. The nature of this contract and the need for real time accurate and consistent data is not conducive to multiple vendors issuing licenses and permits from different databases.

2. **Section VIII (H)-Service Level Requirements**

Brandt requests opportunity to discuss the 24 hr./365 days related to the Help Desk. If the call volume data supports a discussion, Brandt would like to discuss the option of providing for a mix of tools to satisfy help desk operator needs with a combination of live operators, chat features and Interactive Voice Response functions for off-peak hours.

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:
JT			

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:
JT			

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:
JT			

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/TERM OF CONTRACT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
		JT	Brandt does not reject this section but requests opportunity to negotiate differentiating the contract effective date from the start of the term. Because the contract is based on a cost-recovery model where the Contractor is responsible for building out the system/maintaining personnel costs prior to collecting any revenue, Brandt requests opportunity to revise language which provides the contract is effective upon execution by the parties, but the term of the contract commences upon the system implementation date and allows the term to run concurrently with the system while in operation.

~~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. This Contract shall be effective upon execution by both parties and shall continue in full force and effect for six (6) years following the mutually agreed upon implementation date, plus any subsequent renewal periods. 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:
JT			

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:
		JT	Brandt does not reject this section, but requests to add language concerning any changes to deliverable dates/release dates if mutually agreed to by the parties. Additionally, language is added to clarify that changes that directly affect/impact the Permit/Licensing system shall not be made without first obtaining approval.

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, **dates for any deliverables and/or release dates** 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 **to the Permit/Licensing system that directly impacts or affects the State** 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:
		JT	Brandt does not reject this section, but requests to add language which provides that the State shall also provide a copy of the documentation/vendor performance report to the Contractor.

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 shall also provide a copy of this documentation to the Contractor.** 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:
JT			

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:
		JT	Brandt does not reject this section, but requests to add clarifying language that the breach must be material in nature (i.e. irreparably broken) to warrant a termination such that the State would need to seek alternative services and that the original contractor would bear the financial burden of any excess cost.

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 **material** 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:
JT			

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:
JT			

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:
		JT	<p>Brandt does not reject this section, but proposes and seeks to further negotiate (1) excluding indirect, consequential, punitive, or lost profit damages for a Data Breach Claim and (2) a liability cap around a data breach claim consistent with insurance requirements for cyber liability.</p> <p>First paragraph, substituted indemnified parties for State to include exclusion of liability that is directly and proximately contributed to by the State's and employees, volunteers, agents, etc.</p>

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 indemnified parties ~~State~~ which directly and proximately contributed to the claims.

Notwithstanding the foregoing, if for any reason, Contractor becomes liable to the State for direct or other damages, which may arise from, or in connection to a data breach of Customer Records (a “Data Breach Claim”) and regardless of the form of action (in contract or tort or otherwise), then:

- (a) Contractor shall not be liable for indirect, consequential, punitive, or lost profit damages for a Data Breach Claim; and
- (b) Contractor's maximum liability for all Data Breach Claims arising under this contract shall not exceed the aggregate amount of Ten Million Dollars (\$10,000,000), inclusive of all related costs and fees, including attorney's fees.

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:
		JT	Brandt does not reject this section, but requests to add qualifying language consistent with Brandt's proposed changes in Section M (Indemnification).

Subject to the liability cap in Section M (1), 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:
JT			

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:
JT			

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:
JT			

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:
JT			

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:
		JT	Brandt does not reject this section, but requests opportunity to further discuss section 2-the termination for convenience clause. Brandt understands these are standard terms, but given this is a cost-recovery model contract in that the Contractor recoups its implementation costs during the first years of system operation, Brandt requests limitation to invoke termination for convenience for a period of time. This additional language does not preclude the State's right to termination for breach and/or other rights for early termination.

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. **Following the expiration of three (3) years from the date of implementation**, the State, in its sole discretion, may terminate the contract for any reason upon **ninety (90)** 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:
JT			

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:
		JT	<p>Brandt does not reject the requirements provided in the first paragraph around a system to track issues and/or to classify by level of severity along with the Contractor's obligations to deliver to the State a detailed and accurate summary of such information. Brandt has provided in its technical response that it will comply with the requirements set forth in Section VIII.I</p> <p>For performance standards, however, Brandt proposes its form of SLA agreement around assessing damages, etc. Brandt currently uses comparable SLA's with other similar solutions and believes these SLAs help ensure that performance of the contract is met. The performance standards were developed around ensuring availability of the solution and customer satisfaction plus establishing financial penalties that are punitive enough to ensure every action is taken to meet these performance standards. Please see Brandt's SLA document included at the end of Section II.</p>

~~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 reoccurrence, 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.

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

Service Level Agreement (SLAs)

Brandt Service Level Agreement (SLAs) – to be effective upon Solution Implementation. SLAs are subject to the provisions of Force Majeure as defined by the Contract. NGPC may in lieu of assessing financial penalties may convert to development hours for enhancements and upgrades based on 50% of the \$175.00/hr. blended project management rate.

Performance Standard	Measurement	Measurement Period	% Level	Remedy*
Help Desk Answer Time	60% of calls answered within 60 seconds.	Quarterly	60%	\$100 per violation.
Solution Availability	99.5% uptime in each calendar month except for downtime due to scheduled maintenance (which shall occur only during off-peak hours and with at least 24 hour notice to Customer), or downtime caused by reasons beyond Brandt's reasonable control.	Monthly	99.5%	\$1,000 per month in which the Solution is available less than 99.5% of the time on a weekly average. \$100 per instance if there is an inability to issue licenses and permits through the Solution for more than 15 consecutive minutes.
Insurance Coverage	Brandt shall maintain continuous coverage for comprehensive general liability insurance, automobile liability insurance, and worker's compensation insurance covering the operations for the duration of the Agreement, and provide proof of such coverage.	Annual	100%	\$1,000 per occurrence of lapse in coverage and \$100 per day thereafter until such policies are obtained.
PCI & SOC Reports	Brandt shall procure, at its own expense, an annual PCI report and an annual SOC 2 Type 1 report.	Annual	100%	\$1,000 per failure to procure PCI report and SOC 2 Type 1 report by the date due, and \$100 per day thereafter until receipt report.
Records/Audit	Brandt shall provide Customer from time to time as reasonably requested by Customer, access to all records for audit	As needed	100%	\$1,000 per occurrence of failure to provide all records.

	purposes during the term of the Agreement and for five (5) years following termination.			
Generally Accepted Accounting Principles (GAAP) compliance	Brandt shall comply with and document compliance with the Minimum Accounting Requirements, according to generally accepted accounting principles.	Contract Term	100%	\$1,000 per occurrence of failure, if not corrected by the end of the following month.
Monthly PCI Scans	Brandt shall undergo quarterly PCI DSS 2.0 or greater vulnerability scans by a qualified security assessor (QSA) and provide proof of current quarterly validation certification by the end of the close of business at the end of the following month (Validation).	Monthly	100%	\$1,000 per occurrence for failure to deliver the Validation by the date due, and \$50 per calendar day thereafter until receipt of the Validation.
Accuracy of License Issuance	Brandt will provide the full set of services correctly and timely in compliance to the system design and NGPC's business rules.	Contract Term	100%	\$1,000 per instance and an additional \$100 per day until rectified.
Change Order Compliance	Brandt will deliver change orders accurately and correctly in accordance with the design specifications and NGPC's business rules at the time agreed to.	Contract Term	100%	\$500 per instance and an additional \$100 per day until delivered, unless the failure to deliver causes NGPC to miss a Legislative and/or Commission mandate then \$500 per instance and an additional \$100 per day until delivered.
Disaster Recovery	In the event of a failure in the primary data center, the only steps required to move services into the Disaster Recovery (DR) environment are to redirect the DNS records to point the main site URL's to the DR resources and "break replication" between the two environments. The DR resources are constantly active; therefore there is no start up time required to bring the DR	As needed	100%	\$1,000 per day where the disaster recovery environment does not stand up in the event of a primary site failure for mission critical license sales applications.

	services online. The recovery time objective for switching from the Primary Datacenter to Disaster Recovery is 2 hours from the time a “fail over” situation is declared. There is no reduction in service level while the system runs in the Disaster Recovery (DR) environment.			
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III. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

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

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	NOTES/COMMENTS:
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		Solicitation Response (Initial)	
JT			

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:
JT			

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:
JT			

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:
		JT	Brandt does not reject outlining the ownership of information, intellectual property, etc. but proposes its own alternative language which further details the each Party's ownership rights along with providing the related licensing rights for use of Brandt's IP.

For purposes of this contract, ownership of all proprietary intellectual property and other intangible property rights including all application services, software, and related documentation, source code, object code, know-how, inventions, trade secrets, computer programs, databases and database objects, network architecture and all copies thereof along with any subsequent modifications, improvements or configuration of such programs and code plus any new feature/functionality to its solution that is not exclusively specific for the State's business purpose for use now or in the future (collectively "Contractor's IP") are and will remain the exclusive property of the Contractor. All applicable rights to patents, copyrights and trademarks will remain vested in the Contractor, and the State will not undertake to copyright, trademark or apply for a patent with respect to the Contractor IP.

The State will have exclusive title at all times to the State's data input and output arising out of the use of the Contractor's IP and 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 Contractor hereby grants to the State a non-exclusive, limited, non-transferable right and license to use the Contractor's IP, including any software (collectively, the "Services") in accordance with this contract during the term of the contract for the State's business purposes outlined in the . The State, through its authorized agents, will not: (a) rent, lease, lend, sell, sublicense, assign, distribute, publish, transfer or otherwise make the Services available to any third party, except as expressly permitted by this contract; (b) use or authorize the use of the Services in any manner or for any purpose that is unlawful under applicable law; (c) reverse engineer, decompile, disassemble, or otherwise attempt to discern the source code or interface protocols of the Services; (d) modify, adapt, or translate the Services; (e) make any copies of the Services; (f) save, store, or archive any portion of the Services without the prior, written permission of the Contractor in each instance; (g) remove or modify any proprietary markings or restrictive legends placed on the Services or any output, content, or other materials that may result from access to or use thereof; (h) use the Services in order to build a competitive product or service, or for any purpose not specifically permitted in this contract; or (i) introduce, post, or upload to the Services any "Harmful Code" which is defined as any program routine, device, malware, or other undisclosed feature, including, without limitation, a time bomb, virus, software lock, drop dead device, malicious logic, worm, Trojan horse, or trap door that is designed to delete, disable, deactivate, interfere with, or otherwise harm the Services, deliverables, data, or other programs or that is intended to provide access or produce modifications not authorized by the Contractor.

~~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:
		JT	Brandt does not reject this section, but requests to add clarifying language connecting the <i>Required Insurance Coverage</i> table to the "liability limits" set forth in the table.

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

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
<i>If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.</i>	
WORKER'S COMPENSATION	
Employers Liability Limits	\$500K/\$500K/\$500K
Statutory Limits- All States	Statutory - State of Nebraska
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) Qualification Under Nebraska Excess Fund	Limits consistent with Nebraska Medical Malpractice Cap
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:
JT			

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:
JT			

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:
JT			

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	NOTES/COMMENTS:

		Solicitation Response (Initial)	
JT			

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/MARKETING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
		JT	Brand does not reject this section, but requests to include language around marketing efforts proposed by Brandt. As set forth in the State's Scope of Service, the new online system should be designed to "...engage new customers in outdoor recreation opportunities." Brandt's proposal provides numerous marketing opportunities that will help to meet this goal and the below language is included to outline how and under what limitations the Contractor may use the data to meet this goal.

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.

During the term of this Contract, Contractor may use State data to perform its obligations hereunder, facilitate, promote, operate, maintain, and improve the State Permit/Licensing System; and (ii) during the term of the Contract, anonymize any and all such data so that the applicable end users and authorized users are not identified, merge such anonymized data with other data, and use such anonymized data for its reporting, planning, development, and promotional purposes and to improve the products and services offered or intended to be offered by Contractor.

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:
JT			

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:

JT			
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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:
JT			

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:
		JT	Brandt does not reject this section, but requests to add language that allows for invoices to be submitted electronically.

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 **or be submitted electronically via e-mail or secure upload as provided by NGPC.** 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:
		JT	Brandt does not reject this section, but requests to include clarifying language that such right to inspect, monitor or otherwise evaluate as to matters pertaining to this Contract only.

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 **to the extent it relates to this Contract.** 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:
JT			

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.

2. TECHNICAL APPROACH

a. Understanding Of The Project Requirements

Brandt Information Services is pleased to submit our response to The State of Nebraska, Nebraska Game and Parks Commission (NGPC)'s Request for Proposal (RFP) to develop a statewide, Web-Based Permit/Licensing system to replace the system currently in place.

After reviewing the Commission's RFP, background information, and other supporting documents/appendices, we fully appreciate and understand the needs and expectations of the new replacement system – providing a next-generation solution for automated permitting/licensing issuance, event registration, Customer Relationship Management (CRM), wildlife harvest reporting, Point of Sale (POS), and revenue management systems. Brandt is equipped and ready to serve the great State of Nebraska in providing the design, implementation, support and maintenance of this new permitting/licensing system.

We have the development, project management, business processes, and emerging technology expertise to build transaction-based systems with unparalleled support and responsiveness.

Brandt's Go Outdoors Nebraska system will include all aspects of the Web-Based Permit/Licensing system envisioned by the Commission and will support the Commission's existing business processes and rules.

We understand that the system is to provide customers an easy to use, one-stop-shop for Nebraska residents and visitors to purchase hunting and fishing, big game, draw and lottery, and other miscellaneous licenses/permits; stamps; and other goods/merchandise and services. Users will be able to purchase these items online through multiple sales channels including public website, via mobile device/app, at any Nebraska Game and Parks location, or other External Agent point of sale (POS) locations.

Brandt fully complies with providing all the Deliverables mentioned in the RFP to include at a minimum:

- Licensing/Permitting Sales
- Stamp Issuance
- Merchandise Sales
- Inventory Management
- Product Catalog
- Gift Cards
- Auto Renewals
- Captive Wildlife Module
- Internal & External Agent Administration
- Customer Relationship Management (CRM)
- Law Enforcement Module & Mobile App
- On-Premise Sales (Commission/Agent Location)
- Customer Service Call Center
- Mobile Application
- Draw and Lottery Permit System
- Harvest Reporting
- HIP Surveys & Certification
- Event Registration & Management
- Strategic Marketing
- Communications & System Messaging
- Accounting/Financial
- Cash Management
- Reporting Capabilities
- User Management
- Configurable System Interfaces
- Project Management
- Data Collection Compliance
- Date Migration and Management
- Testing
- System Maintenance
- Security Scanning
- System Training

Brandt's vision and the Commission's vision are perfectly aligned to ensure that the solution will grow with the customers we both serve. The solution will be forward-looking, adaptable, comprehensive, configurable, and will be based on our all-encompassing software platform developed by Brandt to provide the flexibility to support current

business rules, future legislative changes, drive innovation, and promote outdoor participation. Our proposed flexible solution can accommodate changes through simple administrative configurations that can be made by the NGPC and Brandt project team, and software changes will require minimal development time.

To accomplish these goals, the NGPC must partner with a vendor that understands the fish and wildlife industry business rules, processes, and challenges. Having implemented eight large-scale solutions, similar in size and scope, *we bring the expertise, resources, and experience required for a successful implementation on day one.* Our experienced team with a proven track record of successfully implementing recreational solutions will work with NGPC to design and implement the ideal solution for the Commission, while further learning about NGPC’s specific needs and requirements.

With Brandt, we not only implement our solution and services for business critical functions; we design for park and wildlife agencies’ “wish lists” and “nice to have” benefits that go beyond the basics.

b. Proposed Development Approach

Brandt offers NGPC a unique approach to solution development, implementation, and management. We take a partnership approach to the design and execution of our solutions to ensure our system meets the varying needs of our clients. In choosing Brandt, NGPC can be confident that:

- Brandt will be the Commission’s partner to support NGPC efforts through a positive, collaborative, and mutually successful relationship.
- The Brandt Go Outdoors Nebraska project team will consist of staff with direct experience in developing and maintaining recreational reservation and licensing solutions. This expertise supports requirements gathering and analysis, and project team members can bring industry knowledge from past projects to identify potential gaps in scope or requirements based on industry practices and known requirements.
- The latest industry improvements and approaches are evaluated and integrated wherever possible to ensure that the Go Outdoors Nebraska solution and benefits are industry leading and best in class.
- The Commission’s recreational solution partner is committed to the success of NGPC and this project. We understand the critical timeline and need to maintain recreational license/permit sales and business operations.

Brandt’s solutions are configurable and flexible enough to handle the implantation and enforcement of NGPC business rules and issuance specifications through UI configuration tools and minor development customizations.

PROJECT MANAGEMENT METHODOLOGY

Brandt’s Project Management methodology combines the process groups and knowledge areas of PMBOK with the iterative practices of the Scrum agile software development framework. This ensures a structured implementation that transitions well into ongoing development activities throughout the life of the contract.

Brandt follows PMBOK project management guidelines (Figure 40) with as much up-front planning as possible, combined with the Scrum process to mitigate the risks of inevitable specification changes discovered throughout the development process. As additional process improvements are identified, we apply these development specifications to the schedule in incremental releases.

Brandt will provide NGPC with a Project Management Methodology that will include, at a minimum:

- Project Management Plan
- Project Team Organization
- Project Work Plan (Schedule, Project Approach, Deliverables, Resources, etc.)
- Communications Approach
- Change Management Approach
- Risk Management Plan

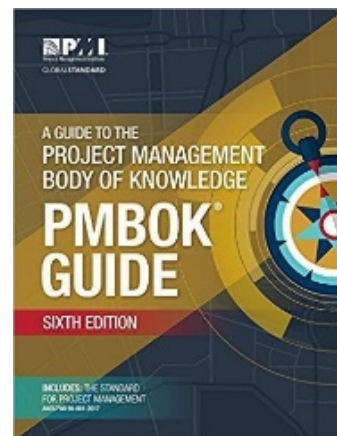


Figure 40

PROJECT MANAGEMENT APPROACH

With Brandt’s experience and refined project management approach specifically designed for outdoor recreational system development and implementations, we are able to ensure the implementation remains on time, on budget, all while delivering the high quality, proposed solution. Our successful project management approach depends on skilled planning; full understanding of the desired solution; keen risk identification and mitigation; skilled development and execution; comprehensive testing and client collaboration; coupled with highly effective communications. Our project managers have not only technical, but also domain knowledge to steer the project team to successful implementation and ongoing performance.

The proposed Project Manager for this project is a certified Project Management Professional (PMP) as well as a Certified Scrum Master (CSM). The Project Management Plan will be the guiding document to form the framework for our approach. Brandt’s’ project management methodology is founded on the Project Management Institute (PMI) PMBOK. This approach encompasses the following:

1. Project Integration Management
2. Project Scope Management
3. Project Schedule Management
4. Project Cost Management
5. Project Quality Management
6. Project Resource Management
7. Project Communications Management
8. Project Risk Management
9. Project Stakeholder Management

Brandt uses well-known methodology coupled with real world experience to achieve high-end results. It is the strong background and yet flexibility of our Project Management approach that brings us success. Projects are executed with an iterative and incremental development approach within the framework below. In brief, the following activities are performed within each Process Group/Phase.

Project Initiation

Project Initiation is a collaborative with the Commission that sets the stage for further action as the main activities. During this period the following key items will take place:

- Develop Project Charter
- Identify Stakeholders
- Project Scope Clarifications

Project Planning

During the Project Planning phase, the details of the project activities and work planning are completed. The main document written in this phase is this Project Management Plan, much of which resides here already, but will be expanded as needed. This includes:

- The scope of work is set to define boundaries and the requirements management plan finalized.
- Measures for project success are identified.
- Deliverables are mutually agreed upon with the state.
- Schedule (using MPP) is finalized.
- Quality Plan is reviewed.
- Resource Plan is reviewed. Staffing is defined and any equipment needs for the field can be revisited.
- Communications Plan is reviewed. Recurring project status meetings are scheduled and recurring project reporting is agreed upon.
- Risk Management plan is finalized and the Risk Register started.

Project Execution

This phase is where the majority of the solution work will be performed. It includes:

1. Recurring Meetings and Recurring Status Reporting occur on an ongoing basis.
2. System Analysis – This includes requirements gathering, document/regulatory analysis, drafting the system design document and planning for the appropriate Release Candidate.
3. Data Migration/Extract Transform Load (ETL) - Any ETL necessary will be done in an iterative fashion.
4. System Development – All development is performed. Brandt has experience executing projects using a hybrid approach that combines the best of Waterfall and Agile for an iterative development approach. Development is executed in iterations to provide the benefits of a Scrum approach and ensure NGPC involvement.
5. Testing – While the list below is a high-level listing, a more detailed discussion of this is covered in the Quality Management section.

- a. Developers testing in their development environment
 - b. Functional testing by Brandt’s QA and the Project Team in the NGPC Test Environment
 - c. Performance testing
 - d. Automated Regression Testing by Brandt’s QA team
 - e. User Acceptance testing by NGPC in a dedicated UAT environment
 - f. Usability testing led by the Sr. QA Analyst
 - g. Load testing via LoadRunner, a software testing tool used to test applications, measuring system behavior and performance under load. LoadRunner can simulate thousands of users concurrently using application software, recording and later analyzing the performance
6. Deployment – The process for deploying the system will be finalized.
7. Training – Agents are trained on the existing system. Training for the system will be developed by Brandt, approved by NGPC and implemented by Brandt.
- a. Brandt’s Contact Center staff is also trained on the new features and functionality for NGPC
8. Risk Management - Ongoing activity to be updated Risk Registers will be delivered during the Weekly Status Meetings.

Project Monitoring & Controlling

Throughout the project, monitoring and controlling is an essential part of making sure the Project is on track. Monitoring and controlling activities take place concurrently with the project execution and are discussed in detail in various sections through this document. Project status and progress, as measured against the Project Schedule, will be regularly reviewed. Continuing interface with Stakeholders via recurring Stakeholder Meetings and the joint Project Team will take place to ensure that all parties involved are currently informed in real time.

Project Closure

On Go-Live day, the Go Outdoors project will be moved from Project to Production, entering the operations and maintenance phase of the contract.

- All documents are finalized, software releases are complete, and the application moves into Production with full operational activities taking place for the solution.
- As Contact Center activities are currently in place, the updates for the enhanced solution project are put into place so that the transition is seamless for end users.
- System monitoring for the web and mobile applications are in place and will continue.
- All applications move into maintenance mode as well as Brandt continues system cloud hosting and monitoring.
- Ongoing system improvements and enhancements are identified and developed in partnership with NGPC to maintain an industry leading solution throughout the life of the contract.

PROJECT MANAGEMENT PLAN

Throughout the major Project Phases, there are the following knowledge areas used by the Brandt Team, which comprise the Project Management Plan:

PROJECT INTEGRATION MANAGEMENT

The Project Integration Management section addresses how Brandt will integrate the various tasks into a unified project and solution. It includes developments of the following:

- Project Charter
- Project Management Plan
- Project knowledge and requirements regarding NGPC business rules.
- Integrated Change Control
 - The scope of work for this implementation is primarily defined by this RFP, however an updated scope will be clarified, mutually reviewed and agreed upon during the life of the project.
 - Brandt recognizes that changes to scope and requirements to the product/project may stem from items identified during the project, external requirements such as regulatory changes, and/or change in business direction, strategy or goal or similar such items.
 - Integrated Change Management is critical and the Change Log needs to be updated.

PROJECT SCOPE MANAGEMENT

It is within Scope Management that scope will be finalized. A large part of this starts with the requirements listed in the RFP and creating the Project Schedule.

The following items are generated as a result:

1. A Scope Statement

This will be finalized as a part of the project. During the process, the Project Team will garner collaboration with the Project Sponsors to ensure alignment throughout the life of the project.

2. Work Breakdown Structure (WBS)

The work-breakdown structure provides a framework for overall planning and control. With it, a project can break work into definable deliverables as the WBS focuses on the result of work, i.e. deliverables. The Brandt team has extensive experience in developing accurate work breakdown structures especially in the hunting and fishing license/permit domain. This knowledge provides an edge in being able to accurately assess the level of effort needed to accomplish a specific functionality.

- a. Analogous Planning: Based on Brandt's prior experience, analogous planning is a good starting point for the creation of the WBS. Because of our existing knowledge and understanding of NGPC's business requirements and current functionality, Brandt is well positioned to estimate level of efforts.

- b. Top down-Bottom up: A ‘top down – bottom up’ approach to WBS creation and review is generally the best approach. By using both approaches, it assists the Project Team in making sure the schedule accurately reflects the activities and the timeline needed for the project.
- c. Costs: Resources have already been allocated to project estimates at the time that the contract is submitted, and costs will not be changed throughout the life of the Project after the award.
- d. Risk: In monitoring any scope changes, the WBS will be reviewed against project risks. The Risk Register will be updated as necessary to help ensure the scope is being viewed in light of total impact on the Project.
- e. Change Management: Discussed in various sections of this document: Project integration Management, Project Scope Management, Project Schedule Management and Project Cost Management.
- f. During the Requirements gathering, Brandt will also confirm its understanding of the activities needed in the WBS with NGPC to ensure all parties are in sync with the activity to be performed.

3. Requirements Gathering

The requirements documentation and issue tracking tool used by Brandt, is JIRA. This Atlassian tool is known for creating product Requirements Documents in an agile environment. To start with, Brandt creates initial tickets to capture the requirements identified in the RFP and will use this as the foundation to create Requirements’ Documents and from there create a Requirements Traceability Matrix.

- a. This RFP includes the core set of requirements provided by NGPC. These requirements formulate a part of the foundation of the initial scope and the initial requirements traceability matrix for the new solution.
- b. In addition, information and requirements outlined in RFP appendices will be used to support detailed requirements for the system and business functions. These will each be broken down and added as individual requirements for the new solution.

It is the sum of all of these items from the RFP that will form the initial basis for the requirements gathering and tracking. These requirements in JIRA are the foundation for Epics, User Stories, and can be sorted on various categories or labels and exported to provide the initial document for baseline requirements and scope definition. Once documented, the Project Team is able to validate that the requirements are complete and correct during the Requirements session. All project deliverables will be reviewed with the NGPC team and validated to ensure they accurately reflect the project needs. With any change in scope, the Scope Statement will be re-evaluated to ensure it is current and accurately reflects the Scope of the project throughout the Project’s lifecycle.

PROJECT SCHEDULE MANAGEMENT

The proposed Project Schedule is based on the scope and requirements identified in the RFP, providing ample time for contract signing and protest period as well as ample time for collaborative development prior to the desired Go-Live date. Brandt has included a proposed Project Schedule as part of our response to manage project milestones and deliverables. This baseline Project schedule can be adjusted based on NGPC input, schedule changes, and increased requirements.

In building the schedule, activities were specifically identified and sequenced in order to complete each deliverable and milestone. Relationships or dependencies were defined to ensure timely delivery. Throughout the implementation, the following activities will take place:

- Using Microsoft Project as a baseline project schedule will be created and maintained.
- Critical paths will be identified.
- The Project performance and schedule will be tracked and reported along with the Weekly Status Report as described in the Communication Management section.
- Schedule variance analysis will be done on regular intervals so that schedule performance can be monitored and managed throughout the life of the project.
- Project overall performance, in addition to task and milestone ‘percent complete’ will be tracked.
- Work Breakdown Structure (WBS) will be updated based on project scope changes.

PROJECT COST MANAGEMENT

Brandt has a solid understanding for cost and risk involved in implementing the Go Outdoors Nebraska solution. We understand the Commission’s business rules, data structure, solution requirements, and organizational processes. We are confident in our proposed cost structure and based on our previous experience, are very confident we will deliver the next generation Go Outdoors Nebraska solution. **Brandt has never charged a change order that requires additional cost.**

The focus of the Project Cost Management will be to manage schedule and quality to ensure that NGPC benefits from the biggest return on their investment with the highest quality. Brandt’s approach to Change Management is guided by the following steps in accordance with the RFP as follows:

- System changes, modifications, and/or enhancements shall follow change management protocol and shall be implemented on time, at a mutually agreed upon date and time.
- System changes, modifications, and/or enhancements shall be provided to the Commission only after full quality assurance testing has been conducted by Brandt.
- System changes, modifications, and/or enhancements shall be developed and implemented according to the scope of work defined for each change.
- Any changes to the designated Brandt Point of Contact for the Go Outdoors Nebraska solution shall be sent to the RFP Project Manager in writing, prior to the change being implemented.

PROJECT QUALITY MANAGEMENT

Quality Assurance practices run throughout the duration of the entire project and are an ongoing focus of the Project Team. Brandt recognizes that Project Quality Management is an area where there is always room for improvement. We have recently implemented a variety of changes to further enhance this effort. We will also be creating a Quality Management Plan to identify the quality standards that are relevant to the project and how the team will satisfy them. It will document the expectations for deliverables and define the processes to be used.

Quality Management Plan

A Quality Management Plan will contain the following sections:

- Quality Standards
- Quality Assurance
- Quality Control

Quality Standards

Quality Standards define the criteria that will be applied to the quality management activities of this project:

- System Development Standards – The purpose of these documents is to maintain quality and consistency.
- Brandt Coding Standards – This document describes standard practices for Brandt developers.
- Brandt Architecture Standards – This document describes standard practices for Brandt system architecture.
- Developer Release and Control Standards - This document describes standard practices for Brandt system releases.
- System Database Design Standards – This document governs the design of the database entities about structure and nomenclature.
- Client supplied quality, security or legislative requirements.

Quality Assurance

Quality assurance is a process or a set of processes that are to be used in creating deliverables that help make sure quality requirements are met. This project includes the following quality assurance activities:

- **System Designs**
 - System design documentation is developed for the new solution and maintained for future features and functionality.
- **Usability**
 - User experience is reviewed as part of this process of the UI design.
 - Brandt will also conduct client feedback on usability.
- **Automated Build Processes with Continuous Integration**
 - Brandt has built out automated Build Verification Tests (BVTs) using industry leading automated testing platforms built to support the application team for STET requirements through development, test, and delivery readiness.
 - Documentation Build Verification Tests function as an initial smoke test used to verify the core functionality of the application remains intact. The BVT's are run against each new build prior to releasing the build to Test.

- **Automated Regression Testing**
 - In addition to the Build Verification Tests, Brandt has an automation team that develops a more extensive suite of automated regression tests. These tests greatly increase the breadth and depth of the automated testing solution. Test development is prioritized to detect errors that are more likely to occur or create the most severe impact should they occur.
- **Process Reviews**
 - Brandt assigns a Development Lead to review other team member's code to ensure conformance with Brandt's coding practices and that it meets the system designs needed.
- **Code Reviews / Standards**
 - Brandt's Development Lead is responsible for ensuring standards are consistently applied across the application.
- **Source Code Control**
 - All source code is stored in a source code repository allowing for full source code management.
- **Release Management**
 - Brandt will assign a Release Manager to the development team to manage all product/system updates and releases.
- **Managed Code Merges**
 - Brandt uses Airbrake to manage code merges and releases and provide full-stack monitoring. This allows us to immediately identify conflicts, debug and correct errors, adding to increased accuracy and confidence in our release candidates.

Quality Control

Brandt will perform Quality Control activities to manage software development and ensure deliverables standards.

Quality Control activities will include:

- Review of System Requirements – During the requirements elicitation and validation, the requirements listed in the Requirements Traceability Matrix will be reviewed with the Project Team for the specific purpose of gaining clarification, details, and NGPC validation.
- Collaborative System Design Review – At each phase of the Project, Brandt will perform an on-site design review to ensure the project remains on track. This collaborative design review allows NGPC to have frequent input during the development lifecycle. During the joint review, the project team will explore various aspects to ensure the following questions are fully satisfied:
 - Does the design fulfill requirements?
 - Are processes and/or work flows executed correctly?
 - Have all interfaces been identified?
 - Are there any open questions or concerns on the features and functionality?
 - Have all risks been addressed and the risk matrix updated?

Formal Testing

As a part of Brandt's desire to provide formal testing, a Project Test Plan will be developed for the Go Outdoors Nebraska project. Major portions of the testing are:

- **Developer Testing/Unit Testing:** Is performed by each developer in their Development environment on their code before integrating the new module. This is to make sure that the code is functional and had no defects before merging it.
- **Build Verification Testing:** Is performed on compiled code using automated tests and is used to determine overall system integrity and ensure core functionality. Brandt will perform this initial testing in the Test environment with each publish to Test. As the maturity of Brandt's Continuous Integration process progresses, Build Verification will be conducted in the Development environment and can be done on a regular schedule or triggered by a code commit.
- **Functional Testing:** Is started when Brandt has verified, integrated code that is merged into the working code branch in the Test environment. This is an iterative process until the functional testing of the features being developed can be passed.
- **Regression Testing:** Is re-testing of test cases to ensure new code changes do not adversely affect existing code and functionality, including performance. Brandt uses automated testing tools to execute the automated tests, document results of the automated and manual regression tests, and testing reports.
- **Performance Testing:** Will be conducted to validate the speed, scalability and stability of the web application against the service level requirements. Brandt uses the industry standard automated tools to simulate excessive user, transaction and application stress. Using these tools, Brandt can generate user scripts (record and playback) that represent typical user work flows and simulate the execution of these workflows for concurrent users. Specific types of Performance Testing to be conducted include Load Testing, Stress Testing and Response Time Testing.
 - **Load testing:** Is performance testing that ensures the application's ability to perform under anticipated user workloads and can help to identify performance bottleneck prior to release.
 - **Stress Testing** Is performance testing that subjects the application to extreme workloads. It is used to identify bottlenecks and vulnerability of an excessive load on the system and to identify the breaking points.
 - **Response Time Testing** is performance testing that evaluates the front end response time. Response time starts when a user sends a request and ends when the application states that the request has been completed.
- **User Acceptance Testing (UAT):** User Acceptance testing by NGPC in a dedicated NGPC UAT environment is a critical testing component for gaining NGPC approval prior to deploying.

In accordance with the RFP, Brandt will prepare a User Acceptance Test (UAT) plan and test scenarios/scripts for users to follow during the initial structured portion of the UAT.

- As usual with the Go Outdoors Nebraska environment, Brandt will continue to assist NGPC during the preparation and execution of the acceptance test by establishing test data and maintaining the test environment.

- Brandt will provide the draft version of all documentation, including the Requirements Traceability Matrix (RTM), which will be delivered with the final product at the time of the initiation of the UAT period.
- The RTM will clearly indicate new and/or changed requirements to where and how they have been implemented in the system, to assist the users during testing.
- Brandt will correct any errors identified by the User Acceptance Test team. Brandt will document the results of the testing in the project’s Test Report.

PROJECT RESOURCE MANAGEMENT

Resource planning will be undertaken as part of the project initiation phase. With Brandt’s extensive experience with providing similar services, the RFP requirements, and our understanding of NGPC’s goals, Brandt has identified the project resources needed and appropriate timing throughout the project. Brandt’s team is readily available to commit to the implementation of the Go Outdoors Nebraska solution. Our Project Resources will be monitored and updated in conjunction with the monitoring and maintenance of the Project Scope and Schedule.

Project Staffing Estimates

A detailed work breakdown structure has been developed for this project to most accurately estimate resource requirements throughout the duration of the project. This estimate is manifested through the estimation of each project requirement across all resources required to satisfy that requirement and through the entirety of the development lifecycle. This allows the Brandt team to accurately estimate the work and the resource requirements for the duration of the project.

During the project planning phase, the staffing estimates are reviewed by the project manager. Staff assignments are entered into the resource planning tool and priorities are finalized with the greater project management team to ensure optimal availability of team members. These assignments are continually reviewed on a bi-weekly basis during the lifecycle of the project.

Project Roles / Responsibilities

The roles and responsibilities of the Brandt team for the Go Outdoors Nebraska solution implementation are listed below.

A full RACI matrix will also be created for the Go Outdoors Nebraska solution.

- **Responsible:** person who performs an activity or does the work.
- **Accountable:** person who is ultimately accountable and has Yes/No/Veto authority.
- **Consulted:** person that needs to provide feedback and contribute to the activity.
- **Informed:** person that needs to be informed of the decision or action.

Brandt’s Project Team Roles will include:

- Executive Sponsor
- Contract Manager
- Project / Account Manager
- Quality Assurance Analyst
- Data Migration Specialist
- Release Manager
- Call Center/Help Desk Manager
- Help Desk Agents

- Business Analyst
- Application Developers
- Marketing Manager
- Product Manager
- Mobile App Developer
- Fulfillment Agent
- Lead Solution Architect
- Data Intelligence Specialist

PROJECT COMMUNICATION MANAGEMENT

Brandt’s communications plan defines the communication activities and communication vehicles that will be used through NGPC’s Go Outdoors Nebraska solution project. It defines the communications approach and framework to provide all involved stakeholders information for full engagement.

The following table describes the base communication activities designed to communicate effectively throughout the life of the project. With several offices and team members located throughout the country, we are readily accessible to exceed NGPC’s communication needs.

Both Brandt’s and NGPC’s Project Managers will be included on all correspondence between project stakeholders. In the event that an item needs to be escalated within Brandt, it will be through the Brandt Project Manager and Brandt’s Executive Sponsor.

Communications Plan (Figure 41)

Communication	Purpose	Participants	Delivery	Frequency
Planning Meeting	Initiate planning Create list of Stakeholders Agree on scheduling and location (Brandt’s or NGPC’s location)	Brandt and NGPC Project Teams	Onsite and via Webinar	One time
Stakeholders Meetings	Align stakeholders’ goals and objectives with project approach and methodologies	Brandt and NGPC Project Stakeholders	In-Person Meeting	Monthly
Weekly Project Status Meetings	Update the joint project team Used as vehicle to share project deliverables Updates to Milestone statuses Updated Risk Register Discuss upcoming dates/ events.	Brandt and NGPC Project Stakeholders	In-Person Meeting	Weekly
Weekly Status Reports	At-a-glance look at what was accomplished, what is being worked on, and what has been reported in the last week	NGPC Project Stakeholders	In-Person Meeting or email	Weekly
Scrum Meetings	Internal collaboration	Brandt’s internal team	In-Person Meeting	Daily
Project Schedule	Plan updates Accomplishments Approved Change Controls	Brandt and NGPC Project Stakeholders	In-Person Meeting or email	Monthly
Issues Log	Report on updates or progress	Brandt and NGPC Project Stakeholders	In-Person Meeting or email	Added to the Weekly status reports as needed Shared at monthly Stakeholders Meetings
Risk Register	Report on updates or progress	Brandt and NGPC Project Stakeholders	In-Person Meeting or email	Added to the Weekly status reports as needed Shared at monthly Stakeholders Meetings
Requirements Gathering Sessions Summary	Document results of requirements gathering	Brandt and NGPC Project Teams & Stakeholders	In-Person Meeting	TBD
JIRA	Document ticket/story/epic status	Brandt and NGPC Project Teams	Online	Real-Time

Communication	Purpose	Participants	Delivery	Frequency
Ad Hoc Meeting(s) as needed	Additional meetings necessary	Brandt and NGPC Project Teams & Stakeholders	In-Person Meeting	TBD

Figure 41

PROJECT RISK MANAGEMENT

Brandt’s Risk Management Process aims to identify and manage the risks associated with the Go Outdoors Nebraska solution implementation. Our Risk Management methodology, in accordance with the PMBOK, includes the following steps:

1. Plan for the Risk
 - a. Define how the project team will conduct risk management.
2. Identification of the Risks
 - a. The project team will conduct sessions focused on risk identification sessions.
 - b. Typically, there are one or two risks that are of higher precedence over others.
3. Qualitative Analysis and Prioritization of the Risks
 - a. Once identified, risks must be assessed on their probability and impact.
4. Quantitative Analysis of the Risks
 - a. Numerically analyze the combined effect of the risk overall
5. Plan Risk Response
 - a. Each risk needs to be addressed with a plan for addressing it in order to:
 - i. Avoid – develop a way to avoid or remove the risk
 - ii. Exploit – embrace the risk and make it work to the positive
 - iii. Transfer/Share – to a third party or share the risk
 - iv. Mitigate/Enhance - the impact by developing a contingency plan
 - v. Accept - take no further action
6. Implement Risk Response
 - a. When the planning phase is complete and all currently known risks have been documented with corresponding plan information, each risk is assigned a status, and metrics are developed to help track that status. This process is continual through the project life-cycle.
7. Risk Monitoring
 - a. Throughout the life of the Project, the Project Team will take actions to control the risks accordingly.

Risk Register

A Risk Register will be used to facilitate the processes described above and to serve as the project artifact for the documentation and management of project risks. In addition, the Project Manager will review the Risk Register on a weekly basis to assess the status of each identified risk and to add new risks. This Risk Register will be included as a part of Status communication among the project team and NGPC, in addition to escalation within the organization.

PROJECT STAKEHOLDER MANAGEMENT

Brandt recognizes that the basis of effective Stakeholder Management stems from building a team relationship where all members feel respected, engaged and included. Based on such a relationship, Brandt works hard to resolve issues timely and effectively with all project stakeholders. Stakeholder Management is done primarily via the Communications Management Plan and the issue and risk registers.

Transition Management Plan

Brandt will work with NGPC to seamlessly transition from the current solution to the new Go Outdoors Nebraska solution. The transition plan will include in-depth plan information for the following transition deliverables:



Database Review & Cleansing

As the incumbent vendor, Brandt is intimately familiar with the solution database. Since Brandt already has access to the data, there is significantly lower risk involved. We will take this time to do any additional database review and cleansing tasks to ensure a successful solution transition.



User Training & Readiness

One key success factor is ensuring all users are prepared for the transition, including customers, Agents and NGPC. Brandt will work directly with NGPC to ensure all users are trained and prepared for the transition through a series of communication and training plans.



Customer Service & Support

To be fully prepared to support customers and Agents, Brandt's Contact Center and Phone Sales teams will be fully prepared for the transition through rigorous training and preparedness plans. Brandt will work with NGPC to proactively port any additional NGPC-owned contact phone numbers managed by NGPC, as appropriate.

- c. Technical Considerations
- d. Detailed Project Work Plan
- e. Deliverables & Due Dates

Please see Brandt's completed Attachments A, B, and C (Required Traceability Matrix (RTM) documents) on the following pages.

Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

Bidder Name: **Brandt Information Services, LLC**

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 response definitions as these responses, as well as the entire response to this RFP, will become part of any 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 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.

Attachment A
Requirements Traceability Matrix (RTM)
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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: <ol style="list-style-type: none"> 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 <p>Bidder Response:</p> <p>LOGGING IN / CREATING A NGPC CUSTOMER ACCOUNT</p> <p>The Online Sales landing / home page provides customers the ability to create a new customer account or locate their existing customer record. Users will be required to enter their date of birth, second form of personal identification, and last name. Brandt will import all available customer accounts in the current licensing database.</p> <p>New Customers</p> <p>New customers with no existing record found will be required to create a customer account to access the catalog and</p>	✓			

Attachment A

Requirements Traceability Matrix (RTM)

Request for Proposal 6506-Z1

make purchases. This ensures that all business rules and permit issuance requirements are enforced. To create a new customer account, users will need to verify if they have an existing customer account. Users can locate their account by following the two-step process, identified above. Users can only create a customer account if the system did not find a customer account to ensure duplicate accounts are not created. If the system did not locate a customer account, it will populate the **Yes, Create Account** and **No, search again** buttons below the **Locate Your Customer Account** section as displayed below (Figure 42).

To create a new customer account, users will click on the **Yes, Create Account** button.

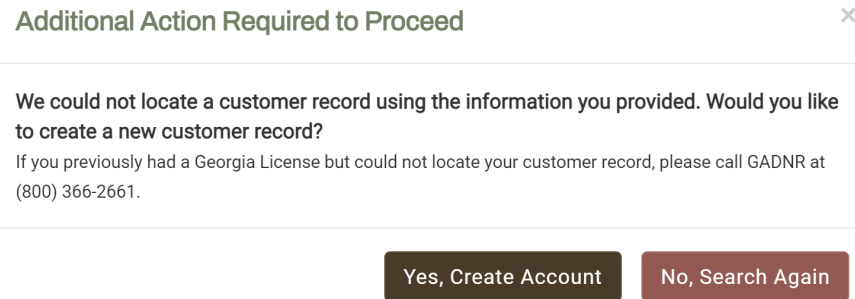


Figure 42

The **Create Customer Account** page (Figure 43) allows users to enter their customer information, physical address, and mailing address. The fields that are marked with the red asterisk (*) are required and will be designated by NGPC.

Brandt will work with NGPC to determine a final, comprehensive list of fields required for a customer profile. At a minimum, profile fields will include:

- First & Last Name
- Last Four of SSN
- Phone Number(s)
- Height / Weight / Eye Color
- Demographic
- Driver's License
- Physical Address
- Hunter Ed Certifications
- Date of Birth
- Email Address
- Mailing Address (If Different)
- Residency

Attachment A

Requirements Traceability Matrix (RTM)

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Cancel And Search Again

All fields indicated with an (*) are required

Personal Identifiers

Residency *
Current GA Resident (3 Months or Longer) Select

Customers 16+ must hold a current, valid Georgia Driver's License / ID 3 months or longer to be classified as a Resident
View Residency Requirements
* U.S. Citizen NON U.S. Citizen

First Name * Middle Name Last Name * Suffix
SSN * @

Demographics

Gender * Birth Date (MM/DD/YYYY) *
01/01/2009

Contact Information

Email:
Primary Phone:
Mobile # XXX - XXXXXXXX
Secondary Phone:
Phone Type # XXX - XXXXXXXX

Physical Address Non-US Address
We do not ship internationally, please enter a domestic address.

Street * Apt / Suite / Other City * State *
Street Apt / Suite / Other City Select One
Zip Code * County *
Zip Out of State

Different Mailing Address

Cancel Create Customer

Figure 43

Returning Customers

Returning customers will perform the same lookup steps as new customers. When a matching account is found, customers will either:

- Be taken to the edit screen for their customer profile to provide missing required fields, if the account is missing information required by NGPC.
- Be taken to their customer profile home page / dashboard to begin the purchase process.

Attachment A
Requirements Traceability Matrix (RTM)
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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: <ol style="list-style-type: none"> 1. Unique Customer ID number 2. Customer demographics 3. Last 4 digits of SSN – alpha numeric 4. Add a “new” required field 	✓			

Bidder Response:

The required fields outlined are available by default within the Go Outdoors platform. Creating a new customer profile requires the following fields, and configurations are available to administrators to make these required or optional:

- Customer demographics
- Last 4 digits of SSN – alpha numeric

Figure 44

From the Customer Profile page (Figure 44) NGPC users can click “Edit Profile” to gain access to the customer profile

Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

	<p>where edits may be made. All edits made are tracked in audit logs indicating which user (employee name) made changes and which changes were made.</p> <p>The unique customer ID number is automatically assigned at customer creation and is not currently editable within Brandt’s preexisting solution. This ensures that not duplicate number is used and every action taken within the system is tied back to the unique customer ID.</p> <p><i>Brandt will work with NGPC to customize/configure the proposed Go Outdoors Nebraska solution to meet this source need. Comments may be added to the customer profile in the form of a service desk note. This will appear on the customer profile for all NGPC users and law enforcement to see, but not available for the public customer to view.</i></p>
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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.	✓			
	<p>Bidder Response:</p> <p>A password is not required to log on to a customer profile, therefore no password reset is needed.</p> <p>Rather than a username and password login, the Online Sales landing / home page provides customers the ability to create a new customer account or locate their existing customer record by entering their date of birth, second form of personal identification, and last name. Brandt will import all available customer accounts in the current system databases.</p> <p>By using this approach, our state agency partners are able to drastically reduce the volume of “I cannot log in” phone calls and complaints from public customers.</p> <p>The following three lookup steps are used for locating and creating a customer account:</p> <p>Step 1 - Enter Date of Birth: Step 1 allows users to enter their date of birth using numbers only. It requires the MM/DD/YYYY date format, for example 05/10/1973.</p>				

Attachment A
Requirements Traceability Matrix (RTM)
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	<p>Step 2 - Provide Last Name: Step 2 allows users to locate their account by providing the last name on their account.</p> <p>Step 3 - Provide a Personal Identifier: Step 3 allows users to select a personal identifier. Customers have the option of selecting one of the following types of identification:</p> <ol style="list-style-type: none"> 1. Last Four of SSN 2. Driver's License Number 3. Customer ID 4. Other Document Type
--	--

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.	✓			
	<p>Bidder Response:</p> <p>All system addresses are validated, standardized, and geocoded using SmartyStreets address validation tool. This tool will automatically identify the appropriate county for addresses entered, and will verify the address entered against the United States Postal Service (USPS) deliverability standards. This includes prompting for apartment or suite number when the address recognized is part of a building with multiple units.</p>				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-005 Section VII.A	A. Describe how your system flags or identifies specific customer groups such as: <ol style="list-style-type: none"> 1. Customers 69 and older by the DOB 2. Veteran 64 and older 	✓			

Attachment A
Requirements Traceability Matrix (RTM)
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	3. Disabled Veteran 4. Special/Disabled Fish 5. Deployed Military				
<p>Bidder Response:</p> <p>The Go Outdoors Nebraska solution leverages the following data points to identify customer groups:</p> <ul style="list-style-type: none"> • Customer Date of Birth • APIs with third party data providers such as ID.me • Customer submitted forms and approval queues • Previous system data <p>Age is dynamically determined when viewing a customer profile and purchasing permits to only show applicable products such as Senior Permits.</p> <p>Veteran and Deployed Military designations may be administratively added to a customer profile upon proof of identification. Brandt also offers an integration with ID.me to validate military status without manual approvals.</p> <p>Special/Disabled account classification may also be administratively added to a customer profile. If NGPC desires, a customer form may also be available for a customer to submit documentation for administrative approval in order to receive the special/disabled designation.</p>					

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.	✓			
<p>Bidder Response:</p> <p>Brandt provides landowner management features in several of our current solutions. An example is Oklahoma</p>					

Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

Department of Wildlife Conservation's Resident Antelope Landowner drawing. This drawing included special features that provided weighted point values to landowner applicants based on land acreage and other attributes. These multipliers were used during the automated draw process to issue special landowner tags according to program business rules.

Our solution currently integrates with data provided by the state or third party record keeping services, like county land data. If a manual process is preferred, Brandt will work with NGPC to meet this requirement. *The customization will be completed and ready for release before Go Live.*

When creating a customer profile, system users will be able to fill out specific fields regarding their landowner status including:

- Number of acres owned
- Parcel identification number
- Quarter
- Section
- Town
- Range
- County
- Acres
- Possession (own or lease)
- Relation to the owner
- Name of the property owner

Attachment A
Requirements Traceability Matrix (RTM)
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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.	✓			
	<p>Bidder Response:</p> <p>Field Level Validations</p> <p>Real time field level validations will verify customer entries for data fields to make sure the response meets data requirements. For example:</p> <ul style="list-style-type: none"> • Customer SSN fields will prevent non-numeric character entry and will validate the length of the number entered to verify SSN format standards. • Email address fields will validate entries to ensure a proper format, such as use of the '@' sign and other standards. • Special characters will only be allowed in descriptor fields and other data fields as needed. • Required fields will be denoted with asterisk and users will be prompted to enter missing required information prior to proceeding. 				

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-008 Section VII.B	A. Describe how the system checks for item prerequisites before adding an item to the cart.	✓			
	<p>Bidder Response:</p> <p>Through the administrative Catalog Manager, NGPC will have the ability to create and edit licenses and permits in real time. Business rules include residency and age requirements, fulfillment methods, must have / can't have requirements (prerequisites and exclusions), maximum allowed attributes, and other setup items.</p> <p>Must Have / Can't Have setups allow NGPC to configure which permits a customer is excluded from purchasing once</p>				

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the item is in their cart, and determines what prerequisite items the customer must have in order to purchase the permit. Customers will be prompted to add prerequisites to their shopping cart if they are eligible to purchase the item based on item attributes and sales channel.

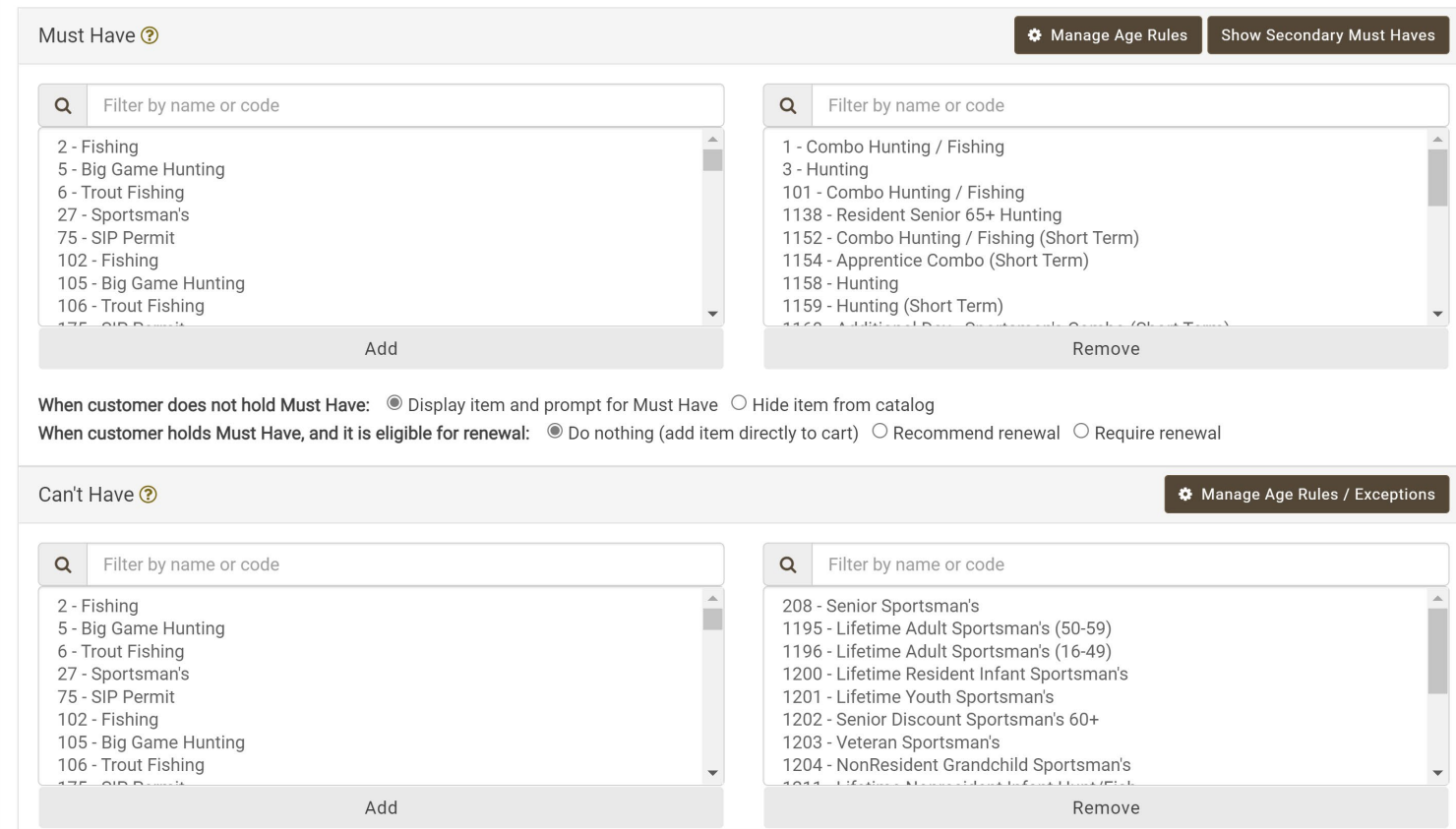


Figure 45

The Catalog Manager includes another level of business rules and eligibility requirements - permit combination groups. This allows for the maximum number of permits that can be held within a subset of available items. This feature may be leveraged in a scenario where business rules require another level of complexity.

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If a customer clicks to add an item to their cart in which they don't have one of the configuration "Must Haves", a pop up will appear (*Figure 46*), telling the customer that he/she must add one of the other following items to the cart before proceeding.

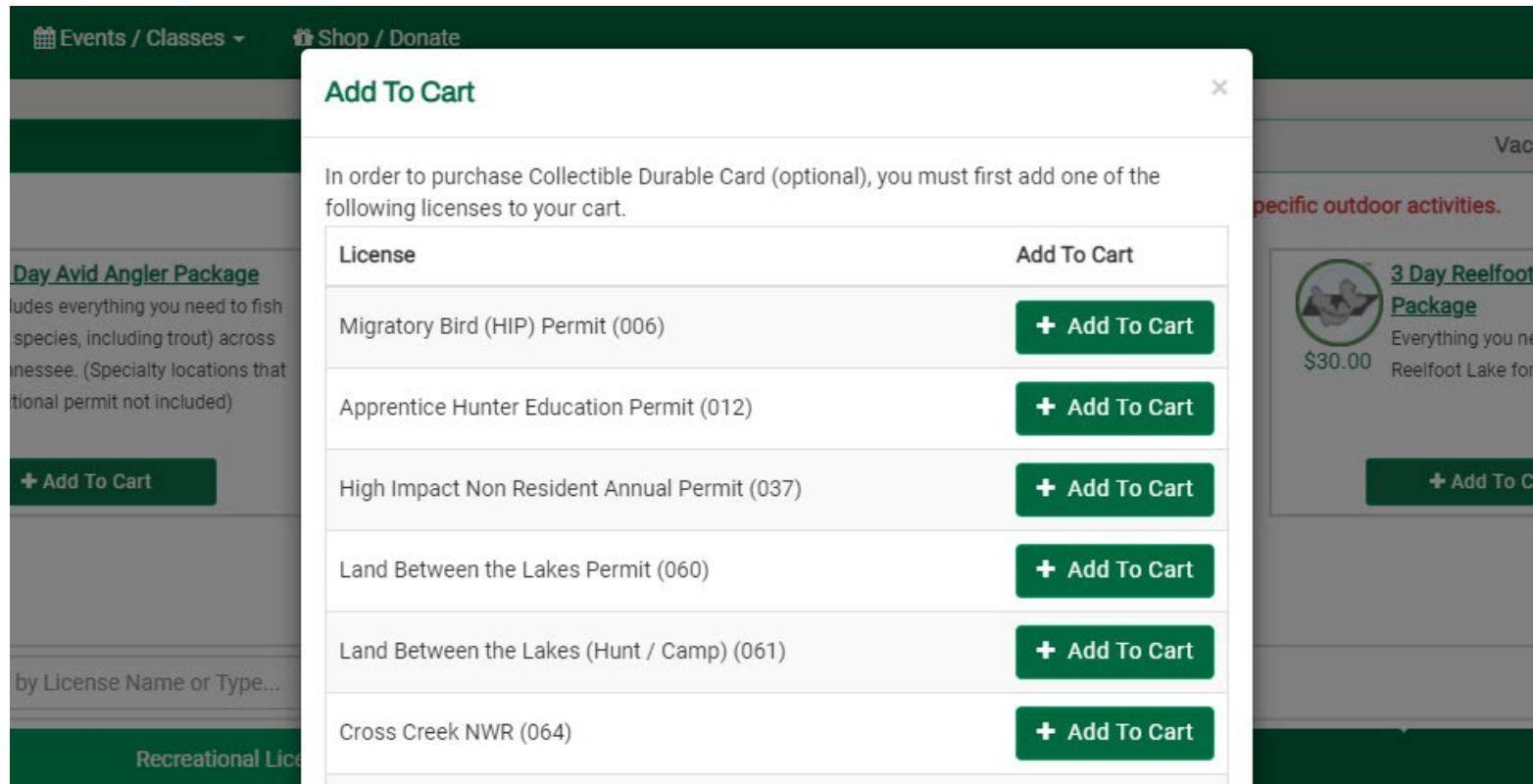


Figure 46

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FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-009 Section VII.B	<p>A. Describe how the system checks to make sure the number of sold permits does not exceed available inventory.</p> <p>Bidder Response:</p> <p>NGPC Administrators will have the ability to create new inventoried products and determine which sales channels the products are available through using the Catalog Manager's pricing grid. Only agent types that have a pricing grid setup will have access to the inventoried item in the product catalog.</p> <ul style="list-style-type: none"> • Inventory Counts • Availability by Type • Quantity Restrictions • Fulfillment Tracking <p>Brandt will develop a customized inventory supply request queue that will be available to NGPC Administrators. This queue will provide a list of inventory / supplies requests submitted.</p> <p>Authorized users can authorize or deny individual order requests.</p> <ul style="list-style-type: none"> • If a request is authorized, the inventory will be deducted based on the quantity fulfilled. • Authorized requests will be sent to a file for fulfillment in real time. • Denied inventory requests will not deplete inventory counts. • Authorization and denial details, like status date, authorized / denied by, and fulfillment status will be tracked for each inventory order. <p>Inventory & Supply Business Rule Enforcement</p> <p>Once an inventory is fully depleted or meets a specific threshold designated by NGPC the product will not be available to users. Users will receive a system message notifying them that the product is not currently available. Once inventory is re-added, the product will become available again.</p> <p>Brandt will work NGPC to determine configuration requirements for order status and the automation of authorization workflows. For example, if an inventory request is authorized, the inventory will automatically be deducted by the amount to be fulfilled and the order will be sent to a fulfillment file without manual intervention.</p>	✓			

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FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-010 Section VII.B	<p>A. Describe how the system validates a customer's profile to check age and residency.</p> <p>Bidder Response:</p> <p>The solution includes real time validations and system messaging features to validate information as it is entered and ensure only data that meets predefined standards is stored. Users will be prompted to correct or provide information prior to proceeding. Examples of these validations include:</p> <p>Age Validations</p> <p>Age is dynamically validated off of Date of Birth when viewing a customer profile and purchasing permits to only show applicable products such as Junior, Adult, and Senior Permits.</p> <p>Residency Validation</p> <p>The solution may validate residency in a couple ways:</p> <ul style="list-style-type: none"> • If NGPC has access to the state drivers license file, an integration (API or batched file) will allow Go Outdoors Nebraska to validate state residency based on the driver's license file. • If a data integration is not available to NGPC for automatic residency validation residency, Go Outdoors Nebraska may be configured to require the customer to affirm residency prior to completing a transaction. <p>Validation Details</p> <ul style="list-style-type: none"> • The solution will strictly enforce system business rules throughout the transaction process, preventing a user to complete a transaction that violate the business rules. • All validations are performed in real time. • Failed validations use client-side transaction retries for resolution. A transaction will not be finalized and posted to the solution server database until all validations are complete. • System error messages will be displayed clearly and concise throughout each page. When validation errors occur, users will be presented with an error message describing the validation issue and will be taken to the 	✓			

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	section of the page where the error occurred.
--	---

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.	✓			
	<p>Bidder Response:</p> <p>All system addresses are validated, standardized, and geocoded using SmartyStreets address validation tool. This tool will automatically identify the appropriate county for addresses entered, and will validate the address entered against the United States Postal Service (USPS) deliverability standards. This includes prompting for apartment or suite number when the address recognized is part of a building with multiple units.</p> <p>The customer may also be prompted to confirm their mailing address prior to completing the transaction.</p>				

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-012 Section VII.B	A. Describe how the system verifies against revocation list/rules.	✓			
	<p>Bidder Response:</p> <p>Revocations may be added by authorized users as well as data integrations, and will remain on the customer profile until a data change occurs. The revocations on file are validated throughout the customer purchase workflow to ensure a customer cannot purchase a permit that they are prohibited to purchase due to a revocation on file.</p> <p>Brandt's solution is ready to integrate with a third party data source that may verify a customer's revocations such as Child Support.</p> <p>The Go Outdoors Nebraska solution involves multiple web-based application programming interfaces (APIs) ranging</p>				

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from customer lookup and search APIs, to APIs that read or write license/permit revocations. This will enable the solution to interface with other agencies and solutions to update accounts and provide data based on NGPC business rules.

The Go Outdoors solution provides integration at both the Data level and through application programming interfaces. APIs are exposed as web services using SOAP / WSDL end-points as well as REST end points. All API services are delivered over HTTPS / SSL encryption and API access is restricted for each consumer using an account ID and password combination passed in each call. API accounts may only access the web service end-points they have been granted access to, so it is possible to restrict a specific area of the Commission to certain parts of the system or to provide restricted access to partner agencies in the state.

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.	✓			
<p>Bidder Response:</p> <p>Brandt's solution includes several features to support the purchase of replacement (duplication) permits. NGPC will have the ability to set the price for the reprint to a set dollar amount or free. NGPC can also choose whether customers should have the ability to select which privileges they would like to replace and whether the replacement fee should be at the transaction level or per privilege level.</p>					

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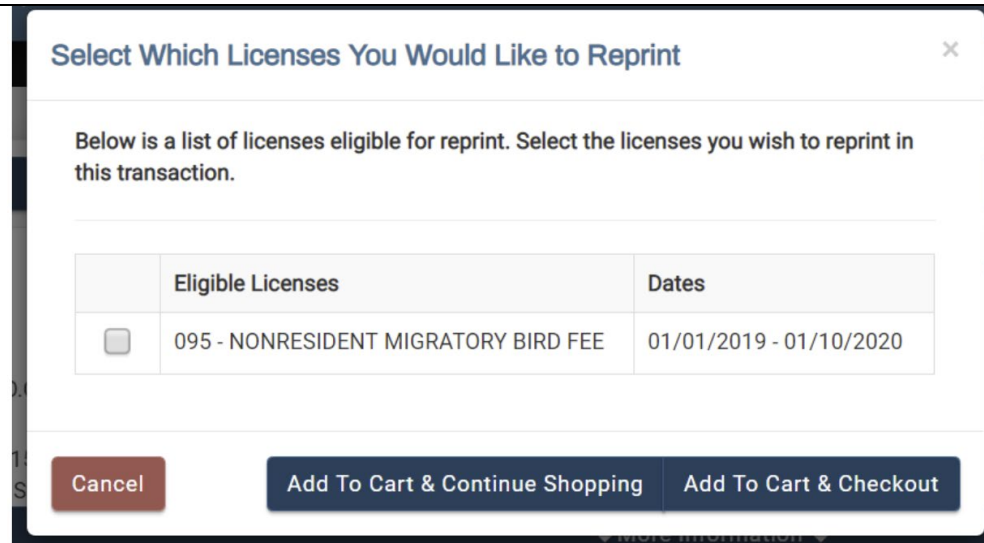





Figure 47

Any time a customer reprints the permit online, the permit document will contain a list of valid and active (unexpired) privileges held by the customer at the time the permit is generated, as allowed by NGPC (Figure 47).

- Privileges and products that cannot be self-fulfilled and must be mailed to the customer will include a "Purchase Duplicate" button next to each product a duplicate can be purchased for.
- Customers will have the ability to add duplicate permits to their cart once the original permit type is added to their cart. This includes duplicate permit documents, hard cards, or registration cards / decals.
- In accordance with NGPC business rules, once a tag has been used, the corresponding privilege can be removed from the list of customer permits eligible for replacement.

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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.	✓																																										
	<p>Bidder Response:</p> <p>Agents will have the ability to reprint licenses and permits sold at their agent location for a set period of time as determined by NGPC. Agents can navigate to their sales history to view all transactions processed at their sales location. On that page (Figure 48), orders within the allotted reprint time will have a "Reprint" button associated with the order to print the license and/or permit documents. The duration for which the 'Reprint' button displays after the sale is a configurable value that can be adjusted as needed.</p> <table border="1"> <thead> <tr> <th>ID</th> <th></th> <th>Date</th> <th>Customer</th> <th>TWRA Number</th> <th>Status</th> <th>Business Name</th> <th>Username</th> <th>Void Order?</th> <th></th> </tr> </thead> <tbody> <tr> <td>130255957</td> <td>Details</td> <td>6/20/2017 10:29:45 AM</td> <td>HUNTING</td> <td>1000499811</td> <td>Paid</td> <td>Academy Sports & Outdoors 134</td> <td>Tiffani.CheckStation</td> <td>No</td> <td></td> </tr> <tr> <td>30622799</td> <td>Details</td> <td>5/25/2017 6:14:40 PM</td> <td>WOOD</td> <td>1000585540</td> <td>Paid</td> <td>Academy Sports & Outdoors 134</td> <td>Frontend</td> <td></td> <td></td> </tr> <tr> <td>30622744</td> <td>Details</td> <td>5/25/2017 6:03:45 PM</td> <td>PRICE</td> <td>1000585530</td> <td>Paid</td> <td>Academy Sports & Outdoors 134</td> <td>Frontend</td> <td></td> <td></td> </tr> </tbody> </table> <p style="text-align: center;">Figure 48</p>					ID		Date	Customer	TWRA Number	Status	Business Name	Username	Void Order?		130255957	Details	6/20/2017 10:29:45 AM	HUNTING	1000499811	Paid	Academy Sports & Outdoors 134	Tiffani.CheckStation	No		30622799	Details	5/25/2017 6:14:40 PM	WOOD	1000585540	Paid	Academy Sports & Outdoors 134	Frontend			30622744	Details	5/25/2017 6:03:45 PM	PRICE	1000585530	Paid	Academy Sports & Outdoors 134	Frontend	
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30622744	Details	5/25/2017 6:03:45 PM	PRICE	1000585530	Paid	Academy Sports & Outdoors 134	Frontend																																					

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.	✓			
	<p>Bidder Response:</p> <p>Exchange Permits</p> <p>Brandt proposes additional features available to NGPC that allow for the transfer of licenses and permits for limited</p>				

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	<p>entry types to accommodate this requirement.</p> <p>Brandt will work with NGPC to define and implement a streamlined and fully audited process that tracks, records, and enforces tag transfers completed by NGPC authorized users.</p> <p>The Go Outdoors platform will allow for NGPC authorized users to reassign / transfer a permit or tag from one person or type to another. The new feature will be built to support the following:</p> <ul style="list-style-type: none"> • Administrative ability to manually select a customer to transfer a tag to another type. • Full auditing of license/tag transfers for record keeping purposes. • A user permission that can be assigned to various user roles to control access to this feature. • Validations to ensure licenses/tags can only be transferred if they meet NGPC defined business rules, including logic to prevent expired or reported permits from being transferred. • User interface displays to clearly denote permits/tags that have been transferred.
--	--

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.		✓		
	<p>Bidder Response:</p> <p>Please refer to the below examples for the requested screenshot and receipt of a physical Annual Fish Permit with Aquatic Habitat stamp and paper receipt (Figure 49).</p>				

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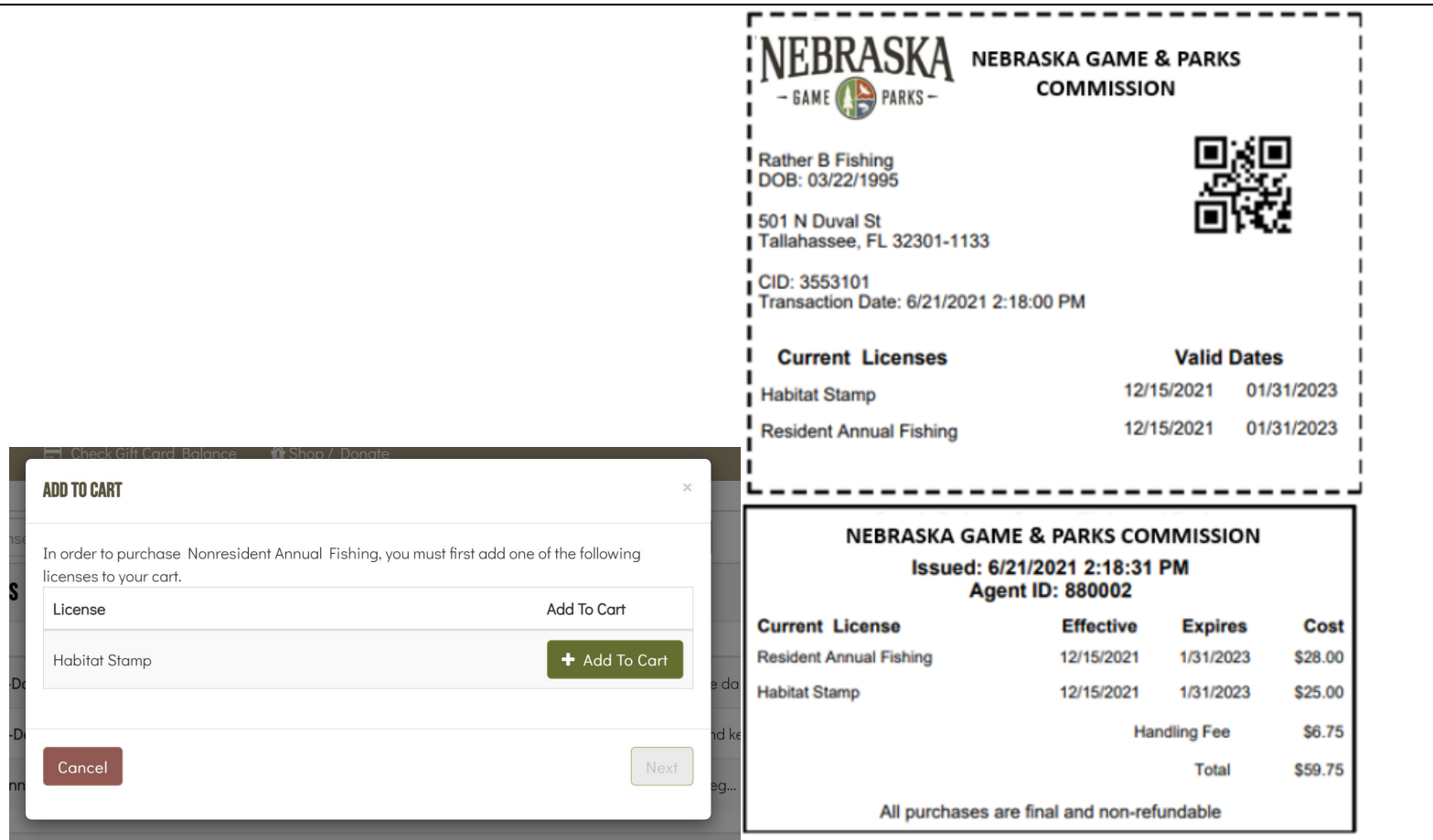


Figure 49

B. Provide a screenshot of a mobile Annual Hunt Permit with Habitat stamp with digital receipt.



Bidder Response:

Please refer to the below for the requested mobile screenshot and digital receipt of an Annual Hunt Permit with Aquatic

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Habitat stamp and paper receipt (Figure 50).

The screenshot displays a mobile application interface for purchasing licenses. An 'ADD TO CART' modal is open, showing a message: 'In order to purchase Nonresident Small Game, you must first add one of the following licenses to your cart.' Below this, a table lists available licenses:

License	Add To Cart
Habitat Stamp	+ Add To Cart

The modal also features 'Cancel' and 'Next' buttons.

To the right, a receipt from the NEBRASKA GAME & PARKS COMMISSION is shown. The receipt includes the following information:

- NEBRASKA GAME & PARKS COMMISSION**
- Rather B Fishing, DOB: 03/22/1995
- 501 N Duval St, Tallahassee, FL 32301-1133
- CID: 3553101, Transaction Date: 6/21/2021 2:18:00 PM
- QR Code

Below the receipt header, a table lists current licenses and their valid dates:

Current Licenses	Valid Dates
Habitat Stamp	12/15/2021 - 01/31/2023
Resident Annual Fishing	12/15/2021 - 01/31/2023

At the bottom right, a detailed receipt table is provided:

NEBRASKA GAME & PARKS COMMISSION			
Issued: 6/21/2021 2:18:31 PM			
Agent ID: 880002			
Current License	Effective	Expires	Cost
Resident Annual Fishing	12/15/2021	1/31/2023	\$28.00
Habitat Stamp	12/15/2021	1/31/2023	\$25.00
		Handling Fee	\$6.75
		Total	\$59.75

A note at the bottom states: 'All purchases are final and non-refundable'.

Figure 50

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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:	✓			
	1. Does the system direct the customer to download an app?	✓			
	2. If “No” to question 1, does the system route the customer to a “mobile optimized” version of the site?	✓			
<p>Bidder Response:</p> <p>The solution does not currently attempt to redirect mobile traffic to first download the app, in an attempt to limit the amount of clicks to complete a conversion. Currently available alternate features include:</p> <ul style="list-style-type: none"> • On the purchase confirmation page, NGPC may configure an ad to appear to promote the mobile app. • Post-transaction email onboarding series may include information and links to download the mobile app. • If the customer does not download the mobile app within 7 days of completing a transaction, a text message may be automatically sent to the customer if an opted-in mobile phone number is on file. <p>If NGPC would like to continue with a mobile popup for downloading the mobile app, Brandt will work with NGPC to customize/configure the proposed Go Outdoors Nebraska solution to meet this requirement.</p> <p>Mobile/Responsive Design</p> <p>Brandt's solution is designed with a mobile-first approach, ensuring the solution scales to the screen of a user's device to provide the best possible user experience, for all public facing and administrative sites.</p> <p>Brandt uses several system and application tools to ensure our solutions are compatible with a wide variety of browsers and operating systems. We perform compatibility testing across hundreds of combinations of devices, operating systems, and software versions using BrowserStack to ensure optimal performance across common user technology configurations. Using BrowserStack, Brandt's testing division tests all application screens and processes across dozens of combinations of browsers and operating systems to ensure the site is functioning properly, to identify potential visibility/content enhancement, and any other items to provide the best viewing experience and sales process.</p>					

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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.	✓			
<p>Bidder Response:</p> <p>All sales transactions are tracked by specific sales channel by an Agent Location ID to ensure each transaction is identifiable to either be a sale from:</p> <ul style="list-style-type: none"> • Public Website • Mobile • External Agent • Internal Agent <p>This is accomplished in the configuration of the transaction sales channel set up to accurately and clearly report on the location of each sale.</p> <p>When purchasing products (regardless of sales channel), a customer will be logged in to their profile, which is linked to their Customer Identification Number. Once the user is logged in and purchases an item, it will be logged and stored as a purchase on their customer profile.</p> <p>All orders processed will be associated with the user that processed the transaction and will be logged in the database. Transaction details including the user that completed the order will be displayed on the order details page.</p> <p>All transactions will include:</p> <ul style="list-style-type: none"> • Customer ID • Transaction ID • Product ID(s) • Timestamp • Browser / Device (if applicable) • System user (if applicable) 					

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	<ul style="list-style-type: none"> • Agent Location ID • Agent User ID (if applicable) • Generated Document ID (if applicable) <p>Each of these data points may also be filtered down and displayed for reporting or data-driven decision making purposes.</p>
--	---

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-019 Section VII.E.2A	<p>A. Describe how a customer initializes the purchase process via:</p> <ol style="list-style-type: none"> 1. Public Web 2. Mobile 	✓			
<p>Bidder Response:</p> <p>Public Web Sales Workflow:</p> <p>The permit sales process for internet customers consists of four quick steps that can be accomplished in a few short minutes.</p> <p>OVERVIEW</p> <p>Users can navigate through the Go Outdoors site and instantly purchase and print permits. The layout and flow of NGPC's systems will be designed to not only reflect NGPC branding and messages, but to simplify the purchasing process while engaging and retaining customers.</p> <p>When the system successfully locates an account, the customer's profile / information page opens. It allows users to view, edit, and update certain account information, as well as provide additional links at the top of the page for accessing the home screen, locating an agent, view the shopping cart, get additional help and log off the system. Customers will also have the ability to view any current / active permits they hold.</p> <p>The Customer Information page provides the following links and buttons:</p> <ul style="list-style-type: none"> • Home - The Home link directs users to the home screen (customer profile and site navigation menu options). 					

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- Make a Purchase - The Make a Purchase link directs users to their License/Permit catalog.
- Locate an Agent - Directs users to an interactive mapping and search tool to locate Permit Agent locations by city or the user's current location.
- My Cart - The My Cart link directs users to their online shopping cart.
- Help - The Help link directs users to customized help content based on the module and screen they are on.
- Log Off - Logs the user off the system.
- Update Profile - The Update Profile option allows users to edit and manage certain customer account information, such as phone number, email, or physical / mailing address.
- Permit History - This option allows users to view previously held permits.
- Documents - Customers will have the ability to upload documents to their customer account for real time access by NGPC. Through this page, customers can upload documents from their computer or mobile device and view documents previously uploaded.

STEP 1: Logging In / Creating a NGPC Customer Account

The Online Sales landing / home page provides customers the ability to create a new customer account or locate their existing customer record. Users will be required to enter their date of birth, second form of personal identification, and last name. Brandt will import all available customer accounts in the current licensing database.

The following three lookup steps are used for locating and creating a customer account:

Step 1 - Enter Date of Birth: Step 1 allows users to enter their date of birth using numbers only. It requires the MM/DD/YYYY date format, for example 05/10/1973.

Step 2 - Provide Last Name: Step 2 allows users to locate their account by providing the last name on their account.

Step 3 - Provide a Personal Identifier: Step 3 allows users to select a personal identifier. Customers have the option of selecting one of the following types of identification:

- a. Last Four of SSN
- b. Driver's License Number
- c. Customer ID
- d. Other Document Type

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The system will not allow users to make a purchase without a customer profile. Customer profiles will be stored for future lookup even if a customer does not purchase a permit or complete a transaction.

New Customers

New customers with no existing record found will be required to create a customer account to access the catalog and make purchases. This ensures that all business rules and permit issuance requirements are enforced. To create a new customer account, users will need to verify if they have an existing customer account. Users can locate their account by following the two-step process, identified above. Users can only create a customer account if the system did not find a customer account to ensure duplicate accounts are not created. If the system did not locate a customer account, it will populate the **Yes, Create Account** and **No, search again** buttons below the **Locate Your Customer Account** section as displayed below.

To create a new customer account, users will click on the **Yes, Create Account** button.

The **Create Customer Account** page ([Figure 51](#)) allows users to enter their customer information, physical address, and mailing address. The fields that are marked with the red asterisk (*) are required and will be designated by NGPC.

Brandt will work with NGPC to determine a final, comprehensive list of fields required for a customer profile. At a minimum, profile fields will include:

- First & Last Name
- SSN
- Phone Number(s)
- Gender
- Driver's License
- Physical Address
- Date of Birth
- Email Address
- Mailing Address (If Different)

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The screenshot shows a web form for user registration. At the top, there is a navigation bar with the 'GEORGIA' logo and links for 'Locate an Agent', 'Locate My Account', 'Events / Classes', 'Volunteering', and 'WMA Sign-In'. A 'Welcome' dropdown menu is on the right. Below the navigation bar is a 'Cancel And Search Again' button. The main form area is titled 'Personal Identifiers' and includes a note: 'All fields indicated with an (*) are required'. The form is divided into several sections: 'Residency' with a dropdown menu and a 'Select' button; 'Personal Identifiers' with fields for First Name, Middle Name, Last Name, and Suffix; 'Document Information' with fields for Document Type (US Driver's License Number), Number, Issuing State (Select One), and SSN; 'Demographics' with fields for Gender and Birth Date (MM/DD/YYYY); 'Contact Information' with fields for Email, Primary Phone (Mobile), and Secondary Phone (Phone Type); and 'Physical Address' with a checkbox for 'Non-US Address'.

Figure 51

Returning Customers

Returning customers will perform the same lookup steps as new customers. When a matching account is found, customers will either:

- Be taken to the edit screen for their customer profile to provide missing required fields, if the account is missing information required by NGPC.
- Be taken to their customer profile home page / dashboard to begin the purchase process.

STEP 2: Purchasing License, Permits, & Products

The Go Outdoors system provides customers an industry leading online experience for managing their customer account, purchasing permits and products, and printing eligible licenses, permits, and tags. Using our experience in

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designing e-commerce applications in combination with our expertise in developing wildlife licensing systems, the Go Outdoors system will include a suite of applications that offer a simple and quick method of obtaining permits with minimal commands, screens, and steps.

Selecting Licenses, Permits, and Products for Purchase

Once a customer record is located or created, site users can navigate to the permit and product catalog (Figure 52) to view items eligible for purchase and add items to their shopping cart.

Customers can select privileges from a license/permit catalog organized by permit category, such as Hunting, Fishing, Combinations, Specialty permits, etc. The license/permit catalog displays a list of all available permits to a customer that may be purchased based on residency, age, prerequisites, and other requirements as designated and configured by NGPC.

Customers can purchase multiple privileges within one transaction by simply adding each permit to their shopping cart.

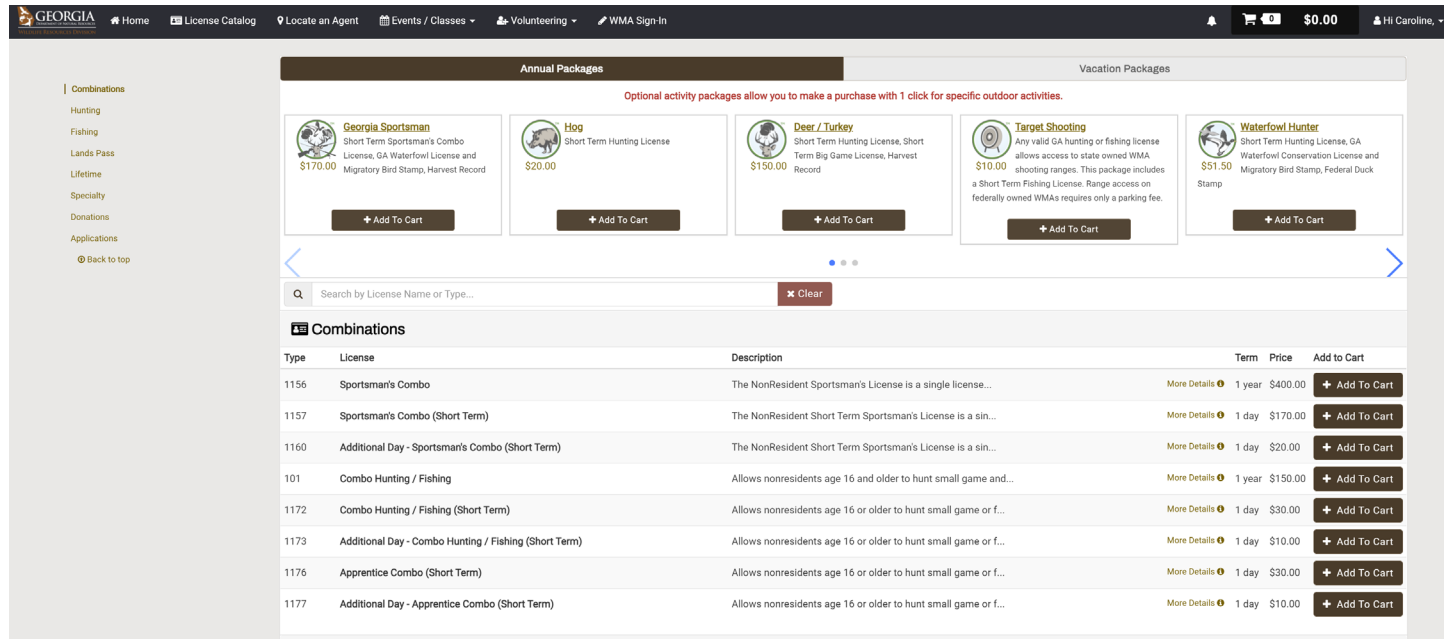


Figure 52

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Activity Packages

Packages offer customers a convenient method of obtaining all required licenses and permits based on their desired activity. To make the sales process easier and help anglers and hunters understand permit requirements, packages offer customers the confidence in knowing they have purchase the required permits to enjoy fishing and/or hunting activities.

The Packages tool is intuitive, configurable, and designed to identify existing privileges from the package should the customer have a current privilege that is included in the package. NGPC will have the ability to create and manage packages through the administrative interface.

Quick Renew Options

A "Renew All" feature allows customers to select one or multiple permits currently held by the customer eligible for renewal to be added to the cart quickly.

Enforcing Business Rules & Eligibility Requirements

The catalog will enforce issuance business rules and eligibility requirements in real time.

- On default page load, the catalog will only display items the customer is eligible for based on residency and age.
- Customers will be prompted to add any required prerequisites when adding an item to the cart that requires a base privilege.
- Error Logging - throughout the transaction process and system workflows, errors are captured and stored for review and analysis by the project team. This information provides the ability to identify the root cause of the issue and identify how a problem occurred within a transaction. Error response codes are stored within the error-logging feature so that an error can be tied to the root cause.

Multiple Permit Selection

- Brandt's robust and flexible solution allows customers to add an unlimited combination of licenses, permits, and products to their cart in accordance with system business rules. The license/permit catalog and listing of available items will be updated in real time as users add items to the shopping cart.
- Using the administrative permit setup configuration, NGPC can customize which permits can be purchased multiple times by the same customer, and which permit types are restricted to just one per customer. Permits already held by the customer will not appear in the catalog, if business rules prevent customers from holding

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more than one. In some cases, NGPC may wish to offer customers the option to purchase the same permit type for multiple permit years. This is referred to as "stacking." These configurations can be setup and modified by the NGPC in real time.

Cross Sells / Recommended Products

Customers may be prompted with cross sell opportunities or recommended products based on NGPC configurations. NGPC will have the ability to manage cross sell settings and product recommendations through the administrative Catalog Manager module.

Surveys

Customers will be prompted to complete surveys as required based on the items in their shopping cart. Customers will not be able to checkout without submitting required information.

STEP 3: Checkout / Submit Payment

After all desired licenses, permits, and products are added to the cart, users may review their cart items and select 'Checkout Now' to finalize the transaction and submit payment,

Donation Round Up

As allowed by NGPC, customers can be prompted to round up their purchase to the nearest dollar or to the nearest five from their shopping cart.

Reviewing the Shopping Cart

Prior to checking out, customers will be prompted to review their cart, where they will:

- View cart totals and individual item costs.
- Manage permit dates for trip permits and other privileges (as allowed)
- Complete required surveys
- Remove items from the cart or clear the entire cart
- Click 'Continue Shopping' to return to the catalog and add items to the cart.

Attachment A

Requirements Traceability Matrix (RTM)

Request for Proposal 6506-Z1

Selecting License / Permit Document Delivery Method

Customers may have the ability to choose their preferred fulfillment method (print at home or mailed) based on the items in their cart. Customers will only have the option to select print at home / electronic fulfillment for eligible items.

Entering Payment Information

From the checkout page, customers will have another opportunity to continue shopping or manage their cart. Once confirmed, customers will be required to provide payment information (Figure 53).

- Customers will have the ability to save a payment method / use a stored payment method to checkout.
- Billing information is automatically populated with the customer name and address. (Customers can edit billing information as necessary.)

The screenshot shows a checkout page with the following elements:

- Checkout Table:**

Item	Detail	Term	Dates	Quantity	Cost	
1	Sportsman's Combo	Caroline Parrish	1 year	06/18/2021 - 06/18/2022	1	\$400.00
- Amount Due Summary:**

Subtotal:	\$400.00
Handling Fees:	\$2.50
Total:	\$402.50
- Your Email Address:** caroline.parrish@brandtinfo.com
- Billing Information:** Fields for Credit Card Number, Exp. Month (MM), Exp. Year (YY), and CVV. Payment icons for VISA, MC, and AMEX are visible.
- Address Information:** Fields for First Name (CAROLINE), Last Name, Street, Apt / Suite / Other, City, State (Florida), and Zip Code.

Figure 53

Affirmations

As required by NGPC customers will be prompted to agree to affirmations prior to checkout. These statements are configurable by sales channel and can be managed by NGPC administratively.

Attachment A

Requirements Traceability Matrix (RTM)

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STEP 4: Printing Permit/License & Transaction Documents

On the transaction confirmation page, customers can:

- Click the 'Print License' button to access an electronic PDF of their license/permit document;
- Continue Shopping; or
- Return home to access their customer profile.

Post Transaction Interaction & Customer Engagement

Marketing and strategic communication tools are a part of your Go Outdoors solution. After a transaction is completed through any sales channel (internet, Agent, telephone) NGPC's customers receive a confirmation email thanking them for their purchase and providing them with a PDF of their permit/license document (if desired by the NGPC and a transaction overview.

Mobile Sales Workflow:

Customers will have access to the same functionality and system features when accessing the online site through a mobile device (*Figure 54 – Customer Mobile Login*), including creating and managing their customer account, viewing their permits and purchase history, purchasing permits and products, downloading permit and product documents, applying for special hunts and viewing drawing results, reporting harvests, and registering / renewing vehicles.

With Brandt, NGPC never has to worry about accommodating new devices. Our flexible and adaptable technologies accommodate new devices and technologies to continuously serve The Commission's customers and users. Additionally, we regularly test compatibility on mobile devices to continuously enhance and optimize the mobile experience.

Brandt designs and develops mobile apps on behalf of our agencies to provide its customers with access to permits and information at their fingertips, no matter where they are. The apps allow customers to not only purchase permits online, but view existing permits and sync their permit documents on the app for offline access. Customers can download multiple customer permits to offer one secure digital permit

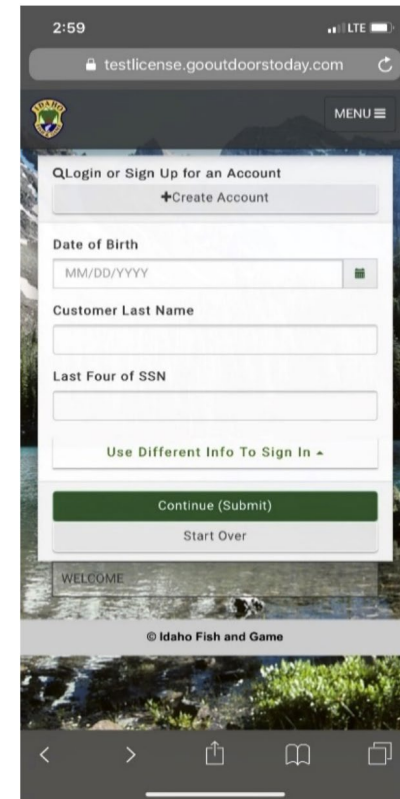


Figure 54

Attachment A
Requirements Traceability Matrix (RTM)
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	<p>document location for families, (such as parents/children), groups, and more.</p> <p>The mobile device purchasing experience follows the same workflows customers will follow with a standard desktop computer using a responsive design and layout that tailors the user experience to the customer's device.</p> <p>Highlights</p> <p>Device keyboards will toggle between the standard alpha keyboard and numeric keypads based on the field type. Numeric fields will prompt the number keypad on the user's device for ease of data entry.</p> <p>The mobile version of the site, when accessed using a mobile device browser, will offer the same functionality and features as the desktop version. No functionality will be lost in the mobile site.</p>
--	--

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 shopping cart.	✓			
	<p>Bidder Response:</p> <p>Following a successful log-in to the Go Outdoors solution, customers may select items from the license/permit catalog (Figure 55). Eligible products and permits are added to the shopping cart by simply clicking on a particular product or permit. As a clear visual aid in the top right corner the customer can see how many items are in their cart at any given time. When the customer has added all their desired items to their shopping cart they may proceed to checkout.</p> <ul style="list-style-type: none"> Customers can add multiple items to their cart without leaving the catalog page. Products and permits are added to cart in accordance with business rules in real time. The catalog is updated each time an item is added to cart to ensure all business rules are being enforced. 				

Attachment A

Requirements Traceability Matrix (RTM)

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The screenshot shows the Georgia Department of Natural Resources website interface. At the top, there is a navigation bar with links for Licensing, Vessel / Boat, Administration, Dashboards, and Reservations. A shopping cart icon shows 0 items for \$0.00. The user is logged in as 'Hi, Caroline'. Below the navigation is a breadcrumb trail: 'Rather B Outdoors' and 'GADNR Customer ID: 1000854100'. The main content area is titled 'Combinations' and features a search bar. A table lists various license combinations with columns for Type, License, Description, Term, Price, and Add to Cart. The 'Add to Cart' buttons for each row are highlighted with a red border.

Type	License	Description	Term	Price	Add to Cart
27	Sportsman's	The Resident Sportsman's License is a single license fo...	1 year	\$65.00	+ Add To Cart
1140	Sportsman's Combo (Short Term)	The Resident Short Term Sportsman's License is a single...	1 day	\$25.00	+ Add To Cart
1164	Additional Day - Sportsman's Combo (Short Term)	The Resident Short Term Sportsman's License is a single...	1 day	\$3.00	+ Add To Cart
1269	Combo - Stack Two Annual	This option stacks two annual combo licenses with no loss o...	2 years	\$60.00	+ Add To Cart
1	Combo Hunting / Fishing	Allows residents age 16 to 64 to hunt small game and fish i...	1 year	\$30.00	+ Add To Cart
1152	Combo Hunting / Fishing (Short Term)	Allows residents age 16 to 64 to fish in fresh and salt wat...	1 day	\$5.00	+ Add To Cart
1165	Additional Day - Combo Hunting / Fishing (Short Term)	Allows residents age 16 to 64 to fish in fresh and salt wat...	1 day	\$1.00	+ Add To Cart
1154	Apprentice Combo (Short Term)	Allows residents age 16 to 64 to fish in fresh and salt wat...	1 day	\$5.00	+ Add To Cart
1167	Additional Day - Apprentice Combo (Short Term)	Allows residents age 16 to 64 to fish in fresh and salt wat...	1 day	\$1.00	+ Add To Cart

Figure 55

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-021	A. Describe the system's capability to complete a lookup on the Interstate Violator Compact.	✓			
Section VII.E.6	Bidder Response: Brandt currently supports the processes described in this requirement for our current customers. Brandt will configure				

Attachment A
Requirements Traceability Matrix (RTM)
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	<p>the automated process to:</p> <ul style="list-style-type: none"> • Consume files provided to import / update the revocations records in the database. This will ensure the revocation is associated with a matching customer. • Identify records where a matching customer account is not found. The automated job will flag these records and move them to a lookup table. • A built-in system check will search the lookup table for each new customer account created. If a match is found, the revocation will automatically be added to the customer record, enforcing all required business rules in real time.
--	---

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-022 Section VII.E.5	<p>A. Describe how the system allows customers to purchase items for friends and family.</p> <p>Bidder Response:</p> <p>Family & Family Purchasing</p> <p>The Go Outdoors solution includes a Multi-Customer / Family Purchasing feature that allows customers to purchase permits and products for multiple customer accounts in the same transaction.</p> <ul style="list-style-type: none"> • Access to history, points, changes, etc. will be restricted during multi-customer transactions. • The purchaser will be required to authenticate account information for the secondary permit holder. • Permits and other purchases will be associated with each individual customer. 	✓			

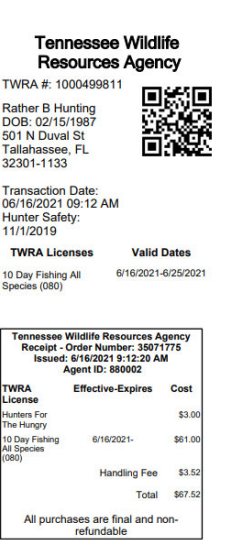
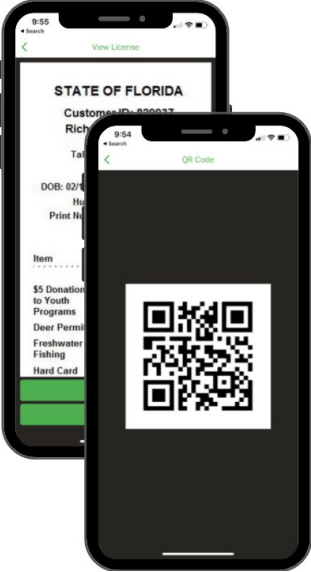
Attachment A
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FUN #	Public Website and Mobile Fulfillment process	Yes	Customization Required	No	Alternate
FUN-023 Section VII.E.7	A. Describe the process to purchase a temporary permit that is fulfilled through the postal mail.	✓			
	Bidder Response: The NGPC system provides customers an industry leading online experience for managing their customer account, purchasing temporary permits and tags. Using our experience in designing e-commerce applications in combination with our expertise in developing wildlife licensing systems, NGPC system will include a suite of applications that offer a simple and quick method of obtaining permits fulfilled through the mail with minimal commands, screens, and steps. <ul style="list-style-type: none"> • When a customer purchases a product that must be fulfilled by mail, the permit document generated may include a tagline stating “This is a temporary permit that is valid for 30 days. The official physical permit will be mailed to the mailing address on file.” Through the Catalog Manager, NGPC administrators will have the ability to configure fulfillment options by permit type. Fulfillment options include: Print At Home, Only Mailed, or Customer Choice: Print at Home or Receive by Mail. Items that require physical fulfillment and mailing will be sent to a queue for processing. Users will have the ability to view the status of their order requests and track the delivery of the order in real time. 				
	B. Describe the process to pull information into a report that allows for the fulfillment of temporary permits, including a .csv file.	✓			
Bidder Response: A standard fulfillment report will be generated to allow for the fulfillment of mailed permits. This report may be configured in a variety of file export formats including csv and put on a schedule to directly mail the report to specified email addresses. As part of our standard implementation, we work with our state agency partners to design and develop specific reports requested by the state such as this.					

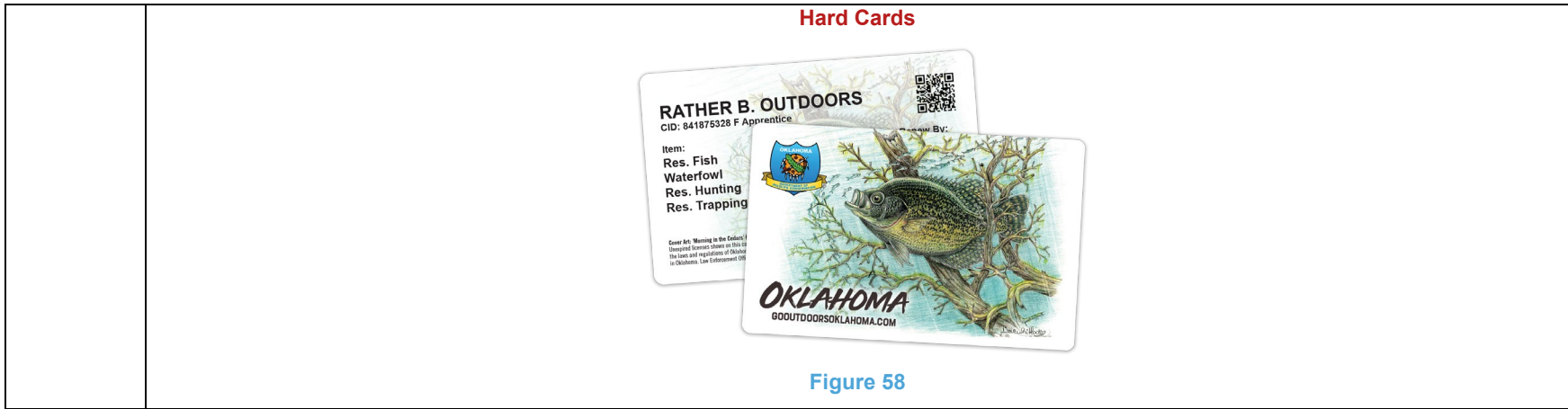
Attachment A

Requirements Traceability Matrix (RTM)

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FUN #	QR Code/Smart Number	Yes	Customization Required	No	Alternate
FUN-024 Section VII.E.8	<p>A. Describe the system’s ability to display a QR Code based on a “smart number”.</p> <p>Bidder Response:</p> <p>Brandt’s solution includes barcodes on all permit documents including permit PDF (Figure 56), mobile app (Figure 57), hard cards (Figure 58), to allow Law Enforcement to easily scan and look up customer information. The QR code includes the Customer ID (smart number) and is encrypted to only be read by authorized devices such as users with the Law Enforcement mobile app.</p> <p>The QR codes not only make it easier for authorized users to look up customer profiles, but they also help protect against fraud. In the event a fraudulent document is presented to a conservation officer or other NGPC designee in the field, the scan would not produce the proper information and would be deemed fraudulent upon scanning.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>License/Permit Document</p>  <p>Figure 56</p> </div> <div style="text-align: center;"> <p>Mobile Apps</p>  <p>Figure 57</p> </div> </div>	✓			

Attachment A
Requirements Traceability Matrix (RTM)
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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.	✓			
	<p>Bidder Response:</p> <p>Customers will have the ability to purchase a preference point through the system during designated purchase periods. Catalog Manager business rules can either allow or restrict customers from purchasing a preference point if they have submitted an application for a drawing.</p> <ul style="list-style-type: none"> When the preference point is purchased, a point for the corresponding category is immediately assigned to the customer's balance. <p>Voiding transactions that include preference point purchases will result in the customer's balance being subtracted by the number of points issued with the purchase. The Go Outdoors System currently supports the preference point purchase workflow. When purchasing a preference point, a customer will log in to their user account and navigate to the license/permit catalog. Preference Points will be able to be purchased just as a permit would. Once the added to the cart, the customer will proceed to their cart and checkout.</p>				

Attachment A

Requirements Traceability Matrix (RTM)

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FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate																																																																
FUN-026 Section VII.E.10	<p>A. Describe how the system allows a customer to apply for a draw permit.</p> <p>Bidder Response:</p> <p>The Go Outdoors platform will offer customers a streamlined application process to submit draw/lottery hunt applications for individuals (Figure 59) and groups. Customers may apply for and view all current special hunt applications themselves (self-serve) through the online site.</p> <p>The customer will take the following steps to apply for a draw permit:</p> <ul style="list-style-type: none"> • Logs into GoOutdoorsNebraska.com • Clicks on “Draws” menu item • Selects the desired draw (Figure 60) • Completes form and submits <div data-bbox="367 945 1226 1421" data-label="Table"> <table border="1"> <thead> <tr> <th>Category</th> <th>Application Deadline</th> <th>Short Description</th> <th>Hover For Description</th> </tr> </thead> <tbody> <tr> <td colspan="4">Deer</td> </tr> <tr> <td>Mattaponi Bluffs WMA - Series Number 308</td> <td>8/31/2019</td> <td>Mattaponi Bluffs WMA</td> <td></td> </tr> <tr> <td>Doe Creek WMA - Muzzleloader - Series Number 217</td> <td>8/30/2019</td> <td>Doe Creek WMA - Muzzleloader</td> <td></td> </tr> <tr> <td>Hog Island WMA - Archery - Series Number 201</td> <td>8/30/2019</td> <td>Hog Island WMA - Archery</td> <td></td> </tr> <tr> <td>Hog Island WMA - Gun - Series Number 202</td> <td>8/30/2019</td> <td>Hog Island WMA - Gun</td> <td></td> </tr> <tr> <td>James River NWR - Archery - Series Number 210</td> <td>8/30/2019</td> <td>James River NWR - Archery</td> <td></td> </tr> <tr> <td>Lone Star Lakes Park - Archery or Muzzleloader - Series Number 214</td> <td>8/30/2019</td> <td>Lone Star Lakes Park - Archery or Muzzleloader</td> <td></td> </tr> <tr> <td>Lone Star Lakes Park - November - Series Number 213</td> <td>8/30/2019</td> <td>Lone Star Lakes Park - November</td> <td></td> </tr> <tr> <td>Lone Star Lakes Park - October - Series Number 212</td> <td>8/30/2019</td> <td>Lone Star Lakes Park - October</td> <td></td> </tr> <tr> <td>Mockhorn Island WMA - Series Number 204</td> <td>8/30/2019</td> <td>Mockhorn Island WMA</td> <td></td> </tr> <tr> <td>Presquile NWR - Firearms - Series Number 209</td> <td>8/30/2019</td> <td>Presquile NWR - Firearms</td> <td></td> </tr> <tr> <td>TNC - North Landing River - Series Number 203</td> <td>8/30/2019</td> <td>TNC - North Landing River</td> <td></td> </tr> <tr> <td>Youth - York River - Archery - Series Number 218</td> <td>9/27/2019</td> <td>Youth - York River - Archery</td> <td></td> </tr> <tr> <td>Chickahominy WMA Antlerless Tags - Series Number 220</td> <td>9/27/2019</td> <td>Chickahominy WMA Antlerless Tags</td> <td></td> </tr> <tr> <td>Hockley Experimental Forest Apprentice Deer - Series Number 221</td> <td>8/30/2019</td> <td>Hockley Experimental Forest Apprentice Deer</td> <td></td> </tr> </tbody> </table> </div>	Category	Application Deadline	Short Description	Hover For Description	Deer				Mattaponi Bluffs WMA - Series Number 308	8/31/2019	Mattaponi Bluffs WMA		Doe Creek WMA - Muzzleloader - Series Number 217	8/30/2019	Doe Creek WMA - Muzzleloader		Hog Island WMA - Archery - Series Number 201	8/30/2019	Hog Island WMA - Archery		Hog Island WMA - Gun - Series Number 202	8/30/2019	Hog Island WMA - Gun		James River NWR - Archery - Series Number 210	8/30/2019	James River NWR - Archery		Lone Star Lakes Park - Archery or Muzzleloader - Series Number 214	8/30/2019	Lone Star Lakes Park - Archery or Muzzleloader		Lone Star Lakes Park - November - Series Number 213	8/30/2019	Lone Star Lakes Park - November		Lone Star Lakes Park - October - Series Number 212	8/30/2019	Lone Star Lakes Park - October		Mockhorn Island WMA - Series Number 204	8/30/2019	Mockhorn Island WMA		Presquile NWR - Firearms - Series Number 209	8/30/2019	Presquile NWR - Firearms		TNC - North Landing River - Series Number 203	8/30/2019	TNC - North Landing River		Youth - York River - Archery - Series Number 218	9/27/2019	Youth - York River - Archery		Chickahominy WMA Antlerless Tags - Series Number 220	9/27/2019	Chickahominy WMA Antlerless Tags		Hockley Experimental Forest Apprentice Deer - Series Number 221	8/30/2019	Hockley Experimental Forest Apprentice Deer					
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Brandt's Draw System & Hunt Manager

Brandt's draw system has been certified as truly random by an independent accredited university.

The administrative Hunt Manager offers NGPC powerful tools to create and manage permit lotteries/raffles, quota hunts, drawing events, and first come, first serve events in real time. The flexible nature of the Hunt Manager empowers Limited License Hunt Managers to offer the public unique hunting opportunities and explore Nebraska's wildlife. Brandt proposes the integration of NGPC's current limited entry management framework, complimented by new and innovative approaches offered by Brandt to make limited entry management even more efficient and flexible.

Brandt understands the unique complexities that come with NGPC business rules and is prepared to offer the features NGPC needs, complimented by streamlined workflows and systematic improvements.

Hunt Category Attributes Include:

- Category Name & Season
- Open / Close Dates
- Type (Individual / Group)
- Maximum Priority Points
- Non-Resident Max Allocation
- Category Description
- Resident Types
- Number of Drawings
- Priority Group
- Award Permit License Type
- Min and Max Ages
- Maximum Hunt Choices
- Leftover Permit Sales
- Customer Indicators
- Type (Priority Draw Permits, Random Lottery, etc.)

The Hunt Manager is the command center of the limited entry hunt drawing process and is only accessible by system administrators. Built in controls ensure:

- The draw process uses a totally random draw method that assigns each application a unique, random number. Additional sorting based on preference points and other factors are applied after the random number is assigned.
- The drawing can only be run once the application deadline has passed.
- Only authorized users with the appropriate permissions can run drawings.
- Drawings validate applications according to all business rules and configurations established by NGPC within the Hunt Manager.
- Draw results are not published until approved by NGPC.

Attachment A
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	B. Describe how the system allows a customer to apply for a lottery permit.	✓			
<p>Bidder Response:</p> <p>The customer will take the same steps when applying for all draws including a preference point drawings, bonus point drawings, and lotteries. Steps include:</p> <ul style="list-style-type: none"> • Logs into GoOutdoorsNebraska.com • Clicks on “Draws” menu item • Selects the desired draw • Completes form and submits 					

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: <ol style="list-style-type: none"> 1. view any current draw applications, 2. verify if a buddy draw application exists (if applicable); and 3. view the status of the draw results. 	✓			
<p>Bidder Response:</p> <p>1. Viewing Current Draw Applications</p> <p>Customers are able to view available applications as well as edit existing applications (<i>Figure 61</i>) up until the cutoff time for submitting a specific application.</p>					

Attachment A

Requirements Traceability Matrix (RTM)

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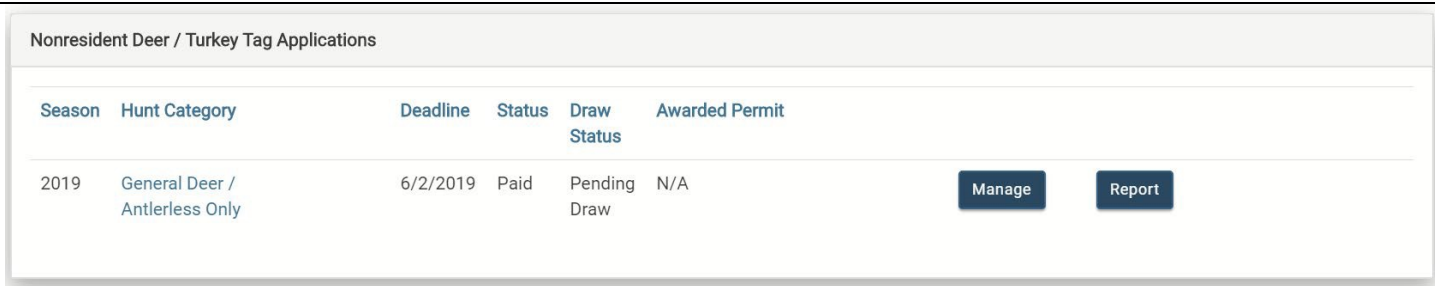


Figure 61

2. Verifying if a Buddy Draw Application Exists (if applicable).

If the application was submitted as a group application, the customer may click “Manage” to view if a buddy draw application was submitted.

3. Viewing the Status of Draw Results

Customers will have the ability to view their current applications and details and the draw status results of each application through the Go Outdoors Nebraska system.

When NGPC chooses to notify applicants, the results will be available through their customer profile for each application. Additionally, Brandt’s draw process includes automated email notifications to provide customers with an email notifying them of their successful / unsuccessful applications and instructions to claim any award permits / tags.

FUN #	Public Website Harvest Reporting	Yes	Customization Required	No	Alternate
FUN-028	A. Describe how the system allows a customer to report big game harvest information based on customer’s permit.	✓			
Section VII.E.11, VII.E.12	Bidder Response: Administrative harvest report form configurations offer a variety of settings including displaying the harvest report form				

Attachment A

Requirements Traceability Matrix (RTM)

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(Figure 62) only if the customer has purchased the applicable permit.

The customer will take the following steps to submit harvest information:

- Logs into GoOutdoorsNebraska.com
- Clicks on “Harvest Reporting” menu item
- Selects the desired harvest report form
- Completes form and submits

The screenshot displays the 'Harvest Reporting Forms' section of a web application. At the top, there are buttons for 'Transportation Tags' and 'Back To Previous'. Below this is a table with two columns: 'Name' and 'Description'. The table lists four harvest forms: Deer Harvest Form, Turkey Harvest Form, Bear Harvest Form, and Sandhill Crane Harvest Form. Each row has a green 'Report' button with a pencil icon. Below the table is a 'Harvest Information' section. It contains a green 'Harvest History' button and a 'Harvest Year:' label. At the bottom, there is a table with five columns: Date, Species, Description, Confirmation #, and Location.

Figure 62

B. Describe how the system allows a customer to view personal harvest information from a customer’s profile.



Attachment A
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Bidder Response:

Using the public website or mobile app channel, a customer can view each of their harvest reports in detail through the customer profile. From the customer profile, a harvest grid will display an overview of submissions for the customer, with drill down features to view detailed submission information (Figure 63).

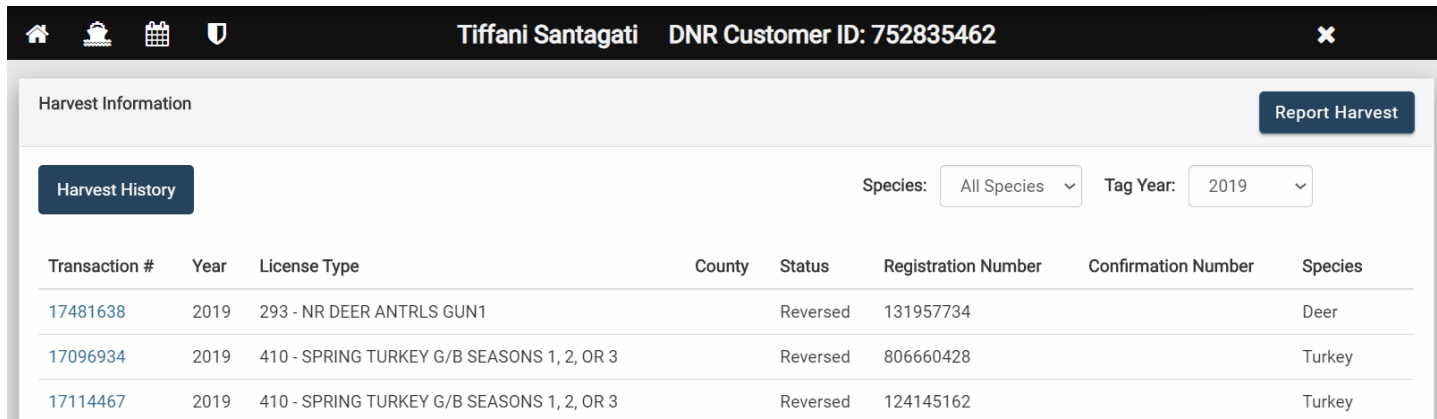


Figure 63

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.	✓			
	<p>Bidder Response:</p> <p>With Brandt's Go Outdoors Events platform, customers can register for NGPC hosted or sponsored events using their same NGPC customer account used for permit/license purchases, harvests, special hunt applications, and other NGPC interactions. This seamless integration offers a streamlined approach to event registrations and the ability to update customer accounts instantly with previously registered events and details, including course completion /</p>				

Attachment A

Requirements Traceability Matrix (RTM)

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certifications, volunteer opportunities, special events, and more.

The customer may view all available events prior to logging in, or after logging into their account.

From the logged in customer profile, the customer will take the following steps to register for a NGPC hosted event:

- Click “Search Events” from the navigation. *(Figures 64 and 65)*

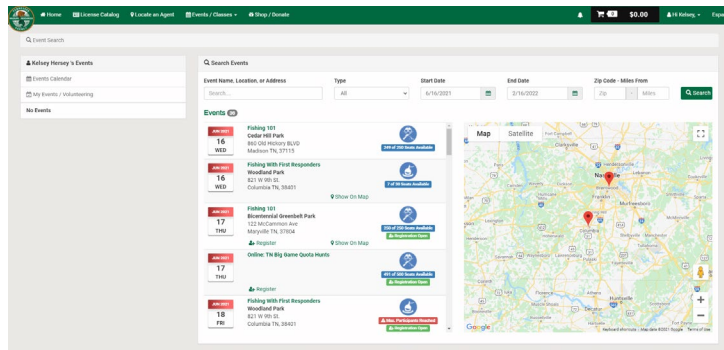


Figure 64

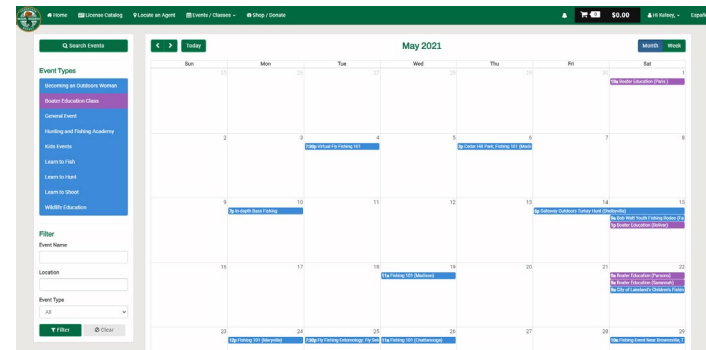


Figure 65

- Click on the desired event.
- Click “Register to Participate In This Event” button.
- If a form is associated with the event, complete form and submit. If no form, registration is complete.
- Customer now has option to “Unregister as a Participant” if desired. *(Figure 66)*

Attachment A

Requirements Traceability Matrix (RTM)

Request for Proposal 6506-Z1

The screenshot displays the Tennessee Wildlife Resources Agency website interface. At the top, a green navigation bar includes links for Home, License Catalog, Locate an Agent, Events / Classes, Shop / Donate, a shopping cart with 0 items and a \$0.00 total, and a user profile for 'Hi Kelsey' with a language dropdown set to 'Español'. Below the navigation bar, a search bar shows 'Event Search / Online: TN Big Game Quota Hunts'. A secondary navigation bar contains 'Event Calendar' and 'Search For Another Event'. The main content area features a green confirmation box stating 'Approved to participate in this event.' and a red button to 'Unregister As A Participant'. Social sharing options for Facebook and Twitter are also present. The event title is 'Online: TN Big Game Quota Hunts' by the 'Hunting and Fishing Academy'. It lists two event dates: 'Thu, 17 June 2021 7:00 PM - Thu, 17 June 2021 8:00 PM' and 'Thu, 08 April 2021 12:00 PM - Thu, 17 June 2021 12:00 PM'. The location is listed as ', TN'. The contact information for Taylor Martin is provided, including the email tmartin@tnwf.org. A 'Details' section describes the event as a 'Virtual series to go over Big Game quota hunt applications in the state of Tennessee.' and lists 'Participants : 1 - 500', 'Participant Count : 9', and 'Event ID: 36704'.

Figure 66

Attachment A
Requirements Traceability Matrix (RTM)
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FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-030	A. Does the system provide full https compatibility?	✓			
Section VII.F	Bidder Response: Brandt's Go Outdoors Nebraska solution provides full https compatibility.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-031	A. Describe where the system identifies the user that edited/changed/updated data.	✓			
Section VII.F	Bidder Response: <p>The Go Outdoors platform is fully auditable and stores all changes made to customer records as well as change details including the user that made the change, audit log date and time stamp, and a description of all changes made to each value. All changes made to customer records will be fully logged and the change log will be available to NGPC administrators through a real time report.</p> <p>Brandt understands the importance of audit and maintenance logs to track change and updates to customer records and database tables. NGPC administrators can view a customer's change history directly from the customer's profile in the administrative Service Desk module.</p> <p>Audit tracking and maintenance log reports will also be available and will include real time records of all changes and be available through online access for state NGPC staff to query through the replicated database. Reports will be available in Word, CSV, Excel, and PDF formats.</p> <p>The maintenance log will include the following audit / change details:</p> <ul style="list-style-type: none"> • Change Made 				

Attachment A
Requirements Traceability Matrix (RTM)
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	<ul style="list-style-type: none"> • Date and Time of Change • Previous Value and Current Value • Audit User
--	---

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-032 Section VII.F.1.a	<p>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.</p> <p>Bidder Response:</p> <p>GO OUTDOORS CATALOG MANAGER</p> <p>The Go Outdoors Catalog Manager module (Figure 67) provides administrators with a powerful and flexible web-based platform to configure system business rules in real time. Without any vendor support or development, NGPC can create and configure new products, manage attributes and eligibility requirements, and control product pricing by sales channel in just a few simple clicks.</p> <p>NGPC administrators will be able to utilize the technology and tools to configure and offer new products and services without intervention from Brandt or development efforts. This flexibility ensures the new solution will support NGPC needs today and through the next decade.</p>	✓			

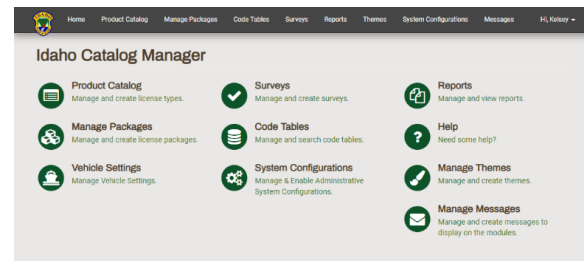


Figure 67

Attachment A

Requirements Traceability Matrix (RTM)

Request for Proposal 6506-Z1

Catalog Manager Key Features:

- Permit / Product Configuration
- Pricing Grids
- Sales Channel Management
- Survey Management
- Activity Package Management
- Configurable Code Tables

Permit & Product Setup/Business Rule Configuration

Product business rules and availability can be configured at the individual privilege / product level (Figure 68). Business rules that can be managed through this area include:

- Age / Residency
- Certifications
- Prerequisites / Exclusions
- Customer Type (Individual, Business, etc.)
- Maximum number allowed
- Special authorization requirements

Survey Management

The Go Outdoors platform offers NGPC a robust survey component (Figure 69) that allows the Commission to create and customize surveys through the administrative interface in real time, without assistance from Brandt.

The surveys may be setup to include a variety of questions types, if / then question logic, response validations, and recipient targeting.

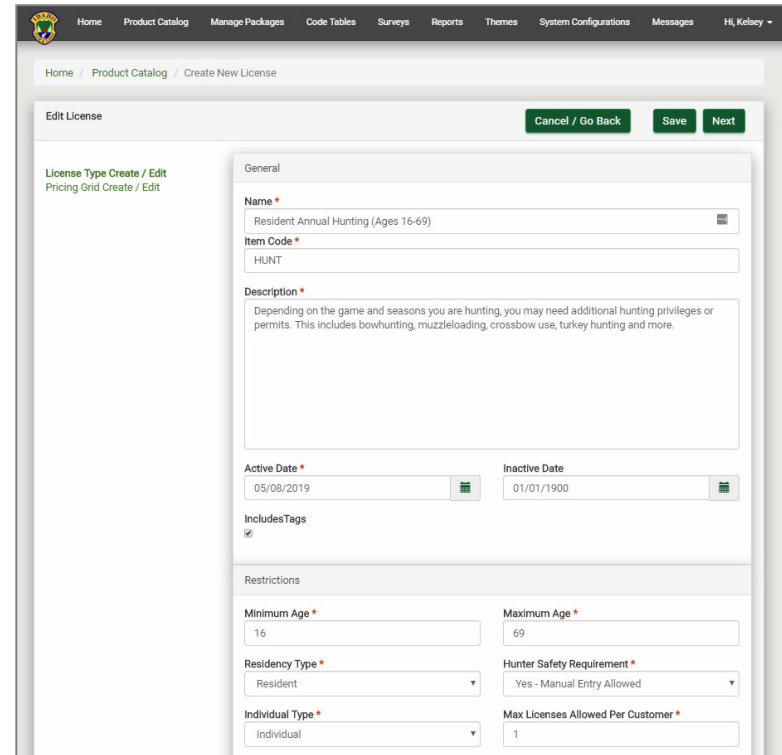
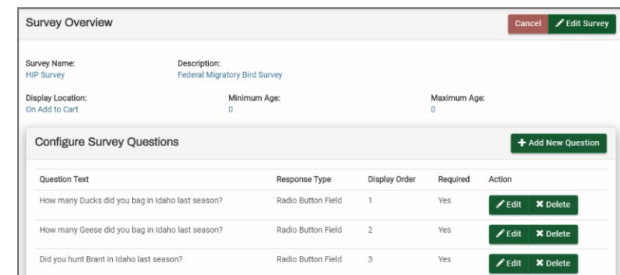


Figure 68



Question Text	Response Type	Display Order	Required	Action
How many Ducks did you bag in Idaho last season?	Radio Button Field	1	Yes	Edit Delete
How many Geese did you bag in Idaho last season?	Radio Button Field	2	Yes	Edit Delete
Did you hunt Brandt in Idaho last season?	Radio Button Field	3	Yes	Edit Delete

Figure 69

Attachment A

Requirements Traceability Matrix (RTM)

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NGPC staff can select which products should prompt / require survey responses.

Activity Package Management

The Activity Package Manager (*Figure 70*) allows NGPC's Administrators access to configure which packages are displayed, in what order, and what products are included in each. This allows NGPC's the flexibility to adjust packages based on evolving business rules, sales trends, and seasonality.

Package ID	Image	Resident Type	Title	Description	Term Type	Active
1		Non-Resident	Nonresident Hunting Package	Includes bow and muzzleloading permits along with base hunting license required	1 year	True
2		Resident	Resident Hunting Package	Includes bow and muzzleloading permits along with base hunting license required	1 year	True

Figure 70

Theme / Style Sheet Management

Administrators may change imagery or messaging based on seasonal relevancy to keep the licensing and reservation system content fresh and relatable. NGPC will have access to an administrative component (*Figure 71*) that allows NGPC to manage the overall theme, design, and style sheet of every module. Administrative users can manage logos, colors, images, footer content, welcome messaging, site labels, and a variety of other design elements in real time.

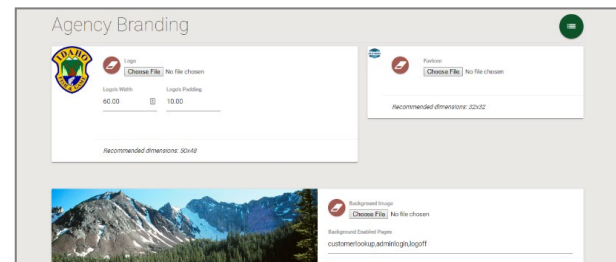


Figure 71

Report Management

NGPC Administrators can configure which user roles can access various reports available through the Go Outdoors Nebraska system in real time, ensuring sensitive information is protected and report access is controlled by job function / necessity.

GO OUTDOORS ADMINISTRATIVE MODULE

The Administrative module offers Administrators an application to manage customers, transactions, harvests, Agents, and system configurations in real time through a flexible and user-friendly interface customized specifically for NGPC.

The Administrative module will be used by NGPC Administrators for daily operations management and by Brandt Help Desk users for telephone sales and agent support. The Administrative module is fully responsive and allows administrative access to the system from a mobile device.

Attachment A

Requirements Traceability Matrix (RTM)

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Components of the Administrative module include the following:

- Customer Search & Management
- Real Time Reporting
- Hunt Draw Management
- Law Enforcement Tools
- User & System Access Management
- Agent Management
- Harvest Management
- Event & Volunteer Management

Customer Search & Management









The Go Outdoors platform provides NGPC Administrators with flexible tools to manage customer records and activities in real time. Through the Administrative module, NGPC users can search for, create, and manage accounts in real time.

Administrative customer management tools give NGPC users a full purview of all customer information through a central customer console (Figure 72). From the customer account, NGPC's users can access all transaction and interaction information (Figure 73).

The screenshot shows a 'Customer Search' form with the following fields and options:

- Buttons: Create Customer (Admin), Search Driver's License File, Scan License Or ID Card
- Fields: Customer ID, First Name, Middle Name, Last Name, Suffix
- Fields: Date of Birth (MM/DD/YYYY), Social Security Number, Business Name, Email Address
- Fields: Document Type (U.S. Driver's License), Document Number, Issuing State, Residency Status (Select One)
- Fields: Physical Address Street 1, Physical Address City, Zip Code, Phone # (XXX - XXXXXX)
- Fields: Transaction Number, TAN, Harvest Report Confirmation, Group Number
- Checkboxes: Merged, Active, All Results, Exact Match
- Field: County (Select One)
- Buttons: Search, Clear Search Fields

Figure 72

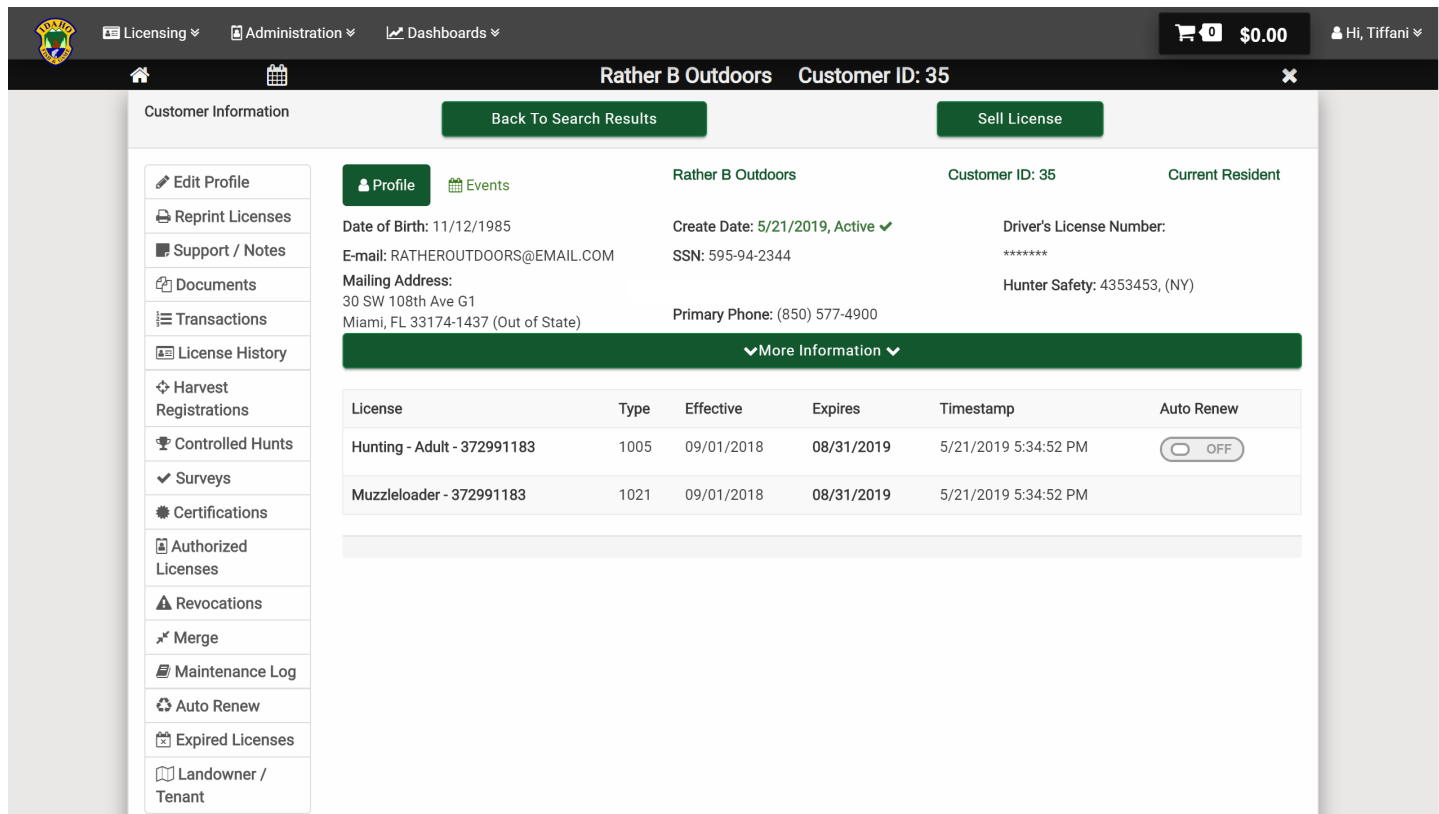
 Customer Account Details	 Customer Purchase History	 Customer Transactions	 Merging Duplicate Accounts
 Customer Revocations	 Education & Certifications	 Customer Interactions / Notes	 Special Authorizations

Attachment A

Requirements Traceability Matrix (RTM)

Request for Proposal 6506-Z1

 Controlled Hunt/Draw Activity	 Customer Surveys	 Harvest Registrations	 Customer Revocations
 Reprinting Permits/Passes	 Auto Renew/Stored Payment	 Customer Saved Documents	 Landowner Registrations



The screenshot shows a web application interface for a customer named "Rather B Outdoors" with Customer ID: 35. The user is logged in as "Hi, Tiffani". The interface includes a navigation menu on the left with options like "Edit Profile", "Reprint Licenses", "Support / Notes", "Documents", "Transactions", "License History", "Harvest Registrations", "Controlled Hunts", "Surveys", "Certifications", "Authorized Licenses", "Revocations", "Merge", "Maintenance Log", "Auto Renew", "Expired Licenses", and "Landowner / Tenant".

The main content area displays customer details:

- Profile:** Date of Birth: 11/12/1985, E-mail: RATHEROUTDOORS@EMAIL.COM, Mailing Address: 30 SW 108th Ave G1, Miami, FL 33174-1437 (Out of State), Primary Phone: (850) 577-4900.
- Events:** Rather B Outdoors, Create Date: 5/21/2019, Active ✓, SSN: 595-94-2344.
- Customer Info:** Customer ID: 35, Current Resident, Driver's License Number: ***** (blacked out), Hunter Safety: 4353453, (NY).

A "More Information" dropdown menu is expanded to show a table of licenses:

License	Type	Effective	Expires	Timestamp	Auto Renew
Hunting - Adult - 372991183	1005	09/01/2018	08/31/2019	5/21/2019 5:34:52 PM	<input type="checkbox"/> OFF
Muzzleloader - 372991183	1021	09/01/2018	08/31/2019	5/21/2019 5:34:52 PM	

Figure 73

Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

Real Time Reporting

The Go Outdoors Nebraska solution will offer NGPC a variety of standard and customized reports to meet the various reporting needs of all system users. All reports will be generated directly from the solution's real time, replicated database, ensuring large datasets and report results have no impact on transactional activities. Access to reports will be managed by NGPC by user role in real time. Agents and Administrative users will only have access to the reports their role is authorized to view.

The flexible architecture, relational database design, and warehouse-ready solution will allow the new E-Commerce system to integrate with powerful tools to better understand data, trends, and operations. **In addition to direct access to the real time replicated database via site-to-site tunnel, Brandt is in the process of developing a variety of Tableau dashboards for NGPC use to better analyze system data.**

 Sales & Revenue Detail Reports	 Reports for Internal/External Agent Users	 ACH / Reconciliation Reports	 Agent Management Reports
 Registration Reports	 Permit Sales Comparisons & Trends Reports	 Customer Demographic Reports	 Maintenance & Audit Log Reports
 Hardware Reports	 Inventory Reports	 Product Configuration Reports	 Marketing Campaign Results Reports
 Security & Performance Reports	 Law Enforcement & Revocation Reports	 Harvest Report Results & Statistical Data	 Special Hunt & Drawing Results Reports

Attachment A

Requirements Traceability Matrix (RTM)

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Brandt offers our customers access to the Tableau web platform and to dozens of real time data dashboards and ad-hoc reporting features (Figure 74) that can provide NGPC staff with unparalleled querying and data analysis tools. Using drag and drop features, users will be able to define measurements, dimensions, and data set attributes to manipulate and aggregate data.

The Tableau dashboards provide a user-friendly graphical interface that will allow NGPC user staff to build reports without requiring technical assistance/support to do so.

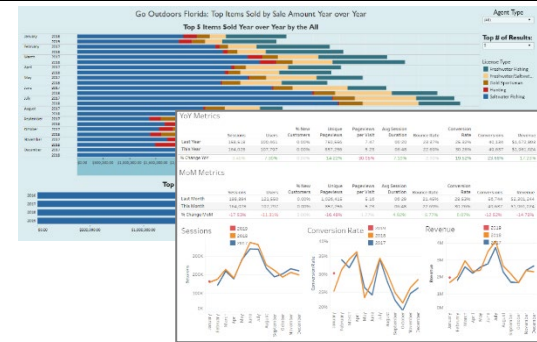


Figure 74

Hunt Draw Management

The administrative Hunt Manager (Figure 75) offers NGPC powerful tools to create and manage special hunts, random draw events, and first come, first serve events in real time.

The flexible nature of the Go Outdoors Hunt Manager empowers Hunt Managers to offer the public unique hunting opportunities and explore Nebraska's wildlife.

The screenshot shows the 'Hunt Manager' web application interface with the following elements:

- Navigation:** 'Hunt Manager Home', 'Hunt Setup', and 'Admin Configurations' tabs.
- Search Section:** 'Select a Hunt Category to View Hunt Details' with a '+ Add Hunt Category' button. Fields for 'Season' (2019) and 'Hunt Category' (Select One) with 'View Hunt' and 'View Hunt Events' buttons.
- Form Section:** 'Search Hunt Choices' with a '+ Add Hunt Choice' button. Fields for 'Area Name', 'Event Summary', 'Hunt Category' (Select One), and an 'Active' checkbox.
- Date Fields:** 'Hunt Start Date', 'Hunt End Date', 'Application Open Date', and 'Application Deadline'.
- Additional Fields:** 'Nonresident Deer / Turkey Tag Limit'.
- Search:** A 'Search' button at the bottom right.













Figure 75

Attachment A

Requirements Traceability Matrix (RTM)

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NGPC can manage configurations and preferences for the following controlled / special hunt and drawing attributes:

 Hunt Category Attributes	 Hunt Codes	 Age / Residency Rules	 Bag Limits
 Weapon Types	 Hunt Dates	 Hunt Event Quota	 Email Templates
 Preference Point Management	 Application Types (Individual / Group)	 Leftover Permit Sales Availability	 Drawing Type (Points, Random, FCFS)

Law Enforcement Tools

Brandt understands the unique needs of law enforcement users, which is why we created a custom administrative enforcement component that supports field officers, dispatchers, administrators, and other enforcement user groups.

Additionally, our Go Outdoors LAW mobile app for iPhone and Android devices ([Figure 76](#)) provides officers with offline database querying capabilities when in remote areas without an internet connection. Secure syncing and data management features provide officers with the latest permit and harvest information for customers, with barcode / QR code scanning features to validate permits and other documents.

These tools are optimized for dispatcher needs (generally large screens and require fast response times) *and* field officers (smaller devices and remote connectivity) among other users the solution supports.











Figure 76

Attachment A

Requirements Traceability Matrix (RTM)

Request for Proposal 6506-Z1

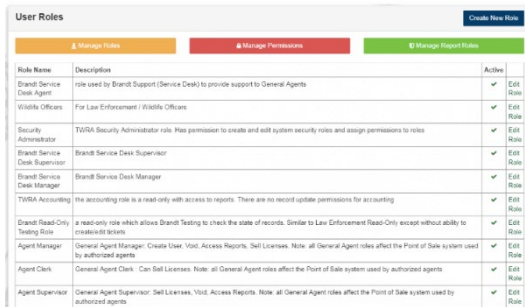
Law Enforcement Features available in the administrative module include the following:

 Real Time Search Capabilities	 Flexible Designs that Scale to Mobile & PC Devices	 Real Time Enforcement & Revocation Reports	 Online & Offline Query Capabilities
 Custom Law Enforcement User Roles	 Customized Law Enforcement Dashboards	 Revocation Enforcement & Citation Tools	 Dispatch & Field Response Support Features

User & System Access Management

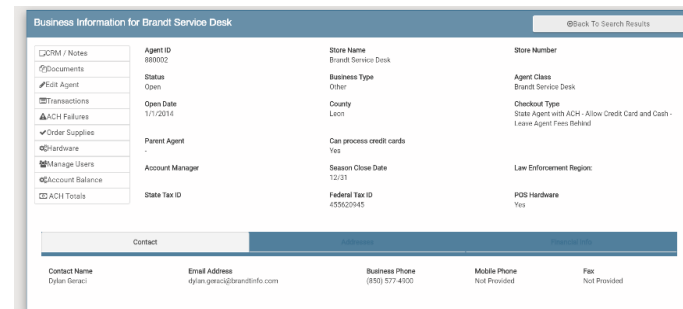
Through the Service Desk, NGPC Administrators will have the ability to create new user roles, configure role access levels and permissions, and assign users to roles in real time.

With the Go Outdoors platform, system access controls (*Figure 77*) are at the fingertips of NGPC at all times. Real time reporting tools support access management controls to ensure the security of the Go Outdoors Nebraska system and its data.



Role Name	Description	Active
Brandt Service Desk Agent	role used by Brandt Support (Service Desk) to provide support to General Agents	✓ Edit Role
Wildlife Officers	For Law Enforcement / Wildlife Officers	✓ Edit Role
Security Administrator	TWRA Security Administrator role. Has permission to create and edit system security roles and assign permissions to roles	✓ Edit Role
Brandt Service Desk Supervisor	Brandt Service Desk Supervisor	✓ Edit Role
Brandt Service Desk Manager	Brandt Service Desk Manager	✓ Edit Role
TWRA Accounting	the accounting role is a read-only with access to reports. There are no record update permissions for accounting	✓ Edit Role
Brandt Read-Only Testing Role	a read-only role which allows Brandt Testing to check the state of records. Similar to Law Enforcement Read-Only except without ability to create/edit tickets	✓ Edit Role
Agent Manager	General Agent Manager: Create User, Void, Access Reports, Sell Licenses. Note: all General Agent roles affect the Point of Sale system used by authorized agents	✓ Edit Role
Agent Clerk	General Agent Clerk - Can Sell Licenses. Note: all General Agent roles affect the Point of Sale system used by authorized agents	✓ Edit Role
Agent Supervisor	General Agent Supervisor: Sell Licenses, Void, Access Reports. Note: all General Agent roles affect the Point of Sale system used by authorized agents	✓ Edit Role

Figure 77



Business Information for Brandt Service Desk			
Agent ID	88002	Store Name	Brandt Service Desk
Status	Open	Business Type	Other
Open Date	1/17/2014	Country	Levitt
Parent Agent	-	Can process credit cards	Yes
Account Manager	-	Season Close Date	12/31
State Tax ID	45502045	Federal Tax ID	45502045
Agent Class	Brandt Service Desk	Law Enforcement Region	-
Checkout Type	Split Agent with ACH - Allow Credit Card and Cash - Leave Agent Fees Behind	POS Hardware	Yes

Agent Management

Attachment A

Requirements Traceability Matrix (RTM)

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With the Go Outdoors Nebraska platform, Agent management will be seamless, streamlined, and organized. NGPC Administrators can manage a variety of agent account attributes and setups, ensuring the Commission has full control over Agent accounts and sales channels in real time.

Without any customization, the Agent Management component (Figure 78) provides a flexible, real time user interface to manage a variety of agent types, agent accounts, and information.

Figure 78

Harvest Management

The Administrative module provides Administrators with a flexible, configuration harvest management solution (Figure 79) that includes two major management features to support quality data collection and the ability to adapt to changing harvest needs quickly and accurately.

It allows NGPC to customize harvest registration attributes through a real time, configurable user interface. Harvest registration forms created administratively will be available to customers in real time or become available at a future date specified by the Administrator.

Administrators can configure a variety of harvest attributes (Figure 80), including but not limited to the following:

- Species Types
- Weapon Types
- Land Types
- Tag Types
- Species Descriptions

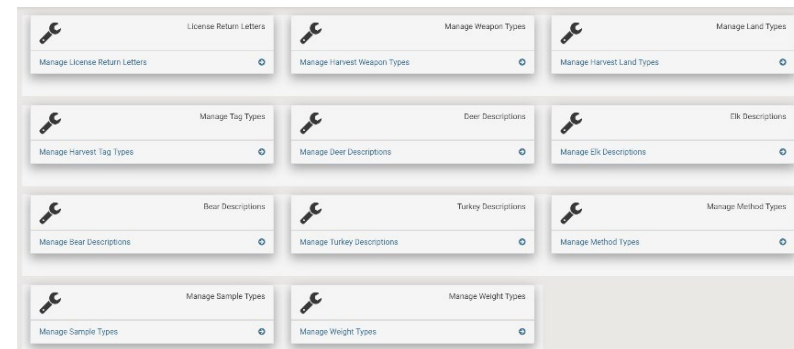


Figure 79

Attachment A

Requirements Traceability Matrix (RTM)

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- Harvest Method Types
- Sample Types
- Age Types

NGPC will have real time tools to view customer harvest report data, add biological and disease management information to harvest records and season data. NGPC will be able to view real time harvest counts by species, zone, date range, and a variety of other harvest attributes or combination of attributes (Figure 81).

Figure 80

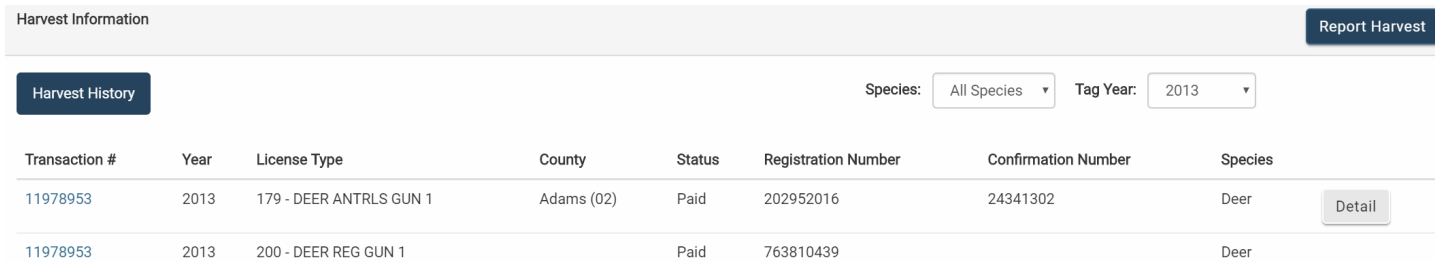


Figure 81

Event & Volunteer Management

Brandt's solution includes an optional Event Management platform (Figure 82) consisting of events, volunteers, and safety education integration features to support start-to-finish event operations.

Our Event Management platform is used by natural resource organizations to manage their events for employees and the general public. This provides opportunities to engage with the local community, customers, and employees, while promoting Commission events and activities.

NGPC will be able to create and modify events in real time including course name, course type, course description, scheduled date, time, location,

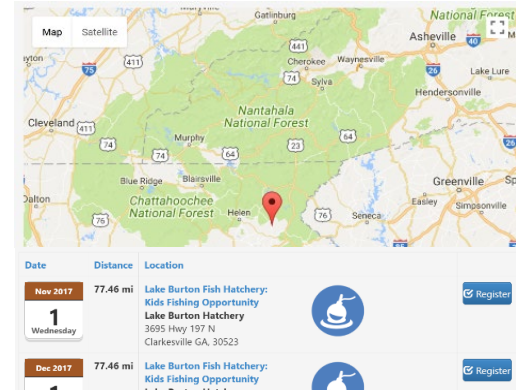


Figure 82

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Requirements Traceability Matrix (RTM)
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	<p>capacity, instructor, attendees, and reporting. NGPC instructors and volunteers may manage their profile, select course to lead, view rosters, track attendance, pass students, and track their hours. The public will be able to search and sign up for events, view course details, and participation history.</p> <p>Customers can register for in-person safety education courses. Our solution is also integration-ready with a variety of third-party online safety education providers to provide a streamlined data transfer of newly certified students into the Go Outdoors solution.</p> <p>With this platform, Brandt can provide NGPC and its customers the following features:</p> <ul style="list-style-type: none"> • Offer a variety of Commission and third-party safety education courses to customers. • Seamlessly integrate with third party safety education providers using web services and automated programming interfaces (API). • Administrative tools to create, configure, and manage new and existing courses and certification types beyond the standard safety education courses. • Course management features to generate course rosters, attendance tracking, completion reports, and instructor time reporting.
--	---

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-033 Section VII.F.1.a	<p>A. Describe how designated Administrative personnel can:</p> <ol style="list-style-type: none"> 1. maintain user IDs, 2. update passwords, 3. assign roles, and 4. allows for agent account activation and deactivation 	✓			
<p>Bidder Response:</p> <p>Access to the agent management features is permission based, restricting access to only NGPC authorized users. Using various permission levels and access roles, NGPC can allow view only access, basic edit access to manage</p>					

Attachment A

Requirements Traceability Matrix (RTM)

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standard information like addresses or contacts, or administrative edit access that allows the management of all agent account information, including business name, banking information, and ACH sweep settings.

In addition to creating and deleting users, the Commission can reset a password by generating a new password on the spot, through email reset, or by answering security questions. Finally, the Commission may look up an Agent by their name, user role, email address, or business name.

At the customer profile level, Administrators are able to edit customer profile and create and update permits.

Managing Agents

NGPC may easily create, delete, search, and manage agent profiles from the Administrative User Interface in the Service Desk Module [\(Figure 83\)](#).

Business Information for Test Agent				Back To Search Results
<ul style="list-style-type: none"> <input type="checkbox"/> CRM / Notes <input type="checkbox"/> Documents <input type="checkbox"/> Edit Vendor <input type="checkbox"/> Transactions <input type="checkbox"/> ACH Failures <input checked="" type="checkbox"/> Order Supplies <input type="checkbox"/> Hardware <input type="checkbox"/> Manage Users <input type="checkbox"/> Vendor Adjustments <input type="checkbox"/> ACH Totals <input type="checkbox"/> Maintenance Log 	Vendor ID	930003	Store Name	Test Agent
	Status	Open	Vendor Classification	Class One
	Open Date	1/3/2020	County	Boise
	Parent Vendor	-	Can process credit cards	No
	Season Close Date	12/31	Law Enforcement Region:	
	State Tax ID		Federal Tax ID	
	Business Phone	(727) 687-1135	Mobile Phone	Not Provided
	Fax		Store Number	
			Vendor Class	License Vendor (4)
			Checkout Type	General Vendor ACH - NO Credit Card - Leave Fees Behind
		POS Hardware	No	

Figure 83

Managing Users & User Roles

In addition to creating and deleting users, the Commission can reset a password by generating a new password on

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Requirements Traceability Matrix (RTM)

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the spot, through email reset, or by answering security questions (Figure 84). Finally, the Commission may look up an Agent by their name, user role, email address, or business name.

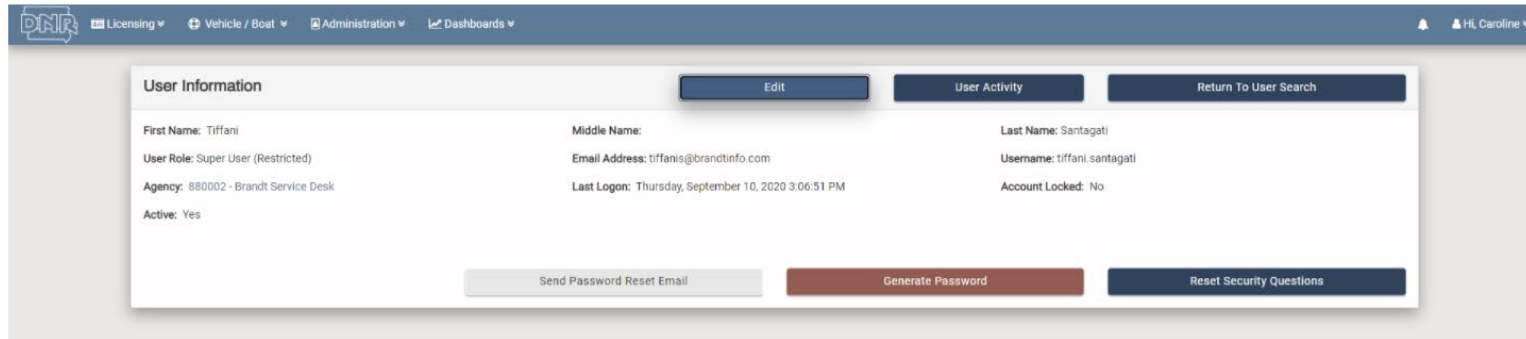


Figure 84

NGPC may also control and set user access or permissions administratively (Figure 85). This allows the Commission to only grant access for certain permissions to certain Agents to improve privacy.

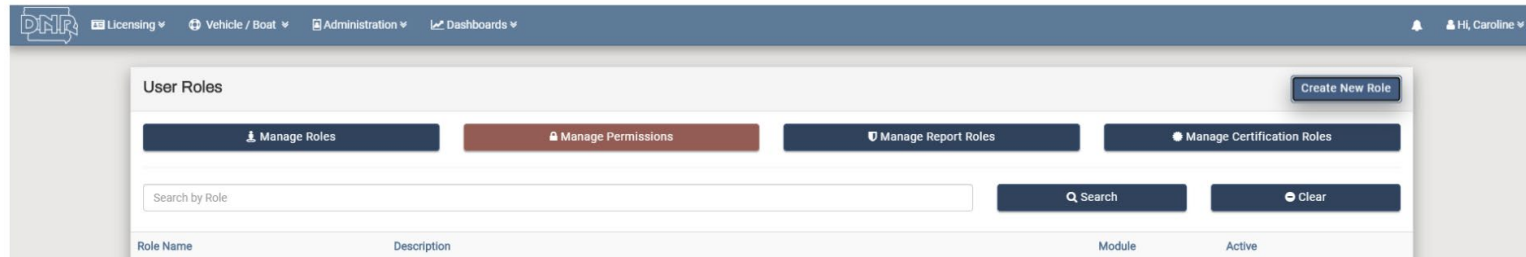


Figure 85

From here, Administrators or those with designated access may maintain User ID's, update passwords, assign roles, and activate and deactivate user ID's.

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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. ✓		1.	
	1. Permits, applications, stamps, certificates, and products;	2. ✓		2.	
	2. Permit type(s);	3. ✓		3.	
	3. Permits, applications, stamps, certificates, product prices;	4. ✓		4.	
	4. Financial account codes, applications, stamps, certificates and products;	5. ✓		5.	
	5. Season dates;	6. ✓		6.	
	6. Set limited inventory of permits;	7. ✓		7.	
	7. Weapons;	8. ✓		8.	
	8. Bag codes;	9. ✓		9.	
	9. Hunt units/zones	10. ✓		10.	
	10. Stamp types;	11. ✓		11.	
	11. Images/pdf files (permit/stamp/receipt images, etc.);	12. ✓		12.	
	12. Permit sale dates;	13. ✓		13.	
	13. Immediately halt sales of specified permits;	14. ✓		14.	
	14. Refunds and voids;	15. ✓		15.	
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).					

Attachment A
Requirements Traceability Matrix (RTM)
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		16. ✓		16.	
		17. ✓		17.	
		18. ✓		18.	
		19. ✓		19.	
		20. ✓		20.	
<p>Bidder Response:</p> <p>All items listed above are functions that Agents and NGPC Staff with designated permissions would have access to control, edit, or have control maintenance access to.</p> <p>The Go Outdoors platform manages system access using Role Based Access Controls (RBAC), ensuring sensitive information is protected and system access is controlled by job function / necessity. NGPC administrators will have the ability to create new user roles, configure role access levels and permissions, and assign users to roles in real time.</p> <p>With the Go Outdoors platform, system access controls are at the fingertips of NGPC at all times. Real time reporting tools support access management controls to ensure the security of the system and its data.</p> <ul style="list-style-type: none"> • Create new user roles and manage role permissions in real time through the administrative interface. • Create new administrative and License Agent user accounts. • Manage user accounts, including locking / deactivating users, resetting passwords, setting security questions, and managing user account contact information. • Manage access to data, reports, and system functionality by user role. 					

Attachment A
Requirements Traceability Matrix (RTM)
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FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-035 Section VII.F.3	A. Describe how to design permits and stamps.	✓			
	<p>Bidder Response:</p> <p>Brandt's system will support the creation of document templates that can be used to generate official documents at the culmination of a system process or transaction. NGPC authorized users will have the ability to create new templates, edit existing templates, and associate these templates with products in the product catalog to be generated upon sales completion.</p> <p>Brandt will configure each license document to meet NGPC's specifications. Go Outdoors Nebraska's document templates will meet NGPC's existing business rules. In addition, these templates may be edited by authorized users at any time to adjust to changing rules and regulations.</p>				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-036 Section VII.F.4	A. Describe how designated Administrative personnel can add and delete preferences to a customer's profile:		✓		
	<p>Bidder Response:</p> <p>Brandt would like to work with NGPC to identify customer preference types desired through the system. Once identified, Brandt will leverage existing customer profile management features to ensure preferences are properly tracked in the system.</p> <p><i>Brandt will work with NGPC to customize/configure the proposed Go Outdoors Nebraska solution to meet this requirement. The customization will be completed and ready for release before Go Live.</i></p>				

Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

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: <ol style="list-style-type: none"> 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). 	✓			

Attachment A

Requirements Traceability Matrix (RTM)

Request for Proposal 6506-Z1

Bidder Response:

The Online Administrative Module will be available from any device (Figure 86), which makes for easy access on the go to update and remotely manage Agent permissions, which include:

- **Authorization to Sell Certain Permits** – Each agent is assigned an Agent Type. An unlimited amount of Agent Types may be created. In the Catalog Manager, each product has a pricing grid for each Agent Type which allows quick access to adjusting availability across all agents with the same Agent Type.
- **View and Edit NGPC Locations or Agent’s Corporate and Agent Information** – NGPC Administrative users may search for an agent location to create/view/edit its information including deactivating/activating the location. All NGPC locations, corporate offices, and regular agents have an agent location created. Corporate agent locations may be configured as parent locations to its individual agent locations.
- **Update Account Codes Associated with Location** – In the Catalog Manager, each product has a pricing grid for each Agent Type which allows quick access to adjusting pricing and account codes across all agents with the same Agent Type.
- **Add and Disable User ID’s and Passwords** – NGPC Administrative users may search for an agent user to create/view/edit the user including deactivating/activating the user as well as resetting password.
- **Manage Location User Access Rights** – Agent users will only have access to view information within the assigned agent location. There are multiple user access levels available within agent users including Agent Manager, Agent Supervisor, and Agent Clerk. NGPC Administrative users have access to edit the access rights for all user access groups, including these examples, as well as create an unlimited amount of new user access groups.
- **Authorization to Perform Additional Functions such as Check-Harvested Animals (Figure 87)** – Harvest reporting access is a configurable access permission that may be turned on or off if the location is permitted/allowed to check in harvested animals.

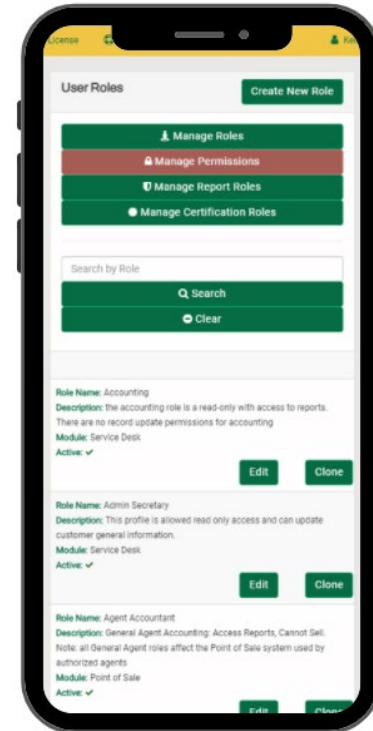


Figure 86

Attachment A

Requirements Traceability Matrix (RTM)

Request for Proposal 6506-Z1

Create Role
Return To Roles

Role Name:

Role Access Point

Active

Manage Agent Class Role Assignments

Role Description:

This role is for Check Station ONLY License Agents. Users with this role can ONLY access the Harvest reporting tab on the Customer Profile and only have access to the License Agent customer lookup tool (Not Admin Searches)

General
User
Events
Administrative
Record
Lottery
Vessel
Harvest
Agent Record
All

Permission ID	Name	Description	Has Permission
84	Harvest Reporting : Can Report Harvest	Can access harvest reporting in addition to any other areas where permission have been granted	<input checked="" type="checkbox"/>
85	Harvest Reporting : Can ONLY Report Harvest	Can access harvest reporting ONLY. This overrides any other permissions which have been granted	<input checked="" type="checkbox"/>
111	Harvest Reporting : Can Only View Harvest Records	Can Only View Harvest Records	<input type="checkbox"/>
112	Harvest Reporting : Can Access Harvests Component	Users with this permission can access the harvest management screens using the Harvests button on the Service Desk main menu	<input type="checkbox"/>
405	Harvest Reporting : Can Manage Harvest Form Configurations	Users with this permission will be able to manage the code tables that are specific to harvest forms	<input type="checkbox"/>

Cancel
Save

Figure 87

Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-038 Section VII.F.7	<p>A. Describe the system’s live messages functionality.</p> <p>Bidder Response:</p> <p>BROADCAST MESSAGES</p> <p>Administrators can create and configure broadcast notifications, select recipient types, and manage notification settings using the ‘Manage System Notifications’ tool (<i>Figures 88 and 89</i>). Setting configurations include:</p> <ul style="list-style-type: none"> • Title / Subject • Content / Message • Recipient Type <p>The Commission’s authorized users will have the ability to configure the recipient types for each notification.</p> <ul style="list-style-type: none"> • Notifications can be targeted to specific Agent class types - such as general agents or NGPC offices only. • Notifications can be targeted to specific Customer types - such as permit customers or quota hunt / limited entry customers <p>Additional, administrators will have the ability to:</p> <ul style="list-style-type: none"> • Set the notification as 'Acknowledgement Required', meaning the recipient must acknowledge receipt of the message upon logging in before they can proceed. • Set the notification start and end dates. • Deactivate / turn off the notification at any time 	✓			

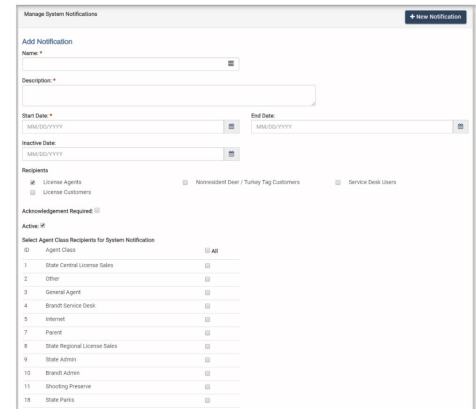


Figure 88

Attachment A

Requirements Traceability Matrix (RTM)

Request for Proposal 6506-Z1

Manage System Notifications										+ New Notification
ID	Name	Description	Start Date	EndDate	InactiveDate	Recipients	Acknowledgement	Active		
1	Begin Using This Site on Tuesday 2/26	Please do not begin processing transactions through this system until Tuesday, February 26	2/20/2019	2/25/2019		View	✓	✓	Manage	
2	Welcome! Please read these instructions entirely	Please begin creating user accounts for employees within your store location. You should not begin selling licenses through this system until Tuesday, February 26.	2/22/2019	2/25/2019		View	✓	✓	Manage	
3	03/12 ACH Reports Now available	ACH Reports are now available!	3/12/2019	3/12/2019		View	✗	✗	Manage	

Figure 89

Real time reports will be available to administrators to track the following activities:

- Which agents have read the broadcast notification
- Which agents have logged in to the solution but not read the notification
- Which agents have not logged in to the solution since the notification was broadcasted

Configurable Direct System Messaging Templates

Brandt is proposing to expand its current intra-system notifications capabilities to include direct, one-to-one communications between NGPC and individual users (Agent or Public Customer). Similar to an email inbox, this new functionality maintains a messaging thread between both parties. NGPC will have the ability to message a specific user (either through a system notification and/or email), the user will have the ability to respond, and a messaging thread of all communications will be maintained. The user will also have the ability to initiate messaging communication. To promote transparent communications, the contents within the Direct Messaging will be available for view by only NGPC Administrators, Brandt Contact Center, and the involved user (Agent or Public Customer).

The Direct Messaging module will allow NGPC to select from an existing template (Ex: Incomplete Permit Application) or create a message from scratch. The Direct Messaging templates will be available for NGPC to configure:

- Subject line

Attachment A

Requirements Traceability Matrix (RTM)

Request for Proposal 6506-Z1

	<ul style="list-style-type: none"> • Message content and formatting • "Reply to" contact information • Priority / Level of Importance (Low, Medium, High, Critical, or Blocker)
--	--

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-039 Section VII.F.8	<p>A. Describe how a user with administrative access can update and report big game harvest information.</p> <p>Bidder Response:</p> <p>Administrative users may search for and locate a customer's profile, then submit the harvest report on their behalf following a very similar workflow to the public customer (<i>Figure 90</i>). The agent ID and user ID of the person submitting the form will be tied to the harvest report.</p>	✓			

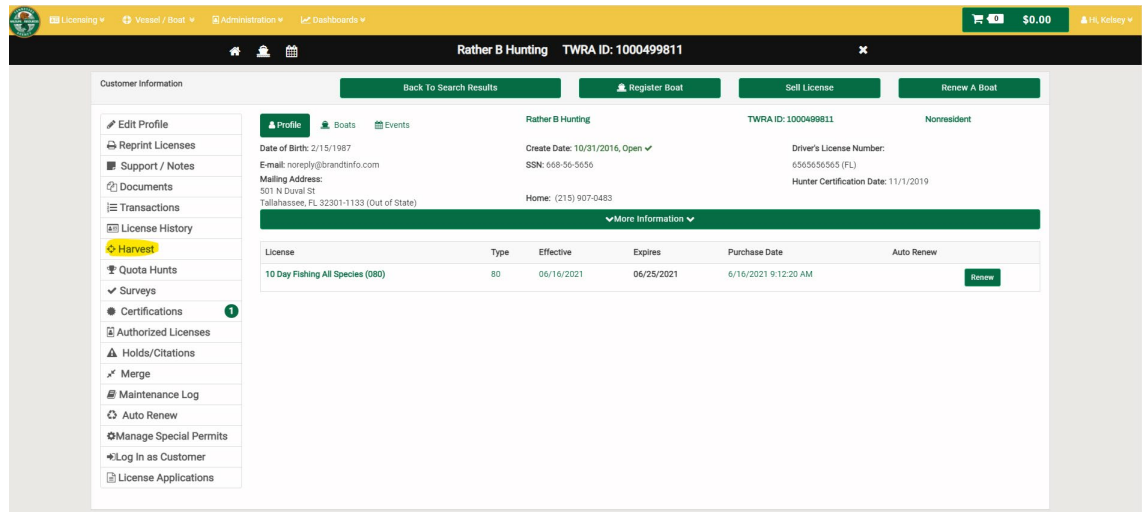


Figure 90

Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

	<p>The Administrative Harvest Report process is as follows:</p> <ul style="list-style-type: none"> • Search for customer to access customer account. • Click “Harvest” menu item. This will display a harvest history page. • Click “Report Harvest” button to create a new harvest report. • Select the desired harvest report form. • Complete form and submit. <p>Administrative users with appropriate permissions can also access an ‘Edit’ button next to submitted reports to modify existing harvest data is needed. Access to this feature is permission based so that editing functionality is restricted to those user roles with the appropriate access levels.</p>
--	--









FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-040 Section VII.F.9	<p>A. Describe how the system allows a user with administrative access to search/inquire the following:</p> <ol style="list-style-type: none"> 1. Customer 2. Permit number 3. Payment ID 4. Credit card transaction number 5. Receipt number 	✓			
	<p>Bidder Response:</p> <p>The administrative customer search engine provides additional lookup methods not available to customers and Agents. NGPC will have the ability to search for customer accounts by Customer ID, name, address / contact information, special identifiers, Document ID, Transaction ID, Temporary Authorization Number, Harvest Report Confirmation Number, and more.</p>				

Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

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 i. Preference Point ii. Bonus Point iii. Buddy Application iv. First and Second Choice Hunt Units 2. Auxiliary draw i. Preference Point ii. Bonus Point 3. Lottery draw 4. Manual draw 5. Notify applicant of draw results		✓		
<p>Bidder Response:</p> <p>The Go Outdoors Hunt Manager is fully built and kept up by Brandt to support NGPC’s complex random draw business rules. <i>Our current base solution meets a majority of NGPC’s business rules, and we will partner with NGPC to ensure the final product meets the business rules surrounding these important limited license draw opportunities prior to go-live.</i></p> <p>The administrative Hunt Manager offers NGPC powerful tools to create and manage license lotteries/raffles, quota hunts, drawing events, and first come, first serve events in real time. The flexible nature of the Go Outdoors Hunt Manager empowers Limited License Hunt Managers to offer the public unique hunting opportunities and explore Nebraska’s wildlife. Brandt proposes the integration of NGPC’s current limited entry management framework, complimented by new and innovative approaches offered by Brandt to make limited entry management even more efficient and flexible. Brandt understands the unique complexities that come with NGPC’s business rules and is prepared to offer the features NGPC needs, complimented by streamlined workflows and systematic improvements.</p> <p>The Hunt Manager offers NGPC administrators the flexibility to set up hunt configurations at the season level, hunt unit level and at the hunt type level. This allows NGPC to establish all business rules and application requirements through a flexible, real time user interface without any vendor assistance or development needed.</p> <p>NGPC users can configure the association between hunt units to hunt types / phases.</p>					

Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

NGPC can manage configurations and preferences for a variety of hunt and limited license draw system attributes, including:

 Hunt Category Attributes	 Phases	 Age / Residency Rules	 First Come First Served
 Quotas	 Points Business Rules	 Hunt Area / WMA Details	 Email Templates
 Special Opportunity Hunts	 Group / Party Hunts	 Permit Issuance Methods	 Type (Points Draw, Random Lottery)

Hunt Category Attributes (Figure 91) Include:

- Category Name & Season
- Open / Close Dates
- Type (Individual / Group)
- Maximum Priority Points
- Non-Resident Max Allocation
- Category Description
- Resident Types
- Number of Drawings
- Priority Group
- Award Permit License Type
- Type (Priority, Random, etc.)
- Min and Max Ages
- Maximum Hunt Choices
- Leftover Permit Sales
- Customer Indicators

Hunt Event Attributes (Figure 91) Include:

- Hunt Event Name
- Hunt Start / End Dates
- Hunt Event Summary
- Status (Active / Inactive)
- Associated Hunt Category
- Hunt Event Quota

Attachment A

Requirements Traceability Matrix (RTM)

Request for Proposal 6506-Z1

[Home](#) | [Hunt Setup](#) | [Admin Configurations](#)

Non Resident Any Deer 2019
All fields indicated with an (*) are required

[View Hunts](#) | [Duplicate Category](#)

Hunt Category: *
Non Resident Any Deer

Hunt Category Short Description: *
Application includes one any-sex deer tag and one antlerless deer tag

Hunt Category Description: *
Non Resident Any Deer. Application includes one any-sex deer tag and one antlerless deer tag

Hunt Choice Message (Displayed on application when more than one hunt event):

Application Open Date: *
05/04/2019

Application Deadline Date: *
06/02/2019

Season Begin *
2019

Season End *
2019

Species: *
Deer

Priority Group

Residency Type *
Non-Resident

NR Max Permit Allocation (%): *
100

Application License Type *
Select One

Resident/NonResident Permit (ATO)
Select One

Point Calculation Type
Lowest Point Value

Auto Award ATO:

Award Report Document:
Select One

Permit Required for Documents:

Allow Permit Doc Download:

Successful Email *
Quota Hunt Winners Email

Unsuccessful Email *
Quota Hunt Losing Email

Confirmation Email *
Generic Quota Hunt Confirmation Email

Points Only Confirmation Email *
Select One

Add Group Member Email *
Select One

Max Number of Drawings: *
1

Max Hunt Choices:
1

Allow Events to be Prioritized:

Minimum Party Size: *
1

Maximum Party Size: *
15

Min Age: *
0

Max Age: *
999

Max Preference Points:
999

Points Allocation %:
100

Can limit lower priority:

Allow Points Only Applications:

Allow Point Wagers:

Allow draws with overlapping dates:

Limit win to one Group per hunt:

Allow Leader to add members:

Number Years Ineligible After Win:
0

Include Excess Tags:

Excess Tag License Type (ATO)
Select One

Excess Tags Sales Start Date:
07/01/2019

Figure 91

Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-042 Section VII.F.11	<p>A. Describe the system’s ability to merge duplicate customer profiles.</p> <p>Bidder Response:</p> <p>Auto Merge Job</p> <p>Brandt will implement our automated merge job to identify and merge as many duplicate customer accounts as possible without manual intervention using criteria provided. Brandt will work with NGPC to identify merge criteria and fuzzy logic thresholds to complete this task.</p> <p>Merging Customer Accounts</p> <p>Brandt's Go Outdoors solution provides authorized users with real-time customer merge functionality. Through the administrative Service Desk, NGPC users can:</p> <ul style="list-style-type: none"> • Lookup duplicate customer accounts, compare customer data across both records, and merge the duplicate record in to the original account. • Select which customer demographic and contact information to choose when merging two accounts. • View reports of merged accounts by date range or administrative user. <p>All system actions, including customer merges, are fully audited. The audit log maintains the original customer ID on the history of all customer attributes such as licenses/permits, transactions, certifications, revocations, points, and other activity, making the separation / restoration of original record data simple.</p> <p>The Go Outdoors merge process has built in logic to evaluate and merge customer points while adhering to business rules, ensuring that customers do not receive additional points due to a merge if it violates point issuance business rules.</p> <p>If an administrative user attempts to merge two customer accounts with priority points that need to be manually reconciled (i.e. both records have points for the same point group and season), the user will be presented with an error message when attempting to merge notifying them a manual review is necessary.</p> <p>Customer Merge Process</p> <p>Brandt understands the importance of a quick and intuitive customer merge administrative functionality. NGPC</p>	✓			

Attachment A

Requirements Traceability Matrix (RTM)

Request for Proposal 6506-Z1

Administrators have the ability to merge and unmerge customer records within the system with the following steps:

Find Customer Account

The user must first locate the customer's landing page by using the Administrative Customer Search.

Select "Merge" from the Customer Landing Page

From the Customer Landing Page, the user must select "Merge" from the left column actions.

Find Second (Duplicate) Customer to Merge

The Administrative User will then search for the second customer account by NGPC (Figure 92).

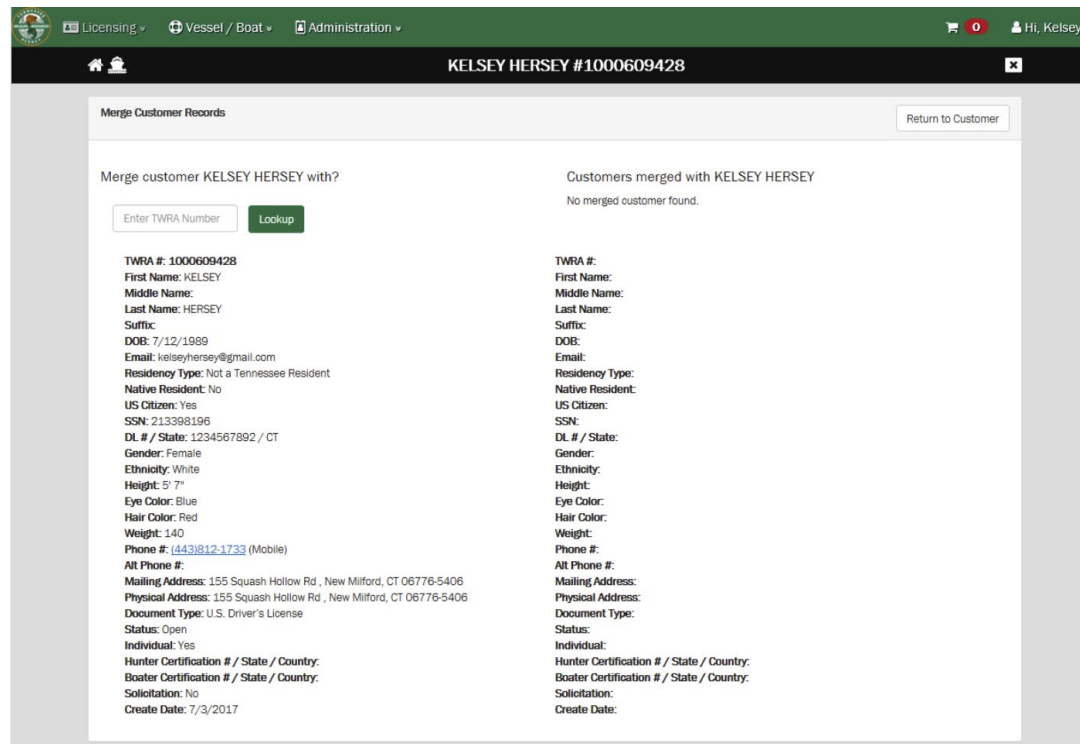


Figure 92

Attachment A

Requirements Traceability Matrix (RTM)

Request for Proposal 6506-Z1

Click "Merge Customers" (Figure 93)

KELSEY HERSEY #1000609428

Merge customer KELSEY HERSEY with?

7880164

Use customer 1 demographic info

TWRA #: 1000609428
First Name: KELSEY
Middle Name:
Last Name: HERSEY
Suffix:
DOB: 7/12/1989
Email: kelseyhersey@gmail.com
Residency Type: Not a Tennessee Resident
Native Resident: No
US Citizen: Yes
SSN: 123456789
DL # / State: 1234567892 / CT
Gender: Female
Ethnicity: White
Height: 5' 7"
Eye Color: Blue
Hair Color: Red
Weight: 140
Phone #: (443)812-1733 (Mobile)
Alt Phone #:
Mailing Address: 155 Squash Hollow Rd., New Milford, CT 06776-5406
Physical Address: 155 Squash Hollow Rd., New Milford, CT 06776-5406
Document Type: U.S. Driver's License
Status: Open
Individual: Yes
Hunter Certification # / State / Country:
Boater Certification # / State / Country:
Solicitation: No
Create Date: 7/3/2017

Customers merged with KELSEY HERSEY

No merged customer found.

Use customer 2 demographic info

TWRA #: 7880164
First Name: Barbara
Middle Name:
Last Name: Hersey
Suffix:
DOB: 3/19/1952
Email:
Residency Type: Not a Tennessee Resident
Native Resident: No
US Citizen: Yes
SSN: 272421960
DL # / State: 12345678 / NC
Gender: Female
Ethnicity: Other
Height: 5' 8"
Eye Color: Hazel
Hair Color: Brown
Weight: 180
Phone #: (919)848-4296 (Home)
Alt Phone #:
Mailing Address: 14301 Pine Cove Ct, Raleigh, NC 27614-9374
Physical Address: 14301 Pine Cove Ct, Raleigh, NC 27614-9374
Document Type: None
Status: Open
Individual: Yes
Hunter Certification # / State / Country:
Boater Certification # / State / Country:
Solicitation: No
Create Date: 6/18/2001

Figure 93

Attachment A

Requirements Traceability Matrix (RTM)

Request for Proposal 6506-Z1

The system will then merge the two accounts together, providing the new customer profile information (Figure 94).

Merge Customer Records

Merge customer KELSEY HERSEY with?

7880164

Use customer 1 demographic info

TWRA #: 1000609428
First Name: KELSEY
Middle Name:
Last Name: HERSEY
Suffix:
DOB: 7/12/1989
Email: kelseyhersey@gmail.com
Residency Type: Not a Tennessee Resident
Native Resident: No
US Citizen: Yes
SSN: 123456789
DL # / State: 1234567892 / CT
Gender: Female
Ethnicity: White
Height: 5' 7"
Eye Color: Blue
Hair Color: Red
Weight: 140
Phone #: (443)812-1733 (Mobile)
Alt Phone #:
Mailing Address: 155 Squash Hollow Rd., New Milford, CT 06776-5406
Physical Address: 155 Squash Hollow Rd., New Milford, CT 06776-5406
Document Type: U.S. Driver's License
Status: Open
Individual: Yes
Hunter Certification # / State / Country:
Boater Certification # / State / Country:
Solicitation: No
Create Date: 7/3/2017

Use customer 2 demographic info

TWRA #: 7880164
First Name: Barbara
Middle Name:
Last Name: Hersey
Suffix:
DOB: 3/19/1952
Email:
Residency Type: Not a Tennessee Resident
Native Resident: No
US Citizen: Yes
SSN: 123456789
DL # / State: 12345678 / NC
Gender: Female
Ethnicity: Other
Height: 5' 8"
Eye Color: Hazel
Hair Color: Brown
Weight: 180
Phone #: (919)848-4296 (Home)
Alt Phone #:
Mailing Address: 14301 Pine Cove Ct, Raleigh, NC 27614-9374
Physical Address: 14301 Pine Cove Ct, Raleigh, NC 27614-9374
Document Type: None
Status: Merged
Individual: Yes
Hunter Certification # / State / Country:
Boater Certification # / State / Country:
Solicitation: No
Create Date: 6/18/2001

Merged Customer

BARBARA HERSEY **TWRA ID: 7880164** **Non Resident**

Date of Birth: 3/19/1952
Email Address: Not Provided
Mailing Address:
 14301 Pine Cove Ct
 Raleigh, NC 27614-9374 (Wake)

Create Date: 6/18/2001, Inactive
SSN: 123-45-6789
Primary Phone #: (919) 848-4296

Driver's License Number:
 12345678 (NC)
Is Hunter Safety Completed: No
Hunter Certification Date:

Figure 94

Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-043 Section VII.F.12	A. Describe how the system calculates and accounts for sales and lodging tax and correctly apply it to NGPC products and services in compliance with applicable tax regulations.	✓			
<p>Bidder Response:</p> <p>Go Outdoors Nebraska will automatically update changes in sales and lodging taxes at the state or local level without an element of human error thanks to our development of a real time tax integration. Go Outdoors Nebraska will provide NGPC Administrators the ability to configure and adjust the Business Rules that control the taxes for all reservations, retail transactions, and other transactions.</p> <p>Pricing grids may be set with a start and end date to allow NGPC Administrators the ability to pre-configure future pricing changes prior to the changes taking affect in the system. Associated reservation fees, including taxes, may be configured by agent class (Internet, Call Center, NGPC Headquarters, or Site/Facility) for each point of sale location. This allows NGPC Administrators the ability to configure additional fees for each location based upon its fee schedule including all taxes.</p>					

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	✓			
<p style="text-align: center;">PURCHASING LICENSES, PERMITS, & PRODUCTS USING THE SERVICE DESK MODULE</p> <p>Users: NGPC System Administrative Users/Commission Personnel</p> <p>System administrators will leverage the administrative Catalog Manager and Service Desk modules to manage system functionality. Administrators will have the ability to access Catalog Manager and Service Desk features through a single sign in and access point. Users will have the ability to manage permit types, products, and catalog configurations, manage facilities and units, enable and disable system features, create new roles, access reports, and more.</p>					

Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

Service Desk Landing Page

The landing page for the Service Desk homepage offers Admin Users a dashboard with quick-tile widgets to quickly access the customer search features, reports, user management pages, and other links based on the user's role and permissions.

Selling Permits/Licenses & Products

Admin users will begin each sale by locating or creating a customer account using a basic lookup method. The user will enter the customer's date of birth and one additional identifier, such as Customer ID or Last 4 of SSN. Additionally, Admin users can scan the customer's driver's license or state ID card to auto populate the lookup information. If a matching account is found, the user will be taken to the customer's profile to begin the sale. If no matching account is found, the user will be prompted to create the customer's account, and information available from the driver's license ID will be automatically filled in to reduce manual data entry.

The Go Outdoors Service Desk module is designed to streamline purchase workflows and simplify the sales process to create a positive user experience and allow Agents to quickly process transactions. Several features will support this, such as:

License Activity Packages

To support quick sale options for popular combinations of required permits/licenses, Admin users will have access to one-click license/permit activity packages. An industry first implemented by Brandt, Activity Packages offer customers and agents a one-click workflow to add all required licenses and permits to a customer's shopping cart by the hunt or fish activity the customer will be participating in.

Quick Renew Options

Admin users will have access to a 'Renew Licenses' button on the customer profile page, allowing the user to view all licenses/permits held by the customer (current and expired) that are eligible for renewal. Admin users can quickly select each permit/license to renew and add all items to the cart at once.

Browsing The Product Catalog

To access the catalog, click on the **Sell License** button on the customer's profile.


The catalog is grouped into 3 product classes, each of which contains a list of all permits and products the customer is eligible to purchase based on their age, residency, and other NGPC business rules. There is also a tab for License

Attachment A
Requirements Traceability Matrix (RTM)
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Packages.

1. **Recreational Licenses** - this product class includes Recreational Permits/Licenses, Lifetime Permits/Licenses, Stamps and Shooting Preserve.
2. **Commercial / Wildlife Permits** - this product class includes Commercial and Special Permits.
3. **NGPC Merchandise / Products** - this product class includes Gift Cards, Magazines, Donations and Hard Cards.
4. **License Packages** - this tab contains all license packages that are available to the customer. Licenses packages offer a one-click workflow to add all applicable items to the customer's shopping cart based on a specific fishing, hunting, or wildlife activity.

Once you are on the main catalog page, you can:

- Browse items in the catalog by product category
- Click **Add to Cart** to add the desired permit to the customer's shopping cart.
- Click the **Cart** icon to view all items currently in the customer's cart.
- Click the  icon to exit the customer account.
- View the **Price** of each item available to the customer.

Surveys

Choose from each of the survey question drop-downs and then click on the **Submit** button to continue when all questions are answered to continue.

Cross Sells

Some permits/licenses are configured with cross sell licenses, which will be displayed when you add the item to the cart.

Click **Yes** and **Continue to Checkout** to add the cross sell item to the cart.

Attachment A
Requirements Traceability Matrix (RTM)
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PURCHASING LICENSES, PERMITS, & PRODUCTS USING THE POS MODULE

Users: POS Agents

POS Agents are supported through the web-based Go Outdoors Agent Point of Sale module. Offering streamlined workflows and one-click license activity packages, agents can serve customers more quickly and provide an overall better user experience. All transactions are processed and updated in the central database in real time for all sales channels, including the Agent POS module.

The flexible, web-based nature of the solution means Agents can access the sales site from a variety of device types without losing system functionality – including smartphones, tablets, or desktop / PC devices.

The implementation of a new system means improved benefits and services for agents as well as enhanced support and system reliability. We understand the importance of maintaining a strong relationship with Agents across Nebraska, and our solution will facilitate and promote these partnership efforts.

Our suite of standard and custom reports support agent revenue management and accounting reconciliation efforts for small mom and pop agents and large corporate organizations with hundreds of agent locations.

Agent Point of Sale (POS) Site Landing Page

The landing page for the Agent Point of Sale site landing page offers Agents a dashboard with quick-tile widgets to quickly access the customer search features, reports, user management pages, and other links based on the user's role and permissions.

Selling Permits/Licenses & Products

Agents will begin each sale by locating or creating a customer account using a basic lookup method. The user will enter the customer's date of birth and one additional identifier, such as Customer ID or Last 4 of SSN. Additionally, Agents can scan the customer's driver's license or state ID card to auto populate the lookup information. If a matching account is found, the user will be taken to the customer's profile to begin the sale. If no matching account is found, the user will be prompted to create the customer's account, and information available from the driver's license ID will be automatically filled in to reduce manual data entry.

The Go Outdoors Agent POS module is designed to streamline purchase workflows and simplify the sales process to create a positive user experience and allow Agents to quickly process transactions. Several features will support this, such as:

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Requirements Traceability Matrix (RTM)
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Activity Packages

To support quick sale options for popular combinations of required licenses/permits, Agents will have access to one-click license/permit activity packages. An industry first implemented by Brandt, Activity Packages offer customers and agents a one-click workflow to add all required licenses and permits to a customer's shopping cart by the hunt or fish activity the customer will be participating in.

Quick Renew Options

Agents will have access to a 'Renew Licenses' button on the customer profile page, allowing the user to view all permits/licenses held by the customer (current and expired) that are eligible for renewal. Agents can quickly select each permit/license to renew and add all items to the cart at once.

Generating Permit/License Documents

Documents will be generated in the appropriate format at the end of each transaction according to business rules configured by sales channel, agent type, and hardware type. Documents will only be generated once a sale is fully processed.

Permits/licensing documents can be formatted to be automatically generated and sent to the printer at the end of a sale.

Help Content

The Agent POS module includes built in tools to provide Agents with helpful information and support in real time. Each page of the POS site includes a dedicated help page, designed to allow for help content to be tailored to the page the request is coming from.

NGPC administrators can manage help content and resources for each page in the Agent POS in real time, which offers a streamlined approach to supporting Agents and accessing relevant information quickly.

Links to Training Resources

The module includes embedded training videos and links to PDF informational documents and files, which can be added and managed administratively by NGPC. Brandt will also maintain up to date system training videos, including 60-second clips for quick instructions to complete common activities and transactions.

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FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-045	A. Identify the tender types the POS module accepts for the following: 1. Internal Sales Channel 2. External Sales Channel	✓			
Section VII.G.2	<p>Bidder Response:</p> <p>The Go Outdoors Nebraska POS module can be configured to accommodate NGPC’s business rules and any payment transaction processes for both Internal and External Agents.</p> <p>Brandt understands that the Internal Agent sales channel accepts: cash, check, credit/debit card, Parks Bucks and money orders.</p> <p>Brandt understands that the External Agent sales channel will only accept: cash, check, and money orders.</p> <p>External Agents and Internal Agents will also have the ability to accept various payment types, including splitting payment types for one transaction. The Go Outdoors platform is capable of processing payments in full or in split payments, as allowable by NGPC business rules, including credit card swipe, cash, check, Parks Bucks/Git cards, and digital payment methods (PayPal, Amazon Pay, Apple Pay, Samsung Pay, Google Pay).</p>				

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-046	A. Describe the system POS nightly reconciliation process with applicable reports for the following: 1. Internal Sales Channel 2. External Sales Channel	✓			
Section VII.G.2	<p>Bidder Response:</p> <p>Reconciliation can occur at any time within the POS system – reports will be available in real time to Agents and administrative users by sales location and / or user. Users can run sales / accounting reports at any time (day or night) when closing drawers to reconcile transactions for the day.</p>				

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FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-047 Section VII.G.2	<p>A. Describe the system POS print/reprint process after a transaction is completed to include:</p> <ol style="list-style-type: none"> 1. Internal Channel processed permit. 2. External Channel processed permit. <p>Bidder Response:</p> <p>Receipt Issuance & Document Fulfillment/Delivery</p> <p>The print/reprint process is the same for both Internal and External Agent channels.</p> <p>After an Agent completes a transaction, NGPC specified permits and other items and receipts will be available to print on plain 8.5x11 plain paper stock and also emailed as an electronic PDF to the customer's email address on file.</p> <p>Agents will have the ability to print receipts/record of sale documents after completing a transaction at POS locations. Brandt will work with NGPC to determine if these documents print automatically after each sale, or print as a compiled summary of transactions that can be printed on a daily basis. NGPC specified permit/license items and receipts will be available to print on plain 8.5x11 plain paper stock.</p> <p>As determined by NGPC business rules, each permit will receive a unique identifier when purchased that is associated with the Transaction ID, Customer ID, and Agent ID/location where purchased. Associated documents will be generated based on the sales channel and selected fulfillment method. Options will include:</p> <ul style="list-style-type: none"> • Electronic PDF designed to fit standard 8.5x11" paper (for printing at home or at a POS location.) • Printable receipt designed to fit POS location printer size specifications (for printing at Internal and External Agent locations, if unique printer layout is needed). 	✓			

Attachment A
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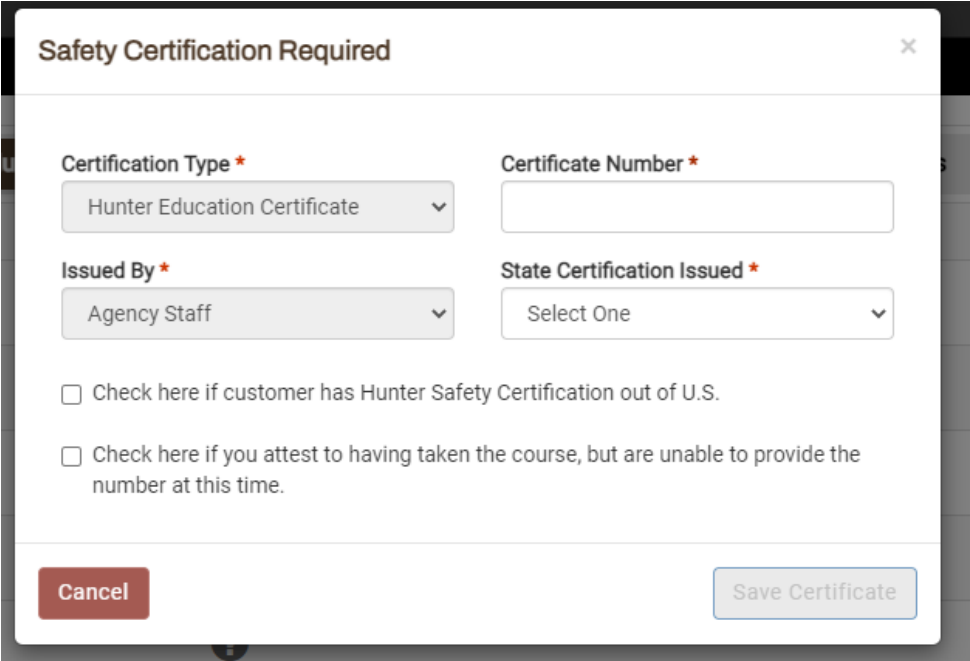
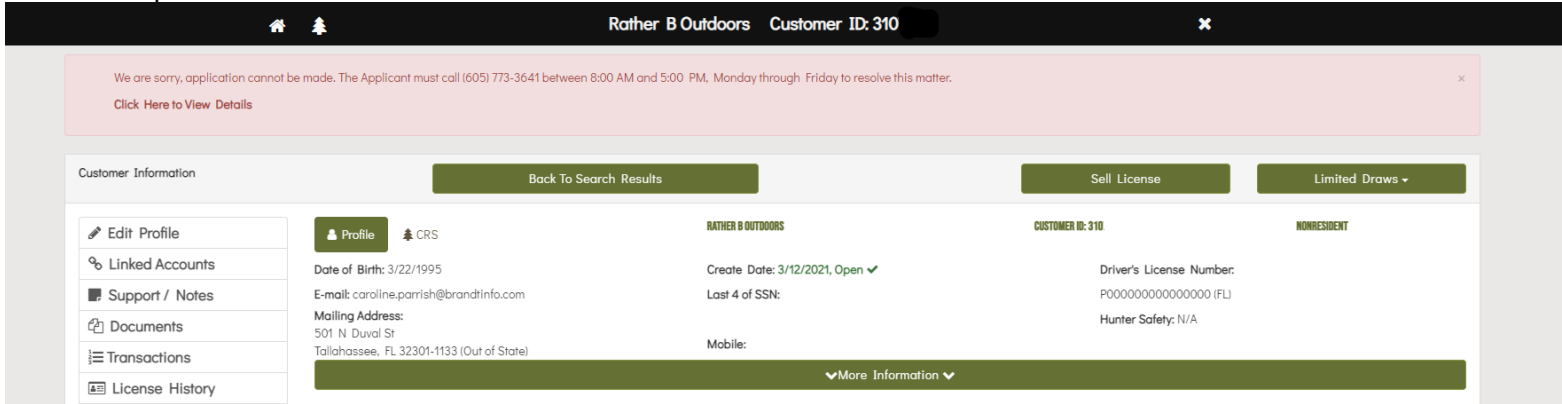
FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-048	A. Describe how the system POS allows an Agent to assess hunter education status on a customer profile.	✓			
Section VII.G.2	<p>Bidder Response:</p> <p>Licenses and permits can be configured with hunter safety education requirements and business rules. The rules will be enforced at the time of purchase (Figure 95) and can either restrict a sale for a customer without the certification, enable entry of the hunter education certification number, or allow a deferral of the requirement, among other options.</p> <p>Existing system features will allow for date of birth requirements associated with the hunter education restriction for each hunter safety requirement type. These features can allow requirements to be enforced for customers born before or after a specified date of birth.</p> <p>If a Hunter Education number is not on file for a current customer, the system will prompt the Agent to enter the certification when adding a product to the cart. If a number is not a file or a customer is not able to provide, the Go Outdoors system will not allow the customer to checkout.</p>				

Figure 95

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FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-049	A. Describe how the system POS reflects revoked profiles to the Agent.	✓			
Section VII.G.2	<p>Bidder Response:</p> <p>When an agent searches and opens a customer account, if a revocation is on file preventing the purchase of licenses/permits/stamps, a red banner displays at the top of the screen (<i>Figure 96</i>). Brandt will work with NGPC to finalize the preferred text for this revocation notification.</p>  <p style="text-align: center;"><i>Figure 96</i></p>				

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-050	A. Describe how the system POS refunds a transaction.	✓			
Section	<p>Bidder Response:</p> <p>Internal and External Agent users will be able to process refunds based on NGPC's user role permissions and business</p>				

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VII.G.3	<p>rules.</p> <p>The Go Outdoor Nebraska system will include POS refund capabilities, including Partial Refunds, based on the business rules allowed by authorized users in the system. Refunds may be set by dollar amount, percentage of total or in full at the discretion of the authorized user. The refund will default to the original payment method, but may also be added as gift card credit to the customer's profile. Each refund has a unique Transaction ID for auditing purposes.</p> <p>Role Based Access to Refund & Void Features</p> <p>Access to voiding transactions and refunding payment is controlled by role-based access. The flexible nature of the solution will allow NGPC Administrators to configure permissions by user role and can choose to restrict administrative refund and void features, so that each location can only process changes for transactions made at their site location.</p> <p>Voiding Transactions</p> <p>If and when a transaction is completed as a mistake, authorized users may void an entire transaction. The solution will automatically refund / credit a customer's card for any voided credit card transaction payments without any manual intervention, once the transaction void is completed.</p> <p>User roles can be configured to allow administrative or facility users to void a transaction within a specified time frame. Standard void permissions include:</p> <ul style="list-style-type: none">• Basic Void - <i>Can Void Within 4 Hours of Transaction</i>: Users with this permission can void their own transactions within 4 hours of the transaction date / time. This permission is generally applied to facility-level clerk roles.• Supervisor Void – <i>Can Void Same Day of Transaction</i>: Users with this permission can void any transactions within their facility by midnight. This permission is generally applied to facility-level supervisor roles.• Manager Void – <i>Can Void within 2 Days of Transactions</i>: Users with this permission can void any transaction within their facility within 2 days (48 hours) of the transaction date / time. This permission is generally applied to facility-level manager roles.• Administrative Void – <i>Can Void All Transactions</i>: Administrative users with this permission void any transaction across any facility with no time restrictions. This permission is generally applied to administrative-level supervisor roles. <p>Additional void access levels can be configured to accommodate NGPC's custom needs.</p>
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	<p>Refunds</p> <p>Authorized users may calculate and distribute full or partial refunds that are associated with a transaction. The transaction information may be located by a variety of methods including:</p> <ul style="list-style-type: none"> • Customer Receipt Transaction ID • Viewing Customer Transaction History • Recent System Transactions • Search Transactions by Date <p>Refunds are made in the same payment method, cash or payment card, as the original transaction, or distributed as a gift card balance added to the customer's account. Refund business rules may be administratively configured at both the per line item (permit/licensing and stamp refunds; pass refunds; POS product refunds) level as well as per payment type level. All business rules will be enforced and validated prior to the system completing the refund request.</p>
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FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-051	A. Describe how the system POS accesses frequently sold permits.	✓			
Section VII.G.4	<p>Bidder Response:</p> <p>Activity Packages</p> <p>To support quick sale options for popular combinations of required permits/licenses, Internal and External Agents will have access to one-click permit/license activity packages. An industry first implemented by Brandt, Activity Packages offer customers and Agents a one-click workflow to add all required licenses and permits to a customer's shopping cart by the hunt or fish activity the customer will be participating in <i>(Figure 97)</i>.</p>				

Attachment A

Requirements Traceability Matrix (RTM)

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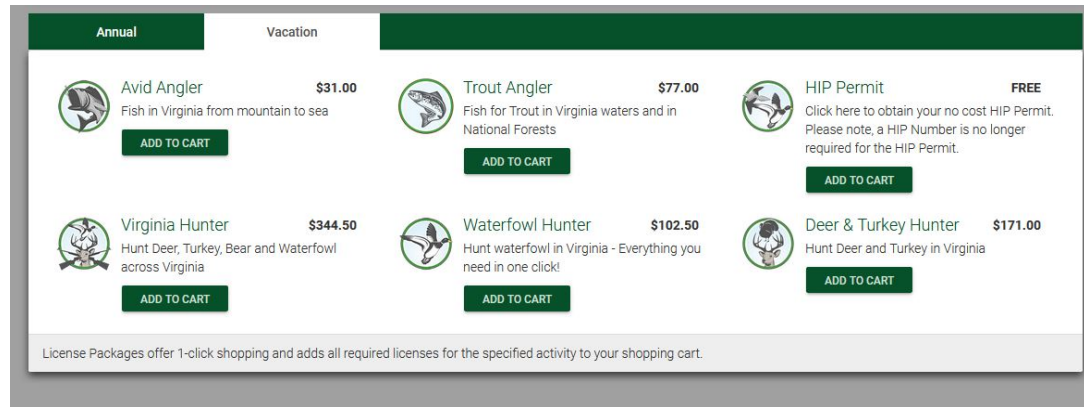


Figure 97

Quick Renew Options

Agents will have access to a 'Renew Licenses' button on the customer profile page, allowing the user to view all permits/licenses held by the customer (current and expired) that are eligible for renewal. Agents can quickly select each permit/license to renew and add all items to the cart at once (Figure 98).

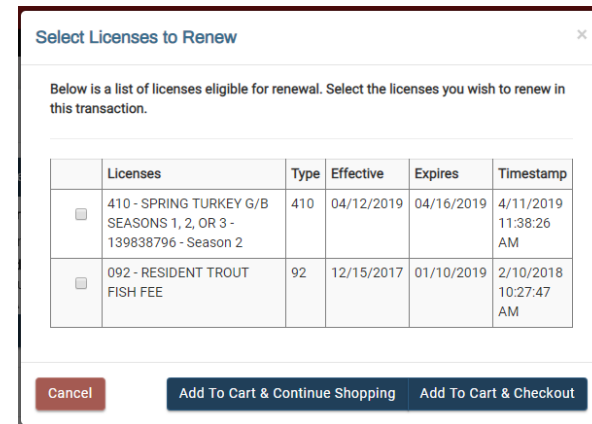


Figure 98

Attachment A
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FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-052	A. Describe how the system POS issues a replacement permit and how it is reflected as such.	✓			
Section VII.G.5	<p>Bidder Response:</p> <p>Replacement Permits/Licenses</p> <p>Brandt's solution includes several features to support the purchase of replacement (duplication) permits. NGPC will have the ability to set the price for the reprint to a set dollar amount or free. NGPC can also choose whether customers should have the ability to select which privileges they would like to replace and whether the replacement fee should be at the transaction level or per privilege level.</p> <ul style="list-style-type: none"> Any time a customer reprints the permit online, the permit document will contain a list of valid and active (unexpired) privileges held by the customer at the time the permit is generated, as allowed by NGPC. Privileges and products that cannot be self-fulfilled and must be mailed to the customer will include a "Purchase Duplicate" button next to each product a duplicate can be purchased for. Customers will have the ability to add duplicate permits to their cart once the original permit type is added to their cart. This includes duplicate permit documents, hard cards, or registration cards / decals (Figure 99). In accordance with NGPC business rules, once a tag has been used, the corresponding privilege can be removed from the list of customer permits eligible for replacement. 				

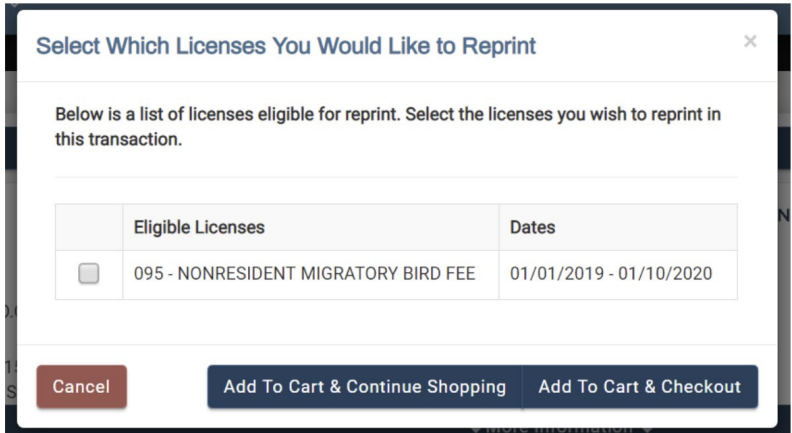
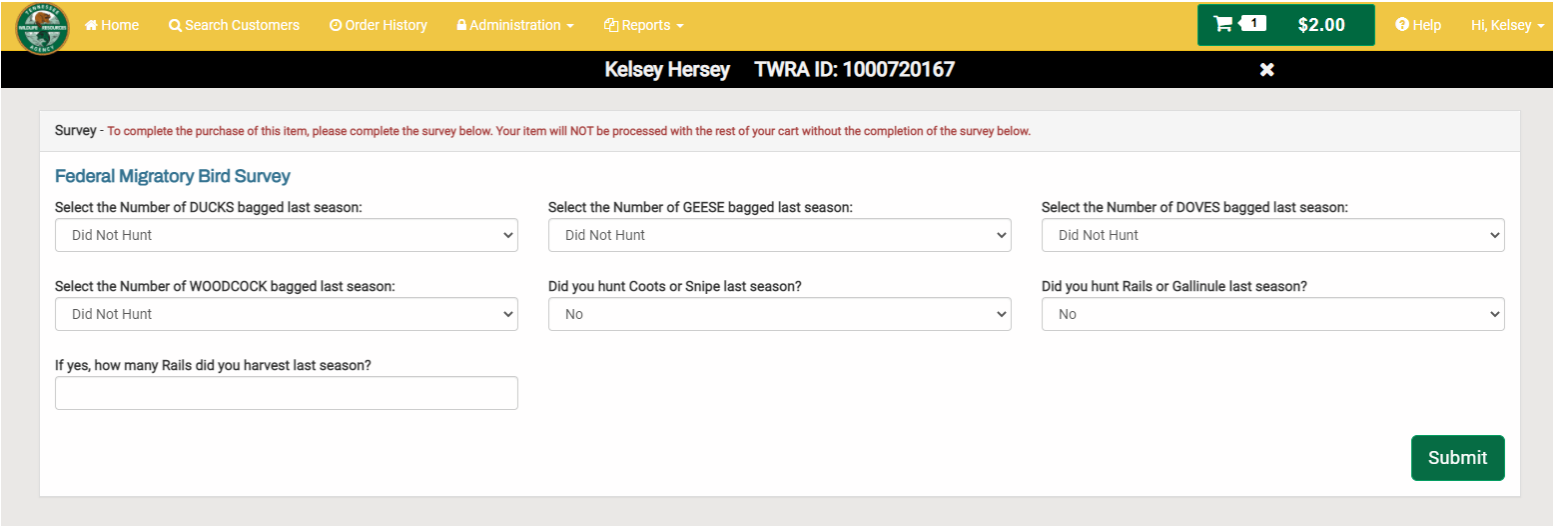


Figure 99

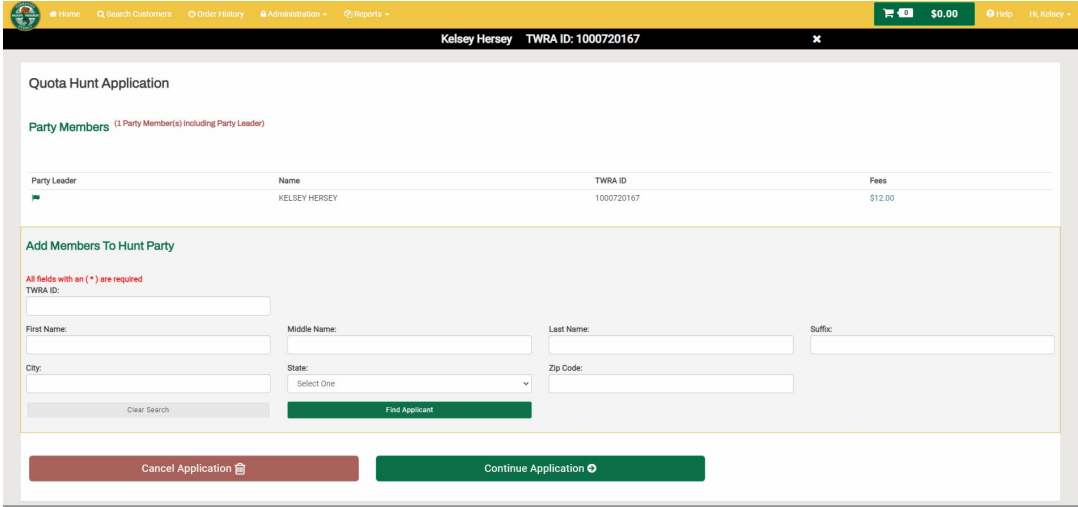
Attachment A
Requirements Traceability Matrix (RTM)
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FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-053	A. Describe how the system POS allows an Agent to enter customer HIP information and issue a HIP number.	✓			
Section VII.G.6	<p>Bidder Response:</p> <p>The HIP Permit is sold like a traditional product in the product catalog. A POS user may look up a customer account, add the HIP Permit to the cart, and the Federal Migratory Bird Survey is then displayed to complete prior to HIP Permit verification (<i>Figure 100</i>). Once the transaction is complete, the HIP Permit is associated with the customer's account. A unique number can be issued with the purchase as needed, however Brandt has worked with our existing state customers to eliminate the need for a HIP number by moving to a customer centric system that tracks purchases by Customer ID.</p>				
	 <p style="text-align: center;">Figure 100</p>				

Attachment A

Requirements Traceability Matrix (RTM)

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FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-054	A. Describe how the system POS allows an Agent to issue a draw or lottery application to a customer.	✓			
Section VII.G.7	<p>Bidder Response:</p> <p>A POS Agent will submit a draw or lottery application on behalf of a customer by following these steps <i>(Figure 101)</i>:</p> <ul style="list-style-type: none"> Search and locate customer account Click “Draw” menu item Click “Apply for a Hunt” Select the desired draw Select “Create a Party” or “Join a Party” or “Join as Individual” (if applicable) Complete application and submit 				
	 <p style="text-align: center;">Figure 101</p>				

Attachment A
Requirements Traceability Matrix (RTM)
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FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-055	A. Describe how the system POS allows an Agent to check in Harvest Data.	✓			
Section VII.G.8	<p>Bidder Response: A POS Agent will check in Harvest Data on behalf of a customer by following these steps:</p> <ul style="list-style-type: none"> • Search and locate customer account • Click “Harvest Reporting” menu item • Click “Report Harvest” • Select the desired harvest reporting form • Complete form and submit 				

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-056	A. Describe how the system POS allows an Agent to manage the user ids and password of the location’s clerks.	✓			
Section VII.G.9	<p>Bidder Response: The Go Outdoors user management solution allows agents to create and manage users for their location, and includes a feature that allows corporate (parent) agents to manage users for all of their individual agent locations (child) <i>(Figure 102)</i>.</p>				

Attachment A

Requirements Traceability Matrix (RTM)

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SEARCH USERS

First Name

Middle Name

Last Name

User Role Name

Email Address

Username

Agent

Active

Business Name

+ Create User
Q Search Users
Clear Search Fields

SEARCH RESULTS

User Name	First Name	Last Name	Role	Agent	Locked	Active
debbie.cline	Debbie	Cline	GFP Super User	750001 Brandt Admin	No	Yes
cody.sales	cody	Delisle	Agent Clerk	750001 Brandt Admin	No	Yes
amy.faircloth	Amy	Faircloth	Brandt Super User (Restricted)	750001 Brandt Admin	No	Yes
























Figure 102

Features include:

- ✓ Real Time User Account Creation
- ✓ User Role Management
- ✓ Unlocking / Resetting Users
- ✓ Deactivating Accounts
- ✓ Viewing Login Activity / Details
- ✓ Security Question Management

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FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate							
FUN-057	A. Describe the system's law enforcement module functionality.	✓										
Section VII.H	Bidder Response:											
	<p>LAW ENFORCEMENT TOOLS</p> <p>Brandt understands the unique needs of law enforcement users, which is why we created a custom administrative enforcement component that supports field officers, dispatchers, administrators, and other enforcement user groups.</p> <p>Additionally, Brandt's platform includes an iOS and Android GoLAW app, a mobile app designed for field officers to access offline querying through their mobile device. Officers with mobile devices in the field can sync a copy of the license database (excluding sensitive information) to verify customer and license information in the field. Officers will have the ability to:</p> <ul style="list-style-type: none"> • Scan license documents and driver's licenses to locate customers / licenses • Manually enter customer information to locate historical information • Enter notes / details about interactions with customers • View a scan history of all customers / scans completed from the device <p>These tools are optimized for dispatcher needs (generally large screens and require fast response times) <i>and</i> field officers (smaller devices and remote connectivity) among other users the solution supports.</p> <p>Law Enforcement Features available in the administrative module include the following:</p> <table border="1" style="width: 100%; text-align: center;"> <tr> <td data-bbox="283 1149 686 1305">  Real Time Search Capabilities </td> <td data-bbox="686 1149 1073 1305">  Flexible Designs that Scale to Mobile & PC Devices </td> <td data-bbox="1073 1149 1459 1305">  Real Time Enforcement & Revocation Reports </td> <td data-bbox="1459 1149 1858 1305">  Online & Offline Query Capabilities </td> </tr> <tr> <td data-bbox="283 1305 686 1458">  Custom Law Enforcement User Roles </td> <td data-bbox="686 1305 1073 1458">  Customized Law Enforcement Dashboards </td> <td data-bbox="1073 1305 1459 1458">  Revocation Enforcement & Citation Tools </td> <td data-bbox="1459 1305 1858 1458">  Dispatch & Field Response Support Features </td> </tr> </table>					 Real Time Search Capabilities	 Flexible Designs that Scale to Mobile & PC Devices	 Real Time Enforcement & Revocation Reports	 Online & Offline Query Capabilities	 Custom Law Enforcement User Roles	 Customized Law Enforcement Dashboards	 Revocation Enforcement & Citation Tools
 Real Time Search Capabilities	 Flexible Designs that Scale to Mobile & PC Devices	 Real Time Enforcement & Revocation Reports	 Online & Offline Query Capabilities									
 Custom Law Enforcement User Roles	 Customized Law Enforcement Dashboards	 Revocation Enforcement & Citation Tools	 Dispatch & Field Response Support Features									

Attachment A
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FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
FUN-058	A. Describe the system's law enforcement module mobile functionality.	✓			
Section VII.H	<p>Bidder Response:</p> <p>The Go Outdoors LAW mobile app for iPhone and Android devices (<i>Figure 103</i>) provides officers with offline database querying capabilities when in remote areas without an internet connection. Secure syncing and data management features provide officers with the latest license and harvest information for customers, with barcode / QR code scanning features to validate licenses and other documents.</p> <p>This private, restricted mobile app can be downloaded by Law Enforcement Officers to quickly look up current customer information, both online and without cellular service using barcode scanning technologies and quick search features. Private Law Enforcement Mobile App features include:</p> <ul style="list-style-type: none"> • Barcode scanning features to scan license documents and retrieve customer and license information. • Offline search features via barcode scan and search fields such as customer ID, customer name, and date of birth. • Quick links to access the administrative Service Desk application. • A support feature that provides law enforcement users with access to contact center support information. <p>Brandt's Law Enforcement App supports iOS 10 or Android or Android 5.0 or higher for data storage and camera requirements.</p>				



Figure 103

Attachment A
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FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
FUN-059	A. Describe how the system's law enforcement module views customer profile revocations.	✓			
Section VII.H	<p>Bidder Response:</p> <p>Revocations types and corresponding permit/license and product restrictions can be configured in real time. Additionally, this feature allows NGPC to define each revocation type as a "Restriction" or a "Report Only" violation. Law Enforcement Officers and NGPC Administrators may view customer revocations through the Customer Profile. Authorized users may place an administratively configurable revocation type on a user account such as:</p> <ul style="list-style-type: none"> • Hunting licenses revoked • Fishing licenses revoked • All licenses revoked • Child support revocation • Bad check revocation • Reporting only <p>Revocation types designated by NPGC will display an alert on the customer's profile when the customer has an active revocation / suspension on file. The alert content displayed is configurable by sales channel, allowing NGPC to configure a different alert message for the Online Sales, Agent POS, and administrative Service Desk modules to be different.</p>				

Attachment A
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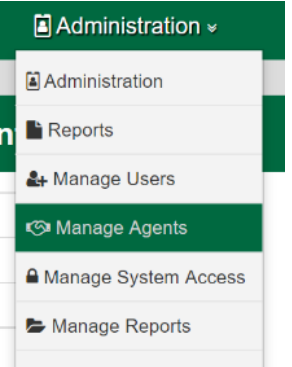
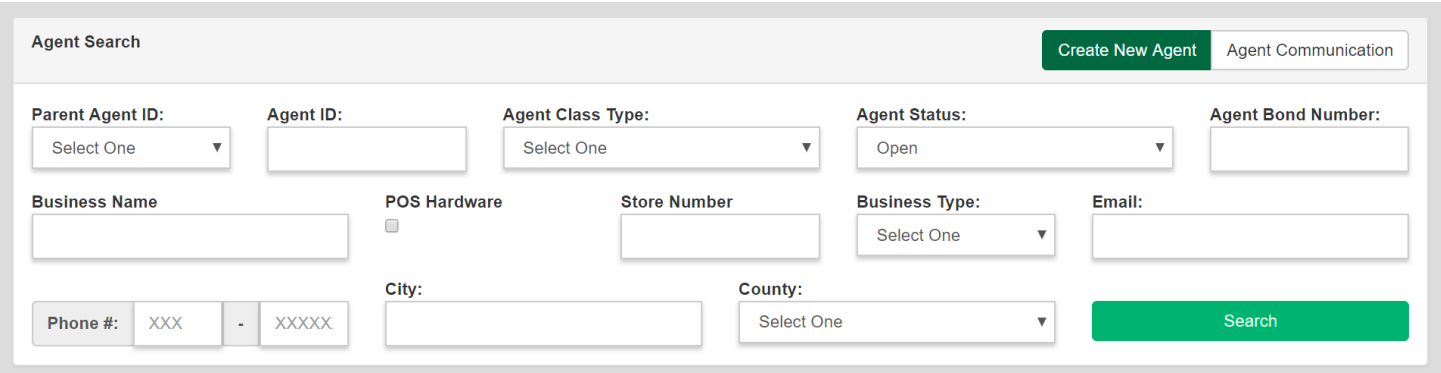
FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
FUN-060	A. Describe how the system's law enforcement module ties to the Interstate Wildlife Compact database.	✓			
Section VII.H	<p>Bidder Response:</p> <p>The Go Outdoors system includes an automated process that can retrieve and consume a data file received for Interstate Wildlife Violator's Compact records. The process is consumed via an automated job that:</p> <ul style="list-style-type: none"> • Identifies new suspension records to insert by matching the record against customer information in the Go Outdoors database. • Identifies existing suspension records that now have an end date and ending the suspension in the Go Outdoors system. <p>The Go Outdoors base platform supports this requirement and can be adjusted to support a web service / API, if available.</p>				

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-061	A. Describe how the system provides External Agents the ability to manage active account access at the corporate and individual store locations.		✓		
Section VII.I.1	<p>Bidder Response:</p> <p>An agent location may be configured to be a corporate (parent) agent to unlimited individual agent locations (child locations). Each agent location is able to manage its own active user access. This includes:</p> <p> ✓ Real Time User Account Creation ✓ User Role Management ✓ Unlocking / Resetting Users ✓ Deactivating Accounts ✓ Viewing Login Activity / Details ✓ Security Question Management </p>				


Attachment A
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FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-062	A. Describe how an External Agent logs into the system.		✓		
Section VII.I.1	<p>Bidder Response:</p> <p>An External Agent logs into the system at a sales website, providing Agent ID, Username, and Password <i>(Figure 104)</i>.</p> <div data-bbox="478 597 1650 1239" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;"> </div> <p style="text-align: center;">Figure 104</p>				

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FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-063	A. Describe how the system allows NGPC to enable and disable individual agent locations.	✓			
Section VII.I.1	<p>Bidder Response:</p> <p>NGPC can access, create, deactivate, process, and further interact with Agents and their data from the Service Desk module (Figure 105). Service Desk makes managing Point of Sale Agents and sales easy and user friendly from the Commission’s perspective.</p> <p>The solution comes with a standard “Agent Manager” user role designed to provide authorized users with special access to managing agent accounts and viewing sensitive agent information.</p> <p>Authorized NGPC administrators can search for active and inactive agents by business name, agent type, city, region, agent ID (Figure 106).</p>	 <p style="text-align: center;">Figure 105</p>  <p style="text-align: center;">Figure 106</p> <p>Additionally, standard agent reports will provide NGPC with lists of inactive or active agents, view new agents created within a specified date range, and view sales and order details by agent location or corporate organization.</p>			

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FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-064 Section VII.I.2	<p>A. Describe a monthly invoice and the information it summarizes including, but not limited to:</p> <ol style="list-style-type: none"> 1. permits sold, 2. transaction amount, 3. amount due for remittance to NGPC, and 4. how much the agent retains in issue fees. 	✓			
	<p>Bidder Response:</p> <p>External Agents will have access to weekly or monthly electronic ACH reports that will automatically be generated for the invoice period in the Point of Sale (POS) module (<i>Figure 107</i>). Each cycle, the ACH report will be updated and can be accessed by Agents in real time through the administrative interface.</p> <p>External Agents will have a variety of reporting and record keeping resources through the Go Outdoors point of sale solution. A variety of standard and custom reports will be available to agents in real time through the solution that can be viewed on screen or exported to Excel, CSV, Word, and PDF files.</p>				 <p style="text-align: center;">Figure 107</p>

Attachment A
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FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-065	A. Describe the system's Permit Agent summary report to include : 1. physical park permit book inventories sold 2. sales transaction information		✓		
Section VII.I.3	Bidder Response: Brandt is committed to providing the reports that NGPC needs. While we do not have an exact report with an existing client to satisfy this requirement, Brandt will create a report that includes physical park permit book inventories sold and sales transaction information. It is standard during implementation for specific report needs to be addressed during requirements gathering and executed during implementation. Brandt's Business Analysis team will also take time during the requirements validation period during system implementation to look for additional workflow efficiencies to make the reports work smarter for the Commission.				

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-066	A. Describe how the system collects the following information: 1. Purchase order information from the State Financial System, 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.		✓		
Section VII.I.3	Bidder Response: <i>Brandt will work with NGPC to customize/configure the proposed Go Outdoors Nebraska solution to meet this requirement. The customization will be completed and ready for release before Go Live.</i> The Go Outdoors system can manage physical inventory and assign physical inventory to agent locations. This				

Attachment A
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	serialized inventory is tracked as corresponding products are issued. It is likely that customization may be required to fully support this requirement – Brandt will work with the State to document the full set of requirements and implement a tailored solution that meets its business needs.
--	---

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	✓			
Bidder Response: Collecting and Processing Cash, Checks, Money Orders and EFT Transactions External Agents will have the ability to accept various payment types, including splitting payment types for one transaction. Cash, checks, and money orders may be accepted at POS locations, including cash drawer functionality for daily reconciliation. Funds will be collected from External Agents via EFT.					

FUN #	Gift Cards	Yes	Customization Required	No	Alternate
FUN-068 Section VII.J	A. Describe the system’s ability to implement gift cards.	✓			
Bidder Response: Gift cards are a revenue-driver and a means to capture new users. Gift cards enable regular users and stakeholders to recruit new users - the ultimate "word of mouth" marketing program. Brandt welcomes the opportunity to offer gift card functionality that includes, but is not limited to issuance and acceptance as a form of payment in coordination with other payment types. Brandt will work with NGPC to understand state and The Commission requirements associated with the					

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collection of gift card revenue and configure an approach designed to support those requirements.

Through the Go Outdoors solution, customers will have the ability to:

- Purchase gift cards
- Redeem system issued gift cards
- Check gift card balances at any time
- Choose to donate any remaining gift card balances to conservation programs as directed by NGPC

Agents & NGPC staff will have the ability to:

- Sell gift cards to customers using a set value or a dynamic value entered by the visitor;
- Redeem gift cards for purchases through the solution; and
- Check the balance of the gift cards at any time.

Agents and NGPC staff will be able to complete a transaction using gift card balances as partial or full payment based on gift card amount, regardless of item type being purchased. These configurations can be setup and modified by the Commission in real time.

Multiple gift cards may be applied to one transaction, and may be combined with other forms of payment including credit card and/or loyalty program points. When an order with more than one payment type is refunded, the solution will automatically refund the amount charged to each payment type. Additionally, Brandt's solution affords the customer the opportunity to donate any remaining balance on the gift card to a charitable option as designated by NGPC.

Implementing a Successful Gift Card Program

In 2015, Brandt implemented a gift card program for Florida (Figure 108).

Users can purchase a gift card for a friend and the friend will receive an

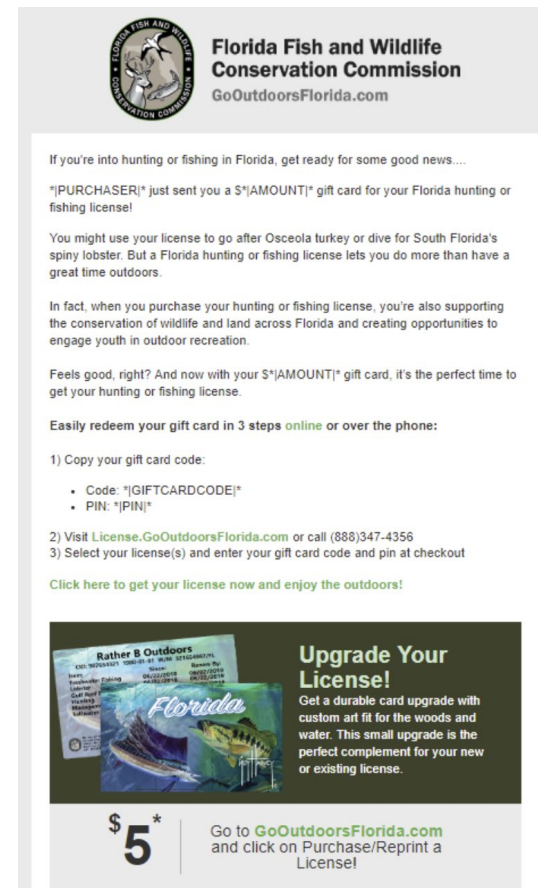


Figure 108

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automatic email with the gift card code and pin number for immediate use.

In 2018, the Go Outdoors Florida Gift Card Program sold \$5,675.00 in gift card items and \$3,352.94 of gift card funds were used, allowing avid anglers and hunters to share their passion for the outdoors with new users.

Additionally, Brandt has also implemented an online youth lifetime license application approval process which we believe significantly increases gift card sales.

B. Describe the system's ability to honor current NGPC Park Bucks.	✓			
--	---	--	--	--

Bidder Response:

Brandt will migrate legacy gift card data into Go Outdoors Nebraska ensuring old NGPC Parks Bucks are honored. Users will have the ability to:

- Purchase gift cards for visitors using a set value or a dynamic value entered by the visitor *(Figure 109)*.
- Redeem gift cards for purchases through the solution.
- Multiple gift cards may be applied to one transaction, and may be combined with other forms of payment including credit card and/or loyalty program points.

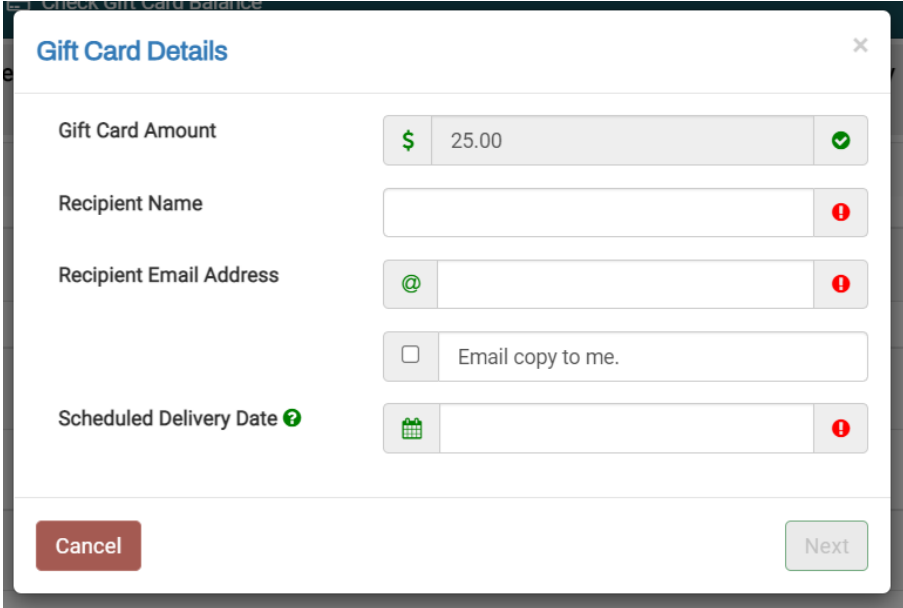


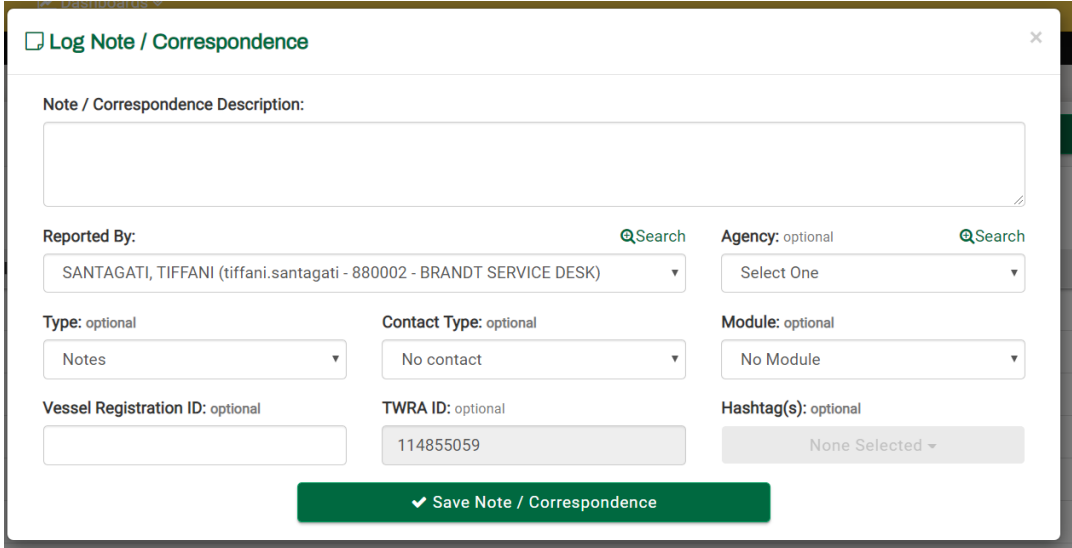
Figure 109

Gift Card/Voucher Validation

Along with a variety of system validations during checkout, Go Outdoors Nebraska will validate the gift/voucher is still active prior to completing the transaction and recording the sale. Appropriate error messaging will display if the

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	<p>gift/voucher is no longer valid.</p> <p>The system tracks gift card balances and voucher usage to ensure already redeemed Parks Bucks cannot be used again.</p>
--	--

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-069	A. Describe the system’s customer relationship module.	✓			
Section VII.K	<p>Bidder Response:</p> <p>The Go Outdoors solution Customer Relationship Module (CRM) is a log of all direct communication with customers and agents on the account profile. This includes:</p> <ul style="list-style-type: none"> • Sales Transactions • Call Center communications & notes • Fulfilled documents & mail • Transactional emails sent <p>Customer Service Center representatives and Administrative users may use the CRM log to document the following items for each contact experience with customers <i>(Figure 110)</i>:</p> <ul style="list-style-type: none"> • Date / time of call • Issue 				
	 <p style="text-align: center;">Figure 110</p>				

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- Contact ID (linked to call recording)
- Method of outreach (phone, e-mail, chat, etc.)
- Representative who assisted the customer
- Follow up action required
- Resolution (*Figure 111*)

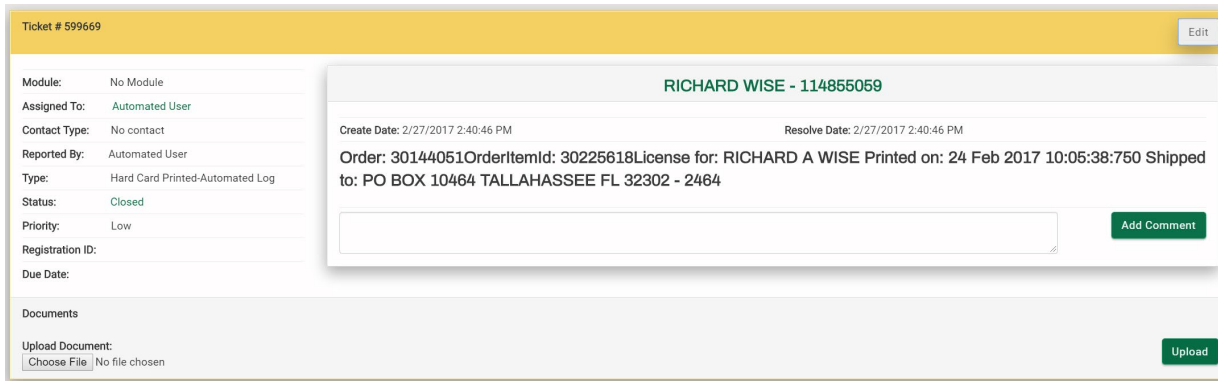


Figure 111

CRM content is only available through the administrative module and cannot be viewed by customers or Agents.

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-070	A. Describe the system's capability to communicate with customers across multiple media platforms.	✓			
Section VII.K.1	Bidder Response: In addition to the system CRM, Brandt's solution will include marketing automation tools that allow if/then logic to be configured for selecting customers eligible to receive automated emails / text SMS / push notifications / digital ads. This				

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	<p>allows Brandt and NGPC to segment users based on a variety of data points including persona data, sales data, system activity, and mobile app usage; and configure automated marketing communications (email, SMS, push notification, etc.) to be sent based on specific triggers. Communications are sent dynamically based on customer activity without NGPC manual involvement.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Email customer a series of three resourceful emails after they purchase their first fishing permit. • Send a text message 10 days after a customer purchases a permit and has not synced it to a mobile app. • Send a push notification to all customers the week before Fourth of July with a boater safety reminder. • Add customer to Facebook Ads renewal lists if the customer held a permit last year but no longer has a valid permit. <p>All communications follow available opt-in/opt-out logic. Brandt will receive NGPC's approval for any Go Outdoors Nebraska related communications.</p>
--	---

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-071	A. Describe the system's data metrics dashboard.	✓			
Section VII.K.1	<p>Bidder Response:</p> <p>Brandt offers our customers access to dozens of real time data dashboards and ad-hoc reporting features that can provide NGPC staff with unparalleled querying and data analysis tools. Using drag and drop features, users will be able to define measurements, dimensions, and data set attributes to manipulate and aggregate data.</p> <p>A variety of visual analytics dashboards with custom views are available based on user roles. The dashboards will be customized to meet NGPC's needs including adjustable filters and will be available for NGPC users to view online at any time. Please see below for sample dashboards currently in use.</p>				

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Example License Sales Key Performance Indicators (Figure 112)

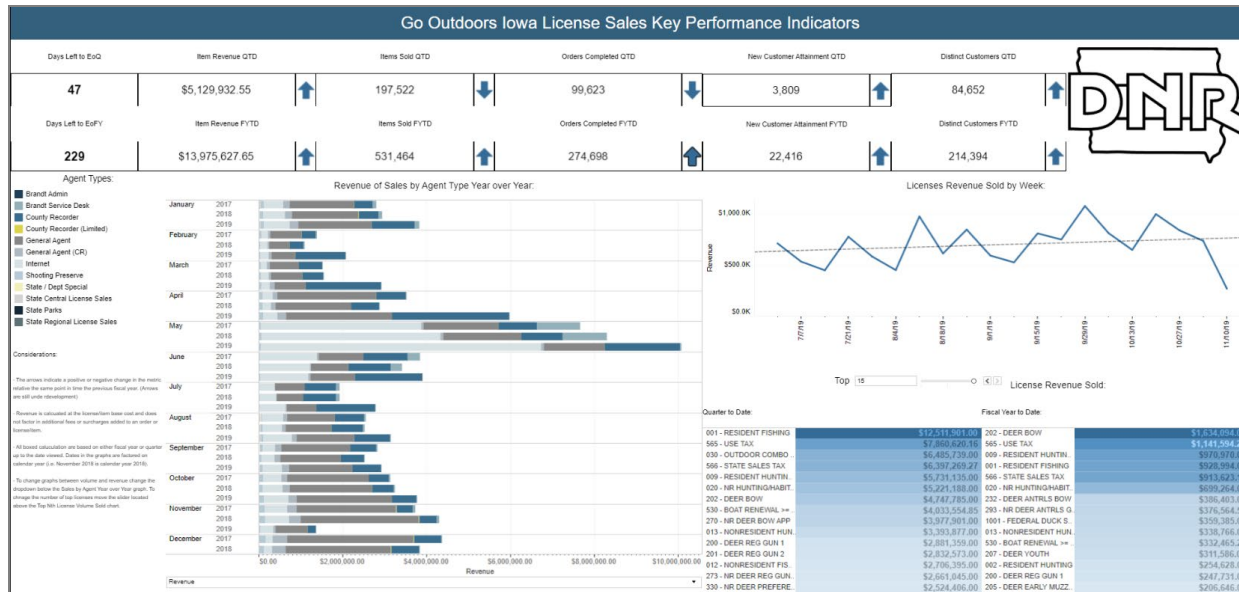


Figure 112

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Example – Tennessee R3: Retention (Figure 113)

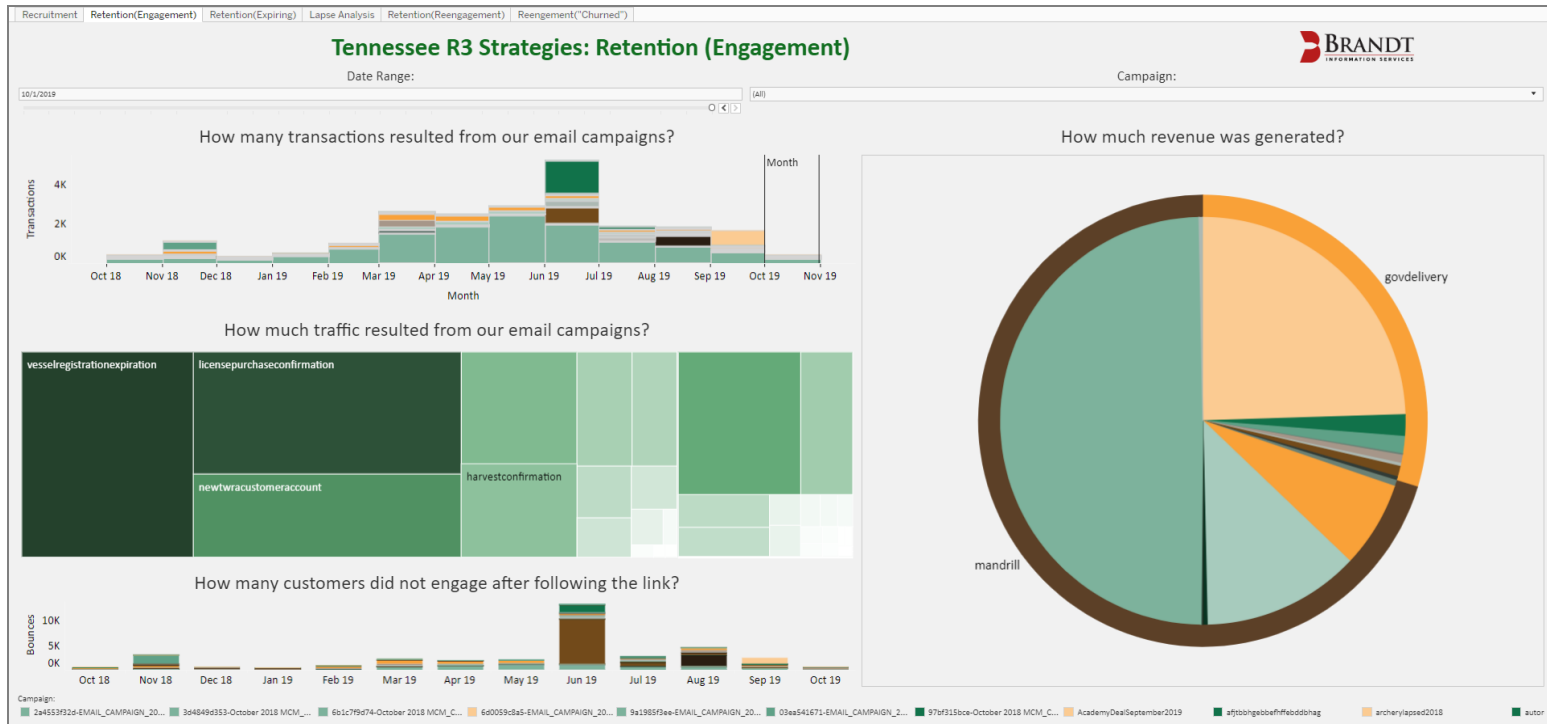


Figure 113

Attachment A

Requirements Traceability Matrix (RTM)

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System Sales Revenue, Year over Year (Figure 114)

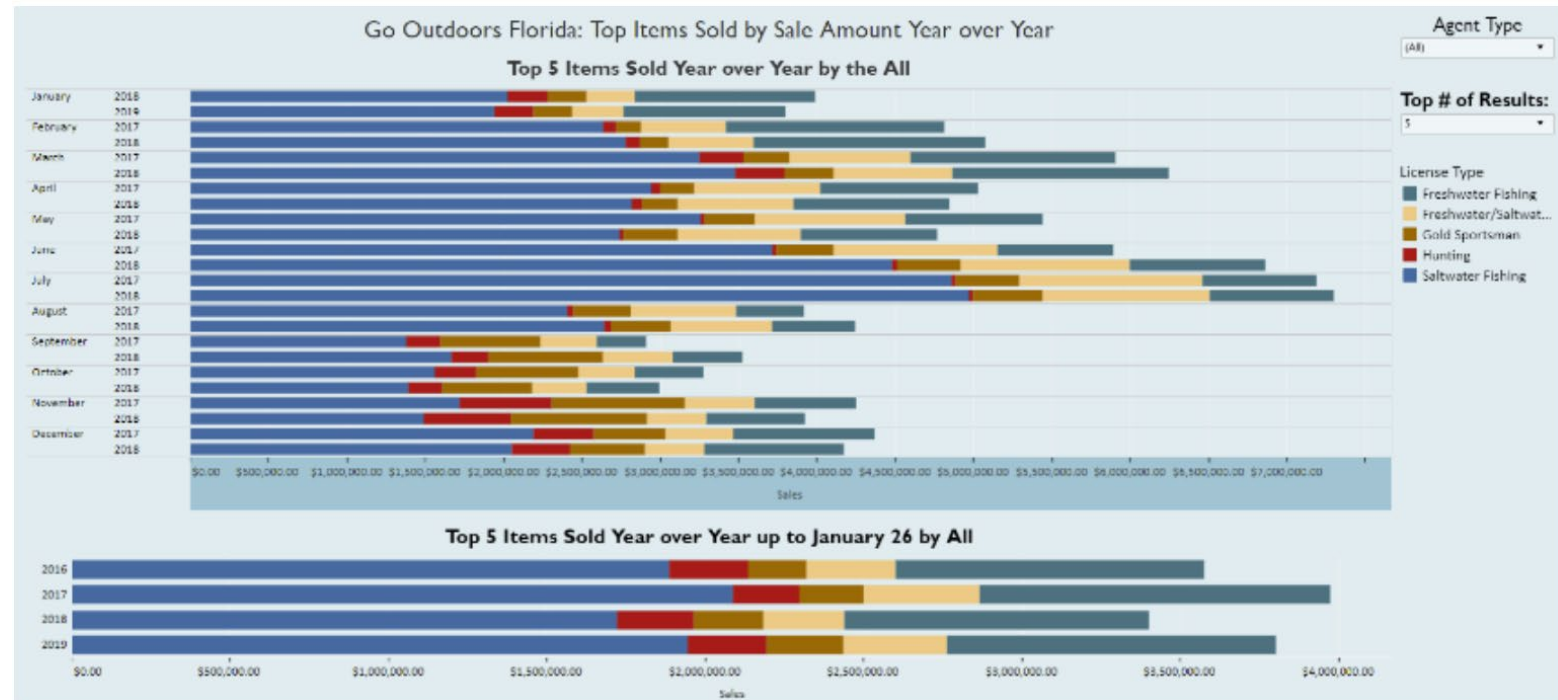
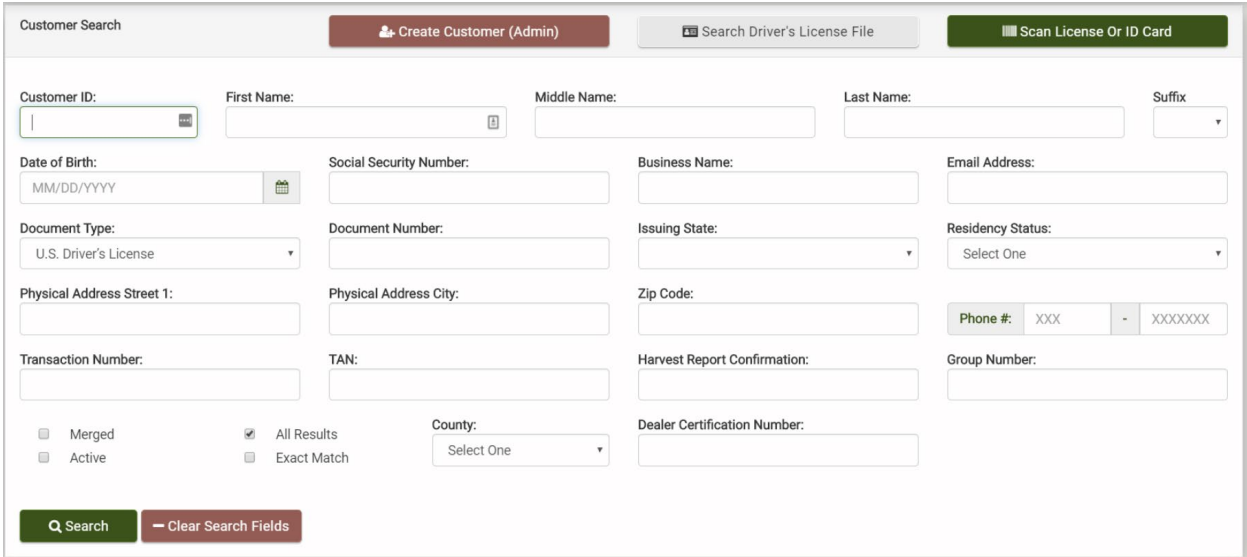


Figure 114

Attachment A

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FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-072	A. Describe the system's advanced search capabilities.	✓			
Section VII.K.1	<p>Bidder Response:</p> <p>The administrative customer search engine (<i>Figure 115</i>) provides additional lookup methods not available to customers and Agents. NGPC will have the ability to search for customer accounts by Customer ID, name, address / contact information, special identifiers, Document ID, Transaction ID, Temporary Authorization Number, Harvest Report Confirmation Number, and more.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;">  <p>The screenshot shows a 'Customer Search' form with the following fields and options:</p> <ul style="list-style-type: none"> Buttons: Create Customer (Admin), Search Driver's License File, Scan License Or ID Card Customer ID: Text input First Name, Middle Name, Last Name, Suffix: Text inputs Date of Birth: MM/DD/YYYY format with calendar icon Social Security Number: Text input Business Name: Text input Email Address: Text input Document Type: U.S. Driver's License (dropdown) Document Number: Text input Issuing State: State dropdown Residency Status: Select One dropdown Physical Address Street 1: Text input Physical Address City: Text input Zip Code: Text input Phone #: XXX - XXXXXXX format Transaction Number: Text input TAN: Text input Harvest Report Confirmation: Text input Group Number: Text input Filters: Merged, Active, All Results (checked), Exact Match County: Select One dropdown Dealer Certification Number: Text input Buttons: Search, Clear Search Fields </div> <p style="text-align: center;">Figure 115</p>				

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FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-073	A. Describe how the system's CRM module offers upsell options.	✓			
Section VII.K.1	<p>Bidder Response:</p> <p>Cross-Sells and Upsells</p> <p>Through the Go Outdoors Catalog Manager, NGPC Administrators may configure specific products to be presented to the customer as an optional add-on item during the checkout process, based on items in his or her cart. This functionality provides an opportunity for NGPC to sell additional products as well as promote regulations compliance. For instance, if a user added a saltwater fishing license to the cart, he or she may also be interested in a snook or lobster permit. Cross-sells and up-sell configurations are fully adjustable by NGPC Administrators through the Catalog Manager, without Brandt's assistance or software development.</p> <p>When configuring the cross-sell, the NGPC Administrator has the option of associating an image and text with the cross-sell to communicate why the user may want the suggested product.</p> <p>Donation Round-Up</p> <p>On the checkout screen where the transaction total is displayed, customers may be asked if they would like to round-up their purchase to the nearest one or five-dollar increment (<i>Figure 116</i>). Both Virginia and Tennessee have taken advantage of this functionality and have combined received over \$18,000 of additional donations in less than a year.</p>				

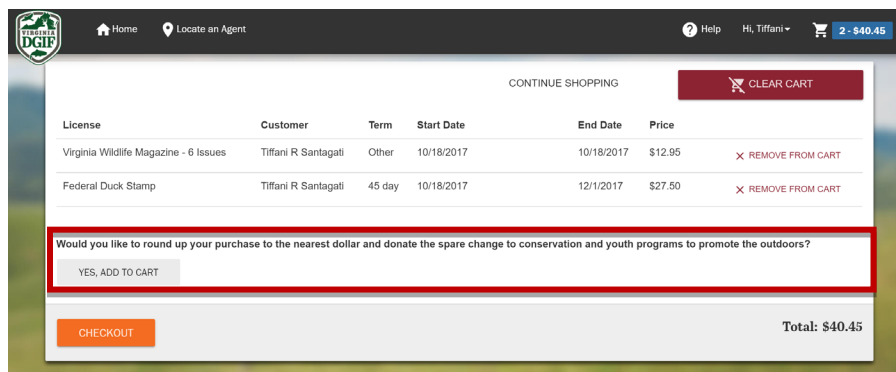


Figure 116

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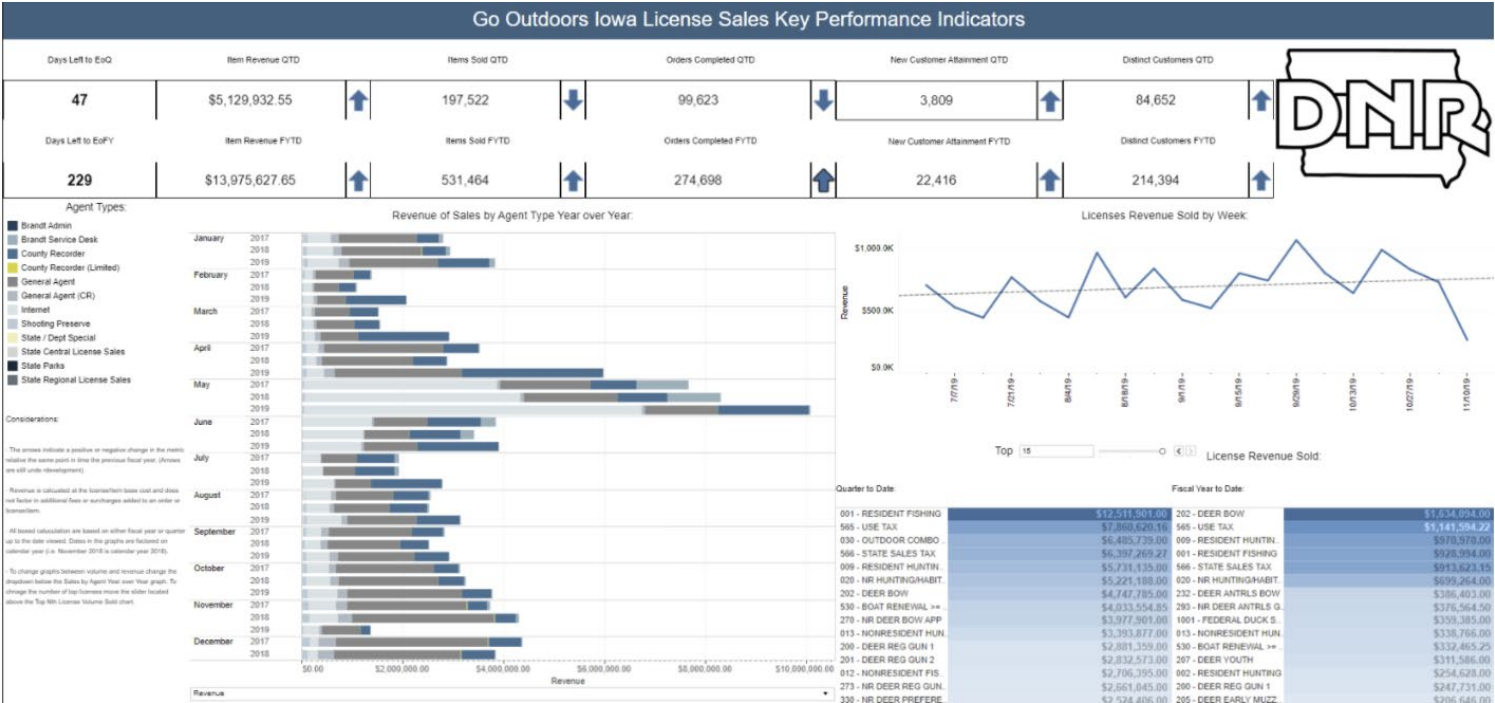
FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-074	A. Describe how the system uses analytical tools to track key performance indicators (KPIs).	✓			
Section VII.K.2	Bidder Response:				
	<p>Brandt's solution includes a variety of KPI reports that will be customizes to NGPC specific needs. In addition, NGPC will have direct access to the replicated database to create any additional KPI dashboards, as desired, and publish the reports to the reporting module to be accessible for use by other users.</p> <p>Example: License Sales Key Performance Indicators (Figure 117)</p> 				

Figure 117

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FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
FUN-075	A. Describe how the ERM system creates a new event.	✓			
Section VII.L	Bidder Response:				
	<p>Within our currently implemented administrative Service Desk module, event managers will have the ability to create and configure any event. NGPC will be able to create and modify events and event attributes in real time, supporting a variety of event and program types. When an administrative user creates an event, they will have access to a large range of access to options to specify the details for the event. These include:</p> <ul style="list-style-type: none"> • Event Name • Event Type • Event Image • Event Summary • Event Date • Event Time • Registration Open Date and Time • Registration Close Date and Time • Number of Participants • Participant's Email • Publication Profile • Live Firing Class • Organization • Contact Info • Location Info 				

Attachment A

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- Ability to Upload Documents

Example Event Configuration – Registration & Event Dates / Times (Figure 118)

The screenshot displays a configuration form for an event. It includes the following fields and options:

- Event Start Date / Time***: A date and time input field with a placeholder "MM/DD/YYYY HH:MM PM" and a clear button (X).
- Event End Date / Time***: A date and time input field with a placeholder "MM/DD/YYYY HH:MM PM" and a clear button (X).
- Registration Open Date / Time***: A date and time input field with a placeholder "MM/DD/YYYY HH:MM PM" and a clear button (X).
- Registration Close Date / Time***: A date and time input field with a placeholder "MM/DD/YYYY HH:MM PM" and a clear button (X).
- Participant ***: A section with a "Minimum" field containing the value "1" and a "Maximum" field.
- Participant Email**: A dropdown menu currently showing "Events - Sign-up Confirmation".
- Publication Profile***: A dropdown menu currently showing "Manual Publication".
- Live Firing Class**: A dropdown menu currently showing "No".
- Group / Organization**: A dropdown menu currently showing "None".
- Three checkboxes at the bottom:
 - Enable Advanced Filtering?
 - Hide Event?
 - Send Participants directly to the Wait List?

Figure 118

Event administrators will have the ability to configure the event type. Standard available event types include the following: (Additional event types can be configured by administrative users) (Figure 119)

- Hunter Safety Education Courses
- Boater Safety Education Courses
- Volunteer Opportunities
- Hunt & Learns
- Youth Fishing / Outdoors Events
- Wildlife Education & Outreach

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Figure 119

The system also supports different workflows for different event types. Event settings available to NGPC during the configuration process include:

Event Registration Fee Settings

NGPC will have the ability to configure both free events and events that include a registration fee. Custom workflows also allow for registration fees to be paid at time of registration approval if special authorization is required (Figure 120).

Figure 120

Volunteer Configurations

Events can be configured to enable volunteer configurations such as required number of hours, minimum and maximum volunteer requirements, time entry deadlines, and volunteer communication email templates (Figure 121).

Figure 121

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Event Contact Information

Administrators will have the ability to configure event contact information including contact name, email address, and home / mobile phone numbers (Figure 122). Regional contact information for the event can also be configured.

The screenshot shows a form titled "Contact Info" with the following fields:

- Contact Name: Text input field
- Contact Email: Text input field
- Contact Home Phone #: Text input field with a dropdown menu and a hyphen separator, containing "xxx" and "xxxxxxx"
- Contact Mobile Phone #: Text input field with a dropdown menu and a hyphen separator, containing "xxx" and "xxxxxxx"
- Notes: Text area
- Region Contact Name: Text input field
- Region Contact Email: Text input field

Figure 122

Event Location Details

When creating an event, users will be prompted to provide event location details (Figure 123). Location templates can be created by authorized users so that locations can be selected from a preconfigured list, reducing unnecessary data entry. Location information is geocoded to support mapping and GIS features.

The screenshot shows a form titled "Location Info" with the following fields:

- Location Template: Dropdown menu with "Select One" selected
- Location Name: Text input field
- Location URL: Text input field
- Location Address 1: Text input field
- Location Address 2: Text input field
- Location City: Text input field
- Location State: Dropdown menu with "IA" selected
- Zip Code: Text input field with a dropdown menu and a hyphen separator, containing "xxxxx" and "xxxx"
- Latitude: Text input field
- Longitude: Text input field

Figure 123

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FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
FUN-076	A. Describe how the system allows customers to register for events.	✓			
Section VII.L	<p>Bidder Response:</p> <p>In 2015, Brandt implemented a flexible, robust Event Management platform for the Georgia Department of Natural Resources, consisting of Events, Volunteers, and Safety Education management features to support start-to-finish event operations. Since then, we have implemented this platform for the Oklahoma Department of Wildlife Conservation and Tennessee Wildlife Resources Agency to support not only a one stop shop for customers, but opportunities for agency personnel to connect and engage with participants, while promoting outdoors and recreational opportunities.</p> <p>Event Management</p> <p>Our Event Management platform can be used by NGPC to create and manage programs, special events and other activities for visitors to enjoy. This provides opportunities to engage with the local community, customers, and employees, while promoting the Commission’s events and activities. The Event Management module will offer NGPC and its visitors a variety of events to view and register for, including:</p> <ul style="list-style-type: none"> • Safety Education Courses • Fishing Clinics • Hunt & Learns • Interpretation & Outreach Events • General Events • Cleanup Events 				

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FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
FUN-077	A. Describe the system's integration capabilities with social media.	✓			
Section VII.L	Bidder Response:				
	<p>Link Sales to Social Media</p> <p>The Go Outdoors Nebraska solution includes social sharing links on transaction completion pages in order to encourage users to share their permit purchase, park reservation, or other transaction on social media with one click. The social share button includes a prewritten message of "I bought my Nebraska [product name] online. I'm ready to Go Outdoors! Join me at GoOutdoorsNebraska.com"</p>				

FUN #	Auto-Renewal	Yes	Customization Required	No	Alternate
FUN-078	A. Does the system have auto-renewal capabilities?	✓			
Section VII.M	Bidder Response:				
	Yes. Brandt was the first vendor to implement auto renew in the fish / wildlife industry. The program went live in October 2015 for Florida and has since then been replicated for all of Brandt's state partners.				
	B. Describe the system's auto-renewal process.	✓			
Bidder Response:					
Customers are asked during the checkout process if they would like to renew, and may adjust auto renew settings at any time through their online account. The auto renew program reduces the lapse time, increases participation, reduces license churn, and replenishes diminishing sales revenue.					
For example, Tennessee allows customers to enroll their watercraft registration in auto renew, adding an additional year					

Attachment A

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to their current registration every year, ensuring their watercraft is registered for the next three years, always.

Brandt's solution also offers customers a simplified checkout process by allowing stored payment methods to be securely added for license and permit transactions.

Brandt was the first vendor to implement auto renew and stored payment features. Please refer to [Figure 124](#) for our State Partner Specific Information

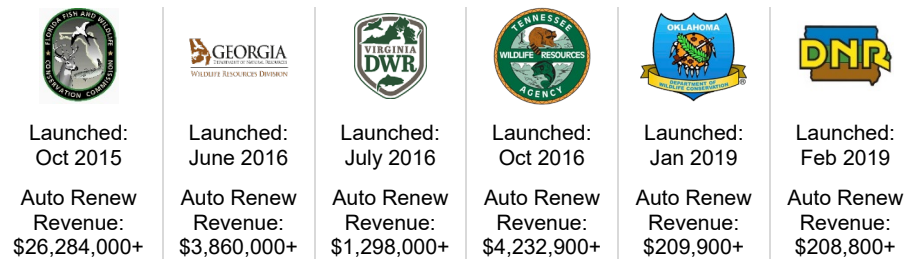


Figure 124

C. Describe the system's tokenization capability for auto renewals?







Bidder Response:

Using secure, PCI Level 1 Compliant payment tokenization methods, the auto renew program allows online customers to automatically renew their permits/licenses/registrations before expiration.

FUN #	Communication	Yes	Customization Required	No	Alternate
FUN-079	A. Describe the system's opt-in/opt-out feature.	✓			
Section VII.N	Bidder Response:				
	At the time of visitor account creation, basic contact information is collected including name, address, phone number, and email address. The visitor is also asked if they would like to sign up for email and text correspondence. This data				

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	<p>may then be used by NGPC to send visitors emails and text notifications, including triggered correspondence.</p> <p>Within the preference center, the Go Outdoors system provides several approaches to supporting opt-in and opt-out activities, such as:</p> <ul style="list-style-type: none"> • Prompting customers at account creation to agree to email and text message communications when providing a cell phone number. • Flags that can be enabled to prompt customers to opt-in to NGPC communications. Brandt's solution can integrate with GovDelivery to update opt-in preferences as customers subscribe or unsubscribe to GovDelivery or other email platform lists.
--	--

FUN #	Bundle Permits	Yes	Customization Required	No	Alternate
FUN-080	A. Describe the system's ability to bundle permits in special price packages.	✓			
Section VII.O	<p>Bidder Response:</p> <p>The Go Outdoors solution includes the functionality to offer customers the ability to purchase packages containing all the necessary permits by activity type. To make the purchasing process easier for system users, the packages take a "What do you want to do?" approach instead of asking a customer what permits they would like to purchase. New customers may be less inclined to participate if they become intimidated by the buying process and may be unsure of what permits are required. If customers already own certain permits within a package, the packaged products are automatically adjusted to simply sell the remaining items.</p> <p>Brandt has implemented license activity package features/functionality for many of our other State Partners, which has resulted in increased revenue funds for their agencies (Figure 125).</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Average Customer Order Increase: \$31.87 to \$49.82 </div> <div style="text-align: center;">  Average Customer Order Increase: \$35.49 to \$44.46 </div> <div style="text-align: center;">  Average Customer Order Increase: \$43.07 to \$64.76 </div> <div style="text-align: center;">  Average Customer Order Increase: \$47.74 to \$84.33 </div> </div>				

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Figure 125

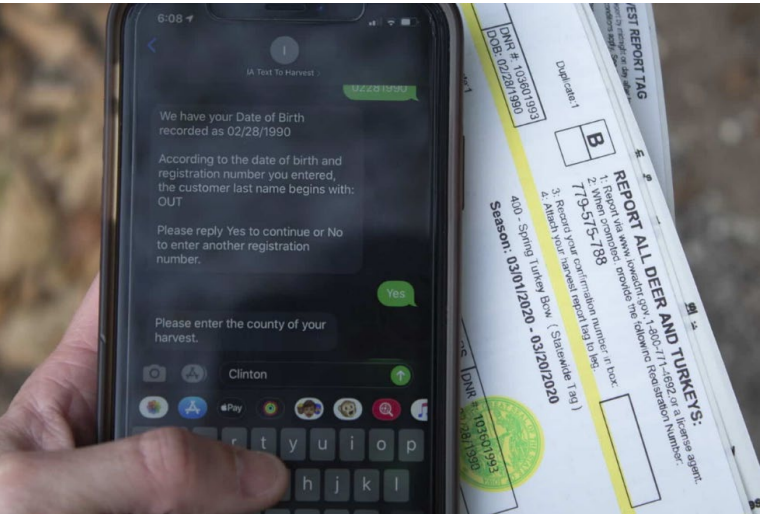
FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate
FUN-081	A. Describe the system's Wildlife Harvest Reporting functions.	✓			
Section VII.P	<p>Bidder Response:</p> <p>Brandt's Go Outdoors platform allows customers to submit harvest reports in a variety of ways:</p> <ul style="list-style-type: none"> Through the online sales channel via mobile device or computer. From a touch-tone phone utilizing Brandt's IVR system Through Brandt's mobile app, customers may submit an offline harvest report when their device has no internet or network connection. (Harvests will be sent to the database once the device becomes online again.) From a Smart-Phone, customers may submit a harvest report via text message. 				
	<div style="display: flex; align-items: flex-start;">  <div style="margin-left: 20px;"> <p>One of our many industry leading firsts is our Text to Harvest features. A hunter is now easily able to report their deer or turkey harvest by text (Figure 126).</p> <p>Brandt is able to create a number for NGPC use only that a user is able to text their Customer ID, Date of Birth, answering a few confirmation questions, and county of harvest. Brandt ensures that these questions can be customized and tailored to work for NGPC.</p> <p>Once all questions are complete, the customer will receive a confirmation number for their records. This confirmation number will also be stored on their customer profile.</p> <p>Administratively Configurable Harvest Reporting Forms</p> <p>The Go Outdoors harvest form management wizard (Figure 127) offers NGPC the ability to administratively create and manage harvest report forms by species type. Through the</p> </div> </div>				

Figure 126

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wizard, NGPC can:

- Configure Harvest Attributes
- Configure Form Questions
- Manage Species Type & Descriptions
- Configure Form Response Types
- Manage Forms by Sales Channel
- Manage Form & Question Availability by User Role
- Manage Form Dates & Deadlines

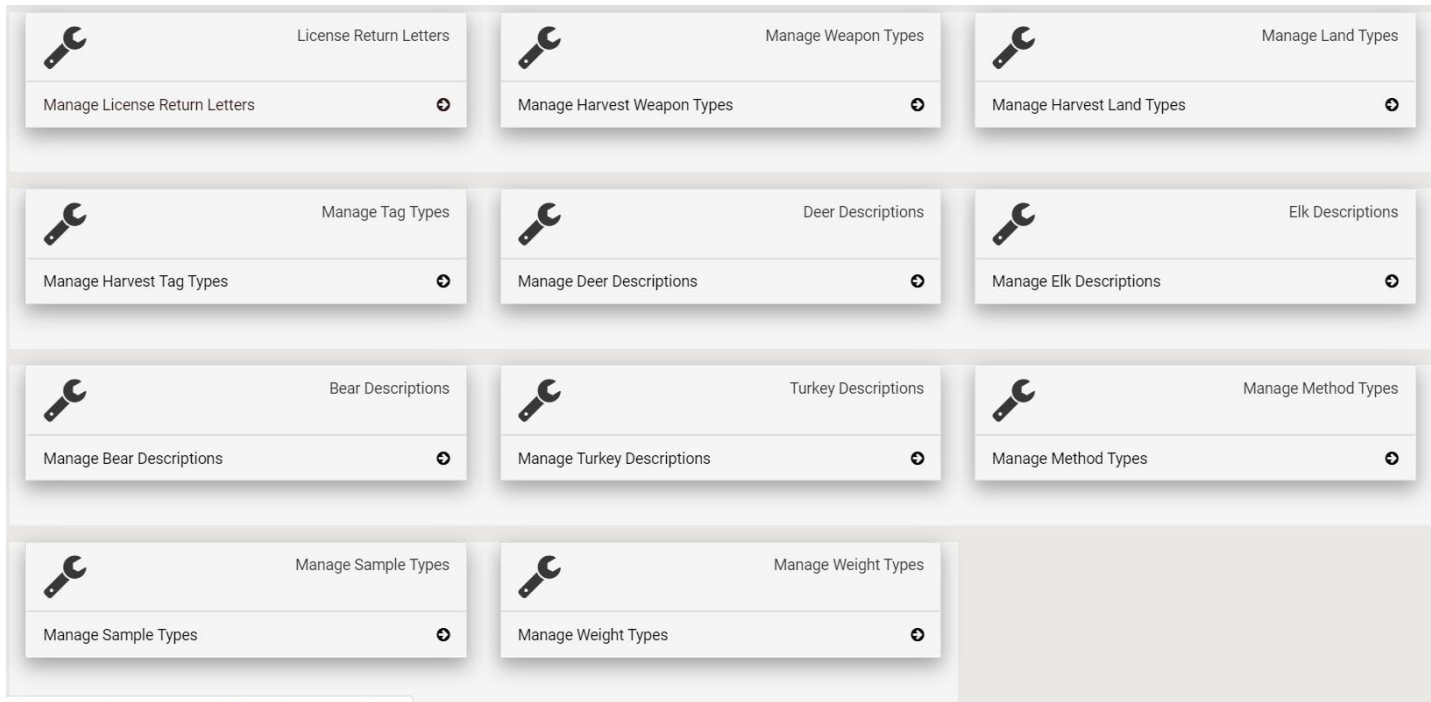


Figure 127

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Configurable form questions may include [\(Figure 128\)](#):

- Harvest Method
- Weapon Type
- Harvest Date / Time
- Location (County / Area)
- Sex
- Species
- Weight
- Length
- Points
- Land Type

Form Deer Harvest Form Questions								Back To Forms Settings +Add Question
ID	Label	Type	Alias	Required	Disabled	Admin Only	Order	
28	Date of Harvest	Date	HarvestDate	✓			1	Settings
153	Antler Points	Text Box (Numeric Only)					2	Settings
2	Sex	Code Table Harvest Deer	DeerDescID				3	Settings
1	Tag Number	Text Box	HarvestTagNumber				4	Settings
3	County of Harvest	Code Table FIPS County Codes	HarvestCountyID	✓			5	Settings
154	Weapon Type	Code Table Harvest Weapon Types	WeaponID		✓		6	Settings
175	Wildlife Management Area	Drop Down					7	Settings

Figure 128

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All harvest registration information is stored in the customer's account and accessible by the public customer, NGPC, and the Brandt Contact Center in real time (Figure 129). In addition, NGPC authorized users may add additional administrative questions to customer survey responses for biological data collection.

NGPC administrative harvest record management capabilities include:

- ✓ Editing harvest report data
- ✓ Invalidating reports in real time
- ✓ Adding biological data to reports

The screenshot shows a web interface for 'Deer Harvest Form Details'. At the top right, there are buttons for 'Back To Harvest Log', 'Report Another Harvest', 'Print', 'Edit', and 'Invalidate'. The main content area contains a confirmation message: 'Your harvest has been submitted. Please record your confirmation number. This number will also be emailed to you.' Below this, the confirmation number '24330203' is displayed in red. The form details are organized into several rows of key-value pairs:

Agent:	Submitted By:	Channel:	
930001 - Internet License Sales	Online Customer	Online	
Customer ID:	Name:	Date Submitted:	Form Response ID:
5	SANTAGATI, TIFFANI	5/21/2019 2:01:03 PM	3
Date of Harvest:	Antler Points:	Sex:	
5/21/2019	Not Provided	Doe	
Tag Number:	County of Harvest:		
7	Baker		

Figure 129

Harvest Record Management

The Go Outdoors Administrative Harvest Record Management solution provides a real time user interface to manage harvest registration data submitted by customers, Agents, and administrative users.

Attachment A

Requirements Traceability Matrix (RTM)

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NGPC will have access to real time tools to view customer harvest report data, add biological and disease management information to harvest records, and season data. NGPC will be able to view real time harvest counts by species, zone, date range, and a variety of other harvest attributes or combination of attributes.

Dynamic / Ad-Hoc Harvest Search Tools *(Figure 130)*

The screenshot shows a web interface titled "Harvest Dashboard" with a "Return" button in the top right corner. Below the title is a "Search" section containing several input fields and dropdown menus. The fields are arranged in a grid-like fashion. At the bottom of the search section are two buttons: "Search" and "Clear Search".

Field Label	Field Type	Placeholder/Options
Confirmation Number:	Text Input	
Harvested Species:	Dropdown	Select One
Harvest Date:	Date Picker	MM/DD/YYYY
Harvest Year:	Dropdown	Select One
Customer ID:	Text Input	
First Name:	Text Input	
Middle Name:	Text Input	
Last Name:	Text Input	
Physical Address Street 1:	Text Input	
Physical Address City:	Text Input	
County / City of Harvest:	Dropdown	Select One
Date of Birth:	Date Picker	MM/DD/YYYY

Figure 130

NGPC will have access to several standard harvest data reports through the administrative module to view harvest data by species, county, season, date range, and other parameters. Standard reports will include:

- Harvests by County / WMA
- Game Check Harvest Map
- Harvests by Sales Channel
- Harvest Biological Data
- Law Enforcement Harvest Lookup

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Brandt will also work with NGPC to identify reporting requirements and develop custom reports as needed for all user types including administrators, biologists, and law enforcement.

Administrative Harvest Reporting

A large variety of harvest reports will be available for NGPC administrative users including reports by species and item type with configurable date ranges (Figure 131).

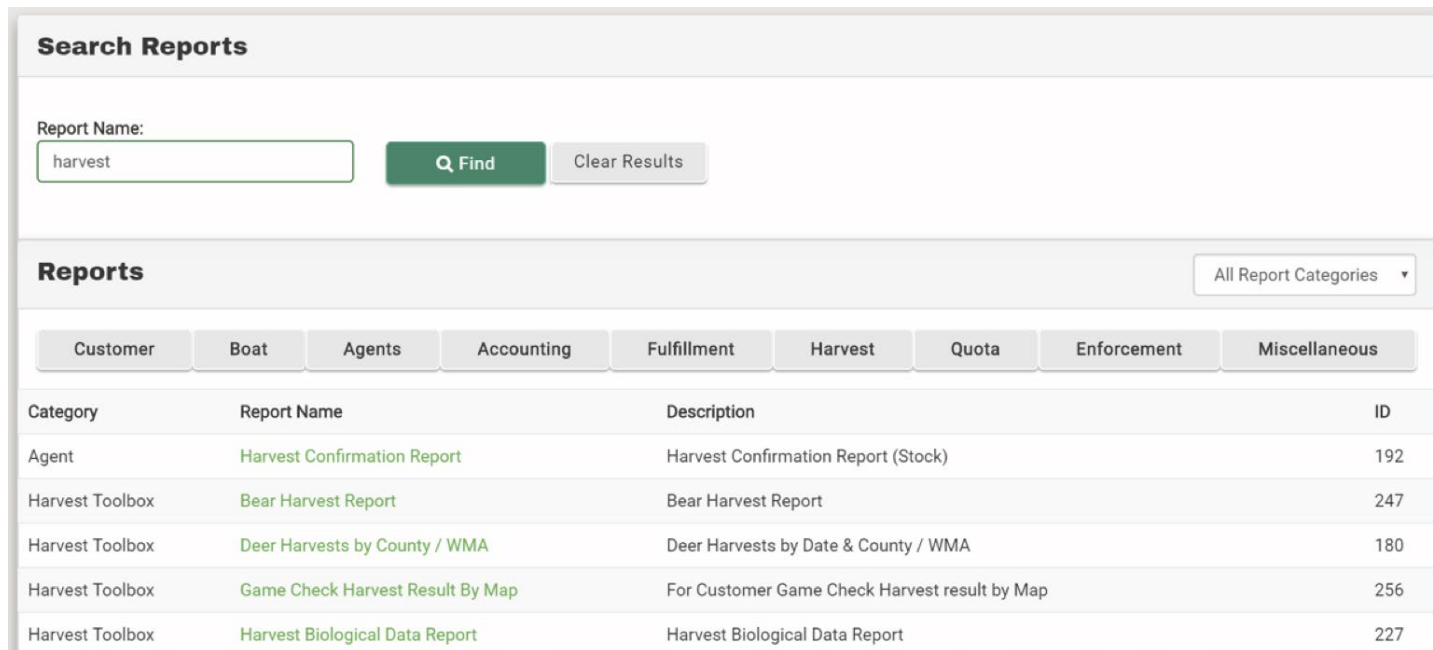


Figure 131

Public Harvest Report Data

Brandt's Go Outdoors platform has the ability to publish real-time data reports to a public dashboard, if NGPC so desires. This mitigates a variety of public records requests that may occur and offloads the potential workload with direct public access.

Brandt has implemented similar public data reports for Tennessee Wildlife Resources Division as a "Hunter's Toolbox"

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shown below (Figures 132 and 133):

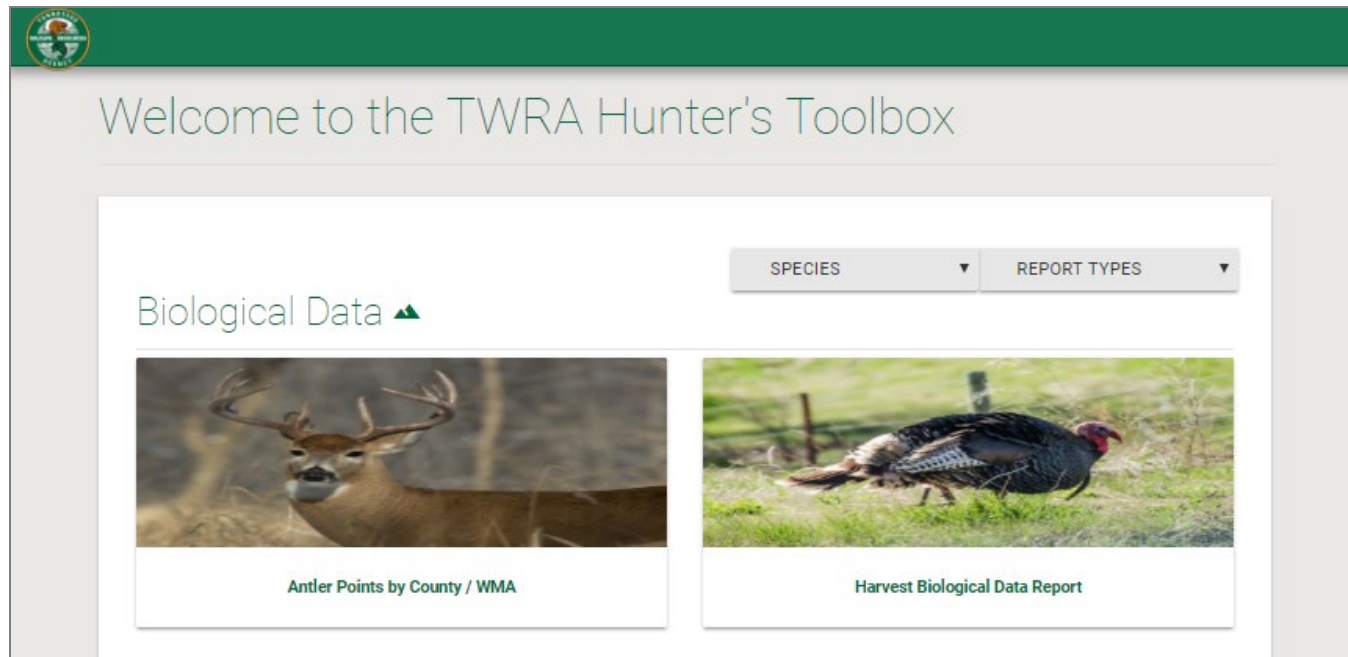
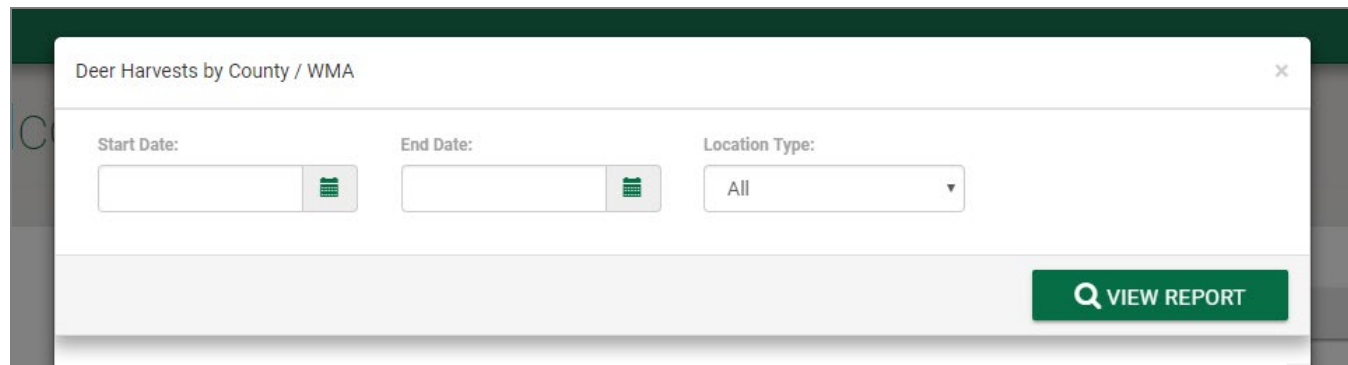


Figure 132



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Figure 133

Brandt will collaborate with NGPC to implement a similar public harvest data report interface for direct, public access. Go Outdoors Nebraska authorized users will have access to an interactive dashboard that includes a visual map of report harvest locations (Figure 134). Please see the below sample dashboard currently available in the proposed solution:

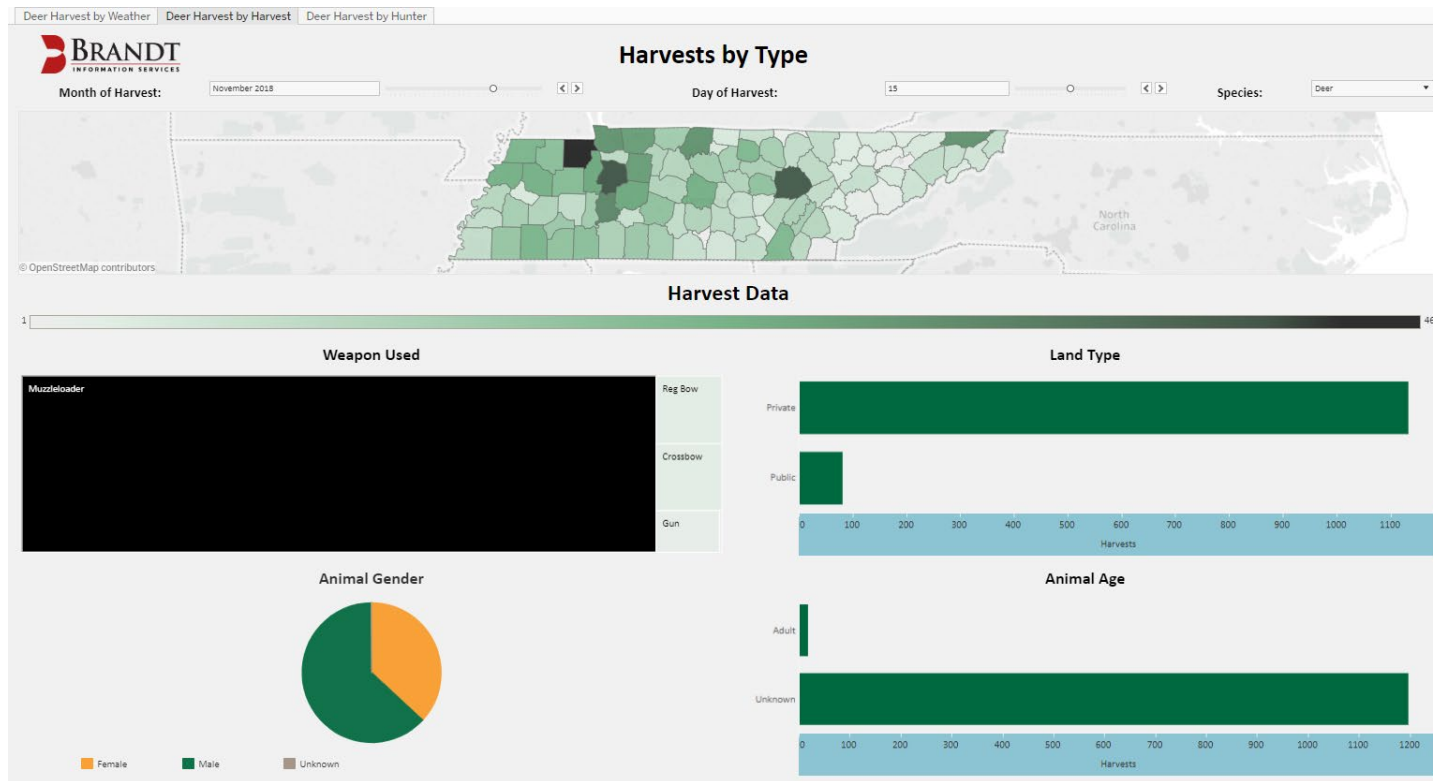


Figure 134

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FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate
FUN-082 Section VII.P	<p>A. Describe the system’s ability to check in harvest information via the following channels:</p> <ol style="list-style-type: none"> 1. Live-operator (call center) telephone reporting; 2. Public Website, 3. Mobile application; 4. Physical check-in station using the Administration or Agent module 		✓		
<p>Bidder Response:</p> <p>1. Live-operator (call center) telephone reporting;</p> <p>Brandt’s call center will include services for a public customer to call the number and report a harvest over the phone. We have also seen great success with an automated Interactive Voice Response (IVR) option for harvest reporting via phone.</p> <p>2. Public Website,</p> <p>Online Harvest Features Available to Customers (Web)</p> <ol style="list-style-type: none"> 1. Customers will log into their customer account to submit a harvest. 2. The home page will include the available harvest reporting forms and also display the customer’s harvest history. Users can click ‘Detail’ next to a harvest to view the harvest attributes (<i>Figure 135</i>). 					

Attachment A Requirements Traceability Matrix (RTM) Request for Proposal 6506-Z1

Harvest Information Report Harvest

Harvest History Species: All Species Tag Year: 2019

Transaction #	Year	License Type	County	Status	Registration Number	Confirmation Number	Species
17108918	2019	Nonresident Bowhunting		Paid	768239676	24330212	Deer Detail
17108919	2019	Nonresident Muzzleloading		Paid	294335616		Deer

Figure 135

After selecting the harvest type, customers will be prompted with the harvest form and harvest questions as configured by NGPC for the corresponding species type and season. Page validations will ensure customers provide responses for all required fields and ensure entries are validated for minimum / maximum values and data validity checks (Figure 136).

Deer Harvest Form Back To Previous

Date of Harvest * Antler Points ? Sex Tag Number

MM/DD/YYYY

County of Harvest * If taken under deer program permit

Select One

Submit Cancel

Figure 136

After submitting their harvest, customers can view harvest details, print a harvest confirmation PDF, report another harvest, or go back to their harvest log to view their harvest history.

The confirmation page will include a confirmation number that can be recorded by the customer (Figure 137).

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Deer Harvest Form Details

Back To Harvest Log Report Another Harvest Print Edit Invalidate

Your harvest has been submitted. Please record your confirmation number. This number will also be emailed to you.

Confirmation: 24330212

Agent: 880002 - Brandt Service Desk	Submitted By: SD / Agent User	Channel: Online	
Customer ID: 4	Name: FISHING, RATHER	Date Submitted: 6/7/2019 12:07:05 PM	Form Response ID: 13
Date of Harvest: 6/7/2019	Antler Points: Not Provided	Sex: Not Provided	
Tag Number: 4	County of Harvest: Not Provided		

Figure 137

3. Mobile application;

Mobile App Harvest Reporting

The online Go Outdoors solution and public mobile app are both compatible with all currently supported mobile device platforms without requiring additional software. Brandt's mobile app includes harvest reporting that may be completed with or without internet connectivity.

A user may complete a harvest report without cell reception. The mobile app will provide a temporary Harvest Report ID. As soon as the phone has connectivity (Wi-Fi or mobile data connection), the app will attempt to sync the information back to the solution. If the initial attempt fails, it will continue to run syncing functionality until successful.

Brandt's proposed mobile app allows a mobile app user to log in to their profile and download their licenses, permits,

Attachment A

Requirements Traceability Matrix (RTM)

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and harvest report data for offline access. Brandt is actively working on expanding this functionality to include downloading license/permit catalogs and additional offline capabilities.

Hunters will have several options to report harvests through a mobile device:

- **Online Harvest Reporting** – The internet sales channel includes harvest reporting functions that can be accessed through a mobile device with a web browser and internet connection. The responsive layout of the site will scale each page to the screen size of the device the user is accessing the site from.
- **Mobile App Harvest Reporting (Online)** – Brandt’s public mobile app offers customers an additional streamlined process for reporting a harvest through their mobile device. Customers will have the ability to sync their licenses / account and report harvests quickly.
- **Mobile App Harvest Reporting (Offline)** – The mobile app will provide customers with the ability to submit a harvest report through their mobile device even without an internet connection. Customers will have access to the harvest report forms in offline mode and will receive a temporary confirmation number after submission. Once the customer’s device enters service, the harvest report will be transmitted to the central database.
- **Text Message Harvest Reporting** – Brandt proposes the implementation of text message harvest reporting, allowing customers to text their harvest responses. This is an optional feature that ACRONYM may choose to implement to simplify the reporting process for hunters.

Highlight – Brandt’s ‘Text to Harvest’ Feature

One of our many industry leading firsts is our **Text to Harvest** feature. A hunter is now able to easily report their deer, turkey, or other harvest by text messaging from their smartphone device (*Figure 138*).

Brandt will create an NGPC-exclusive telephone number that a user will be able to text their Customer ID, Date of Birth, answers to a few confirmation questions, and county of harvest. Brandt ensures that these questions can be customized and tailored to work for your agency.

Once all questions are complete, the customer will receive a confirmation number for their records. This confirmation number will also be stored on their customer profile.

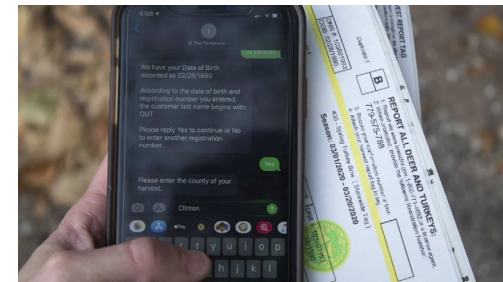


Figure 138

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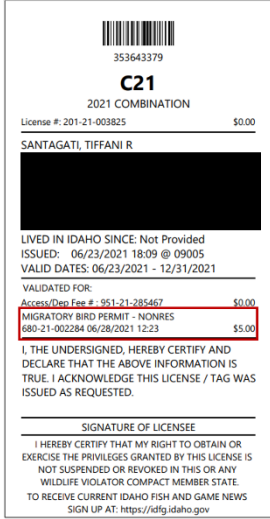
	<p>4. Physical check-in station using the Administration or Agent module</p> <p>Administrative users and POS agents will have the ability to submit a harvest report on a customer's profile through the Go Outdoors Nebraska solution.</p> <p>Administrative Harvest report form configurations offer a variety of settings including displaying the harvest report form only if the customer has purchased the applicable permit.</p> <p>The customer will take the following steps to submit harvest information:</p> <ul style="list-style-type: none"> • Logs into GoOutdoorsNebraska.com • Clicks on "Harvest Reporting" menu item • Selects the desired harvest report form • Completes form and submits
--	--

FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate
FUN-083	A. Describe the system's ability to ensure the validity of the harvest check-in number.	✓			
Section VII.P	<p>Bidder Response:</p> <p>Brandt would like to further discuss this requirement with NGPC to fully detail its request, however, based on our understanding, there may be several solutions to support this, including:</p> <ul style="list-style-type: none"> • Providing law enforcement with the GoLAW mobile app that allows for offline querying and validation of harvests. • Generating a format-based harvest check-in number that can be decoded by law enforcement to verify validity. 				

Attachment A
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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.	✓			
	<p>Bidder Response:</p> <p>Brandt's Go Outdoors platform offers built in features and tools to manage federal HIP products and data collection requirements. NGPC can manage HIP issuance using the following configurations available in the Catalog Manager user interface:</p> <ul style="list-style-type: none"> • Create the HIP Survey – Administrators can configure HIP survey questions and response types using the Survey wizard. • Associate the HIP survey with the HIP permit license type. This configuration ensures that the HIP survey data is always collected when the HIP is added to the customer cart - whether it's added as a standalone item, mandatory add on, or a recommended product. • When the HIP product is added to the cart, the customer will be notified through an onscreen message in the cart. The HIP product will also display as an individual item throughout the transaction. Customers will be prompted to complete the federally mandated HIP survey in order to proceed to checkout. • Any time the HIP product is added to a customer's shopping cart, users will be required to complete the HIP survey questions. • If users attempt to bypass the survey questions and checkout, they will be redirected to complete the survey before proceeding. • Through the administrative Service Desk module, users with the associated permissions will have the ability to view HIP survey responses completed by customers by navigating to the customer's profile: • Additionally, administrators will have access to real time HIP survey data reports to view all survey data for a specified date range, customer, or sales channel. <p>Brandt offers NGPC the option to implement IVR and SMS form completion options for the HIP survey, making it more accessible to public customers based on their preferred method of communication.</p>				
	B. Describe and provide a screenshot of a physical Annual Hunt Permit with the HIP number printed on the permit.	✓			

Attachment A
Requirements Traceability Matrix (RTM)
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	<p>Bidder Response:</p> <p>Please see the example screenshot of a license document from a previous implementation that includes a unique number associated with the Migratory Bird purchase (<i>Figure 139</i>).</p> <p>Customers will have the ability to obtain a Migratory Bird / HIP permit like any other product in the catalog. The HIP survey questions will be presented to customers upon add to cart, and a unique number is generated at the end of the purchase / printed on the license documents.</p>		 <p style="text-align: center;">Figure 139</p>	
	<p>C. Describe how the system completes the HIP survey and formats the transfer of data to the Fish and Wildlife Service.</p>	✓		
	<p>Bidder Response:</p> <p>Brandt works with the US Fish & Wildlife Service regularly to transmit HIP survey data and is very familiar with the required file format. An automated process will be enabled to map HIP survey responses to the coding formats required by USFWS on a regular schedule.</p>			
	<p>D. Describe and provide a screenshot of the HIP Certification document.</p>		✓	
	<p>Bidder Response:</p> <p>Brandt appreciates the opportunity to and would like to further understand the HIP certification document being requested.</p> <p><i>Brandt will work with NGPC to customize/configure the proposed Go Outdoors Nebraska solution to meet this requirement. The customization will be completed and ready for release before Go Live.</i></p>			

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FUN #	Captive Wildlife Module (CWM)	Yes	Customization Required	No	Alternate
FUN-085	A. Does the system have a Captive Wildlife module that accommodates applications and renewals?				
Section VII.R	<p>Bidder Response:</p> <p>Brandt's dynamic workflow building solutions provide the ability for administrators to configure and manage commercial permit application and purchase workflows through a flexible administrative interface. This component of the platform incorporates a business rule engine to design workflows, configure status types, and configure the overall design of application processes by permit type.</p> <p>Our current customers utilize this component for a variety of commercial permit types including:</p> <ul style="list-style-type: none"> • Falconry (Apprentice, Master, etc.) • Captive Wildlife • Animal Population Control • Nuisance Wildlife • Fur Dealer / Taxidermy • Possession / Propagation • Exotic Imports • Scientific Collection • Wildlife Rehabilitators <p>The Go Outdoors solution includes a robust set of functionalities to support custom needs for the Commission to properly manage commercial permit workflows, including:</p> <ul style="list-style-type: none"> • The ability to configure commercial permit application workflows through a user-friendly administrative interface. • The option for customers to submit permit applications and payments electronically through the licensing system. • Administrative processing queues to access electronic submissions with features to approve / reject 				

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	<p>applications.</p> <ul style="list-style-type: none"> • Application / purchase workflows for administrative / counter service applications and purchases. • A robust set of user permissions designed to control access to commercial permitting features. 				
	<p>B. Describe the system’s workflow process that accommodates the following:</p> <ol style="list-style-type: none"> 1. Inspections, 2. species inventory, 3. permits, 4. approvals, and 5. customer messaging capabilities 		✓		
	<p>Bidder Response:</p> <p><i>Brandt will work with NGPC to customize/configure the proposed Go Outdoors Nebraska solution to meet this requirement. The customization will be completed and ready for release before Go Live.</i></p> <p>Many of the requirements outlined in this section can be satisfied within the base Go Outdoors platform, including:</p> <ul style="list-style-type: none"> • Application / Approval Workflows • Permit Issuance • Customer Messaging Capabilities <p>Brandt understands the unique and custom business rules normally associated with Captive Wildlife issuance, therefore is operating under the assumption that some customization will be required to fully support business rules to ensure the solution is tailored to meet NGPC’s business rules.</p>				

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FUN #	Organ Donation	Yes	Customization Required	No	Alternate
FUN-86	A. Does the system provide organ donation registration? If yes, describe.	✓			
Section VII.S	<p>Bidder Response:</p> <p>The Go Outdoors solution supports the prompt / collection of organ donation registration information. This can be configured to be a prompt as part of the purchase process, or on the purchase confirmation screen once the transaction is completed. Brandt is also familiar with the registration data file format required to be transmitted and can configure an automated job to generate the file on a pre-determined schedule for transmission.</p> <p>Brandt currently supports organ donation registration processes for Florida, Georgia, and Iowa.</p>				

Attachment B
Requirements Traceability Matrix (RTM)
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Bidder Name: Brandt Information Services, LLC

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 response definitions as these responses, as well as the entire response to this RFP, will become part of any 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 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.

Attachment B
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General Statement of Requirements
<p>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.</p> <p>Bidder must describe, and provide screen shots when applicable, to show the structure, functions, and processes of the proposed Web-Based Permit/Licensing system.</p>

TEC #	System Architecture	Yes	Customization Required	No	Alternate
TEC-001	A. Provide a high-level description with diagrams and screen shots of the proposed system.	✓			
Section VI.G. Scope of Work					

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Bidder Response:

Introducing the New Go Outdoors Nebraska

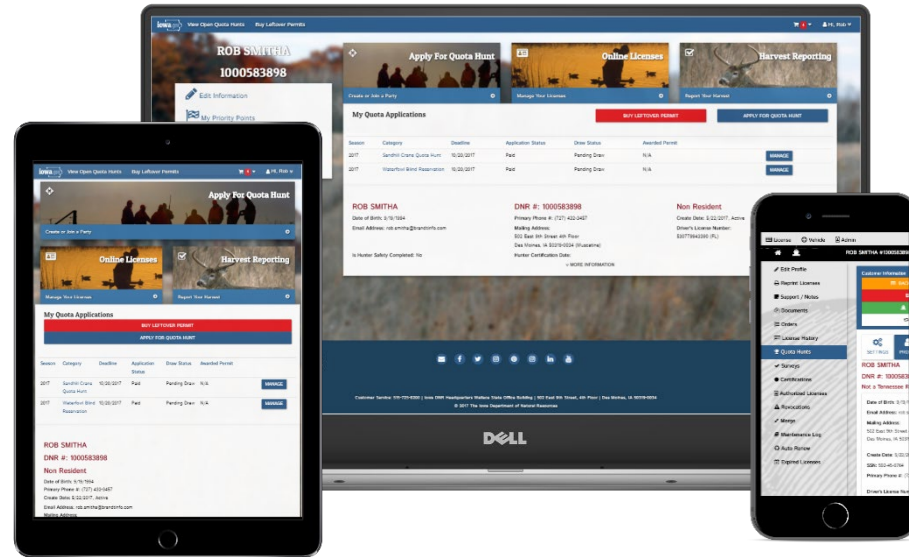


Figure 140

Brandt's Proposed Go Outdoors Nebraska Platform Overview

Brandt proposes the implementation of the new Go Outdoors Nebraska solution as an all-encompassing web-based suite of applications to manage and facilitate hunting and fishing permitting/licensing and stamps; park passes; merchandise sales; controlled hunt draws and lotteries; forms, surveys and applications, harvest reporting; and track customer usage and experience all through one system (Figure 140). Our solution is supported by a stable, reliable platform that supports critical business operations and priorities and that provides R3 engagement opportunities.

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With Brandt, NGPC will get the best of both worlds – a solution tailored to the Commission’s unique needs *and* a proven, reliable platform currently used by some of the most popular fishing and hunting states – Florida, Georgia, Virginia, Tennessee, Oklahoma, Iowa, and Idaho.

Our base solution supports a majority of the requirements outlined by NGPC in this RFP, and we will customize our solution to NGPC’s specific needs just as Brandt has done with each of our other customers.






The flexible and scalable nature of Brandt’s Go Outdoors platform offers NGPC a system that will maintain the existing transactions, customer, agent, and permitting records and support millions of new records created without any degradation in system performance or availability. Our expert team of database administrators is prepared to migrate, scrub, and convert all legacy data upon project kick off.

With Brandt, NGPC can be confident that the new system will be secure and improve customer service by providing a robust, highly functioning solution that is available 24/7, accessible to multiple sales channels, and designed to function on a variety of connectivity speeds and devices. Our secure Go Outdoors platform maintains PCI Level 1 Compliance, the highest payment card industry security level available.

Brandt’s proposed Go Outdoors Nebraska solution and services include:

 An Enhanced Solution	<p>Brandt’s solution far exceeds the capabilities of the current system. Brandt will work with NGPC to identify additional opportunities to streamline business processes and offer new services to internal users, Internal/External Agents, and customers.</p>
 Expansive Configuration Tools	<p>NGPC will have the flexibility to manage product and permit sales business rules and system configurations through an easy to use real time, web-based user interface allowing NGPC the ability to independently meet time sensitive legislative and strategic business changes. Robust administrative configurations allow for system administrators to adapt to changes in programs, support new initiatives, and update workflows on demand.</p>
 Scalable, Web-Based Solution	<p>Our solutions include secure, scalable, and dedicated hosting services. Brandt’s solutions and system services are built to exceed NGPC’s anticipated and unanticipated spikes in traffic and demand from a variety of factors. Our impressive system uptime metrics ensure permit sales and other transactions are available 24/7/365.</p>

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 Complex Random Draws	<p>The Go Outdoors Nebraska Draw & Lottery Permit component is designed to support even the most complex limited entry business rules.</p>
 Data Access & Analytics	<p>Brandt's solutions are developed using industry leading architectural designs that support NGPC's data and reporting needs. NGPC will have access to a variety of real time data reports and business intelligence dashboards as well as direct access to the real time replicated database via a site-to-site tunnel. Our state customers regularly leverage system data to drive business decisions, grow participation, and understand purchasing trends.</p>
 Revenue Management	<p>Brandt's revenue management practices follow Generally Accepted Accounting Principles (GAAP). Our credit card processing, revenue management, and ACH solutions manage millions of transactions annually, backed by a team of qualified Certified Public Accountants (CPA's), auditors, and support staff.</p>
 Help Desk Support	<p>Our <i>in-house, dedicated</i> Help Desk team will support public customers, Agents, and NGPC users. Brandt hand picks, trains, monitors, and incentivizes our help desk personnel to ensure the highest customer service standards.</p>
 Industry Leading Development Support	<p>We pride ourselves on our commitment to our state agency partners. Brandt's project management and development team will continuously improve upon our implemented Go Outdoors Nebraska solution throughout the duration of our contract.</p>
 R3 Marketing Efforts	<p>Brandt offers additional tools and marketing support to integrate R3 initiatives and strategies that promote outdoors participation and increase Commission revenue.</p>
 eStore / Merchandise Sales	<p>Our custom eStore component will allow NGPC to create and manage merchandise / inventory, subscriptions, promote merchandise sales, and provide guest purchase workflows to drive revenue and increase engagement and support with customers.</p>

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The Go Outdoors Nebraska solution will consist of the following components:



**CATALOG
MANAGER**

Inventory Management
Pricing/Business Rules
Survey Management
Activity Package
Management
Report Management
Site Style Sheet/
Theme Management



**ADMINISTRATIVE
TOOLS**

Customer Management
& CRM Tools
Law Enforcement Tools
User & System Access
Management
Draw & Lottery
Management
Real Time Reporting
Agent Management
Harvest Management
Event Management
Communications
Management



**ONLINE / MOBILE
SALES SITE**

Permit/License & Stamp
Sales
Surveys & Certifications
Draw & Lottery Hunt
Applications
Harvest Registrations
Account Preferences
Preference Point
Management
Merchandise Sales
Gift Cards



**AGENT POINT
OF SALE**

Retail/Over the Counter
Permit Sales
Permit & Stamp
Issuance
Real Time Reporting
Tools
User Management /
Role Based Access
Controls

Attachment B
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Additional Brandt services include:



**HELP DESK /
CONTACT
CENTER**

Customer Support
 Phone Sales
 License Agent Support
 IVR Services
 Hardware Installation &
 Maintenance



**FULFILLMENT
SERVICES**

Document Printing &
 Mailing
 Real Time Tracking
 Durable Hard Cards
 Mailer Inserts &
 Promotional Materials



**R3 MARKETING
SERVICES**

Digital Advertising
 Campaigns
 Social Media Strategy,
 Content & Tools
 Email Strategy & Toolkit
 In-Store Marketing
 Brand Partnerships
 Media Relations



**STRATEGIC
INITIATIVES**

Increased Revenue
 Streams
 Departmental Process
 Consolidation &
 Digitization
 Industry Participation &
 Engagement

A MODULAR AND FLEXIBLE SOLUTION

Brandt’s solution offers a powerful and flexible platform with configurable modules that can be integrated or operate as standalone solutions. Brandt can offer NGPC an industry leading *integrated* solution that provides a one-stop shop for licenses/permits and stamps, education certificates and registrations, and products / merchandise sold through NGPC.

This seamless integration will simplify Commission operations and provide customers with a uniquely positive experience – allowing them to build their shopping cart and check out with licenses, permits, reservations, and products all in one transaction.

Our platform is also flexible enough to provide NGPC with an industry leading solution for fishing / hunting permits & managed draws, education and events, and other outdoor recreational services. Through system configurations and settings, the platform is modular and dynamic – allowing us to tailor a solution that meets NGPC’s exact needs.

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We are excited for the opportunity to introduce the Commission to a truly integrated solution that leverages cross-promotion opportunities and drive participation.

Implementing a new, all-inclusive solution offers NGPC an opportunity to be at the forefront of the industry by integrating a new state of the art solution that will better serve residents and visitors of Nebraska.

Brandt's customer-centric relational database solution designates a Customer ID to each customer record that is associated with all actions related to the account* including sales transactions, registrations, game checks, surveys, and email communications.

**Guest checkout is available for specific workflows such as: viewing available products and permits; merchandise purchases; and donations, as allowed by NGPC.*

FUTURE ENHANCEMENTS

With Brandt, NGPC is choosing a *partner in innovation*. We believe in continuous improvement and ensuring our customers are always at the forefront of the fish, wildlife and parks industry. The system is a critical component of NGPC operations – It collects a large portion of the Commission's operating budget, serves as an interface between NGPC and its customers, supports dozens of user types, and millions of users each year.

Brandt is the industry-leader in implementing emerging technologies in the outdoor licensing, reservation, and registration industry. We do not claim to come up with all of the ideas, but we are agile and equipped to thrive with new challenges. Whether it is an idea that sparks from a conversation with another state agency at a conference, or one that comes from a sleek e-commerce site, Brandt and its personnel are always looking to improve our solution with zero cost to our partners.

Just ask our references: **Brandt has never charged our customers a single change order fee.** We collaborate with our partners to identify innovative, mutually beneficial approaches to tackle challenges at no cost to the Commission.

Strategic Roadmap

Brandt looks forward to sharing its trade secret strategic roadmap with NGPC during in-person presentations. Brandt's roadmap includes several items that may be relevant to NGPC strategic goals. We work with our customers and industry partners to plan and execute enhancements by leveraging technology and services to grow and expand our reach, promote participation, and support stakeholders.

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Maximizing Value

Brandt's solution is ever evolving. Our customers are never stuck with only what they asked for at the beginning of the project implementation. As new features, requirements, and enhancements become available, they are introduced into the system. As we grow, so do our customers.

Brandt's solution is configurable and flexible to handle the implementation of new features when ready, through user interface (UI) configuration tools and minor development customizations, when needed. The latest industry improvements and approaches will be evaluated and integrated wherever possible to ensure NGPC's solution and services are industry leading and best in class. All features in the Go Outdoors platform are designed to be turned on/off as desired by the Commission to leverage functionality when convenient for the Commission.

The parks, fish and wildlife recreational industry must continue to evolve and adapt to cultural changes and views on conservation and hunting and fishing. With Brandt's Go Outdoors platform, NGPC has a solution that will promote R3 efforts, continue to adapt to changing technologies, and support operations without degradations in performance or risk of antiquation. Technology is moving quicker by the day. Our teams are empowered to implement emerging technologies to the benefit of our outdoor customers and agency partners. Our running list includes stored payment, auto-renewal, donation round-up, in-app document submittal, hard card fulfillment, marketing cost-shares and activity packaging.

What is next on this list is what excites us. Let's build it together.

Adapting to Legislative Changes & Requirements

Brandt understands that legislative changes or senior leadership requests are not merely suggestions, they are usually time sensitive and require immediate action to implement a change in law or Commission procedures and offerings. The Go Outdoors platform provides NGPC with a worry-free approach to making changes to the product catalog or product availability in real time, without development. Our new platform provides NGPC with even greater configurability and flexibility, empowering administrators to manage and adjust issuance processes and system business rules quickly and independently.

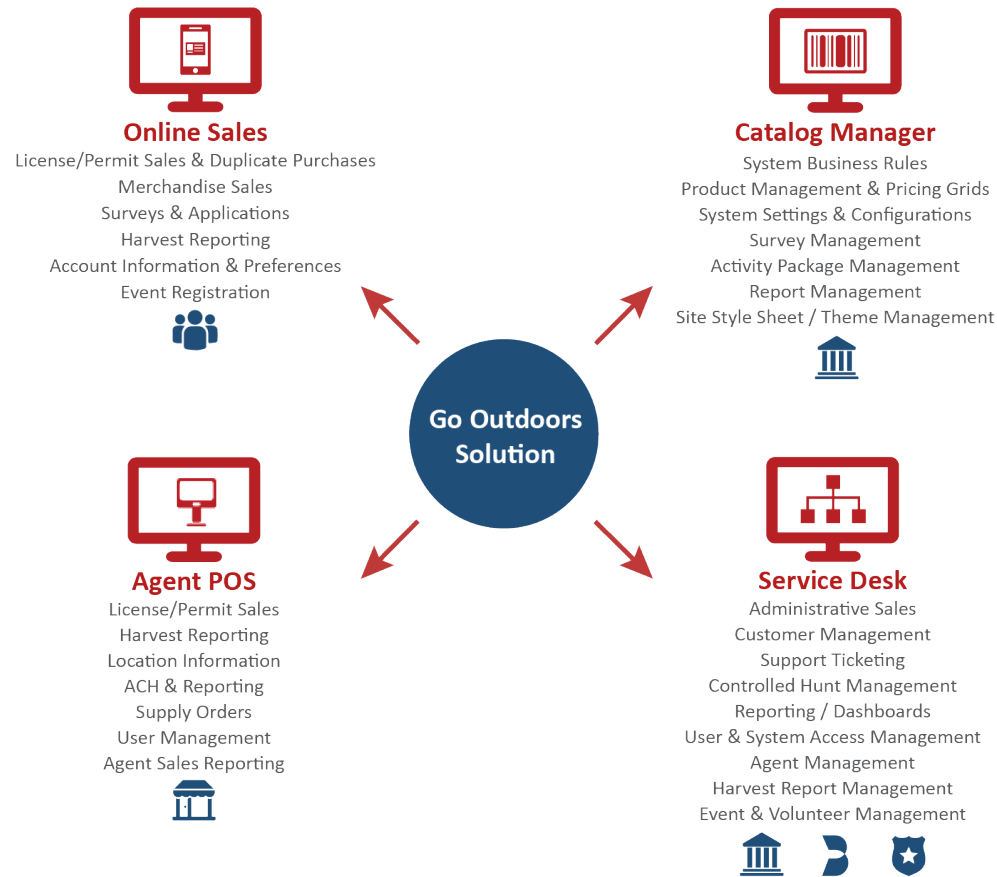
In addition to system flexibility, Brandt is committed to our partnership with the Commission, and will continuously work with NGPC to implement additional features requirement development to support legislative changes in addition to ongoing enhancements to maintain an innovative and industry leading solution throughout the life of the contract.

Attachment B

Requirements Traceability Matrix (RTM)

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THE GO OUTDOORS MODULES *(Figure 141)*



 Public Users
  State Agency Staff
  POS Agents
  Law Enforcement Officers
  Brandt Service Desk Agents

Figure 141

Attachment B

Requirements Traceability Matrix (RTM)

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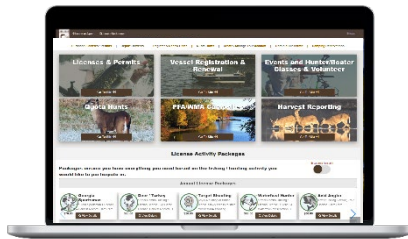


Figure 142

Online Portal Landing Page

Users: Public Customers

The public-facing sales site begins with a Portal Landing Page (Figure 142) that provides one location for public customers to view all possible interactions they may have with NGPC including: Licenses/Permits and Stamps, Draw & Lottery Hunts, Harvest Reporting, Events, and eStore. The public customer may click on any link to be taken to the specific workflow geared towards their intended primary action. Dependent upon which link is clicked, the user may be taken to additional subdomains, including, but not limited to: Online Sales, Harvest Reporting, Controlled Hunts, or Event Registrations. These subdomains operate as separate modules in order to disperse high volume traffic and data processing load. However, all public modules leverage similar navigational features and links between subdomains to create a cohesive, seamless user interface.

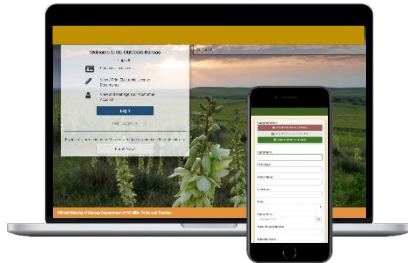


Figure 143

Online Sales Module

Users: Public Customers

The Online Sales Module (Figure 143) provides public customers with a responsive, web-based sales channel to purchase licenses/permits, magazine subscriptions, and other products/merchandise available through NGPC. Additional functionality available to customers in this module include:

- Account Management
- Instant Document Fulfillment
- Harvest Reporting
- NGPC Notifications

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Requirements Traceability Matrix (RTM)

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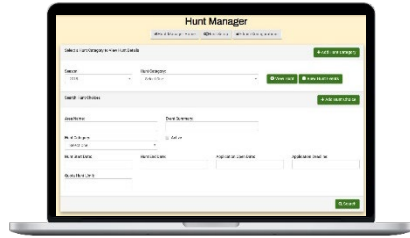


Figure 144

Controlled Hunts Module

Users: Public Customers

The Online Controlled Hunts Module (*Figure 144*) is integrated with the central Go Outdoors database and visually appears as part of the same public user interface, but operates as a standalone component so that high-demand hunt events have no chance of impacting general transactions for online customers, agents, parks, and NGPC sales offices. Customers can still access this module from the main Online Sales channel. Through this module, customers can submit hunt applications, view application/award statuses, and purchase first come, first serve permits. Additional functionality available to customers in this module include:

- Account Management
- Downloading Award Permits / Documents
- Purchasing Limited Quantity First Come, First Serve Permits

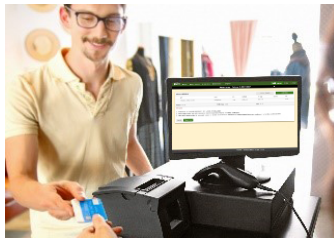


Figure 145

Agent Sales Module

Users: Internal & External Agents

Internal & External Agents require a unique sales workflow for several reasons, including the difference in payment processing and limited system access based on user role permissions. To securely support the unique needs of these users, the POS Module (*Figure 145*) operates as a standalone module that allows users to create and manage customer accounts; issue licenses, permits, and tags; submit controlled hunt applications; and report harvests (when these activities are allowed through agents.) Additional functionality available to agents in this module include:

- User Management
- Real Time Reporting
- Accessing NGPC Notifications

Attachment B

Requirements Traceability Matrix (RTM)

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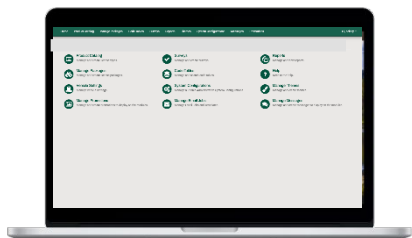


Figure 146

Catalog Manager Module

Users: NGPC Admins

The Catalog Manager (*Figure 146*) provides NGPC with a flexible user interface to manage licenses, permits, passes and NGPC-fulfilled products, business rules, and system configurations. Because of the powerful nature of the functionality included in this module, the Catalog Manager is a standalone component that is only available to users with the appropriate user role/permissions. An additional benefit of the Catalog Manager being a separate module is the ability for updates to be deployed to manage the business rules engine without impacting the customer, agent, and NGPC modules. Through this module, NGPC can create and manage permits and products, configure business rules, and manage catalog settings. Additional functionality available to NGPC in this module include:

- Product Pricing Management
- Account Codes / Revenue Distributions
- Activity Package Manager
- Catalog Display Settings
- System Theme Manager
- Survey Manager

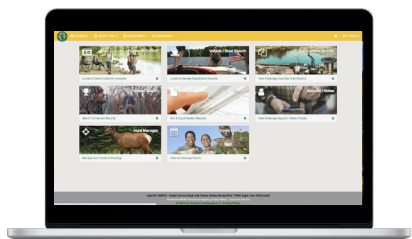


Figure 147

Service Desk Module

Users: NGPC Staff, Law Enforcement, &
Brandt Call Center

The Service Desk module (*Figure 147*) will be used by NGPC Administrators to create and manage customers, process sales, reservations, controlled hunt applications, and access real time reports.

Brandt Call Center and NGPC Administrators will have access to:

- Administrative Customer Management
- Customer License & Permit Management
- Customer Relationship Management (CRM)
- Event & Volunteer Management
- User Management
- Point of Sale Management
- Agent Management
- Harvest Form Management
- Controlled Hunt Management

Attachment B

Requirements Traceability Matrix (RTM)

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BUSINESS RULES ENGINE

Brandt's Go Outdoors platform is designed to empower our customers and increase the control that Commissions like NGPC need to effectively operate the system and related activities. To support this, the Go Outdoors solution is built using business rules engines and business rule management system (BRMS) framework. Benefits of this framework approach include:

- Reduced reliance on the Brandt development team for changes in live systems. QA and Rules testing would still be needed in any enterprise system.
- Increased control over implemented decision logic for compliance and better business management.
- The ability to express decision logic with increased precision, using a business vocabulary syntax and graphical rule representations (decision tables, trees, scorecards and flows).
- Improved efficiency of processes through increased decision automation.

A business rules engine is used for the following solution components, at a minimum:

- Permit and product business rules and availability.
- Controlled Hunt application eligibility business rules.
- Harvest Reporting form configurations and availability settings.
- Facility/Reservation Management business rules and availability.

GO OUTDOORS CATALOG MANAGER

The Go Outdoors Catalog Manager module (Figure 148) provides administrators with a powerful and flexible web-based platform to configure system business rules in real time. Without any vendor support or development, NGPC can create and configure new products, manage attributes and eligibility requirements, and control product pricing by sales

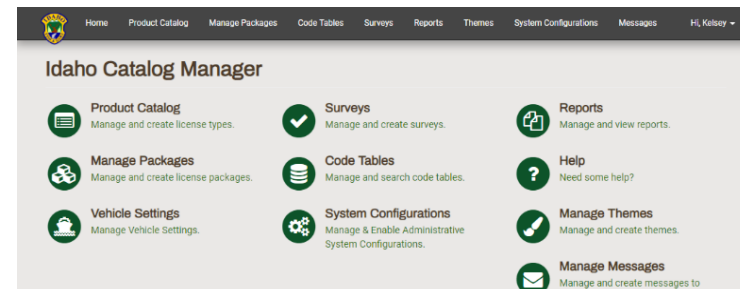






Figure 148

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channel in just a few simple clicks.

NGPC administrators will be able to utilize the technology and tools to configure and offer new products and services without intervention from Brandt or development efforts. This flexibility ensures the new solution will support NGPC needs today and through the next decade.

Catalog Manager Key Features

	Permit / Product Configuration	Manage product business rules for each product issued through the Go Outdoors solution, including age and residency requirements, permit and other product prerequisites and exclusions, product date configurations, cross sells, up sells, and tag lines.
	Pricing Grids	Configure pricing, fees, and accounting / revenue distribution by permit and product type and by sales channel in real time. With the flexible pricing grid tools, NGPC can rapidly respond to changes in permit fees and availability changes in real time.
	Sales Channel Management	The powerful Catalog Manager gives NGPC the ability to manage through which sales channels permits and products are available, allowing for administrative sales for special items, and the flexibility to scale sales channels in real time.
	Survey Management	Create and configure survey questions, response types, and survey dates. NGPC can associate surveys by permit types in real time, and manage recipients by other configurations, such as age and season.

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	Activity Package Management	<p>Design new recreational activity packages, offering customers and Agents a simple one click method to obtain all required items by fishing, hunting, or park activity. Administrators can manage package items, availability, graphics, and sales channels in real time.</p>
	Configurable Code Tables	<p>Using powerful, configurable code tables, administrators can create new catalog display groups, product categories, revenue / accounting distribution codes, and tag line messages.</p>

PERMIT/LICENSE & PRODUCT SETUP/BUSINESS RULE CONFIGURATION

Product business rules and availability can be configured at the individual privilege / product level (*Figure 149*). Business rules that can be managed through this area include:

- Age / Residency
- Certifications
- Prerequisites / Exclusions
- Customer Type (Individual, Business, etc.)
- Maximum number allowed
- Special authorization requirements

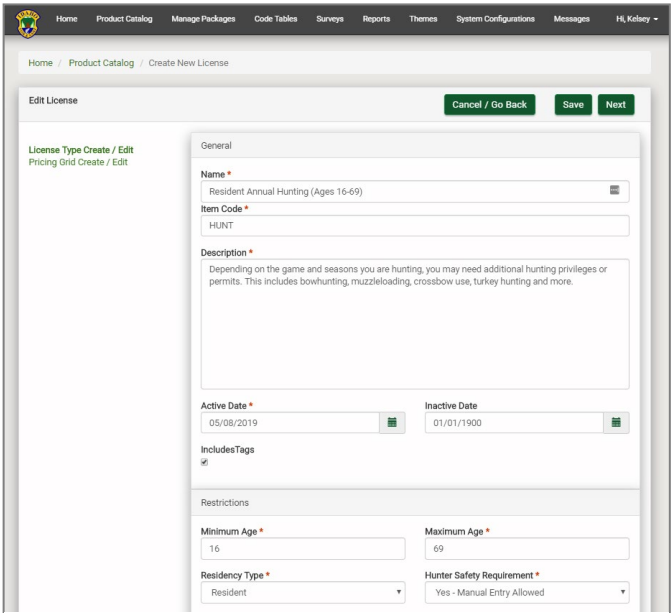


Figure 149

Attachment B

Requirements Traceability Matrix (RTM)

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SURVEY MANAGEMENT

The Go Outdoors platform offers NGPC a robust survey component (*Figure 150*) that allows the Commission to create and customize surveys through the administrative interface in real time, without assistance from Brandt.

The surveys may be setup to include a variety of questions types, if / then question logic, response validations, and recipient targeting. NGPC staff can select which products should prompt / require survey responses. Surveys can be setup to be optional or required and if required, the customer will be unable to continue before marking the appropriate selections as defined by the Commission in the survey setup process. Survey forms can also be implemented on specific pages outside of the standard transaction workflow.

The screenshot displays the 'Survey Overview' interface. At the top, there are 'Cancel' and 'Edit Survey' buttons. Below this, the survey details are shown: Survey Name: HIP Survey, Description: Federal Migratory Bird Survey, Display Location: On Add to Cart, Minimum Age: 0, and Maximum Age: 0. The main section is 'Configure Survey Questions', which includes a table of questions and their configurations. Below the table is a section for 'Configure Survey Agent Classes' with several checked options.

Question Text	Response Type	Display Order	Required	Action
How many Ducks did you bag in Idaho last season?	Radio Button Field	1	Yes	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
How many Geese did you bag in Idaho last season?	Radio Button Field	2	Yes	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
Did you hunt Brandt in Idaho last season?	Radio Button Field	3	Yes	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
Did you hunt Coots or Snipe in Idaho last season?	Radio Button Field	4	Yes	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
Did you hunt Rails in Idaho last season?	Radio Button Field	5	Yes	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
Did you hunt Woodcock in Idaho last season?	Radio Button Field	6	Yes	<input type="checkbox"/> Edit <input type="checkbox"/> Delete

Configure Survey Agent Classes

Agent Classes

- State Central License Sales
- Other
- General Agent
- Brandt Service Desk

Figure 150

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ACTIVITY PACKAGE MANAGEMENT

The Activity Package Manager (*Figure 151*) allows NGPC's Administrators access to configure which packages are displayed, in what order, and what products are included in each. This allows NGPC's the flexibility to adjust packages based on evolving business rules, sales trends, and seasonality.



License Packages Create New Package						
Package ID	Image	Resident Type	Title	Description	Term Type	Active
1		Non-Resident	Nonresident Hunting Package	Includes bow and muzzleloading permits along with base hunting license required	1 year	True
2		Resident	Resident Hunting Package	Includes bow and muzzleloading permits along with base hunting license required	1 year	True


Figure 151

THEME / STYLE SHEET MANAGEMENT

Administrators may change imagery or messaging based on seasonal relevancy to keep the licensing and reservation system content fresh and relatable. NGPC will have access to an administrative component (*Figure 152*) that allows NGPC to manage the overall theme, design, and style sheet of every module. Administrative users can manage logos, colors, images, footer content, welcome messaging, site labels, and a variety of other design elements in real time.

Agency Branding

Logo

 No file chosen

Logo Width: Logo Height:

Recommended dimensions: 30x40

Footer

No file chosen

Recommended dimensions: 22x22

Background Image

No file chosen

Background Text:

Apply this image to all module pages?

Should we override the background?

Yes No

Recommended dimensions: 1920x1080

Figure 152

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REPORT MANAGEMENT

NGPC Administrators can configure which user roles can access various reports available through the Go Outdoors Nebraska system in real time, ensuring sensitive information is protected and report access is controlled by job function / necessity.

The Administrative module offers Administrators an application to manage customers, transactions, harvests, Agents, and system configurations in real time through a flexible and user-friendly interface customized specifically for NGPC.

The Administrative module will be used by NGPC Administrators for daily operations management and by Brandt Help Desk users for telephone sales and agent support. The Administrative module is fully responsive and allows administrative access to the system from a mobile device.

Components of the Administrative module include the following:

- | | | | |
|--------------------------------|-------------------------|-----------------------------------|--------------------------------|
| ✓ Customer Search & Management | ✓ Law Enforcement Tools | ✓ User & System Access Management | ✓ Random Draw Management |
| ✓ Real Time Reporting | ✓ Agent Management | ✓ Harvest Management | ✓ Event & Volunteer Management |

REAL TIME REPORTING

The Go Outdoors Nebraska solution will offer NGPC a variety of standard and customized reports to meet the various reporting needs of all system users. All reports will be generated directly from the solution's real time, replicated database, ensuring large datasets and report results have no impact on transactional activities. Access to reports will be managed by NGPC by user role in real time. Agents and Administrative users will only have access to the reports their role is authorized to view.

The flexible architecture, relational database design, and warehouse-ready solution will allow the new E-Commerce system to integrate with powerful tools to better understand data, trends, and operations. **In addition to direct access to the real time replicated database via site-to-site tunnel, Brandt is in the process of developing a variety of Tableau dashboards for NGPC use to better analyze system data.**

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 Sales & Revenue Detail Reports	 Reports for POS Agent Users	 ACH / Reconciliation Reports	 Agent Management Reports
 Registration Reports	 Permit Sales Comparisons & Trends Reports	 Customer Demographic Reports	 Maintenance & Audit Log Reports
 Hardware Reports	 Inventory Reports	 Product Configuration Reports	 Marketing Campaign Results Reports
 Security & Performance Reports	 Law Enforcement & Revocation Reports	 Harvest Report Results & Statistical Data	 Special Hunt & Drawing Results Reports

Tableau Ad-Hoc Reporting & Visual Dashboards

Brandt offers our customers access to the Tableau web platform and to dozens of real time data dashboards and ad-hoc reporting (Figure 153) features that can provide NGPC staff with unparalleled querying and data analysis tools. Using drag and drop features, users will be able to define measurements, dimensions, and data set attributes to manipulate and aggregate data.

The Tableau dashboards provide a user-friendly graphical interface that will allow NGPC user staff to build reports without requiring technical assistance/support to do so.

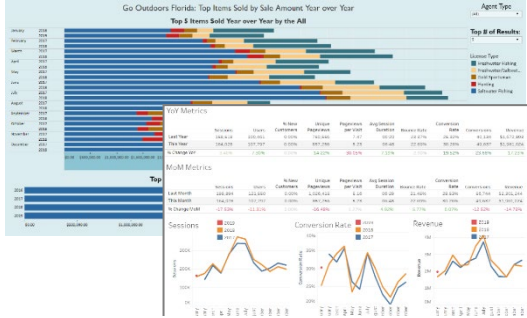


Figure 153

Attachment B

Requirements Traceability Matrix (RTM)

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CUSTOMER SEARCH & MANAGEMENT

The Go Outdoors platform provides NGPC Administrators with flexible tools to manage customer records and activities in real time. Through the Administrative module (Figure 154), NGPC users can:

















- Search for and create accounts in real time.
- Manage customer account information.

Administrative customer management tools give NGPC users a full purview of all customer information through a central customer console (Figure 155). From the customer account, NGPC's users can access all transaction and interaction information.

The screenshot shows a 'Customer Search' form with the following fields and options:

- Buttons: Create Customer (Admin), Search Driver's License File, Scan License Or ID Card
- Customer ID: [Text Field]
- First Name: [Text Field]
- Middle Name: [Text Field]
- Last Name: [Text Field]
- Suffix: [Dropdown]
- Date of Birth: MM/DD/YYYY [Text Field]
- Social Security Number: [Text Field]
- Business Name: [Text Field]
- Email Address: [Text Field]
- Document Type: U.S. Driver's License [Dropdown]
- Document Number: [Text Field]
- Issuing State: [Dropdown]
- Residency Status: Select One [Dropdown]
- Physical Address Street 1: [Text Field]
- Physical Address City: [Text Field]
- Zip Code: [Text Field]
- Phone #: XXX - XXX-XXXX [Text Field]
- Transaction Number: [Text Field]
- TAN: [Text Field]
- Harvest Report Confirmation: [Text Field]
- Group Number: [Text Field]
- Filters:
 - Merged [Checkbox]
 - Active [Checkbox]
 - All Results [Checkbox]
 - Exact Match [Checkbox]
 - County: Select One [Dropdown]
- Buttons: Search, Clear Search Fields

Figure 154

 Customer Account Details	 Customer Purchase History	 Customer Transactions	 Merging Duplicate Accounts
 Customer Revocations	 Education & Certifications	 Customer Interactions / Notes	 Special Authorizations
 Controlled Hunt / Draw Activity	 Customer Surveys	 Harvest Registrations	 Customer Revocations
 Reprinting Permits/Passes	 Auto Renew & Stored Payment	 Customer Saved Documents	 Landowner Registrations

Attachment B

Requirements Traceability Matrix (RTM)

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The screenshot displays a web application interface for 'Rather B Outdoors' with 'Customer ID: 35'. The interface includes a navigation menu on the left with options like 'Edit Profile', 'Reprint Licenses', 'Support / Notes', 'Documents', 'Transactions', 'License History', 'Harvest Registrations', 'Controlled Hunts', 'Surveys', 'Certifications', 'Authorized Licenses', 'Revocations', 'Merge', 'Maintenance Log', 'Auto Renew', 'Expired Licenses', and 'Landowner / Tenant'. The main content area shows customer details: 'Date of Birth: 11/12/1985', 'Create Date: 5/21/2019, Active', 'Email: RATHEROUTDOORS@EMAIL.COM', 'SSN: 595-94-2344', 'Mailing Address: 30 SW 108th Ave G1, Miami, FL 33174-1437 (Out of State)', 'Primary Phone: (850) 577-4900', 'Driver's License Number: *****', and 'Hunter Safety: 4353453, (NY)'. Below this is a table of licenses:

License	Type	Effective	Expires	Timestamp	Auto Renew
Hunting - Adult - 372991183	1005	09/01/2018	08/31/2019	5/21/2019 5:34:52 PM	<input type="checkbox"/> OFF
Muzzleloader - 372991183	1021	09/01/2018	08/31/2019	5/21/2019 5:34:52 PM	

Figure 155

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CUSTOMER RELATIONSHIP MANAGEMENT TOOLS

The correspondence log (Figure 156) stores all forms of communication with customers and Agents on the account profile. This includes the transactions; inquiries received by phone, mail, e-mail, fax, or any other method; and any other correspondence. CRM content is only available through the administrative module and cannot be viewed by customers or Agents.

The screenshot shows a web-based form titled "Log Note / Correspondence". At the top left is a close button (X). Below the title is a large text area for "Note / Correspondence Description:". Below this are several fields:

- Reported By:** A dropdown menu with a search icon, currently showing "SANTAGATI, TIFFANI (tiffani.santagati - 880002 - BRANDT SERVICE DESK)".
- Agency: optional:** A dropdown menu with a search icon, currently showing "Select One".
- Type: optional:** A dropdown menu currently showing "Notes".
- Contact Type: optional:** A dropdown menu currently showing "No contact".
- Module: optional:** A dropdown menu currently showing "No Module".
- Vessel Registration ID: optional:** An empty text input field.
- TWRA ID: optional:** A text input field containing "114855059".
- Hashtag(s): optional:** A dropdown menu currently showing "None Selected".

At the bottom center is a green button with a checkmark icon and the text "Save Note / Correspondence".

Figure 156

Attachment B
Requirements Traceability Matrix (RTM)
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Customer Service Center representatives and Administrative users may use the CRM log to document the following items for each contact experience with customers (Figure 157):

- Date / time of call
- Issue
- Contact ID (linked to call recording)
- Method of outreach (phone, e-mail, chat, etc.)
- Representative who assisted the customer
- Follow up action required
- Resolution

Ticket # 599669 Edit

Module:	No Module
Assigned To:	Automated User
Contact Type:	No contact
Reported By:	Automated User
Type:	Hard Card Printed-Automated Log
Status:	Closed
Priority:	Low
Registration ID:	
Due Date:	

RICHARD WISE - 114855059

Create Date: 2/27/2017 2:40:46 PM Resolve Date: 2/27/2017 2:40:46 PM

Order: 30144051OrderItemId: 30225618License for: RICHARD A WISE Printed on: 24 Feb 2017 10:05:38:750 Shipped to: PO BOX 10464 TALLAHASSEE FL 32302 - 2464

Add Comment

Documents

Upload Document: Choose File No file chosen Upload

Figure 157

Attachment B Requirements Traceability Matrix (RTM) Request for Proposal 6506-Z1

HUNT MANAGER & LIMITED ENTRY/DRAW & LOTTERY MANAGEMENT

The administrative Hunt Manager (Figure 158) offers NGPC powerful tools to create and manage special hunts, random draw events, and first come, first serve events in real time.

The flexible nature of the Go Outdoors Hunt Manager empowers Hunt Managers to offer the public unique hunting opportunities and explore Nebraska's wildlife.

NGPC can manage configurations and preferences for the following controlled / special hunt and drawing attributes:

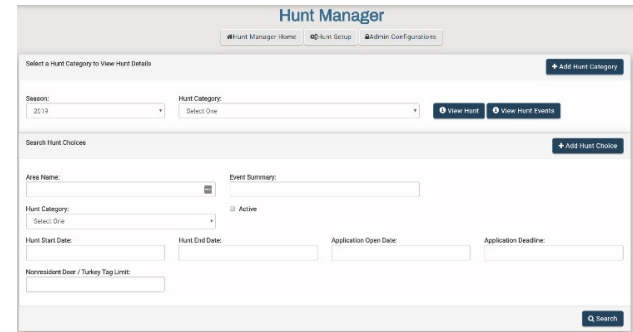














Figure 158

 Hunt Category Attributes	 Hunt Codes	 Age / Residency Rules	 Bag Limits
 Weapon Types	 Hunt Dates	 Hunt Event Quota	 Email Templates
 Preference Point Management	 Application Types (Individual / Group)	 Leftover Permit Sales Availability	 Drawing Type (Points, Random, FCFS)

Attachment B

Requirements Traceability Matrix (RTM)

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LAW ENFORCEMENT TOOLS

Brandt understands the unique needs of law enforcement users, which is why we created a custom administrative enforcement component that supports field officers, dispatchers, administrators, and other enforcement user groups.









Additionally, our Go Outdoors LAW mobile app for iPhone and Android devices (*Figure 159*) provides officers with offline database querying capabilities when in remote areas without an internet connection. Secure syncing and data management features provide officers with the latest permit and harvest information for customers, with barcode / QR code scanning features to validate permits and other documents.

These tools are optimized for dispatcher needs (generally large screens and require fast response times) *and* field officers (smaller devices and remote connectivity) among other users the solution supports.

Law Enforcement Features available in the administrative module include the following:



Figure 159

 <p>Real Time Search Capabilities</p>	 <p>Flexible Designs that Scale to Mobile & PC Devices</p>	 <p>Real Time Enforcement & Revocation Reports</p>	 <p>Online & Offline Query Capabilities</p>
 <p>Custom Law Enforcement User Roles</p>	 <p>Customized Law Enforcement Dashboards</p>	 <p>Revocation Enforcement & Citation Tools</p>	 <p>Dispatch & Field Response Support Features</p>

Attachment B

Requirements Traceability Matrix (RTM)

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USER & SYSTEM ACCESS MANAGEMENT

Through the Service Desk, NGPC Administrators will have the ability to create new user roles, configure role access levels and permissions, and assign users to roles in real time (Figure 160).

With the Go Outdoors platform, system access controls are at the fingertips of NGPC at all times. Real time reporting tools support access management controls to ensure the security of the Go Outdoors Nebraska system and its data.

System Access & User Management Solution Highlights include the following features and benefits:

Role Name	Description	Active
Brand Service Desk Agent	role used by Brand Support (Service Desk) to provide support to General Agents	✓ Edit Role
Wildlife Officers	For Law Enforcement / Wildlife Officers	✓ Edit Role
Security Administrator	TWGA Security Administrator role. Has permission to create and edit system security roles and assign permissions to roles	✓ Edit Role
Brand Service Desk Supervisor	Brand Service Desk Supervisor	✓ Edit Role
Brand Service Desk Manager	Brand Service Desk Manager	✓ Edit Role
TWGA Accounting	the accounting role is a read-only with access to reports. There are no record update permissions for accounting	✓ Edit Role
Brand Read-Only Testing Role	a read-only role which allows Brand Testing to check the state of records. Similar to Law Enforcement Read-Only except without ability to create/edit tickets	✓ Edit Role
Agent Manager	General Agent Manager: Create User, Void, Access Reports, Sell Licenses. Note: all General Agent roles affect the Point of Sale system used by authorized agents	✓ Edit Role
Agent Clerk	General Agent Clerk - Can Sell Licenses. Note: all General Agent roles affect the Point of Sale system used by authorized agents	✓ Edit Role
Agent Supervisor	General Agent Supervisor: Sell Licenses, Void, Access Reports. Note: all General Agent roles affect the Point of Sale system used by authorized agents	✓ Edit Role

Figure 160



User Management

Create, manage, and deactivate administrative and Agent user accounts in real time through the Service Desk module through a simple, user friendly interface. Management tools include unlocking accounts and updating roles.



User Role Configuration Wizard

NGPC Administrators can create new user roles and assign permissions to the new role in just a couple of minutes. NGPC can create user classes to define permission levels by user type to maintain security and access in under 5 minutes.



Role-Based Report Access

NGPC Administrators can configure which user roles can access various reports available through the Go Outdoors Nebraska system in real time, ensuring sensitive information is protected and report access is controlled by job function / necessity.

Attachment B

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AGENT MANAGEMENT

With the Go Outdoors Nebraska platform, Agent management will be seamless, streamlined, and organized. NGPC Administrators can manage a variety of agent account attributes and setups, ensuring the Commission has full control over Agent accounts and sales channels in real time.

Without any customization, the Agent Management component (*Figure 161*) provides a flexible, real time user interface to manage a variety of agent types, agent accounts, and information.

Of course, Brandt will work with NGPC to fully customize the solution – but standard features include the following:

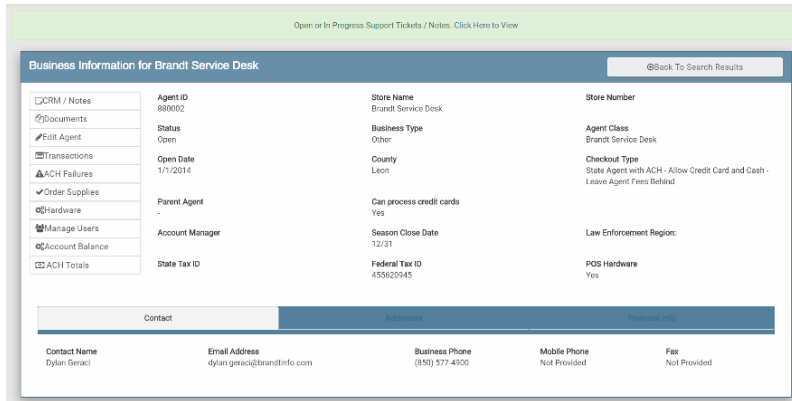




Figure 161

 Create New Agent Location Accounts	 Manage Agent Information & Contact Details	 Manage Agent ACH Settings & Frequency	 Activate, Inactivate & Close Agents in Real Time
 Send Agent Broadcast Communications	 Create & Manage Agent User Accounts	 Manage Agent Supply Requests & Supply Types	 Configure Agent Types by Agent Location
 Manage Corporate NGPC & Individual Locations	 View Current & Historical Agent Sales Activity	 Manage Agent Hardware & Inventory	 Document Interactions / Agent CRM Tools

Attachment B

Requirements Traceability Matrix (RTM)

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Access to Additional Go Outdoors Products/Tools



Upload & Manage Agent Documents



Manage Seasonal Dates / Closings



Track Top Grossing Agents & Agent Revenue

HARVEST MANAGEMENT

The Administrative module provides Administrators with a flexible, configuration harvest management solution ([Figure 162](#)) that includes two major management features to support quality data collection and the ability to adapt to changing harvest needs quickly and accurately.

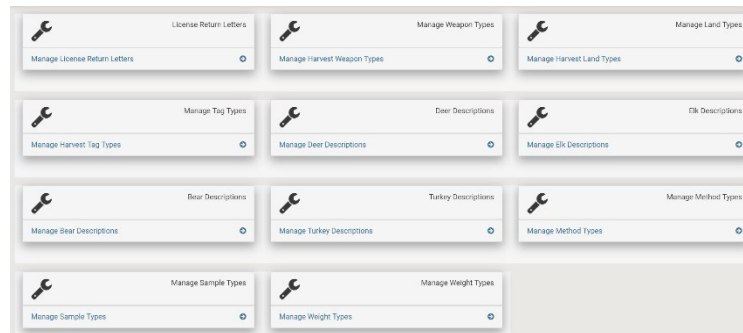


Figure 162

Attachment B
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ADMINISTRATIVE HARVEST RECORD MANAGEMENT

The **Administrative Harvest Form Wizard** (Figure 163) will allow NGPC to customize harvest registration attributes through a real time, configurable user interface. Harvest registration forms created administratively will be available to customers in real time or become available at a future date specified by the Administrator.

This powerful tool is available only to NGPC authorized users, ensuring harvest management tools are kept secure but are still readily available to Administrators.

Form Deer Harvest Form Questions

Edit Question

ID: 10

Label:
Is the Antler Protruding Above the Hairline?

Alias:
AntlerAboveLine

Question Type:
Yes / No

Yes / No Options

Question Group:
None + Add New

Default Value:
None

Yes Child Question(s):

- Customer Type
- Map Number
- Parcel Number
- Date of Harvest

No Child Question(s):

- Customer Type
- Map Number
- Parcel Number

Figure 163

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Administrators can configure a variety of harvest attributes (*Figure 164*), including the following:

- ✓ Species Types
- ✓ Weapon Types
- ✓ Land Types
- ✓ Tag Types
- ✓ Species Descriptions
- ✓ Harvest Method Types
- ✓ Sample Types
- ✓ Age Types

Additional attributes specific to NGPC can also be configured, including harvest regions and boundaries, harvest questions by species, response types, form dates and tag type, and availability by sales channel. Brandt understands the unique needs of NGPC and wants to learn more about challenges the Commission faces and identify innovative solutions to overcome these obstacles.

The **Administrative Harvest Record Management solution** provides a real time user interface to manage harvest registration data submitted by customers, agents, and Administrative users.

ID	Species Type	Active	List Order	
1	Turkey	✓	1	[EDIT]
2	Deer	✓	2	[EDIT]
3	Elk	✓	3	[EDIT]
4	Bobcat	✗	4	[EDIT]
5	Bear	✓	5	[EDIT]
6	Boar	✗	6	[EDIT]

Figure 164

NGPC will have real time tools to view customer harvest report data, add biological and disease management information to harvest records and season data. NGPC will be able to view real time harvest counts by species, zone, date range, and a variety of other harvest attributes or combination of attributes (*Figure 165*).

Transaction #	Year	License Type	County	Status	Registration Number	Confirmation Number	Species
11978953	2013	179 - DEER ANTRLS GUN 1	Adams (02)	Paid	202952016	24341302	Deer
11978953	2013	200 - DEER REG GUN 1		Paid	763810439		Deer

Figure 165

Attachment B

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EVENT & VOLUNTEER MANAGEMENT

Brandt’s solution includes an optional Event Management platform consisting of events, volunteers, and safety education integration features to support start-to-finish event operations. With Brandt’s Go Outdoors Event Management platform, NGPC will have access to the following features and benefits:

Event Management

Our Event Management platform (*Figure 166*) is used by natural resource organizations to manage Commission events for employees and the general public. This provides opportunities to engage with the local community, customers, and employees while promoting Commission events and activities.

NGPC can offer the Commission and customers a variety of events to view and register for, including:

- Kids Fishing Events
- In-Person Safety Education Courses
- Wildlife Education & Outreach Events

NGPC will be able to create and modify events in real time including course name, course type, course description, scheduled date, time, location, capacity, instructor, attendees, and reporting. NGPC instructors and volunteers may manage their profile, select course to lead, view rosters, track attendance, pass students, and track their hours. The public will be able to search and sign up for events, view course details, and participation history.

Safety Education Management

With Brandt’s Go Outdoors Events platform, customers can register for in-person safety education courses. Our solution is also integration-ready with a variety of third-party online safety education providers to provide a streamlined data transfer of newly certified students into the Go Outdoors solution.

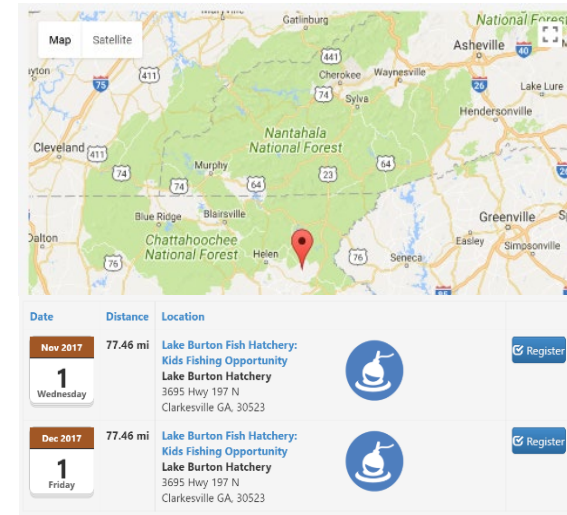


Figure 166

Attachment B
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With this platform, Brandt can provide NGPC and its customers the following features:

- Offer a variety of Commission and third-party safety education courses to customers.
- Seamlessly integrate with third party safety education providers using web services and automated programming interfaces (API).
- Administrative tools to create, configure, and manage new and existing courses and certification types beyond the standard safety education courses.
- Course management features to generate course rosters, attendance tracking, completion reports, and instructor time reporting.

GO OUTDOORS ONLINE & MOBILE CUSTOMER SUPPORT

The Go Outdoors Nebraska Online Reservation & Licensing solution will offer NGPC customers an online and mobile solution (Figure 167) designed to simplify the permit and reservation purchase process and have the Go Outdoors Nebraska product catalog in your customers' pockets. The mobile user experience is a critical decision-making point for online customers. Online sales sites *must* engage customers and guide buyers through an intuitive design to increase sales and reduce churn, especially for natural resource agencies.

As of 2020, approximately 44% of the total web visits are through a mobile device (Oberlo, 2020), and more than 50% of fishing and hunting licenses/permits currently sold online are purchased using a smartphone in Florida, Georgia, Virginia, and Tennessee.

The flexible, adaptable online licensing and reservation solution provides customers with real time access to managing their customer account, printing electronic license/permit documents, accessing the NGPC product catalog, and a variety of other features including harvest registrations. The responsive and scalable design identifies each user's device type and adapts to the device screen for an optimized user

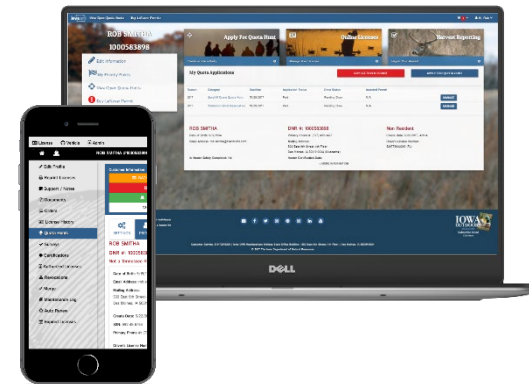


Figure 167

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Requirements Traceability Matrix (RTM)
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experience – opening sales channels to millions of customers. With the Go Outdoors Nebraska solution, customers can purchase permits, reserve campsites, and have dozens of other interactions with a few quick steps no matter where they are.

Features available to customers through a one stop shop include the following features and benefits:

- The ability to create and manage NGPC customer account information including contact information, residency status, and other customer attributes.
- Access to the complete Go Outdoors Nebraska product catalog, including licenses, permits, and activity packages.
- An all-online reservation solution to book reservations and schedule rentals.
- Real time information regarding special hunt awards and drawing results.
- Access to auto renew enrollment settings and stored payment management.

A Design for Today *and* the Next Decade

- This one-stop shop empowers users and facilitates a positive interaction between NGPC and its customers.
- The flexible and configurable nature of the solution provides NGPC with administrative tools so that the online solution adapts to changes and enhancements over the duration of the contract.

GO OUTDOORS POINT OF SALE (POS) MODULE

Agents and variety of agent types are supported through the web-based Go Outdoors Agent Point of Sale module (*Figure 168*). Offering streamlined workflows and one-click recreational activity packages, agents can serve customers more quickly and provide an overall better user experience. All transactions are processed and updated in the central Go Outdoors Nebraska

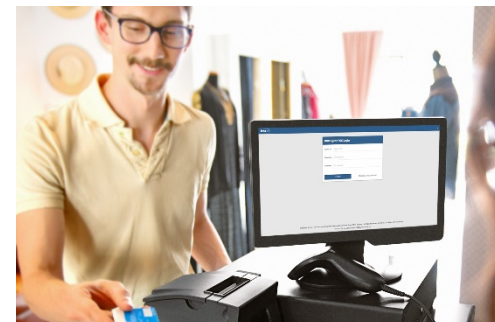


Figure 168

Attachment B
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database in real time for all sales channels, including the Agent POS module.

The flexible, web-based nature of the solution means Agents can access the sales site from a variety of device types without losing Go Outdoors Nebraska functionality – including smartphones, tablets, or desktop / PC devices.

The implementation of a new Go Outdoors Nebraska system means improved benefits and services for Agents as well as enhanced support and system reliability. We understand the importance of maintaining a strong relationship with Agents across Nebraska, and our solution will facilitate and promote these partnership efforts.

Our suite of standard and custom reports support Agent revenue management and accounting reconciliation efforts for small mom and pop Agents and large corporate organizations with hundreds of Agent locations.

The Go Outdoors Nebraska Agent POS module supports the following activities:

 Permit & Product Sales	 NGPC Products	 User Management Tools	 Agent Location Tools
 Real Time Reports	 Harvest Registrations	 NGPC Notifications	 Help & Support

Attachment B

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BRANDT'S GO OUTDOORS PLATFORM BENEFITS

Brandt partners with its agencies to become a more competitive player in the retail environment to promote and increase sales. The following strategies will be implemented throughout the course of NGPC's partnership with Brandt to strengthen sales and engage customers.

Auto Renew & Stored Payment Features

In October 2015, Brandt partnered with Florida FWC to design and implement a license auto renew enrollment program and has since then replicated the approach for all of our state agency partners (*Figures 169 and 170*). The auto renew program is offered to customers online when purchasing fishing and hunting licenses, providing customers the opportunity to enroll to have their recreational licenses renewed automatically before expiration.

Using secure, PCI Level 1 Compliant payment tokenization methods, the auto renew program reduces the after-license lapse time, increases participation, reduces license/permit churn, and replenishes diminishing revenue streams from permits sales.

Brandt's solution also offers customers a simplified checkout process by allowing stored payment methods to be securely added for license and permit transactions.

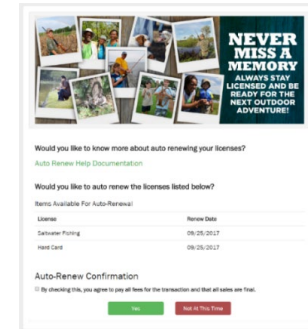


Figure 169






 <p>Florida (since 10/2015) \$23,876,600+</p>	 <p>Georgia (since 06/2016) \$4,390,333+</p>	 <p>Virginia (since 07/2016) \$3,256,002+</p>
 <p>Tennessee (since 10/2016) \$4,235,000+</p>	 <p>Oklahoma (since 01/2019) \$289,426+</p>	 <p>Iowa (since 2/2019) \$204,709+</p>

Figure 170

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Donation Round-Up

The Go Outdoors solution allows agencies to provide their customers with the opportunity to "round up" their purchases to the nearest dollar (or five dollars) to donate to a designated fund. The one-click donation round up on the checkout screen is in addition to donation products in the product catalog and an optional donation speedbump page.

Please refer to Figure 171 for our State Partner Specific Information regarding Donation Round-Up solutions.

Florida	Generated Donations: \$96,000+
Georgia	Generated Donations: \$291,000+
Virginia	Generated Donations: \$12,000+
Tennessee	Generated Donations: \$189,000+
Oklahoma	Generated Donations: \$72,000+
Iowa	Generated Donations: \$90,000+

Figure 171



Automated Marketing Communications

Brandt's solution is able to identify a unique user across platforms outside of its owned licensing and reservation system including NGPC's website, mobile app user, and email recipient. This will allow NGPC to create segments based on system data and online behavior and create triggered communications to dynamically send based on tracked activity.

Brandt offers a library of automated marketing communications to be sent based on a variety of website, mobile app, and system activity. Through collaboration with NGPC, Brandt will implement marketing-based automated communications that customers may receive throughout their journey such as:

- Abandoned Cart emails
- Season opening push notifications
- Upcoming permit expiration texts
- Upcoming reservation reminders

Attachment B
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NGPC may use Brandt's built in email platform to send additional non-automated emails, or Brandt will integrate with the email platform of NGPC's preference such as iContact. These emails may be topics such as monthly newsletters, Commission updates, or general communications.

 **Cross-Sells & Upsells**

Through the Go Outdoors Catalog Manager, NGPC Administrators may configure specific products to be presented to the customer as an optional add-on item during the checkout process, based on items in his or her cart. This functionality provides an opportunity for NGPC to sell additional products as well as promote regulations compliance. For instance, if a user added a fishing license to the cart, he or she may also be interested in a trout permit.

Cross-sells and up-sell configurations are fully adjustable by NGPC Administrators through the Catalog Manager, without Brandt's assistance or software development.

When configuring the cross-sell, the NGPC Administrator has the option of associating an image and text with the cross-sell to communicate why the user may want the suggested product.

 **Social Sharing**

The Go Outdoors Nebraska solution includes social sharing links on transaction completion pages in order to encourage users to share their license/permit purchase, park reservation, or other transaction on social media with one click. The social share button includes a prewritten message of "I bought my Nebraska [product name] online. I'm ready to Go Outdoors! Join me at [Solution Website]".

Attachment B

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Activity Packages

The Go Outdoors solution includes the functionality to offer customers the ability to purchase packages containing all the necessary products by activity type (Figure 172). To make the purchasing process easier for system users, the packages take a “What do you want to do?” approach instead of asking a customer what licenses/permits or passes they would like to purchase. New customers may be less inclined to participate if they become intimidated by the buying process and may be unsure of what licenses or permits are required. If customers already own certain licenses, permits, or passes within a package, the packaged products are automatically adjusted to simply sell the remaining items.

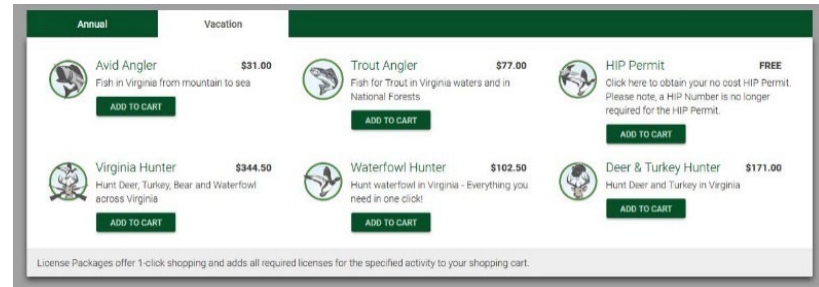


Figure 172

Brandt has implemented license activity package features/functionality for many of our other State Partners, which has resulted in increased revenue funds for their agencies (Figure 173).



Average Customer Order Increase: \$31.87 to \$49.82



Average Customer Order Increase: \$35.49 to \$44.46



Average Customer Order Increase: \$43.07 to \$64.76



Average Customer Order Increase: \$47.74 to \$84.33

Figure 173

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 **Durable Hard Cards for Annual Permits/Licenses**

To provide customers with a more stylish, durable license/permit option, Brandt offers durable, credit card style hard card licenses (Figure 174). In collaboration with the Commission and popular local artists, the card images rotate annually to provide customers with new, appealing artwork every year. These cards allow customers to have a permit document that can withstand the weather and elements of the outdoors, while keeping NGPC branding in their wallet. Customers can add-on a durable card while purchasing their permits or return later to purchase a duplicate hard card if their paper permit is lost or needs to be replaced. Brandt provides hard card fulfillment at no cost to the Commission.



Figure 174

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Mobile Apps

Public Customer Mobile App

While the Go Outdoors solution is mobile-responsive, Brandt will also develop and maintain a public mobile app for iPhone and Android devices (*Figure 175*). NGPC has done an exceptional job in implementing a strong mobile application which has offered customers with tools to ease their transaction process through the existing mobile app. The new mobile app will provide customers with a one stop shop for permit purchases, reservation management, harvest reporting, and a variety of other activities including: Offline License/Permit Syncing; Regulations; “My Account” Barcode; Offline Harvest Reporting; Event Calendars; Upload Documents; Sunrise / Sunset; and Social Media Links.

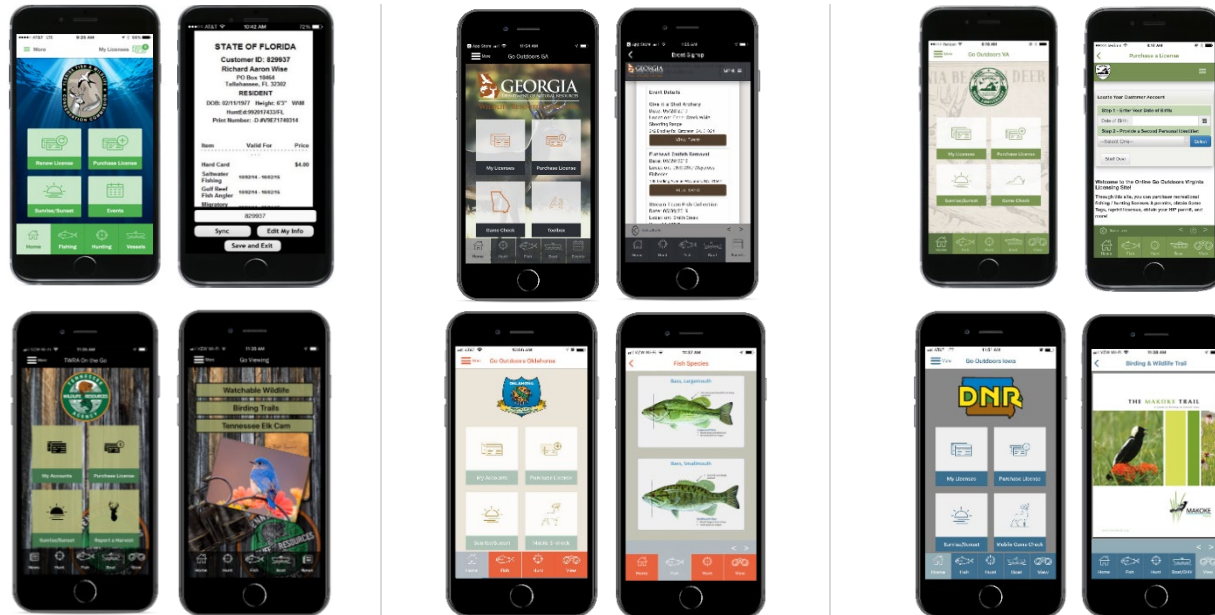


Figure 175

Attachment B
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Private Law Enforcement Mobile App

Brandt's solution includes a private Law Enforcement mobile app for iPhone and Android devices (Figure 176). This private, restricted mobile app can be downloaded by Law Enforcement Officers to quickly look up current customer information, both online and without cellular service using barcode scanning technologies and quick search features. Private Law Enforcement Mobile App features include:

- Barcode scanning features to scan permit documents and retrieve customer and permit information.
- Offline search features via barcode scan and search fields such as customer ID, customer name, and date of birth.
- Quick links to access the administrative Service Desk application.
- A support feature that provides law enforcement users with access to contact center support information.

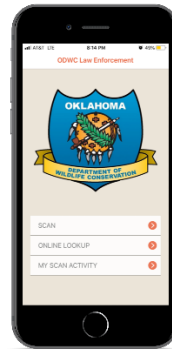
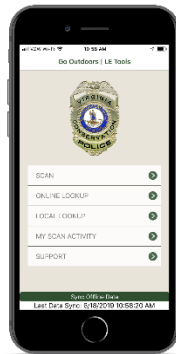
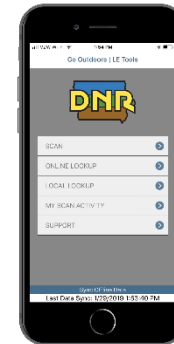


Figure 176



Attachment B
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ES **Professionally Translated Permit/Licensing Sales Site**

According to the U.S Census Bureau population estimates, there are more than 60 million Hispanics residing in the United States and the Hispanic population is expected to increase to 128 million by 2060, making this the largest minority population in the country. To support R3 initiatives, NGPC must reach out to new customers and audiences to facilitate an increase in fishing, hunting, and other outdoor recreational participation and identify new revenue streams. As part of our solution, we propose the professional translation of the Go Outdoors Nebraska permit sales site to Spanish or another language selected by NGPC that is popular in Nebraska, like Vietnamese, at no additional cost to the Commission.

With our professional translation solutions, certified linguists perform manual site translations to ensure the original meaning of the content is maintained and not misrepresented upon translation. Using site tracking pixels, text updates added to the English site are identified in the test environment and the translated sites are automatically updated with new translated content without client or vendor intervention.

Brandt implemented a fully translated sales site in Florida in 2013, offering customers the option to toggle between English and Spanish through the permit sales process, and have since implemented this feature for all of our customers. Often times, users of the translated site speak English, but may be more comfortable reading complex rules and regulations in their native language. While some permit sales sites use Google Translator services to support this, each of these sites includes a disclaimer regarding the translation and affirms that only the English content is an official representation of regulations. This creates increased mistrust between US residents whose primary language is not English, international customers, and the Commission.

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Transactional Email Communications

Brandt proposes a variety of transactional email communications (*see example Figure 177*) to support R3 initiatives and facilitate positive and user-friendly Commission communications at no additional cost. As part of our communications solution, Brandt will work with NGPC to design and develop customized email communications that follow NGPC styling and support R3 efforts by sending compelling messages that include a distinct call to action to promote outdoor participation, permit sales, reservations, renewals, and other Go Outdoors Nebraska activities. We propose sending the following email strategies:

 New NGPC Customer Account (Welcome)	 Order Confirmations & Product Document PDF's	 Expiring / Expired License & Permit Reminders
 Application Approval Notifications	 Auto Renew Enrollment Confirmation & Reminders	 Special Hunt Application Confirmation & Awards

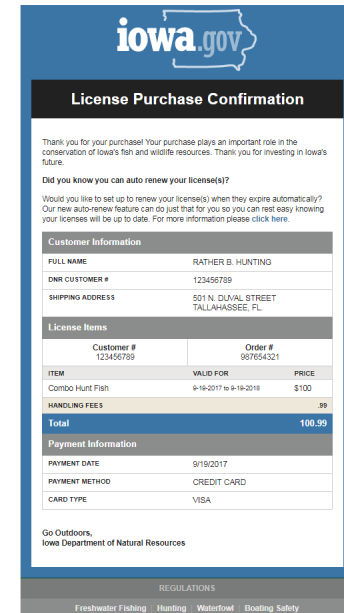


Figure 177

Attachment B
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 **Inbound & Outbound IVR Campaigns**

Brandt's proposed Go Outdoors Nebraska solution offers automated, inbound and outbound IVR services to facilitate NGPC and customer communications; to open additional self-service sales channels; and to provide customers with customized information and important details regarding their account or recent transactions, in addition to the IVR requirements included in this RFP like Harvest Reporting and outbound tools at no additional cost to NGPC.

Brandt offers other Outbound IVR campaigns that have proven successful with other natural resources agencies. Brandt proposes the following IVR campaigns:


Permit Sales & Renewal Workflows


Permit Expiration Notifications


Undeliverable Mail Notifications

 **Increased Fulfillment Responsibilities & Services**

Brandt understands that fulfillment responsibilities will be split between NGPC and Brandt to support Go Outdoors Nebraska sales. To further enhance fulfillment services and provide cost saving opportunities that reduce Commission burden, Brandt proposes taking on additional fulfillment activities that are currently the responsibility of NGPC.

We currently provide the following fulfillment services for the documents and products listed below for our existing natural resource customers and are excited for the opportunity to negotiate costs to extend these services to NGPC:

- Daily fulfillment through Brandt's in-house fulfillment division, capable of printing and mailing more than 30,000 documents daily.
- Address standardization and validation tools to run addresses through the National Change of Address (NCOA) service, update undeliverable addresses to improve fulfillment accuracy, and update customer accounts in the Go Outdoors Nebraska system with standardized and corrected address information.

Real time delivery tracking tools that will integrate with the Go Outdoors Nebraska solution to provide delivery notification reports as soon as the document reaches the customer's physical mailbox. This service will help Brandt and NGPC better plan additional customer communication effort

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TEC #	Technical – Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
TEC-002 Section VI.I	<p>A. Describe the system’s Business Continuity and Disaster Recovery plan to include the following:</p> <ol style="list-style-type: none"> 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. 		✓		
<p>Bidder Response:</p> <p>1. Two Sites with Tier IV Classification,</p> <p>As standard practice, Brandt securely hosts its data in two geographically separate, secure data center locations within the physical boundaries of the United States. In addition to the primary site, Brandt maintains a warm secondary site with automatic failover protocol if ever needed. Both facilities meet “Tier IV” guidelines set forth by the National Uptime Institute based on the following details:</p> <p>Network Connectivity</p> <ol style="list-style-type: none"> a. Multiple Tier-1 Internet Service Providers b. 10Gigabit Ethernet per carrier c. Redundant Cisco Nexus 7000 Series, ASR 9000 Series and ASR 1000 series switches/routers for edge and core routing d. Internap FCP route optimization e. Redundant Cisco 4948 Series Switches for aggregation f. Redundant Cisco 2960 Series Switches for Distribution 					

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Physical Security

- a. Site is manned 24x7x365 with Rackspace operations personnel
- b. Proximity readers track all movement between areas
- c. Biometric scanner access required to enter the building and data center floor

Power

- a. 55 MW total utility power to site
- b. 2N Redundancy 33 Rotary power systems with 1300 kW of critical output each
- c. N+2 Redundancy per phase plus 1 “swing unit” 33 diesel-powered emergency generators with 2,250 kW capacity each capacity
- d. Four 50,000 gallon fuel tanks
- e. 55 hour on site fuel capacity under full load

Cooling

- a. Evaporative chilled water plant
- b. Over 18,400 tons of cooling
- c. Chillers: N+2 Redundancy, CRAH: N+20% Redundancy

Fire Detection

- a. Early Smoke Detection (VESDA) and Carbon Smoke Detection
- b. Pre-action Dual-interlock Sprinkler System

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2. Quarterly Tests

Brandt normally conducts DR tests on annual basis, but can adjust the schedule to quarterly, if desired by NGPC, and will include a mock full system disaster at the primary operating facility, ensuring the process in place is fully functioning and provides immediate restoration. While both Brandt and Nebraska will be involved in the DR test process, recovery results will be provided to ensure they meet NGPC standards and document the test event.

3. High Level Brandt Data Recovery Plan

Brandt understands its responsibility for all system, system infrastructure, and data security aspects of the Go Outdoors Nebraska system. We offer best in class security and monitoring services to track and analyze system activity and take a proactive approach to potential threats, allowing us to get ahead of potential risks and mitigate them before they impact the system and users.

Go Outdoors Nebraska will include a Disaster Recovery environment that provides real-time replicated data for the transactional database in the active environment. This ensures that little to no (sub-second) transactional data will be lost if a fail-over is required.

Brandt is ready and capable of restoring the full System capabilities to a Disaster Recovery (DR) Site with very limited downtime after a Disaster occurrence. We are able to switch to the DR site with a flip of a switch. Brandt personnel receive text and email notifications for all unusual activity. Brandt will notify the Commission within 15 minutes of determination that a Disaster condition exists, method to be mutually agreed upon by the Commission and Brandt.

If NGPC cannot access the System in the event of a Disaster, they reserve the right to require assistance from Brandt in order to perform basic business functions, while Brandt is restoring full System capabilities.

MITIGATION STRATEGY

To implement disaster recovery preparation, Brandt maintains a warm site in a geographically separate, secure data center located within the physical boundaries of the United States. To ensure the fastest possible transition with the least down-time, the following servers are maintained in a constant ready-state (warm) within the Disaster Recovery (DR) environment (*Figure 178*):

Attachment B

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Web Farm Server Nodes – The individual web servers in the DR Web Farm are constantly synchronized with the primary servers in the active environment. This ensures that the latest application code is ready if a fail-over is required.

Transactional Database (Replicated) – The Transactional Database in the DR environment provides real-time replicated data from the transactional database in the active environment. This ensures that little to no (sub-second) transactional data will be lost if a fail-over is required.

Reporting Server (Replicated) – The Reporting Server in the DR environment is staged to provide access to the key reporting objects such as the printable license and permit files. This ensures that licenses or permits can be printed to complete fulfillment of a sale.

Domain Controller – The domain controller in the DR environment is in constant synchronization with the domain controller in the active environment. This ensures that all service accounts are available and that administrator accounts are ready to allow server administrators to begin service restoration.

Database backups are completed nightly and stored locally on a backup service. Backups are retained for two weeks, and a periodic restore of backup files is completed to ensure the integrity of the backup process.

Brandt will conduct DR tests on a mutually agreed upon recurring basis and will include a mock disaster where disaster recovery procedures must be implemented from start to finish, ensuring the process in place is fully functioning and provides immediate restoration. While both Brandt and NGPC will be involved in the DR test process, recovery results will be provided to ensure they meet NGPC standards and document the test event.

Issues or problems identified by NGPC or Brandt will be tracked and assigned for resolution. Brandt will work with NGPC to identify high priority issues and prioritize remaining enhancements or modifications. Brandt will provide NGPC with expected completion dates for issues reported and workarounds to continue operations

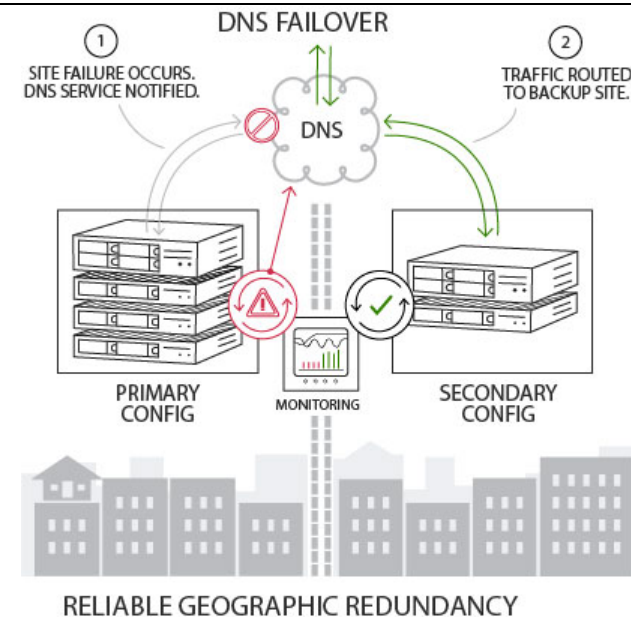


Figure 178

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during the patch/fix. For problems that impact system availability, Brandt follows strict Service RTO's to ensure minimal disruption in service to customers and NGPC.

Service Recovery Time Objective (RTO)

In the event of a failure in the primary data center, the only steps required to move services into the Disaster Recovery (DR) environment are to redirect the DNS records to point the main site URL's to the DR resources and "break replication" between the two environments. The DR resources are constantly active; therefore, there is no startup time required to bring the DR services online. The recovery time objective for switching from the Primary Datacenter to DR is 2 hours from the time a "fail over" situation is declared. There is no reduction in service levels while the system runs in the DR environment.

Service Restoration to Normal Operation

Once infrastructure has been restored in the Primary Datacenter, the Brandt team will establish "reversed" data replication back from the DR environment into the Primary Datacenter. At this time Brandt will assess the causes of initial service failure and determine if DNS records will be redirected back to the Primary Datacenter or if the environment roles will be switched (DR becoming the Primary Datacenter and Primary Datacenter becoming DR). If the datacenter roles are switched, the Go Outdoors Nebraska system will be considered to be in normal operation. If the datacenter roles are not switched, then service change over back to the Primary Datacenter will be conducted during the next normal system maintenance period.

Brandt's full Business Continuity & Disaster Recovery Plan is included in Appendix A – Incident Response Plan.

Brandt maintains and updates detailed Disaster Recovery Plans that are executable and include all procedures and information necessary to fully perform, test, and/or restore services at the Disaster recovery site.

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TEC #	Technical – Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
TEC-003 Section VI.I	<p>A. Describe the system’s capability of providing the following:</p> <ol style="list-style-type: none"> 1. A high-speed SAN fabric; 2. SFTP server; 3. Monthly backup of all databases. 	✓			
	<p>Bidder Response:</p> <p>1. HIGH-SPEED SAN FABRIC</p> <p>Security is designed in the framework of Brandt’s systems. Security measures, controls, and proactive tools are used to protect data, prevent unauthorized intrusions, and proactively respond to potential threats or attacks.</p> <p>Data is stored on a SAN connected to SQL servers via redundant host bus adapters on a fiber network fabric. Data is backed up locally via a secure, high speed management network and data is also backed up offsite in a warm failover environment via SQL Replication over a secure ipsec VPN tunnel.</p> <p>2. SFTP SERVER</p> <p>Brandt currently provides several methods for supporting file delivery - including secure high-speed FTP's and shared, secure databases that files can be retrieved from. Brandt will provide several secure file sharing methods and resources including:</p> <ul style="list-style-type: none"> • A Secure File Transfer Protocol (SFTP) for files to be placed on or downloaded from by NGPC. • A real time, shared replicated database through which files can be shared by Brandt and NGPC by authorized users. <p>Brandt will maintain flexibility and is open to additional secure file sharing options to support NGPC needs.</p> <p>3. MONTHLY BACKUP</p> <p>Currently, Brandt database backups are completed nightly and stored locally on a backup service. Backups are</p>				

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	<p>retained for two weeks, and a periodic restore of backup files is completed to ensure the integrity of the backup process.</p> <p>Backups will be archived in a cloud hosted storage area accessible from both the Primary Datacenter and Disaster Recovery Datacenter domains.</p>
--	--

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
TEC-004	A. Describe how the system protects Personal Identifying Information (PII).	✓			
Section VII	<p>Bidder Response:</p> <p>Personally Identifiable Information (PII) and System security credentials (log on) are not cached by the solution and are always encrypted in transit and at rest. Personally Identifiable Information is always stored encrypted in the data store or within a backup and will never be temporarily stored or saved in client or server cache.</p> <p>The current log on status is stored in session state for each user; however, the system security credentials themselves are never stored or cached in session or permanent cookies - For example, in the common "Remember Me" functionality provided by many websites. All system users are required to authenticate on each visit to the application and no logon persistence functionality is provided.</p> <p>Controls are in place (such as markup and numeric data skipping) to prevent our partner language translation service from attempting to translate and unknowingly cache Personally Identifiable Information which may display on a user's screen. With the markup approach, special tags are placed around the data to be ignored and numeric data skipping does not allow the service to translate strings containing numerical data (credit cards, SSN, DL numbers, etc.)</p> <p>The Brandt policy on handling Personally Identifiable Information (PII) implements the following operational standards for all systems we maintain:</p> <ol style="list-style-type: none"> 1. The data management team will create full database backup file(s) and retain them for 14 days after which the file(s) will be purged; and 				

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	<p>2. Each class of files will have a different retention and purge policy.</p> <ul style="list-style-type: none"> • Example: Driver's License incoming data transfer files - The most recent 2 files will be backed up in encrypted Cloud Storage and any prior files will be purged; (The retention period for the Driver's License files is 14 days.) • Example: Call Center call recording files - Six months (or NGPC designated time frame) worth of files will be stored in encrypted Cloud Storage. Any file(s) older than 365 days will be purged from Cloud Storage; and • Data imports from prior vendor - We will permanently retain the last set of flat files transmitted to us unless instructed otherwise by the Commission. All prior data sets received will be deleted on or before System go-live.
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TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
TEC-005	A. Describe the system's user-configurable features.	✓			
Section VII	<p>Bidder Response:</p> <p>System administrators can leverage the administrative Catalog Manager and Service Desk modules to manage system functionality. Administrators will have the ability to access the Catalog Manager and Service Desk features through a single sign in and access point. Users will have the ability to manage permit/license types, products, and catalog configurations, manage POS locations, enable and disable system features, create new roles, access reports, and more.</p> <p>The administrative solution offers NGPC the following:</p> <ul style="list-style-type: none"> • A web-based solution that can be accessed from desktop / mobile devices. • Theme Manager tools to manage the system style sheet, footer format, images, field descriptions, and more. 				

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- A user-friendly system designed to streamline the management of operations.
- Role based access so that sensitive information / functionality is accessible to those required for the job duties.
- Workflow Builder features to configure and manage workflows for licenses, special permits, and other products sold through the system.

The Go Outdoors platform provides flexible solutions to configure, program, and manage business rules, and system configurations through an easy to use real time, web-based user interface. Users will be able to dynamically manage language, text, and content across the solution.

The flexible nature of the Go Outdoors Nebraska solution will empower NGPC Administrators and provide the state with opportunities to change content as programs evolve; adapt to changing legislation, business rules, and product availability and seasonal activities; and provide end-users with updated critical information; all while creating marketing and promotional initiatives to support R3 efforts.

Brandt's project team will support NGPC administrators in managing dynamic content as needed, however the administrative tools are designed to empower state users to independently modify dynamic content without assistance from Brandt.

Brandt's solution will provide NGPC the ability to meet time sensitive legislative and strategic business changes independently and in real time through the web-based systems. Built-in flexible tools include:

 Account Preferences	 Fishing & Hunting Permits	 R3 Engagements & Initiatives	 Harvest Registrations
 Permit Documents	 Customer Permit History	 Special Draws & Lotteries	 Help & Support

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PERMIT/LICENSE & BUSINESS RULE MANAGEMENT

NGPC will have the flexibility to configure and administer permits/licenses and issuance business rules in real time. Without any vendor support or development, agency administrators can create and configure new permits, manage attributes and eligibility requirements, and control product pricing by sales channel in just a few simple clicks. This flexibility ensures the system will support agency needs today and through the next decade. The flexible interface empowers NGPC to adapt to changing legislation, business rules, and product availability, all while creating marketing and promotion opportunities to support R3 efforts.

Throughout the design phase of the project, Brandt will work with the NGPC project team to identify business rules that may require additional development to support the requirement. Any business rule or issuance requirement features will be developed using a flexible and configurable approach that will allow NGPC to manage and configure independently.

The Go Outdoors Catalog Manager will provide NGPC with real time tools to:

- Create new permits/licenses or products in 5 minutes or less.
- Configure product eligibility business rules, including residency, age, permit/license dates, and primary permit/stamp/license requirements.
- Edit product business rules in real time.
- Set permit/license and product availability dates to control display in the product catalog. Administrators can simply set the inactive date on an item to disable the display in the catalog.
- Configure product availability by sales channel (Internet/Web, Agent POS, NGPC, etc.)

Business Rule Change Functionality

Using the Catalog Manager, administrators can manage product business rules, including the below items *(Figure 179)*. This access will be available in the production and UAT environments for use by NGPC’s discretion. The creation or editing of product and permit settings and business rules are updated in real time as the record is saved.



Product Name & Description



Residency & Age Requirements



Surveys



















Catalog Display Groups

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 Active & Inactive Dates	 Fulfillment Options	 SSN Required for Purchase	 Special Authorization Required
 Term / Duration	 SSN Required for Purchase	 Restrictions & Quantities	 Reprint Settings
 Product Class / Category	 Cross Sells / Recommended Products	 Renewal & Auto Renew Eligibility	 Customer Type Individual / Business)
 Availability by Sales Channel	 Pricing, Agent Fees, & Discounts	 Safety Education Requirements	 Messaging / Tag Lines

Active Date * Inactive Date IncludesTags

Restrictions

Minimum Age * Maximum Age * Residency Type * Hunter Safety Requirement *

Individual Type * Max Licenses Allowed Per Customer * Max Licenses Allowed Per Lifetime Boater Safety Required*

Authorization To Purchase Required SSN Required On File Before Sale Is Native Resident Eligible Has Inventory Limit

Must Have

- 1 - 1 Year Resident Freshwater Fishing
- 2 - Resident Annual Saltwater Fishing
- 3 - Sportsman license resident (003)
- 4 - Lobster Permit
- 5 - Conservation/Law Enforcement Stamp (Class CS/LE)
- 6 - Migratory Bird (HIP) Permit (HIP)
- 7 - Migratory Bird Cert - Free (007)
- 9 - Durable Sportcard

Figure 179

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NGPC will have the ability to set the start date for certain configurations in the future as well, including:

- Active / Availability Date
- Permit/License Prerequisites and Restrictions
- Harvest Eligibility Dates
- Reprint Eligibility Dates

The administrative Catalog Manager provides authorized users the ability to set and update the inventory available for permit types and products. Our solution currently supports the issuance of limited availability items as standalone permits, first come / first service events, and other inventory-based hunting opportunities.

The Catalog Manager includes the following configurations to manage quantity restrictions:

- **Maximum Allowed Per Transaction** – Determines the maximum allowable quantity for a specific permit type within a specific transaction for a single customer.
- **Quantity Selection Tool** – When the maximum allowed is greater than one and this configuration is enabled, customers may simply enter the quantity they wish to purchase with one entry instead of having to add the item to their shopping cart multiple times.
- **Max Allowed Per Lifetime** – Sets the maximum number of times a customer is eligible to purchase a specific permit across their lifetime.
- **Max Allowed (Season)** – Determines the quantity of a single permit a customer may purchase within the permit year.

Through the administrative Catalog Manager, NGPC will have full control over permit/license fees and revenue distributions per product / permit in real time. This includes base price, agent / handling fees, application fees, and reprint / replacement costs

All fees are fully configurable through the Go Outdoors Catalog Manager by item. At the item level, NGPC has the ability to configure fees to be charged based on the agent class through which the item is being purchased. Fees configured on the pricing grid are presented in the customer's shopping cart and charged in full during transaction payment processing in real time.

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The flexible nature of the Catalog Manager’s pricing grid provides the ability to configure different fee types such as base fees, item level fees, transaction level fees, and contract fees using a fixed dollar amount or percentage.

Multiple fee types can be configured for a single item (*Figure 180*).

Associated Fees										
Agent Class	Active	Item Agent Fee	Item Contract Fee	Item State Fee	Item Mail Fee	Trans Agent Fee	Trans Contract Fee	Trans State Fee	Trans Mail Fee	
State Central License Sales	<input checked="" type="checkbox"/>	\$1.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Edit
General Agent	<input checked="" type="checkbox"/>	\$1.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Edit
Brandt Service Desk	<input checked="" type="checkbox"/>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3.00	\$0.00	\$1.25	Edit
Internet	<input checked="" type="checkbox"/>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3.00	\$0.00	\$1.25	Edit
State Regional License Sales	<input checked="" type="checkbox"/>	\$1.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Edit
State Lakes	<input checked="" type="checkbox"/>	\$1.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Edit
General Agent & Check Station	<input checked="" type="checkbox"/>	\$1.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Edit
Brandt Admin	<input checked="" type="checkbox"/>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Edit
State Parks	<input checked="" type="checkbox"/>	\$1.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Edit
State Special	<input checked="" type="checkbox"/>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Edit

Figure 180

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PERMIT/LICENSE CATALOG MANAGEMENT

NGPC can create and configure new products, manage attributes and eligibility requirements, and control product pricing by sales channel in just a few simple clicks (*Figure 181*).

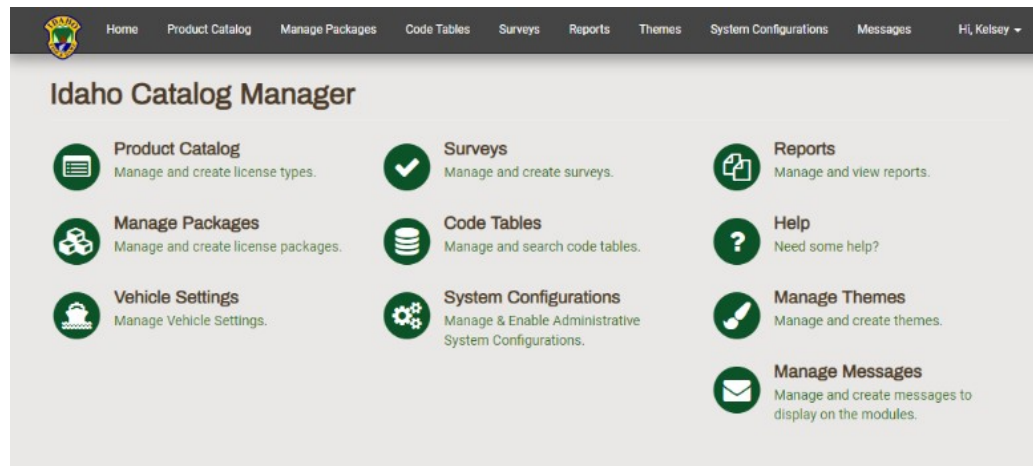


Figure 181

NGPC administrators will be able to utilize the technology and tools to configure and offer new products and services without intervention from Brandt or development efforts. This flexibility ensures the new permitting/licensing system will support NGPC needs today and through the next decade.

Brandt's robust solution allows customers to add an unlimited combination of licenses, permits, and products to their cart in accordance with system business rules. The license/permit catalog and listing of available items will be updated in real time as users add items to the shopping cart.
















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ADMINISTRATIVE CUSTOMER MANAGEMENT TOOLS

Administrative customer management tools give NGPC users a full purview of all current and historical customer transactions and activities through a central customer console. Brandt will import all historical customer, transaction, permit, harvest, and other permit system data available to maintain each customer’s full history of permits, purchases, and interactions.

From the customer account, NGPC users can view detailed information pertaining to customer permits, transactions, harvests, special applications, site activity and interactions, hunter / boater education certifications.

The Go Outdoors platform provides NGPC administrators with flexible tools to manage customer records and activities in real time.

 Create Customer Accounts	 Update Customer Details	 Manage Customer Permits	 Merge Duplicate Accounts
 Manage Revocations	 Manage Certifications	 View Customer Transactions	 Manage Authorizations
 Manage Quota Activity	 View Customer Surveys	 Manage Customer Harvests	 Customer Support Notes
 Customer Interactions	 Email Permit Documents	 Mange Auto Renew Settings	 Manage Customer Documents

Field Level Editing – NGPC Staff/Agents & External Agents

Access to field level editing for both Agents and NGPC staff are configurable used a variety of permissions that control field editing. Example permissions include the ability to:

- Edit basic customer information (demographics, contact information, etc.)

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- Edit customer identifying information (date of birth, SSN, driver's license, name, etc.)
- Edit customer residency status.
- Manage customer indicators such as covert or disabled.
- Administrative overrides for required customer profile fields.

USER AND SYSTEM ACCESS MANAGEMENT

Through the Service Desk, NGPC administrators will have the ability to create new user roles, configure role access levels and permissions, and assign users to roles in real time (Figure 182).

With the Go Outdoors platform, system access controls are at the fingertips of NGPC at all times. Real time reporting tools support access management controls to ensure the security of the Go Outdoors Nebraska system and its data.

System Access & User Management Solution Highlights include the following features and benefits:



User Management

Create, manage, and deactivate administrative and Agent user accounts in real time through the Service Desk module through a simple, user friendly interface. Management tools include unlocking accounts and updating roles.



User Role Configuration Wizard

NGPC administrators can create new user roles and assign permissions to the new role in just a couple of minutes. NGPC can create user classes to define permission levels by user type to maintain security and access in under 5 minutes.

Role Name	Description	Active
Branch Service Desk Agent	role used by Branch Support (Service Desk) to provide support to General Agents	✓ Edit Role
Wildlife Officers	For Law Enforcement / Wildlife Officers	✓ Edit Role
Security Administrator	TDRS Security Administrator role. Role permitted to create and edit system security roles and assign permissions to roles	✓ Edit Role
Branch Service Desk Supervisor	Branch Service Desk Supervisor	✓ Edit Role
Branch Service Desk Manager	Branch Service Desk Manager	✓ Edit Role
TDRS Accounting	The accounting role is a read-only with access to reports. There are no record update permissions for accounting	✓ Edit Role
Branch Read-Only Testing Role	a read-only role which allows Branch Testing to check the state of records. Similar to Law Enforcement Read-Only except without ability to deactivate records	✓ Edit Role
Agent Manager	General Agent Manager. Create User, View Access Reports, Self Licenses. Note: all General Agent roles affect the Point of Sale system used by authorized agents	✓ Edit Role
Agent Clerk	General Agent Clerk. Can Self Licenses. Note: all General Agent roles affect the Point of Sale system used by authorized agents	✓ Edit Role
Agent Supervisor	General Agent Supervisor. Self Licenses, View Access Reports. Note: all General Agent roles affect the Point of Sale system used by authorized agents	✓ Edit Role

Figure 182

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**Role-Based Report
Access**

NGPC administrators can configure which user roles can access various reports available through the Go Outdoors Nebraska system in real time, ensuring sensitive information is protected and report access is controlled by job function / necessity.

Permissions

The robust and dynamic nature of the Go Outdoors platform and administrative modules provides NGPC with configurations and features to flexibility administer permit sales in accordance with NGPC business rules and initiatives.

Table driven logic that can be configured through a variety of database code tables allow for the ability to create new features and business rules as legislative requirements and NGPC initiatives evolve.

Through the flexible administrative application, NGPC has access to powerful configuration tools in real time, including:

- **Creating / configuring permit/license categories:** Categories can be used to define products into sub-categories for analytical and marketing purposes. For example, an annual fishing license/permit could be categorized into both the “Fishing” category and the “Annual License” category.
- **Creating / configuring catalog display groups:** Display groups allow NGPC to categorize all licenses, permits, tags, and products into organized groups within the license/permit catalog, making items easier for customers to find.
- **Creating / configuring revenue code categories:** The Commission can configure and manage revenue account code categories to maintain appropriate revenue distributions for permits and products sold.
- **Managing revenue codes:** With this flexible feature, NGPC administrators can create a standard list of account codes to be made available to permit and product configuration managers.
- **Managing revocation types and restrictions:** Revocations types and corresponding permit and product restrictions can be configured in real time. Additionally, this feature allows NGPC to define each revocation type as a “Restriction” or a “Report Only” violation.
- **Managing inventoried product business rules:** Inventoried products, like tags and other merchandise can be managed here. NGPC can set initial inventory quantities and view the number sold, number currently in cart, and

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number of remaining in real time.

- **Managing agent supply types & availability:** NGPC can configure regulations, brochures, envelopes, and other supply types and enable supply availability by agent type. Activated supply times become available to eligible Agents, and requests are transmitted to NGPC regularly.

SPECIAL HUNT DRAWS & LOTTERIES – HUNT MANAGER

The administrative Hunt Manager offers NGPC powerful tools to create and manage controlled hunts, draws and lottery events, and first come, first serve events in real time. The flexible nature of the Go Outdoors Hunt Manager empowers Hunt Managers to offer the public unique hunting opportunities and explore Nebraska’s wildlife. Brandt proposes the integration of NGPC’s current limited entry management framework, complimented by new and innovative approaches offered by Brandt to make limited entry management even more efficient and flexible. Brandt understands the unique complexities that come with NGPC’s business rules and is prepared to continue to offer the features NGPC needs, complimented by streamlined workflows and systematic improvements.

NGPC can manage configurations and preferences for a variety of hunt and limited entry attributes, including:

 Hunt Category Attributes	 Phases	 Eligibility Rules	 FCFS Business Rules
 Quotas	 Points Business Rules	 Hunt Area / WMA Details	 Email Templates
 Special Opportunity Hunts	 Group / Party Hunts	 Permit Issuance Methods	 Type (Points, Random)

MIGRATORY BIRD HARVEST INFORMATION PROGRAM (HIP)

Leveraging Brandt’s configurable survey module, the HIP survey is required for completion before a customer may purchase specific items as determined by the Commission and the U.S. Fish and Wildlife Service.

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Brandt implements an automatic upload to USFWS, so NGPC does not need to worry about HIP data upload compliance procedures.

NGPC Administrators have the ability to edit the survey at any time. For example, other states have opted to add a few additional optional questions on the survey to collect additional biological research data.

Brandt's Go Outdoors platform offers built in features and tools to manage federal HIP products and data collection requirements. NGPC can manage HIP issuance using the following configurations available in the Catalog Manager.

INTERNAL/EXTERNAL AGENT MANAGEMENT/SUPPORT

















With the Go Outdoors Nebraska platform, agent management will be seamless, streamlined, and organized. NGPC administrators can manage a variety of agent account attributes and setups, ensuring the Commission has full control over agent accounts and sales channels in real time. Without any customization, the Agent Management component ([Figure 183](#)) provides a flexible, real time user interface to manage a variety of agent types, agent accounts, and information.



Figure 183

Of course, Brandt will work with NGPC to further customize the solution – but standard features including the following:

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 Create New Agent Location Accounts	 Manage Agent Information & Contact Details	 Manage Agent ACH Settings & Frequency	 Activate, Inactivate, & Close Agents in Real Time
 Send Agent Broadcast Communications	 Create & Manage Agent User Accounts	 Manage Agent Supply Requests & Supply Types	 Configure Agent Types by Agent Location
 Manage Corporate Agents & Individual Locations	 View Current & Historical Agent Sales Activity	 Manage Agent Hardware & Inventory	 Document Interactions / Agent CRM Tools
 Access to Additional NGPC Products	 Upload & Manage Agent Documents	 Manage Seasonal Dates / Closings	 Track Top Grossing Agents & Agent Revenue

AGENT HELP CONTENT

NGPC will have the ability to configure and display links to FAQ, regulations, help links, and a variety of other pages throughout the solution. Examples of links and content that can be configured by NGPC include:

- Links to helpful information / FAQ sheets on the customer lookup / online landing pages.
- Help content relevant to each site page.
- Links to maps or regulations displayed through special hunt application workflows.

IMPORTING & EXPORTING FILES

Brandt offers several methods of importing data files such as controlled hunt details, driver's license file data, and harvest results data.

- Automated processes can be developed to retrieve files on a regular schedule (such as driver's license data) and process the file accordingly.

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- Brandt will work with NGPC to determine file layouts and formats to allow for the ability to import data on a seasonal or regular basis.

PERMIT/LICENSE PRINT TEMPLATES

Brandt's system will support the creation of unlimited document templates that can be used to generate official documents at the culmination of a system process or transaction. NGPC authorized users will have the ability to create new templates, edit existing templates, and associate these templates with products in the product catalog to be generated upon sales completion.

Brandt will configure each permit document to meet NGPC's specifications. Go Outdoors Nebraska's document templates will meet NGPC's existing business rules. In addition, these templates may be edited by authorized users at any time to adjust to changing rules and regulations.

THEME / STYLE SHEET MANAGEMENT

Administrators may change imagery or messaging based on seasonal relevancy to keep the licensing and reservation system content fresh and relatable. NGPC will have access to an administrative component (*Figure 184*) that allows NGPC to manage the overall theme, design, and style sheet of every module. Administrative users can manage logos, colors, images, footer content, welcome messaging, site labels, and a variety of other design elements in real time.

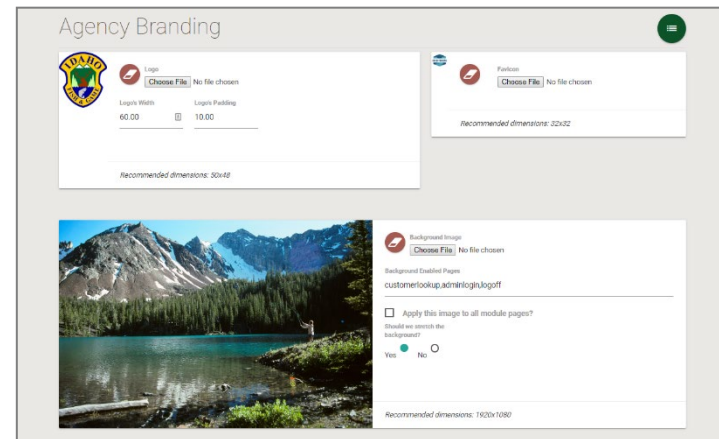


Figure 184

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- Customers will have the ability to save a payment method / use a stored payment method to checkout.
- Billing information is automatically populated with the customer name and address (*Figure 185*). Customers can edit billing information as necessary.

Billing Information

Credit Card Number:

Expiration Month:

Expiration Year:

CVV:



Save card for future purposes

First Name:

Last Name:

Street Address:

City:

State:

Apt / Suite / Other:

Zip Code:

Figure 185

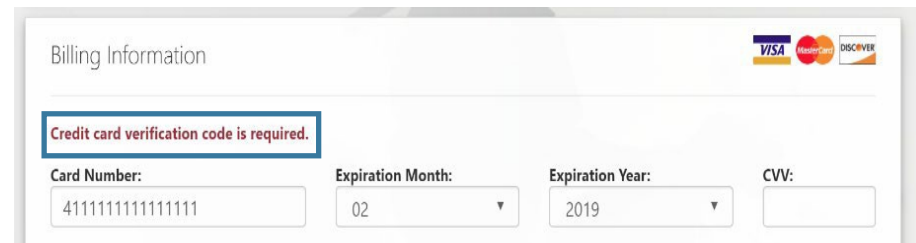
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Affirmations

As required by NGPC, customers will be prompted to agree to affirmations prior to checkout. These statements are configurable by sales channel and can be managed by NGPC administratively.

Real Time Payment Verification

When purchasing a product online or through telephone sales, the customer must supply credit card information (Figure 186). If the credit card is denied or an error occurs during processing, proper system error messages will display and prompt the user to edit the invalid information accordingly. The sales transaction will not be completed until the processing is complete.



The screenshot shows a 'Billing Information' form with a red error message: 'Credit card verification code is required.' The form includes fields for Card Number (4111111111111111), Expiration Month (02), Expiration Year (2019), and CVV. Logos for VISA, MasterCard, and DISCOVER are visible in the top right corner.

Figure 186

If the order was initially completed online using a credit card or via telephone with Brandt's Service Desk team, the system will communicate with the integrated payment process and generate a refund request to return the funds to the customer's account.

Printing License/Permit & Transaction Documents

On the transaction confirmation page (Figure 187), customers can:

- Click the 'Print License' button to access an electronic PDF of their license/permit document;
- Continue Shopping; or
- Return home to access their customer profile.

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Transaction Confirmation

Continue Shopping

Print License

We e-mailed a copy of the license to: TIFFANIS@BRANDTINFO.COM

Temporary Authorization Number: 1092530189101307162	Transaction Number: 17108952	Transaction Date: Tuesday, July 16, 2019 9:25:33 AM	Agent: 930001-Internet License Sales
---	--	---	--

License	Detail	Term	Dates
Harvest Information Program (HIP)	Tiffani Santagati	Season	07/16/2019 - 06/30/2021
Hunting - Adult	Tiffani Santagati	1 year	07/16/2019 - 01/10/2020
Deer - Adult	Tiffani Santagati	1 year	07/16/2019 - 01/01/2021

Figure 187

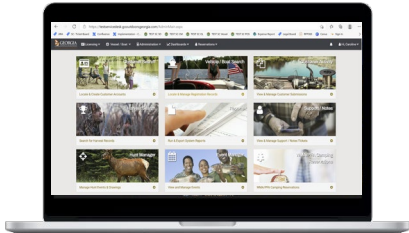

Receipt Issuance and Redemption

Upon transaction completion, transaction confirmation documentation will be automatically generated according to NGPC's business rules which will include a confirmation letter emailed to the customer. The system will allow customers to select one of the following options:

- Print Receipt (available to print on plain 8.5 x 11 paper stock)
- Email Receipt
- Text Receipt
- No Receipt

For public online purchases, if the product is available for self-fulfillment, once a customer purchases a product that includes documentation, a PDF or JPG will be available for download. This may be in the form of a separate tab in the browser upon purchase confirmation page and/or an attachment to an email. The PDF or JPG will also be accessible via the purchase history on the customer's profile to reference at any time. If the customer is accessing the site on a mobile device or opens the email on a mobile device, he may choose to save the attachment to the phone for future reference.

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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.	✓			
	<p>Bidder Response:</p> <div style="display: flex; justify-content: space-between;"> <div data-bbox="321 643 726 873" style="width: 30%;">  <p style="text-align: center; color: blue;">Figure 188</p> <p style="text-align: center; color: red;">Service Desk Module</p> <p style="text-align: center;">Users: NGPC Staff, Law Enforcement, & Brandt Call Center</p> </div> <div data-bbox="772 613 1839 748" style="width: 65%;"> <p>The Administrative Service Desk module (<i>Figures 188 and 189</i>) will be used by NGPC Administrators to create and manage customers, transactions, draws and lotteries, harvests, Agents, and system configurations in real time through a flexible and user-friendly interface customized specifically for NGPC.</p> <p>Brandt Call Center and NGPC Administrators will have access to:</p> <ul style="list-style-type: none"> • Administrative Customer Management • Customer License & Permit Management • Customer Relationship Management (CRM) • Event & Volunteer Management • User Management • Point of Sale Management • Agent Management • Harvest Form Management • Controlled Hunt Management </div> </div> <div data-bbox="457 1084 596 1365" style="width: 30%; margin-top: 20px;">  <p style="text-align: center; color: blue;">Figure 189</p> </div>				

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System administrators can leverage the administrative Service Desk and Catalog Manager modules to manage system functionality. Administrators will have the ability to access the Service Desk features through a single sign in and access point. Users will have the ability to manage permit/license types, products, and catalog configurations, manage facilities and POS locations, enable and disable system features, create new roles, access reports, and more. The Administrative module is fully responsive and allows administrative access to the Go Outdoors Nebraska system from a mobile device.

The administrative solution offers NGPC the following:

- A web-based solution that can be accessed from desktop / mobile devices.
- Theme Manager tools to manage the system style sheet, footer format, images, field descriptions, and more.
- A user-friendly system designed to streamline the management of operations.
- Role based access so that sensitive information / functionality is accessible to those required for the job duties.
- Workflow Builder features to configure and manage workflows for licenses, special permits, and other products sold through the system.

Administrative Service Desk Landing Page

The landing page for the Service Desk homepage ([Figure 190](#)) offers Admin Users a dashboard with quick-tile widgets to quickly access the customer search features, reports, user management pages, and other links based on the user's role and permissions.

The Administrative module will be used by NGPC Administrators for daily operations management and by Brandt Help Desk users for telephone sales and Agent support. Leveraging role-based access, users will only be able to access certain features in Service Desk based upon their configured login credentials. For instance, NGPC Administrators will have complete

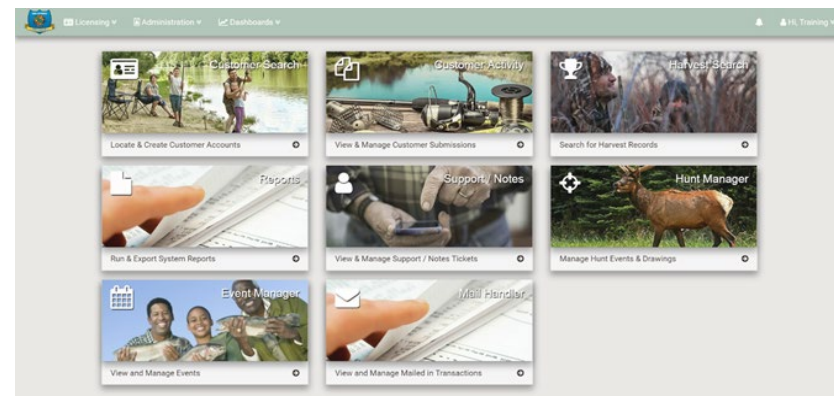


Figure 190

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access, whereas on-site Staff may have access to only carry out their position duties for the locations which they are responsible.

Components of the Service Desk module (*Figure 191*) include the following:

Components	NGPC Administrators	NGPC Staff / Internal Agents	Brandt Help Desk (NGPC & Customer Support)
System Configurations	✓		
Product Pricing / Business Rules	✓	✓ Facility-Only	
User Management	✓	✓ Facility-Only	
Agent Management	✓	✓ Facility-Only	
Customer Management	✓	✓	✓
Reporting	✓	✓	✓
Event Management	✓	✓	
User Shortcuts	✓	✓	✓

Figure 191

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	<p>ADMINISTRATIVE REMOTE ACCESS</p> <p>Best of all, the Administrative module is fully responsive and allows administrative access to the system from any internet-connected device and sales channel.</p> <p>Brandt’s Go Outdoors Nebraska system utilizes a responsive web design (RWD), a standard information architecture framework. The flexible, web-based nature of the solution means users can access the administrative Service Desk module/site from a variety of device types without losing system functionality including smartphones, tablets, POS units, or desktop / PC laptop devices.</p> <p>Customers and administrators can access the same functionality on mobile devices as they can on the desktop site or POS hardware. The responsive and scalable design identifies each user's device type and adapts to the device screen for an optimized user experience. This includes 4-inch phone screens all the way up to large projector screens.</p> <p><i>The Go Outdoors Nebraska will also track transaction sales channels for administrative purposes – the system will allow administrators to access a customer profile to view their transactions to see which sales channel the permit/product was purchased through.</i></p>
--	--

TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
TEC-008	A. Are all system channels fully functional 24 hours a day, 365 days a year?	✓			
Section VIII.H	<p>Bidder Response:</p> <p>GO OUTDOORS NEBRASKA SOLUTION AVAILABILITY</p> <p>The Go Outdoors Nebraska solution/site will be available 24/7/365, except for approved, rare, scheduled maintenance. Brandt currently supports our current customers with an uptime of 99.5 percent and rapid page response times to provide a quick permit/license issuance process to users even during peak seasons.</p>				

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Brandt maintains industry-standard uptime of our current state partners' systems. System performance is monitored 24/7/365 through:

Site 24x7
(Response Times, Traffic, Threats)

Monitis
(System Uptime & Performance Alerts)

Rackspace
(Secure Hosting Services)

Alert Logic
(24/7 Intrusion & Threat Detection)

Database/System Monitoring

Database monitoring dashboards (*Figures 192 and 193*) provide real time performance metrics and overall system health.

These performance monitoring tools track:

- Total Uptime
- Downtime Durations (If any)
- Average Site Response Times
- Number of Failures (If any)
- Number of Outages (If any)
- Active sessions
- Processes
- Memory & Storage
- Background Processes
- Blocked Processes

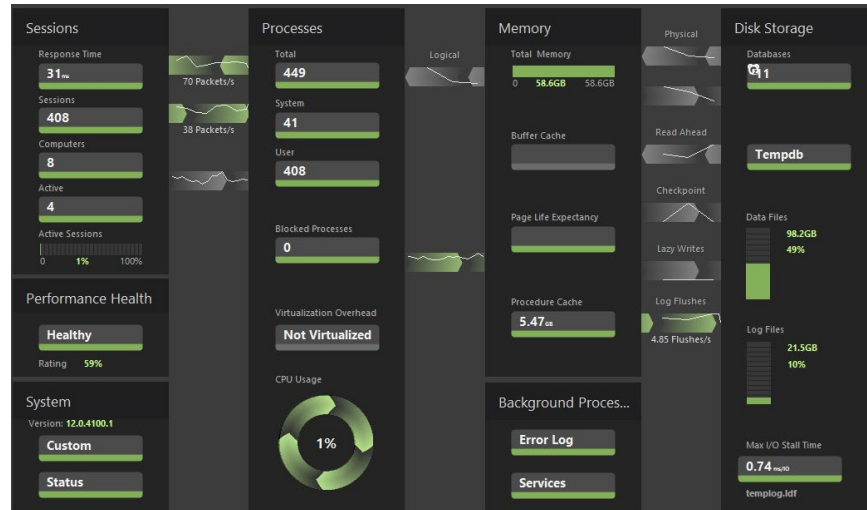


Figure 192

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Availability Summary Report

100% Availability	0 Mins 0 Secs Total Outage Duration	0 Number of Outages
-----------------------------	---	-------------------------------

Monitor Availability Summary		Monitor Suspended Summary	
Total Downtime	0% (OR) 0 Mins 0 Secs	Total Suspended Time	0 Mins 0 Secs
Total Uptime	100% (OR) 63 days 0 Hrs 0 Mins	Total Suspended Time Percentage	0%
MTTR	0 Mins 0 Secs	Total Scheduled Maintenance	0 Mins 0 Secs
MTBF	63 days 0 Hrs 0 Mins	Total Scheduled Maintenance Percentage	0%

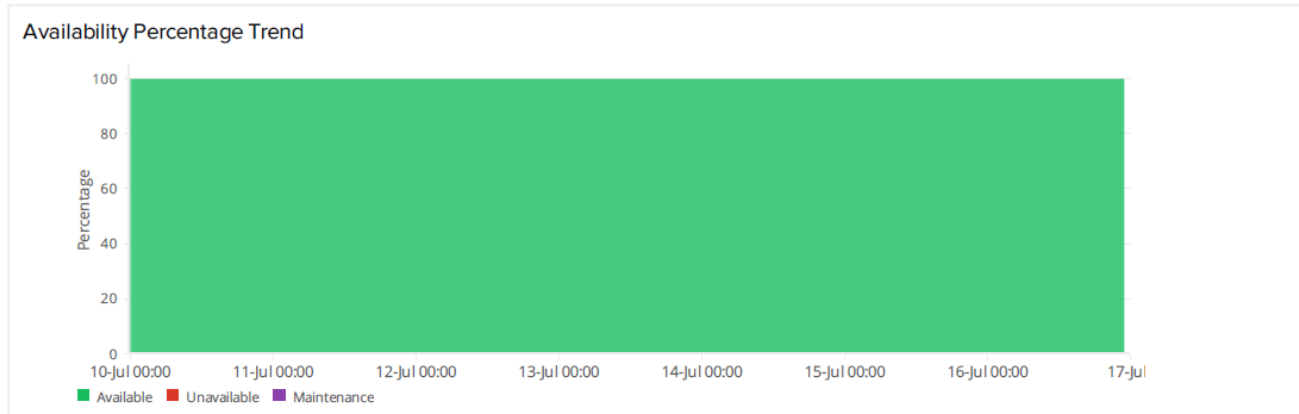


Figure 193

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Brandt's team has the flexibility to scale resources based on seasonal volume driven by events, seasons, weather, and other factors. Brandt regularly analyzes data to prepare for expected increases and establish additional resources required to support the expected volume. Brandt's team will also create an event calendar with NGPC to identify and track season dates, events, and other factors that can contribute to increased volume.

Optional Implementation – Queue-It

Brandt proposes the optional implementation of Queue-It, a virtual waiting room service that helps monitor and distribute site traffic to ensure users do not encounter a poor user experience during first come, first serve sales. This secure integration temporarily redirects site visitors to a virtual 'queue' once the maximum site capacity has been reached. Visitors will maintain their place in line in the virtual queue and will be granted access to make first come, first serve purchases once a set of customers making purchases complete their transaction. This is an optional service offered by Brandt in addition to the performance / load testing and commitment to ensuring these events occur smoothly and without interruption.

BRANDT CALL CENTER AVAILABILITY

Brandt is excited for the opportunity to discuss this requirement with NGPC and demonstrate alternative features to support customers and Agents 24/7.

Brandt will work with NGPC to set mutually agreed upon hours for our Call Center/Help Desk.

In addition to operation hours with staffed Call Center Agents, Brandt offers the implementation of Interactive Voice Response (IVR) for specific sales workflows, allowing customers to process sales and changes using touch-tone features, as authorized by NGPC. Customers always have the opportunity to be transferred to a live agent during business hours when utilizing the IVR option.

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TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
TEC-009	A. Describe scheduled system maintenance that may impact access to the system.	✓			
Section VIII.H	<p>Bidder Response:</p> <p>Brandt's partnership with NGPC includes continuously improving and enhancing the services and products offered across the Go Outdoors platform with no change order fees to NGPC. We collaborate with our customers to identify additional revenue streams to invest in Commission-desired enhancements and improvements that support conservation, participation, and streamline practices for the NGPC. Brandt has never charged its existing clients an out-of-pocket change order for additional system functionality / components.</p> <p>SOFTWARE UPDATES</p> <p>Brandt's Server Administrators monitor the Go Outdoors Nebraska servers and network as well as install security and software patches as needed. They will also maintain file system backup and recovery processes.</p> <p>Brandt will continuously work with NGPC to identify areas of improvement or system growth to enrich functionality and integrate new technologies. Using scheduled maintenance windows and properly executed implementation techniques, Brandt will support the following throughout the term of the contract:</p> <ul style="list-style-type: none"> • System Maintenance: Maintaining, upgrading, and improving the Go Outdoors Nebraska system is critical to success; NGPC must keep up with industry trends, legislative changes, and enhancements that drive sales, engage customers, and decrease churn. Brandt will provide NGPC with 1000 hours per calendar year for enhancements and upgrades at no cost to NGPC. Hours are noncumulative. Standard annual maintenance is provided at no cost to the Commission during the term of the contract. • Scheduled Maintenance: Improvements also include regularly scheduled maintenance to provide security updates, bug fixes, and system tweaks to improve overall performance. Planned maintenance windows are scheduled during times of day with the lowest volume (such as midnight) and do not take longer than 2 hours to complete. <p>For any maintenance, code changes, or system roll out events, Brandt designates two teams; a roll out team and a support team, each providing assistance to the Brandt and NGPC project teams both during the roll out and after. The</p>				

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Brandt roll out team is responsible for code release and management. Once an update is complete, it is critical to have resources available to support any bugs resulting from the update or system errors prior to the following day's busiest times. These two support teams ensure that enough resources are available throughout all phases of system updates. At times, system maintenance or updates can cause more issues if the resulting bugs are left unaddressed, which happens frequently when all resources are exhausted on roll out, and no resources are allocated to monitoring system changes to address any issues from the code changes. This is another example of Brandt's commitment to a successful partnership and reliable system for NGPC, customers, and permit vendors.

- **Emergency Maintenance:** Brandt will be responsible for emergency maintenance in the rare case of an urgent issue or system failure that requires immediate attention. Emergency maintenance will be available 24/7 through Brandt's on call development and project management team, ensuring the Go Outdoors Nebraska suite of applications and websites are continuously operating and available to customers and NGPC staff.
- **Security Enhancements and Updates:** As security updates and features become available to mitigate new and evolving intrusion threats, Brandt will implement tools to protect data, maintain system integrity, and take a proactive approach to integrating best in class security measures.
- **Improvements & Enhancements:** Brandt proposes two types of system maintenance - updates/improvements and enhancements. As part of your system support and services, Brandt's team will work with NGPC to identify improvements, including bug fixes and resolutions to maintain compliance with Commission standards and requirements throughout the contract term and at no additional cost to NGPC. This also includes improving sales processes and system design to keep up with new technology standards and compliance, implementing new security measures, and responding to problematic application issues.
- **Site compatibility:** Go Outdoors Nebraska system upgrades will include updates to applications to maintain compatibility with new and updated browsers, operating systems, and hardware to ensure the Point of Sale application can work with evolving technologies in the years to come.

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TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
TEC-010	A. Describe how the scheduled system maintenance will accommodate NGPC peak seasons. (See Section IX.D)	✓			
Section VIII.H	<p>Bidder Response:</p> <p>SCHEDULED MAINTENANCE & UPDATES</p> <p>Brandt will work with NGPC to establish the full set of criteria for maintenance and system update requirements and scheduling, as described in the RFP, under Section VII.H. – Service Level Agreements, and as well as accommodate the peak season dates illustrated in Section IX.D. – Design, Development, and Implementation Phase.</p> <p>Brandt will continuously work with NGPC to identify areas of improvement or system growth to enrich functionality and integrate new technologies. Using scheduled maintenance windows and properly executed implementation techniques, Brandt will support the following throughout the term of the contract:</p> <ul style="list-style-type: none"> • Scheduled Maintenance: Improvements also include regularly scheduled maintenance to provide security updates, bug fixes, and system tweaks to improve overall performance. Planned maintenance windows are scheduled during times of day with the lowest volume and typically do not take longer than 2 hours to complete. • Emergency Maintenance: Brandt will be responsible for emergency maintenance in the rare case of an urgent issue or system failure that requires immediate attention. Emergency maintenance will be available 24/7 through Brandt's on call development and project management team, ensuring the Go Outdoors suite of applications and websites are continuously operating and available to customers and Commission staff. <p>Brandt will collaborate with NGPC to set mutually agreed upon scheduled maintenance intervals and will not perform any updates or maintenance without written approval from the Commission.</p>				

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TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
TEC-011	A. Describe the system's notification process for system outages.	✓			
Section VIII.H	<p>Bidder Response:</p> <p>SYSTEM ERRORS/OUTAGE NOTIFICATIONS</p> <p>In the event that the system encounters any error or outage that affects system reliability and performance, Brandt will immediately notify all NGPC designated team members via email and system notifications with details explaining the problem or issue causing the outage and anticipated resolution time. Brandt will work to restore full system operation as quickly as possible.</p> <p>Brandt agrees to the following requirement:</p> <p><i>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.</i></p> <p>System Outage Communication</p> <p>To mitigate potential system outages, Brandt maintains a warm site in a geographically separate, secure data center located within the physical boundaries of the United States for redundancy.</p> <p>However, in the event that an outage does occur, Brandt has a system outage message/page ready to display as needed. It will be adjusted to describe the current situation and advise the user on how long it will be before service is restored.</p> <p>In addition to system outage messaging, if desired by the Commission, Go Outdoors Nebraska will include fun, light-hearted error display messaging for the HTTP Error page similar to Figure 194.</p>				

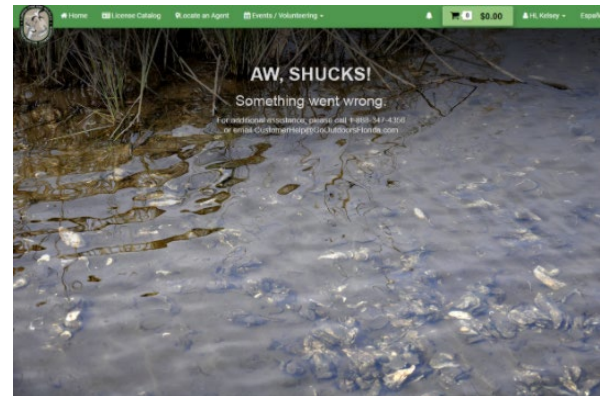


Figure 194

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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: a. Tracking input; b. Input Escalation; and c. After incident reporting.	✓			
<p>Bidder Response:</p> <p>Brandt understands and agrees to comply with the Issue Severity Class Descriptions (Severity Classes 1-4) as explained in the RFP under Sections VIII.I.J. and K. and will notify NGPC immediately via phone and/or email of issues with a priority rating of 1-4.</p> <p>a. TRACKING INPUT</p> <p>Brandt offers NGPC unparalleled transparency and access to Atlassian JIRA – Brandt’s issue tracking and management tool for the new Web-Based Permitting/Licensing system. This provides NGPC with the ability to view issues as they are reported in real time. Additionally, Brandt will provide the following communications and approaches to supporting issue/incident tracking and management:</p> <ul style="list-style-type: none"> • All issues identified will be reported to NGPC and will include the scope of the issue/incident, users impacted, data corrections needed, proposed correction approach, and timeline for correcting the issue in the production environment. Real time information will be recorded in JIRA and accessible by NGPC project team members at any time. • Brandt’s project team will identify potential workarounds or temporary fixes to correct issues identified and prevent additional users from experiencing the issue until a permanent fix is implemented. Workarounds or temporary fixes will be discussed with NGPC prior to implementation for approval. • Weekly status reports provided to NGPC will include a list of all issues / requests submitted within the reporting period. 					

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- Maintenance and release activities will be approved by NGPC. This includes the release scope and scheduled maintenance window.
- System maintenance that may impact site performance will only occur when the system is in 'maintenance mode' to prevent users from being negatively impacted and ensuring data integrity.

Problems, bugs, or issues identified by Brandt and NGPC's project teams will be documented, tracked, and resolved throughout the project lifecycle. All issues logged in JIRA will contain the following information regarding the issue:

- | | | |
|--------------------------------|-----------------------------------|-----------------------------------|
| • Issue description | • Priority level | • Issue status |
| • Date issue identified | • Risk level | • Issue assignee |
| • Reporter | • Proposed resolution | • Quality assurance / test status |
| • Modules / customers impacted | • Proposed release version / date | |

The JIRA issue tracking tool will:

- Be used by Brandt and NGPC project teams to submit and track requests, defects, and enhancements.
- Allow access by NGPC's Authorized Users to all internal and external tickets / requests at all times to provide complete project transparency.
- Time/date stamp each issue, record the requestor name, and allow issue categorization, prioritization and assignment.
- Manage software releases and release scope.
- Meet all security requirements outlined in this RFP.
- Allow NGPC to create, view, search and add to issues.
- Allow for reference to or attachment of supporting information.
- Provide hierarchy and dependency references within issue records.
- Facilitate escalation through Help Desk staff.

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- Maintain issue history for a time period agreed to by NGPC and Brandt.
- Provide reporting functionality to analyze change requests.

Brandt will work directly with NGPC to prioritize issues or bugs through JIRA. All issues reported through JIRA will be assigned to a Brandt resource for correction. Once an issue has been reported, Brandt's PM will provide NGPC with a response plan that includes the following information:

- Defect evaluation and cause;
- Resource and time estimates to resolve the problem; and
- Description of any potential system or project impacts.

Once approved by NGPC, the Brandt team will begin work on problem resolution. If the problem resolution plan is not approved, NGPC can choose to:

- Request a revised problem resolution plan;
- Request any available workarounds to mitigate the problem without implementing the resolution plan; or
- Assign the problem/issue to the backlog as a lower priority to be addressed in future development Sprints/releases.

Brandt will work with NGPC to determine problem resolution prioritization. Defects will be addressed based on NGPC's prioritization requirements and impact on system functionality and availability.

Access to JIRA

NGPC staff will have unlimited access to JIRA - Brandt's web-based project management and issue tracking system. It may be accessed through a web browser and does not require software installation.

Brandt provides our partners with full access to issue tracking activities, including creating issues, access/tracking issues, viewing comments/status, as well as configuring email notifications for activity summaries and issue tracking notifications, as desired by NGPC.

Each NGPC project team member can be granted access to the JIRA system, at NGPC's discretion. NGPC staff will

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have the ability to create issues and access/track issues through JIRA at any time.

b. INPUT ESCALATION

If an issue or incident arises, Brandt will immediately begin the issue escalation process. Brandt will allocate, reassign and add the necessary resources and staff to remedy the issue/incident as quickly as possible. We track response times for defects, client requests, and issues. We resolve high priority / urgent issues within 8 hours of notice whenever possible and have a supportive, dedicated team that can resolve issues and make decisions to correct defects.

Brandt will provide NGPC with a Detailed Escalation and Resolution Plan that will be executed in any scenarios where a system related issue causes a performance problem or may potentially impact business continuity.

The below is a high level overview of Brandt's Escalation & Resolution Plan:

- Identify the issue / problem and the Severity Priority Rating.
- Identify mitigation strategies.
- Immediately contact NGPC key project team members by phone and/or email to notify them of the issue and planned strategy to correct/fix the issue.
- If the failure is critical and a fix must be put in production to support business continuity, contact the Emergency Change Advisory Board (E-CAB) to receive emergency patch approval.
- Implement the proposed mitigation strategy in the test environment.
- Verify the resolution is working appropriately and not introducing new production issues.

Issue Resolution Overview:

- Brandt believes in full transparency and will work rigorously with NGPC to notify key stakeholders of system issues as soon as they are identified.
- Brandt is a responsive and responsible partner in conservation – all Brandt project team members will be available during business hours and outside of business hours to respond to urgent system / performance issues.

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- Major system / application defects will be resolved within 24 hours of identifying the issue.
- Issues that cannot be resolved within 24 hours will be documented and NGPC will be notified immediately. System workarounds and functional alternatives will be provided in these cases to maintain business continuity.

Communication

The Brandt team will keep senior management and other designated parties abreast of the overall status of all identified issues, such as response and resolution initiatives, etc. This is especially true for incidents deemed severe.

c. AFTER INCIDENT REPORTING

Once all normal activities are restored, Brandt will provide NGPC with the issue identification and resolution documentation outlining the exact issue, cause of the issue, impact, resolution, overall incident time, and all other available details.

Post Incident Activities and Awareness

A formal and documented Incident Response Report (IRR) will be compiled and provided to NGPC within an acceptable timeframe following the incident. The IRR must contain the following elements:

- Detailed description of the incident
- Response mechanisms undertaken
- Reporting activities to all relevant third parties as needed
- Recovery activities undertaken for restoring affected systems
- A list of Lessons Learned from the incident and what initiatives Brandt can take to mitigate and eliminate the likelihood of future incidents

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TEC #	Resolution of customer print issues	Yes	Customization Required	No	Alternate
TEC-013	B. Describe how the system ensures accurate printing of customer purchases.	✓			
Section VIII.L	<p>Bidder Response:</p> <p>Generating Documents Documents will be generated in the appropriate format at the end of each transaction according to business rules configured by sales channel, Agent type, and hardware type. Documents will only be generated once a sale is fully processed.</p> <p>Agents utilizing Brandt issued printers will have a permit/license document formatted for durable stock automatically generated and sent to the printer at the end of a sale.</p> <p>Validation & Accuracy of Documents Brandt's solution includes a wide variety of transaction validation steps that we are happy to discuss with NGPC regarding what is to be included in the Go Outdoors Nebraska solution and what information is to be validated and printed on all permit/license documents.</p> <p>Permit/License Print Templates Brandt's system will support the creation of unlimited document templates that can be used to generate official documents at the culmination of a system process or transaction. NGPC authorized users will have the ability to create new templates, edit existing templates, and associate these templates with products in the product catalog to be generated upon sales completion.</p> <p>Brandt will configure each permit/license document to meet NGPC's specifications. Go Outdoors Nebraska's document templates will meet NGPC's existing business rules. In addition, these templates may be edited by authorized users at any time to adjust to changing rules and regulations.</p>				

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TEC #	Service Support Communication	Yes	Customization Required	No	Alternate
TEC-014 Section VIII.M	<p>A. Describe your communication support options to include, but not limited to, the following:</p> <ol style="list-style-type: none"> 1. Telephone help 2. Email 3. AI Chat Bot 4. Help text with hyperlinks 	✓			
<p>Bidder Response:</p> <p>Brandt provides best in class Help Desk support to internal NGPC users, NGPC field office staff and law enforcement, External Agents, and public customers. In order to properly represent the Commission, our Help Desk representatives undergo top tier training regarding Nebraska-specific procedures, business rules, laws, and concepts related to the products and services under this contract.</p> <p>TELEPHONE HELP</p> <p>Brandt will provide NGPC with a dedicated Go Outdoors Nebraska Call Center team to handle inbound calls from customers, NGPC staff, and External Agents to assist callers with account management, phone sales transactions and support for all modules of the Go Outdoors application. Call representatives will also provide External Agents with superior technical web application and POS hardware support to ensure Agents can issue permits and support customers.</p> <p>With Brandt, NGPC has a partner with more than 20 years of call center and help desk expertise for a variety of local, state, and federal agencies. Our expertise brings NGPC unparalleled experience in providing superior customer service, achieving and often exceeding service level agreements, and supporting Commission and system efforts. Our Help Desk operations are fully in-house and managed within Brandt’s core operations. Brandt has two Contact Center locations (Florida and Georgia) to support customer service, NGPC staff, and External Agent support efforts.</p> <p>Our team is staffed with intelligent, kind, and service-focused customer representatives that provide unique, positive</p>					

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experiences for callers to reduce entry barriers, facilitate outdoor participation and offer the best customer service available by resolving caller requests in a timely and effective fashion. The Help Desk/Call Center will:

- Answer all inbound calls during Contact Center business hours to provide technical and web application support, telephone sales services, and other call types;
- Coordinate support efforts with NGPC to provide callers with information and direct callers to NGPC for mutually agreed upon calls, such as telephone sales and escalated issues;
- Consist of a dedicated team that only supports the Go Outdoors Nebraska solution, customers, NGPC staff, and External Agents;
- Track all calls and document all interactions with customers and Agents in the Go Outdoors Nebraska solution (NGPC will have access to correspondence logs under customer records to view notes and interactions between Brandt's Contact Center and NGPC customers and External Agents); and
- Provide best in class customer service and support following rigorous project and customer service training to ensure all callers receive the best support possible.

EMAIL & AI CHAT BOT

NGPC users will have access to the Brandt team including mobile phones, email, and text (SMS chat), which is standard protocol with our existing state partnerships across the country.

Brandt's Help Desk has experience leveraging chat and text support for public customer and agent system support.

Direct Messaging

Brandt's solution messaging capabilities also includes direct, one-to-one communications between NGPC and individual users (Agents, NGPC Staff or Public Customers). Similar to an email inbox, this new functionality maintains a messaging thread between both parties. NGPC will have the ability to message a specific user (either through a system notification and/or email), the user will have the ability to respond, and a messaging thread of all communications will be maintained. The user will also have the ability to initiate messaging communication. To promote transparent communications, the contents within the Direct Messaging will be available for view by only NGPC Administrators,

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Brandt Help Desk, and the involved user (Agent, NGPC Staff or Public Customer).

The Direct Messaging module will allow NGPC to select from an existing template (Ex: Incomplete Permit Application) or create a message from scratch. The Direct Messaging templates will be available for NGPC to configure:

- Subject line
- Message content and formatting using a WYSIWYG editing tool
- "Reply to" contact information
- Priority / Level of Importance (Low, Medium, High, Critical, or Blocker)

HELP TEXT WITH HYPERLINKS

Each page and module within the Go Outdoors platform includes tooltip help links and Help pages with FAQ content, available to all users – public customers, Internal & External Agents, NGPC Staff, and NGPC Law Enforcement officers.

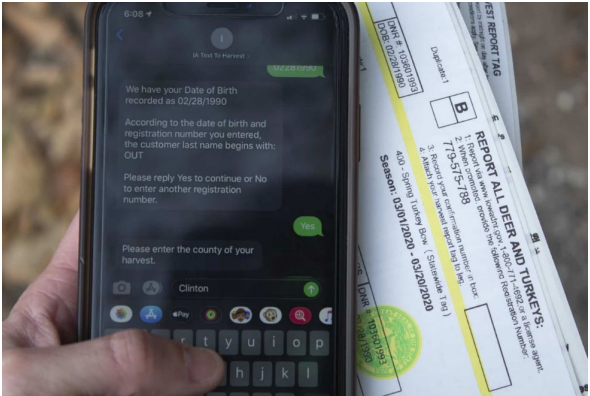
NGPC will have the ability to configure and display links to FAQ, regulations, help links, and a variety of other pages throughout the solution. Examples of links and content that can be configured by NGPC including:

- Links to helpful information / FAQ sheets on the customer lookup / online landing pages.
- Help content relevant to each site page.
- Links to maps or regulations displayed through special hunt application workflows.

Links to Training Resources

The module also includes embedded training videos and links to PDF informational documents and files, which can be added and managed administratively by NGPC. Brandt will also maintain up to date system training videos, including 60-second clips for quick instructions to complete common activities and transactions.

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	<p>ADDITIONAL FEATURE</p> <p>One of our many industry leading firsts is our Text to Harvest feature. A hunter is now easily able to report their deer or turkey harvest by text (<i>Figure 195</i>).</p> <p>Brandt is able to create a number for NGPC use only that a user is able to text their Customer ID, Date of Birth, answering a few confirmation questions, and county of harvest. Brandt ensures that these questions can be customized and tailored to work for your agency.</p> <p>Once all questions are complete, the customer will receive a confirmation number for their records. This confirmation number will also be stored on their customer profile.</p>	 <p style="text-align: center;">Figure 195</p>
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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.	✓			
	<p>Bidder Response:</p> <ul style="list-style-type: none"> • Brandt maintains data in both the production environment and in a geographically redundant disaster recovery environment. • The Go Outdoors platform provides a real time replicated database which includes sub-second replication of all data tables in the primary transactional system. • The replicated database contains all data elements and data from the transactional system and data is 				

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synchronized from the transactional system into the replicate database instantly following an update or insert of any record in the transactional system.

- The replication process is not a scheduled job and runs in real-time, capturing and synchronizing changes around the clock. The replicated database is not directly connected to the online application, therefore ETL jobs or heavy reporting loads will never affect performance of the online system.
- NGPC will be provided with a unique SQL Server account which may be used to execute agency ETL processes at any time from the agency network or to create direct links between agency database servers and the replicated database.

WEB SERVER FARM

The Go Outdoors Nebraska Web Server farm consists of a minimum of three (3) web servers each with identical copies of the Go Outdoors Nebraska web system. Incoming users are assigned to a web server on a least connection basis with the effect of balancing the user load across multiple servers. During special events or expected busy periods, the web server farm will be expanded to ensure response times are minimal.

Change Control

The Brandt Release Manager will control changes to the Web Server Farm and will have access to deploy code and roll-back changes as needed. The Release Manager will ensure that only code releases approved by Change Management are deployed to the web server farm.

Backup and Recovery

The Brandt Datacenter Team (Server Administrators) will establish regular file backups from the primary server in the web server farm. Automation will ensure that all other web servers in the active web farm and the web farm in the disaster recovery environment are in sync with the primary server.

TRANSACTIONAL DATABASE

The Go Outdoors Nebraska Transactional Database server hosts all customer and sales data for the Go Outdoors Nebraska system. This database is the primary data source for all related web-based applications for Internet customers, Agents, and Administrative users.

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Change Control

The Brandt Release Manager and Brandt Database Administrators will coordinate and control changes to the Transactional Database. The Brandt Database Administrators will have access to modify database schema and manage records as needed. The Release Manager will ensure that only changes approved by Change Management are deployed to the Transactional Database.

Backup and Recovery

The Brandt Datacenter Team (Server Administrators) will establish regular file-level backups of the Transactional Database server. The Brandt Database Administrators will establish regular backups of Transactional Database data files and log files as well as regular maintenance routines to ensure optimized performance. Backups will be archived in a cloud hosted storage area accessible from both the Primary Datacenter and Disaster Recovery Datacenter domains.

Special Controls

The Go Outdoors Transactional Database will employ total database encryption of both the active database files as well as file backups.

REPORTING SERVICES AND REPLICATED DATABASE

The Go Outdoors Nebraska solution uses Microsoft SQL Report Services to generate and deliver on-demand system reports. The MS SQL Reporting Services components will be hosted on the server which hosts the Replicated Database; as part of SQL Reporting Services the system will provide a web-based reporting portal where NGPC Users may log on and run reports without accessing the normal web-based application.

Change Control

The Brandt Release Manager and Brandt Database Administrators will coordinate and control service patches to the SQL Reporting Services and Replicated Database.

All reports will be written against the Replicated Database therefore impact risks will be minimal and release management processing for publication of reports will not be required. Instead, requests for new reports or alterations of existing reports will be made through the normal work request process (Jira) and reports will be published as soon as the work is completed.

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NGPC Users will also have the capability of writing and publishing reports written against the Replicated Database if they wish. These reports would display in the Reporting Portal with other reports and would be accessible by all Reporting Portal users.

Backup and Recovery

The Brandt Datacenter Team (Server Administrators) will establish regular file-level backups of the Replicated Database server and SQL Reporting Services configuration. The Brandt Database Administrators will establish regular backups of SQL Reporting Services configuration database data files and log files as well as regular maintenance routines to ensure optimized performance. Backups will be archived in a cloud hosted storage area accessible from both the Primary Datacenter and Disaster Recovery Datacenter domains.

PRIMARY AND BACKUP DOMAIN CONTROLLERS

The Go Outdoors Nebraska domain will include Primary and Backup domain controllers across the Primary Datacenter and the Disaster Recovery Datacenter. The Primary Datacenter and Disaster Recovery Datacenter maintain regular connectivity by VPN so these domain controllers will synchronize automatically.

Change Control

Only the Brandt Data Center team will administer the Domain Controllers Host and domain user or service accounts. The Brandt Data Center team will provide predefined Brandt users each with a domain account. Accounts for NGPC users will be created as needed to address the needs of VPN activity or reporting; however, domain level accounts will not be created for the Commission's users unless absolutely necessary.

Creation of a domain account for a NGPC user will require approval from Brandt leadership.

Backup and Recovery

The Brandt Datacenter Team (Server Administrators) will establish regular file-level backups of the Domain Controllers. Backups will be archived in a cloud hosted storage area accessible from both the Primary Datacenter and Disaster Recovery Datacenter domains.

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SYSTEM BACKUP PLAN

To implement disaster recovery preparation, Brandt maintains a warm site in a geographically separate, secure data center located within the physical boundaries of the United States. To ensure the fastest possible transition with the least down-time, the following servers are maintained in a constant ready-state (warm) within the Disaster Recovery (DR) environment (*Figure 196*):

- **Web Farm Server Nodes** – The individual web servers in the DR Web Farm are constantly synchronized with the primary servers in the active environment. This ensures that the latest application code is ready if a fail-over is required.
- **Transactional Database (Replicated)** – The Transactional Database in the DR environment provides real-time replicated data from the transactional database in the active environment. This ensures that little to no (sub-second) transactional data will be lost if a fail-over is required.
- **Reporting Server (Replicated)** – The Reporting Server in the DR environment is staged to provide access to the key reporting objects such as the printable license and permit files. This ensures that licenses or permits can be printed to complete fulfillment of a sale.
- **Domain Controller** – The domain controller in the DR environment is in constant synchronization with the domain controller in the active environment. This ensures that all service accounts are available and that administrator accounts are ready to allow server administrators to begin service restoration.

DATABASE REPLICATION

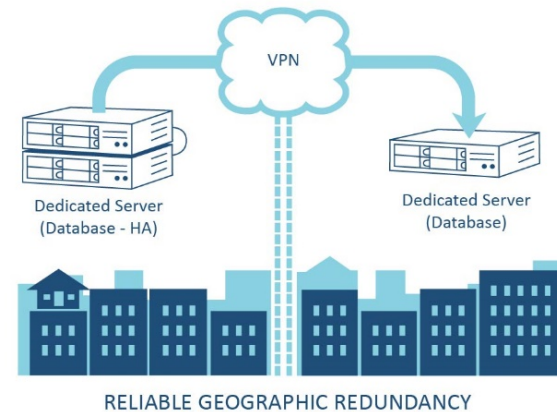


Figure 196

Database backups are completed nightly and stored locally on a backup service. Backups are retained for two weeks,

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	<p>and a periodic restore of backup files is completed to ensure the integrity of the backup process.</p> <p>Brandt will conduct DR tests from time to time that include a mock disaster where disaster recovery procedures must be implemented from start to finish, ensuring the process in place is fully functioning and provides immediate restoration. While both Brandt and NGPC will be involved in the DR test process, recovery results will be provided to ensure they meet NGPC standards and document the test event.</p> <p>Issues or problems identified by NGPC or Brandt will be tracked and assigned for resolution. Brandt will work with NGPC to identify high priority issues and prioritize remaining enhancements or modifications. Brandt will provide NGPC with expected completion dates for issues reported and workarounds to continue operations during the patch/fix. For problems that impact system availability, Brandt follows strict Service RTO's to ensure minimal disruption in service to customers and NGPC.</p>					
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 55%; padding: 5px;">B. Indicate location of all data repository facilities, hardware, and software.</td> <td style="width: 10%; text-align: center; vertical-align: middle;">✓</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 15%;"></td> </tr> </table>	B. Indicate location of all data repository facilities, hardware, and software.	✓			
B. Indicate location of all data repository facilities, hardware, and software.	✓					
	<p>Bidder Response:</p> <p>All hosting environments and data centers leveraged under this contract will be located within the Contiguous United States (CONUS), in a controlled access environment, to ensure data security and integrity. Brandt will provide NGPC a list of physical locations where the data is stored at any given time and will update that list if the physical location changes.</p> <p>Currently, Brandt's physical data geographical locations are Dallas (DFW) and Chicago (ORD) data centers.</p> <p>Secure Hosting Environments</p> <p>Brandt leverages a combination of Rackspace, Azure, and AWS cloud hosting environments to provide multiple carriers and multiple paths that allow the highest availability and redundancy required for a secure, scalable solution. Utilizing these different environments for different parts of our solution provides for better efficiency and benefits for the Commission and the end user.</p> <p>Physical and logical access control of data, applications, and information are critical. System users access information based on roles and permissions to restrict data by need to know, and employ strong physical and logical security measures at Brandt's offices to restrict access to appropriate personnel only.</p>					

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Physical Security

Brandt's offices are equipped with state of the art surveillance video and monitoring equipment. All hardware facilities, call centers, and office areas are recorded to monitor activity and ensure system, data, and operational security. Additionally, all physical access points are restricted by FOB access; personnel can only access office areas related to their job function.

Brandt's industry leading hosting partner uses best in class physical and logical security measures across all data centers to ensure the secure management of the system database and access points. Their physical and logical security measures include video surveillance, fob restricted access for all physical entry points, multi-layer data protection tools, and more.

Database & Environment Access

Brandt uses stringent security guidelines for database and environment access.

- Access is only provided to team members that require this access to perform their job duties.
- Users are granted role based privileges based on their job responsibility, and are only granted access levels required to perform those activities.
- Access beyond 'Read Only' is granted on a controlled and limited basis.

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TEC #	Security Plan	Yes	Customization Required	No	Alternate
TEC-016	A. Provide a draft security plan.	✓			
Section VIII.S	<p>Bidder Response:</p> <p>Brandt’s solutions are designed to maintain the highest levels of system and data security and integrity across all modules, databases, applications, networks, and solutions. With Brandt, NGPC can be confident in our solution’s ability to securely maintain data, process transactions, and protect customer and NGPC data across all applications. Brandt’s solutions maintain PCI Level 1 Compliance – the highest PCI compliance level available.</p> <p>Physical Security</p> <ul style="list-style-type: none"> • Data center access is limited to only authorized personnel • Badges and biometric scanning for controlled data center access • Security camera monitoring at all data center locations • Access and video surveillance log retention • 24x7x365 onsite staff provides additional protection against unauthorized entry • Unmarked facilities to help maintain low profile • Physical security audited by independent firms annually <p>Environmental Controls</p> <ul style="list-style-type: none"> • Dual power paths into facilities • Uninterruptable Power Supplies (minimum N+1) • Diesel Generators (minimum N+1) • Service agreements with fuel suppliers in place 				

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- HVAC (minimum N+1)
- VESDA / Fire Suppression
- Flood detection
- Continuous facility monitoring

Network Infrastructure

- High-performance bandwidth provided by multiple network providers
- Elimination of single points of failure throughout shared network infrastructure
- Cables properly trunked and secured
- Proactive network management methodology monitors network route efficiency
- Real-time topology and configuration improvements to adjust for anomalies
- Network uptime backed by Service Level Agreements
- Network management performed by only authorized personnel

Human Resources

- Background screening performed on employees with access to customer accounts
- Employees are required to sign Non-Disclosure and Confidentiality Agreements
- Employees undergo mandatory security awareness training upon employment and annually thereafter

Operations Security

- ISO 27001/2 based policies, reviewed at least annually
- Documented infrastructure Change Management procedures

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- Secure document and media destruction
- Incident Management function
- Business Continuity Plan focused on availability of infrastructure
- Independent Reviews performed by third parties
- Continuous monitoring and improvement of security program

GO OUTDOORS NEBRASKA SECURITY TOOLS

Brandt's suite of security and fraud prevention tools offer our customers the peace of mind in knowing that customer, system, and data is safe, secure, and stored without intrusion, unauthorized access, and without any security breaches or data compromises.

Secureworks Intrusion Detection & Prevention

Intrusion detection systems (IDS) and intrusion prevention systems (IPS) are a critical component of the Go Outdoors Nebraska security environment. The IDS/IPS solution provides 24x7 operational administration, monitoring, and maintenance of intrusion detection and intrusion prevention devices. Our Managed IDS/IPS service uses proven practices to ensure appropriate network access, while preserving the availability, integrity and privacy of information. Our security experts monitor IDS/IPS health events and traffic logs in real time, identifying and responding to threats before they impact critical assets.

Backed by the power of The Counter Threat Platform™ (CTP), which uses predictive technology, holistic threat intelligence, and automated action, Secureworks is able to detect events of interest and perform further investigation to determine if the event represents a valid security threat.

Secureworks Log Retention & Compliance Reporting

Brandt leverages Secureworks LogVault2 Plus to implement a scalable approach to log management. Logvault2 Plus collects, archives, and indexes logs generated by virtually any security technology and critical information asset on a 24x7 basis, ensuring Go Outdoors Nebraska satisfies security posture and regulatory compliance requirements.

With forensically sound log compression and cryptographic hashing, LogVault2 Plus gives support for an expandable

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range of sources that allow for capture and aggregation of log traffic.

SecureSphere Web Application Firewall

Brandt leverages SecureSphere Web Application Firewall (Figure 197) to analyze all user access to the Go Outdoors web applications and protects the system and data from cyber-attacks. It dynamically learns the system’s “normal” behavior and correlates this with the threat intelligence crowd-sourced from around the world and updated in real time to deliver superior protection. SecureSphere identifies and acts upon dangers maliciously woven into innocent-looking website traffic; traffic that slips right through traditional defenses. This prevents application vulnerability attacks such as SQL injecting, cross-site scripting, and remote file inclusion; business logic attacks such as site scraping and comment spam; botnet and DDoS attacks; and account takeover attempts in real-time, before fraud can be performed.

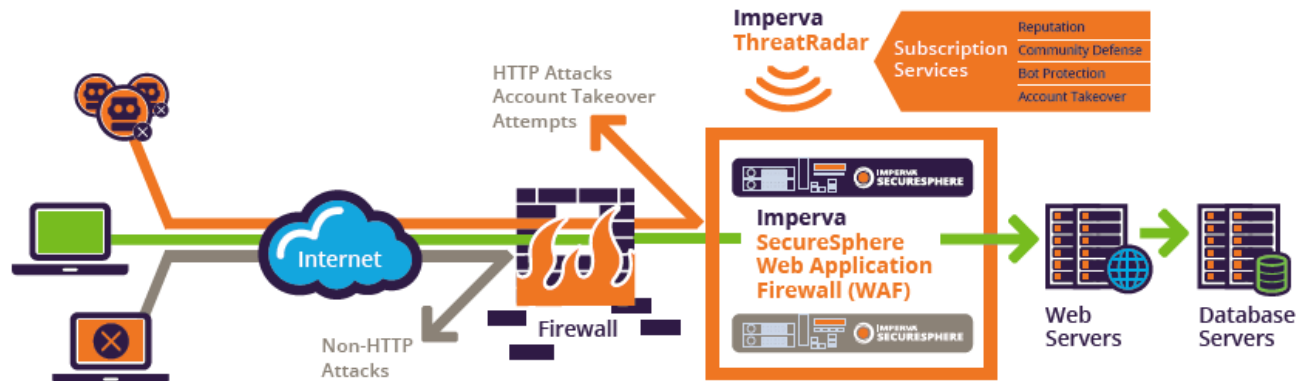


Figure 197

Brandt’s Go Outdoors platform includes 24x7 endpoint protection to identify advanced threats and threat actors who may attempt to infiltrate our system. Armed with an understanding of what is and is not normal for our solution, our threat hunters can often identify threat actor activity that may be too subtle for technology alone to identify.

Secureworks sensor telemetry combined with Securework Threat Intelligence allows the team of experienced analysts to pinpoint when a breach occurred, who may be behind the attack, which endpoints are impacted, where the threat

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actor and malware may have spread, what else to look for across the system and what next steps are appropriate for remediation. This precision allows Brandt to eradicate threats earlier in the kill chain with more effective, targeted response efforts.

Application Security Features

Asynchronous Payment Processing – When processing credit cards online or over the phone, our systems utilize asynchronous JavaScript (not required by user) to call to a payment processing endpoint, tokenizing the customer’s credit card data before a validation response is sent back to the web server. This places the web servers out of the scope of PCI compliance as payment card information is never directly input into the system. Instead, the web server communicates with a payment processor endpoint to validate the tokenized credit card before the payment processor attempts to process a payment.

Antiforgery Tokenization – Antiforgery tokens are utilized on web pages that include form data that could be maliciously altered by a user in attempt to circumvent application security. These tokens are uniquely encrypted by the server, so they can’t be replicated, and decrypted upon the HTTP POST of a web-based form, allowing the server to validate that the page being returned was first generated by the web server. This prevents users from using cross site scripting to potentially spoof the Point of Sale system or alter other data in methods that could be used to bypass application security.

Session-based Authentication – Once logged into the system, a unique session token is provided to the web client for the remainder of their user session. This token identifies user permissions and which parts of the website the user has access to and cannot be modified to enable escalated privileges.

Data Logs – Attempts to modify authentication or session tokens are logged in the database. Additionally, any changes to customer records, permits, or orders are stored in a maintenance log for review, if necessary, at a later point in time. This helps establish data integrity and reliable tracking of changes to entities associated with the Point of Sale system.

Data Encryption – All data across all Go Outdoors modules and applications are encrypted at rest and in transit using the most secure encryption methods and resources, including:

- Secure Sockets Layer (SSL) encryption - All Go Outdoors web applications, modules, and API services are delivered over HTTPS / SSL encryption and APIs and web module access is restricted for each user using the appropriate account ID and password combination based on the module passed in each call.

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- Network intrusion detection and prevention is provided at the network perimeter.
- Access to the Database Servers is through a VPN.
- Site-to-site VPN tunnel (data encryption in motion) is provided for NGPC replication.
- Database servers reside on a dedicated private LAN segment.
- Database files are mounted on RAID 5 and RAID 10 arrays.
- Database files are encrypted using Transparent Data Encryption (TDE).
- Encryption Keys are stored in restricted access locations.
- Any sensitive data will be stored and protected using SQL TDE on the database, protecting data at rest on primary and backup data files.
- Anti-forgery tokens are utilized on web pages that include form data that could be maliciously altered by a user in an attempt to circumvent application security. These tokens are uniquely encrypted by the server, so that the tokens can't be replicated, and decrypted upon the HTTP POST of a web-based form, allowing the server to validate that the page being returned was first generated by the web server.
- All system user account passwords are encrypted.

System User Management & Access

To restrict access and protect data, Brandt employs secure password and login security for accounts to restrict entry and grant access to authorized users only. Password and login security measures include:

NGPC authorized system users can modify a user's role to reduce or eliminate permissions. Selected agent roles with escalated permissions designated by NGPC (Agent Managers) can also modify roles and manage users for system users within their agent location.




- After 45 minutes of inactivity (or NGPC's desired time period), system users will be logged out to prevent unauthorized users from accessing data. System users must login using their username / password credentials once logged out.
- If desired by NGPC, all user accounts inactive for 60 days or more will be automatically locked due to system

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inactivity. If a user attempts to log in to the administrative system more than 60 days after their last login, they will be prompted to contact a system administrator in order to obtain system access.

- Randomly generated and unique passwords for initial system login for each user so that passwords are not shared across user accounts.
- System passwords require strong protection and requirements including:
 - Minimum of 8 characters
 - Must contain 1 alpha, numeric, and special character
 - Cannot repeat last 5 passwords
- Users are required to change their password every 90 days.
- Users can reset their password one of two ways:
 - Receiving a password reset email to the email address associated with the user account
 - Answering security questions established upon account creation
- All passwords are encrypted and masked in the system, and asterisks are used during password entry.
- The Go Outdoors platform supports the confirmation of login changes using security questions for administrative users and agents. Brandt will work with NGPC to determine the proper security confirmation data and/or questions to confirm account / password changes.
- Additionally, account changes can be confirmed with users by sending notification emails when pertinent account information has been changed.

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TEC #	Data Migration and Transition Services	Yes	Customization Required	No	Alternate
TEC-017	A. Provide a draft transition plan.	✓			
Section IX.A	Bidder Response:				
	Overview				
	Brandt will manage and control the transition from the current system to Brandt’s proposed Go Outdoors Nebraska solution and will fully cooperate and communicate during the transition process. Brandt will provide a full Transition Plan / Checklist and any Transition Operation Requests for NGPC. This planning will ensure a smooth transition and ensure all transition activities occur on schedule.				
	The final transition plan will include in depth plan information for the following transition deliverables:				
	 Data Migration & Conversion	To reduce risk and increase preparedness, Brandt will request a data file at project kick off. This will allow the Brandt project team ample time to work through file transmission issues and have enough time to review, scrub, and convert all legacy data. Brandt will also work with NGPC to coordinate the receipt of a final incremental data file to obtain the full up-to-date database.			
	 User Training & Readiness	One key factor to success is ensuring all users are prepared for the transition, including customers, facility users, and NGPC Administrators. Brandt will work directly with NGPC to ensure all users are trained and prepared for the transition through a series of communication and training plans.			
	 Customer Service & Support	To be prepared to support customers and facility users, Brandt’s Call Center and Help Desk personnel will go through rigorous training and preparedness plans. Brandt will work with NGPC to proactively port any current NGPC-owned contact phone numbers.			

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Transition Planning

Upon project kick off, Brandt will work with the NGPC project team to conduct the following:

Phase 1 (Review) activities:

- Reviewing major system issues and pain points identified by NGPC and discuss proposed solutions to mitigate issues and streamline workflows.
- Reviewing unique functions specific to NGPC that may require additional attention or development.
- Eliminating unnecessary requirements that may have been documented due to existing system issues or barriers.
- Documenting granular, functional specifications for each requirement where further detail is required.

During these walk-through sessions, Brandt will ensure the following areas are discussed and documented:

- Current system overview, environment, and challenges;
- NGPC and Brandt's project and management structure;
- System interfaces;
- Security requirements (i.e. firewalls, VPN, etc.); and
- State and federal policies and standards.
- The Brandt project team will compile all information and documentation gathered during this phase.

Phase 2 (Revise) of project planning will consist of:

- Reviewing the base functionality of the Go Outdoors platform and identifying functional gaps;
- Ensuring the Go Outdoors base functionality and framework supports the specific and unique needs of NGPC;
- Identifying base functionality modification requirements not already identified in the RFP / response.
- Revising systems requirements documentation to incorporate modifications to specifications based on findings

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identified and agreed upon by Brandt and NGPC during phase 1 and phase 2 activities.

Phase 3 (Demonstrate) of project planning – Brandt will provide NGPC with the first working iteration of the Go Outdoors Nebraska solution by:

- Walking through existing software package workflows for basic activities such as creating a customer account, selling a permit/license, and creating user accounts.
- Demonstrating the Go Outdoors platform functionality that addresses all requirements mentioned in the RFP that require no additional development.
- Setting and documenting system configurations for the aforementioned requirements to ensure the configurations support NGPC's exact specifications.
- Documenting any additional specifications or development items not handled by the base Go Outdoors platform and configuration features.

The following activities will be conducted throughout each sub-phase of project planning:

- Preparing and updating the project management plan. Brandt's base project management plan and project schedule included in this RFP will be used as a baseline and will be modified throughout the planning phase as changes are identified and agreed upon by Brandt and NGPC.
- Developing and maintaining the final project reporting and control plan. Brandt will use the reporting and change management approaches described in our RFP response as a baseline approach. During the planning phase, Brandt will review these plans with NGPC and make any mutually agreed upon updates to the plan.
- Maintaining and updating the human resource plan. Brandt's proposed human resource plan is included in this RFP. Any modifications identified during the planning phase will be incorporated into the plan. Any changes made to the plan will be documented and shared with the Brandt and NGPC project teams.
- Finalizing and refining the risk management plan. With Brandt, NGPC can be confident the Commission is partnering with an expert contactor that understands the known and unknown risks that come with implementing a solution of this size and scope. We have identified potential project risks using both information from this RFP and our organization experience implementing similar solutions. As new risks are identified, they will be documented and accessed, and Brandt will determine the most effective mitigation plan. These findings will be

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documented and shared with NGPC regularly.

Go-Live Transition Plan Documentation

A final Go-Live Transition Plan document will be developed and finalized closer to Go-Live and will include:

Key Transition Staff

For an organization to successfully navigate any planned major change, it must be supported by key staff members within NGPC and Brandt. It is critical that department supervisors and managers impacted by the project are engaged to support the changes.

Implementation Schedule

An implementation schedule will outline the timeframe for the cutover including the time the system will be taken down and the maintenance page displayed. The messaging and timing of the implementation is a key part of communicating to stakeholders and end users the upcoming enhancements.

Risk Management

The Risk Management Plan will be reviewed to assess what remaining risks may impact implementation and what action may be needed.

Additional Support

Go-live support is critical to ensure all functionality is present and the system is performing at high standards. When we Go-Live, it will be all hands on deck. Brandt's Operational Support Staff, internal IT staff, Service Desk team, and other Brandt members with deep system knowledge are available to support a successful transition. Brandt's Call Center team will monitor calls and alert the implementation team to any trends that may need attention.

Data Migration Planning

Brandt will develop a full, customized data migration plan during the design phase of the project and will begin working with NGPC to begin data imports to prepare for scrubbing and conversion of data immediately after project kick off. The data migration / conversion process is often a risky project element during system transitions for new vendors. However, Brandt's three plus decades of experience and direct expertise with converting similar solutions gives NGPC confidence in a successful conversion process. The full Data Migration / Conversion will include:

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	<ul style="list-style-type: none"> • Brandt’s proposed data migration approach includes the receipt of several data files throughout the implementation period. • Immediately after project kick off, the initial data file will be requested. • Brandt would also like to request an additional data file halfway through the implementation period to mitigate any defects identified in the initial import and identify any potential changes that may have occurred. • A final full data file will be requested shortly before go live. • During the transition from the existing solution to the new system, an incremental file will be requested for data from the last 24-48 hours before the transition.
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TEC #	Project Timeline	Yes	Customization Required	No	Alternate
TEC-018	A. Provide a draft schedule of work outlining the project timeline.	✓			
Section IX.C	<p>Bidder Response:</p> <p>The Project Schedule covers a period of time starting with the kickoff meeting, through “Go Live” of the new system. There are six Sprints, not including Sprint 0. The overall timeline is developed to ensure delivery by the anticipated Go Live date with sufficient time for NGPC interaction and input as well as review and approval of key deliverables.</p> <p>NGPC is fortunate to have a large window of time between contract award and the new Go Outdoors Nebraska solution Go Live. This will allow us plenty of time to plan things out, test, review, install any equipment, and train system users. We are allowing adequate time for NGPC to review the new solution iteratively throughout the implementation process as we incorporate all of the Commission requirements and expectations from the RFP.</p> <p>Our proposed work plan and schedule addresses:</p> <ul style="list-style-type: none"> • Solution Requirements Specification 				

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- Solution Design
- Solution Development
- Documentation Development
- Solution Acceptance Testing
- Pilot Projects (As Added)
- Site Preparation and Deployment
- Training
- Internet-Site Preparation
- Development
- Application Integration
- Deployment
- Telephone System Preparation and Deployment
- System Operation and Maintenance

Brandt's fully detailed and comprehensive **Go Outdoors Nebraska Project Schedule** that includes all anticipated project dates, milestones, resources, etc. can be found in Appendix A.

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TEC #	Design Phase	Yes	Customization Required	No	Alternate
TEC-019	A. Provide a draft design plan.	✓			
Section IX.E	<p>Bidder Response:</p> <p>BRANDT DRAFT DESIGN PLAN</p> <p>The architecture and design of the new Go Outdoors Nebraska solution will be constructed and documented as reference material and guidance for both Brandt and NGPC. Brandt will develop charts and visual system overview designs to outline workflows and business processes as requested by NGPC and implemented in the Go Outdoors Nebraska solution.</p> <p>The system design document will offer an in-depth catalog of business processes, requirements, expected functionalities in a clear, concise, and organized document that is updated as system requirements are modified and/or enhanced. The system diagrams and design documents will be reviewed for accuracy and approved by NGPC project stakeholders.</p> <p>Throughout the planning, design, and development phases, Brandt expects and prepares for modifications to system overviews, approaches, and solutions, and allocates resources effectively to accommodate modifications and changes. Brandt will incorporate these modifications or enhancements into the system overview documents, diagrams, and charts to ensure all system framework meets the specifications outlined by NGPC.</p> <p>Software Development Lifecycle (SDLC) Methodology</p> <p>Brandt uses an agile development methodology, which offers flexible response to change. An agile approach consists of incremental system development, giving the state a working system to test and ensure the functionalities built meet business needs. System development is broken down into iterations, or short time frames that will generally last 30 days. At the end of the iteration, the functionality and design planned for that sprint will be available to state staff for testing and approval. This development method allows system development to quickly adapt and change based on needs and offers an interactive process that focuses on customer feedback and response to the system design.</p>				

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Functional Design Approach & Methodology

Product requirements are the common bridge between business and development because they are the first step in the product development, and where value creation is the greatest. With an Agile approach, project requirements documentation is evolving while stakeholders collaborate to ensure they keep documentation ‘as light as possible’ yet detailed enough to provide the necessary information for the Sprint to be completed. Finalizing the requirements sets the stage for the next step in the software development life cycle, technical design. This can often be overlooked in the SDLC because it’s not directly linked to a specific feature or function in the product. Technical requirements are written to translate the business needs into technical terms, which then are added into the RTM (Requirements Traceability Matrix). Use Cases are created to clarify the scenarios and workflows that need to be included in the product. An RTM is used to track each functional requirement to Technical Design while also providing for traceability to the test cases. These are written out to clarify the customer’s need from a business perspective Agile teams focus on rapid development so that they can obtain feedback form the customer. Brandt’s Product Manager is responsible for guiding the development of the Product enhancements.

Technical Design Approach & Methodology

In Agile projects, documentation should be as light as possible, yet sufficiently detailed enough for the team to complete the selected User Stories in a given Sprint. Design is linked to the underlying technical architecture of the product being built and is intended to give the development team enough detail to be able to build the feature or functionality. It becomes a guiding blueprint for developers and QA. It’s not the same as Functional Design, where we specify the design elements needed to implement the functional needs – such as user interface, business rules and process flows. As used in Agile development, user stories to capture a description of a software feature from an end-user perspective. A user story typically describes who the user is, what they want to accomplish and why. Consistent with the concept of keeping documentation light, a user story creates a simplified description of a requirement. It is written in clear language, so any user should be able to read a user story and understand it. Use cases are like user stories however they focus on a single interaction with the application. A user story is a fundamental organizing concept for developing the technical design of the feature or function.

Interface Design

Brandt designs interfaces with the customer and end user in mind. We use wire frames and review with our customers during our on-site visits in order to provide frequent and ongoing releases while gaining end user input. Consistent with

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our overall approach, the interface design is iterative and contained within the Sprint cycles. Within our web-based graphical user interfaces (GUI) we also focus on an administrative system management. This provides a configurable interface to promote flexibility. This is critical part of our design since a 'client accessible' configurable interface accommodates anticipates future changes while reducing workload as much as possible.

Brandt's solution offers Nebraska the independence to utilize and modify their system freely, without depending on a vendor development team to be responsive to their needs beyond configurations.

Requirements Traceability

System documentation, including project notes, status updates, design specifications, and requested revisions can be found and accessed by the state through Brandt's web based, real time project tracking tool, JIRA.

To begin, Brandt will import RFP requirements into JIRA as part of the foundation of the initial scope and the initial requirements traceability matrix for the solution. These requirements will be re-analyzed and the proposed approach will be documented for each requirement. Requirements available out of the box in the Go Outdoors solution will be set to a resolved / testing status for quality assurance validation.

Starting with the Requirements listed in the RFP, the project team will complete a Requirements Traceability Matrix (RTM). This effort accomplishes a variety of goals, but mainly it allows for tracking project requirements, development, and testing. The RTM will be appended during the Sprints and the Use Case creation as new requirements are identified. The RTM assures that each requirement is traced to a specific solution feature or functions. And finally, it maps the requirement to the Test Cases. In addition to 'Requirements-based' testing, the RTM creates an audit trail which documents how the solution meets each requirement.

Documentation

Brandt will maintain a Document Management Reference Guide for keeping Project Management documents consistently named and indexed.

Brandt will work with state staff to determine the naming structure for uploaded files.

Additionally, upon project kickoff, Brandt will create a project template library. This library will contain document templates to be used throughout the project lifecycle using a style guide developed by the Brandt Marketing team.

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	<p>At a minimum, the following templates will be made available to the state and Brandt project team members:</p> <ul style="list-style-type: none"> • Weekly Status Report Template • Onsite Meeting Agenda Template • General Communication / Word Document Template • System Requirements & Specifications Template • User Story Documentation Template • Requirements Traceability Matrix Template
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TEC #	Project Manager Certification	Yes	Customization Required	No	Alternate
TEC-020	A. Is the project manager PMP certified?	✓			
Section IX.G	<p>Bidder Response: The proposed Project Manager for this project is a certified Project Management Professional PMP as well as a Certified Scrum Master CSM.</p> <div style="display: flex; align-items: flex-start;">  <p>Brandt is proud to propose Michael Westphal as our Project Manager and main point of contact for the Go Outdoors Nebraska project. Michael has over 7 years' experience supporting and managing large-scale software and technology projects including the design, development, and implementation of Brandt's Go Outdoors recreational licensing/permitting solutions. Michael will:</p> <ul style="list-style-type: none"> • Work collaboratively with NGPC staff, • Be highly responsive, • Provide for an accessible point of contact for the Go Outdoors Nebraska solution, and </div>				

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	<ul style="list-style-type: none"> • Provide relevant updates on the status of projects and tasks as agreed upon between Brandt and NGPC. <p>Project Manager Background & Qualifications</p> <p>In addition to Brandt's proposed solution project team, Michael offers NGPC an unparalleled combination of experience and expertise in designing the right solution for the Commission.</p> <p>Michael Westphal will be the main point of contact for the coordination of Brandt's and NGPC's responsibilities and assignments and shall provide a leadership role for all of Brandt's services. Michael Westphal will be available to meet with NGPC on a weekly basis at a regularly schedule time and on-site as necessary and mutually agreed upon during Project Kick-Off Meeting/Initiation and Planning stages.</p> <p>Michael Westphal is able to communicate clearly and concisely with NGPC. He will be fully dedicated to NGPC throughout system implementation, and then at a mutually agreed upon availability during Operations and Maintenance throughout the duration of the contract.</p> <p>Michael has been involved in the management, design, and implementation of many of the Go Outdoors solutions implemented by Brandt since 2014. All projects have been implemented on time and within budget and at no upfront cost to the state.</p> <p>Michael is also an active participant in the wildlife and natural resource industry, and regularly attends industry conferences and events to understand industry challenges, identify new opportunities, and promote industry leading innovations to overcome industry obstacles.</p>
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TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
TEC-021	A. Describe the methodology for user acceptance testing.	✓			
Section	Bidder Response: Brandt's UAT environment will be identical to the production environment with the exception of the modification to be				

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IX.H	<p>tested.</p> <p>User Acceptance testing by NGPC in a dedicated NGPC UAT environment is a critical testing component for gaining NGPC approval prior to deploying. In accordance with the NGPC Brandt will prepare update a User Acceptance Test (UAT) plan and test scenarios/scripts for users to follow during the initial structured portion of the UAT.</p> <ul style="list-style-type: none">• Brandt will assist the NGPC during the preparation and execution of the acceptance test by establishing test data and maintaining the test environment.• Brandt will provide the draft version of all documentation, including the Requirements Traceability Matrix (RTM), which will be delivered with the final product at the time of the initiation of the UAT period.• The RTM will clearly indicate new and/or changed requirements to where and how they have been implemented in the system, to assist the users during testing.• Brandt will correct any errors identified by the User Acceptance Test team. Brandt will document the results of the testing in the project's Test Report. <p>Brandt's Agile, iterative approach to software development offers NGPC access to test and review new system functionalities and code more frequently than a traditional software development approach. There is a period specified for UAT within each development Sprint. All final documents will be delivered to NGPC during UAT of Release Candidate 7 which is the integrated system containing all features and functionality.</p> <p>The UAT process is designed to offer NGPC an inspection period to evaluate the site experience from a system user perspective and ensure workflows and system design meet the scope specifications and requirements and should not be focused on bugs or defects. Brandt understands that nothing is more frustrating than reviewing and testing deliverables that have not been inspected for defects. While NGPC may occasionally identify defects during UAT, Brandt's approach will ensure that all code, functionalities, and documents are inspected for defects and corrected prior to submission to NGPC for testing.</p> <p>Brandt understands that performing rigorous testing and defect corrections <i>prior</i> to submitting deliverables to NGPC for review is critical to:</p> <ul style="list-style-type: none">• Ensure on time software, product, and service delivery;• Respect the time and resources of NGPC project staff; and
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	<ul style="list-style-type: none"> Maintain a timely flow of project activities and minimizing rework and defect correction reports. <p>Brandt will compile all feedback, modifications, and defect details received from NGPC's acceptance testing, develop a plan to correct the deliverables to meet specifications and requirements, and deliver the corrected deliverables to NGPC for approval.</p>
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TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
TEC-022	B. Describe system performance load and stress testing.	✓			
Section IX.H	<p>Bidder Response:</p> <p>Load testing, performance and volume testing of all system components and functions will determine performance levels under expected system loading conditions with production-sized databases, as well as under maximum stress conditions to determine maximum capacity. Based on results, Brandt may perform system tuning to meet specified performance levels. System testing begins at the beginning of the development phases and occurs regularly throughout development, go-live, and system maintenance (at least once a year) to ensure the Go Outdoors system performance metrics outlined in this RFP are consistently met. Brandt will regularly conduct load testing (once a year at a minimum) and will provide NGPC with test criteria, load, and performance results.</p> <p>Performance Testing</p> <p>Conducted to validate the speed, scalability and stability of the web application against the service level requirements. Brandt uses the industry standard automated tools to simulate excessive user, transaction and application stress. Using these tools, Brandt can generate user scripts (record and playback) that represent typical user workflows and simulate the execution of these workflows for concurrent users. Specific types of Performance Testing to be conducted include Load Testing, Stress Testing and Response Time Testing.</p> <ul style="list-style-type: none"> Load Testing is performance testing that ensures the application's ability to perform under anticipated user workloads and can help to identify performance bottleneck prior to release. 				

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	<ul style="list-style-type: none"> • Stress Testing is performance testing that subjects the application to extreme workloads. It is used to identify bottlenecks and vulnerability of an excessive load on the system and to identify the breaking points. • Response Time Testing is performance testing that evaluates the front end response time. Response time starts when a user sends a request and ends when the application states that the request has completed.
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TEC #	End of contract provisions	Yes	Customization Required	No	Alternate
TEC-023	A. Provide the initial transition plan that applies at both the beginning and end of the contract.	✓			
Section X.G	<p>Bidder Response:</p> <p>Brandt can provide an unparalleled transition that is seamless and low risk. Brandt will work with NGPC to fully understand its internal and external process needs and we will continue to improve upon our solution and services throughout our partnership. In addition to our irreplaceable experience, the overall user interface of the main system will be easy to navigate and provide improved user experience and optimized workflows. This approach allows customers, Agents and Commission staff the most seamless transition possible.</p> <p>As part of the transition, Brandt proposes the following to ensure a seamless go live:</p> <ul style="list-style-type: none"> • No downtime to customers, Agents, or NGPC users. • The implementation of the full scope of services and deliverables outlined in this RFP • Unparalleled support, with the Brandt project and support team on-site with NGPC during Implementation and transition, and as needed throughout the maintenance of the proposed platform. <p>Transition-In</p> <p>The high performing and all-encompassing nature of Brandt's Go Outdoors platform enables an accelerated implementation and development schedule. Our solution supports more than 90% of the core requirements identified by</p>				

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Requirements Traceability Matrix (RTM)
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NGPC, which means a significant portion of development efforts can be reallocated to simple system configuration activities.

Additionally, Brandt will take the following measures to maintain the project schedule and ensure an on-time implementation:

- Develop and follow a detailed Work Breakdown Structure (WBS) in coordination with the project schedule. All project activities must be associated with a defined WBS item to maintain the schedule.
- Any unexpected delays will be evaluated by the Brandt project team and additional human and material resources will be allocated to ensure the delay does not significantly impact the schedule.
- One of the largest risks that can impact the project schedule is the migration, scrubbing, and conversion of legacy data. Brandt begins the conversion process immediately upon project kick off by requesting an initial data file from the current vendor to begin the migration process early on. This approach mitigates the risks associated with this deliverable and supports the project schedule.

Please refer to Brandt’s proposed project schedule, which includes milestone dates and deliverables.

Transition Out

With equal focus and cooperation as transitioning in, Brandt will fully cooperate and ensure an orderly transition to a future system at the end of the contract.

Through frequent communication and close documentation of transition out deliverables, Brandt will meet the needs of NGPC specifically to ensure customers and the agencies have no adverse effects during a transition out. Our company, employees and performance reputation will be on the line and the same level of service received on the first day of the contract will be noticed on the last day.

The expectation for Transition Out is the same for transition in with regards to service interruptions, downtime or blackouts. Unless required by the Commission, there will be no scheduled downtime during the transition.

Transition of Data and services include, but are not limited to data transfers, coordination of services migration, and knowledge transfer.

Brandt will welcome the Commission’s full review of performance during transition out activities to ensure quality and

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	continuity of program Service delivery.
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TEC #	End of contract provisions	Yes	Customization Required	No	Alternate
TEC-024	A. Provide a plan to ensure the system remains operational during the transition to a new contractor.	✓			
Section X.G	<p>Bidder Response:</p> <p>Whether the future system contractor or Brandt manages and controls the transition, user data, historical records, and all non-trade secret or confidential data will be shared timely, accurately and professionally.</p> <ul style="list-style-type: none"> • Brandt will provide NGPC with a copy of all state data available through the Go Outdoors system. <ul style="list-style-type: none"> ○ Brandt will request a data migration schedule in advance of the transition to understand resource requirements to support the transition of data files. • Brandt will be available for regular status calls / meetings to discuss and support the transition plan. <ul style="list-style-type: none"> ○ Resources will be made available to participate in pertinent status meetings. 				

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Requirements Traceability Matrix (RTM)
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Bidder Name: **Brandt Information Services, LLC**

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 response definitions as these responses, as well as the entire response to this RFP, will become part of any 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 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.

Attachment C
Requirements Traceability Matrix (RTM)
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General Statement of Requirements
<p>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.</p> <p>Bidder must describe, and provide screen shots when applicable, to show the structure, functions, and processes of the proposed Web-Based Permit/Licensing system.</p>

FIN #	Refund and Void	Yes	Customization Required	No	Alternate
FIN-001	A. Describe the system's refund and void process.	✓			
Section VII.C, VII.F.1, VII.G.3	<p>Bidder Response:</p> <p>PROCESSING REFUNDS/RETURNS</p> <p>The Go Outdoors system includes automated processes to refund fees processed through the system to customers.</p> <ul style="list-style-type: none"> • Credit card transactions will be automatically refunded to the customer's payment method used for the transaction. • Authorized users will have the ability to void all items in a transaction or void individual items in a transaction, while leaving remaining items in an active / paid status. • Internal and External Agent users will be able to process refunds based on NGPC's user role permissions and business rules. • Real time reports are available for administrators to view and monitor refund activity. 				

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Go Outdoors Nebraska will include return/refund capabilities including partial refunds, if desired, based on the business rules allowed by authorized users in the system. Refunds may be set by dollar amount, percentage off total or in full at the discretion of the authorized user. The refund will default to the original payment method, but may also be added as gift card credit to the customer's profile.

VOIDING PERMITS AND OTHER TRANSACTIONS

The permit voiding process in the Go Outdoors system is designed to be simple and effective. Through the Go Outdoors Administrative Catalog Manager Module, the void permission parameters are fully configurable, and NGPC approved staff can be given a role permission to void any orders completed through the system no matter what channel (Agent, internet, phone, etc.) the sale was completed, with no time restraints. On the customer order history, any orders that have been voided will display a "voided" status and any permit privileges or purchases made are removed from the customer's list of valid items on file.

If the order was initially completed online using a credit card or via telephone with Brandt's Service Desk team, the system will automatically communicate with the integrated payment process and generate a refund request to return the funds to the customer's account.

For Internal and External Agents, void permissions are set by user role, so NGPC may set up roles that allow designated users to void an order they completed on the same day the sale occurred, whereas an Agent manager's role may have the ability to void any order at their location within 48 hours.

All reports are updated to reflect voided orders. For Agents, if orders are placed and voided within the same ACH period, the ACH sweep is updated to remove the order from the list of transactions to sweep. If a void is administratively completed for a POS permit outside of the ACH period, the void is reflected in the following sweep.

The Go Outdoors solution offers four built in void authorization levels:

- Can void within 4 hours of transaction.
- Can void by midnight the day of the transaction.
- Can void by midnight the day after the transaction.
- Unlimited / administrative void.

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These permission levels are associated with each user role, which will dictate each user's ability to cancel transactions.

Voided Transactions Report

The Go Outdoors Voided Transactions report can be customized as needed by NGPC to manage and track voided transactions. Report results can be generated based on void date range, void status, Agent ID, sales channel, and any other parameters provided by NGPC.

REPLACEMENT/EXCHANGE OF PERMITS

Brandt's Go Outdoors Nebraska solution will allow for the transfer/exchange of permits between customers, as specified by NGPC business rules. Brandt will work with NGPC to define and implement a streamlined and fully audited process that tracks, records, and enforces permit and tag transfers completed by NGPC authorized users.

The Go Outdoors Nebraska will allow for NGPC authorized users to reassign / transfer a permit from one person or type to another. The new feature will be built to support the following:

- Administrative ability to manually select a customer to transfer a permit to another type.
- Full auditing of permit transfers for record keeping purposes.
- A user permission that can be assigned to various user roles to control access to this feature.
- Validations to ensure permits can only be transferred if they meet NGPC defined business rules, including logic to prevent expired or reported permits from being transferred.
- User interface displays to clearly denote permits that have been transferred.

Through the Administrative Catalog Manager Module, NGPC will have full control over permit fees and revenue distributions per product / permit in real time. This includes base price, agent / handling fees, application fees, and reprint / replacement costs.

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FIN #	Credit Card Reconciliations Process	Yes	Customization Required	No	Alternate
FIN-002	A. Describe the system's process to reconcile Credit Card transactions through the Public Website, Mobile, and Internal Agents.		✓		
Section VII.E.2 VII.G.2	<p>Bidder Response:</p> <p><i>Brandt will work with NGPC to customize/configure the proposed Go Outdoors Nebraska solution to meet this requirement. The customization will be completed and ready for release before Go Live.</i></p> <p>CREDIT CARD TRANSACTION PROCESSING FOR PUBLIC WEBSITE & MOBILE USERS</p> <p>Through the Go Outdoors Nebraska solution, Customers will be able to purchase permits, stamps and other merchandise using a credit/debit card payment via the public website and mobile devices. The project team will coordinate with NGPC to schedule test processes and file transmissions to validate the process before go live and compare the test results to reconciliation reports to validate report data.</p> <p>Brandt agrees to use the State's current contract for merchant services (currently US Bank/Elavon) and understands the current State of Nebraska Credit Card Processing Contract will be provided during implementation.</p> <p>Brandt's solution is PCI Level 1 compliant and allows customers to securely use a credit card to authorize and process transactions for instant verification of the payment method.</p> <p>Customers will be required to provide the following information to submit a payment request:</p> <ul style="list-style-type: none"> • Cardholder Name • Personal Account Number • Expiration Date • CVV Code • Billing Address • Billing Zip Code <p>Upon submission of an order request, the Go Outdoors Nebraska system will complete the payment request and</p>				

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generate a confirmation page for the customer once a transaction is authorized. The transaction will generate a unique order number and transaction authorization number that will be stored on the customer profile and tied to the corresponding order.

Purchasing Permits, Stamps & Other Merchandise – Checkout/Submitting Payment

Once a customer record is located or created, site users can navigate to the permit and product catalog to view items eligible for purchase and add items to their shopping cart.

Customers can select privileges from a product catalog organized by permit/license category, such as Hunting, Fishing, Combinations, Specialty Permits, Stamps, etc. The permit catalog displays a list of all available permits/licenses to a customer that may be purchased based on residency, age, prerequisites, and other requirements as designated and configured by NGPC business rules.

Revocation / Suspension Alerts

Revocation types designated by NGPC will display an alert on the customer's profile, when the customer has an active revocation / suspension on file. The alert content displayed is configurable by sales channel, allowing NGPC to configure a different alert message for the Online Sales, Agent POS, and Administrative Service Desk modules to be different.

Reviewing the Shopping Cart

After all desired permits, stamps and products are added to the cart, users may review their cart items and select 'Checkout Now' to finalize the transaction and submit payment.

Prior to checking out, customers will be prompted to review their cart, where they will:

- View cart totals and individual item costs.
- Manage permit dates for trip permits and other privileges (as allowed)
- Complete required surveys
- Remove items from the cart or clear the entire cart
- Click 'Continue Shopping' to return to the catalog and add items to the cart.

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Selecting License / Permit Document Delivery Method

Customers may have the ability to choose their preferred fulfillment method (print at home or mailed) based on the items in their cart. Customers will only have the option to select print at home / electronic fulfillment for eligible items.

For public online purchases, if the product is available for self-fulfillment, once a customer purchases a product that includes documentation, a PDF or JPG will be available for download. This may be in the form of a separate tab in the browser upon purchase confirmation page and/or an attachment to an email. The PDF or JPG will also be accessible via the purchase history on the customer's profile to reference at any time. If the customer is accessing the site on a mobile device or opens the email on a mobile device, he may choose to save the attachment to the phone for future reference.

Affirmations

As required by NGPC, customers will be prompted to agree to affirmations prior to checkout. These statements are configurable by sales channel and can be managed by NGPC administratively.

Entering Payment Information

From the checkout page, customers will have another opportunity to continue shopping or manage their cart. Once confirmed, customers will be required to provide payment information.

- Billing information is automatically populated with the customer name and address. Customers can edit billing information as necessary. *(Figure 198)*

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Billing Information

Credit Card Number:

Expiration Month:

Expiration Year:

CVV:

Save card for future purposes

First Name:

Last Name:

Street Address:

City:

State:

Apt / Suite / Other:

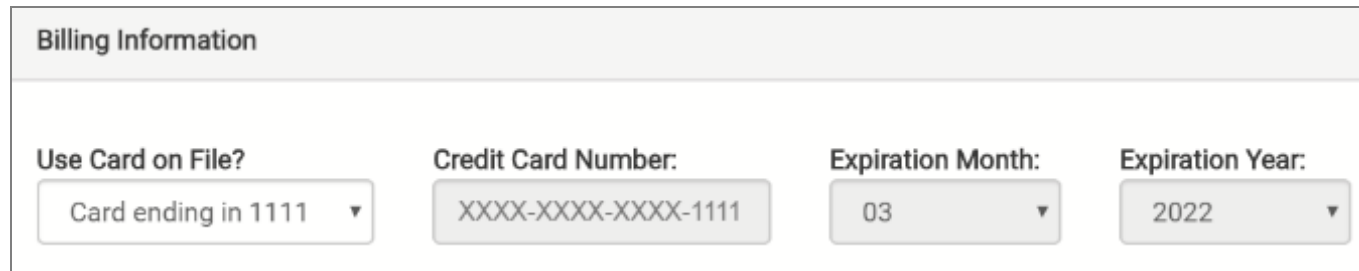
Zip Code:

Figure 198

- Customers will also have the ability to save a payment method / use a stored payment method to checkout. The stored payment option streamlines the checkout process for future purposes.

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With our approach, no credit card number is ever stored in our system. We tokenize each payment method and only store the last four digits of the card as a token. This payment token is only compatible with our payment processor for transactions through the solution's IP address, and a variety of security programs protect the misuse of these payment methods. (Figure 199)



The screenshot shows a form titled "Billing Information". It contains four input fields: "Use Card on File?" with a dropdown menu showing "Card ending in 1111"; "Credit Card Number:" with a text box containing "XXXX-XXXX-XXXX-1111"; "Expiration Month:" with a dropdown menu showing "03"; and "Expiration Year:" with a dropdown menu showing "2022".

Figure 199

Real Time Payment Verification

When purchasing a product online or through telephone sales, the customer must supply credit card information. If the credit card is denied or an error occurs during processing, proper system error messages will display and prompt the user to edit the invalid information accordingly. The sales transaction will not be completed until the processing is complete.

If the order was initially completed online using a credit card or via telephone with Brandt's Service Desk team, the system will communicate with the integrated payment process and generate a refund request to return the funds to the customer's account.

Transactions declined by the cardholder's bank and credit card network will not result in a completed order. The system will generate an error message to present to the customer describing the error encountered and offer the customer an opportunity to re-enter and resubmit the payment information. These will include:

- Do Not Honor;
- Card Expired;

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- Invalid CVV;
- Invalid Cardholder Name/Billing Zip; and
- Insufficient Funds/Not Authorized

Receipt Issuance

NGPC specified permit items and receipts will be available to print on plain 8.5x11 plain paper stock and also emailed to the customer's email address on file.

AGENTS COLLECTING AND PROCESSING CASH, CHECK, AND PAYMENT CARD TRANSACTIONS

Internal and External Agents are supported through the web-based Agent Point of Sale module. Offering streamlined workflows and one-click license/permit activity packages, Agents can serve customers more quickly and provide an overall better user experience. All transactions are processed and updated in the central database in real time for all sales channels, including the Agent POS module.

The flexible, web-based nature of the solution means Agents can access the sales site from a variety of device types without losing functionality - including smartphones, tablets, or desktop / PC devices. The POS module has been designed to support retail-based environments and support the quick and streamlined processing of permit/license issuance.

Agents will be able to assist customers with purchasing permits, certificates, applications, stamps and other products and services (including permit replacements and reprints). The POS module will track all revenue and fees collected for each Agent location.

Hunter Education Status

The Go Outdoors Nebraska solution includes built in features that will allow for the creation and configuration of various education requirements through a flexible and easy to use interface.

The Brandt project team will work with NGPC to establish all education business rules, create any new certification types, and determine age requirements for each education certification requirement. These age and education business rules will be enforced in real time and through all sales channels, as customers step through the purchase process. Items can be configured to allow education deferrals / attestations, require education certifications be on file

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in order to purchase, or allow users to enter education information at the time of purchase.

Revocation / Suspension Alerts

Revocation types designated by NGPC will display an alert on the customer's profile, when the customer has an active revocation / suspension on file. The alert content displayed is configurable by sales channel, allowing NGPC to configure a different alert message for the Online Sales, Agent POS, and administrative Service Desk modules to be different.

Interstate Wildlife Violator Compact (IWVC)

Brandt's solution is ready to integrate with third party data sources that may verify revocations and violations.

Brandt currently supports the processes of integrating with the Interstate Wildlife Violator Compact (IWVC). A built in system check will search the lookup table for each new customer account created. If a match is found, the revocation will automatically be added to the customer record, enforcing all required business rules in real time.

Processing Transactions

Brandt understands that the **Internal Agent** sales channel accepts: **cash, check, credit/debit card, Parks Bucks and money orders.**

Brandt understands that the **External Agent** sales channel will only accept: **cash, check, and money orders.**

External Agents and Internal Agents will also have the ability to accept various payment types, including splitting payment types for one transaction. The Go Outdoors platform is capable of processing payments in full or in split payments, as allowable by NGPC business rules, including credit card swipe, cash, check, Parks Bucks, and digital payment methods (PayPal, Amazon Pay, Apple Pay, Samsung Pay, Google Pay).

Internal Agents can either swipe a card or enter the following credit card information: credit card number, expiration date, and name on credit card as well as credit card security code (CSC), card verification value (CVV or CV2), card verification code (CVC) or a card code verification (CCV) for credit card security. All credit card transactions comply with Payment Card Industry (PCI) Level 1 standards, the highest compliance level available in the industry.

Cash, checks, and money orders may be accepted at both Internal and External Agent locations, including cash drawer functionality for daily reconciliation (including X and Z reports), if desired by NGPC.

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Receipt Issuance & Document Fulfillment/Delivery

After an Agent completes a transaction, NGPC specified permits and other items and receipts will be available to print on plain 8.5x11 plain paper stock and also emailed as an electronic PDF to the customer's email address on file.

Agents will have the ability to print receipts/record of sale documents after completing a transaction at POS locations. Brandt will work with NGPC to determine if these documents print automatically after each sale, or print as a compiled summary of transactions that can be printed on a daily basis. NGPC specified permit/license items and receipts will be available to print on plain 8.5x11 plain paper stock.

As determined by NGPC business rules, each permit will receive a unique identifier when purchased that is associated with the Transaction ID, Customer ID, and Agent ID/location where purchased. Associated documents will be generated based on the sales channel and selected fulfillment method. Options will include:

- Electronic PDF designed to fit standard 8.5x11" paper (for printing at home or at a POS location.)
- Printable receipt designed to fit POS location printer size specifications (for printing at Internal and External Agent locations, if unique printer layout is needed).

Revenue Reporting

The Go Outdoors platform includes several sales reports that can be utilized by designated NGPC Staff and Agents, and Brandt will work with the Commission to develop any custom receipts, invoices and reports needed by NGPC and Agents.

Brandt proposes the implementation of several accounting and reconciliation reports in addition to custom reports desired by NGPC for daily, weekly or monthly reconciliation and reporting. Prior to implementation, Brandt's professional accounting team will work with NGPC to identify current obstacles, document all accounting and revenue management requirements, and develop custom reports to support all financial management and reporting. A variety of revenue reports will be customized to NGPC's specific needs including Daily Orders Report and Revenue by Account Distribution Report.

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FIN #	Inquiry on Data	Yes	Customization Required	No	Alternate
FIN-003	A. Describe the system's ability to inquire on data with drill down capabilities.		✓		
Section VII.F.9	<p>Bidder Response:</p> <p><i>Brandt will work with NGPC to customize/configure the proposed Go Outdoors Nebraska solution to meet this requirement. The customization will be completed and ready for release before Go Live.</i></p> <p>ADMINISTRATIVE DATA DRILL DOWN CAPABILITIES</p> <p>While we provide the technology solution, all system data will be the property of NGPC. NGPC will maintain ownership of all data tables and will have the ability to manipulate data, run reports as needed, access raw data and develop dashboards as needed through ESRI, Tableau and associated platforms. Brandt will provide NGPC with direct access to the real time replicated database via site-to-site tunnel for immediate and efficient access to its data.</p> <p>Tableau Ad-Hoc Reporting & Visual Dashboards</p> <p>Brandt offers our customers access to the Tableau web platform and to dozens of real time data dashboards and ad-hoc reporting features that can provide NGPC staff with unparalleled querying and data analysis tools (<i>Figure 200</i>). Using drag and drop features, users will be able to define measurements, dimensions, and data set attributes to manipulate and aggregate data. The Tableau dashboards provide a user-friendly graphical interface that will allow NGPC user staff to build reports without requiring technical assistance/support to do so.</p> <p>The administrative customer search engine provides additional lookup methods not available to public customers and Agents. NGPC Administrators will have the ability to search for customer accounts by customer ID, name, address / contact information, special identifiers, transaction ID confirmation numbers, and other searchable criteria as</p>				

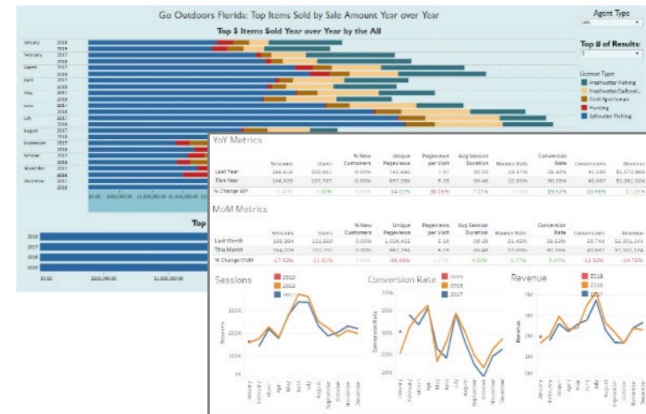


Figure 200

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designated by NGPC.

From the customer account, NGPC administrative users are just a couple of clicks away from viewing detailed information pertaining to customer permits, stamps, transactions, harvests, special applications, site activity and interactions, and education certifications.

The Go Outdoors platform provides NGPC administrators with flexible tools to manage customer records and activities in real time. Through the Administrative module, NGPC users can:

- Search for and create customer accounts in real time.
- View and manage customer accounts and a customer's full history including transactions, permits, interactions, revocations, harvests, and quota applications / limited entry activities in addition to administrative attributes such as residency, account status, special authorizations, interactions, and revocations.
- Utilize customer management and merge tools to eliminate the creation of duplicate customer accounts by preventing customers from creating an account with a SSN or Driver's License number that is already associated with another customer. Real time merge functions support any manual data clean up required.

(Figure 201)

The screenshot shows a 'Customer Search' form with the following fields and controls:

- Buttons: 'Create Customer (Admin)', 'Search Driver's License File', 'Scan License Or ID Card', 'Search', 'Clear Search Fields'.
- Customer ID: Text input with a search icon.
- First Name: Text input with a search icon.
- Middle Name: Text input.
- Last Name: Text input.
- Suffix: Dropdown menu.
- Date of Birth: Text input with a calendar icon, format MM/DD/YYYY.
- Social Security Number: Text input with a search icon.
- Business Name: Text input.
- Email Address: Text input.
- Document Type: Dropdown menu (U.S. Driver's License).
- Document Number: Text input.
- Issuing State: Dropdown menu.
- Residency Status: Dropdown menu (Select One).
- Physical Address Street 1: Text input.
- Physical Address City: Text input.
- Zip Code: Text input.
- Phone #: Text input with format XXX - XXXXXXX.
- Transaction Number: Text input.
- TAN: Text input.
- Harvest Report Confirmation: Text input.
- Group Number: Text input.
- Filters: Merged (checkbox), Active (checkbox), All Results (checkbox), Exact Match (checkbox).
- County: Dropdown menu (Select One).
- Dealer Certification Number: Text input.

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	<p>NGPC Administrators may access expanded search capabilities to inquire and/or drill down data for additional information and details.</p> <p>Authorized users have access to search existing customer accounts using identifiers including:</p> <ul style="list-style-type: none"> • Customer ID Number; • Name (First, Middle, Last Name); • Date of Birth; • Social Security Number (Partial or Full SSN); • Driver's License Number / State ID Number (Partial or Full Number); • Address – Street, City, State, and Zip Code; • Email Address; • Phone Number; • Order / Transaction Number; • Harvest Confirmation Number; • Special Draw/Lottery / Application Number; • Residency Status; and • Account Status (Open, Closed, Merged, etc.) <ol style="list-style-type: none"> 1. If an exact match is found, administrative users are taken directly to the matching account. 2. If multiple matches are found, all matching results are displayed. 3. Based on a user's role, certain data such as last four of SSN will be masked in the search results.
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FIN #	Sales and Lodging Tax	Yes	Customization Required	No	Alternate
FIN-004	A. Describe the system's ability to apply current sales and lodging tax rates.		✓		
Section VII.F.12	<p>Bidder Response:</p> <p><i>Brandt will work with NGPC to customize/configure the proposed Go Outdoors Nebraska solution to meet this requirement. The customization will be completed and ready for release before Go Live.</i></p>				

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	<p>The Go Outdoors Nebraska solution will provide NGPC Administrators the ability to configure and adjust the Business Rules that control the taxes for all permit sales, reservations/lodging, services, and other transactions.</p> <p>Pricing grids may be set with a start and end date to allow NGPC Administrators the ability to pre-configure future pricing changes prior to the changes taking affect in the system.</p> <p>The system will automatically update to changes in taxes at the state or local level without an element of human error thanks to our development of a real time tax integration.</p> <p>Associated lodging fees, including taxes, may be configured by agent class (Internet, Call Center, NGPC Headquarters, Internal/External Agent) for each location. This allows NGPC Administrators the ability to configure additional fees for each location based upon its fee schedule including all taxes.</p> <p>The Go Outdoors solution includes built-in functions to calculate state and local sales taxes due. This information will be collected at the time of the transaction and the sales taxes due will be included as a separate line item during the transaction checkout.</p>
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FIN #	Report Print/Export	Yes	Customization Required	No	Alternate
FIN-005	A. Describe the system's print/exporting functions and format.	✓			
Section VII.F.13	<p>Bidder Response:</p> <p>All reports available through the system will generate real time data and be available for viewing on screen through the application. All reports can be exported for printing to a variety of file format types, including Word, Excel, CSV, PDF, and JPG.</p> <p>Brandt's proposed platform will offer NGPC a variety of standard and customized reports to meet the various reporting needs of all system users. All reports will be generated directly from the solution's real time, replicated database, ensuring large datasets and report results have no impact on transactional activities.</p>				

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Brandt will work with NGPC to tailor and customize reports, including formatting as needed.

Viewing Reports

Access to reports is offered through several ways, including:

- **Browser View** – View reports directly from the Go Outdoors Nebraska web based administrative interface or Report Server Web Service;
- **Delivery** – Reports can be configured to offer delivery subscriptions to select users via email or shared file folder; or
- **Export** – From any view, users can export reports into various file formats, including Word, Excel, CSV, PDF, and more.

Additionally, Brandt proposes the implementation of SQL’s all new report builder feature, providing users with ad-hoc querying capabilities using drag and drop technology to build queries. Queries can be developed into simple reports or visual data dashboards for both desktop computers and mobile devices.

Exporting Reports to Various File Formats

The Go Outdoors platform uses Microsoft SQL Server Reporting Services (SSRS) to create, manage, and run real time reports. SSRS includes standard print, preview, and export tools that allow NGPC users to run reports and export report results to a variety of file types ([Figure 202](#)) including:

Microsoft Word



Microsoft Excel & CSV



JPG / PNG / TIFF



Adobe PDF















Figure 202

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FIN #	Ad-hoc and Base Reports	Yes	Customization Required	No	Alternate
FIN-006	A. Describe the system's base and ad-hoc report functions (e.g. dates, species, grouping, and permit unit parameters)		✓		
Section VII.F.13, VII.G.10, VIII.O	<p>Bidder Response:</p> <p><i>Brandt will work with NGPC to customize/configure the proposed Go Outdoors Nebraska solution to meet this requirement. The customization will be completed and ready for release before Go Live.</i></p> <div style="display: flex; align-items: center;"> <p>REAL TIME REPORTING Suite of reports and tools to make better business decisions and track operations</p> </div> <p>With Brandt, reporting comes standard with service. Based our outdoor solution experience with multiple state agencies, we have come to appreciate the distinctive reporting and accounting requirements of our state partners.</p> <p>The Go Outdoors Nebraska solution offers NGPC a variety of ad-hoc, on demand, and standard/base reports to meet the various reporting needs of all system users in addition to a variety of dashboards to visualize data and identify trends in real time. The platform provides access to daily/weekly/monthly/yearly transactional data, sales trends, and operational data.</p> <p>A variety of standard and custom reports are available through the Administrative and Service Desk modules and are available based on role-based access to provide on-demand reporting. Each of our reports will be timely and without cost to NGPC. Reports may be run on an automatic schedule or on-demand as needed and formatted to NGPC's specifications.</p> <p>The Go Outdoors platform is capable of providing a variety of report types including, but not limited to:</p> <div style="display: flex; justify-content: space-around; text-align: center;"> <div style="width: 20%;"> <p>Sales & Revenue Detail Reports</p> </div> <div style="width: 20%;"> <p>Reports for Agent Users</p> </div> <div style="width: 20%;"> <p>ACH / Reconciliation Reports</p> </div> <div style="width: 20%;"> <p>Agent Management Reports</p> </div> </div>				

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 Registration Reports	 Permit Sales Comparisons & Trends Reports	 Customer Demographic Reports	 Maintenance & Audit Log Reports
 Hardware Reports	 Inventory Reports	 Product Configuration Reports	 Marketing Campaign Results Reports
 Security & Performance Reports	 Law Enforcement & Revocation Reports	 Harvest Report Results & Statistical Data	 Special Hunt & Drawing Results Reports

The flexible, adaptable nature of Brandt's Go Outdoors platform offers NGPC enriched reporting features designed to support real time decision making and business management efforts. The application is designed with built in features to support ad-hoc reporting.

Report Framework Highlights

- Microsoft SQL Server Reporting Services (SSRS) used to develop reports offering complete reporting automation and organized record keeping and data collection. Summary reports and detailed reports can be run in real time, anytime, from any personal computer or mobile device with an internet connection.
- Reports can be created and released to the production environment outside of a standard code release cycle.
- All reports available in real time through the administrative modules.
- Reports are designed flexibly, to support ad-hoc reporting. Reports provide a variety of search / filtering parameters including date range, customer, agent, permit / product, user, etc.

Viewing & Downloading Reports

Access to reports is available through the following methods:

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- **Browser View** – View reports directly from the Go Outdoors web-based administrative interface or Report Server Web Service.
- **Delivery** – Reports can be configured to offer delivery subscriptions to select users via email or shared file folder.
- **Export** – From any view, users can export reports into various file formats, including Word, Excel, CSV, PDF, and more.

Reporting Access & Features

- **SQL Reporting Services Subscriptions** – SQL’s all new report builder feature, providing users with ad-hoc querying capabilities using drag and drop technology to build queries. Queries can be developed in to simple reports or visual data dashboards for both desktop computers and mobile devices. The benefits of this approach are the ease of customizing the output formats for different partners and the ability to auto-deliver to an SFTP server for pickup or attachment to an email. Subscription to the email could be managed through the system application interfaces.
- **Dashboard Portal** – For any reporting that centers around metrics rather than export of raw data; a dashboard portal could be developed to present SQL Services Reports with use accessible parameters to allow partner agencies to pull reports as needed using a web application interface.
- **Direct on-demand reporting through Service Desk** – Depending on user access security requirements, it may also be possible to provide restricted, individual user accounts for partners into the backend application (Service Desk). These accounts would be limited to reporting only but would allow the partner to pull direct system reports as needed.

Data Extraction – Business Intelligence Ready Data Architecture

The flexible architecture, relational database design, and warehouse-ready solution allows the Go Outdoors Nebraska solution to integrate with powerful tools to better understand data, trends, and operations. Several built-in dashboards, activity streams, and message centers are available to users based on their user role. These pages are designed to visually display real time data that can be easily viewed and interpreted by various user types, including administrators, executives, operations, management, team members, law enforcement, and other audiences.

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The flexible and modern nature of the Go Outdoors platform and architecture provides NGPC with a data warehouse that is integration ready with business intelligence solutions and programs.

The Go Outdoors Nebraska solution provides integration at both the Data level and through application programming interfaces:

- **Direct Data Integration (Read)** – The Go Outdoors platform provides a real-time replicated database, which includes sub-second replication of all data tables in the primary transactional system. The replicated database contains all data elements and data from the transactional system and data is synchronized from the transactional system into the replicate database instantly following an update or insert of any record in the transactional system. The replication process is not a scheduled job and runs in real-time, capturing and synchronizing changes around the clock. The replicated database is not directly connected to the online application, therefore ETL jobs or heavy reporting loads will never affect performance of the online system. NGPC will be provided with a unique SQL Server account which may be used to execute departmental ETL processes at any time from NGPC’s network or to create direct links between NGPC database servers and the replicated database.
- **Direct Data Integration (Write)** – The replicated database representing real-time data from the transactional system is read-only; however, the database server hosting the replicated database will also host a shared database where NGPC may choose to create tables and directly write data, which may be read and processed by Brandt to complete ETL into the transactional system.
- **Application Programming Interfaces (API)** – The Go Outdoors platform exposes multiple web-based application programming interfaces ranging from Customer lookup and search APIs to APIs to read or write permit revocations. APIs are available for almost every system function except for completion of a sale. All APIs are exposed as web services using SOAP / WSDL end-points as well as REST end points. All API services are delivered over HTTPS / SSL encryption and API access is restricted for each consumer using an account ID and password combination passed in each call. API accounts may only access the web service end-points they have been granted access to, so it is possible to restrict a specific area of NGPC to certain parts of the system or to provide restricted access to partner agencies in the state.

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Tableau Ad-Hoc Reporting & Visual Dashboards

Brandt offers our customers access to the Tableau web platform and to dozens of real time data dashboards and ad-hoc reporting features that can provide NGPC staff with unparalleled querying and data analysis tools. Using drag and drop features, users will be able to define measurements, dimensions, and data set attributes to manipulate and aggregate data.

The Tableau dashboards provide a user-friendly graphical interface that will allow NGPC user staff to build reports without requiring technical assistance/support to do so. *(Figure 203)*

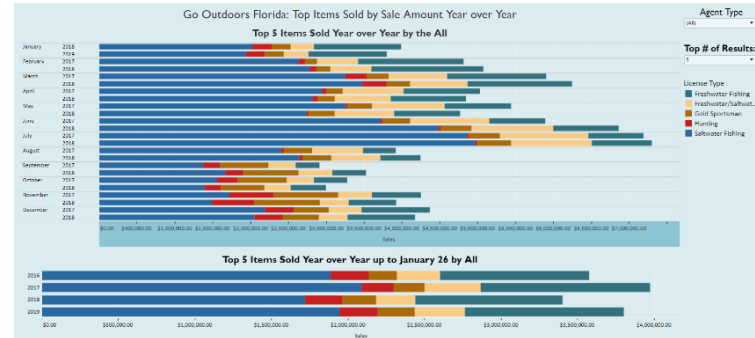


Figure 203

Revenue Management Module – Managing Account Codes / Fund Distributions

The Catalog Manager provides NGPC administrators configurable tools to set up pricing grids and manage revenue distribution across multiple account codes by product and by sales channel. This flexible approach offers real time revenue management. *(Figure 204)*

Go Outdoors Nebraska will include:

- Real time configuration tools to setup new account codes and descriptions to easily accommodate any changes in revenue distribution accounts and account categories.
- Built in revenue distribution validations to ensure distributions are balanced based on the price of the product.

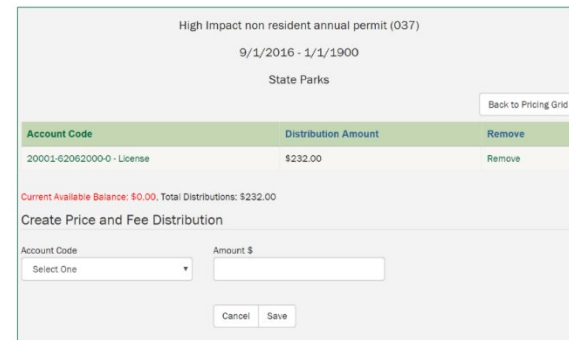


Figure 204

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NGPC administrators can manage the following revenue and account code settings in real time *(Figure 205)*:

- Create and manage account code hierarchies and categories.
- Create and manage account codes.
- Create and manage revenue distributions across multiple account codes for a single product.

Select Account Code Category To Edit	Add Code Value
Next	
Account Category Description	
License Revenue / Base Price	Edit
Commercial License Revenue / Base Price	Edit
Lifetime License Revenue	Edit
State Fees	Edit
Fulfillment Fees (Mail)	Edit
Contract Fees	Edit
Agent Fees	Edit

Figure 205

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Without any vendor intervention, administrators can create, edit, and deactivate account categories and account codes. *(Figure 206)*

[Add Code Value](#)

Next										
ID	Account Code	Fund	Account	Dept	Active	Inactive Date	Audit User Name	Account Description	CategoryDescription	
23	Brandt-State-Agency	Brandt	State	Agency	<input checked="" type="checkbox"/>		mackenzie.messmer	Used in the Accounting Ledger to identify the portion of a transaction intended to cover contract fees	Contract Fees	Edit
24	Default-000				<input checked="" type="checkbox"/>		System: Default Value	Default value used in system setup or testing	License Revenue / Base Price	Edit
26	01-01-01	01	01	01	<input checked="" type="checkbox"/>		tiffani.santagati	Used in the Accounting Ledger to identify fees assessed to cover fulfillment costs (example: optional mailing fees)	Fulfillment Fees (Mail)	Edit
27	1-1-1	1	1	1	<input checked="" type="checkbox"/>		tiffani.santagati	Used in the Accounting Ledger to identify payments that exceed the original order amount	Overpayments	Edit
28	0-0-238001	0	0	238001	<input checked="" type="checkbox"/>		tiffani.santagati	Wildlife Agent Fee	Agent Fees	Edit

Figure 206

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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.		✓		
Section VII.F.13	<p>Bidder Response:</p> <p><i>Brandt will work with NGPC to customize/configure the proposed Go Outdoors Nebraska solution to meet this requirement. The customization will be completed and ready for release before Go Live.</i></p> <p>NGPC will have access to a variety of real time reporting features through the system. Brandt’s Go Outdoors Nebraska solution offers a comprehensive library of standard accounting, transaction, and sales trend reports included with the base solution.</p> <p>Standard financial management reports available through the Go Outdoors solution may include, but are not limited to:</p> <ul style="list-style-type: none"> • My Daily Orders (For all Agents) • Accounting & Reconciliation • ACH & Prenote Failures • Sales by Payment Type • Daily Sales by Fund Code • My Employee Orders (All Agents) • Accounting Detail • Monthly Invoice • Monthly Revenue Report • Accounting Detail & ACH Compare • ACH Totals (By Agent & Channel) • Online Credit Card Sales • ACH Retries • Permit Sales Comparison • Payment Overrides (Admin Sales) <p>Brandt will provide NGPC with all requested reports to be approved by NGPC prior to implementation. We will also take time to find additional reporting efficiency and automation opportunities to minimize NGPC workload. Additional financial/accounting reports may include:</p> <ul style="list-style-type: none"> • Sales by Permit or Product Type • Sales by Payment Type • Sales & Agent Fees by Agent 				

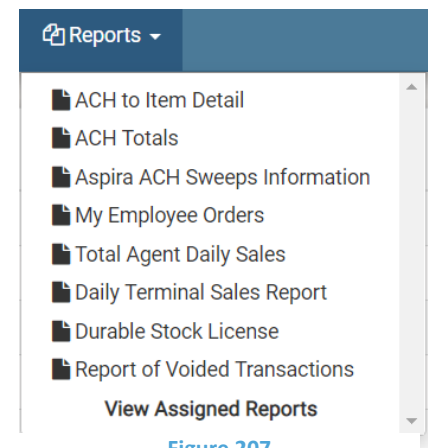
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	<ul style="list-style-type: none">• Sales Comparison report• Transactions by Sales Channels• Revenue report by Fund ID• Sales by Period report• Sales by Location report• Fees report• Annual Handling Fee Income report (1099)• Agent Account Adjustments report• Agent Sales Activity report• Federal Certification report• EFT account notice report• Agent EFT report• Agent EFT by Funds report• Agent EFT Failure report• Daily Prenote report• Daily Prenote Failure report• Daily Voided Transactions report• Daily Cancelled Transactions report• Daily Unusual Agent Activity report• Monies Owed to NGPC report• Financial Accounting report• Agent Aging report
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	<ul style="list-style-type: none"> • Agent Disputed Charges Aging report • Daily Sales Summary by Agent report • Daily Sales Summary by Item report • Weekly EDI Invoice report
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FIN #	Financial External Agent Invoice	Yes	Customization Required	No	Alternate
FIN-008	A. Describe how the system generates an invoice for External Agent monthly reporting.		✓		
Section VII.I.2	<p>Bidder Response:</p> <p><i>Brandt will work with NGPC to customize/configure the proposed Go Outdoors Nebraska solution to meet this requirement. The customization will be completed and ready for release before Go Live.</i></p> <p>Brandt's solution offers NGPC the ability to provide monthly billing statements and invoices for each Agent location and include the information requested by the Commission, including, but not limited to: itemizing permits sold and their, transaction amounts, the amount due for remittance to NGPC, and the Agent's issuance fees (Figure 207).</p> <p>Brandt will work with NGPC to understand any additional configuration needs for billing cycles, system wide, by chain or individual Agent that go above and beyond current system capabilities. All reports available through the system for Agents will be accessible via the POS Module. The system will generate real time data and be available for viewing on screen through the application. All reports can be exported to a variety of file format types, including Word, Excel, CSV, PDF, and JPG.</p>				



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FIN #	Financial External Agent Invoice	Yes	Customization Required	No	Alternate												
<p style="color: red; margin: 0;">ADDITIONAL AGENT ACCOUNT STATEMENT & SALES REPORTS</p> <p>Brandt's proposed Go Outdoors platform provides NGPC and its Agents with many standard reports that are critical to daily operations and business management. Below is an example of a few standard reports that will be available to both Internal and External Agents and NGPC. NGPC will have access to the same reports that Agents have access to, making customer service simpler and more effective. <i>(Figure 208)</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">My Daily Orders</td> <td>Report of orders / transaction details for the day for a selected system user. Agent clerks (entry level users) will have access to this report for their own sales.</td> </tr> <tr> <td>ACH to Item Detail</td> <td>ACH to Item detail report with drill down information using GAAP. This report will be available to Agents 2 days prior to an ACH sweep and will contain all sales details for the upcoming ACH.</td> </tr> <tr> <td>My Employee Orders</td> <td>Can be used by Agent managers or supervisors to run daily sales reports for all users at their Agent location. Agents can only run this report for their physical location, NGPC will have access to expanded report search options and can run this report for one or multiple Agent locations.</td> </tr> <tr> <td>Voided Orders</td> <td>Report of all voided transactions within the Agent location. This report will include transaction details such as products purchased, customer, date, time, and clerk who placed and voided the order.</td> </tr> <tr> <td>ACH Totals</td> <td>High level report providing the total ACH sweep amount for all sweeps over a specified date range.</td> </tr> <tr> <td>ACH Parent Accounting</td> <td>For use by corporate / parent Agent locations such as Wal-Mart. Contains ACH / transaction details for all child Agent locations associated with the parent Agent.</td> </tr> </table> <p style="text-align: center; color: blue; margin-top: 5px;"><i>Figure 208</i></p>						My Daily Orders	Report of orders / transaction details for the day for a selected system user. Agent clerks (entry level users) will have access to this report for their own sales.	ACH to Item Detail	ACH to Item detail report with drill down information using GAAP. This report will be available to Agents 2 days prior to an ACH sweep and will contain all sales details for the upcoming ACH.	My Employee Orders	Can be used by Agent managers or supervisors to run daily sales reports for all users at their Agent location. Agents can only run this report for their physical location, NGPC will have access to expanded report search options and can run this report for one or multiple Agent locations.	Voided Orders	Report of all voided transactions within the Agent location. This report will include transaction details such as products purchased, customer, date, time, and clerk who placed and voided the order.	ACH Totals	High level report providing the total ACH sweep amount for all sweeps over a specified date range.	ACH Parent Accounting	For use by corporate / parent Agent locations such as Wal-Mart. Contains ACH / transaction details for all child Agent locations associated with the parent Agent.
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My Employee Orders	Can be used by Agent managers or supervisors to run daily sales reports for all users at their Agent location. Agents can only run this report for their physical location, NGPC will have access to expanded report search options and can run this report for one or multiple Agent locations.																
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Requirements Traceability Matrix (RTM)
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FIN #	EFT Capabilities	Yes	Customization Required	No	Alternate
FIN-009	A. Describe how the system generates an EFT file of agent revenues due.	✓			
Section VII.I.5	<p>Bidder Response:</p> <p>The Go Outdoors platform will process transactions, collect revenue through the system, and transfer revenue electronically through EFT industry standards. Security controls will protect private or restricted information under both State and Federal law, using EFT industry standards and conventions in ensuring a sound and secure Go Outdoors system operating environment. Brandt's security testing will ensure confidentiality of customer information, adherence to statewide security policies, and secure transfer protocols for data exchange.</p> <p>Each Internal/External Agent will be swept on a schedule as determined by NGPC for the collection of all permit / product sales and transactions, conducted through the Go Outdoors solution, less any Agent fees kept by the Agent. Brandt will work with NGPC to determine ACH sweep frequency, however, the EFT frequency can be configured for each POS Agent ID/location. (Some higher grossing Agents may need to be swept more frequently than lower revenue generating Agents.) Brandt will serve as the internet sales channel Agent.</p> <p>The built in ACH system will collect permit funds from Agents on a specified time interval provided by NGPC. The ACH sweep frequency can be configured on the Agent level through the Agent setup page in the administrative interface. Common sweep frequencies include weekly and monthly, although other options such as daily and bi-weekly are available for individual permit/product situations. Additional ACH sweep timeframes can also be configured based on additional NGPC needs. Through the administrative interface, Commission approved users may also perform ACH resweeps, or second attempts at collecting funds where the sweep may have failed through the administrative interface and receive reattempt success or failure reports.</p> <p>The base Go Outdoors platform follows all National Automated Clearing House Association (NACHA) and federal and state bank standards. On a weekly basis Brandt will create a standard NACHA file and send to NGPC contracted financial institution. The ACH file will contain the agent's bank account data required to debit their account for the total sales amounts covering the accounting period less the Agent fees, when applicable. Any funds collected by Brandt for Internet and phone sales less the Vendor's Agent fees (including convenience fee) will also be included in the file. Brandt will use the State Bank format and will submit a test file to ensure compatibility prior to go live.</p>				

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FIN #	EFT Capabilities	Yes	Customization Required	No	Alternate																
	<p>Funds Transferred via EFT</p> <ul style="list-style-type: none"> All files will be scheduled on an automated job so that all files are transmitted at the same time each day. The ACH file effective date will always fall on a valid banking day. ACH file effective dates are automatically adjusted to exclude weekends and holidays without any development required. Each ACH file will be uniquely named for each revenue file transmitted. The file name will include the process date and other relevant details. Brandt agrees to comply with any state and ACH record retention requirements. Brandt will pre-note/pre-authorize all routing numbers when this information is entered or updated on Agent accounts. Additionally, all accounts will be pre-noted prior to the ACH file transmission. <p>EFT Collected Information</p> <p>The Go Outdoors solution includes the collection of all financial information required to execute EFTs. Following is a screenshot (<i>Figure 209</i>) of the currently collected information. Brandt will adjust this form and the collect data to include additional fields as required by the NGPC designated bank.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <div style="display: flex; justify-content: space-between; background-color: #333; color: white; padding: 2px;"> Business Information Financial Information </div> <div style="background-color: #eee; padding: 5px;"> <p>Financial Information Save Cancel</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Account Type <input type="text" value="Select One"/></td> <td style="width: 25%;">ACH Advance Days * <input type="text" value="Select One"/></td> <td style="width: 25%;">ACH Frequency * <input type="text" value="Select One"/></td> <td style="width: 25%;">ACH Account Number <input type="text"/></td> </tr> <tr> <td>ACH Transit Routing Number <input type="text"/></td> <td>ACH Validation Date <input type="text"/></td> <td>Bank Name <input type="text"/></td> <td>Phone #: <input type="text" value="XXX"/> - <input type="text" value="XXXXXXX"/></td> </tr> <tr> <td>Financial Contact First Name <input type="text"/></td> <td>Financial Contact Last Name <input type="text"/></td> <td>Financial Contact Phone Number <input type="text" value="XXXXXXXX"/></td> <td>Guarantee Company <input type="text"/></td> </tr> <tr> <td>Guarantee Number <input type="text"/></td> <td>Guarantee Expiration <input type="text"/></td> <td>Guarantee Amount <input type="text"/></td> <td>Guarantee Type <input type="text" value="Select One"/></td> </tr> </table> </div> </div>	Account Type <input type="text" value="Select One"/>	ACH Advance Days * <input type="text" value="Select One"/>	ACH Frequency * <input type="text" value="Select One"/>	ACH Account Number <input type="text"/>	ACH Transit Routing Number <input type="text"/>	ACH Validation Date <input type="text"/>	Bank Name <input type="text"/>	Phone #: <input type="text" value="XXX"/> - <input type="text" value="XXXXXXX"/>	Financial Contact First Name <input type="text"/>	Financial Contact Last Name <input type="text"/>	Financial Contact Phone Number <input type="text" value="XXXXXXXX"/>	Guarantee Company <input type="text"/>	Guarantee Number <input type="text"/>	Guarantee Expiration <input type="text"/>	Guarantee Amount <input type="text"/>	Guarantee Type <input type="text" value="Select One"/>				
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Figure 209

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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)	✓			
Bidder Response: Please refer to Appendix A of Brandt's RFP response for copies of the above mentioned sample reports.					

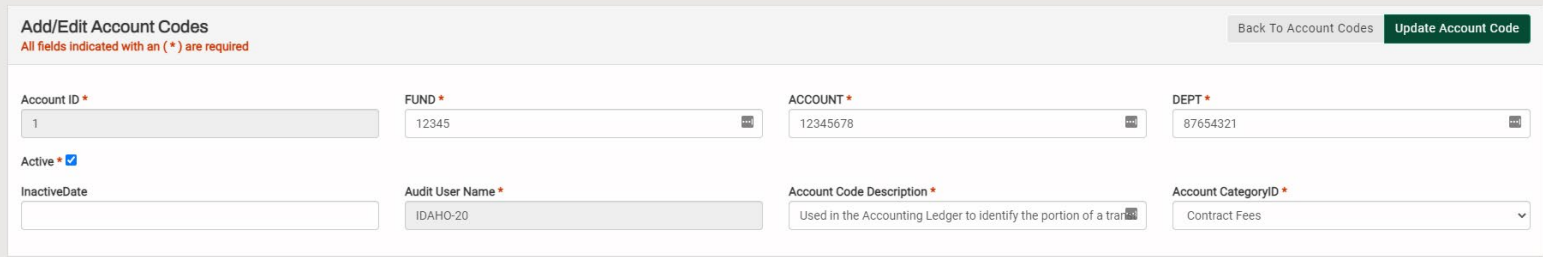
FIN #	Financial (GAAP)	Yes	Customization Required	No	Alternate
FIN-011	A. Describe how the system complies with Generally Accepted Accounting Principles (GAAP)	✓			
Section VIII.O	Bidder Response: Brandt's revenue management practices follow Generally Accepted Accounting Principles (GAAP). Our credit card processing and ACH solutions manage millions of transactions annually, backed by a team of qualified Certified Public Accountants (CPA's), auditors, and support staff. Standard financial management reports available through the Go Outdoors solution in accordance to GAAP include but are not limited to:				

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FIN #	Financial (GAAP)	Yes	Customization Required	No	Alternate
	<ul style="list-style-type: none"> • Accounting Detail & ACH Compare • Accounting & Reconciliation • ACH & Prenote Failures 	<ul style="list-style-type: none"> • ACH Retries • Accounting Detail • Daily Sales by Fund Code 	<ul style="list-style-type: none"> • ACH Totals • Online Credit Card Sales • Sales by Payment Type 		

FIN #	Chart of Accounts	Yes	Customization Required	No	Alternate
FIN-012	A. Indicate how the system accommodates the current NGPC chart of account layout: (i.e. fund (5 digits), business units (8 digits), object account (6 digits), Subsidiary (8 digits), Sub-ledger type (1 digit) and Sub-ledger (8 digits))	✓			
Section VIII.O	<p>Bidder Response:</p> <p>Once the current NGPC chart of account layout is customized, The Go Outdoors Catalog Manager module provides administrators with a powerful and flexible web-based platform to configure system business rules in real time including the ability to configure account / revenue distribution codes in real time <i>(Figure 210)</i>.</p> <p>Without any vendor support or development, NGPC can create new fund / accounting codes and account code categories in real time. These account codes can be managed and assigned to various products in real time.</p>				

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FIN #	Chart of Accounts	Yes	Customization Required	No	Alternate
	 <p style="text-align: center; color: blue;">Figure 210</p>				

FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate
FIN-013	A. Describe, including examples, the system's ability to provide: <ol style="list-style-type: none"> 1. audit trails, 2. reconciliation reporting, 3. traceability of a payment, including tender type, to original transaction, and 4. specific details of the transaction. 	✓			
Section VIII.O	<p>Bidder Response:</p> <p>1. Financial Audit Trails</p> <p>Brandt's Go Outdoors platform tracks all transactions using an accounting ledger framework designed to report all transaction details on a line by line basis to support GAAP standards. The system will accurately record, manage, and report its revenue and quantities across all product and service categories, sales channels, revenue types, fiscal periods, etc. The platform and Brandt protocol complies with all applicable state and Federal finance and accounting</p>				

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FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate
	<p>regulations and practices.</p> <p>The Go Outdoors platform is designed to be fully auditable and includes an audit table that logs each table in the database. The table also documents all changes made as well as change details including the user that made the change, audit log date and time stamp, and a description of all changes made to each value. All changes made to customer records will be fully logged and the change log will be available to NGPC administrators through a real time report.</p> <p>Brandt understands the importance of audit and maintenance logs to track changes and updates to transaction records. Audit tracking and maintenance log reports will include real time records of all changes and be available through the administrative Service Desk module for NGPC staff to query through the replicated database. Reports will be available in Word, CSV, Excel, and PDF formats.</p> <p>The maintenance log will include the following audit / change details:</p> <ul style="list-style-type: none"> • Change Made • Previous Value and Current Value • Date and Time of Change • Audit User <p>2. Reconciliation Reporting</p> <p>The Go Outdoors Nebraska solution provides several deposit reconciliation reports to report on ACH activity by ACH period and Agent ID (<i>Figure 211</i>). Brandt will work with NGPC to customize these reports as needed and develop any custom reports required.</p> <p>Accounting reconciliation reports will offer NGPC real time sales and financial information by sales channel, transaction code, payment type, date range, and other</p>				

All Report Catego	
Report Name	Description
Accounting Reconciliation	Revenue by license type and account codes to assist with reconciliation (GOV:2271)
Sales Reconciliation Report	Daily sales report for 10 pm to 9:59:59 pm the next day
Invoice Reconciliation	This report displays all money collected over a given date range, grouped by account codes. It can also be used to reconcile the Invoice report

Figure 211

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FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate
	<p>reconciliation criteria. These reports will be optimized to be exported to the most common file types for reconciliation reports, like .CSV and Excel.</p> <ul style="list-style-type: none"> • NGPC will have access to a suite of reports that can be generated for a single agent location or multiple agent locations, including corporate agents such as Wal-Mart. • NGPC will have access to the same reports that agents have access to, making customer service simpler and more effective. <p>Brandt provides several features and reports that allow authorized users to access and review transaction details between receipt and deposit, including reconciliation reports designed with these needs in mind. NGPC will have access to real time data to view financial receipts and compare these to deposit amounts. These reports will provide drill-down details to support a simple reconciliation process.</p> <p>Go Outdoors Nebraska will provide several weekly deposit reconciliation reports. Brandt will work with NGPC to customize these reports as needed and develop any custom reports required.</p> <p>Accounting reconciliation reports will offer NGPC real time sales and financial information by sales channel, transaction code, payment type, date range, and other reconciliation criteria. These reports will be optimized to be exported to the most common file types for reconciliation reports, like .CSV and Excel.</p> <p>3. Payment Traceability</p> <p>All transactions processed through the field module will track the corresponding payment type. Field users will have the ability to process multiple payment types for a single transaction, and the amount paid for each payment type will be tracked accordingly.</p> <p>Accounting reports will be available to view transactions and sales by payment type.</p> <p>4. Transaction Details</p> <p>All transactions will include:</p> <ul style="list-style-type: none"> • Customer ID 				

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FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate
	<ul style="list-style-type: none"> • Transaction ID • Product ID(s) • Timestamp • Browser / Device (if applicable) • System user (if applicable) • Agent Location ID • Agent User ID (if applicable) • Generated Document ID (if applicable) <p>Each Product ID has configurable pricing tables to assign the correct accounting code for reconciliation purposes.</p> <p>Brandt's solution includes several reports that will organize sale information by unique fund, fund type, and fund group based on Object Codes for a specified date range.</p> <p>For example, the system's standard 'Sales by Fund Code' report will allow NGPC to query sale data by date range, fund, and Agent ID to access real time sale data for the parameters selected.</p> <p>NGPC will have access to the variety of standard reports available for Cash Balance reporting, and Brandt will also work with NGPC to develop any custom reports to support this requirement.</p>				

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FIN #	Tender	Yes	Customization Required	No	Alternate
FIN-014 Section VIII.O	<p>A. Does the system differentiate between the following tender types:</p> <ol style="list-style-type: none"> 1. Cash, 2. Check, 3. Money Order, 4. Credit Card, 5. Park Bucks (gift card/gift voucher), 6. Interagency Billing Transaction (IBT) <p>Bidder Response:</p> <p><i>Brandt will work with NGPC to customize/configure the proposed Go Outdoors Nebraska solution to meet this requirement. The customization will be completed and ready for release before Go Live.</i></p> <p>Based on NGPC's business rules, the Go Outdoors solution will accept various payment types including cash, checks, money orders, credit cards, Parks Bucks (gift card/voucher) and Interagency Billing Transactions (IBT).</p> <p>The Go Outdoors solution includes the identification of tender types for each transaction. Included in standard financial management reports available through the Go Outdoors solution are Sales and Account Reports, which include Sales by Payment (Tender) Type. Sales may be sorted and filtered based on NGPC's preferences for each tender type.</p>		✓		

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FIN #	Park Bucks	Yes	Customization Required	No	Alternate
FIN-015	A. Describe the system's accounting for Park Bucks reconciliation.		✓		
Section VIII.O	<p>Bidder Response: <i>Brandt will work with NGPC to customize/configure the proposed Go Outdoors Nebraska solution to meet this requirement. The customization will be completed and ready for release before Go Live.</i></p> <p>Accounting for all tender types will be subject to the same accounting and financial auditing standards. Park Bucks will be tracked as a Payment (Tender) Type at the time of the transaction and will be reconciled and reported upon in the same manner as all other tender types. The project team will coordinate with NGPC to schedule test processes and file transmissions with accounting and treasury divisions to validate the process before go live and compare the test results to reconciliation reports to validate report data.</p>				

FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
FIN-016	A. Describe the system's process to accept credit cards.	✓			
Section VIII.P	<p>Bidder Response: Brandt's proposed solution will securely accept Visa, MasterCard, and Discover debit and credit card payments. Brandt provides NGPC customers with credit card processing services using the State's preferred processor to process transactions using Visa, MasterCard, and Discover debit or credit cards in real time. Credit card processing functionality is integrated into the online sales site and telephone sales site to offer users the ability to process sales directly through the Go Outdoors Nebraska solution. Internal Agents will utilize the POS site, but will process credit card transactions by accepting payment directly from the</p>				

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FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
	<p>customer using their own processing or cashiering system.</p> <p>Brandt’s proposed credit card processing solution utilizes tokenization, which replaces sensitive cardholder data, like a customer’s primary account number (PAN) - with a token that retains the required original data and removes any data elements that are higher risk. The use of a token in place of real cardholder data minimizes security and PCI risks by allowing safer long-term storage of transaction data without risking the storage of sensitive cardholder data and meeting PCI compliance. The use of tokenization in credit card processing reduces risk and ensure PCI compliance obligations because no account information is stored or used – meaning data cannot be monetized if stolen because the data are simply “tokens” and not actual account or cardholder data.</p> <p>PCI Level 1 Compliance</p> <p>Brandt is certified as PCI Level 1 Compliant by an independent qualified security assessor on an annual basis.</p> <p>Brandt’s Go Outdoors solution’s credit card processing is executed in a secure and legal manner in compliance with PCI Level 1 security standards, including the tokenization of credit card information for auto renewal purposes.</p> <p>Maintaining PCI compliance is a critical security function to protect NGPC data, personal customer information, and credit card data. Brandt takes the utmost responsibility in ensuring data security, and follows all PCI standards and requirements. Brandt also completes assessments and audits to maintain and certify compliance.</p> <p>Brandt uses physical, logical, and technological security measures to protect data and system integrity. Our dedicated network administrators and third-party audit teams work to maintain compliance, stay up to date with changes, and implement new protection resources and tools, as they become available.</p> <p>All applications and systems are maintained in PCI Level 1 compliance at all times. To ensure this, Brandt has implemented several tools to monitor compliance and secure data, including:</p> <ol style="list-style-type: none"> 1. Properly Storing Data: Brandt follows PCI standards in collecting and storing cardholder data by only storing cardholder information and not sensitive authentication data: 2. Network Segmentation: Brandt isolates environments where cardholder data is collected from any other network or data environments, reducing the scope of PCI and adding another layer of data protection. 				

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FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
	<p>3. Maintaining Information Security Policies & Procedures: All Brandt personnel go through rigorous training to learn how to work with, protect, and manage secure data. The policies are reviewed and implemented at the start of each project and reviewed with all new company personnel and with existing project staff at the start of each new project. The policy and information resources are also available to staff at all times through the company intranet site.</p> <p>4. Regularly Monitor & Test Networks: Brandt maintains several monitoring tools and testing procedures to monitor access to networks, servers, and applications through audit controls and logs, and tests implemented security measures to verify effectiveness and identify risks.</p> <p>5. Enforce Strong Access Controls: Physical and logical access control of data, applications, and information are critical. System users access information based on roles and permissions to restrict cardholder data by need to know, and employ strong physical and logical security measures at Brandt's offices to restrict access to appropriate personnel only.</p> <p>6. Maintain Strong & Secure Networks and Systems: Security is integrated across the core framework of Brandt's systems. Security measures, controls, and proactive tools are used to protect data, prevent unauthorized intrusions, and proactively respond to potential threats or attacks.</p> <p>7. Protect Cardholder Data: Cardholder data is protected through several methods, including:</p> <ul style="list-style-type: none"> • Muting credit card data on telephone sales transactions so that cardholder data is not stored on call recordings; • Encrypting the transmission of cardholder data; and • Only storing cardholder information, not sensitive authentication data. <p>Maintaining PCI compliance is a critical security function to protect Commission data, personal customer information, and credit card data. Brandt takes the utmost responsibility in ensuring data security, and follows all PCI standards and requirements, and completes assessments and audits to maintain and certify compliance.</p> <p>Brandt uses physical, logical, and technological security measures to protect data and system integrity. Our dedicated Network Administrators and third-party audit teams work to maintain compliance, stay up to date with changes, and</p>				

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FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
	implement new protection resources and tools as they become available.				
	PCI Data Security Standard - High Level Overview <i>(Figure 212)</i>				
	Requirement	Recommendation	Brandt's Solution		
	Build and Maintain a Secure Network	<ul style="list-style-type: none"> Install and maintain a firewall configuration to protect cardholder data. Do not use vendor-supplied defaults for system passwords and other security perimeters. 	<ul style="list-style-type: none"> Initial log in passwords for new system users are randomly generated and unique for each user so that passwords are not shared across user accounts. Brandt's POS applications also require users to change their password upon initial login. System passwords require strong protection and requirements, Users are required to change their password every 90 days. 		
	Protect Cardholder Data	<ul style="list-style-type: none"> Protect stored cardholder data. Encrypt transmission of cardholder data across open, public networks. 	<ul style="list-style-type: none"> Credit card data is not stored on any applications, database or systems. Contact Center call recordings mask PCI data during telephone transactions. 		
	Maintain a Vulnerability Management	<ul style="list-style-type: none"> Use and regularly update anti-virus software or programs. 	<ul style="list-style-type: none"> Several security, anti-virus, and fraud detection tools are used to monitor system security, detect potential 		

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FIN #	PCI Compliance		Yes	Customization Required	No	Alternate
	Program	<ul style="list-style-type: none"> • Develop and maintain secure systems and applications. 	threats and mitigate risks proactively.			
	Implement Strong Access Control Measures	<ul style="list-style-type: none"> • Resist access to cardholder data by business need to know. • Assign a unique ID to each person with computer access. • Restrict physical access to cardholder data. 	<ul style="list-style-type: none"> • The Go Outdoors Nebraska Role Based Access Controls (RBAC) allows the Commission to restrict and allow data as needed. However, cardholder data is never stored or accessible by any system users. • All system users are assigned a unique username associated with an Agent ID number to identify the physical location/individual business. • Cardholder data is not physically accessible on any servers, databases, or in any system applications. • For repeat / saved card purchases, Brandt uses tokenization technologies to store only the last 4 digits of a credit card number. These last 4 serve as a valid token of payment if it sent across our ISP and through our credit card processor. This protects cardholder data by eliminating the need to store the entire credit card number. • Cardholder data collected via telephone is never recorded or stores. Masking technology allows our 			

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FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
					Contact Center agents to mute/pause recordings at the time of payment collection to prevent card numbers from being stored in call recordings.
	Regularly Monitor and Test Networks	<ul style="list-style-type: none"> • Track and Monitor all aspects to network resources and cardholder data. • Regularly test security systems and processes. 			<ul style="list-style-type: none"> • Brandt's security and system administration team use several monitor tools to track site performance and receive alerts when a potential threat may exist.
	Maintain an Information Security Policy	<ul style="list-style-type: none"> • Maintain a policy that addresses information security for all personnel 			<ul style="list-style-type: none"> • Brandt maintains strict physical and logical security measures to protect data and ensure system access is granted only to authorized, Commission-approved users for purposes related to the Go Outdoors Nebraska.

Figure 212

Security Controls and Processes for PCI DSS Requirements

The goal of the PCI Data Security Standard (PCI DSS) is to protect cardholder data and sensitive authentication data wherever it is processed, stored or transmitted. The security controls and processes required by PCI DSS are vital for protecting all payment card account data, including the PAN - the primary account number printed on the front of a payment card. Merchants, service providers, and other entities involved with payment card processing must never store sensitive authentication data after authorization. This includes the 3- or 4- digit security code printed on the front or back of a card, the data stored on a card's magnetic stripe or chip (also called "Full Track Data") - and personal identification

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FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
	<p>numbers (PIN) entered by the cardholder.</p> <p>SOC Audits</p> <p>Brandt completes regular audits from a certified independent auditor SOC 2 Type I review. Brandt will provide the report to the Commission to address any compliance findings annually.</p>				

FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
FIN-017	<p>A. Provide a copy of the following documentation reports:</p> <ol style="list-style-type: none"> 1. Attestation of Compliance (AOC); 2. PCI-DSS Data Flow Diagram; 3. Incident Response Plan; 4. Vulnerability Scans; and 5. Security Policy. 	✓			
Section VIII.P	<p>Bidder Response:</p> <p>Please refer to Appendix A of Brandt's RFP response for copies of the above-mentioned PCI Compliance documentation reports.</p>				

Attachment C
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

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?	✓			
	Bidder Response: Brandt has confirmed that our system can integrate with the current Merchant Credit Card Processing Service – Elavon.				

3. Cost Proposal - Attachment D

Please find this document in the separately uploaded file named:

RFP 6506 Z1 Brandt Permit System - Cost Proposal



Appendix A – Project Schedule, Report Examples & PCI Documentation

Statewide Web-Based Permit/Licensing System

RFP 6506 Z1

July 1, 2021

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** This document is considered Proprietary and Confidential and can be found in the separately provided file titled “RFP 6506 Z1 Brandt Permit System – Proprietary Information”*

Go Outdoors Nebraska Project Schedule

ID	WBS	Task Name	Duration	Start	Finish	Resource Names	Predecessors
1		1 Project Initiation	20 days	Wed 12/1/21	Wed 12/29/21		
2	1.1	Contract Signing	1 day	Wed 12/1/21	Wed 12/1/21	Brandt PM,NGPC	
3	1.2	Finalize Project Plan	5 days	Thu 12/2/21	Wed 12/8/21	Brandt PM,NGPC	2
4	1.3	Develop Project Communication Templates	5 days	Thu 12/9/21	Wed 12/15/21	Brandt PM,NGPC	3
5	1.4	Review Gap Analysis - First Iteration	14 days	Thu 12/9/21	Wed 12/29/21	Brandt PM,NGPC	3
6	1.5	Project Kick Off Meeting	2 days	Thu 12/16/21	Fri 12/17/21	Brandt PM,NGPC	4
7		2 Data Conversion from Prior Systems	238 days	Mon 12/20/21	Wed 11/30/22		
8	2.1	Review Legacy Data Files	21 days	Mon 12/20/21	Thu 1/20/22		
9	2.1.1	Data Schema Analysis & Schema Modifications	21 days	Mon 12/20/21	Thu 1/20/22	Brandt PM,Data Team	6
10	2.2	Scrub & Import Data	168 days	Wed 12/22/21	Tue 8/23/22		
11	2.2.1	Scrub & Load Current / Active Product Catalog and Account Codes	21 days	Wed 12/22/21	Mon 1/24/22	Brandt Data Team	9SS+2 days
12	2.2.2	Scrub & Load Customer Records	21 days	Tue 1/25/22	Tue 2/22/22	Brandt Data Team	11
13	2.2.3	Scrub & Load External Agent Account Information	21 days	Wed 2/23/22	Wed 3/23/22	Brandt Data Team	12
14	2.2.4	Scrub & Load Orders / Transaction Data	28 days	Thu 3/24/22	Mon 5/2/22	Brandt Data Team	13
15	2.2.5	Scrub & Load Draw and Lottery Drawing Data	28 days	Tue 5/3/22	Fri 6/10/22	Brandt Data Team	14
16	2.2.6	Scrub & Load Game Check / Harvest Data	21 days	Mon 6/13/22	Thu 7/14/22	Brandt Data Team	15
17	2.2.7	Scrub & Load Event Registration Data	28 days	Fri 7/15/22	Tue 8/23/22	Brandt Data Team	16
18	2.3	NGPC Validation and Acceptance (UAT)	45 days	Wed 8/24/22	Thu 10/27/22	NGPC	10
19	2.4	Establish Go-Live Final Data Extract Schedule	7 days	Wed 8/24/22	Thu 9/1/22	Brandt PM,Data Team	10
20	2.5	Finalize Database Dictionary Documentation	60 days	Wed 8/24/22	Fri 11/18/22	Brandt BA	10FF+60 days
21	2.6	Ongoing Data Migration (Monthly Schedule)	60 days	Tue 9/6/22	Wed 11/30/22	Brandt Data Team	20FF+8 days
22		3 Core Solution Architecture	47 days	Thu 12/2/21	Wed 2/9/22		
23	3.1	Secure GoOutdoorsNebraska.com Site Certificate	5 days	Thu 12/2/21	Wed 12/8/21	Brandt Security	2
24	3.2	Provision Go Outdoors Nebraska Environments (DEV, TEST, UAT, PROD)	25 days	Mon 12/20/21	Wed 1/26/22		
25	3.2.1	Provision Baseline (BASE) Environment	5 days	Mon 12/20/21	Mon 12/27/21	Brandt Development	6
26	3.2.2	Provision Development (DEV) Environment	5 days	Tue 12/28/21	Tue 1/4/22	Brandt Development	25
27	3.2.3	Provision Test (TEST) Environment	5 days	Wed 1/5/22	Tue 1/11/22	Brandt Development	26

Go Outdoors Nebraska Project Schedule

ID	WBS	Task Name	Duration	Start	Finish	Resource Names	Predecessors
28	3.2.4	Provision User Acceptance Testing (UAT) Environment	5 days	Wed 1/12/22	Wed 1/19/22	Brandt Development	27
29	3.2.5	Provision Production (PROD) Environment	5 days	Thu 1/20/22	Wed 1/26/22	Brandt Development	28
30	3.3	Establish Database Replication / Replicated Environment	5 days	Thu 1/27/22	Wed 2/2/22	Brandt Development	24
31	3.4	Establish Warm Failover / Redundent Environment	5 days	Thu 2/3/22	Wed 2/9/22		
32	3.4.1	Disaster Recovery Simulation & Testing	5 days	Thu 2/3/22	Wed 2/9/22	Brandt Security Team	30
33		4 Brand Management	23 days	Wed 1/12/22	Mon 2/14/22		
34	4.1	Review NGPC Agency Brand Identity Standards	3 days	Wed 1/12/22	Fri 1/14/22	Brandt / NGPC	27
35	4.2	Configure System Themes and Images	5 days	Tue 1/18/22	Mon 1/24/22	Brandt BA	34
36	4.3	Configure System Settings and Modules	5 days	Tue 1/25/22	Mon 1/31/22	Brandt BA	35
37	4.4	Configure System Web Messages	5 days	Tue 2/1/22	Mon 2/7/22	Brandt BA	36
38	4.5	NGPC Validation and Acceptance (UAT)	5 days	Tue 2/8/22	Mon 2/14/22	NGPC	37
39		5 Requirements & Design Collaboration (Core System Features)	109 days	Tue 12/28/21	Wed 6/1/22		
40	5.1	Customer Management - Business Rules and Requirements:	14 days	Tue 12/28/21	Tue 1/18/22		
41	5.1.1	Customer Profile Requirements	7 days	Tue 12/28/21	Thu 1/6/22	Brandt BA/PM,NGPC S	6FS+5 days
42	5.1.2	Residency Verification	7 days	Fri 1/7/22	Tue 1/18/22	Brandt BA/PM,NGPC S	41
43	5.2	Permits, Stamps, and Certificate Issuance - Business Rules and Requirements:	19 days	Wed 1/19/22	Mon 2/14/22		
44	5.2.1	Permits, Stamps, and Certificate Business Rules	7 days	Wed 1/19/22	Thu 1/27/22	Brandt BA/PM,NGPC S	40
45	5.2.2	Harvest Reporting Business Rules (Deer, Elk and Pronghorn)	5 days	Fri 1/28/22	Thu 2/3/22	Brandt BA/PM,NGPC SME	44
46	5.2.3	Specialty Items (Disability, Magazine, Donations etc.)	7 days	Fri 2/4/22	Mon 2/14/22	Brandt BA/PM,NGPC SME	45
47	5.3	Captive Wildlife - Business Rules and Requirements:	14 days	Tue 2/15/22	Fri 3/4/22		
48	5.3.1	Permits, Applications, Approvals and Renewals Business Rules	7 days	Tue 2/15/22	Wed 2/23/22	Brandt BA/PM,NGPC SME	43

Go Outdoors Nebraska Project Schedule

ID	WBS	Task Name	Duration	Start	Finish	Resource Names	Predecessors
49	5.3.2	Inspections, Inventory, Customer Communications Business Rules	7 days	Thu 2/24/22	Fri 3/4/22	Brandt BA/PM,NGPC SME	48
50	5.4	System Interfaces (Integrations) - Business Rules and Requirements:	21 days	Mon 3/7/22	Mon 4/4/22		
51	5.4.1	Third Party Integrations	7 days	Mon 3/7/22	Tue 3/15/22	Brandt BA/PM,GFP SM	47
52	5.4.2	Single Sign On	7 days	Wed 3/16/22	Thu 3/24/22	Brandt BA/PM,GFP SM	51
53	5.4.3	Event Management	7 days	Fri 3/25/22	Mon 4/4/22	Brandt BA/PM,GFP SM	52
54	5.5	External Agent Management - Business Rules and Requirements:	6 days	Tue 4/5/22	Tue 4/12/22		
55	5.5.1	Agent Profile Requirements	3 days	Tue 4/5/22	Thu 4/7/22	Brandt BA/PM,NGPC S	50
56	5.5.2	Agent Cash Register / Hardware Requirements	3 days	Fri 4/8/22	Tue 4/12/22	Brandt BA/PM,NGPC S	55
57	5.6	Administrative Features - Business Rules and Requirements:	5 days	Wed 4/13/22	Tue 4/19/22		
58	5.6.1	User Roles & Permissions	3 days	Wed 4/13/22	Fri 4/15/22	Brandt BA/PM,NGPC S	54
59	5.6.2	Communication / Notification Tools	2 days	Mon 4/18/22	Tue 4/19/22	Brandt BA/PM,NGPC S	58
60	5.7	Draw and Lottery - Business Rules and Requirements:	18 days	Wed 4/20/22	Fri 5/13/22		
61	5.7.1	Categories, Phases, Units	7 days	Wed 4/20/22	Thu 4/28/22	Brandt BA/PM,NGPC S	57
62	5.7.2	Applications, Preference Points, and Draw Processes	7 days	Fri 4/29/22	Mon 5/9/22	Brandt BA/PM,NGPC S	61
63	5.7.3	Over the Counter / Leftovers	4 days	Tue 5/10/22	Fri 5/13/22	Brandt BA/PM,NGPC S	62
64	5.8	Accounting / Revenue Management - Business Rules and Requirements:	4 days	Mon 5/16/22	Thu 5/19/22		
65	5.8.1	ACH / EFT Process and Schedule	4 days	Mon 5/16/22	Thu 5/19/22	Brandt BA/PM,NGPC S	60
66	5.9	Mobile Applications - Business Rules and Requirements:	8 days	Fri 5/20/22	Wed 6/1/22		
67	5.9.1	Customer Mobile App	4 days	Fri 5/20/22	Wed 5/25/22	Brandt BA/PM,NGPC S	64
68	5.9.2	Law Enforcement Mobile App	4 days	Thu 5/26/22	Wed 6/1/22	Brandt BA/PM,NGPC S	67
69	6	Design / Development of Email Templates, Reports, and Fulfillment Processes	177 days	Tue 2/15/22	Thu 10/27/22		
70	6.1	Email Template Design & Configuration	29 days	Wed 4/20/22	Tue 5/31/22		

Go Outdoors Nebraska Project Schedule

ID	WBS	Task Name	Duration	Start	Finish	Resource Names	Predecessors
71	6.1.1	New User Account (Agent POS, Administrative) Email Template	3 days	Wed 4/20/22	Fri 4/22/22	Brandt Dev,Brandt BA/PM	57
72	6.1.2	New Customer Account Email Template	3 days	Mon 4/25/22	Wed 4/27/22	Brandt Dev,Brandt BA/	71
73	6.1.3	License Purchase Confirmation Email Template	3 days	Thu 4/28/22	Mon 5/2/22	Brandt Dev,Brandt BA/	72
74	6.1.4	Expiring / Expired License Renewal Reminder Email Template	3 days	Tue 5/3/22	Thu 5/5/22	Brandt Dev,Brandt BA/PM	73
75	6.1.5	Customer Return Letter Email Template	3 days	Fri 5/6/22	Tue 5/10/22	Brandt Dev,Brandt BA/	74
76	6.1.6	Auto Renew Enrollment Email Template	3 days	Wed 5/11/22	Fri 5/13/22	Brandt Dev,Brandt BA/	75
77	6.1.7	Auto Renew Success / Failure Email Templates	3 days	Mon 5/16/22	Wed 5/18/22	Brandt Dev,Brandt BA/	76
78	6.1.8	NGPC Testing, Feedback, & Acceptance (UAT)	5 days	Thu 5/19/22	Wed 5/25/22	NGPC	77
79	6.1.9	Revisions Based on NGPC Feedback	3 days	Thu 5/26/22	Tue 5/31/22	Brandt Dev	78
80	6.2	Development of Reports	177 days	Tue 2/15/22	Thu 10/27/22		
81	6.2.1	Customer Reports (License Document / Durable Stock)	109 days	Tue 2/15/22	Thu 7/21/22		
82	6.2.1.1	Customer Reports (License Document / Durable Stock) - Business Rules	7 days	Tue 2/15/22	Wed 2/23/22	Brandt BA/PM,NGPC SME	43
83	6.2.1.2	Development of Customer Reports	60 days	Thu 2/24/22	Wed 5/18/22	Brandt Dev	82
84	6.2.1.3	Brandt Quality Assurance Team Testing	14 days	Thu 5/19/22	Wed 6/8/22	Brandt QA	83
85	6.2.1.4	NGPC Testing, Feedback, & Acceptance (UAT)	14 days	Thu 6/9/22	Wed 6/29/22	Brandt Dev	84
86	6.2.1.5	Revisions Based on NGPC Feedback	14 days	Thu 6/30/22	Thu 7/21/22	NGPC	85
87	6.2.2	NGPC / Agency Specific Reports (Administrative, Customer, LEQ, etc.)	109 days	Wed 4/20/22	Mon 9/26/22		
88	6.2.2.1	NGPC / Agency Specific Reports (Administrative) - Business Rules	7 days	Wed 4/20/22	Thu 4/28/22	Brandt BA/PM,NGPC SME	57
89	6.2.2.2	Development of NGPC / Agency Specific Reports	60 days	Fri 4/29/22	Wed 7/27/22	Brandt Dev	88
90	6.2.2.3	Brandt Quality Assurance Team Testing	14 days	Thu 7/28/22	Tue 8/16/22	Brandt QA	89
91	6.2.2.4	NGPC Testing, Feedback, & Acceptance (UAT)	14 days	Wed 8/17/22	Tue 9/6/22	Brandt Dev	90
92	6.2.2.5	Revisions Based on NGPC Feedback	14 days	Wed 9/7/22	Mon 9/26/22	NGPC	91
93	6.2.3	Brandt and NGPC Accounting Reports	109 days	Fri 5/20/22	Thu 10/27/22		
94	6.2.3.1	NGPC Accounting Reports - Business Rules	7 days	Fri 5/20/22	Tue 5/31/22	Brandt BA/PM,NGPC S	64

Go Outdoors Nebraska Project Schedule

ID	WBS	Task Name	Duration	Start	Finish	Resource Names	Predecessors
95	6.2.3.2	Development of Brandt and NGPC Accounting Reports	60 days	Wed 6/1/22	Fri 8/26/22	Brandt Dev	94
96	6.2.3.3	Brandt Quality Assurance Team Testing	14 days	Mon 8/29/22	Fri 9/16/22	Brandt QA	95
97	6.2.3.4	NGPC Testing, Feedback, & Acceptance (UAT)	14 days	Mon 9/19/22	Thu 10/6/22	Brandt Dev	96
98	6.2.3.5	Revisions Based on NGPC Feedback	14 days	Fri 10/7/22	Thu 10/27/22	NGPC	97
99	6.2.4	External Agent Sales Reports	109 days	Fri 5/20/22	Thu 10/27/22		
100	6.2.4.1	External Agent Sales Reports - Business Rules	7 days	Fri 5/20/22	Tue 5/31/22	Brandt BA/PM,NGPC S	64
101	6.2.4.2	Development of External Agent Sales Reports	60 days	Wed 6/1/22	Fri 8/26/22	Brandt Dev	100
102	6.2.4.3	Brandt Quality Assurance Team Testing	14 days	Mon 8/29/22	Fri 9/16/22	Brandt QA	101
103	6.2.4.4	NGPC Testing, Feedback, & Acceptance (UAT)	14 days	Mon 9/19/22	Thu 10/6/22	Brandt Dev	102
104	6.2.4.5	Revisions Based on NGPC Feedback	14 days	Fri 10/7/22	Thu 10/27/22	NGPC	103
105	7	Solution Development	183 days	Wed 1/19/22	Fri 10/7/22		
106	7.1	Sprint 1: Customer Management Development	108 days	Wed 1/19/22	Tue 6/21/22		
107	7.1.1	Custom Development for Customer Management Business Rules	45 days	Wed 1/19/22	Tue 3/22/22	Brandt Dev	40
108	7.1.2	Brandt Quality Assurance Team Testing	14 days	Wed 3/23/22	Mon 4/11/22	Brandt QA	107
109	7.1.3	Defect Correction	14 days	Tue 4/12/22	Fri 4/29/22	Brandt Dev	108
110	7.1.4	NGPC Testing, Feedback, & Acceptance (UAT)	21 days	Mon 5/2/22	Tue 5/31/22	NGPC	109
111	7.1.5	Sprint Revisions	14 days	Wed 6/1/22	Tue 6/21/22	Brandt Dev	110
112	7.2	Sprint 2: Permits, Stamps, and Certificate Issuance Development	108 days	Tue 2/15/22	Wed 7/20/22		
113	7.2.1	Custom Development for Fishing / Hunting Issuance Business Rules	45 days	Tue 2/15/22	Mon 4/18/22	Brandt Dev	43
114	7.2.2	Brandt Quality Assurance Team Testing	14 days	Tue 4/19/22	Fri 5/6/22	Brandt QA	113
115	7.2.3	Defect Correction	14 days	Mon 5/9/22	Thu 5/26/22	Brandt Dev	114
116	7.2.4	NGPC Testing, Feedback, & Acceptance (UAT)	21 days	Fri 5/27/22	Tue 6/28/22	NGPC	115
117	7.2.5	Sprint Revisions	14 days	Wed 6/29/22	Wed 7/20/22	Brandt Dev	116
118	7.3	Sprint 3: Captive Wildlife Development	108 days	Mon 3/7/22	Tue 8/9/22		
119	7.3.1	Custom Development for Captive Wildlife Business Rules	45 days	Mon 3/7/22	Fri 5/6/22	Brandt Dev	47

Go Outdoors Nebraska Project Schedule

ID	WBS	Task Name	Duration	Start	Finish	Resource Names	Predecessors
120	7.3.2	Brandt Quality Assurance Team Testing	14 days	Mon 5/9/22	Thu 5/26/22	Brandt QA	119
121	7.3.3	Defect Correction	14 days	Fri 5/27/22	Thu 6/16/22	Brandt Dev	120
122	7.3.4	NGPC Testing, Feedback, & Acceptance (UAT)	21 days	Fri 6/17/22	Wed 7/20/22	NGPC	121
123	7.3.5	Sprint Revisions	14 days	Thu 7/21/22	Tue 8/9/22	Brandt Dev	122
124	7.4	Sprint 4: System Interfaces (Integrations) Development	108 days	Tue 4/5/22	Thu 9/8/22		
125	7.4.1	Custom Development for System Interfaces (Integrations) Business Rules	45 days	Tue 4/5/22	Tue 6/7/22	Brandt Dev	50
126	7.4.2	Brandt Quality Assurance Team Testing	14 days	Wed 6/8/22	Tue 6/28/22	Brandt QA	125
127	7.4.3	Defect Correction	14 days	Wed 6/29/22	Wed 7/20/22	Brandt Dev	126
128	7.4.4	NGPC Testing, Feedback, & Acceptance (UAT)	21 days	Thu 7/21/22	Thu 8/18/22	NGPC	127
129	7.4.5	Sprint Revisions	14 days	Fri 8/19/22	Thu 9/8/22	Brandt Dev	128
130	7.5	Sprint 5: External Agent Management Development	108 days	Wed 4/13/22	Fri 9/16/22		
131	7.5.1	Custom Development for External Agent Management Business Rules	45 days	Wed 4/13/22	Wed 6/15/22	Brandt Dev	54
132	7.5.2	Brandt Quality Assurance Team Testing	14 days	Thu 6/16/22	Fri 7/8/22	Brandt QA	131
133	7.5.3	Defect Correction	14 days	Mon 7/11/22	Thu 7/28/22	Brandt Dev	132
134	7.5.4	NGPC Testing, Feedback, & Acceptance (UAT)	21 days	Fri 7/29/22	Fri 8/26/22	NGPC	133
135	7.5.5	Sprint Revisions	14 days	Mon 8/29/22	Fri 9/16/22	Brandt Dev	134
136	7.6	Sprint 6: Administrative Features Development	108 days	Wed 4/20/22	Fri 9/23/22		
137	7.6.1	Custom Development for Administrative Features	45 days	Wed 4/20/22	Thu 6/23/22	Brandt Dev	57
138	7.6.2	Brandt Quality Assurance Team Testing	14 days	Fri 6/24/22	Fri 7/15/22	Brandt QA	137
139	7.6.3	Defect Correction	14 days	Mon 7/18/22	Thu 8/4/22	Brandt Dev	138
140	7.6.4	NGPC Testing, Feedback, & Acceptance (UAT)	21 days	Fri 8/5/22	Fri 9/2/22	NGPC	139
141	7.6.5	Sprint Revisions	14 days	Tue 9/6/22	Fri 9/23/22	Brandt Dev	140
142	7.7	Sprint 7: Lottery and Draw Development	100 days	Mon 5/16/22	Fri 10/7/22		
143	7.7.1	Custom Development for Lottery and Draw Business Rules	37 days	Mon 5/16/22	Mon 7/11/22	Brandt Dev	60
144	7.7.2	Brandt Quality Assurance Team Testing	14 days	Tue 7/12/22	Fri 7/29/22	Brandt QA	143
145	7.7.3	Defect Correction	14 days	Mon 8/1/22	Thu 8/18/22	Brandt Dev	144

Go Outdoors Nebraska Project Schedule

ID	WBS	Task Name	Duration	Start	Finish	Resource Names	Predecessors
146	7.7.4	NGPC Testing, Feedback, & Acceptance (UAT)	21 days	Fri 8/19/22	Mon 9/19/22	NGPC	145
147	7.7.5	Sprint Revisions	14 days	Tue 9/20/22	Fri 10/7/22	Brandt Dev	146
148	7.8	Sprint 8: Accounting / Cash Management Development	96 days	Fri 5/20/22	Fri 10/7/22		
149	7.8.1	Custom Development for Accounting / Cash Management Business Rules	33 days	Fri 5/20/22	Mon 7/11/22	Brandt Dev	64
150	7.8.2	Brandt Quality Assurance Team Testing	14 days	Tue 7/12/22	Fri 7/29/22	Brandt QA	149
151	7.8.3	Defect Correction	14 days	Mon 8/1/22	Thu 8/18/22	Brandt Dev	150
152	7.8.4	NGPC Testing, Feedback, & Acceptance (UAT)	21 days	Fri 8/19/22	Mon 9/19/22	NGPC	151
153	7.8.5	Sprint Revisions	14 days	Tue 9/20/22	Fri 10/7/22	Brandt Dev	152
154	7.9	Sprint 9: Mobile Applications Development	70 days	Thu 6/2/22	Tue 9/13/22		
155	7.9.1	Custom Development for Mobile Application Business Rules	21 days	Thu 6/2/22	Fri 7/1/22	Brandt Dev	66
156	7.9.2	Brandt Quality Assurance Team Testing	7 days	Wed 7/6/22	Thu 7/14/22	Brandt QA	155
157	7.9.3	Defect Correction	7 days	Fri 7/15/22	Mon 7/25/22	Brandt Dev	156
158	7.9.4	NGPC Testing, Feedback, & Acceptance (UAT)	21 days	Tue 7/26/22	Tue 8/23/22	NGPC	157
159	7.9.5	Sprint Revisions	14 days	Wed 8/24/22	Tue 9/13/22	Brandt Dev	158
160	7.10	Sprint 10: Misc. Remaining Development	56 days	Wed 7/6/22	Thu 9/22/22		
161	7.10.1	Sprint designed for Miscellaneous development customizations	21 days	Wed 7/6/22	Wed 8/3/22	Brandt Dev	155
162	7.10.2	Brandt Quality Assurance Team Testing	7 days	Thu 8/4/22	Fri 8/12/22	Brandt QA	161
163	7.10.3	Defect Correction	7 days	Mon 8/15/22	Tue 8/23/22	Brandt Dev	162
164	7.10.4	NGPC Testing, Feedback, & Acceptance (UAT)	21 days	Wed 8/24/22	Thu 9/22/22	Brandt Dev	163
165		8 Formal Acceptance of Final Go-Live Release Candidate	14 days	Tue 10/11/22	Fri 10/28/22	NGPC	105
166		9 Performance / Load tests	40 days	Fri 8/5/22	Fri 9/30/22		
167	9.1	Conduct Performance / Load Tests	30 days	Fri 8/5/22	Fri 9/16/22	Brandt Security/Dev	105FS-45 days
168	9.2	Compile Report of Performance Tests	10 days	Mon 9/19/22	Fri 9/30/22	Brandt Security/Dev	167
169		10 Development of Training Materials & System Documentation	83 days	Thu 7/21/22	Thu 11/17/22		

Go Outdoors Nebraska Project Schedule

ID	WBS	Task Name	Duration	Start	Finish	Resource Names	Predecessors
170	10.1	External Agent Training Material & User Guide Development	83 days	Thu 7/21/22	Thu 11/17/22		
171	10.1.1	Develop External Agent User Manual	70 days	Thu 7/21/22	Fri 10/28/22	Brandt Documentation	165FF
172	10.1.2	Develop External Agent Quick Reference Guide	14 days	Tue 10/11/22	Fri 10/28/22	Brandt Documentation	165FF
173	10.1.3	Develop External Agent YouTube Channel & Training Videos / Clips	14 days	Tue 10/11/22	Fri 10/28/22	Brandt Documentation	165FF
174	10.1.4	Develop External Agent Online Help Content Library	14 days	Tue 10/11/22	Fri 10/28/22	Brandt Documentation	165FF
175	10.1.5	NGPC Review & Feedback	7 days	Mon 10/31/22	Tue 11/8/22	NGPC	174
176	10.1.6	Revisions Based on NGPC Feedback	3 days	Wed 11/9/22	Mon 11/14/22	Brandt Documentation	175
177	10.1.7	NGPC Formal Acceptance	3 days	Tue 11/15/22	Thu 11/17/22	NGPC	176
178	10.2	Administrative / NGPC Training Material & User Guide Development	83 days	Thu 7/21/22	Thu 11/17/22		
179	10.2.1	Develop Administrative User Manual	70 days	Thu 7/21/22	Fri 10/28/22	Brandt Documentation	165FF
180	10.2.2	Develop Administrative Dedicated YouTube Channel & Training Videos / Clips	20 days	Fri 9/30/22	Fri 10/28/22	Brandt Documentation	165FF
181	10.2.3	Develop Administrative Online Help Content Library	20 days	Fri 9/30/22	Fri 10/28/22	Brandt Documentation	165FF
182	10.2.4	NGPC Review & Feedback	7 days	Mon 10/31/22	Tue 11/8/22	NGPC	180
183	10.2.5	Revisions Based on NGPC Feedback	3 days	Wed 11/9/22	Mon 11/14/22	Brandt Documentation	182
184	10.2.6	NGPC Formal Acceptance	3 days	Tue 11/15/22	Thu 11/17/22	NGPC	183
185		11 POS Hardware Deployment	7 days	Fri 11/18/22	Mon 11/28/22		
186	11.1	Retail Agent POS Hardware Deployment	7 days	Fri 11/18/22	Mon 11/28/22	Brandt Tech Support	169
187		12 Conduct Training (External Agents and NGPC Staff)	9 days	Fri 11/18/22	Wed 11/30/22		
188	12.1	Conduct NGPC Staff Training Sessions (In Person & Webinar)	9 days	Fri 11/18/22	Wed 11/30/22		
189	12.1.1	Administrative User Training	2 days	Fri 11/18/22	Mon 11/21/22	Brandt Customer Servi	169
190	12.1.2	Sales Staff Training	2 days	Tue 11/22/22	Wed 11/23/22	Brandt Customer Servi	189
191	12.1.3	Law Enforcement Training	2 days	Fri 11/25/22	Sat 11/26/22	Brandt Customer Servi	190
192	12.1.4	Agent Support Training	2 days	Mon 11/28/22	Tue 11/29/22	Brandt Customer Servi	191
193	12.1.5	Misc. Training	1 day	Wed 11/30/22	Wed 11/30/22	Brandt Customer Servi	192
194	12.2	Conduct External Agent Training Webinars	9 days	Fri 11/18/22	Wed 11/30/22		

Go Outdoors Nebraska Project Schedule

ID	WBS	Task Name	Duration	Start	Finish	Resource Names	Predecessors
195	12.2.1	General External Agent Training Sessions (Open to All External Agents)	9 days	Fri 11/18/22	Wed 11/30/22	Brandt Customer Service	188SS
196	12.2.2	Dedicated Agent Training Sessions	9 days	Fri 11/18/22	Wed 11/30/22	Brandt Customer Servi	188SS
197	13 Go Live / Release to Production		1 day	Thu 12/1/22	Thu 12/1/22		187

Report Examples

My Employee Orders

Brandt Service Desk (880002)
Report Period: 6/1/2021 to 6/1/2021

Summary						
Agent / Clerk	Clerk Name1	Order Count	Item Count	Total	Agent Fee	Sweep
Agent: Brandt Service Desk (880002)	[REDACTED]	1	4	\$75.00	\$0.00	\$75.00

Agent / Clerk

Agent: Brandt Service Desk (880002)

[REDACTED]	Total Net Sales:	\$75.00
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Order ID	OrderDate	Product Code	Qty	Amount	Customer Name
120573710	6/1/2021				[REDACTED]

Status	Item #	Transaction Date	License Type	Product Code	Qty	Amount	Agent Fee	Sweep Amount
Paid	0	6/1/2021	Contract Fees		1	\$5.00	\$0.00	\$5.00
Paid	31575996	6/1/2021	Combo - Stack Two Annual	1269	1	\$60.00	\$0.00	\$60.00
Paid	31575997	6/1/2021	Durable License Card	1013	1	\$5.00	\$0.00	\$5.00
Paid	31576000	6/1/2021	GA Waterfowl and Migratory Bird Stamp	1147	1	\$5.00	\$0.00	\$5.00
Order Total						\$75.00	\$0.00	\$75.00

Total Net Sale	\$75.00	\$0.00	\$75.00
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Gross Sales:	\$75.00
Less Void:	\$0.00
Total Net Sales:	\$75.00
Less Agent Fees Earned:	\$0.00

Total ACH Amount (Credit):	\$75.00
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My Employee Orders

Brandt Service Desk (880002)

Report Period: 6/1/2021 to 6/1/2021



My Daily Orders

Agent ID: 101 Orders Processed By [REDACTED]
 Report Period: 6/1/2021 to 6/1/2021

Total Net Sales: \$133.00

OrderID	OrderDate	Total	Customer Name						
35070321	6/1/2021	\$50.00	TEST TEST						
Status	Product Code	Transaction Date	Qty	Item Amount	Agent Fee	Paid	Balance	Sweep Amount	License Type
Paid	322	6/1/2021 8:18:22 AM	1	24.00	\$1.00	\$27.00	(2.00)	\$24.00	Spring Turkey Quota Hunt Application
Paid	322	6/1/2021 8:18:22 AM	1	24.00	\$1.00	\$25.00	0.00	\$24.00	Spring Turkey Quota Hunt Application
35070322	6/1/2021	\$26.00	TEST TEST						
Status	Product Code	Transaction Date	Qty	Item Amount	Agent Fee	Paid	Balance	Sweep Amount	License Type
Paid	332	6/1/2021 8:21:53 AM	1	12.00	\$1.00	\$15.00	(2.00)	\$12.00	WMA Big Game Quota Hunt Application
Paid	332	6/1/2021 8:21:53 AM	1	12.00	\$1.00	\$13.00	0.00	\$12.00	WMA Big Game Quota Hunt Application
35070323	6/1/2021	\$1.00	[REDACTED]						
Status	Product Code	Transaction Date	Qty	Item Amount	Agent Fee	Paid	Balance	Sweep Amount	License Type
Paid	322	6/1/2021 8:45:26 AM	1	0.00	\$1.00	\$0.00	1.00	\$0.00	Spring Turkey Quota Hunt Application
35070326	6/1/2021	\$13.00	TEST TEST						
Status	Product Code	Transaction Date	Qty	Item Amount	Agent Fee	Paid	Balance	Sweep Amount	License Type
Paid	322	6/1/2021 9:19:47 AM	1	12.00	\$1.00	\$14.00	(1.00)	\$12.00	Spring Turkey Quota Hunt Application
35070327	6/1/2021	\$13.00	TEST TEST						
Status	Product Code	Transaction Date	Qty	Item Amount	Agent Fee	Paid	Balance	Sweep Amount	License Type
Paid	372	6/1/2021 9:22:07 AM	1	12.00	\$1.00	\$14.00	(1.00)	\$12.00	Waterfowl Blind Reservation Quota Hunt Application
35070328	6/1/2021	\$0.00	TEST TEST TEST						
Status	Product Code	Transaction Date	Qty	Item Amount	Agent Fee	Paid	Balance	Sweep Amount	License Type
Paid	2251	6/1/2021 9:55:54 AM	1	0.00	\$0.00	\$0.00	0.00	\$0.00	Lifetime Application Age 13-50
35070329	6/1/2021	\$0.00	TEST TEST TEST						
Status	Product Code	Transaction Date	Qty	Item Amount	Agent Fee	Paid	Balance	Sweep Amount	License Type
Paid	2251	6/1/2021 10:00:53 AM	1	0.00	\$0.00	\$0.00	0.00	\$0.00	Lifetime Application Age 13-50



My Daily Orders

Agent ID: 101 Orders Processed By [REDACTED]

Report Period: 6/1/2021 to 6/1/2021

35070345

6/1/2021

\$30.00

[REDACTED]

Status	Product Code	Transaction Date	Qty	Item Amount	Agent Fee	Paid	Balance	Sweep Amount	License Type
Paid	821	6/1/2021 2:14:45 PM	1	29.00	\$1.00	\$31.00	(1.00)	\$29.00	Boat Renewal (16'1 to 25'11) - 1 Year

Total :				\$133.00	\$8.00			\$125.00	
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Gross Sales: \$133.00
 Less Void: **\$0.00**
 Total Net Sales: \$133.00
 Paid Amount: \$139.00
 Balance: (\$6.00)
 Adjustment: \$0.00
 Less Agent Fees Earned: **\$8.00**

ACH amount for orders processed:	\$125.00
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Total # of Orders 8

Accounting Detail

All Agents

Grand Total: \$90.50 For the Period: 6/1/2021 to 6/1/2021

Detail By Payment Type / Agent / Clerk

Check	Payment Type Total:	\$75.00	
Brandt Service Desk	Agent Total:	\$75.00	
[REDACTED]	Clerk Total:	\$75.00	
<hr/>			
ORDER ID: 120573710	6/1/2021 2:48:13 PM		
Item #	Item	Account Code	Amount
31575996	2 years Combo - Stack Two Annual	422001-071D0-1603	Sale \$60.00
31575997	Durable License Card	468001-63908-9905	Sale \$5.00
31576000	Season GA Waterfowl and Migratory Bird Stamp	422001-071E1-1642	Sale \$5.00
0		TransactionFee-0001	Transaction Fee \$5.00
120573710 - Order Sub Total:			\$75.00
Credit Card	Payment Type Total:	\$25.50	
Not Applicable/No Cost Payment	Payment Type Total:	\$0.00	
Void - Credit Card	Payment Type Total:	(\$10.00)	
Grand Total:		\$90.50	

Accounting Detail

All Agents

Grand Total: \$90.50 For the Period: 6/1/2021 to 6/1/2021

Detail By Account Code

Check	\$75.00
Credit Card	\$25.50
Not Applicable/No Cost Payment	\$0.00
Void - Credit Card	(\$10.00)
Grand Total	\$90.50

Quota Hunt Applications

Hunt Category: 2020-Turkey
App Date from 12/29/2020 - 12/29/2020
Total Applicants: 81

App ID	GADNR Customer ID	First Name	Middle	Last Name	Party Number	App Status	App Date	Application Type	Points wagered	Hunt Choice 1	Hunt Choice 2	Hunt Choice 3
						Paid	12/29/2020	Individual	0	Dukes Creek/Smithgall Woods - 2nd Hunt	Dukes Creek/Smithgall Woods - 3rd Hunt	
						Paid	12/29/2020	Individual	0	B.F. Grant WMA - Only Hunt	Joe Kurz WMA - 1st Hunt	West Point WMA - Only Hunt
						Paid	12/29/2020	Individual	1	Ocmulgee WMA - 1st Hunt	Ocmulgee WMA - 2nd Hunt	Silver Lake WMA - 1st Hunt
						Paid	12/29/2020	Party Member	1			
						Paid	12/29/2020	Individual	0	Chattahoochee Fall Line WMA - Fort Perry - 1st Hunt	Conasauga River WMA - 1st Hunt	
						Paid	12/29/2020	Individual	0	Alapaha River WMA - 1st Hunt	Alapaha River WMA - 2nd Hunt	
						Paid	12/29/2020	Party Member	3			
						Paid	12/29/2020	Individual	1	Oconee WMA - 1st Hunt	Clybel WMA - 1st Hunt	Gaither WMA - 1st Hunt
						Paid	12/29/2020	Individual	0	West Point WMA - Only Hunt	Oconee WMA - 1st Hunt	Oconee WMA - 2nd Hunt
						Paid	12/29/2020	Party Member	0			
						Paid	12/29/2020	Party Member	0			
						Paid	12/29/2020	Party Member	1			
						Paid	12/29/2020	Party Leader	0	Conasauga River WMA - 2nd Hunt	Dukes Creek/Smithgall Woods - 1st Hunt	Dukes Creek/Smithgall Woods - 2nd Hunt
						Paid	12/29/2020	Party Member	2			
						Paid	12/29/2020	Party Member	2			
						Paid	12/29/2020	Party Member	7			
						Paid	12/29/2020	Individual	0	Chickasawhatchee WMA - 1st Hunt	Alapaha River WMA - 1st Hunt	Chickasawhatchee WMA - 2nd Hunt
						Paid	12/29/2020	Party Leader	0	West Point WMA - Only Hunt	Griffin Ridge WMA - 1st Hunt	Griffin Ridge WMA - 2nd Hunt
						Paid	12/29/2020	Party Member	0	West Point WMA - Only Hunt	Griffin Ridge WMA - 1st Hunt	Griffin Ridge WMA - 2nd Hunt
						Paid	12/29/2020	Party Member	0	West Point WMA - Only Hunt	Griffin Ridge WMA - 1st Hunt	Griffin Ridge WMA - 2nd Hunt



Quota Hunts Filled by Priority

EIk 2020

Hunt Code	Quota	Filled in Priority 13	Vacancy	Filled in Priority 12	Vacancy	Filled in Priority 11	Vacancy	Filled in Priority 10	Vacancy	Filled in Priority 9	Vacancy	Filled in Priority 8	Vacancy	Filled in Priority 7	Vacancy	Filled in Priority 6	Vacancy	Filled in Priority 5	Vacancy	Filled in Priority 4	Vacancy	Filled in Priority 3	Vacancy	Filled in Priority 2	Vacancy	Filled in Priority 1	Vacancy	Filled in Priority 0	Vacancy	Filled in 2 Drawing	Vacancy
1	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	1	0	0	0
2	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	1	0	0	0
3	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	1	0	0	0
4	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	1	0	0	0
5	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	1	0	0	0
7	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	1	0	0	0
8	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	1	0	0	0
9	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	1	0	0	0
10	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	1	0	0	0
11	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	1	0	0	0
12	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	1	0	0	0
14	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	1	0	0	0
15	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	1	0	0	0



Controlled Hunt Draw Summary Report

2021 - California Bighorn Sheep - Controlled: First Application Period

Hunt Number	Hunt Area	Total Permits	Quota Used	Quota Remaining	1st Choice Success	2nd Choice Success	1st Choice Applied	2nd Choice Applied	Res 1st Choice Success	Res 2nd Choice Success	Non Res 1st Choice Success	Non Res 2nd Choice Success	Res 1st Choice Applied	Res 2nd Choice Applied	Non Res 1st Choice Applied	Non Res 2nd Choice Applied	# of Registrations
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	2
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	2
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	1
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	5
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	5
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	5
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	5
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	5
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	5
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	5
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	5
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	5
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	5
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	5
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	1
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	1
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	12
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	12
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	12
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	12
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	12
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	12
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	12
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	12
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	12



Controlled Hunt Draw Summary Report

2021 - California Bighorn Sheep - Controlled: First Application Period

Hunt Number	Hunt Area	Total Permits	Quota Used	Quota Remaining	1st Choice Success	2nd Choice Success	1st Choice Applied	2nd Choice Applied	Res 1st Choice Success	Res 2nd Choice Success	Non Res 1st Choice Success	Non Res 2nd Choice Success	Res 1st Choice Applied	Res 2nd Choice Applied	Non Res 1st Choice Applied	Non Res 2nd Choice Applied	# of Registrations
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	12
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	12
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	12
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	20
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	1
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	26
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	26



Controlled Hunt Draw Summary Report

2021 - California Bighorn Sheep - Controlled: First Application Period

Hunt Number	Hunt Area	Total Permits	Quota Used	Quota Remaining	1st Choice Success	2nd Choice Success	1st Choice Applied	2nd Choice Applied	Res 1st Choice Success	Res 2nd Choice Success	Non Res 1st Choice Success	Non Res 2nd Choice Success	Res 1st Choice Applied	Res 2nd Choice Applied	Non Res 1st Choice Applied	Non Res 2nd Choice Applied	# of Registrations
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	44
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	2
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	2
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	2
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	2
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	50
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	50
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	50
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	3
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	3
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	3



Controlled Hunt Draw Summary Report

2021 - California Bighorn Sheep - Controlled: First Application Period

Hunt Number	Hunt Area	Total Permits	Quota Used	Quota Remaining	1st Choice Success	2nd Choice Success	1st Choice Applied	2nd Choice Applied	Res 1st Choice Success	Res 2nd Choice Success	Non Res 1st Choice Success	Non Res 2nd Choice Success	Res 1st Choice Applied	Res 2nd Choice Applied	Non Res 1st Choice Applied	Non Res 2nd Choice Applied	# of Registrations
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	7
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	7
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	7
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	7
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	7
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	7
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	7
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	1
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	16
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	16
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	16
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	16
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	16
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	16
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	16
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	16
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	16
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	16
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	16
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	16
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	16
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	32
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	32



Controlled Hunt Draw Summary Report

2021 - California Bighorn Sheep - Controlled: First Application Period

Hunt Number	Hunt Area	Total Permits	Quota Used	Quota Remaining	1st Choice Success	2nd Choice Success	1st Choice Applied	2nd Choice Applied	Res 1st Choice Success	Res 2nd Choice Success	Non Res 1st Choice Success	Non Res 2nd Choice Success	Res 1st Choice Applied	Res 2nd Choice Applied	Non Res 1st Choice Applied	Non Res 2nd Choice Applied	# of Registrations
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	18
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	18
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	18
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	18
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	18
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	18
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	18
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	18
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	18
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	1
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	3
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	3
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	3
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	1
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	1
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	1
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	3
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	3
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	3
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	2
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	2
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	2
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	2
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	1
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16



Controlled Hunt Draw Summary Report

2021 - California Bighorn Sheep - Controlled: First Application Period

Hunt Number	Hunt Area	Total Permits	Quota Used	Quota Remaining	1st Choice Success	2nd Choice Success	1st Choice Applied	2nd Choice Applied	Res 1st Choice Success	Res 2nd Choice Success	Non Res 1st Choice Success	Non Res 2nd Choice Success	Res 1st Choice Applied	Res 2nd Choice Applied	Non Res 1st Choice Applied	Non Res 2nd Choice Applied	# of Registrations
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	16
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	1
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	1
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	1
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	1
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	1
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	32
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	32
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	32
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	32
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	32
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	32
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	32
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	32



Controlled Hunt Draw Summary Report

2021 - California Bighorn Sheep - Controlled: First Application Period

Hunt Number	Hunt Area	Total Permits	Quota Used	Quota Remaining	1st Choice Success	2nd Choice Success	1st Choice Applied	2nd Choice Applied	Res 1st Choice Success	Res 2nd Choice Success	Non Res 1st Choice Success	Non Res 2nd Choice Success	Res 1st Choice Applied	Res 2nd Choice Applied	Non Res 1st Choice Applied	Non Res 2nd Choice Applied	# of Registrations
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	134
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	134
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	134
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	134
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	134
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	134
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	134
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	134
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	134
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	134
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	134
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	134
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	134
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	134
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	1
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	1
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	1
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	1
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	1
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	3
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	3
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	3
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	1
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	1
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	1
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	2
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	2



Controlled Hunt Draw Summary Report

2021 - California Bighorn Sheep - Controlled: First Application Period

Hunt Number	Hunt Area	Total Permits	Quota Used	Quota Remaining	1st Choice Success	2nd Choice Success	1st Choice Applied	2nd Choice Applied	Res 1st Choice Success	Res 2nd Choice Success	Non Res 1st Choice Success	Non Res 2nd Choice Success	Res 1st Choice Applied	Res 2nd Choice Applied	Non Res 1st Choice Applied	Non Res 2nd Choice Applied	# of Registrations
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	1
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	1
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	2
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	2
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	1
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	1
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	1
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	1
8303	Area 32A	4	7	-3	7	0	27	0	7	0	0	0	25	0	2	0	1
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	1
8301	Area 22-1	8	14	-6	14	0	216	0	10	0	4	0	139	0	77	0	1
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	1
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	1
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	3
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	3
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	3
8302	Area 32	20	26	-6	26	0	215	0	25	0	1	0	214	0	1	0	1
TOTAL		6136	8803	-2667	8803	0	93610	0	7724	0	1079	0	76709	0	16901	0	25692



Federal Duck Stamp Transactions Between 6/1/2021 to 6/2/2021

OrderID	Customer ID	First Name	Middle Name	Last Name	Address Line 1	Address Line 2	City	State	Zip	Country	Purchase Date	Qty
20562590	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]		6/2/2021	1
20563813	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]		6/2/2021	2
Total Orders : 2												
Total Stamps : 3												

PCI Compliance Documentation

Attestation of Compliance

CONFIDENTIAL

Exempt from Public Disclosure, Neb. Rev. Stat. §84-712.05

Please find this document in the separately uploaded file named:

RFP 6506 Z1 Brandt Permit System - Proprietary Information

PCI-DSS Data Flow Diagram

CONFIDENTIAL

Exempt from Public Disclosure, Neb. Rev. Stat. §84-712.05

Please find this document in the separately uploaded file named:

RFP 6506 Z1 Brandt Permit System - Proprietary Information

Disaster/Incident Response

Disaster Recovery and Incident Response Plan & Procedures



DISASTER RECOVERY/INCIDENT RESPONSE PLAN

MITIGATION STRATEGY

To implement disaster recovery preparation, Brandt maintains a warm site in a geographically separate, secure data center located within the physical boundaries of the United States. To ensure the fastest possible transition with the least down-time, the following servers are maintained in a constant ready-state (warm) within the Disaster Recovery (DR) environment:

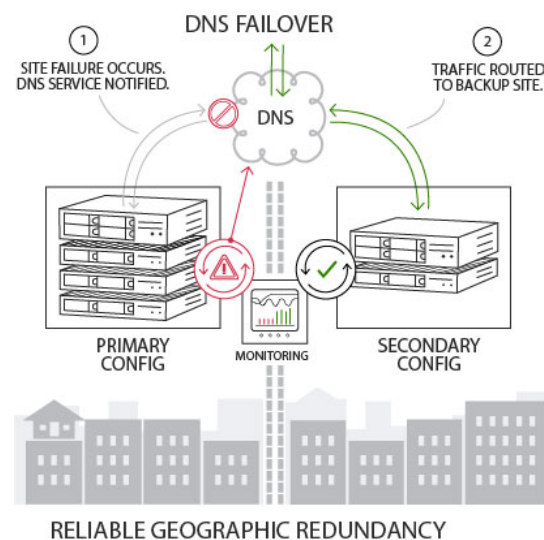
- **Web Farm Server Nodes** – The individual web servers in the DR Web Farm are constantly synchronized with the primary servers in the active environment. This ensures that the latest application code is ready if a fail-over is required.
- **Transactional Database (Replicated)** – The Transactional Database in the DR environment provides real-time replicated data from the transactional database in the active environment. This ensures that little to no (sub-second) transactional data will be lost if a fail-over is required.
- **Reporting Server (Replicated)** – The Reporting Server in the DR environment is staged to provide access to the key reporting objects such as the printable permit and license files. This ensures that licenses and permits can be printed to complete fulfillment of a sale.
- **Domain Controller** – The domain controller in the DR environment is in constant synchronization with the domain controller in the active environment. This ensures that all service accounts are available and that administrator accounts are ready to allow server administrators to begin service restoration.

Database backups are completed nightly and stored locally on a backup service. Backups are retained for two weeks, and a periodic restore of backup files is completed to ensure the integrity of the backup process.

Brandt will conduct DR tests from time to time that include a mock disaster where disaster recovery procedures must be implemented from start to finish, ensuring the process in place is fully functioning and provides immediate restoration. While both Brandt and NGPC will be involved in the DR test process, recovery results will be provided to ensure they meet Commission standards and document the test event.

Issues or problems identified by NGPC or Brandt will be tracked and assigned for resolution. Brandt will work with NGPC to identify high priority issues and prioritize remaining enhancements or modifications.

Brandt will provide NGPC with expected completion dates for issues reported and workarounds to continue operations during the patch/fix. For problems that impact system availability, Brandt follows strict Service RTO's to ensure minimal disruption in service to customers and NGPC.



Service Recovery Time Objective (RTO)

In the event of a failure in the primary data center, the only steps required to move services into the Disaster Recovery (DR) environment are to redirect the DNS records to point the main site URL's to the DR resources and "break replication" between the two environments. The DR resources are constantly active; therefore, there is no startup time required to bring the DR services online. The recovery time objective for switching from the Primary Datacenter to DR is 2 hours from the time a "fail over" situation is declared. There is no reduction in service levels while the system runs in the DR environment.

Service Restoration to Normal Operation

Once infrastructure has been restored in the Primary Datacenter, the Brandt team will establish "reversed" data replication back from the DR environment into the Primary Datacenter. At this time, Brandt will assess the causes of initial service failure and determine if DNS records will be redirected back to the Primary Datacenter or if the environment roles will be switched (DR becoming the Primary Datacenter and Primary Datacenter becoming DR). If the datacenter roles are switched, the Go Outdoors Nebraska system will be considered to be in normal operation. If the datacenter roles are not switched, then service change over back to the Primary Datacenter will be conducted during the next normal system maintenance period.

LOSS OF SUPPLY CHAIN

Potential Impact





Aside from manufacturing the hardware and leveraging cloud-based solutions to optimize performance, Brandt uses very few external vendors. As such, the risk of supply chain interruption is minimal. However, it is possible that one of the few vendors may experience an issue such as production capacity, environmental risks, financial risk, IT failure, disaster, or a business change that would prevent Brandt from continuing the relationship. At that time, Brandt will implement the following mitigation strategy.

Mitigation Strategy

1. Determine the extent of potential damage and document potential solutions.
2. Provide NGPC with alternative options for approval.
3. Implement a new business relationship to transition supply chain.

DATA BREACH

Data breaches, cyber security threats, and many other malicious exploits are challenging organizations like never before, ultimately requiring comprehensive security measure for helping ensure the confidentiality, integrity, and availability of the entire information system's landscape. Unfortunately, security breaches do happen - even with the best controls in place - thus the ability to respond swiftly and effectively is a must for mitigating any further damages. Structured protocol is extremely important for incident response initiatives as it achieves the following:

	Responding immediately with best-of-breed information security practices.
	Isolating the affected systems as quickly as possible, helping minimize the threat to other critical system resources.
	Helping minimize system downtime, while restoring critical infrastructure to full operational capabilities as quickly as possible.
	Providing a “lessons learned” approach for every incident, regardless of size, scale, complexity, and severity.

Comprehensive incident response measures require participation and involvement from everyone within Brandt Information Services, LLC from senior management all the way down to the end-user of systems – along with being aware of the following core components of incident response:

- Preparation
- Detection
- Initial Response and Containment
- Security Analysis | Recovery and Repair
- Communication
- Post Incident Activities and Awareness
- Training and Testing

In accordance with mandated organizational security requirements set forth and approved by management, Brandt has established a formal incident response policy and supporting procedures. This policy is to be implemented immediately along with all relevant and applicable procedures. Additionally, this policy is to be evaluated on an annual basis for the purpose of ensuring its adequacy and relevancy regarding Brandt’s needs and goals.

Scope

This policy and supporting procedures encompass all system components that are owned, operated, maintained, and controlled by Brandt Information Services and all other system components, both internally and externally, that interact with these systems.

- Internal system components are those owned, operated, maintained, and controlled by Brandt and include all network devices (firewalls, routers, switches, load balancers, other network devices), servers (both physical and virtual servers, along with the operating systems and the underlying application(s) that reside on them) and any other system components deemed in scope.

- External system components are those owned, operated, maintained, and controlled by any entity other than Brandt but for which such external resources may impact the confidentiality, integrity, availability (CIA) and overall security of the aforementioned description of "Internal system components".

Roles and Responsibilities

Implementing and adhering to organizational policies and procedures is a collaborative effort, requiring a true commitment from all personnel, including management, internal employees and users of system components, along with vendors, contractors, and other relevant third parties. Additionally, by being aware of one's roles and responsibilities as it pertains to Brandt Information Services, LLC information systems, all relevant parties are helping promote the Confidentiality, Integrity, and Availability (CIA) principles for information security in today's world of growing cybersecurity challenges.

- **Management Commitment:** Responsibilities include providing overall direction, guidance, leadership and support for the entire information systems environment, while also assisting other applicable personnel in their day-to-day operations. The CTO, Richard Wise, is to report to other members of senior management on a regular basis regarding all aspects of the organization's information systems posture.
- **Internal Employees and Users:** Responsibilities include adhering to the organization's information security policies, procedures, practices, and not undertaking any measure to alter such standards on any Brandt Information Services, LLC system components. Additionally, end users are to report instances of non-compliance to senior authorities, specifically those by other users. End users – while undertaking day-to-day operations – may also notice issues that could impede the safety and security of Brandt Information Services, LLC system components, and are to also report such instances immediately to senior authorities.
- **Vendors, Contractors, other Third-Party Entities:** Responsibilities for such individuals and organizations are much like those stated for end users: adhering to the organization's information security policies, procedures, practices, and not undertaking any measures to alter such standards on any such system components.

Policy

Brandt is to ensure that all applicable users adhere to the following policies for purposes of complying with the mandated organizational security requirements set forth and approved by management:

- The Incident Response plan includes, at a minimum, roles, responsibilities and communication strategies in the event of a compromise, including, also at a minimum, notification of the payment brands.
- The Incident Response plan includes specific incident response, business recovery and continuity procedures and data backup processes.
- The Incident Response plan includes legal requirements for reporting any compromises to the cardholder data environment.
- The Incident Response plan includes coverage and response mechanisms for all critical system components and all other IT resources deemed critical by Brandt.
- The Incident Response plan also includes reference or inclusion of incident response procedures from the payment brands.
- The Incident Response Plan is to be tested annually.

- Designated personnel are available for 24/7 incident response and monitoring coverage for any evidence of unauthorized activity, detection of unauthorized wireless access points, critical Intrusion Detection Systems (IDS) alerts and/or reports of unauthorized critical system or content file changes.
- Staff with responsibilities for security breach responses is periodically trained.
- Monitoring and responding to alerts from security systems including detection of unauthorized wireless access points constitute an important component of the Incident Response plan.
- Processes are in place to modify and evolve the incident response plan according to lessons learned and to incorporate industry developments as needed.

The seven (7) main categories of the Incident Response plan include the following:

1. Preparation
2. Detection
3. Initial Response and Containment
4. Security Analysis | Recovery and Repair
5. Communication
6. Post Incident Activities and Awareness
7. Training and Testing

1. Preparation

All Brandt Information Services, LLC employees and other applicable third-party entities should be aware of common security threats and computer incidents that may potentially compromise the organization's network infrastructure, cause harm to other related systems, or pose a significant financial, operational or business threat to the organization as a whole. The incident response plan should be viewed as a set of procedures for examining a computer security incident, which includes preparing for, detecting, responding to, containing, recovering from, and any other necessary post-incident activities. There are numerous security threats and computer incidents that are potentially detrimental to any organization, such as the following:

- Malicious or careless employees
- Malware (computer viruses, worms, trojan horses, most rootkits, spyware and other malicious and unwanted software)
- Social engineering
- Spam
- Spoofing and phishing
- Denial of service
- Distributed denial of service
- Man-in-the-middle attacks
- Additional network attacks, including hacking and other common attack vectors

- Physical and environmental conditions resulting in threats to the organization's system resources

Adequately preparing for an incident requires security personnel to be aware of common threats to systems and to implement safeguards and control mechanisms that protect system resources within Brandt.

Additionally, all system resources deemed critical by Brandt Information Services, LLC must be securely hardened with best-of-breed hardening and configurations standards at all times. Sources used may include, but are not limited to, the following:

- SANS
- NIST SP 800 Publications
- United States Computer Emergency Readiness Team (US-CERT)
- National Security ACRONYM (NSA) hardening documents
- CIS Security Benchmarks Division
- OWASP
- Vendor specific hardening guidelines
- MITRE community driven information security consortiums
 - Open Source Vulnerability Database (OSVDB)
 - Common Configuration Enumeration (CCE)
 - Common Vulnerabilities and Exposures (CVE)
 - Common Platform Enumeration (CPE)
 - Common Weakness Enumeration (CWE)
 - Malware (MAEC)
 - Cyber Observables (CyboX)
 - Structured Threat Information Expression (STIX)
 - Trusted Automated Exchange of Indicator Information (TAXII)
 - Making Security Measurable (MSM)
 - Open Vulnerability and Assessment Language (OVAL)
 - Common Attack Pattern Enumeration and Classification (CAPEC)

The numerous policy and procedure guidelines outlined within this document serve as an excellent resource for ensuring adequate safeguards are in place for these very systems and critical IT resources. Furthermore, the Brandt awareness training initiatives provide excellent resources that allow employees to keep abreast of significant threats to Company assets.

INCIDENT RESPONSE TEAM

Moreover, a documented Incident Response Team (IRT) is to have clear roles and responsibilities for properly responding to any incident. Preparation is just as important as the response to the incident. Other aspects of preparing for an incident include the necessary steps, processes and procedures to take once an incident has occurred. This also includes an understanding of what actions are to be taken with respective third parties, if necessary, such as clients, law enforcement agencies, local/federal/state agencies, the media and any other third parties considered to be within scope.

Brandt Information Services, LLC's IRT is to consist of the following assigned titles and respective roles and responsibilities for effectively preparing, detecting, responding, containing and recovering from an incident, while undertaking post incident activities and awareness:

- **Chief Technology Officer (CTO) | Chief Information Officer (CIO):** Responsibilities include providing overall direction, guidance, leadership and support for the organization's entire incident response platform, while also assisting other applicable personnel in their day-to-day operations. The CTO | CIO is to report to other members of senior management on a regular basis regarding all aspects of the organization's information systems posture, which includes incident response.
- **Director of Information Technology | Senior Information Security Officer:** Responsibilities include researching and developing incident response measures for all in-scope system resources. This will require extensive identification of industry benchmarks, standards, and frameworks that can be effectively utilized by Brandt for effectively preparing, detecting, responding, containing and recovering from an incident, while undertaking post incident activities and awareness.
- **IRT Security Officer:** Responsibilities for this individual includes daily operational oversight of all incident response initiative, such as the following:
 - Ensuring policies and procedures are kept current and being adhered to as stated.
 - Ensuring that any incidents are reported and documented accordingly.
 - Aiding and facilitating all necessary response, mitigation, and resolution matters with Brandt Information Services, LLC IRT network engineers and systems administrators.
 - Effectively communicating upstream to senior management regarding incidents and all other necessary information.
 - Tracking and monitoring all activities relating to incidents, from initial reporting to final resolution and "lessons learned".
 - Adequately identifying ongoing training needs of the organization.
- **IRT Network Engineers and Systems Administrators:** Responsibilities for these individuals include actually implementing many of the operational, technical, and security procedures and related practices for incident response. Because these individuals often serve as the "front line" of defense, their actions are vitally critical for helping ensure the safety and security of all enterprise-wide system resources, should a security incident occur. IRT network engineers and system administrator roles and responsibilities include the following:
 - Receiving incident alerts and making preparations immediately for responding to such threats.

- Responding to threats, such as undertaking all necessary measures for ensuring the confidentiality, integrity, and availability (CIA) of critical Brandt Information Services, LLC system resources. This generally includes provisions for isolating and quarantining affected or suspected systems.
- Assessing the severity of any incidents and making necessary technical changes to critical system resources immediately for protecting other Brandt assets.
- Restoring systems as needed, along with providing technical overview for final "lessons learned" analysis.

Description of Brandt's Incident Response Team

Name	Corporate Role
Richard Wise	President / Chief Technology Officer (CTO)
Greg Dugger	Director of Information Technology
Melissa Myers	IRT Security Officer / Compliance Manager
Kevin Lynch	IRT Network Engineer and Systems Administrator
Evan Henson	IRT Network Engineer and Systems Administrator

2. Detection

Actively searching for threats is important for keeping the business safe. To find threats, you need a team that monitors and manages your environment 24x7x365, using advanced technology and analytics.

Detecting an incident requires a true commitment by all employees to be constantly aware of their surroundings for any type of social engineering, physical or environmental threat. Additionally, detection also requires due diligence and consistency by authorized employees regarding the secure configuration and review of network and system logs, being aware of network traffic anomalies and any suspicious or disruptive network patterns or incidents. Employees responsible for reviewing network and system logs (firewalls, routers, switches, IDS/IPS, operating systems, applications, databases, etc.) are, as a result of these reviews, to report any malicious, suspicious or disruptive event immediately to the Incident Response Team.

Moreover, detection also requires comprehensive monitoring of alerts from various information systems, such as firewalls, Intrusion Detection (IDS), Intrusion Prevention Systems (IPS), and all other applicable systems. Such systems serve as the frontline of defense when it comes to detecting and protecting an organization's network.

Brandt leverages proactive threat detection and rapid remediation tools. Detection is a vital component of the Incident Response plan, along with having a current asset inventory list of all critical system resources since IRT personnel will need to be aware of what systems may be affected. As such, Brandt is to identify all applicable unique identifiers and necessary data elements for successfully tracking and managing such inventory. At a minimum, the following elements are to be used for asset inventory, when applicable:

- Type of system resource – Network devices (firewalls, routers, switches, load balancers, etc.)

- Type of system resource – Servers (physical and or/logical, and the underlying operating systems and applications residing on such servers)
- Version number or application type
- Primary function
- Physical element: A stand-alone product, or a virtual element, such as an instance, etc.
- Internal hostname
- Name of product or solution (such as the vendor purchased from)
- Serial number some other type of non-hostname identification element
- Relevant IP or routing information (if applicable)
- Physical location and logical location
- Party or parties responsible for system administration
- End users of system

3. Initial Response and Containment

Any incident deemed to be a threat to the organization requires a rapid response from authorized personnel, such as the IRT personnel. This rapid response will follow a standard course of action designed to minimize the impact of the incident to the organization's critical network and system infrastructure.

The following documented response mechanisms serve as best practices for incident response and containment within the organization:

Initial Response

- For any incident that has been detected, IRT personnel are to be immediately notified.
- IRT personnel are to formally assume control and to identify the threat and its severity to the organization's information systems. Specifically, the following levels are to be used for determining severity and the appropriate response mechanisms:
 - **LOW:** There is a MINIMAL impact on the organization from this incident. Examples include, but are not limited to, the following: email spam, Probes and network mapping.
 - **MEDIUM:** There is a SIGNIFICANT impact on the organization from this incident. Examples include, but are not limited to, the following: short-term system downtime, password cracking attempts.
 - **HIGH:** There is a SERIOUS impact on the organization from this incident. Examples include, but are not limited to, the following: distributed denial of service (DDoS), breach of customer specific Personally Identifiable Information (PII), unauthorized system access.
- NGPC will be notified within 24 hours of any security breach affecting the system or affecting other Vendor systems using any technology components of system (e.g. server, authentication processes, and system architecture).

Documentation

- **Note:** Documentation is imperative for incident response practices, thus authorized IRT personnel are to officially open an incident response ticket via completion of a comprehensive form provided for such events. Because the severity of incidents varies, it is understandable that many times the first and most important task will be to immediately contain the incident, and then subsequently complete the applicable form.

Identification

- In identifying the threat, IRT personnel are to specifically identify which resources, both internal and external, are at risk and which harmful processes are currently running on resources that have been identified as *at risk*.

Containment and Isolation

- IRT personnel are to determine whether the resources at risk (hardware, software, etc.) require physical or logical removal. Resources posing a significant threat to the continuity of the business are to be immediately removed or isolated, either physically or logically. Resources that may require physical or logical removal or isolation may include any Brandt Information Services, LLC owned, operated or maintained system resources.
- When permissible, backups are to be conducted for the affected systems onto new media as this provides a critical snapshot of the system during its compromised state. This backup, though not advisable for any production restores, can be used for forensic analysis for learning more about how the incident came about.

Evidence Collection and Investigation

Begin putting together a list of items considered as evidence, which may be any number of electronic resources, interviews taken from various individuals, etc. Additionally, avoid tactics that may alert the suspected person or persons responsible for such acts as it may allow them to begin concealing evidence, covering their digital trail - or worse - moving onto other areas within the network. Additional evidence collection and investigative procedures also include the following:

- Understanding how the incident occurred and what led to the compromise.
- Reviewing all necessary documentation.
- Interviewing personnel as needed.
- Examining any third-party providers and their respective products and services that are utilized within Brandt Information Services, LLC's network architecture.
- If warranted, a third-party resource for assisting in the investigation of the incident may be utilized (this will be done at the management's discretion).

If the incident has affected the cardholder data environment in any way, and has impacted the system components within this environment, Brandt Information Services, LLC must immediately report the incident, its severity and other essential information to the major payment brands.

Listed in the following table are the links to the major payment brands, which also supply information on how to handle an incident that has resulted from a breach of the cardholder data environment. It is Brandt's policy to formally acknowledge and adhere to these guidelines as set forth by the major payment brands.

Payment Brand	Information on Incident Handling and Reporting
VISA	https://usa.visa.com/dam/VCOM/download/merchants/cisp-what-to-do-if-compromised.pdf
MasterCard	Please search for: "MasterCard Account Data Compromise User Guide", published in February 04, 2016 on Google, Yahoo! or Bing.
Discover Card	https://www.discover.com/credit-cards/help-center/faqs/data-breach.html
JCB	https://www.jcbank.com/includes/upload/securityarticles/Data%20Breach%202012.pdf

If the incident has in any way resulted in a criminal matter that may be readily identified, Brandt Information Services, LLC must immediately report it to law enforcement officials, such as the following:

- Local law enforcement
- The United States Secret Service (for credit card fraud)
- The Federal Bureau of Investigation (FBI)

4. Security Analysis | Recovery and Repair

With the affected system resources now logically and/or physically removed from the Brandt Information Services, LLC network and/or isolated, forensic analysis is to be undertaken for thoroughly examining all applicable data as necessary. This includes conducting the following activities:

- Review of system settings, such as configuration files, and all changes made to such settings.
- Review of all output data, such as logs (i.e., log files, history file, trace files, error files, etc.) and other relevant audit trails.
- Review of all data files, and all changes made to such data.
- Utilizing any pre-installed security tools, such as File Integrity Monitoring, logging tools Intrusion Detection | Prevention Tools (IDS | IPS), etc.
- Actively search for malicious code, scripts, and other files left behind, such as trojan horses, logic bombs, sniffing tools, etc.

IRT personnel and other authorized I.T. personnel will work in a diligent manner in repairing and/or replacing the affected system. Because the device in question can vary, it's important to configure and build the specified system resource in accordance with industry leading provisioning and hardening guidelines, such as removing unnecessary services, ports, and protocols, removing default usernames and passwords, while also employing current vendor security patches, along with anti-malware solutions, as necessary. Additional restore, recovery, and repair procedures also include the following:

- Restoring systems from clean backups (a trusted source only).
- Completely rebuilding systems as needed and warranted.
- Replacing systems as needed (this includes all system resources and any other IT resources deemed critical by Brandt Information Services, LLC.)

- Reconfiguring network security (stronger, more adaptive configuration and hardening rules) for all system resources and any other IT resources deemed critical by Brandt.

In summary, the recovery procedures will be commensurate with the incident that has occurred. This will be conducted on a case-by-case basis with all aspects of the recovery process fully documented. It is therefore vitally important to have a team of IRT personnel in place at Brandt Information Services, LLC that consist of security, technical, operational, managerial, and forensic experts for helping facilitate rapid and comprehensive measures relating to all aspects of incident response.

5. Communication

IRT personnel are to keep senior management and other parties abreast of the overall status of the incident, such as response and resolution initiatives, etc. This is especially true for incidents deemed severe.

6. Post Incident Activities and Awareness

A formal and documented Incident Response Report (IRR) will be compiled and given to management of Brandt Information Services, LLC within an acceptable timeframe following the incident. The IRR must contain the following elements:

- Detailed description of the incident
- Response mechanisms undertaken
- Reporting activities to all relevant third parties as needed
- Recovery activities undertaken for restoring affected systems
- A list of Lessons Learned from the incident and what initiatives Brandt Information Services, LLC can take to mitigate and eliminate the likelihood of future incidents

7. Training and Testing

A vitally important component of Brandt Information Services, LLC's incident response measures is ensuring that all employees and other in-scope personnel are aware of response mechanisms and other protocols regarding such issues. As such, the Brandt Information Services, LLC security awareness training program will include mandated provisions regarding the aforementioned incident response practices. Additionally, for further helping ensure the safety and security of Brandt Information Services, LLC critical systems resources, the incident response plan will be tested on an annual basis, with results provided to senior management. As for training measures regarding incident response, they can also be conducted as stand-alone initiatives – separate from the organization's enterprise-wide training, if necessary.

Procedures

Brandt Information Services, LLC will ensure that all applicable users adhere to the following procedures and supporting activities listed below. Additionally, the relevant procedures will be fully enforced by Brandt Information Services, LLC for ensuring such initiatives are executed in a formal manner and on a consistent basis for all specified systems resources.

1. Undertake all necessary activities for ensuring the aforementioned policies are implemented. This ultimately will require coordination among various Brandt Information Services, LLC personnel, along with utilizing various security tools, vendor documentation, and other supporting materials for ensuring the stated policy mandates are met.
2. Complete the **Brandt Information Services, LLC Incident Response Team Matrix** and answer all corresponding columns. This matrix is to be completed on a regular basis, which is at a minimum, twice a year, and also after significant changes have been made to Brandt Information Services, LLC's network.
3. If changes must be made to system components – such as additional hardening procedures, configuration changes, or any other necessary I.T. changes for ensuring continued compliance with the aforementioned policies – then a ticket/change order will be opened and submitted which effectively details the reason for the change, what actual changes will be made, why, and any other relevant information.

Incident Response Form	
Date and Time of Notification:	
Date and Time of Detection:	
Name:	
Title:	
Phone:	
Email:	
Signature:	
Summary of Incident	
Type of Incident:	Description of Incident:
Names and Contact Information of Other Parties Involved:	
Incident Notification	
Names of Personnel Contacted:	
Response and Resolution Measures	
Initial Response:	
Evidence Collection and Investigation:	

Security Analysis Recovery and Repair:
Communication/Lessons Learned:

Responsibility for Policy and Procedures Maintenance

The Chief Information Officer will be responsible for ensuring that the aforementioned policy initiatives, and if applicable – the relevant procedures – are kept current as needed for purposes of compliance with mandated organizational security requirements set forth and approved by management.

Disclosure

Brandt Information Services, LLC reserves the right to change and modify the aforementioned document at any time and to provide notice to all users in a reasonable and acceptable timeframe and format.

Vulnerability Scans

CONFIDENTIAL

Exempt from Public Disclosure, Neb. Rev. Stat. §84-712.05

Please find this document in the separately uploaded file named:

RFP 6506 Z1 Brandt Permit System - Proprietary Information

PCI DSS Requirement 12.1

Information Security Policy and Procedures Manual



PCI DSS REQUIREMENT 12.1 INFORMATION SECURITY POLICY AND PROCEDURES

1.0 Overview

In accordance with mandated organizational security requirements set forth and approved by management, Brandt Information Services, Inc. (Brandt) has established a formal set of information security policy and supporting procedures. This comprehensive policy document is to be implemented immediately along with all relevant and applicable procedures. Additionally, this policy is to be evaluated on an annual basis for ensuring its adequacy and relevancy regarding Brandt's needs and goals.

2.0 Purpose

This policy and supporting procedures are designed to provide Brandt with a documented and formalized information security policy in accordance with Requirement 12.1 of the PCI DSS standards. Additionally, this policy also serves as the organization's primary, enterprise-wide information security manual. Compliance with the stated policy and supporting procedures helps ensure the safety and security of all Brandt system components within the cardholder data environment and any other environments deemed applicable.

3.0 Scope

This policy and supporting procedures encompasses all system components within the cardholder data environment that are owned, operated, maintained, and controlled by Brandt and all other system components, both internally and externally, that interact with these systems, and all other relevant systems.

- Internal system components are those owned, operated, maintained, and controlled by Brandt and include all network devices (firewalls, routers, switches, load balancers, other network devices), servers (both physical and virtual servers, along with the operating systems and applications that reside on them) and any other system components deemed in scope.
- External system components are those owned, operated, maintained, and controlled by any entity other than Brandt, but for which these very resources may impact the confidentiality, integrity, and availability (CIA) and overall security of the cardholder data environment and any other environments deemed applicable.
- Please note that when referencing the term "system component(s)" or "system resource(s)" it implies the following: Any network component, server, or application included in or connected to the cardholder data environment (**Source: pcisecuritystandards.org glossary**) or any other relevant environment deemed in-scope for purposes of information security.

4.0 Policy

Brandt is to ensure that the information security policy adheres to the following conditions for purposes of complying with the mandated organizational security requirements set forth and approved by management:

Roles and Responsibilities

The following roles and responsibilities are to be developed and subsequently assigned to authorized personnel within Brandt regarding information security practices:

- **Chief Technology Officer (CTO) | Chief Information Officer (CIO):** Responsibilities include providing overall direction, guidance, leadership and support for the entire information systems environment, while also assisting other applicable personnel in their day-to-day operations. The CTO | CIO is to report to other members of senior management on a regular basis regarding all aspects of the organization's information systems posture.
- **Director of Information Technology | Senior Information Security Officer:** Responsibilities include also providing overall direction, guidance, leadership and support for the entire information systems environment, while also assisting other applicable personnel in their day-to-day operations, along with researching and developing information security standards for the organization as a whole. This will require extensive identification of industry benchmarks, standards, and frameworks that can be effectively utilized by the organization for provisioning, hardening, securing, and locking-down critical system components. Subsequent to the researching of such standards, the senior security officer is to then oversee the establishment of a series of baseline configuration standards to include, but limited to, the following system components: network devices, operating systems, applications, internally developed software and systems, and other relevant hardware and software platforms. Because baseline configuration can and will change, this authorized individual is to also update the applicable configurations, documenting all modifications and enhancements as required.

Additional duties of the **Director of Information Technology | Senior Information Security Officer include the following:**

- Responsible for all major facets of information technology throughout the organization, such as management, recommendations as necessary
 - Providing leadership, direction and guidance for current and existing projects
 - Overseeing the development of all applicable operational, business specific, and information security policies, procedures, forms, checklists, templates, provisioning and hardening documents and other necessary material.
 - Overseeing initiative for developing internal Requests for Proposals (RFPs), along with answering RFP's for services from the organization.
 - Assistance in developing annual information technology budget.
 - Displaying integrity, honesty, and independence at all times.
 - Supporting the Director of Information Technology | Senior Information Security Officer and other members of senior management as necessary.
- **Network Engineer | Systems Administrator:** Responsibilities include actually implementing the baseline configuration standards for all in-scope system components. This requires obtaining a current and accurate asset inventory of all such systems, assessing their initial posture with the stated baseline, and the undertaking the necessary configurations. Because of the complexities and depth often involved with such activities, numerous personnel designated as Network Engineers | System Administrators are often involved in such activities.

Furthermore, these individuals are also responsible for monitoring compliance with the stated baseline configuration standards, reporting to senior management all instances of non-compliance and efforts undertaken to correct such issues. Additionally, due to the fact that these individuals are to undertake the majority of the

operational and technical procedures for the organization, it is critical to highlight other relevant duties, such as the following:

- Assessing and analyzing baseline configuration standards for ensuring they meet the intent and rigor for the overall safety and security (both logically and physically) of critical system components.
- Ensuring the asset inventory for all in-scope system components is in fact kept current and accurate.
- Ensuring that network topology documents are also kept current and accurate.
- Facilitating requests for validation of baseline configurations for purposes of regulatory compliance assessments and audits – such as those for PCI compliance, SSAE 16 reporting, HIPAA, FISMA, GLBA, etc.
- Continuous training and certification accreditation for purposes of maintaining an acceptable level of information security expertise necessary for configuration management.

Additional duties of **Network Engineers | Systems Administrators** include the following:

- Establishing networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards.
 - Optimizing network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization.
 - Updating job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
 - Securing network system by establishing and enforcing policies; defining and monitoring access. ○
 - Reporting network operational status by gathering, prioritizing information; managing projects.
- **Software Developers | Coders:** Responsibilities include actually developing secure systems by implementing the required baseline configuration standards into all systems and software development lifecycle activities. Coding for security, not functionality, is a core theme for which all software developers | coders are to adhere to. They are to also identify any other necessary baseline configuration standards when warranted. Ultimately, this requires removing, disabling, and not implementing insecure services, protocols, or ports that – while may be conducive for purposes of ease-of-use – ultimately compromise the applicable systems being developed.

Additionally, these personnel are also responsible for following a structured project management framework, one that includes utilizing a documented SDLC process, complete with well-defined change management policies, processes, and procedures. Moreover, these personnel are to support and coordinate all required requests for validation of the baseline configurations within their systems being developed for purposes of regulatory compliance and/or internal audit assessments.

Additional duties of **Software Developers | Coders** include the following:

- Developing software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.
- Determining operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions.
- Effective documentation via flowcharts, layouts, diagrams, charts, code comments and clear code.

- Preparing and installing solutions by effectively designing system specifications, standards, and programming.
- Improving operations by conducting systems analysis; recommending changes in policies and procedures.
- Obtaining and licensing software from vendors.
- **Change Management | Change Control Personnel:** Responsibilities include reviewing, approving, and/or denying all changes to critical system components and specifically for purposes of any changes to the various baseline configuration standards. While changes are often associated with user functionality, many times the issue of vulnerability, patch, and configuration management are brought to light with change requests. In such cases, authorized change management | change control personnel are to extensively analyze and assess these issues for ensuring the safety and security of organizational-wide system components.
- **End Users:** Responsibilities include adhering to the organization's information security policies, procedures, practices, and not undertaking any measure to alter such standards on any such Brandt system components. Additionally, end users are to report instances of non-compliance to senior authorities, specifically those by other users. End users – while undertaking day-to-day operations – may also notice issues that could impede the safety and security of Brandt system components, and are to also report such instance immediately to senior authorities.
- **Vendors, Contractors, Other Third-Party Entities:** Responsibilities for such individuals and organization are much like those stated for end users: adhering to the organization's information security policies, procedures, practices, and not undertaking any measure to alter such standards on any such system components.

Information Security Solutions

As for all the tools, devices, and protocols utilized for protecting networks - there's an endless list - but for purposes of gaining a basic understanding of these appliances, the following list is considered vital when it comes to information security best practices:

- Network Devices: Firewall, routers, switches, load balancers, intrusion detection systems (IDS).
- Malware Solutions: anti-virus and anti-spam software and devices.
- File Integrity Monitoring (FIM) and change detection software, host based intrusion detection and intrusion prevention devices.
- Secure services – those that are operating system (O/S) and application specific to all major operating systems (Windows, UNIX, Linux) and applications (web server applications, database applications, internally developed applications)
- Secure protocols, such as SSL, SSH, VPN, etc.
- Secure ports, such as 443, 22, etc.
- User access principles, such as Role Based Access Controls (RBAC), etc.
- Username and password parameters, such as unique user ID's, password complexity rules, password aging rules, account lockout thresholds, etc.
- Encryption

- Event monitoring
- Configuration and change monitoring
- Performance and utilization monitoring
- Logging and reporting
- Appropriate incident response measures

Defense-in-Depth

Some of the best practices to use for ensuring the CIA triad is upheld at all times is Defense-in-Depth and Layered security – essentially utilizing various resources for helping protect an organization's information systems landscape. As for Defense-in-Depth, it was initially a military strategy that put forth a “delay rather than prevent” concept, one that advocated yielding various elements to the enemy for purposes of buying extra time. Over time, the National Security Agency (NSA) adopted Defense-in-Depth as an information assurance (IA) concept in which multiple layers of security are used for protecting an organization's information technology infrastructure. Defense-in-Depth has since become a highly-adopted framework for many organizations around the world for helping ensure the safety and security of critical system components. It's been praised as a highly effective concept, one that employs effective countermeasure for thwarting attacks on an enterprise's information systems environment. Defense-in-Depth – for purposes of information security – includes the following layers, which have been loosely adopted and agreed upon by industry leading vendors and other noted organizations:

- Data
- Application
- Host
- Internal Network
- Perimeter
- Physical
- Policies, Procedures, Awareness

Layered Security

Layered security, often mentioned in the context of Defense-in-Depth, is a concept whereby multiple layers of security initiatives are deployed for the purposes of protecting an organization's critical system components. Specifically, by utilizing a number of security tools, protocols, and features, organizations can effectively put in place layers of security that – in the aggregate – help ensure the confidentiality, integrity, and availability (CIA) of systems. It's important to note that the main emphasis of layered security is about protection, ultimately making it a subset of Defense-in-Depth, which casts a much wider net on the broader subject of enterprise-wide information security. Furthermore, layered security seeks to put in place measures that compensate for possible weaknesses in other tools, but again – in the aggregate – form a comprehensive security strategy.

Remember, layered security is not about information security redundancy – that is, using tools to achieve the same desired output – such as using an access control card and iris recognition to enter a data center (that’s two forms of the same control – authentication and authorization). As for layered security initiatives, common examples can include the following:

- The use of firewalls, intrusion detection systems, web application firewalls, anti-virus and anti- spam tools, as they each provide specific measures unique to one another for network security protection.
- Having pan-tilt-zoom (PTZ) cameras at a data center, along with comprehensive badge provisioning procedures, whereby an organization implements the use of access control cards and iris recognition at the actual data center facility.

For purposes of information security, all individuals form a cohesive and vital component of an organization's overall Defense-in-Depth platform – one that utilizes multiples resources for enterprise-wide cyber security protection.

Cyber Security

When seeking a technical definition or understanding on a topic relating to information security, individuals often turn to the likes of NIST and Wikipedia. Such is the case for cyber security, for which NIST briefly describes as “The ability to protect or defend the use of cyberspace from cyber-attacks ([NIST glossary](#)). As for Wikipedia, they blend cyber security into the broader subject of information technology and information security, failing to provide – understandably so – a clear definition. We all tend to get caught up on technicalities, so for purposes of simplicity, here’s a well-crafted definition of what cyber security can best be looked upon as:

The various measures – such as the enforcement of policies, and the enactment of necessary processes and related procedures – for helping ensure the confidentiality, integrity, and availability (CIA) of information systems from malicious attempts in compromising system security that can ultimately disrupt, disable, destroy, and harm an organization’s system resources.

Simply stated, it’s about putting in place measures for protecting one’s information systems from the ever- growing threats in today’s cyber world we all live in, and there’s a tremendous effort currently underway by organizations all around the world to do just that. Publicly traded companies, local, state, and federal agencies – and many other entities – are hard at work putting in place measures for ensuring the safety and security of their entire information systems landscape. From Defense-in-Depth, to layered security, along with the adoption and implementation of a dizzying array of security standards, the topic of cyber security is alive and well, and you need to know about it!

Cloud Computing

It’s also critical that employees have a strong understanding of cloud computing, which is an area within information security that contains an almost endless list of definitions and explanations, ranging from the very technical (NIST definition of cloud computing), to the more simpler, and easy-to-understand definition, such as the one provided by Wikipedia. So what is cloud computing? Taking the NIST definition and simplifying it, cloud computing is the following:

A model that allows for scalable, convenient, on-demand services to a shared pool of distributed computing resources, for which many models exist. In essence, one’s computing resources live in the “cloud”, instead of a more traditional model, such as a client-server design, etc.

The phrase has garnered much attention and widespread adoption since the mid 2000's, but concept isn't as new as people would think. As for the various cloud models, vendors and others within the information technology arena are abuzz with new and catchy names and phrases, but referring back to NIST is generally a good idea. According to the NIST publication, "The NIST Definition of Cloud Computing" (published September, 2011), cloud computing itself consists of five (5) core characteristics, three (3) service models, and four (4) deployment models. Download the NIST whitepaper, titled "[The NIST Definition of Cloud Computing](#)", to learn more.

What's also important to note about cloud computing is its rapid expansion and widespread adoption by companies. More and more organizations are either building out cloud computing platforms, offering such services to clients, while companies themselves are moving away from client-server, and traditional computing environments, ultimately to cloud computing. It's a massive shift, one that will continue into the foreseeable future as cloud computing slowly, but surely, becomes the de facto computing environment for most organizations, regardless of sector, industry, or location. But with this huge leap of information technology faith comes numerous requirements, the most important being that of security. After all, on- demand resources, while being touted as efficient, scalable, and cost-effective – among other things – have large security concerns. If you're using cloud computing within your organization and want to learn more, here are some helpful resources:

- The Cloud Security Alliance | <https://cloudsecurityalliance.org/>
- Cloud Industry Forum | <http://www.cloudindustryforum.org/>
- Wikipedia Overview of Cloud Computing | http://en.wikipedia.org/wiki/Cloud_computing

Email Guidelines, Responsibilities and Acceptable Use

Brandt has established the following general guidelines, responsibilities, and acceptable uses for email as described below.

- All email accounts, their respective addresses and the contents of the emails, which are processed, transmitted and stored via Brandt network resources, are the exclusive property of Brandt. As such, users utilizing Brandt email resources have no right to ownership of these very resources and should be aware that emails and any supporting information that is processed, transmitted, and stored may be subject to inspection and/or investigation as warranted, without notice.
- Brandt reserves the right, without notice, to suspend, temporarily or indefinitely, any email accounts as needed.
- Brandt reserves the right, without notice, to delete and remove, temporarily or indefinitely, any email accounts as needed.
- Brandt reserves the right, without notice, to block any emails being sent from Brandt email accounts as needed.
- Brandt reserves the right, without notice, to reject any emails from known or unknown third parties as needed.
- Brandt reserves the right to redirect any emails from known or unknown third parties as needed.
- At any time and without notice, Brandt reserves the right to inspect any emails being sent to or received from, known or unknown third parties as needed.
- The use of Brandt email resources are to be conducted with due care and professionalism at all times, which includes not using abusive or questionable language within the body or subject line of the email.

- The use of Brandt email resources is to be used primarily for official business purposes only. While email is often used to communicate with friends, family members and other non-professional acquaintances, it is advised and encouraged to limit the extent of Brandt email resources for interaction and communication with these respective parties. Communication with friends, family members and other non-professional acquaintances should be conducted with the use of a personal, non-Brandt email address.
- Users to read, understand, and adhere to the general guidelines and provisions as stated in The CAN-SPAM Act.
- Only approved subscriber lists for receiving third-party emails are allowed. The list of approved subscriber lists is to be determined at the onset of being hired based on an employee's role and responsibility within the organization.
- Users are to protect the privacy of their email accounts, which includes safeguarding passwords at all times and not allowing passwords to be viewed and copied by any other individual.
- Users are to have their access rights permanently revoked from all computing systems that allow for access to email accounts once they have been terminated. This includes the disabling of email accounts and passwords for any user terminated by Brandt. Terminated users will not be allowed to have any e-mails forwarded to them once they have been terminated.

The following activities are considered **unacceptable** by users.

- Any activity resulting from the use of Brandt email resources that may potentially compromise the organization's network infrastructure, cause harm to other related systems, cause harm or pose a significant financial, operational, or business threat to the organization because of inappropriate and unacceptable use of email.
- Users are strictly prohibited from utilizing email resources for the purposes of sending or forwarding content relating to profanity, harassment, intimidation, known fraud, explicit sexual content (minor or adult), racism, terroristic threats and any other content deemed unprofessional, unethical or that violates any local, state, or federal law or regulation.
- Users are strictly prohibited from utilizing email resources for the purposes of engaging in any type of activity that violates any local, state, or federal law or regulation.
- Users are strictly prohibited from utilizing Brandt email resources for the purposes of signing up and registering to personal social media sites and any other non-business specific sites.

Users are strictly prohibited from utilizing Brandt email resources for discussing confidential and sensitive company information with unapproved third party entities. This confidential and sensitive information, may include, but is not limited to, the following: trade secrets, patents, financial, operational, or technology data.

- Users are only allowed to access their own respective email accounts and are strictly prohibited from accessing another employee's email account and sending and receiving emails for that said account. Additionally, modifying or deleting email files regarding another employee's email account is also strictly prohibited by an employee.
- Users are strictly prohibited from creating, forwarding or soliciting the enrollment of other employees' regarding viral e-mail chain letters. E-mail chain letters are described as the following: **An electronic medium sent to a number of people asking each recipient to send copies with the same request to a specified number of others. The circulation of this electronic medium increases in geometrical progression as long as the instructions are followed by all recipients.** Source: Wikipedia: http://en.wikipedia.org/wiki/Chain_letter

- Users are strictly prohibited from creating, forwarding or soliciting the enrollment of other employee's regarding e-mail spam. E-mail spam is described as the following: **E-mail spam, also known as junk e-mail, is a subset of spam that involves nearly identical messages sent to numerous recipients by e-mail. A common synonym for spam is unsolicited bulk e-mail (UBE). Definitions of spam usually include the aspects that email is unsolicited and sent in bulk. "UCE" refers specifically to unsolicited commercial e-mail. Source: Wikipedia: http://en.wikipedia.org/wiki/Email_spam**
- Users are strictly prohibited from intentionally modifying or altering any part of an email message, which includes, but is not limited to, the following: content, signature, date, time, source, and destination.

The CAN-SPAM ACT

The CAN-SPAM Act, a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have you stop emailing them, and spells out penalties for violations. It covers all commercial messages, which the law defines as "any electronic mail message the primary purpose of which is the commercial advertisement or promotion of a commercial product or service," including email that promotes content on commercial websites. The law makes no exception for business-to-business email.

Each separate email in violation of the CAN-SPAM Act is subject to penalties. Thus, Brandt employees who utilize email services for the purposes of any type of marketing and solicitation activities are to adhere to the following provisions and are strictly prohibited from engaging in any activity resulting in non-compliance with these provisions:

- Do not use false or misleading header information. Your "From," "To," "Reply-To," and routing information – including the originating domain name and email address – must be accurate and identify the person or business who initiated the message.
- Do not use deceptive subject lines. The subject line must accurately reflect the content of the message.
- Identify the message as an ad if this is the true intended nature of the contents of the e-mail.
- Tell recipients where you are physically located. The message must include your valid physical postal address. This can be your current street address, a post office box that the Brandt has registered with the U.S. Postal Service, or a private mailbox registered with a commercial mail receiving agency established under Postal Service regulations.
- Tell recipients how to opt out of receiving future email from you. The message must include a clear and conspicuous explanation of how the recipient can opt out of getting email from you in the future.
- Craft the notice in a way that is easy for an individual to recognize, read, and understand. Creative use of type size, color, and location can improve clarity.
- Provide a return email address or another easy Internet-based way to allow people to communicate their choice.
- If possible, create a menu to allow a recipient to opt out of certain types of messages, but also include the option to stop all commercial messages from Brandt. Make sure any type of spam filter doesn't block these opt-out requests.
- Honor opt-out requests promptly. Any opt-out mechanism that is offered must be able to process opt-out requests for at least 30 days after the message is sent. Honor a recipient's opt-out request within 10 business days.

- It is strictly prohibited to charge a fee, require the recipient to give you any personally identifying information beyond an email address, or make the recipient take any step other than sending a reply email or visiting a single page on an Internet website as a condition for honoring an opt-out request.
- Once an individual has formally notified Brandt that they do not wish to receive more messages, Brandt is strictly prohibited from transferring their email addresses, even in the form of a mailing list.

Source: <http://www.ftc.gov/bcp/edu/pubs/business/ecommerce/bus61.shtm>

Internet Guidelines, Responsibilities and Acceptable Use

Brandt has established the following general guidelines, responsibilities, and acceptable uses for the internet as described below.

- Brandt reserves the right, without notice, to suspend, temporarily or indefinitely, any Internet resources as needed.
- Brandt reserves the right, without notice, to delete and remove, temporarily or indefinitely, any Internet resources as needed.
- The use of Brandt Internet resources is to be conducted with due care and professionalism at all time.
- When connecting to the Internet, users must ensure that they are using approved and secure technologies.
- When downloading content from the Internet, all files must be scanned with appropriate anti-virus software.
- The use of Brandt Internet resources is to be used primarily for official business purposes only. While the use of the Internet is often used to communicate with friends, family members and other non-professional acquaintances, it is advised and encouraged to limit the extent of Brandt Internet resources for interaction and communication with these respective parties. Thus, communication with friends, family members and other non-professional acquaintances should be conducted with the use of a personal, non - Brandt Internet resources, primarily outside of normal business hours.
- Only approved subscriber lists for receiving third-party emails are allowed. The list of approved subscriber lists is to be determined at the onset of being hired based on an employee's role and responsibility within the organization.
- Brandt reserves the right, without notice, to monitor all Internet activity as needed.
- Users are to have their access rights permanently revoked from all computing systems that allow for access to Internet resources once they have been terminated. This includes the disabling of all accounts and passwords for any user terminated by Brandt.

The following activities are considered **unacceptable** by users.

- Any activity resulting from the use of Brandt Internet resources that may potentially compromise the organization's network infrastructure, cause harm to other related systems, cause harm or pose a significant financial, operational, or business threat to the organization because of inappropriate and unacceptable use of Brandt Internet resources.
- Users are strictly prohibited from utilizing Brandt Internet resources for the purposes of connecting to and viewing any sites with explicit sexual content (minor or adult), racist content, sites that invoke terroristic material, promote

violence, along with any other offensive material and any other content deemed unprofessional, unethical or that violates any local, state, or federal law or regulation.

- Users are strictly prohibited from utilizing Internet resources for the purposes of engaging in any type of illegal activity that violates any local, state, or federal law or regulation.
- Users are strictly prohibited from utilizing Brandt Internet resources for the purposes of posting any material to any web site deemed unprofessional, unethical or that violates any local, state, or federal law or regulation.
- Users are strictly prohibited from utilizing Brandt Internet resources for the purposes of signing up and registering to personal social media sites and any other non-business specific sites.
- Users are strictly prohibited from utilizing Brandt Internet resources for the purposes of commenting on any public or private forum as those of Brandt viewpoints. Any comments made must be done so as in a manner that explicitly disclaims those views as yours, not Brandt.
- Users are strictly prohibited from utilizing Brandt Internet resources for discussing confidential and sensitive company information with unapproved third party entities. This confidential and sensitive information, may include, but is not limited to, the following: copyrighted material, trade secrets, patents, financial, operational, or technology data.

Network Guidelines, Responsibilities and Acceptable Use

Brandt has established the following general guidelines, responsibilities, and acceptable uses for network devices as described below.

- All network devices are to be configured and used strictly for business operations.
- All network devices are to be appropriately hardened and secured in accordance with industry standards and for applicable business requirements. Appropriate hardening procedures and guidelines may be obtained from the following industry sources:
 - **SysAdmin Audit Network Security (SANS)** <http://www.sans.org>
 - **National Institute of Standards and Technology (NIST)** <http://www.nist.gov>
 - **Center for Internet Security (CIS)** <http://www.cisecurity.org>
 - Additionally, industry leading technology organizations provide alert boards, security forums, white papers, and other additional sources for hardening and securing network devices as needed. Please check with your technology provider in ascertaining this information.
- Any network devices obtained without proof of purchase and licensing rights will not be allowed onto the network.
- All users (primarily system administrative users) must be responsible for the proper use of these devices.
- Any activity that may potentially compromise the organization's network infrastructure, cause harm to other related systems or pose a significant financial, operational or business threat to the organization because of misuse of these devices will not be tolerated.

- All network system administrative rights and subsequent activities undertaken on network devices are subject to audit and review as needed.
- Users are to have their access rights permanently revoked from all computing systems that allow for access to any network devices once they have been terminated. This includes the disabling of email accounts and passwords for any user terminated by Brandt. Terminated users will not be allowed to have any e-mails forwarded to them once they have been terminated.

The following activities are considered **unacceptable** by users.

- Any activity resulting from the use of Brandt network devices that may potentially compromise the organization's network infrastructure, cause harm to other related systems, cause harm or pose a significant financial, operational, or business threat to the organization because of inappropriate and unacceptable use of network devices.
- Users are strictly prohibited from utilizing Brandt network devices for the purposes of connecting to and viewing any sites with explicit sexual content (minor or adult), racist content, sites that invoke terroristic material, promote violence, along with any other offensive material and any other content deemed unprofessional, unethical or that violates any local, state, or federal law or regulation.
- Users are strictly prohibited from utilizing network devices for the purposes of engaging in any type of illegal activity that violates any local, state, or federal law or regulation.
- Users are strictly prohibited from utilizing Brandt network devices for discussing confidential and sensitive company information with unapproved third party entities. This confidential and sensitive information, may include, but is not limited to, the following: trade secrets, patents, financial, operational, or technology data.
- Users are only allowed to access their own respective network devices they are assigned to and are strictly prohibited from accessing another employee's network devices. Additionally, modifying network devices regarding system settings without documented approval and business justification is strictly prohibited.
- Network components may not be added, removed or modified unless explicit consent is given by appropriate personnel.

Social Media Guidelines, Responsibilities and Acceptable Use

Brandt has established the following general guidelines, responsibilities, and acceptable uses for social media as described below. Please note that social media is looked upon in two distinct categories: (1). **Personal social media resources and forums** for which users have setup and established and (2) Brandt **company specific social media resources and forums** for which Brandt has setup and established. Distinctions between the two social media resources and forums regarding general guidelines, responsibilities, and acceptable use will be identified when deemed necessary for purposes of clarification.

Brandt Company Specific Social Media Resources and Forums

- Currently, Brandt has established a company specific profile on the following social media forums:
 - Twitter
 - Facebook,

- LinkedIn
- All users are responsible for understanding and adhering to all applicable terms of use, disclosures and agreements regarding Brandt social media resources.
- Accordingly, Brandt has established a formal Social Media Risk and Compliance Manager, who will be ultimately responsible for all oversight of Brandt's social media resources, which includes, but not limited to, the following:
 - Formally establishing a profile for Brandt on all social media sites. The term "profile" includes the relevant username, password, associated email and all administrative content (name, address, contact information for our company) for all social media sites.
 - Effectively monitoring all social media resources regarding comments, posts, material or content uploaded to these respective sites, along with any other information deemed necessary for monitoring.
 - Educating, training, and informing all users, as needed, on their rights, roles, and responsibilities when interacting with Brandt social media resources.
 - Keeping management abreast on a regular basis of current social media trends, issues, and concerns that may affect the organization.
 - Acting as the principle advocate of the Brandt Social Media Policy, which includes making changes to the policy as needed and accordingly, distributing the policy to all users.
- At all times, users are expected to act in a mature, professional, and ethical manner when interacting with and posting on Brandt company specific social media resources. As such, be cognizant of information posted and please strive to use a professional tone and dialect at all times.
- Information posted to any company specific social media resources that contains Brandt related content must not contain any "sensitive information". A common list of "sensitive items" can be found under the "Unacceptable Use" section below.
- Additionally, common questions users should ask themselves before posting to or uploading any content to Brandt company specific social media resources are the following:
 - Does the posting or uploading of content disclose any "sensitive information" as discussed under the "Unacceptable Use" section as described below?
 - Does the posting or uploading of any content relate to profanity, harassment, intimidation, known fraud, explicit sexual content (minor or adult), racism, terroristic threats and any other content deemed unprofessional, unethical or that violates any local, state, or federal law or regulation?
 - Is the posting of content professional in nature, with a positive tone and voice?
 - Could any posting or uploading of content be perceived as political in nature, supporting a candidate, advocacy group, or some other formalized political party? ○ Could any posting or uploading of content be perceived to be defamatory, slanderous or libel in nature to another known entity (i.e., individual, group of individuals, companies, etc.).
 - Have I, as a user, strived to be accurate and truthful in all posting or uploading of content to Brandt company specific social media resources?
 - Have I informed management of Brandt of any other posting or uploading of content to that may have potentially violated any of the policies within the Social Media Policy?

- At any time, and without notice or declaration of reason, Brandt reserves the right to **monitor, prohibit, restrict, block, suspend, terminate and/or delete** a user's activity on any company specific social media resources and forums.
- At any time, and without notice or declaration of reason, Brandt reserves the right to disclose a user's activity on social media resources to any local, state, or federal governmental authority due to requests from these governmental entities or for the purposes of informing them of activity that potentially violates any local, state, or federal law or regulation.
- Violations and penalties for illegal use of social media resources are punishable by fines and imprisonment. The financial amount and imprisonment sentence, if any, will be determined by designated authorities and a court of law.
- At any time, and without notice or declaration of reason, Brandt reserves the right to reproduce, distribute, publish, and display any user's social media activities for the purposes of Brandt.
- Users are to hold Brandt harmless and not liable for any financial or legal liabilities (damages, losses, claims, settlements and any other liabilities as warranted) as a result of that user's interaction and posting onto personal or professional social media sites.
- Users are to understand that any claim or dispute arising out of interaction and posting onto social media sites will fall under the provisions of state law in Florida, resulting in being subjected to the jurisdiction of all applicable laws (local, state, and federal) located in Leon County.
- Users are to have their access rights permanently revoked from all Brandt company specific social media resources once they have been terminated.

The following activities are considered **unacceptable** by users.

- Any activity resulting from the misuse of Brandt company specific social media resources that may potentially compromise the organization's network infrastructure, cause harm to other related systems, cause harm or pose a significant financial, operational, or business threat to the organization because of inappropriate and unacceptable use of network devices.
- Users are strictly prohibited from posting or uploading any content to Brandt company specific social media resources regarding political lobbying, solicitation, contributions, or endorsements for any political organization (i.e., political party, political action committee, political forum, political advocacy group, individual candidate, etc.).
- Users are strictly prohibited from utilizing Brandt company specific social media resources for the purposes of posting or uploading any content relating to profanity, harassment, intimidation, known fraud, explicit sexual content (minor or adult), racism, terroristic threats and any other content deemed unprofessional, unethical or that violates any local, state, or federal law or regulation.
- Users are strictly prohibited from utilizing company specific social media resources for engaging in any type of illegal activity that violates any local, state, or federal law or regulation.
- Users are strictly prohibited from posting, uploading or discussing sensitive information on any company specific social media resources. The term "sensitive information" may include, but is not limited, to the following:
 - Internal policies and procedures and other Standard Operating Procedure (SOP) documents.
 - Company-wide operational and information technology attributes.

- Financial data and accounting data, management meeting minutes, employee personnel files.
- Client provided data and information.
- Client contractual documentation (SOW, SLA, MSA, etc.).
- Any confidential Intellectual Property.
- Any information (media and the underlying information assets associated with that media) that supersedes the above information.

Identity Theft

Advance in technology, though plentiful with benefits, also leave us vulnerable to malicious individuals. Identity theft, according to United States Federal Trade Commission (ftv.gov) is when someone steals your personal information and uses it without your permission. Three (3) important aspects worth discussion on identify theft are (1). Looking for signs it has actually occurred. (2). Protective measures to undertake. (3). What to do if you're a victim.

As for watchful signs, consider the following to be possible indicators of identity theft - remember - the earlier it's caught, the great the chances of minimizing the damages to you and your family:

- The type of mail you are receiving changes or you stop getting certain bills or other items. Many times, fraudsters actually change somebody's mailing address, forwarding to another location. Additionally, you receive a statement for a credit card or some other type of purchase you never made.
- Money is withdrawn from your bank account for unknown charges.
- You receive calls from debt collection agencies for debts unknown to you.
- You receive bills from medical services performed that you are unaware of. (Health care fraud is rampant).
- Upon examining your credit report, you find unfamiliar accounts.
- You encounter discrepancies with the Internal Revenue Service (IRS) and your annual tax filings. Fraudsters often steal someone's social security number for purposes of employment - especially is they are illegal - thus recording earned wages on your social security number.
- You've been notified that a data breach has occurred and your personal information has been compromised.

Let's discuss some protective measure to take against identity theft, which consist of the following:

- Always keep sensitive and confidential information physically secure, such as in locked files cabinet, safe, etc. When you have friends, relative, guests over, be sure to put personal documentation away and not viewable by anyone.
- Limit what you carry in your wallet and purse to jus the minimum - credit card or two, driver's license, important health care information, etc.
- Always ask "why". More specifically, if somebody asks for your personal information (date of birth, social security number, etc.) always politely ask why they need it, how it will be used, where will it be stored, etc.
- Shred documents such as receipts, financial account statements, along with peeling off labels from prescription bottles before discarding of them.

- Put outgoing mail in secure drop facilities, such as the actual U.S. Post Office. If you don't trust your own outgoing mail at your business or residence, then don't use it.
- Try and limit providing your home address and strive to use an actual Post Office box address or a mail drop address when possible. The more thieves know about you (such as where you actually live), the greater their chances of striking again.

If you've unfortunately become a victim of identity theft, it's time to act quickly for protecting yourself, which means cancelling credit cards and contacting all financial institutions and alerting them. What's extremely important is to begin communicating and writing letters to various organizations, such as credit reporting bureaus and businesses, for which the Federal Trade Commission (ftv.gov) provides a number of sample identity theft letters to use.

Securing Your Home Network

Many Brandt employees work from home, which means they store, process, and transmit sensitive and confidential company information over their personal networks, which can pose significant security risks. Let's take a look at some best practices for securing your home network.

- **Use Anti-virus.** Whatever computer you are using on your home network, it needs to have current, updated anti-virus on it. This is one of the most fundamentally important - and easy to implement - security safeguards as it protects your computer from malware and other malicious exploits.
- **Use strong passwords.** Whatever you are doing online, it's a good idea to use very strong password, those that contain a mixture of letters, numbers, and symbols. This applies to your actual computer for which you're logging onto. Remember, home means "home", where children and spouses have access to your items, so protecting them from misuse is important.
- **Use a personal firewall.** A personal firewall is an extra layer of added protection for helping protect your home network in the following manner:
 - Protects the user from unwanted incoming connection attempts, ultimately allowing the user to control which programs can and cannot access the Internet.
 - Blocks and/or alerts a user about outgoing connection attempts
 - Monitors and regulates all incoming and outgoing Internet users

There are a number of commercially developed software programs you can install to act as a personal firewall, yet you can also use the Windows personal firewalls software from Microsoft, which is highly effective. As for Apple, their Mac books also have a built-in personal firewall option, which should also be used.

- **Be cautious online.** Remember that working from home means you're accessing Brandt information, so be smart about what websites you're visiting, information you are downloading, etc. Being cautious and having a "security first" mindset is a must at all times.
- **Change your WI-FI broadcast.** Known technically as an SSID, it's the wireless (if you are in fact using wireless) network you connect to. Make sure to change the default SSID to something more unique. SSID's that are left with their default names often are an indicator to hackers that the passwords are also still the same default that was shipped with the devices. Thus, change both the default SSID and the default password. Your router is the bridge to the Internet, so protect it by removing many of the default settings.

- **Enable MAC filtering.** Additionally, you want to allow wireless access only to trusted laptops, by allowing wireless connections only to known MAC address. MAC (Media Access Control) address is a unique identifier attached to most network adapters - which, in this case - would be the unique identifier of your laptop wireless adapter.
- **Change default wireless access to your router.** The default password for wireless web access is essentially the same for the specified model of a wireless router assigned by the manufacturer, thus it's important to change default password of the wireless router web access immediately.

Online Security and Mobile Computing

Information Security is also about understanding today's ever-growing online threats, many of which can result in serious security issues for Brandt along with identify theft for yourself. We all spend large amounts of time online, for both professional and personal reason - using laptops and portable devices, so it's important to take note of the following tips:

- **Trust, but verify.** It essentially means knowing who is requesting or asking for any type of information from you, from highly sensitive and confidential customer information to your own personal information. Social engineering - tactics used to gain access and steal valuable assets - is on the rise, so be watchful and mindful at all times.
- **Enable security.** This means making sure that you have anti-virus on whatever computer being used to access the Internet, and possibly even using what's known as a personal firewall, which comes standard with many operating systems, especially the Microsoft Windows operating systems. It also means using a username and password for protecting the contents on your laptop should it ever be lost, stolen, or misplaced.
- **Protect your physical assets.** This means not leaving your laptop, PDA, tablet, etc. unattended for any time period. Going to the bathroom at the coffee house while leaving your notebook alone is not wise. For company-owned laptops, verify with your I.T. department that the serial number has indeed been recorded. For your own personal laptop, record the serial number also.
- **Clear out browser sessions.** It's a good idea to periodically clean out your browser history for ensuring no pre-populated usernames and passwords exist especially on non-company owned desktops, laptops, and workstations. As for usernames and passwords, keep them secure (which is in your head!) and nowhere else. This means a clean desktop work policy, one that does not contain notes lying around with online login information.
- **Be mindful on social media sites.** You work for Brandt, which means you represent us in everything you do, both inside and outside the walls of these facilities. As such, be cognizant of information posted and please strive to use a professional tone and dialect at all times, even with your friends, family members, co-workers, and other online participants users you are engaging with. Just remember to ask yourself the following question: *"Does the posting or uploading of content to any of my personal social media resources disclose any "sensitive information" related to my company, or does it in any way impact the safety and security of my organization?"* Remember to think before you post.
- **Wireless Access Points.** Though they're free and easy to connect to, wireless access points can be extremely problematic in terms of security issues, so take note of the following precautions:
 - Turn off your actual wireless connectivity when not in use.
 - Connect only to trusted Wi-Fi "hotspots", thus if you aren't sure about a network that's being broadcasted, ask! If it seems suspicious, then do not connect - most Internet sessions can wait!

- Do not use wireless access points for conducting business activities, unless you have approved VPN and secure, remote access software on your laptop.
- **Protect wireless handheld devices.** The continued growth and use of small, mobile devices capable of sending, receiving and storing information - though highly efficient - also requires putting in place protective measure, such as the following:
 - Use PIN and/or password security parameters for accessing and unlocking your phone, as this is critical if it's ever lost, stolen or misplaced.
 - When disposing of any wireless handheld devices, ensure that all sensitive and confidential data has been removed, such as with a secure wipe program.

Shopping Online

Shopping online is one of the greatest benefits offered by information technology, as just a click-of-the mouse lets you buy almost anything imaginable. Yet with most luxuries in life, such benefits also have significant risks, and protecting your personal consumer information - and company information - is always a top priority when shopping online. Please take some time to learn about the following safe shopping tips and habits:

- **Use only known and trusted merchants.** That means staying away from websites that simply don't look or feel safe - and they may not be - so stick to your known stores, and the ones that everyone uses for purchasing products and services. Remember, when purchasing something online, always look for the "s" in the "https" part of the browser as "s" stands for security! So beware the bargain hunting tactics and the inclination to use unknown sources for online purchases - it's just not worth it.
- **Do not provide personal information.** There's absolutely no reason for a merchant to be asking for highly sensitive and confidential information. It is one thing to enter personal credentials on an online banking session, but not when purchasing something online. If it seems suspicious - it probably is - so report it immediately to any number of helpful resources provided in this training manual. You can always take a few minutes and read the privacy policy at the bottom of a website, and if they don't have one, then it's not a place you'll want to do business with.
- **Be mindful of pop-ups, banner advertisements and other solicitations.** Often when browsing the Internet and searching for products to buy, you'll receive annoying ads or possibly even receive suspicious emails for a "must-have" product. While many of these solicitations are legitimate - and legal - some aren't, so use caution at all time.
- **Opt out of communication.** Want to greatly reduce email spam and junk, then make sure to "opt- out" of any further emails and communications from merchants unless you really feel compelled to receive such information.
- **Bad links are everywhere.** Be mindful of any links that ask to "click here", "download now" or any other aggressive tactic as they may be nothing more than malicious software trying to insert dangerous code onto your computer.
- **Use a credit card not a DEBIT card.** Debit cards are unfortunately tied directly to your personal bank accounts, meaning once a fraudster has your debit card number, it's only a matter of time before they can literally wipe out your checking account. Use a credit card, which essentially places a limit (usually \$50 or lower) that you're responsible for regarding card theft. Additionally, alternative methods of payment, such as paypal.com, are available whereby consumers don't provide any confidential credit or debit card information to a merchant.

Paypal.com is an excellent payment choice, when it's available, and many large online retailers are incorporating it into their shopping cart checkout options for paying.

- **Trust your instincts.** Online shopping is just like any other topic in security awareness - trust your instincts and you should be fine. If the site looks suspicious, it probably is, so stay away from it and move onto to another reputable website.

Other Important Security Awareness Considerations

True information security is also about being aware of the following growing fraudulent schemes being used against both organizations and individuals by malicious persons trying to extort funds along with obtaining highly sensitive and confidential information:

- **Social Engineering.** Deceptive tactics used by somebody for purposes of obtaining something or gaining access (both physically and logically speaking) to something for which they are unauthorized to do. Social engineering relies heavily on human interaction and building the trust of those for which somebody wants to deceive. For example, a fired employee may try and access his or her previous employment by tricking security guards, receptionists, or other personnel with common socially engineered tactics, such as "I forgot my access badge, can you let me in", etc. The trust factor is the most important component of what allows social engineering practices to be successful.

Social engineering tactics are long and varied, including the following practices:

1. Using alcohol
 2. Sex
 3. Piggybacking (following somebody into a building)
 4. Phishing (tricking somebody into clicking on a link of what they think is an actual legitimate website)
 5. Psychology (Using the power of the mind to trick somebody)
 6. Tech Talk (convincing someone to divulge information based on your technology expertise, such as pretending to be an I.T. administrator at a company)
 7. Social Network Engineering (finding out information online based on social network interactions with someone). With so many ways to "trick" and deceive people, it's important to be on the lookout for some of these examples, so if something looks suspicious, report it. Remember also to never give out sensitive and confidential information to anyone unless there's a legitimate reason - trust, but verify.
- **Victim Relief Scams.** We as a society liked to be perceived as caring, giving, and helpful individuals - people willing to open their hearts and wallets to those in need. Every time a major environmental disaster or unfortunate terror act happens, we're there, ready and willing to help. Unfortunately, so are the scammers, who deploy numerous tactics with today's endless list of technology platforms. From phony websites to fraudulent mailings, the world is full of scam artists working hard to take your money. With so many excellent volunteer organizations and non-profit agencies around, your money can find a good place, just not with the scammers. When receiving emails asking for donations, banner advertisements soliciting funds, do a little due diligence for making sure the organization is legitimate - there's nothing wrong with being giving, just don't be a victim. Remember these helpful tips:

- Do not respond to unsolicited incoming email or their associated links.
 - Be skeptical of people claiming to be victims or their relatives. After Katrina, dozens of individuals were indicted for falsely collecting donations.
 - Go to trusted websites to make donations.
 - Verify the legitimacy of organization requesting funds – do a little homework.
 - Make contributions directly to known organizations rather than going through third parties .
 - Be careful about giving out your personal or financial information to anyone soliciting contributions.
- **Pyramid Schemes.** Pyramid schemes are marketing and investment frauds in which an individual is offered a distributorship or franchise to market a particular product. Because the goal in a pyramid scheme is to sell the distributorship or franchise, and not the actual product, it creates an unattainable business model where no sales efforts or strategies have been given to a product (if there ever was one). The end result is a glut of investors, and the scheme unfolds. Investors are told, however, that they can recoup their initial investment and generate additional revenue streams for themselves by bringing in new members. The pyramid scheme is simply not mathematically feasible for any viable business model.
 - **Ponzi Schemes.** A Ponzi scheme is a fraudulent investment operation that pays returns to separate investors from their own money or money paid by subsequent investors, rather than from any actual profit earned. The Ponzi scheme usually entices new investors by offering returns other investments cannot guarantee in the form of short-term returns that are either abnormally high or unusually consistent. The perpetuation of the returns that a Ponzi scheme advertises and pays requires an ever-increasing flow of investors' money to keep the scheme going. This type of scheme is named after Charles Ponzi, who operated an attractive investment ploy in which he guaranteed investors a significant return on their investment in postal coupons. The ruse dissolved when he was unable to pay investors who entered the scheme later.
 - **Letter of Credit Fraud.** Letter of Credit frauds are often attempted against banks by providing false documentation to document the shipment of goods when, in fact, no goods or inferior goods were shipped. Additional Letter of Credit frauds occur when fraudsters offer a "letter of credit" or "bank guarantee" as an investment, whereby an investor is promised significant interest rates.
 - **Health Insurance Fraud.** The health insurance industry is a large, complex and ever-growing sector of any nation's economy. Fraud in this specific industry is rampant, with all participants ranging from primary care physicians to large medical insurance providers being affected. Common health insurance fraud schemes include, but are not limited to the following:
 - Medicare and Medicaid billing fraud
 - Healthcare prescription fraud
 - Invoice and billing schemes, geared primarily toward small and medium healthcare practitioners
 - Medical equipment fraud
 - Personal healthcare identity fraud, such as fraudsters stealing and using individuals' healthcare information for personal gain
 - Fictitious health insurance providers selling policies with no intent to ever pay
 - **Credit Card Fraud.** Credit card fraud is one of the fastest growing crimes today. Almost everyone, at some point in their lives, will become a victim of it. Credit card fraud involves a variety of schemes, ranging from stealing the

actual card numbers from any number of sources (trash, computer databases, etc.) to opening fraudulent card accounts with somebody's information. Credit card fraud has recently made national news with breaches in large organizations that resulted in the theft of tens of millions of accounts. The Payment Card Industry Security Standards Council is one of the many associations that helps secure cardholder data with a series of assessment requirements.

- **Occupational Fraud.** A serious fraud threat, occupational fraud involves using one's occupation for enrichment through the deliberate misuse or misapplication of a company's resources and/or assets. This type of fraud involves a number of common schemes such as skimming, cash larceny, bribery, conflicts of interest and fraudulent financial reporting. When most organizations speak of fraud, they are specifically referring to occupational fraud.
- **Invoice and Billing Fraud.** Another common fraudulent act that has victimized numerous businesses is invoice and billing fraud. In these schemes, a fraudster develops a fictitious entity, produces invoices for that entity, then sends out the invoices either electronically or by mail to individuals and/or organizations within a specified geographic area. The amount invoiced is trivial; thus the scheme depends on a high number of victims making the desired payments. These schemes can range from any number of products or services—such as office supplies, books and study aid material—to donations, and even to fictitious charities. Many times, however, this type of fraudulent activity begins within an organization, as a dishonest employee may collude with another party or simply run the entire scheme by his or herself.
- **Identity Fraud.** Identity fraud and theft, commonly known as identity theft, is defined as the unlawful change of identity. This form of fraud is characterized by the illicit use of another's identity—existing or not—as a target or principal tool, typically for personal or financial gain.

Unfortunately, this is one of the most common fraudulent acts being committed today. As we move toward a more transparent society that is increasingly dependent on technology and ease-of-use, one's personal identification can be exposed through many channels. It is almost impossible to fully protect your personal identity, due in large part to the wide variety of data rich sources available to fraudsters.

- **Telemarketing Fraud.** Telemarketing fraud is a fraudulent activity consisting of selling or promoting a pseudo-product over the telephone. Common examples of telemarketing fraud include, but are limited to the following:
 - Advance fee fraud (claiming that the victim will receive some sort of prize)
 - Pyramid schemes and other misrepresented investments or business opportunities
 - Overpayment fraud
 - Charity fraud
- **Financial Correspondence Fraud (Nigeria) and Advanced Fee Fraud (AFF).** Nigerian letter fraud is essentially an Advanced Fee Fraud (AFF) scheme whereby a fraudster will communicate from the country of Nigeria (via mail or email) to another overseas individual and will offer that individual an opportunity to participate in the sharing of a large sum of money. The individual in Nigeria will request personal data such as banking and other financial information along with sending actual money to the fraudster. It may seem like a farfetched scheme to many individuals, but surprisingly, it continues to be a growing problem. The ploy has been dubbed "419 Fraud," named after Section 419 of the Nigerian Criminal Code. Advanced Fee Fraud (AFF) is not just limited to Nigeria, as a number of other fraudsters around the world have also employed these schemes. As such, AFF can be best

defined as the following: when a victim is persuaded to advance sums of money in the hope of realizing a significantly larger gain.

- **Bid Rigging.** Bid rigging is a form of fraud in which a contract is promised to one party even though numerous other parties have also presented a bid. There are also additional components to bid rigging, such as bid suppression and bid rotation. They all involve an element of collusion and are illegal in most countries.
- **Phishing.** Phishing is the process of acquiring or attempting to acquire sensitive information by masquerading as a trustworthy entity in an electronic communication in order to deceive Internet users into disclosing their bank and financial account information or other personal data such as usernames and passwords. The “phishers” then take that information and use it for criminal purposes such as identity theft and fraud.
- **Cashier’s Check Fraud.** There are many variations of cashier’s check fraud, ranging from falsified cashier’s checks to schemes from foreign entities requiring you to wire them money on the difference between the amount on a cashier’s check and the item sold.
- **Debt Elimination Fraud.** There are scores of companies promoting debt elimination and consolidation services to consumers and businesses alike. The problem is that they are using techniques that do not work, are illegal, or cause your credit and financial situation to deteriorate. Many consumers have been victims of the bogus schemes, losing thousands of dollars and gaining nothing in return.
- **Work-at-Home Employment Schemes.** From envelope stuffing to multi-level marketing, the work-at-home scams are plentiful indeed. What is ironic about many of them is that they are simply an extension of the scammers themselves. That is, you may potentially be colluding with one of them. Most work-at-home schemes try to sell you “starter” packages to begin a business, ask you to call a 900-number to request more information, or engage in some other type of questionable activity. Learn more about these scams here.
- **Tax Fraud.** An all-too-common fraud scheme is tax fraud, which comes in the form of tax avoidance, tax evasion and falsifying tax filings, just to name a few. Tax fraud is a growing problem that can be difficult to detect and prevent, and unfortunately, the burden is divided amongst those who do not commit this serious crime. Common fraudulent tax schemes include the following:
 - Claiming false deductions
 - Concealing income and not reporting (underreporting) it on one’s tax returns
 - Over-reporting the amount of one’s deductions
 - Engaging in foreign and/or offshore tax schemes
- **Securities Fraud.** Securities fraud, also known as stock fraud and investment fraud, is a practice that induces investors to make purchase or sale decisions on the basis of false information. This form of fraud is in violation of the securities laws, and it frequently results in financial losses. Securities fraud consists of deceptive practices in the stock and commodity markets, and it occurs when investors are enticed to part with their money based on untrue statements. Securities fraud includes outright theft from investors and misstatements on a public company’s financial reports. The term also encompasses a wide range of other actions such as insider trading and other illegal acts of a stock or commodity exchange. According to the FBI, securities fraud includes entering false information on a company’s financial statement and Securities and Exchange Commission (SEC) filings, lying to corporate auditors, insider trading, various stock schemes and embezzlement.
- **You are a Constant Target.** It’s unfortunate, but true - you are a constant target and will forever one in today’s world of growing cyber security threats, social engineering tactics, and many other malicious practices. While

information technology has afforded society with many great benefits, along with it comes risks, pitfalls, and challenges - most centering around trying to protect highly sensitive and confidential information. It's a never-ending battle, one that requires constant vigilance and a watchful eye from you, when at work and outside the office. From logging onto your computer each to buying lunch with your credit card, be alert, aware, and be on the lookout for suspicious practices. Security for the company is everyone's responsibility - security for you is your responsibility, so let's do it together!

The examples above are some of the most common fraudulent schemes that employees of Brandt should be aware of. Unfortunately, this is just a small sample of a larger and ever-growing problem facing businesses today.

Helpful Security Resources

Listed below are numerous resources for helping employees gain a stronger understanding of the broader topic of information security, such as initiatives ranging from simple explanations of how computers work to helpful resources relating to fraud and other important safety considerations for today's information technology world. Security awareness is broad, in-depth, complex, and constantly evolving - requiring a true commitment from all individuals for helping protect critical organizational assets along with their own personal assets.

[The National Check Card Fraud Center \(http://www.ckfraud.org\)](http://www.ckfraud.org)

According to their mission statement, the National Check Fraud Center is "a private organization that provides nationwide, updated multi-source information and intelligence to support local law enforcement, federal agencies, financial and retail communities in the detection, investigation and the prosecution of known check fraud and white collar crimes."

If you have been a victim of white collar fraud or are aware of possible fraudulent schemes and activities, you may contact them at 843-571-2143.

[USA.gov \(www.usa.gov\)](http://www.usa.gov)

USA.gov is a comprehensive source developed by the United States government that offers information to citizens, businesses, government employees and visitors to the United States. Included on this site is information specifically related to fraud, theft, scams and other malicious and illegal activities. Simply access the Consumer Guides section from the homepage, and an abundance of information is readily available. Many of the resources and links provided in this website comprise a number of the agencies and bureaus listed within this document. It's an extremely helpful and resource-rich site for anyone interested in fraud and other related topics. Some of the more notable topics and resources found on USA.gov include the following:

- How to report complaints and fraud relating to any number of issues
- Information regarding common scams and fraudulent activities
- How to report tax fraud scams

[Internal Revenue Service \(www.irs.gov\)](http://www.irs.gov)

The Internal Revenue Service (IRS) provides helpful information on fraud and scams such as those of abusive tax preparation, abusive tax schemes, how to recognize fraudulent tax scams and other useful information. You can learn more by visiting this page.

[Econsumer.gov \(www.econsumer.gov\)](http://www.econsumer.gov)

This website is specifically designed to allow consumers to file online complaints concerning foreign companies using a submittable virtual form. There is also a "News & Resources" tab where you can learn about the latest fraudulent scams, complete with feature stories on them.

[Treasurydirect.gov \(www.treasurydirect.gov\)](http://www.treasurydirect.gov)

This is a financial services website provided by the United States Department of the Treasury that offers financial information and research for Treasury securities. They also have incorporated information concerning fraud and scams under the "States & Regulations" tab.

[United States GAO \(www.gao.gov\)](http://www.gao.gov)

The U.S. Government Accountability Office (GAO) is the investigative arm of Congress, and it is generally considered the "congressional watchdog." They have a "FraudNet/Reporting Fraud" resource, which can be found by visiting this page. Contact information is given to individuals who want to report fraud perpetrated by small businesses, federal fraud and even internal fraud at the GAO.

[The Federal Bureau of Investigation \(www.fbi.gov\)](http://www.fbi.gov)

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- Telemarketing Fraud
- Nigerian Letter (419) Fraud
- Impersonation/Identity Fraud
- Advanced Fee Schemes
- Health Insurance Fraud
- Redemption | Strawman | Bond Fraud
- Letter of Credit Fraud
- Ponzi Schemes and Pyramid Schemes

Additionally, you can visit the FBI's "Be Crime Smart" page where you will find additional advice on protecting yourself and Brandt from fraudulent activities.

[Securities and Exchange Commission \(www.sec.gov\)](http://www.sec.gov)

The Securities and Exchange Commission (SEC) is an independent agency of the U.S. government whose primary responsibility is enforcing the numerous federal securities laws and regulating the securities industry, the nation's stock and options exchanges and other securities markets. Any individual can file a complaint concerning any fraudulent financial activity at the SEC's website or via email at enforcement@sec.gov.

[The United States Department of Labor | Occupational Safety and Health Administration \(www.osha.gov\)](http://www.osha.gov)

If you work for a publicly traded company and you have been fired, demoted, suspended, threatened, harassed, or discriminated against for reporting possible shareholder fraud to a supervisor, federal regulator, or member of Congress, you have the right to contact the federal government as mandated by OSHA's Whistleblower Protection Program. OSHA is the federal agency that investigates and handles "whistleblower" complaints. You can learn more at www.osha.gov.

[The United States Department of Health and Human Services \(www.hhs.gov\)](http://www.hhs.gov)

The Department of Health and Human Services (HHS) is the United States government's primary agency for protecting the health of all Americans by way of making available essential healthcare services.

As mentioned before, a growing problem in the United States is healthcare fraud, especially with Medicare and Medicaid. HHS has thus provided detailed information regarding all aspects of Medicare and Medicaid fraud such as how to report fraud, common fraudulent schemes involving Medicare and Medicaid and a link to the Department of Health and Human Services Center for Medicare and Medicaid Services (CMS) that can be accessed by [clicking here](#).

[United States Postal Inspection Service \(www.postalinspectors.uspis.gov\)](http://www.postalinspectors.uspis.gov)

The United States Postal Inspection Service (USPIS) provides a number of resources for helping individuals understand the various elements of fraud and common fraudulent schemes currently being used. At the USPIS site, individuals can view fraud prevention videos and learn about current fraudulent schemes and what rights you have should you become a victim of fraud.

[The Federal Trade Commission \(www.ftc.gov\)](http://www.ftc.gov)

The Federal Trade Commission (FTC) is the nation's consumer protection agency that includes the Bureau of Consumer Protection, which works on behalf of consumers to prevent fraud, deception and unfair business practices in the marketplace. The Bureau also collects complaints concerning consumer fraud and identity theft, and it makes them available to law enforcement agencies across the country. You can learn more by [clicking here](#).

[The United States Secret Service \(www.secretservice.gov\)](http://www.secretservice.gov)

The Secret Service Financial Crimes Division investigates crimes associated with financial institutions, which include bank fraud, access device fraud involving credit and debit cards, telecommunications and computer crimes, fraudulent identification, fraudulent government and commercial securities and electronic funds transfer fraud. You can learn more about the Financial Crimes Division at the Secret Service by [clicking here](#).

[The United States Department of Justice \(www.justice.gov\)](http://www.justice.gov)

The United States Department of Justice (USDOJ) employs a Fraud Section that is described as a rapid response team that investigates and prosecutes white collar crimes in the United States. The Fraud Section, which you can learn more about by [clicking here](#), provides valuable resources and information related to the following:

- Helpful tips and other information pertaining to consumer fraud
- Phishing
- Identity Theft
- Telemarketing Fraud
- Discussion of "Working Groups" relating to securities and commodities fraud
- Listing of policies relating to prosecutorial issues for business organizations

Additionally, you can visit the Computer Crime & Intellectual Property Section of the United States Department of Justice. At this site you can find a wealth of information relating to criminal and fraudulent schemes, as well as details on how to report a crime.

[Internet Crime Complaint Center \(www.ic3.gov\)](http://www.ic3.gov)

The Internet Crime Complaint Center (IC3) is a partnership between the FBI, the National White Collar Crime Center (NW3C) and the Bureau of Justice Assistance (BJA). As stated on its site, the IC3 has a virtual portal for accepting crime

complaints from either the alleged victim of fraud or from a third party to the complainant. Additionally, the IC3 furnishes individuals with useful information such as crime prevention tips, updates on current scams and downloadable posters and flyers.

[The Federal Communications Commission \(www.fcc.gov\)](http://www.fcc.gov)

The Federal Communications Commission (FCC) is an independent agency of the U.S. government that was established by the Communications Act of 1934. The FCC is primarily responsible for regulating interstate and international communications by radio, television, wire, satellite and cable. The FCC's Consumer Alerts and Facts Sheets section consists of publications that alert consumers to a wide variety of issues, including fraudulent schemes.

[The Better Business Bureau \(www.bbb.org\)](http://www.bbb.org)

The Better Business Bureau (BBB) is an organization that promotes a marketplace governed by ethical standards where buyers and sellers can trust each other. For both businesses and consumers, the BBB has a large amount of useful information concerning fraud. You can easily use their "search" box and type in any topic related to fraud, or you can benefit from the many other resources available at the site.

[National Consumers League Fraud Center \(www.fraud.org\)](http://www.fraud.org)

The National Consumers League Fraud Center (NCL) provides a wealth of information relating to fraud schemes, and their website enables online filing of fraud complaints. NCL's fraud center resources include the following areas found on their website:

- Frequently Asked Questions
- Telemarketing Fraud
- Internet Fraud
- Scams against Businesses
- Scams against the Elderly
- Counterfeit Drugs
- Fraud News

[National White Collar Crime Center \(www.nw3c.org\)](http://www.nw3c.org)

The National White Collar Crime Center (NW3C) provides training, investigative support and research to agencies and other entities involved in the prevention, investigation and prosecution of economic and high- tech crimes.

The NW3C is a nonprofit membership organization dedicated to supporting law enforcement, yet it has no investigative authority itself. Its primary mission is to assist law enforcement agencies in better understanding and using a wide variety of tools to combat crime. The NW3C provides training (classroom courses), research and partnership opportunities with other entities.

[Consume Fraud Reporting \(www.consumerfraudreporting.org\)](http://www.consumerfraudreporting.org)

Consumer Fraud Reporting is a free online service that warns consumers about specific types of fraud and other scams via the Internet, and it provides a mechanism for reporting fraudulent activity and financial scams. The website is extremely informative, providing an abundance of information on how to detect and prevent scams, what government agencies are involved in combating fraud, how to report a scam or fraudulent activity and resources to free publications on fraud itself.

Association of Attorneys General (NAAG) (www.naag.org)

The National Association of Attorneys General (NAAG), founded in 1907, fosters interstate cooperation on legal and law enforcement issues, and it conducts policy research and analysis of issues, as well as other essential activities, between the states' chief legal officers and all levels of government. At the NAAG website, a listing of all current Attorneys General for each respective state and territory is listed. This is an invaluable resource primarily because each of the state's AG website provides valuable information concerning fraud such as how to report it, how to file a complaint and other resources that may be helpful in gaining a greater awareness and understanding of fraud.

Security Updates

While I.T. professionals are busying updating and applying critical security patches to Brandt system components, it's important that all employees also do the same for many of their devices, particularly applications used on a daily basis. Security is the first and foremost reason for applying security updates, but there are other benefits also, such as new and enhanced features, improved performance and stability. Additionally, security updates are almost always free - so there's another compelling reason! Along with ensuring that a current and stable version of anti-virus is being used, the following are to be updated accordingly:

- **Internet browsers:** Updating browsers (Internet Explorer, Mozilla, Google Chrome) is extremely important for ensuring all web pages display correctly, security holes are not still present, and all performance features are maximized.
- **Microsoft Windows Operating Systems:** Simply automating the "Windows Update" service is all that really needs to be done, so visit your "Control Panel" and enable this feature, which may likely be on anyway.
- **Portable Document Format (PDF) | Adobe:** Hackers can create malicious files and other executable that can exploit Portable Document Format (PDF) protocol software, therefore it's important to click "yes" when Adobe software asks if you want to make security updates.
- **Other essential applications:** There's an almost endless list of applications being used today, so keep a list handy of what's on your computer, making sure to perform security updates as required for not only safety, but performance and software stability.

Workstation Security

Protecting your workstation area - specifically your desktop computer and other supporting devices - is an important duty all employees should take very seriously. While many of the workstation security best practices mentioned below are also discussed in other areas of the security awareness training program, you'll find additional requirements, tips, and suggestions considered important. Employees spend long hours at their workstations, so it's critical to implement the following best practices:

- **It's your workstation.** That means only you should be using it, and primarily for business purposes only. Sure, it's fine to conduct personal activities also, such as checking your email, logging into online banking, even accessing a few of the accepted social media platforms, such as Facebook and LinkedIn. Allowing other employees to use your workstation is strictly prohibited, so be aware of this. Imagine another employee using your workstation, accessing

the Internet and possibly downloading unsuspected malware, sending an unprofessional email, or any other action? It happens all the time and you don't want to be blamed for something you didn't do, so don't share your workstation rights.

- **Use strong passwords.** While most passwords will be enforced by group policy settings from I.T. personnel, it's still important to make them unique, never using information pertaining to your favorites sports team, home address, middle name, etc. With password complexity requirements in place often requiring the use of symbols and numbers and other mandates, it's also a good idea to adopt the same policies to other systems and websites that you personally have administrative password access right to, such as online banking, social media accounts, or any business accounts that are not group policy enforced by I.T. personnel.
- **Security updates.** Make sure your workstation computer has all the required security updates for the operating system and all other applications running. This also means having anti-virus running at all times and conducting periodic scans. Additionally, the use of anti-spyware may also be required as it provides additional layers of protection, especially during Internet usage. While most of the security updates are "pushed" out and managed by I.T. personnel, at times you'll still need to accept these updates.
- **Don't alter security settings.** Your workstation has been configured for maximum security along with performance, so do not attempt to disable or modify configuration settings to the operating system or any other applications. Doing so may increase security vulnerabilities that would ultimately allow malicious files and other harmful scripts to reside on the workstation.
- **Don't install any unapproved software.** Your workstation has also been configured for providing you the necessary tools in performing daily roles and responsibilities, which means no additional software is needed. Do not download or install into any of the drives or ports additional software that has not been approved as it may contain malicious files, could consume additional resources, or is simply not professionally suitable for the work environment.
- **Removable storage devices.** They're easy-to-use, inexpensive, and a great way for transferring information, yet they're also incredibly dangerous when the wrong information is on them and in the wrong hands. With that said, USB ports, such as thumb drives, external hard drives, and other removal storage and memory devices are never to contain highly sensitive and confidential information, such as Personally Identifiable Information (PII), or any other data deemed privileged. Such information should be transferred over the network using approved protocols and residing on company servers only.
- **Use caution with email.** Be careful when opening emails from unknown parties, especially attachments. If it looks suspicious, do not open the email under any circumstances. Additionally, avoid clicking on links or banner advertisements sent to you as these often containing spyware, malware, etc.
- **Be mindful of Instant Messaging.** Instant messaging is considered fun, informal, and an easy and affordable way to communicate – all of which are true. Just be very careful as to the types of information you're sending and receiving via instant messaging, which ultimately means not transmitting any type of highly sensitive, confidential, or privilege information. This includes what's commonly known as Personally Identifiable Information (PII) – unique identifiers for any individual, such as social security numbers, dates of birth, medical accounts, etc. If you're not sure as to the sensitivity of the information, don't send it over IM.
- **Handle privileged information with care.** From emails containing sensitive information to hard copy documents for contracts, trade secrets, or any other type of confidential data, treat it with the utmost care and

professionalism, making every effort to protect its confidentiality and integrity. Don't divulge such information to unintended parties and never leave items (both hard copy and electronic media) unattended in public at any time (i.e., coffee shops, training seminars, conferences, etc.).

- **Report security issues immediately.** Remember, if you see something, say something – and immediately. You have a responsibility for helping protect the organization, which means being aware of your surroundings and reporting suspicious activity to authorized personnel – immediately. From seeing a door ajar that shouldn't be to finding sensitive documents lying in a commons area, you need take action.
- **Shut down and protect your workstation.** When leaving your workstation area at the end of each day, make sure to completely shut down and turn off all computers and related devices. Additionally, pickup and store any documents, electronic media, or any business and/or professional items that should not be left unattended. Use your judgment by asking yourself the following simple question – “what risk or security danger is there for leaving something not securely locked up and put away?”

Laptop Security

Securing your laptop at all times is extremely critical, and it requires comprehensive measures regarding its physical security, while also protecting all electronic data residing on it. From travelling for meetings to connecting to open public wireless access points, your laptop is a constant source of target, so beware. Take the following precautions for securing what's arguably one of your most important possessions:

- **Use Encryption.** The use of full-disk encryption ensures that safety and security of data (i.e., user files, swap files, system files, hidden files, etc.) residing on your laptop, especially if it's stolen, lost, or misplaced.
- **Use Anti-virus.** It's one of the most fundamentally important – and often not used – security software, so make sure your laptop has anti-virus running at all times, along with its scanning at regular intervals for viruses, and that the software is current.
- **Turn on your firewall.** Blocking suspicious traffic is essential for laptop security, so turn on and “enable” your default personal firewall or an approved personal firewall software appliance, for which there are many available.
- **Use strong passwords.** When turning on your laptop, your initial password should be extremely strong, with a combination of letters, numbers, and symbols used. Once your initial password is compromised, the contents of your entire laptop (especially if you're not using full-disk encryption) can be compromised. Don't use terms and phrases for which somebody might find an association with you, such as favorite football team, home address, middle name, etc.
- **It's your laptop.** Therefore, don't let other individuals use it, especially if it's somebody you don't know. When situations arise that require it to be used by someone other than you, create a guest account for their use.
- **Secure it physically.** A good investment is a security cable with a lock for securing your laptop at a workstation or any other location that requires such. They're relatively inexpensive and a great deterrent to any thief.
- **Keep a watchful eye.** Don't ever leave your laptop unattended in any public venue or location not considered safe. That means not using the coffee house phrase “can you watch my laptop for a minute as I go to the restroom”, or any other similar thought process. Being vigilant and watchful at all times is a must for the safety and security of your laptop, so remember – do not leave it unattended – plain and simple. If you have to leave in

your hotel room or some other location, then remove it from sight and place under a pillow, in a closet, or some other location. The best safety measure is to carry it with you at all times.

- **Place your contact information somewhere visible.** Because most people are honest and trustworthy, should your laptop be stolen, misplaced or lost – and then subsequently found by a good Samaritan – you'll clearly want your name, phone number, address, and/or email visible on it. Put a sticker on the cover or back of your laptop with all your relevant contact information.
- **And if your laptop is stolen.** Laptops unfortunately do get stolen, so think and act quickly, which means reporting the theft to local authorities along with informing management (and the I.T. department) immediately.

Software Licensing and Usage

It's also important to understand the company's general policy on software usage, which includes numerous responsibilities that all employees need to be aware of. Software is used by all of us, each and every day, as it's vital to performing daily tasks for one's job function. With that said, please be mindful of the following issues:

- **Use only approved software.** Only software approved and purchased from the company may be installed and used on any company-wide system components. This includes your workstation and any other device provided to you from the company. Unapproved software that has not been fully vetted by authorized I.T. personnel and can often contain dangerous or malicious code that's extremely harmful to computers. Simply stated, only load and use legally approved software on computers.
- **Do not duplicate software.** The licensing rights for software are strict and extremely rigid, allowing only a predetermined number of installations for a given data set. This means you are not allowed to copy or duplicate any company approved and purchased software – no exceptions. U.S. copyright laws – and other regulations throughout the world – often place strict guidelines on software usage, so please keep this in mind.
- **Use caution on your own devices.** When using your own personal workstation, laptop, or other device, please consider and be mindful of the software you install, especially when such computing systems are used for potentially accessing the corporate network. While the guidelines on software for your personal computers are less restrictive, we still ask that you use extreme caution when loading any type of application onto your devices.
- **Accept updates.** For software to function efficiently and safely, security and patch updates have to be applied on a regular basis, so make sure to accept such updates when pushed out and also take time to update any software on your personal computers that do not rely on updates pushed out by I.T. personal.
- **Downloading from the Internet.** Any software obtained from the Internet is to be considered copyright protected, which means accepting any copyright agreements, and also comprehensively scanning the software for ensuring no dangerous or malicious code exists. The Internet can be an extremely dangerous forum when it comes to software as many products seem harmless, only to contain viruses that can wreak havoc on computers. Think before you start downloading any software online.
- **Software audits.** As an employee of the company, we have the right to conduct random software compliance audits on workstations, including laptops issued to you, or your own personal laptops. The audits are for ensuring compliance with software licensing rules, while also ensuring your computers are free of any potentially dangerous applications. If you're not sure what constitutes approved software, then simply ask somebody.

- **Penalties and fines.** Did you know that we as a company and you as an employee can actually be levied fines for improper software use? Yes, it's that serious and it's why we're taking the time to discuss this important issue with you. According to the U.S. Copyright Act, illegal reproduction of software is subject to civil damages up to \$150,000 (Section 504(c)(1) Title 17) per title infringed, and criminal penalties, including fines of as much as \$250,000 per title infringed and imprisonment of up to ten (Section 2319 (b) (2) Title 18) years.

Internal Threats

Often the greatest enemy for any organization is its very own employees that undertake malicious acts that cause severe damage in terms of security. From stealing files to accessing privileged and sensitive information, insider threats are unfortunately on the rise. Yet it's more than just deliberate and fraudulent activities that create so many security challenges for businesses, it's also unintentional acts, such as opening virus infected attachments, visiting websites that result in executables infecting computers, and other unfortunate practices by employees. Not knowing is just as bad as the deliberate acts, at least in terms of consequences for the organization, so keep that in mind. What's interesting to note about insider threats are the following:

- A negative event in the workplace triggered such an event.
- The malicious individual had planned the event in advance, but had also been given prior disciplinary action for some other incident.
- The vast majority of events used simple tools, commands, etc., and not elevated system administrative privileges.
- A statistically significant amount took place using remote access protocols from outside of the organization's network, such as from their home.

A list of recent and notable insider incidents that caused severe damage to organizations consist of the following:

- Theft of highly sensitive and confidential documents with the use of USB hard drives, which are easy to obtain, conceal, and use.
- Obtaining company trade secrets by accessing privileged folders in a cloud computing environment by a vendor who had supposedly been removed from access.
- Hundreds of checks forged for various amounts, ranging from \$50 to \$25,000, all from a company checkbook that was thrown into a garbage dispenser outside of the company's headquarters.

This list goes on and on, from deliberate acts to dangerous, unintended mishaps and actions, internal threats are everywhere. All employees have a responsibility to live and act by the motto, "if you see something, say something" - and immediately. With that said, be alert and on the lookout for the following suspicious activities by others:

- Mood swings, violent and/or aggressive actions.
- Sudden change in behavior, work ethic, morals, etc.
- Discussion of suicide, harming others, general negativity, etc.
- Combative, argumentative, etc.
- Appearing intoxicated or using illegal substances.
- Verbal and/or email threats towards others.

- Unexplained absence and tardiness at work.
- Disregard for company rules and regulations.
- Not being a “team player”, etc.

It’s about being alert and watchful, yet not paranoid as accusing somebody of a crime or incident they did not commit also has ramifications for the organization, and for you, so think first. Also be watchful of things that just don’t seem right, such as a door ajar for no apparent reason, confidential documents placed in a public area, smoke or other environmental factors you may be suspicious of. In summary, try and use your natural intuition in helping protect the organization from a growing list of serious internal threats.

Clean Desk Policy

Keeping your desk free of clutter and unnecessary items helps in promoting a professional work environment, while also ensuring the safety and security of sensitive documents and assets. Because employees all leave their workstations throughout the day for any number of reasons, make sure to turn off your computers or at the very minimum, enable the password protected screensaver. Additionally, remove any sensitive hard-copy documentation and electronic media (USB drives, disks, etc.) and store in a secure location, such as a locked file drawer or cabinet nearby. For any documents no longer needed for work, make sure to shred or place in a secure bin such material, regardless of sensitivity, never placing such documents in any public trash can, such as those immediately in your workspace. Never use Post-it notes or other forms of notes and reminders in your workstation that contain sensitive and confidential information, such as passwords, account information, etc. Furthermore, if you have visitors at your workstation, please put away all sensitive and confidential information. If you incur an extended absence from work, such as holidays, vacation, etc. – please clear your desk of all items considered sensitive and confidential. Lastly, do a brief check before leaving your workstation for the day, securing all appropriate items.

Data Security Breaches

As for data security breaches, it’s technically defined as the intentional or unintentional release of secure information into an untrusted environment. Simply stated, it’s about letting highly sensitive and confidential information fall into the wrong hands - and unfortunately - it happens every day, causing enormous problems and challenges for organizations. Many of the most well-known data security breaches are a direct result of carelessness by individuals along with failing to update critical security measures. From using antiquated encryption techniques to leaving laptops in hotels, stories abound of such simple, yet highly costly mistakes made by individuals. As for the results, they can be catastrophic in many ways, many times putting such severe financial and public relations burdens on companies that they never fully recover. Numerous laws, regulations, and industry specific mandates requires organizations to not only put in place comprehensive measures for mitigating data security breaches, but also requirements for notifying individuals of such breaches.

These are costly and expensive measures, something a company never wants to encounter - all the more reason for employees to have a sound understanding of critical security awareness topics for helping to protect the safety and security of critical organizational-wide system resources. From using simple and easy-to-guess passwords to leaving hard-copy records in public areas, data breaches can and do happen. As an employee of Brandt, you’ll ultimately come across information deemed highly sensitive and confidential, so remember to ask yourself some basic questions, such as “Do I

have the right to access this information, is the information being stored securely from unauthorized parties”, and many other basic security questions. It’s also important to note the different types of data security breaches, which - according to [privacyrights.org](https://www.privacyrights.org) - generally consist of the following:

- **Unintended disclosure** - Sensitive information posted publicly on a website, mishandled or sent to the wrong party via email or any other type of end-user messaging technology.
- **Hacking or malware** - Electronic entry by an outside party, malware and spyware.
- **Payment Card Fraud** - Fraud involving debit and credit cards that is not accomplished via hacking. For example, skimming devices at point-of-service terminals.
- **Insider** - Someone with legitimate access intentionally breaches information - such as an employee or contractor.
- **Physical loss** - Lost, discarded or stolen non-electronic records, such as paper documents
- **Portable device** - Lost, discarded or stolen laptop, PDA, smartphone, portable memory device, CD, hard drive, data tape, etc.
- **Stationary device** - Lost, discarded or stolen stationary electronic device such as a computer or server not designed for mobility.
- **Unknown** - Anything outside of the above listed categories.

Our reliance on information technology - though plentiful with benefits - also brings large risk and even larger responsibilities by employees for being aware of any perceived or actual instances of intentional or unintentional release of secure information into an untrusted environment. Data security breaches are costly, extremely damaging, with long-lasting negative effects. Again, if you see something, say something - immediately!

Data and Information Classification- start here.

Data and information being stored, processed, and/or transmitted on system components that are owned, operated, maintained and controlled by Brandt are to have appropriate classification levels in place that consist of the following:

- **Unclassified | Public Information:** This type of data and information, and the underlying information assets associated with it, is generally designed to be used by anonymous individuals or systems that have a credible interest in communicating with Brandt. As such, this type of data and information is disclosed freely to the general public.
- **Proprietary:** This type of data and information, and the underlying information assets associated with it, is generally designed to be used by internal employees only, thus it is prohibited from being circulated outside of the organization.
- **Confidential:** This type of data and information, and the underlying information assets associated with it, is intended to be viewed and/or utilized by select employees only.
- **Company Confidential:** This type of data and information must be protected from unauthorized access at all times, but with a focus on the data and information being that of internal, corporate issues.
- **Client Confidential:** This type of data and information must be protected from unauthorized access at all times, but with a focus on the data and information being that of the customers.

- **Sensitive:** This type of data and information, and the underlying information assets associated with it, is intended to be viewed and/or utilized by very select employees only. Furthermore, it requires an extremely high level of protection from unauthorized parties for ensuring its confidentiality, integrity, and availability (CIA).
- **Trade Secret:** This type of data and information, and the underlying information assets associated with it, is also intended to be viewed and/or utilized by very select employees only. Furthermore, it too requires an extremely high level of protection from unauthorized parties for ensuring its confidentiality, integrity, and availability (CIA).
- **Top Secret:** This type of data and information, and the underlying information assets associated with it, is intended to be viewed and/or utilized by an extremely select number of employees only. Furthermore, it requires the highest levels of protection from unauthorized parties for ensuring its confidentiality, integrity, and availability (CIA).

Additionally, effective data and information management measures also require Brandt to define the following:

- Access rights
- Usage rights (i.e., copying, printing, sending, storing, and sharing)
- Physical Security
- Environmental Security
- Network Security
- Secure Transmission
- Backups
- Disposal and Sanitization
- Security Categorization

Security Categorization

All system components owned, operated, maintained and controlled by Brandt are to have in place effective measures for ensuring their confidentiality, integrity, and availability (CIA). Specifically, "Confidentiality" in that information is protected from access and disclosure to unauthorized parties. "Integrity" in that information is authentic, has not been altered (i.e. modified, destroyed, deleted, removed, etc.) and cannot be modified undetectably. And "Availability" in that information is available to all authorized parties in a timely and consistent manner.

As such, all Brandt system components are to be hardened accordingly for ensuring the objectives of CIA are maintained at all times, while also being assigned a security category in accordance with the United

States Federal Information Processing Standards Publication 199 (FIPS PUB 199), "*Standards for Security Categorization of Federal Information and Information Systems*". This standard, which is officially issued by the National Institute of Standards and Technology (NIST), details the following three (3) security categories (i.e. "potential impact") that correspond to each one of the respective CIA objectives (confidentiality, integrity, and availability):

- **Category | Impact:** LOW – The unauthorized disclosure, modification, destruction, deletion, and removal of information along with the disruption of access to information results in a LIMITED adverse effect on the organization.

- **Category | Impact:** MODERATE – The unauthorized disclosure, modification, destruction, deletion, and removal of information along with the disruption of access to information results in a SERIOUS adverse effect on the organization.
- **Category | Impact:** HIGH – The unauthorized disclosure, modification, destruction, deletion, and removal of information along with the disruption of access to information results in a SEVERE | CATASTROPHIC adverse effect on the organization.

Asset Inventory

The success of one's overall information security initiatives is highly dependent on identifying all relevant system components, which ultimately entails having a comprehensive asset inventory list in place. As such, Brandt is to identify all applicable unique identifiers and necessary data elements for successfully tracking and managing such inventory. At a minimum, the following elements are to be used for asset inventory, when applicable:

- Type of system resource – Network devices (firewalls, routers, switches, load balancers, etc.)
- Type of system resource – Servers (physical and or/logical, and the underlying operating systems and applications residing on such servers).
- Version number or application type
- Primary function
- Physical element: A stand-alone product, or a virtual element, such as an instance, etc.
- Internal hostname
- Name of product or solution (such as the vendor purchased from)
- Serial number some other type of non-hostname identification element
- Relevant IP or routing information (if applicable)
- Physical location
- Logical location
- Party or parties responsible for system administration
- End users of system (if applicable)
- Detailed listing of any regulatory compliance mandates, such as those for PCI compliance, SSAE 16 reporting, HIPAA, FISMA, GLBA, etc.
- Detailed listing of any solutions configured onto or supporting the system resource – if applicable, such as the following:
 - Audit trails and logging
 - File Integrity Monitoring (FIM) | Change Detection Software (CDS)
 - Anti-virus
 - Other

Personally Identifiable Information (PII)

The ability to successfully ensure the safety and security of PII for Brandt is highly dependent upon understanding what PII is - specifically - what are common examples of this type of information. PII, regardless of industry or business sector, generally consists of the following:

- Full name, with all middle names (especially if the name is not common).
- Any part of an individual's name that is stored or displayed in conjunction with any of the subsequent listings of data and information deemed PII.
- National Identification information, such as passports, visas, permanent residence cards, voting information, social security number (United States), or any other type of unique identifier used on a national level.
- Local and/or state, provincial, etc. information, such as drivers licenses, vehicle registration and permit documents, or any other type of unique identifier used on a local and/or state, provincial level.
- Digital Identifiers, such as IP addresses, usernames, passwords, etc. ○ Facial, fingerprint, iris and all other associated biometric information.
- Date of Birth ○ Place of Birth
- Medical records (i.e. protected health information (PHI) and electronically protected health information (ePHI), and all associated data and information contained (electronically or hard-copy) with the medical records. Also, genetic information, if applicable.
- Criminal records
- Financial and Accounting records, such as banking, mortgage, revolving debt and tax information, along with credit and debit cards. ○ Educational information, such as classes taken, schedule, grades received, degrees confirmed, disciplinary actions, financial aid, student loans, etc. ○ Professional and occupational information, such as salary, tenure, etc. ○ Professional licenses, certifications, designations, etc.
- Any other information deemed PII, but not listed above.

In summary, PII consists of both the **data and information** that is unique to an individual and the **source** of the applicable data and information. For example, a social security number is the "data and information" of PII and the social security card or anywhere the number is found, imprinted, stored, or kept is the "source" of PII.

Protected Health Information (PHI)

Additionally, a subset of Personally Identifiable Information (PII) is that of Protected Health Information (PHI), which actually shares many similarities towards each other as to the types of data and information. Specifically, PHI contains the following list of eighteen (18) "identifiers"; data and information that is to be treated with extreme care, thus Brandt has identified these "identifiers" as "client confidential".

- Names
- All geographical identifiers smaller than a state

- Dates that directly relate to an individual (other than year)
- Phone Numbers
- Fax Numbers
- Email Addresses
- Social Security Numbers
- Medical Record Numbers
- Health Insurance Beneficiary Numbers
- Account Numbers
- Certificate | License Numbers
- VIN, serial numbers, license plate numbers
- Device Identifiers and Serial Numbers
- Web Uniform Resource Locators (URLs)
- Internet Protocol (IP) addresses
- Biometric Identifiers, such as finger, retinal and voice
- Full Face Photograph Images
- Any other unique identifying number, character, code, etc.

Personally Identifiable Financial Information (PIFI)

Furthermore, yet another subset of Personally Identifiable Information (PII) is Personally Identifiable Financial Information (PIFI), as discussed within the Gramm-Leach-Bliley Act (GLBA). Specifically, PIFI is the following, any information:

- A consumer provides to obtain a financial product or service;
- About a consumer resulting from any transaction involving a financial product or service;
- or Otherwise obtained about a consumer in connection with providing a financial product or service (www.ftc.gov).

There are various other forms of legislation that define what is considered "personal" information, rights for disclosure, and protective measure to be in place. It is thus the responsibility of Brandt to determine what, if any, additional laws, regulations, and "personal" privacy requirements are to be adhered to above and beyond the aforementioned list.

Physical Security and Environmental Security

Appropriate security measures are to be implemented, which includes all necessary physical security controls, such as those related to the safety and security of Brandt system components. This requires the use of a computer room or other designated area (facility) that is secured and monitored at all times and whereby only authorized personnel have physical

access to the specified system components. Thus, "secured" and "monitored" implies that the facility has in place the following physical security and environmental security controls:

- Constructed in a manner allowing for adequate protection of all system components.
- Security alarms that are active during non-business hours, with alarm notifications directly answered by a third-party security service or local police force.
- The use of cages, cabinets, or other designated, secured areas for securing the specified system components.
- Access control mechanisms consisting of traditional lock and key, and/or electronic access control systems (ACS), such as badge readers and biometric recognition (i.e. iris, palm, fingerprint scanners/readers). Furthermore, all electronic access control mechanisms are to record all activity and produce log reports that are retained for a minimum of [90] days.
- Adequate closed-circuit monitoring, video surveillance as needed, both internally and externally, with all video kept for a minimum of 90 days for purposes of meeting security best practices and various regulatory requirements.
- Appropriate fire detection and suppression elements, along with fire extinguishers placed in mission critical areas.
- Appropriate power protection devices for ensuring a continued, balanced load of power to the specified system resource, thus mitigating power surges and spikes.

Personnel

The phrases "authorized personnel" and "authorized individuals" are used throughout this policy and procedure document, and in doing so, Brandt mandates that employees responsible for general provisioning, maintenance and security of system components are those deemed to be professional, well-skilled, and competent individuals. Not only must they be capable of implementing procedures necessary for ensuring the confidentiality, integrity and availability (CIA) of the specified system components, they must willingly continue to enhance their applicable skill-sets and subject matter knowledge relating to such devices. Hardware and software solutions provided by vendors are only as good as the individual who deploy their services, thus Brandt I.T. employees are to strive at all times to continue to enhance their knowledge base with the following measures:

- Attending security and technology conferences and seminars, both online and at physical locations.
- Subscribing to alert forums, messaging boards and other online organizations and associations.
- Subscribing to hard-copy magazine and newsletter publications.
- Undertaking Continuing Professional Education (CPE) courses and related activities.
- Willingness to attain additional certifications within the Information Technology field as a whole.

Employees who undertake such measures are placing a high priority on the overall security and availability of Brandt's network, and in doing so, are promoting best practices for the organization, while also continuing to advance themselves professionally.

Security Awareness Training

All employees within Brandt are to undergo annual security awareness training initiatives for ensuring they stay abreast of significant security issues that pose a credible threat to the organization as a whole, including, but not limited to, Brandt's network infrastructure and all supporting system resources. While the goal of the program is to have in place a comprehensive framework that effectively addresses the core components of *Awareness*, *Training* and *Education*, the program must also provide subject matter directly related to the safety and security of specific system components. Specifically, all users (both end-users and administrators) having access rights to various Brandt I.T. resources must have adequate knowledge in understanding the threats associated to these specified system components, along with the necessary response and resolution measures to undertake.

As such, the security awareness training program is to provide both general, enterprise wide training measures along with subject matter specifically related to specific system components. As previously stated, the program is to implement the core components of *Awareness*, *Training* and *Education*. "Awareness" in that numerous measures are initiated and implemented for keeping all employees knowledgeable about the threats, responses and solutions to security issues affecting Brandt. "Training" in that material is researched, developed and subsequently utilized for educating employees on all aspects of security awareness. And "Education" in that measures are undertaken for ensuring continuing education on security awareness is provided to all employees on a routine basis, rather than just a once-per year calendar activity. It must be stressed that security awareness training is dynamic in nature, changing as needed to meet the growing threats facing Brandt.

Provisioning and Hardening

All Brandt system components are to be properly provisioned, hardened, secured, and locked-down for ensuring their confidentiality, integrity, and availability (CIA). Improperly or poorly provisioned systems can often result in network exploitation by hackers, malicious individuals, and numerous other external, and internal threats. Therefore, the following provisioning and hardening procedures are to be applied as necessary when deploying system components onto Brandt's network:

- Vendor-supplied default settings are changed.
- All unnecessary accounts are eliminated.
- Only necessary and secure services, protocols and other essential services are enabled as needed for functionality.
- All unnecessary functionality is effectively removed.
- All system security parameters are appropriately configured.
- Documented system configuration standards are applied via documented provisioning and hardening checklists.

Provisioning and hardening all Brandt system components greatly increases its overall security in that insecure services that were effectively removed and/or disabled now cannot be used to attack and ultimately compromise such I.T. resources. Additionally, the fewer the number of services and protocols in use, the greater the chances of interoperability and compatibility with other system resources, both internally and externally. Furthermore, one's ability to comprehensively review and detect issues or concerns from system components log reports is much greater when only

necessary services or protocols are enabled, rather than a myriad of settings that produces voluminous audit trails, which can be challenging to monitor.

Regarding provisioning and hardening, this critical and time-consuming process is to be undertaken by authorized personnel only; a select number of individuals who have the authority and applicable skill-sets to conduct these activities.

Reference Material

Along with the stated policies, procedures, and supporting provisioning and hardening checklists consist of additional reference material that's widely available on the internet from a number of trusted sources. I.T. personnel are to actively research and utilize such documentation as necessary. Windows, Linux, UNIX, and dozens of other vendor specific and open source products come complete with administrator and hardening guides, thus using them is a strict requirement.

Time Synchronization

Correct, accurate and consistent time on all Brandt system components entails procedures for properly acquiring, distributing and storing time from industry accepted external sources; those which are based on Coordinated Universal Time (UTC), which is essentially based on International Atomic Time (TAI). And while there are several protocols to synchronize computer clocks, Network Time Protocol (NTP) is highly favored by Brandt as it requires a reference clock for defining true and accurate time, is fault-tolerant, highly-scalable, and uses trusted external sources (such as UTC). Moreover, NTP's hierarchical structure of clocks, where each level is termed a "stratum", has proven to be a trusted and reliable source for time synchronization. And because the Windows Time Service is not considered to be an accurate measurement of time, other time synchronization technologies are to be implemented.

Please refer to Brandt's Time-Synchronization Technology Policy and Procedures.

Access Rights

Access rights to Brandt system components are limited to authorized personnel only, with all end-users being properly provisioned in accordance with stated access rights policies and procedures. This includes using all applicable provisioning and de-provisioning forms as necessary along with ensuring users' access rights incorporate Role Based Access Control (RBAC) protocols or similar access control initiatives.

Additionally, users with elevated and/or super user privileges, such as system administrators, I.T. engineers and other applicable personnel, are responsible for ensuring access rights for all users (both end users and users with elevated and/or super user privileges) are commensurate with one's roles and responsibilities within Brandt.

Thus, the concepts of "separation of rights" and "least privileges" are to be adhered to at all times by Brandt regarding access rights to system components. Specifically, "separation of rights" implies that both the "functions" within a specified system component, for which there are many, should be separated along with the roles granted to end-users and administrators of these very system resources. "Functions" pertains to the actions a system component and its supporting components (i.e., the OS and applications residing on the server) can perform and the associated personnel who have

authority over these functions. Thus, when permissible, functions (such as read, write, edit, etc.) should never be grouped together and end-users and administrators should not be granted access to multiple functions.

By effectively separating access rights to system components whereby only authorized individuals have access to the minimum rights needed to perform their respective duties, Brandt is adhering to the concept of "least privileges", a well-known and best practices rule within information technology.

Furthermore, passwords used by all users must meet or exceed all stated Brandt policies for password complexity requirements. Along with ensuring strong passwords, additional password parameters regarding account lockout policies and password resets are also to be enforced with appropriate system settings. Furthermore, only authorized personnel are allowed to make any changes to the password complexity rules and lockout policies to system components.

Methods of Authentication

Authentication to Brandt system components are to be enacted by utilizing one of or a combination thereof the following three (3) stated factors:

- 1. Something a user knows:** This method of authentication generally includes passwords, passphrases, numerical PINS or some other type of knowledge that is known by a user.
- 2. Something a user has:** This method of authentication generally includes some type of physical attribute provisioned to a user, such as a swipe card, badge reader, key fob, smart card, dynamically generated unique identifier or any other type of utility owned by the user.
- 3. Something a user is:** This method of authentication generally includes a unique physical attribute of the user, commonly known as biometrics. Many devices will read a user's biometrics for purposes of authentication, which may include, but is not limited to, the following:
 - o Iris Scanners
 - o Palm Scanners
 - o Fingerprint Readers
 - o Facial Recognition Utilities
 - o Voice Recognition Devices

Password Parameters

- User password parameters are set to require users to change passwords at least every ninety (90) days.
- Password parameters are set to require passwords to be at least seven (7) characters long.
- Password parameters are set to require passwords to contain both numeric and alphabetic characters.
- Password parameters are set to require that new passwords cannot be the same as the previous four (4) passwords used.
- Authentication parameters are set to require that a user's account is locked out upon the sixth (6th) invalid logon attempt.

- Password parameters are set to require that once a user's account is locked out, it remains locked for a minimum of thirty (30) minutes or until a system administrator resets the account.
- System configuration settings are set to require that system/session idle time out features have been set to and period of fifteen (15) minutes or less.
- First-time passwords for new users, and reset passwords for existing users, are set to a unique value and changed after each use.

De-Provisioning | Off-boarding Process

The user De-provisioning | Off-boarding is a critical component of the user identity, provisioning, & access rights lifecycle, and as such, comprehensive measures are to be implemented for ensuring that all terminated users are appropriately removed from having access to any system components to Brandt. Failure to enact these measures could potentially result in a breach of security for Brandt as terminated users may still be able to gain authorized access to company-wide system components. The following procedures are to be undertaken include the following:

- Completing a User De-provisioning | Off-boarding form and contacting via email, telephone or in person, all appropriate personnel responsible for terminating users from all company-wide system components.
- Additionally, obtaining signatures on the applicable form from all individuals directly involved in the actual de-provisioning | off-boarding procedures for the terminated users.
- Confirming that system access to all company-wide system components for terminated users has been effectively removed, which includes undertaking the following procedures:
 - Inspecting all system components and supporting utilities for which authentication and authorization rights were initially established for terminated users.
 - Obtaining appropriate evidence (i.e. system screenshots and other system settings as necessary) from these system components that terminated users were effectively removed from access and attaching the applicable documentation to a specified user de-provisioning form.

Critical accounts for De-provisioned | Off-boarded users are to be appropriately maintained by authorized personnel for ensuring that correspondence, such as emails, voicemails, and other forms of communication are addressed in a timely manner by Brandt. As such, the following critical accounts are to be monitored following the de-provisioning | off-boarding process for terminated users:

- Email Accounts
- Voice Mail
- Cellular Devices
- Personal Digital Assistants (PDA)
- Any other forms of communication

Remote Access

All access to Brandt system components initiated outside the organization's trusted network infrastructure is to be considered "remote access", and as such, only approved protocols are to be used for ensuring that a trusted connection is initiated, established and maintained. Specifically, all users are to utilize approved technologies, such as IPSec and/or SSL Virtual Private Networks (VPN) for remote access, along with additional supporting measures, such as Secure Shell (SSH), while also employing two-factor authentication. The concept of two-factor authentication (i.e., something you know, something you have, something you are) along with strong password policies creates yet another layer of security relating to access rights for all authorized users granted remote access into Brandt's network.

Additionally, all workstations (both company and employee-owned) are to have current, up-to-date anti-virus software installed, while also utilizing any other malware utilities as needed for protecting the workstations and the information traversing to and from the remote access connection. This may also include the use of personal firewall software, along with enhanced operating system settings on the applicable workstations.

Wireless Security

Initially implementing a WLAN requires adherence to the following stated guidelines for ensuring the safety and security of the wireless platform itself, along with ensuring the confidentiality, integrity, and availability (CIA) of Brandt's overall information systems landscape:

- **Secure Deployment:** All WLAN devices and supporting resources, such as wireless access points, and other network devices, are to be positioned in a manner for ensuring unauthorized physical access and modification. Additionally, they are to be secured with approved fixtures and other necessary apparatuses for mitigating any unnecessary movement. Additionally, the WLAN platform itself is to be logically | physically segregated from the corporate | internal wired network, which can be achieved by utilizing firewalls and other access control methods.
- **Asset Inventory:** Once all WLAN devices are safely secured, a complete asset inventory is to be taken, documenting all necessary information, such as physical location, and corresponding unique identifiers (i.e., hostnames, serial numbers, etc.).

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- **Asset Inventory:** Once all WLAN devices are safely secured, a complete asset inventory is to be taken, documenting all necessary information, such as physical location, and corresponding unique identifiers (i.e., hostnames, serial numbers, etc.).
- **Configuration of Wireless Access Points:** The following measures are to be undertaken regarding WLAN platforms:
 - Change default administrator settings, such as username and password, along with implementing strong, unique administrative passwords (i.e., alphanumeric, case sensitive, etc.) for all wireless access points.
 - Change any default IP addresses also.
 - Configure SNMP and NTP accordingly.
 - Configure wireless modes to support only the one (1) primary – and industry approved – wireless networking standard.
 - Change vendor default settings for Service Set Identifier (SSID) to a completely new network name, but also one that does not openly identify or provide any critical Brandt name information. Specifically, the SSID character string is not to reflect company name.
 - Use a "closed network" concept, whereby the SSID is actually not broadcasted (if allowable), rather, it must be entered into the client application.
 - If the SSID must be broadcasted, create a healthy balance of allowing all authorized users to receive such signals, but not the point where unauthorized parties can potentially view such information.
 - Remove all unnecessary and insecure services and protocols from all WLAN devices, such as the wireless access points and any all other associated wired network devices.
 - For all remaining services and protocols, implement the concept of "least privileges".
 - Implement MAC Address filtering and wireless access points.
 - Use the strongest encryption algorithm currently available (WPA2), and use other forms of encryption as needed, such as VPN, SSL | TLS, etc.
 - Protect all sensitive wireless access points information, such as administrator passwords, SSID password, keys, etc. with approved security measures, such as encryption itself.
 - Enable logging features and ensure that all logs and audit trails are sent to a remote logging server and retained as necessary (i.e., regulatory compliance laws, etc.). Information captured should include, but not limited to, the following: source\destination IP addresses,
 - MAC addresses, user logon information (i.e., time, username, etc.), user logoff information
 - Enable usage parameters, such as time-out sessions.
 - Disable wireless access points during non-business hours, such as nights, weekends, holidays, etc.

Malware

Malicious software (malware) poses a critical security threat to Brandt system components, thus effective measures are to be in place for ensuring protection against viruses, worms, spyware, adware, rootkits, trojan horses, and many other forms of harmful code and scripts. As such, Brandt is to have anti-virus (AV) solutions deployed on all applicable system components, with the respective AV being the most current version available from the vendor, enabled for automatic updates and configured for conducting periodic scans as necessary. Because strong and comprehensive malware measures are not just limited to the use of AV, additional tools are to be employed as necessary for eliminating all other associated threats, such as those discussed above. The seriousness of malware and its growing frequency of attacks within

organizations require that all I.T. personnel within Brandt stay abreast of useful tools and programs that are beneficial in combating harmful code and scripts. Common examples of malware include the following:

- **Computer Virus:** A computer program that has the ability to replicate itself and spread from one computer to another. Common viruses include, but are limited to, the following: polymorphic virus, boot virus, macro virus, multipartite virus, web scripting virus, etc.
- **Malware:** software created and/or used for the purposes of harming and damaging various systems, such as computer code, files, applications, and other relevant information technology platforms and utilities.
- **Antivirus:** Software used for purposes of preventing, detecting, and removing malicious software (i.e., malware).
- **Worms:** A standalone, independent program that has the ability to replicate itself and spread to other computers, ultimately infiltrating programs and destroying data.
- **Trojan Horse:** A harmful piece of malware that facilitates unauthorized access on a computer system by way of social engineering tactics and strategies.
- **Key loggers:** Unauthorized capturing of a user's keystrokes on a computer system. Note: It is considered malware when it is "unauthorized" as there are legitimate uses of key logging software.
- **Rootkits:** Software that enables unauthorized access to a computer system and that is also hidden from detection. Rootkits can conceal the altering of files, data, etc. and are a serious form of malware.
- **Spyware:** Software that collects vital information from a computer system regarding data on such system and the associated user activities. Note: It is considered malware when it is "unauthorized" as there are legitimate uses of spyware.
- **Adware:** Programs that facilitate delivery of advertising content and related material to a user through their browser while on the Internet, or through some other type of interface. Note: It is considered malware when it is "unauthorized" as there are legitimate uses of adware.
- **Logic Bomb:** Code that is intentionally inserted into a software system that initiates a malicious function when specified conditions are met.

Change Control | Change Management

Changes made to Brandt system components require authorized users to initiate an incident and/or change request, which includes completing all applicable forms as necessary. Furthermore, the request must be thoroughly documented, which includes providing the following essential information:

1. An assigned I.D. or change tracking number.
2. Representation of all critical dates relating to the requested change itself, such as when the change was originally submitted and approved, as well as when it was migrated to various stages for testing and final deployment to production, if applicable.
3. Default fields for categorizing (i.e., normal change or emergency change, etc.) and prioritizing (i.e., critical to routine maintenance) the requested change itself.

4. Documented notation, communication and correspondence throughout the life of the requested change itself is to include, but is not limited to, the following:
 - a. Documentation of impact
 - b. Management signoff
 - c. Operational functionality
 - d. Back-out procedures

Additionally, change control measures include changes undertaken for any of the following four (4) environments for which system components reside in:

- Change Control | Internally Developed Systems and Applications
- Changes Control | Enterprise Wide
- Change Control | Customer Facing Environments
- Emergency Change Management | All Environments

Please refer to Brandt's Change Control Policy and Procedure for specific change control procedures utilized by Brandt.

Software Development Life Cycle (SDLC)

The Software Development Life Cycle (SDLC) for Brandt is to encompass a number of phases, each concluding with a major milestone. Assessments are conducted after each phase to determine if objectives have been satisfied. Skilled software engineers are to be utilized throughout all phases, which results in a thorough and uninterrupted process from beginning to end. Specifically, SDLC activities for internally-developed systems/applications consist of the following procedures and phases:

- **New System/Application and Feature Development.** New system/application and feature development is the implementation of a new service or addition of new features and functions to the current product. The same processes are also involved when adding major enhancements to existing functionality.
- **Request for New System/Application or Features.** The process begins with the request for a new system/application, feature or tool. Authorized personnel will initiate the request. All requests are to be appropriately logged in JIRA.
- **Estimate and HW/SW Requirements.** Along with estimating the effort and time required to implement the new system/application, feature or tool, an estimate of hardware and software required for development and final deployment is conducted. These estimates are passed on to management for final approval.
- **Management Decision.** After reviewing the business rationale for the new system/application, feature or tool, Brandt decides whether the cost/benefits and strategic direction warrant the development to proceed. A review of the business rationale for a completely new project includes studying market opportunity and conducting a competitive analysis. Brandt can opt not to proceed with the development or even to table it for a period of time. As soon as the project receives approval, the process progresses to the development and deployment phases.
- **Requirement Analysis.** During this phase, a detailed requirements analysis of the new system/application, feature or tool is conducted and documented in the form of a requirements specification. Documents and activities for

this phase include obtaining copies of documents used during this phase and interviewing personnel for major activities during this phase.

- **Design.** In this phase, various technical personnel collaborate to develop a detailed design of the various activities involved. The design and development team reviews the design, and the final version is documented in the form of a design specifications document. If the feature or tool is to be a part of an existing system/application or functionality, the existing design document may be modified in lieu of creating a new document. Test plans and procedures for system tests are also developed.
- **Implementation.** Once the design is finalized, the actual implementation of the system/application, feature or tool begins with a test in a development environment. After all errors found during the testing stage are corrected, the application code is released to a test server.
- **Quality Assurance and Testing.** Once all the modules are moved to a test server and integrated in the test environment, any necessary test database tables and stored procedures are also created on the test server(s). The test environment is configured as a replica of the production environment or a specific client environment; however, there may be external interfaces which, at times, may not be duplicated, and approximations may be used. Testers then assess the new modules in this test environment. Test cases and scripts are written and documented as required. Any discrepancies are resolved with the development team, and any other additional testing is conducted. Customers and/or third-party users may be involved at different levels in this phase of project cycle, based on a mutual understanding of verification requirements. Test results are documented and reviewed with development personnel and management for final approval.
- **Release for Production.** Once the system/application, feature or tool is successful in the test environment, Brandt approves the release for production. Modules are moved to the production servers where functionality is tested after all modules are updated.

Patch Management

All necessary system patches and system updates to Brandt system components (those defined as critical from a security perspective) are to be obtained and deployed in a timely manner as designated by the following software vendor and/or other trusted third-parties: (1). Vendor websites and email alerts. (2). Vendor mailing lists, newsletters and additional support channels for patches and security. (3). Third-party websites and email alerts. (4). Third-party mailing lists. (5). Approved online forums and discussion panels. Effective patch management and system updates help ensure the confidentiality, integrity, and availability (CIA) of systems from new exploits, vulnerabilities and other security threats.

Additionally, all patch management initiatives are to be documented accordingly, which shall include information relating to the personnel responsible for conducting patching, list of sources used for obtaining patches and related security information, the procedures for establishing a risk ranking for patches, and the overall procedures for obtaining, deploying, distributing, and implementing patches specifically related to Brandt system components.

Various external security sources and resources are to be utilized for ensuring that Brandt maintains awareness of security threats, vulnerabilities and what respective patches, security upgrades and protocols are available. Authorized I.T. personnel are to subscribe to the following types of security sources and resources for ensuring retrieval of security patches in a timely manner:

- Vendor websites and email alerts, such as those for Microsoft, UNIX, Linux, Cisco, HP, etc.

- Vendor mailing lists, newsletters and additional support channels for patches and security
- Approved third-party websites, email alerts, and mailing lists
- Approved online information security forums and discussion panels
- Information security conferences, seminars and trade shows
- Community driven platforms relating to vulnerability management of information system, such as the following MITRE websites, and many others:
 - Open Source Vulnerability Database (OSVDB)
 - Common Configuration Enumeration (CCE)
 - Common Vulnerabilities and Exposures (CVE)
 - Common Platform Enumeration (CPE)
 - Common Weakness Enumeration (CWE)
 - Malware (MAEC)
 - Cyber Observables (CyboX)
 - Structured Threat Information Expression (STIX)
 - Trusted Automated Exchange of Indicator Information (TAXII)
 - Making Security Measurable (MSM)
 - Open Vulnerability and Assessment Language (OVAL)
 - Common Attack Pattern Enumeration and Classification (CAPEC)

Please refer to Brandt's Security Patch Management Installation Policy and Procedures to see what types of systems are patched, tools, and software used.

Vulnerability Management

An essential component of any vulnerability management program is to comprehensively identify and define the security posture of the organization as a whole. Increasing cyber security threats, regulatory compliance mandates, the implementation of best practices, and other important operational and security considerations are to be identified when defining such a posture. Ultimately, a well-conceived vulnerability management program for Brandt is one that ensures the confidentiality, integrity, and availability (CIA) of the organization's information systems landscape, which includes all critical system resources. Vulnerability management programs – often confined to only conducting internal and external scans, along with penetration testing, and remediating such issues – is to also include identifying and detecting, classifying and prioritizing, remediating, validating, and continuously monitoring vulnerabilities relating to the following:

- **User Access Rights:** Ensuring users have access rights commensurate to one's roles and responsibilities within the organization is a constant challenge, given the continuous user provisioning and de-provisioning processes undertaken, the numerous systems requiring access for such users, along with requests for changes and modifications in access rights.
- **Configuration Standards:** Provisioning, hardening, securing and locking-down all critical system resources within Brandt is crucial for ensuring a baseline of information security, one that can be built upon over time by continuous monitoring and updating of such systems with security patches.

- **Network Architecture and Topology:** Insecure network topologies and weak security architectures – even if the systems themselves are properly secured and hardened – can result in significant vulnerabilities for the organization.
- **Network Vulnerabilities:** The use of internal and external vulnerability scanning procedures, along with network layer and application layer penetration tests are a critical component of Brandt's vulnerability management program.

Ultimately, an important component of developing a comprehensive vulnerability management program requires Brandt to adequately address the following major issues and constraints:

- **Vulnerabilities:** Software flaws or a misconfiguration that may potentially result in the weakness in the security of a system within the organization's system resources.
- **Remediation:** The three (3) primary methods of remediation are (1) installation of a software patch, (2) adjustment of a configuration setting and (3) removal of affected software.
- **Threats:** Threats are capabilities or methods of attack developed by malicious entities to exploit vulnerabilities and potentially cause harm to a computer system or network.

Configuration Management

Because configuration management and its overall application often vary throughout industries and business sectors, for scope purposes, Brandt defines such practices as those utilized for implementing, establishing, maintaining, recording, and effectively monitoring secure configurations to the organization's overall information system's landscape. Specifically, this includes all network devices, operating systems, applications, internally developed software and systems, and other relevant hardware and software platforms. If any specific systems, because of size or complexity challenges, ultimately require their own independent configuration management program, they are to be developed accordingly by authorized personnel, and must abide by the practices as stated herein. Additional provisions for configuration management also include the following:

- Appropriate roles and responsibilities are to be developed and subsequently assigned to authorized personnel within Brandt regarding configuration management practices.
- All employees and relevant users of Brandt system resources are to receive the required and necessary training for undertaking their roles and responsibilities for configuration management. Training varies by personnel, but is to include all measures for ensuring employees and users stay abreast of significant issues affecting configuration management.
- Authorized personnel are to identify, assess, and select specific software tools and related utilities for aiding and facilitating all aspects of Brandt's configuration management plan. This entails extensive research into all possible configuration management tools for ensuring interoperability and compatibility with all in-scope system resources, while also ensuring such tools have appropriate end-user technical and operational support at all times.
- Authorized I.T. personnel are to determine a variety of factors, most importantly the following: The minimum agreed upon security settings for ensuring a risk level as low as possible, yet one that still allows the organization to function in an efficient and effective manner, from an operational perspective.

- Authorized I.T. personnel are to identify baseline configuration standards for system resources and the, which is available from a number of well-known benchmarks, frameworks, associations, along with vendor specific guides.
- For all in-scope system components, insecure services, ports, and protocols are to be readily identified by authorized I.T. personnel, which means having a strong technical understanding of all relevant network devices (firewalls, routers, switches, load balancers, etc.), operation systems (Windows, UNIX, Linux), and applications (web server applications, database applications).

Please refer to Brandt's Configuration Standards for All Systems Components Policy and Procedures for Brandt's specific configuration management procedures.

Vendor Management

When using the services of various third-party outsourcing entities, a certain element of risk arises as responsibilities for critical initiatives are now in the hands of another organization. It's important to understand these risks, what they are, and how Brandt can readily identify any issues, concerns, or constraints pertaining to these risks. Failure to mitigate and prevent these risks can result in significant financial loss, legal issues, and public opinion misconceptions, ultimately damaging the organization. As such, the following risks are to be thoroughly understood and assessed in regards to business and contractual relationships entered into with various third-parties:

- **Compliance Risk:** These are risks arising from violations of applicable laws, rules, regulatory mandates, and along with other issues, such as non-compliance of internal operational, business specific, and information security policies, procedures, and processes.
- **Reputation Risk:** These are risks arising from negative public perception and opinion of a third- party outsourcing entity for almost any imaginable reason, such as unethical business practices, data breaches resulting in loss of sensitive and confidential consumer information (i.e., Personally Identifiable Information - PII), investigations from regulators into questionable business practices, etc.
- **Strategic Risk:** These are risks arising from third-parties failing to implement business initiatives that align with the overall goals and ideas of Brandt, such as not offering services that provide an acceptable return on investment, both short term and long term.
- **Operational Risk:** These are risks arising from a failed system of operational internal controls relating to personal and the relevant policies, procedures, processes, and practices.
- **Transaction Risk:** These are risks arising from a third-party failing to deliver as promised, such as product delivery, operational efficiency - or worse - unauthorized transactions and theft of information due to a weak system of operational and information security internal controls.
- **Credit Risk:** These are risks arising from the financial condition of the third-party, such as any "going concern" issues - a business that functions without the threat of liquidation for the foreseeable future, usually regarded as at least within 12 months.
- **Country Risk:** These are risks arriving from the politic, economic, and social landscape - and other relevant events - within a foreign country that can impact the services being provided by the third - party, ultimately affecting operations for Brandt.

- **Information Technology Risk:** These are risks arising from any number of information technology and information security issues, such as inadequate I.T. resources (hardware and software) along with lack of manpower.

Third Party Vendors (Processors, Software Providers, Payment Gateways, or Other Service Providers)

- The Controller must approve each merchant bank or processing contact of any third-party vendor that is engage in, or propose to engage in, the processing or storage of transaction data on behalf of Brandt—regardless of the manner or duration of such activities..
- Insure that all third-party vendors adhere to all rules and regulations governing cardholder information security.
- Contractually require that all third parties involved in credit card transactions meet all PCI security standards, and that they provide proof of compliance and efforts at maintaining ongoing compliance.

Backup and Storage

Data backup and storage procedures for Brandt system components are to be initiated by authorized I.T. personnel consisting of documented processes and procedures that include the following initiatives:

1. The type of backup performed (i.e., full, incremental, and differential backups).
2. The date(s) and time(s) for the designated backup processes to commence.
3. The appropriate reporting procedures and related output for confirmation of backups (i.e., log reports, email notification, etc.).
4. Incident response measures in place for backup failures and/or exceptions.
5. Retention periods for all data backups as required by management, customers, and all necessary regulatory compliance mandates. Additionally, when data has been compromised due to any number of reasons, appropriate restore procedures are to be enacted that allow for complete, accurate, and timely restoration of the data itself.

Encryption

When necessary and applicable, appropriate encryption measures are to be invoked for ensuring the confidentiality, integrity, and availability (CIA) of Brandt system components and any sensitive data associated with them. Additionally, any passwords used for accessing and/or authentication to the specified system component are to be encrypted at all times, as passwords transmitting via clear text are vulnerable to external threats. As such, approved encryption technologies, such as Secure Sockets Layer (SSL) | Transport Layer Security (TLS), Secure Shell (SSH), and many other secure data encryption protocols are to be utilized when accessing the specified system component. Additional encryption measures for Brandt are to also include the following best practices for all applicable devices that have the ability to store sensitive and confidential information:

- **Servers** – Depending on the type of server and the underlying applications, a large range of encryption measures can be adopted. The first measure is identifying the type of information residing on such servers and the necessary encryption protocols to apply. Additionally, servers are to be provisioned and hardened accordingly, with anti-virus also installed.
- **Desktop Computers** – Any desktop computer storing sensitive and confidential information are to utilize encryption for the actual hard drives. Additionally, access rights are to be limited to authorized personnel at all times. Non-Brandt desktops, such as those physically located at an employee's home, are to never contain sensitive and confidential information under any circumstances. If such data needs to be accessed for performing remote duties, then a secure connection must be made to the Brandt network for accessing all relevant information. Additionally, desktop computers are to be provisioned and hardened accordingly, with anti-virus also installed.
- **Laptops, Mobile Computing Devices, Smart Devices** – Such devices are to have approved encryption installed and enabled prior to their use, which requires Brandt authorized I.T. personnel to configure appropriate encryption programs. Specifically, full disk encryption, or other approved methods, such as file level encryption are to be used, and these devices are not to be used for long-term storage of sensitive and confidential information. The phrase "long term" is discretionary in nature, but consists of any data residing on laptops, mobile computing devices, and smart devices longer than thirty (30) calendar days. Non-Brandt laptops, mobile computing devices, and smart devices, are to never contain sensitive and confidential information under any circumstances. If such data needs to be accessed for performing remote duties, then a secure connection must be made to the Brandt network for accessing all relevant information. Additionally, laptops, mobile computing devices, and smart devices are to be provisioned and hardened accordingly, with anti-virus also installed.
- **Removable Storage Devices** – USB enabled devices, such as memory sticks, external hard drives, network attached storage devices are strictly prohibited. Though there may be circumstances that require storing of sensitive and confidential information onto these utilities, it must be approved in writing, and such data is never to reside on these devices for long-term storage measures.
- **Unknown Devices** – The phrase "unknown devices" is given to such items as kiosks, hourly computing stations for rent, friends and family members computers, or any other types of device for which Brandt has little to no knowledge regarding its safety and security. These devices are never to be used for storing, processing or transmitting sensitive and confidential information due to the lack of knowledge of their respective encryption practices, which many times are none at all.

Event Monitoring

Comprehensive auditing & monitoring initiatives for Brandt system components are to be implemented that effectively identify and capture the following events:

1. All authentication and authorization activities by all users and their associated accounts, such as log on attempts (both successful and unsuccessful).
2. Any creation, modification or deletion of various types of events and objects (i.e., operating system files, data files opened and closed and specific actions, such as reading, editing, deleting, printing).
3. All actions undertaken by system administrators who have elevated privileges and access rights.

Additionally, for each event described above, the following attributes are to be captured:

1. The type of event that occurred and on what system level and/or application level did it occur on.
2. The date and time of the event.
3. The identity of the user, such as the log-on ID.
4. The origination of the event.
5. The outcome of the event, such as the success or failure of the event.
6. The name of the affected system.

Configuration and Change Monitoring

Furthermore, the use of specialized software, such as File Integrity Monitoring (FIM), Host based Intrusion Detection Systems (HIDS), and/or change detection software programs are to be implemented for monitoring Brandt system components as they provide the necessary capabilities for assisting in the capture of all the above-stated, required events. Additionally, configuration change monitoring tools are to be used to detect any file changes made within a specified system component, ranging from changes to commonly accessed files and folders, to more granular based data, such as configuration files, executables, rules, and permissions. Changes made are to result in immediate alerts being generated with appropriate personnel being notified. Moreover, these tools effectively aid in capturing and forwarding all events in real-time, thus mitigating issues relating to native logging protocols, which can be accessed by users with elevated privileges on various system components themselves, resulting in the disabling and modification of its services and the resulted output.

Performance and Utilization Monitoring

Additional measures are to be employed for ensuring that Brandt system components - such as servers - are actively being monitored for all necessary performance and utilization measures, such as the following:

- CPU Utilization-Identifies current, real-time capacity of the CPU, and provides alerting and notification measures regarding capacity limits along with underutilization metrics.
- Memory Utilization-Identifies current, real-time memory usage and provides alerting and notification measures if memory usage is high and/or if memory availability is low.
- Disk Utilization-Identifies current, real-time disk space and provides alerting and notification measures if disk space is low.
- Process Monitoring-Monitors all critical processes and provides alerting and notification measures when processes fail.
- Windows Service Monitoring-Monitors all critical windows services and provides alerting and notification measures as needed.
- Network Interface Monitoring-Monitors the overall health and status of the network interface.

Authorized personnel are to appropriately configure all Win2K3 servers for ensuring the aforementioned measures are in place via tools that provide agent based monitoring, the use of native agents on the specified system resource itself, along with agentless monitoring, if applicable.

Logging and Reporting

Along with capturing all necessary events as described in "Event Monitoring", effective protocols and supporting measures are to be implemented for ensuring all required events and their associated attributes are logged, recorded, and reviewed as necessary. Additionally, all applicable elevated permissions (those for administrators) along with general access rights permissions (those for end-users) to Brandt system components are to be reviewed on an annual basis by an authority that is independent from all known users (i.e., end-users, administrator, etc.) and who also has the ability to understand, interpret, and ultimately identify any issues or concerns from the related output (i.e., log reports, and other supporting data). The specified authority reviewing the logs is to determine what constitutes any "issues or concerns", and to report them immediately to appropriate personnel.

Moreover, protocols such as syslog and other capturing and forwarding protocols and, or technology, such as specialized software applications, are to be used as necessary, along with employing security measures that protect the confidentiality, integrity, and availability (CIA) of the audit trails and their respective log reports (i.e., audit records) that are produced. Additionally, all audit records are to be stored on an external log server (i.e., centralized syslog server or similar platform) that is physically separated from the original data source, along with employing effective backup and archival procedures for the log server itself. These measures allow Brandt to secure the audit records as required for various legal and regulatory compliance mandates, along with conducting forensic investigative procedures if necessary.

Data Retention and Disposal

It is company policy to limit data storage amount and retention time to that which is required for legal, regulatory and business requirements. Furthermore, processes are to be in place for secure disposal of data when no longer needed for legal, regulatory and business requirements. This in turn mandates retention requirements be in place and documented accordingly for all legal, regulatory and business requirements. Additionally an automatic or manually executed process is to be in place for identifying and securely removing data that exceeds the defined legal, regulatory and business requirements. As for disposing of data, the following methods are to be utilized for both hard copy and electronic data:

- Purging and deleting data from all system components. This can be done by utilizing a secure wipe program in accordance with industry-accepted standards for secure deletion (i.e., degaussing).
- Destroying (cross-shredding) any cardholder data that is in a hardcopy format.

For electronic media stored on system components that are no longer in use, data is to be disposed of through any one of the following procedures:

- Disintegration
- Shredding (disk grinding device)
- Incineration by a licensed incinerator

- Pulverization

Incident Response

Brandt is to have in place documented incident response initiatives, which includes provisions for effectively preparing, detecting, responding, and recovering from an incident, along with initiating post-incident activities and awareness. Thus, these five (5) provisions are to also consist of the following measures for incidents relating to Brandt system components

1. "Preparing" in that employees and all other applicable parties should be aware of security threats and computer incidents and undertake all necessary and required training.
2. "Detecting" in that procedures are in place that allow for timely detection of all threats, such as the use of specific software tools and other monitoring and detection elements.
3. "Responding" in that procedures are in place that allow for rapid and swift response measures, which is highly necessary for containing and quarantining any given incident.
4. "Recovering" in that procedures are in place that allow for full recovery of the affected systems, such as the use of backup media and the ability to rebuild, reconfigure and redeploy as necessary.
5. "Post Incident Activities and Awareness" in that a formal and documented Incident Response Report (IRR) is to be developed, reviewed by appropriate parties, resulting in "Lessons Learned" from the incident and what initiatives can be implemented for hopefully eliminating the likelihood of future incidents.

These measures form a critical component of ensuring the protection of the organization's network infrastructure, and as such, are to be immediately implemented when an incident arises that may affect the security of Brandt system components.

Performance and Security Testing

All applicable Brandt system components are to undergo annual vulnerability assessments along with penetration testing for ensuring their safety and security from the large and ever-growing external and internal security threats being faced with today. Vulnerability assessments, which entails scanning a specified set of network devices, hosts, and their corresponding Internet Protocol (IP) addresses, helps identify security weaknesses within Brandt's network architecture, along with those related to specific system components. Additionally, penetration testing services, which are designed to actually compromise the organization's network and application layers, also assists in finding security flaws that require immediate remediation. Moreover, contractual requirements along with regulatory compliance laws and legislation often mandate organizations perform such services, at a minimum, annually (for penetration tests), and often on a periodic and/or quarterly basis (for vulnerability assessments). As such, Brandt will adhere to these stated requirements and will perform the necessary services on all applicable system components.

Careful planning and consideration of what systems are to be included when performing vulnerability assessments and, particularly penetration testing, is a critical factor, as all environments (i.e., development, production, etc.) must be safeguarded from any accidental or unintended exploits caused by the tester.

Additionally, if Brandt has internally developed, proprietary applications (i.e., software), appropriate code reviews are to be conducted for ensuring the software itself has been coded and developed with the appropriate security measures. Poorly coded software, specifically software used for web facing platforms, can be compromised through numerous harmful tactics, such as Cross-site scripting (XSS), injection flaws (SQL, etc.) and other damaging methods.

Disaster Recovery

Documented Business Continuity and Disaster Recovery Planning (BCDRP) are vital to protecting all Brandt assets along with ensuring rapid resumption of critical services in a timely manner. Because disasters and business interruptions are extremely difficult to predict, it is the responsibility of authorized Brandt personnel to have in place a fully functioning BCDRP process, and one that also includes specific policies, procedures, and supporting initiatives relating to all system resources, including Windows servers.

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