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

PREPARED FOR: State of Nebraska Game and Parks Commission (NGPC)

NEBRASKA GAME PARKS

RFP OPEN DATE: July 1, 2021 2pm CST

SUBMITTED BY: Ray St. Germain, Vice President of Sales, Kalkomey Enterprises, LLC

Kalkomey Enterprises, LLC
740 East Campbell Road, Suite 900
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June 28, 2021

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

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

Dear Ms. Heinrichs and NGPC Evaluation Team:

Kalkomey Enterprises is excited to share our approach for providing NGPC with a powerful and flexible new system that meets all your requirements and is built to grow and adapt to the ever-changing needs of conservation agencies like NGPC. Our reliable Agency Management Solution (AMS) provides a modern customer purchase experience and ease of administration through its scalable technologies. AMS includes proven agency management modules for permitting, draw hunts, education, volunteers, events, and certification -- in one integrated configurable system with state-of-the-art security features that will serve Nebraska far into the future.

Kalkomey's industry experience as well as how AMS brings everything together under a single secure interface is detailed in the attached response. At the core of our industry-leading technology is our people. Our team includes former state agency employees who know first-hand the challenges Nebraska faces and who are passionate about creating innovative software and strategies to solve them. Our focus on partnership, along with more than 25 years of conservation agency software and marketing experience ensure your implementation and public adoption is successful. Our unmatched reporting and analytics tools provide the insights you need to serve the public effectively and make data-driven decisions for Nebraskans for years to come.

With Kalkomey, you get a partner that has never been released from a licensing contract and that has helped our clients reach double-digit growth. We appreciate the opportunity to introduce AMS in the attached response and we look forward to demonstrating how our system can serve NGPC.

Sincerely,

Jason Alexander
Chief Executive Officer

Gayle Anderson
Chief Financial Officer

Mitch Strobl
EVP, Software

Ray St. Germain
Vice President, Sales

CONTENTS

REQUIRED FORMS

FORM A BIDDER POINT OF CONTACT

Please find inserted below a completed Form A, Bidder Point of Contact Form for this response.

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:	Kalkomey Enterprises, LLC
Bidder Address:	740 E. Campbell Rd. Suite 900 Richardson, TX 75081-1886
Contact Person & Title:	Ray St. Germain Vice President, Sales
E-mail Address:	rstgermain@kalkomey.com
Telephone Number (Office):	972-715-7014
Telephone Number (Cellular):	214-995-1744
Fax Number:	N/A

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:	Kalkomey Enterprises, LLC
Bidder Address:	740 E. Campbell Rd. Suite 900 Richardson, TX 75081-1886
Contact Person & Title:	Ray St. Germain Vice President, Sales
E-mail Address:	rstgermain@kalkomey.com
Telephone Number (Office):	972-715-7014
Telephone Number (Cellular):	214-995-1744
Fax Number:	N/A

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

Below please find a Request for Proposal for Contractual Services Form signed manually in ink and scanned per Addendum One, Question 41.

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the procedures stated in this Solicitation, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder maintains a drug free 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:	Kalkomey Enterprises, LLC
COMPLETE ADDRESS:	740 E. Campbell Rd. Suite 900 Richardson, TX 75081-1886
TELEPHONE NUMBER:	1-800-830-2268
FAX NUMBER:	N/A
DATE:	June 28, 2021
SIGNATURE:	Gayle Anderson
TYPED NAME & TITLE OF SIGNER:	Gayle Anderson Chief Financial Officer

II. TERMS AND CONDITIONS

Please find below the executed Section II. Terms and Conditions.

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:
[initials]			

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:
Ya			

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:
Ya			

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

D. GOVERNING LAW (Statutory)

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

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

E. BEGINNING OF WORK

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

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:
GA			

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:
GA			

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

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

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

H. VENDOR PERFORMANCE REPORT(S)

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

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

I. NOTICE OF POTENTIAL CONTRACTOR BREACH

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

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:
Ga			

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

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

K. NON-WAIVER OF BREACH

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

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:
[signature]			

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:
		[signature]	Kalkomey would like to provide the following alternative language to item M. Indemnification 1. General: 1. *Each of the* Contractor *and the State (as applicable, the "indemnifying party")* agree to defend, indemnify, and hold harmless the *other,* and *each of their respective* employees, volunteers, agents, and*, with respect to the State,* 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 *such indemnified party* 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 *applicable indemnifying party,* its employees, Subcontractors, consultants, representatives, and agents, resulting from this contract, except to the extent such liability is attenuated by any action of the *indemnified party* which directly and proximately contributed to the claims.

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

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

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

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

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

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

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

N. ATTORNEY'S FEES

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

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:
Ab			

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:
[initials]			

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:
		[initials]	Kalkomey would like to provide the following alternative language to item Q: 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"), <u>other than for obligations to make payments that have become due and payable pursuant to the contract</u>. The Party so affected shall <u>promptly</u> 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.

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:
Ga			

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:
Ga			

The contract may be terminated as follows:

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

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

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

   a. if directed to do so by statute;
   b. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
   c. a trustee or receiver of the Contractor or of any substantial part of the Contractor's assets has been appointed by a court;
   d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its Contractor, its employees, officers, directors, or shareholders;
   e. an involuntary proceeding has been commenced by any Party against the Contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) calendar days; or (ii) the Contractor has consented, either expressly or by

operation of law, to the entry of an order for relief; or (iii) the Contractor has been decreed or adjudged a debtor;

f. a voluntary petition has been filed by the Contractor under any of the chapters of Title 11 of the United States Code;
g. Contractor intentionally discloses confidential information;
h. Contractor has or announces it will discontinue support of the deliverable; and,
i. In the event funding is no longer available.

T. CONTRACT CLOSEOUT

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

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:
Ga			

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

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

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

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

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

Table 1
SEVERITY CLASS ASSESSMENT

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

III. CONTRACTOR DUTIES

Please find below the executed Section III. Contractor Duties.

III. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

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

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

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

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

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

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

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

1. Any and all pay, benefits, and employment taxes and/or other payroll withholding;
2. Any and all vehicles used by the Contractor's employees, including all insurance required by state law;
3. Damages incurred by Contractor's employees within the scope of their duties under the contract;

4. Maintaining Workers' Compensation and health insurance that complies with state and federal law and submitting any reports on such insurance to the extent required by governing law;
5. Determining the hours to be worked and the duties to be performed by the Contractor's employees; and,
6. All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination alleged against the Contractor, its officers, agents, or subcontractors or subcontractor's employees)

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

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

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

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

B. EMPLOYEE WORK ELIGIBILITY STATUS

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

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:
GL			

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:
GL			

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:
GL			

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:

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

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

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

In the event that any policy written on a claims-made basis terminates or is canceled during the term of the contract or within six (6) years of termination or expiration of the contract, the contractor shall obtain an extended discovery or reporting period, or a new insurance policy, providing coverage required by this contract for the term of the contract and six (6) years following termination or expiration of the contract.

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

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

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

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

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

REQUIRED INSURANCE COVERAGE	
COMMERCIAL GENERAL LIABILITY	
General Aggregate	$2,000,000
Products/Completed Operations Aggregate	$2,000,000
Personal/Advertising Injury	$1,000,000 per occurrence
Bodily Injury/Property Damage	$1,000,000 per occurrence
Medical Payments	$10,000 any one person
Damage to Rented Premises (Fire)	$300,000 each occurrence
Contractual	Included
XCU Liability (Explosion, Collapse, and Underground Damage)	Included
Independent Contractors	Included
Abuse & Molestation	Included
If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.	
WORKER'S COMPENSATION	
Employers Liability Limits	$500K/$500K/$500K
Statutory Limits- All States	Statutory - State of Nebraska
USL&H Endorsement	Statutory
Voluntary Compensation	Statutory
COMMERCIAL AUTOMOBILE LIABILITY	
Bodily Injury/Property Damage	$1,000,000 combined single limit
Include All Owned, Hired & Non-Owned Automobile liability	Included
Motor Carrier Act Endorsement	Where Applicable
UMBRELLA/EXCESS LIABILITY	
Over Primary Insurance	$5,000,000 per occurrence
PROFESSIONAL LIABILITY	
Professional liability (Medical Malpractice)	Limits consistent with Nebraska Medical Malpractice Cap
Qualification Under Nebraska Excess Fund	
All Other Professional Liability (Errors & Omissions)	$1,000,000 Per Claim / Aggregate
COMMERCIAL CRIME	
Crime/Employee Dishonesty Including 3rd Party Fidelity	$1,000,000
CYBER LIABILITY	
Breach of Privacy, Security Breach, Denial of Service, Remediation, Fines and Penalties	$10,000,000
MANDATORY COI SUBROGATION WAIVER LANGUAGE	
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."	
MANDATORY COI LIABILITY WAIVER LANGUAGE	
"Commercial General Liability & Commercial Automobile Liability policies shall name the State of Nebraska as an Additional Insured and the policies shall be primary and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory as additionally insured."	

3. **EVIDENCE OF COVERAGE**

The Contractor shall furnish the Buyer, with a certificate of insurance coverage complying with the above requirements prior to beginning work at:

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

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

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

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

H. ANTITRUST

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

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:
Ga			

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:
Ga			

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

K. SITE RULES AND REGULATIONS

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

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

L. ADVERTISING

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

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

M. NEBRASKA TECHNOLOGY ACCESS STANDARDS (Statutory)

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

N. DISASTER RECOVERY/BACK UP PLAN

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

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:
GH			

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:
GH			

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

Please find below the executed Section IV. Payment.

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:
		GA	Kalkomey would like to request the following alternative in providing invoices for payments: 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 <u>*delivered electronically*</u> to: The Nebraska Game and Parks Commission, <u>*(email address to be provided)*</u>. 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.

Invoices for payments must be submitted by the Contractor to the agency requesting the services with sufficient detail including itemized account of transactions per the cost proposal (Attachment D) to support payment. The invoice shall be mailed to: The Nebraska Game and Parks Commission, PO Box 30370, Lincoln NE 68503-0370. The terms and conditions included in the Contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

D. **INSPECTION AND APPROVAL**

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

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

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

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

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

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

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

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

ACKNOWLEDGEMENT OF WRITTEN QUESTIONS AND ANSWERS, ADDENDA ONE & TWO

Kalkomey has reviewed and incorporated Addenda One and Two into its response.

XI.A.1 CORPORATE OVERVIEW

A. Bidder Identification and Information

Kalkomey Enterprises is a Limited Liability Corporation originally formed in the state of Texas. Our headquarters is located in Richardson, Texas at 740 East Campbell Road, Suite 900. In December of 2015, Kalkomey Enterprises, Inc. converted our corporate registration from the state of Texas to an LLC registration in state of Delaware. We are now known as Kalkomey Enterprises, LLC.

Full Company Name	Kalkomey Enterprises, LLC EIN: 75-2573168 Dun and Bradstreet: 836927657
Company's Headquarters Address	740 East Campbell Road Suite 900 Richardson, Texas 75081-1886
Type of Business Entity	Limited Liability Company
State of Incorporation	Delaware
Date of Incorporation	1995
Changes Since First Organized	December 21, 2015, Kalkomey Enterprises, Inc. converted corporation registration from the State of Texas to file as an LLC in the State of Delaware.

Kalkomey is a stable business with more than 25 years of experience serving fish and wildlife agencies, including NGPC.

Kalkomey Enterprises was founded in 1995 to provide regulatory-approved outdoor recreational safety education products. For more than two decades, we have continuously worked directly with state fish and wildlife agencies in all 50 states, as well as conservation agencies throughout Australia, Canada, Guam, Mexico, New Zealand, Puerto Rico and the United Kingdom. Our focus has always been building strong relationships with clients who appreciate quality products, our attention to detail and a high level of customer service. We are now the leading conservation education provider in the world certifying one million outdoor enthusiasts annually.

As our footprint across the country grew and we became involved with more conservation agencies, we saw consistent problem trends that we could help our clients solve. We built a number of software services and data management products to help manage student certification processes and data. We integrated our products with other agency solutions, such as license automation solutions and law enforcement systems.

It was clear that coordinating efforts across multiple software and service contractors was a burden for our agency clients. We believed we could bundle our software solutions, which were highly focused on the recruitment side of the Recruitment, Retention and Reactivation (R3) funnel, and add integrated services to improve core interactions between agency clients and the outdoor enthusiasts they support.

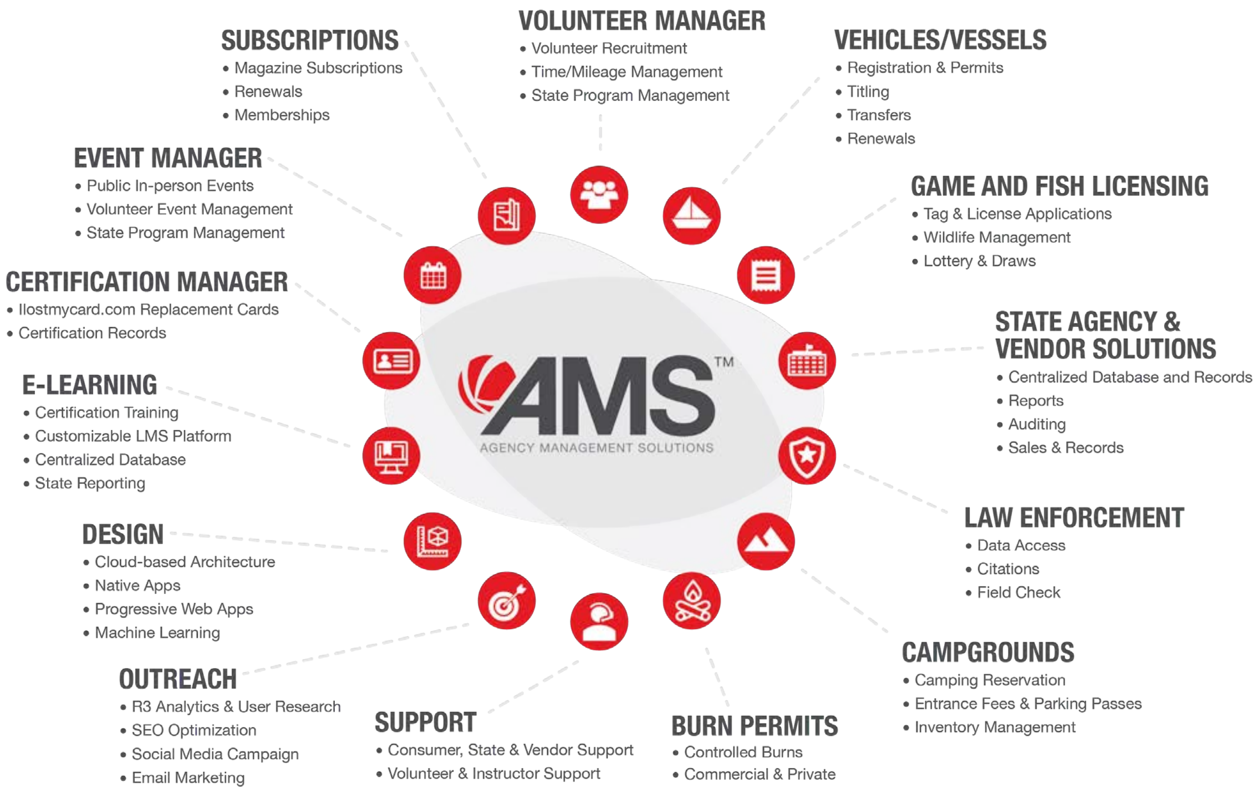
To address this goal, our in-house technical experts built and deployed superior software systems for conservation and safety education. We assembled a team of experts who built and led implementations of licensing and campground systems for dozens of state agencies. Not only did they have in-depth knowledge of agency needs, they had first-hand experience with the frustrating limitations of the solution offerings available. This created our team's desire to build an innovative product platform that would be easy to work with, secure, adaptable, ever evolving and scalable. The result of this endeavor is the highly successful Agency Management Solutions (AMS) platform.

"We apply our customers in every western state including Nevada. We have found Kalkomey to be one of the best companies to work with when it comes to friendly customer service. Their system is easy to use and has never bogged down on us, even on the deadline day. We also really like the ability to view and/or modify a previously submitted application. Kalkomey has proven their ability to produce timely results." – Jason Carter, Epic Outdoors

Designed to be data-driven and customer-centric, *AMS aligns all customer-agency touchpoints, from education to initial license purchases to volunteerism, into one comprehensive system* (see Figure 1). AMS has a distinct market advantage and is the only system that can deliver a true, consolidated profile of every NGPC customer. Leveraging the AMS data advantage provides unparalleled execution of R3 strategies through omni-channel, personalized outreach at scale.

The core AMS application suite is purpose-built for state fish and wildlife agencies. Kalkomey AMS is a system with greater accountability, responsiveness and reliability than any other solution and it is the perfect fit for NGPC.

A customizable, externally hosted, Commercial Off-the-Shelf (COTS) solution, AMS is engineered to be agile and flexible to accommodate ever-changing needs, while allowing you to tactically facilitate today's R3 efforts.



Kalkomey is the right choice for NGPC due to our data-driven, user-centric AMS system, longstanding history of delivering on and exceeding client expectations, and our partnership approach to client relationships. Kalkomey works with more than 200 government and state conservation agencies- all of which are referenceable. Every one of our products originated from a client's existing solution not meeting expectations. This was the case with our Event Management solution which is now used by nearly half of U.S. state conservation agencies (including NGPC), and which was the genesis of the AMS platform.

We will collaborate with NGPC to deploy AMS - a complete solution that delivers a reliable, secure and positive experience for your customers, External and Internal Agents with no downtime during the transition.

Highlights of the AMS platform include:

- Fueled by deep data, all modules work together to deliver a 360-degree view of the customer and their interactions with NGPC.

- Configurable business rules engine manages the complexity of your product menu, including applications, licenses, purchasing models, prerequisites, inclusions, etc., with intuitive point-and-click interfaces designed with your staff users in mind.
- Improved customer experience spanning all front-end interfaces to promote a smooth transition, rapid adoption and increased customer recruitment, with secure, reliable processing.
- Centralized, accessible data and business intelligence dashboards allow agency staff to make more informed, real-time decisions. Throughout our response we show how Kalkomey meets your requirements with AMS. The core AMS application suite is purpose-built for state fish and wildlife agencies, providing them a system with greater accountability, responsiveness and reliability than any other solution.

Details of the AMS platform that will be used by NGPC are included in our Technical Response and Attachments.

B. Financial Statements

COMPANY SIZE, LONGEVITY, AND FINANCIAL STRENGTH

In our more than 25 years in operation Kalkomey has grown to 135 full time employees. Kalkomey has active contracts in all 50 states and almost no client attrition. We have never been released from a licensing contract. In April 2020, Kalkomey was acquired by Cove Hill Partners ("CHP"), a private equity firm that has raised more than $2B. CHP selects a few high performing companies such as Kalkomey to hold and grow over a much longer time horizon than other investment firms, and CHP contributes their experience in tehcnology and consumer facing companies to supplement Kalkomey's proven leadership and deep industry knowledge. The combined expertise and focus benefit Kalkomey's customer such as NGPC.

Our partnership with Cove Hill also gives our leadership teams access to their Executive Advisory Board. The board is comprised of talented and successful consumer and technology executives from companies such as Nextdoor, CrossFit, Wayfair, and more.

DECLARATION OF VIABILITY AND STABILITY

Kalkomey Enterprises, LLC is a stable business with more than 25 years of experience in the fish and wildlife industry serving state conservation agencies including the Nebraska Game and Parks Commission. In addition to being the leading outdoor education company in the United States with partnerships in all 50 states, we have also provided a list of our current agency clients and the services within the AMS suite of products each agency utilizes.

CURRENT AGENCY CLIENT	KALKOMEY AMS				
	Event Manager	Certification Manager	Subscription Manager	Volunteer Manager	Licensing
Arizona Game and Fish Department	✓	✓			
Arkansas Game and Fish Commission	✓	✓			
California Department of Fish and Wildlife	✓				
Colorado Parks and Wildlife	✓	✓			
Idaho Fish and Game	✓	✓			
Indiana DNR, Division of Fish & Wildlife	✓	✓			
Kentucky Department of Fish and Wildlife	✓				
Maryland DNR, Wildlife and Heritage Service	✓				
Massachusetts Department of Fish and Game	✓	✓	✓	✓	✓
Michigan Department of Natural Resources	✓	✓			
Montana Fish, Wildlife and Parks	✓				
Nebraska Game and Parks Commission	✓				
Nevada Department of Wildlife	✓	✓		✓	✓
New Hampshire Dept. of Safety, Marine Patrol	✓	✓			
New Mexico Department of Game and Fish				✓	
New York State Department of Environmental Conservation	✓	✓		✓	✓
North Carolina Wildlife Resources Commission	✓				
Ohio DNR, Division of Wildlife	✓				
Pennsylvania Game Commission	✓	✓	✓		
South Carolina Department of Natural Resources	✓	✓			
South Dakota Game, Fish and Parks	✓	✓		✓	
Vermont Fish and Wildlife Department	✓				

CURRENT AGENCY CLIENT	KALKOMEY AMS				
	Event Manager	Certifi-cation Manager	Sub-scription Manager	Volunteer Manager	Licensing
Virginia Department of Wildlife Resources	✓	✓		✓	
Washington Department of Fish and Wildlife	✓	✓			
West Virginia Division of Natural Resources	✓				
Wyoming Game and Fish Department	✓	✓		✓	

Kalkomey has not defaulted on any contract, has not had a contract terminated early, and has not been required to pay liquidated damages or penalties.

Kalkomey has not been and is not currently involved in pending or expected litigation or other financial reversals. Kalkomey has never filed for bankruptcy.

On the following page Kalkomey has included a reference letter from Bank of America as requested of companies that are not publicly held.

BANK OF AMERICA

CONFIDENTIAL

June 22, 2021

Connie Heinrichs
State of Nebraska, Department of Administrative Services, Materiel Division, State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508

RE: Kalkomey Enterprises, LLC

Dear Connie Heinrichs:

Please accept this letter as confirmation that Kalkomey Enterprises, LLC (the "Customer") has been a client of Bank of America, N.A. (the "Bank") for a period of 20 years. During this period, the Customer has satisfactorily fulfilled their obligations to the Bank.

This letter is being provided as a matter of courtesy at the request of the Customer. Please note that the information provided by the Bank in this letter is given as of the date of this letter and is subject to change without notice, and is provided in strict confidence to you for your own use only, without any responsibility, guarantee, representation, warranty (expressed or implied), commitment or liability on the part of the Bank, its parents, subsidiaries or affiliates or any of its or their directors, officers or employees to you or any third party, and none of them assumes any duties or obligations to you in connection herewith or any transaction between you or your affiliates and the Customer. This letter is not to be quoted or referred to without the Bank's prior written consent. The Bank cannot provide any opinions of the creditworthiness of the Customer or any of its affiliates, and the above information does not constitute an opinion of the Bank of the ability of the Customer to successfully perform its obligations under any agreement it may enter into with you, the Bank or any other person or entity.

The Bank has no duty and undertakes no responsibility to update or supplement the information set forth in this letter.

Very truly yours,

By: Laura Agardy
Name: Laura Agardy
Title: VP, Relationship Manager

C. Change of Ownership

No change in ownership or control of Kalkomey Enterprises, LLC is anticipated during the 12 months following the proposal due date.

D. Office Location

All performance is managed at Kalkomey's Headquarters located at 740 East Campbell Road, Suite 900, Richardson, Texas 75081-1886.

E. Relationships with the State

Kalkomey Enterprises, LLC is an approved NGPC vendor with a Service Provider Agreement effective February 26, 2021- February 26, 2026.

Under this agreement Kalkomey provides the following:

Education Courses

- Nebraska Internet-Based Hunter Education Course
- Nebraska Internet-Based Bowhunter Education Course

Event Manager for

- Firearm Hunter Education Classroom Course
- Hunt Safe Session
- Bowhunter Education Classroom Course
- Outdoor Skills Events & Workshops

F. Bidder's Employee Relations to the State

Kalkomey would like to identify one of our contractor relationships that potentially overlaps with this section. As of June 1, 2021, Kalkomey has contracted Micaela Rahe to serve as a Subject Matter Expert Contractor & Advisor. While technically employed by the National Wild Turkey Federation, Micaela held the position of Nebraska Hunting and Shooting R3 Coordinator from August 2016 to October 2020 Micaela will not be directly responsible for any of NGPC's implementation schedule or any deliverables but will be available to advise the Kalkomey Implementation team. Micaela offers direct R3 experience with NGPC and a decade of professional recruitment experience. Her primary focus as a contractor for Kalkomey is to advise our AMS business and direction across the country, which includes any of our current or future state partners.

G. Contract Performance

Kalkomey Enterprises, LLC has never had a contract terminated for default, non-performance, or poor performance.

H. Summary of Bidder's Corporate Experience

In 2020, AMS processed more than $132,948,488 in sales on behalf of our licensing clients. Below we describe 3 current projects similar in size, scope, and complexity to NGPC

Note on providing original and actual budget information: The 3 relevant projects are contracts that include fees based on agency sales, i.e. a per privilege model. As such, we have never had a budget overage, or charged additional fees for any requirement discovered during implementation.

In addition to the 3 references below, Massachusetts Department of Fish and Game chose Kalkomey's AMS for their electronic licensing solution on January 22, 2021 and is on schedule for implementation on or before December 7, 2021. We are happy to provide additional details on this similar contract at NGPC's request.

COMPARABLE CONTRACT #1 – PRIME CONTRACTOR

CONSERVATION BASED ENTITY:	**NEVADA DEPARTMENT OF WILDLIFE (NDOW)** **6980 Sierra Center Parkway, Suite 120, Reno, NV 89509**
CONTACT INFORMATION:	**Jack Robb, Deputy Director | 775-688-1591 |** jrobb@ndow.org
TERM OF ENGAGEMENT:	**Contract start: August 8, 2017** Contract end: August 7, 2023, with option to renew for two 2-year extensions
ORIGINALLY SCHEDULED COMPLETION DATE:	1/1/2018
ORIGINAL BUDGET:	See note above
ACTUAL COMPLETION DATE:	**Implemented in 5 months on January 1, 2018**
ACTUAL BUDGET:	No overage; see note above

Project Description: Kalkomey provides the comprehensive AMS platform for all front-end sales interfaces and back-end administrative tools for licenses, boats and vehicles. NDOW saw the following benefits in Kalkomey as their technology partner: quick and agile delivery strategy; secure and reliable SaaS hosting; AMS existing offerings and future software development plans; flexibility for NDOW-specific product investments and enhancements; and pricing strategy.

Since launching AMS in 2018, ***the number of licensed hunters in Nevada has increased by 51.59%*** and the average age of a Nevada hunter has descreased by two years. The number of licensed anglers has increased by an astonishing 84.62%, due in part to the state's license simplification legislation. Preliminary data for 2021 shows a continual increase in the overall number of licensed hunters and a continuation of lowering the average age of hunters in the state.

NDOW was awarded The Cashman Good Government Award in 2021, which honors government entities and individuals who put workplace experience together with ingenuity to make citizen services work better, faster, and cheaper.

The Department sought and selected an innovative private industry partner to completely overhaul the previous antiquated systems. Extensive public input was gathered, and data migrations were required prior to successful launch. The aggressive timeline, atypical of most government programs, presented some of the biggest obstacles. In less than 3 years since initial rollout, the Department has saved approximately $4.7M from the previous less customer friendly system and generated an additional $5.2M in revenue for a total agency difference of nearly $10M in less than 3 years since launch.

Services include:

1. **Online Customer Sales**
   - **Hunting licenses, applications and permits**
   - **Fishing licenses and permits**
   - **Boat registrations and renewals**
   - **Aquatic invasive species (AIS) decal fulfillment**
   - **Optional print at home or by-mail fulfilment**
   - **Auto-renew functionality**
   - **Donation capabilities**
   - **Merchandise sales**
   - **Big game draws and harvest surveys**
2. **POS Sales**
   - **Hardware distribution and installation**
   - **On-site training at all locations**

- Sales and reporting workflows
- Licenses and permits
- Vehicle registration and AIS stickers

3. Administrative Functionality

- Product catalogue management
- Real time reporting mechanism
- Marketing and outreach dataflow
- User account permissions setting
- Revenue collection, ACH/EFT distribution

4. Educational and R3 Programs

- Printed hunter and boater education manuals
- Online hunter and boater education courses
- Online Event Registration module (http://www.register-ed.com/)
- Certification card fulfillment

5. Marketing and Outreach

- Campaign and analytic reporting
- Multi-Channel campaign setup
- Custom content creation
- Landing page creation
- Influencer marketing outreach
- Custom design
- Giveaways/promotions

6. Customer and NDOW Support, Call Center, Fulfillment, Training

Volume Processed through AMS in 2020

Combo Licenses	90,637
Consumables	53,189
Fishing Licenses	121,891
Hunting Licenses	26,736
Tags Issued & Fulfilled	36,427

Tag Applications	358,059
Trapping Licenses	991
Watercraft Registrations	60,002

ADDITIONAL SERVICES: Since go-live NDOW has requested a variety of changes to system configurations, workflows and service offerings. In weekly prioritization meetings with NDOW, these items have been identified, scoped and prioritized as part of Kalkomey's regular Agile process. Some changes include (but are not limited to):

- first come/first serve tags,
- vessel package products,
- tag transfer and deference functionality,
- electronic tag return feature,
- donation upsell functionality,
- mountain lion tag upsell,
- opt in/out public list (due to Commission update), and
- opt in/out draw results preference collection (due to Commission update).

The additional features and functionalities were not part of the original scope of Kalkomey's contract and demonstrate AMS' ability to address client needs when they inevitably change, at no additional charge.

SUBCONTRACTORS: None; Kalkomey is the prime Contractor.

COMPARABLE CONTRACT #2 – PRIME CONTRACTOR

CONSERVATION BASED ENTITY: **NEW YORK STATE DEPARTMENT OF ENVIRONMENTAL CONSERVATION (NYSDEC)**
625 Broadway, Albany, NY 12233-0001

CONTACT INFORMATION: **Mary Bailey, Environmental Program Specialist II**
518-439-7300 | mary.bailey@dec.ny.gov

TERM OF ENGAGEMENT: **Contract start: October 1, 2019**
Contract initial term through September 30, 2024 with maximum of one 5-year extension

ORIGINALLY SCHEDULED COMPLETION DATE: 6/1/2020

ORIGINAL BUDGET: See note above

ACTUAL COMPLETION DATE: 6/29/2020; NYSDEC optionally chose to delay their launch 4 weeks due to the Global COVID-19 Pandemic. Their system was complete and ready by the original go-live date.

ACTUAL BUDGET: No overage; see note above

Project Description: Kalkomey provides its comprehensive AMS platform for all front-end sales interfaces and back-end administrative tools for licenses, boats and vehicles. NYSDEC chose Kalkomey's secure, reliable SaaS hosted AMS to accomplish the following:

- **streamline license applications, reduce dependence on equipment and hard-copy documents, increase electronic and mobile solutions using Kalkomey's existing products and technology;**
- **maximize sales revenue with integrated outreach and promotional efforts;**
- **increase hunting, fishing and trapping license sales productivity and efficiency with a user-friendly platform that supports a self-service model for sales;**
- **enable mobile technology for license/permit sales and harvest reporting to improve efficiency and accessibility for customers;**
- **provide a mobile application for law enforcement and field staff;**
- **maximize staff productivity with efficient workflows that minimize data errors and/or duplication of customer data and streamline administrative and law enforcement processes;**
- **support the input and use of information for current non-system generated permits and tags (e.g., upload bonus and deer management assistance permit tags issued outside of NYSDEC for use with game harvest reporting applications);**
- **integrate with federal e-Duck stamp and Migratory Game Bird Harvest Information Program (HIP) programs;**
- **integrate with and implement the NYS Hunter Education Program to manage hunter education efforts including instructor certification records, event management for class registration, student records and student certificate information, as well as outreach efforts to assist newly certified students to purchase licenses;**
- **support various user roles for data access and functional authority;**
- **support process variation and change with flexible and adaptable system to respond quickly to legal and policy changes;**
- **include audit trails, accounting and ACH/EFT revenue collections;**
- **provide accurate data reporting with a flexible, robust business intelligence reporting tool;**
- **provide separate license sale vendor and license customer dashboards with user friendly flows that allow for interactive links, event calendars, messaging, etc. to improve online pro-**

cesses and communications with the sporting license community;

- include real time analytics on system performance and license sales with a customizable dashboard containing high-level analytics, key performance indicators, license sales and customer trends, as well as filters and various options for visualization of data;
- implement and manage a marketing campaign to support R3 efforts, including digital marketing, auto-renew options for licensees, improved customer contact through promotional and informational emails and/or texts; incorporate all user data from the existing legacy system and databases with the goal of obtaining 20% year over year growth.

Volume Processed through AMS from June 29, 2020 to June 27, 2021

Instant Lottery Applications	323,393
Tags	3,019,153
Hunting Licenses	1,142,212
Fishing Licenses	1,093,133
Trapping Licenses	13,965
Lifetime Licenses	18,162
Consumables	1,130
Donations	20,947

ADDITIONAL SERVICES:

- In their first year after launch, change requests have been mainly small functionality changes or user experience tweaks, which are easily handled by our in-house development team at no charge.
- Rolling out AMS during the COVID pandemic. As Kalkomey has already streamlined business and operations around work-from-home, we were positioned to continue working while the rest of the world was scrambling. Even so there were challenging hurdles. However, the Agile process allowed us to quickly adapt and overcome.
- To set up license sale vendors during COVID we were not allowed to be on-site in person. We handled all vendor site installations remotely, with virtual training, online courses and other successful adaptations that can be reused in the future to increase implementation efficiency and vendor convenience.
- NYSDEC posted nearly triple AMS opening day sales over prior years. According to NYSDEC, $922,444 was reported on the first day of big game sales this year, compared to $347,103 in 2019.

SUBCONTRACTORS: Kalkomey is the prime Contractor and utilizes one subcontractor. The Disabled Veteran Solutions (Call Center) is utilized for MWBE participation as required by the NYSDEC.

COMPARABLE CONTRACT #3 – PRIME CONTRACTOR

CONSERVATION BASED ENTITY:	PENNSYLVANIA GAME COMMISSION (PGC) 2001 Elmerton Avenue, Harrisburg, PA 17110
CONTACT INFORMATION:	Stephen Smith, Director, Bureau of Information & Education 717-787-4250 ext. 3300 | stephensmi@pa.gov
TERM OF ENGAGEMENT:	Kalkomey's initial project started in 2010 and has been amended over the years to include additional Kalkomey products and services; Operations ongoing under open-ended contract
ORIGINALLY SCHEDULED COMPLETION DATE:	1/3/2019
ORIGINAL BUDGET:	See note above
ACTUAL COMPLETION DATE:	12/03/18
ACTUAL BUDGET:	No overage; see note above

Project Description: PGC's experience with the advantages of Kalkomey's secure, reliable SaaS hosted AMS has led to adding more modules that continue to advance PGC's goals by improving the customer experience and PGC business processes.

Outdoor Shop for Online Sales: PGC contracted Kalkomey to build a complete self-service web platform (Outdoor Shop), which currently facilitates the sale of Pennsylvania's Game News Magazine and sells other Pennsylvania merchandise. Kalkomey's online Outdoor Shop is available 24x7 for customers to conveniently buy, gift or renew subscriptions to the Game News magazine. Auto-renew purchases are available to drive sales. AMS provided customers with the ability to access and maintain their own profile information, making it easier to do business with PGC. Sales are integrated with Kalkomey's online hunter education course, which serves as a vital channel for sales optimization and revenue generation. From an R3 perspective, Kalkomey's platform has enabled PGC's I&E division to support retention of customers and contribute to residual license sales from many hunters. Kalkomey integrated data from PGC's entire historical database into AMS, including eliminating duplicate records and discarding outdated data.

Certification Management: PGC chose Kalkomey to meet their data management needs and selected AMS Certifications as the system of record for all their historic and new hunter education certifications.

Event Management: Kalkomey successfully launched and implemented AMS Events for PGC, including programs for all Hunter Education events (Bowhunting, Cable Restraint, Instructor Training Workshops, Turkey Hunting, and more). This involved importing instructor information, locations, and configuration of all settings for PGC. Kalkomey provides ongoing customer and agency support, including:

- **multiple levels of user permissions;**
- **data transfer process for student and instructor data;**
- **ability for students to find and register classes by proximity;**
- **register family members during registration process;**
- **automated text and email event reminders for students;**
- **ability for students to find and order a replacement certificate via *ilostmycard.com*;**
- **administrative tools to assign instructors, establish registration and cancellation policies, cancel events, search and manage certificate data, run ad hoc reports**

Customer Service Portal: both Kalkomey and PGC staff can assist customers and answer customer inquiries.

ADDITIONAL SERVICES: Our Agile approach allowed us to improve PGC's solution by building new ser-vicsuch as *https://pennsylvaniagamenews.com/* so PGC could offer self-serve, online subscriptions and renewals. By moving the process out of internal operations, PGC freed resources while providing a better user experience.

Subcontractors: None

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

KALKOMEY LEADERSHIP

Our leadership team is built with the best of the Technology and Software industry leaders who are passionate about conservation and sharing their love of the outdoors.

Jason Alexander, CEO and Executive Sponsor

Jason studied computer science at the University of North Texas before beginning his career at Mark Cuban's company, Broadcast.com. He also has experience at other well-known names such as BlueCross BlueShield, JPMorgan Chase Bank, Match.com, and ultimately started and built his own company, Telligent. There he built a world-class company with more than 150 employees and over $17M in revenue, and he raised more than $20M in venture capital. Jason has more than 17 years of leadership and technical experience; he is named as a co-inventor on three software patents and holds a multitude of certifications and honors throughout the industry.

As Chief Executive Officer, Jason's goal is making every client an enthusiastic fan. If we are falling short, Jason wants to know so we can do what it takes to satisfy you.

Jason has the authority to commit the personnel, funds and other resources necessary to meet the overall requirements of your NGPC. Both Jason and your Project Manager fully commit to a successful and timely implementation, with complete performance of the services provided throughout the contract.

Ray St. Germain, Vice President of Sales

Ray spearheads Kalkomey's AMS growth, expanding the company's sales organization through new verticals and licensing opportunities for nearly 5 years. His focus is on developing new avenues in which the AMS model can serve an even broader range of consumers. Ray brings years of experience as Vice President of Sales, including experience leading North American sales at both Telligent Systems and Quadrotech. Ray holds a Bachelor of Science in Business Administration from the University of Texas at Dallas. Ray serves as the bidder point of contact for NGPC through contract award.

Kevin Clark, Chief Technology Officer

Kevin studied decision sciences at the University of North Texas, where he focused on numbers and analytics. He brings these talents to Kalkomey, helping oversee, lead, innovate and set the direction for our future. Kevin, who has worked at giants such as Match.com and CBRE, also holds a multitude of certifications and honors, and he is named as a co-inventor on one software patent. Kevin runs the development, IT and hosting teams at Kalkomey and is a key resource for data migration processes and security tasks for the implementation of AMS for NGPC.

Mitch Strobl, Executive Vice President - Software

Mitch brings a wealth of outdoor recreational experience to the Kalkomey team and is an outdoor enthusiast himself: a competitive archer and shotgun shooter, avid angler and a hunter. He lives and breathes the outdoor lifestyle and is Kalkomey's in-house subject matter expert on all related topics. We'd be remiss if we didn't call out that Mitch's first mule deer buck was taken in Nebraska! In his 9 years with Kalkomey, Mitch has worked directly with state agencies and non-governmental organizations (NGOs) across the country on Recruitment, Retention and Reactivation (R3) projects aimed at recruiting new hunters. Mitch brings his understanding of agencies' challenges to his position of EVP – Software and is a key player in developing Kalkomey's tools aimed at making clients more successful. Mitch holds a degree in biology from DePauw University, which he has extensively used as a hunter.

Matt Holden, Senior Digital Marketing Manager

With a results-driven mindset that comes from years of experience as a Digital Marketing Strategist and Content Marketing Manager, Matt Holden is the driving force behind our detailed and measurable marketing strategies for our partners and our products. With the use of our internal Analytics and Outreach platforms, Matt and the marketing team stay on top of industry data and emerging trends to create personalized marketing solutions designed to achieve our partners' R3 goals. The marketing staff and outreach activities he and his team manage will raise your brand awareness, drive adoption, set measurable goals and develop a successful strategy to achieve them.

Since joining Kalkomey in early 2020, Matt has immersed himself in the educational side of the business in order to get an understanding of the customer journey before they become lifelong outdoor enthusiasts. Now, Matt is fully dedicated to the AMS team and its clients, providing marketing support and all R3 initiatives.

The Implementation Team for NGPC's AMS is described below. Here we introduce you to key individuals in management who support your project to ensure success and NGPC satisfaction.

Below we have included brief resumes for the key team members leading NGPC's implementation:

- Project Manager - Chet Van Dellen
- Transition Manager and Implementation Specialist- Jaymie Reynolds
- Subject Matter Expert (SME)– Scott Bonner
- Client Success Manager – Ryan Conat

- Product Training Specialist- Alison Dolan

In addition, your implementation is assigned a Product Specialist, a Data Analyst, a Development Engineering group and User Experience (UX) Designer. These Implementation Team members spend 80% or more of their time on your AMS implementation and continue in their roles for the majority of the project. Other team members join for appropriate phases where specialists offer significant value for a period of time. These phases include training, system adoption and change management and other specialized milestones. After go-live, NGPC will also work with Kalkomey's marketing and Business Intelligence teams and have regular meetings with your assigned Product Specialist from the Client Success team.

Chet Van Dellen, Director of PMO, Project Manager	
	Chet has worked in data and technology project management for more than 15 years. He has led teams through GIS and mapping projects for large-scale energy production and mineral extraction permitting as well as data management and application development for: natural resource management and land use planning; recreational licensing; customer service; and policy development for state government.
Relevancy of Experience to NGPC Project	Chet's experience has taken him from the private sector with Cardno-Entrix, Inc. and EM Strategies, Inc. to government service with the Nevada Department of Wildlife (NDOW) before joining Kalkomey Enterprises, LLC. He excels at developing innovative solutions and meeting business needs using data-driven analytics and creative approaches to problem solving in a collaborative environment. Chet brings a diversity of perspectives to meet the challenges ahead. Chet joined us in 2019 and has served as Project Manager for NDOW's AMS implementation and as NYSDECs AMS implementation – both of which launched on-time- including NDOW's 5 month launch timeline. He is currently serving as Massachusetts Department of Game and Fish Project Manager. They are on schedule for a December launch and are reporting positive UAT results. He looks forward to being NGPC's Project Manager for AMS.
Similar Projects	New York Department of Environmental Conservation (NYSDEC) Nevada Department of Wildlife (NDOW) Massachusetts Department of Fish and Game (DFG)
Education/ Certifications	Boston University, Master of Arts, Environmental Remote Sensing and Geographic Information Systems Boston University, Bachelor of Arts, Environmental Science
Professional References	Mary Bailey – Environmental Program Specialist II, NYSDEC mary.bailey@dec.ny.gov |518-439-7300 Jack Robb –Deputy Director, NDOW jrobb@ndow.org | 775-688-1591 Dan Koch, Information Technology Coordinator, Massachusetts Department of Fish and Game Daniel.Koch@state.ma.us | 617-626-1565

Jaymie Reynolds, Business Analyst	
	Jaymie has worked in the outdoors market for 14 years and has led implementations in no fewer than eight states while contributing to system implementations in more than half a dozen more. Jaymie is a hunting and fishing enthusiast as well which allows him to understand the needs and requirements of clients in the outdoor market. Jaymie serves as the point person for product demonstrations and will be the lead analyst during gap analysis and requirements gathering. Jaymie will represent NGPC interests in internal standup meetings to ensure that features and enhancements are prioritized in line with project milestones and deliverables. He will also serve as the primary support contact for NGPC users once the production system is live.
Relevancy of Experience to NGPC Project	Jaymie studied Forestry and Wildlife Biology at Auburn University. He has held numerous positions in the outdoors market while at Automated License Systems and then Active Network, allowing him to understand all aspects of the needs of clients. Jaymie joined Kalkomey in 2017.
Similar Projects	New York Department of Environmental Conservation (NYSDEC) Nevada Department of Wildlife (NDOW) Minnesota DNR Wisconsin DNR Colorado Parks and Wildlife Idaho Department of Fish and Game Arkansas Game and Fish Commission Kansas Department of Wildlife, Fisheries, Parks and Tourism Tennessee Wildlife Resources Agency Ohio DNR – Division of Wildlife
Education/ Certifications	Auburn University, Forestry
Professional References	Mary Bailey – Environmental Program Specialist II, NYSDEC mary.bailey@dec.ny.gov | 518-439-7300 Aaron Keller – Statewide Outdoor Education Coordinator, NDOW akeller@ndow.org |775-688-1591 Dan Koch – Information Technology Coordinator, Massachusetts Department of Fish and Game Daniel.Koch@state.ma.us | 617-626-1565

Scott Bonner, Director of Strategy, SME.	
	Scott Bonner is Kalkomey's Director of Strategy and Product Owner for AMS. Scott has worked on designing and building hunting and fishing license automation systems since 1999. He designed and developed relational databases for more than 15 projects in both Oracle and SQL Server, and designed and developed more than 20 different license sales PHP websites for agencies in North America.
Relevancy of Experience to NGPC project	Scott has designed and implemented 30 hunting and fishing license sales solutions for 23 conservation agencies. He understands the special business requirements for outdoor recreation and the complexity of rules and regulations that accompany them. This understanding stems from his experience as design manager for Automated License Systems, later as the technical lead for Active Network, and now implementing AMS since joining Kalkomey in 2017. Scott will be engaged with NGPC's Implementation Team on a daily basis and attend all project meetings.
Similar Projects	Arkansas Game and Fish Commission Mississippi Department of Wildlife, Fisheries & Parks Louisiana Department of Wildlife and Fisheries Minnesota Department of Natural Resources New Jersey Division of Fish & Wildlife Pennsylvania Fish & Boat Commission + Pennsylvania Game Commission (PA Automated License Service) New York Department of Environmental Conservation (NYSDEC) Nevada Department of Wildlife (NDOW)
Education/ Certifications	Point of Sale Solutions (Including VeriFone, HP, Elo, Datamaz, Zera, Citizen, and other ancillary support equipment such as mag strip readers, bar code scanners, receipt printers, external keyboards, and pin pads Paper Solutions (Including Valeron- both Direct Thermal and Thermal Transfer), Tyvek SQL,Server, Oracle, PHP, Java, HTML
Professional References	Michael Bolden, Executive Director of Campus Operations, Jackson State University Michael.j.bolden@jsums.edu | 601-979-2121 Barbara Stoff, Licensing Manager. New Jersey Division of Fish & Wildlife Barbara.Stoff@dep.state.nj.us | 856-629-0552 Steve Michael. Licensing Manager, Minnesota Department of Natural Resources Steve.Michaels@dnr.state.mn.us | 651-335-0150

Ryan Conat, Client Success Manager	
	Ryan joined the Kalkomey team in December of 2020 after serving the National Wild Turkey Federation for two years as an R3 Coordinator. Prior to that, he served in an R3 role for the Illinois Learn to Hunt program. He brings a wealth of R3, data collection, public outreach, and event management experience to the Kalkomey product team. He brings passion and dedication in advocating for better event manager, volunteer manager, and certification manager products for Kalkomey's clients . In his role as Client Success Manager, he serves as the voice of the client and makes sure our products are helping them accomplish their goals.
Relevancy of Experience to NGPC Project	Ryan has experience with the challenges NGPC and other conservation agencies face and has collaborated to facilitate new programs to address them. His expertise in R3 efforts are especially valuable in helping us ensure that everything AMS provides keeps these goals in mind, and that NGPC is able to fully utilize the powerful data and other features of AMS. At Kalkomey and in previous positions he has demonstrated that he is focused on data utilization, accountability through clear and measurable performance standards and taking action to solve problems and maintain strong working relationships.
Similar Projects	R3 Coordinator for National Wild Turkey Federation, Illinois Learn to Hunt Program, Hunter Survey Technician, Nebraska Co-Op Fish and Wildlife Research Unit
Education/ Certifications	University of Wisconsin-Stevens Point Bachelor of Science, Wildlife Ecology, Research and Management Minor: Biology
Professional References	Scott Lavin, Wildlife Recreation Branch Chief, Arizona Game and Fish Department slavin@azgfd.gov | 623-236-7188 Justin Watts, Owner, Board and Brush jrobb@ndow.org | 775-688-1591 Dan Koch, Information Technology Coordinator, Massachusetts Department of Fish and Game Daniel.Koch@state.ma.us | 617-626-1565

Alison Dolan, Product Training Specialist	
	Alison has worked in various client facing and administrative positions for over 9 years. Alison joined Kalkomey in 2017 as a Customer Service Representative and was soon promoted to Customer Service Supervisor. She has demonstrated experience in creating and maintaining training and reference materials as well as onboarding, mentoring, training and coaching Kalkomey's Customer Service Agents (CSAs). Alison is well-versed in the Kalkomey suite of products, has created training materials and a library of reference articles, and trained the internal customer service team for the Nevada Department of Wildlife (NDOW) AMS implementation. Alison was promoted to the Project Management Team as a Product Training Specialist prior to the AMS implementation for New York State Department of Environmental Conservation (NYSDEC) in April 2020.
Relevancy of Experience to NGPC Project	As a product training specialist, Alison created training documentation for the AMS Administrative software as well as scripting for the contract call center and conducted web-based training sessions for the launch of NY DEC Licensing contract. Alison worked closely with agency employees to edit the training course for their license vendors and facilitated setup for 1200 vendors in the new licensing system. Alison graduated from Carleton University with a bachelor's degree with Honors, majoring in English and History.
Similar Projects	New York Department of Environmental Conservation (NYSDEC) Nevada Department of Wildlife (NDOW)
Education/ Certifications	Carleton University, Bachelor of Arts with Honors in English and History
Professional References	Mary Bailey – Environmental Program Specialist II, NYSDEC mary.bailey@dec.ny.gov, 518-439-7300 Jack Robb –Deputy Director, NDOW jrobb@ndow.org, 775-688-1591 Dan Koch, Information Technology Coordinator, Massachusetts Department of Fish and Game Daniel.Koch@state.ma.us 617-626-1565

J. Subcontractors

Kalkomey is capable of delivering all aspects of the system via our in-house team and process. We are not dependent on any third-party subcontractors for the delivery of the system as requested by NGPC. However, we would like to identify a potential partner we have the ability to incorporate should NGPC desire. Kalkomey has had a longstanding relationship with Nebraska-based small business, Huntinglife.com. Huntinglife has been an instrumental partner for Kalkomey's hunter education business in the past, as well as recruiting new hunters for our Nevada Department of Wildlife contract. Specifically, Huntinglife.com offers a robust digital content platform and marketing strategy that assists in Kalkomey's marketing and outreach efforts, and we'd like to propose this partnership as an option for us to utilize as part of this contract. Whether it is for local content creation or outbound marketing campaigns, we feel huntinglife.com brings a very niche and local twist to our marketing strategy that would benefit our goals. Our partnership with huntinglife.com goes beyond just digital marketing as well and extends to boots on the ground R3 campaigns. Huntinglife.com has taken many new hunters (residents and non-residents alike) on their first hunts in Nebraska. Ultimately, while not dependent on this potential subcontractor, we wanted to identify this as a potential opportunity to supplement Kalkomey's already robust marketing team and process.

Similar to the section above, we would also like to identify a key contractor on Kalkomey's team, Ross Melinchuk. While Kalkomey is not dependent on Ross as a sub for the delivery of any requirements, we believe this existing relationship is worth mentioning as Ross brings a wealth of knowledge and experience to the table that can only benefit the implementation and ongoing maintenance of this contract. Ross started his career as a Wildlife Biologist for the Government of Saskatchewan, and worked his way through the ranks as NAWMP Coordinator. He then moved on to serve as the NAWMP coordinator for the Association of Fish and Wildlife Agencies. Next, Ross spent 17 years with Ducks Unlimited, serving as the Director of State and Federal Coordination and DU's Director of Public Policy. More recently, Ross served as the Deputy Executive Director of Natural Resources for the Texas Parks and Wildlife Department. Lastly, Ross served as Chief Conservation Officer for the National Wild Turkey Federation. Ross has seen an immense amount of conservation work in his career, and we're lucky to consider him a subject matter expert advisor to Kalkomey's AMS licensing system. His experience and vision for conservation, paired with Kalkomey's vision and technology, truly makes for a dynamic relationship that will only benefit AMS and its users long term. Whether helping us improve workflows and user experience or partnering with our agencies to drive much needed policy change, Ross is truly an asset to Kalkomey's platform and offering.

In some contracts we meet requirements for subcontracting with minority, historically underutilized and/or veteran-owned businesses as mentioned in the NYSDEC comparable contract summary matrix.

XI.A.2 TECHNICAL APPROACH

A. Understanding of the Project Approach

VI.A.1. Project Overview

As further detailed in Attachments A, B, and C Requirements Traceability Matrices, Kalkomey's AMS meets the stated requirements to provide NGPC a Statewide Web-Based Permit / Licensing System.

We stand ready to support NGPC's mission of stewardship of Nebraska's fish, wildlife, park, and outdoor recreation resources in the best long-term interests of those resources and your citizens. In addition to providing cutting edge technology for license management and R3 efforts, Kalkomey provides outdoor education and increased access across the United States. Furthermore, we invest a portion of the proceeds from every privilege sale in AMS directly back into your marketing efforts.

As mentioned in the Corporate Overview, AMS includes a comprehensive marketing and outreach management module powered by your real-time customer data. NGPC can automate communications and marketing campaigns in a customer-centric, multi-channel manner. With AMS Outreach NGPC establishes marketing Key Performance Indicators (KPI's) and corresponding campaigns, helping establish a business-minded culture of expansion and growth.

Outreach is a native feature of the AMS platform that allows you to establish marketing and outreach campaigns from within AMS, eliminating the need to integrate with third-party systems. This not only reduces expenses for NGPC by cutting dependencies on other vendors, but it also enables highly relevant, timely and personalized agency communication at scale.

The AMS solution for NGPC:

1. is easy to understand and use;

   AMS is designed to keep customers happy by ensuring they find what they want quickly and easily. We know first-hand that your constituents need a modern, simple way to enjoy all the outdoors has to offer, and that Internal Agents need a simple way to serve them and deploy External Agents quickly and seamlessly. AMS is everything you need in one integrated system.

2. provides detailed unit maps that are available online and printed with each relevant permit;

   AMS' 2021 product delivery includes enhanced functionality for online, detailed unit maps that are printable and reflect the purchased permit.

3. maintains and tracks preference and bonus points;

The flexibility of AMS means you can configure it to handle everything from a true random draw (no points-based outcome) to a weighted scale based on preference points and other pre-requisites. Customers can purchase points, as allowed by business rules. AMS also supports daily draws where quota and applications are reset on a daily basis and awards may be locations or blinds rather than licenses.

4. issues stamps;

NGPC determines the design of stamps and configures all aspects of stamp issuance according to your business rules.

5. provides merchandise, inventory, and POS module;

AMS' POS module for External Agents is built with modern, intuitive design elements to facilitate efficiency, speed and accuracy in locating/creating customers, offering products and completing transactions – with maximum customer satisfaction. AMS communicates with the real-time database, the same back-end system as NGPC Administrative sales and Internet/Mobile for the public. The Agent interface is streamlined and easy-to-use, with minimal learning curve. However, Kalkomey provides vendor training and online support assistance.

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

AMS is usable from mobile phones (iOS and Android) and tablets as well as desktop computers. As mentioned in our response in Attachment A at FUN-017, Kalkomey is excited to announce that our fully downloadable mobile application will be available for NGPC's AMS launch. In addition to the forthcoming mobile application, we use responsive design to automatically detect the user's device, scaling and rearranging the interface based on the user's screen size and resolution. By effectively displaying the interface on any customer device, we eliminate the need for a separate mobile application. AMS' mobile-first, browser-based interface offers the same ease of use, security and functionality that customers experience on a computer or tablet. Customers can:

- manage their customer account and view historical activity with NGPC,
- shop for and buy new licenses for which they are eligible,
- view and display current valid privileges,
- renew permits,
- submit applications, view status and history,

- report harvests,
- access their safety education history and certifications,
- view and sign up for events, and
- access NGPC information such as public lands and boat ramp locations.

Furthermore, our team takes an active role in keeping up with the interactive behaviors and design system patterns typically found in iOS and Android interfaces, and we consider them when constantly improving navigation of our product suite.

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

   AMS LEO (Law Enforcement Officer) Application is a downloadable mobile application for both iOS and Android devices that enables law enforcement officers to view AMS customer profiles, transaction details, permits, limited hunt application and award results, and other details necessary to conduct their duties in the field. It operates in real time or enables downloading to support full offline capability to accommodate field operations with no cell service.

8. provide real time data and permit issuance;

   All of Kalkomey's AMS modules, customer information updates, and sales channels are updated in real time.

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

   AMS complies and offers more information in Attachment A, FUN-001.

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

    AMS exceeds compliance with Section 508 guidelines and the State of Nebraska's Accessibility policy. We are committed to ensuring digital accessibility in our products for people with disabilities by conforming to Web Content Accessibility Guidelines (WCAG) 2.1 level AA.

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

    AMS adheres to GAAP principles and complies with all applicable state/Federal regulations and practices, and we are able to generate a file compatible for import.

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

    AMS Outreach complies. Kalkomey can integrate with a 3rd party through many of the open API integrations, but Kalkomey built the AMS platform with the user experience at the forefront. This means that CRM functionality is built into the system. The Kalkomey AMS platform has a robust set of CRM-outreach capabilities that allows the state to get extremely granular on a client's actions and interactions within the state environment.

    NGPC will be able to get a 360-degree view of the clients activities while providing a number of proactive marketing campaigns based on those activities. With the Kalkomey CRM, NGPC will have a myriad of reporting and analytics to make real time decisions based on the metrics captured to help drive your R3 goals.

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

    AMS Analytics offers highly configurable queries available for export and Kalkomey offers a Business Intelligence team to create any any queries that may be needed.

14. manage permit inventory;

    AMS complies and we have provided more information in Attachment A, FUN-085.

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

    AMS complies and we offer additional information in Attachment A, FUN-043.

16. conduct and manage Draw and Lottery permits;

    AMS complies as described in Attachment A, FUN-054.

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

    AMS Analytics complies, and more information is provided in Attachment C, FIN-006.

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

19. configurable by NGPC.

Kalkomey and AMS adhere to GAAP principles and comply with all applicable state/Federal regulations and practices. Our focus on complete fiscal accountability includes:

- **documented internal controls, including Kalkomey's internal control objectives, techniques, and accountability;**
- **financial accuracy to the nearest penny, throughout the system;**
- **role-based permissions**
  - **transaction execution only by those authorized individuals with appropriate permissions,**
  - **separation of duties,**
  - **oversight and supervision;**
- **audit information generated by every action within the system; and**
- **system accountability to ensure records are properly maintained.**

More information regarding credit card processing is found in Attachment A, FUN-078 and Attachment C, FIN-002 and FIN-016.

B. Proposed Development Approach

Kalkomey's AMS platform is a comprehensive solution designed to equip NGPC with the tools to achieve your everyday business goals today and into the future. AMS' suite of integrated, web-based technologies and managed services features modules that can be customized to meet each client's requirements through configuration and development. Furthermore, the solution remains configurable by NGPC (and Kalkomey) to accommodate the typical changes you are constantly required to address.

Kalkomey applies Agile practices that foster iterative development and delivery, team collaboration and change recognition. At a high level, we break each component into a series of very small projects. Each project has a limited scope and very well-defined requirements and acceptance criteria. Stakeholders consistently collaborate with team members to greatly improve communication and ensure that time is spent on high-value priorities. This allows us to adapt to evolving NGPC requirements, processes, best practices and suggestions.

Advantages of the Agile methodology are significant throughout the contract:

Project Management – Agile promotes higher engagement and more granular focus on project management tasks and goals versus traditional processes.

Focused Sprints – Agile focuses on the things that are important right now, addressing requirements as they are relevant to the current phase of implementation. This allows the team to fully focus on timely requirements throughout the project. Implementation is broken into sprints in which all process groups are executed with monitoring and control processes in rapid succession, usually two weeks in duration.

User Stories – Agile is driven by user stories that focus on the needs of the end user, resulting in a final product that is more tailored to the actual users. At the same time, it gives the developers more freedom to create innovative solutions. Compared to traditional processes, Agile delivers better end products in shorter time frames.

Improved Communication – Agile integrates regular meetings among the Implementation Team and with NGPC stakeholders. Pitfalls associated with traditional processes are minimized by routinely keeping all project members apprised of any new developments throughout the project.

Acceptance Criteria – The Implementation Team builds the project with a definite idea of what success is so it can be measured by clear, testable acceptance criteria assigned to each user story. This ensures your needs are met rather than using assumptions that may prove to be invalid when reviewed months later by stakeholders.

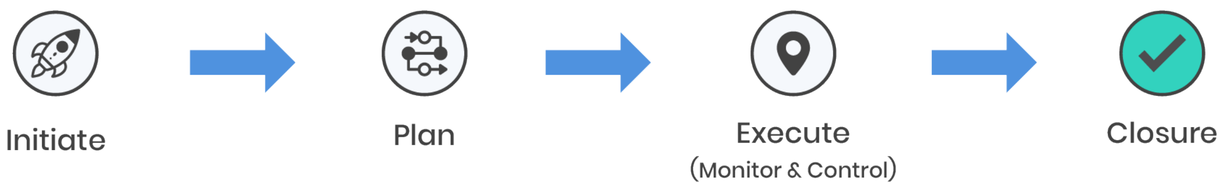
Demonstration – Demonstrations provide early and regular feedback loops with stakeholders so changes can be implemented throughout the process, eliminating surprises at product delivery. A demonstration of each NGPC requirement configured within AMS is one of the clearest and most concise ways for Kalkomey to communicate project status and help stakeholders identify process flow and feature needs. NGPC will be able to use the software to communicate back to Kalkomey what works as expected and what needs to be changed.

Issue Resolution - An Agile approach means the issues found during software delivery are rectified quickly. The close collaboration between Quality Assurance and Development means defects found during testing are fixed within 24 hours.

Continuous Improvement - Our Agile process allows your feature requests to be scoped and prioritized as part of our typical sprint work for delivering continuous improvement.

Kalkomey's project management approach follows the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) guidelines.

PMI Body of Knowledge (PMBOK)



INITIATION AND PLANNING

- Review current processes and user experiences
- Identify key user expectations
- Identify key user pain points
- Develop mission statements and goals
- Develop Change Management Plan

During project initiation Kalkomey's Project Manager develops a Project Management Plan to include the required components and including:

- scope,
- major milestones,
- key deliverables and
- high-level system requirements.

This formal document defines how your implementation project will be executed, monitored, controlled and reported. Kalkomey works with NGPC stakeholders to deliver a plan that includes the desired level of detail. A single document could include the plan for all implementation components, or a document could be developed for each of the implementation components (System Configuration and Delivery, Data Migration/Import, System Adoption and Change Management, System Documentation Development and User Training, Operational Support).

Kalkomey prepares, iterates and refines all project deliverables throughout the project, and submits revised plans for NGPC approval as necessary.

Furthermore, the Performance Management Plan includes a detailed description of the methodologies, tools and procedures which track project progress and performance. One key to tracking progress within the Kalkomey project management methodology is to use project burndown calculations. These rely on story counts and team velocity, and we report those metrics during weekly status meetings. Kalkomey adapts our processes, tools and reports to meet your needs and desires for the implementation of AMS.

1. Initiation

   Kalkomey begins initiation during the proposal/award process with demonstration preparation. In this phase project scope, major milestones, key deliverables and high-level system requirements are documented and reviewed. During project initiation, each component is reviewed to prepare for project kickoff and the planning phase.

2. Planning

   Project planning activities generally take place immediately upon contract award. While a great deal of planning is done in preparation for project kickoff, it is important to have NGPC input and buy-in on plans before they are finalized and significant project execution begins.

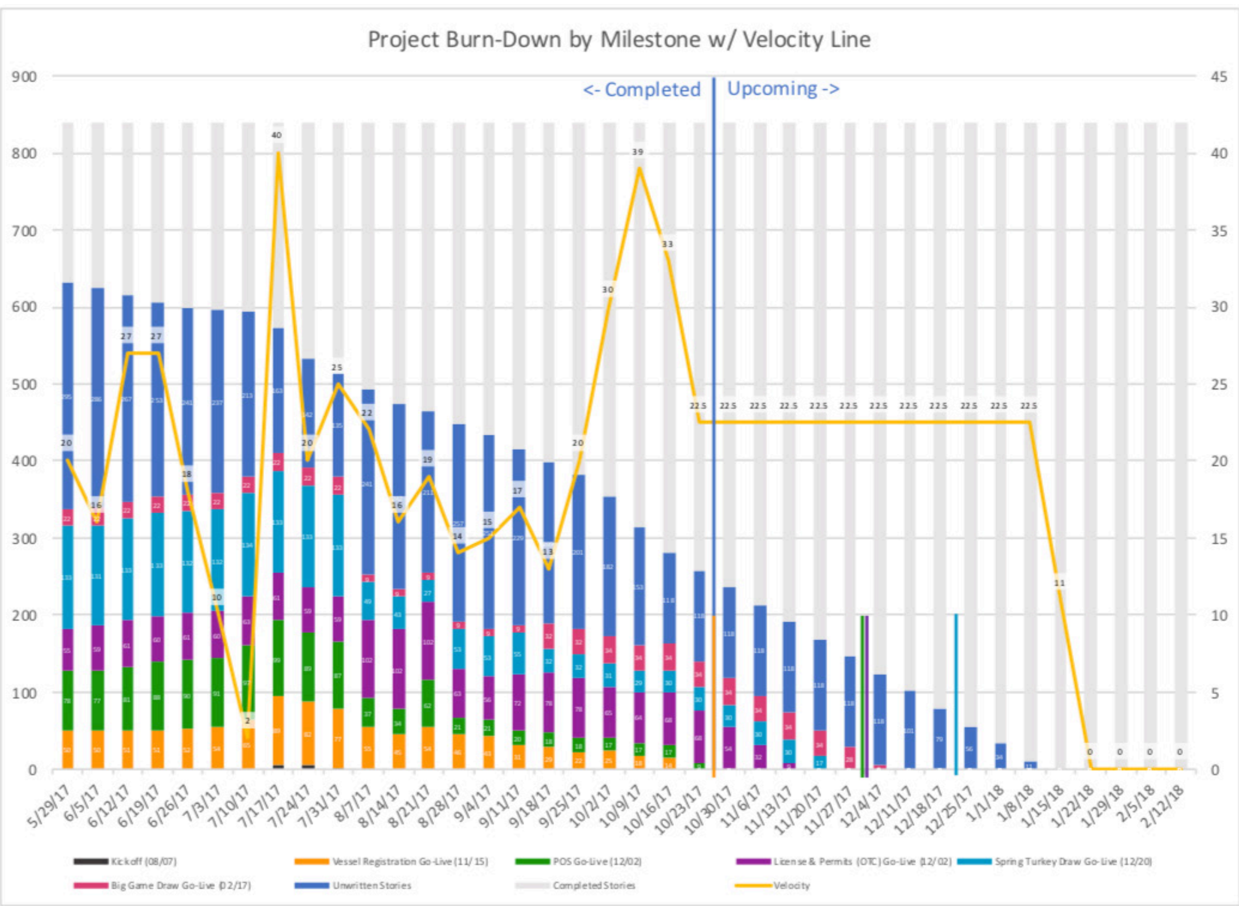
   Among the activities in this stage, potential project risks are identified. Risks may affect project scope, budget and schedule; plans for mitigation and/or resolution of risks are developed. We develop a risk registry document, as well as a risk assessment matrix to quantify risks as they are added to the registry.

3. **Execution**

During this implementation phase, Kalkomey applies Agile practices that foster iterative development and delivery, team collaboration and change management. The executing phase is focused on requirements confirmation, system alignment with requirements, application configuration and software development.

4. **Monitoring and Control**

These activities take place simultaneously with execution, and generally deal with project performance and progress. Special care is taken with regard to change management. Our process is designed to allow for flexibility, and adapts to new, evolving needs and requirements as they are discovered and refined. Careful attention to monitoring tools such as a feature backlog burndown chart helps to ensure that the project is on track to meet all dates and milestones.



5. Closure

During closure, Kalkomey's Project Manager ensures that the system is functional and that all requirements have been met to NGPC's satisfaction. We then transition from system delivery to operational support for the remainder of the contract.

COMMUNICATIONS

Throughout the project, Kalkomey is responsible for all aspects of team meetings. We initiate, plan, schedule, facilitate and close meetings, including developing and distributing all pre- and post-meeting documentation and materials.

Kickoff Meeting: Within two weeks of contract execution Kalkomey facilitates a kickoff meeting at NGPC headquarters. The agenda reviews project goals, identifies deliverables and milestones, manages risk, and discusses start-up procedures in line with project initiation activities.

Project Development Meetings - Meetings are focused on specific project development components. We demonstrate various application deliverables to NGPC stakeholders on a regular basis. Agenda may vary and can include:

- sprint grooming where the product feature backlog is reviewed and additional requirement details are discussed, or
- sprint demonstration meetings in which we present work that was completed in the last sprint.

We are focused on delivering working software so regular meetings confirm that the completed sprint meets your expectations. Project Development Meetings are described in detail in the Project Communication Plan that we deliver in the project planning phase.

QA Meetings - These may be independent meetings or part of a regularly scheduled project development meeting. Kalkomey's Quality Assurance Manager reviews activities related to the Quality Assurance Plan that is developed as part of project planning activities.

Status Meetings - At these weekly meetings with you, we facilitate a review of weekly project status documents relevant to progress on tasks, problem areas, risks, work to be accomplished, and other topics necessary for successful and timely delivery of project components.

Other ad-hoc or periodic meetings are scheduled to meet specific communication needs during project execution activities.

PROJECT QUALITY MANAGEMENT

Your Project Manager, Chet Van Dellen, is responsible for project quality. He is fully supported by an experienced team as well as Kalkomey's executive leaders who are continuously informed of project progress and quality. As your Project Manager, Chet's job is to act promptly to resolve any issues and manage all aspects of quality delivery.

Quality assurance is developed as part of the Performance Management Plan which includes a detailed description of the methodologies, tools and procedures in which project progress and performance are tracked. We adapt our processes, tools and reports to meet your needs and desires for the implementation and operation of AMS. Quality is planned, monitored and controlled to ensure that the execution of deliverables (development, testing, training and documentation, etc.) is accurate, timely and meets stated delivery milestones.

SYSTEM TESTING AND USER ACCEPTANCE

A comprehensive Test Plan, as well as targeted test plans for specific functional releases, are developed during project planning and execution. Targeted plans include specific testing cases and test results to provide full documentation of Kalkomey's testing and delivery processes.

The software releases are supported by internal Quality Assurance (QA) processes. Each requirement being developed is tested multiple times at different stages and depths:

- Unit Testing at a code level,
- Functional Testing by the QA Team in relation to NGPC's requirements,
- Integration Testing to confirm new features work correctly with existing areas of the system,
- Regression Testing to ensure new features do not adversely affect existing functionality, and
- User Acceptance Testing (UAT), which, in collaboration with NGPC, ensures the system delivers exactly what is required and meets our high standard of quality before deploying software to production environments.

Working in an Agile approach means the issues found are rectified quickly. The close collaboration between QA and Development means defects found during testing are fixed within 24 hours. Furthermore, we believe that working software is the best indicator of project progress, so we deliver a working AMS environment as early as possible and iterate on that platform, adding more and more functionality over time.

We also believe that a demonstration of each NGPC requirement configured within AMS is one of the clearest and most concise ways for us to communicate project status and help stakeholders identify process flow and feature needs. NGPC will be able to use the software to tell us what works as expected and what needs to be changed.

All of our QA processes are based on industry best practices. Below we describe AMS testing, which will be adjusted as needed to meet NGPC's stated requirements.

TEST APPROACH

Overall testing is completed by several groups at Kalkomey along with NGPC. The Kalkomey groups involved are the Development Team, QA Team and IT Team. Among these groups there are seven distinct types of testing. Each type of testing serves a specific purpose in the software development lifecycle.

1. Unit Testing is conducted by the software Development Team. This phase of testing ensures the code written by the team functions as expected - the input and output of the functions execute correctly. The wider functional impact of the code is not taken into consideration at this stage. This phase solely focuses on the codes input and outputs.

2. Functional Testing is conducted by the Kalkomey QA Team. This phase ensures that the requirements/user stories are being met and that the quality of the system being delivered meets the documented standards of the QA Manager. Test cases are written to cover each of the requirements paths, using personas to ensure that the coverage of the test cases is high enough to ensure the operational purpose of the system is achieved.

3. Integration Testing is also conducted by the Kalkomey QA Team to ensure that any integration between systems works as expected. Satellite systems may not have any development activity, though the link between systems needs to be tested and the operation between them verified. An example of this would be delivering the licensing module which communicates with the certification module. While the licensing system is under development, the communication between the systems is necessary to ensure that the certificates are pulled into the licensing system during a purchase.

4. Regression Testing ensures that the new features being developed have not negatively or inadvertently impacted the existing business functionality. Regression testing is primarily an automated phase. Kalkomey has the core regression suite in our code repository, and it is executed on demand and with each deployment of the code to specified environments. Manual regression testing is also performed by the QA Team before each production release.

5. UAT Testing is conducted by both Kalkomey's Implementation and Operational Teams and by NGPC staff. UAT confirms the business functionality needed has been provided. UAT also provides approval for production implementation. UAT commences at the end of each sprint. When the Kalkomey QA Team has tested the functionality within the sprint and signed off, the code will be deployed to the UAT environment. Regular communication will be performed between Kalkomey and NGPC. Progress, defects, gap analysis and any other relevant topics are discussed to ensure UAT is completed and sign off will be achieved. The scenarios tested during UAT vary depending on the functional testing performed during the sprint. These closely follow the user behaviors within the system rather than validating the specific requirement functionality.

6. Performance Testing is conducted by the QA Team's Automation Engineer. Performance testing determines how the system responds and performs at and above the estimated production user volume. Additional tests are performed to determine the number of users that can concurrently use the system before the response times exceed acceptable levels. The type and magnitude of changes introduced determines if performance testing is required.

7. Security Testing is performed by Kalkomey's IT Team. This phase of testing is performed at the end of sprint deliveries and is executed within UAT. The IT Team uses industry-standard testing tools and best practices to ensure the system being delivered is secure and invulnerable to attack.

ENVIRONMENTS

The AMS application is verified and deployed in multiple environments. All environments are Kalkomey-controlled.

- The Development Environment is the software developers' local machines. They use local instances to develop and test their code.
- The QA Environment is the first environment code deployed to be tested. This environment is accessible to Kalkomey employees on the company network. It does not have customer data and is used for functional testing as well as the majority of the integration testing.
- The UAT Environment is the first step for application delivery. Code is deployed to this environment once QA has approved the quality and functionality of the code developed. This is always at the end of the sprint. Some integration testing is performed here as well as UAT testing and performance testing. The UAT Environment replicates the Production Environment to mimic the scenarios expected in actual production.
- The Production Environment is the final step for application delivery. Approved, tested code is deployed to the Production Environment in scheduled releases and is ready for NGPC use pending any necessary configuration of new functionality.

TEST CASES

Functional Test Cases

The Kalkomey QA Team writes test cases for user stories that will be included in the release. A subset of all of the functional test cases created for the project will be used to establish and maintain the regression testing suite.

The user story is used to write the test cases after story development for the current release has completed the requirements and design processes. These test cases are stored in mabl, a web-based, automated test management tool used by testers, developers and other stakeholders to manage, track and organize software testing efforts. Redmine, a project management and issue tracking tool, is used to map the test scripts to the requirements, ensuring that all requirements have been tested. A user story may map to more than one test case, although every user story must map to at least one test case.

User Acceptance Test Cases

NGPC ideally uses the tests they create. The test cases for UAT need to take into consideration NGPC workflows as well as meeting functional requirements. The Kalkomey QA Team assists in test case structure and format, though the responsibility is on NGPC to create their specific test cases. NGPC is free to adopt any test cases written by the Kalkomey QA Team, but for newer testers there may be implied steps which are not specifically detailed in the test cases.

Test Case Reviews

Prior to the beginning of functional testing, test case reviews are held to review the functional and integration test cases. The mandatory participants at each of the test case review meetings are the QA Team Lead and Product Team representatives. Meeting results are communicated to the Kalkomey Project Manager.

The purpose of the test case reviews is to ensure that adequate test coverage is being provided. By reviewing each set of test cases, the review members are able to assess the coverage that is provided by the testing and make any necessary adjustments to test cases prior to beginning of the test phase.

DEFECT MANAGEMENT

All defects found during testing are documented in Redmine, the Kalkomey Agile Software Development Tool, as "bug" work items. Problems and issues are prioritized and addressed according to priority. The Project Manager is provided with Redmine access to review all open issues so they may actively participate in the defect/problem prioritization and resolution process.

DEFECT REPORTING

The method for reporting defects is as follows:

1. **Identify the Defect**
   Once an issue is suspected, the requirements are reviewed to ensure the issue is indeed a defect rather than a misunderstanding of the User Story acceptance criteria. The tester will also document the steps that were performed that revealed the defect.

2. **Verify the Defect**
   When possible, the tester repeats the steps used when first finding the defect to verify it is repro-

ducible. If the tester is unable to repeat the issue, they note the condition in their daily report.

3. Check for Duplicate Defects
After defect verification, the tester logs into Redmine and reviews the current defect list to ensure this defect has not already been identified.

4. Enter the Defect
After reviewing the current defects to ensure this is not a duplicate entry, the tester enters all required information into Redmine.

DEFECT SEVERITY

Severity classification of a software error is based on the degree of impact the error has on the operation of the system. The Kalkomey QA Team has identified four levels of defect severity that can be assigned to a defect report in Redmine.

SEVERITY	DEFECT DESCRIPTION
Level 1 CRITICAL	Critical business functionality defect without a workaround. Testing cannot continue until error is fixed (showstopper).
Level 2 HIGH	Critical business functionality defect, but there is a workaround. Critical functionality is missing or incorrect.
Level 3 MEDIUM	Non-critical business functionality defect without a workaround. Business requirement missing or incorrect. Acceptable workaround not available.
Level 4 LOW	Non-critical business functionality defect, but there is a workaround. An adverse effect has been identified; however, a temporary workaround will be implemented to allow the system to go live. A risk assessment of the workaround is performed and documented.

The priority classification of a software error is based on the importance and urgency of resolving the error. The QA Team has identified four levels of defect priority that can be assigned to a defect report in Redmine.

PRIORITY	DEFECT DESCRIPTION
Level 1 IMMEDIATE	Resolve immediately.
Level 2 HIGH	Resolve as soon as possible in the normal course of development activity, before the software is released.
Level 3 NORMAL	Resolve after Level 1 and 2 defects have been fixed.
Level 4 LOW	Resolve in a future major system revision or not resolve at all.

AUTOMATION

The Kalkomey QA Team utilizes a strategy of automating select test cases which passed from the previous release. This serves as the foundation of the regression testing suite. This suite continues to grow with each release. Additionally, immediate (hot) fixes may be added to the suite depending on the change.

The automated regression suite is run after each successful deployment to the QA and UAT Environments to ensure previous features are still operating as expected. An automated regression suite provides a consistent, thorough and efficient test of the previous functionality.

A lighter, non-invasive version of the automated regression suite is created for the Production Environment. The production regression test is a high-level review of the critical features; however, it will not write, edit or delete any data.

REPORTING

During Functional and User Acceptance Testing, the Kalkomey QA Team provides a written report of their findings in relation to the performance testing. This report is shared with the Kalkomey Project Team, Kalkomey Leadership and NGPC.

The Kalkomey IT Team provides a written report of all Security/Penetration Test findings. These findings are shared with the Kalkomey Project Team, Kalkomey Leadership and NGPC staff. The IT Team creates a Mitigation and Remediation Plan for their findings that is shared with Kalkomey Leadership and approved by the project Technology Manager.

RELEASE SIGNOFF

Release signoff is the indication that the new software has met the stated expectations and is ready to be deployed into the Production Environment.

Software may be released to Production when there are no open, outstanding or unmitigated defects unless agreed upon by the Kalkomey Product and Project Teams and NGPC. Mitigation plans may include explicit instructions for workaround solutions, when the issue will be fixed, or the defect may be deferred to a future scheduled release.

All exceptions where known defects with a severity of Medium or Low are permitted into Production must be identified on the release signoff form.

Release signoff is obtained from the Kalkomey Project Team and NGPC. Preliminary business signoff is obtained from the Kalkomey Product Team. In turn, the Product Team may contact key members of the QA Team; however, only the signature of the Product Team Director is required.

The official release signoff may be in the form of an email or a paper document, depending on NGPC requirements.

C. Technical Considerations

Software as a Service (SaaS) System Hosting

Your AMS Production systems are hosted in the AWS cloud, specifically the AWS GovCloud region which enables us to maintain a scalable and secure infrastructure. AWS GovCloud Regions are subject to FedRAMP High and Moderate baselines, allowing us to host sensitive Controlled Unclassified Information (CUI) and all types of regulated workloads. In addition, this region meets and/or exceeds the Payment Card Industry (PCI) Security Standards and ITAR.

Our cloud architecture is designed with the least privilege concept at the forefront, ensuring only those services that need access to a specified resource have the required permissions.

Utilizing a number of services within the AWS cloud we maintain the security and confidentiality of end user data. This includes, but is not limited to:

- Virtual Private Cloud (VPC),
- Elastic Compute Cloud (EC2),
- Relational Database Service (RDS),
- Elastic Load Balancer (ELB),
- Elastic Block Storage (EBS) snapshots, and
- IAM security groups.

Using these services, we are able to meet our internal, as well as NGPC's, data protection and integrity goals. We maintain network isolation between our domains, as each domain is separated into its own Virtual Private Cloud (VPC) and corresponding CIDR (Classless Inter-Domain Routing) block. This minimizes attack vectors and provides for better systems management overall.

Kalkomey uses fully automated system deployment, including data migrations for schema changes. All environments are provisioned and configured using automated systems, allowing us to have materially identical configurations across all environments. This automated system is key to supporting Kalkomey's Business Continuity and Disaster Recovery plans, as well as allowing us to scale the production environment at times of high demand.

SERVERS

On the server side, security groups are used to allow the ports required for a specified service to be open and available. We take this a step further by separating application servers from internet-facing webservers. Although they are able to communicate with each other because they are on the same VPC, they reside on different subnets. The application server subnet has no direct access in or out and must pass through a Network Address Translation gateway for outbound traffic only. All server data EBS volumes are encrypted as well as backed up to further protect the instance.

DATA

Data primarily lives within the RDS instances, making this our top security priority. Amazon RDS provides availability and durability via automated backups, database snapshots, multi-Availability Zone (AZ) deployments, and automatic host replacement. RDS instances are kept secure with network isolation and resource-level permissions. All data in RDS is encrypted at rest and in transit to ensure the security of the data.

SCALABILITY

Every EC2 instance in production resides behind an Amazon Elastic Load Balancer to ensure greater security and availability. This is true for both DMZ and non-DMZ EC2 instances. Using this design, we are able to spin up multiple instances of each server and provide high availability by separating them into different Availability Zones. All ELB traffic is encrypted and instances are configured to accept only the latest security ciphers, such as ECDHE-RSA-AES128-GCM-SHA256. The ELBs communicate directly with the EC2 instances and Cloudflare to ensure data integrity.

This allows Kalkomey to scale the production environment at times of high demand. While we plan for anticipated spikes in traffic and provision resources in advance, our Operations team can provide additional capacity at a moment's notice without requiring any system downtime. This ability to identify traffic spikes and increase capacity further supports high-availability goals. Our high availability meets this requirement through extensive redundancy built into the production system along with the system configuration, system capacity and change management policies that are in place. Kalkomey also maintains an extensive, multi-level disaster recovery plan to recover from any level of outage.

All data is backed up and stored in multiple, geographically disparate locations to ensure disaster in one location does not risk the integrity of the backup in the secondary location. Should any component of the Kalkomey infrastructure begin to show signs of trouble, the SaaS operations team may use the most recent system deployment to provision replacement hardware, deploy components and substitute out the struggling component.

Kalkomey can scale the production environment at times of high demand. While Kalkomey plans for anticipated spikes in traffic and provisions resources ahead of time, our Operations team can provide additional capacity at a moment's notice without requiring any system downtime. This ability to identify traffic spikes and increase capacity further supports high-availability and ensures a major traffic spike does not overload system components and cause the system to become unresponsive.

Each tier of the AMS software architecture is designed for the highest levels of security and multiple levels of redundancy. Firewalls are used to secure each layer of the application: ensuring only authorized traffic is permitted between tiers. Two or more servers of each type (application servers, web servers, etc.) are used in a load-balanced configuration to ensure no single system failure will hinder system capabilities. For database services, a live-replicated hot-standby database is maintained at the ready. In the event of a master database failure, traffic is automatically routed to the hot-standby and servers continue with sub-minute interruption.

Additionally, all web and application servers are deployed to a second availability zone (a second data center). In the event the primary data center experiences a catastrophic failure, all systems will continue to function normally as load balancing occurs across both data centers.

In the event both Primary and secondary data centers are experiencing an outage, Kalkomey will begin to execute Business Continuity and Disaster Recovery plans.

Each tier of the AMS software architecture is designed for the highest levels of security and multiple levels of redundancy. Firewalls are used to secure each layer of the application: ensuring only authorized traffic is permitted between tiers. Two or more servers of each type (application servers, web servers, etc.) are used in a load-balanced configuration to ensure no single system failure will hinder system capabilities. For database services, a live-replicated hot-standby database is maintained at the ready. In the event of a master database failure, traffic is automatically routed to the hot-standby and servers continue with sub-minute interruption.

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In the event both Primary and secondary data centers are experiencing an outage, Kalkomey will begin to execute Business Continuity and Disaster Recovery plans.

LOAD TESTING

All components of the AMS system are deployed on elastic servers that allow for significant scalability without changing system architecture. Servers may be resized as demand dictates. Automatic scaling can also be enabled and to handle real-time changes in system load.

We analyze historical data to determine expected average and peak load requirements and develops load test scenarios. These load tests are then executed against a non-production instance that is sized to mirror production.

Load tests verify system design and confirm that adequate resources are available to support the expected load. Summary reports from the load tests are used to identify possible bottlenecks within the application. This information is then relayed back to the Kalkomey Product and Development teams where work items are created to resolve any possible problem areas.

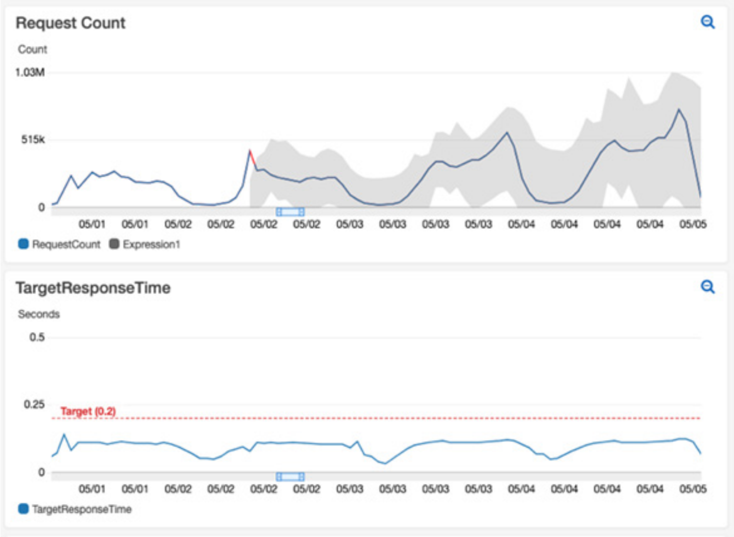
Kalkomey has prepared for and successfully handled significant storefront traffic for Nevada Department of Wildlife's controlled hunt application period. During the Nevada Big Game Draw, AMS infrastructure regularly supported 80,000 to 160,000 requests per hour and spiked to 600,000 requests per hour at the application deadline - with no degradation of service or page load speeds. Kalkomey's scalable architecture and the use of AWS GovCloud for hosting allows the system to grow well beyond this level as well.

Our solution sees significant fluctuation in license sale vendor traffic due to a variety of factors. AMS was battle tested to handle bursts over 1,400 vendors simultaneously logging in and executing a sales flow, resulting in over 100,000 requests per minute. This equated to roughly 48,500 sales per hour. Kalkomey's infrastructure handled the sudden load with zero errors and no impact to page load performance.

The system was stressed even further by sustaining this load for a period of 4 hours, completing over 194,000 sales with no issues. Finally, the application has faced load tests with 6,000 concurrent license vendors completing sales over the course of an hour with similar error rates.

Transaction Time - Kalkomey seeks to maintain very low response times. In a 3-hour sample taken for this response, the average server response time for our West server cluster (the primary availability zone servicing the similar NDOW project) averaged 0.105 seconds per request at approximately 25,000 requests per hour. The East server cluster (the primary availability zone for the similar NYSDEC project) averaged 0.118 seconds per request at approximately 60,000 requests per hour.

Kalkomey's largest single production load hour occurred the evening of the last day of the application period for Nevada Department of Wildlife's Big Game Draw in early May 2020.



The chart above shows server requests and response time for the week leading up to the traffic peak as the application period ended. AMS managed 600,000 requests that hour, with an average web server response time of 0.118 seconds per request.

NETWORK PROTECTION

In addition to AWS we also utilize Cloudflare CDN and other tools in the Cloudflare suite. Cloudflare helps us increase the availability, reliability and security of user data.

One of the primary tools we utilize within the Cloudflare suite is their Web Application Firewall (WAF). The Cloudflare WAF is used for both the OWASP ModSecurity Core Rule Set and Cloudflare Rule Set. These rule sets are focused on a variety of common attack vectors and block nodes that violate the assigned rules. These rule sets go above and beyond the OWASP top 10 and include a suite of custom rules to protect end users, including closing unused ports and avoiding well-known ports for database and application servers.

Another feature, Cloudflare strict SSL checking, ensures the validity of both the source and destination certificates, preventing a man-in-the-middle attack. This allows the end user to communicate only with the ELBs previously mentioned and confirms via SSL certificate that the host is who they claim to be. Browser Integrity Checks evaluate HTTP headers from an end node's browser for threats. If a threat is found, a block page will be delivered.

Lastly, we have locked down the minimum allowed TLS Version to 1.2 ensuring only modern cryptographic cipher suites are used.

ARCHITECTURE

AMS is an N-Tier software suite built using modern, secure web technologies designed for robustness and high-availability. Each tier of the AMS software architecture is designed for the highest levels of security and multiple levels of redundancy. A system diagram is included below.

We use a distributed cloud approach for all system concerns. Firewalls, load-balancers, web servers, application servers and database servers are all deployed in a redundant, fail-over capable method in the Amazon GovCloud to ensure no single unit within the system can cause a single-point-of-failure.

PHYSICAL SECURITY

The AWS GovCloud data center is 24x7x365 facility with physical security features including:

- Bulletproof glass
- Biometric hand scanners
- Controlled man-traps
- Digitally recorded closed circuit video monitoring

From the AWS Overview of Security Processes published in August 2016, Amazon describes their Physical and Environmental Security approach:

AWS's data centers are state of the art, utilizing innovative architectural and engineering approaches. Amazon has many years of experience in designing, constructing, and operating large-scale data centers. This experience has been applied to the AWS platform and infrastructure. AWS data centers are housed in nondescript facilities. Physical access is strictly controlled both at the perimeter and at building ingress points by professional security staff utilizing video surveillance, intrusion detection systems, and other electronic means. Authorized staff must pass two-factor authentication a minimum of two times to access data center floors. All visitors and contractors are required to present identification and are signed in and continually escorted by authorized staff.

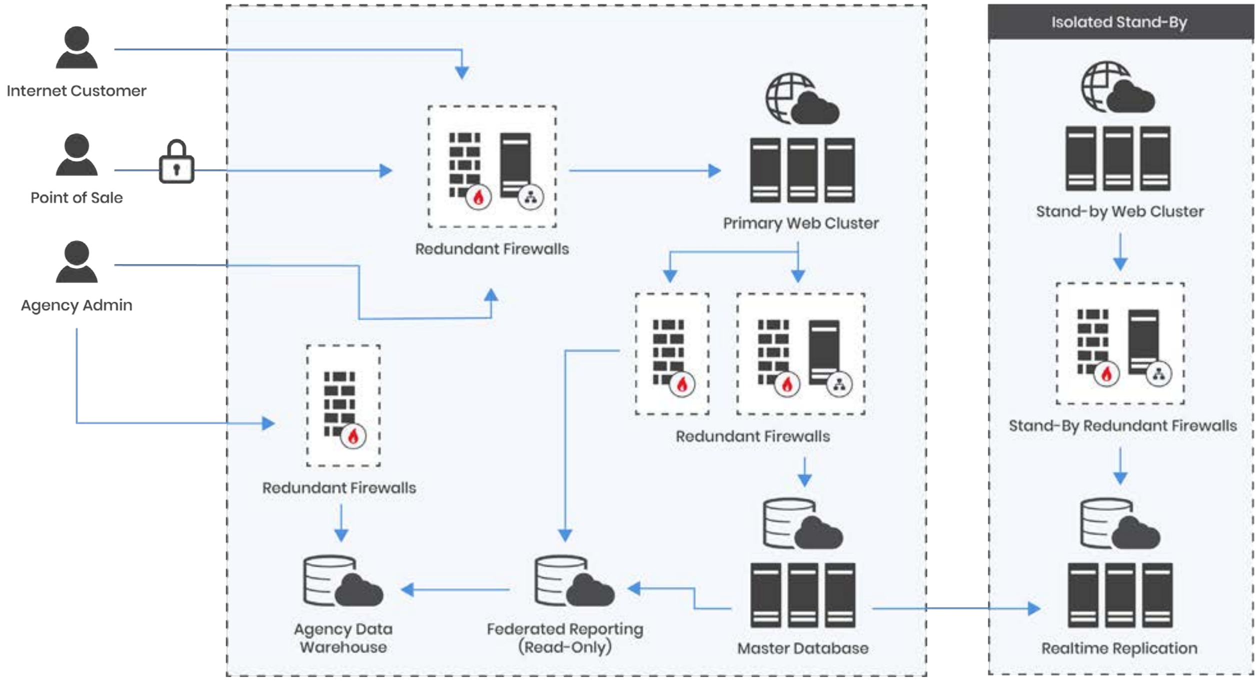
AWS only provides data center access and information to employees and contractors who have a legitimate business need for such privileges. When an employee no longer has a business need for these privileges, his or her access is immediately revoked, even if they continue to be an employee of Amazon or Amazon Web Services. All physical access to data centers by AWS employees is logged and audited routinely.

MAINTENANCE

Kalkomey's SaaS Operations Team and our managed hosting provider are responsible for ensuring and maintaining adequate network performance. We utilize automated monitoring and perform regular system and security log reviews. Production systems are monitored 24 hours a day, every day of the year. This ensures immediate response to any production system concerns. System load, network availability, disk capacity, traffic and error rates are monitored constantly.

To meet our mutual, ongoing commitments throughout the contract, we provide operational upkeep

AMS | ADMINISTRATIVE INTERFACE, AGET SALES INTERFACE, INTERNET SALES INTERFACE



of the entire solution, maintain complete up-do-date documentation, and follow structured change management procedures.

SECURITY

Kalkomey performs regular system security tests and audits to maintain the highest level of system security and data protection. We maintain Payment Card Industry's Data Security Standards (PCI-DSS) and SOC1 Type 2 and SOC2 Type 2 compliance programs, which require regular audits of internal business practices. We perform security scans of our systems on a monthly basis as part of our ongoing SOC compliance, ensuring our systems remain secure and protected.

Kalkomey agrees to perform the required annual audits at mutually agreed upon times and to comply with contract requirements stated above.

PERSONNEL

Kalkomey maintains a physically secure environment and is also diligent about logical security. This extends to Kalkomey personnel and role-based access as well as system audits.

All Kalkomey employees are background checked and are required to undergo security awareness training to ensure data protection remains their highest priority. This is in addition to employees undergoing company policy training. All employee machines are encrypted to ensure data is protected from unauthorized users.

All Kalkomey employees, staff and subcontractors (if any) who have an approved need to access protected state data are required to use multi-factor authentication (MFA) to access the system. This is done using PIN based second factor authentication via separate services possessed by the user.

Kalkomey adheres to the Principle of Least Privilege and uses role-based privileges to limit user access to only the information the user is authorized to access within AMS to perform their job functions. This helps to ensure personal information remains private unless being accessed for authorized reasons.

All actions within the AMS system generate audit information. This information is accessible in an audit log to monitor workforce members' use of information.

SYSTEM SECURITY AUDITS

Kalkomey performs regular system security audits to ensure the highest level of system security and data protection is maintained. We will work with you to perform regular audits to ensure compliance with contractual terms and security requirements. Only members of Kalkomey's Operations Team are able to access the production system. All access is via login identifiers unique to each individual. Strong password policies support preventing a breach of information.

All applications receive regular, timely security patches. Access to all applications is capable only via encrypted means (HTTPS). Additionally, all data is encrypted in-transit using Secure Socket Layer (SSL) 256-bit encryption and at rest in the system using AES-256-bit encryption to ensure the highest level of data security is always maintained.

Network infrastructure is regularly scanned and patched to ensure the highest level of security. Strong authentication measures are used to ensure access to all network infrastructure is limited to authorized individuals only. Firewalls are used to restrict access both on the Kalkomey office networks and in data center facilities. Only those persons or systems authorized to access information behind a firewall are able to do so. Our systems are tested regularly to ensure PCI data security standards are maintained. All systems are monitored for abnormal events and are regularly scanned to identify possible vulnerabilities or compromised hosts.

All changes to AMS undergo extensive functionality and regression testing to ensure changes have no negative impact on the system. Changes to production systems occur on a regular, pre-defined schedule during non-peak hours. Emergency changes and security updates are communicated to all necessary parties when occurring outside of the standard maintenance schedule. Data is always encrypted when not being viewed by an authorized user. All sensitive information is located on networks with system access controls to ensure the integrity and security of the data.

Audit logs are maintained and monitored. Unsuccessful security violation attempts number in the thousands. Should we ever experience a successful breach or data loss, we will notify NGPC, provide required reports and correct the condition.

PCI AND SOC

Kalkomey maintains Payment Card Industry's Data Security Standards (PCI-DSS) and SOC1 Type 2 and SOC2 Type 2 compliance programs. These programs require regular audits of internal business practices, and Kalkomey commits to maintaining compliance through the term of the contract. Some vendors claim PCI and SOC compliance because of certifications earned by their hosting providers or other technology subcontractors. However, a hosting provider's security certifications may be insufficient to prove secure handling of State data. Kalkomey maintains the appropriate internal processes and controls to meet PCI and SOC compliance standards across our entire business.

As part of Kalkomey's PCI and SOC compliance programs, all employees receive Information Sensitivity training from KnowBe4, the world's largest security awareness training organization. Furthermore, employees are evaluated regularly, especially in the handling of sensitive customer information.

Only a small team of authorized Technology Team administrators are allowed to access any of the above-mentioned systems. Code changes and deploys are automated so only those authorized can access protected systems. All critical infrastructure logins require the use of two-factor authentication for management access.

TOOLS AND PRACTICES

Kalkomey utilizes a number of tools and suites for security testing. The initial tests are performed on the networking layer utilizing NMAP for confirming security compliance. This is followed with an Attack Mode scan of a specified domain, using the OWASP Zed Attack Proxy. These tests are run manually to evaluate a greater attack vector, then reviewed by our internal security. Reports can be generated upon request. When required, testing of the authentication portal is also performed with both a valid and invalid login, to ensure authentication is not susceptible to attack. These tests are performed both ad hoc and quarterly as part of our internal security and compliance audit.

For in-depth security scans and yearly audits, we utilize a suite of tools found in the Kali Linux distribution. This suite of tools is used to test our webservers, database and overall network security vulnerabilities against Distributed Denial of Service (DDoS), Local File Inclusion (LFI), Path Traversal, SQL Injection (SQLi), Cross-Site Scripting (XSS) and other system attacks. Intrusion detection is constantly monitored with unauthorized attempts to access the system immediately reported to Kalkomey's Technology Team. Kalkomey will report unauthorized intrusions to you immediately.

We use Brakeman as a static analysis tool, which checks Ruby on Rails applications for security vulnerabilities within our source code. Every time a developer commits source code, Brakeman automatically runs and provides the team with a security vulnerability assessment.

We use automated security checks to ensure that any dependencies we have are up-to-date and not vulnerable. This automatically sends out alerts via email to the Technology Team when a new issue is found.

For 3rd party scanning, we use Trustwave for our PCI Network Vulnerability Scan. These scans are performed monthly, and reports are kept indefinitely for compliance and review.

Kalkomey performs security scans of its own systems on a monthly basis as part of our ongoing SOC compliance, ensuring our systems remain secure and protected. Results of security scans can be provided to clients upon request.

D. Detailed Project Work Plan

A detailed project work plan has been uploaded as a PDF document with the File name ***RFP 6506 Z1 Kalkomey Enterprises LLC File 2 of 9***.

E. Deliverables and Due Dates

Kalkomey has included a draft workplan in Section D. Detailed Project Workplan. In this section, Kalkomey provides a high-level overview of the project milestones with the requested information on major tasks and deliverables. All project management plans including deliverable due dates and milestones will be approved by NGPC. Your project manager, Chet Van Dellen will be your single point of contact for developing, revising, and tracking project status and issues.

ACTIVITY	DATE	KEY STAFF
Kalkomey PMO and Nebraska Game and Parks Comission Key Deliverables and Project Milestones		
Contract Preparation	Through 10/30/2021	Kalkomey Project Management Office (PMO)
Contract Notice of Award	10/31/2021	
Preparation for Kick-Off	11/1/2021-12/03/2021	Kalkomey PMO
Project Initiation	11/15/2021-1/7/2022	Kalkomey PMO, Engineering Team (Dev), Product Manager
Contract Execution	12/1/2021	
NGPC Kick-Off Summit	12/13/2021-12/17/2021	Kalkomey PMO, Engineering Team (Dev), Product Manager, NGPC
Post Kick-Off Gap Analysis and System Preparation	12/20/2021-1/7/2022	Kalkomey PMO, SaaS Ops, Product Manager
Project Planning	12/20-2021-1/7/2022	Kalkomey PMO, Trainer, Product Manager, Marketing, UX
System Configuration	12/20/2021-1/14/2022	Kalkomey PMO, SaaS Ops
Project Management Methodology (PMM) Plan Documents and Templates	12/27/2021-3/1/2022	Kalkomey PMO
System Adoption and Change Mangement	1/17/2022-4/8/2022	Kalkomey PMO, Trainer, Product Manager, Marketing and UX Teams
Data Migration	1/17/2022-2/11/2022	Kalkomey Engineering Team, Data Analyst, SaaS Ops

ACTIVITY	DATE	KEY STAFF
Project Execution, Monitoring, and Control	1/10/2022-11/21/2022	Kalkomey PMO, SaaS Ops, Customer Success, Product Manager, Marketing and UX Teams
Data Migration	2/14/2022-11/18/2022	Kalkomey PMO, Trainer, Product Manager, Marketing, and UX Team
AMS UAT Open to NGPC	2/28/2022	
Data Migrated for Go-Live	11/18/2022	
System Configuration and Delivery (Sprints)	1/10/2022-8/15/2022	Kalkomey PMO, SaaS Ops, Product Manager, Engineering Team,
NGPC System Development and Configuration Complete	8/15/2022	
User Acceptance Testing (UAT)	5/23/2022-10/3/2022	NGPC, SaaS Ops
UAT Complete	10/3/2022	
System Documentation Development and User Training	8/15/2022-11/18/2022	Kalkomey SaaS Ops, PMO, NGPC
Training Complete	11/18/2022	
System Adoption and Change Management	4/11/2022-11/18/2022	Kalkomey PMO, SaaS Ops, Customer Success, Marketing and UX Teams
Change Management Complete	11/18/2022	
All Project Implementation Deliverables Accepted	11/21/2022	
Production Deployment - Go Live!	8/1/2022-1/2/2023	Kalkomey SaaS Ops, PMO, Engineering Team, NGPC
Go-Live Go/ No-Go Decision	11/23/2022	Kalkomey PMO, NGPC
NGPC Statewide Web-Based Permit/Licensing System Live! (Implementation Complete)	12/2/2022	
Operational Support / Maintenance (ongoing)	12/5/2022-1/2/2023	Kalkomey Operations Team, Client Success Team

TECHNICAL RESPONSE APPENDIX

Detailed Project Plan - Separate Upload

Uploaded as file **RFP 6506 Z1 Kalkomey Enterprises LLC Detailed File 2 of 9**

New York State Licensing System Vendor Guide - Separate Upload

Uploaded as file **RFP 6506 Z1 Kalkomey Enterprises LLC File 3 of 9**

Attachment A – Functional Requirements Traceability Matrix

Uploaded as file **RFP 6506 Z1 Kalkomey Enterprises LLC File 4 of 9**

Attachment B – Technical Requirements Traceability Matrix

Uploaded as file **RFP 6506 Z1 Kalkomey Enterprises LLC File 5 of 9**

Attachment C – Financial Requirements Traceability Matrix

Uploaded as file **RFP 6506 Z1 Kalkomey Enterprises LLC File 6 of 9**

Clarification of Cost Proposal

Uploaded as file **RFP 6506 Z1 Kalkomey Enterprises LLC File 7 of 9**

Attachment D - Cost Proposal

Uploaded as file **RFP 6506 Z1 Kalkomey Enterprises LLC File 8 of 9**

Attachment E - Billable Items

Uploaded as file **RFP 6506 Z1 Kalkomey Enterprises LLC File 9 of 9**

Security Attachments

Per Kalkomey's response in FIN-017 of Attachment C, RTM we have included the following documents in this Technical Proposal as Security Appendix:

- Attestation of Compliance (AOC)
- PCI-DSS Data Flow Diagram
- Vulnerability Scan
- Incident Response Plan
- Kalkomey Security Policy

Payment Card Industry (PCI)
Data Security Standard

Attestation of Compliance for Self-Assessment Questionnaire A-EP

For use with PCI DSS Version 3.2.1

July 2018

Section 1: Assessment Information

Instructions for Submission

This document must be completed as a declaration of the results of the merchant's self-assessment with the *Payment Card Industry Data Security Standard Requirements and Security Assessment Procedures (PCI DSS).* Complete all sections: The merchant is responsible for ensuring that each section is completed by the relevant parties, as applicable. Contact acquirer (merchant bank) or the payment brands to determine reporting and submission procedures.

Part 1. Merchant and Qualified Security Assessor Information

Part 1a. Merchant Organization Information

Company Name:	KALKOMEY ENTERPRISES INC		DBA(s):	[KALKOMEY ENTERPRISES INC, KALKOMEY ENTERPRISES-CAD, SAFETY COURSES]		
Contact Name:	Kevin Clark		Title:			
Telephone:	214-351-0461		E-mail:	kclark@kalkomey.com		
Business Address:	14086 PROTON RD		City:	DALLAS		
State/Province:	Texas	Country:	US		Zip:	75244
URL:						

Part 1b. Qualified Security Assessor Company Information (if applicable)

Company Name:	This is a self-assessment completed using tools provided by SecureTrust, Inc.					
Lead QSA Contact Name:			Title:			
Telephone:			E-mail:			
Business Address:			City:			
State/Province:		Country:			Zip:	
URL:						

PCI Security Standards Council

Part 2. Executive Summary

Part 2a. Type of merchant business (check all that apply)

☐ Retailer	☐ Telecommunication	☐ Grocery and Supermarkets
☐ Petroleum	☒ E-Commerce	☐ Mail/Telephone-Order
☒ Others (please specify): Other		

What types of payment channels does your business serve?	Which payment channels are covered by this SAQ?
☐ Mail order/telephone order (MOTO)	☐ Mail order/telephone order (MOTO)
☒ E-Commerce	☒ E-Commerce
☐ Card-present (face-to-face)	☐ Card-present (face-to-face)

Note: *If your organization has a payment channel or process that is not covered by this SAQ, consult your acquirer or payment brand about validation for other channels.*

Part 2b. Description of Payment Card Business

How and in what capacity does your business store, process and/or transmit cardholder data?	Merchant is e-commerce but does store, process, or transmit cardholder data

Part 2c. Locations

List types of facilities and a summary of locations included in the PCI DSS review (for example, retail outlets, corporate offices, data centers, call centers, etc.)

Type of facility	Location(s) of facility (city, country)
Primary Address	DALLAS, US

Part 2d. Payment Application

Does the organization use one or more Payment Applications? ☐ Yes ☒ No

Provide the following information regarding the Payment Applications your organization uses:

Payment Application Name	Version Number	Application Vendor	Is application PA-DSS Listed?	PA-DSS Listing Expiry date (if applicable)
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	

Part 2e. Description of Environment

Provide a ***high-level*** description of the environment covered by this assessment. *For example:* • *Connections into and out of the cardholder data environment (CDE).* • *Critical system components within the CDE, such as POS devices, databases, web servers, etc., and any other necessary payment components, as applicable.*	All payments transacted through e-commerce site via 3rd party payment gateway. No physical card devices.
Does your business use network segmentation to affect the scope of your PCI DSS environment? *(Refer to "Network Segmentation" section of PCI DSS for guidance on network segmentation)*	☐ Yes ☐ No

Part 2f. Third-Party Service Providers	
Does your company use a Qualified Integrator & Reseller (QIR)?	☐ Yes ☒ No
If Yes	
Name of QIR Company:	
QIR Individual Name:	
Description of services provided by QIR:	
Does your company share cardholder data with any third-party service providers (for example, Qualified Integrator & Resellers (QIR), gateways, payment processors, payment service providers (PSP), web-hosting companies, airline booking agents, loyalty program agents, etc.)?	☒ Yes ☐ No
If Yes	
Name of service provider:	**Description of services provided:**
Cybersource	PAYMENT_PROCESSING
Cybersource	MOTO
AMAZON PROCESSING	WEB_SITE_HOSTING
Note: *Requirement 12.8 applies to all entities in this list.*	

Part 2g. Eligibility to complete SAQ A-EP	
Merchant certifies eligibility to complete this shortened version of the Self-Assessment Questionnaire because, for this payment channel:	
☒	Merchant accepts only e-commerce transactions;
☒	All processing of cardholder data, with the exception of the payment page, is entirely outsourced to a PCI DSS validated third-party payment processor;
☒	Merchant's e-commerce website does not receive cardholder data but controls how consumers, or their cardholder data, are redirected to a PCI DSS validated third-party payment processor;
☒	If merchant website is hosted by a third-party provider, the provider is validated to all applicable PCI DSS requirements (e.g., including PCI DSS Appendix A if the provider is a shared hosting provider);
☒	Each element of the payment page(s) delivered to the consumer's browser originates from either the merchant's website or a PCI DSS compliant service provider(s);
☒	Merchant does not electronically store, process, or transmit any cardholder data on merchant systems or premises, but relies entirely on a third party(s) to handle all these functions;
☒	Merchant has confirmed that all third party(s) handling storage, processing, and/or transmission of cardholder data are PCI DSS compliant; **and**
☒	Any cardholder data the merchant retains is on paper (for example, printed reports or receipts), and these documents are not received electronically.

Section 2: Self-Assessment Questionnaire A-EP

This Attestation of Compliance reflects the results of a self-assessment, which is documented in an accompanying SAQ.

The assessment documented in this attestation and in the SAQ was completed on:	2021-03-11 03:34 PM CST
Have compensating controls been used to meet any requirement in the SAQ?	☐ Yes ☒ No
Were any requirements in the SAQ identified as being not applicable (N/A)?	☐ Yes ☒ No
Were any requirements in the SAQ unable to be met due to a legal constraint?	☐ Yes ☒ No

Section 3: Validation and Attestation Details

Part 3. PCI DSS Validation

This AOC is based on results noted in SAQ A-EP (Section 2), dated 2021-03-11 03:34 PM CST.

Based on the results documented in the SAQ A-EP noted above, the signatories identified in Parts 3b-3d, as applicable, assert(s) the following compliance status for the entity identified in Part 2 of this document: ***(check one):***

☒ **Compliant**: All sections of the PCI DSS SAQ are complete, and all questions answered affirmatively, resulting in an overall **COMPLIANT** rating; thereby *KALKOMEY ENTERPRISES INC* has demonstrated full compliance with the PCI DSS.

☐ **Non-Compliant**: Not all sections of the PCI DSS SAQ are complete, or not all questions are answered affirmatively, resulting in an overall **NON-COMPLIANT** rating, thereby *KALKOMEY ENTERPRISES INC* has not demonstrated full compliance with the PCI DSS.

Target Date for Compliance:

An entity submitting this form with a status of Non-Compliant may be required to complete the Action Plan in Part 4 of this document. *Check with your acquirer or the payment brand(s) before completing Part 4.*

☐ **Compliant but with legal exception**: One or more requirements are marked "No" due to a legal restriction that prevents the requirement from being met. This option requires additional review from acquirer or payment brand.
If checked, complete the following:

Affected Requirement	Details of how legal constraint prevents requirement being met

Part 3a. Acknowledgement of Status

Signatory(s) confirms:
(Check all that apply)

☒	PCI DSS Self-Assessment Questionaire A-EP,Version *v3.2.1 Rev. 1.0*, was completed according to the instructions therein.
☒	All information within the above-referenced SAQ and in this attestation fairly represents the results of my assessment in all material respects.
☒	I have confirmed with my payment application vendor that my payment system does not store sensitive authentication data after authorization.
☒	I have read the PCI DSS and I recognize that I must maintain full PCI DSS compliance as applicable to my environment, at all times.
☒	If my environment changes, I recognize I must reassess my environment and implement any additional PCI DSS requirements that apply.
☒	No evidence of full track data[1], CAV2, CVC2, CID, or CVV2 data[2], or PIN data[3] storage after transaction authorization was found on ANY system reviewed during this assessment.
☒	ASV scans are being completed by the PCI SSC Approved Scanning Vendor (*SecureTrust, Inc*) .

1 Data encoded in the magnetic stripe or equivalent data on a chip used for authorization during a card-present transaction. Entities may not retain full track data after transaction authorization. The only elements of track data that may be retained are primary account number (PAN), expiration date, and cardholder name.

2 The three- or four-digit value printed by the signature panel or on the face of a payment card used to verify card-not-present transactions.

3 Personal identification number entered by cardholder during a card-present transaction, and/or encrypted PIN block present within the transaction message.

Part 3b. Merchant Attestation	
This SAQ was electronically signed by Kevin Clark, Chief Technology Officer, KALKOMEY ENTERPRISES INC, on 2021-03-11 03:34 PM CST	
Signature of Merchant Executive Officer ↑	*Date:* 2021-03-11 03:34 PM CST
Merchant Executive Officer Name: Kevin Clark	*Title:* Chief Technology Officer

Part 3c. Qualified Security Assessor (QSA) Acknowledgement (if applicable)	
If a QSA was involved or assisted with this assessment, describe the role performed:	

Signature of Duly Authorized Officer of QSA Company ↑	*Date:*
Duly Authorized Officer Name:	*QSA Company:*

Part 3d. Internal Security Assessor (ISA) Involvement (if applicable)	
If an ISA(s) was involved or assisted with this assessment, identify the ISA personnel and describe the role performed:	

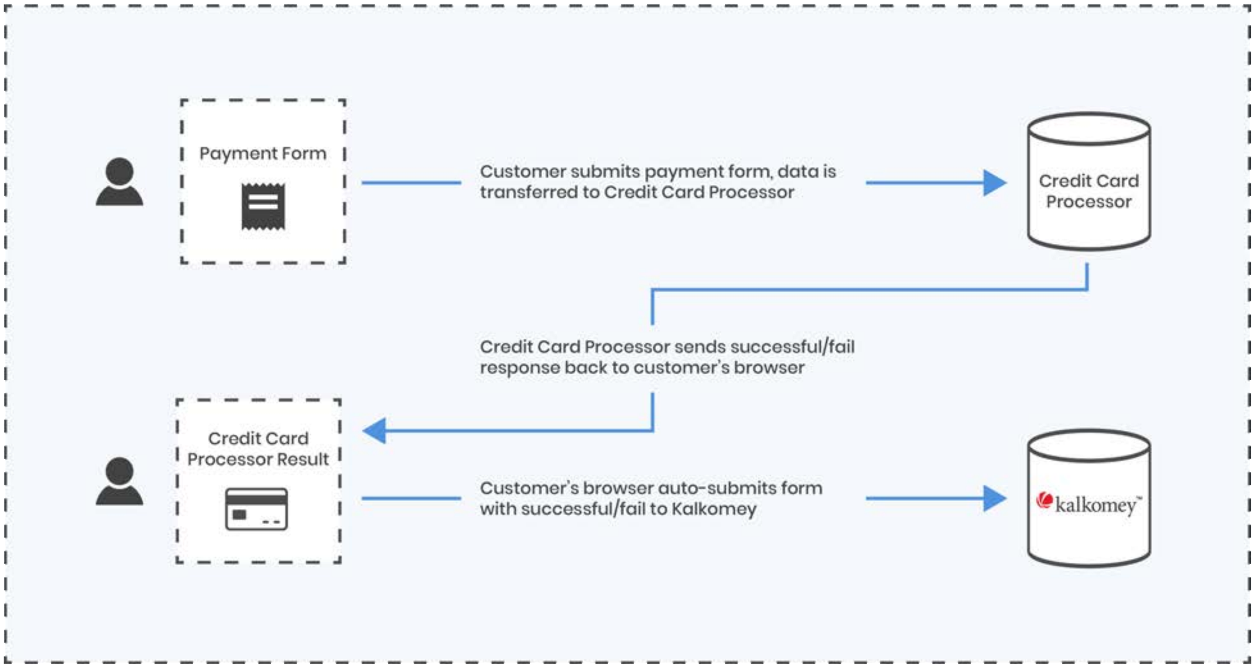
Part 4. Action Plan for Non-Compliant Requirements

Select the appropriate response for "Compliant to PCI DSS Requirements" for each requirement. If you answer "No" to any of the requirements, you may be required to provide the date your Company expects to be compliant with the requirement and a brief description of the actions being taken to meet the requirement.

Check with your acquirer or the payment brand(s) before completing Part 4.

PCI DSS Requirement	Description of Requirement	Compliance Status (Select One)		Remediation Date and Actions (If "NO" selected for any Requirement)
		YES	NO	
1	Install and maintain a firewall configuration to protect cardholder data	☒	☐	
2	Do not use vendor-supplied defaults for system passwords and other security parameters	☒	☐	
3	Protect stored cardholder data	☒	☐	
4	Encrypt transmission of cardholder data across open, public networks	☒	☐	
5	Protect all systems against malware and regularly update anti-virus software or programs	☒	☐	
6	Develop and maintain secure systems and applications	☒	☐	
7	Restrict access to cardholder data by business need to know	☒	☐	
8	Identify and authenticate access to system components	☒	☐	
9	Restrict physical access to cardholder data	☒	☐	
10	Track and monitor all access to network resources and cardholder data	☒	☐	
11	Regularly test security systems and processes	☒	☐	
12	Maintain a policy that addresses information security for all personnel	☒	☐	
A2	Additional PCI DSS Requirements for Entities using SSL/early TLS for Card-Present POS POI Terminal Connections	☒	☐	

PCI-DSS DATA FLOW DIAGRAM



VULNERABILITY SCAN

IPlease find Kalkomey's most recent Vulnerability Scan.

SecureTrust

PCI DSS
Certificate of Compliance D277-04F2-4A16-A026

Self-Assessment Questionnaire

Status: **Pass** 2021-03-11 15:34:07, valid through 2022-03-11
Version: SAQ A-EP 3.2.1
Attested By: Kevin Clark, Chief Technology Officer

Vulnerability Scan

Status: **Pass** 2021-06-12 00:48:08, valid through 2021-09-12
Scan Vendor (ASV): SecureTrust

Awarded To: KALKOMEY ENTERPRISES INC

Client Authorization: Sign Name Print Name KEVIN CLARK

This signed contact at KALKOMEY ENTERPRISES INC agrees to the accuracy of all information provided within SecureTrust PCI Manager

To maintain compliance, the above named client (referred to below as "CLIENT") must be aware of and validate against its individual requirements as set by the Payment Card Industry Security Standards Council and the payment card brands. For information on requirements, please visit www. pcisecuritystandards.org. In addition, CLIENT must continually identify and provide to SecureTrust information regarding any new system that stores, processes, or transmits cardholder data, so that this system can be included in the scope of the validation process. This certificate is valid through the expiration date stated above. It is CLIENT's sole responsibility to achieve and maintain compliance with the card association security requirements and obtain validation on at least a quarterly basis. SecureTrust makes no representation or warranty as to whether CLIENT's systems are secure from either an internal or external attack or whether cardholder data is at risk of being compromised. This certificate of self-assessment is based on unverified information provided by CLIENT and is for the sole purpose of identifying attestation for compliance by CLIENT and cannot be used for any other purpose without the express written consent of SecureTrust's legal counsel.

Participating organizations: Visa® Europe, Visa® Inc., MasterCard® Worldwide, American Express®, Discover® Financial Services, JCB Co., Ltd.

INCIDENT RESPONSE PLAN

This document discusses the steps taken in response to a suspected or confirmed intrusion, process failure or data loss incident. In this document the term Incident is used for various adverse system actions including those listed above. When in doubt, follow this plan until one of the people listed in step one determines that we no longer need to follow this plan.

Immediately upon determining that an incident is underway or may have taken place:

NOTIFICATION

- The person who discovers the incident will notify their line-manager and ensure that at least one of the following members of the escalation team have been contacted:
  - Michael Criswell
    Principal Systems Engineer (214) 991-4070
  - Kevin Clark
    Chief Technology Officer (214) 676-3428
  - Jason Alexander
    Chief Executive Officer (972) 639-7356
  - Kalkomey Helpdesk (844) 525-5603
- The following information will be logged by the escalation team:
  - The name of the person reporting the incident.
  - Time of the notification.
  - Contact information about the caller.
  - The nature of the incident.
  - What equipment or persons were involved?
  - Location of equipment or persons involved.
  - How the incident was detected.
  - When the event was first noticed that supported the idea that the incident occurred.
- The escalation team member who receives the call (or discovered the incident) will refer to the company contact list for management personnel to be contacted and the escalation team list to contact those designated on the list using both email and phone messages while being sure other appropriate and backup personnel and designated managers are contacted.
- The staff member will investigate the incident and add the following information if applicable:
  - Is the equipment affected business critical?
  - What is the severity of the potential impact?

  - Name of system being targeted, along with operating system, IP address, and location.
  - IP address and any information about the origin of the attack.
- Contacted members of the response team will meet or discuss the situation over the telephone and determine a response strategy and assess the following information at a minimum:
  - Is the incident real or perceived?
  - Is the incident still in progress?
  - What data or property is threatened and how critical is it?
  - What is the impact on the business should the attack succeed? Minimal, serious, or critical?
  - What system or systems are targeted, where are they located physically and on the network?
  - Is the incident inside the trusted network?
  - Is the response urgent?
  - Can the incident be quickly contained?
  - Will the response alert the attacker and do we care?
  - What type of incident is this? Example: virus, worm, intrusion, abuse, damage.
- An incident ticket will be created. The incident will be categorized into the highest applicable level of one of the following categories:
  - Critical – A disruption of production systems or ability to provide contracted services.
  - High – A threat to computer systems without a workaround but no immediate disruption of service.
  - Normal – A system bug or issue with a workaround that should be addressed as prioritized by the business.
- Escalation team will determine impact and exposure to Customers and put together and execute communication plan for affected Customers.
- If a procedure for this type of incident does not already exist, the team will document what was done and later establish a procedure for this type of incident.
- Team members will use forensic techniques, including reviewing system logs, looking for gaps in logs, reviewing intrusion detection logs, and interviewing witnesses and the incident victim to determine how the incident was caused.
- Team members will recommend changes to prevent the occurrence from happening again or infecting other systems.
- Upon management approval, the changes will be implemented.
- Team members will restore the affected system(s) to the uninfected state. They may do any or

more of the following:

- Re-install the affected system(s) from scratch and restore data from backups if necessary. Preserve evidence before doing this.
- Make users change passwords if passwords may have been compromised. o Be sure the system has been hardened by turning off or uninstalling unused services.
- Be sure the system is fully patched.
- Be sure real time virus protection and intrusion detection is running.
- Be sure the system is logging the correct events and to the proper level.

DOCUMENTATION – THE FOLLOWING SHALL BE DOCUMENTED:

- How the incident was discovered.
- The category of the incident.
- How the incident occurred, whether through email, firewall, etc.
- Where the attack came from, such as IP addresses and other related information about the attacker.
- What the response plan was.
- What was done in response?
- Whether the response was effective.
- Evidence Preservation—make copies of logs, email, and other communication.
- Notify proper external agencies.
- Assess damage and cost—assess the damage to the organization and estimate both the damage cost and the cost of the containment efforts.
- Review response and update policies—plan and take preventative steps so the intrusion can't happen again.
- Consider whether an additional policy could have prevented the intrusion.
- Consider whether a procedure or policy was not followed which allowed the intrusion, and then consider what could be changed to ensure that the procedure or policy is followed in the future.
- Was the incident response appropriate? How could it be improved? o Was every appropriate party informed in a timely manner?
- Were the incident-response procedures detailed and did they cover the entire situation? How can they be improved?
- Have changes been made to prevent a re-infection? Have all systems been patched, systems locked down, passwords changed, anti-virus updated, email policies set, etc.?

- Have changes been made to prevent a new and similar infection?
- Should any security policies be updated?
- What lessons have been learned from this experience?

INFORMATION SECURITY POLICY

Please find Kalkomey's Information Security Policy.

Kalkomey Enterprises Security and IT Policy

OBJECTIVE

Kalkomey Enterprises, LLC ("KE") recognizes the need for strong security measures in this electronic age where new security risks develop daily. KE has a strong commitment to protecting our customers' information; and since KE transacts a substantial portion of our business via the Internet, and in accordance with Payment Card Industry (PCI) standards, we have adopted this security policy to be a guiding document in our business. KE desires to not only protect sensitive cardholder data, but also to protect any personal data that could be used to harm any KE customer.

Technology is only one part of the security equation. All technology is ultimately controlled by humans. This document addresses risks caused by human behavior as well as technology risks. All employees are encouraged to remind themselves continually that irresponsible actions can pose a security risk to KE as well as our customers.

KE recognizes that no system can be completely 100% secure, so we also have developed an incident response plan in the unfortunate event that any KE system is compromised. It is our sincere hope to never have to use this portion of the KE Security Policy, but it is vital that we give our customers the protection that they deserve.

This document is to be a living document, reviewed and updated continually to address the ever-changing world of Information Technology, security threats that are discovered daily, and any requirements imposed by those with authority to enforce compliance. KE desires to implement continually the latest methods, systems, and components to address any changes and risks in the most cost-effective manner while being as user-friendly as possible for employees and customers.

1. BASIC INFORMATION

Kalkomey Enterprises has designated Kevin Clark and Michael Criswell as being in charge of network and data security. Kevin or Michael are to be your first point of contact regarding any issue dealing with the security of any KE network. In the event of a security breach or a critical incident, either can be reached via cell phone. If either cannot be reached, Jason Alexander is the third point of contact.

Kevin cell: 214-676-3428
Michael Cell: 214-991-4070
Jason Cell: 972-639-7356

In the following pages, the terms KE Management, IT Management, IT Staff and Customer Service are used in lieu of proper names. Below are the names of employees currently included when the above terms are used:

- KE Management—Jason Alexander
- IT Management—Kevin Clark, Michael Criswell
- IT Staff—Amechi Amanugi, Jerimiah Guillot, Karen Leyva
- Customer Service—Laura Wejrowski, Elizabeth Hinds

KE's IT Management and Staff are responsible for the management of all internal network components.

2. POLICY: DOMAIN USER ACCOUNTS AND COMPUTER USE

PCI SAQ 8.1, 8.2, 8.4, 8.5, 8.7, 8.8

OBJECTIVE

To establish guidelines for managing users on the KE network

POLICY

User access or accounts will be assigned as needed by IT Management with KE Management approval for: new employees, contractors, vendors, and guests. Accounts will be managed as follows.

- Creating New Accounts
  - All user accounts are accessible only with a username and password. (See the User-names and Passwords Policy for more detail.)
  - Accounts for guests, vendors, and contractors will be enabled only during the scope of the work being done.

    - Group accounts are not allowed on the KE Network.
    - Access will be granted only to those portions of the network that are essential for the job to be performed.
    - New users must acknowledge that they have read and will adhere to KE Security Policies and Procedures.
- Closing or Disabling Accounts
    - Accounts set up for contractors, guests, and vendors will have passwords changed and be disabled at the end of their work period.
    - Accounts of employees will have passwords changed and be disabled at the end of the employee's last day of work.
    - Former employee and contractor accounts will be deleted after 90 days.
- Reviewing and Maintaining Accounts
    - All accounts are subject to the Usernames and Passwords Policy.
    - A review of all accounts and their necessity will be performed quarterly by IT Staff.
- Providing Network Access to a Guest/Vendor/Contractor
    - No one other than KE employees or contractors with a user account may use any KE computer without the consent of KE Management or IT Management.
        - Permission must be obtained each time access is desired.
        - This includes family, friends, and vendors.
    - If permission is granted, a KE employee must be present while the computer is being used.
    - Guests with their own laptop may access KE's guest wireless network which will allow them access to the Internet only. Access to the internal network will be granted via a VPN connection if need is determined.

3. POLICY: USERNAMES AND PASSWORDS

PCI SAQ 2.2, 2.3, 8.1, 8.2, 8.3, 8.4, 8.8, 8.9, 8.10, 8.11,

OBJECTIVE

To protect company systems and customer data from unauthorized access

POLICIES

Computers and Network Accounts

KE requires that you enter a log-in password each time you attempt to use any computer connected to a KE network. The specific requirements are below:

- There will be no shared user accounts or passwords.
- Usernames consist of your first initial and last name, e.g., bsmith.
- The default password for all new employees will be supplied by IT Management and is required to be changed when you first logon.
- A password must be seven (7) or more characters long.
- A password must contain at least one character from three of the following four classes: uppercase letters, lowercase letters, numbers, and symbols (!@#$%^&*(), etc).
- Passwords must be changed every 90 days, and you will be prompted to do so automatically.
- Four (4) prior passwords will be remembered by the server, and those passwords will be unavailable to use when selecting a new password.
- If an incorrect password is entered five (5) times, your account will be locked out for 30 minutes or until unlocked. (A member of the IT Staff must unlock a disabled account.)
- Passwords should not be shared with anyone.
- If a session is idle for more than 15 minutes, you must re-enter your password to reactivate the session.
- Guests, vendors, and/or contractors will be assigned an account at the discretion of KE Management and IT Management, at which time the provided temporary password must be replaced when you first log on with a password meeting the above stated criteria.

Peripherals

Certain peripheral devices also can access the KE network. These peripherals include, but are not limited to, firewalls, Intrusion Detection Systems, WAPs, printers, and routers. KE requires that the following rules be applied to peripheral devices that connect to any KE network.

- All devices must have their vendor default usernames and passwords changed.
- All devices are required to have a password but not necessarily a username.
- Passwords must have at least seven (7) characters.
- If the peripheral allows, passwords must contain at least one of each of the four following classes: uppercase letters, lowercase letters, numbers, and symbols (!@#$%^&*(), etc).
- If the option is present, password fields will be rendered unreadable at entry

Password Storage

KE realizes that some passwords shouldn't be changed regularly and that multiple people will need access to the passwords on occasion. In this regard, the following rules shall apply.

- Network computer logins are not to be stored or shared.
- Any password that needs to be shared will be given to IT Management or a member of KE Management to be stored in encrypted vaults.
- Access to these passwords is available only via IT Management or KE Management.

Password Reset

If you forget your password, or believe that it has been stolen or used without your consent, IT Management can reset you user password and require that you change it the next time you log on.

Password Revocation

When an employee or contractor ceases working for KE, his/her password will be changed immediately and the account disabled.

4. POLICY: REMOTE ACCESS AND VPN USAGE

PCI SAQ 1.8, 4.1, 4.2, 5.1, 8.1, 8.2, 8.7

OBJECTIVE

To ensure all remote connections to Kalkomey Enterprises (KE) networks are secure to protect sensitive data

POLICY

Remote connections to a KE network will be allowed only on an as-needed basis. The preferred connection method is via KE's VPN. Other connection-type requests will be considered and approved by IT Management and/or KE Management on a case-by-case basis.

All non-employee connections must be approved by KE Management. Once approved, IT Management will enable the proper account for access into the network. These users will be assigned a temporary login at that time.

Any connection to a KE network must adhere to the following rules.

1. Any remote connection to KE networks is to be used solely for business purposes.
2. Connections to the Windows network can only be via https or VPN. Connections to the Linux development environment may be either http, https, or SSH.
3. VPN connections will be made only with Cisco VPN connection software.
4. Any Windows computer connecting to a KE network must be running antivirus software with up-to-date virus definitions and auto-protect enabled.
5. Any computer connecting to a KE network also must be running Windows firewall, or another approved software firewall program.
6. When you are connecting to the KE network via VPN with personal equipment, your equipment will be considered an extension of the KE network. As such, the equipment is subject to the same rules and regulations that apply KE-owned equipment such that the machines must be configured to comply with KE security policies.

5. POLICY: DOWNLOADING/INSTALLING SOFTWARE

OBJECTIVE

To protect KE computers from malicious, pirated, or dysfunctional software

POLICY

Anyone desiring to download and install any software from the Internet or install any other software program must get approval from IT Management first. IT Management may choose to download/install and test the software before giving approval. All software must be legal and all licenses up-to-date before it can be installed.

IT Staff must be notified of the installation of any programs to a company owned computer.

6. POLICY: CARDHOLDER DATA HANDLING AND STORAGE

PCI SAQ 3.1-6, 4.1-5, 7.1, 9.4, 9.5, 9.6, 9.7

OBJECTIVE

To limit access to KE customer's credit card information by laying out the guidelines for the handling and storage of cardholder data

POLICIES

Cardholder Data Storage Policy

ANYONE HANDLING CREDIT CARD TRANSACTIONS OR DATA MUST ADHERE TO THE FOLLOWING RULES.

- THE ONLY DATA TO BE COLLECTED FOR CREDIT CARD TRANSACTIONS ARE: NAME OF USER, NAME ON CARD, ADDRESS, CARD NUMBER AND EXPIRATION DATE.
- ALL PRINTED OR WRITTEN CREDIT CARD NUMBERS ARE TO BE:
    - STORED IN A LOCKED DRAWER AND…
    - SHREDDED AFTER USE OR AFTER 90 DAYS, WHICHEVER IS SOONER.
- HARD DISKS THAT CONTAIN STUDENT DATA AND ARE NO LONGER USED MUST BE DESTROYED SECURELY BEFORE DISPOSAL.

Credit Card Information

THE SPECIFIC REQUIREMENTS FOR HANDLING CREDIT CARD INFORMATION ARE BELOW.

- ONLY THE LAST FOUR (4) DIGITS OF A CREDIT CARD NUMBER ARE VISIBLE ON ANY KE OR ANY OTHER CUSTOMER SERVICE APPLICATION.
- KE EMPLOYEES ARE NEVER TO READ CREDIT CARD NUMBERS OVER THE PHONE. IF A CARD NUMBER NEEDS TO BE VERIFIED, THE CUSTOMER MUST READ THE NUMBER ON THEIR CARD AND KE CUSTOMER SERVICE WILL VERIFY OR RE-ENTER THE NUMBER.
- ANY CARDHOLDER INFORMATION SENT VIA THE INTERNET MUST BE ENCRYPTED.
- NO SCREEN SHOTS OF CUSTOMER DATA SHOWING CREDIT CARD NUMBERS MAY BE TAKEN OR STORED.

7. POLICY: TRANSMISSION OF CARDHOLDER DATA

PCI SAQ 4.1-5

OBJECTIVE:

To protect all customer credit card information during transmission over public networks.

POLICY:

This policy is to protect our customers in the event that any public transmission of card holder data is intercepted. As such, the following requirements must be met.

- Customer credit card data may be sent over secured transmission channels only.

- All transmission of credit card numbers via e-mail is prohibited unless approved by KE or IT Management.
- Any transmission of credit card numbers via FTP, e-mail, or the Internet must be encrypted. Members of KE Management, IT Staff and Customer Service are the only persons who should have need of, access to, or reason to transmit credit card numbers. Each of these groups has access to software allowing for encryption and secure transmission.

8. POLICY: FIREWALL SYSTEMS

PCI SAQ 1.1, 1.3, 1.4, 1.7, 1.8, 1.9

OBJECTIVE

To protect KE Systems, company data, and customer information from malicious attack, unintentional modification, or other damage or theft

POLICIES

Firewall Systems Overview

KE utilizes firewall systems to restrict and monitor connections to company systems, company data, and customer information. Hardware firewall systems are positioned at key data entry points for the each KE location. Laptop and remote computers must utilize a software firewall when not connected directly to the company networks.

Co-Managed Location (Web Servers)

Amazon AWS, KE's web host, uses firewalls to protect data stored temporarily on their servers.

Traffic

KE firewalls are monitored by the IT Department on a daily basis. Firewall access rules are in place to limit the traffic that is permitted to pass through the firewall. Below are the allowed incoming protocols.

1. Any : Allows traffic to pass to and from VPN clients
2. HTTP/HTTPS: Allows web access to certain development servers for release testing

Changes

Any changes to be made to any firewall system must be approved by IT Management or KE Management. If time permits, changes will be discussed with our network and/or security consulting firms. Any change is to be tested immediately to determine any unexpected consequences. An e-mail will go out to all those who might possibly be affected by the change to be made.

Any changes are recorded with the following information: date, authorized by, who actually made the changes and the changes made.

Review and Revision

Firewall policies will be reviewed quarterly and recorded.

9. POLICY: ANTIVIRUS SOFTWARE

PCI SAQ 1.8

OBJECTIVE

To protect KE company systems, company data, and customer data from being damaged or lost due to a computer virus infection and to ensure that productivity is not negatively affected by such a virus

POLICY

Company computers must be protected by antivirus software at all times. Antivirus software will be installed on all laptops, workstations, and servers prior to the computer being placed into service.

Auto-Protect functions within the antivirus software will be enabled to protect individual clients. The auto-protect functions will include scanning e-mails as they are sent and received as well as canning files as they are accessed. An automatic scheduled scan will be run on each client every week.

Other antivirus software may be used on computers in employee's homes that are used to access the network, provided the virus definition files are kept up-to-date and auto-protect is enabled.

10. POLICY: APPLICATION DEVELOPMENT

PCI SAQ 6.1-8

OBJECTIVE

To ensure proper security policies and procedures are observed during application development of applications that handle and store cardholder data.

POLICY

In addition to the specific policies outlined here and in other KE security policies, developers are expected to adhere to industry best practices and PCI Data Security Standards.

- General
    - All development and testing machines are to be kept up-to-date with vendor patches.
    - Testing databases and production databases are to be stored on separate machines.
- Program Modification
    - Any modification to KE software must be approved by KE Management before being developed.
    - All changes approved and developed will be tested by Development Staff before being put into production.
    - Program modification will be documented and filed with Development Staff before being implemented.
    - All web application software must be tested for vulnerabilities before being deployed.

11. POLICY: BACKUPS

PCI SAQ 9.5, 9.6

OBJECTIVE

To outline the steps for proper backup and storage of KE data

POLICIES

Data Backup Procedure

- Internal server backup is to be performed using VEEAM software.
- All internal KE data is backed up to a local storage device and then copied to AWS secure storage.
- Back-up testing is to be performed at least once a quarter.
- Changes to the back-up procedure must be approved by KE Management or IT Management.
- Production cloud servers are backed up daily with some servers being imaged daily depending on whether or not they store data. (ie app servers are backed up, database servers are backed up and imaged)

12. POLICY: ELECTRONIC ASSET USAGE

OBJECTIVE

To ensure the proper use of the Internet and to make users aware of what KE deems as acceptable and unacceptable use.

POLICIES

Overview

KE reserves the right to amend this policy at its discretion. If there is evidence that a user is not adhering to the guidelines in this policy, KE reserves the right to take disciplinary action, including termination and/or legal action. E-mail addresses are assigned to all employees and in-house contractors working for KE. This e-mail address and the e-mail systems, which include, but are not limited to, Outlook, and Exchange as well as KE's Internet connection, are intended for KE business use, and users are obliged to use them in a responsible, effective, and lawful manner.

E-mail and Internet Guidelines

The following guidelines have been established for using the Internet and e-mail in an appropriate, ethical, and professional manner. Bear in mind that although e-mail may seem less formal than other forms of communication, it still should be used with the same regard given to written communications. Also, you should be aware of the potential legal risks and obligations of e-mail and Internet usage. There may be legal risks associated with not following some of the guidelines below.

- KE Internet and e-mail access may not be used for the transmitting, retrieving, or storing of any communications of a defamatory, discriminatory, or harassing nature or of any materials that are obscene or X-rated. No messages with derogatory or inflammatory remarks about an individual's race, age, disability, religion, national origin, physical attributes, or sexual preference shall be transmitted. Harassment of any kind is prohibited.
- Disparaging, abusive, profane, or offensive language; materials that would reflect adversely or negatively upon KE or be contrary to KE's best interests; and any illegal activities – including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access to any computers on the Internet or e-mail – are forbidden.
- Copyrighted materials belonging to entities other than KE may not be transmitted by employees on KE's network. All employees obtaining access to another company's or individual's materials must respect all copyrights and may not copy, retrieve, modify, or forward copyrighted materials, except with permission or as a single copy to reference only. If you find something on the Internet that may be interesting to others, do not copy it to a network drive. Instead, give the URL (uniform resource locator or "address") to the person who may be interested in the information and have that person look at it on his/her own.
- You may not use the system in a way that disrupts its use by others. This includes sending or receiving many large files, and "spamming" (sending e-mail messages to thousands of users).

- The Internet is full of useful programs that can be downloaded, but some of them may contain computer viruses that can extensively damage our computers. Be sure to virus-check downloaded files immediately. Instructions on how to check for viruses are available through the IT Staff. Also, many browser add-on packages (called "plug-ins") are available to download. There is no guarantee that such plug-ins will be compatible with other programs on the KE network and they may cause problems; therefore, please refrain from downloading such plug-ins.
- You are responsible for the content of all text, audio, or images that you place or send over KE's Internet and e-mail system. No e-mail or other electronic communications may be sent which hides the identity of the sender or represents the sender as someone else. Also, be aware that KE's name is attached to all messages, so use discretion in formulating messages.
- E-mail is not guaranteed to be private or confidential. All electronic communications are KE property. Therefore, KE reserves the right to examine, monitor, and regulate e-mail messages, directories, and files, as well as Internet usage. Also, the Internet is not secure so don't assume that others cannot read or possibly alter your messages.
- Internal and external e-mail messages are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mail within and outside of KE.

Personal Use

Although the e-mail account assigned to you by KE and KE's Internet connection are intended for business use, KE allows reasonable personal use if you adhere to certain guidelines. However, there should be no expectation of privacy in anything that you create, store, send, receive, or sites you visit while using a KE computer. External accounts such as Gmail, Hotmail, or Yahoo are encouraged; but they should be used minimally during business hours. Other guidelines also apply.

- Personal e-mail and Internet usage shall not interfere with work.
- Personal e-mail messages should be kept to a minimum and separate from business e-mail.
- All e-mail coming from within KE using a xxxx-ed.com or Kalkomey.com e-mail address are the property of KE.
- KE reserves the right to monitor e-mail and Internet usage and content. For this reason, if you must convey private or very personal information over e-mail, it is recommended that you use an external e-mail account.

E-mail Usage Guidelines

The following guidelines have been established for Internet and e-mail usage.

- If you need an immediate answer, do not rely on e-mail. Use the phone or go directly to the person's office or work station. (Do not depend on an e-mail reply to be within four (4) hours internally and one (1) business day externally.)
- Do not forward chain letters or virus hoaxes. If you receive an e-mail from someone about a virus threat, contact IT Staff and let them deal with notification and determining if the threat is real.
- Never reply to spam. If the level of spam you are receiving grows, alert IT Staff so that it can be addressed at the server level.
- When registering or purchasing online, opt out of any e-mail newsletters or "special" e-mail offerings if possible.
- Be extremely careful in using the auto-fill capabilities of your e-mail client when typing in e-mail addresses. DOUBLE CHECK THE ADDRESSES BEFORE SENDING ANY SENSITIVE MATERIAL.
- If you need to send someone inside the office a document, do not attach the document to an e-mail. Instead, send the link to where it can be located on a server. This will cut down on storage space.

Customer Data

Transmission of customer data, specifically concerning a customer's credit card information and SSN, is outlined in KE's Transmission of Cardholder Data Policy.

E-mail Signature and Disclaimer

All newly created e-mail messages and replies should contain a signature. The following are examples of how they should appear. If you have any problems setting up signatures, please contact the IT Staff for help.

John Doe
Customer Service (title if appropriate)
214-351-0461(or your personal extension or 800-830-2268)
you@kalkomey.com

kalkomey™

Kalkomey Enterprises, LLC
http://www.kalkomey.com

For replies, a shorter version can be used:

John Doe
Customer Service (title if appropriate)
214-351-0461 (or your personal extension or 800-830-2268)
Kalkomey Enterprises, LLC

The following disclaimer will be attached at the server for e-mail leaving the KE computer system:

> "This e-mail and any attached files are confidential and intended solely for the individual(s) or entities to who they are addressed. If you receive this e-mail in error, please notify the sender and permanently delete this e-mail. Please note that any views or opinions presented in this e-mail are solely those of the author and do not necessarily represent those of the company. Finally, the recipient should check this e-mail and any attachments for viruses. The company accepts no liability for any damage caused by a virus transmitted by this e-mail."

E-mail Retention

Our mail server has a limit on space, so please use discretion when keeping e-mails. You should go through their e-mail folders monthly and delete any unnecessary e-mail. If the amount of e-mail becomes unmanageable, contact IT Staff for help in archiving the e-mail. Do not forget to go through the SENT items folder also.

13. BUILDING SECURITY

OBJECTIVE

To ensure the building remains secure at all time.

POLICIES

All company employees will receive a door access badge which provides access through the North and South primary doors, as well as access through the north man door accessible via the back, parking lot.

These employees will have access to the building during normal operating hours: 6AM-10PM.

Employees with approved business need will be given an alarm code to access the building outside of normal operating hours.

All building guests (vendors, visitors, etc.) must be recorded in the visitor log book at the receptionists desk.

14. POLICY: MISCELLANEOUS

OBJECTIVE

To address issues that do not necessarily fit a category above.

POLICIES

File Saving

All company files are to be stored on a server. In addition to folders designated by your supervisor for storing your work files, KE provides a folder for storing information that belongs only to the individual. Access to this folder is prohibited except by the owner and IT Staff. The path to the personal folder is: **\\KE2\USERS\<first name>**

- If you logon to a Windows machine, this folder is accessible as the Z:\ drive.
- If you logon to a Mac, the USERS folder is mounted on the desktop, and you will have to browse to your personal folder.

We do not back up any individual computers, only servers. If a workstation goes down for any reason the files on it cannot be recovered. Therefore, it is imperative that any work-related file be saved to a server.

DETAILED PROJECT PLAN

Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
1	1	**Contract Preparation**	10/31/2021	12/3/2021			group
2	1.1	***Contract Notice of Award***		10/31/2021		KE Implementation	milestone
3	1.2	**Preparation for Kickoff**	11/1/2021	12/3/2021			subgroup
4	1.2.1	Deploy Contract Environments (Production/UAT)	11/1/2021	11/12/2021	80	KE Engineering/DevOps	task
5	1.2.2	**Preliminary System Configuration**	11/15/2021	12/3/2021			subgroup
6	1.2.2.1	Internet Sales Site Content and Branding	11/15/2021	11/15/2021	8	KE Implementation	task
7	1.2.2.2	**Contract-Level Configuration**	11/16/2021	11/19/2021			subgroup
8	1.2.2.2.1	General Contract Settings	11/16/2021	11/16/2021	8	KE Implementation	task
9	1.2.2.2.2	Customer Model - Details and Identifiers	11/17/2021	11/17/2021	8	KE Implementation	task
10	1.2.2.2.3	License Agent Model - Details, Users, and Accounting	11/17/2021	11/17/2021	8	KE Implementation	task
11	1.2.2.2.4	Orders/Voids/Reversals/Invalidation Behavior	11/18/2021	11/18/2021	8	KE Implementation	task
12	1.2.2.2.5	Suspensions/Eligibilities	11/18/2021	11/18/2021	8	KE Implementation	task
13	1.2.2.2.6	HIP and Harvest Surveys	11/19/2021	11/19/2021	8	KE Implementation	task
14	1.2.2.2.7	Residency Model and Proofs	11/19/2021	11/19/2021	8	KE Implementation	task
15	1.2.2.3	**License/Permit Configuration**	11/22/2021	11/26/2021			subgroup
16	1.2.2.3.1	Preliminary License Catalog	11/22/2021	11/22/2021	8	KE Implementation	task
17	1.2.2.3.2	Pricing	11/23/2021	11/23/2021	8	KE Implementation	task
18	1.2.2.3.3	License Years and Seasons	11/24/2021	11/24/2021	8	KE Implementation	task
19	1.2.2.3.4	Print Documents	11/24/2021	11/24/2021	8	KE Implementation	task
20	1.2.2.3.5	Business Rules	11/25/2021	11/25/2021	8	KE Implementation	task
21	1.2.2.3.6	License Agent Assignments	11/26/2021	11/26/2021	8	KE Implementation	task
22	1.2.2.3.7	Product Questions	11/26/2021	11/26/2021	8	KE Implementation	task
23	1.2.2.4	**Big Game Draw Hunt Configuration**	11/29/2021	12/3/2021			subgroup
24	1.2.2.4.1	Application Hunt Modules (species/class/season/weapon)	11/29/2021	11/29/2021	8	KE Implementation	task
25	1.2.2.4.2	Preliminary Application Product Catalog	11/30/2021	11/30/2021	8	KE Implementation	task
26	1.2.2.4.3	Application Hunt Choices	11/30/2021	11/30/2021	8	KE Implementation	task
27	1.2.2.4.4	License Years	12/1/2021	12/1/2021	8	KE Implementation	task
28	1.2.2.4.5	Quotas	12/1/2021	12/1/2021	8	KE Implementation	task
29	1.2.2.4.6	Pricing	12/2/2021	12/2/2021	8	KE Implementation	task
30	1.2.2.4.7	Business Rules	12/2/2021	12/2/2021	8	KE Implementation	task
31	1.2.2.4.8	Special Provisions	12/3/2021	12/3/2021	8	KE Implementation	task
32	1.2.2.4.9	Bonus/Preference Points	12/3/2021	12/3/2021	8	KE Implementation	task
33	1.2.2.4.10	Draw Execution	12/3/2021	12/3/2021	8	KE Implementation	task
34	2	**Project Initiation**	11/15/2021	1/7/2022			group
35	2.1	***Contract Execution***		12/1/2021		KE Implementation	milestone

DETAILED PROJECT PLAN

Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
36	2.2	**Kick-Off Summit Preparation**	11/15/2021	12/10/2021			subgroup
37	2.2.1	**Configuration Review**	12/6/2021	12/10/2021			subgroup
38	2.2.1.1	Review AMS Administration Interfaces	12/6/2021	12/7/2021	16	KE Implementation	task
39	2.2.1.2	Review AMS Vendor Interfaces	12/7/2021	12/8/2021	16	KE Implementation	task
40	2.2.1.3	Review AMS Storefront Interfaces	12/8/2021	12/9/2021	16	KE Implementation	task
41	2.2.1.4	Finalize Configurations and Environments	12/10/2021	12/10/2021	8	KE Implementation	task
42	2.2.2	Prepare Initial Gap Identification	11/15/2021	11/26/2021	80	KE Project Mgmt Ofc	task
43	2.2.3	Prepare Kick-Off Agenda	11/29/2021	12/3/2021	40	KE Project Mgmt Ofc	task
44	2.2.4	Preliminary Contact List and Communication Plan	12/6/2021	12/9/2021	32	KE Project Mgmt Ofc	task
45	2.2.5	***KE Deliverable: Kick Off Summit Agenda, Contact list, Roles and Responsibilities, Preliminary Communication Plan***		12/10/2021		KE Implementation	milestone
46	2.3	**NGPC Kick-Off Summit**	12/13/2021	12/17/2021			subgroup
47	2.3.1	Introductions, Roles and Responsibilities, Communication Plan	12/13/2021	12/13/2021	8	KE Project Mgmt Ofc	task
48	2.3.2	Project Management and Deliverables	12/13/2021	12/13/2021	8	KE Project Mgmt Ofc	task
49	2.3.3	Agency Calendar and Milestones (seasons, commission meetings, events, outreach)	12/13/2021	12/13/2021	8	Joint KE/NGPC	task
50	2.3.4	System Demonstration	12/13/2021	12/13/2021	8	KE Implementation	task
51	2.3.5	User Personas (customers, permitting agents, NGPC staff - licensing/fiscal/wildlife/R3/I&E/LE)	12/14/2021	12/14/2021	8	Joint KE/NGPC	task
52	2.3.6	Data Transfer Plan	12/14/2021	12/14/2021	8	KE Project Mgmt Ofc	task
53	2.3.7	Risk Management, Risk Register, and Risk Matrix	12/14/2021	12/14/2021	8	KE Project Mgmt Ofc	task
54	2.3.8	**Workflow Analysis and Gap Identification**	12/14/2021	12/15/2021			subgroup
55	2.3.8.1	Product Catalog - Licensing	12/14/2021	12/14/2021	8	Joint KE/NGPC	task
56	2.3.8.2	Product Catalog - Draw Hunt Applications	12/14/2021	12/14/2021	8	Joint KE/NGPC	task
57	2.3.8.3	Business Rules/Regulations	12/14/2021	12/14/2021	8	Joint KE/NGPC	task
58	2.3.8.4	Print Documents	12/14/2021	12/14/2021	8	Joint KE/NGPC	task
59	2.3.8.5	Draw Execution/Bonus and Preference Points	12/15/2021	12/15/2021	8	Joint KE/NGPC	task
60	2.3.8.6	Transaction Behavior (sales/reversals/voids/invalidations)	12/15/2021	12/15/2021	8	Joint KE/NGPC	task
61	2.3.8.7	Accounting/Cash Drawer Management	12/15/2021	12/15/2021	8	Joint KE/NGPC	task
62	2.3.8.8	Internet Sales Interface	12/15/2021	12/15/2021	8	Joint KE/NGPC	task
63	2.3.8.9	Vendor Sales Interface	12/15/2021	12/15/2021	8	Joint KE/NGPC	task
64	2.3.8.10	Data Integrations (inbound/outbound)	12/15/2021	12/15/2021	8	Joint KE/NGPC	task
65	2.3.8.11	Reporting	12/15/2021	12/15/2021	8	Joint KE/NGPC	task

DETAILED PROJECT PLAN

Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
66	2.3.9	***NGPC Deliverable: Contact List, Roles and Responsibilities, Database Backup***		12/17/2021		KE Implementation	milestone
67	2.3.10	***KE Deliverable: Meeting Minutes, Analysis and Gap Identification, Project Calendar***		12/17/2021		KE Implementation	milestone
68	2.4	**Post Kick-Off Gap Analysis and System Preparation**	12/20/2021	1/7/2022			subgroup
69	2.4.1	**Story Writing and Prioritization**	12/27/2021	1/7/2022			subgroup
70	2.4.1.1	Internet Sales Content, Branding, and Workflows	12/27/2021	12/27/2021	8	KE Project Mgmt Ofc	task
71	2.4.1.2	Vendor Sales Workflows	12/28/2021	12/28/2021	8	KE Project Mgmt Ofc	task
72	2.4.1.3	Sales Taxes, Accounting, and Cash Drawer Management	12/28/2021	12/28/2021	8	KE Project Mgmt Ofc	task
73	2.4.1.4	Business Rules (suspensions, prerequisites, eligibilities)	12/29/2021	12/29/2021	8	KE Project Mgmt Ofc	task
74	2.4.1.5	Print Documents (permits, maps, and park passes)	12/29/2021	12/29/2021	8	KE Project Mgmt Ofc	task
75	2.4.1.6	Inventory Management	12/30/2021	12/30/2021	8	KE Project Mgmt Ofc	task
76	2.4.1.7	Subscriptions	12/30/2021	12/30/2021	8	KE Project Mgmt Ofc	task
77	2.4.1.8	Draw Hunt Application Workflows	12/31/2021	12/31/2021	8	KE Project Mgmt Ofc	task
78	2.4.1.9	Draw Hunt Execution and Bonus/Preference Points	12/31/2021	12/31/2021	8	KE Project Mgmt Ofc	task
79	2.4.1.10	HIP and Harvest Reporting	1/3/2022	1/3/2022	8	KE Project Mgmt Ofc	task
80	2.4.1.11	Business and Sales Reports	1/4/2022	1/4/2022	8	KE Project Mgmt Ofc	task
81	2.4.1.12	Inbound Data Integrations	1/5/2022	1/5/2022	8	KE Project Mgmt Ofc	task
82	2.4.1.13	Outbound Data Integrations	1/5/2022	1/5/2022	8	KE Project Mgmt Ofc	task
83	2.4.1.14	Law Enforcement Ofcr App	1/6/2022	1/6/2022	8	KE Project Mgmt Ofc	task
84	2.4.1.15	AMS Mobile App	1/7/2022	1/7/2022	8	KE Project Mgmt Ofc	task
85	2.4.2	**Data Migration Initiation**	12/20/2021	1/7/2022			subgroup
86	2.4.2.1	Legacy Database Evaluation	12/20/2021	12/24/2021	40	KE Engineering/DevOps	task
87	2.4.2.2	Restore Data to Secure Environment	12/27/2021	1/7/2022	80	KE Engineering/DevOps	task
88	3	**Project Planning**	12/20/2021	4/8/2022			group
89	3.1	**System Configurations**	12/20/2021	1/14/2022			subgroup
90	3.1.1	Identify Configuration Gaps	12/20/2021	12/24/2021	40	KE Implementation	task
91	3.1.2	Gather Necessary Agency Information	12/27/2021	1/14/2022	120	KE Implementation	task
92	3.2	**Project Management Methodology (PMM) Plan Documents and Templates**	12/27/2021	3/1/2022			subgroup
93	3.2.1	**Project Management Plan**	1/17/2022	1/28/2022			subgroup
94	3.2.1.1	Project Charter	1/17/2022	1/17/2022	8	KE Project Mgmt Ofc	task
95	3.2.1.2	Project Plan Review and Update	1/17/2022	1/19/2022	24	KE Project Mgmt Ofc	task
96	3.2.1.3	Org Chart and Responsibility Statements	1/20/2022	1/20/2022	8	KE Project Mgmt Ofc	task
97	3.2.1.4	Communication Plan	1/20/2022	1/21/2022	16	KE Project Mgmt Ofc	task
98	3.2.1.5	Meeting Agenda, Notes, and Action Item Templates	1/21/2022	1/21/2022	8	KE Project Mgmt Ofc	task

DETAILED PROJECT PLAN

Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
99	3.2.1.6	Status Report Template (issues log, progress reports, burndown)	1/21/2022	1/21/2022	8	KE Project Mgmt Ofc	task
100	3.2.1.7	Risk Management Plan	1/24/2022	1/25/2022	16	KE Project Mgmt Ofc	task
101	3.2.1.8	Change Management Plan	1/26/2022	1/27/2022	16	KE Project Mgmt Ofc	task
102	3.2.1.9	Quality Assurance Plan	1/28/2022	1/28/2022	8	KE Project Mgmt Ofc	task
103	3.2.2	Test Plan	1/31/2022	2/4/2022	40	KE Project Mgmt Ofc	task
104	3.2.3	Training Plan	1/31/2022	2/4/2022	40	KE Training	task
105	3.2.4	Help Desk Support Plan	1/31/2022	2/4/2022	40	KE Training	task
106	3.2.5	**Performance Management Plan**	2/7/2022	2/11/2022			subgroup
107	3.2.5.1	System Maintenance Plan	2/7/2022	2/8/2022	16	KE Project Mgmt Ofc	task
108	3.2.5.2	Application Modification and Upgrade Procedures	2/9/2022	2/10/2022	16	KE Project Mgmt Ofc	task
109	3.2.5.3	Disaster Recovery Plan	2/11/2022	2/11/2022	8	KE Project Mgmt Ofc	task
110	3.2.6	Preliminary Data Migration Plan	12/27/2021	1/7/2022	80	KE Engineering/DevOps	task
111	3.2.7	System Security Plan	1/10/2022	1/14/2022	40	KE Engineering/DevOps	task
112	3.2.8	System Design Documentation	1/17/2022	1/28/2022	80	KE Engineering/DevOps	task
113	3.2.9	Database Design Documentation	1/31/2022	2/11/2022	80	KE Engineering/DevOps	task
114	3.2.10	***KE Deliverable: PMM Plans, Documents, and Templates***		2/15/2022		Joint KE/NGPC	milestone
115	3.2.11	NGPC PMM Plans, Documents, and Templates Review	2/16/2022	2/28/2022	72	NGPC	task
116	3.2.12	***PMM Plans, Documents, and Templates Approved***		3/1/2022		KE Implementation	milestone
117	3.3	**System Adoption and Change Management**	1/17/2022	4/8/2022			subgroup
118	3.3.1	Review Current Customer Workflows	1/17/2022	3/11/2022	320	KE Project Mgmt Ofc	task
119	3.3.2	Identify Changes in Workflows, UX, and Expectations	3/14/2022	3/25/2022	80	KE Project Mgmt Ofc	task
120	3.3.3	Create Mission Statements	3/28/2022	4/1/2022	40	KE Project Mgmt Ofc	task
121	3.3.4	Identify Key Performance Indicators	4/4/2022	4/8/2022	40	KE Project Mgmt Ofc	task
122	3.4	**Data Migration**	1/17/2022	2/11/2022			subgroup
123	3.4.1	**Joint Data Mapping**	1/17/2022	2/4/2022			subgroup
124	3.4.1.1	Field and Relationship Mapping	1/17/2022	1/28/2022	80	Joint KE/NGPC	task
125	3.4.1.2	Identify Data Model Gaps	1/31/2022	2/1/2022	16	KE Engineering/DevOps	task
126	3.4.1.3	Identify Data Quality Gaps	2/2/2022	2/4/2022	24	KE Engineering/DevOps	task
127	3.4.2	Data Conversion Plan	2/7/2022	2/11/2022	40	KE Engineering/DevOps	task
128	4	**Project Execution, Monitoring, and Control**	1/10/2022	11/21/2022			group
129	4.1	**Data Migration**	2/14/2022	11/18/2022			subgroup
130	4.1.1	**Transform Iteration 1 - Customers and Vendors**	2/14/2022	2/25/2022			subgroup
131	4.1.1.1	Initiation - Define Data Iteration Goals	2/14/2022	2/14/2022	8	KE Engineering/DevOps	task
132	4.1.1.2	Planning - Goal Review	2/14/2022	2/14/2022	8	KE Engineering/DevOps	task
133	4.1.1.3	**Execution**	2/15/2022	2/24/2022			subgroup

DETAILED PROJECT PLAN

Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
134	4.1.1.3.1	Identify - In-Depth Analysis Relevant to Iteration Goals	2/15/2022	2/24/2022	64	KE Engineering/DevOps	task
135	4.1.1.3.2	Transform/Merge - Script Development, Outlier and Exception Reporting	2/15/2022	2/24/2022	64	KE Engineering/DevOps	task
136	4.1.1.3.3	Import - Migration Script Execution	2/15/2022	2/24/2022	64	KE Engineering/DevOps	task
137	4.1.1.4	Monitor - Migration Reporting, Transformation Matrix (successes/failures/outliers)	2/15/2022	2/25/2022	72	KE Engineering/DevOps	task
138	4.1.1.5	Control - Migration Performance Assessment, Recommendations, and Risk Review	2/15/2022	2/25/2022	72	KE Engineering/DevOps	task
139	4.1.1.6	Closure - AMS Demo with Migrated Data, Iteration Retrospective	2/25/2022	2/25/2022	8	Joint KE/NGPC	task
140	4.1.2	***AMS UAT Open to NGPC***		2/28/2022		KE Implementation	milestone
141	4.1.3	**Transform Iteration 2 - Licenses/Permits and Purchase History**	2/28/2022	3/11/2022			subgroup
142	4.1.3.1	Initiation - Define Data Iteration Goals	2/28/2022	2/28/2022	8	KE Engineering/DevOps	task
143	4.1.3.2	Planning - Goal Review	2/28/2022	2/28/2022	8	KE Engineering/DevOps	task
144	4.1.3.3	**Execution**	3/1/2022	3/10/2022			subgroup
145	4.1.3.3.1	Identify - In-Depth Analysis Relevant to Iteration Goals	3/1/2022	3/10/2022	64	KE Engineering/DevOps	task
146	4.1.3.3.2	Transform/Merge - Script Development, Outlier and Exception Reporting	3/1/2022	3/10/2022	64	KE Engineering/DevOps	task
147	4.1.3.3.3	Import - Migration Script Execution	3/1/2022	3/10/2022	64	KE Engineering/DevOps	task
148	4.1.3.4	Monitor - Migration Reporting, Transformation Matrix (successes/failures/outliers)	3/1/2022	3/11/2022	72	KE Engineering/DevOps	task
149	4.1.3.5	Control - Migration Performance Assessment, Recommendations, and Risk Review	3/1/2022	3/11/2022	72	KE Engineering/DevOps	task
150	4.1.3.6	Closure - AMS Demo with Migrated Data, Iteration Retrospective	3/11/2022	3/11/2022	8	Joint KE/NGPC	task
151	4.1.4	**Transform Iteration 3 - Draw Applications and Results History**	3/14/2022	3/25/2022			subgroup
152	4.1.4.1	Initiation - Define Data Iteration Goals	3/14/2022	3/14/2022	8	KE Engineering/DevOps	task
153	4.1.4.2	Planning - Goal Review	3/14/2022	3/14/2022	8	KE Engineering/DevOps	task
154	4.1.4.3	**Execution**	3/15/2022	3/24/2022			subgroup
155	4.1.4.3.1	Identify - In-Depth Analysis Relevant to Iteration Goals	3/15/2022	3/24/2022	64	KE Engineering/DevOps	task
156	4.1.4.3.2	Transform/Merge - Script Development, Outlier and Exception Reporting	3/15/2022	3/24/2022	64	KE Engineering/DevOps	task
157	4.1.4.3.3	Import - Migration Script Execution	3/15/2022	3/24/2022	64	KE Engineering/DevOps	task

DETAILED PROJECT PLAN

Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
158	4.1.4.4	Monitor - Migration Reporting, Transformation Matrix (successes/failures/outliers)	3/15/2022	3/25/2022	72	KE Engineering/DevOps	task
159	4.1.4.5	Control - Migration Performance Assessment, Recommendations, and Risk Review	3/15/2022	3/25/2022	72	KE Engineering/DevOps	task
160	4.1.4.6	Closure - AMS Demo with Migrated Data, Iteration Retrospective	3/25/2022	3/25/2022	8	Joint KE/NGPC	task
161	4.1.5	**Transform Iteration 4 - Inventory & Ancillary Data**	3/28/2022	4/8/2022			subgroup
162	4.1.5.1	Initiation - Define Data Iteration Goals	3/28/2022	3/28/2022	8	KE Engineering/DevOps	task
163	4.1.5.2	Planning - Goal Review	3/28/2022	3/28/2022	8	KE Engineering/DevOps	task
164	4.1.5.3	**Execution**	3/29/2022	4/7/2022			subgroup
165	4.1.5.3.1	Identify - In-Depth Analysis Relevant to Iteration Goals	3/29/2022	4/7/2022	64	KE Engineering/DevOps	task
166	4.1.5.3.2	Transform/Merge - Script Development, Outlier and Exception Reporting	3/29/2022	4/7/2022	64	KE Engineering/DevOps	task
167	4.1.5.3.3	Import - Migration Script Execution	3/29/2022	4/7/2022	64	KE Engineering/DevOps	task
168	4.1.5.4	Monitor - Migration Reporting, Transformation Matrix (successes/failures/outliers)	3/29/2022	4/8/2022	72	KE Engineering/DevOps	task
169	4.1.5.5	Control - Migration Performance Assessment, Recommendations, and Risk Review	3/29/2022	4/8/2022	72	KE Engineering/DevOps	task
170	4.1.5.6	Closure - AMS Demo with Migrated Data, Iteration Retrospective	4/8/2022	4/8/2022	8	Joint KE/NGPC	task
171	4.1.6	**Transform Iteration 5 - Outliers and Clean-Up**	4/11/2022	4/22/2022			subgroup
172	4.1.6.1	Initiation - Define Data Iteration Goals	4/11/2022	4/11/2022	8	KE Engineering/DevOps	task
173	4.1.6.2	Planning - Goal Review	4/11/2022	4/11/2022	8	KE Engineering/DevOps	task
174	4.1.6.3	**Execution**	4/12/2022	4/21/2022			subgroup
175	4.1.6.3.1	Identify - In-Depth Analysis Relevant to Iteration Goals	4/12/2022	4/21/2022	64	KE Engineering/DevOps	task
176	4.1.6.3.2	Transform/Merge - Script Development, Outlier and Exception Reporting	4/12/2022	4/21/2022	64	KE Engineering/DevOps	task
177	4.1.6.3.3	Import - Migration Script Execution	4/12/2022	4/21/2022	64	KE Engineering/DevOps	task
178	4.1.6.4	Monitor - Migration Reporting, Transformation Matrix (successes/failures/outliers)	4/12/2022	4/22/2022	72	KE Engineering/DevOps	task
179	4.1.6.5	Control - Migration Performance Assessment, Recommendations, and Risk Review	4/12/2022	4/22/2022	72	KE Engineering/DevOps	task
180	4.1.6.6	Closure - AMS Demo with Migrated Data, Iteration Retrospective	4/22/2022	4/22/2022	8	Joint KE/NGPC	task
181	4.1.7	**Go-Live Iteration - Database Deltas**	10/31/2022	11/17/2022			subgroup
182	4.1.7.1	Initiation - Define Data Iteration Goals	10/31/2022	10/31/2022	8	KE Engineering/DevOps	task

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Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
183	4.1.7.2	Planning - Goal Review	10/31/2022	10/31/2022	8	KE Engineering/DevOps	task
184	4.1.7.3	**Execution**	11/1/2022	11/10/2022			subgroup
185	4.1.7.3.1	Identify - In-Depth Analysis Relevant to Iteration Goals	11/1/2022	11/10/2022	64	KE Engineering/DevOps	task
186	4.1.7.3.2	Transform/Merge - Script Development, Outlier and Exception Reporting	11/1/2022	11/10/2022	64	KE Engineering/DevOps	task
187	4.1.7.3.3	Import - Migration Script Execution	11/1/2022	11/10/2022	64	KE Engineering/DevOps	task
188	4.1.7.4	Monitor - Migration Reporting, Transformation Matrix (successes/failures/outliers)	11/1/2022	11/11/2022	72	KE Engineering/DevOps	task
189	4.1.7.5	Control - Migration Performance Assessment, Recommendations, and Risk Review	11/1/2022	11/11/2022	72	KE Engineering/DevOps	task
190	4.1.7.6	Closure - AMS Demo with Migrated Data, NGPC Sign-off	11/14/2022	11/17/2022	32	Joint KE/NGPC	task
191	4.1.8	***Data Migrated for Go-Live***		11/18/2022		KE Implementation	milestone
192	4.2	**System Configuration and Delivery (Sprints)**	1/10/2022	8/15/2022			subgroup
193	4.2.1	**Sprint 1 - Product Catalog**	1/10/2022	2/25/2022			subgroup
194	4.2.1.1	Initiation - Story Prep and Prioritization	1/10/2022	1/21/2022	80	KE Project Mgmt Ofc	task
195	4.2.1.2	Planning - Backlog Grooming and Status Meetings	1/24/2022	1/24/2022	8	KE Project Mgmt Ofc	task
196	4.2.1.3	Execution - Feature Development, Configuration, and Unit Testing	1/25/2022	2/3/2022	64	KE Engineering/DevOps	task
197	4.2.1.4	Monitor - Performance Review and Documentation	1/25/2022	2/8/2022	88	KE Engineering/DevOps	task
198	4.2.1.5	Control - Performance Assessment, Functional Testing, Regression Testing, Recommendations	2/4/2022	2/8/2022	24	KE Engineering/DevOps	task
199	4.2.1.6	**Closure**	2/9/2022	2/25/2022			subgroup
200	4.2.1.6.1	***Sprint Deployed to UAT***		2/9/2022		KE Implementation	milestone
201	4.2.1.6.2	Configuration, Verification, Risk Assessment	2/10/2022	2/10/2022	8	KE Implementation	task
202	4.2.1.6.3	***KE Deliverable: Sprint Release Notes***		2/11/2022		KE Implementation	milestone
203	4.2.1.6.4	Sprint Demonstration	2/11/2022	2/11/2022	8	Joint KE/NGPC	task
204	4.2.1.6.5	NGPC User Acceptance Testing	2/14/2022	2/22/2022	56	NGPC	task
205	4.2.1.6.6	Gap Analysis and Retrospective	2/23/2022	2/23/2022	8	Joint KE/NGPC	task
206	4.2.1.6.7	***NGPC Deliverable: Sprint Acceptance and Issue Log***		2/24/2022		KE Implementation	milestone
207	4.2.1.6.8	***Sprint Deployed to Production***		2/25/2022		KE Implementation	milestone
208	4.2.2	**Sprint 2 - Business Rules/Regulations**	1/24/2022	3/11/2022			subgroup
209	4.2.2.1	Initiation - Story Prep and Prioritization	1/24/2022	2/4/2022	80	KE Project Mgmt Ofc	task
210	4.2.2.2	Planning - Backlog Grooming and Status Meetings	2/7/2022	2/7/2022	8	KE Project Mgmt Ofc	task
211	4.2.2.3	Execution - Feature Development, Configuration, and Unit Testing	2/8/2022	2/17/2022	64	KE Engineering/DevOps	task
212	4.2.2.4	Monitor - Performance Review and Documentation	2/8/2022	2/22/2022	88	KE Engineering/DevOps	task

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Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
213	4.2.2.5	Control - Performance Assessment, Functional Testing, Regression Testing, Recommendations	2/18/2022	2/22/2022	24	KE Engineering/DevOps	task
214	4.2.2.6	**Closure**	2/23/2022	3/11/2022			subgroup
215	4.2.2.6.1	***Sprint Deployed to UAT***		2/23/2022		KE Implementation	milestone
216	4.2.2.6.2	Configuration, Verification, Risk Assessment	2/24/2022	2/24/2022	8	KE Implementation	task
217	4.2.2.6.3	***KE Deliverable: Sprint Release Notes***		2/25/2022		KE Implementation	milestone
218	4.2.2.6.4	Sprint Demonstration	2/25/2022	2/25/2022	8	Joint KE/NGPC	task
219	4.2.2.6.5	NGPC User Acceptance Testing	2/28/2022	3/8/2022	56	NGPC	task
220	4.2.2.6.6	Gap Analysis and Retrospective	3/9/2022	3/9/2022	8	Joint KE/NGPC	task
221	4.2.2.6.7	***NGPC Deliverable: Sprint Acceptance and Issue Log***		3/10/2022		KE Implementation	milestone
222	4.2.2.6.8	***Sprint Deployed to Production***		3/11/2022		KE Implementation	milestone
223	4.2.3	**Sprint 3 - Draw Hunt Applications/Bonus and Preference Points**	2/7/2022	3/25/2022			subgroup
224	4.2.3.1	Initiation - Story Prep and Prioritization	2/7/2022	2/18/2022	80	KE Project Mgmt Ofc	task
225	4.2.3.2	Planning - Backlog Grooming and Status Meetings	2/21/2022	2/21/2022	8	KE Project Mgmt Ofc	task
226	4.2.3.3	Execution - Feature Development, Configuration, and Unit Testing	2/22/2022	3/3/2022	64	KE Engineering/DevOps	task
227	4.2.3.4	Monitor - Performance Review and Documentation	2/22/2022	3/8/2022	88	KE Engineering/DevOps	task
228	4.2.3.5	Control - Performance Assessment, Functional Testing, Regression Testing, Recommendations	3/4/2022	3/8/2022	24	KE Engineering/DevOps	task
229	4.2.3.6	**Closure**	3/9/2022	3/25/2022			subgroup
230	4.2.3.6.1	***Sprint Deployed to UAT***		3/9/2022		KE Implementation	milestone
231	4.2.3.6.2	Configuration, Verification, Risk Assessment	3/10/2022	3/10/2022	8	KE Implementation	task
232	4.2.3.6.3	***KE Deliverable: Sprint Release Notes***		3/11/2022		KE Implementation	milestone
233	4.2.3.6.4	Sprint Demonstration	3/11/2022	3/11/2022	8	Joint KE/NGPC	task
234	4.2.3.6.5	NGPC User Acceptance Testing	3/14/2022	3/22/2022	56	NGPC	task
235	4.2.3.6.6	Gap Analysis and Retrospective	3/23/2022	3/23/2022	8	Joint KE/NGPC	task
236	4.2.3.6.7	***NGPC Deliverable: Sprint Acceptance and Issue Log***		3/24/2022		KE Implementation	milestone
237	4.2.3.6.8	***Sprint Deployed to Production***		3/25/2022		KE Implementation	milestone
238	4.2.4	**Sprint 4 - Draw Hunt Execution**	2/21/2022	4/8/2022			subgroup
239	4.2.4.1	Initiation - Story Prep and Prioritization	2/21/2022	3/4/2022	80	KE Project Mgmt Ofc	task
240	4.2.4.2	Planning - Backlog Grooming and Status Meetings	3/7/2022	3/7/2022	8	KE Project Mgmt Ofc	task
241	4.2.4.3	Execution - Feature Development, Configuration, and Unit Testing	3/8/2022	3/17/2022	64	KE Engineering/DevOps	task
242	4.2.4.4	Monitor - Performance Review and Documentation	3/8/2022	3/22/2022	88	KE Engineering/DevOps	task

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Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
243	4.2.4.5	Control - Performance Assessment, Functional Testing, Regression Testing, Recommendations	3/18/2022	3/22/2022	24	KE Engineering/DevOps	task
244	4.2.4.6	**Closure**	3/23/2022	4/8/2022			subgroup
245	4.2.4.6.1	***Sprint Deployed to UAT***		3/23/2022		KE Implementation	milestone
246	4.2.4.6.2	Configuration, Verification, Risk Assessment	3/24/2022	3/24/2022	8	KE Implementation	task
247	4.2.4.6.3	***KE Deliverable: Sprint Release Notes***		3/25/2022		KE Implementation	milestone
248	4.2.4.6.4	Sprint Demonstration	3/25/2022	3/25/2022	8	Joint KE/NGPC	task
249	4.2.4.6.5	NGPC User Acceptance Testing	3/28/2022	4/5/2022	56	NGPC	task
250	4.2.4.6.6	Gap Analysis and Retrospective	4/6/2022	4/6/2022	8	Joint KE/NGPC	task
251	4.2.4.6.7	***NGPC Deliverable: Sprint Acceptance and Issue Log***		4/7/2022		KE Implementation	milestone
252	4.2.4.6.8	***Sprint Deployed to Production***		4/8/2022		KE Implementation	milestone
253	4.2.5	**Sprint 5 - Vendor Sales/Workflows/EFTs/Reporting**	3/7/2022	4/22/2022			subgroup
254	4.2.5.1	Initiation - Story Prep and Prioritization	3/7/2022	3/18/2022	80	KE Project Mgmt Ofc	task
255	4.2.5.2	Planning - Backlog Grooming and Status Meetings	3/21/2022	3/21/2022	8	KE Project Mgmt Ofc	task
256	4.2.5.3	Execution - Feature Development, Configuration, and Unit Testing	3/22/2022	3/31/2022	64	KE Engineering/DevOps	task
257	4.2.5.4	Monitor - Performance Review and Documentation	3/22/2022	4/5/2022	88	KE Engineering/DevOps	task
258	4.2.5.5	Control - Performance Assessment, Functional Testing, Regression Testing, Recommendations	4/1/2022	4/5/2022	24	KE Engineering/DevOps	task
259	4.2.5.6	**Closure**	4/6/2022	4/22/2022			subgroup
260	4.2.5.6.1	***Sprint Deployed to UAT***		4/6/2022		KE Implementation	milestone
261	4.2.5.6.2	Configuration, Verification, Risk Assessment	4/7/2022	4/7/2022	8	KE Implementation	task
262	4.2.5.6.3	***KE Deliverable: Sprint Release Notes***		4/8/2022		KE Implementation	milestone
263	4.2.5.6.4	Sprint Demonstration	4/8/2022	4/8/2022	8	Joint KE/NGPC	task
264	4.2.5.6.5	NGPC User Acceptance Testing	4/11/2022	4/19/2022	56	NGPC	task
265	4.2.5.6.6	Gap Analysis and Retrospective	4/20/2022	4/20/2022	8	Joint KE/NGPC	task
266	4.2.5.6.7	***NGPC Deliverable: Sprint Acceptance and Issue Log***		4/21/2022		KE Implementation	milestone
267	4.2.5.6.8	***Sprint Deployed to Production***		4/22/2022		KE Implementation	milestone
268	4.2.6	**Sprint 6 - Internet Sales/Account Management/Workflows/Reporting**	3/21/2022	5/6/2022			subgroup
269	4.2.6.1	Initiation - Story Prep and Prioritization	3/21/2022	4/1/2022	80	KE Project Mgmt Ofc	task
270	4.2.6.2	Planning - Backlog Grooming and Status Meetings	4/4/2022	4/4/2022	8	KE Project Mgmt Ofc	task
271	4.2.6.3	Execution - Feature Development, Configuration, and Unit Testing	4/5/2022	4/14/2022	64	KE Engineering/DevOps	task
272	4.2.6.4	Monitor - Performance Review and Documentation	4/5/2022	4/19/2022	88	KE Engineering/DevOps	task

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Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
273	4.2.6.5	Control - Performance Assessment, Functional Testing, Regression Testing, Recommendations	4/15/2022	4/19/2022	24	KE Engineering/DevOps	task
274	4.2.6.6	**Closure**	4/20/2022	5/6/2022			subgroup
275	4.2.6.6.1	***Sprint Deployed to UAT***		4/20/2022		KE Implementation	milestone
276	4.2.6.6.2	Configuration, Verification, Risk Assessment	4/21/2022	4/21/2022	8	KE Implementation	task
277	4.2.6.6.3	***KE Deliverable: Sprint Release Notes***		4/22/2022		KE Implementation	milestone
278	4.2.6.6.4	Sprint Demonstration	4/22/2022	4/22/2022	8	Joint KE/NGPC	task
279	4.2.6.6.5	NGPC User Acceptance Testing	4/25/2022	5/3/2022	56	NGPC	task
280	4.2.6.6.6	Gap Analysis and Retrospective	5/4/2022	5/4/2022	8	Joint KE/NGPC	task
281	4.2.6.6.7	***NGPC Deliverable: Sprint Acceptance and Issue Log***		5/5/2022		KE Implementation	milestone
282	4.2.6.6.8	***Sprint Deployed to Production***		5/6/2022		KE Implementation	milestone
283	4.2.7	**Sprint 7 - Accounting/Cash Drawer Management/Reporting**	4/4/2022	5/20/2022			subgroup
284	4.2.7.1	Initiation - Story Prep and Prioritization	4/4/2022	4/15/2022	80	KE Project Mgmt Ofc	task
285	4.2.7.2	Planning - Backlog Grooming and Status Meetings	4/18/2022	4/18/2022	8	KE Project Mgmt Ofc	task
286	4.2.7.3	Execution - Feature Development, Configuration, and Unit Testing	4/19/2022	4/28/2022	64	KE Engineering/DevOps	task
287	4.2.7.4	Monitor - Performance Review and Documentation	4/19/2022	5/3/2022	88	KE Engineering/DevOps	task
288	4.2.7.5	Control - Performance Assessment, Functional Testing, Regression Testing, Recommendations	4/29/2022	5/3/2022	24	KE Engineering/DevOps	task
289	4.2.7.6	**Closure**	5/4/2022	5/20/2022			subgroup
290	4.2.7.6.1	***Sprint Deployed to UAT***		5/4/2022		KE Implementation	milestone
291	4.2.7.6.2	Configuration, Verification, Risk Assessment	5/5/2022	5/5/2022	8	KE Implementation	task
292	4.2.7.6.3	***KE Deliverable: Sprint Release Notes***		5/6/2022		KE Implementation	milestone
293	4.2.7.6.4	Sprint Demonstration	5/6/2022	5/6/2022	8	Joint KE/NGPC	task
294	4.2.7.6.5	NGPC User Acceptance Testing	5/9/2022	5/17/2022	56	NGPC	task
295	4.2.7.6.6	Gap Analysis and Retrospective	5/18/2022	5/18/2022	8	Joint KE/NGPC	task
296	4.2.7.6.7	***NGPC Deliverable: Sprint Acceptance and Issue Log***		5/19/2022		KE Implementation	milestone
297	4.2.7.6.8	***Sprint Deployed to Production***		5/20/2022		KE Implementation	milestone
298	4.2.8	**Sprint 8 - Subscriptions/Inventory Management**	4/18/2022	6/3/2022			subgroup
299	4.2.8.1	Initiation - Story Prep and Prioritization	4/18/2022	4/29/2022	80	KE Project Mgmt Ofc	task
300	4.2.8.2	Planning - Backlog Grooming and Status Meetings	5/2/2022	5/2/2022	8	KE Project Mgmt Ofc	task
301	4.2.8.3	Execution - Feature Development, Configuration, and Unit Testing	5/3/2022	5/12/2022	64	KE Engineering/DevOps	task
302	4.2.8.4	Monitor - Performance Review and Documentation	5/3/2022	5/17/2022	88	KE Engineering/DevOps	task

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303	4.2.8.5	Control - Performance Assessment, Functional Testing, Regression Testing, Recommendations	5/13/2022	5/17/2022	24	KE Engineering/DevOps	task
304	4.2.8.6	**Closure**	5/18/2022	6/3/2022			subgroup
305	4.2.8.6.1	***Sprint Deployed to UAT***		5/18/2022		KE Implementation	milestone
306	4.2.8.6.2	Configuration, Verification, Risk Assessment	5/19/2022	5/19/2022	8	KE Implementation	task
307	4.2.8.6.3	***KE Deliverable: Sprint Release Notes***		5/20/2022		KE Implementation	milestone
308	4.2.8.6.4	Sprint Demonstration	5/20/2022	5/20/2022	8	Joint KE/NGPC	task
309	4.2.8.6.5	NGPC User Acceptance Testing	5/23/2022	5/31/2022	56	NGPC	task
310	4.2.8.6.6	Gap Analysis and Retrospective	6/1/2022	6/1/2022	8	Joint KE/NGPC	task
311	4.2.8.6.7	***NGPC Deliverable: Sprint Acceptance and Issue Log***		6/2/2022		KE Implementation	milestone
312	4.2.8.6.8	***Sprint Deployed to Production***		6/3/2022		KE Implementation	milestone
313	4.2.9	**Sprint 9- HIP/Harvest Reporting**	5/2/2022	6/17/2022			subgroup
314	4.2.9.1	Initiation - Story Prep and Prioritization	5/2/2022	5/13/2022	80	KE Project Mgmt Ofc	task
315	4.2.9.2	Planning - Backlog Grooming and Status Meetings	5/16/2022	5/16/2022	8	KE Project Mgmt Ofc	task
316	4.2.9.3	Execution - Feature Development, Configuration, and Unit Testing	5/17/2022	5/26/2022	64	KE Engineering/DevOps	task
317	4.2.9.4	Monitor - Performance Review and Documentation	5/17/2022	5/31/2022	88	KE Engineering/DevOps	task
318	4.2.9.5	Control - Performance Assessment, Functional Testing, Regression Testing, Recommendations	5/27/2022	5/31/2022	24	KE Engineering/DevOps	task
319	4.2.9.6	**Closure**	6/1/2022	6/17/2022			subgroup
320	4.2.9.6.1	***Sprint Deployed to UAT***		6/1/2022		KE Implementation	milestone
321	4.2.9.6.2	Configuration, Verification, Risk Assessment	6/2/2022	6/2/2022	8	KE Implementation	task
322	4.2.9.6.3	***KE Deliverable: Sprint Release Notes***		6/3/2022		KE Implementation	milestone
323	4.2.9.6.4	Sprint Demonstration	6/3/2022	6/3/2022	8	Joint KE/NGPC	task
324	4.2.9.6.5	NGPC User Acceptance Testing	6/6/2022	6/14/2022	56	NGPC	task
325	4.2.9.6.6	Gap Analysis and Retrospective	6/15/2022	6/15/2022	8	Joint KE/NGPC	task
326	4.2.9.6.7	***NGPC Deliverable: Sprint Acceptance and Issue Log***		6/16/2022		KE Implementation	milestone
327	4.2.9.6.8	***Sprint Deployed to Production***		6/17/2022		KE Implementation	milestone
328	4.2.10	**Sprint 10 - Inbound/Outbound Data Integrations**	5/16/2022	7/1/2022			subgroup
329	4.2.10.1	Initiation - Story Prep and Prioritization	5/16/2022	5/27/2022	80	KE Project Mgmt Ofc	task
330	4.2.10.2	Planning - Backlog Grooming and Status Meetings	5/30/2022	5/30/2022	8	KE Project Mgmt Ofc	task
331	4.2.10.3	Execution - Feature Development, Configuration, and Unit Testing	5/31/2022	6/9/2022	64	KE Engineering/DevOps	task
332	4.2.10.4	Monitor - Performance Review and Documentation	5/31/2022	6/14/2022	88	KE Engineering/DevOps	task
333	4.2.10.5	Control - Performance Assessment, Functional Testing, Regression Testing, Recommendations	6/10/2022	6/14/2022	24	KE Engineering/DevOps	task

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Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
334	4.2.10.6	**Closure**	6/15/2022	7/1/2022			subgroup
335	4.2.10.6.1	***Sprint Deployed to UAT***		6/15/2022		KE Implementation	milestone
336	4.2.10.6.2	Configuration, Verification, Risk Assessment	6/16/2022	6/16/2022	8	KE Implementation	task
337	4.2.10.6.3	***KE Deliverable: Sprint Release Notes***		6/17/2022		KE Implementation	milestone
338	4.2.10.6.4	Sprint Demonstration	6/17/2022	6/17/2022	8	Joint KE/NGPC	task
339	4.2.10.6.5	NGPC User Acceptance Testing	6/20/2022	6/28/2022	56	NGPC	task
340	4.2.10.6.6	Gap Analysis and Retrospective	6/29/2022	6/29/2022	8	Joint KE/NGPC	task
341	4.2.10.6.7	***NGPC Deliverable: Sprint Acceptance and Issue Log***		6/30/2022		KE Implementation	milestone
342	4.2.10.6.8	***Sprint Deployed to Production***		7/1/2022		KE Implementation	milestone
343	4.2.11	**Sprint 1 1- AMS Mobile App**	5/30/2022	7/15/2022			subgroup
344	4.2.11.1	Initiation - Story Prep and Prioritization	5/30/2022	6/10/2022	80	KE Project Mgmt Ofc	task
345	4.2.11.2	Planning - Backlog Grooming and Status Meetings	6/13/2022	6/13/2022	8	KE Project Mgmt Ofc	task
346	4.2.11.3	Execution - Feature Development, Configuration, and Unit Testing	6/14/2022	6/23/2022	64	KE Engineering/DevOps	task
347	4.2.11.4	Monitor - Performance Review and Documentation	6/14/2022	6/28/2022	88	KE Engineering/DevOps	task
348	4.2.11.5	Control - Performance Assessment, Functional Testing, Regression Testing, Recommendations	6/24/2022	6/28/2022	24	KE Engineering/DevOps	task
349	4.2.11.6	**Closure**	6/29/2022	7/15/2022			subgroup
350	4.2.11.6.1	***Sprint Deployed to UAT***		6/29/2022		KE Implementation	milestone
351	4.2.11.6.2	Configuration, Verification, Risk Assessment	6/30/2022	6/30/2022	8	KE Implementation	task
352	4.2.11.6.3	***KE Deliverable: Sprint Release Notes***		7/1/2022		KE Implementation	milestone
353	4.2.11.6.4	Sprint Demonstration	7/1/2022	7/1/2022	8	Joint KE/NGPC	task
354	4.2.11.6.5	NGPC User Acceptance Testing	7/4/2022	7/12/2022	56	NGPC	task
355	4.2.11.6.6	Gap Analysis and Retrospective	7/13/2022	7/13/2022	8	Joint KE/NGPC	task
356	4.2.11.6.7	***NGPC Deliverable: Sprint Acceptance and Issue Log***		7/14/2022		KE Implementation	milestone
357	4.2.11.6.8	***Sprint Deployed to Production***		7/15/2022		KE Implementation	milestone
358	4.2.12	**Sprint 12 - AMS LEO App**	6/13/2022	7/29/2022			subgroup
359	4.2.12.1	Initiation - Story Prep and Prioritization	6/13/2022	6/24/2022	80	KE Project Mgmt Ofc	task
360	4.2.12.2	Planning - Backlog Grooming and Status Meetings	6/27/2022	6/27/2022	8	KE Project Mgmt Ofc	task
361	4.2.12.3	Execution - Feature Development, Configuration, and Unit Testing	6/28/2022	7/7/2022	64	KE Engineering/DevOps	task
362	4.2.12.4	Monitor - Performance Review and Documentation	6/28/2022	7/12/2022	88	KE Engineering/DevOps	task
363	4.2.12.5	Control - Performance Assessment, Functional Testing, Regression Testing, Recommendations	7/8/2022	7/12/2022	24	KE Engineering/DevOps	task
364	4.2.12.6	**Closure**	7/13/2022	7/29/2022			subgroup
365	4.2.12.6.1	***Sprint Deployed to UAT***		7/13/2022		KE Implementation	milestone

DETAILED PROJECT PLAN

Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
366	4.2.12.6.2	Configuration, Verification, Risk Assessment	7/14/2022	7/14/2022	8	KE Implementation	task
367	4.2.12.6.3	***KE Deliverable: Sprint Release Notes***		7/15/2022		KE Implementation	milestone
368	4.2.12.6.4	Sprint Demonstration	7/15/2022	7/15/2022	8	Joint KE/NGPC	task
369	4.2.12.6.5	NGPC User Acceptance Testing	7/18/2022	7/26/2022	56	NGPC	task
370	4.2.12.6.6	Gap Analysis and Retrospective	7/27/2022	7/27/2022	8	Joint KE/NGPC	task
371	4.2.12.6.7	***NGPC Deliverable: Sprint Acceptance and Issue Log***		7/28/2022		KE Implementation	milestone
372	4.2.12.6.8	***Sprint Deployed to Production***		7/29/2022		KE Implementation	milestone
373	4.2.13	**Sprint 13 - Clean-up/Emergency Sprint**	6/27/2022	8/12/2022			subgroup
374	4.2.13.1	Initiation - Story Prep and Prioritization	6/27/2022	7/8/2022	80	KE Project Mgmt Ofc	task
375	4.2.13.2	Planning - Backlog Grooming and Status Meetings	7/11/2022	7/11/2022	8	KE Project Mgmt Ofc	task
376	4.2.13.3	Execution - Feature Development, Configuration, and Unit Testing	7/12/2022	7/21/2022	64	KE Engineering/DevOps	task
377	4.2.13.4	Monitor - Performance Review and Documentation	7/12/2022	7/26/2022	88	KE Engineering/DevOps	task
378	4.2.13.5	Control - Performance Assessment, Functional Testing, Regression Testing, Recommendations	7/22/2022	7/26/2022	24	KE Engineering/DevOps	task
379	4.2.13.6	**Closure**	7/27/2022	8/12/2022			subgroup
380	4.2.13.6.1	***Sprint Deployed to UAT***		7/27/2022		KE Implementation	milestone
381	4.2.13.6.2	Configuration, Verification, Risk Assessment	7/28/2022	7/28/2022	8	KE Implementation	task
382	4.2.13.6.3	***KE Deliverable: Sprint Release Notes***		7/29/2022		KE Implementation	milestone
383	4.2.13.6.4	Sprint Demonstration	7/29/2022	7/29/2022	8	Joint KE/NGPC	task
384	4.2.13.6.5	NGPC User Acceptance Testing	8/1/2022	8/9/2022	56	NGPC	task
385	4.2.13.6.6	Gap Analysis and Retrospective	8/10/2022	8/10/2022	8	Joint KE/NGPC	task
386	4.2.13.6.7	***NGPC Deliverable: Sprint Acceptance and Issue Log***		8/11/2022		KE Implementation	milestone
387	4.2.13.6.8	***Sprint Deployed to Production***		8/12/2022		KE Implementation	milestone
388	4.2.14	***NGPC System Development and Configuration Complete***		8/15/2022		NGPC	milestone
389	4.3	**User Acceptance Testing (UAT)**	5/23/2022	10/3/2022			subgroup
390	4.3.1	**Project Acceptance Plan**	5/23/2022	6/17/2022			subgroup
391	4.3.1.1	Refine Test Plan and Acceptance Criteria	5/23/2022	6/3/2022	80	KE Project Mgmt Ofc	task
392	4.3.1.2	***KE Deliverable: UAT Test & Acceptance Plan***		6/6/2022		Joint KE/NGPC	milestone
393	4.3.1.3	NGPC UAT Team Training	6/6/2022	6/17/2022	80	Joint KE/NGPC	task
394	4.3.2	**Licensing/Permitting UAT**	6/17/2022	7/15/2022			subgroup
395	4.3.2.1	***KE Deliverable: Targeted Test Plan***		6/17/2022		Joint KE/NGPC	milestone
396	4.3.2.2	NGPC Testing with KE Support	6/20/2022	6/30/2022	72	Joint KE/NGPC	task
397	4.3.2.3	***NGPC Deliverable: Test Results***		7/1/2022		KE Implementation	milestone
398	4.3.2.4	Gap Analysis, Story Writing, and Prioritization	7/4/2022	7/15/2022	80	KE Project Mgmt Ofc	task
399	4.3.3	**Big Game Draw Hunts UAT**	7/1/2022	7/29/2022			subgroup

DETAILED PROJECT PLAN

Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
400	4.3.3.1	***KE Deliverable: Targeted Test Plan***		7/1/2022		Joint KE/NGPC	milestone
401	4.3.3.2	NGPC Testing with KE Support	7/4/2022	7/14/2022	72	Joint KE/NGPC	task
402	4.3.3.3	***NGPC Deliverable: Test Results***		7/15/2022		KE Implementation	milestone
403	4.3.3.4	Gap Analysis, Story Writing, and Prioritization	7/18/2022	7/29/2022	80	KE Project Mgmt Ofc	task
404	4.3.4	**Administrative/Accounting/Reporting UAT**	7/15/2022	8/12/2022			subgroup
405	4.3.4.1	***KE Deliverable: Targeted Test Plan***		7/15/2022		Joint KE/NGPC	milestone
406	4.3.4.2	NGPC Testing with KE Support	7/18/2022	7/28/2022	72	Joint KE/NGPC	task
407	4.3.4.3	***NGPC Deliverable: Test Results***		7/29/2022		KE Implementation	milestone
408	4.3.4.4	Gap Analysis, Story Writing, and Prioritization	8/1/2022	8/12/2022	80	KE Project Mgmt Ofc	task
409	4.3.5	**AMS Mobile App UAT**	7/29/2022	8/26/2022			subgroup
410	4.3.5.1	***KE Deliverable: Targeted Test Plan***		7/29/2022		Joint KE/NGPC	milestone
411	4.3.5.2	NGPC Testing with KE Support	8/1/2022	8/11/2022	72	Joint KE/NGPC	task
412	4.3.5.3	***NGPC Deliverable: Test Results***		8/12/2022		KE Implementation	milestone
413	4.3.5.4	Gap Analysis, Story Writing, and Prioritization	8/15/2022	8/26/2022	80	KE Project Mgmt Ofc	task
414	4.3.6	**Law Enforcement Ofcr App UAT**	8/12/2022	9/9/2022			subgroup
415	4.3.6.1	***KE Deliverable: Targeted Test Plan***		8/12/2022		Joint KE/NGPC	milestone
416	4.3.6.2	NGPC Testing with KE Support	8/15/2022	8/25/2022	72	Joint KE/NGPC	task
417	4.3.6.3	***NGPC Deliverable: Test Results***		8/26/2022		KE Implementation	milestone
418	4.3.6.4	Gap Analysis, Story Writing, and Prioritization	8/29/2022	9/9/2022	80	KE Project Mgmt Ofc	task
419	4.3.7	**Review UAT Results**	9/12/2022	9/30/2022			subgroup
420	4.3.7.1	Refine Project Acceptance Criteria	9/12/2022	9/16/2022	40	KE Project Mgmt Ofc	task
421	4.3.7.2	Review Acceptance Criteria with NGPC	9/19/2022	9/30/2022	80	Joint KE/NGPC	task
422	4.3.8	***UAT Complete***		10/3/2022		NGPC	milestone
423	4.4	**System Documentation Development & User Training**	8/15/2022	11/18/2022			subgroup
424	4.4.1	**Training Material and Documentation Development**	8/15/2022	10/31/2022			subgroup
425	4.4.1.1	**Administrative User Training Materials & Documentation**	8/16/2022	9/9/2022			subgroup
426	4.4.1.1.1	Administrative User Manual	8/16/2022	9/9/2022	152	KE Training	task
427	4.4.1.1.2	Administrative Video Tutorials	8/16/2022	9/9/2022	152	KE Training	task
428	4.4.1.1.3	Administrative Knowledge Base System Configuration	8/16/2022	8/26/2022	72	KE Training	task
429	4.4.1.2	**Technical User Training Materials and Documentation**	9/12/2022	9/23/2022			subgroup
430	4.4.1.2.1	Systems Operations Manual	9/12/2022	9/23/2022	80	KE Training	task
431	4.4.1.2.2	Database Entity Relationship Diagram/Schema	9/12/2022	9/23/2022	80	KE Engineering/DevOps	task
432	4.4.1.2.3	System Design (Review/Update)	9/12/2022	9/23/2022	80	KE Engineering/DevOps	task
433	4.4.1.3	**License Agent Training Materials and Documentation**	9/26/2022	10/7/2022			subgroup
434	4.4.1.3.1	Training Environment Configuration	9/26/2022	10/7/2022	80	KE Implementation	task
435	4.4.1.3.2	License Agent User Manual	9/26/2022	10/7/2022	80	KE Training	task

DETAILED PROJECT PLAN

Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
436	4.4.1.3.3	License Agent Video Tutorials	9/26/2022	10/7/2022	80	KE Training	task
437	4.4.1.4	**End User FAQs and Tutorials**	10/10/2022	10/28/2022			subgroup
438	4.4.1.4.1	Account Setup and Management	10/10/2022	10/14/2022	40	KE Training	task
439	4.4.1.4.2	NECPC Product Overviews	10/17/2022	10/21/2022	40	KE Training	task
440	4.4.1.4.3	Purchase Workflows	10/17/2022	10/21/2022	40	KE Training	task
441	4.4.1.4.4	Draw Hunt Application Workflows	10/24/2022	10/28/2022	40	KE Training	task
442	4.4.1.4.5	HIP and Harvest Reporting	10/24/2022	10/28/2022	40	KE Training	task
443	4.4.1.5	**Help Desk Training Materials and Documentation**	8/15/2022	10/7/2022			subgroup
444	4.4.1.5.1	Help Desk Training System Configuration	8/15/2022	8/19/2022	40	KE Implementation	task
445	4.4.1.5.2	Call Center Skills Assessment	8/22/2022	8/26/2022	40	KE Customer Service	task
446	4.4.1.5.3	Help Desk Knowledge Base Articles, FAQs, and Wiki	8/29/2022	9/9/2022	80	KE Training	task
447	4.4.1.5.4	Help Desk Response Macros	8/29/2022	9/9/2022	80	KE Customer Service	task
448	4.4.1.5.5	Help Desk Call Scripts	8/29/2022	9/9/2022	80	KE Customer Service	task
449	4.4.1.5.6	Phone Tree and IVR	9/12/2022	9/23/2022	80	KE Customer Service	task
450	4.4.1.5.7	Customer Support Forms	9/26/2022	10/7/2022	80	KE Customer Service	task
451	4.4.1.6	***All Training Materials and Documentation Delivered***		10/31/2022		NGPC	milestone
452	4.4.2	**User Training**	10/10/2022	11/18/2022			subgroup
453	4.4.2.1	**NGPC On-Site/Webinar/Recorded Training**	10/31/2022	11/4/2022			subgroup
454	4.4.2.1.1	Administrative User Training	10/31/2022	11/1/2022	16	Joint KE/NGPC	task
455	4.4.2.1.2	Desk Staff User Training	11/2/2022	11/3/2022	16	Joint KE/NGPC	task
456	4.4.2.1.3	Technical User Training	11/2/2022	11/3/2022	16	Joint KE/NGPC	task
457	4.4.2.1.4	Fiscal/Accounting User Training	11/2/2022	11/3/2022	16	Joint KE/NGPC	task
458	4.4.2.1.5	I&E/Outreach/R3 User Training	11/2/2022	11/3/2022	16	Joint KE/NGPC	task
459	4.4.2.1.6	Wildlife User Training	11/4/2022	11/4/2022	8	Joint KE/NGPC	task
460	4.4.2.1.7	Law Enforcement User Training	11/4/2022	11/4/2022	8	Joint KE/NGPC	task
461	4.4.2.2	License Agent Training (On-Site/Live Webinar/Hosted Recordings)	11/7/2022	11/17/2022	72	Joint KE/NGPC	task
462	4.4.2.3	Help Desk Customer Service Agent Training	10/10/2022	11/17/2022	232	KE Customer Service	task
463	4.4.2.4	***Training Complete***		11/18/2022		KE Implementation	milestone
464	4.5	**System Adoption and Change Management**	4/11/2022	11/18/2022			subgroup
465	4.5.1	Identify Customer Communication Expectations (When/Where/How)	4/11/2022	5/6/2022	160	KE Project Mgmt Ofc	task
466	4.5.2	Develop Communication/Outreach Plan	5/9/2022	6/3/2022	160	KE Project Mgmt Ofc	task
467	4.5.3	Create and Curate Engaging System Adoption Content	6/6/2022	7/29/2022	320	KE Project Mgmt Ofc	task
468	4.5.4	Test Communication with Focus Groups	8/1/2022	8/26/2022	160	KE Project Mgmt Ofc	task
469	4.5.5	Public Release, Evaluate, Iterate	8/29/2022	11/17/2022	472	KE Project Mgmt Ofc	task

DETAILED PROJECT PLAN

Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
470	4.5.6	***Change Management Complete***		11/18/2022		KE Implementation	milestone
471	4.6	***All Project Implementation Deliverables Accepted***		11/21/2022		NGPC	milestone
472	4.7	Configure System Settings for UAT	1/17/2022	2/25/2022	240	KE Implementation	task
473	5	**Production Deployment - Go-Live!**	8/1/2022	1/2/2023			group
474	5.1	**Operational Support Preparation**	8/1/2022	11/18/2022			subgroup
475	5.1.1	**T-90 Operational Readiness Summit**	8/1/2022	8/1/2022			subgroup
476	5.1.1.1	**Operational Team Responsibilities**	8/1/2022	8/1/2022			subgroup
477	5.1.1.1.1	System Hosting and Security	8/1/2022	8/1/2022	8	KE Engineering/DevOps	task
478	5.1.1.1.2	System Development - Remaining Sprints and Release Schedule	8/1/2022	8/1/2022	8	KE Project Mgmt Ofc	task
479	5.1.1.1.3	Data Migration	8/1/2022	8/1/2022	8	KE Engineering/DevOps	task
480	5.1.1.1.4	System Configuration	8/1/2022	8/1/2022	8	KE Implementation	task
481	5.1.1.1.5	NGPC Administration	8/1/2022	8/1/2022	8	NGPC	task
482	5.1.1.1.6	Marketing and Communications	8/1/2022	8/1/2022	8	KE Project Mgmt Ofc	task
483	5.1.1.1.7	License Agents	8/1/2022	8/1/2022	8	Joint KE/NGPC	task
484	5.1.1.1.8	Helpdesk/Customer Service	8/1/2022	8/1/2022	8	KE Customer Service	task
485	5.1.1.1.9	Fulfillment	8/1/2022	8/1/2022	8	KE Customer Service	task
486	5.1.1.2	Review Core Processes	8/1/2022	8/1/2022	8	Joint KE/NGPC	task
487	5.1.1.3	Review Operations Plan Template	8/1/2022	8/1/2022	8	Joint KE/NGPC	task
488	5.1.2	Team Operational Readiness Plan Development	8/2/2022	9/9/2022	232	KE Project Mgmt Ofc	task
489	5.1.3	**T-60 Operational Readiness Summit**	9/12/2022	9/12/2022			subgroup
490	5.1.3.1	Present Team Operational Readiness Plans	9/12/2022	9/12/2022	8	KE Project Mgmt Ofc	task
491	5.1.3.2	Review Gaps, Risks, Roadblocks, and Needs	9/12/2022	9/12/2022	8	Joint KE/NGPC	task
492	5.1.4	Team Simulations/Walkthroughs	9/13/2022	10/21/2022	232	Joint KE/NGPC	task
493	5.1.5	Create Action Plans	9/13/2022	10/21/2022	232	Joint KE/NGPC	task
494	5.1.6	**T-30 Operational Readiness Summit**	10/24/2022	10/24/2022			subgroup
495	5.1.6.1	Present Simulation Findings	10/24/2022	10/24/2022	8	Joint KE/NGPC	task
496	5.1.6.2	Action Plan Status/Results	10/24/2022	10/24/2022	8	Joint KE/NGPC	task
497	5.1.6.3	Operational Readiness Assessment	10/24/2022	10/24/2022	8	Joint KE/NGPC	task
498	5.1.7	Final Operational Readiness Implementation	10/25/2022	11/18/2022	152	Joint KE/NGPC	task
499	5.2	**Sprint 14 - Go-Live Preparation**	10/3/2022	11/18/2022			subgroup
500	5.2.1	Initiation - Story Prep and Prioritization	10/3/2022	10/14/2022	80	KE Project Mgmt Ofc	task
501	5.2.2	Planning - Backlog Grooming and Status Meetings	10/17/2022	10/17/2022	8	KE Project Mgmt Ofc	task
502	5.2.3	Execution - Feature Development, Configuration, and Unit Testing	10/18/2022	10/27/2022	64	KE Engineering/DevOps	task
503	5.2.4	Monitor - Performance Review and Documentation	10/18/2022	11/1/2022	88	KE Engineering/DevOps	task

DETAILED PROJECT PLAN

Sort	WBS #	Title	Start Date	End Date	Est. Hrs.	Resource	Type
504	5.2.5	Control - Performance Assessment, Functional Testing, Regression Testing, Recommendations	10/28/2022	11/1/2022	24	KE Engineering/DevOps	task
505	5.2.6	**Closure**	11/2/2022	11/18/2022			subgroup
506	5.2.6.1	***Sprint Deployed to UAT***		11/2/2022		KE Implementation	milestone
507	5.2.6.2	Configuration, Verification, Risk Assessment	11/3/2022	11/3/2022	8	KE Implementation	task
508	5.2.6.3	***KE Deliverable: Sprint Release Notes***		11/4/2022		KE Implementation	milestone
509	5.2.6.4	Sprint Demonstration	11/4/2022	11/4/2022	8	Joint KE/NGPC	task
510	5.2.6.5	NGPC User Acceptance Testing	11/7/2022	11/15/2022	56	NGPC	task
511	5.2.6.6	Gap Analysis and Retrospective	11/16/2022	11/16/2022	8	Joint KE/NGPC	task
512	5.2.6.7	***NGPC Deliverable: Sprint Acceptance and Issue Log***		11/17/2022		KE Implementation	milestone
513	5.2.6.8	***Sprint Deployed to Production***		11/18/2022		KE Implementation	milestone
514	5.3	***Go-Live Go/No Go Decision***		11/23/2022		KE Implementation	milestone
515	5.4	Verify Approved Codebase/Configurations in Production	11/24/2022	11/30/2022	40	KE Implementation	task
516	5.5	Verify Final Data Migration	11/24/2022	11/30/2022	40	KE Engineering/DevOps	task
517	5.6	Activate Production URLs/Links	12/1/2022	12/1/2022	8	KE Engineering/DevOps	task
518	5.7	***NGPC Statewide Web-Based Permit/Licensing System Live! (Implementation Complete)***		12/2/2022		NGPC	milestone
519	5.8	War Room/Rapid Response Teams Ready	12/1/2022	12/16/2022	96	Joint KE/NGPC	task
520	5.9	Post Go-Live Legacy Data Delta Migration	12/19/2022	12/30/2022	80	KE Engineering/DevOps	task
521	5.10	Operational Support/Maintenance (Ongoing)	12/5/2022	1/2/2023	168	KE Implementation	task

NEW YORK STATE LICENSING SYSTEM

License Issuing Agent Software Guide

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New York State Licensing System

New York State (NYS) provides many quality opportunities for recreational hunting, trapping, and fishing. As a license issuing agent, you provide a valuable service to outdoor enthusiasts. Thank you for serving as a license issuing agent for the New York State Department of Environmental Conservation (NYSDEC).

This training course has been developed to provide assistance to license issuing agents. It provides information regarding issuing licenses, permits, and tags.

Clerk Course Objectives

IMPORTANT

Your course does not have to be completed in one sitting. You may log out and pick up where you left off at your convenience.

You can navigate through the course material from the Course Contents page.

After you have completed the course, you can refer to it at any time. Click the Menu icon *(the icon with three horizontal lines or hamburger icon), and select* Training Course.

By end of the course, you will be able to:

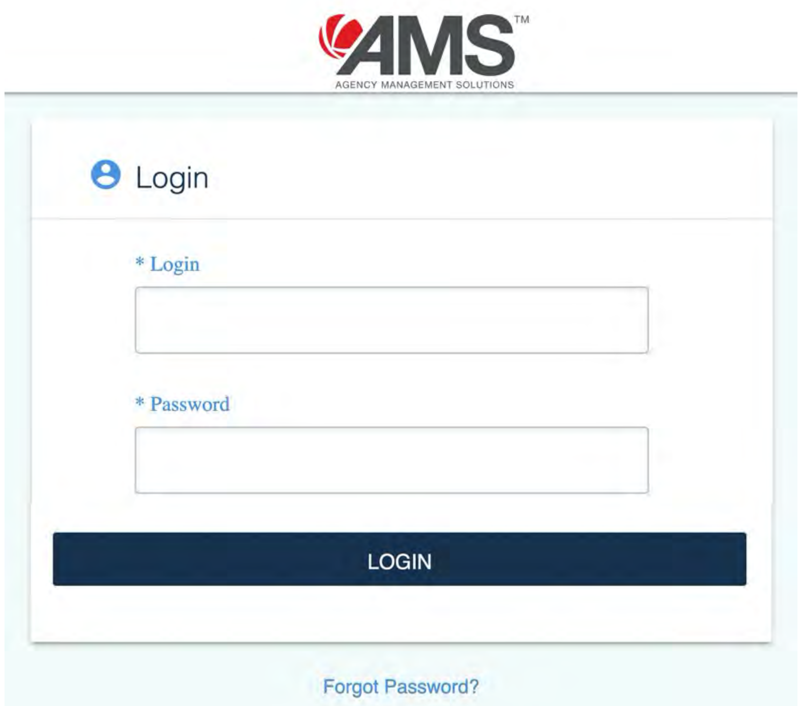
- Access the licensing application.
- Search for a customer record.
- Create a new customer record, if needed.
- Make a license sales transaction.
- Understand how to handle error messages related to eligibility and prerequisites.
- Understand troubleshooting/problem resolution procedures, system error messages, help features, and inquiry functions.
- Void a product from an order.
- Return voided products to Revenue.

- Find and download reports, and understand what is included on the reports.
- Access support materials when needed.
- Perform basic printer maintenance.

Logging In as a License Issuing Agent

Open the licensing application on the point-of-sale (POS) terminal. On the Login screen, enter your username (login) and password.

If you have forgotten your password, click Forgot Password? To reset your password, you must have a valid email address on your user profile, and you must have access to that email account. If you do not have access to your email account, a store manager or an agency customer support agent can reset your password.



USER'S TIP

After a period of inactivity, the POS terminal will return to the Login screen.

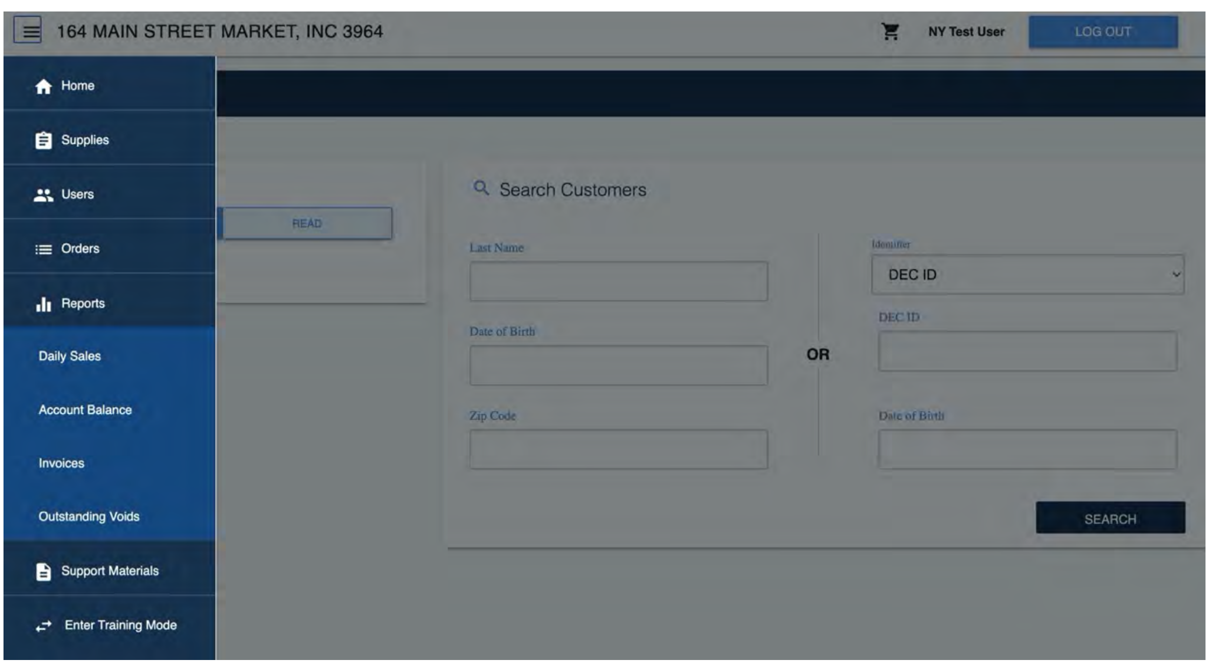
Selecting Your Location

If you work at more than one location, select the appropriate location.

If you do not work at multiple locations, this step will not apply to you. You will see the Home screen of your location.

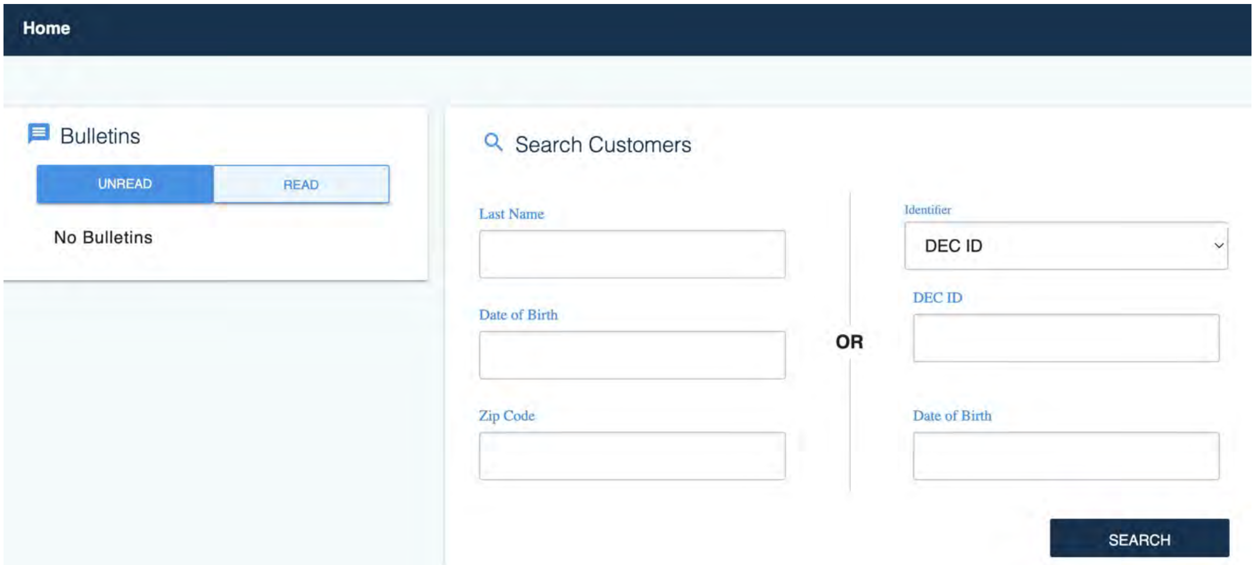
Navigating the Licensing Application

To navigate the licensing application, you can click the Menu icon (the icon with three horizontal lines or hamburger icon). From the Menu, you can access Training Mode, Support Materials, and Reports.



Searching for a Customer

After you choose the location (if applicable), the Home screen will appear. From this screen, you can search for customers.



USER'S TIP

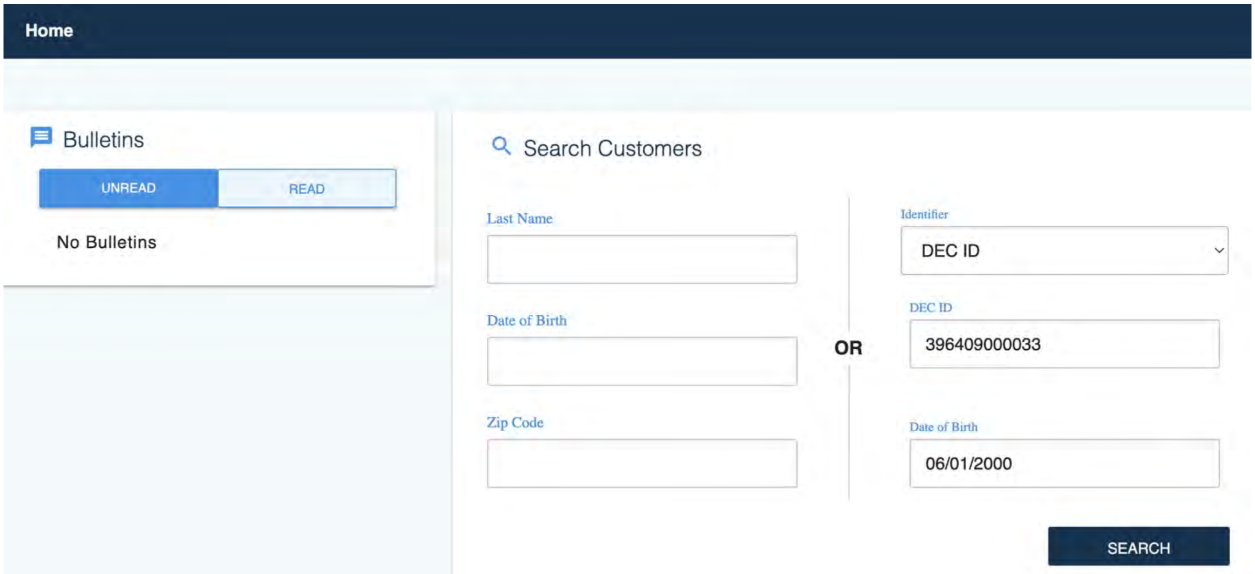
Important information from the state agency will be posted under Bulletins.

Entering Customer Information for a Search

In the Search Customers section, select the Identifier that the customer has provided from the drop-down menu. Complete the fields for ID and Date of Birth (MM/DD/YYYY).

If the search yields no results, perform a search using the fields for Last Name, Date of Birth (MM/DD/YYYY), and Zip Code.

Note: When you are performing a customer search, make sure that you have entered the information correctly in each field.



Glossary

Identifier

: Information that is used to identify someone in a unique way, e.g., a customer's DEC ID or a driver's license

Selecting the Correct Customer Result

Once you have entered the customer's information, click Search. If there are multiple results, click the checkbox next to the correct customer.

	Last Name	First Name	Customer Number	Date of Birth	Address
☐	Van Dellen	Chester	1000000000044	1980-12-29	230 MARTIN ST
☐	Van Dellen	Joe	1000000000482	1980-12-29	123 Any Street
☐	Van Dellen	Chester	999901426943	1980-12-29	230 Martin Street

Confirming Customer Information

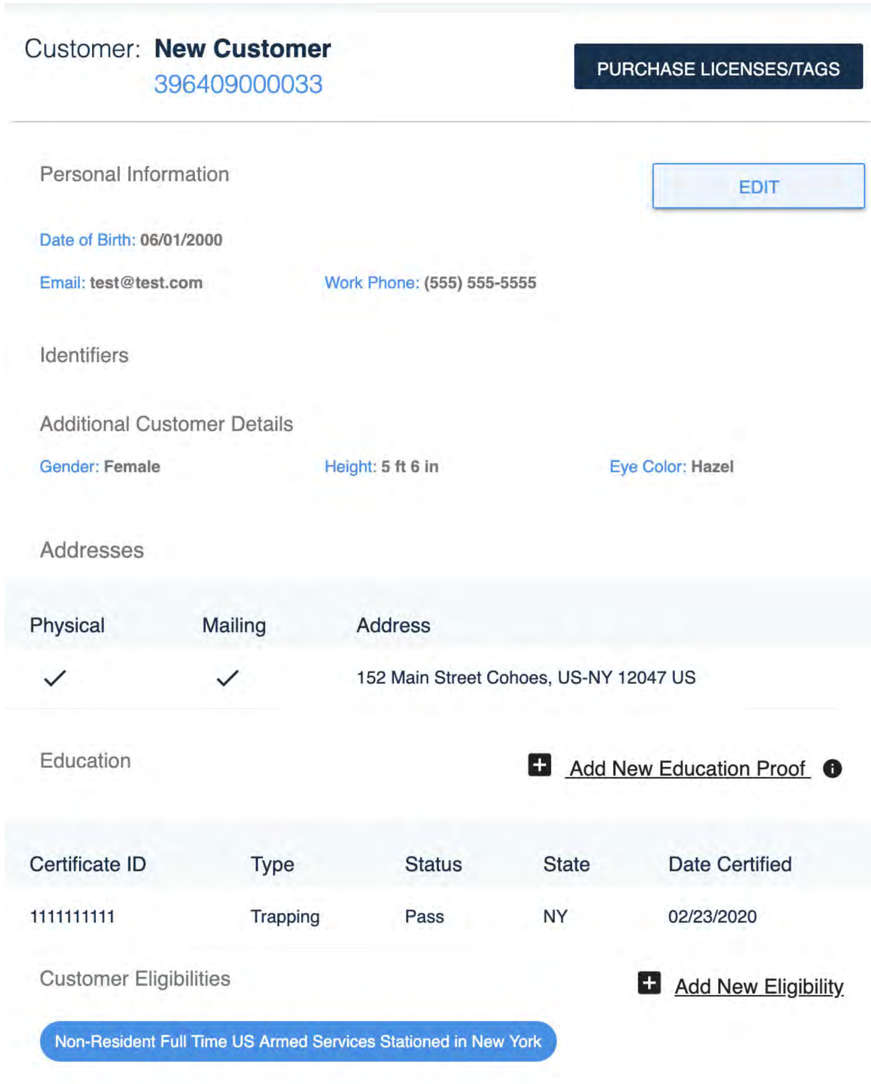
The customer record will appear. Go through the information, and ask the customer to confirm if it is correct (e.g., spelling of the name, date of birth, email address, and physical and mailing addresses). Click Edit to update the customer's information if needed, or click Purchase Licenses/Tags.

Ask the customer to provide his or her proof of NYS residency. This will assist in verifying the information on the screen and confirming that the information is correct with the customer.

Proof of Residency

NYS residents will need one of the following documents as proof of residency when purchasing a license:

- NYS driver license from DMV showing a valid NYS address
- NYS non-driver identification from DMV showing a valid NYS address
- Current NYS vehicle registration showing a valid NYS address
- IT-201 OR W-2 income tax form from the previous year
- Current voter registration card
- Current student ID card from a New York State College or University
- Military Leave and Earnings Statement (LES) OR military orders
- Current pay stub OR note on letterhead from a current employer (Either must verify your legal NYS address.)



IMPORTANT

The customer does not receive a printed copy of the receipt. Therefore, if the email address is not correct, he or she will not be able to receive an electronic receipt after the sales transaction.

Inform the customer that NYSDEC does not share customer email information. The email information is collected and used for NYSDEC purposes only.

Searching for the Customer

Important

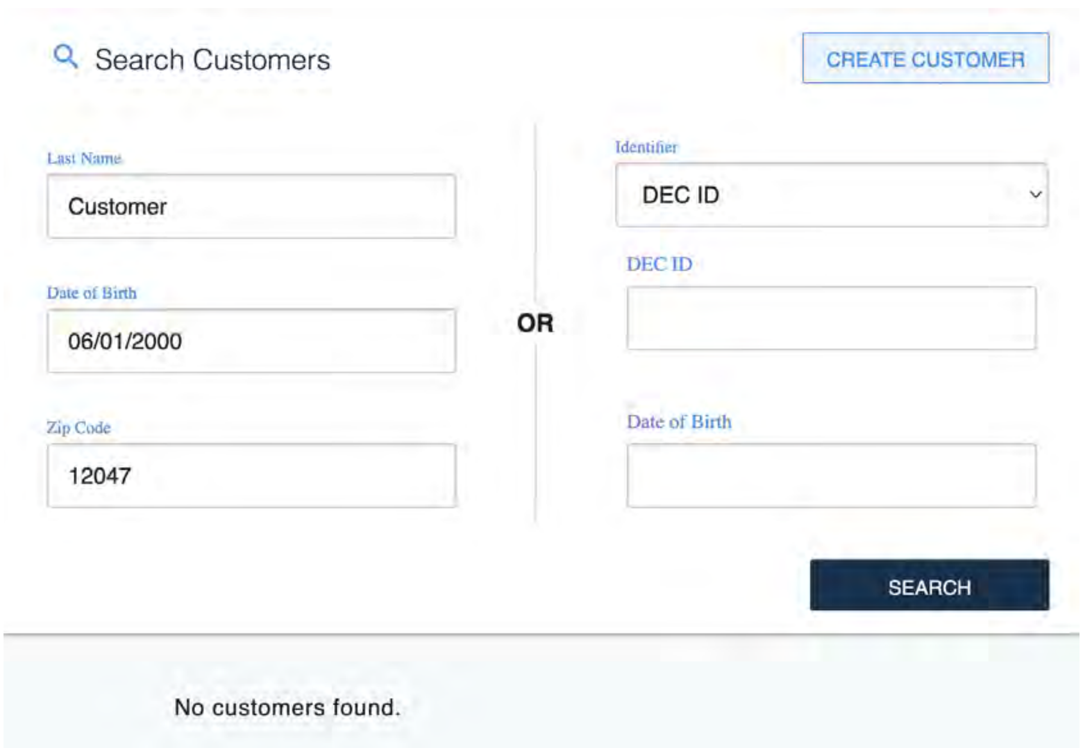
Before you can create a new customer, you must perform multiple customer searches to ensure that there is no existing record:

The search using Identifier, ID, and Date of Birth (MM/DD/YYYY)

The search using Last Name, Date of Birth (MM/DD/YYYY), and Zip Code

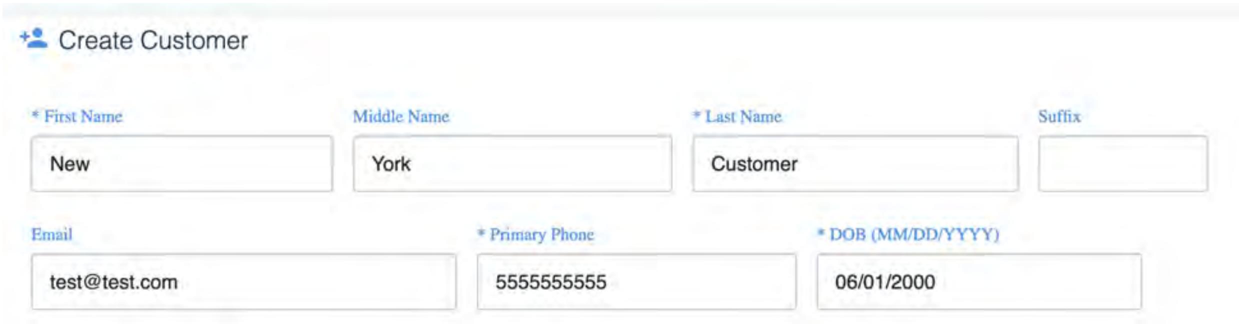
For each search, make sure that you have entered the information correctly in each field.

If you cannot find a customer record, click Create Customer to create a new one.



Creating a Customer Record

The Create Customer screen will appear. Enter the customer's information into each required field that is marked with an asterisk (*).

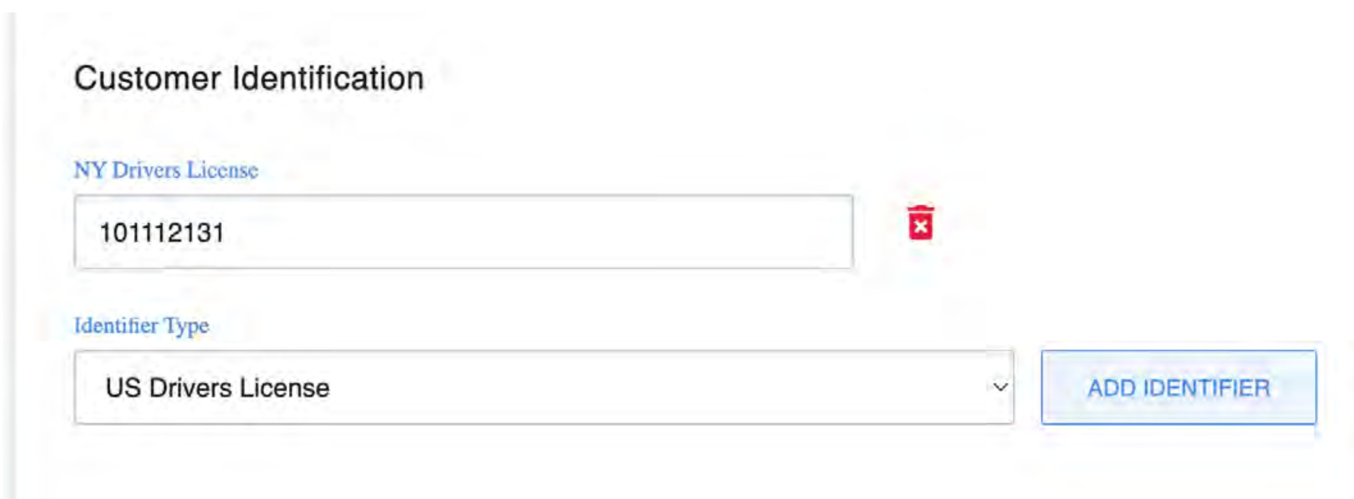


Entering Customer Identifiers

Complete the Customer Identification section. From the drop-down menu, select the Identifier Type that the customer has provided. Then, click Add Identifier, and complete the field.

A customer may add multiple identifiers. This will help with locating the customer's record in the future.

If the customer cannot provide any identifier, select No Identifier Provided from the drop-down menu.



USER'S TIP

If the customer has a valid NYS driver's license or non-driver ID on record, the residency status will automatically be verified through the NYS Department of Motor Vehicles (DMV).

IMPORTANT

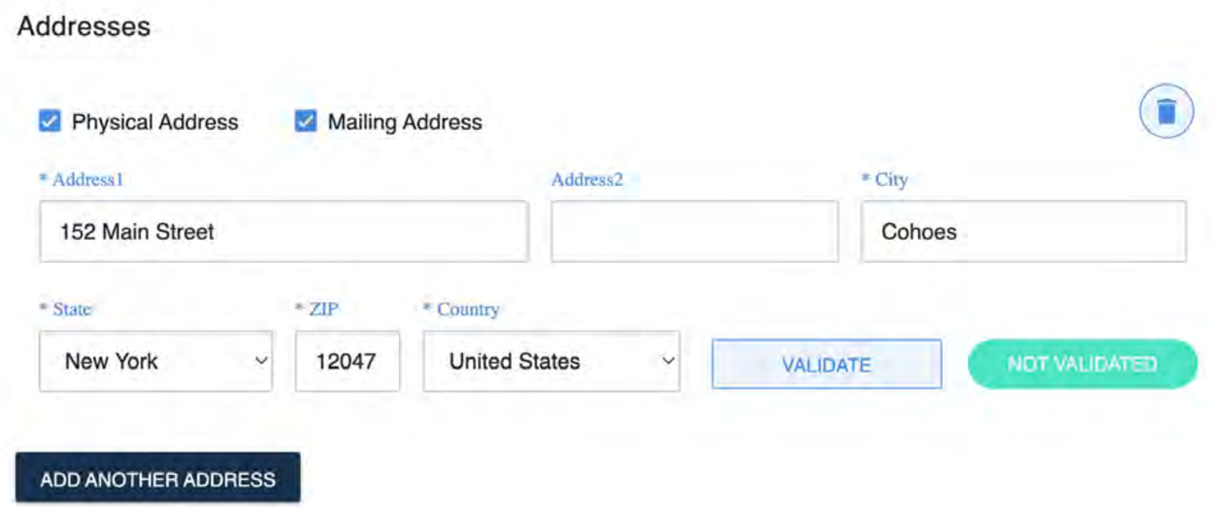
If the NYS DMV cannot verify a NYS resident's driver's license or non-driver ID, the customer must provide a different proof of residency. If the customer cannot provide another proof of residency, the customer will be presented non-resident products from the catalog.

Entering Customer Addresses

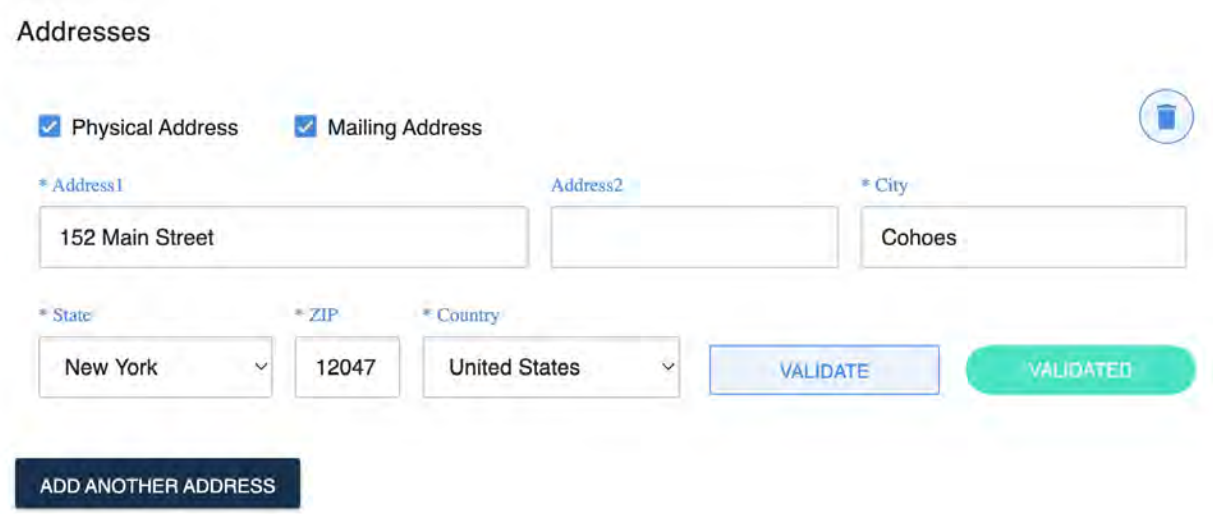
Collect and validate the customer's address or addresses. The customer must provide both a physical address and a mailing address. The same address can be used for both. Use the checkboxes to indicate the type of address that is entered.

For each U.S. address that is entered, click Validate to check the accuracy of the address. The address is validated by the United State Postal Service database. This will help check for mistakes in manual data entry.

Validating the address will automatically add the county (which is not collected). It will also complete any fields with missing information and correct any errors.



Address that has not been validated.



Address that has been validated

User's Tip

A PO Box can be entered only as a mailing address. It is not a valid physical address. If the customer provides a PO Box, collect a physical address as well.

Entering Additional Customer Details, Education, and Eligibilities

Collect state-required information and any education and eligibility information.

Additional Customer Details

In the Additional Customer Details section, collect any additional information required by the state:

- Gender
- Height
- Eye color

Education/Previous License Information

In the Education/Previous License Information section, add any education certificates for hunting, trapping, or bowhunting that the customer may have. The customer may also provide information about previous licenses.

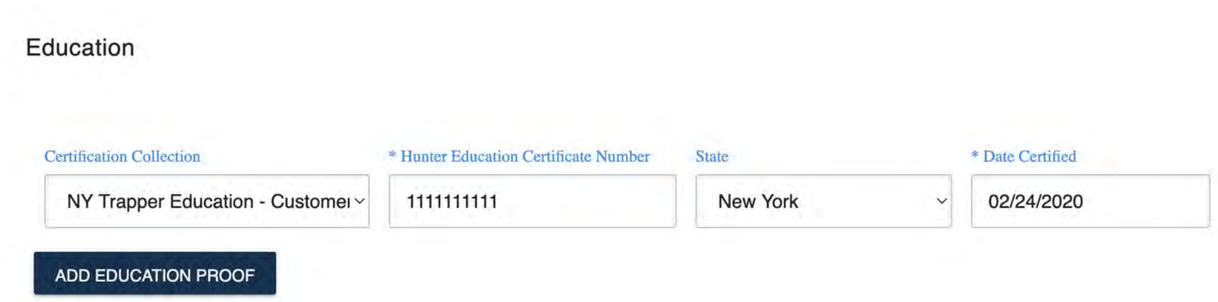
The following are acceptable customer-provided forms of documentation:

- NY Hunter Education
- NY Bowhunter Education
- NY Trapper Education
- NY Waterfowl Education
- Out-of-State Hunter Certification

- Out-of-State Bowhunter Certification
- Out-of-State Trapper Certification
- Previous License Number for Hunt
- Previous License Number for Bow
- Previous License Number for Trapping

Select the type of Education or Previous License from the drop-down menu:

- If Education type is selected, enter the appropriate information such as certificate number, certification date, and NY for state when entering a NYS hunter, bowhunter, trapper, or waterfowl certificate.
- If Previous License type is selected, enter license number, license date, and state the license is from for previous hunt, bow, or trapping licenses.

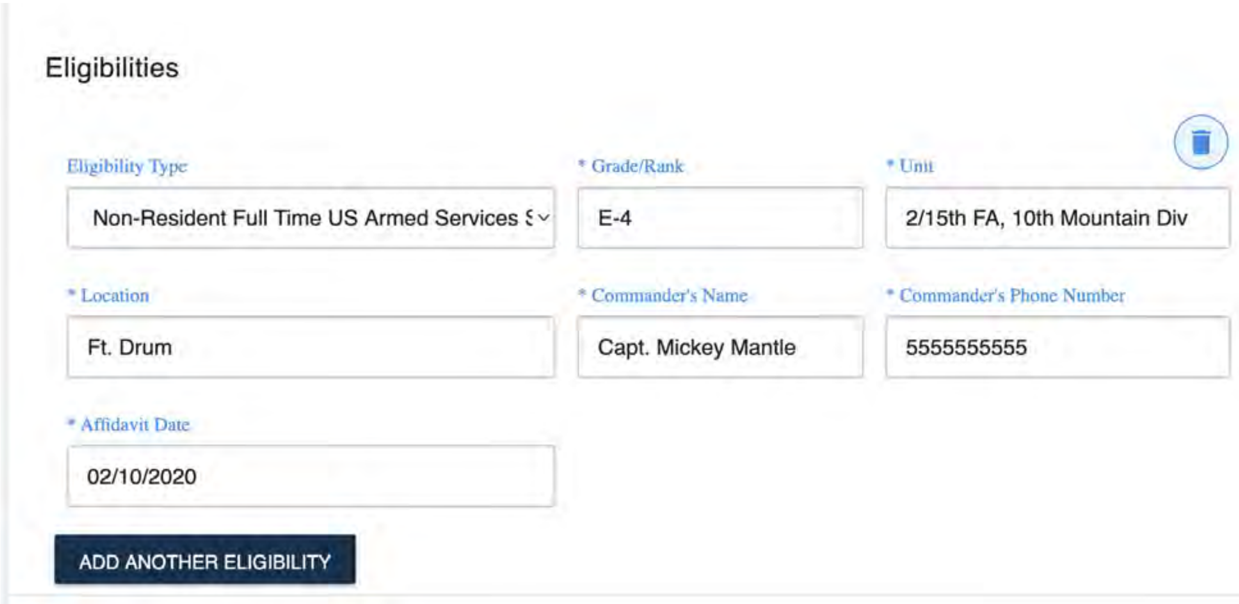


Eligibilities

In the Eligibilities section, add any eligibilities that the customer may have. The customer may add such eligibilities as being an active-duty military member or a person with a military disability. The customer must provide proof for any eligibility.

The following are accepted eligibilities:

- Patriot Plan Affidavit
- Non-Resident Full-Time US Armed Services Stationed in New York
- Annual Military Disability
- Permanent Military Disability
- Blind Disability
- Native American



When you have collected all the information, click Save Changes or Create Customer and Start Purchase. You have now created a customer record.

Searching for and Confirming the Customer Record

On the Home screen, perform a customer search. If you cannot find a customer record, create a new one.

When reviewing the customer record, ask the customer to confirm that the information is correct. Once confirmed, click Purchase Licenses/Tags.

Customer: **New Customer**
396409000033

PURCHASE LICENSES/TAGS

Personal Information

EDIT

Date of Birth: **06/01/2000**

Email: **test@test.com** Work Phone: **(555) 555-5555**

Identifiers

Additional Customer Details

Gender: **Female** Height: **5 ft 6 in** Eye Color: **Hazel**

Addresses

Physical	Mailing	Address
✓	✓	152 Main Street Cohoes, US-NY 12047 US

Education

Add New Education Proof

Certificate ID	Type	Status	State	Date Certified
1111111111	Trapping	Pass	NY	02/23/2020

Customer Eligibilities

Add New Eligibility

Non-Resident Full Time US Armed Services Stationed in New York

IMPORTANT

Make sure that the following customer information is correct: spelling of the name, date of birth, email address, and physical and mailing addresses.

Checking Residency

Collect the NYS customer's proof of residency. Click the information icon to learn the definition of residency for the state.

Resident

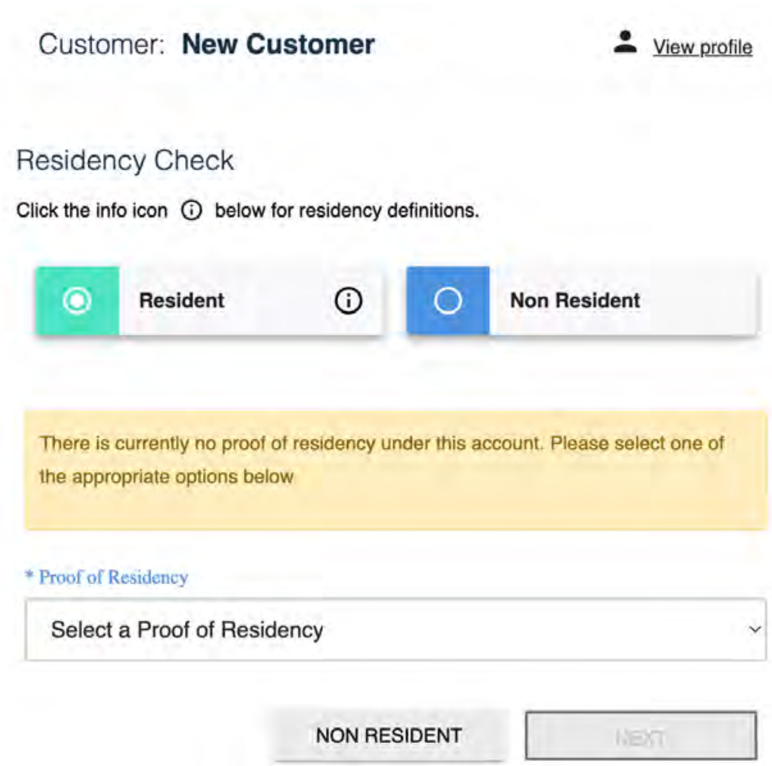
Select Resident if the following applies:

- The customer does not have a NYS driver's license but is considered a state resident.
- The NYS driver's license validation fails.

From the drop-down menu, indicate the proof of residency that the customer has provided. The customer must present one of the state-approved forms, and you must visually verify the form.

Non-Resident

Select Non-Resident if the residency definition does not apply to the customer.



If the customer has a valid NYS driver's license or non-driver ID on record, the residency status will automatically be verified through the NYS DMV.

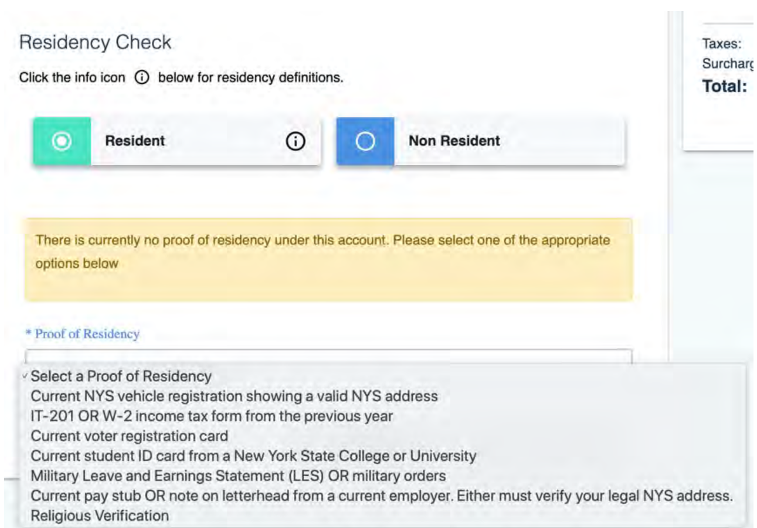
If the driver's license validation fails, the system will prompt you to collect an alternate state-approved proof of residency. You should first attempt to edit the NYS driver's license or non-driver ID to correct any possible errors before collecting alternate proof.

The following are alternate state-approved proofs of residency:

- NYS driver license from DMV showing a valid NYS address
- NYS non-driver identification from DMV showing a valid NYS address
- Current NYS vehicle registration showing a valid NYS address
- IT-201 OR W-2 income tax form from the previous year
- Current voter registration card
- Current student ID card from a New York State College or University
- Military Leave and Earnings Statement (LES) OR military orders
- Current pay stub OR note on letterhead from a current employer (Either must verify your legal NYS address.)

If a NYS resident is unable to prove his or her residency, that resident will need to choose from the Non-Resident catalog.

Residency status must be verified on each transaction.



IMPORTANT

Residency status will affect what products appear in the Product Catalog.

Beginning a Sales Transaction

On the Purchase Licenses/Tags screen, three sections are shown.

Customer Licenses

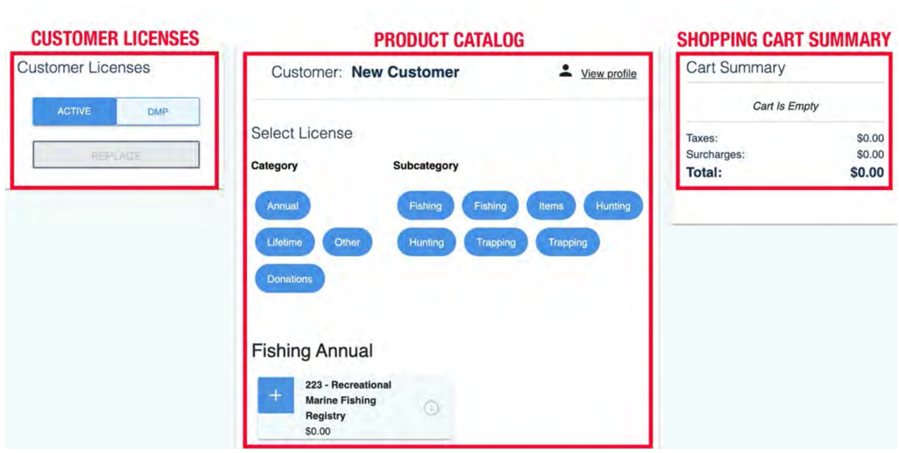
The Customer Licenses section shows the customers active holdings, such as licenses, back tags, and carcass tags. To see a customer's Deer Management Permit (DMP) History for the past three years, click DMP History. In the DMP History section, you can also sell a replacement license. You will learn more about this process later in the course.

Product Catalog

The Product Catalog shows the eligible products that the customer can purchase based on the information he or she has provided. (The Product Catalog products shown will be affected by date of birth, residency, education or previous licenses on file, and eligibilities.) Click the information icon to learn more about each product.

Shopping Cart Summary

The Shopping Cart Summary shows the items that the customer intends to purchase.



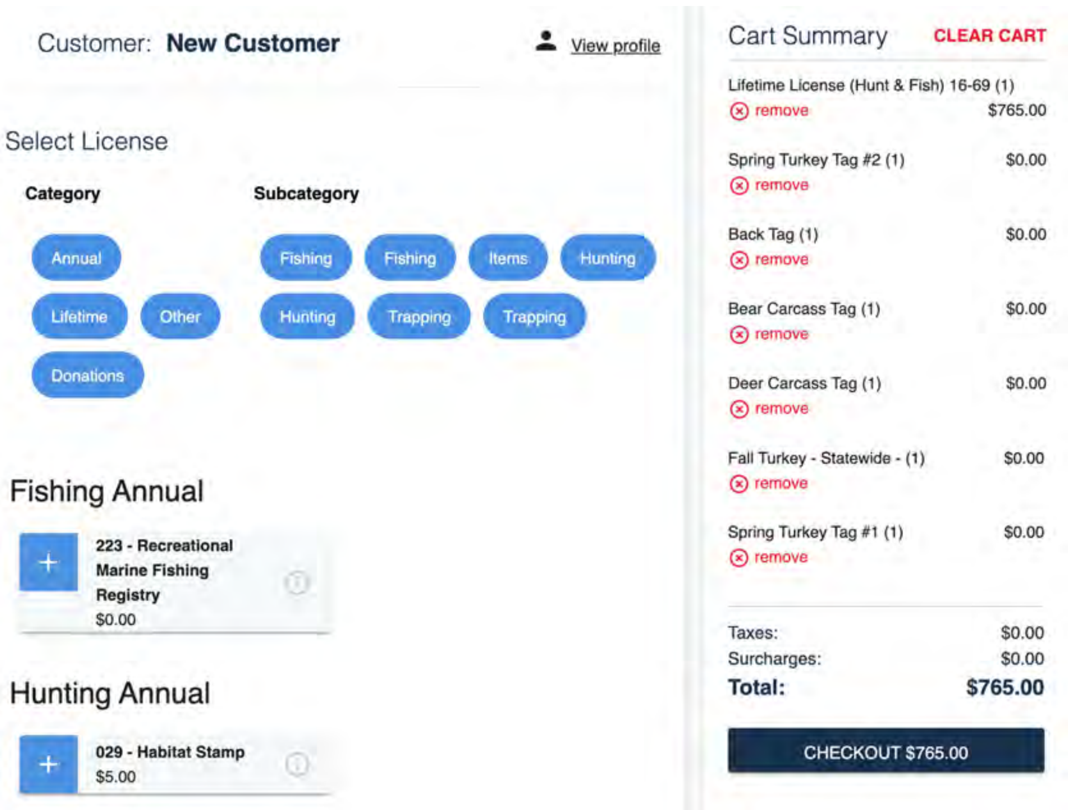
USER'S TIP

If a product has a prerequisite, a message will appear on the screen to notify you after you click on the plus sign (+). The customer will need to provide any required information before the transaction can be completed.

Adding and Removing Products

To add or remove products from the shopping cart, follow these guidelines:

- To add a product to the shopping cart, click the plus sign (+). Once added, the product will be removed from the catalog.
- To remove a product from the shopping cart, click Remove. Once removed, the product will be returned to the catalog.
- When you remove the main product from the shopping cart, the application will automatically remove any corresponding dependent licenses or tags as well. For example, when you remove an annual hunting license, the carcass tags will automatically be removed.

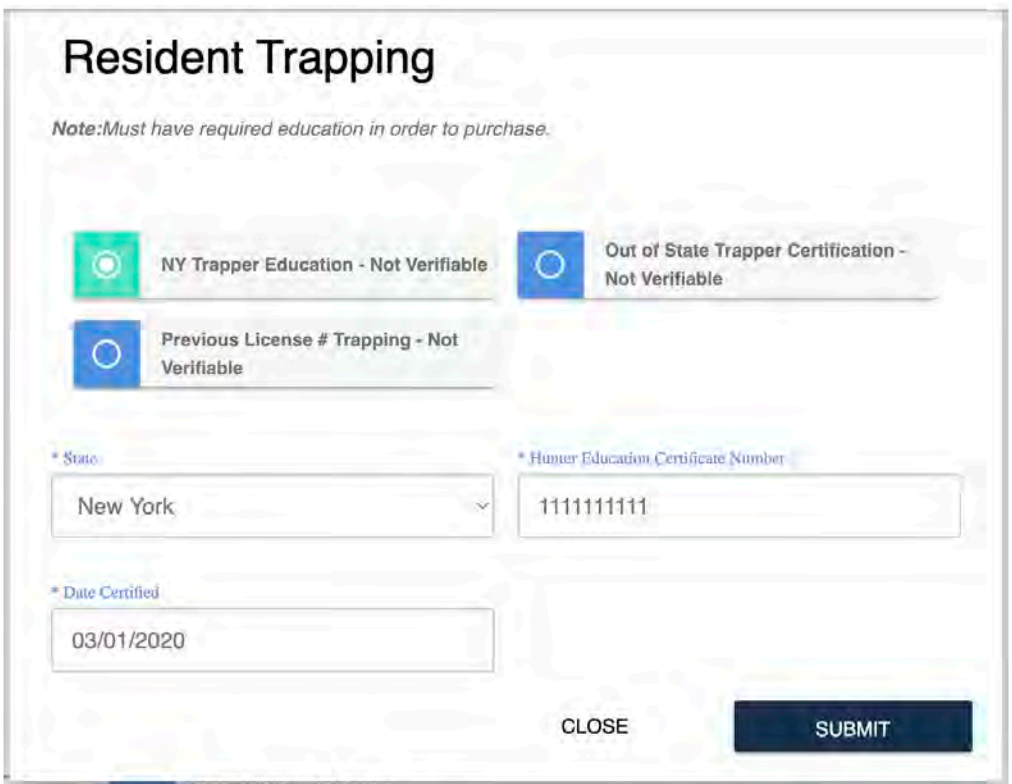


USER'S TIP

Customers may purchase more than one quantity of a product in such cases as short-term fishing licenses or donation products. If you add a product that a customer can purchase multiple times, a message will appear on the screen to notify you.

Adding a Product With a Prerequisite

If you add a product that has a prerequisite, such as an education requirement, you will be notified of this prerequisite. To purchase the product, the customer must meet the prerequisite requirement. Once the required information has been entered, it will appear on the customer record.



To purchase a trapping license, the customer must have a valid trapper education certificate on record.

IMPORTANT

When selling a lifetime license, the prerequisite can be bypassed by selecting Continue Without Adding Education. However, the customer will not receive carcass tags until proof of education has been added to his or her record.

If proof of education or a previous license is added after selling a lifetime license, the carcass tags will generate but will be mailed to the customer. Therefore, if the customer does have proof of education or a previous license, be sure to add it before completing the sale.

Adding a Short-Term Fishing License

There are two options for short-term fishing licenses: 1 day and 7 days.

Note: *The prices used in the steps below are for NYS residents. The prices for non-residents will differ.*

1-Day Fishing License

For 1-day fishing licenses, the customer may purchase them to use for consecutive (back-to-back) days or non-consecutive days.

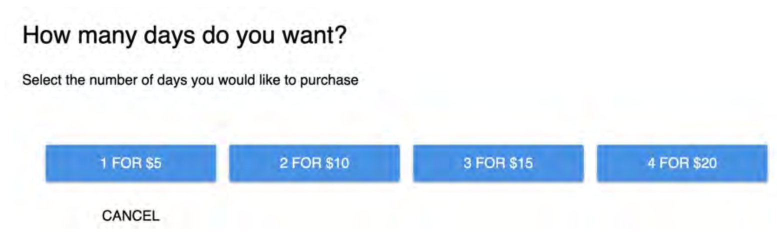
For consecutive days, do the following:

- Add the product.
- Select the number of days the customer would like to purchase.
- Select the start date for the license on the calendar.
- Click Submit.

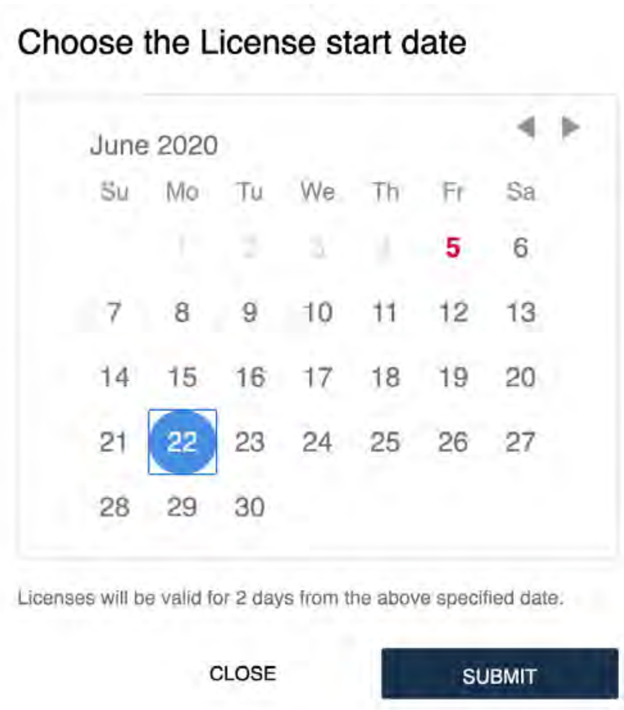
For non-consecutive days, do the following:

- Add the product for the first non-consecutive day by selecting 1 for $5.
- Select the start date for the license on the calendar.
- Click Submit.
- Repeat steps 1 to 3 until all days have been added.

__Note__: Each license used for a non-consecutive day should appear as a separate line item in the shopping cart. The options of __2 for $10__, __3 for $15__, etc., cannot be used for non-consecutive days.



1-day fishing license options for NYS residents: 1 for $5, 2 for $10, 3 for $15 and 4 for $20

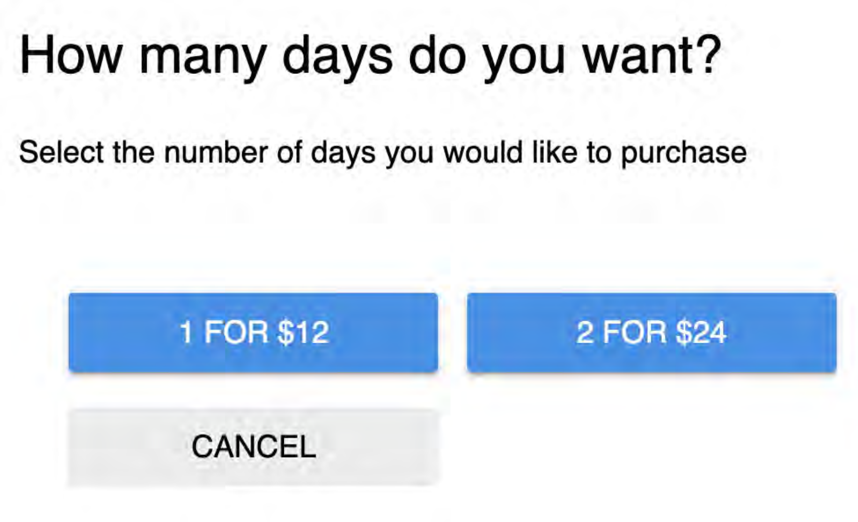


Calendar to indicate the start date of the fishing license

7-Day Fishing License

For a 7-day fishing license, do the following:

- Add the product.
- Select the start date for the license on the calendar.
- Click `Submit`.

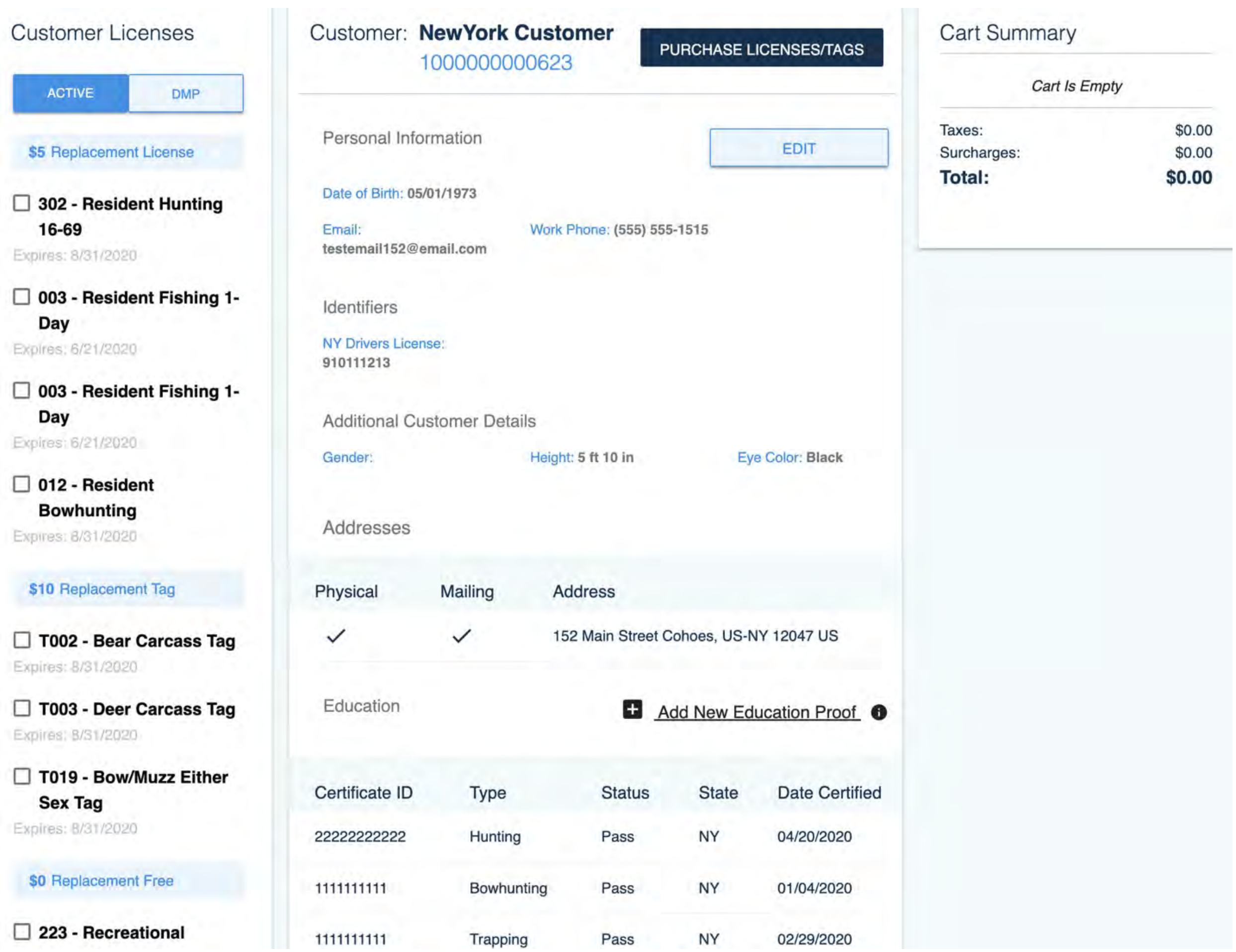


7-day fishing license options for NYS residents: 1 for $12 and 2 for $24

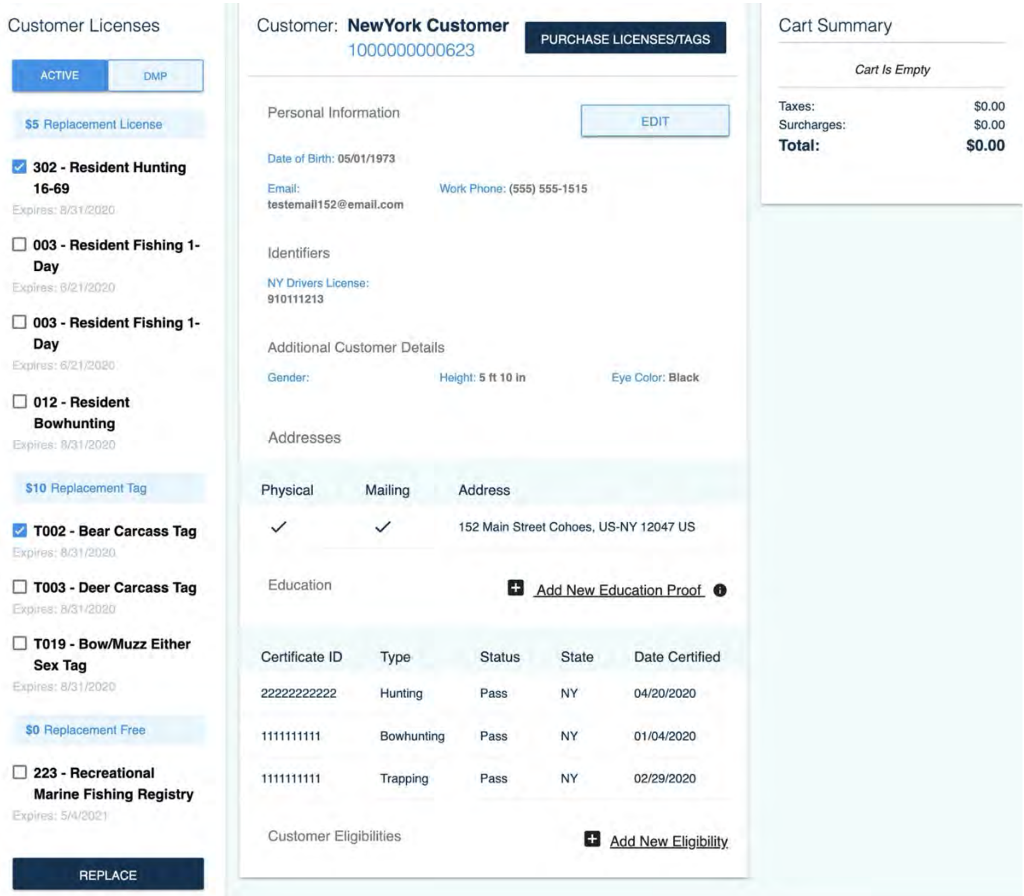
Replacing Licenses, Carcass Tags, and Other Items

To add a replacement license, carcass tag, or other item, follow these steps:

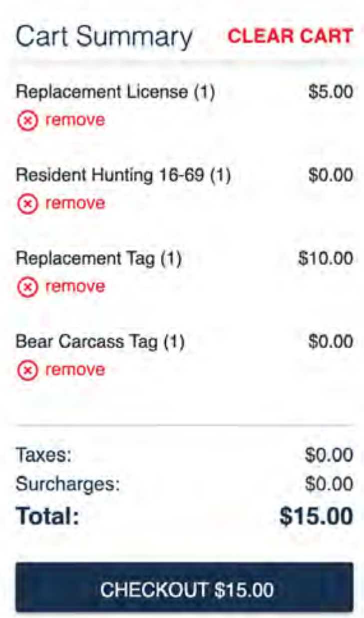
- Search for the current customer. Current active licenses will appear on the left side of the customer screen.
- Select licenses, carcass tags, or other items that need to be replaced.
- Select Replace Licenses. Replacement items will be added to the cart.
- Select Checkout.
- Complete purchase.



Customer record with the active licenses listed on the left side



Selected items that customer would like to replace



Shopping cart summary with replacement license added

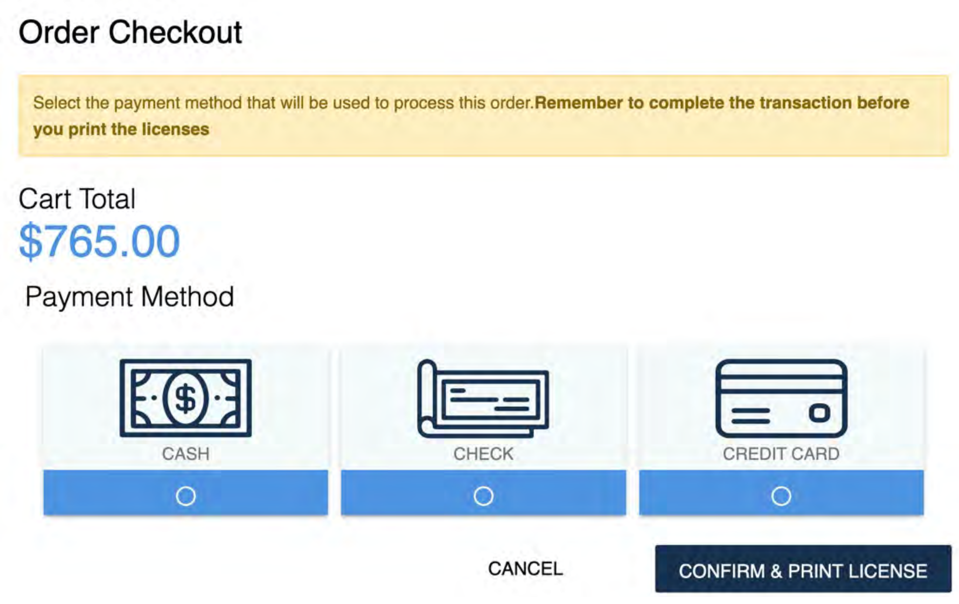
Completing the Sales Transaction

Once you have added all the products to the shopping cart, the customer is ready to make payment. Click Checkout.

Select the customer's payment method, and enter the required information.

Collect payment. (Collect cash or check. Run and get approval on credit card.)

Click Confirm & Print License.



User's Tip

Selecting the correct payment method will help with daily reconciliation.

Important

If the customer has a valid email address associated with his or her customer record, the customer will be sent an electronic receipt.

Printing the Product

By clicking Confirm & Print License, the product will be sent to the printer. There will be no preview of the product.

Product Printed Correctly

Inspect the printed product. If the product is printed and appears correct, select Yes, the license printed correctly.

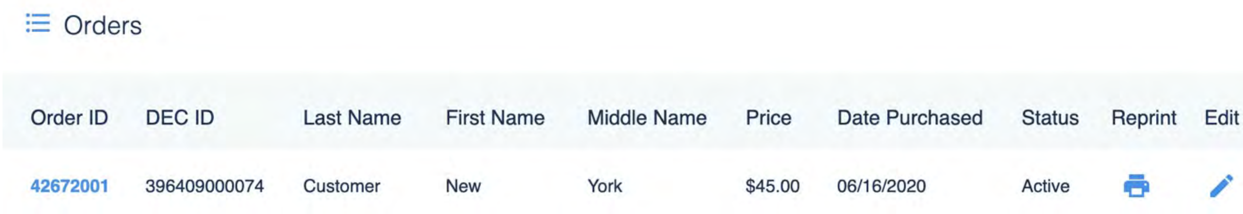
No Product Printed or Product Did Not Print Correctly

If no product is printed or if the product is not correct, select No, the license did not print correctly. This will take you to the Orders screen. On this screen, you can click the Reprint icon to reprint the product or the Edit icon to void the order.

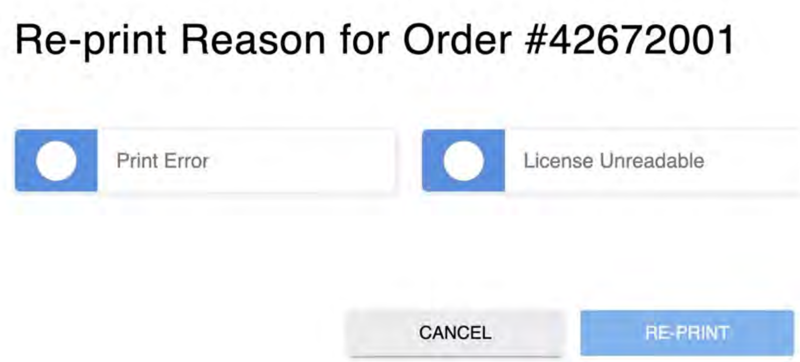
Provide the reason for the reprinting or voiding. If an order needs to be reprinted, the product will be sent to the printer again. If an order is voided, the customer will not be charged for the sales transaction.

Note: *If a product is printed with errors or if it is illegible, set the product aside to be returned with the returnable documents. It must be returned to Revenue.*

On the Order Verification scree, click No, the license did no print correctly or Yes, the license printed correctly.

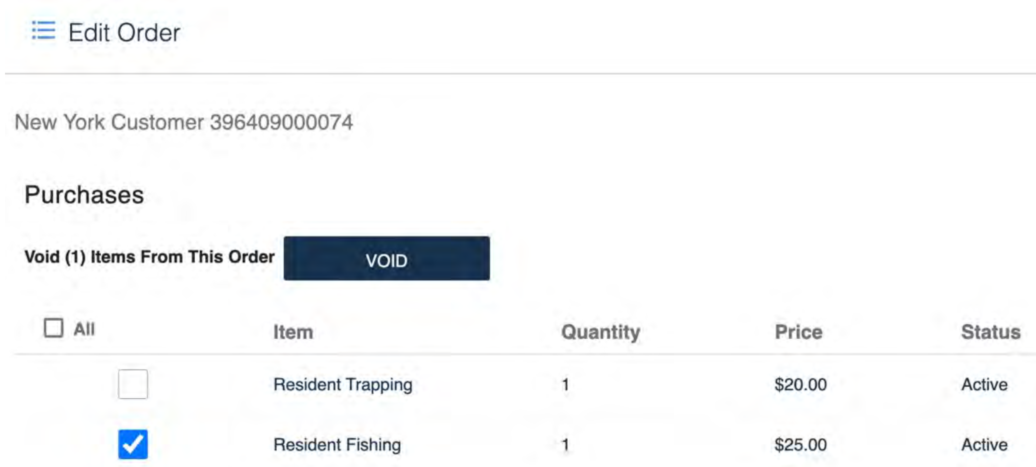


If you select No, the license did not print correctly, you will be taken to the Orders screen. Choose the Reprint icon to reprint the product or the Edit icon to void the order.



If reprinting the product, choose the reason for reprinting: Print Error or License Unreadable.

If reprinting the product, indicate if the reprinting was successful by clicking No or Yes.



If voiding an order, select the items that need to be voided, and click Void.

USER'S TIP

To view the details of the transaction again or other past transactions, select Orders from the Menu icon.

IMPORTANT

There will be no PDF preview of the license.

When to Void Products

After a sales transaction, you may need to void a product from that order for the following reasons:

- The wrong product was sold to the customer.
- The printed license and tags are reviewed for errors or legibility, and a problem is found on them.

Note: *If you sell a license that you cannot print, it is advised to void the license immediately.*

USER'S TIP

The voided product will be listed on the Outstanding Voids (Returnable Documents) Report until you return it to Revenue.

IMPORTANT

You have only 4 hours to void a product with the licensing application.

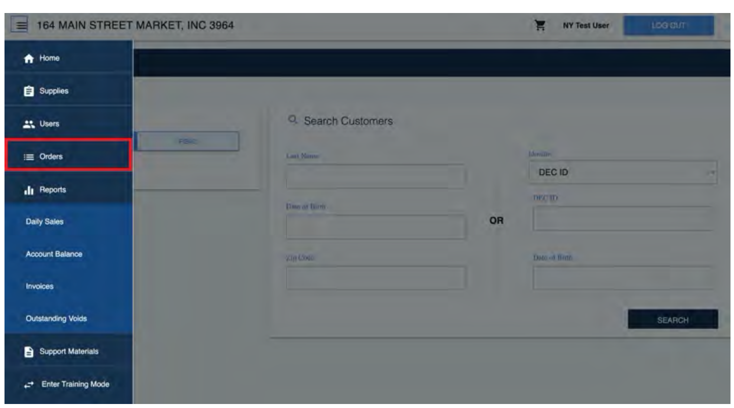
Locating an Order to Void

Here are the guidelines for voids.

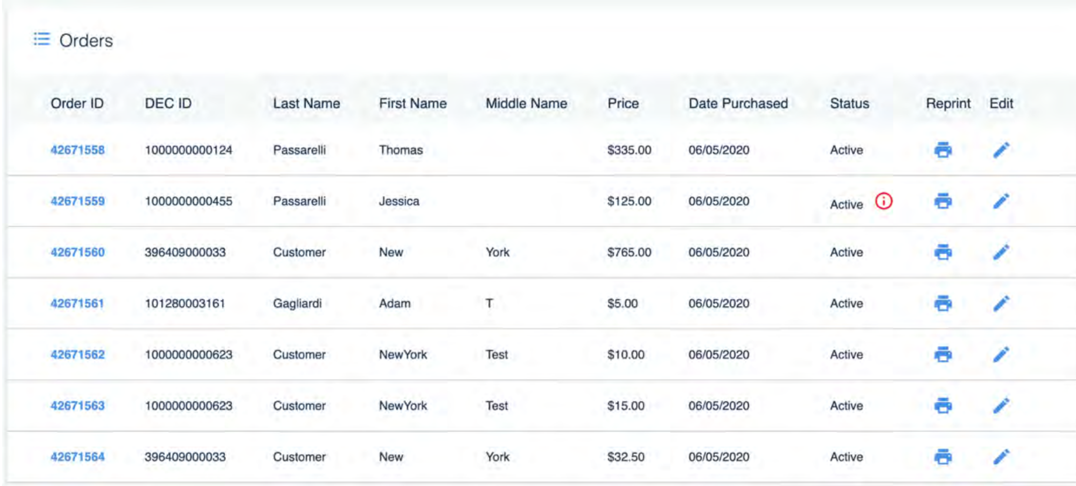
- You can void items only within 4 hours of the completion of the sale.
- You can void items sold only at your agent location within that 4-hour window.
- You cannot void the following items:
    - Lifetime Licenses
    - Deer Management Permits (DMPs)
    - Donations (Habitat Stamp, Venison Donation, Trail Supporter Patch, Conservation Fund)
    - Magazine subscriptions
    - Any item that has already been replaced

To begin the void process, click the Menu icon, and select Orders. On the Orders screen, all orders processed within the last 4 hours at your location will appear. They are listed from oldest to newest.

Locate the order that you need to void, and click the Edit icon.



Selecting Orders from the Menu



Orders

Order ID	DEC ID	Last Name	First Name	Middle Name	Price	Date Purchased	Status	Reprint	Edit
42671558	1000000000124	Passarelli	Thomas		$335.00	06/05/2020	Active		
42671559	1000000000455	Passarelli	Jessica		$125.00	06/05/2020	Active		
42671560	396409000033	Customer	New	York	$765.00	06/05/2020	Active		
42671561	101280003161	Gagliardi	Adam	T	$5.00	06/05/2020	Active		
42671562	1000000000623	Customer	NewYork	Test	$10.00	06/05/2020	Active		
42671563	1000000000623	Customer	NewYork	Test	$15.00	06/05/2020	Active		
42671564	396409000033	Customer	New	York	$32.50	06/05/2020	Active		

Orders screen with sales transactions within the 4-hour window

---

IMPORTANT

To void a product using the licensing application, you must void it within 4 hours of the transaction. After 4 hours, you will have to contact Revenue at 1-800-962-5622 to process the void.

Selecting Products to Void

On the Edit Order screen, you will see all the products that the customer had purchased in that order. The following information is provided for each order.

- Item: The name of the product
- Quantity: The number of products purchased
- Price: The price of each product
- Status: The status of the product, such as Active or Voided

Voiding Products

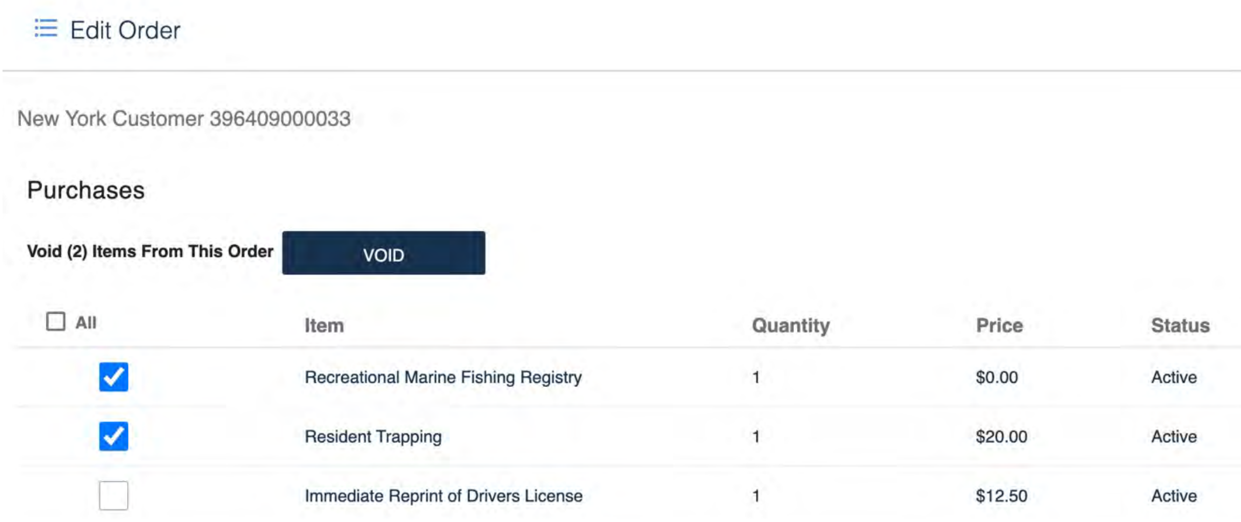
During the void process, you can void individual products or all the products from a single order.

- If you need to void individual products, click the checkbox beside the product.

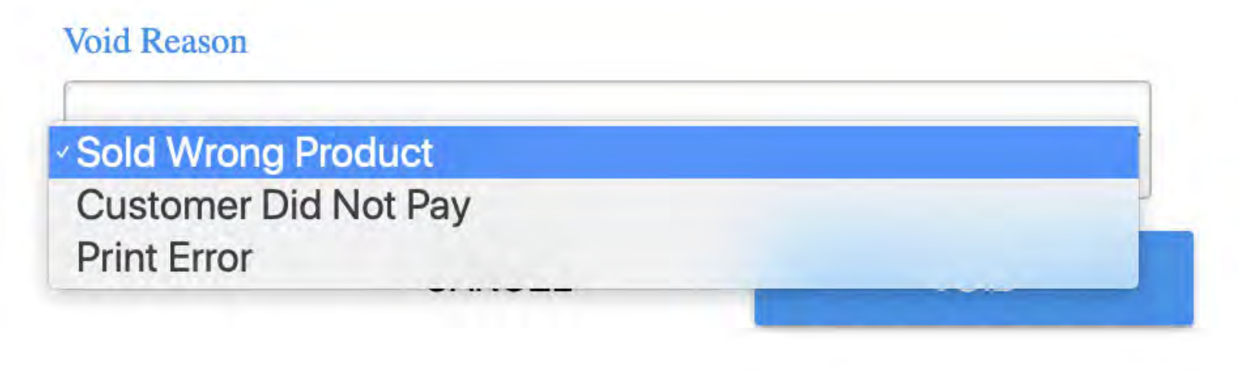
- If you need to void all products, click the All checkbox.

Verify that the correct products have been selected. Click Void.

Provide the reason for voiding the selected products. Click Void.



Edit Order screen showing all the products from an order



Two reasons for voiding products to select from: sold wrong product or print error

---

USER'S TIP

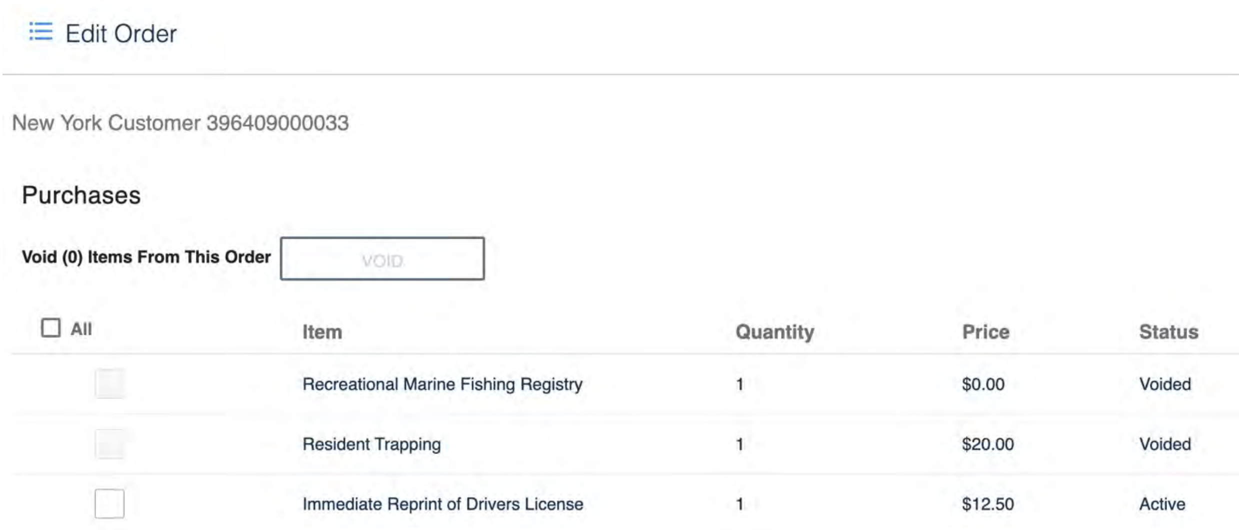
When you select the main product, the application will automatically select any corresponding dependent licenses or tags to be voided. For example, when selecting a hunting license, the carcass tags will automatically be selected.

Checking Product and Order Status

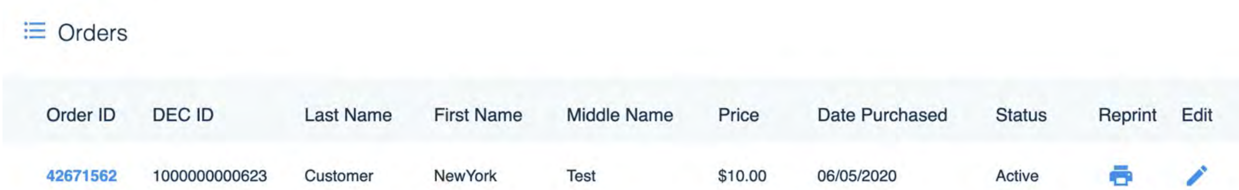
On the Edit Order screen, the status of the products will now be updated to Voided.

On the Orders screen, the status of the order will be updated.

Note: If you did not void all the products in the order, the status on the Orders screen will remain as Active but will have a red information icon beside it. If you voided all the products in the order, the status will be updated to Voided and will have a red information icon beside it.



Edit Order screen with updated Voided status



Orders screen with the red information icon beside the status

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IMPORTANT

Collect all voided products from the customer. You must send the voided products to Revenue by the date specified in the Outstanding Voids Report.

Returning Voided Products

The Outstanding Voids Report lists all the outstanding voids that need to be resolved at your location. To view the report, click the Menu icon. Expand the Reports submenu, and click Outstanding Voids. The outstanding voids are listed from newest to oldest.

Look for the order that you need to return. Review the information under the Order Number. Be sure to return the voided products by that date. Send the voided products in an envelope to Revenue.

Once Revenue has received the voided products, the entry for the order will be removed from the Outstanding Voids Report.

USER'S TIP

Send the voided products to the following address:

NYSDEC
Revenue
625 Broadway
Albany, NY 12233-4900

Checking Status of Voided Products

To view the status of an order on the Outstanding Voids (Returnable Documents) Report, look at Return Status. The status can change from Pending to Charged.

Pending means Revenue has not yet received the voided products. The return is still within the specified return period. The return period is 45 days from the date that the void was processed.

Charged means Revenue did not receive the voided products within the specified return period. Revenue has charged your location for the unreturned, voided products. You will have 45 days to return the documents before being charged. Once Revenue has received the voided products, it will credit your location for the products.

Products that have been successfully returned will not appear on the Outstanding Voids (Returnable Documents) Report.

Types of Reports

You can view the following reports in the licensing application:

Daily Sales Report

The Daily Sales Report lists the transactions for any selected date at your location. You can filter the report by order, product, payment type, and user.

Account Balance Report

The Account Balance Report lists all transactions at your location. The account balance is automatically calculated with each transaction.

Invoices (Account Notice Statement) Report

The Invoices Report lists all the invoices that have been generated by the system and emailed to the your location's agent of record.

Outstanding Voids (Returnable Documents) Report

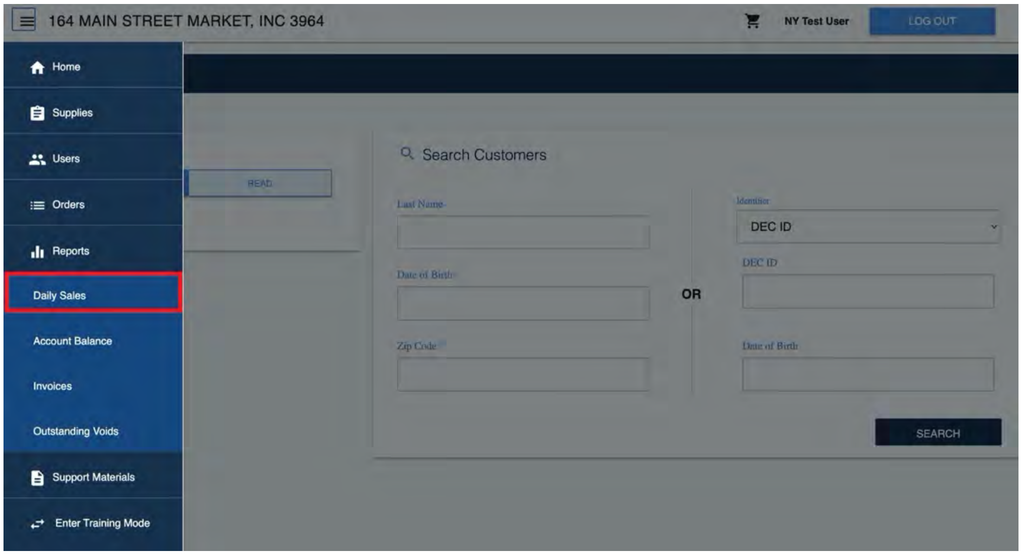
The Outstanding Voids Report lists all the outstanding voids that need to be resolved at your location. You can monitor the status of these voids through this report.

Daily Sales Report

The Daily Sales Report lists the transactions for any selected date at your location. To view the report, click the Menu icon. Expand the Reports submenu, and click Daily Sales.

To view the report for a specific date, enter the date (MM/DD/YYYY) that you need for the sales report. Click Run. If on that date any transactions were processed, the results will generate.

You can filter the Daily Sales Report by order, product, payment type, and user.



Daily Sales Report: Order View

To filter the Daily Sales Report by order, click Order.

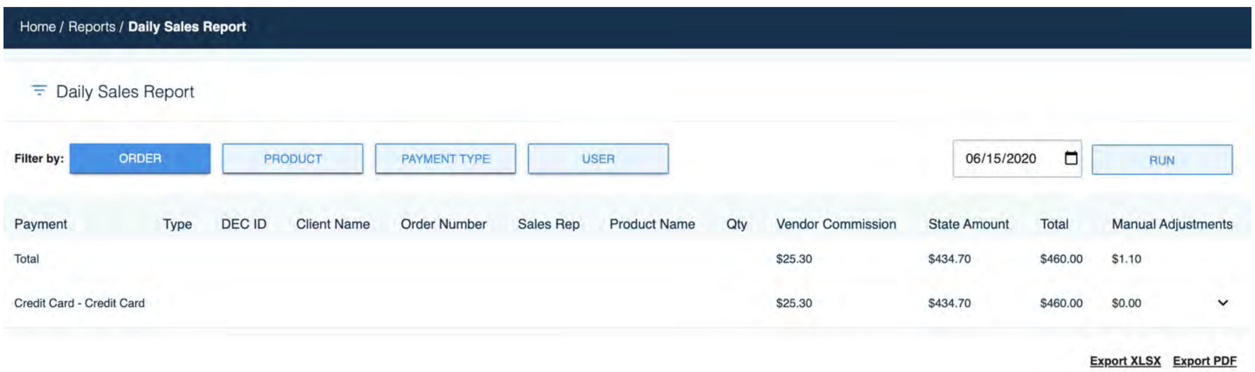
The Order view includes the following information.

- Payment: The payment method for the transaction (e.g., cash, credit card, etc.)
- Type: The transaction type (e.g., sale, reversal, or void)
- DEC ID: The unique number to identify the customer
- Client Name: The person who is associated with the order
- Order Number: The unique number to identify and track the order
- Sales Representative: The user who processed the transaction
- Product Name: The specific product sold
- Quantity: The number of the products sold
- Vendor Commission: The amount of commission your location earned
- State Amount: The amount from the transaction that goes to the state
- Total: The total transaction amount (the sum of vendor commission and state amount)

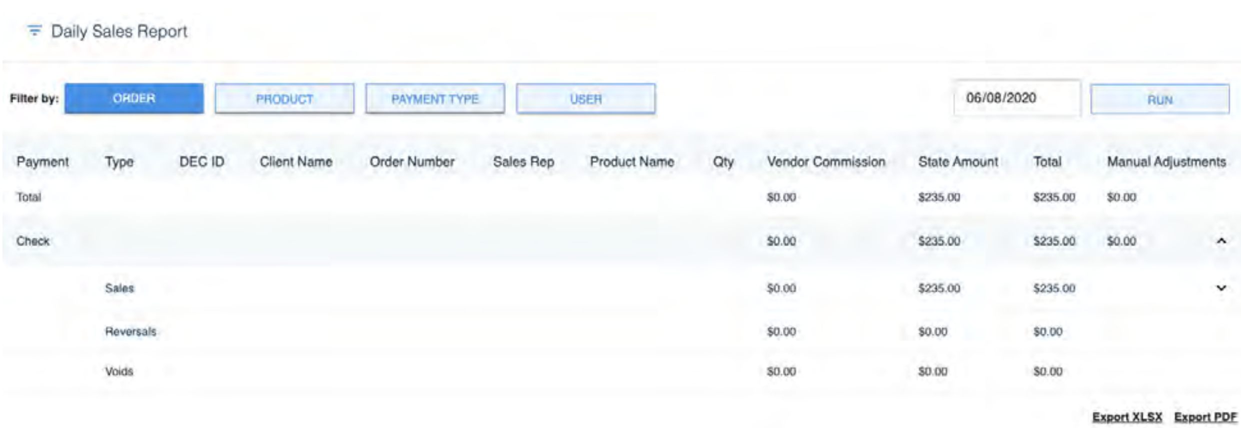
- Manual Adjustments: The adjustment to the vendor account made by Revenue to correct any outstanding balance issues

You can find the overall totals for the columns on the first line. In addition, you can expand the entries to learn more about the transactions.

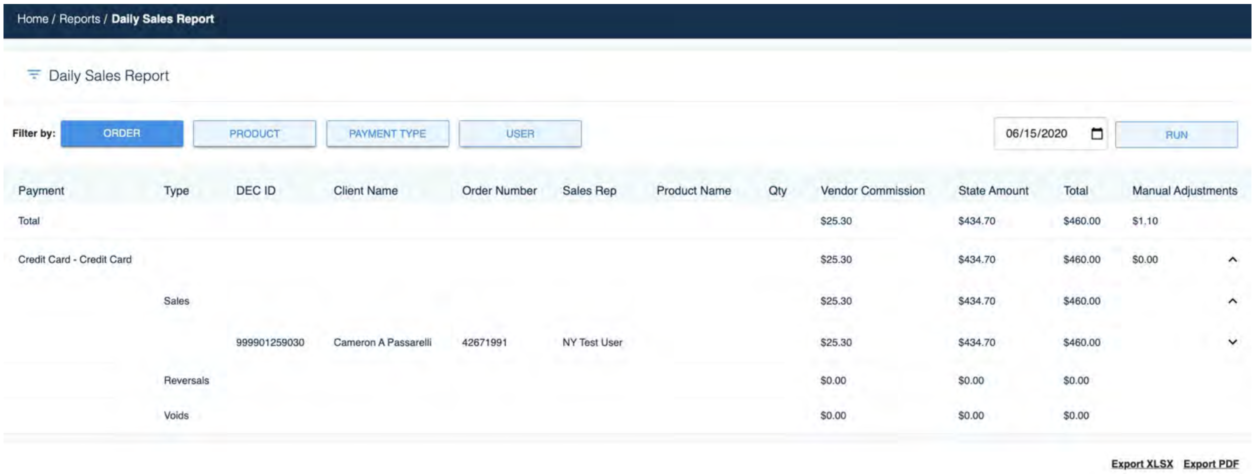
Note: You can export the Order view as an Excel spreadsheet (XLSX file) or a PDF to print a full report of this view. When you export the Order view, all the information, including the entries with additional details, will expand and display in the documents.



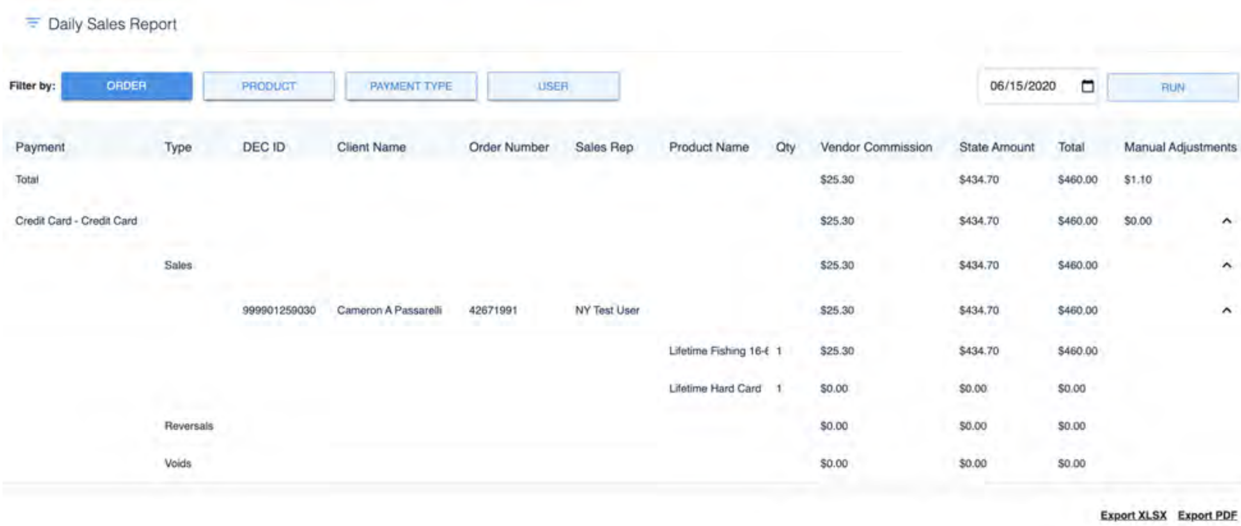
Order view of the daily sales report, not expanded



Order view of the daily sales report, with Credit Card expanded



Order view of the daily sales report, with Sales expanded



Order view of the daily sales report, with an individual sale expanded

Daily Sales Report: Product View

To filter the Daily Sales Report by product, click Product.

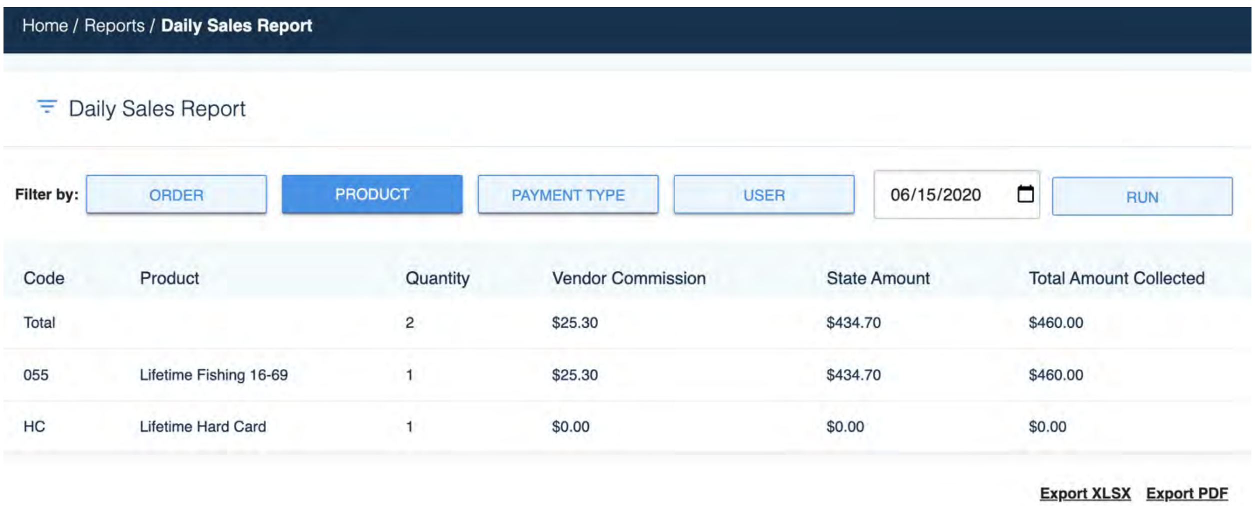
The Product view includes the following information.

- Code: The product code associated with the product
- Product: The specific product sold
- Quantity: The number of the products sold

- **Vendor Commission**: The amount of commission your location earned
- **State Amount**: The amount from the transaction that goes to the state
- **Total Amount Collected**: The total amount collected for each product (the sum of vendor commission and state amount)

You can find the overall totals for the columns on the first line.

Note: You can export the Product view as an Excel spreadsheet (XLSX file) or a PDF to print a full report of this view. When you export the Product view, all the information will expand and display in the documents.



Code	Product	Quantity	Vendor Commission	State Amount	Total Amount Collected
Total		2	$25.30	$434.70	$460.00
055	Lifetime Fishing 16-69	1	$25.30	$434.70	$460.00
HC	Lifetime Hard Card	1	$0.00	$0.00	$0.00

Daily Sales Report: Payment Type View

To filter the Daily Sales Report by payment type, click **Payment Type**.

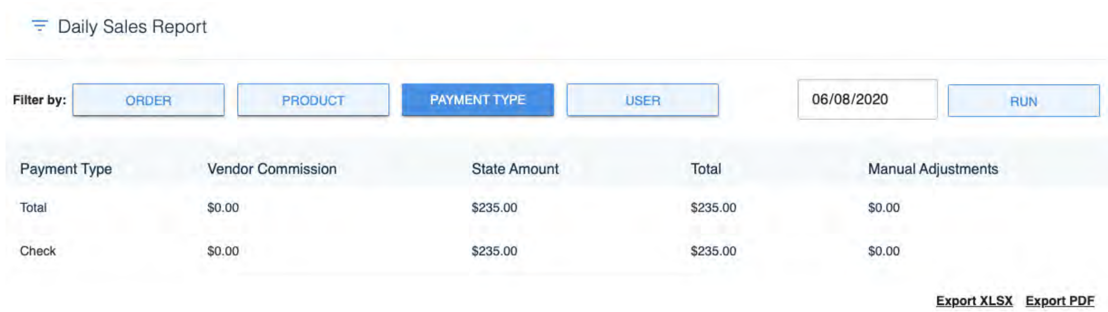
The Payment Type view includes the following information.

- **Payment Type**: The payment method for the transaction (e.g., cash, credit card, etc.)
- **Vendor Commission**: The amount of commission your location earned
- **State Amount**: The amount from the transaction that goes to the state
- **Total**: The total amount collected for each payment type (the sum of vendor commission and state amount)

- **Manual Adjustments**: The adjustment to the vendor account made by Revenue to correct any outstanding balance issues

You can find the overall totals for the columns on the first line.

Note: You can export the Payment Type view as an Excel spreadsheet (XLSX file) or a PDF to print a full report of this view. When you export the Payment Type view, all the information will expand and display in the documents.



Daily Sales Report: User (Clerk) View

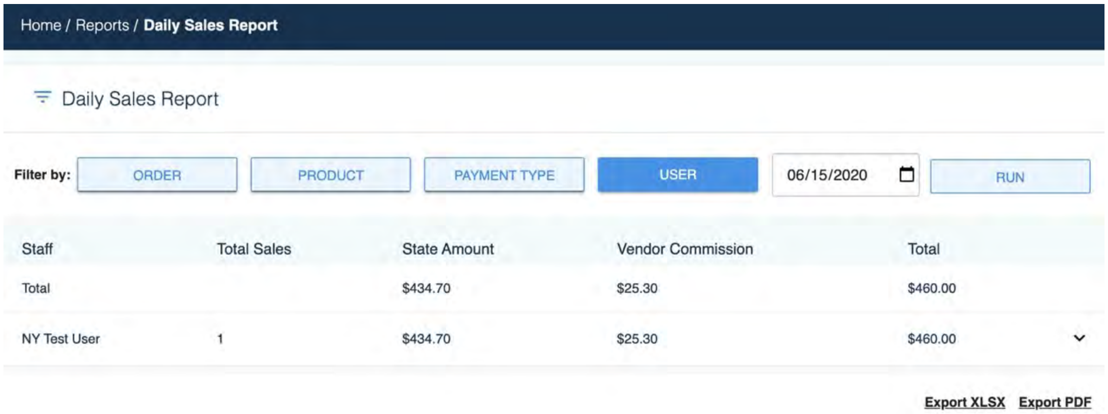
To filter the Daily Sales Report by user, click **User**.

The User view includes the following information.

- **Staff**: The clerk who processed the transaction
- **Total Sales**: The number of the transactions processed
- **State Amount**: The amount from the transaction that goes to the state
- **Vendor Commission**: The amount of commission your location earned
- **Total**: The total amount collected by the user

You can find the overall totals for the columns on the first line. In addition, you can expand the entry for each user to learn more about the transactions.

Note: You can export the User view as an Excel spreadsheet (XLSX file) or a PDF to print a full report of this view. When you export the User view, all the information, including the entries with additional details, will expand and display in the documents.



Account Balance Report

The Account Balance Report shows all the transactions at your location. The application automatically calculates the account balance. To view the report, click the Menu icon. Expand the Reports submenu, and click Account Balance.

The transactions are listed from oldest to newest. The report includes the following information.

- Date: The date of the transaction or transactions
- Transaction Type: The transaction type (e.g., sale, reversal, or void)
- Amount: The total amount sold for each date
- Total Balance: The calculated balance based on the total amount sold for each date

To view previous time periods, click the arrows beside the date range. To manually refresh the report for the most recent transactions, click Latest Transaction.

Note: You can export the Account Balance Report as an Excel spreadsheet (XLSX file) or a PDF to print a full report of this report. When you export the Account Balance Report, all the information will expand and display in the documents.

Account Balance Report 04/09/2020 - 06/08/2020 < > LATEST TRANSACTION

Date	Transaction Type	Amount	Total Balance
04/10/2020	Sales	$50.00	$5,645.02
04/11/2020	Sales	$150.00	$5,845.02
04/12/2020	Sales	$25.00	$6,045.02
04/14/2020	Sales	$35.00	$6,230.02
04/15/2020	Sales	$50.00	$6,280.02
04/16/2020	Sales	$142.00	$6,422.02
04/17/2020	Sales	$286.75	$6,758.77
04/18/2020	Sales	$100.00	$6,858.77
04/19/2020	Sales	$15.00	$6,898.77
04/20/2020	Sales	$1,930.29	$8,879.06
04/21/2020	Sales	$140.56	$9,269.62
04/23/2020	Sales	$106.78	$9,476.40
04/24/2020	Sales	$96.72	$9,598.12

Invoices (Account Notice Statement) Report

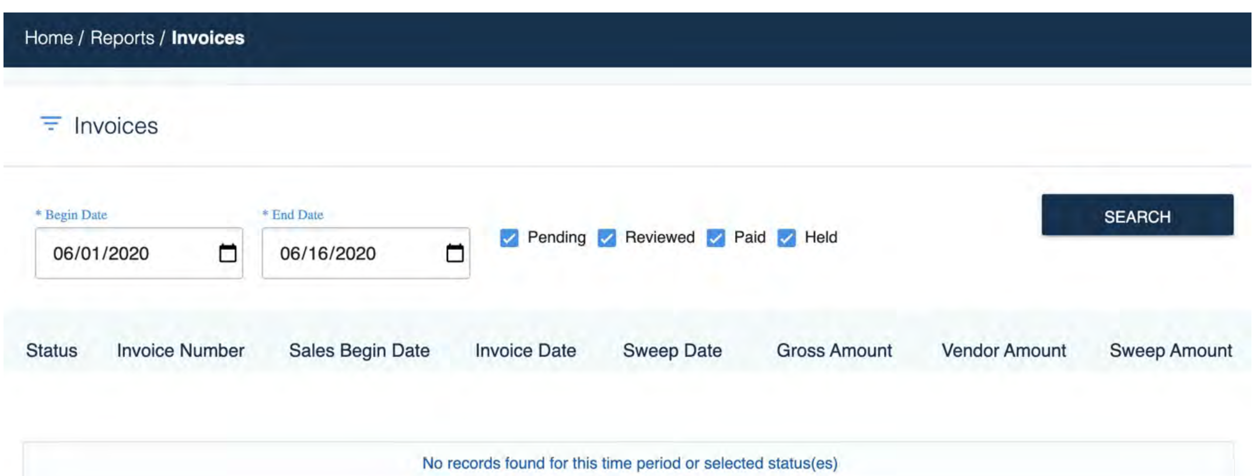
The Invoices Report lists all the invoices that have been generated by the system and emailed to your location's agent of record. To view the report, click the Menu icon. Expand the Reports submenu, and click Invoices.

To search for an invoice, enter the date range into the required fields for Begin Date (MM/DD/YYYY) and End Date (MM/DD/YYYY). You can filter the results further by status: Pending, Reviewed, Paid, and Held. Uncheck the checkbox beside the status to remove it from the search results.

Once all the information has been entered, click **Search**. If any invoices were generated in that time period and meet any filter options, they will appear. The results will include the following information.

- **Status**: The status of the invoice (Pending, Reviewed, Paid, or Held)
- **Invoice Date**: The date the invoice was created
- **Sales Begin Date**: The starting date of the current invoice
- **Sweep Date**: The date on which the sweep amount will be taken out of the vendor's bank account
- **Gross Amount**: The total amount of money in the current invoice, including purchases, donations, taxes, etc.
- **Vendor Amount**: The amount of money in the current invoice (from the gross amount) that belongs to the vendor and not taken out during the sweep
- **Sweep Amount**: The amount of money in the current invoice that will be taken out by the state from the vendor's bank account

To view a complete invoice for your sales period, click the **three vertical dots** next to the entry. You can download the report as an Excel spreadsheet (XLSX file) or a PDF. The invoice will provide details about the transactions that occurred during the invoice period.



USER'S TIP

There will be no change in the sales period or sweep rotation for existing vendors.

For new vendors, Revenue will establish sales period and sweep rotation.

IMPORTANT

For NYS vendors, the Reviewed status is not applicable. Vendors are not manually invoiced. No information will appear under the Reviewed status.

GLOSSARY

***Held** – Status indicating that Revenue has removed the invoice from the sweep due to a discrepancy; no sweep occurs until discrepancy is resolved*

***Paid** – Status indicating that the sweep has gone through and the vendor has paid*

***Pending** – Status indicating that the invoice has been generated and has not been paid*

Outstanding Voids (Returnable Documents) Report

IMPORTANT

The Outstanding Voids Report should be checked daily to keep track of the voided products and their statuses.

The Outstanding Voids Report collects all the outstanding voids that need to be resolved at your location. To view the report, click the Menu icon. Expand the Reports submenu, and click Outstanding Voids.

The outstanding voids are listed from newest to oldest. For each void, the following information is provided.

- Order ID: The unique number to identify and track the order

- Customer Name: The person who is associated with the order
- Void By: The user who processed the void
- Void Date & Time: The date and time that the void was processed
- Return By Date: The date when the products need to be returned to Revenue
- Print Document: The type of product (e.g., license)
- Product Name(s): The specific product sold
- Return Status: The status of the returned products (Pending or Charged)

Once Revenue has received the voided products, the entry for the order will be removed from the Outstanding Voids Report.

Note: You can export the Outstanding Voids Report as an Excel spreadsheet (XLSX file) or a PDF to print a full report of this report. When you export the Outstanding Voids Report, all the information will expand and display in the documents.

Glossary

Charged

Status indicating that Revenue did not receive the voided products within the specified return period; location charged for the unreturned, voided products

Pending

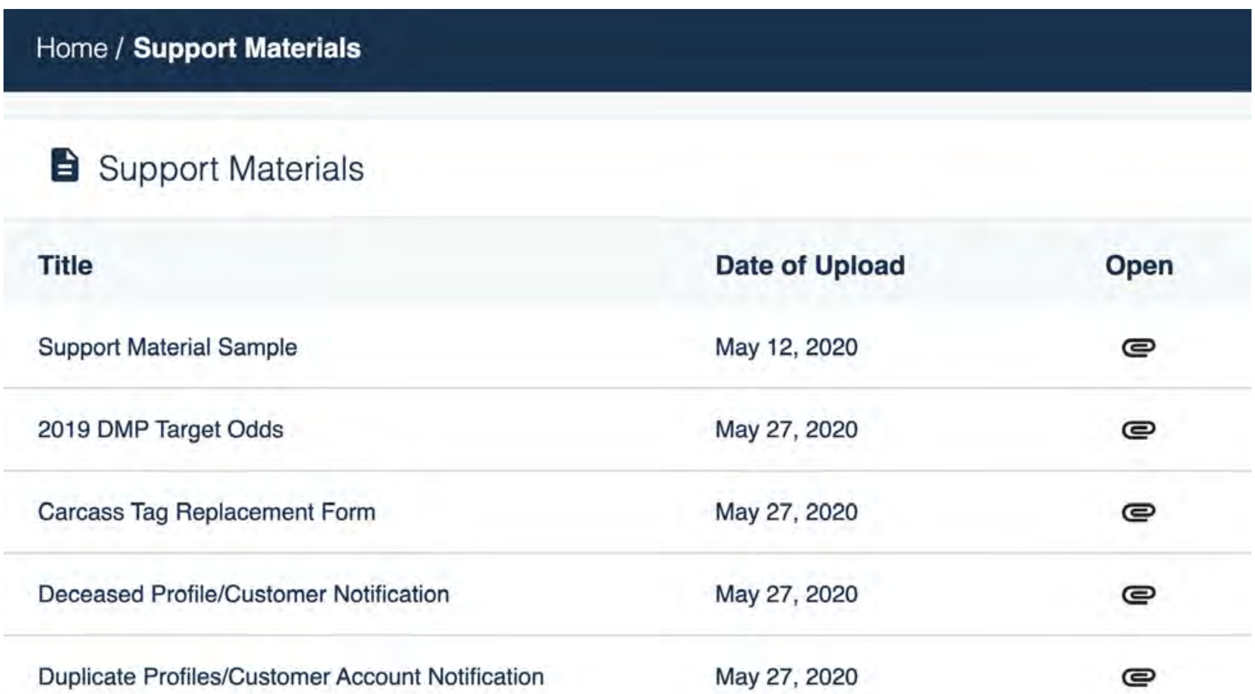
Status indicating that Revenue has not yet received the voided products; return still within the specified return period

Viewing Support Materials (Agent Help Link)

To view additional support documents, click the Menu icon, and click Support Materials. Available support documents will be listed on this screen. Click the Open icon to view a document.

For each support document, the following information is provided.

- Title: The title of the support document
- Date of Upload: The date on which the document was uploaded
- Open: The link to open and view the document



Home / **Support Materials**

Support Materials

Title	Date of Upload	Open
Support Material Sample	May 12, 2020	
2019 DMP Target Odds	May 27, 2020	
Carcass Tag Replacement Form	May 27, 2020	
Deceased Profile/Customer Notification	May 27, 2020	
Duplicate Profiles/Customer Account Notification	May 27, 2020	

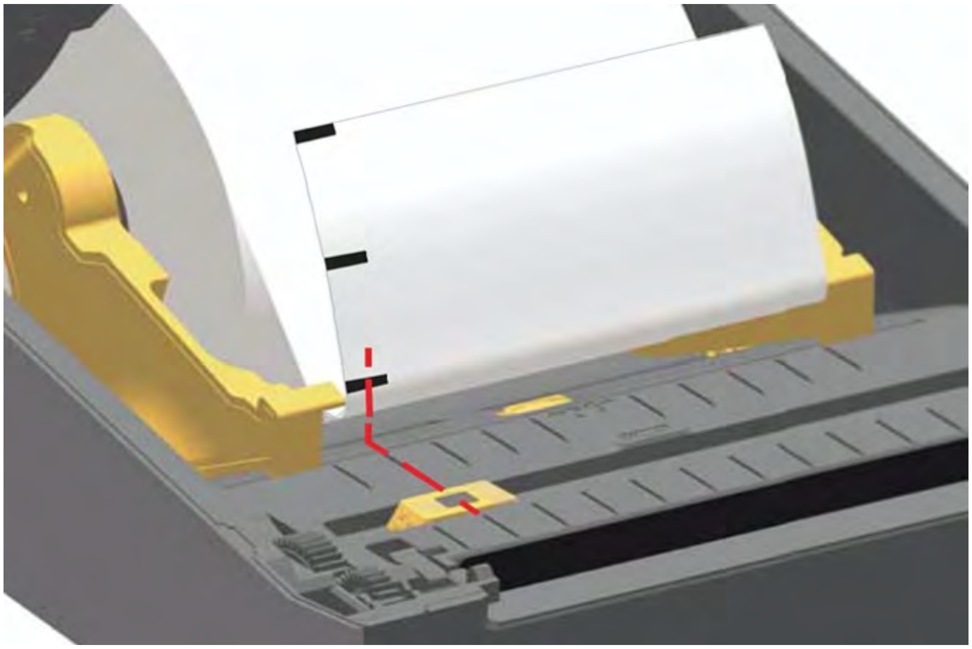
Changing Media (Paper Roll) in the Printer

In this tutorial, you will learn how to load media into the printer. The Media Status indicator will display red when media is exhausted.

1. Open the printer.
2. Remove the empty core from the roll holders.
3. Remove the outside wrap from the new media roll to prevent contamination.
4. Place the supply media in the role holders.
5. Pull the end of the media out the front of the printer.
6. Verify the media sensor is in the correct location for your media.
7. Press the media down under the media guides.
8. Close the printer.

IMPORTANT

The media roll for printing licenses has a black mark on its back side at each perforation to allow for accurate paper alignment and printing. Flip the media roll up. Align the movable media sensor to the third tick so that the sensor aligns to the center of the black mark. Do not position the sensor in the center area of the media; this will lead to unsatisfactory performance.



Cleaning the Printer

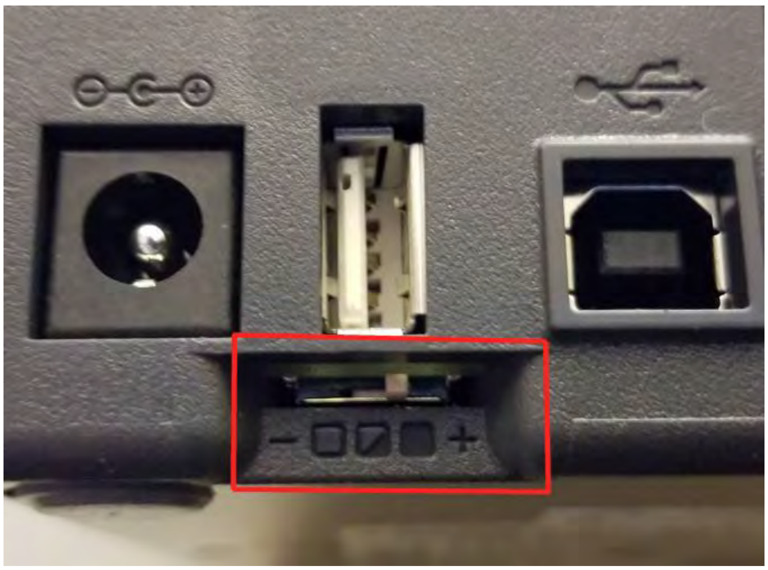
In this tutorial, you will learn how to perform routine cleaning of the printer. Before beginning, turn power off and remove all media.

1. Clean the media sensors using compressed air.
2. Use a cotton swab moistened with alcohol to clean the cartridge sensor.
3. Use a cotton swab moistened with alcohol to clean off any adhesive build up on the media guides, roll holders, and other areas.
4. Clean the roll holders and frame using a lint-free wipe and isopropyl alcohol. Wipe the areas thoroughly to remove all paper dust and accumulated adhesive.
5. For printers with a dispenser option, open the door.
    a. Clean the peel bar.
    b. Clean the peel roller.
    c. Clean the liner path.
    d. Clean the ribs and sensor.

6. The outside of the printer may be cleaned using solutions common to the healthcare industry, including isopropyl alcohol and water.

Increasing the Darkness Level on the Printer

If the printer prints out a product that is too light or faint, you can adjust the darkness setting on the printer. Locate the switch on the back of the printer. Move it toward the plus (+) sign to increase the darkness level.



In this image, the default setting is shown.

Learning More About General Printer Maintenance

Performing general maintenance on the printer will help ensure that it works properly. For additional how-to videos for the printer, visit the Zebra website (https://www.zebra.com/us/en/support-downloads/printers/desktop/zd420c.html).

For all of your technical support needs, please get in touch with Vendor Support at 347-227-0452.

Attachment A

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

Bidder Name: Kalkomey Enterprises, 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)
Request for Proposal 6506-Z1

General Statement of Requirements
The State of Nebraska (State), Nebraska Game and Parks Commission (NGPC), is seeking a qualified Contractor to provide a statewide, Web-Based Permit/Licensing system that provides for automated permitting/licensing issuance, event registration, Customer Relationship Management (CRM), wildlife harvest reporting, Point of Sale (POS), and revenue management system that must support all existing business rules that are outlined in section VII. The system must complete transactions in real-time and provide cutting edge technology for both NGPC staff and customers. The system must provide flexibility for product/commodity expansion and specific business rule application by product/customer/location or other variables. Bidder must describe, and provide screen shots when applicable, to show the structure, functions, and processes of the proposed Web-Based Permit/Licensing system.

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-001 **Section VII.A**	A. Describe the system's Customer profile and the data it collects, to include but not limited to the following: 1. Customer name 2. Customer demographic 3. E-mail 4. Last four digits of social security number 5. Date of birth 6. Height/Weight/Hair Color/Eye color 7. Residency status 8. Hunter Education certification numbers	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* The core AMS application suite is purpose-built for state fish and wildlife agencies and is self- sustained, meaning AMS is not dependent on third-parties or other contractors to capture data or functionality. Kalkomey AMS is a system with greater accountability, responsiveness, and reliability than any other solution.				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	AMS has three user interfaces, or channels, for performing sales transactions: Internet/Mobile (customer self-service), External Agents, and Administrative (for Internal Agents and Kalkomey Call Center). NGPC can modify what products are available in each channel, by agent as well as what is displayed to which customers. The basic purchase workflow in each channel varies only slightly. For New York State Department of Conservation (NYSDEC) we reviewed each channel in their AMS configuration. An order is completed in 6 steps after selecting a customer in each interface. Each order included purchase of a non-resident fishing license with no add-on products or survey requirements. Each button click was counted as a step.				

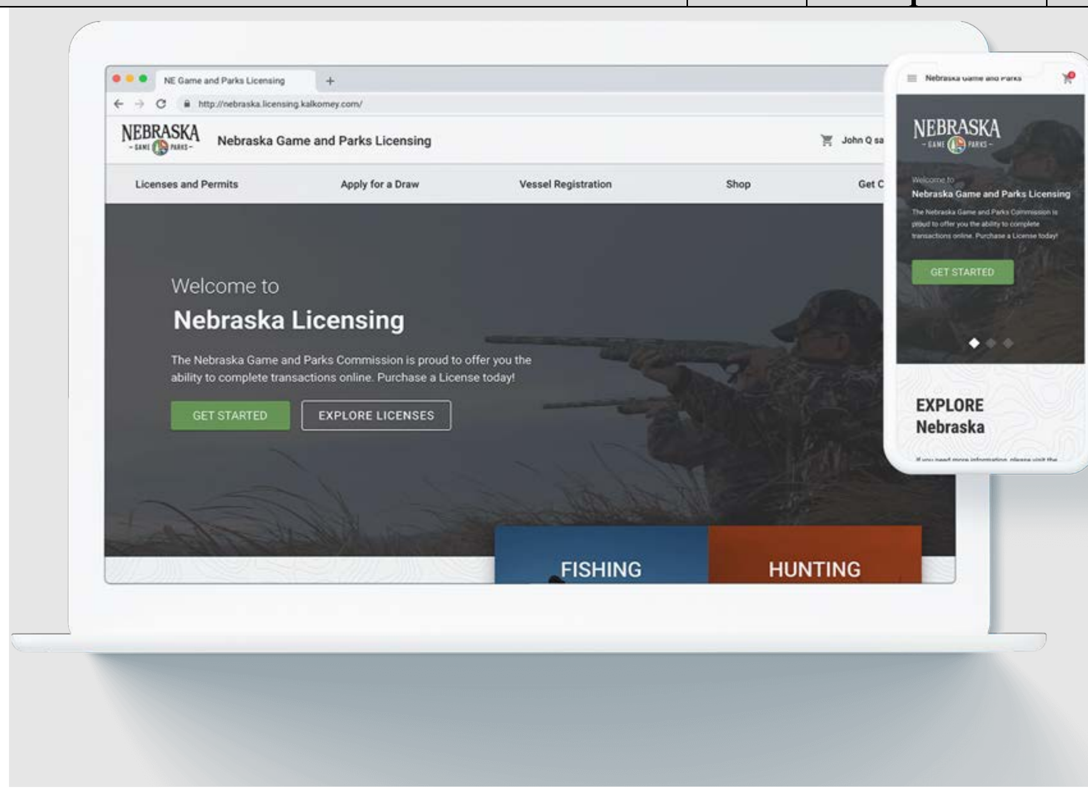
Step	Internet	Agent	Administrative
1	View product catalog (residency known)	Select residency	Select residency
2	Select product	View product catalog	View product catalog
3	Proceed to checkout	Select product / Review order	Select product / Review order
4	Review order	Proceed to checkout	Proceed to checkout
5	Enter payment details (assumes no physical product fulfillment / shipping)	Enter payment details	Enter payment details
6	Checkout / Complete	Checkout / Complete	Checkout / Complete

The Internet/Mobile Storefront is the primary interface for NGPC customers to make purchases and manage their NGPC account. The customer interface is a mobile-first, browser-based, Software-as-a-Service (SaaS) solution built for customer 24 x 7 access. The website is built upon a dynamic framework that provides the same intuitive user experience on

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	traditional desktops, laptops, tablets and mobile devices - all platforms share a similar style and feel. All pages are integrated with Google Analytics to monitor customer use patterns, user experience metrics, marketing campaign response, and sales conversion rates throughout the website. Your customers will see a custom interface that features NGPC branding, links to NGPC informational sites, and dynamic messaging that can be updated by NGPC or Kalkomey as needed. Text, layout, graphics, and styles are all tailored to NGPC brand guidelines and be consistent with http://outdoornebraska.gov/. The sample screens you see below are intended to demonstrate only the continuity of style and identity you can achieve, and do not preclude the process wherein NGPC creates the look and feel of the interface. 				

Attachment A

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

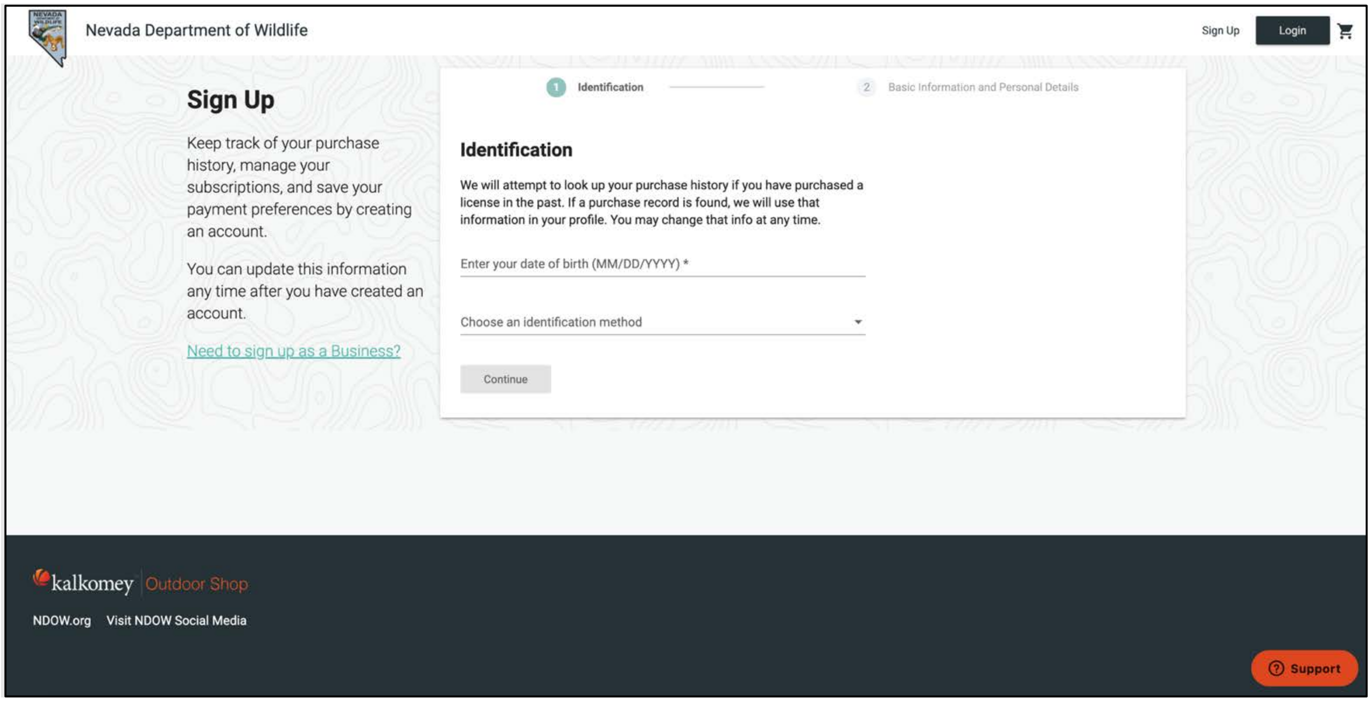
FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	 The goal is for your Internet customers to conduct nearly all of their NGPC business online *(as allowed by NGPC business rules)* such as: ▪ view and update personal information, ▪ review purchase history, ▪ purchase permits, stamps and park permits, ▪ replace, reprint and/or apply for duplicate unexpired licenses ,				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	▪ submit limited draw and lottery applications, ▪ view limited hunt draw results, ▪ check for leftover and first-come-first serve availability, ▪ purchase products and merchandise, ▪ register for events and conservation education/safety classes, ▪ view previous course completions, ▪ make donations, ▪ order printed materials, and ▪ submit HIP and other harvest information. All sales interfaces first attempt to claim the customer's existing record regardless of the original data source. The customer's profile contains a history of all transactions, regardless of when, where or how the customer interacted with the current or legacy system. We configure AMS to meet NGPC customer identifier and data collection requirements and utilize the best data available in the historical data set to support the account claim process with only a few key pieces of personal information.				

Attachment A

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate

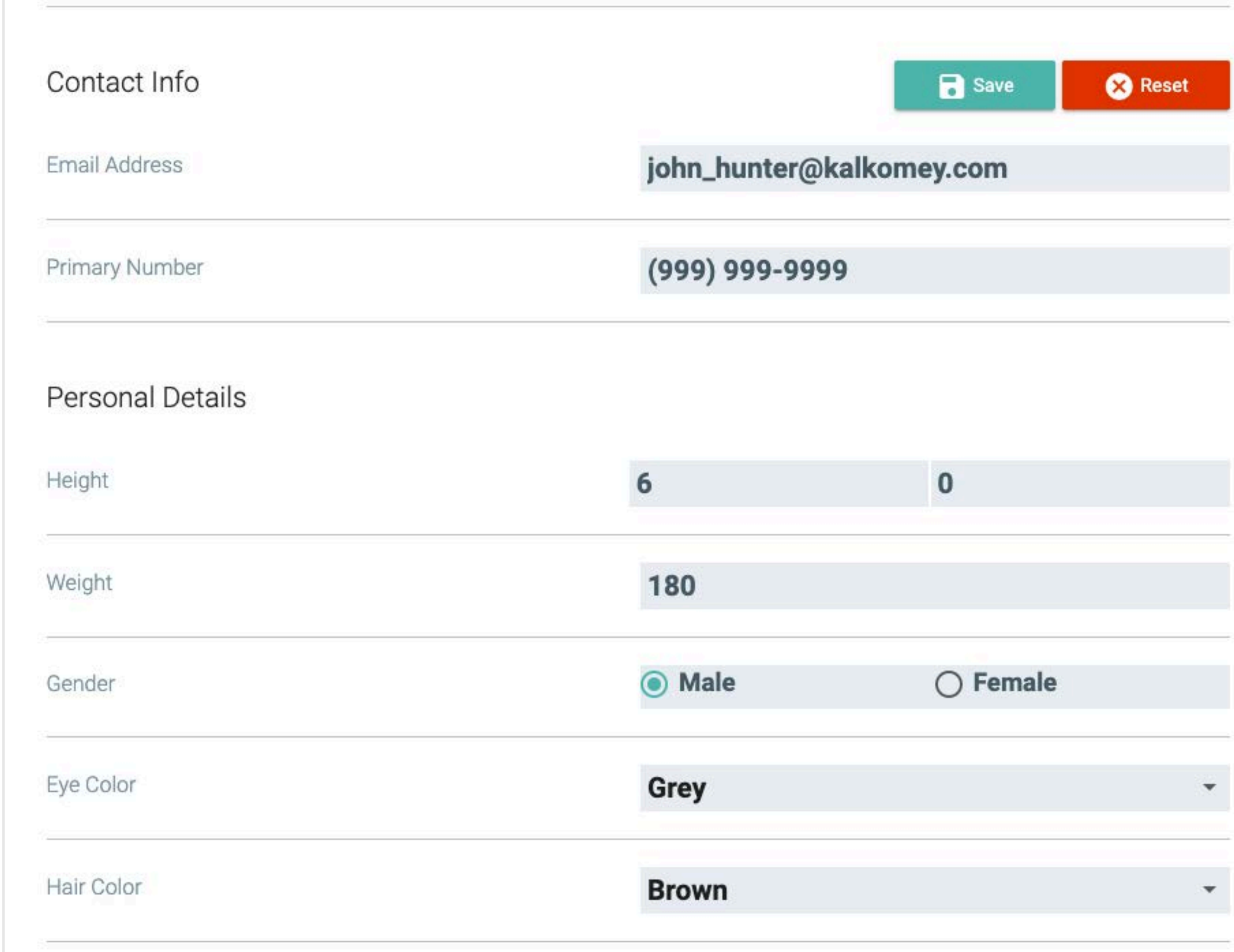


The system performs checks on multiple pieces of information readily available to the customer such as Social Security Number, Driver's License, or other unique identifier as permitted and configured for NGPC. At an agent location , the agent has signed in and enters information from the customer or allows the customer to enter their own details to initiate the customer record search. Similarly, the Administrative sales user is required to search for an existing record before creating a new one.

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	If an existing record is found based on the information provided by the customer, a message displays and the customer/agent is guided through a process to verify the customer's personal information. If it is necessary for the customer to update profile information, either during the sales process or at any time by logging into their account, NGPC determines what the customer/agent can modify and the information that only NGPC can edit. Below we show the customer details that are editable by the customer in one project. 				

Attachment A

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

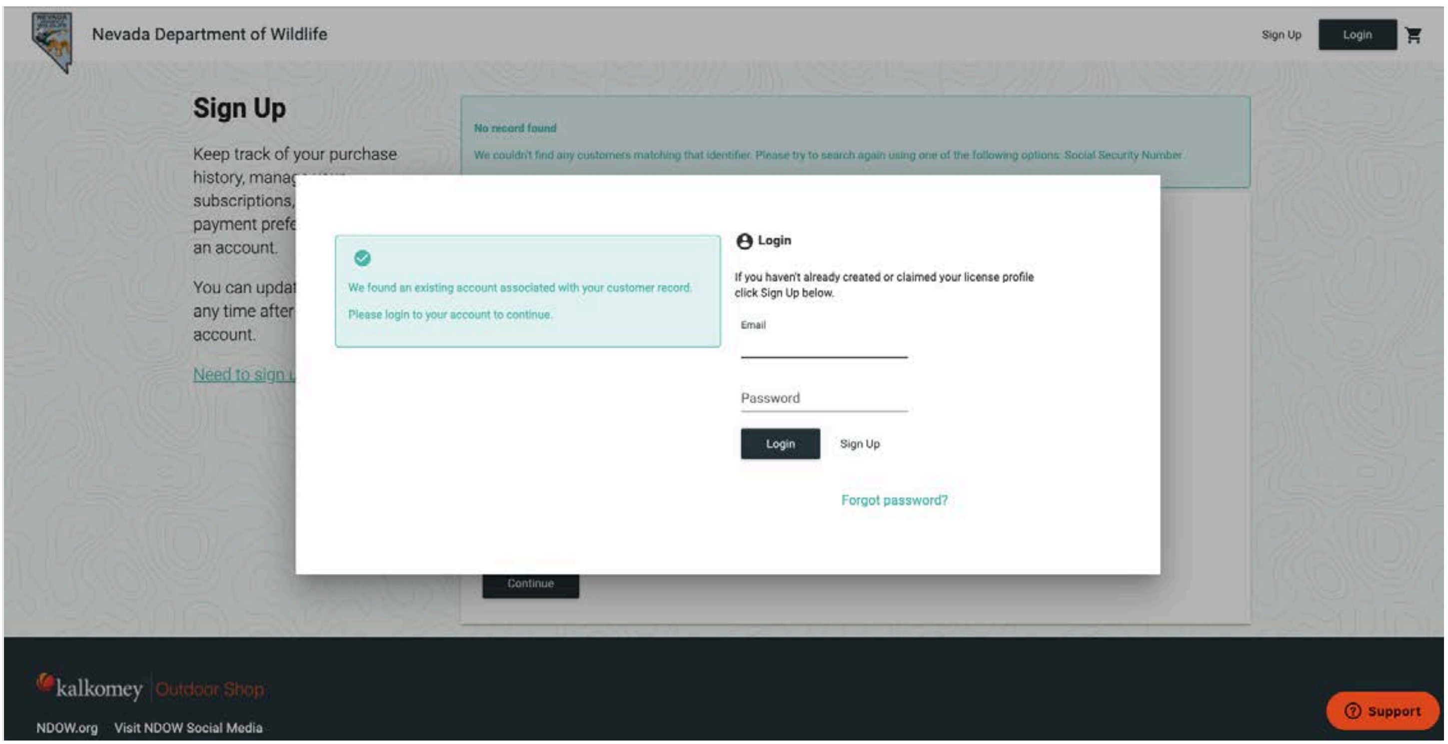
FUN #	Customer Profile	Yes	Customization Required	No	Alternate
					

Attachment A

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate

For the Internet/Mobile customer whose record has been found, the customer then signs into their personal account, as shown below.

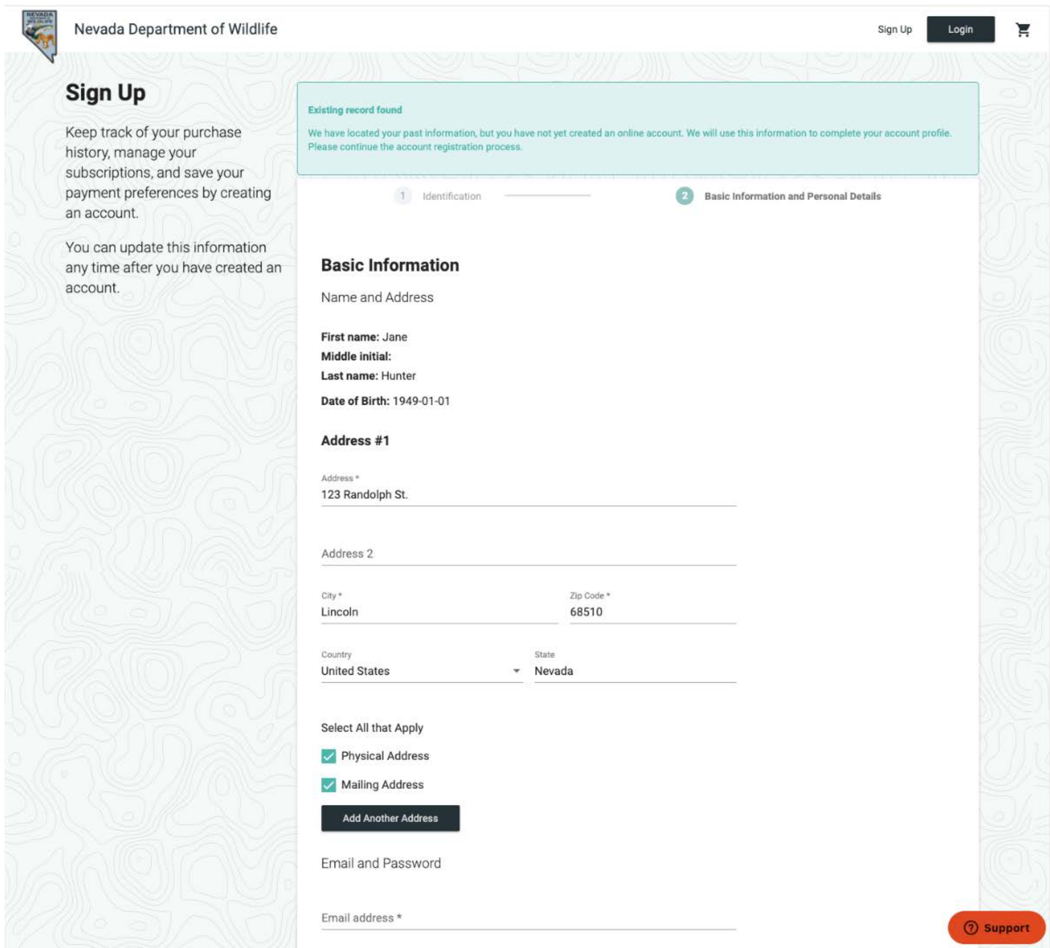


"Self-service" empowers customers to take actions, use the website to locate information, and conveniently increase direct interactions with NGPC which supports Recruitment, Retention and Reactivation (R3)

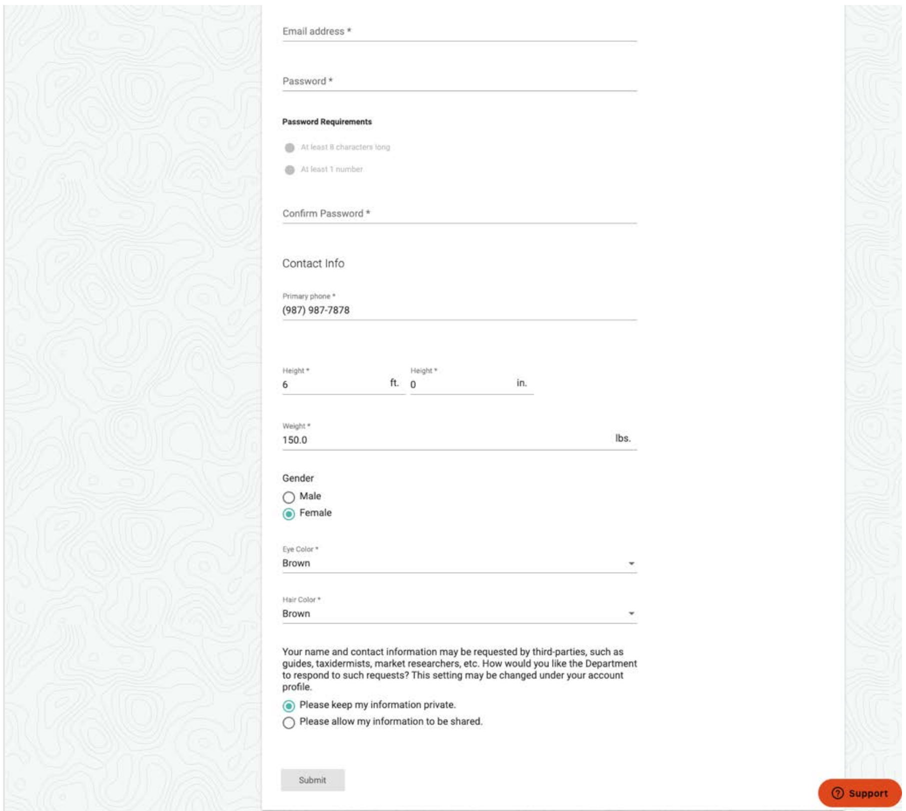
Attachment A

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	The two screenshots below show how a customer signs up when an existing record was not found.				



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

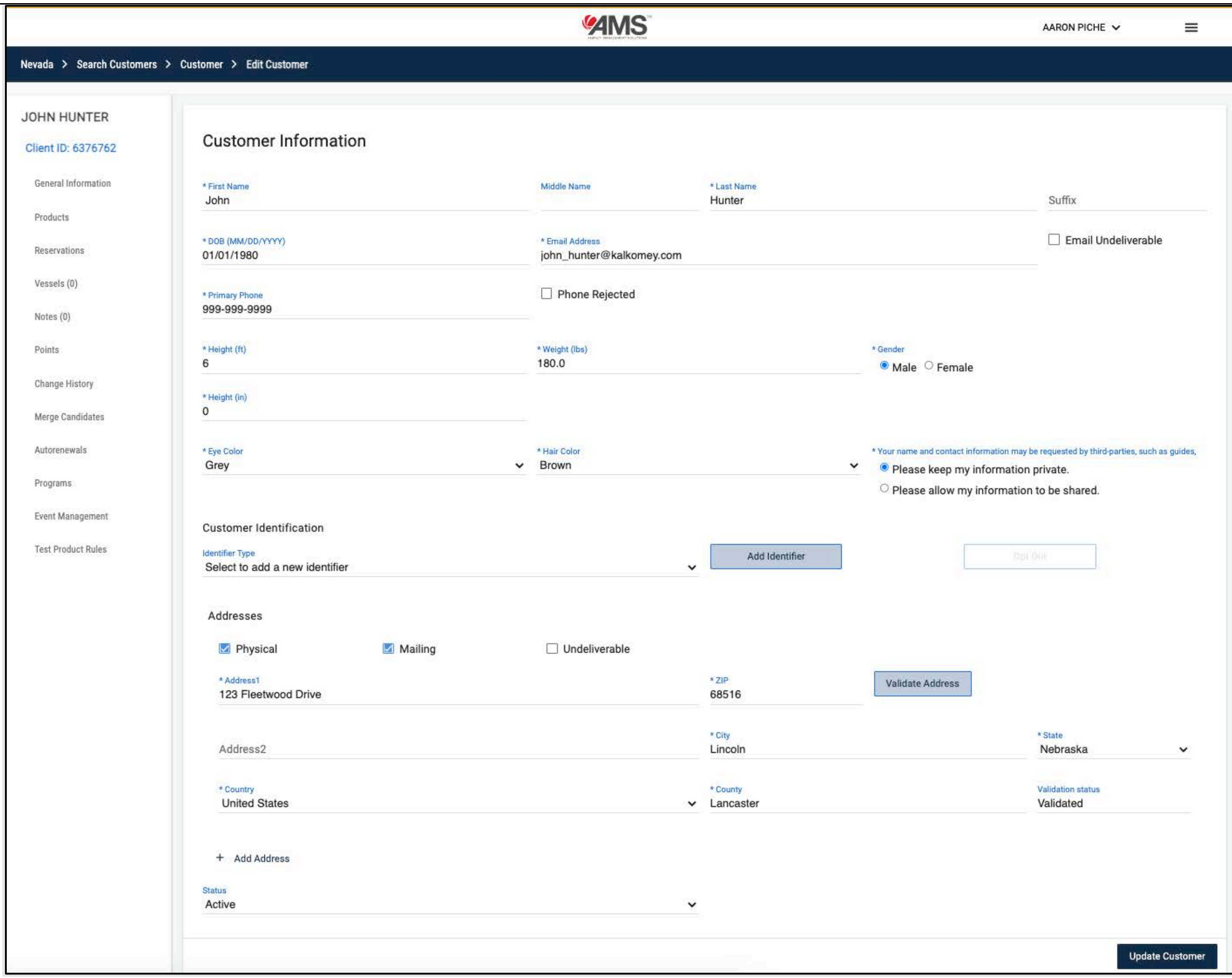
FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	This image is a continuation of the profile application.  				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	Only AMS offers you the ability to seamlessly connect a customer's existing hunter safety education certification to their Customer Account. If the customer has not yet taken a hunter education course, they can easily register and complete a course within the AMS system. AMS has built in validation for common data fields such as phone numbers and utilizes USPS address validation with a live API call when customer information is entered. We support ZIP+4 and non-U.S. addresses and telephone numbers. AMS also provides support for custom data that NGPC may require, such as landowner information. For each custom data field configuration, we include a set of data validation rules that can be applied. When creating a custom data field, the authorized administrative user selects a data type which might include Text, Number, Date or other types of data input. The user then may select validation attributes such as character limit, minimum value and maximum value. AMS also offers channel-based data capture so you can collect different fields of customer data from different sales channels. For example, perhaps you find a high percentage of agent-entered email addresses and phone numbers to be invalid. Agents may be anxious to get directly to sales screens to save time and/or to avert customer impatience at having to enter this information, resulting in invalid data. On the other hand, customers on the website are likely to provide their email address for digital receipts and include their phone number in case of an issue with their order. Therefore, in AMS you can require phone number from customer self-service on the Internet channel but skip this requirement for purchases through an agent. You can choose to have a blank value and know that the data has not been provided instead of collecting garbage data that is difficult to validate.				

Attachment A

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-002 **Section VII.A**	A. Describe your process to edit a customer profile must include but not limited to the following: 1. Unique Customer ID number 2. Customer demographics 3. Last 4 digits of SSN – alpha numeric 4. Add a "new" required field	X			
	Bidder Response: With AMS' single database, both customers and authorized administrative users can make authorized changes/updates to a customer record in real-time and it is immediately available in all channels. Through the Administrative interface NGPC sees all historical and current information in the customer's profile. At the same time, the customer is able to login to their account to view their interaction history as well as edit certain personal information and preferences allowed by NGPC business rules. Below we show the administrative view to update a customer record.				



AMS
AARON PICHE
Nevada > Search Customers > Customer > Edit Customer
JOHN HUNTER
Client ID: 6376762
General Information
Products
Reservations
Vessels (0)
Notes (0)
Points
Change History
Merge Candidates
Autorenewals
Programs
Event Management
Test Product Rules
Customer Information
* First Name
John
Middle Name
* Last Name
Hunter
Suffix
* DOB (MM/DD/YYYY)
01/01/1980
* Email Address
john_hunter@kalkomey.com
Email Undeliverable
* Primary Phone
999-999-9999
Phone Rejected
* Height (ft)
6
* Weight (lbs)
180.0
* Gender
Male
Female
* Height (in)
0
* Eye Color
Grey
* Hair Color
Brown
* Your name and contact information may be requested by third-parties, such as guides,
Please keep my information private.
Please allow my information to be shared.
Customer Identification
Identifier Type
Select to add a new identifier
Add Identifier
Opt Out
Addresses
Physical
Mailing
Undeliverable
* Address1
123 Fleetwood Drive
* ZIP
68516
Validate Address
Address2
* City
Lincoln
* State
Nebraska
* Country
United States
* County
Lancaster
Validation status
Validated
+ Add Address
Status
Active
Update Customer

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	Note the customer's opt-in/out preferences are displayed in this example. The AMS database reflects all edits in real time and maintains a complete audit trail of where, when and by whom the action was taken. As discussed in response to Attachment A at FUN-059, Law Enforcement and other authorized users can add detailed notes/comments to a customer record. Notes can be used for any reason by any authorized user, such as describing a customer support interaction, flagging an account as having a history of failed payment methods, or providing investigation case notes that are only visible to law enforcement personnel. Notes can be flagged as "Alert", which forces the information to display on the screen as soon as the customer record is accessed. This warns all users of important customer information or action that needs to occur before any further action is taken with this customer. Notes can also be flagged as "Restricted", which makes the note only visible to users with the appropriate permissions – a particularly useful feature for Law Enforcement officers.				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-003 **Section VII.A**	A. If a password is required to log on to a customer profile, indicate how the password is reset by the customer, and/or by administration.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* If a customer requires the password to be reset, they will find the AMS process similar to other websites they frequent. The customer can reset their password with the "Forgot Password" link on the login screen. After clicking on the link, AMS asks the user for the email address associated with the user account. The email sent to the user contains a link for resetting their own password, which usually results in a successful reset by the customer.				

FUN #	**Customer Profile**	**Yes**	**Customization Required**	**No**	**Alternate**
	However, if the customer is unable or unwilling to reset the password, the customer interface displays information on who the user contacts to initiate the password reset process on their behalf (such as NGPC and/or Kalkomey Customer Service). Authorized NGPC and Kalkomey users can reset the password through the Administrative console and the change action is logged in the system to identify who made the change and when. Passwords in AMS are masked when being entered to prevent unauthorized viewing and are hashed in the system to prevent decryption. Additionally, AMS maintains authentication records and can lock-out user accounts after a predefined number of unsuccessful login attempts or after a pre-defined period of inactivity. Only an Administrative user authorized to unlock accounts can re-enable login permission for an account.				

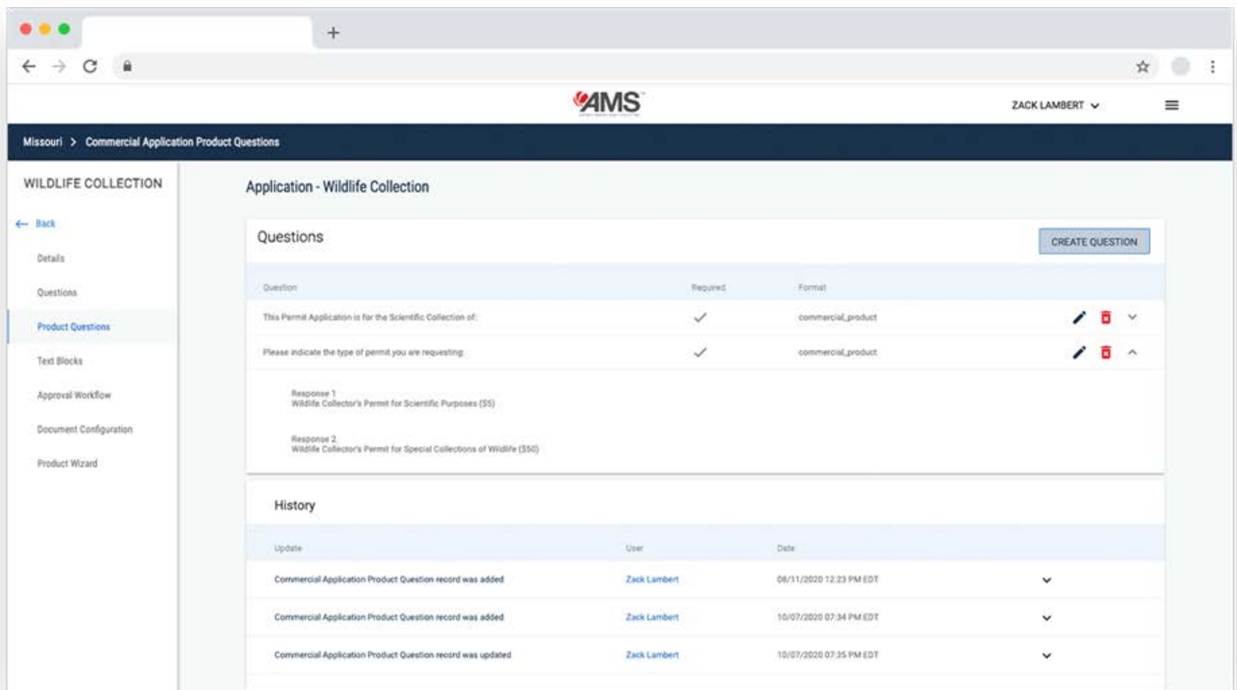
FUN #	**Customer Profile**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-004 **Section VII.A**	A. Describe how your system verifies USPS mailing addresses including address lookup verification.	**X**			
	Bidder Response: *Current AMS (requires no customization for NGPC):* AMS has built in validation for common data fields such as phone numbers and utilizes USPS address validation with a live API call as customers, agents and NGPC staff enter address information. We support ZIP+4 and non-U.S. addresses and telephone numbers. AMS adds county to the address in real-time.				

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: 1. Customers 69 and older by the DOB 2. Veteran 64 and older 3. Disabled Veteran 4. Special/Disabled Fish 1. Deployed Military	X			
	Bidder Response: In AMS, NGPC's business rules determine the kinds of eligibility requirements that exist for customers who would like to purchase each product. There are several ways to establish special eligibility requirements for any product: • To support **age eligibility**, AMS can calculate the customer age. NGPC may require a product to be issued based on age at purchase or age on the effective date of the product purchased ("valid from" date). • You can add a **certification** requirement and tie the product to a certification category. In this way, the customer must have a certification in the appropriate category to purchase the product. • For example, the need to meet safety educational requirements, such as hunter education, may first be determined by customer age. Based on the customer's age, and if no prior valid certification is found in the customer record, NGPC can require proof of education. As your current provider of hunter safety education through AMS Events, Kalkomey AMS offers a tremendous advantage over other vendors that may lose important data when connecting to the education provider's system. AMS does this seamlessly in one system, providing an improved customer experience which can enhance your R3 efforts. Additional advantages are discussed in response to FUN-029. • A **named eligibility** can be created for permits that require special qualification, such as Disabled Veteran, Veteran, Deployed Military, Special/Disabled Fishing. For each special permit product, authorized NGPC users create an eligibility document requirement which can be subjected to an administrative approval process.				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	The special permit application process is configurable for different permit types and the data to be stored, so it can be used for current types and those you may need to add in the future. The sample screens below show question configuration for a commercial fishing application, but the application process is configurable to any product for which you require additional documentation and approval. NGPC manages special permit issuance through an application process wherein authorized users create the application to include all elements customers are asked to provide. Applications generally contain two types of information-gathering mechanisms: Application Questions allow the user to designate what applicant information does not have an impact on their application status, such as name, DOB, etc. Authorized users control question formatting and collection requirements on the application.				

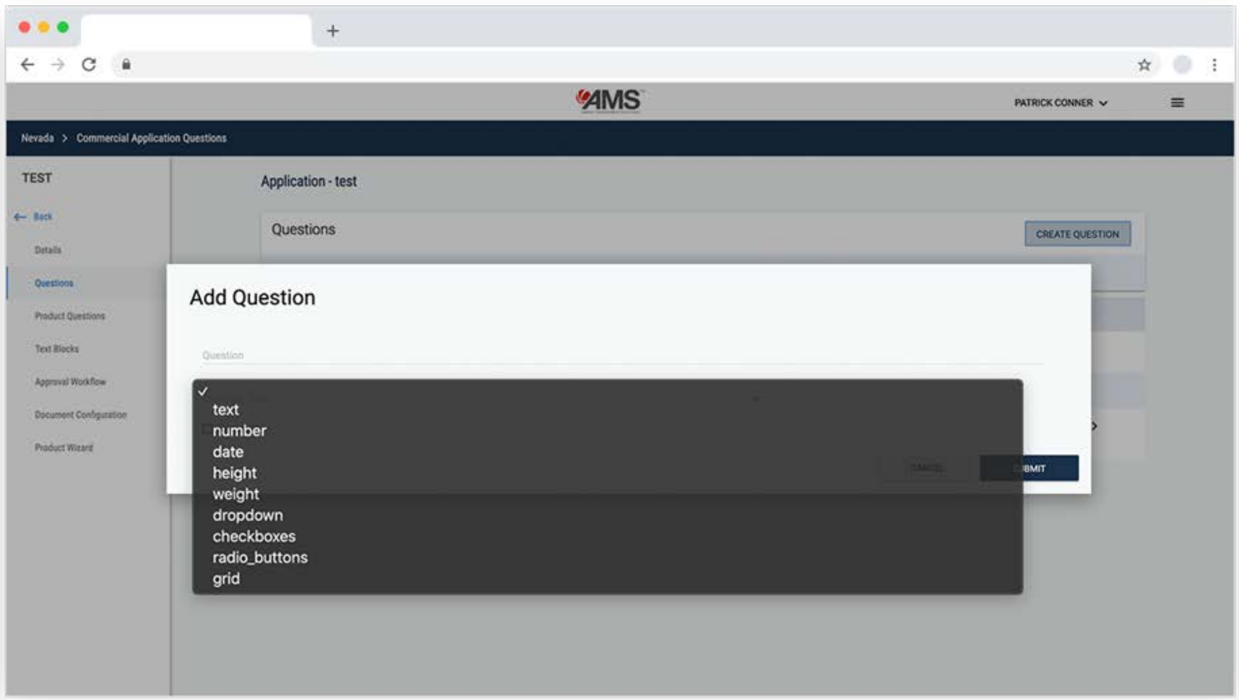
Attachment A

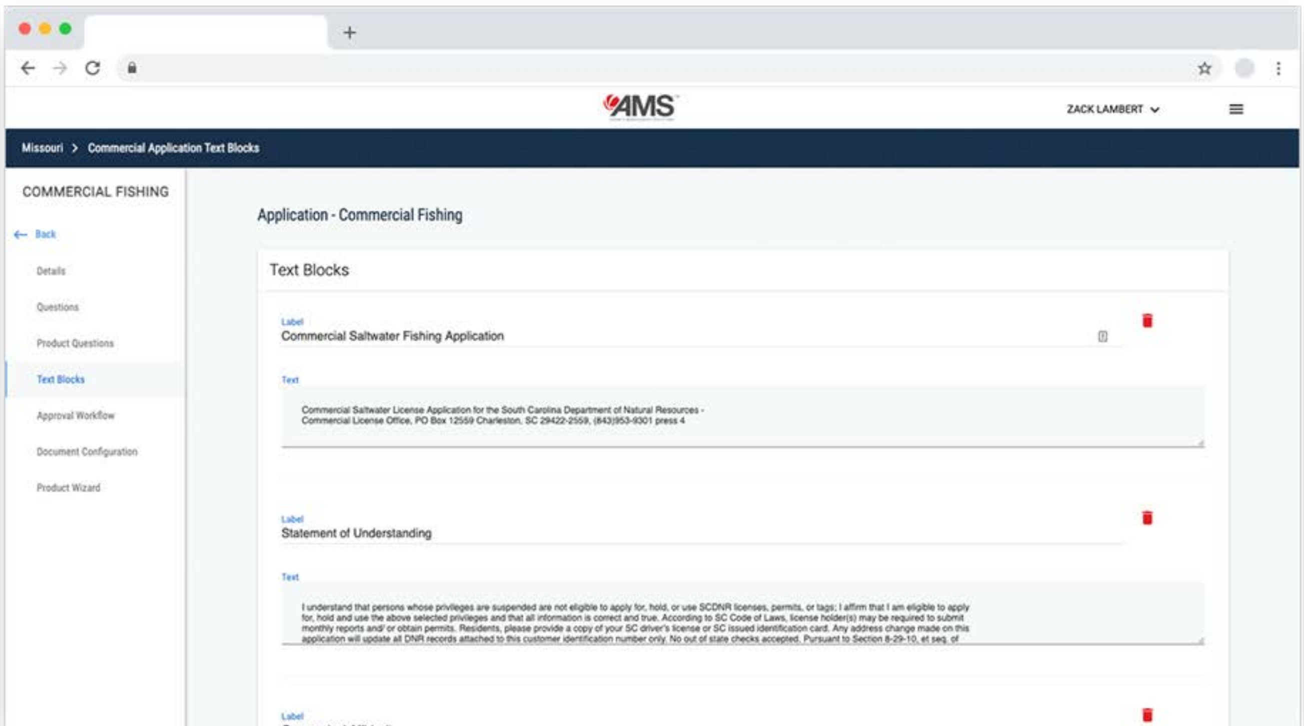
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	 **Product Questions** determine what special permit a customer may be eligible for, depending on their responses to the question. For example, in a single application a customer could be eligible for multiple permits depending on their application responses. This interface allows NGPC users to determine what product is eligible for each response, if applicable.				

Attachment A

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	 NGPC defines blocks of text or instructions presented to a customer on the application. For example, you may wish to include a statement of understanding or display terms and conditions.				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	 The created application configuration is organized into AMS' intuitive purchase wizard, which drives the customer's application experience on the sales interface. Once a special permit and application have been created, you may allow customers to complete the application online. This self-service application process can replace the need for customers to download a form, print it and mail it back to				

FUN #	**Customer Profile**	**Yes**	**Customization Required**	**No**	**Alternate**

	you for processing. When the customer submits an application online, they see their application in a "pending" status in their account.
	
	The AMS application process follows the same steps as a paper process. Designated approvers have access to a queue of pending special permit applications for review. This queue also provides a search interface so approvers can filter and sort for the applications that are most relevant to them. When viewing an application, the approver has visibility into all information provided by the customer and can either approve or deny the application.
	
	• If the application is denied, an email communication is sent to the customer and their application status is updated in their account.
	• If approved, the application is either:
	    o marked as approved and the permit proceeds to fulfillment (or your preferred distribution method); or
	    o the application is forwarded to the next approval group.
	
	If more than one agency team is involved in approval of an application, AMS includes the flexibility for you to designate multiple approval groups for the special permit application.				

FUN #	**Customer Profile**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-006 **Section VII.A**	A. Describe the process your system uses to add legal land descriptions to a profile including the number of acres owned, the parcel identification number, quarter, section, town, range, county, acres, possession (own or lease), relation to the owner, name of the property owner.	X			
	Bidder Response:				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	Current AMS (requires no customization for NGPC): In AMS landowners can be a customer type. You can configure any number of customer and for each type you can require any number of details be collected. Therefore, a Landowner customer would be asked for all of the information listed and it would be stored in their customer record. AMS has configurable objects that can be associated with customer records as a required field as well. Furthermore, a single customer can be more identified as more one type of customer.				

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-007 **Section VII.B**	A. Describe how the system checks for invalid entries or characters, such as invalid email address or phone numbers.	X			
	Bidder Response: AMS assists user entry wherever possible, detecting entry errors and giving informative alerts on how to correct, as well as providing confirmation of successful entry. Other tools support fast, accurate entry, such as drop-down menus, designed to limit entry only to accepted responses. AMS includes standard data edits for entry accuracy and if input is outside of the acceptable range (date format, number of digits in SSN, etc.), AMS alerts the user of the reason so data can be re-entered correctly. Built-in validation for common data fields utilizes USPS address validation with a live API call as customers, Internal and External Agents and the Call Center enter address information. AMS supports ZIP+4 and allows non-U.S. addresses and telephone numbers. We add the county to Nebraska addresses in real time; every address with a valid ZIP Code has the corresponding county included in the customer record.				

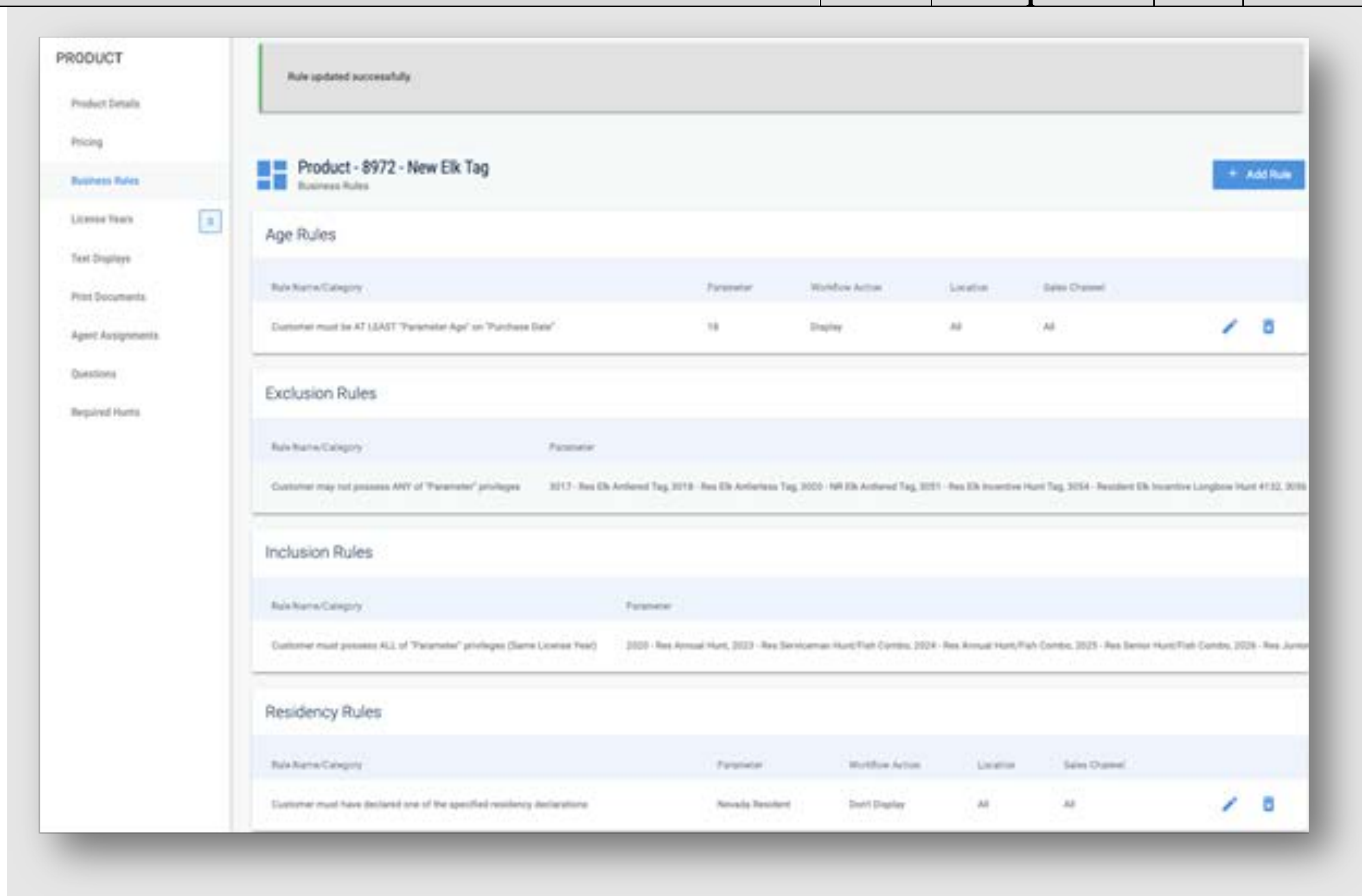
FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
	Residency is proven on each transaction in AMS and is not stored as a static value on the customer record. AMS processing can view the residency used with each transaction and make a residency determination displayed to the user. Residency determination is based on the previous residency used and the current address. The configurability of AMS allows specific data fields to vary by product, as defined by NGPC. NGPC has the ability to collect and check custom data. For each custom data field, we include a set of data validation rules that can be applied. When creating a custom data field, the authorized administrative user selects a data type which might include text, number, date or other types of data input. The user then may select validation attributes such as character limit, minimum value and maximum value. An important data quality mechanism in AMS is channel-based data capture. AMS can be configured to collect different fields of data on the customer record from different sales channels. For example, perhaps you find External Agents enter invalid email addresses and phone numbers. They may be anxious to get directly to sales screens to save time and/or to avert customer impatience, but the result is invalid data. On the other hand, customers on the website are likely to provide their email address and their phone number for notifications. Therefore, in AMS you can require phone number from customer self-service on the internet channel but skip this requirement for purchases through an External Agent. You can choose to have a blank value and know that the data has not been provided instead of having garbage data that is difficult to validate. AMS can apply this data collection strategy for other mechanisms as well. For example, NGPC may require the completion of a survey when a customer buys certain products. In AMS you can require the agent to complete this survey during the sales process or the system can add the survey to the customer account for online completion. This tactic can drive online adoption and ensure that agents are not rushed to provide invalid information. To further maintain data integrity, AMS can restrict which customer fields External Agents and customers are able to edit during the sale. For example, if the customer's address has changed, all users are typically allowed to update the address, however a customer's name usually cannot be changed during the sale. Authorized NGPC users can, however, update a customer name if necessary.				

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
	It is important to remember that overall, data entry is limited only to new customers who must create a new account. At the beginning of every transaction, AMS attempts to locate an existing customer record to assist in processing the sale accurately for the existing customer. If desired, Kalkomey can build a dashboard in AMS Analytics that would display newly created accounts by date.				

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.	X			
	Bidder Response: In order to validate the customer's eligibility for the desired purchase, the first sales step in all channels is to locate an existing customer record for the customer. The customer's profile contains a history of all transactions, regardless of when, where or how the customer interacted with AMS or legacy system. We configure AMS to meet NGPC customer identifier and data collection requirements and utilize the best data available in the historical data set to support the user account claim process. If an existing record is found based on the information provided by the customer, a message displays and the user is guided through a process to verify their personal information. If an existing record is not found, the user is prompted to create an account. We simplify the sales process by showing only products that are relevant to the customer and skipping steps that are unnecessary to the shopping experience. Products that do not meet your business rules for the customer are hidden and not available to the customer. For an existing customer, AMS uses customer account data from the single AMS database to establish eligibilities. For new customers, the demographic information entered is used to establish eligibility (residency, age, etc.). Note that alternatively, if desired, NGPC can show all items but trigger a customized message describing why the item is unavailable to this customer if purchase is attempted.				

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
	NGPC business rules configured in AMS govern how products are issued and interact with each other. Any number of business rules can be configured, including, but limited to: • age at purchase, • age at license "valid from" date, • blackout dates, • residency, • suspensions, • required certifications (such as Hunter Ed or Archery Ed), • required eligibilities (such as Disabled Veteran and other special permits discussed in response to FUN-005), • privilege exclusions (such as "you cannot buy X if you have Y"), and • privilege inclusions (such as "you must have Y to buy X").				

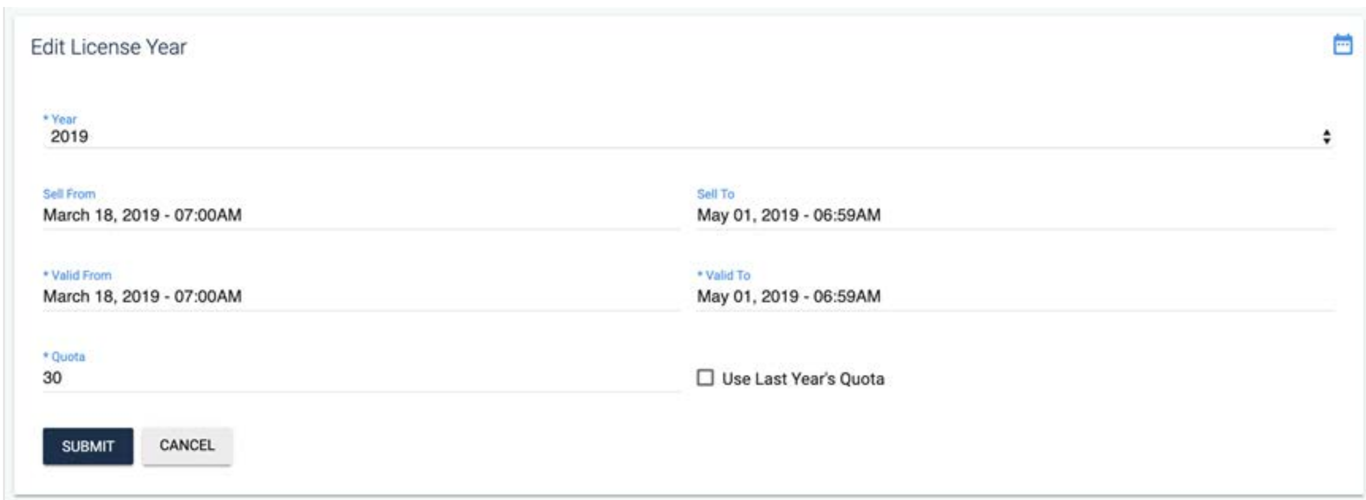
Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
					

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
	We will focus the response on two types of can/cannot have rules. The screen above shows a client's New Elk Tag as an example. **Exclusion Rules** list all of the other elk tags that would prohibit a customer from purchasing the New Elk Tag if they were on the customer's record. Exclusion Rules can be set to consider: • only active tags that have not yet expired, or • any relevant tags purchased in the same license year, or • any relevant tags ever purchased, or • any combination of the above. **Inclusion Rules** dictate any license product prerequisites that must be on the customer record in order to purchase the New Elk Tag. Exclusion Rules settings can include: • only active licenses, or • licenses purchased in the same license year, or • any license ever purchased. Inclusion Rules can also be set to automatically add a required license to a customer's shopping cart when attempting to purchase a product without the prerequisite. Business rules are also used to support up-sells, add-ons, product upgrades, and much more. Authorized users can use business rules to recommend products based on customer information and activity. Business rules are infinitely configurable and support any number of complex license product interactions and requirements. The Kalkomey Implementation Team configures the initial business rules and product catalog which can then be updated at any time by NGPC or Kalkomey.				

<table>
<tr><th>FUN #</th><th>Transaction Validation</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="2">FUN-009
Section VII.B</td><td>A. Describe how the system checks to make sure the number of sold permits does not exceed available inventory.</td><td>X</td><td></td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response:
NGPC uses the Administrative module to configure permits that are available in a limited quantity, or quota, on a first-come/first-served basis. AMS currently handles first-come/first-served sales events for both NDOW and NYSDEC, including tags remaining after big game and second draw events, and for swan hunting permits limited by federal harvest regulations.

In addition to configuring the channels/locations allowed to sell and other product business rules, authorized administrative users set a quota for amount of inventory allowed to be sold during a specified time period.</td></tr>
</table>



FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
	Quotas can be configured by individual hunt choice, and AMS hunt configuration can accommodate an infinite number of choice parameters. In addition to type/unit, a hunt choice may include a combination of available species, sex, geographic location, manner of take and season date(s). By processing in real time, AMS automatically removes the permit from all authorized sales channels/agent classes when the number sold equals the quota set by NGPC. Permits that are cancelled automatically reduce the number sold, thereby allowing products for sale until the quota is met again. During the sales process AMS compares the number of sold permits against quota limits at two points: 1. When the limited permit is added to the shopping cart, and 2. When the user/customer attempts to finalize the purchase. In this way AMS ensures that limited permits do not become oversold while the customer is actively shopping.				

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-010 **Section VII.B**	A. Describe how the system validates a customer's profile to check age and residency.	X			
	Bidder Response: At the beginning of every transaction, AMS requires a search for an existing customer record. This helps prevent duplicate customer records and allows the system to utilize both the customer profile and existing privileges to check eligibility. As discussed in response to FUN-005, AMS calculates customer age based on date of birth in the customer record. You can configure a product's age requirement to calculate based on age on purchase date or age on the effective date of the product purchased ("valid from" date). AMS has a highly configurable set of parameters that drive residency data collection for products.				

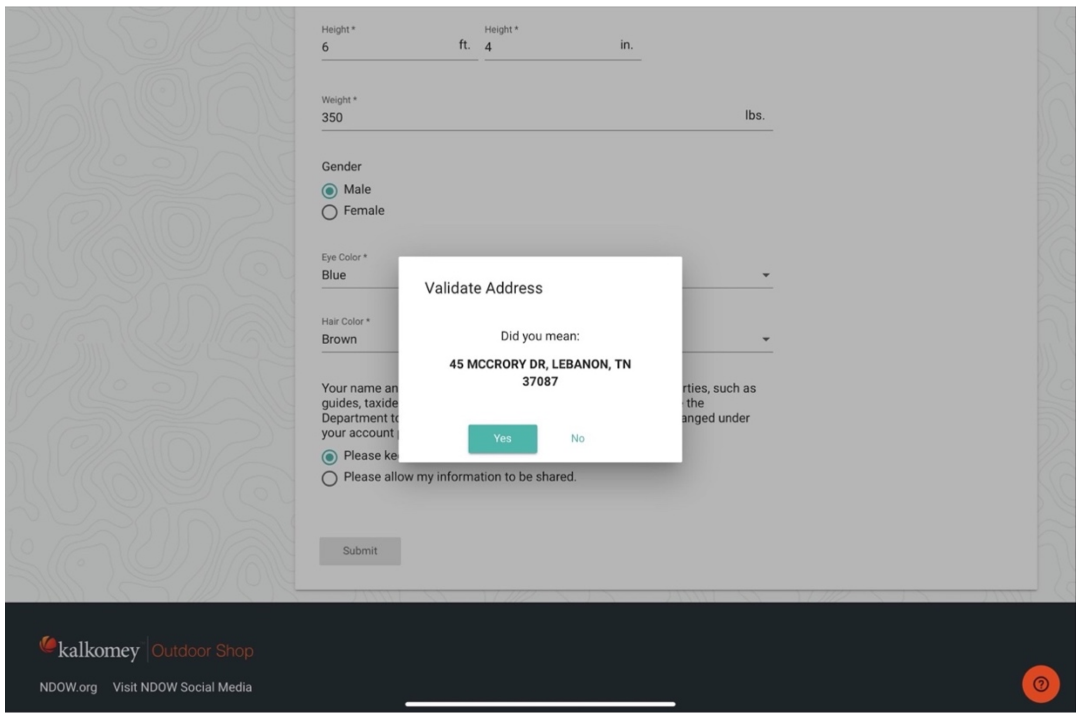
FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
	The **base residency** model can be: • identifier based. The customer must provide an ID that can be validated against an external system (usually driver's license). • address based. The customer must provide an address within the state in order to purchase a resident license. • declaration based. In this case, there are no external validations; data the customer provides and their declaration on a residency affidavit are used to determine residency. The **residency since date** can be used with any of the models as an additional validation and is configurable in both the date type collected, and the length of time required to prove residency. **Additional residency proofs** are configurable attributes associated to any residency model which allows a customer or user to bypass the normal residency requirements by providing additional information. The type of bypass and fields required to accomplish a bypass are completely configurable. For example, military personnel may be allowed to provide where they are stationed and the date at which they were stationed there in order to obtain resident licenses - even though they do not meet the other criteria. Products that require applications, additional documentation and approvals are described in response to FUN-005.				

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-011 **Section VII.B**	A. Describe how the system validates customer mailing addresses for subscriptions and donations.	X			
	Bidder Response:				

Attachment A

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

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
	AMS has USPS address validation with a real time live API call which ensures shipping addresses are correct and standardized for all mail carriers. This is done automatically and live as customers, agents and NGPC staff enter address information. We support ZIP+4 and non-U.S. addresses and telephone number validation. As shown below, if a non-standard address is entered for customer information an on-screen prompt helps them decide to either accept the recommended standard, or to update the address. Our address validation ensures that subscriptions, permits, tags or other fulfillment items reach the customer.				



Attachment A

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

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-012 **Section VII.B**	A. Describe how the system verifies against revocation list/rules.	X			

Bidder Response:

The AMS sales interface for all channels presents only products for which the specific customer is eligible, based on customer account data, eligibilities, revocations, suspensions and other information from the single AMS database.

Revocation history is migrated to AMS during data conversion. A variety of sources may provide revocation information, which can be added to the customer record, either through entry by authorized NGPC users or batch imported. We use batch data import, direct API interaction, scheduled data exports, and other methods to meet data interface needs in other projects. This includes using data from:

- various state agencies on child support delinquency, citations, court records and suspensions; and
- Department of Motor Vehicles for residency validation, endorsement notifications, replacement requests and organ donor status; and
- The Interstate Wildlife Violator Compact.

Nebraska state agencies and departments will be added to meet your data requirements.

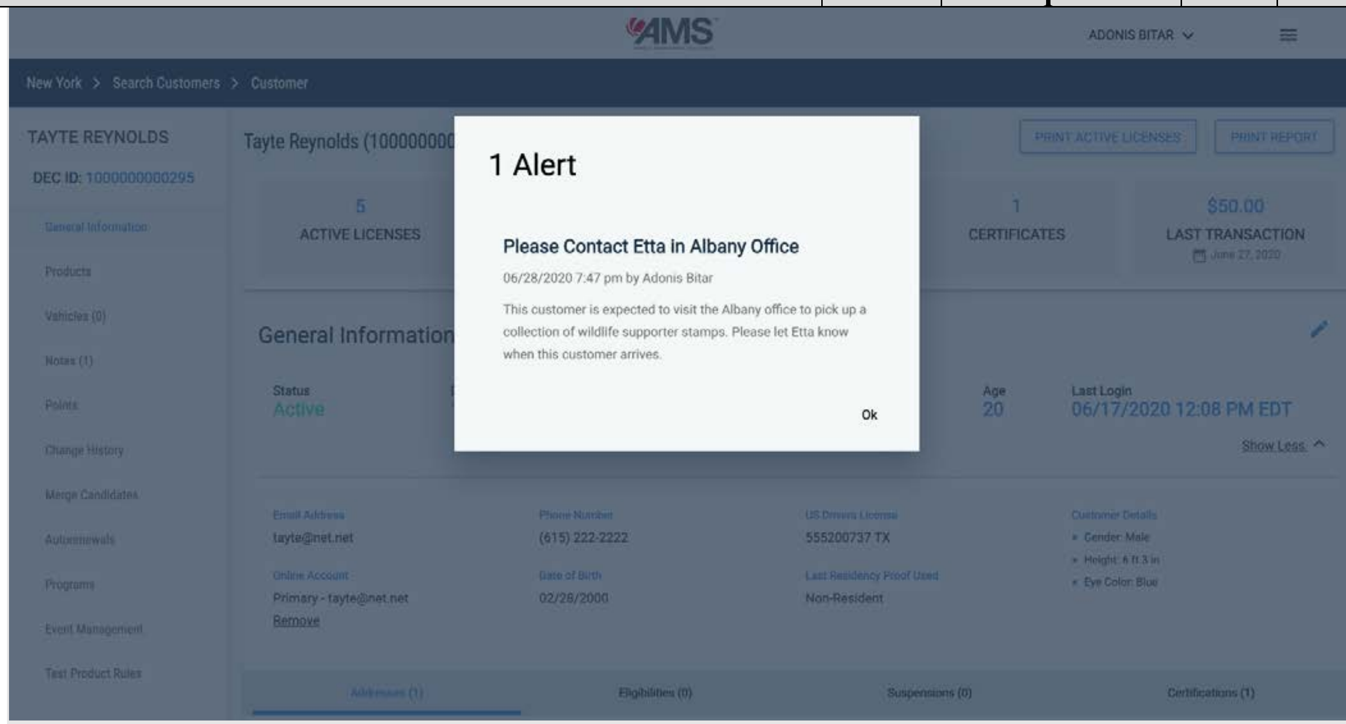
In AMS, products are set up to account for different system suspensions. A customer with privilege(s) under revocation is blocked from purchasing the associated privilege(s) for a designated time period. NGPC controls the action to place suspensions on the customer account. It is possible, for example, to create a suspension in the system called “Deny List” and create a business rule on every product to prevent a customer on the “Deny List” from purchasing (or even viewing) products through any sales channel.

Privileges under revocation are blocked from being purchased according to NGPC rules. The information on the customer’s record can prevent ineligible products from being shown as available. NGPC determines the message to the customer if they attempt to select a product for which they are prohibited.

Messages can be customized by channel. For example, the self-service customer could be shown special messaging that is different than what an External Agent would see during the sales process. You may want an agent to see only “Please direct the customer to call NGPC”, thus protecting the customer’s privacy.

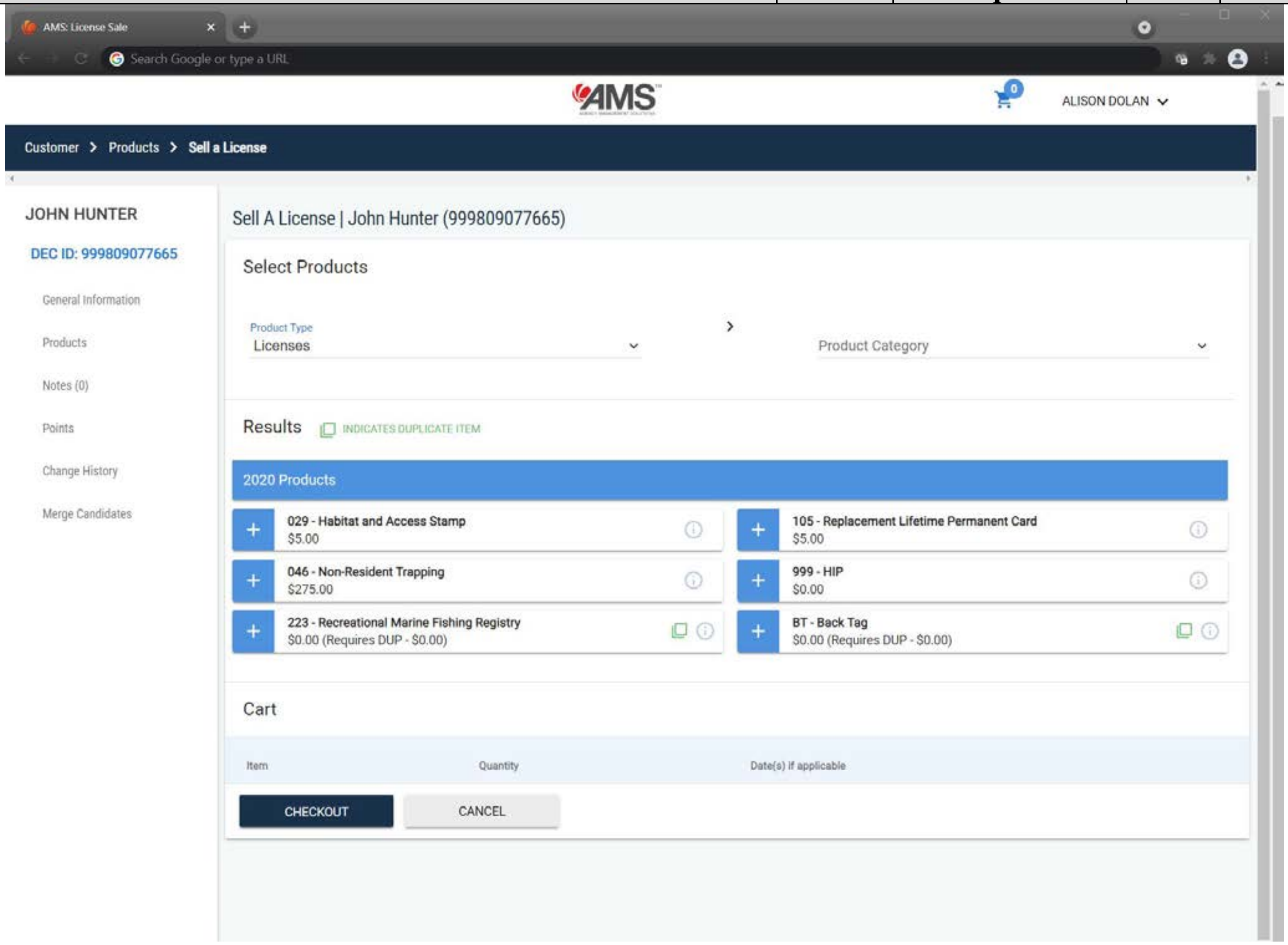
Attachment A

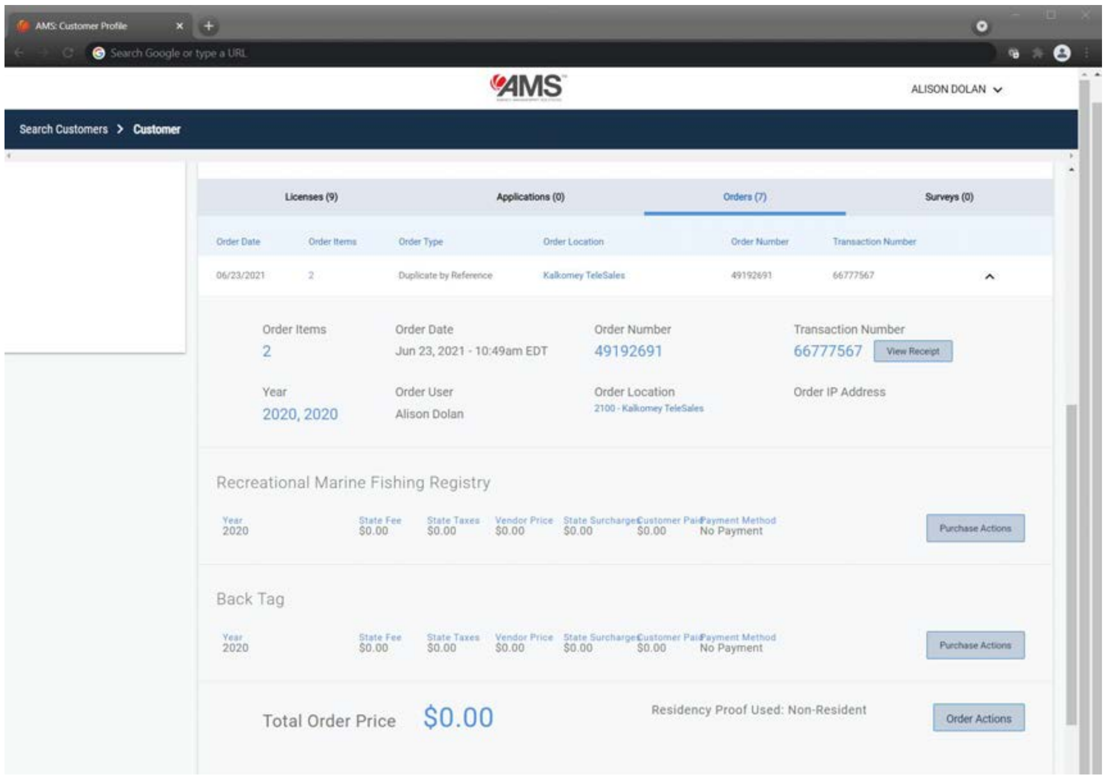
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

<table>
<tr><th>FUN #</th><th>Transaction Validation</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td colspan="5">


In addition, through the Administrative module, NGPC has an Alert feature (within the notes capability) that can be used to display a notification to authorized NGPC users who see this customer record. An example is shown above.
</td></tr>
</table>

FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
FUN-013 **Section VII.C**	A. Describe how the system replaces a permit, based on statute requirements.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* Through product configuration in the Administrative module, NGPC configures replacement functionality based on your business rules: · which products are eligible for replacement; · what the replacement fee is, if any; · through what channels and agent classes a replacement can be obtained; · the print template to be used (to clearly indicate it is a replacement); and · the fulfillment methods available, if any are needed. When the authorized user attempts to replace an issued product, only the customer's unexpired privileges are displayed as eligible for replacement. Other NGPC business rules related to replacement functionality are also applied. If necessary, as part of requesting a replacement the customer must certify the original was lost, or must provide an attestation, this can be included in the replacement process.				

FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
					

FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
	At the completion of the transaction the AMS database shows in real time that the original product is now invalid/replaced and the replacement is now the valid privilege (marked as a replacement). An audit trail indicates where, when and by whom the replacement was issue as shown below. 				

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

FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
	As you can see from the reprinted license below, the issue date is 6/23/2021, but the valid dates are for the date of the original purchase of 6/10/21-06/09/2022				

New York State Dept of Environmental Conservation
Division of Fish & Wildlife

NEW YORK STATE OF OPPORTUNITY | Department of Environmental Conservation

Recreational Marine Fishing Registry
Valid: 06/10/2021 - 06/09/2022

John Hunter
123 Fleetwood Drive
Lincoln, NE 68516

DOB: 01/01/1980
Male 6' 0"

Issued 06/23/2021 10:52 AM
Document # 20-90-00162791

ID #
999809077665
Transaction # 65991110

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

FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
	 New York State Dept of Environmental Conservation Division of Fish & Wildlife Department of Environmental Conservation Recreational Marine Fishing Registry Valid: 06/10/2021 - 06/09/2022 John Hunter 123 Fleetwood Drive Lincoln, NE 68516 DOB: 01/01/1980 Male 6' 0" Issued 06/23/2021 10:52 AM Document # 20-90-00162791 ID # 999809077665 Transaction # 65991110				

FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
FUN-014 **Section VII.C**	A. Describe how the system reprints a permit, based on statute requirements.	**X**			
	Bidder Response: *Current AMS (requires no customization for NGPC):*				

FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
	Per VII.D, NGPC requires that valid privileges be included in the print document of a subsequent purchase. If a customer purchases a single item, any other items that were previously issued and that are still valid will be printed on the document the customer received from the most recent sale. This functionality is a great service to the customer who is not burdened with a new distinct document for every separate purchase. All information for each valid privilege is included on the most recent document issued by AMS, per NGPC rules and regulations. Through the Administrative module, authorized administrative users can take actions necessary to reinstate/reissue/reprint expired, voided or refunded permits. The AMS database reflects these actions in real time and maintains a complete audit trail of where, when and by whom the action was taken. Reprints in AMS typically refer to a document that encountered a printing error at the time of POS sale and immediately needs to be reprinted because the original copy did not print or was damaged before being handed to the customer. This reprinted document serves as the original and is not marked as a reprint.				

FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
FUN-015 **Section VII.C**	A. Describe how the system exchanges a permit, based on statute requirements.	X			
	Bidder Response: AMS makes it easy to set up product variations. For example, a permit can be configured for sale as an original purchase, a duplicate purchase, an upgrade or an exchange without the need to create four different products in the system. Business rules can be set to govern the behavior and price of each product variation, or the product as a whole, making managing product menus much more efficient and intuitive than systems that require each variation to be a separate product.				

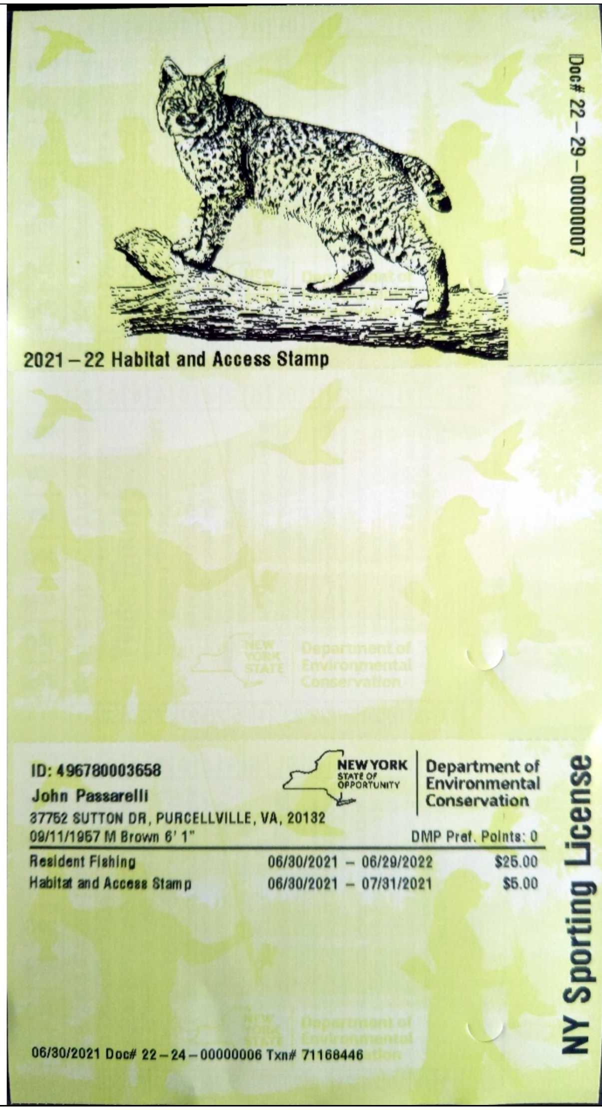
FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
	Through configuration NGPC can establish inventory amounts for limited availability items. Because AMS operates in real time, the inventory amount cannot be exceeded and attempts to issue beyond the set inventory are denied. You determine which users/user groups are authorized to conduct administrative actions on these permits and under what conditions. NGPC configures exchanges to meet your business rules based on transactional updates, if desired. For example, if a permit is exchanged, the status may be updated to "exchanged". This functionality is entirely configurable and can be tailored to meet NGPC needs.				

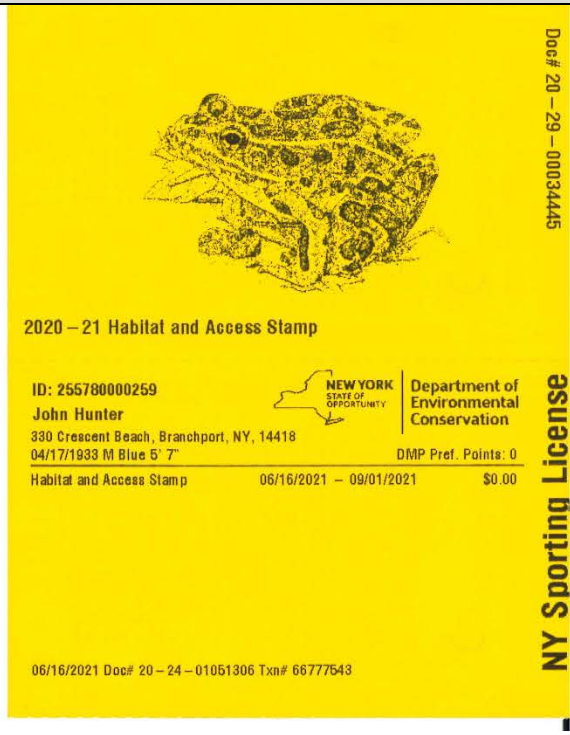
FUN #	Print and Reprint Permit and Certificate	Yes	Customization Required	No	Alternate
FUN-016 **Section VII.D**	A. Describe and provide a screenshot of a physical Annual Fish Permit with Aquatic Habitat stamp and paper receipt.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* We understand that currently Aquatic Habitat stamps are rendered on your Fish Permits and Hunt/Fish Combo Permits. As we explained in response to Attachment A at FUN-035, NGPC creates and manages products through the Administrative interface. Working with NGPC prior to implementation, we create print templates to meet your business rules, Law Enforcement requirements, customer ease of use and other NGPC goals (similar or different from current, consistent with NGPC style, etc.). When a new product is created you select the appropriate template from a drop-down list. If a print document template needs to be updated due to changes in rules or regulations, or a new product does not fit existing templates, Kalkomey works with you to edit or add a template.				

Attachment A

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

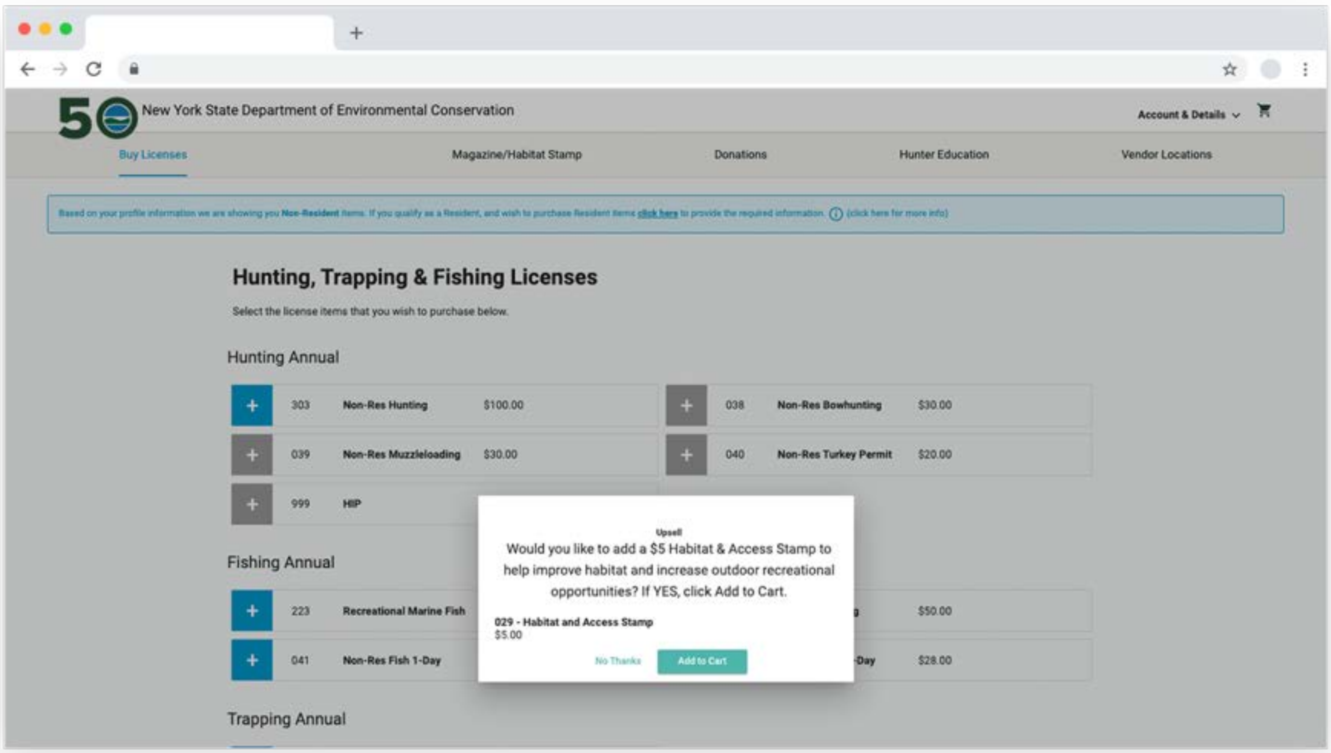
FUN #	Print and Reprint Permit and Certificate	Yes	Customization Required	No	Alternate
	In other words, your permits and the Aquatic Habitat stamp can look however you wish them to look, so we would we not presume to mock-up a sample when the options are so vast. Instead we turned to a current client, NYSDEC, to show how they have chosen to configure their products.				

		Here we show an annual resident fishing permit with a Habitat and Access stamp (NYSDEC does not issue an Aquatic Habitat stamp). The season dates and other product information are configurable for every permit type, as well as agency logo, etc. AMS auto-generates document numbers for all permits, or we can configure the document numbers to comply with any existing document numbering regulations (as shown in this Habitat and Access Stamp). The customer information is pulled from the customer profile.

FUN #	Print and Reprint Permit and Certificate	Yes	Customization Required	No	Alternate
	 NYSDEC requires wearable back-tag licenses for hunting, so the Habitat and Access stamp issued with a hunting permit looks slightly different. Through configurable settings they can print different wildlife images on the stamp. At an agent location, NYSDEC does not currently print a separate receipt; the customer receipt is on the durable-stock privilege as shown in the examples provided. When certain products are added to the customer's shopping cart, NYSDEC asks if the customer would like to include a habitat stamp, and clicking on "Add to Cart" automatically puts the stamp in the customer's cart in one step.				

Attachment A

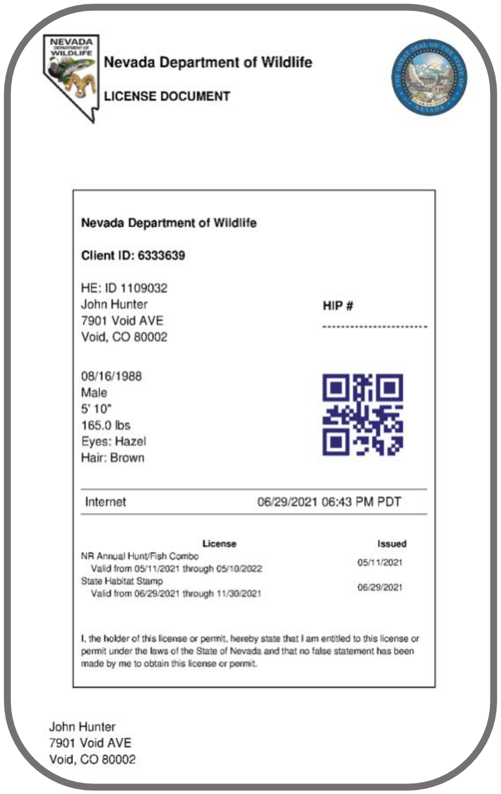
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

<table>
<tr><th>FUN #</th><th>Print and Reprint Permit and Certificate</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="3"></td><td colspan="5">
</td></tr>
<tr><td>B. Provide a screenshot of a mobile Annual Hunt Permit with Habitat stamp with digital receipt.</td><td>X</td><td></td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response:
Current AMS (requires no customization for NGPC):</td></tr>
</table>

Attachment A

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

FUN #	Print and Reprint Permit and Certificate	Yes	Customization Required	No	Alternate


Nevada Department of Wildlife
LICENSE DOCUMENT

Nevada Department of Wildlife

Client ID: 6333639

HE: ID 1109032
John Hunter
7901 Void AVE
Void, CO 80002

HIP #

08/16/1988
Male
5' 10"
165.0 lbs
Eyes: Hazel
Hair: Brown

Internet 06/29/2021 06:43 PM PDT

License	Issued
NR Annual Hunt/Fish Combo Valid from 05/11/2021 through 05/10/2022	05/11/2021
State Habitat Stamp Valid from 06/29/2021 through 11/30/2021	06/29/2021

I, the holder of this license or permit, hereby state that I am entitled to this license or permit under the laws of the State of Nevada and that no false statement has been made by me to obtain this license or permit.

John Hunter
7901 Void AVE
Void, CO 80002

Responding to this request has again highlighted the configurability of AMS to meet the varied requirements of each wildlife agency. Because NYSDEC requires back-tags for hunting, hunting permits cannot be issued as an e-license. Therefore, we turned to NDOW that does not have a Habitat stamp. As a substitute we provide a test sample hunting license with a state stamp. Again, this may not be similar to the e-license format NGPC wishes to provide, but the example shows the functionality offered.

At left you see how the purchase displays on the customer's mobile device although we have enlarged it to show detail. NDOW Law Enforcement officers can use the QR code to quickly retrieve customer information in the LEO App.

Attachment A

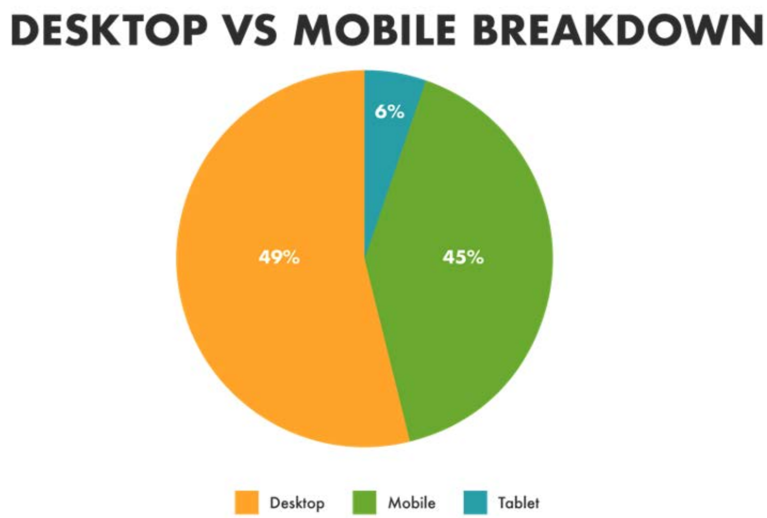
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

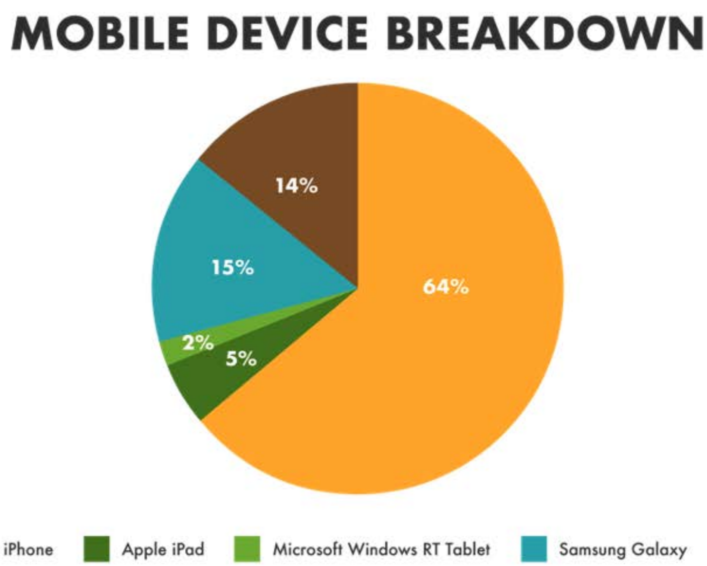
FUN #	Print and Reprint Permit and Certificate	Yes	Customization Required	No	Alternate
	To the right is the type of receipt that is emailed to the mobile customer to retain or print as confirmation of the sale. Receipt format and text are configurable by NGPC to meet your business requirements and customer service needs. In addition, when the customer completed the online order, a confirmation screen was displayed, which could also be saved as a screenshot and stored/printed by the customer. **Receipt for Sale #71168442** 06/30/2021 01:02 AM UTC **Billed to:** John Hunter voidkalkorney@hotmail.com **Ships to:** Salim Moumouni 112 Bobs Lane #bulding 2 Ottawa, 16830 **Item** / **Quantity** / **TAN** / **Total** Habitat and Access Stamp, June 29, 2021 - August 01, 2021 / 1 / / $0.00 Non-Resident Hunting 16+, September 01, 2021 - September 01, 2022 / 1 / / $0.00 **Sub-total** $0.00 **Taxes** $0.00 **Surcharges** $0.00 **Shipping** $0.00 **Total** $0.00				

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-017 **Section VII.E.1**	A. Does the system recognize when a customer accesses the website using a mobile device? If so:	X			
	1. Does the system direct the customer to download an app?			X	
	2. If "No" to question 1, does the system route the customer to a "mobile optimized" version of the site?	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* AMS is built to intuitively recognizes the device being used to access the site and is completely mobile responsive to deliver the optimized customer experience for the device being used. Because of AMS' modern mobile optimization, a secondary application isn't required to browse, access the customer's account, or complete transactions as downloading an application can disrupt a customer's workflows or user additional mobile data. We will have a fully downloadable mobile application and will work with NGPC to ensure that the proper actions are configured, such as prompting to download the application if accessing from a mobile device, by NGPC's system go live.				

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-018 **Section VII.E.1**	A. Describe how the system differentiates between the transactions sold via the Public Website versus Mobile, External Agent, and Internal Agent transactions.	X			
	Bidder Response: AMS is built with separate applications for each of the 3 sales channels, so transactions are recognized as originating from: 1. Internet/Mobile				

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

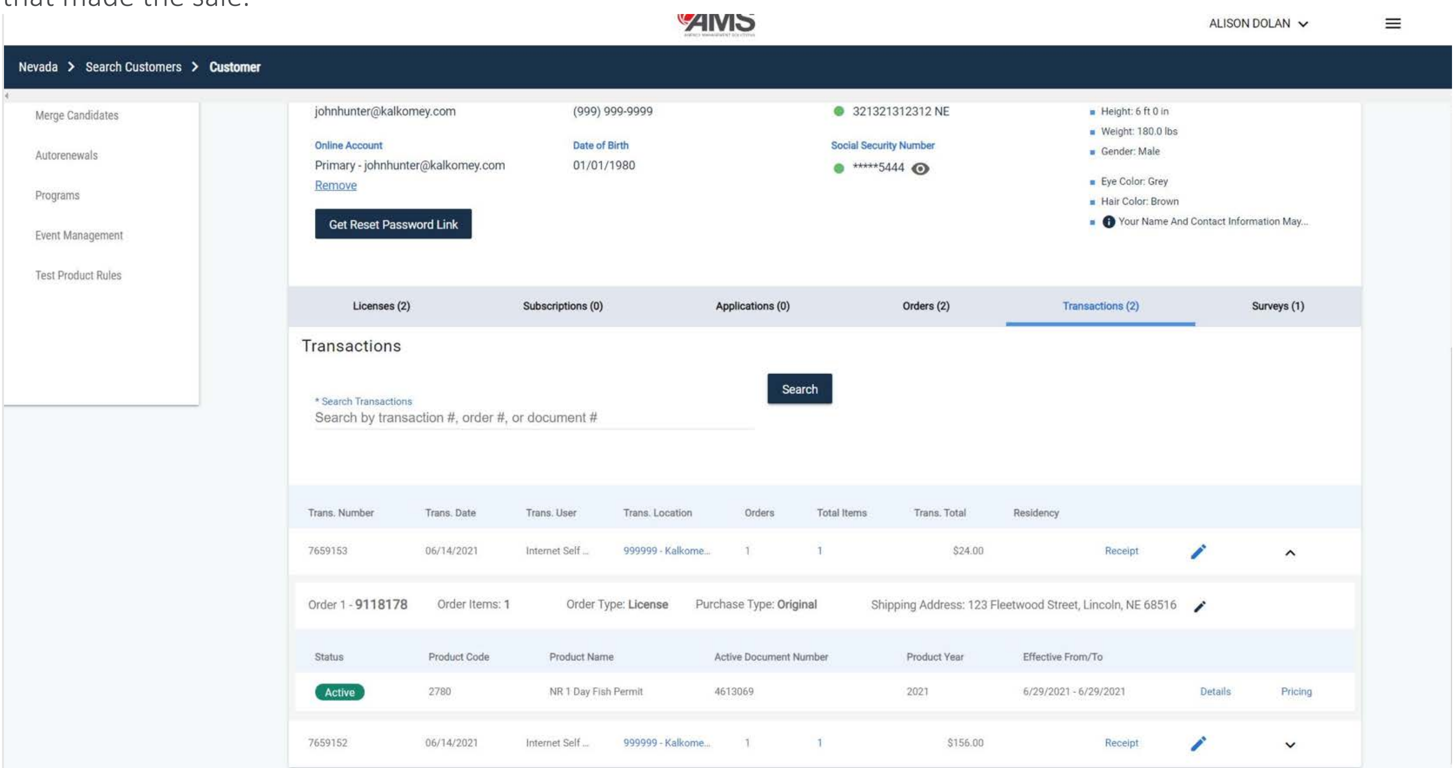
FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
	AMS has one application for customer self-service, regardless of the device used by the customer. We use responsive design to automatically detect the user's device, scaling and rearranging the interface based on the user's screen size and resolution. By effectively displaying the interface on any customer device, we eliminate the need for a separate mobile application. AMS can provide insights into whether the sales channel was accessed from a desktop or mobile device. Within the mobile device access data, we are also able to offer drill down insights into the type of device used to access the mobile site. Below we include a few samples of this data prepared for one of our clients. First, a breakdown of access method (desktop website or mobile website).  Next, we show a drill down of the mobile device access by device:				

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
	 2. External Agents Within this channel NGPC designates agent classes. NGPC authorized users are required to configure each product as being available for sale by one or more class of agents. An agent class is a group of agents that you determine should be grouped together for the convenience of assigning products the agents are allowed to sell. For example, NGPC will use an agent class to identify those agents allowed to check-in harvests. Note that an individual agent could be an agent class if the location sells a unique array of products. Every sales location is assigned to an agent class, including your offices. 3. Administration (Internal Agents, Kalkomey call center)				

Attachment A

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

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
	In addition to Channel and Agent Class, another level recognized in transaction data is the User. Each user is associated with a channel and, except for customers, each user is further associated with a location and the IP address of the terminal that made the sale.				



FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-019 **Section VII.E.2A**	A. Describe how a customer initializes the purchase process via: 1. Public Web 2. Mobile	X			

Bidder Response:

Current AMS (requires no customization for NGPC):

We design products using modern techniques and resources so products are adaptive to aspect ratios and capabilities of devices your customers use. AMS' Internet/Mobile interface features responsive design techniques, such as designing the adaptive UI specifically for various viewports and testing on different devices in the environments in which they are likely to be used. All AMS interface components are automatically scaled and rearranged based on the user's screen size and resolution, thereby eliminating the need for a separate application for mobile device users.

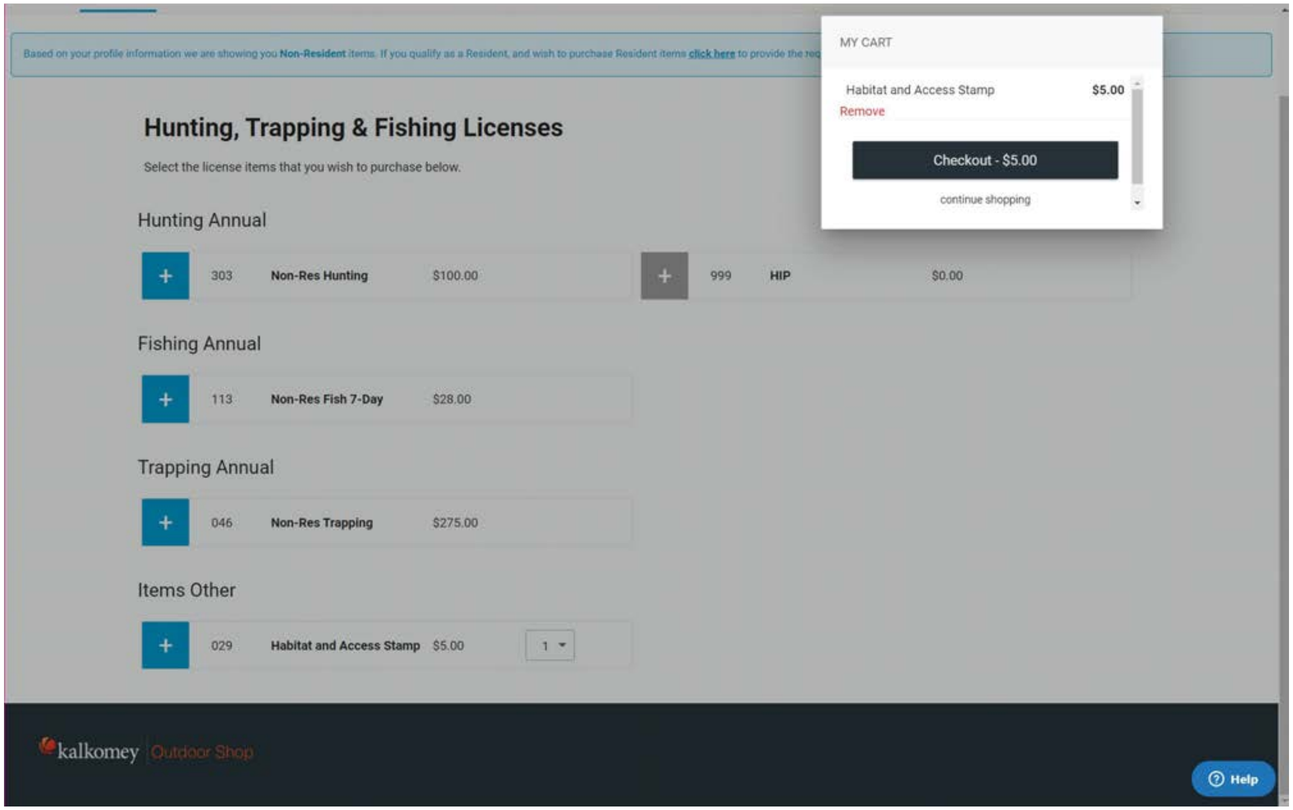
Furthermore, our team takes an active role in keeping up with the interactive behaviors and design system patterns typically found in iOS and Android interfaces, and we consider them when improving navigation of our product suite.

Kalkomey AMS is usable from mobile phones (iOS and Android), tablets and computers. We maintain AMS software to function on all currently supported Microsoft Windows or Apple MacOS operating systems and any modern, commonly available evergreen web browser that is still supported by the manufacturer (including IE12, Edge, Chrome, Safari, and Firefox).

AMS has a completely customizable internet customer interface that will feature NGPC branding, links to NGPC information and dynamic messaging that can be updated by NGPC (or Kalkomey) as needed. Text, layout, graphics and styles can all be tailored to match the NGPC brand. Screenshots in this response are examples only; NGPC determines the look and feel of the interface to ensure the continuity of style and identity you wish to achieve. Additionally, all pages are integrated with Google Analytics to monitor customer use patterns, user experience metrics, marketing campaign response and sales conversion rates throughout the website.

In response to Attachment A at FUN-001, we describe how the self-service customer initializes the purchase process.

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.	X			
	Bidder Response: AMS features three interfaces: Internet/mobile for customers, External Agent and Administrative for NGPC staff and Kalkomey customer service/call center staff. The complete AMS sales flow is described in response to TEC-005 Once a product has been selected and the customer/agent has entered any additional details necessary to complete the purchase (such as a short-term license start date and duration), the product is added to the shopping cart. The customer/agent can then continue to add more purchases. AMS dynamically refines the list of available products based on what is now in the shopping cart, applying business rules that define product quantity, pre-requisites and dependencies. Configurable business rules also dictate if the customer is alerted to additional products that must be or could be purchased with the selection.				

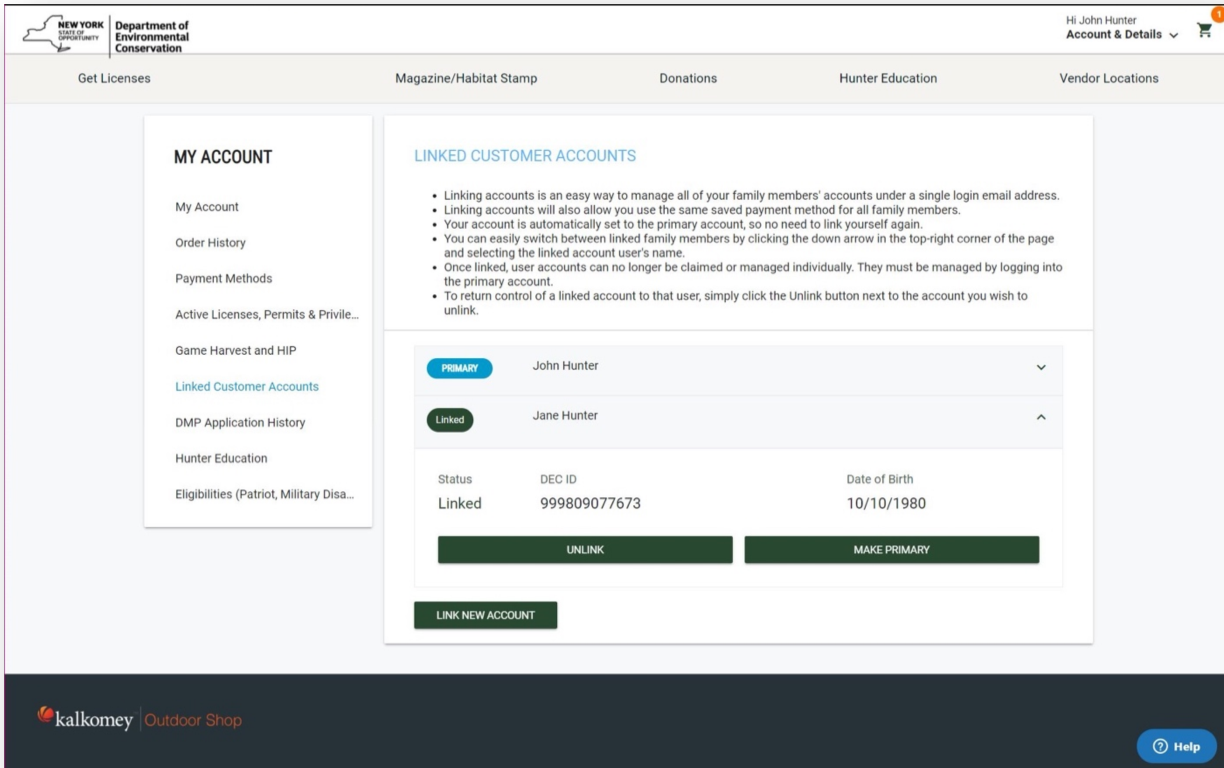
FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
					

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-021 **Section VII.E.6**	A. Describe the system's capability to complete a lookup on the Interstate Violator Compact.	X			
	Bidder Response: AMS connects to the Interstate Violator Database on a nightly basis. If any of the day's sales return a matching violation, they are flagged in a daily report. Once added to a customer record, the WVC flag is easily viewable by approved agency users and/or law enforcement agents. When a Law Enforcement officer searches the LEO application they can quickly and easily view all previously flagged violators.				

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-022 **Section VII.E.5**	A. Describe how the system allows customers to purchase items for friends and family.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* AMS allows one person to purchase a permit for another individual, such as for a gift or the convenience of one family member purchasing for the whole family before an outing. The purchaser must be able to provide the basic customer information NGPC requires for issuing the item to be gifted. The issued item appears in the customer account of the person to whom the item is issued. Below we provide a screenshot of Linked Customer Accounts.				

Attachment A

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

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
					

FUN #	Public Website and Mobile Fulfillment process	Yes	Customization Required	No	Alternate
FUN-023 **Section VII.E.7**	A. Describe the process to purchase a temporary permit that is fulfilled through the postal mail.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* Through configuration, NGPC determines for each product the format(s) in which issued documents are available. In this case you configure the product to be issued as a temporary permit for use until the physical permit is fulfilled by mail by NGPC. The sales flow for the purchase then results in a printed (and/or electronic) permit that can be labelled as temporary, or however you wish to designate that this is not the final official privilege document. Messaging and format of all issued documents are configurable to meet NGPC requirements. If in other cases the customer/user can be offered the option to select fulfillment options (depending on the sales channel, business rules and regulations), AMS is configurable to accommodate that as well. For example, for certain items the customer may allowable a digital-only permit and/or a paper document. You also may wish to configure customer receipts for these transactions to include information about the temporary permit being replaced with a document to be fulfilled by mail.				
	B. Describe the process to pull information into a report that allows for the fulfillment of temporary permits, including a .csv file.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* As we do in other projects, AMS creates an electronic file of all Federal Duck Stamp purchasers to send via SFTP/FTPS to USFWS per federal requirements, and on the schedule NGPC requires. AMS also creates a fulfillment file for Amplex from which they can print and fulfill stamp sales. Kalkomey is also experienced with meeting other fulfillment requirements, such as Aquatic Invasive Species decals in other projects.				

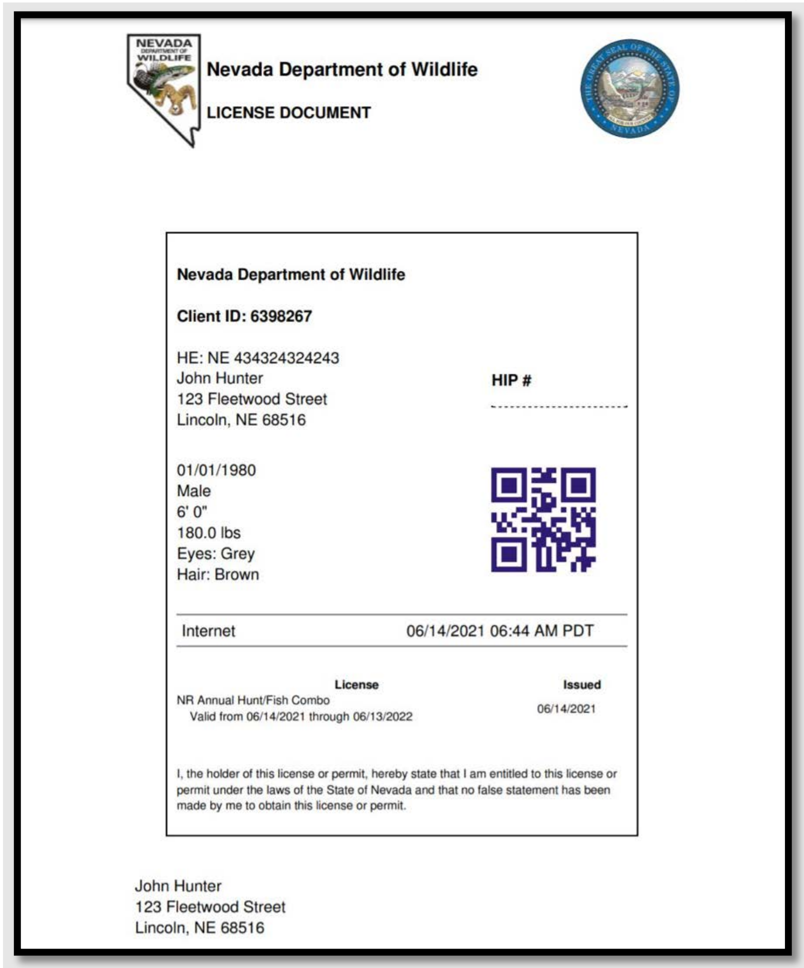
FUN #	**Public Website and Mobile Fulfillment process**	**Yes**	**Customization Required**	**No**	**Alternate**
	No matter the end recipient (Amplex, NGPC, a fulfillment vendor, or Kalkomey), Kalkomey's AMS analytics platform consolidates permit sales into a reporting dashboard, which can be batch downloaded and exported either manually or automatically, in a comma delimeted format, and fed into the fulfilment process. AMS is fully configurable to support fulfillment functionality regardless of: ▪ who is responsible for fulfillment, where it occurs, or what stock/equipment is being used, and ▪ the schedule and format required for the fulfillment file. In addition, Kalkomey offers an experienced Fulfillment Team if at any time NGPC wishes to add this service for any or all your fulfillment needs. Kalkomey's Fulfillment Team currently processes nearly 30,000 tags in the two weeks following NDOW's big game draw, as well as the awards for other NDOW draw events. Kalkomey's AMS also prints over 5M tags and licenses in New York. We will scale our team to support each client's fulfillment requirements.				

FUN #	**QR Code/Smart Number**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-024 **Section VII.E.8**	A. Describe the system's ability to display a QR Code based on a "smart number".	X			
	Bidder Response: AMS currently produces QR codes for NDOW's license documents based on their unique numbering requirements. In addition, AMS produces a smart number for NYDEC's required document numbering convention which communicates				

Attachment A

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

FUN #	QR Code/Smart Number	Yes	Customization Required	No	Alternate
	additional information to administrators about the privilege. AMS is able to produce, display, and read QR codes.				



Nevada Department of Wildlife

LICENSE DOCUMENT

Nevada Department of Wildlife

Client ID: 6398267

HE: NE 434324324243
John Hunter
123 Fleetwood Street
Lincoln, NE 68516

HIP #

01/01/1980
Male
6' 0"
180.0 lbs
Eyes: Grey
Hair: Brown

Internet 06/14/2021 06:44 AM PDT

License	Issued
NR Annual Hunt/Fish Combo Valid from 06/14/2021 through 06/13/2022	06/14/2021

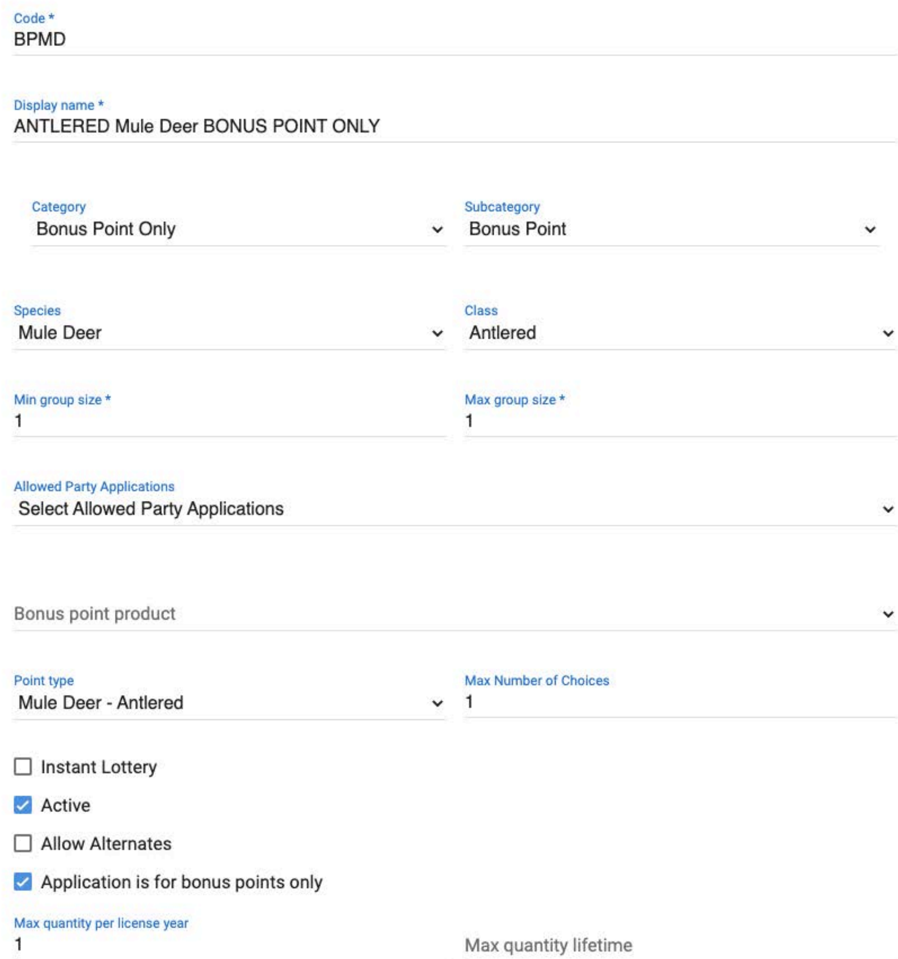
I, the holder of this license or permit, hereby state that I am entitled to this license or permit under the laws of the State of Nevada and that no false statement has been made by me to obtain this license or permit.

John Hunter
123 Fleetwood Street
Lincoln, NE 68516

FUN #	Public Website Purchase a Preference or Bonus Point	Yes	Customization Required	No	Alternate
FUN-025 **Section VII.E.9**	A. Describe how the system allows a customer to purchase a preference point and/or a bonus point from the public website.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC)* Kalkomey fully understand that hunters would sometimes prefer to not enter the drawing/lottery for a tag but would rather purchase preference points and/or bonus points to increase their odds and/or preference for future drawings. This requirement is fully supported through AMS standard configuration. AMS supports a product type of "applications" that represent the purchase of an application for a drawing/lottery. When building application products in the system, an administrative user can designate the product to be "points-only" and assign a specific species point type to the product as shown below:				

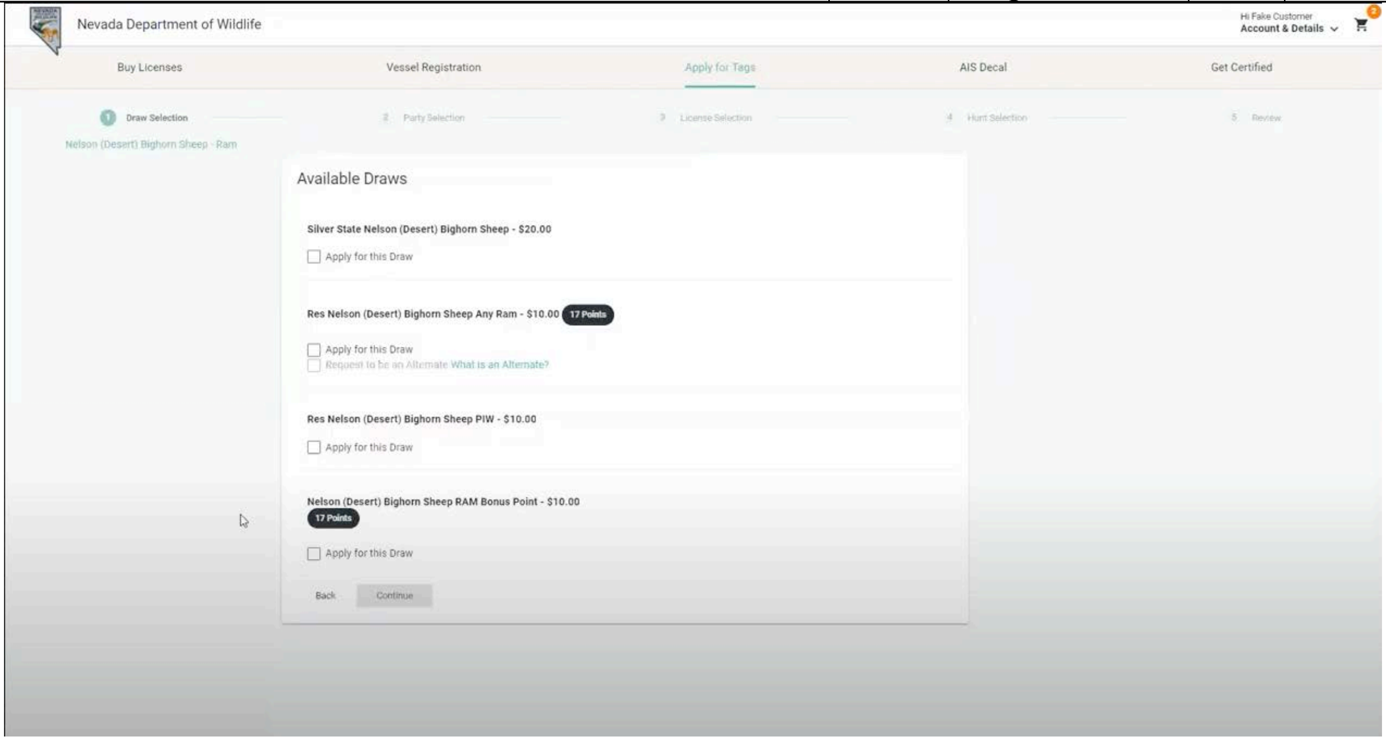
Attachment A

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

FUN #	Public Website Purchase a Preference or Bonus Point	Yes	Customization Required	No	Alternate
					

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

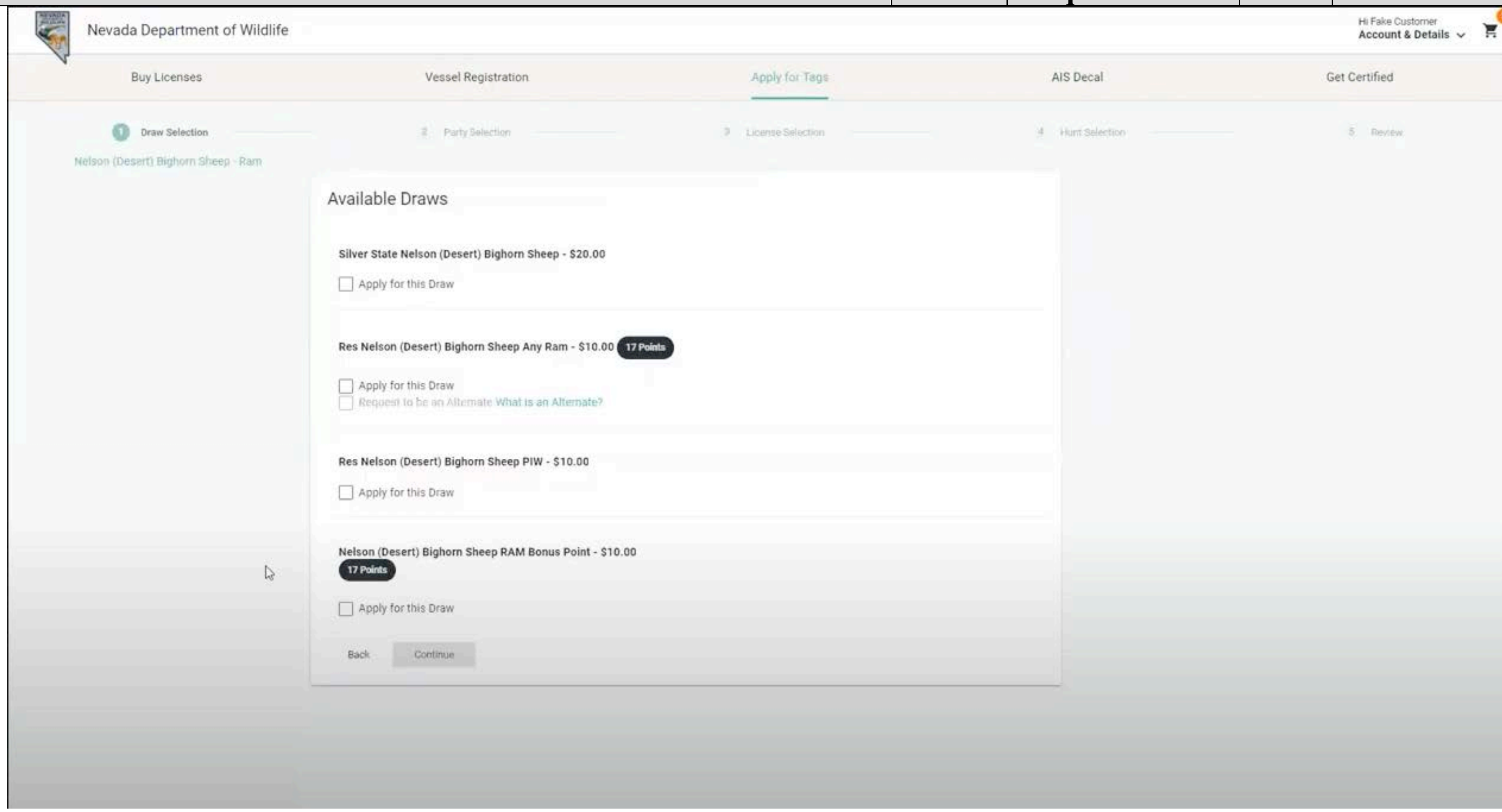
FUN #	Public Website Purchase a Preference or Bonus Point	Yes	Customization Required	No	Alternate
	When set as "points-only" an application product will be designated as such when applying and will not enter an applicant into the drawing for a tag, but rather increase their point balance at the conclusion of the draw. In addition, points-only applications can be designated with any other configurations for application products to ensure certain business requirements around the eligibility to purchase a point are met. Examples of these include but are not limited to: • Ensuring a customer has the proper prerequisite license before purchasing a point only • Ensuring that a customer has not submitted an application that would otherwise make them ineligible for a point only (such as a tag application for the same species) • Ensuring the customer's age is appropriately validated with respect to eligibility and hunt season dates • Preventing suspended customers from purchasing a point only • Configuring a point only application for a proper price Once configured and set to sale, a customer can purchase points-only through the public facing website (or any other allowable sales channel such as External Agents) as permitted by NGPC regulations). A customer will see a points-only application after selecting their desired species to hunt, and the points-only application will be displayed next to other applications for that species. The is able to see their current point balance for full transparency on the current status of their points.				

<table>
<tr><th>FUN #</th><th>Public Website Purchase a Preference or Bonus Point</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td>


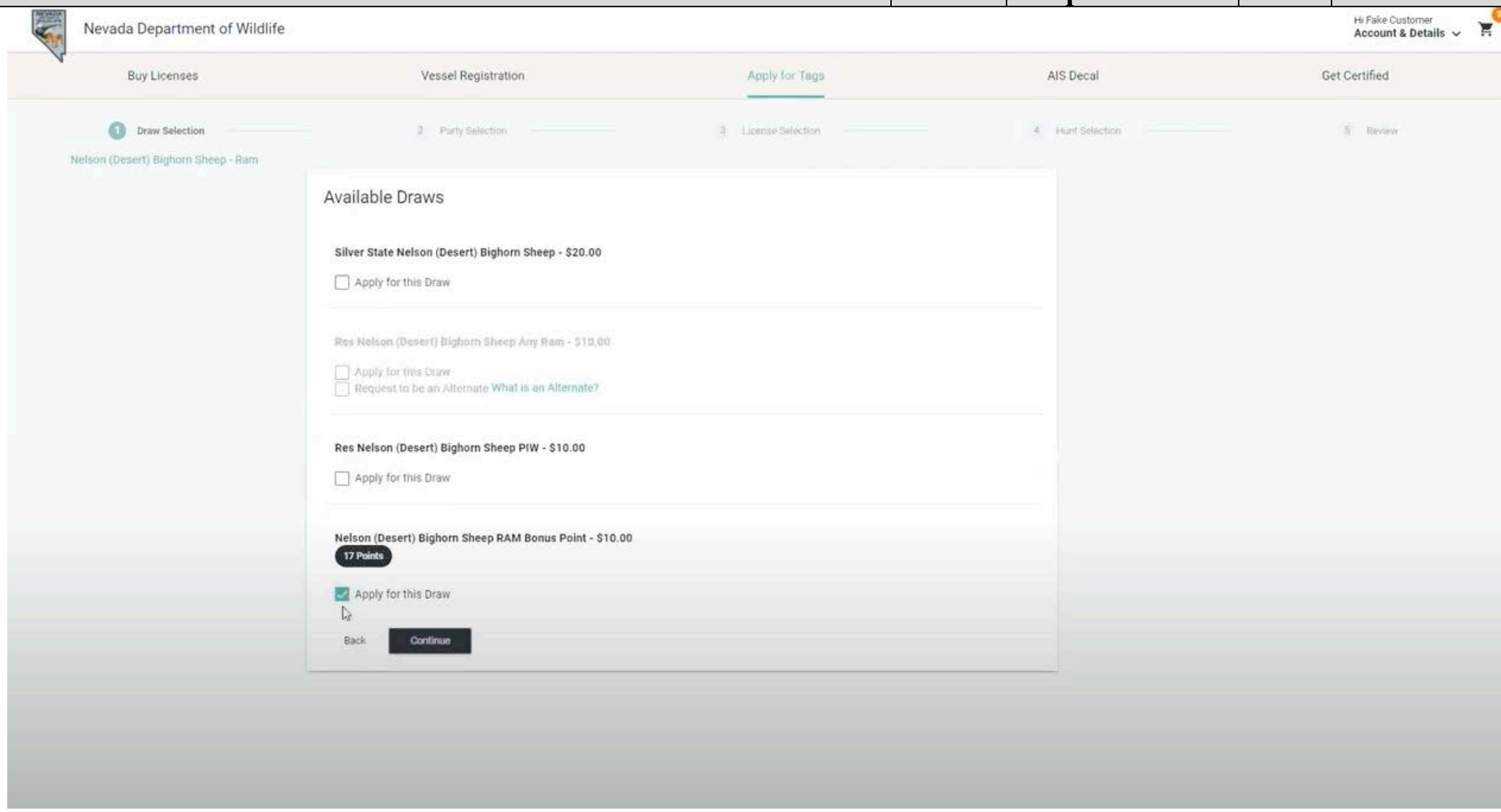
Once selecting to apply for a point, any other applications that would be ineligible based on the points-only application will be inaccessible and greyed out to the customer, preventing them from submitting an invalid application.
</td><td></td><td></td><td></td><td></td></tr>
</table>

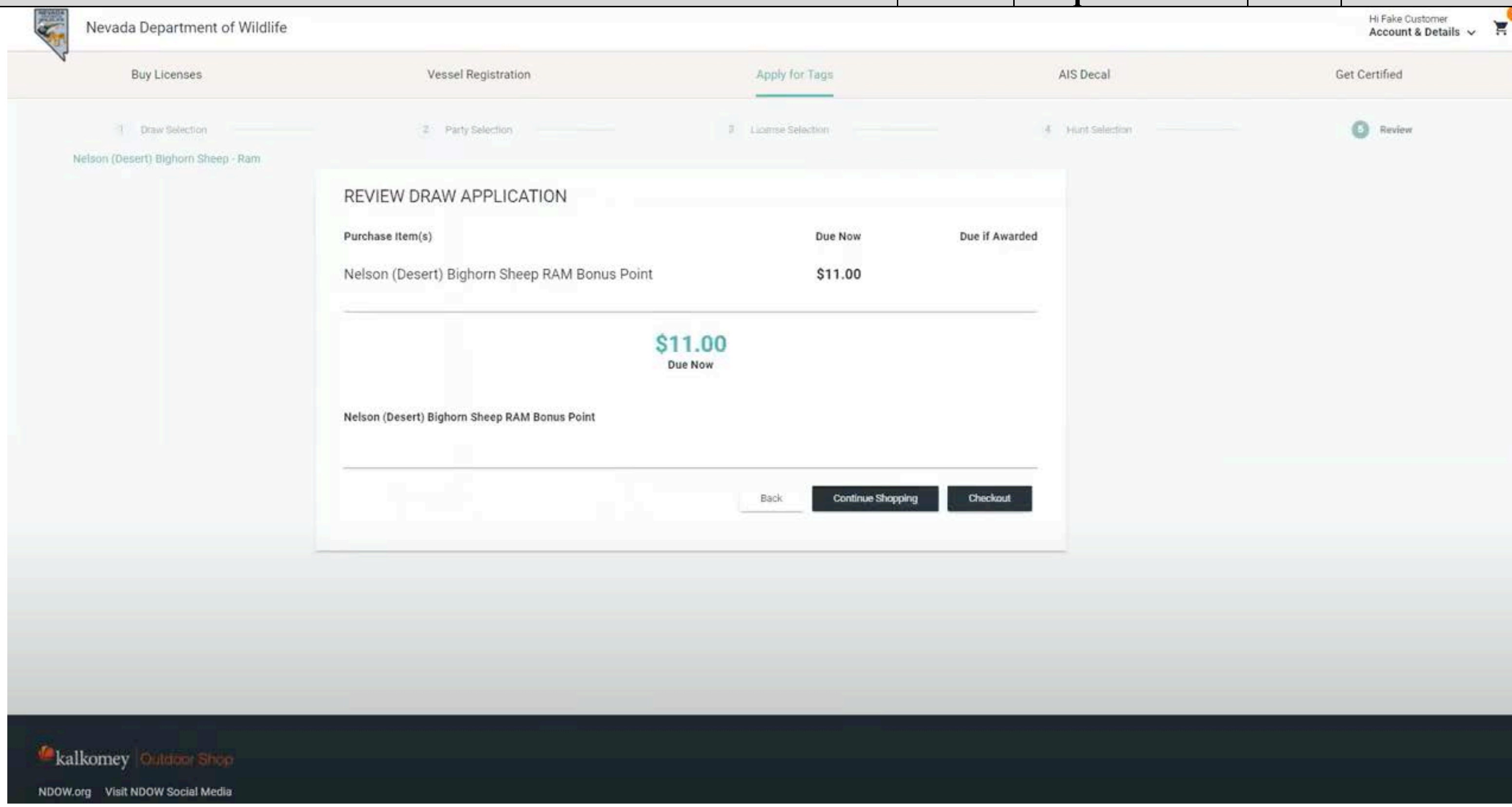
Attachment A

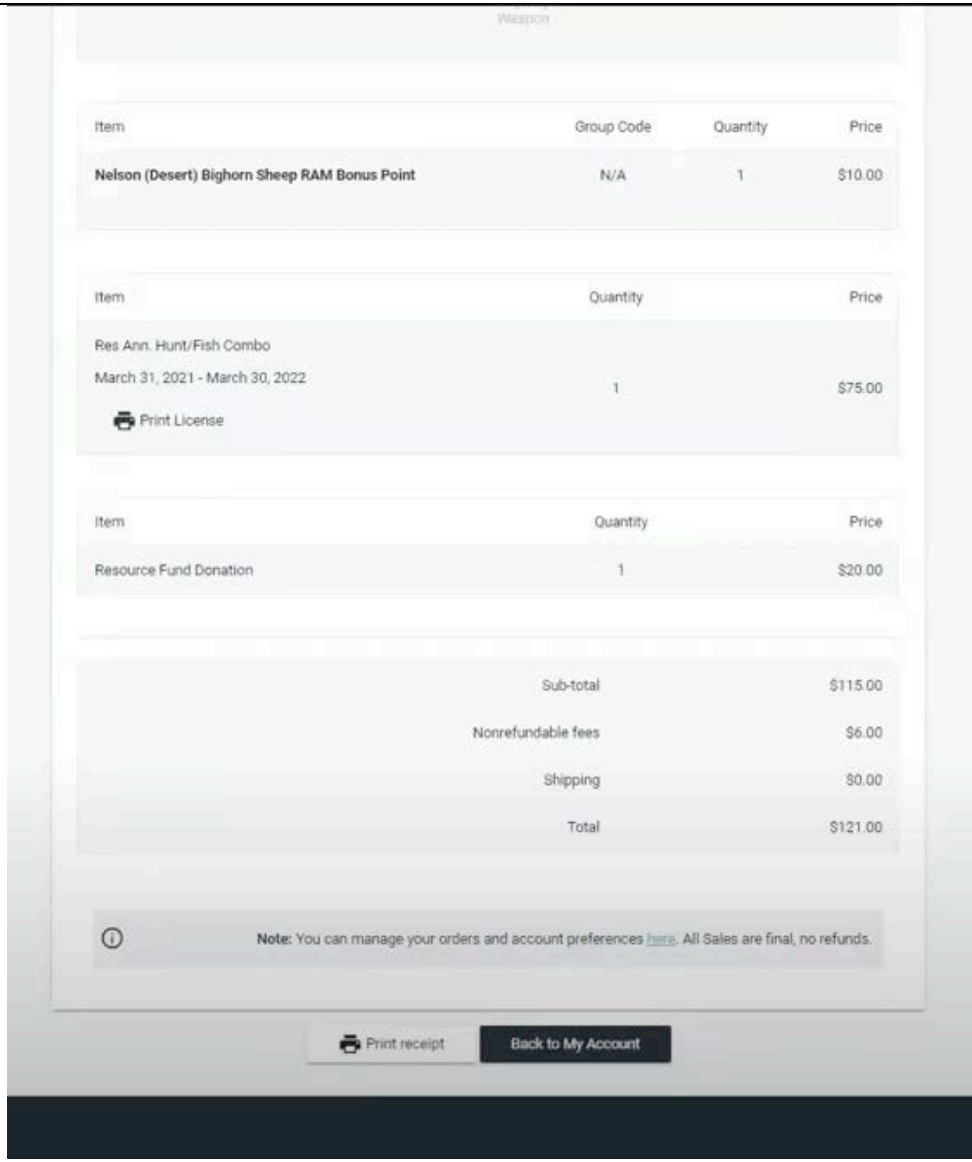
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

<table>
<tr><th>FUN #</th><th>Public Website Purchase a Preference or Bonus Point</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td colspan="5">

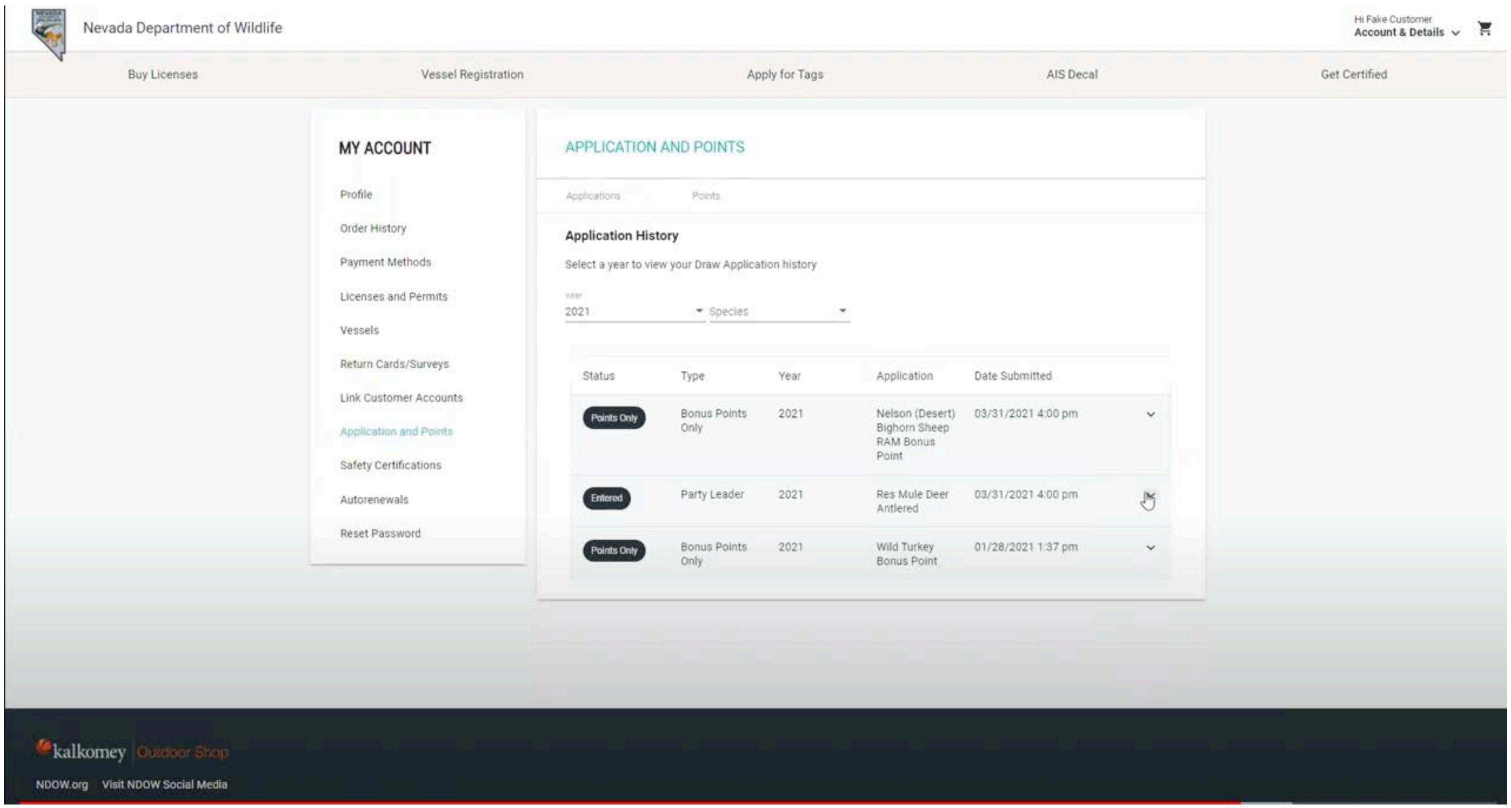
Once a points-only application has been added to the cart, the customer will be able to review their selection, and be clearly told their price to purchase a point, and will also have the option to “continue shopping” to apply for other species if they are open at the same time.</td></tr>
</table>

FUN #	Public Website Purchase a Preference or Bonus Point	Yes	Customization Required	No	Alternate
	 When the customer has added their points to the cart they can check out or continue shopping for other items.				

FUN #	Public Website Purchase a Preference or Bonus Point	Yes	Customization Required	No	Alternate
	 Upon completion of checkout, the customer will clearly see that their application was for points only,				


Weapon
Item
Group Code
Quantity
Price
Nelson (Desert) Bighorn Sheep RAM Bonus Point
N/A
1
$10.00
Item
Quantity
Price
Res Ann. Hunt/Fish Combo
March 31, 2021 - March 30, 2022
1
$75.00
Print License
Item
Quantity
Price
Resource Fund Donation
1
$20.00
Sub-total
$115.00
Nonrefundable fees
$6.00
Shipping
$0.00
Total
$121.00
Note: You can manage your orders and account preferences here. All Sales are final, no refunds.
Print receipt
Back to My Account

FUN #	Public Website Purchase a Preference or Bonus Point	Yes	Customization Required	No	Alternate
	A complete order history is updated in real time and available for viewing immediately in the My Account section of the website.				



FUN #	**Public Website Purchase a Preference or Bonus Point**	**Yes**	**Customization Required**	**No**	**Alternate**
	Kalkomey also understands and acknowledges that points can behave differently, especially with respect to true "preference", or "bonus points" that can have different effects on how customers points are utilized to determine their draw results. AMS comes equipped with a robust point configuration interface to define these prior to draw execution.				

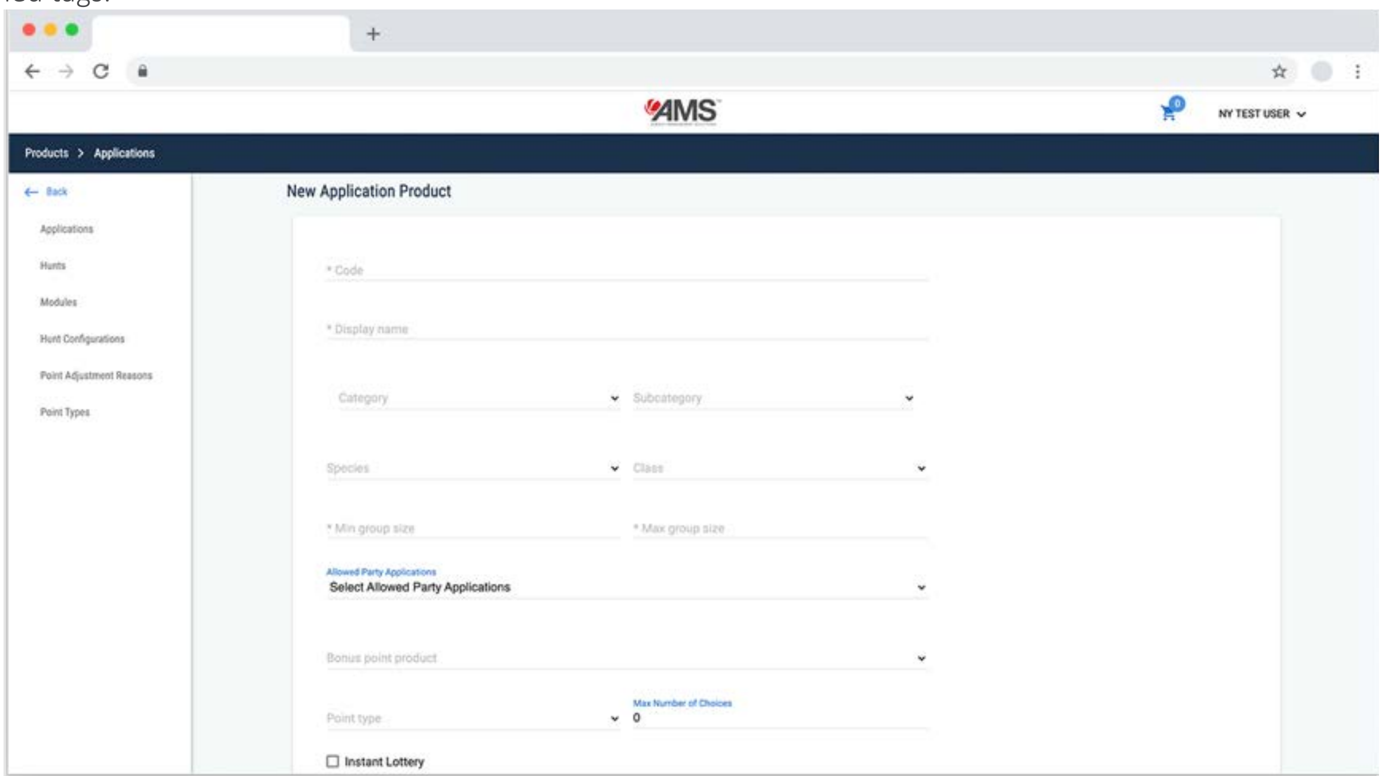
FUN #	**Public Website Apply for a draw and/or lottery permit**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-026 **Section VII.E.10**	A. Describe how the system allows a customer to apply for a draw permit.	X			
	Bidder Response: Please see full response to FUN-026 A and B in Bidder Response Section B as we have combined our responses.				
	B. Describe how the system allows a customer to apply for a lottery permit.	X			
	Bidder Response: Introduction AMS features an architecture that allows the configuration of reserved hunt application settings, draw and lottery permits, awarded products, required permits, available hunts, execution parameters, and all other details. Therefore, we have combined our responses to both A and B. AMS can be configured to handle everything from a true random draw (no points-based outcome) to a weighted scale based on preference points and other pre-requisites. Also, daily draws are supported so quota and applications are reset daily and awards may be locations or blinds rather than licenses/permits. Overview Kalkomey was initially built controlled hunt functionality to handle one of the most complex and intricate programs in the United States: Nevada's Big Game Draw conducted by Nevada Department of Wildlife (NDOW). AMS currently supports an				

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	infinite number of configuration settings to accommodate even the most complex hunt programs. After thorough discussions with NGPC, Kalkomey's Implementation Team configures the initial hunt modules with your business rules associated to each application product, then trains you as you validate the configuration. Thereafter settings are fully configurable by NGPC, although we provide a dedicated Kalkomey configuration manager to support you throughout the contract. In AMS terminology, the **hunt** is the selection or choice that an applicant makes when submitting an application. The **hunts** consist of configurable modules that allow NGPC to specify species, class (sex or other physical characteristics), season dates, method of take (weapon type), location (hunt unit), residency, or any other qualifier that makes a hunt unique. This ensures that each application is specific to the hunt being offered and customers are unable to submit applications for mixed species or mixing limited and unlimited hunts. At a high level, configuration for controlled hunts consists of these functional areas which are discussed individually in detail: • Applications • Hunt Choices • Execution Configuration • Processing Schedule • Draw Finalization • Notification of Award • Fulfillment • Reporting NGPC business rules and regulations may not require all of the functionality discussed below. However, to understand how AMS will service you today and into the future it is important we fully inform you about AMS' draw/lottery hunt functionality that is available to you. This discussion is focused specifically on the configuration aspects unique to draw hunts, which are in addition to NGPC's ability to configure the channels through which applications can be submitted and other standard product details. ***Applications*** Application products refer to a particular species class and tie many hunt choices together. These selections are displayed on the first page of the application process. Application products have settings that affect how the end user experiences the				

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

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate

system when applying. Authorized users manage settings for minimum and maximum group sizes, limited vs. unlimited hunts, what point types apply to the application, if any, and whether or not customers can designate themselves as an alternate for returned tags.



In addition, application products have a full array of pricing controls. For example, a different product price may be specified for a regular application versus a point-only application.

Application products support a variety of business rule configurations, including:

- what channels/agent classes can accept applications

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	• license years, and • application sell dates, allowing authorized users to configure the open and close of the application period to trigger automatically for each application product. During the application period, customers can log into their account to view their: • applications in progress (not yet submitted), • applications completed and submitted, and • if a buddy application has been submitted. *Hunt Choices* A hunt choice is a combination of the various layers of detail in your process where a quota may be applied. For example, a hunt choice may include the combination of available species, sex, geographic location, manner of take and season date(s). Two samples of Nevada hunt choices that could be associated with a Resident Elk application product might be: • Elk, Antlered, Unit 1, Archery, Early (Aug 1- Aug 10) – 5 tags available • Elk, Antlered, Unit 1, Rifle, Early (Oct 1- Oct 10) – 10 tags available These hunt choices are the selections made on the interactive map page of the public website and are supported by hunt configurations that can accommodate an infinite number of choice parameters. Public Application Process Once configured, and on sale applications can be turned on in the public facing website. After residency has been determined for applying customers, they will have the opportunity to choose what specie(s) they would like to apply for. The organization on this page is entirely customizable to agency requirements around what species draws are being offered at times of year.				

Attachment A

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

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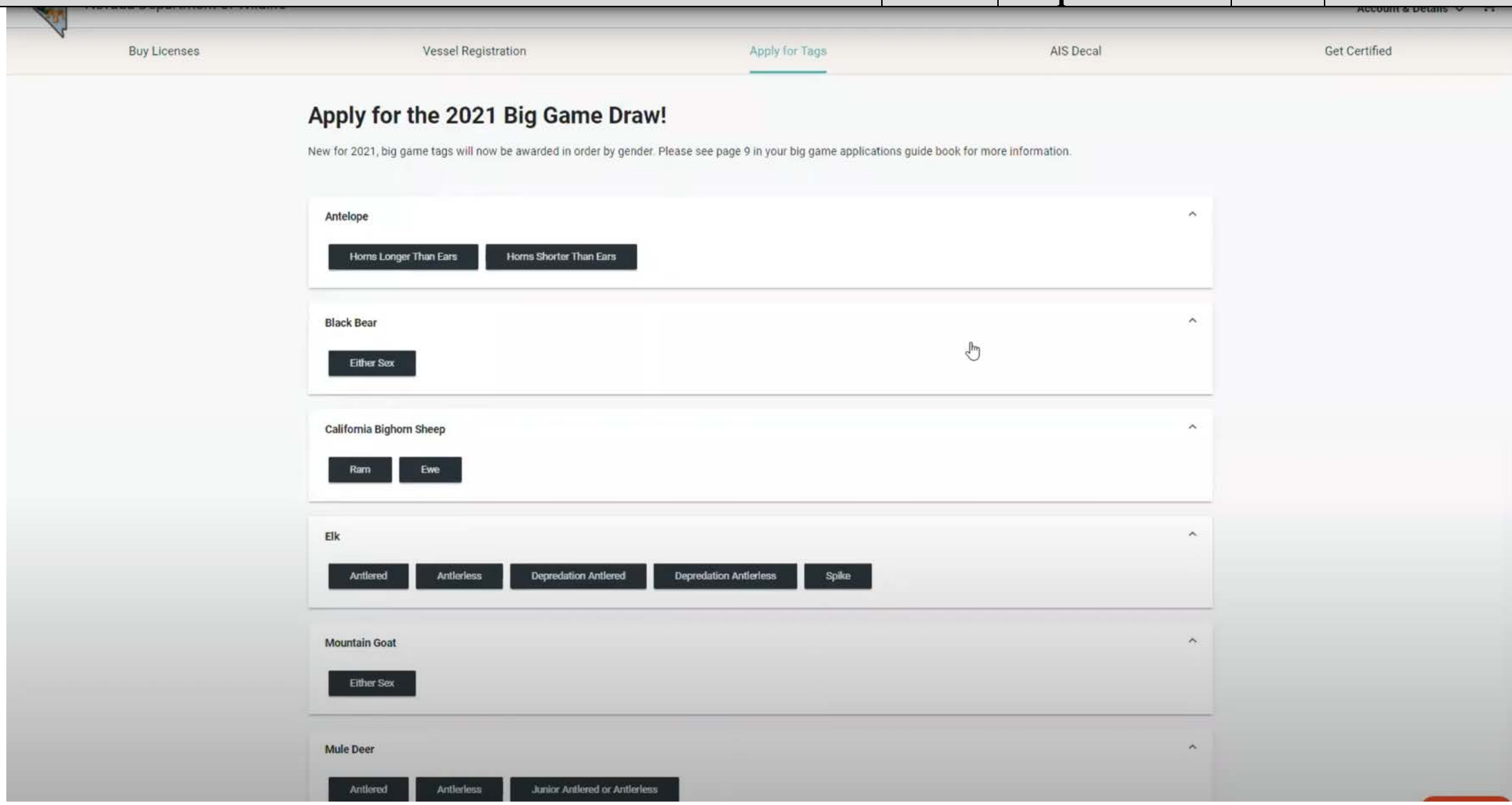

After a customer has made their species selection, they will be presented with every application available for that species, including tag applications, point only applications or any specialty drawings that can be offered. Business rules will dynamically render applications based on eligibility so that a customer is never able to make an invalid combination of application selections, such as putting in for a point and a tag on the same species.
</td></tr>
</table>

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<tr><th>FUN #</th><th>Public Website Apply for a draw and/or lottery permit</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
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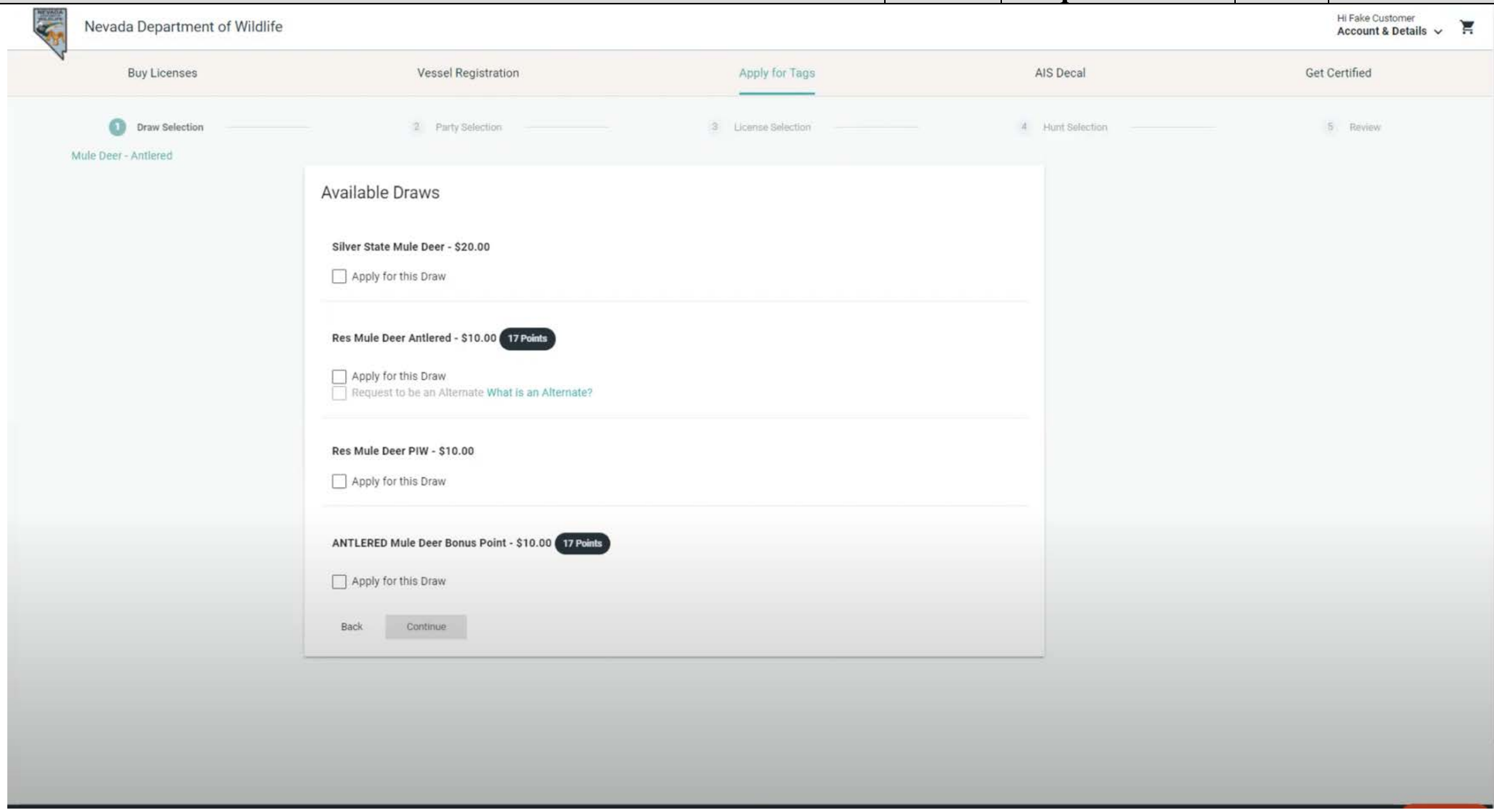
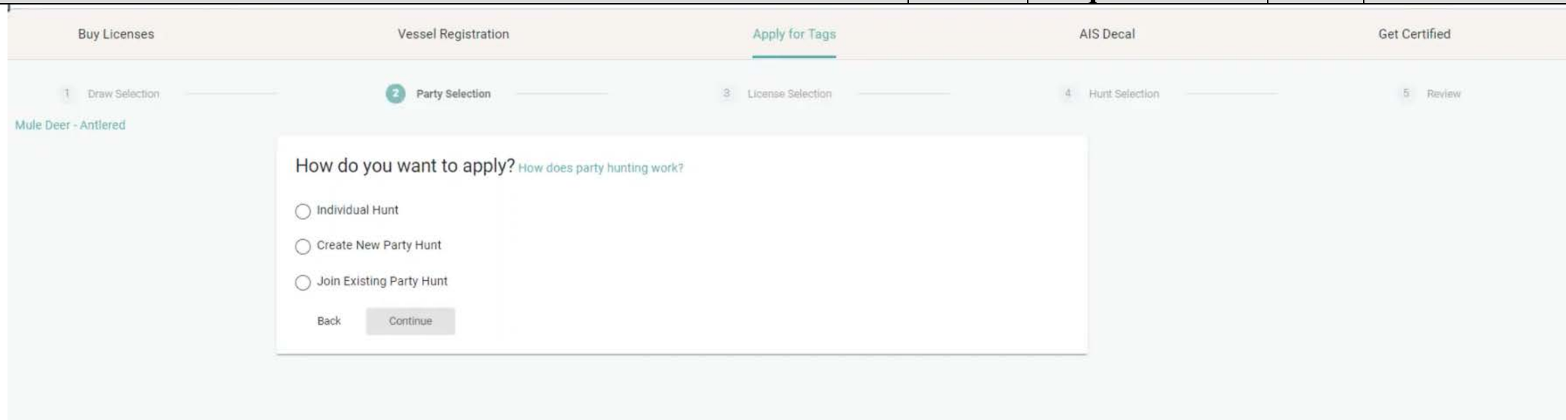
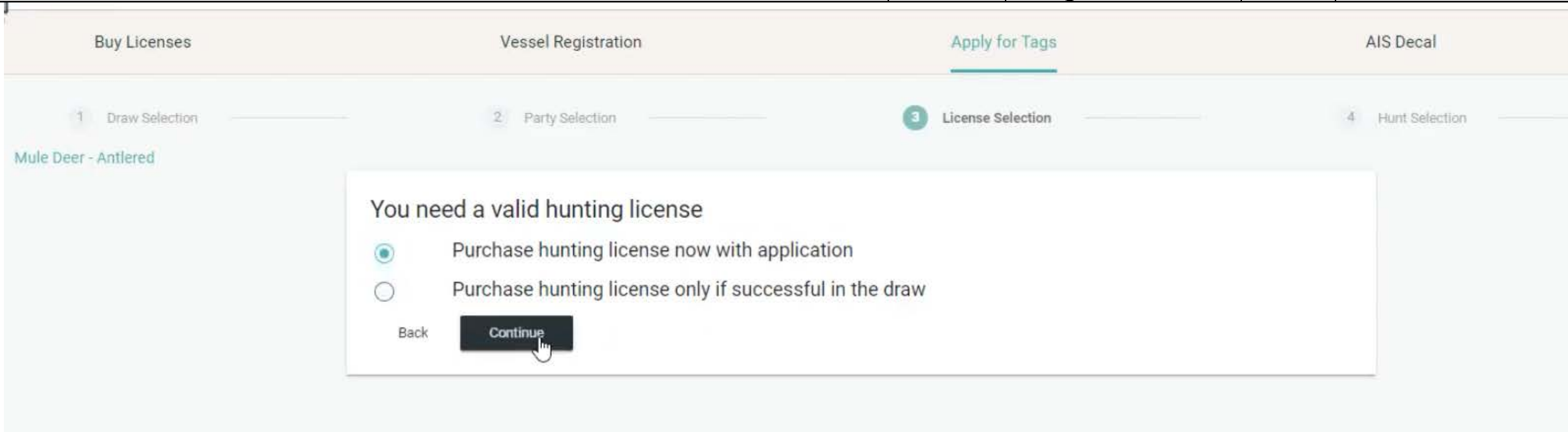
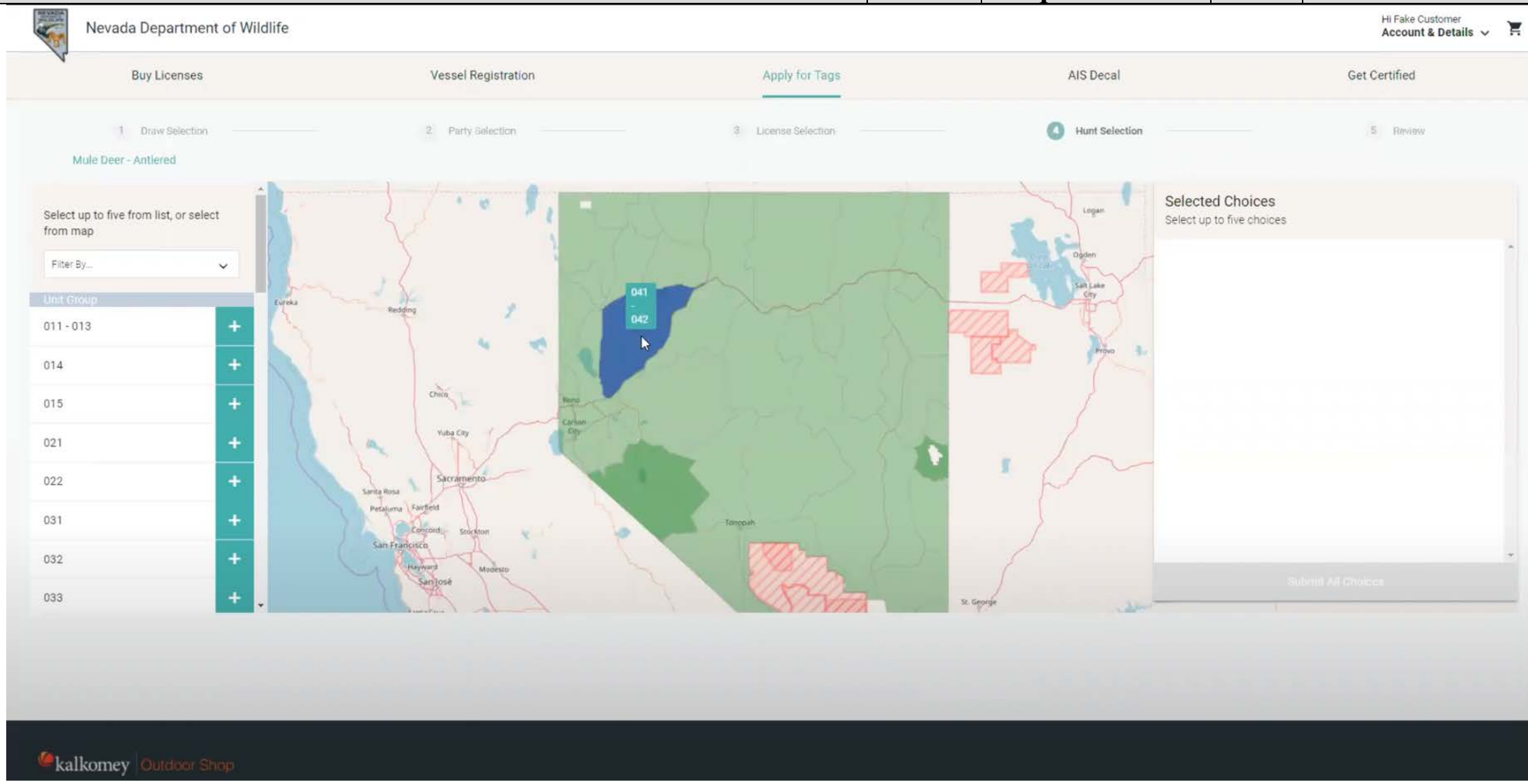


After selecting which application(s) to purchase the customer will make their party hunting preference. Note – tha when applying as a party, each hunter will submit a separate application. The hunter starting the party will receive a group code to share with those they wish to join their hunting party. Those other members will then enter the group code provided by the leader to complete their application. Each party member will pay for their application and awarded tags individually.
</td></tr>
</table>

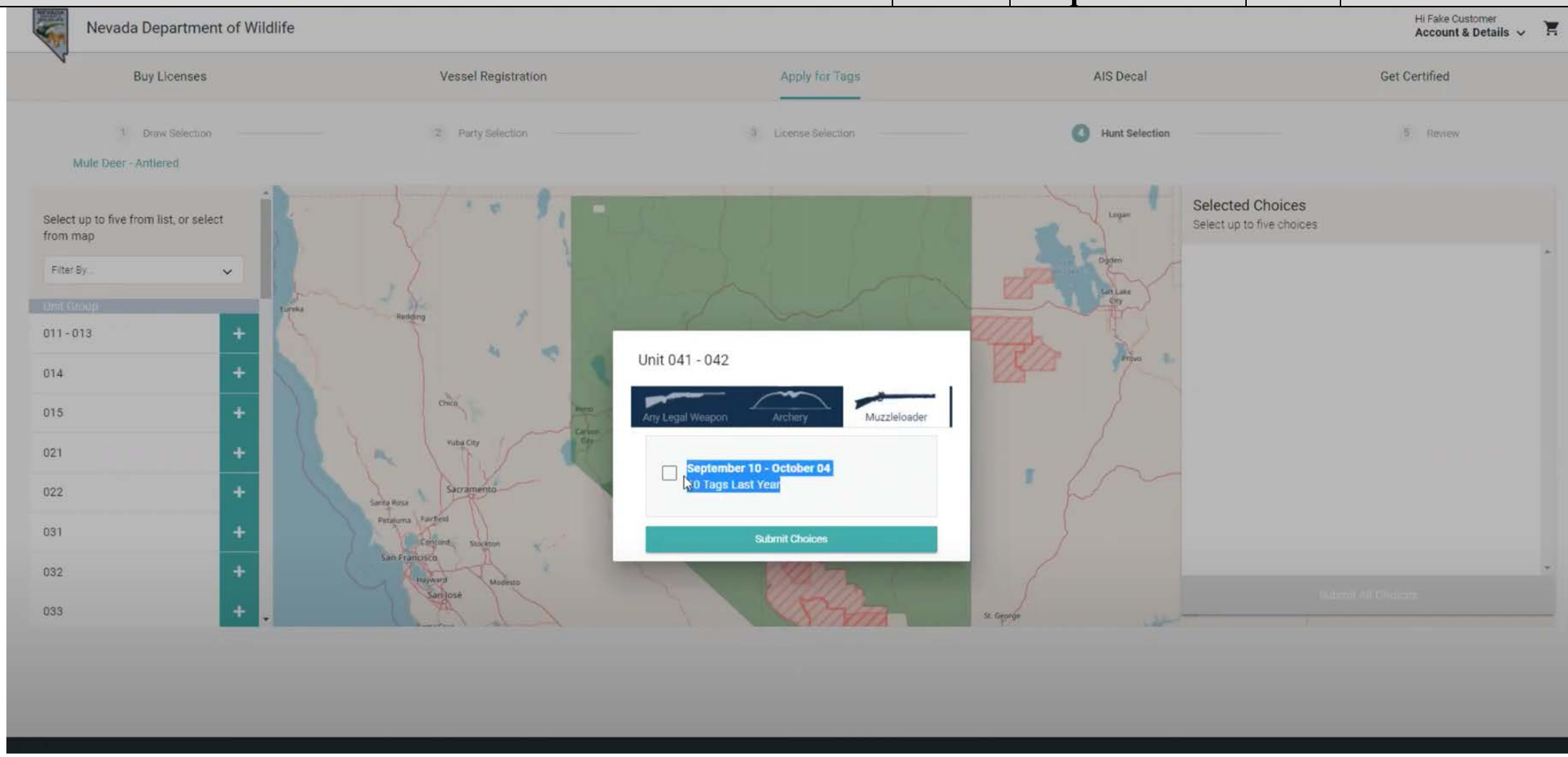
FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	 Kalkomey recognizes that states can have requirements for prerequisite licenses when applying for drawn tags. If applicable, customers can be forced to purchase a license in order to apply if they do not have one already or to purchase a license only if successful in the drawing. Alternatively, this step can be skipped all together if there is not requirement for a prerequisite license purchase prior to the draw.				

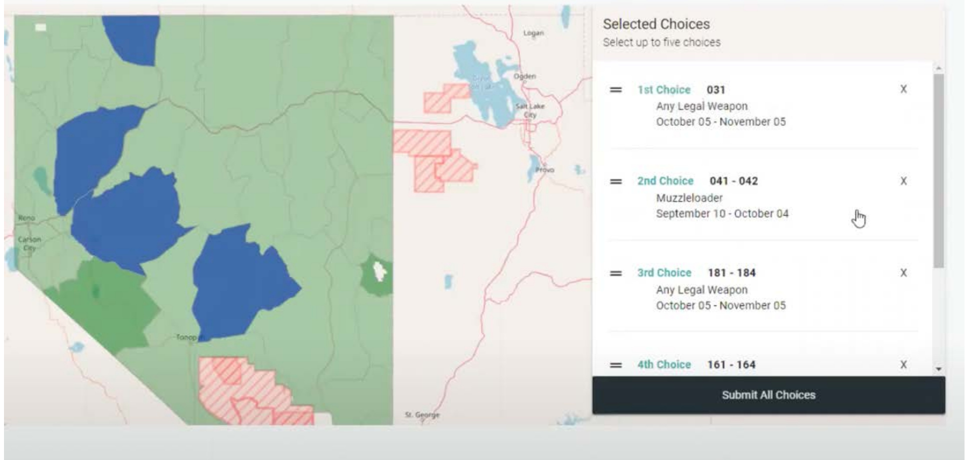
FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	 Once all prior steps have been completed, customers will be presented with an interactive map page where they can make their hunt choices. Each applicable area/zone/unit will render on this map page, and the user can either click on the map or on a list of units on the left-hand side of the page in order to see what tags are available to them.				

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate

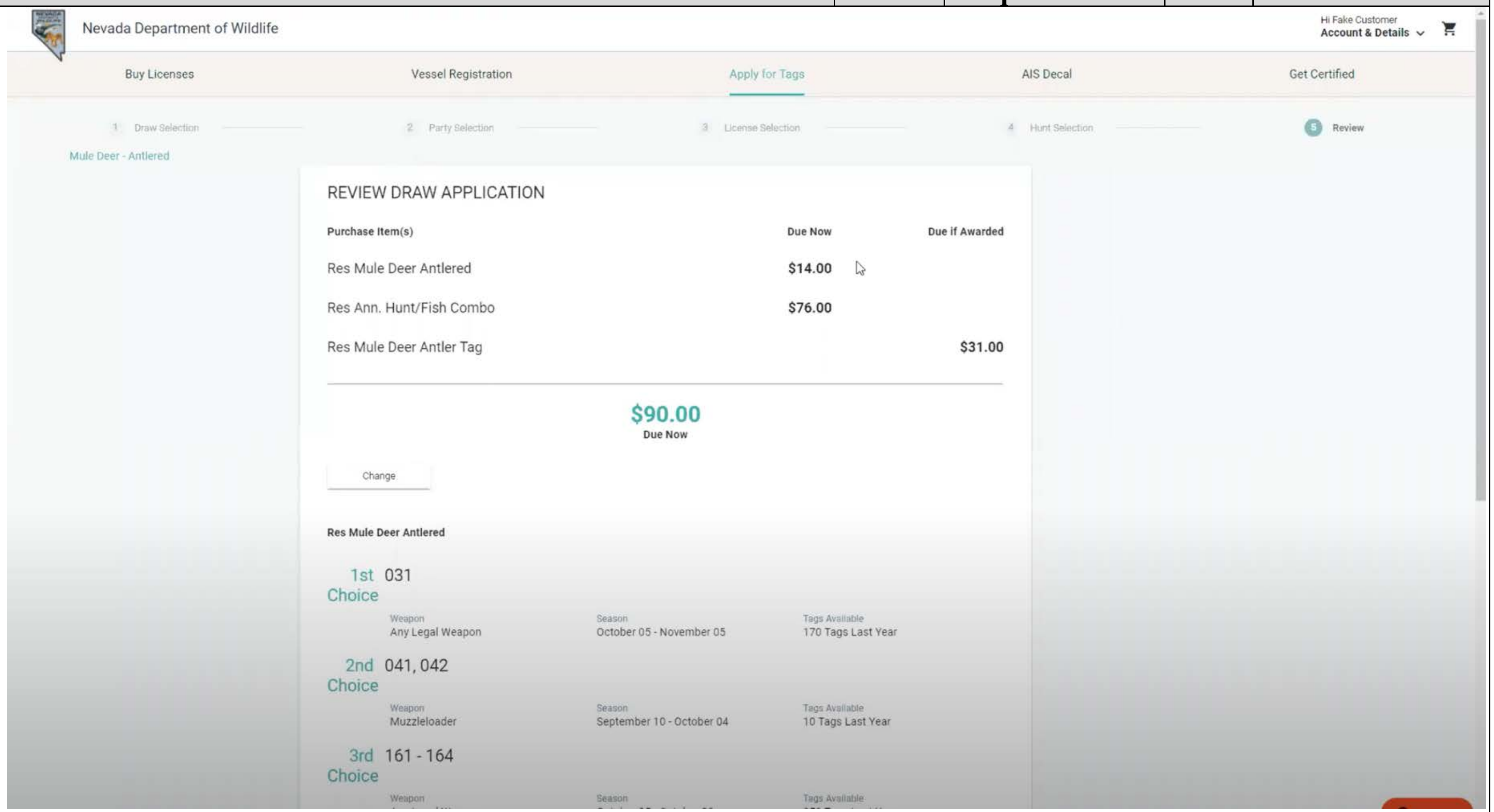


Upon clicking into the unit, the customer will then see all tag seasons, based on manner of take or weapon for that unit. In the below example, there are archery, muzzleloader, and any legal weapon tags available in this mule deer unit.

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	 The customer can continue making selections on this page until the maximum number of choices have been met. After all choices have been made the customer will have the opportunity to reorder their choices before proceeding past the hunt selection process.				

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	 After all choices have been made, the customer will be brought to a review page, where their transaction will be clearly detailed out for them, indicating the amount they are paying for their application, what will be due if they do draw a tag, and what choices were made. From here the customer can proceed to payment, or add another application to their cart, if applicable.				

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate

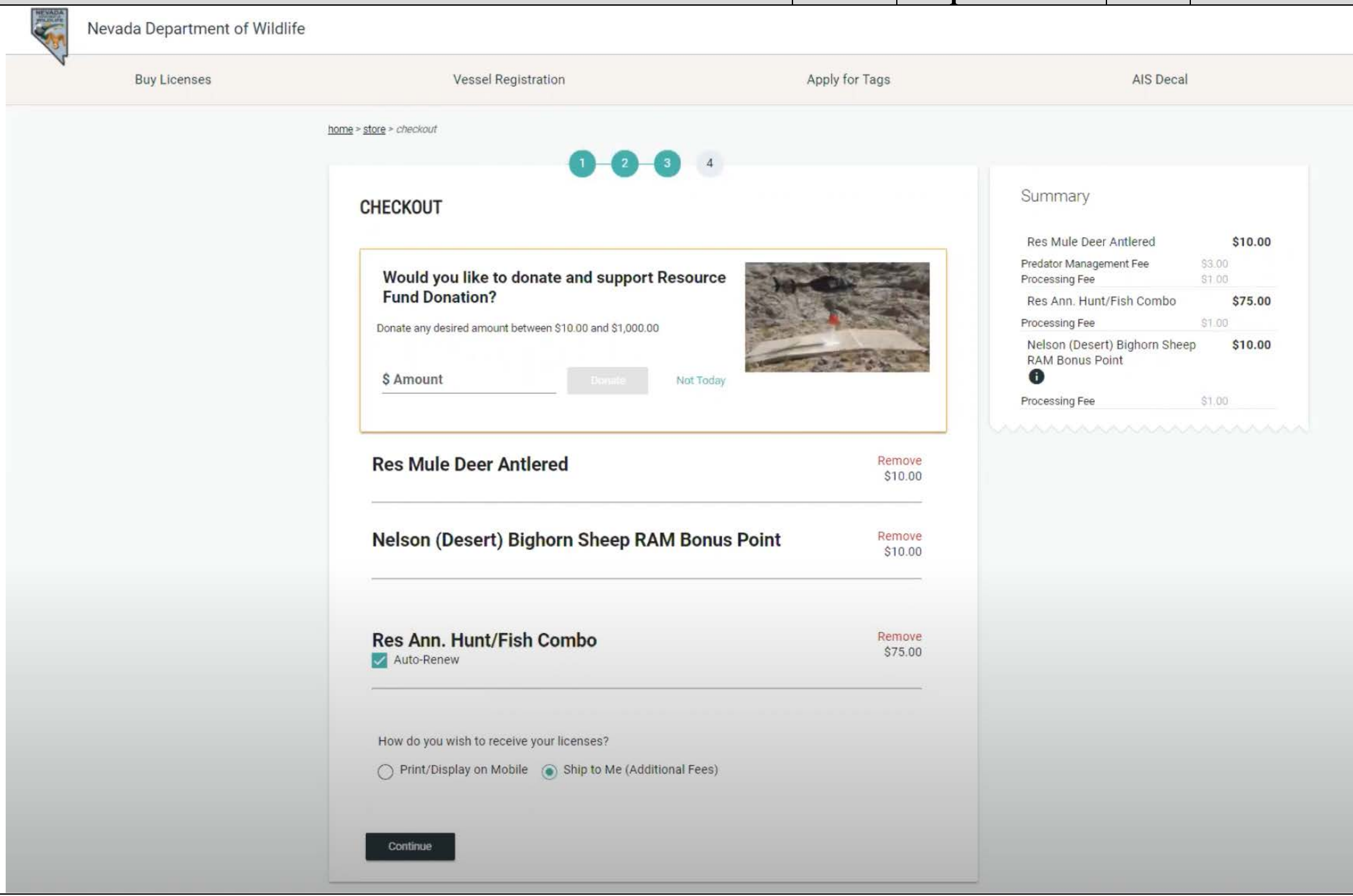


It is important for us to note that in addition to the logic of applying for tags, Kalkomey is able to imbed upsells for additional products in the application process. For example, in Nevada every customer who applies for a tag recieves an opportunity to donate to the Nevada resource enhancement fund. On average NDOW receives about $80,000 in donations from tag applicants.

Attachment A

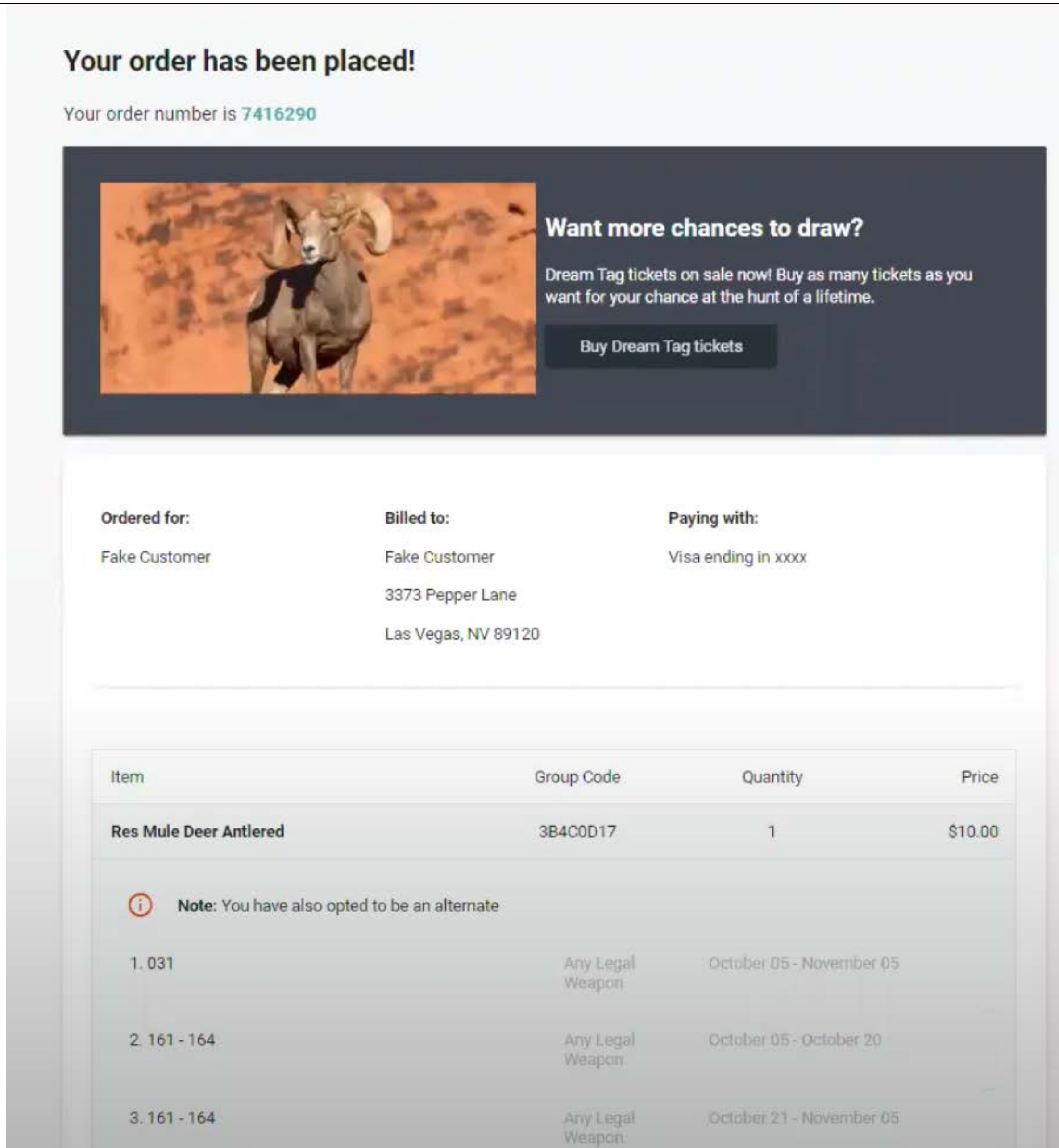
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
					

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	Lastly, upon successful checkout the customer will be taken to a confirmation page that will detail their applications and hunt choices, serve as their receipt, and provide them with any information around the group code generated for a party application (if applicable). This is also another opportunity to upsell additional opportunities. In this example, every applicant is upsold yet another specialty opportunity for a Nevada Dream tag.				

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



Your order has been placed!

Your order number is 7416290

Want more chances to draw?

Dream Tag tickets on sale now! Buy as many tickets as you want for your chance at the hunt of a lifetime.

Buy Dream Tag tickets

Ordered for:	Billed to:	Paying with:
Fake Customer	Fake Customer 3373 Pepper Lane Las Vegas, NV 89120	Visa ending in xxxx

Item	Group Code	Quantity	Price
Res Mule Deer Antlered	3B4C0D17	1	$10.00

Note: You have also opted to be an alternate

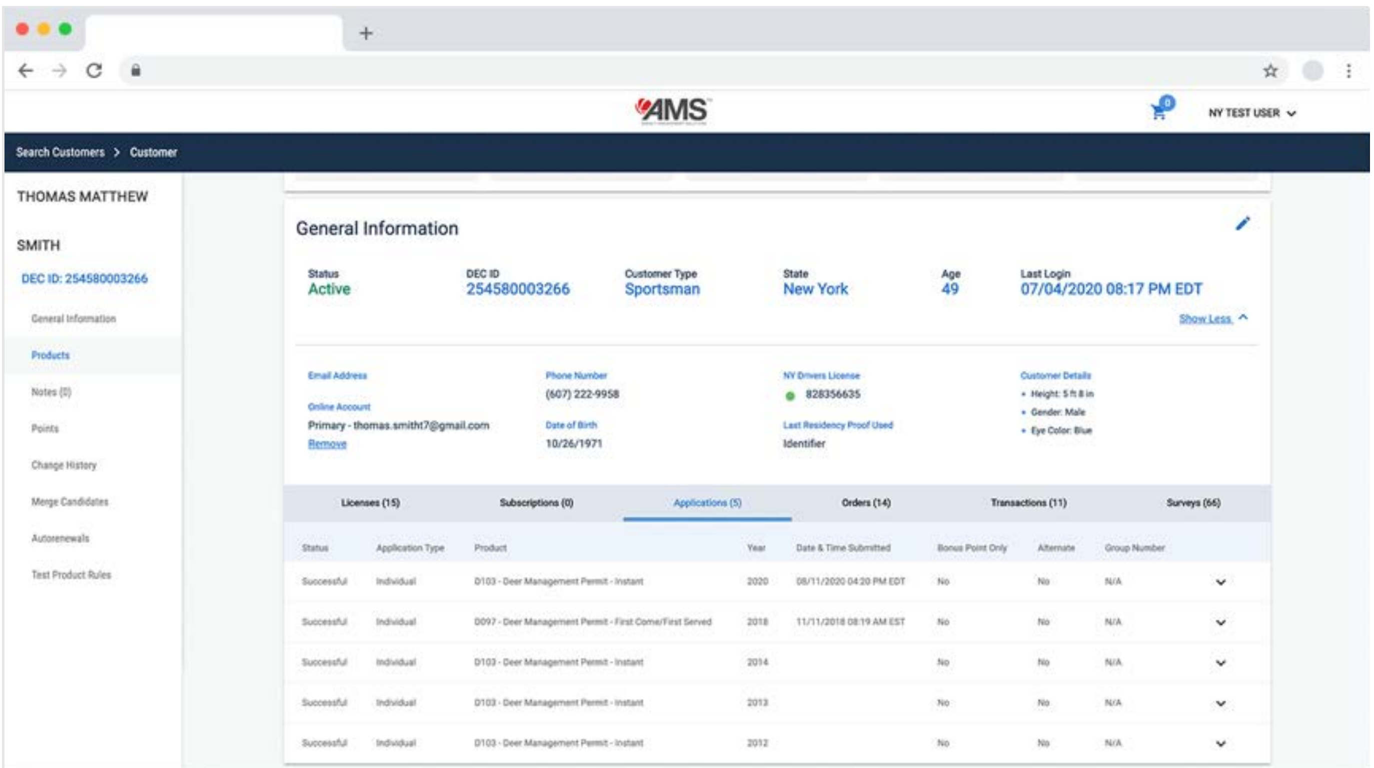
1. 031	Any Legal Weapon	October 05 - November 05
2. 161 - 164	Any Legal Weapon	October 05 - October 20
3. 161 - 164	Any Legal Weapon	October 21 - November 05

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	Execution Configuration Nebraska-specific behavior for draw finalization and award is defined within execution configuration. Configuration includes quota rules, bonus or preference point calculation and group point rules, as applicable. Authorized users can also set group quota controls. For example, a group could count as a single quota in the draw or each group member could count as one quota in determining awards. We use the Knuth Linear Congruential Sequence algorithm to ensure every application is assigned a unique random number. The random number pool size is set in the execution configuration and defines how many random numbers can be generated before a duplicate number is generated. The pool must be larger than the number of applications received and account for factors that may increase how many random numbers are required, such as bonus-points-squared calculations. As an example, NDOW's Big Game Tag drawing uses a random number pool of 100,000,000 numbers. This range is defined for the specific regulations required for each draw execution. Execution configuration settings can be made for how the draw handles customer points, or if they are to be used at all. AMS is configurable to allow customers to purchase preference and/or bonus points, per your business rules. We built the following point methodologies into AMS. NGPC may adopt these or, if you require a different methodology, AMS extends to meet your needs. Regular: Customers with a higher point balance will always be drawn before customers with a lower point balance who have made the same hunt choice. Grouped *(weighted by points)*: Customers receive a random number for each point they have. For example: customers with zero points are assigned one random number, customers with one point are assigned two random numbers, customers with two points are assigned three random numbers, and so on. The lowest random number for each applicant is used to determine their draw order. Applicants with a lower random number are drawn before applicants with a higher random number for the same hunt choice. Groups *(weighted by points and squared)*: To determine random draw numbers for applicants, bonus points are weighted like the option above, and then squared to determine how many numbers an application gets. For example: people with zero points have one random number, people with one point have two random numbers, people with two				

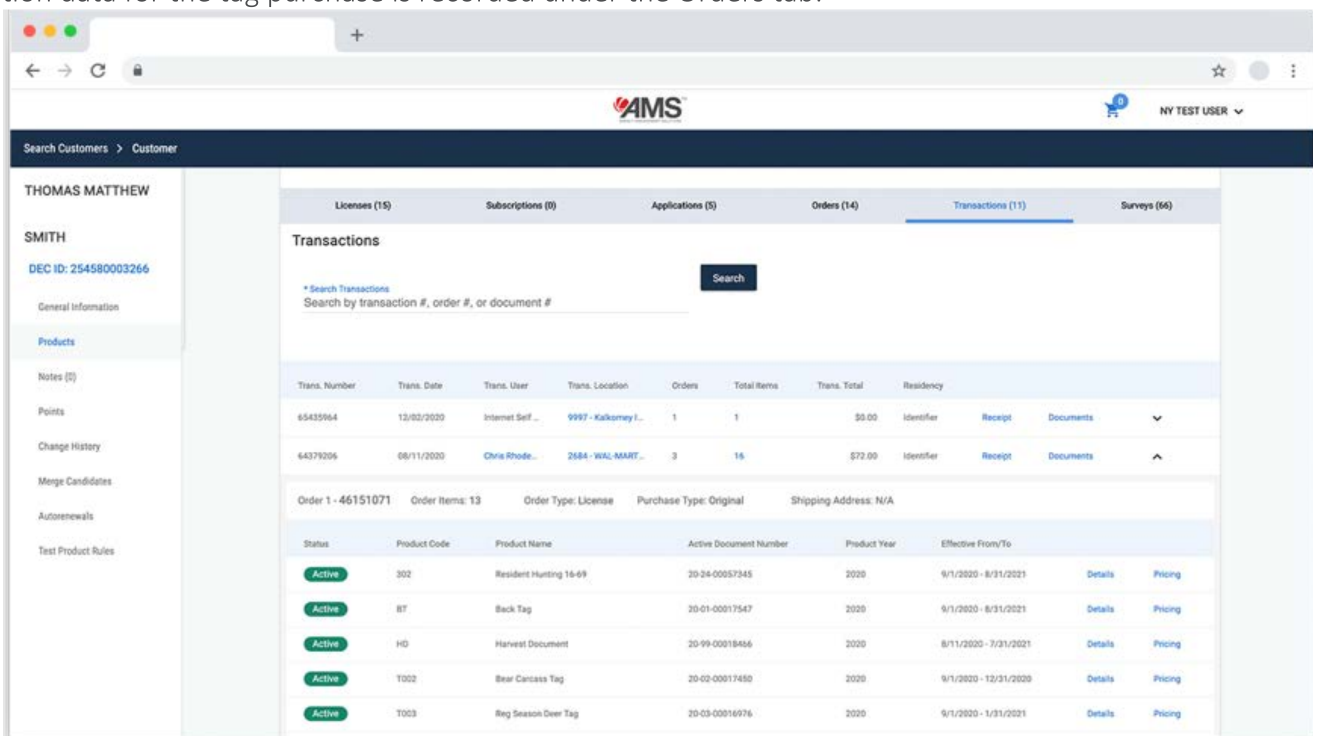
FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	points have 5 random numbers. The lowest random number for each applicant is used to determine their draw order, and applicants with a lower random number are drawn before applicants with a higher random number for the same hunt choice. Preference: Customers with preference points are given priority in the random number assignment stage of the draw execution process to ensure that preferable numbers are assigned to preference point holders. Another available point setting is the method for calculating group points for drawings. When assigning the group application random draw numbers for example, a draw execution can be set so group points use the highest valued individual balance in the group, the lowest valued individual balance in the group or an average of the group members' points. Finally, execution configuration sets how quota integrity is managed for groups. A given execution can be set as "exceed for groups" or "do not exceed for groups". If the setting is "exceed for groups", a group of 2 could be awarded a hunt with only 1 remaining quota. The "do not exceed for groups" setting would cause the group of 2 be skipped and an individual with the next lowest random number would be awarded last of the hunt quota. Draw execution configuration is only accessible by authorized users. Similarly, executing the draw itself is only accessible by authorized users. Kalkomey can configure the user permissions to allow or prevent your users from accessing the draw execution configuration and execution functionality. *Processing Schedule* When all applications have been submitted, AMS is ready to run the draw. Each draw in AMS is run through a processing schedule. A processing schedule allows a user to create a draw run based on an execution configuration, license year and application product(s). This essentially combines all previous elements so that the applications submitted by customers are ready to go through the drawing process. Processing schedules can be configured to define the order each species application is drawn vs. processing all applications at once. For example, NDOW processes its Partnership in Wildlife (PIW) draw before the main draw because PIW tag winners are ineligible for regular tags. *Draw Finalization*				

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	Once a processing schedule is created, the draw can be run at the appropriate time and date. When an authorized user executes the draw, the system first checks the execution configuration that is tied to the processing schedule and generates random numbers. These numbers are assigned to each controlled hunt application. Once all random numbers have been distributed to the applications, the system evaluates customers in their preferred order of choices by lowest random number. Applications are processed until all hunt quotas are exhausted (or overallocated if group size settings allow). Once the process is complete, the draw results can be validated. We have extensive experience in validation, having conducted more than 19 draws for NDOW in the past 2.5 years. In fact, NDOW's main 2018 draw was independently audited; no exceptions to the draw execution or results requirements we found. Our Operations Team is always available to assist NGPC staff in understanding draw validation reports to ensure that the draw results are acceptable. Once the results have been accepted, the draw can be finalized. Finalization makes the draw execution results permanent. There are no settings, permissions, users or functionality that allows finalized draw results to be modified. However, the AMS administrative interface supports modifications to specific customer accounts to allow special-case tags to be awarded, voided, returned or modified to meet NGPC business requirements. These modifications are recorded in transactional reports separate from the finalized draw results. *Draw Execution* Kalkomey executes limited hunt draws in a separate environment from AMS transactional processes. Random number generation, assignment, selection and tag awards are all processed and recorded in database tables separate from sales data. This structure allows AMS to isolate draw result information from transactional information and still present all data clearly to the user. For example, the application status reflects the finalized draw result and would not be altered if the tag was refunded or the order was reversed. Draw results reports are automatically generated as .csv files and uploaded to Kalkomey's secure File Transfer Protocol (SFTP) site as part of the draw execution functionality. Draw results are not stored within the AMS administrative interface until results are reviewed and approved by NGPC and finalized by authorized users as described above. Then only individual results				

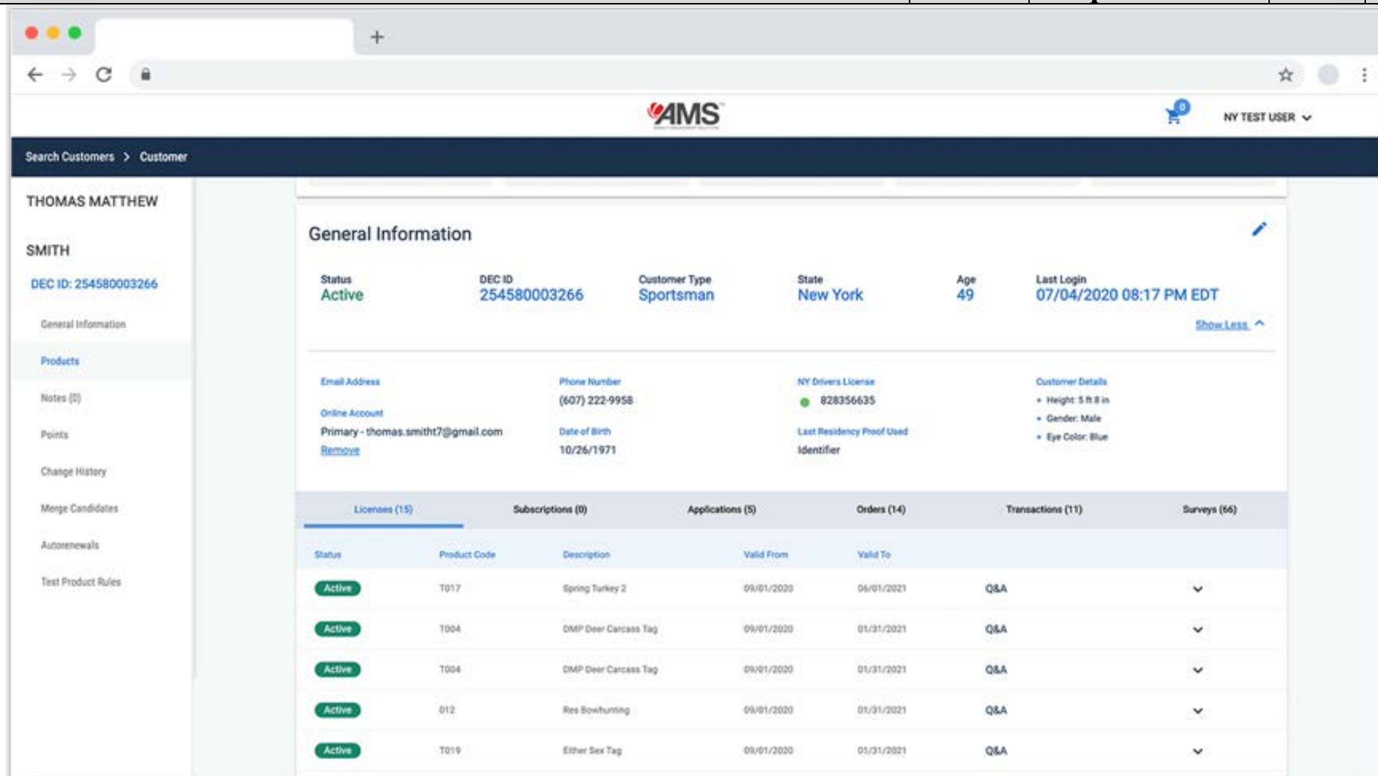
FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	are stored on individual customer records. Bulk draw results remain isolated in the SFTP site and can be accessed anytime by authorized users with login credentials. After finalization, draw results accessible within the AMS administrative interface are kept separate from orders, permits and other transactional data.				



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

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	Results can be viewed under the Applications tab of the customer record. In the example above, the customer's draw results are pulled from the draw results database tables and presented separately from the Licenses and Orders data. However, the transaction data for the tag purchase is recorded under the Orders tab:  The record of the tag license product is recorded under the Licenses tab:				

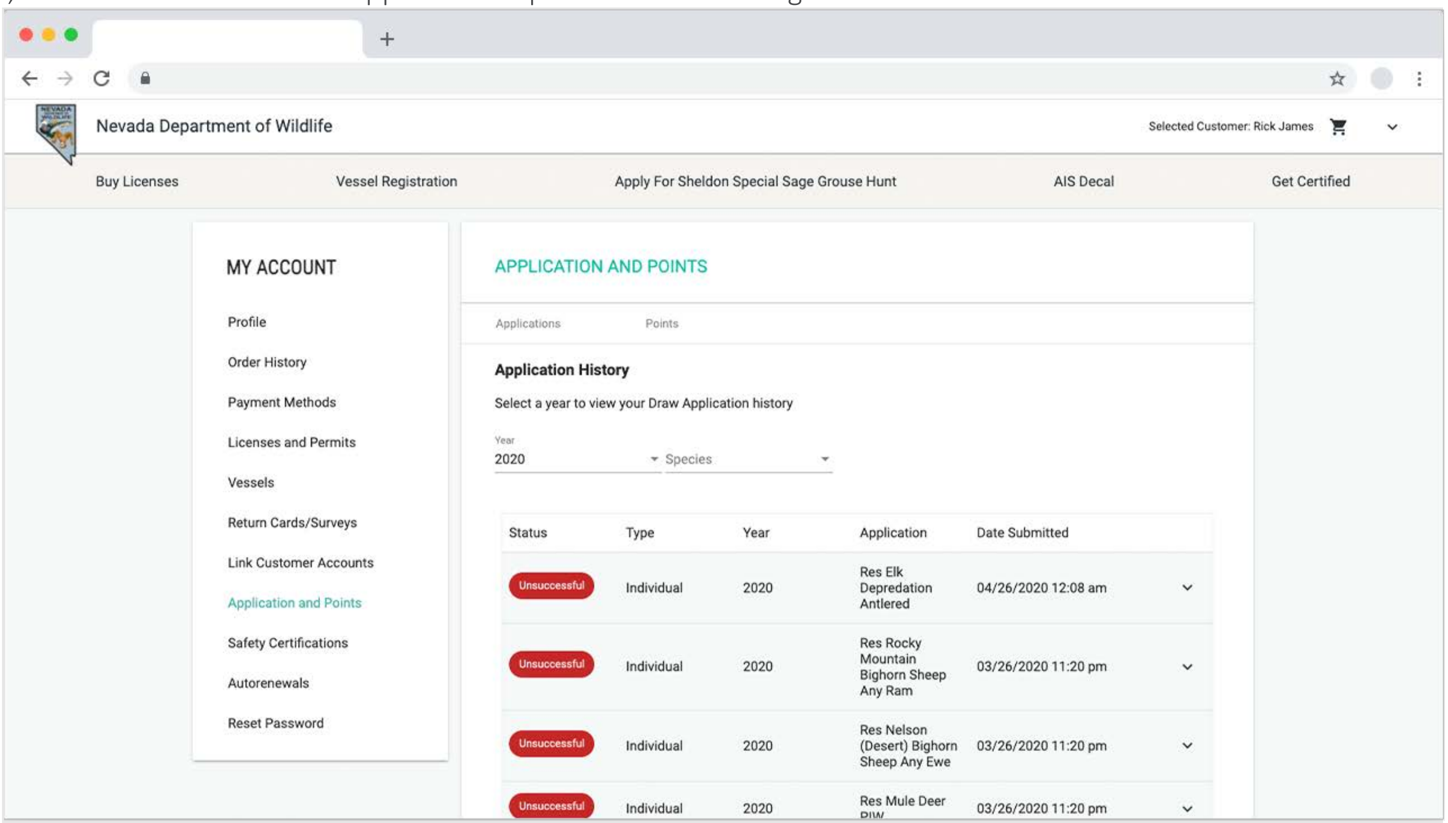
FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate



Business rules can be configured to allow AMS to show changes to application status based on transactional updates, if desired. For example, if a tag is exchanged, the application status may be updated to “exchanged”. This functionality is entirely configurable and can be tailored to meet NGPC needs.

Notification of Award

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	Following draw finalization, NGPC uses the interface to initiate results notification to all applicants. AMS can accommodate NGPC's required notification methods. Customers receive an email notification of their award and, at the same time, results are posted to the individual customer's AMS account. Customers can check their draw application submission and results history at any time. Logging into their AMS account on any device, the customer selects the Applications option in the left navigation menu.				



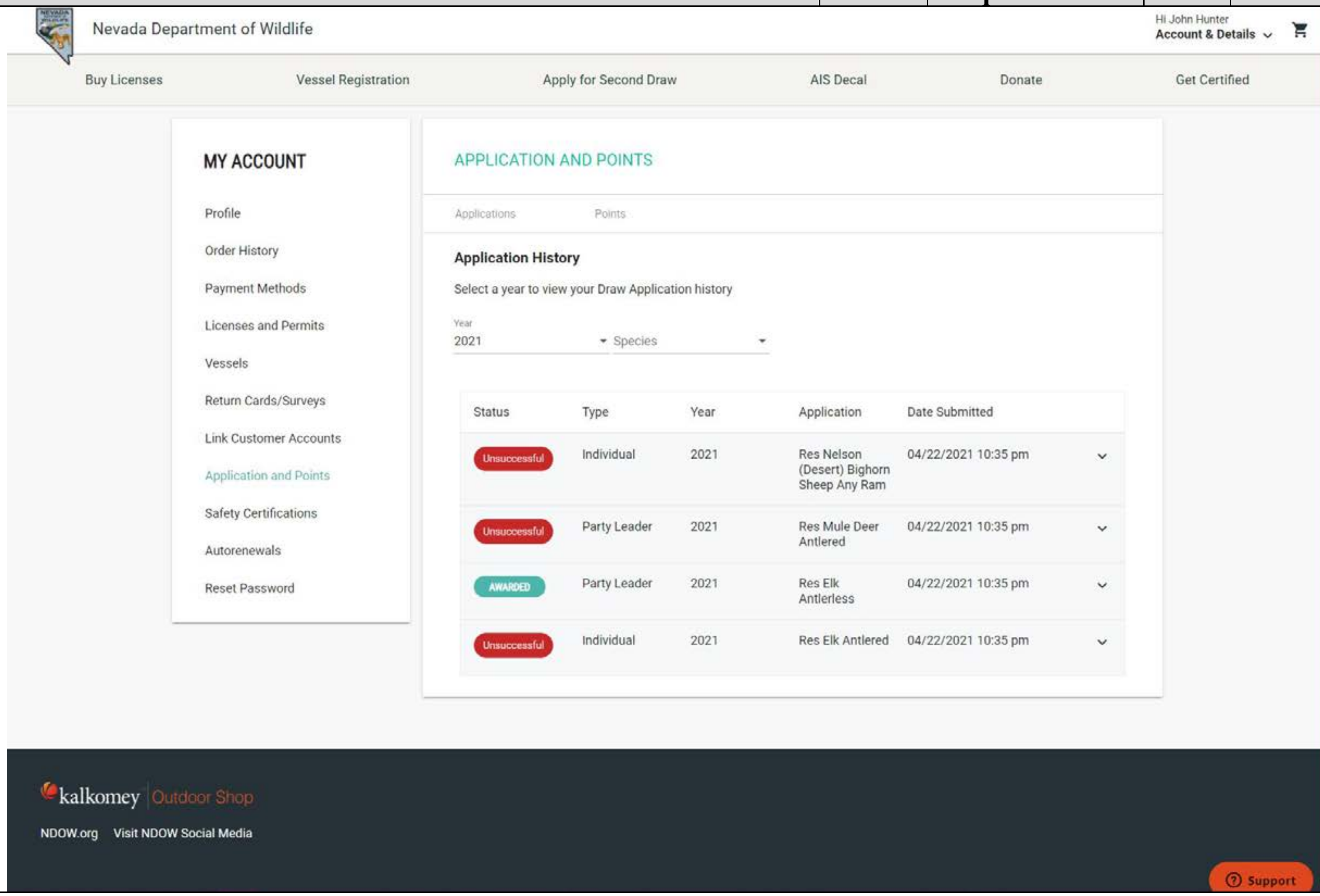
FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	This page provides details on each application. Applications are listed as Pending prior to draw finalization. Application status terms can be configured to meet NGPC requirements and current customer expectations (e.g. Awarded rather than Successful). Application results can be filtered by year and species to view the customer's complete application history. This page can be configured to display other application details, such as whether or not the customer redeemed their purchase record, if applicable. Should a customer need assistance finding their draw results, each page of the AMS interface contains a support button the customer can use to submit a support request directly to Customer Service. The website also provides telephone numbers for support (NGPC and/or Kalkomey call center) if the customer prefers live support. If permitted, Kalkomey call center agents can also provide draw results by phone to customers who are unable or choose not to utilize the AMS website. When results have been validated and finalized, the results can also be posted on NGPC's website if desired. *Award Payment* Kalkomey has developed a robust customer engagement process to ensure all agency revenue is collected for awarded permits. Daily reports are generated identifying customers whose application payments failed. An email and phone campaign are initiated to contact and correct the missing payment information. No permits/tags are sent to customers who fail to submit payment. For example, NDOW customers who fail to submit payment after the agency's predetermined deadline are considered unsuccessful; their tags are awarded to the next alternate identified by the draw execution. Since AMS was implemented in 2018, this process has enabled NDOW to allocate all available tags and collect revenue for all tags. *Refunding Unsuccessful Customers* NDOW previously collected the fees from customers with their application, so refunds were required to unsuccessful applicants. AMS now charges each customer the application fee when their application is submitted. The payment method token is stored in the system for future billing of any awarded tag fee. After the draw, only successful applicants are charged the permit/tag fee, which is an automated function of the draw execution process. This method has proven very successful for all Nevada stakeholders:				

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	• NDOW customers appreciate being charged only for what they are awarded, eliminating the previous wait for a refund long after application submission. • NDOW gained streamlined efficiency while minimizing the administrative burden of ensuring all customers received appropriate refunds. By focusing on revenue collection rather than refund disbursement, NDOW knows exactly what their operating budget is and where their staff should be focused during controlled hunt draw events. This method also does not rely on the customer to make the award purchase after the draw – it is paid automatically by successful applicants – so no permits/tags are left unsold. *Fulfillment* AMS supports NGPC's required fulfillment methods. Kalkomey offers a complete in-house Fulfillment Team with extensive experience fulfilling draw awards if in the future NGPC's needs change and you wish to consider this additional service. The Fulfillment Team currently processes nearly 30,000 tags in the two weeks following NDOW's main big game draw, as well as the awards for other NDOW draw events. *Reporting* Every step of draw execution and finalization is documented and auditable to ensure the validity of the draw. AMS creates a number of reports used to validate results for each draw execution: • random numbers assigned to all applicants, • lowest random number used by application, • excluded applications, • draw results report, • preference point only applications (if applicable), • leftover quota report, and • alternates listing by draw number (if applicable). Additionally, AMS produces and includes pre-draw validation reports, such as eligibility verification reports and a multiple application audit report, post-draw statistics reports and accounting reports. All reports are designed and submitted to NGPC for approval prior to the execution of the first draw event.				

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate

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: 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.		X		
	Bidder Response: A. 1 and 3 *Current AMS (requires no customization for NGPC):* Customers can access their customer account online to view all draw and lottery related information, including: · application history; · current preference points by lottery hunt type; · applications currently in progress (not yet completed and submitted); · current submitted applications awaiting draw; · group applications; and · draw results. Logging into their AMS account on any device, the customer selects the Applications option in the left navigation menu. The page below provides details on each application. Applications are listed as Pending prior to draw finalization. Application status terms can be configured to meet NGPC requirements and current customer expectations (e.g. Awarded rather than Successful). Application results can be filtered by year and species to view the customer's complete application history. This page can be configured to display other application details, such as whether or not the customer redeemed their purchase record.				

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

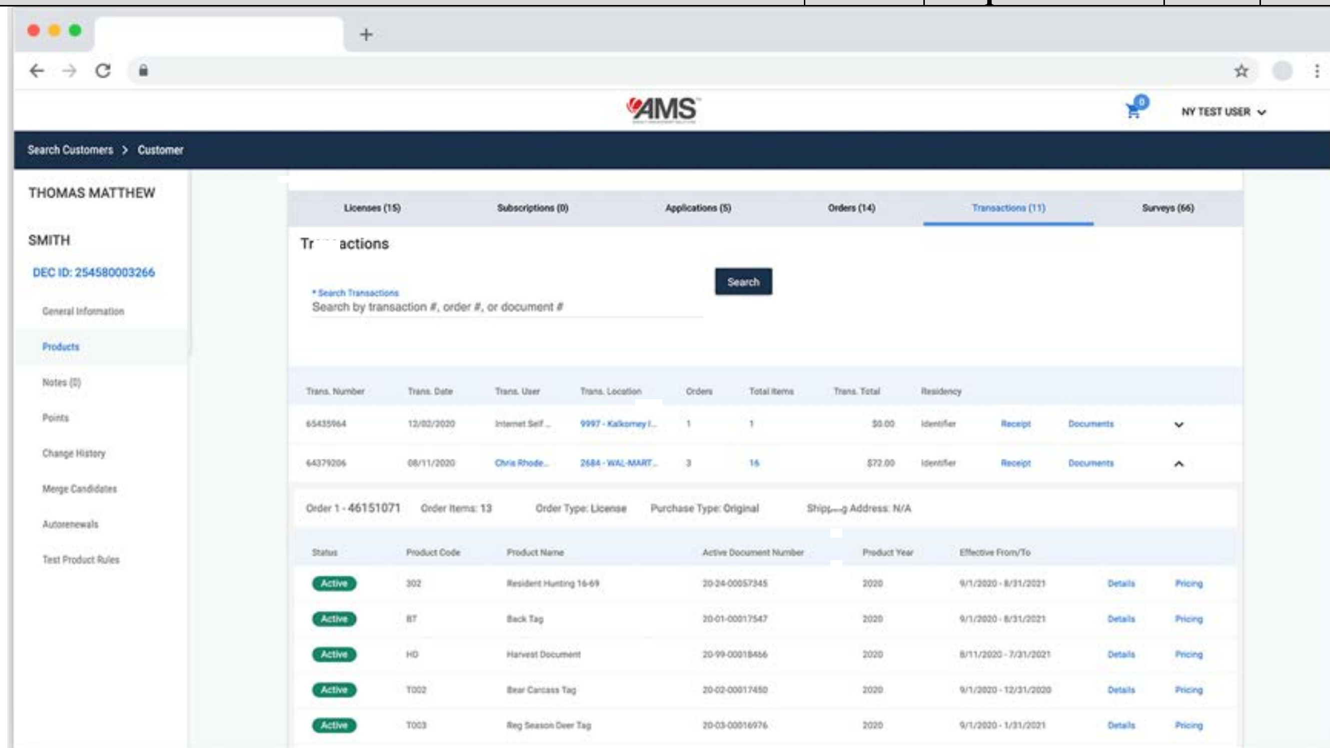
FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
					

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	Once draw results have been validated and finalized, individual results are stored on individual customer records. Bulk draw results can also be posted online if desired. Should a customer need assistance finding their draw results, each page of the AMS interface contains a support button the customer can use to submit a support request directly to NGPC or Kalkomey Customer Service. The customer interface also provides contact information for NGPC or Kalkomey's toll-free Customer Service number for customers who prefer to speak directly to a person. If permitted, our call center agents can also provide draw results over the phone to customers who are unable or choose not to utilize the AMS website. The customer's draw results are pulled from the draw results database tables and presented separately from the Licenses and Orders data. However, the transaction data for the awarded permit/tag purchase is recorded under the Transactions tab.				

Attachment A

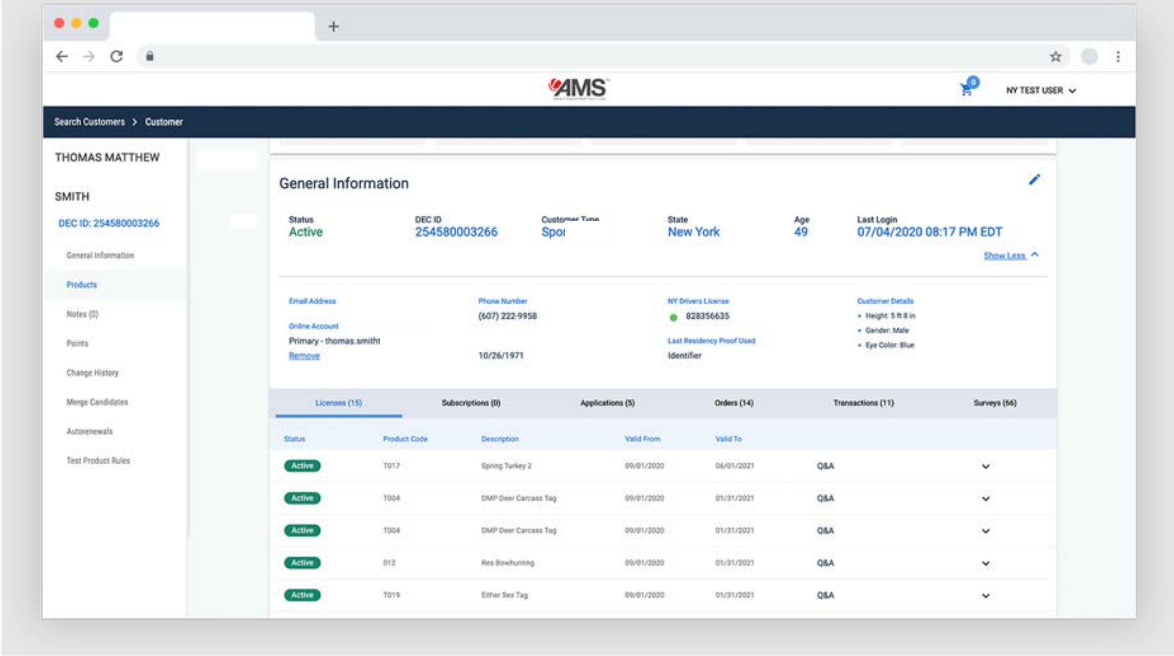
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate



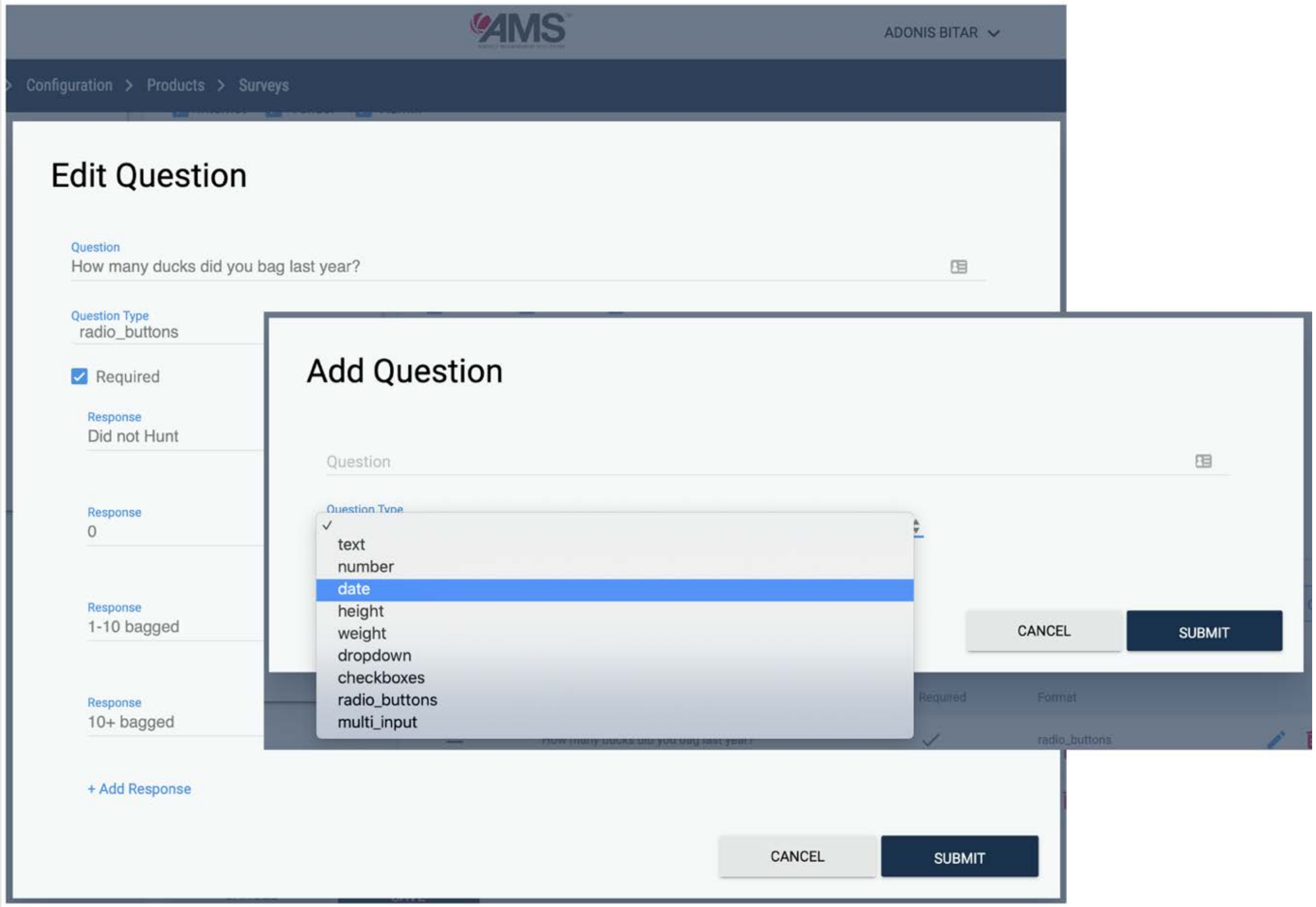
The record of the permit/tag product is recorded under the Licenses tab.

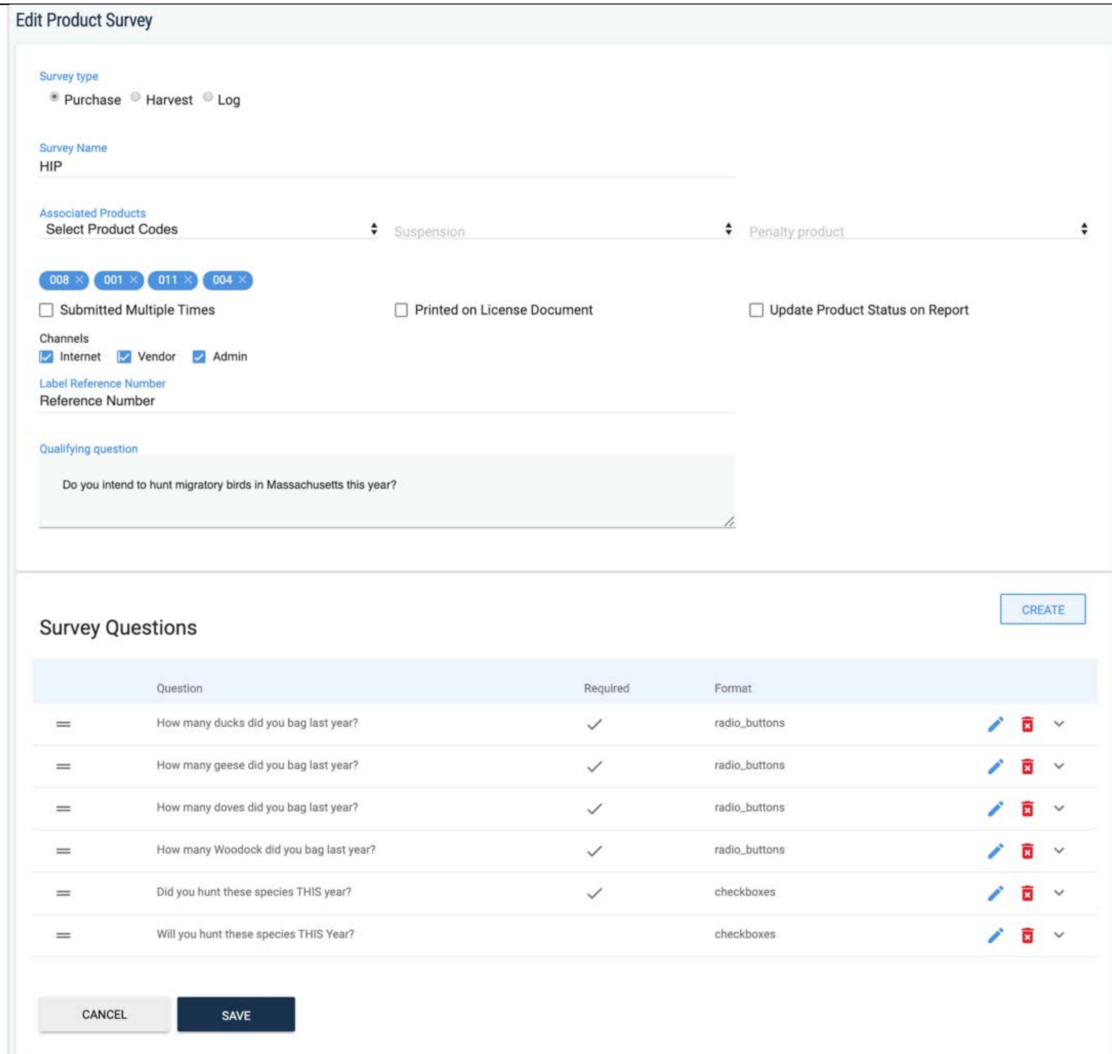
Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	 A.2 *Customization Required for NGPC:* As discussed in response to FUN-041, although AMS currently manages group applications (including a “group” of 2), based on our understanding of NGPC’s buddy applications, some customization is required to accommodate your process and provide an exceptional customer experience. Given our experience developing one of the most robust western state draw systems in the country, we’re more than confident in our ability to accommodate the buddy application process.				

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	Our project and implementation plan does take into consideration a scoping session to ensure we've met with the appropriate subject matter experts, gathered all required details, and build/test the application process until NGPC approval is obtained.				

FUN #	Public Website Harvest Reporting	Yes	Customization Required	No	Alternate
FUN-028 **Section VII.E.11, VII.E.12**	A. Describe how the system allows a customer to report big game harvest information based on customer's permit.	X			
	Bidder Response: SURVEY CREATION In AMS, authorized NGPC users create surveys for harvest and effort reporting. HIP reporting is described in response to FUN-053; here we will focus on big game registration/harvest reporting. As with HIP, NGPC has complete control over survey creation and behavior. Authorized users create survey questions and establish acceptable answers for each survey question, then set the action to follow the customer's answers. Survey questions can be configured to drive dynamic behavior, skipping questions or ending the survey based on the user's response.				

FUN #	Public Website Harvest Reporting	Yes	Customization Required	No	Alternate
					



Configuration allows NGPC flexible survey control so surveys and registrations can:

FUN #	Public Website Harvest Reporting	Yes	Customization Required	No	Alternate
	• automatically add or limit responses based on a customer's tag or permit. The available response options for location of harvest, species, method, harvest date and other details can be limited by the specific privilege issued to the customer. • have entry fields that contain free text, numerical, date, drop-down, radio button, multi-select, and many-to-one data. • be attached to purchased permits and controlled hunt draw awards if required. Harvest surveys can be based on a tag number so NGPC can query the tag number for a submitted report and view the customer's survey answers. • support harvest report attachments, such as photographs. • expire on specific dates. • trigger suspension behavior on specific dates, allowing independent due dates and penalty deadlines. Enforcement blocks and be automatically set on customers who fail to submit required information on time. AMS' survey capability is extensive and additional functionality will be added if needed to support NGPC requirements. REGISTRATION/HARVEST REPORTING NGPC determines where, how and by whom registrations and reports can be submitted. Depending on your business rules, customers can register directly through Internet/mobile, by phone through the Call Center, at NGPC locations and/or through External Agents designated by NGPC, etc. Authorized NGPC users configure harvest registration and reporting methods and locations. Through AMS Analytics, NGPC users can collect, report and analyze information and export as needed. To report/register a harvest, the survey questions begin with customer information that ties the report to the appropriate privilege that entitled the take. AMS issues a unique number to the completed report (associated to the customer and privilege) so the hunter can enter the number on their permit.				
	B. Describe how the system allows a customer to view personal harvest information from a customer's profile.	X			
	Bidder Response: Customers can review past surveys and harvest reports at any time by logging into their online customer profile.				

FUN #	Public Website Harvest Reporting	Yes	Customization Required	No	Alternate
	Authorized NGPC users can also enter/edit survey information on a customer record through the Administrative interface as well as view current and past harvest reports for individual customers. Submitted survey data is available for creating reports and dashboards through AMS Analytics.				

FUN #	Public Website Event Registration	Yes	Customization Required	No	Alternate
FUN-029 **Section VII.E.13**	A. Describe how the system allows a customer to register for hosted events from the customer profile.	X			
	Bidder Response: Kalkomey does business with 24 state agencies that use AMS Licensing and/or AMS Events, including NGPC. NGPC's AMS Events will be seamlessly integrated into your AMS licensing and permitting system. With integrated workflow and consolidated data, you achieve increased efficiency and a streamlined customer experience that reduces customer churn rates and yields data to promote R3 marketing and outreach. AMS Events application provides a full suite of tools for authorized NGPC users to create and digitally manage in-person events. All AMS Events users, from the student to the instructor to NGPC's coordinator, benefit from this intuitive module. Through the AMS Internet/Mobile interface, **customers** log into their customer account to view a calendar showing NGPC events and educational seminars, search for events in their area and register for eligible events. Customers have convenient access to all of their interactions with NGPC including their education/safety certifications, harvest registrations/reports and permits purchased. AMS Events meets your requirements. Some of the functions **NGPC** can manage include: • creation of an embeddable calendar of events from Kalkomey's RSS feed at *register-ed.com* website or direct student users to find the right event for their needs; • new event creation specifying: multiple event dates (if applicable) with start and end times, program name, location, capacity, whether the event should be publicly viewable or private, visibility date within the				

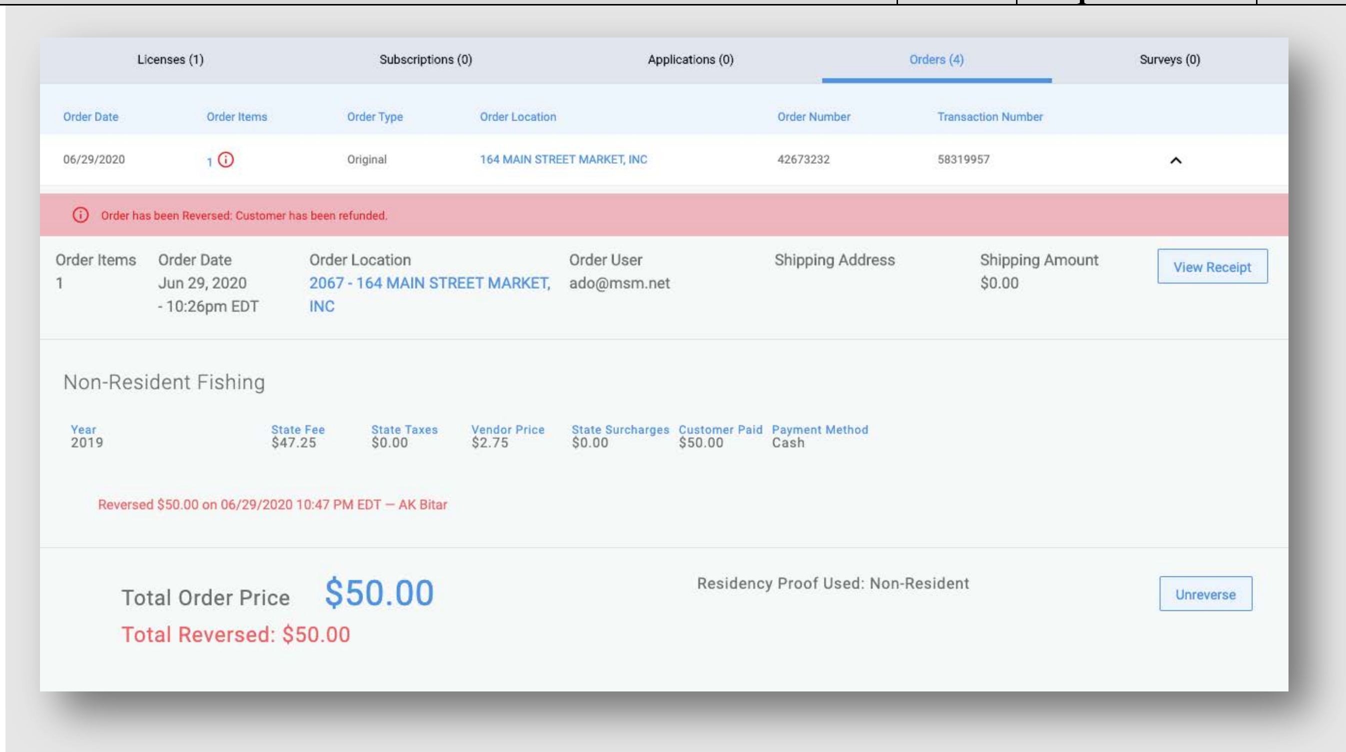
FUN #	Public Website Event Registration	Yes	Customization Required	No	Alternate
	event calendar, registration period and cancellation deadline, if notifications are enabled for the event, and wait list functionality; • monitor and approve instructor hours; • filtering events by instructor, date range and program name; • viewing and printing class rosters, as well as managing attendance; • recording and managing scores or pass/fail status for exams, skill assessments and other assessments; • manually registering students and sending invitations to students for specific events; • uploading and attaching files and making them available to registered students; • creating and adding locations that can be re-used when creating new events; • record instructor activity to support federal reporting; • publicly listed and private, unlisted events; • security and entitlements within the system to enforce role-limited access to features and functionality; • administrator-level controls and functionality for high-level management of all events, instructors, students, users and locations; • download filterable reports on student and instructor data • export event data in standard reporting formats; and • self-service reporting. Instructors can create events, communicate directly with students, track their hours and manage student grades. Instructors are able to customize their event listing to help students find: the event time and location, materials and/or equipment to bring, training pre-requisites, required eligibilities or certifications, and other information needed prior to registering for the event. This saves student time and reduces customer support demand. With AMS you can seamlessly integrate the permitting and events applications on the front end to avoid piecing together multiple vendor applications and numerous technologies.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-030 **Section VII.F**	A. Does the system provide full https compatibility?	X			
	Bidder Response: Access to all applications is only capable via encrypted means (HTTPS). Additionally, all data is encrypted in-transit and at rest in the system to ensure the highest level of data security is maintained at all times. *All system data is encrypted in transmission (user to web server as well as between server components) and is encrypted at rest as well.* Utilizing a number of services within the AWS cloud we ensure the security and confidentiality of end user data. This includes, but is not limited to, the following: • Virtual Private Cloud (VPC); • Elastic Compute Cloud (EC2); • Relational Database Service (RDS); • Elastic Load Balancer (ELB); • Elastic Block Storage (EBS) snapshots; and • IAM security groups. Using these services, we are able to accomplish these data protection and integrity goals. We maintain network isolation between our domains, as each domain is separated into its own VPC and corresponding CIDR (Classless Inter-Domain Routing) block. This minimizes attack vectors and provide for better systems management overall. On the server side, security groups are used to allow the ports required for a specified service to be open and available. We take this a step further by separating application servers from internet facing webservers. They are able to communicate with each other as they are on the same VPC but reside on different subnets. The application server subnet				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	has no direct access in our out and must pass through a NAT gateway for outbound traffic only. All server data EBS volumes are encrypted as well as backed up to further protect the instance. Data primarily lives within the RDS instances, making this our top priority. Amazon RDS provides availability and durability via automated backups, database snapshots, multi-AZ deployments, and automatic host replacement. RDS instances are kept secure with network isolation and resource-level permissions. Again, all data in RDS is encrypted at rest and in transit to ensure the security of the data. Every EC2 instance in production resides behind an Amazon ELB to ensure greater security and availability. This is true for both DMZ and non-DMZ EC2 instances. Using this design, we are able to spin up multiple instances of each server. This provides high availability by separating them into different Availability Zones (AZ). All ELB traffic is encrypted and instances are configured to only accept the latest security ciphers, such as ECDHE-RSA-AES128-GCM-SHA256. The ELBs communicate directly with the EC2 instances and Cloudflare to ensure data integrity. In addition to AWS we also utilize Cloudflare CDN. Cloudflare helps us increase the availability, reliability, and security of user data. We utilize Cloudflare's global CDN as well as other offerings within their suite. One of the primary tools we utilize within the Cloudflare suite is their Web Application Firewall (WAF). The Cloudflare WAF is used to leverage both the OWASP ModSecurity Core Rule Set and Cloudflare Rule Set. These rule sets are focused on a variety of common attack vectors and block nodes that violate the assigned rules. These rulesets go above and beyond the OWASP top 10 and include a suite of custom rules to protect end users. Another feature, Cloudflare strict SSL checking, ensures the validity of both the source and destination certificates, preventing a man-in-the-middle attack. This allows the end user to only communicate with the ELBs mentioned before and confirms via SSL certificate that the host is who they claim to be. Browser Integrity Checks evaluate HTTP headers from an end node's browser for threats. If a threat is found a block page will be delivered. Lastly, we have locked down the minimum allowed TLS Version to 1.2 ensuring only modern cryptographic cipher suites are used.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	Further, only authorized administrators are allowed to access and of the above-mentioned systems. This is limited to a small team. Code changes and deploys are automated ensuring those not authorized cannot get to protected systems. All critical infrastructure logins require the use of two-factor authentication for management access				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-031 **Section VII.F**	A. Describe where the system identifies the user that edited/changed/updated data.	X			
	Bidder Response: All record modifications in AMS are maintained in an audit log that records: • before and after change states, • the user who made the change and • a date timestamp for when the change took place. AMS precisely records every transaction, recording line-level details for each order and keeping a state-in-time copy of product, customer, sales agent, clerk and other order details. If changes are made after a transaction processes, AMS records a complete audit trail so transaction history is complete and auditable. Customer records and configuration settings in AMS also have transaction audit logs. Below is an NDOW system screenshot showing how an individual transaction was manually adjusted to correct an error.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
					

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-032	A. Describe how the system allows designated Administrative personnel to perform system maintenance (i.e., editing customer	X			

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
Section VII.F.1.a	profiles, creation and updates of permits, adding/deleting business rules, etc.), reporting, and accounting functions.				

Bidder Response:

OVERVIEW

The AMS Administrative module contains all of the tools NGPC needs to fully utilize and direct the entire AMS platform:

- configure and manage products according to your business rules and regulations;
- manage system users;
- manage customers;
- manage External Agents;
- manage revenue collection and accounting;
- sell/issue products directly to customers (Internal Agent sales);
- access and generate reports; and
- manage configuration settings that govern the behavior of the AMS platform.

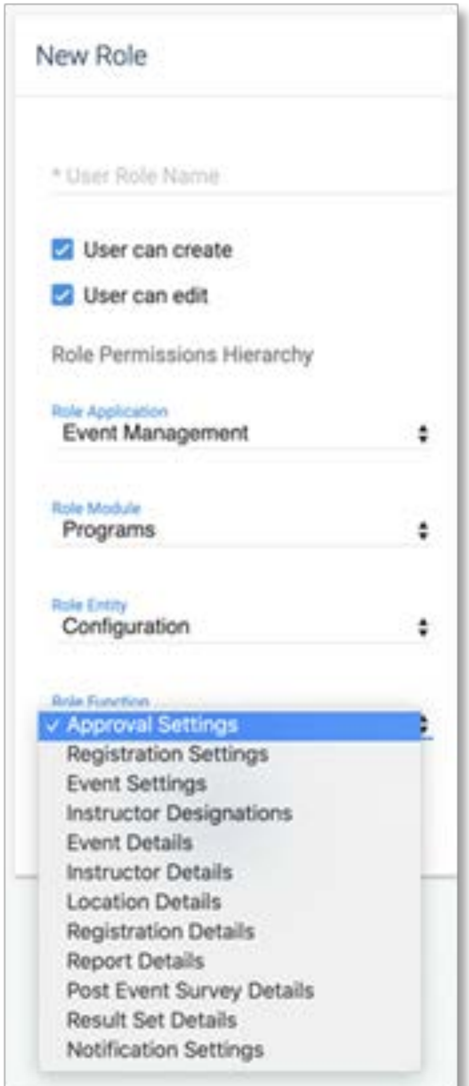
Kalkomey's Implementation Team uses the Admin interface to perform all of the initial product and business rule configuration, as well as the initial NGPC staff user creation and permission settings. NGPC staff are fully trained on using the interface so after go-live you can review and update configurations as needed. Your ability to independently update configurations and manage business processes is supported by Kalkomey's Product Specialist assigned to NGPC. Your Product Specialist from the Client Success team provides ongoing support and assistance with configuration, handling business rule changes and managing software enhancement requests/updates throughout the contract.

Users, agents, permissions, products, business rules, workflows, and other aspects of license purchasing, hunt applications, and transaction processing are all at your fingertips through Admin configuration settings. Yet this extensive functionality does not come in a complex administrative interface – AMS Admin is user-friendly, intuitive and comprehensive. Furthermore, AMS' Admin is easy to use making onboarding of new employees as streamlined as possible. Backed by Kalkomey's support team, self-training and scheduled trainings are available to all NGPC users on demand.

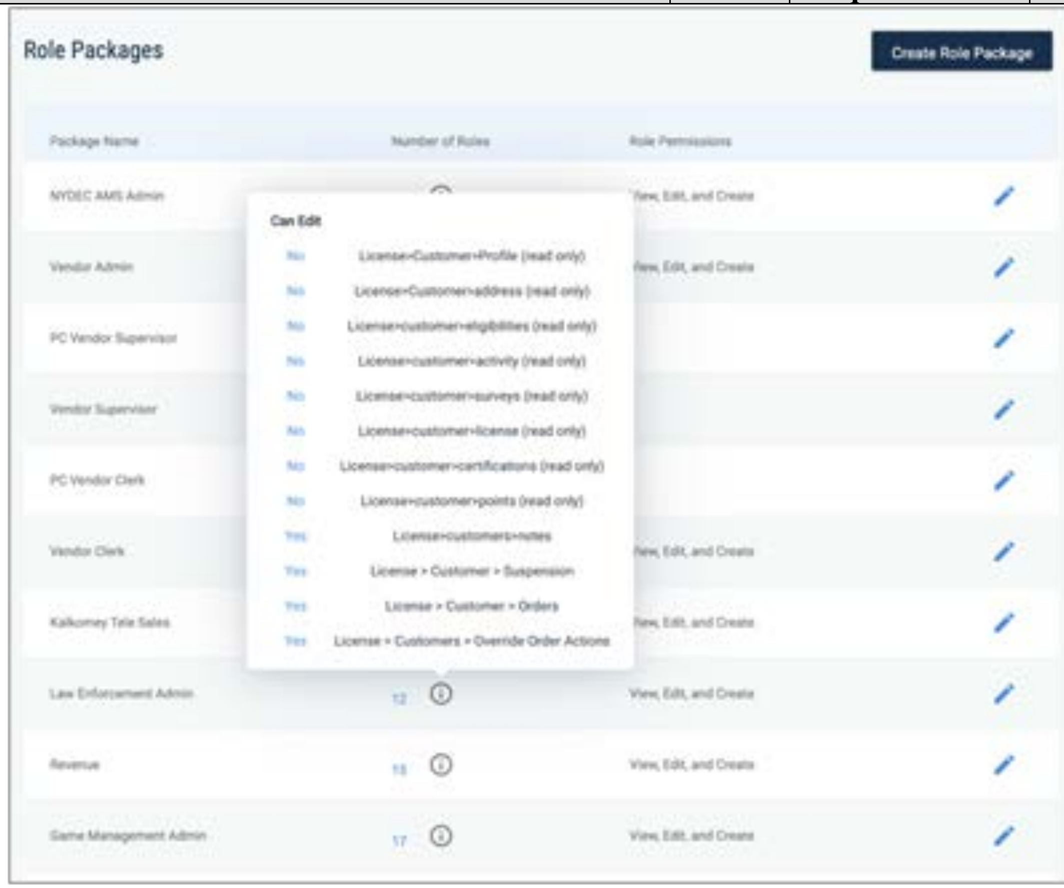
Attachment A

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

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	AMS utilizes a role-based permission system allowing NGPC to create and manage permission sets to meet your requirements. User roles in AMS are defined based on the application, entity and field that a user should be able to access.				

	 A role package is made up of specific, individual permissions. To create a role,

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	users with the appropriate authority go to the User Roles configuration panel and create a new role. This page lists a hierarchy of AMS Modules, Activities, Entities, and Fields. The user selects the item(s) that the user is allowed to modify. By unchecking “User can edit,” the permission is turned into a read-only permission as shown in this screenshot. NGPC can define any number of roles and permission sets. You can easily create roles for any type of frequent or occasional user, including legal staff, biologists, marketers and any others. NGPC determines the necessary permission packages which are initially configured by Kalkomey according to NGPC requirements. After go-live, roles and packages can be updated at any time by NGPC or by Kalkomey, at your request. User accounts can be edited and deactivated by your authorized personnel at any time. Page Break Once roles are defined, they may be combined into packages to create convenient user groups. Then you assign users to packages that define their access levels throughout the application.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	 The authorization system allows NGPC to establish discrete permission levels for different user roles. In the above screenshot, the Law Enforcement Admin role package allows the user to view customer profile data, add notes, update suspensions, perform order actions and override order actions. Role packages NGPC sets for External Agent roles are described in response to FUN-061.				

FUN #	**Administration Module Management**	**Yes**	**Customization Required**	**No**	**Alternate**
	Other features of the AMS Administrative module are discussed throughout the response.				

FUN #	**Administration Module Management**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-033 **Section VII.F.1.a**	A. Describe how designated Administrative personnel can: 1. maintain user IDs, 2. update passwords, 3. assign roles, and 4. allows for agent account activation and deactivation	X			
	Bidder Response: AMS follows industry standards for username/password complexity, expiration and authentication and will incorporate Nebraska Information Technology Commission standards. Furthermore, AMS is PCI-DSS and SOC1 Type 2 and SOC2 Type 2 compliant, which includes login/password requirements. AMS data is only accessible to authenticated, logged-in administrative users with granted permission for the requested action. AMS authentication records enables a user account to be locked out after a predefined number of unsuccessful login attempts or after a predefined period of inactivity. Only an administrative user authorized with permission to unlock accounts can re-enable login permission for an account through the Administrative interface. Passwords in AMS are masked when being entered to prevent unauthorized viewing and are hashed in the system to prevent decryption. If a user loses or forgets their password for AMS, they can reset it with the “Forgot Password” link on the login screen. After clicking on the link, AMS asks the user for the email address associated with the user account. The email sent to the user contains a link for resetting their own password. The screen can also display information on who the user contacts to initiate the password reset process on their behalf (such as NGPC administrative user and/or Kalkomey customer service).				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	Although each External Agent can manage their local users, authorized NGPC staff and Kalkomey customer service can rest user IDs/passwords on behalf of External Agents as needed. Authorized administrative users can assign roles (#3) is described in response to FUN-032. Activating/deactivating agent accounts (#4) is explained in response to FUN-063.				

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 would have maintenance control over: 1. Permits, applications, stamps, certificates, and products; 2. Permit type(s); 3. Permits, applications, stamps, certificates, product prices; 4. Financial account codes, applications, stamps, certificates and products; 5. Season dates; 6. Set limited inventory of permits; 7. Weapons; 8. Bag codes; 9. Hunt units/zones 10. Stamp types; 11. Images/pdf files (permit/stamp/receipt images, etc.); 12. Permit sale dates;	1. X 2. X 3. X 4. X 5. X 6. X 7. X 8. X 9. X 10. X 11. X 12. X 13. X 14. X		1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14.	

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	13. Immediately halt sales of specified permits; 14. Refunds and voids; 15. Draw and Lottery processes; 16. Business rules; 17. Sales start/stop dates/times; 18. Permit system (i.e .public, vendor, agent, mobile, NGPC); 19. Disable customers (revocation) 20. Merge duplicate profiles to include permits, landowner information etc. from one customer's record to another (when one customer has more than one record).	15. X 16. X 17. X 18. X 19. X 20. X		15. 16. 17. 18. 19. 20.	
	Bidder Response: *Current AMS (requires no customization for NGPC):* **1, 2, 3, 5, 7, 8, 9, 10, 12, 13, 16, 17**: Discussed in Attachment B at TEC-005 and throughout our response to Attachment A along with references to administrative control throughout Attachments B and C. **4**: Attachment C at FIN-012 (Chart of Accounts) and throughout Attachment A. **6:** Attachment A at FUN-009. **11:** Attachment A at FUN-035 and FUN-047. **14:** Attachment C at FIN-001, Attachment A at FUN-050. **15:** Attachment A at FUN-041. **18:** Sales Channels and NGPC's administrative control are discussed throughout the response, including in Attachment A at FUN-018.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	19: Attachment A at FUN-012 and FUN-059. **20:** Attachment A at FUN-042.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-035 **Section VII.F.3**	A. Describe how to design permits and stamps.	X			
	Bidder Response: New product creation and management through AMS' Administrative interface is intuitive and straight-forward. One step in product creation requires NGPC to assign the product to a document template. Many products are similar to others, and those products with many of the same document details can be assigned to the same template. This in no way restricts you in the design process and fosters uniformity when it is efficient and desired. Working with NGPC prior to implementation, we create print templates to meet your business rules, Law Enforcement requirements, customer ease of use and other NGPC goals (similar or different from current, consistent with NGPC style, etc.). When a new product is created you select the appropriate template from a drop-down list. If a print document template needs to be updated due to changes in rules or regulations, or a new product does not fit existing templates, Kalkomey works with you to edit or add a template. The creation of permit and stamp designs is an existing process in AMS; all print templates are designed specifically to each client's requirements, including bar codes and QR codes.				

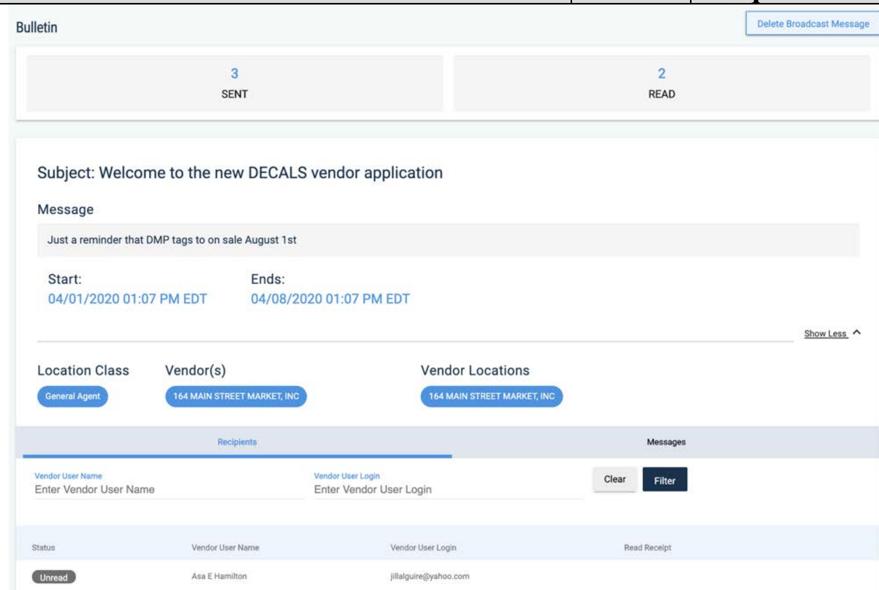
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-036 **Section VII.F.4**	A. Describe how designated Administrative personnel can add and delete preferences to a customer's profile:	X			
	Bidder Response: As discussed throughout our response, a user whose role allows the action can log into the Administrative interface and add, edit or delete information in a customer's profile. AMS maintains a complete audit trail of all changes, including a record of before and after values, who made the change and when. Users can also include a reason or other explanation if required by your business rules for certain changes.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-037 **Section VII.F.5, 6**	A. Describe how the system allows NGPC users with administrative access to remotely manage agent permissions including: 1. Authorization to sell Certain permits; View/edit NGPC location or Agent's Corporate and Agent information; 2. Update account codes associated with the location; 3. Add or disable user ids and passwords; 4. Manage location user access rights; and 5. Authorization to perform additional functions (check-in harvested animals).	X			
	Bidder Response: AMS meets the requirements. Through the Administrative functions in AMS, authorized NGPC users create and manage agent accounts. *Agent Class*				

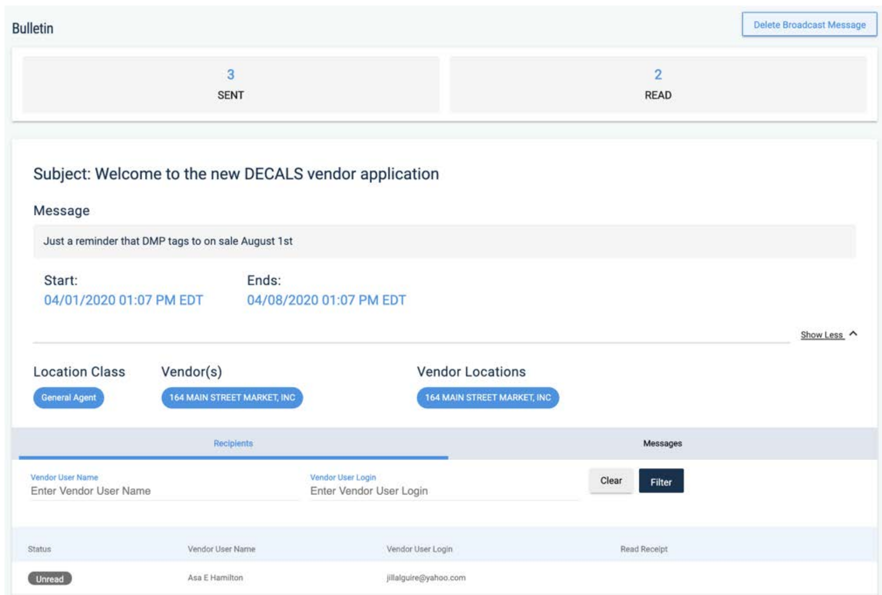
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	AMS enables NGPC to configure products to be available for sale to certain sales channels as well as groups of agents, or even to individual agents if necessary. Every sales location, including your offices and parks, are assigned to an agent class. An agent class is a number of agents that you determine should be grouped together for the convenience of assigning products to agents. Agents in the same class operate the same way in AMS. When NGPC is configuring products you determine what agent class(es) can sell it. All agents in the class are automatically allowed to sell the product. *Restrictions and Suspensions* GFP controls agent access to products and sales behavior. You have control to meet the requirements above.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-038 **Section VII.F.7**	A. Describe the system's live messages functionality.	X			
	Bidder Response: AMS enables staff to send live bulletin or broadcast messages to Internal and External Agents. Messages are displayed on the AMS Vendor interface when an agent logs into the system and can be configured to require reading before accessing the system further, ensuring the agent reviews the message. Messages can be sent to specific locations, agents, or agent types and can include an expiration date as needed.				

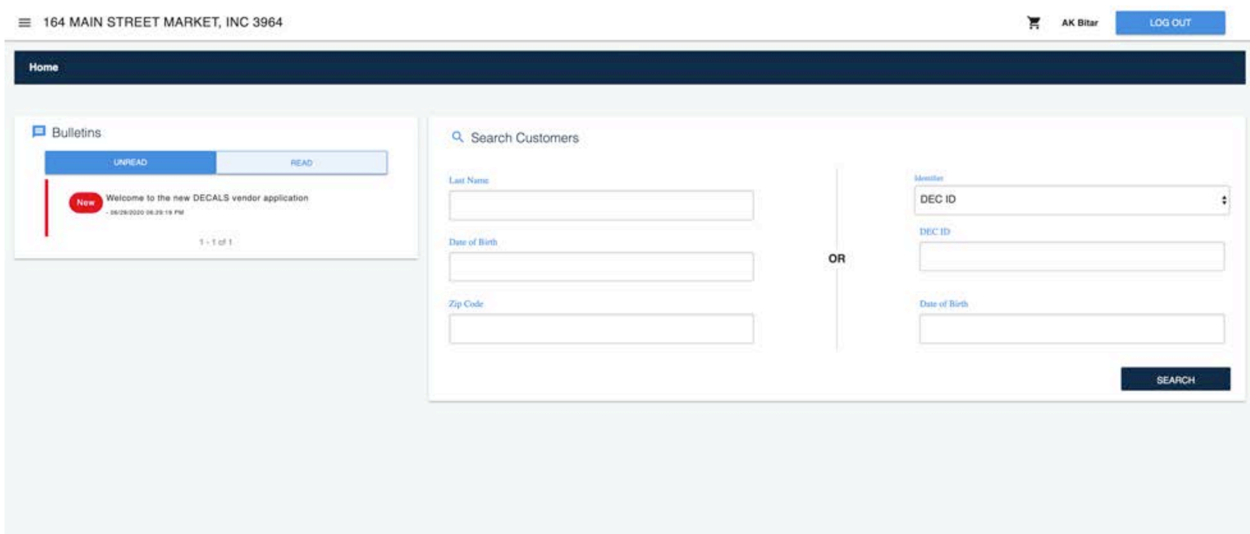
Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

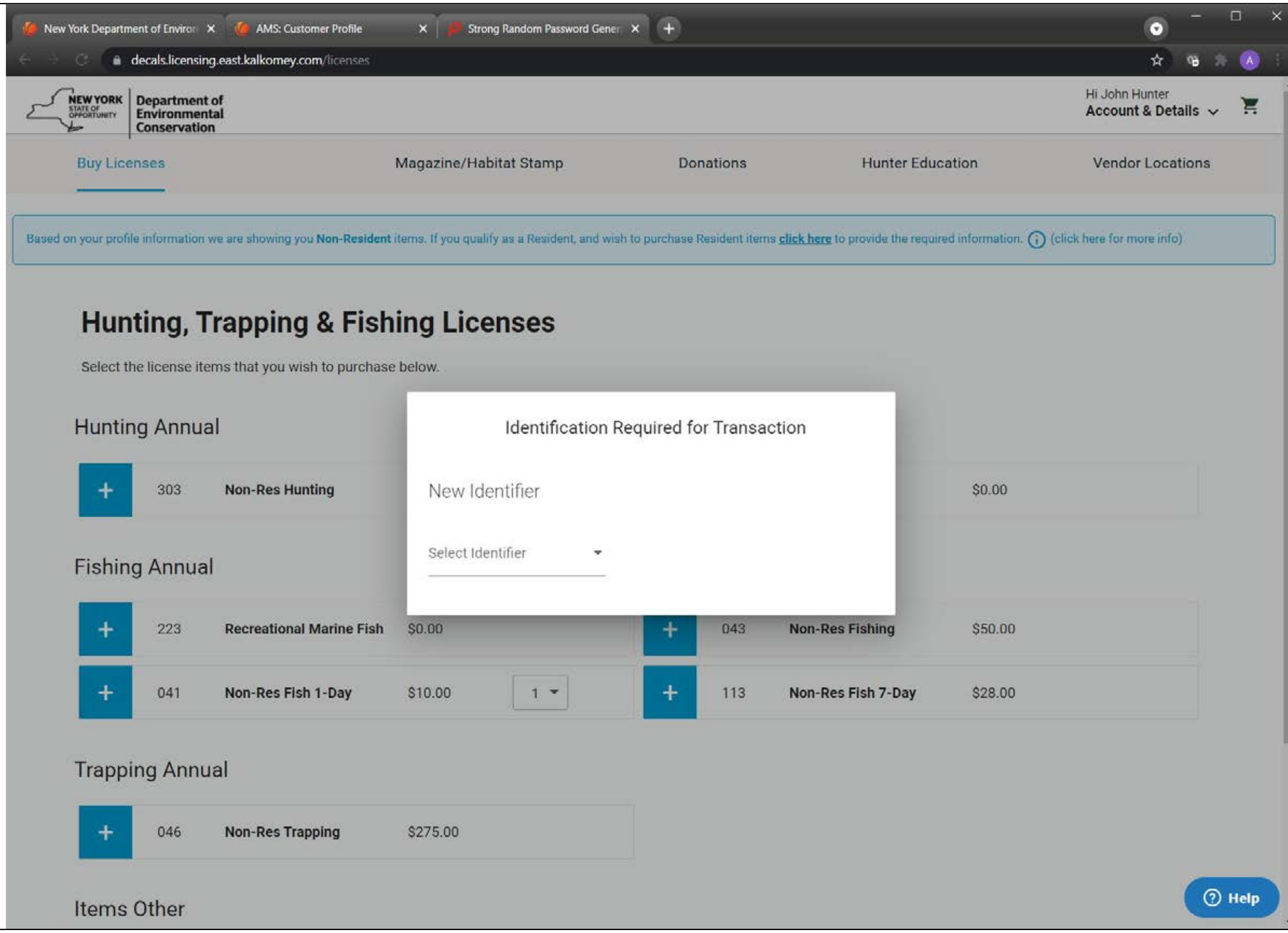
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
					

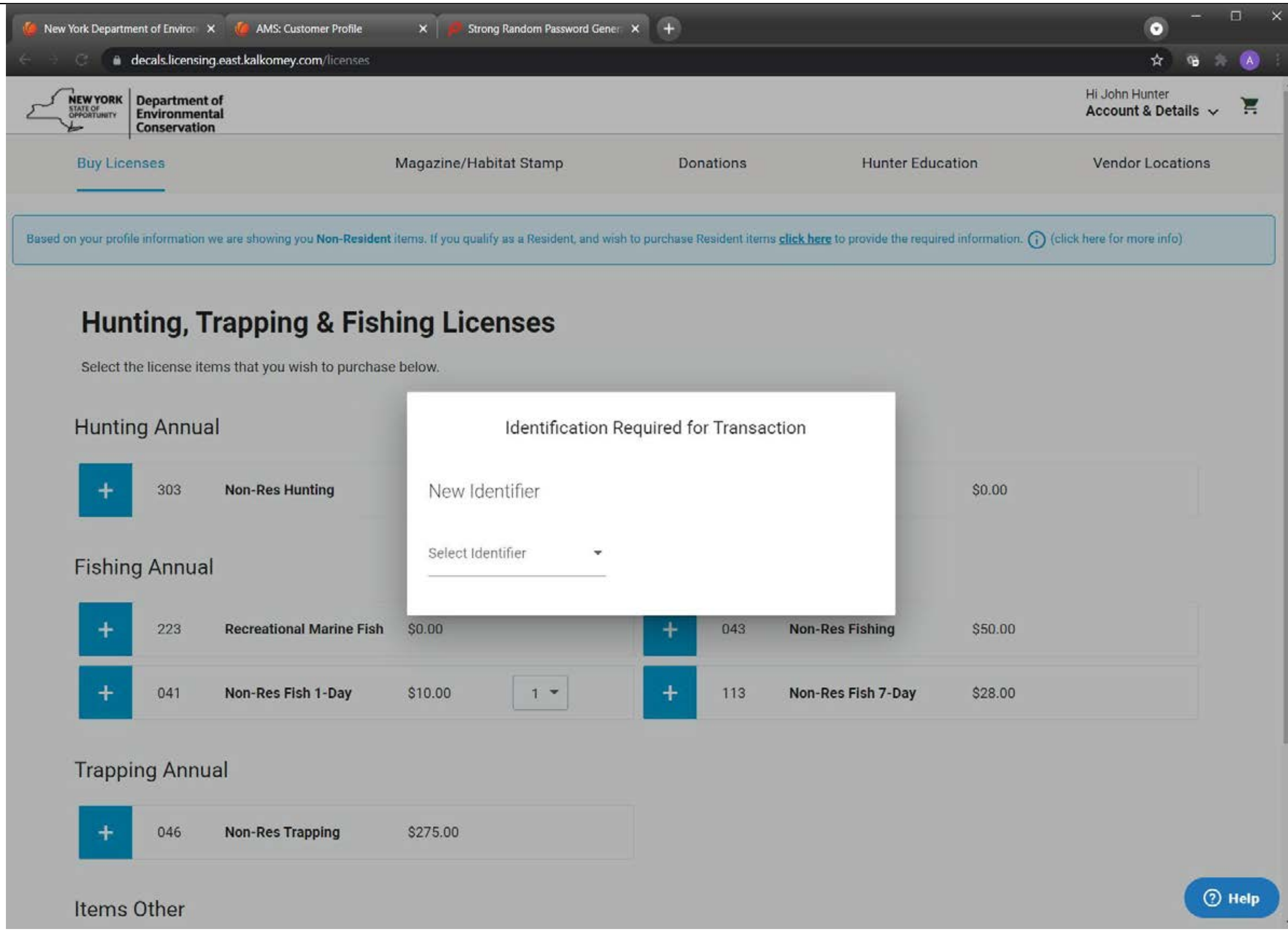
Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	 Once a bulletin message has been created and is activated by the start date, the message will be posted in the vendor application for all users who were specified in the message criteria.				

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

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	 Kalkomey will be adding broadcast message capabilities to internet user accounts as well. Other kinds of system messages such as email messages, error messages and printed license information will be configured and added as needed based on NGPC feedback.				


New York Department of Environ
AMS: Customer Profile
Strong Random Password Gener
decals.licensing.east.kalkomey.com/licenses
NEW YORK STATE OF OPPORTUNITY
Department of Environmental Conservation
Hi John Hunter
Account & Details
Buy Licenses
Magazine/Habitat Stamp
Donations
Hunter Education
Vendor Locations
Based on your profile information we are showing you Non-Resident items. If you qualify as a Resident, and wish to purchase Resident items click here to provide the required information. (click here for more info)
Hunting, Trapping & Fishing Licenses
Select the license items that you wish to purchase below.
Hunting Annual
303 Non-Res Hunting
$0.00
Fishing Annual
223 Recreational Marine Fish $0.00
043 Non-Res Fishing $50.00
041 Non-Res Fish 1-Day $10.00 1
113 Non-Res Fish 7-Day $28.00
Trapping Annual
046 Non-Res Trapping $275.00
Items Other
Identification Required for Transaction
New Identifier
Select Identifier
Help



New York Department of Environ
AMS: Customer Profile
Strong Random Password Gener
decals.licensing.east.kalkomey.com/licenses
NEW YORK STATE OF OPPORTUNITY
Department of Environmental Conservation
Hi John Hunter
Account & Details
Buy Licenses
Magazine/Habitat Stamp
Donations
Hunter Education
Vendor Locations
Based on your profile information we are showing you Non-Resident items. If you qualify as a Resident, and wish to purchase Resident items click here to provide the required information. (click here for more info)
Hunting, Trapping & Fishing Licenses
Select the license items that you wish to purchase below.
Hunting Annual
303 Non-Res Hunting
$0.00
Identification Required for Transaction
New Identifier
Select Identifier
Fishing Annual
223 Recreational Marine Fish $0.00
043 Non-Res Fishing $50.00
041 Non-Res Fish 1-Day $10.00 1
113 Non-Res Fish 7-Day $28.00
Trapping Annual
046 Non-Res Trapping $275.00
Items Other
Help

Attachment A

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

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate

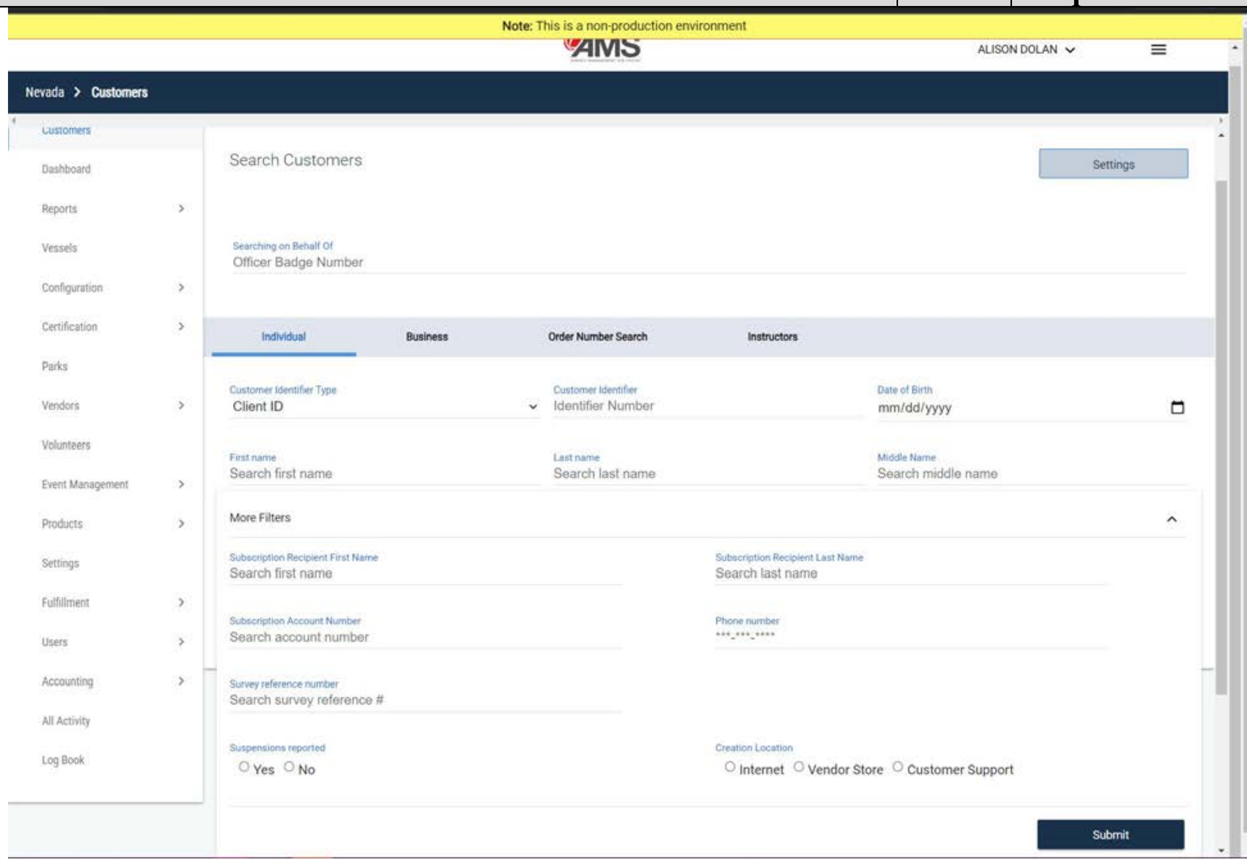
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-039 **Section VII.F.8**	A. Describe how a user with administrative access can update and report big game harvest information.	X			
	Bidder Response: As discussed throughout our response, a user whose role allows the action can log into the Administrative interface and add, edit or delete any information in a customer's profile, including big game harvest information. AMS maintains a complete audit trail of all changes, including a record of before and after values, who made the change and when. Users can also include a reason or other explanation if required by your business rules for these changes.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-040 **Section VII.F.9**	A. Describe how the system allows a user with administrative access to search/inquire the following: 1. Customer 2. Permit number 3. Payment ID 4. Credit card transaction number 5. Receipt number	X			
	Bidder Response: An authorized user with appropriate permissions logs into the Administrative module to conduct a search for customer and transaction information.				

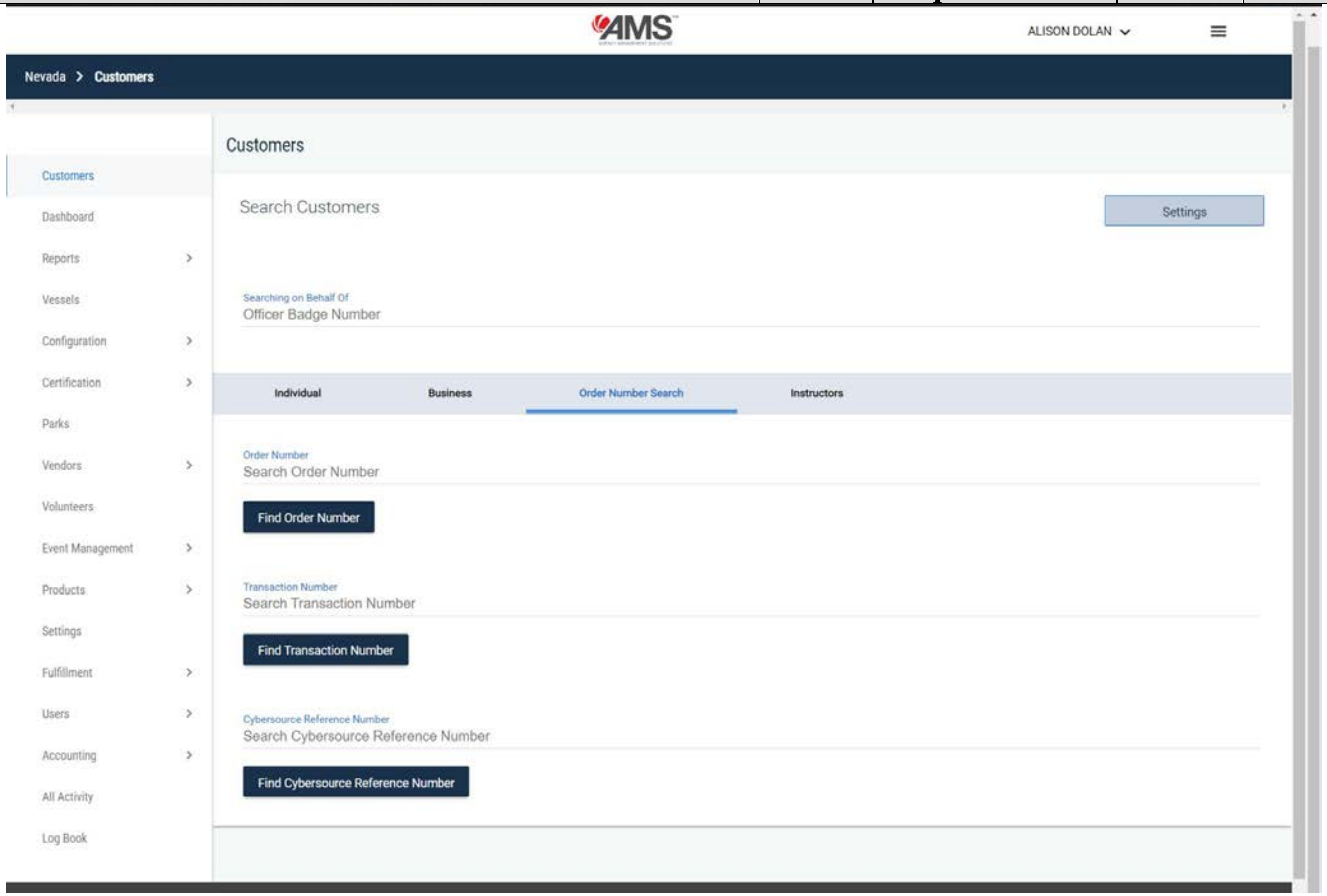
Attachment A

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

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	1. Internal and External Agents can search for a customer on the customer search page in AMS. Shown below is the search interface for an individual/customer. 2. and 3. Using the Customer Identifier Type in the screen below, the agent can search by Permit Number or client ID. In the Customer Identifier search box you can search by the unique identifier for the customer, such as last 4 of Social Security Number.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	 4. Using the Order Number Search, agents can search by order number, transaction number, or credit card reference number (shown in this image as Cybersource) 5. On the same Order Number Search screen agents can search via order/receipt number.				

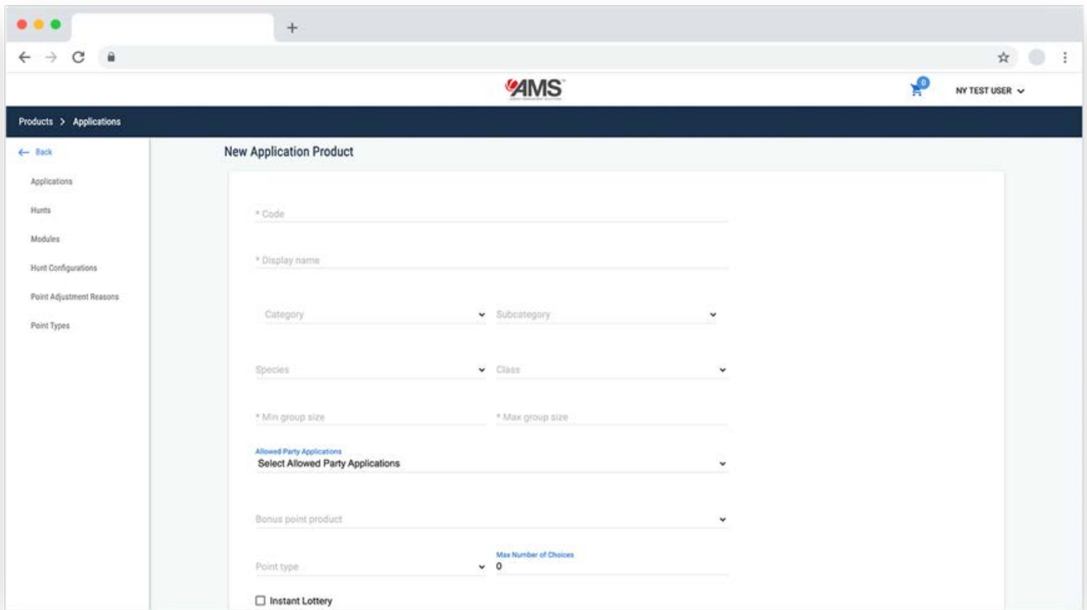
Attachment A
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
					

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		X		
	Bidder Response: *Current AMS (no customization required except for A.1.iii)* AMS was initially built to handle one of the most complex and intricate controlled hunt programs in the United States: the Nevada Big Game Draw. With very few over-the-counter big game hunting opportunities, Nevada Department of Wildlife (NDOW) customers are largely dependent on the draw and points system for access to big game tags. In the first year of AMS, NDOW saw: · a 24.2 % increase in big game draw applications; · more than half of draw customers submitted applications using a mobile device after Kalkomey put the application process fully online, made it mobile-friendly and included an interactive map; and · a decrease of 1.2 years in the average age of applicants.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	In 3 years of AMS operations, NDOW has seen a 46% total increase in applications and average age of applicants has decreased to 2 years. AMS can be configured to handle everything from a true random draw (no points-based outcome) to a weighted scale based on preference points and other pre-requisites. AMS also supports daily draws where quota and applications are reset on a daily basis and awards may be locations or blinds rather than licenses. Below we provide an overview of AMS for controlled hunts. ***Overview*** In AMS the **hunt** is the selection or choice that an applicant makes when submitting an application. The **hunts** consist of configurable modules that allow NGPC to specify species, class (sex or other physical characteristics), season dates, method of take (weapon type), location (hunt unit), residency, or any other qualifier that makes each hunt unique. This ensures that each application is specific to the hunt being offered and customers are unable to submit applications for mixed species or mixing limited and unlimited hunts. AMS supports an infinite number of configuration settings to accommodate even the most complex hunt programs. Kalkomey's Implementation Team configures the initial hunt modules and your business rules associated with each application product, then trains NGPC on validating the configuration and thereafter configuring your own settings. Settings are fully configurable by NGPC and you are fully supported by a dedicated Kalkomey configuration manager. ***Configuration*** At a high level, the configuration for controlled hunts consists of these functional areas which are discussed individually in detail: · Applications · Hunt Choices · Execution Configuration · Processing Schedule				

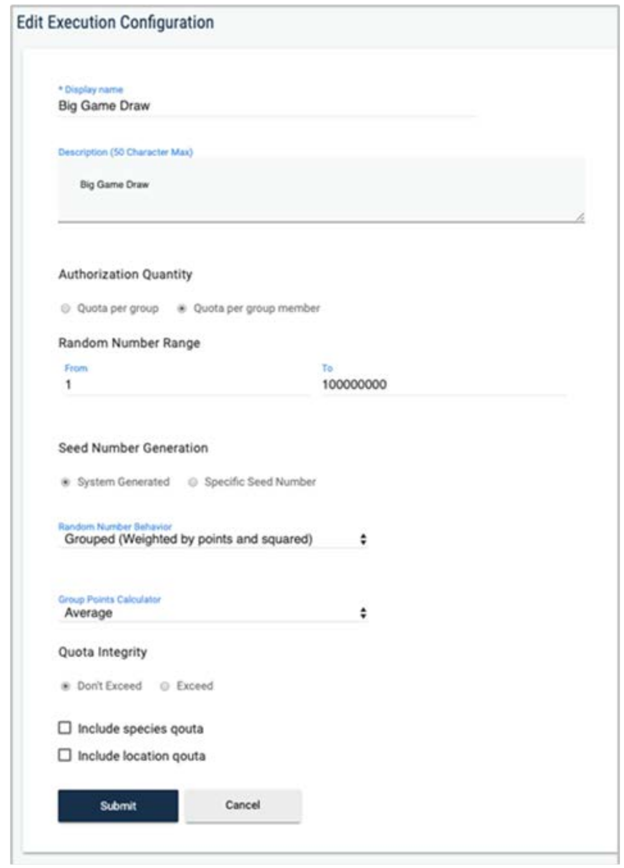
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	· Draw Finalization · Notification of Award · Fulfillment · Reporting While all aspects of all functions may not be applicable to NGPC's current needs, the functionality is available should you find it useful. *Applications* Application products refer to a particular species class and tie many hunt choices together. These selections are displayed on the first page of the application process. Application products have settings that affect how the end user experiences the system when applying. Authorized users manage settings for minimum and maximum group sizes, limited vs. unlimited hunts, what point types apply to the application, if any, and whether or not customers can designate themselves as an alternate for returned permits/tags.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	 In addition, application products have a full array of pricing controls. For example, a different product price may be specified for a regular application versus a point only application. Application products support a variety of business rule configurations, including license years and application sell dates, allowing authorized users to configure the open and close of the application period to trigger automatically for each application product. *Hunt Choices*				

<table>
<tr><th>FUN #</th><th>Administration Module Management</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td colspan="5">A hunt choice is a combination of the various layers of detail in your process where a quota may be applied. For example, a hunt choice may include the combination of available species, sex, geographic location, manner of take and season date(s).

As an example, two samples of hunt choices that could be associated with a Resident Elk application product might be:
- Elk, Antlered, Unit 1, Archery, Early (Aug 1- Aug 10) – 5 tags available
- Elk, Antlered, Unit 1, Rifle, Early (Oct 1- Oct 10) – 10 tags available
These hunt choices are the selections made on the interactive map page of the website and are supported by hunt configurations that can accommodate an infinite number of choice parameters. Quotas can be configured by individual hunt choice and can enforce residency requirements as defined by regulation or policy (e.g. no more than 10% of permits may go to non-residents).</td></tr>
</table>

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	Execution Configuration Nebraska-specific behavior for draw finalization and award is defined within execution configuration. Configuration includes quota rules, bonus or preference point calculation and group point rules, as applicable. Authorized users can also set group quota controls. For example, a group could count as a single quota in the draw or each group member could count as one quota in determining awards.				



FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	We use the Knuth Linear Congruential Sequence algorithm to ensure every application is assigned a unique random number. The random number pool size is set in the execution configuration and defines how many random numbers can be generated before a duplicate number is generated. The pool must be larger than the number of applications received and account for factors that may increase how many random numbers are required, such as bonus-points-squared calculations. For example, NDOW's Big Game Tag drawing uses a random number pool of 100,000,000 numbers. This range is defined for the specific regulations required for each draw execution. Execution configuration settings can be made for how the draw handles customer points, or if they are to be used at all. Kalkomey built the following point methodologies into AMS. NGPC can adopt these or if you choose a different methodology, AMS extends to meet your needs. **Regular**: Customers with a higher point balance will always be drawn before customers with a lower point balance who have made the same hunt choice. **Grouped (weighted by points):** Customers receive a random number for each point they have. For example: customers with zero points are assigned one random number, customers with one point are assigned two random numbers, customers with two points are assigned three random numbers, and so on. The lowest random number for each applicant is used to determine their draw order. Applicants with a lower random number are drawn before applicants with a higher random number for the same hunt choice. **Groups (weighted by points and squared):** To determine random draw numbers for applicants, bonus points are weighted like the option above, and then squared to determine how many numbers an application gets. For example: people with zero points have one random number, people with one point have two random numbers, people with two points have 5 random numbers. The lowest random number for each applicant is used to determine their draw order, and applicants with a lower random number are drawn before applicants with a higher random number for the same hunt choice.				

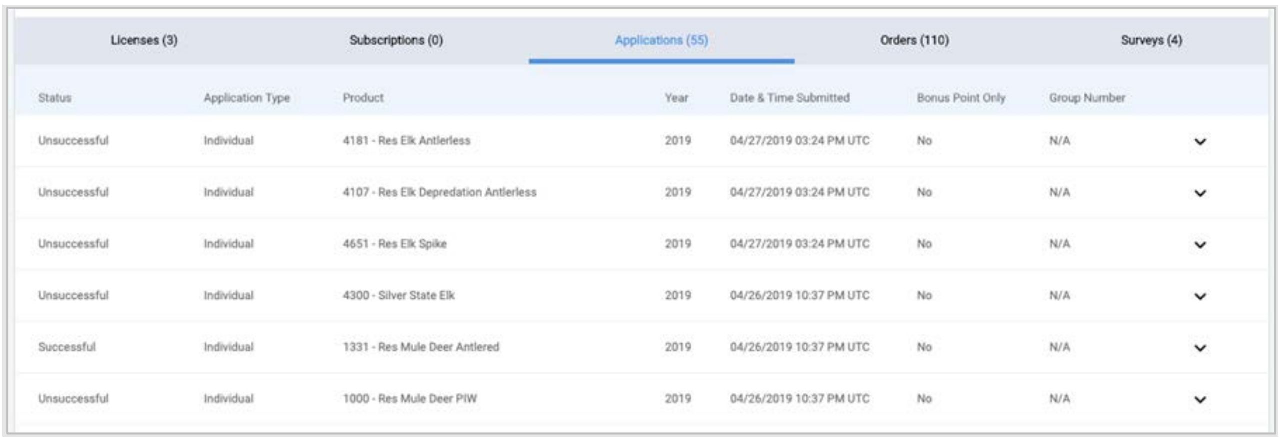
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	Preference: Customers with preference points are given priority in the random number assignment stage of the draw execution process to ensure that preferable numbers are assigned to preference point holders. Another available point setting is the method for calculating group points for drawings. When assigning the group application random draw numbers for example, a draw execution can be set so group points use the highest valued individual balance in the group, the lowest valued individual balance in the group or an average of the group members' points. Finally, execution configuration sets how quota integrity is managed for groups. A given execution can be set as "exceed for groups" or "do not exceed for groups". If the setting is "exceed for groups", a group of 2 could be awarded a hunt with only 1 remaining quota. The "do not exceed for groups" setting would cause the group of 2 be skipped and an individual with the next lowest random number would be awarded last of the hunt quota. Draw execution configuration is only accessible by authorized users. Similarly, executing the draw itself is only accessible by authorized users. Kalkomey can configure the user permissions to allow or prevent NGPC users to access the draw execution configuration and execution functionality as required. *Processing Schedule* When all applications have been submitted, AMS is ready to run the draw. Each draw in AMS is run through a processing schedule. A processing schedule allows a user to create a draw run based on an execution configuration, license year and application product(s). This essentially combines all previous elements so that the applications submitted by customers are ready to go through the drawing process. Processing schedules can be configured to define the order each species application is drawn vs. processing all applications at once. For example, NDOW processes its Partnership in Wildlife (PIW) draw before the main draw because PIW tag winners are ineligible for regular tags. *Draw Finalization* Once a processing schedule is created, the draw can be run at the appropriate time and date.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	When an authorized user executes the draw, the system first checks the execution configuration that is tied to the processing schedule and generates random numbers. These numbers are assigned to each controlled hunt application. Once all random numbers have been distributed to the applications, the system evaluates customers in their preferred order of choices by lowest random number. Applications are processed until all hunt quotas are exhausted (or overallocated if group size settings allow). Once the process is complete, the draw results can be validated. We have extensive experience in validation, conducting several major draws each year for other clients. In fact, NDOW's main draw was independently audited in 2018 and found no exceptions to the draw execution or results requirements. Our Operations Team is always available to assist NGPC staff in understanding draw validation reports to ensure that the draw results are acceptable. Once the results have been accepted, the draw can be finalized. Finalization makes the draw execution results permanent. There are no settings, permissions, users or functionality that allow finalized draw results to be modified. However, the through the Administrative interface authorized users can make modifications to specific customer accounts to allow special-case permits/tags to be awarded, voided, returned or modified to meet NGPC business requirements. These modifications are recorded in transactional reports separate from the finalized draw results, and a complete audit trail is maintained for each modification. *Draw Execution* Kalkomey executes limited hunt draws in a separate environment from AMS transactional processes. Random number generation, assignment, selection and permit/tag awards are all processed and recorded in database tables separate from sales data. This structure allows AMS to isolate draw result information from transactional information and still present all data clearly to the user. For example, the application status reflects the finalized draw result and would not be altered if the permit/tag was refunded or the order was reversed. Draw results reports are automatically generated as .csv files and uploaded to Kalkomey's secure File Transfer Protocol (SFTP) site as part of the draw execution functionality. Draw results are not stored within the Administrative interface until results are reviewed and approved by NGPC and finalized by authorized users as described above. The only				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate

individual results are stored on individual customer records. Bulk draw results remain isolated in the SFTP site and can be accessed anytime by users with appropriate permissions.

After finalization, draw results accessible within the Administrative interface are kept separate from orders, permits and other transactional data.



Licenses (3) | Subscriptions (0) | Applications (55) | Orders (110) | Surveys (4)

Status	Application Type	Product	Year	Date & Time Submitted	Bonus Point Only	Group Number
Unsuccessful	Individual	4181 - Res Elk Antlerless	2019	04/27/2019 03:24 PM UTC	No	N/A
Unsuccessful	Individual	4107 - Res Elk Depredation Antlerless	2019	04/27/2019 03:24 PM UTC	No	N/A
Unsuccessful	Individual	4651 - Res Elk Spike	2019	04/27/2019 03:24 PM UTC	No	N/A
Unsuccessful	Individual	4300 - Silver State Elk	2019	04/26/2019 10:37 PM UTC	No	N/A
Successful	Individual	1331 - Res Mule Deer Antlered	2019	04/26/2019 10:37 PM UTC	No	N/A
Unsuccessful	Individual	1000 - Res Mule Deer PIW	2019	04/26/2019 10:37 PM UTC	No	N/A

Business rules can be configured to allow AMS to show changes to application status based on transactional updates, if desired. For example, if a permit/tag is exchanged, the application status may be updated to "exchanged". This functionality is entirely configurable and can be tailored to meet NGPC needs.

Notification of Award
Following draw finalization, NGPC uses the interface to initiate results notification to all applicants. Customers receive an email notification of their award and, at the same time, results are posted to the individual customer's AMS account.

Customers can view their results under the Applications tab of the customer record. Our response to FUN-027 includes further details on the customer's access to draw results on any device.

Award Payment

<table>
<tr><th>FUN #</th><th>Administration Module Management</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td colspan="5">
We understand that the awarded permit issue fee and a base permit fee are charged/collected after the draw. Kalkomey has developed a robust customer engagement process to ensure all agency revenue is collected for awarded permits/tags based on payment information the customer provided at time of application. Daily reports are generated identifying customers whose payments failed.
No awarded permits/tags are sent to customers who fail to submit payment. For example, NDOW customers who fail to submit payment after the agency’s predetermined deadline are considered unsuccessful; their permits/tags are awarded to the next alternate identified by the draw execution. Since AMS was implemented in 2018, this process has enabled NDOW to allocate all available permits/tags and collect revenue for all.
Refunding Unsuccessful Customers
By collecting payment after the draw only on awarded permits, NGPC is not burdened with refunding unsuccessful applicants. However, AMS can charge the awarded permit/tag fee when their application is submitted. The payment method token is stored in the system for future billing of any awarded permit/tag fee. Only successful applicants are charged the permit/tag fee, which is an automated function of the draw execution process.
This method has proven very successful for all stakeholders in Nevada because:

Customers appreciate being charged only for what they are awarded, eliminating the wait for a refund long after application submission.
NDOW gained streamlined efficiency while minimizing the administrative burden of ensuring all customers received appropriate refunds.

Fulfillment
AMS is configurable to allow any type of fulfillment you require for draw and lottery awards: collected through designated channels/agents (printed and handed to the customer), physically mailed to the customer by NGPC, emailed to the customer by NGPC if electronic versions are allowed, or, as described above, automatically charged to the customer upon award and mailed upon confirmation of payment.
</td></tr>
</table>

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	Kalkomey understands that NGPC is responsible for any central fulfillment of awarded permits and AMS provides the fulfillment files for your use. Kalkomey also offers a complete in-house Fulfillment Team with extensive experience fulfilling draw awards if NGPC would be interested in adding this service. *Reporting* Every step of the draw execution and finalization is documented and auditable to ensure the validity of the draw. AMS creates a number of reports that can be used to validate results for each draw execution, such as: · random numbers assigned to all applicants, · lowest random number used by application, · excluded applications, · draw results report, · preference point only applications (if applicable), · leftover quota report, and · alternates listing by draw number (if applicable). Additionally, we produce and include pre-draw validation reports, such as eligibility verification reports and a multiple application audit report, post-draw statistics reports and accounting reports. All reports are designed and submitted to NGPC for approval prior to the execution of the first draw event. *Customization Required for NGPC:* A.1.iii Buddy Application Although AMS currently manages group applications (which can be a group of 2 persons), based on our understanding of NGPC's buddy applications, some customization is required to accommodate your process. Specifically, the customization will enable the 2 separately submitted applications to tie together into a single workflow from the initialization of the applications.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-042 **Section VII.F.11**	A. Describe the system's ability to merge duplicate customer profiles.	X			

Bidder Response:

DATA CONVERSION/MIGRATION

Kalkomey has developed proven and effective techniques to migrate existing data from legacy databases, based on more than 25 years of work with state agencies. Our mission is to completely migrate data from NGPC's current systems and related databases to the AMS platform through a measurable, collaborative process. To deploy AMS systems we follow an iterative process that fosters collaboration, validation and verification at every stage, with measurable goals to ensure success.

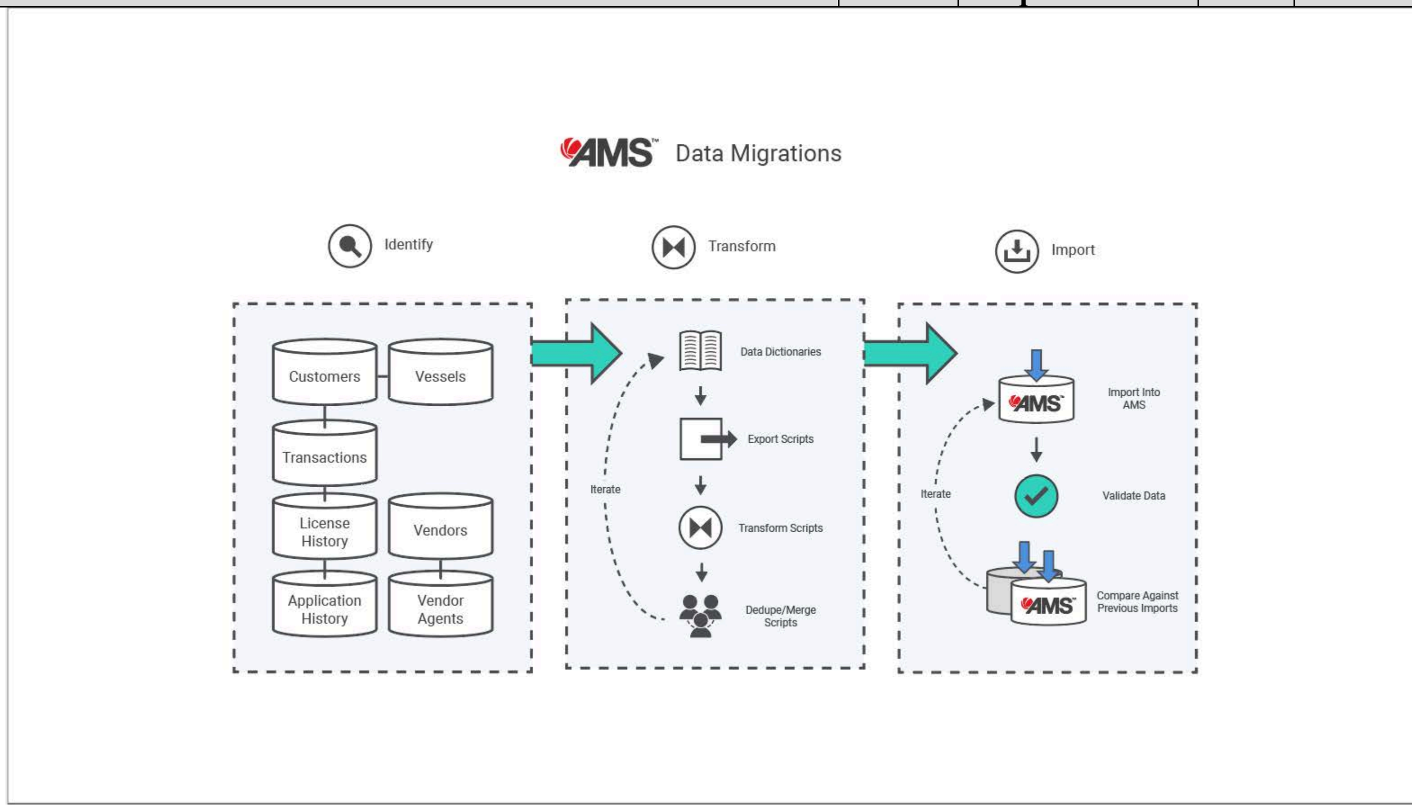
A formal Data Migration Plan is developed to:

- describe specific element mapping of the legacy NGPC data structure to Kalkomey's AMS database schema,
- provide data dictionaries of actual NGPC data,
- identify default values, and
- provide a complete timeline of the migration process.

We devote substantial Technology Team staff and resources to the successful migration of data from your current systems and other data sources. The data migration process is an iterative, three-phase approach designed to identify, transform and import all necessary data into AMS. Each phase is repeatable with complete or partial

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	datasets. Our incremental approach allows the migration to evolve as new data is identified and reduces the amount of data migrated during system Go Live and post-launch. *Security* Because of the sensitivity of the data involved, security oversight is maintained by Kalkomey Technology Team leadership. Data remains encrypted at all times. The only employees granted access for migrating data have been background checked and are ID-approved. *Process* The infographic below describes an example of our three-phase, iterative approach to migrate data. Specific datasets will differ based on NGPC's specific requirements.				

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

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	 *Identify*				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	The identification phase of your data migration project focuses on discovering all source data and analyzing each dataset. This stage requires significant time investment from NGPC as you work with Kalkomey's team to identify and document all existing data sources, their respective data types, total size and intended destination in the AMS platform. Kalkomey team members responsible for this stage of the data migration project include Data Analysts, Developers and Implementation Specialists. Information ascertained during the Identify stage are relied upon heavily during the Transform stage. Additionally, any concerns with existing data should be expressed by NGPC during this phase. Effective communication and access to NGPC staff familiar with the legacy dataset are essential to ensure data is mapped accurately to AMS schemas. *Transform* When a thorough evaluation of all existing systems data is complete, a data migration team begins to analyze existing data to prepare for transformation. This team consists of data analysts, developers and quality assurance analysts. Data Dictionaries During the Transform phase, data dictionaries are developed to map historical data fields to destination data fields in AMS. If data dictionaries are not available from NGPC or the source of outside data, source table metadata is used to define dictionaries needed in the migration process. Kalkomey also utilizes AWS Database Migration Service to identify possible transformation conflicts arising from different database architectures. A nightly process compares the current database structure to the structure used for documentation purposes. If any differences are identified between the production system and what was used for modeling, the engineering team is automatically alerted so NGPC documentation can be reviewed and updated. Export Scripts Export scripts are written to extract all relevant data from the source system. Scripts are written to extract data in parts as opposed to a complete dataset. This helps accelerate the migration process as scripts can be run in parallel and are faster to process for analysis and transformation. Included in the export process is the identification of a primary or natural key utilized in the deduplication process after transformation.				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	Transformation Scripts Transformation scripts are written to format data for import into AMS. These scripts make any necessary conversions to resolve conflicts identified during the Data Dictionary stage. Transformation scripts also shape data to match the AMS architecture and clean existing data that violates NGPC criteria (e.g. symbols in name fields). Deduplication and Merge Scripts Deduplication and merge scripts are developed to cleanse the dataset and ensure only high-quality, accurate data is prepared for import into AMS. Data is first examined for likeness using exact match criterion, including last four digits of SSN; NGPC Customer ID; and first name, last name, and date of birth. If necessary, confidence-based matching can be performed to identify possible matches using AI to train against a known dataset. A training sample is used to build an algorithm to test against unknown datasets. The resulting output from the algorithm indicates the percentage likelihood that two records are representative of the same customer. Records scoring above a pre-determined confidence threshold are included in merge scripts. Iterative Approach Our iterative approach seeks to incrementally improve transformation correctness and data cleanliness for the import phase. Steps are performed additional times to incrementally improve scripts to achieve maximum data correctness and cleanliness. *Import* Process In this last phase, the transformed, cleansed data is imported for validation into AMS. Import scripts are executed to load the transformed data. Our Implementation Team members work alongside NGPC to validate the imported data. Validation				

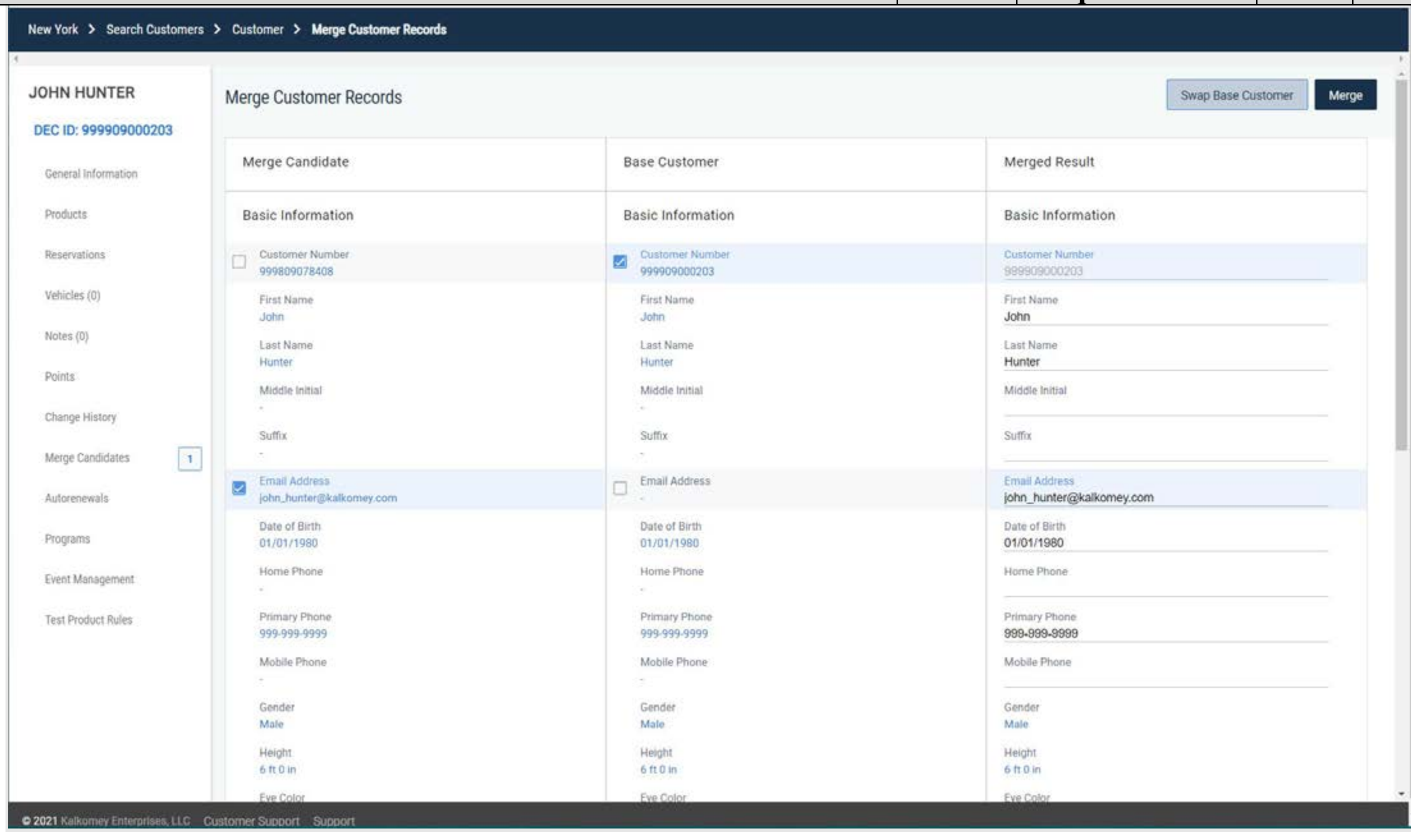
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	After each successful import, members from Kalkomey and NGPC work together to ensure import success and data accuracy. Validation scripts during the Transform stage are executed to confirm successful import, mapping and accuracy of data. Additionally, multiple team members manually confirm randomly selected, representative records from the entire database to confirm validation results. Cutover The import phase runs multiple times during the implementation process. Initial imports are intended to run prior to Go Live. A pre-final delta of data is imported just prior to cutover – we import any changes to your legacy data that may have occurred since our initial import do no data is lost in the cutover stage. A final delta is imported after cutover to ensure all remaining legacy system data is imported into the AMS database. After cutover, NGPC can readily access individual information and profiles and edit records as necessary. *Data Protection* Because Kalkomey utilizes a highly scalable, cloud-based infrastructure, multiple databases are generated throughout the migration process. This enables both Kalkomey and NGPC team members to review, compare and analyze past migration attempts in the iterative process. Access to historical migration results allows metrics to be measured during each import run to determine the progression of the overall migration process. As part of legacy data import and migration phase of the implementation, the Kalkomey team will work with NGPC to build a plan for any automated merge processes to be run prior to or after go-live to help reduce duplicate accounts and improve account access in AMS. ONGOING OPERATIONS Prevent Duplicate Accounts During a sale, AMS requires a search for an existing record before creating a new account. AMS uses the search criteria to find a match, and if none is found, the user continues to create the account. This avoids duplicate records, ensures high quality data and prevents wasted time unnecessarily creating a new account that must be merged later. How this is done depends on what identifiers and data you decide are associated with customer accounts. When unique identifiers such as driver's license number are required for most accounts, AMS looks for these identifiers and prevent				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	duplication of accounts. Other checks can be performed such as last name and date of birth or other options. We will review these options with NGPC during implementation so your preferences can be used to prevent creation of duplicate accounts and to identify merge candidates in the historical databases. Merge Duplicate Accounts AMS offers a proactive system to help identify and merge duplicate accounts while consolidating account history to create an accurate and complete view of the customer.				

Attachment A

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

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate



When a potential duplicate record exists in the database, AMS alerts NGPC staff to the possible duplicate based on a hierarchy of match heuristics. Authorized users may then compare the merge candidate records to verify they are the same person. The merge interface allows users to pick the attributes from each account that should be retained in the subsequent merged record.

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.		X		
	Bidder Response: *Current AMS (requires no customization for NGPC):* Today, through AMS' Administrative module, product configuration provides authorized NGPC users a straightforward, intuitive interface for managing products. For each item/product you set fees and pricing (includes a configurable field value for taxes and surcharges), designate accounting fund(s) for fee deposit, set sales channel availability, license year, valid period, plus specify eligibility and other business rules necessary for issuance and accounting. As a part of pricing configuration for each product and channel, NGPC determines the taxes to be applied. Although this RFP does not call for vessel registrations, AMS currently handles taxes for vessel/vehicle registrations, applying state taxes and taxes appropriate to the county of use should this feature become of interest to NGPC in the future. *Customization Required for NGPC:* As discussed in response to Attachment C at FIN-004, AMS requires only the addition of a Nebraska-specific county tax rate table (and/or State and/or local table) to provide the variable tax rate for where the product is sold. For applicable taxes, AMS uses the appropriate rate for the issuing agent's location. NGPC is able to manage changes in tax laws and rates through changes to the tax table in AMS.				

<table>
<tr><th>FUN #</th><th>Agent Sales</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="2">FUN-044

Section VII.G.1-10</td><td>A. Describe the system POS module including:
1. Internal Sales Channel
2. External Sales Channel</td><td>X</td><td></td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response:

Current AMS (requires no customization for NGPC):

AMS’ External Agent interface is built with modern, intuitive design elements to facilitate efficiency, speed and accuracy in locating/creating customers, offering products and completing transactions – with maximum customer satisfaction. All AMS sales channels communicate in real time and all completed sales are immediately seen in the customer’s account and in all other channels.

NGPC can designate different products to be sold through each channel, and controls what products each agent is allowed to sell, as explained in our response to Attachment B at TEC-005.

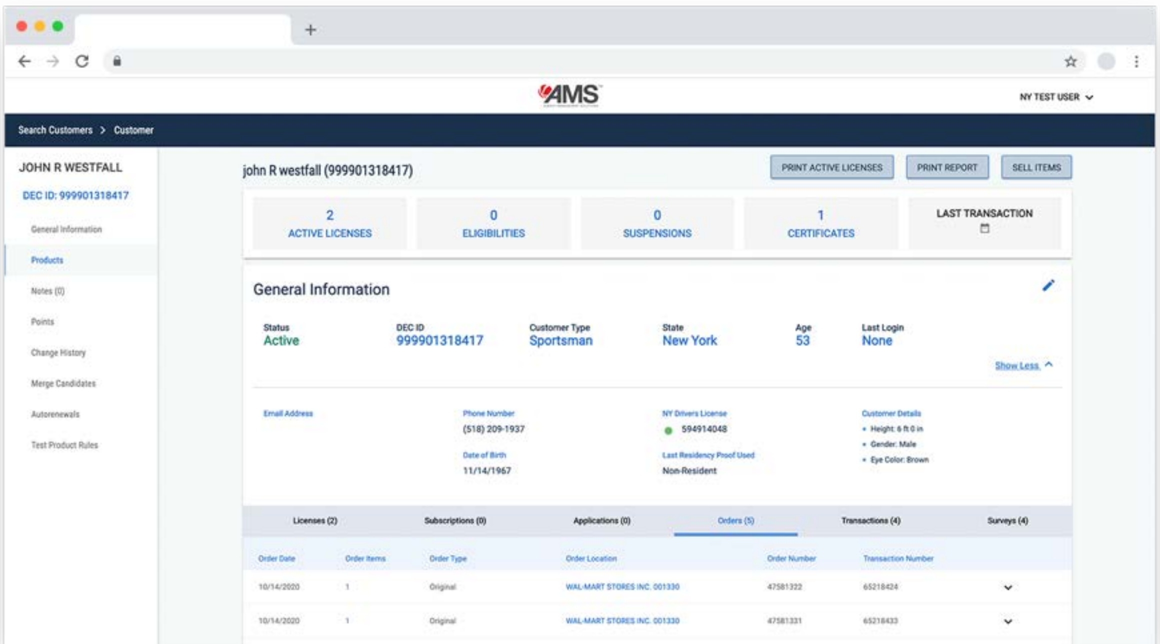
The Agent interface is streamlined and easy-to-use, with minimal learning curve. However, Kalkomey provides agent training and online support assistance.

The best way to describe the features available to agents and how they process sales is by sharing NYSDEC’s agent/vendor training guide provided in our Technical Response Appendix. In this guide you can see how agents conduct sales, manage administrative duties and handle customer orders according to the business rules NYSDEC has configured in AMS.

In addition to our Agent Sales responses to FUN-045 – FUN-056, throughout our response to Attachments A, B and C we have included information that confirms all requirements for agent capabilities are met in AMS. Specifically these contribute to further describing Agent functionality:

Print/Reprint: Attachment A, FUN-014</td></tr>
</table>

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	Agent Permissions: Attachment A, FUN-061 Overall AMS Sales Process: Attachment A, FUN-001 Valid Entries: Attachment A, FUN-007 NGPC's requirement in VII.G. 4 is implemented slightly differently in AMS. As we have described, only the products that are currently available to the specific customer are displayed. The display is customer eligibility based so has already narrowed the items that are displayed to the agent. For **Internal Agents** the sales process is conveniently available through login to the Administrative interface. An administrative user searches for a customer and selects "Sell Item". The sales process then proceeds similar to that for an agent or customer.				

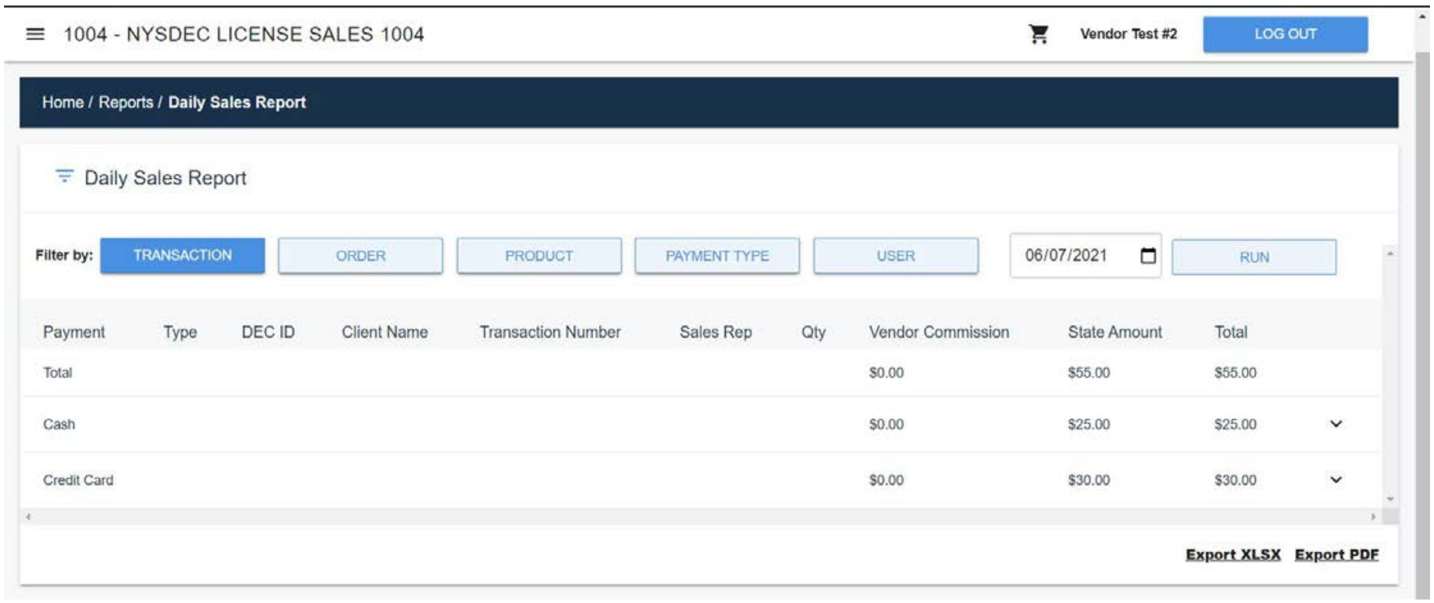
FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	 For payment options, however, NGPC determines the acceptable forms of payment by Internal Agents and the method of payment for the transaction is recorded for reconciliation purposes.				

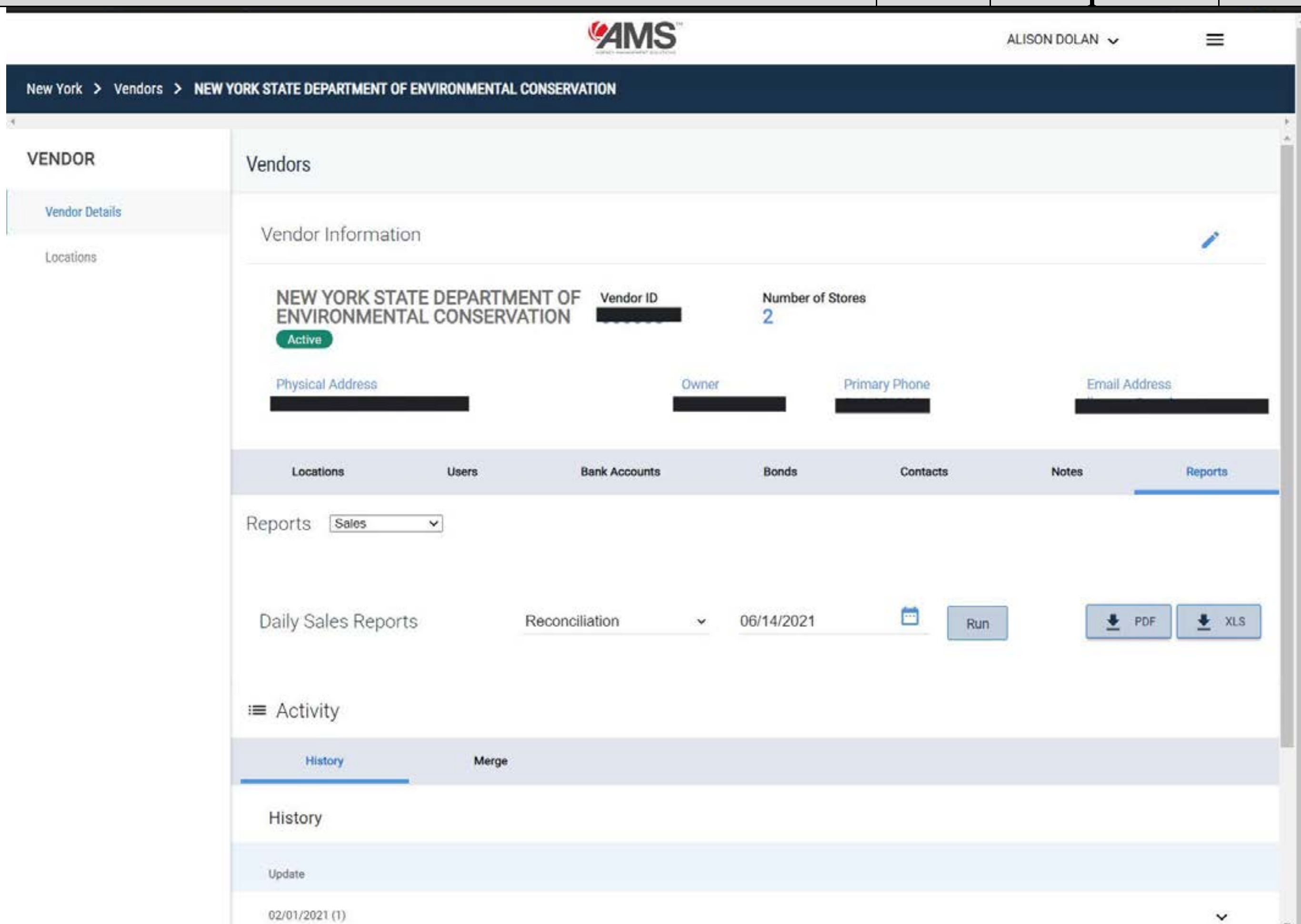
FUN #	**Agent Sales**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-045 **Section VII.G.2**	A. Identify the tender types the POS module accepts for the following: 1. Internal Sales Channel 2. External Sales Channel	X			
	Bidder Response: The tender type is configurable by location class in the AMS system and can apply to both Internal and External Sales Channels, or only one sales channel. Location Class is also a configurable designation that you can add to each location for easy grouping of similar agents. For example, State Office, County Office, General Agent, Large Agent, Small Agent, etc. The class is completely configurable by you, and the tender types that can be used at each class is also configurable.				

FUN #	**Agent Sales**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-046 **Section VII.G.2**	A. Describe the system POS nightly reconciliation process with applicable reports for the following: 1. Internal Sales Channel 2. External Sales Channel	X			
	Bidder Response: The daily sales are available at both the agent and individual location level. They are available on the admin screens, and vendor pos screens in the same format, and can be configured to be sent to as many email addresses as you wish automatically. The daily sales can be broken down by the transaction, order, customer, user, and tender type.				

Attachment A

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

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	As shown below clicking on the filters dynamically updates the Daily Sales Reports and they are exportable to .XLS and .PDF 				

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
					

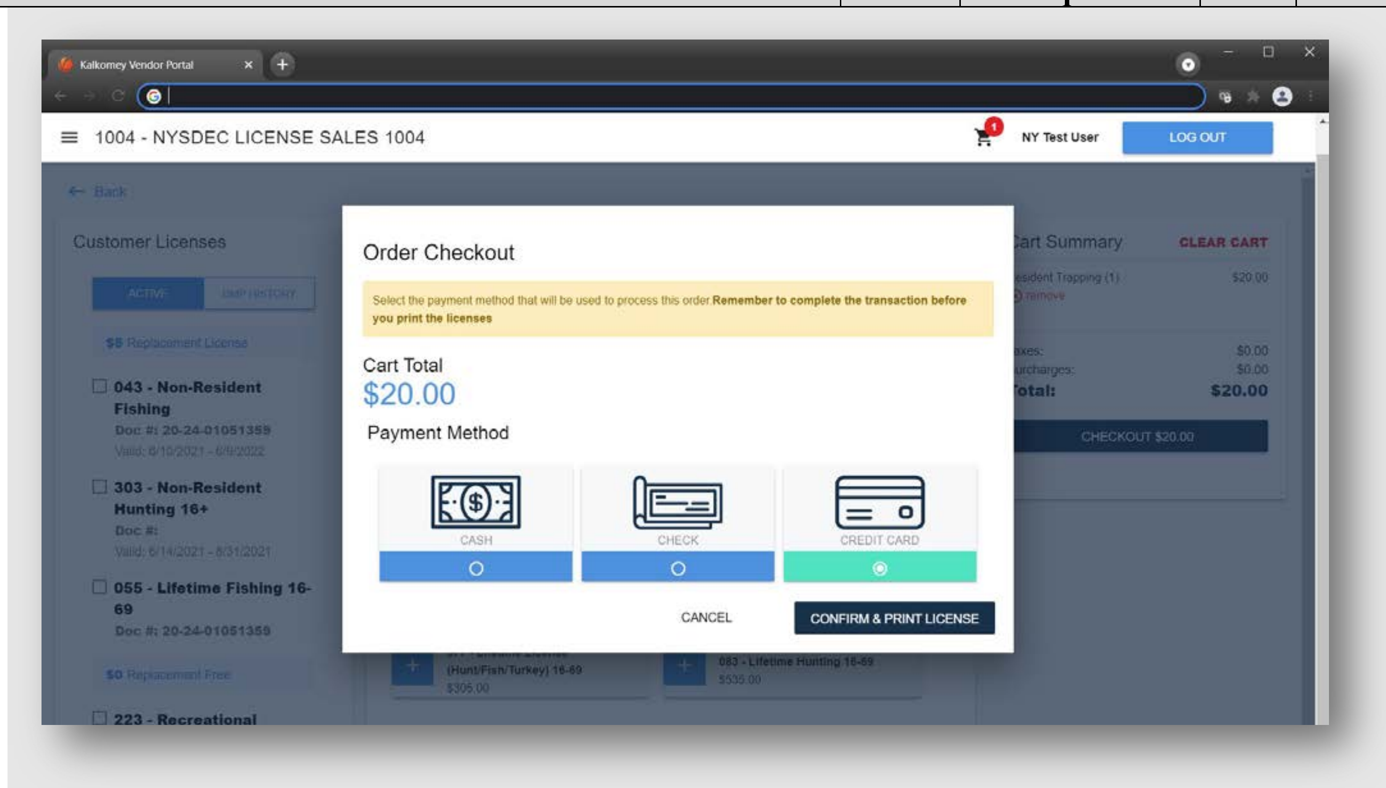
FUN #	Agent Sales	Yes	Customization Required	No	Alternate

Vendor: NEW YORK STATE DEPARTMENT OF ENVIRONMENTAL CONSERVATION
Report: Sales
Date: 06/11/2021

Sales Rep	Transaction Date	Type	Transaction Number	Order Number	DEC ID	Client Name	Product Name	Qty	Payment	Gross Total	Vendor Commission	State Amount	Transaction Total
[redacted]	06/11/2021 8:18AM EDT	Sale	65998840	[redacted]	[redacted]	[redacted]	Recreational Marine Fishing Registry	1	Cash	$0.00	$0.00	$0.00	$0.00
[redacted]	06/11/2021 8:19AM EDT	Sale	65998846	[redacted]	[redacted]	[redacted]	Recreational Marine Fishing Registry	1	Cash	$0.00	$0.00	$0.00	$0.00
[redacted]	06/11/2021 10:35AM EDT	Sale	65999558	[redacted]	[redacted]	[redacted]	Lifetime License (Hunt/Fish/Turkey) 0-4	1	Credit Card	$380.00	$0.00	$380.00	$380.00
[redacted]		**Subtotal**								**$380.00**	**$0.00**	**$380.00**	
[redacted]	06/11/2021 10:44AM EDT	Sale	65999619	[redacted]	[redacted]	[redacted]	Lifetime License (Hunt/Fish/Turkey) 14-15	1	No Payment	$0.00	$0.00	$0.00	
[redacted]	06/11/2021 10:44AM EDT	Sale	65999619	[redacted]	[redacted]	[redacted]	Back Tag	1	No Payment	$0.00	$0.00	$0.00	$0.00
[redacted]	06/11/2021 10:44AM EDT	Sale	65999619	[redacted]	[redacted]	[redacted]	Replacement License	1	No Payment	$0.00	$0.00	$0.00	
[redacted]	06/11/2021 10:44AM EDT	Sale	65999619	[redacted]	[redacted]	[redacted]	Replacement Free	1	No Payment	$0.00	$0.00	$0.00	$0.00
[redacted]	06/11/2021 10:50AM EDT	Sale	65999666	[redacted]	[redacted]	[redacted]	Replacement Lifetime Permanent Card	1	No Payment	$0.00	$0.00	$0.00	$0.00
[redacted]		**Subtotal**								**$0.00**	**$0.00**	**$0.00**	
		Transactions Total								**$380.00**	**$0.00**	**$380.00**	
		Subtotal							**Cash**	**$0.00**	**$0.00**	**$0.00**	
		Subtotal							**Credit Card**	**$380.00**	**$0.00**	**$380.00**	
		Subtotal							**No Payment**	**$0.00**	**$0.00**	**$0.00**	
		Payment Type Total								**$380.00**	**$0.00**	**$380.00**	
		Adjustments Total										**$0.00**	
		Daily Total										**$380.00**	

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-047 **Section VII.G.2**	A. Describe the system POS print/reprint process after a transaction is completed to include: 1. Internal Channel processed permit. 2. External Channel processed permit.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* During product configuration, NGPC uses the Administrative interface to assign each product a print document template, selecting the desired option from a drop-down menu of templates created during implementation or added as needed.				

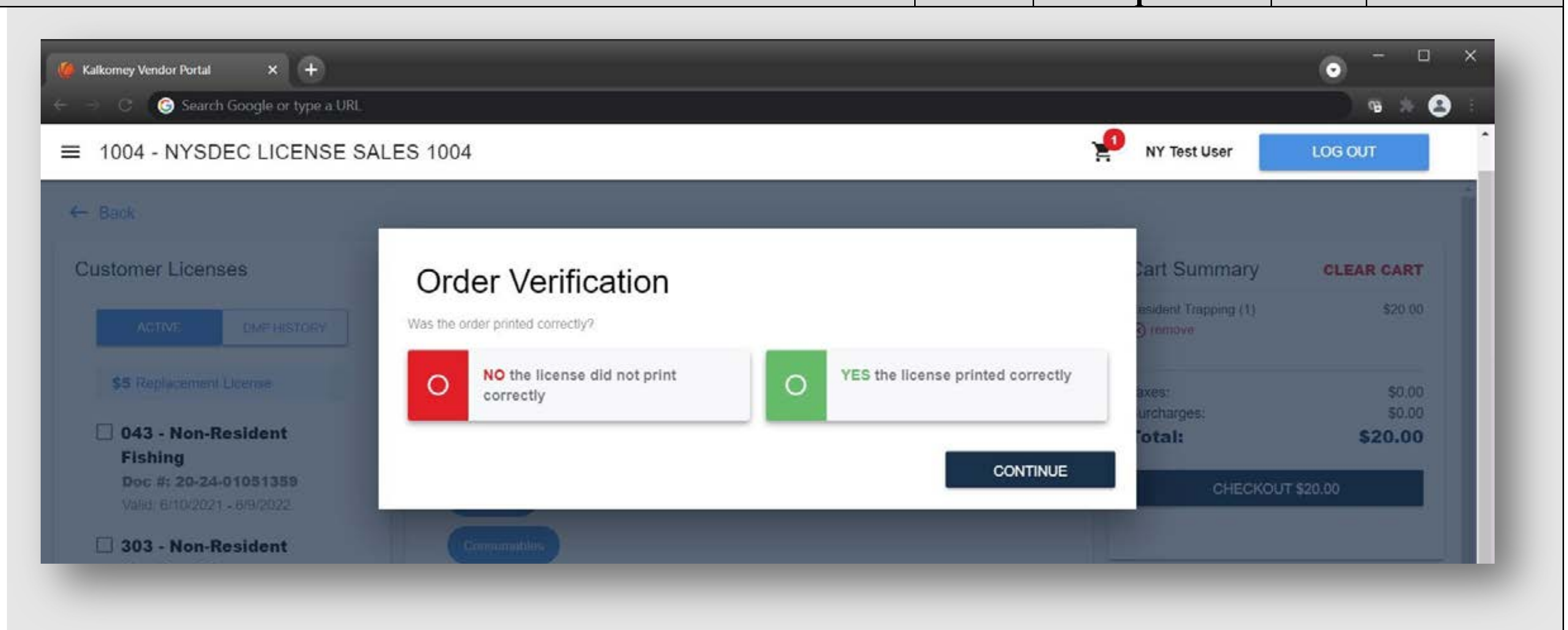
FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	When the transaction is ready to be printed by the Internal or External Agent, print options are displayed. These options may be different for Internal and External Agents, or even among agent classes. Depending on your business rules for the products included in the transaction, the purchases may be: · printed immediately, and/or · emailed to the customer in electronic format (typically with the receipt), or · printed in temporary format (paper or sent electronically) for use until the official document is fulfilled by mail. In the sample below, the user simply verifies the order and hits “print”; no print options are offered in this example.				

<table>
<tr><th>FUN #</th><th>Agent Sales</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td>

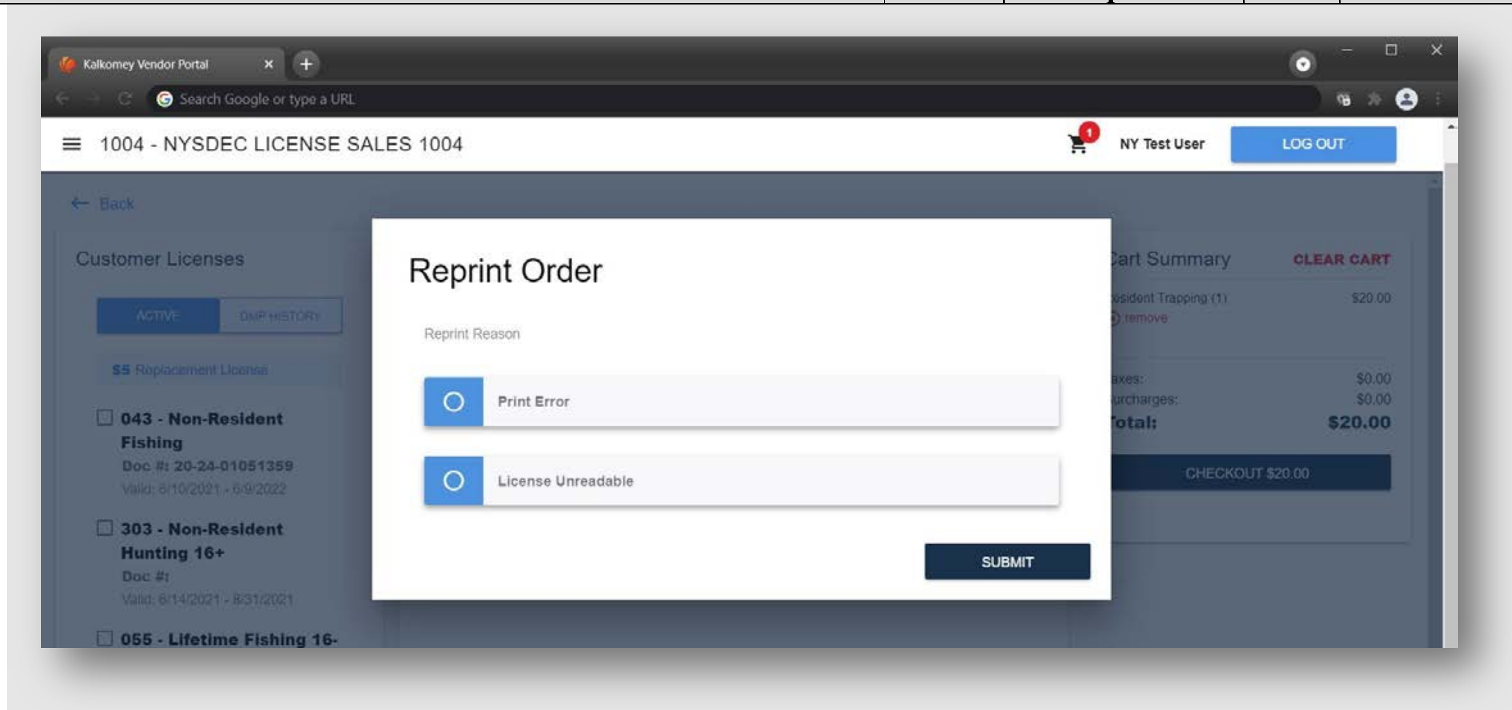
The sales flow asks the user to confirm that the transaction successfully printed, and if not, the user is asked for the reason a reprint is necessary. NGPC can configure the reprint reasons, or you may choose not to collect this information.</td><td></td><td></td><td></td><td></td></tr>
</table>

Attachment A

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

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
					

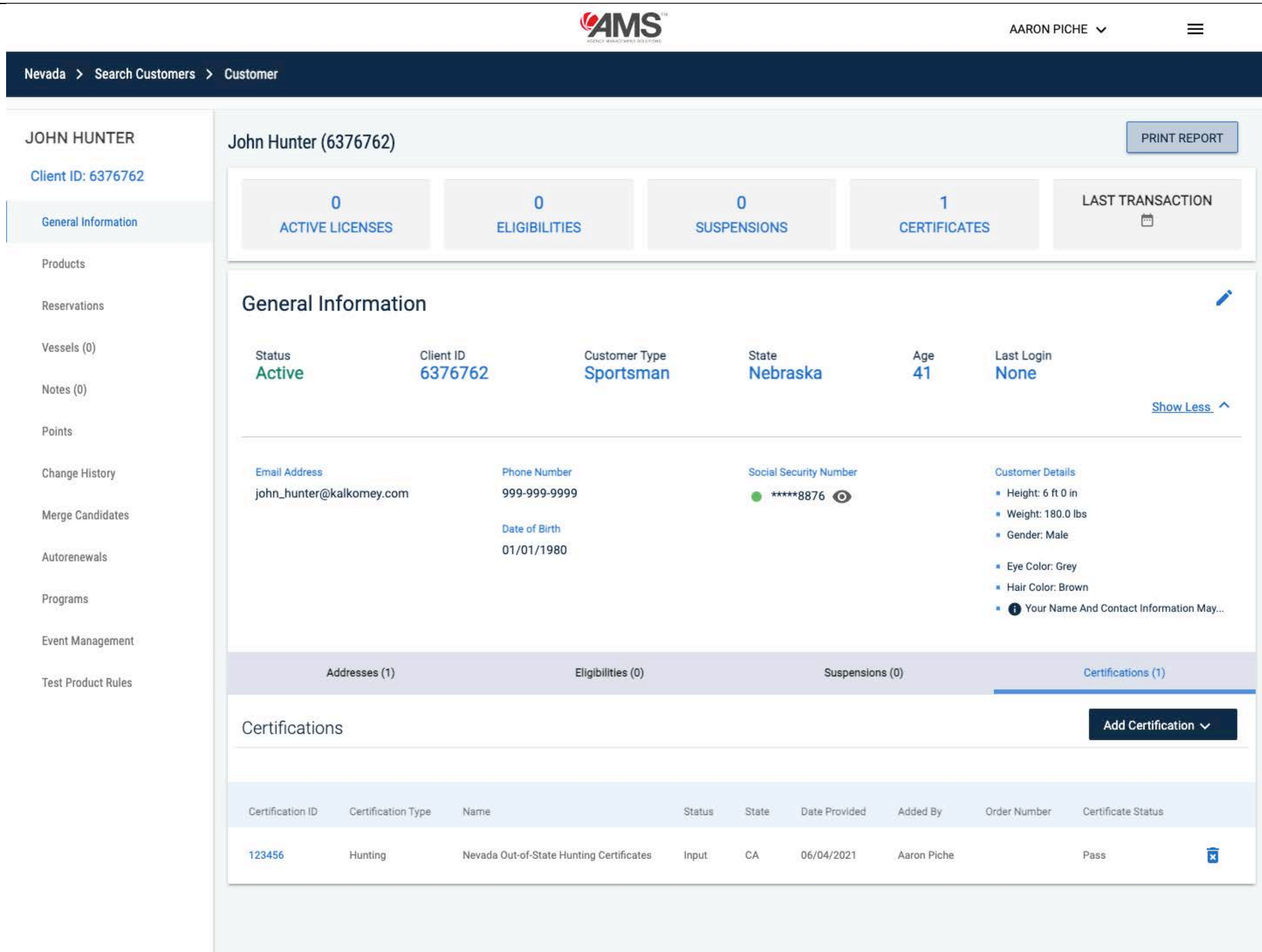
FUN #	Agent Sales	Yes	Customization Required	No	Alternate



Receipts are configurable to meet NGPC requirements and can be printed and/or be emailed to the customer. The customer can be given these options for receiving receipts or NGPC can prescribe. Typically, AMS immediately emails a purchase confirmation/receipt to the customer, which can include a digital copy of the permit if appropriate.

Receipt emails can be customized to reflect your style guidelines, and specific content such as notes and alerts can be configured to be included. Email volume is unlimited and subject to your rules regarding customer opt in/out of specific categories of communications from NGPC.

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-048 **Section VII.G.2**	A. Describe how the system POS allows an Agent to assess hunter education status on a customer profile.	X			
	Bidder Response: The entire customer profile is displayed to the agent after lookup and prior to license selection. Included in this customer information is any current education (certifications). The agent is able to add additional education information at this point, or may add education after selecting a license that requires education on the license selection page. Below you will see that our test user John Hunter has one certificate.				



AMS
AARON PICHE
Nevada > Search Customers > Customer
JOHN HUNTER
Client ID: 6376762
General Information
Products
Reservations
Vessels (0)
Notes (0)
Points
Change History
Merge Candidates
Autorenewals
Programs
Event Management
Test Product Rules
John Hunter (6376762)
PRINT REPORT
0 ACTIVE LICENSES
0 ELIGIBILITIES
0 SUSPENSIONS
1 CERTIFICATES
LAST TRANSACTION
General Information
Status Active
Client ID 6376762
Customer Type Sportsman
State Nebraska
Age 41
Last Login None
Show Less
Email Address john_hunter@kalkomey.com
Phone Number 999-999-9999
Date of Birth 01/01/1980
Social Security Number *****8876
Customer Details
Height: 6 ft 0 in
Weight: 180.0 lbs
Gender: Male
Eye Color: Grey
Hair Color: Brown
Your Name And Contact Information May...
Addresses (1)
Eligibilities (0)
Suspensions (0)
Certifications (1)
Certifications
Add Certification
Certification ID | Certification Type | Name | Status | State | Date Provided | Added By | Order Number | Certificate Status
123456 | Hunting | Nevada Out-of-State Hunting Certificates | Input | CA | 06/04/2021 | Aaron Piche | | Pass

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-049 **Section VII.G.2**	A. Describe how the system POS reflects revoked profiles to the Agent.	X			
	Bidder Response: The AMS POS application is designed to support vendors to serve the public in a repeatable, positive interaction regardless of their tenure at their location. In support of this, we do not display revocation information to the agent in the POS interface. Instead, we display this information in the Administrative portal for NGPC Admins. From this interface the Agent can make a sale. The primary sales interface- AMS POS only references revocations at the point where a license is selected for which the customer is not eligible. At this point in the sales flow, the agent is given a generic error message that communicates that the customer is not eligible to purchase that particular license. These messages are configurable and can include the agency location and phone number to follow up with. We do this to avoid having the External Agent have to answer difficult questions to customers about revocations and suspensions.				

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-050 **Section VII.G.3**	A. Describe how the system POS refunds a transaction.	X			
	Bidder Response: Currently AMS allows External Agents to refund a transaction if:				

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	• the original transaction was completed by the agent that is giving the refund and • the refund is given within the time frame designated by NGPC. The time limit is configurable by NGPC. This refund process ensures that NGPC business rules are followed and that the agent's ACH/EFT totals are accurate. AMS is moving toward an option for clients to allow an agent to "refund" (more accurately "reissue") a transaction completed by a different agent, if that is desired functionality. In general terms, the AMS back-end handles the financial processing to appropriately account for fees refunded to the customer by the agent who did not collect fees originally.				

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-051 **Section VII.G.4**	A. Describe how the system POS accesses frequently sold permits.	X			
	Bidder Response: Our user-friendly POS prioritizes only eligible products for the customer. We have item categorization and subcategories which are configurable by the agency. We would like to discuss further requirements to accommodate this.				

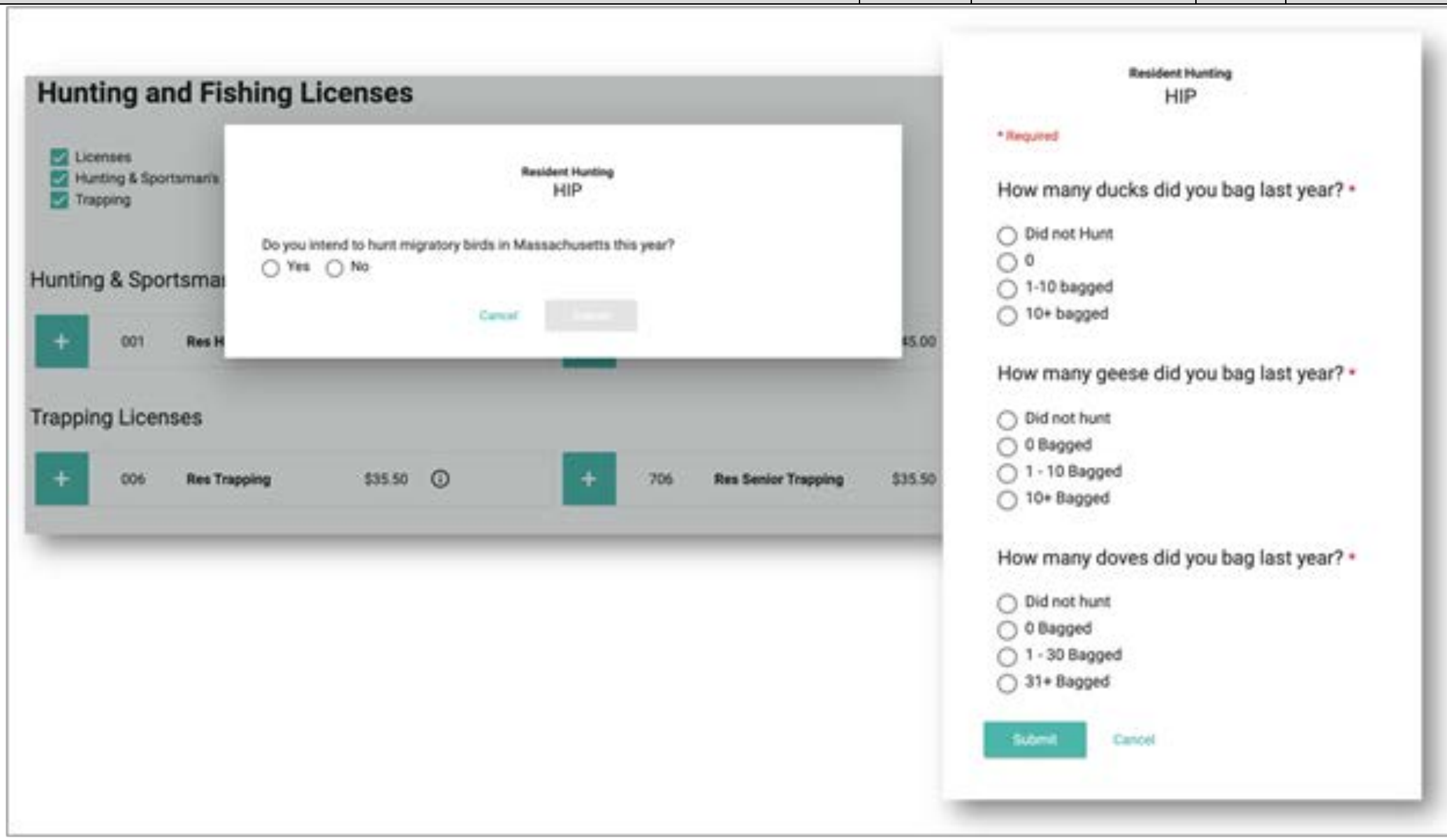
FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-052 **Section VII.G.5**	A. Describe how the system POS issues a replacement permit and how it is reflected as such.	X			
	Bidder Response: Through product configuration in the Administrative module, NGPC configures replacement functionality based on your business rules: • which products are eligible for replacement; • what the replacement fee is, if any; • through what channels and agent classes a replacement can be obtained; • the print template to be used (to clearly indicate it is a replacement); and • the fulfillment methods available. When the authorized user attempts to replace an issued product, only the customer's unexpired privileges are displayed as eligible for replacement. Other NGPC business rules related to replacement functionality will also be applied. If necessary as part of requesting a replacement the customer must certify the original was lost, or must provide an attestation, this can be included in the replacement process. At the completion of the transaction the AMS database shows in real time that the original product is now invalid/replaced and the replacement is now the valid privilege. An audit trail indicates where, when and by whom the replacement was issued.				

Attachment A

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

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-053 **Section VII.G.6**	A. Describe how the system POS allows an Agent to enter customer HIP information and issue a HIP number.	**X**			
	Bidder Response: AMS supports mandatory harvest surveys, including HIP. Authorized NGPC users can create surveys to be collected with the purchase of a product. Alternatively, surveys can be sent after the sale to all customers who purchased the associated products. Assuming the External Agent is included in the Agent Class able to sell permits that require a HIP survey, the agent is allowed to collect the information during the sale. A HIP survey administered during an External Agent sale process is shown below.				

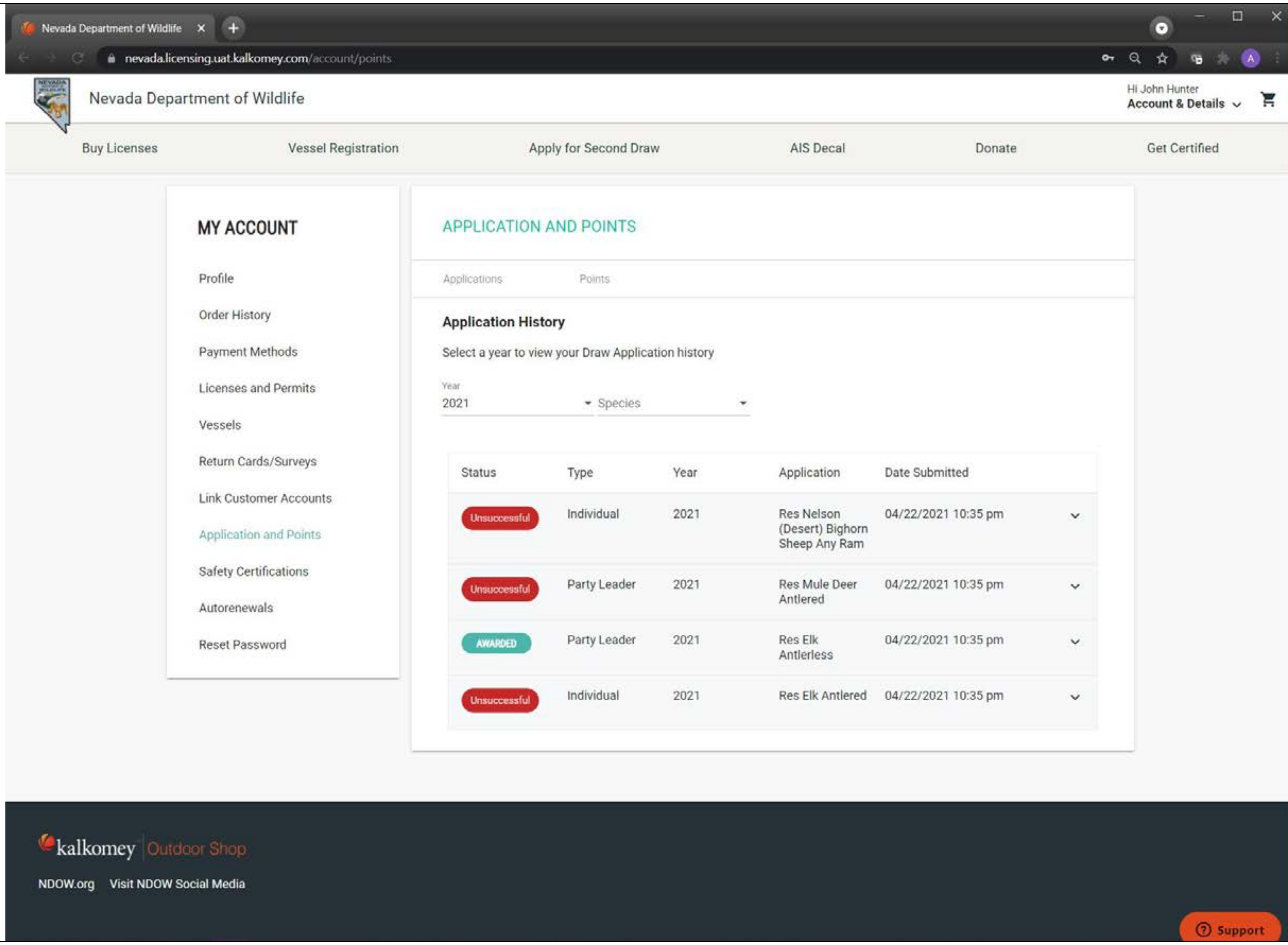
FUN #	Agent Sales	Yes	Customization Required	No	Alternate



FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	Through configuration, NGPC determines the licenses that require a HIP survey to be included and through which channels. AMS can prevent requiring a customer to complete a second survey if one is current on their file from a prior purchase. Completed HIP surveys are automatically given a unique number by AMS, and that number is associated with the product issued and the customer. In AMS, authorized NGPC users can track entered HIP data, view and update harvest information and produce a variety of reports. Survey summaries and reports can be built and exported. Additionally, Kalkomey creates, logs and uploads the Harvest Information Program report files to the U.S. Fish and Wildlife Service on behalf of NGPC. Customers can review past surveys and harvest reports in their online profile. NGPC can view harvest reports for individual customers.				

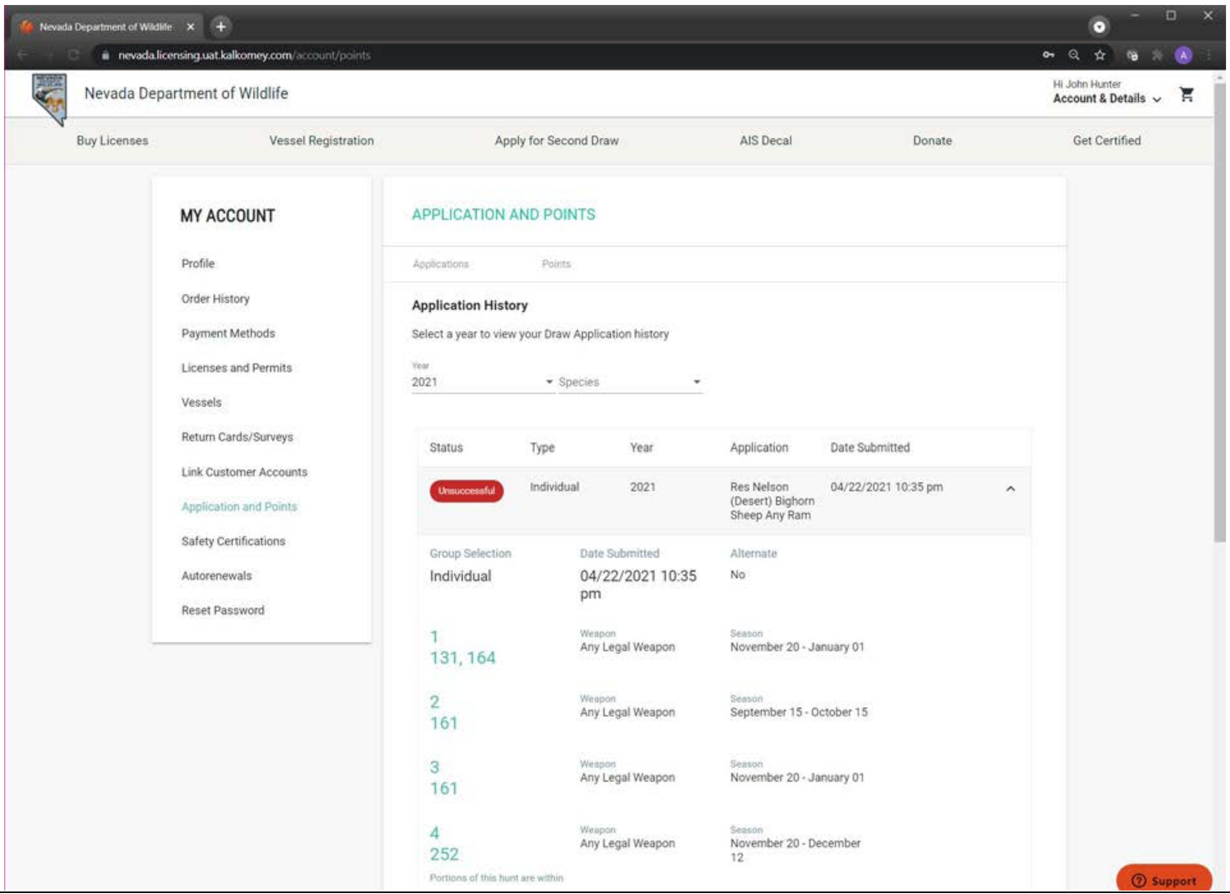
FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-054 **Section VII.G.7**	A. Describe how the system POS allows an Agent to issue a draw or lottery application to a customer.	**X**			
	Bidder Response: Through configuration settings in AMS, NGPC establishes what channels/agents are allowed to issue all items, including draw and lottery applications. Per current business rules, we understand that NGPC allows only Internal Agents to issue (accept) a draw/lottery application. AMS fully supports this through configuration. After the agent logs into the Administrative module, the AMS sales flow begins as for all products by asking the issuer to locate the customer. If the customer is not found, the agent is prompted to collect required information to create a new customer record.				

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	The application-specific process prompts the agent to collect the same information from the customer as the customer would provide if completing his/her own application through the Internet/Mobile channel. The sales workflow is the same. Fee collection may differ from the self-service website if, for example, Internal Agents can accept cash, which is not a payment type for the self-service customer. With AMS real-time processing, the customer is able to log into their online account to see the application transaction immediately after it has been completed. The customer also has access to their full application history as shown below.				



Nevada Department of Wildlife
nevada.licensing.uat.kalkomey.com/account/points
Nevada Department of Wildlife
Hi John Hunter
Account & Details
Buy Licenses
Vessel Registration
Apply for Second Draw
AIS Decal
Donate
Get Certified
MY ACCOUNT
Profile
Order History
Payment Methods
Licenses and Permits
Vessels
Return Cards/Surveys
Link Customer Accounts
Application and Points
Safety Certifications
Autorenewals
Reset Password
APPLICATION AND POINTS
Applications
Points
Application History
Select a year to view your Draw Application history
Year
2021
Species
Status
Type
Year
Application
Date Submitted
Unsuccessful
Individual
2021
Res Nelson (Desert) Bighorn Sheep Any Ram
04/22/2021 10:35 pm
Unsuccessful
Party Leader
2021
Res Mule Deer Antlered
04/22/2021 10:35 pm
AWARDED
Party Leader
2021
Res Elk Antlerless
04/22/2021 10:35 pm
Unsuccessful
Individual
2021
Res Elk Antlered
04/22/2021 10:35 pm
kalkomey
Outdoor Shop
NDOW.org
Visit NDOW Social Media
Support

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

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	Here is one of the user’s submitted application expanded: 				

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-055 **Section VII.G.8**	A. Describe how the system POS allows an Agent to check in Harvest Data.	X			
	Bidder Response: In AMS, NGPC determines what products each agent is permitted to sell and what harvest reports can be collected. This is accomplished by configuring Agent Classes as described in response to FUN-018. NGPC will create an Agent Class that includes the ability to check-in harvest data. All agent locations in the class can check-in harvest data and other agents cannot. If all types of harvest reports are not to be collected by the same set of agents, NGPC can create more than one Agent Class, although any agent you choose may be in more than one class. At the individual agent level, role packages established by NGPC can include a role package for harvest check-in, if desired. External Agents authorized to check-in harvests may wish to limit which users can conduct check-in so NGPC has the ability to create agent role packages that do/do not authorize this activity.				

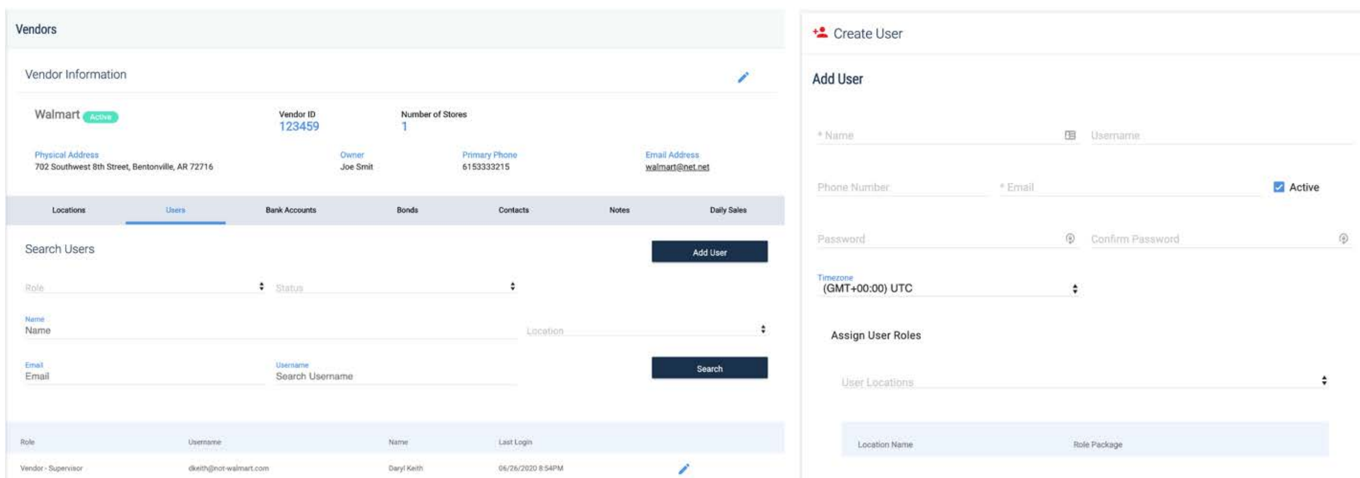
FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-056 **Section VII.G.9**	A. Describe how the system POS allows an Agent to manage the user ids and password of the location's clerks.	X			
	Bidder Response:				

<table>
<tr><th>FUN #</th><th>Agent Sales</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td>

The AMS Vendor application allows for location and user management. Authorized users may also manage vendor location users. Typically, a store supervisor is set up this way and then the supervisor is trained on how to manage their own users from within AMS Vendor (see below).

To add a user to a vendor, first the vendor must be created and then the vendor location. It is possible to assign multiple locations to a single vendor user. The vendor account record is selected and then a user is added.

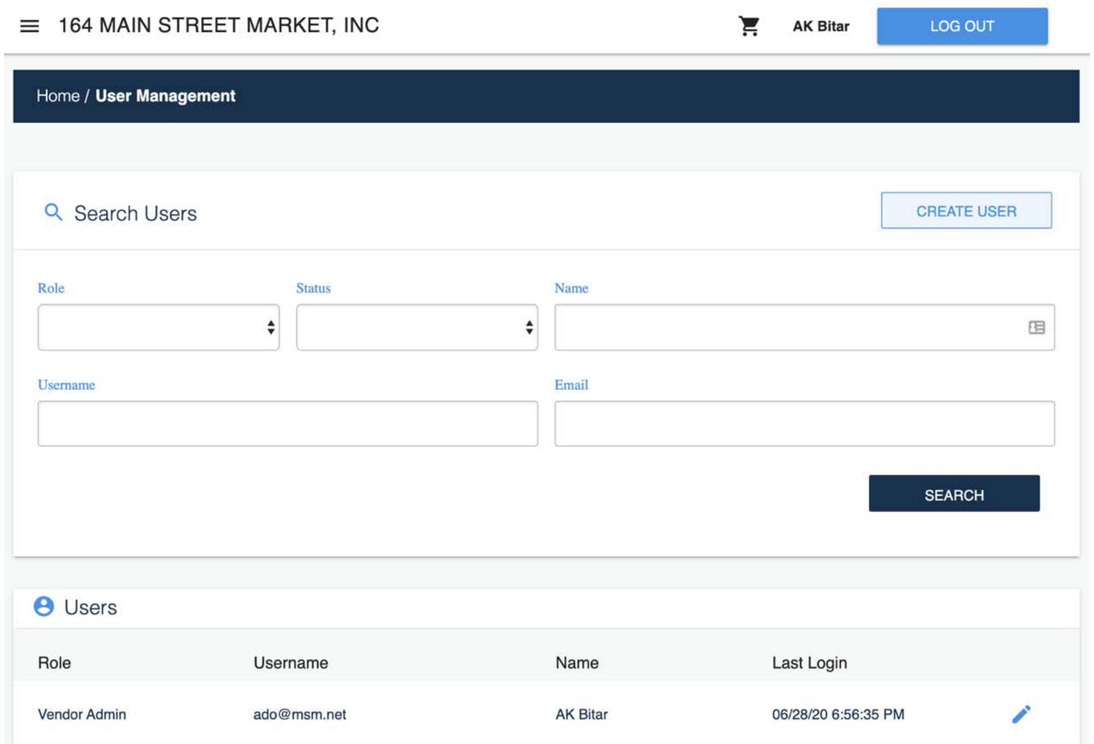
As you see below, a vendor has one or more locations, and each location may have their own set of users. It is perfectly reasonable for most vendors to have a single location while some major vendors will have many locations.

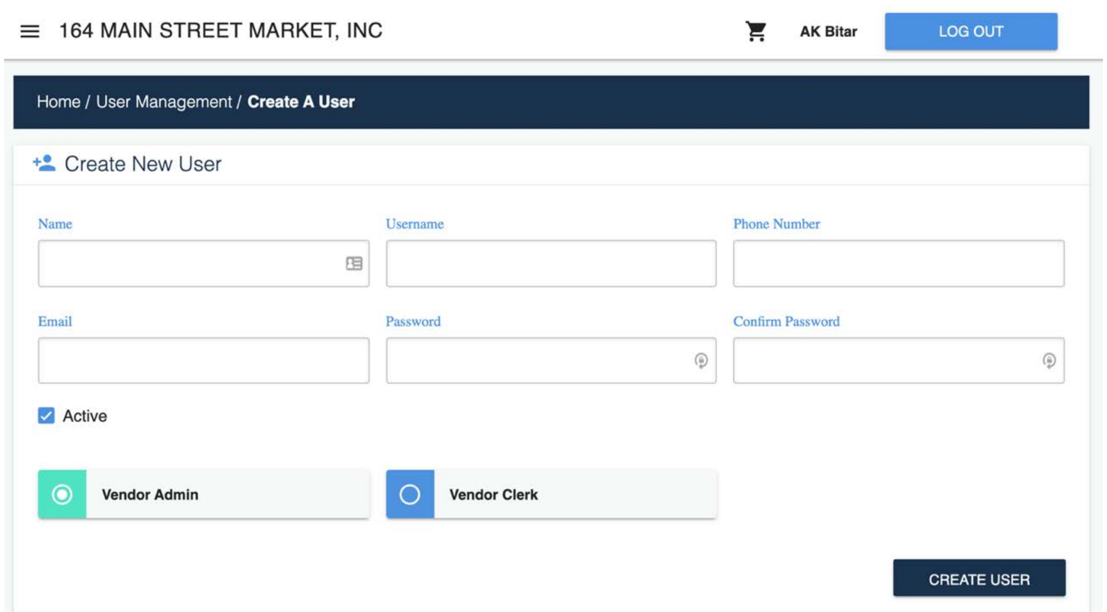


</td><td></td><td></td><td></td><td></td></tr>
</table>

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	Once again, the user administrator provides basic details about the user account they need to create and assign details such as location to the user account. Role packages are also assigned, and the vendor user account will be established. Vendor users have the ability to manage their own users in AMS Vendor. This self-service reduces the amount of time Administrators spend on user creation and password resets.				

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

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	 The user creation process for a vendor is very streamlined. Role packages are limited to those that have been given by a NGPC vendor account administrator.				

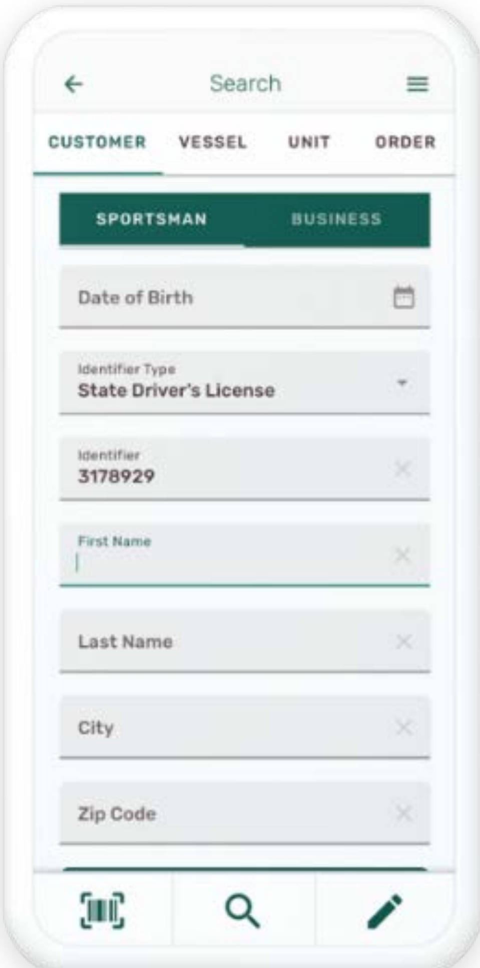
<table>
<tr><th>FUN #</th><th>Agent Sales</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td>

A vendor with permission to create users may enter basic user details and select from available role packages. Here, only two role packages are available, but more may be created as NGPC identifies the need.
User accounts can be deactivated by authorized personnel at any time. A report may be added to AMS Analytics that shows all inactive user accounts and when they were created and deactivated. </td><td></td><td></td><td></td><td></td></tr>
</table>

FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
FUN-057 **Section VII.H**	A. Describe the system's law enforcement module functionality.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* NGPC configures Law Enforcement authorization to access all necessary data in AMS and to all required interfaces. When not using the mobile app, a Law Enforcement officer is an Administrative user with permissions determined by NGPC. This avoids the need for a separate Law Enforcement module and ensures easy access to integrated data by all authorized users. Through the Administrative interface, authorized law enforcement personnel can access data: · imported from external sources (Interstate Violator Compact, Child Support Compact, etc.), · from Law Enforcement Division's database, · from within AMS, such as HIP, education certifications, and all customer information. Investigatory capabilities and reporting needs are fully supported by AMS, including access to configured standard reports and AMS' Analytics ad hoc capabilities.				

FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
FUN-058 **Section VII.H**	A. Describe the system's law enforcement module mobile functionality.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* Kalkomey offers AMS' LEO (Law Enforcement Officer) application to meet NGPC requirements. This is an installed mobile application for both iOS and Android devices. Using a smart phone (not provided by Kalkomey) the law enforcement officer				

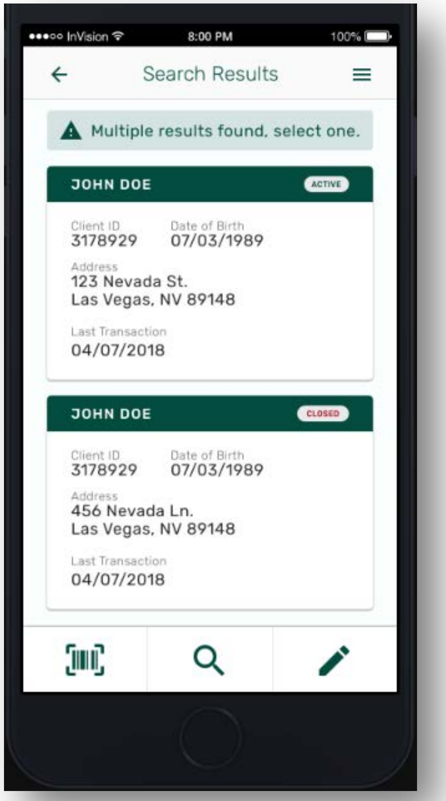
FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
	can view AMS customer profiles, transaction details, permit privileges, limited hunt applications and award results, and other details necessary to conduct their duties in the field. AMS is configurable to accommodate changes in policies, rules, procedures, regulations and laws. Kalkomey provides support, maintenance and enhancements to the LEO app throughout the contract. Below we provide an overview of current functionality.				

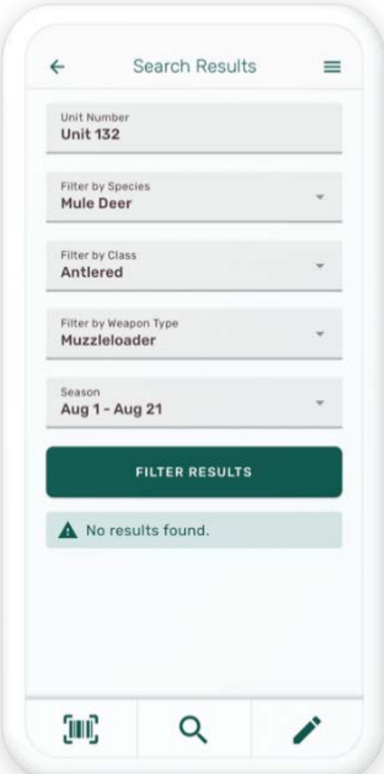


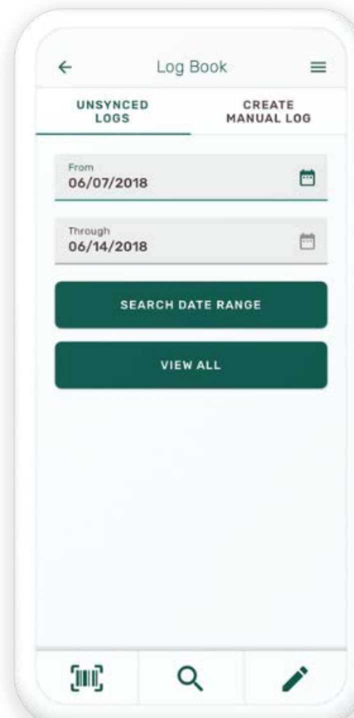
LEO application workflows have been optimized for speed, usability and reliability. Once an officer has provided their AMS system login credentials, they are allowed to set up both fingerprint and facial recognition logins (depending on device), as well as a PIN login, to make future logins quick and easy.

NGPC configures Law Enforcement user authorization to access all necessary data in AMS. When the user has logged in, the LEO application supports barcode scanning of both AMS issued documents and all state-issued driver's licenses. This scan retrieves the customer record from the AMS database, either through a live connection in areas of connectivity or from a cached database on the device in remote areas without connectivity.

Field officers also have the option to perform searches by customer name, date of birth, address or identification number, as well as by order number, or other parameters stored on the customer record.

FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
	When connected for a data search, the officer sees real time data from the server. The customer record is presented in an intuitive interface that displays each component of a customer record in individual tabs. Each tab and the data cards displayed can be selected to view more detailed information. No matter how deep into the data the officer explores, the main interface retains clear links back to the customer record overview and the other tools available in the application. Note that Customer Number is the default identifier, but the type of identifier may be changed by tapping on the Identifier field and selecting another.				

FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
	 The LEO application has a big game hunter location search feature. This allows officers to select their patrol area (e.g. county, hunt unit, wildlife management area) and the application presents a list of all hunters with active permits to hunt in that selected area. This allows the officer to effectively plan their patrol and expected number of contacts, as well as quickly determine if a contacted hunter is licensed to hunt in the area. Patrol areas are configurable in AMS to match the configuration settings for license and hunt permit products.				

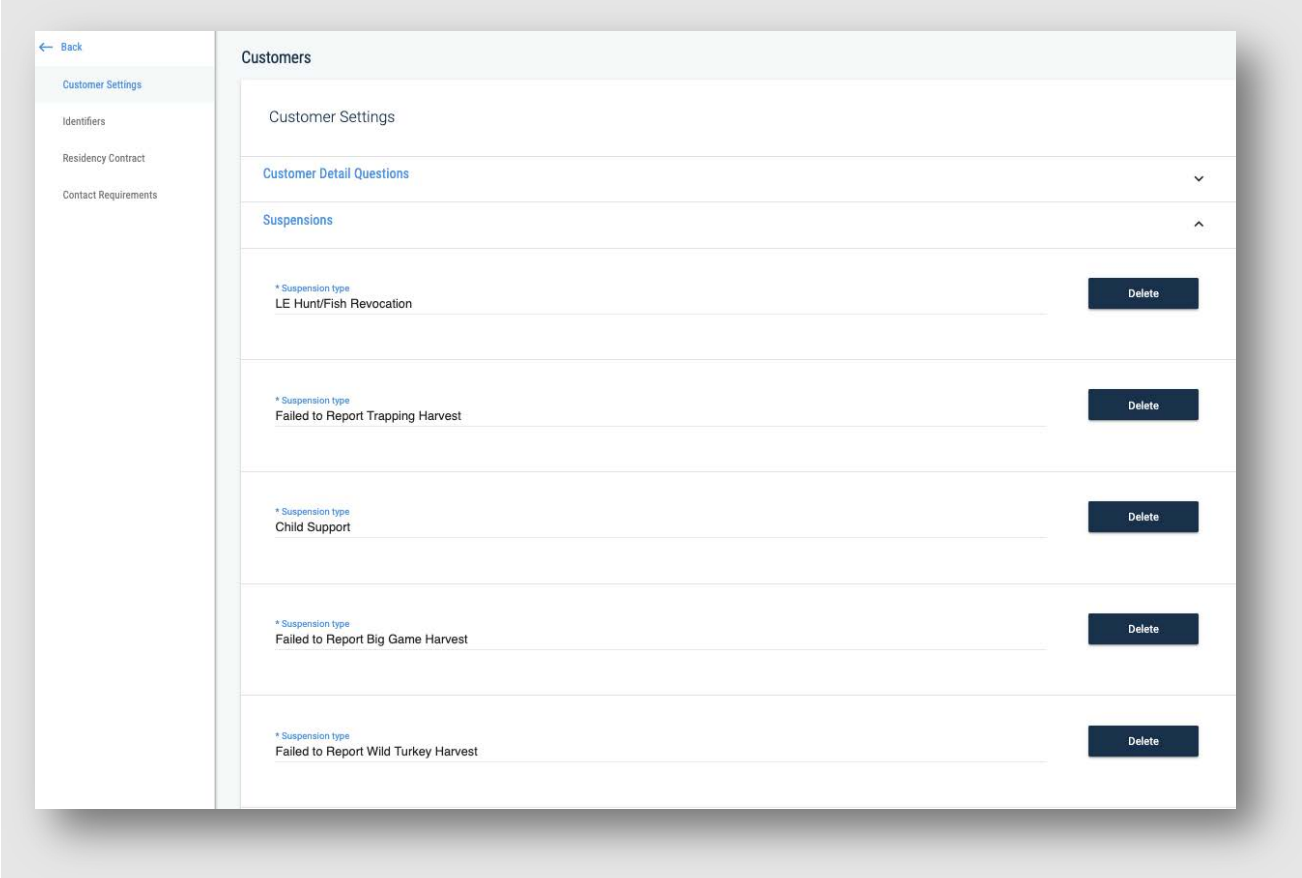
FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
	The LEO application includes a full field contact log feature. A log record of each search performed by the officer, automatically recording the time and date of the search and where the officer was located when the search was performed. The officer also has the ability to create manual logs. Log entries can be annotated with images and notes to document field interactions, investigation details and other data relevant to the officer's duties. Officer logs are automatically synced whenever the application detects connectivity with AMS. Log entries can be searched, sorted and exported from the AMS administrative interface to facilitate efficient field contact reporting back at NGPC offices. The LEO application supports full offline capabilities. Officers can download the active customer database to the local device prior to heading out into the field. Only customers with active privileges are downloaded in order to reduce data volume and ensure maximum performance in the field. The download currently takes around 30 seconds on WiFi for 300K active customers and their associated permits. Once downloaded the officer can use the application anywhere, with or without cellular coverage. Results from data downloaded on the local device are displayed in the same way as real-time results are displayed when connected to the server.				

Attachment A

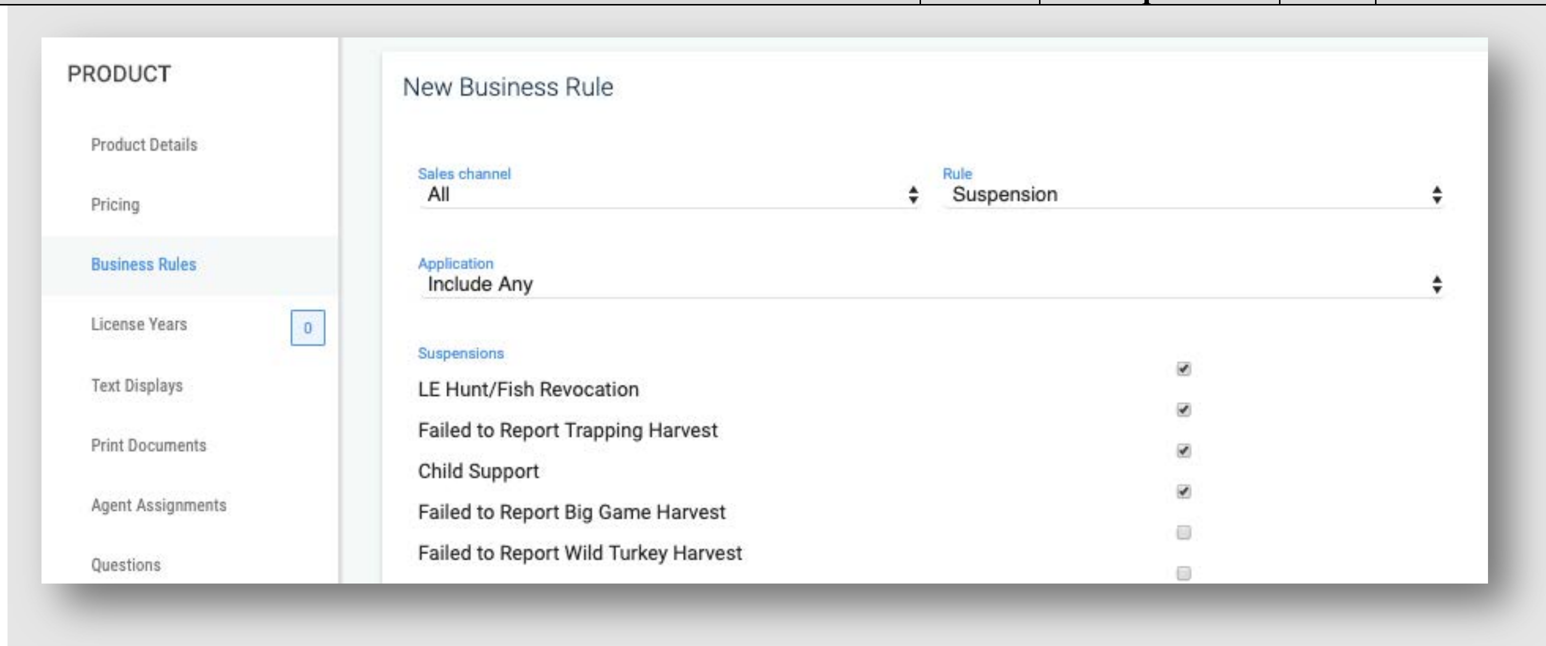
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
FUN-059 **Section VII.H**	A. Describe how the system's law enforcement module views customer profile revocations.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* Enforcement blocks are controlled by Suspensions applied to customer records. Through the Administrative module, NGPC configures suspension types in the customer profile settings. You can edit suspension types as needed.				

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

<table>
<tr><th>FUN #</th><th>Law Enforcement Module</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td colspan="5">


Suspensions are then added to a product's business rules. This allows authorized users to efficiently manage the behavior of each suspension type based on the product(s) it is applied to, rather than the suspension itself. In other words, NGPC could configure one suspension that applies to many products rather than a specific enforcement block for each product.
</td></tr>
</table>

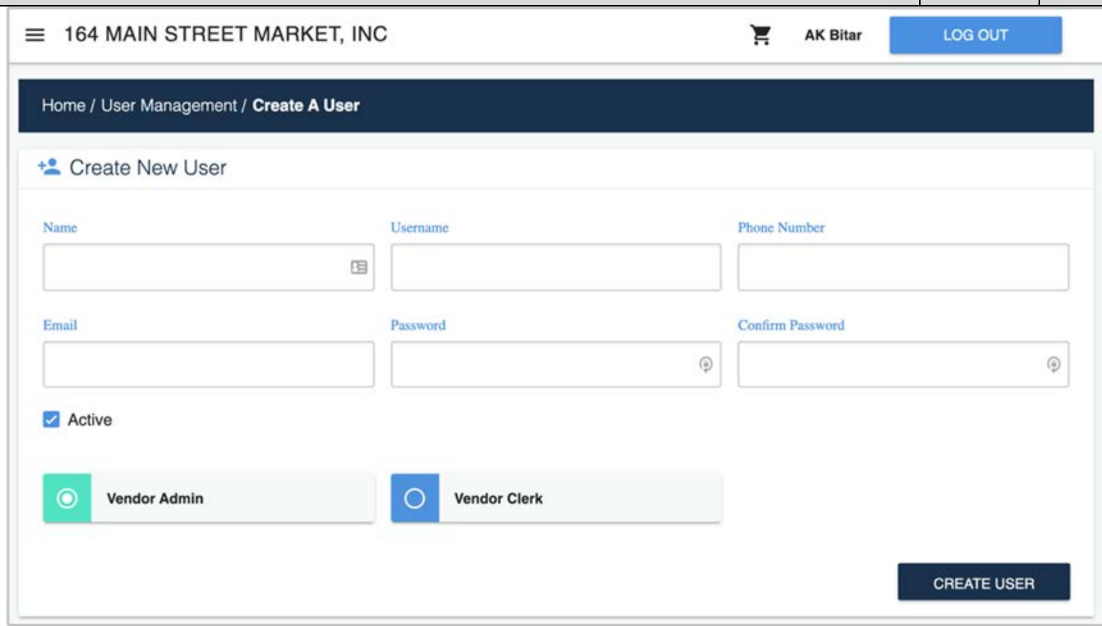
FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
	 Suspensions can be configured so a customer with an active suspension is not shown any prohibited privileges during a sales transaction. Alternatively you may choose to show the prohibited privilege, but if the customer attempts to purchase a blocked item a warning and/or other message (such as "contact NGPC") would appear and the purchase could not be made. Customers can be suspended (i.e., an enforcement block placed) by adding the appropriate Suspension to the customer record through the Administrative interface. In this way, Law Enforcement and other authorized users access the information easily in the Customer Profile.				

FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
	Suspensions can be set to start and expire on specific dates and can require remedial education prior to being lifted. Suspensions also include a Comments field for detailing the circumstances of the suspension, referencing law enforcement case numbers or providing other useful information. While we offer the LEO App specifically for Law Enforcement Officers (FUN-058), there is not a separate Law Enforcement module in AMS (FUN-057). Through permissions, NGPC grants Law Enforcement access to the Administrative module and reporting features in AMS. In most cases Law Enforcement officers are granted "super user" authority. Through the Administrative interface, Law Enforcement and other authorized users can add detailed notes to a customer record. Notes can be used for any reason by any authorized user, such as describing a customer support interaction, flagging an account as having a history of failed payment methods, or providing investigation case notes that are only visible to law enforcement personnel. Notes can be flagged as **Alert**, which forces the information to display on the screen as soon as the customer record is accessed. This warns all users of important customer information or action that needs to occur before any further action is taken with this customer. Notes can also be flagged as **Restricted**, which makes the Note only visible to users with the appropriate permissions – a particularly useful feature for Law Enforcement officers. Notes can include attached documents and can be set to expire on a given date. Expired or archived notes are never deleted from AMS but are removed from the Administrative interface when expired or deleted by NGPC as no longer needed.				

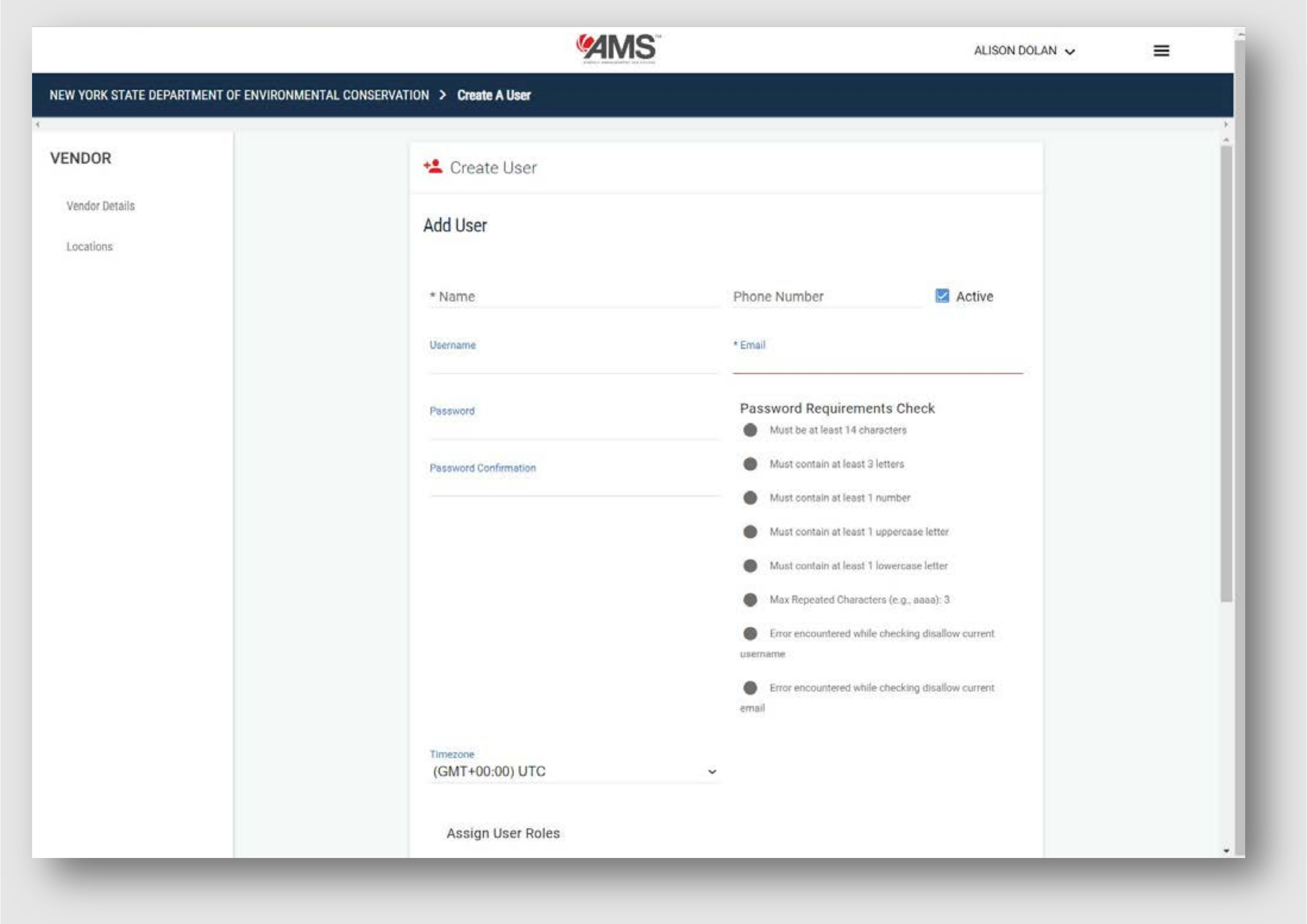
FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
FUN-060	A. Describe how the system's law enforcement module ties to the Interstate Wildlife Compact database.	X			
	Bidder Response:				

FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
Section VII.H	AMS connects to the Interstate Wildlife Violator Compact Database on a nightly basis. If any of the day's sales return a matching violation, they are flagged in a daily report. When a Law Enforcement officer searches the LEO application they can quickly and easily view all previously flagged violators.				

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-061 **Section VII.I.1**	A. Describe how the system provides External Agents the ability to manage active account access at the corporate and individual store locations.	**X**			
	Bidder Response: External Agent accounts are authorized and managed by NGPC through the Administrative module. NGPC controls the role packages that are available to users at an agent location. Once NGPC activates the agent in AMS, the agent can designate a user with permission to create other local users. The External Agent training curriculum includes instructions on how to manage local users – create new, change level of access and delete. For an agent with one or more sales locations, each location has their own set of users. It is possible to assign multiple locations to one agent user. The agent administrative user logs into the AMS Agent application using their own secure login credentials. To create local users, the agent administrator provides basic details for the user account and selects from available role packages that NGPC chooses to offer. Role packages designate what actions the local user can access. For example the user may be granted a 'manager' role with full access to all local administrative reports and functions, or a 'clerk' role that is limited to conducting sales and viewing their own sales reports. In the example below, only two role packages are available, but NGPC may create others.				

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
					

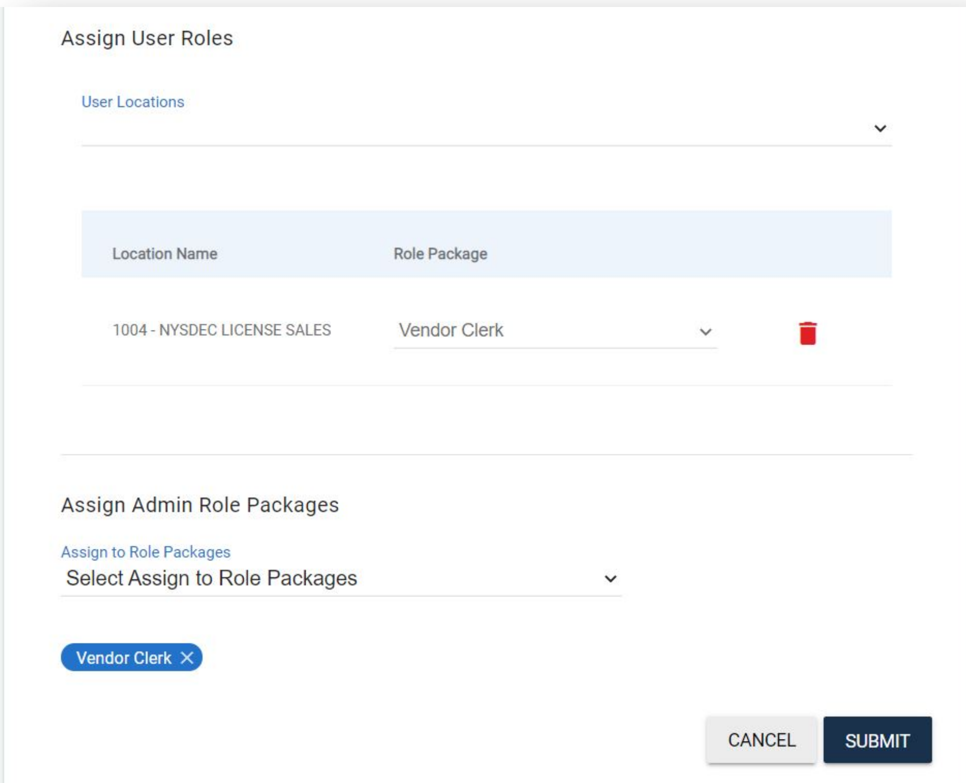
FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-062	A. Describe how an External Agent logs into the system.	X			
Section VII.I.1	Bidder Response: The authorized External Agent user logs into the AMS Agent application using their own secure login credentials.				

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
					

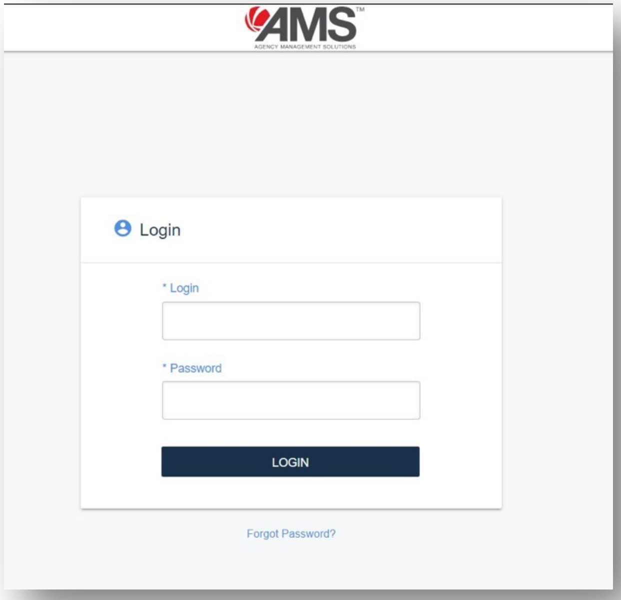
Attachment A

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

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate



Role packages for External Agents can include both Corporate and Location levels of permissions.

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
	If a user loses or forgets their password, they can reset it with the "Forgot Password" link on the login screen. After clicking on the link, AMS asks the user for the email address associated with the user account. The email sent to the user contains a link for resetting their own password. The screen can also display information on who the user contacts to initiate the password reset process on their behalf (such as NGPC administrative user and/or Kalkomey customer service). User logins and passwords in AMS are further discussed in response to FUN-033. 				

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.	X			
Section VII.I.1	Bidder Response:				

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
	NGPC creates each agent in AMS and controls all aspects of agent behavior and participation. Authorized administrative users enable the agent to login, depending on your agent qualification process and training requirements. Once activated, NGPC has the ability to de-activate the agent. NGPC business rules determine if you permanently deny privileges or suspension agent participation for a specified time period until re-activated. In lieu of completely disabling an agent, you may wish to make adjustments to the agent's capacity to participate. NGPC controls all aspects of agent participation, such as: · locations where agent can sell products; · what the agent is allowed to sell (see response to FUN-018); · limits on numbers, types, and dollar volume of products that can be sold; · access to customer information; · access to administrative functions; and · access to reports. If there are specific actions you require related to disabling agents, they are likely already part of AMS agent management or will be added to meet your requirements.				

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-064 **Section VII.I.2**	A. Describe a monthly invoice and the information it summarizes including, but not limited to: 1. permits sold, 2. transaction amount, 3. amount due for remittance to NGPC, and 4. how much the agent retains in issue fees.	X			
	Bidder Response: AMS generates invoices on the configured schedule or can be run ad hoc. These can be downloaded by NGPC staff from the Administrative interface and by External Agent employees from the AMS Vendor interface. Invoices can be configured to be automatically generated daily, weekly, bi-weekly, or monthly. We can also configure the system to deliver invoices automatically via email to any email addresses the NGPC or External Agent prefers. Below we show an Invoice Summary:				

STATE OF NEW YORK
DEPARTMENT OF ENVIRONMENTAL CONSERVATION
625 Broadway, Albany, NY 12233

Phone 1-800-962-5622

Invoice 001203-23242

[redacted]

Invoice Period: **06/18/2021** to **06/24/2021**

Invoice Summary

Sales Summary	Items Sold	Sales Total	Vendor Commission	Sweep Amount
	284	$3,215.00	$177.50	$3,037.50

Reversals / Voids Summary	Items Reversed / Voided	Reversal / Void Total	Vendor Commission	Sweep Amount
	8	($160.00)	($8.84)	($151.16)

Manual Adjustment Summary	Adjustment Note	Adjustment Type	Adjustment Amount

Invoice Totals	Sweep
	$2,886.34

$2,886.34 Will be swept from your bank account on **6/29/2021**

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
	Each invoice includes a Locations Summary:				

NEW YORK
STATE OF OPPORTUNITY
Department of Environmental Conservation

STATE OF NEW YORK
DEPARTMENT OF ENVIRONMENTAL CONSERVATION
625 Broadway, Albany, NY 12233

Phone 1-800-962-5622

Invoice 001203-23242
[redacted]
Invoice Period: **06/18/2021** to **06/24/2021**

Locations Summary

		Sales			Reversals / Voids			Net	
Location Name	Location Number	Items Sold	State Total	Vendor Commission	Items Reversed / Voided	State Total	Vendor Commission	Manual Adjustments	Sweep
[redacted] SPORTING GOODS, INC.	2306	284	$3,037.50	$177.50	-8	($151.16)	($8.84)	$0.00	$2,886.34

$2,886.34 Will be swept from your bank account on **6/29/2021**

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
	A Product Summary:				

NEW YORK STATE OF OPPORTUNITY

Department of Environmental Conservation

STATE OF NEW YORK
DEPARTMENT OF ENVIRONMENTAL CONSERVATION
625 Broadway, Albany, NY 12233

Phone 1-800-962-5622

Invoice 001203-23242

[redacted]

Invoice Period: **06/18/2021** to **06/24/2021**

Product Summary

	Sales			Reversals / Voids			Net		
Product Name	**Quantity**	**Vendor**	**State**	**Quantity**	**Vendor**	**State**	**Total**	**Vendor**	**State**
Resident Fishing	119	$155.94	$2,669.06	(6)	($8.28)	($141.72)	$2,675.00	$147.66	$2,527.34
Recreational Marine Fishing Registry	130	$0.00	$0.00	0	$0.00	$0.00	$0.00	$0.00	$0.00
Resident Fishing 7-Day	2	$1.32	$22.68	0	$0.00	$0.00	$24.00	$1.32	$22.68
Non-Resident Fishing 7-Day	2	$3.08	$52.92	0	$0.00	$0.00	$56.00	$3.08	$52.92
Resident Fishing 1-Day	5	$1.40	$23.60	0	$0.00	$0.00	$25.00	$1.40	$23.60
Resident Fishing - Senior	12	$3.08	$51.92	(1)	($0.28)	($4.72)	$50.00	$2.80	$47.20
Non-Resident Fishing	4	$11.00	$189.00	0	$0.00	$0.00	$200.00	$11.00	$189.00
Replacement License	6	$1.68	$28.32	(1)	($0.28)	($4.72)	$25.00	$1.40	$23.60
Replacement Free	4	$0.00	$0.00	0	$0.00	$0.00	$0.00	$0.00	$0.00
Totals	**284**	**$177.50**	**$3,037.50**	**(8)**	**($8.84)**	**($151.16)**	**$3,055.00**	**$168.66**	**$2,886.34**

$2,886.34 Will be swept from your bank account on **6/29/2021**

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

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
	And a Daily Summary for each day in the invoice period:				

Department of Environmental Conservation

STATE OF NEW YORK
DEPARTMENT OF ENVIRONMENTAL CONSERVATION
625 Broadway, Albany, NY 12233

Phone 1-800-962-5622

Invoice 001203-23242
[redacted]
Invoice Period: **06/18/2021** to **06/24/2021**

Daily Summary

	Sales			Reversals / Voids			Net		
Date	**Quantity**	**Vendor**	**State**	**Quantity**	**Vendor**	**State**	**Total**	**Vendor**	**State**
06/18/2021	41	$26.78	$458.22	(2)	($2.76)	($47.24)	$435.00	$24.02	$410.98
06/19/2021	78	$54.65	$935.35	0	$0.00	$0.00	$990.00	$54.65	$935.35
06/20/2021	58	$37.80	$647.20	(1)	($1.38)	($23.62)	$660.00	$36.42	$623.58
06/21/2021	18	$11.32	$193.68	0	$0.00	$0.00	$205.00	$11.32	$193.68
06/22/2021	16	$9.94	$170.06	0	$0.00	$0.00	$180.00	$9.94	$170.06
06/23/2021	20	$8.84	$151.16	0	$0.00	$0.00	$160.00	$8.84	$151.16
06/24/2021	53	$28.17	$481.83	(5)	($4.70)	($80.30)	$425.00	$23.47	$401.53
Totals	**284**	**$177.50**	**$3,037.50**	**(8)**	**($8.84)**	**($151.16)**	**$3,055.00**	**$168.66**	**$2,886.34**

$2,886.34 Will be swept from your bank account on **6/29/2021**

Attachment A

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

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-065 **Section VII.I.3**	A. Describe the system's Permit Agent summary report to include : 1. physical park permit book inventories sold 2. sales transaction information				X
	Bidder Response: As with all items configured in the AMS Administrative interface, physical park permits will be included in the Product Summary page of the Agent invoice. Please see a sample below:				

Attachment A

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

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
	(continued below)				

NEW YORK STATE OF OPPORTUNITY

Department of Environmental Conservation

STATE OF NEW YORK
DEPARTMENT OF ENVIRONMENTAL CONSERVATION
[redacted]

Phone [redacted]

Invoice [redacted]

1004 - NYSDEC LICENSE SALES
[redacted]

Invoice Period: **06/02/2021** to **06/08/2021**

Product Summary

	Sales			Reversals / Voids			Net		
Product Name	**Quantity**	**Vendor**	**State**	**Quantity**	**Vendor**	**State**	**Total**	**Vendor**	**State**
Resident Fishing - Native American	5	$0.00	$0.00	0	$0.00	$0.00	$0.00	$0.00	$0.00
Lifetime License (Hunt/Fish/Turkey) 0-4	1	$0.00	$380.00	0	$0.00	$0.00	$380.00	$0.00	$380.00
Resident Fishing	5	$0.00	$125.00	0	$0.00	$0.00	$125.00	$0.00	$125.00
Recreational Marine Fishing Registry	8	$0.00	$0.00	0	$0.00	$0.00	$0.00	$0.00	$0.00
Resident Fishing - Senior	1	$0.00	$5.00	0	$0.00	$0.00	$5.00	$0.00	$5.00
Non-Resident Fishing 7-Day	1	$0.00	$28.00	0	$0.00	$0.00	$28.00	$0.00	$28.00
Renewal Reprint of Driver License	1	$0.00	$0.00	0	$0.00	$0.00	$0.00	$0.00	$0.00
Replacement Lifetime Permanent Card	1	$0.00	$5.00	0	$0.00	$0.00	$5.00	$0.00	$5.00
Totals	**23**	**$0.00**	**$543.00**	**0**	**$0.00**	**$0.00**	**$543.00**	**$0.00**	**$543.00**

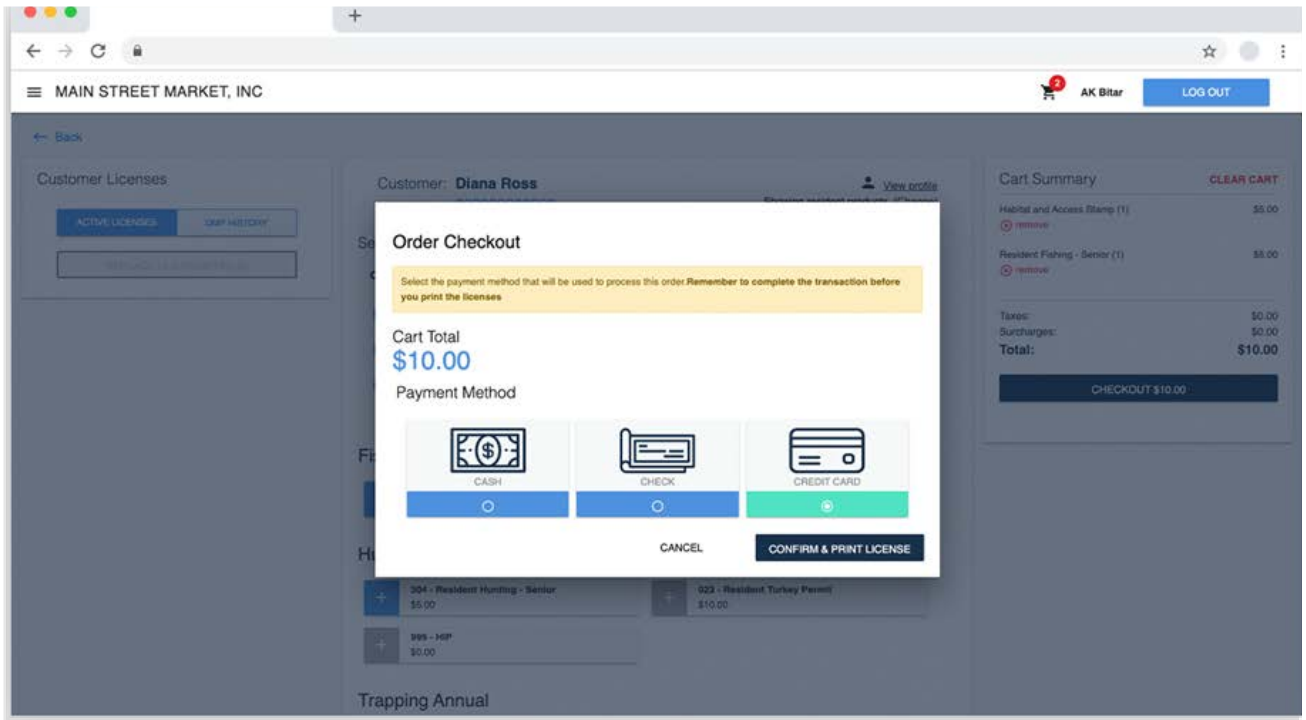
$543.00 Will be swept from your bank account on **6/13/2021**

Kalkomey will work with NGPC to expand the system as required to meet your inventory management requirements.

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-066 **Section VII.I.3**	A. Describe how the system collects the following information: 1. Purchase order information from the State 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.				X
	Bidder Response: We have begun the work in AMS, to be completed by NGPC's system go-live, on a highly configurable inventory management system for State Parks to manage agency's inventoried items that need physical consignment, such as Park Books, window stickers, wood and more. We will work with NGPC to configure the products to include purchase order information using our existing robust product configuration options. This inventory system will work for both serialized and non-serialized items. ▪ For serialized items, the workflow allows for the distribution of serial numbers to sales locations. ▪ For non-serialized items, the distribution workflow only tracks quantity. In both cases NGPC will be able to consign and adjust inventory, as well as track current inventory levels. This inventory count will include the amount sent, the amount used (including references to each transaction), and the amount remaining for ease of returning inventory. When the inventory has an annual component, you will be able to configure the use period (begin and end date) along with the value of each inventoried item. At the end of the sales period, you can produce a report that shows the amount to be returned from each sales location and track this return. Once the annual inventory is returned (or marked as missing) you will be able to generate invoices that can be charged to the selling locations for the missing inventory (based on the configured inventory value) if desired.				

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
	NGPC sees the status of any individual inventoried item at any point and if issued, you will be able to track to whom and by whom it was sold. Automated and on-demand reports and dashboards will allow you to track and monitor inventory and reconcile fees. Kalkomey has extensive fulfillment experience and				

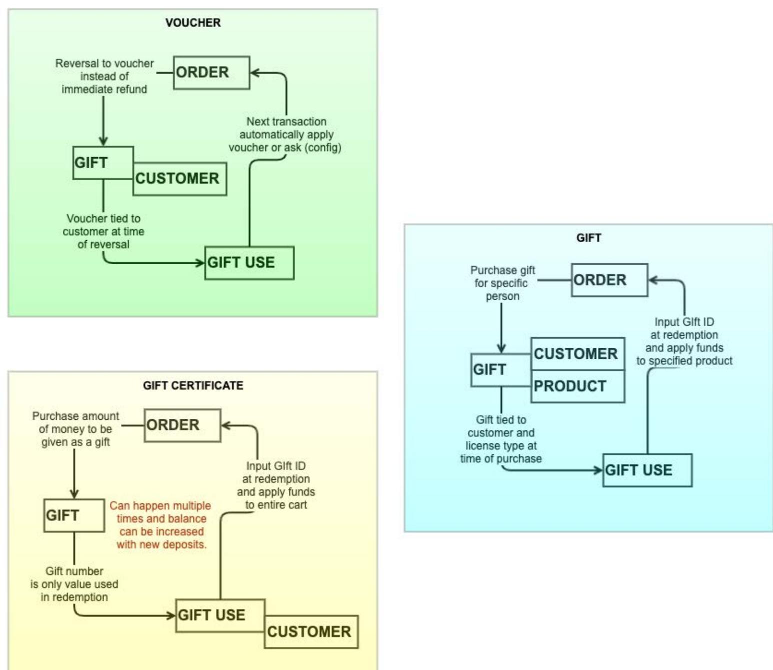
FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-067 **Section VII.I.3, 4**	A. Does the system recognize receivables payments such as: 1. Checks 2. Cash 3. Money Order 4. EFT	X			
	Bidder Response: VII.I.4 *Current AMS (requires no customization for NGPC):* The total fees owed to NGPC by the External Agent are collected through the scheduled ACH/EFT process regardless of the method of payment the agent accepted or recorded in AMS. However, AMS supports agents by allowing them to record the payment type for each purchase processed in AMS. NGPC determines External Agents' payment capture configuration. It is helpful for agents to have certain details in addition to the payment type. For example, when the agent accepts a check as payment, AMS asks the agent to record the check number for the agent's internal reconciliation reporting.				

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
	In the example below, the agent has indicated that the customer's payment is being made by credit card. The agent accepts the customer's credit/debit payment through the store's process to charge the customer for the purchase. No credit/debit card details are ever allowed to be entered into AMS by External Agents.  Other configurations are available. In Nevada, for example, agents can choose the type of card being used rather than simply indicating "Credit Card." This may further assist agents' internal reconciliation processes.				

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
	As in other channels, it is possible for External Agents to split customer payments among multiple payment types in the same transaction, such as partial payment with cash and the balance on a credit card. Again, this is only recorded for agent use and their balance due to NGPC is maintained as a total amount. Payments made via ACH/EFT are discussed in response to Attachment C at FIN-008 and FIN-009. VII.I.3 Although referenced in FUN-067, the VII.1.3 does not appear to directly correlate to question A. We have responded to VII.I.3 in FUN-066.				

<table>
<tr><th>FUN #</th><th>Gift Cards</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="2">FUN-068

Section VII.J</td><td>A. Describe the system’s ability to implement gift cards.</td><td></td><td></td><td></td><td>X</td></tr>
<tr><td colspan="5">Bidder Response:
Electronic gift cards are planned for implementation in AMS in August 2021, prior to NGPC’s scheduled kick off. You have the opportunity to enhance the functionality as necessary to meet your requirements and expand your current customer purchase options.

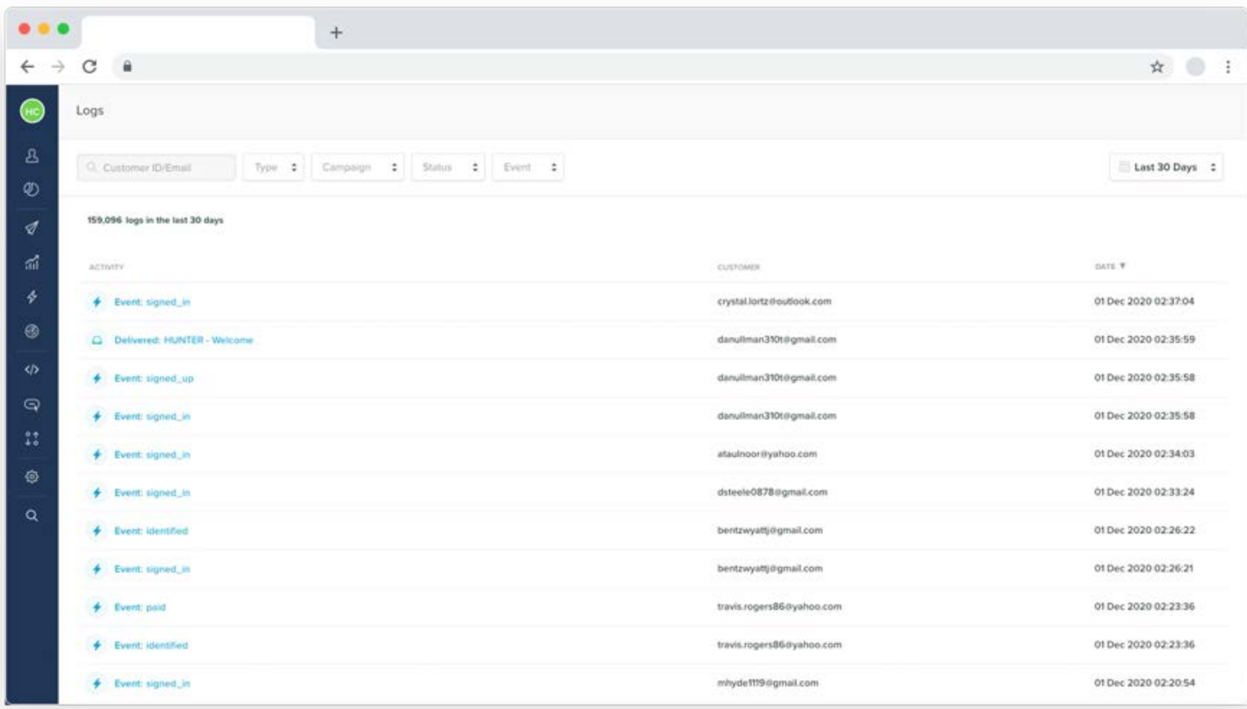


The diagram below demonstrates how vouchers, gift cards/gift certificates are being built for one of Kalkomey’s current clients.</td></tr>
</table>

FUN #	Gift Cards	Yes	Customization Required	No	Alternate
	B. Describe the system's ability to honor current NGPC Park Bucks.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* AMS considers Park Bucks a tender type. Based on our understanding of how NGPC currently processes Park Bucks, no customization is necessary for Park Bucks to be accepted as a payment type in AMS. When Park Bucks are presented as payment, AMS reports the payment as Park Bucks, without confirming the current validity of the payment (i.e., that the specific Park Bucks tendered have not already been used). If we have misunderstood your current Park Bucks process and data on issued and unused Park Bucks is required to be migrated into AMS in order to be confirm validity of Park Buck presented for tender, then we welcome further discussion with NGPC to determine if configuration may be necessary.				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-069 **Section VII.K**	A. Describe the system's customer relationship module.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* AMS is designed to include NGPC's Customer Relationship Management system so you don't have to work with multiple systems and different databases to get a complete picture of your customer and manage their interactions with NGPC. Two AMS modules work together to provide the customer management, reporting and communications you require: AMS Outreach is your comprehensive marketing and outreach management module that allows you to automate communications and marketing campaigns in a customer-centric, multi-channel manner. Also, you can manage Key Performance Indicators (KPI's) for marketing and campaign performance. This helps establish a business-minded culture of expansion and growth within the agency where you can see if outreach is falling short and adapt.				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	Marketing and outreach campaigns are initiated from within AMS, eliminating the need to integrate with third-party systems while reducing expenses by cutting dependencies on additional vendors and tools. This Kalkomey innovation enables highly relevant, timely and personalized NGPC communication at scale. Because AMS is built to deliver visibility into the full lifecycle of interactions between you and your customers, it has a distinct data advantage: the first of its kind to bring together all of the data points that help drive long-term marketing programs and Recruitment, Retention and Reactivation (R3) initiatives. **AMS Analytics**, a best-in-class business intelligence application, complements Outreach by making your data accessible, consistent and actionable. AMS users run ad hoc queries, generate reports, create custom dashboards and share easily information across the agency. Details of how you use and benefit from Analytics is found in response to Attachment C at FIN-006. *AMS Outreach* AMS Outreach gives NGPC: · campaign management and reporting dashboards, · email and SMS content delivery, · automation based on customer behavior and transaction events, · dynamic customer segmentation, and · liquid content for scalable email personalization AMS Outreach is a native feature of the AMS platform that allows you to establish marketing and outreach campaigns from within AMS, eliminating the need to integrate with third-party systems. Outreach creates powerful, personalized customer experiences for email and SMS. Connected directly to the AMS database, this outreach module supports marketing and outreach personnel to scale personalized, omni-channel customer experiences.				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	Furthermore, as we have done with other clients, Kalkomey will work with NGPC to develop marketing and promotion plans to achieve R3 goals. With each AMS implementation, we include our team of marketing professionals who work alongside you to coordinate and execute marketing activities. *Collection* AMS' event stream is a real-time data feed of user activity. The data includes both user information and their actions, or "events", in the system. It is anonymized and cached for segmentation and automation workflows. 				

Attachment A

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

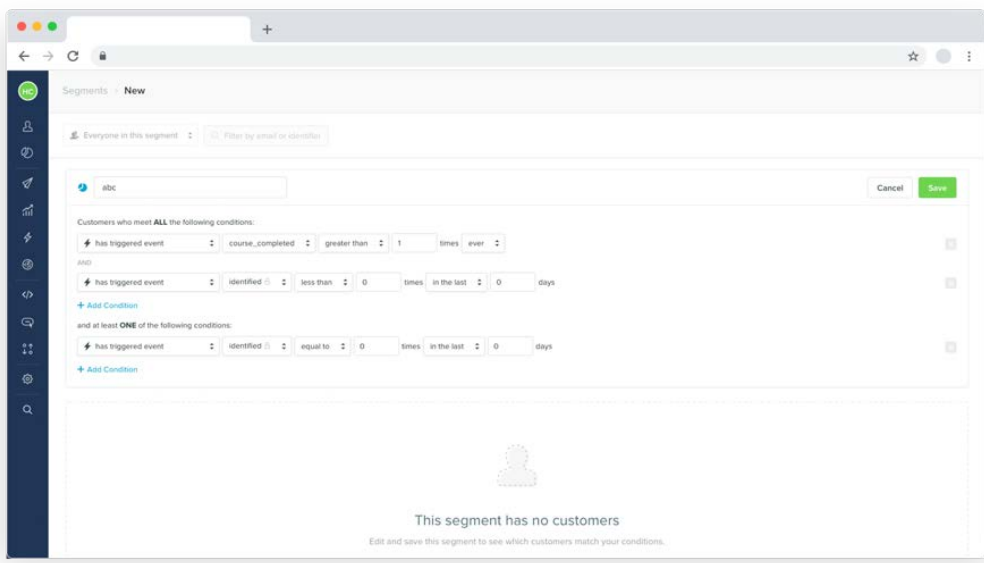
FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate

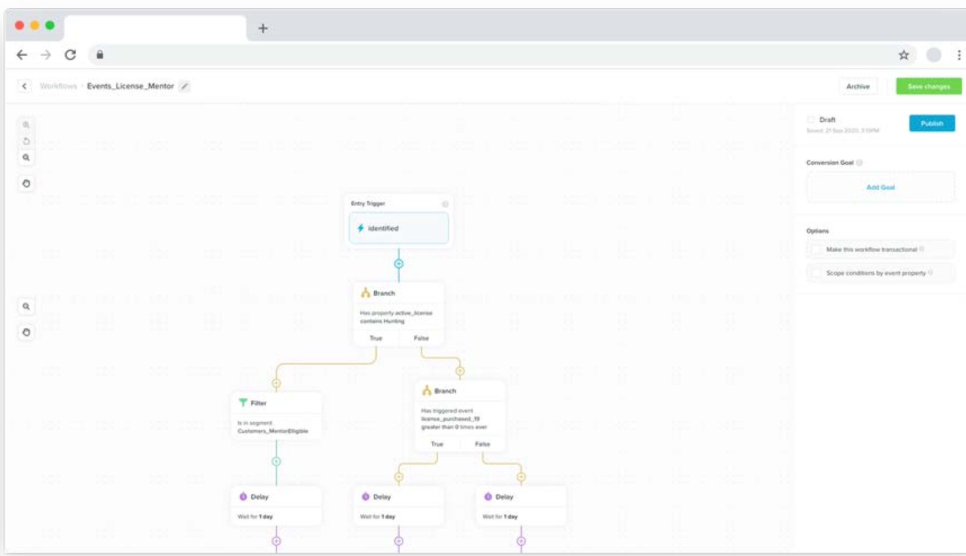
Dynamic Segmentation (Living Customer Lists)

Customer data is then turned into meaningful, dynamic segments. A continuously updated customer profile with detailed interaction history enables a customer-centric outreach system that eliminates the need for customer lists, manual maintenance and scattered segmentation.

For example, Joan Smith completed her hunter education but has not yet bought a permit. The "Course Complete" event segments Joan into those who have triggered "Course Complete" and NOT triggered "purchase" based on prebuilt business rules.

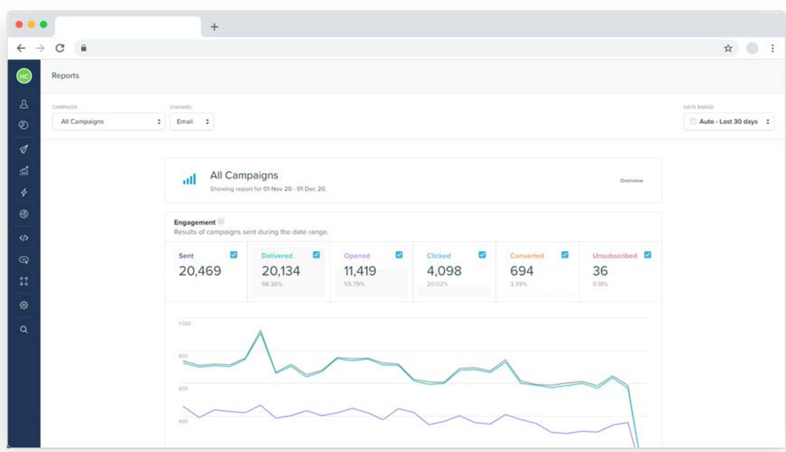
However, if Joan does buy a permit, the event "purchase" moves Joan out of the current segment into a new segment with other customers who triggered "purchase."



FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	Outreach Automation Craft any email or mobile push notification with the powerful tools in AMS: schedule one-off and recurring campaigns (hourly, daily, or weekly), design drip and automated campaign workflows, and trigger transactional emails—all in one place. Behavior-based campaign series allow you to interact with customers at scale in a personalized manner. Based on the customer's triggered events, you can send specific messages catered to the individual through multiple channels. Workflows support a customer-centric outreach model allowing the customer to interact with NGPC in a manner that is relatable and relevant to their interests. 				

Attachment A

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

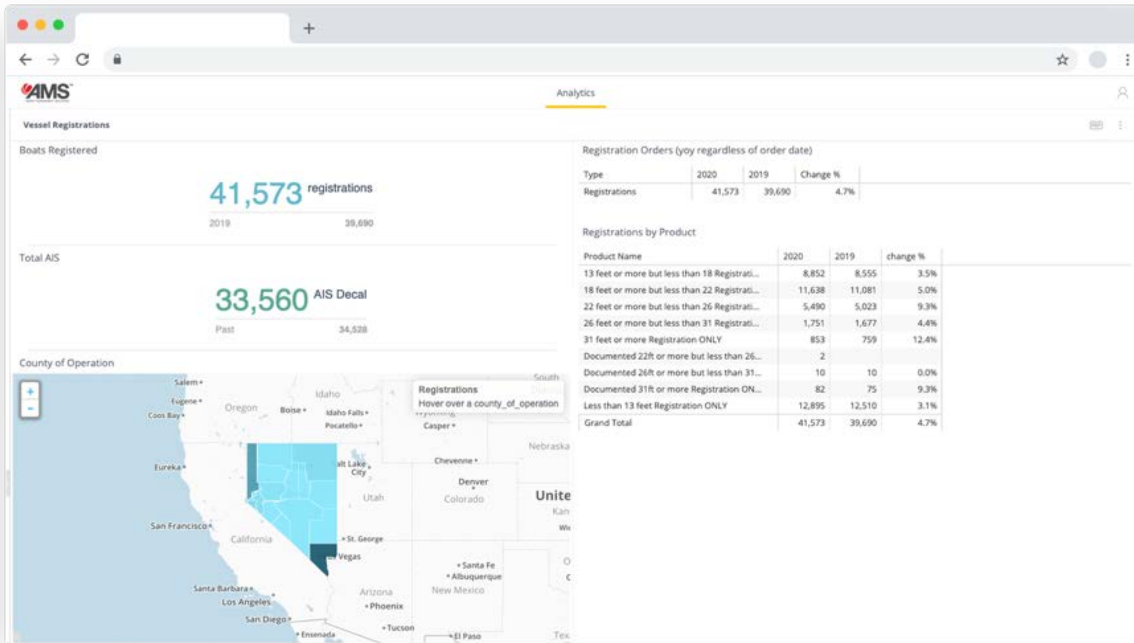
FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	Omni Channel Deployment Deploy your email or mobile push automation and content reliably, from 1 to 100+ million customers. You can track and centralize your reporting—even reconciling customer contact points back to their record and profile. *Email Integration* If needed, AMS can integrate seamlessly with external mail clients such as Mailchimp, iContact or similar. *Short Message Service (SMS)* AMS utilizes Twilio SMS service to send and receive SMS for campaign automation. Twilio serves as the SMS infrastructure to deploy notifications and reach users at scale. *Campaign Reporting* AMS includes a campaign reporting interface allowing you to view detailed performance at a campaign level down to an individual message received. Along with all the standard email and SMS reporting features, AMS includes an easy-to-use A/B testing feature for optimization. 				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	Additional Outreach Features · Editable HTML templates · Visual HTML template editor · Liquid content (for personalization) · Conversion tracking				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-070 **Section VII.K.1**	A. Describe the system's capability to communicate with customers across multiple media platforms.	X			
	Bidder Response: Current AMS (requires no customization for NGPC): The AMS platform leverages several communication channels in order to ensure a state agency is communicating with its customers where they are most comfortable. through AMS Outreach NGPC can craft any email or mobile push notification from within AMS. Those channels include: • Email • SMS • Website Social Media • Direct Mail				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	Behavior-based campaign series allow you to personalize interactions with customers based on the customer's triggered events. You determine which of multiple channels is used for sending specific messages to the individual. Additional information on AMS Outreach is found in Attachment C, in FIN-069.				

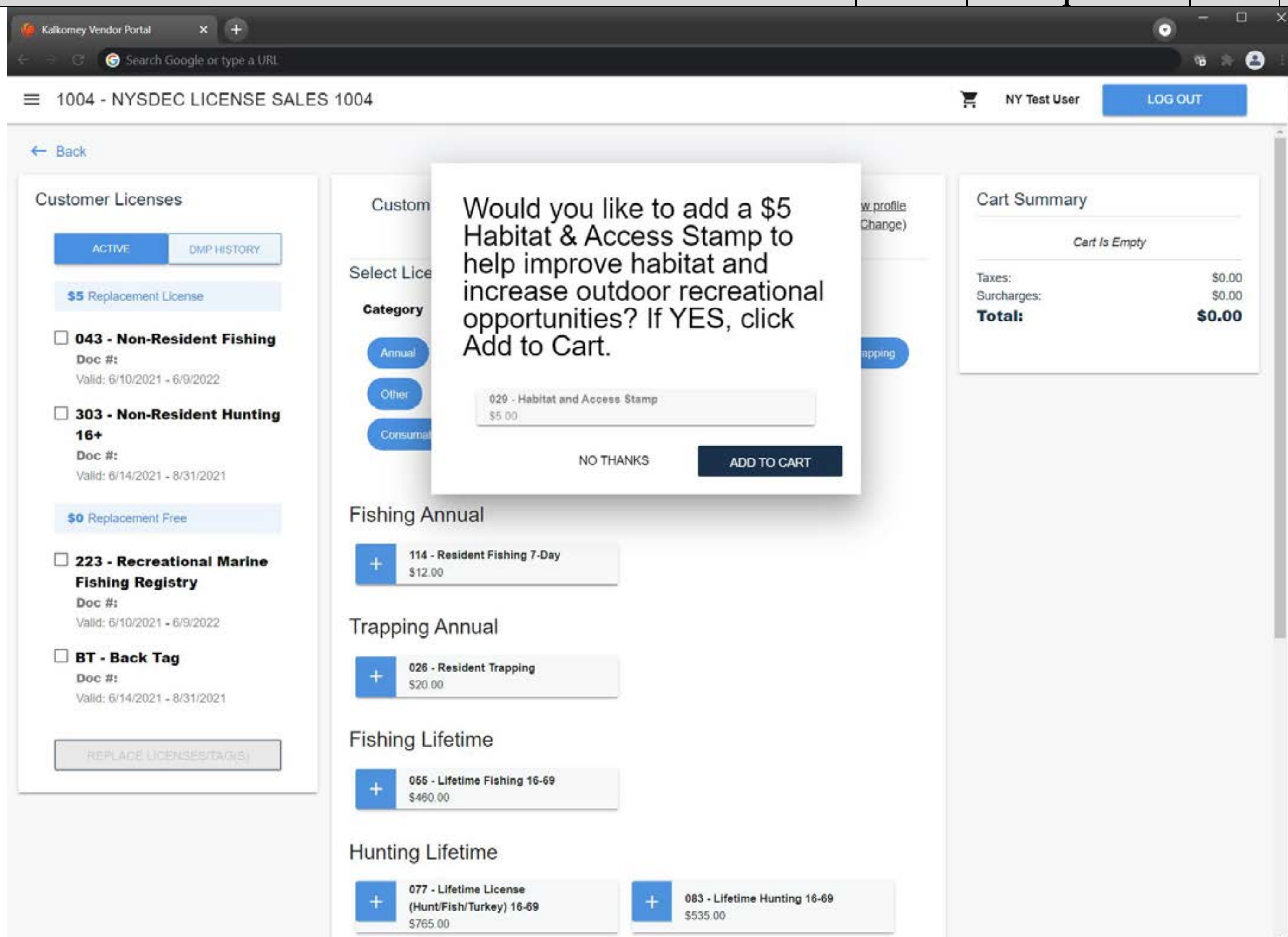
FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-071	A. Describe the system's data metrics dashboard.	**X**			
Section VII.K.1	Bidder Response: *Current AMS (requires no customization for NGPC):* In AMS, data visualization and reporting tools are easy to use, configurable, efficient and informative. Your data is accessible to all authorized staff through Analytics where they can: · run ad hoc queries, · generate reports, · create custom dashboards using an intuitive drag-and-drop interface, · schedule reports and dashboards to be run and emailed to individuals or distribution lists, and · share unlimited interactive dashboards. A sample dashboard from NDOW is shown below.				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	 Dashboards provide near real-time date on live transactions, broken down by customizable product and customer demographic categories. For these dashboards we recommend a 15-minute data refresh rate although refresh rate is configurable and can be changed as needed. As described in response to FUN-069, Outreach also includes a campaign reporting interface for viewing detailed campaign performance.				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-072 **Section VII.K.1**	A. Describe the system's advanced search capabilities.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* AMS Analytics provides advanced search and reporting capabilities for NGPC as described in response to Attachment C at FIN-006.				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-073 **Section VII.K.1**	A. Describe how the system's CRM module offers upsell options.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* AMS Sales The AMS sales flow is designed to support on-the-spot upsells and purchase suggestions. Authorized NGPC users can create upsell and cross-sell opportunities based on the product being purchased, the sales channel, customer history and other factors. A key advantage of our integrated, customer-centric approach is the opportunity for cross marketing within your agency. For example, when a non-resident fishing license is purchased, you can configure AMS to inform customers of state parks with fishing opportunities. These product selling features can be configured in the Administrative module by authorized NGPC users or setup by Kalkomey product specialists.				

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

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
					

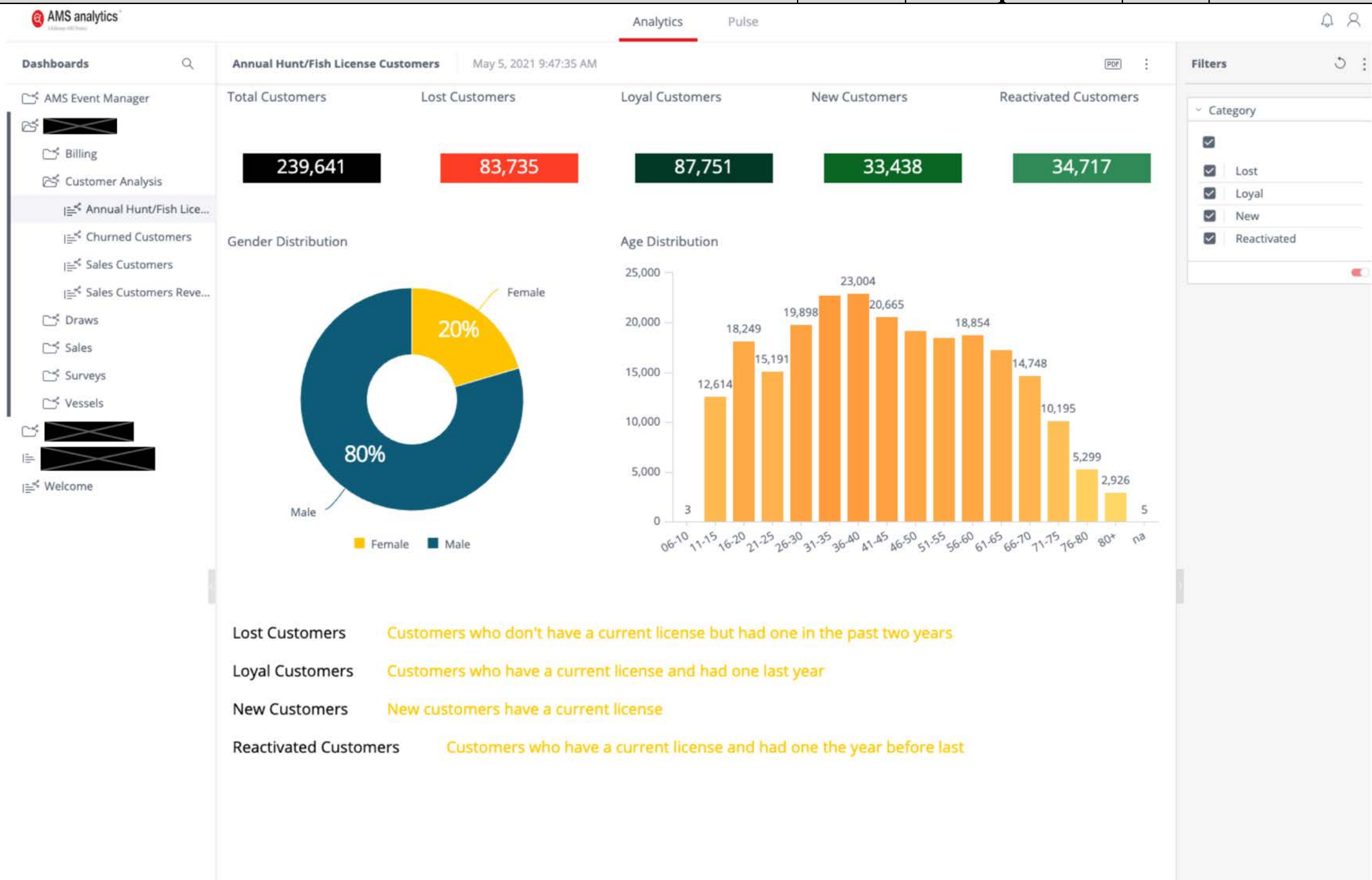
FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	AMS Outreach Through AMS Outreach, personnel and administrators can curate and outreach an always-fresh customer segment based on demographic and behavioral attributes. See a full description above in response to FUN-069.				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-074 **Section VII.K.2**	A. Describe how the system uses analytical tools to track key performance indicators (KPIs).	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* As described in response to FUN-069 AMS Outreach is the integrated module for customer communications and marketing campaigns. Through this module NGPC manages and monitors Key Performance Indicators (KPI's) for marketing and campaign performance. As discussed earlier in FUN-069, AMS outreach tracking includes a campaign reporting interface allowing you to view detailed performance down to an individual message received. AMS includes Google Tag Manager and Google Analytics implemented to NGPC specifications. This allows all NGPC-created campaigns to be tracked at a granular level. In AMS analytics robust dashboards are available to track KPI performance. Below we share a sample dashboard.				

Attachment A

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

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate



FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
FUN-075 **Section VII.L**	A. Describe how the ERM system creates a new event.	X			
	Bidder Response: *AMS meets NGPC requirements.* As current users of AMS Events, NGPC is familiar with how authorized users create and digitally manage in-person events with a full suite of tools. When integrated with AMS' other functions, workflows and consolidated data, you achieve a streamlined customer experience and complete administrative control through the Administrative interface. Authorized users create new events in AMS by specifying event dates, start and end times, type of program, location, capacity (and whether a wait list is allowed). The event may be designated as publicly viewable (and on what date) or a private event. The user indicates the period during which registration is accepted, the cancellation period for the event, and what notifications are enabled for the event. If there is additional information for registrants/attendees, uploaded documents can be attached to the event and available for viewing.				

FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
FUN-076 **Section VII.L**	A. Describe how the system allows customers to register for events.	X			
	Bidder Response: *AMS meets NGPC requirements.* Introduction Kalkomey's Event Management solution was the genesis of the AMS platform and is currently used by nearly half of U.S. state conservation agencies (including NGPC).				

FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
	As NGPC's current contractor for Event Management only Kalkomey can offer truly seamless, real-time integration of your existing Kalkomey application into the new Statewide Web-Based Permit/Licensing system. AMS is already handling the event processes and data to be integrated into your consolidated AMS which will provide a complete 360º view of your customers to track your constituents across the life of their engagement with NGPC. With AMS' integrated workflow and consolidated data, you achieve a streamlined customer experience that reduces customer churn rates and yields data to support Recruitment, Retention and Reactivation (R3). Furthermore, with AMS data you can personalize outreach to drive the success of marketing campaigns. Only AMS provides applications specifically built to work together on a single platform. Kalkomey's major applications are seamlessly integrated on the front end so you avoid piecing together multiple contractor applications and technologies which can result in loss of data and frustration for your customers. You also eliminate possible compatibility issues with future upgrades in one application trying to work across several systems. AMS Events AMS Events is fully integrated into your AMS. Events allows NGPC users to create and digitally manage in-person events with a full suite of tools. Every AMS Events user, from the customer/student to the instructor to the agency coordinator, benefits from one easy-to-use product. Some of the configurable AMS Events configurable functionality includes the following: ▪ Implements security checks and entitlements within the system to enforce role-limited access to features and functions. ▪ Allows instructors (and authorized NGPC users, as needed) to: - create new events, specifying multiple event dates (if applicable) with start and end times, education program, location, capacity, if the event should be publicly viewable (or whether it is a private event), upon what date the event should be seen by the public view, the registration period and cancellation period for the event, if notifications are enabled for the event, and if the event should allow a wait list;				

FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
	- customize their event listing to help students find everything they need to know about the event, saving student time and reducing customer support calls; - view any events that they are scheduled to teach, given a date range and program filter; - view and print the class roster for each assigned event, as well as record who attended and who did not attend; - record scores or pass/fail for exams, skill assessments or other evaluations; - manually register a student for a particular event. It also allows instructors to send invitations to students to register for a particular event; - upload and attach pertinent files to a particular event, which are then available to registered students; - create and add locations to a centralized database that can be re-used when creating new events; and - record their volunteer hours and activity related to events, as required for reporting to support federal funding of agencies' educational programs. Kalkomey has ensured that AMS Event's step-by-step reporting process is FWS-approved, including daily hour reporting, self-service signature recording, and multi-level approvals.. ▪ Supports publicly listed as well as private, unlisted events. ▪ Allows for easy export of event data in a standard format. ▪ Allows the agency to configure event registration fees, including free registration, fixed fee registration, or variable price at event creation. ▪ Allows NGPC Administrator-level controls and functionality for the high-level management of all events, instructors, students, users and locations. - monitor and approve instructor hours; - download filterable reports on student and instructor data; - create custom calendar of events; and				

FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
	- interface with the clear and easy-to-understand *Register-Ed.com* to allow students to quickly find and register for an event that fits their needs. · Includes self-service reporting and AMS Analytics. Attendee Communication in AMS Events Instructors may email individual students or the entire roster by selecting one or more students from an event roster and selecting "Send Email". The instructor simply fills in a form with email subject, body and salutation. The email automatically includes event information and a link for the student to view event details and manage their registration. Students are notified automatically when they are moved or dropped from an event. If students are registered for the event that an administrator needs to cancel, the administrator can notify students that the event is to be canceled and assist them with finding a new event or simply remove them from the current event so that it can be cancelled. AMS Analytics allows your staff to build a report of targeted customers and export a contact list for a campaign in AMS Outreach or for use in an external communications system. Through AMS Outreach, NGPC can build a variety of triggers and events to maximize communications regarding events.				

FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
FUN-077	A. Describe the system's integration capabilities with social media.				X
Section VII.L	Bidder Response: Kalkomey has a long history of leveraging social media in its outdoor education and event management business. Whether recruiting new hunters through targeted marketing campaigns and onboarding through social platforms, or encouraging our students to share their achievements online, we've utilized social media to further our R3 goals. Kalkomey intends to expand its social integrations in the near future.				

FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
	• Future iterations of AMS Event Manager will include social sharing, allowing a customer to share on their Facebook/other pages they are attending an event. "Matt is attending Turkey Hunting Tips on April 6th, 2022!" Viewers will then be able to quick click into the event and start the registration form right then and there. • Future iterations of AMS Licensing will integrate social sharing, allowing a customer to share the fact that they have just purchased or renewed a license. "Matt has just renewed his Hunting License for 2022!" • In addition, the AMS Marketing Team will develop social media campaigns that include attribution models, allowing us to track conversions from each specific social channel in order to compare them against other methods of communication. This is achieved primarily through the use of UTM parameter links and Google Analytics. • Finally, the AMS Marketing Team has experience leveraging paid social ads across channels such as Facebook, Instagram, Twitter, and LinkedIn. In addition, AMS Outreach includes liquid content for scalable email personalization and social media integration.				

FUN #	Auto-Renewal	Yes	Customization Required	No	Alternate
FUN-078 **Section VII.M**	A. Does the system have auto-renewal capabilities?	X			
	Bidder Response: *AMS meets NGPC requirements.* Yes. Kalkomey has focused AMS on delivering a customer experience with clean, easy-to-use workflows and features like one-click renewal. Auto-renewal convenience can minimize barriers that prevent customers from renewing, thereby reducing customer churn rates.				

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

FUN #	Auto-Renewal	Yes	Customization Required	No	Alternate
	Increasing the convenience of renewals has proven popular and effective with customers. Nevada Department of Wildlife saw 43% of customers opt into auto renew following AMS implementation.				
	B. Describe the system's auto-renewal process.	X			

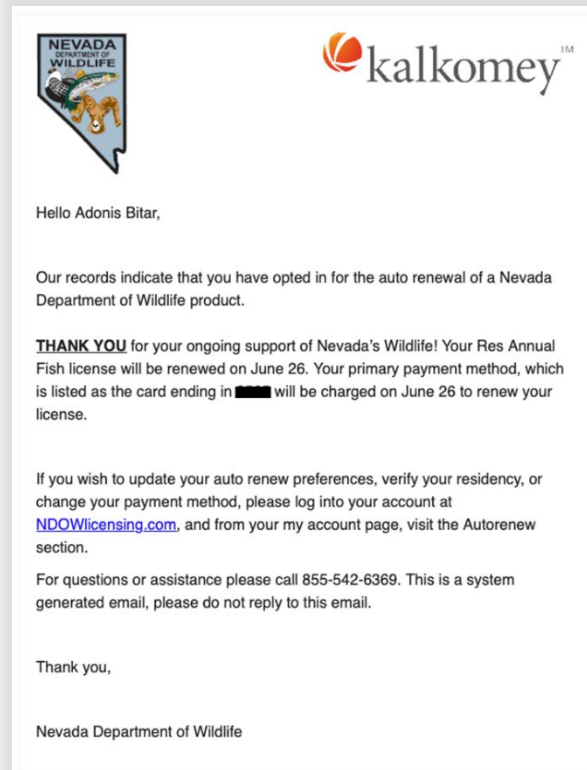
Bidder Response:

AMS meets NGPC requirements.

The auto-renewal notification schedule, as well as the auto-renewal lead time (i.e. the time before their current license expires when auto-renewal will occur), is configurable to meet NGPC requirements. NGPC determines the format and content of the notification and receipt emails.

The customer receives an email receipt when the auto-renewal purchase is completed. The permit document is fulfilled according to your business rules for that product: a digital license document or a physical document automatically added to your print queue for mailing to the customer.

Through the Administrative interface, NGPC and Kalkomey customer service/call center staff can view products set for auto-renewal by the customer.


NEVADA DEPARTMENT OF WILDLIFE

kalkomey

Hello Adonis Bitar,

Our records indicate that you have opted in for the auto renewal of a Nevada Department of Wildlife product.

THANK YOU for your ongoing support of Nevada's Wildlife! Your Res Annual Fish license will be renewed on June 26. Your primary payment method, which is listed as the card ending in [redacted] will be charged on June 26 to renew your license.

If you wish to update your auto renew preferences, verify your residency, or change your payment method, please log into your account at NDOWlicensing.com, and from your my account page, visit the Autorenew section.

For questions or assistance please call 855-542-6369. This is a system generated email, please do not reply to this email.

Thank you,

Nevada Department of Wildlife

<u>Additional Functionality</u>
Quick Renew is a promotional feature that presents customers with a shortcut to re-purchase products they bought in the past but which have expired. A prompt asks the online customer if they

FUN #	Auto-Renewal	Yes	Customization Required	No	Alternate
	want to click to add the current version of the expired item to their cart. If not, a click dismisses the prompt so they can continue shopping for new products. Quick Renew behavior is entirely configurable for each product and is controlled by authorized NGPC users.				
	C. Describe the system's tokenization capability for auto renewals?	X			
	Bidder Response: *AMS meets NGPC requirements.* When customer in AMS pays with a credit/debit card, the sale is issued to the credit card processor who returns a token to AMS. AMS stores that token associated to the customer, so in the future when we process auto-renewal (and lottery awards in some projects), that token is sent to the payment processor for payment. The stored payment token in AMS contains no credit/debit card information. No financial information is passed through any AMS module making AMS ultra-secure - no financial information exists in the system.				

FUN #	Communication	Yes	Customization Required	No	Alternate
FUN-079 **Section VII.N**	A. Describe the system's opt-in/opt-out feature.	X			
	Bidder Response: AMS fully supports NGPC's ability to offer and manage customer communication preferences. Based on your rules, customers have the ability to opt in/out of the form of communication (such as email, postal mail, text),as well as the type of communication (related to products, programs and publications). If required, customers can also opt/in out of being included in public lists, which has been implemented for Nevada Department of Wildlife. The customer manages their personal communication preferences by logging in to their customer account at any time.				

FUN #	Bundle Permits	Yes	Customization Required	No	Alternate
FUN-080 **Section VII.O**	A. Describe the system's ability to bundle permits in special price packages.	X			
	Bidder Response: *AMS meets NGPC requirements.* Configurable AMS includes the ability for NGPC to create bundled permit packages and to apply discounts. Package pricing with reduced fees can boost sales while providing convenience and savings to the customer. A package is as configurable as other products so NGPC can configure the package to be available for any time period, sold through specific channels and/or agent classes, etc. AMS boasts other in-system promotional capabilities as well, including upsell functionality, customizable website content, surveys, bulletin messaging – available features to generate revenue and provide valuable marketing and business data accessible for reporting through AMS Analytics.				

FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate
FUN-081 **Section VII.P**	A. Describe the system's Wildlife Harvest Reporting functions.	X			
	Bidder Response: *AMS meets NGPC requirements.* All types of harvest reporting are fully integrated into AMS. Wildlife Harvest Reporting is configurable as described in response to FUN-028 for reporting big game harvests. The steps are similar for various types of harvest reporting (with adjustments for terminology): survey configuration, submission configuration, customer access and experience, validation of collected data with customer and privilege, NGPC data access and data report capabilities. Although business rules and regulations may differ for types of harvest reporting, the configurability in AMS follows the same general process,				

FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate
	regardless of harvested species. This process consistency is intended to save NGPC time and effort while at the same time ensuring all requirements and business needs are met. Any type of harvest report confirmation number can be a "smart" number and/or QR code for Law Enforcement to use for at-a-glance verification of confirmation number validity.				

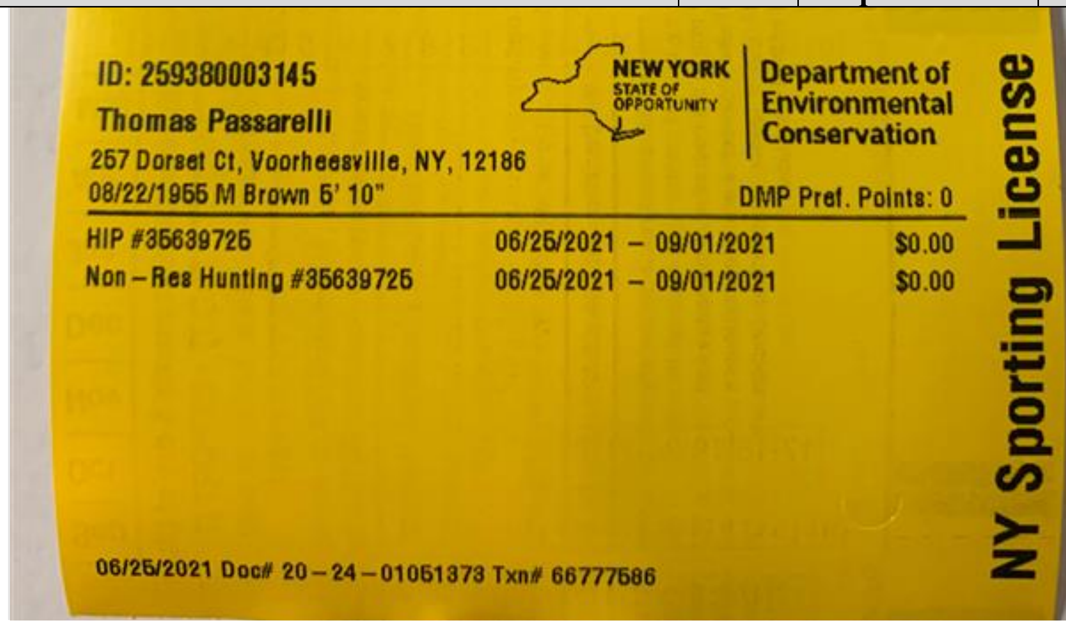
FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate
FUN-082 **Section VII.P**	A. Describe the system's ability to check in harvest information via the following channels: 1. Live-operator (call center) telephone reporting; 2. Public Website, 3. Mobile application; 4. Physical check-in station using the Administration or Agent module	X			
	Bidder Response: *AMS meets NGPC requirements.* NGPC can select any or all sales channels to accept harvest information. In AMS the channels are: • Internet/Mobile customer self-service channel • Administrative channel for Kalkomey call center (as well as Internal Agents, if desired), and • External Agents who are authorized by NGPC-defined agent class as a check-in station. • Kalkomey also added APIs to support an existing IVR system that allows customers to submit harvest reports by phone.				

FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate
	In each channel, AMS collects the required information configured by NGPC, issues a confirmation number (associated with the report, privilege and customer) and logs the completed report in real time for NGPC access to data and data reports. Additionally, Kalkomey expanded harvest functionality (at no additional charge) for NYSDEC by building RESTful APIs to allow the agency's existing native mobile application (managed by another New York state department) to read, write and authenticate within AMS to add even more avenues for constituents to submit harvest information.				

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.	X			
Section VII.P	Bidder Response: *AMS meets NGPC requirements.* AMS has already implemented the functionality to create a coded harvest number and/or QR code for Law Enforcement. We will work with NGPC staff and Law Enforcement during Implementation to develop numbers that meet your needs. In addition to "smart" numbers, AMS' LEO Mobile Application for Law Enforcement makes it easy to check the database to verify harvest number validity.				

FUN #	Waterfowl Harvest Information Program (HIP)	Yes	Customization Required	No	Alternate
FUN-084 **Section VII.Q**	A. Describe how the system allows a customer to register for a HIP number.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* In response to FUN-053 related to how HIP information is gathered by an agent, we describe how NGPC configures the survey and which permits require a survey to be completed. The sales workflow for the Internet/Mobile customer is the same as described for an agent. After logging into their account (or creating a new account), when the customer selects a product requiring HIP (and does not have a valid, current survey response on file from a prior purchase), they are prompted to complete the survey. A screenshot is included in FUN-053. Completed HIP surveys are automatically given a unique number by AMS, and that number is associated with the customer and product issued. Customers who need to obtain a HIP certification without a permit purchase, such as a lifetime license holder or other multi-season licensee, can request a HIP certification as a standalone product. When the customer has completed the survey the HIP number is assigned and a document provided (see screenshot in D).				
	B. Describe and provide a screenshot of a physical Annual Hunt Permit with the HIP number printed on the permit.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* The print below shows a completed test customer's HIP survey and how NYSDEC has configured their permit document to indicate a HIP survey has been completed. Of course, NGPC's documents will be designed to meet your requirements.				

FUN #	Waterfowl Harvest Information Program (HIP)	Yes	Customization Required	No	Alternate

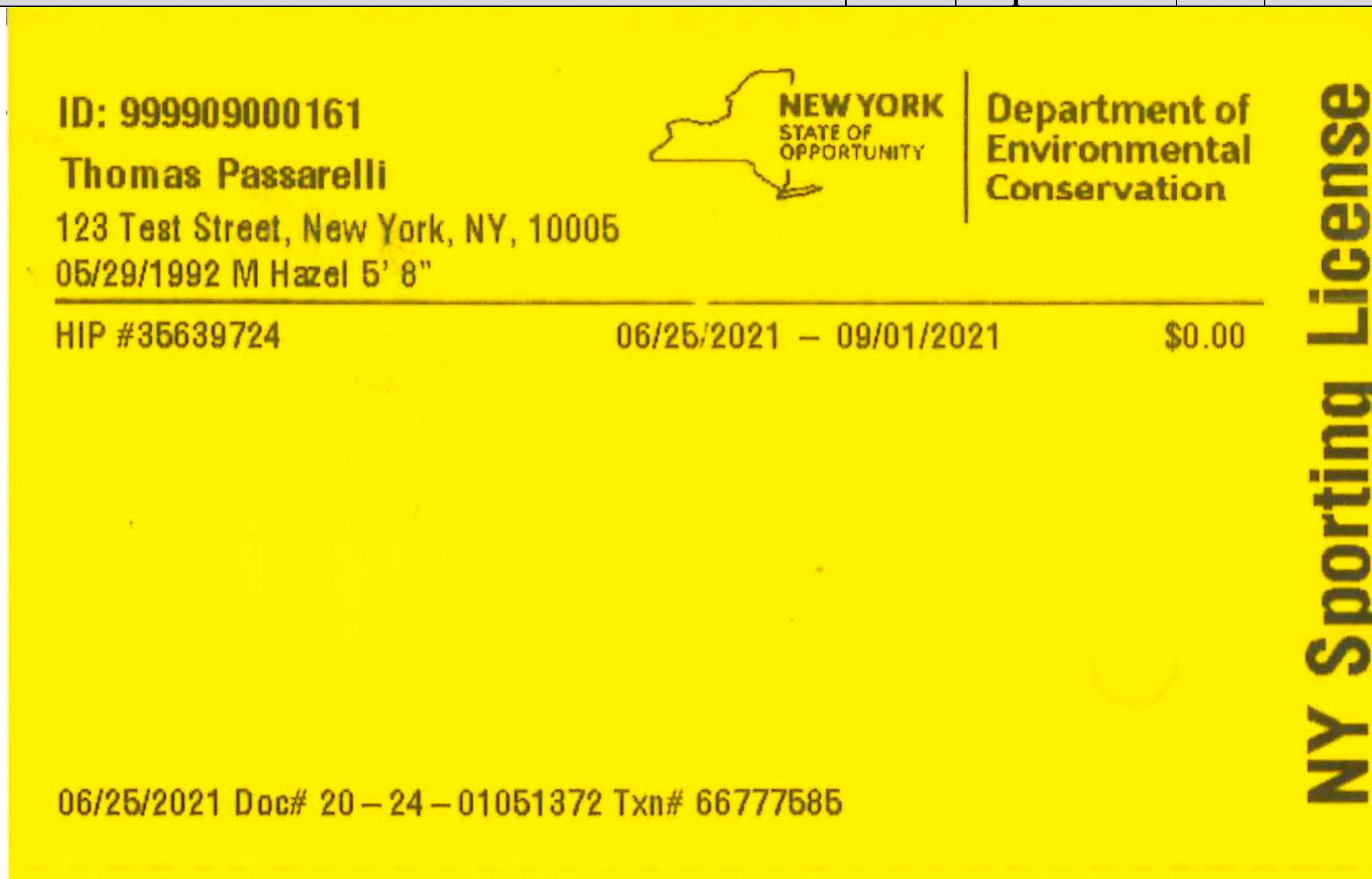


FUN #	Waterfowl Harvest Information Program (HIP)	Yes	Customization Required	No	Alternate
	C. Describe how the system completes the HIP survey and formats the transfer of data to the Fish and Wildlife Service.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* AMS includes a fully customizable survey building feature, allowing the user to build questionnaires that meet any need, including the Federal Harvest Information Program. Kalkomey has implanted this HIP survey in all of its licensing contracts and supports the collection of HIP data from hunters through the Internet/Mobile interface, over the phone through the administrative interface, and at vendor locations through the POS interface, depending on the requirements and preferences of the state agency.				

FUN #	Waterfowl Harvest Information Program (HIP)	Yes	Customization Required	No	Alternate
	HIP surveys are automatically attached to customer record when they make a purchase of a qualifying hunting product. The qualifying hunting products can either be a dedicated HIP "license" that only migratory bird hunters would obtain or any hunting license or permit that allows bird hunting in Nebraska. Our experience has shown that the first use case is best suited for agencies that want to directly target bird hunters in gathering HIP data as it requires a deliberate purchase workflow by those customers who intend to hunt birds. The latter case is preferred by agencies who want to promote bird hunting opportunities to all hunters as the HIP survey would be on all hunters' customer accounts and can be completed if and when they choose to hunt migratory birds. HIP information collected through the AMS system is available to state agency employees at any time through the AMS Analytics reporting interface or by directly querying the replicated AMS database available to NGPC data analysts. Furthermore, AMS includes a dedicated HIP download and delivery feature that provides the HIP data in a format that meets USFWS requirements. This feature allows either Kalkomey or the state agency to send the data to the USFWS manually or deliver the data automatically via SFTP without the need to reformat or alter the data. Kalkomey is committed to providing a robust and flexible solution to states seeking to manage their HIP data collection and reporting needs and can customize the options above to meet specific NGPC requirements and preferences.				
	D. Describe and provide a screenshot of the HIP Certification document.	X			
	Bidder Response: Below is the customer document for a "standalone" HIP certification issued by NYSDEC. In this case the test customer featured below ordered only the HIP certification, did not already have a valid certification on file and completed the survey to receive HIP certification.				

Attachment A

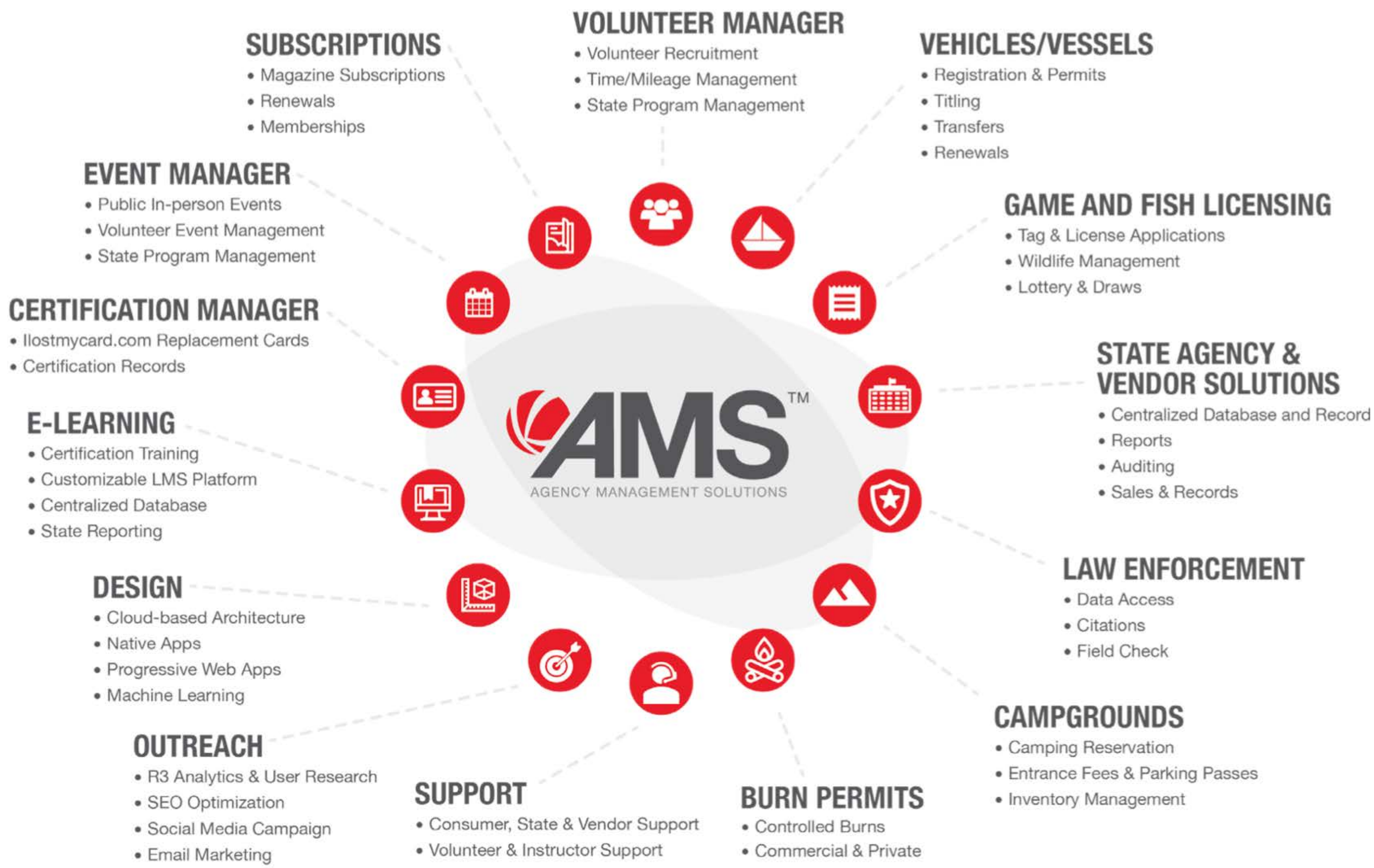
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

FUN #	Waterfowl Harvest Information Program (HIP)	Yes	Customization Required	No	Alternate
	 ID: 999909000161 Thomas Passarelli 123 Test Street, New York, NY, 10005 05/29/1992 M Hazel 5' 8" NEW YORK STATE OF OPPORTUNITY Department of Environmental Conservation HIP #35639724 06/25/2021 – 09/01/2021 $0.00 06/25/2021 Doc# 20–24–01051372 Txn# 66777585 NY Sporting License				

FUN #	Captive Wildlife Module (CWM)	Yes	Customization Required	No	Alternate
FUN-085 **Section VII.R**	A. Does the system have a Captive Wildlife module that accommodates applications and renewals?	X			
	Bidder Response: *AMS meets NGPC Requirements.* AMS offers a full commercial license suite, including application management, approvals, and permitting. Kalkomey is the only vendor able to provide licensing, reserved hunt management, Captive Wildlife management, vehicle management (should NGPC ever require this), recreational safety education, event management, volunteer management, subscription management, certification management, outreach management, marketing, and support through a single, integrated solution.				

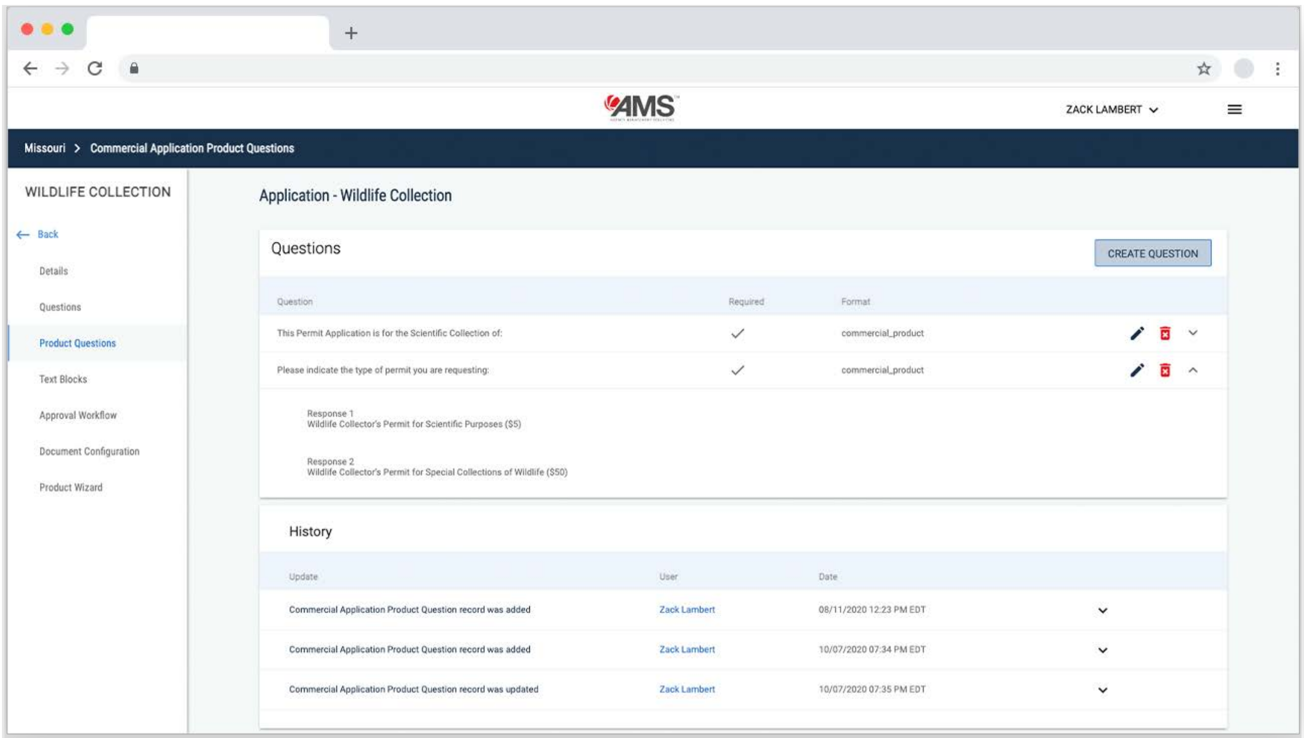
Attachment A

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

<table>
<tr><th>FUN #</th><th>Captive Wildlife Module (CWM)</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td>


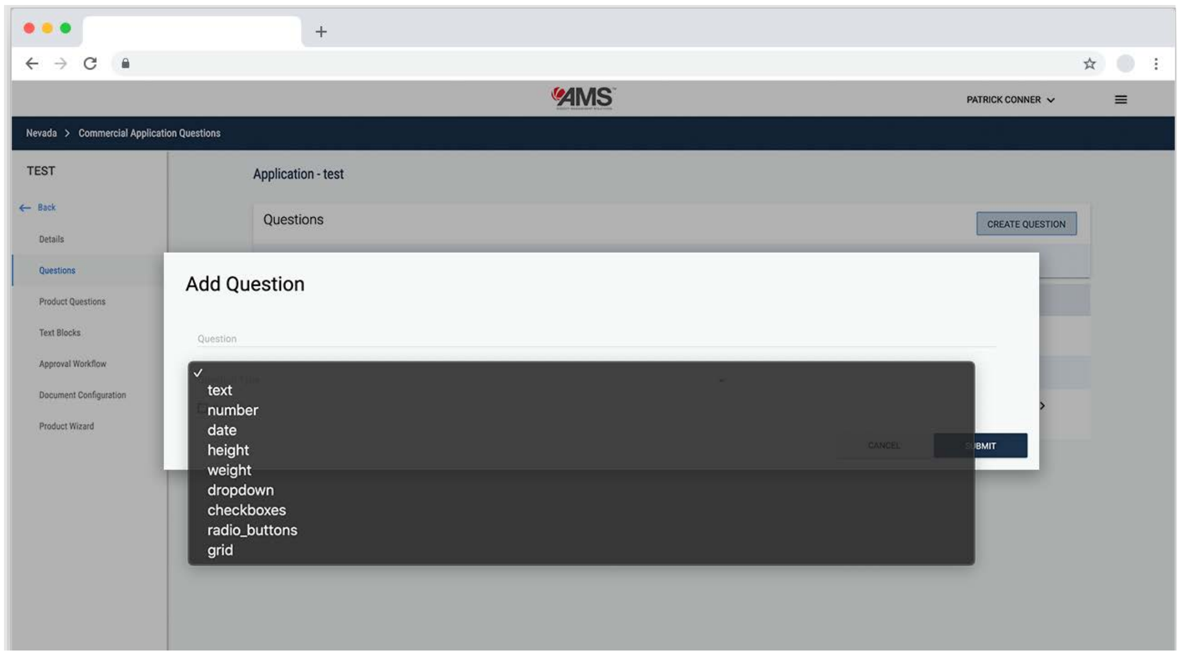
The administration of the Captive Wildlife/Special Permitting module begins with a configuration interface that supports
</td><td></td><td></td><td></td><td></td></tr>
</table>

FUN #	Captive Wildlife Module (CWM)	Yes	Customization Required	No	Alternate
	the creation and maintenance of special permit applications, and licenses. This configuration interface is accessible by NGPC users with the appropriate permission sets and allows for complete control of your agency's special permitting.				
	B. Describe the system's workflow process that accommodates the following: 1. Inspections, 2. species inventory, 3. permits, 4. approvals, and 5. customer messaging capabilities	X			
	Bidder Response: AMS' automated special permitting process gives NGPC complete control of an efficient process that supports efficient, accurate approvals; increases customer satisfaction; and stores all records in the customer profile. Authorized NGPC users create and maintain special permits through configuration, as they do for other licenses and permits. NGPC configures the application requirements, the Captive Wildlife requirements and the products that require approval as a prerequisite. This integrated, configurable approach allows AMS to accommodate all of the items listed in B. The special permit application process is configurable for different permit types and data stored, so it can be used for all of NGPC's current types and those you may need to add in the future. The sample screens below show question configuration for a commercial fishing application, but the application process can be configured to any privilege that requires additional documentation and approval. NGPC manages special permit issuance through an application process wherein authorized users create the application to include all elements customers are asked to provide. Applications generally contain two types of information-gathering mechanisms:				

FUN #	Captive Wildlife Module (CWM)	Yes	Customization Required	No	Alternate
	• **Application Questions** allow the user to designate what information from applicants does *not* have an impact on their application status, such as name, DOB, etc. Authorized users have control over the question formatting and collection requirements on the application.  • **Product Questions** determine what special permit a customer may be eligible for, depending on their responses to the question. For example, in a single application a customer could be eligible for multiple permits depending on				

FUN #	Captive Wildlife Module (CWM)	Yes	Customization Required	No	Alternate

their application responses. This interface allows the NGPC user to determine what product is eligible for each response.

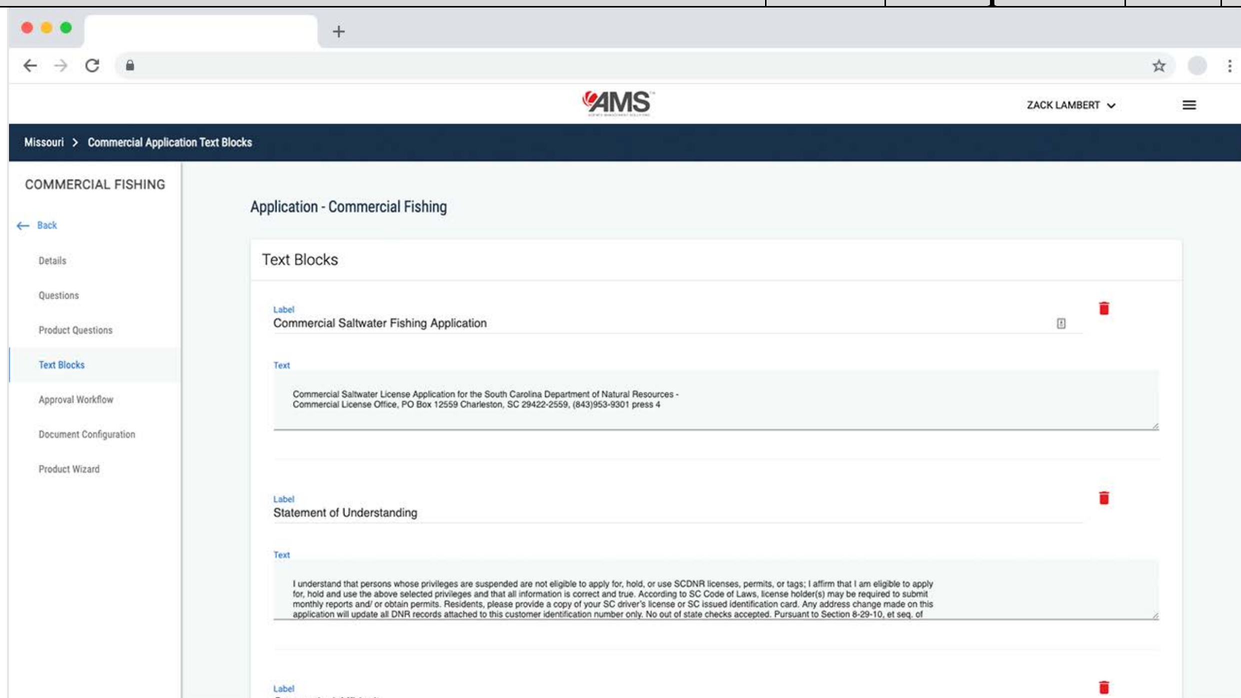


Authorized NGPC users can also define what blocks of texts or instructions need to be presented to a customer on their application, such as including a statement of understanding, or displaying terms and conditions.

Attachment A

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

FUN #	Captive Wildlife Module (CWM)	Yes	Customization Required	No	Alternate



NGPC users' application configuration is organized into AMS' intuitive purchase wizard, which drives the customer's application experience on the sales interface.

Once a special permit and application have been created, customers go online to complete the application. This self-service application process replaces the need for customers to download a form, print it and mail it back to you for processing. When the customer submits an application online, they see their application in a "pending" status in their account.

FUN #	Captive Wildlife Module (CWM)	Yes	Customization Required	No	Alternate
	The AMS application process follows the same steps as in a paper application process. Authorized users who are designated approvers have access to a queue of pending special permit applications for review. This queue also provides a search interface so approvers can filter and sort for the applications that are most relevant to them. When viewing an application, the approver has visibility into all information provided by the customer and can either approve or deny the application. · If the application is denied, an email communication is sent to the customer and their application status is updated in their account. · If approved, the application is either - marked as approved and the permit goes to fulfillment or - the application is forwarded to the next approval group. The flexibility of AMS allows NGPC to designate multiple application approval groups for a special permit if multiple teams in the agency are involved in approval of an application.				

FUN #	Organ Donation	Yes	Customization Required	No	Alternate
FUN-86 **Section VII.S**	A. Does the system provide organ donation registration? If yes, describe.	X			
	Bidder Response: Yes, this prompt can be included in the sales workflow. For New York State Department of Environmental Conservation, we currently accept organ donation registration through AMS. Collected data is sent to the New York State Donate Life Registry. Kalkomey will configure organ donation registration and data export as part of the scheduled implementation activities for NGPC.				

Attachment B

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

Bidder Name: _Kalkomey Enterprises, 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

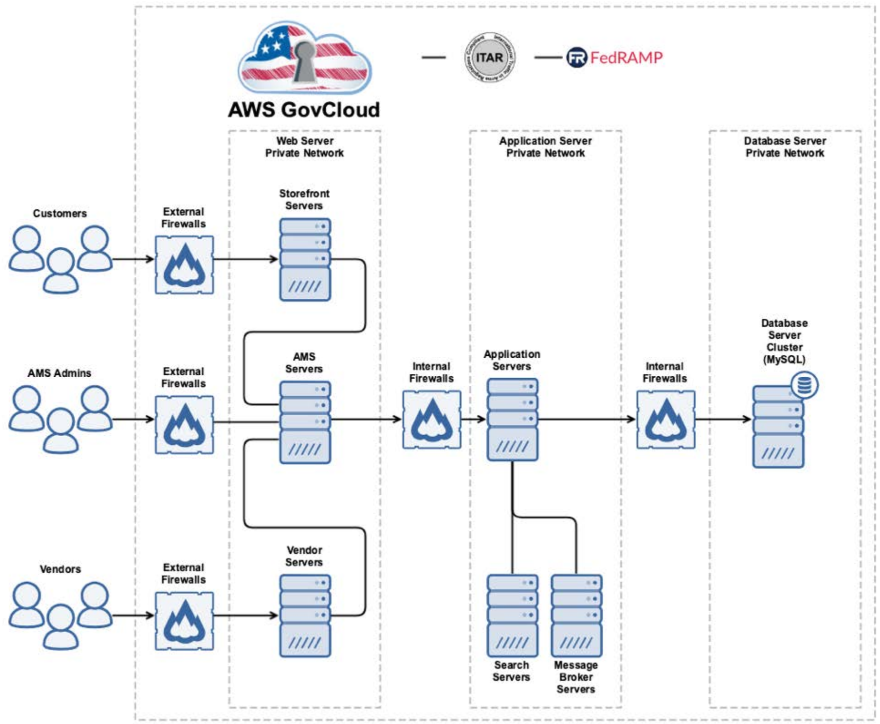
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

General Statement of Requirements
The State of Nebraska (State), Nebraska Game and Parks Commission (NGPC), is seeking a qualified Contractor to provide a statewide, Web-Based Permit/Licensing system that provides for automated permitting/licensing issuance, event registration, Customer Relationship Management (CRM), wildlife harvest reporting, Point of Sale (POS), and revenue management system that must support all existing business rules that are outlined in section VI and VIII. The system must complete transactions in real-time and provide cutting edge technology for both NGPC staff and customers. The system must provide flexibility for product/commodity expansion and specific business rule application by product/customer/location or other variables. Bidder must describe, and provide screen shots when applicable, to show the structure, functions, and processes of the proposed Web-Based Permit/Licensing system.

TEC #	System Architecture	Yes	Customization Required	No	Alternate
TEC-001 **Section VI.G. Scope of Work**	A. Provide a high-level description with diagrams and screen shots of the proposed system.	X			
	Bidder Response: AMS is an N-Tier software suite built using modern, secure web technologies designed for robustness and high-availability. Each tier of the AMS software architecture is designed for the highest levels of security and multiple levels of redundancy. We use a distributed cloud approach for all system concerns. Firewalls, load-balancers, web servers, application servers and database servers are all deployed in a redundant, fail-over capable method in the Amazon GovCloud to ensure no single unit within the system can cause a single-point-of-failure.				

Attachment B

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

General Statement of Requirements		
		AMS™ AGENCY MANAGEMENT SOLUTIONS 

TEC #	Technical – Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
TEC-002 **Section VI.I**	A. Describe the system's Business Continuity and Disaster Recovery plan to include the following: 1. Provision of two sites with Tier IV classification, and 2. A quarterly test of backup, failover, and disaster recovery procedures; and 3. Provide a high level data recovery plan.	**X**			
	Bidder Response: *Current AMS (requires no customization for NGPC):* Kalkomey's formal Disaster Recovery/Business Continuity Plan includes procedures and information necessary to fully perform, test and/or restore services at a disaster recovery site. We maintain an extensive, multi-level disaster recovery plan to recover from any level of outage. Kalkomey uses AWS GovCloud, which is a Tier III+ data center with redundancy across multiple availability zones, thus operating at Tier IV classification standards. We test backup/restore almost monthly as part of our UAT process. *APPLICATION FAILOVER* Kalkomey uses a distributed cloud approach for all system concerns. Firewalls, load-balancers, web servers, application servers, and database servers are all deployed in a redundant, fail-over capable method in the Amazon GovCloud to ensure no single unit within the system can cause a single-point-of-failure.				

TEC #	Technical – Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
	All web and application servers are deployed to a second, geographically isolated Availability Zone (data center). In the event the primary data center experiences a catastrophic failure, all systems continue to function normally because load balancing occurs across both data centers. If both primary and secondary data centers experience an outage that impacts web and application hosting, Kalkomey deploys all applications to an entirely new data center using automated deploy scripts. Scripts are designed around a base Linux install which is available from a number of commercial cloud-service providers. New cloud servers are provisioned, automated deploy scripts are executed to deploy latest production source code and to configure all necessary server applications – *all within minutes and without human assistance.* In the event of a complete primary and secondary data center outage including database services, the latest available backup is restored to a functioning data center that meets our SaaS Operation requirements. Database transaction logs replicated to a cloud-based logging service are processed to roll forward the database backup to the latest possible point. New AMS servers are then provisioned as described above. Finally, DNS entries are updated to route traffic to the new data center and restore normal operations. For the unlikely event of a catastrophic failure that impacts both the primary and secondary data centers, full system operation can be restored within 12 hours. Recovery after only one data center failure is instantaneous as load balancers transfer services automatically to the other data center. *DATA FAILOVER* For data recovery, Kalkomey relies on both real-time replication, delayed replication, backups and transaction logging to ensure all data is stored redundantly and can be restored in the event of system failure. The production database server (MySQL) is replicated in real-time to a second, geographically isolated AWS Availability Zone (AZ). • In the event of primary database server failure, all connections are automatically routed to the second AZ database server and services are restored within 60 seconds. The production database server is also replicated to two other read-only instances: real-time and another one on a 1-hour delay.				

TEC #	Technical – Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
	• If both primary and secondary AZ instances are interrupted, the real-time replica instance is promoted to master status and all connections are automatically routed to the new primary database server. • If human error causes data loss, replication can be paused to the 1-hour delay instance, just before the point in time data loss occurs. This instance is then promoted to ensure data integrity is maintained. • In the event of a global system failure, transaction log replication (to an offsite location) and nightly backups restore the most recent backup to a non-AWS MySQL host. This host is provided by a cloud hosting provider meeting Kalkomey's hosting standard. Transaction logs can be used to restore any new or changed data between the time of backup and system failure. *MONITORING TOOLS* Kalkomey utilizes Amazon CloudWatch to monitor the web server application-level data, and Pingdom to monitor server status. Pingdom monitoring specifically monitors hardware, including networking, disk ram and storage. In addition, we monitor attacks via AWS Guard Duty and code level monitoring with Honeybadger. StatusCake is used to monitor SSL certs and uptime of applications. *NOTIFICATION PLAN* In the event of a disaster, Kalkomey notifies clients within 15 minutes of determining that a disaster condition exists. Methods of communication is determined and agreed upon with each client in the formal Disaster Recovery Plan developed during the Project Management Methods planning process.				

Attachment B

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

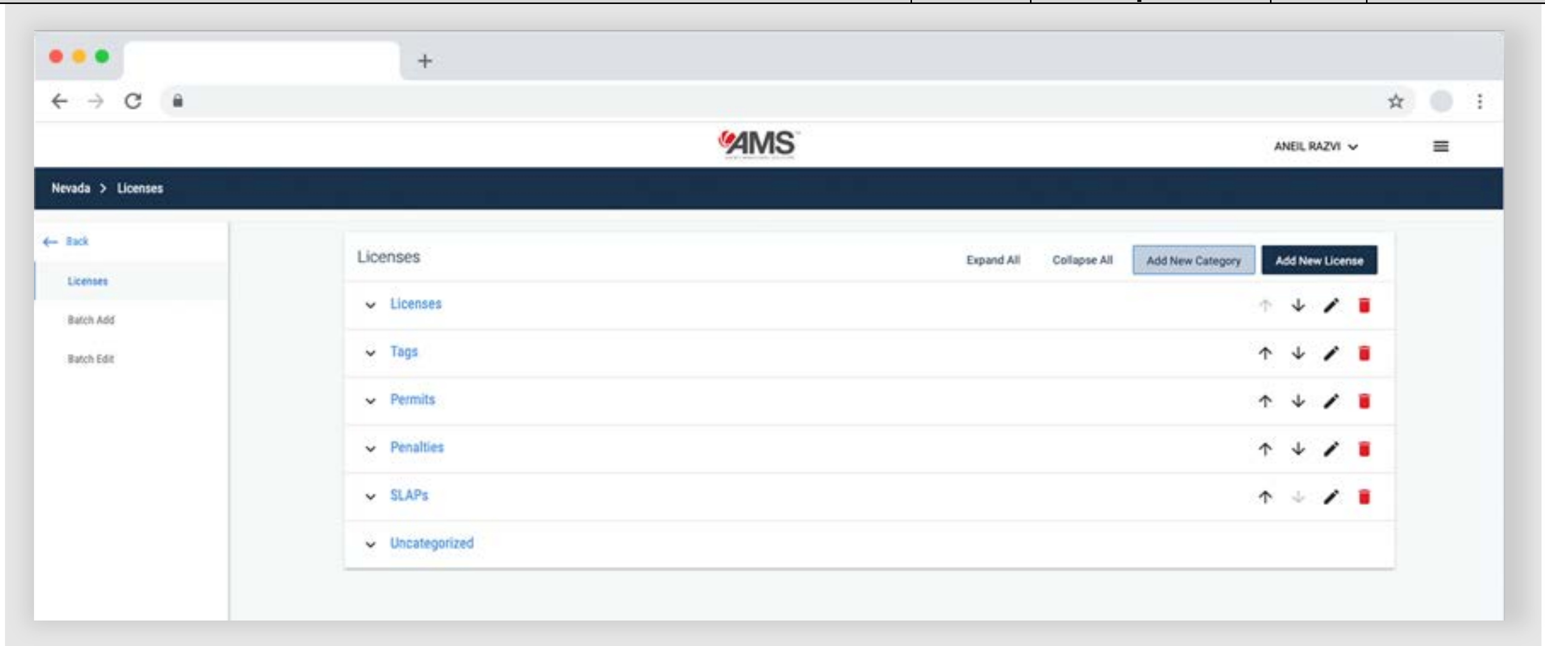
TEC #	Technical – Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
TEC-003 **Section VI.I**	A. Describe the system's capability of providing the following: 1. A high-speed SAN fabric; 2. SFTP server; 3. Monthly backup of all databases.	**X**			
	Bidder Response: 1. Typical SAN fabric for deployed application servers runs on a 10Gb network. 100 Gb networks are available if needed. 2. Kalkomey operates and maintains an SFTP server but also supports FTPS. 3. Databases are backed up in real-time, nightly backups and monthly back-ups. Monthly backups are stored for at least 12 months.				

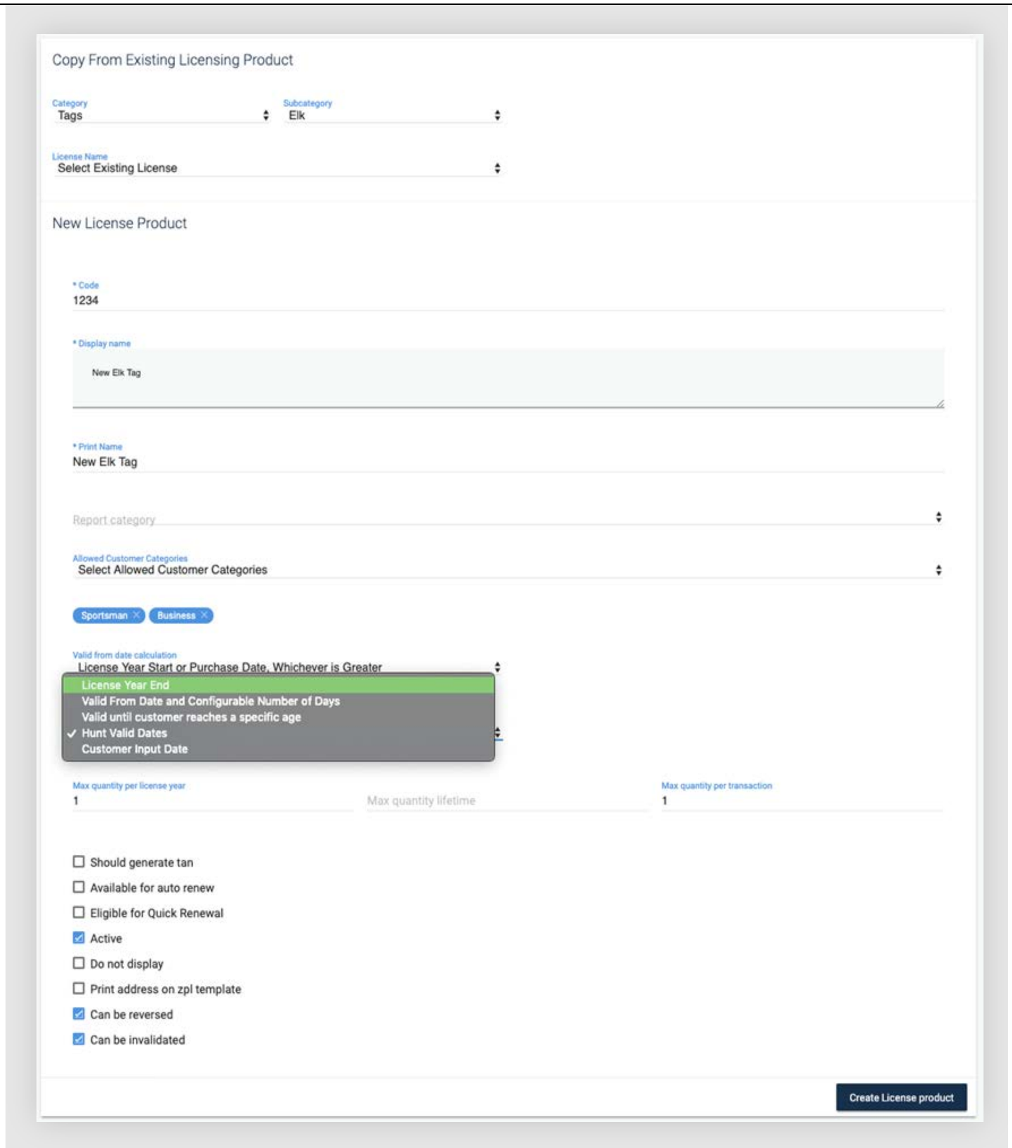
TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
TEC-004 **Section VII**	A. Describe how the system protects Personal Identifying Information (PII).	**X**			
	Bidder Response: Data is encrypted at rest and in transit using AES-256 and/or TLS 1.2 or higher. Industry standard firewalls are in place as well as web application firewall used to detect and restrict unauthorized system access or malicious activity. All system level access is done via VPN and SSH Key Authentication restricted to only privileged members of Kalkomey's infrastructure team. Additionally, all customer payment information is direct posted to our payment gateway and is not stored within Kalkomey's system further limiting risk. Customer identifiers (SSN, DL, Passport Number) are encrypted a second time to further secure the PII data in the event of a potential data breach. Kalkomey uses role-based privileges to limit user access to only the information they are authorized to access to perform their job functions, which further restricts access to to PII. This helps to ensure personal information remains private unless being access for authorized reasons. Actions within the system generate audit information. This information is accessible in an audit log to monitor workforce members use of information				

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
TEC-005 **Section VII**	A. Describe the system's user-configurable features.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* In AMS, the powerful Administrative module centralizes the functions that NGPC uses to manage and configure the business rules, user role packages, and products. One of the core components of AMS is product management through the Administrative interface. Kalkomey has reimagined product configuration with AMS' innovative system to manage license years, product pricing, taxes and fees, sales channels, business rules, and a variety of other tools to facilitate agency operations. New product creation and management is intuitive and straightforward. ***Product Configuration*** Authorized users add and update products to the product catalog. In this section, we show how new products can be added to the catalog by NGPC. In most cases, the steps shown also apply to making an update to an existing product. Products are created in the following steps: 1. create product using name, code, category, and sales parameters, 2. configure product pricing,				

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
	3. configure business rules, 4. configure product sales and valid dates, 5. configure qualifying or detail questions (if applicable), 6. assign print document template, 7. assign sales channel locations, and 8. connect license products to application products (if applicable). To show how a product is created from scratch, we show **an example from a current client's AMS** (Nevada Department of Wildlife). 1. Creation A New Elk Tag product is added to the product catalog by clicking Add New License in the Administrative module's product menu interface.				

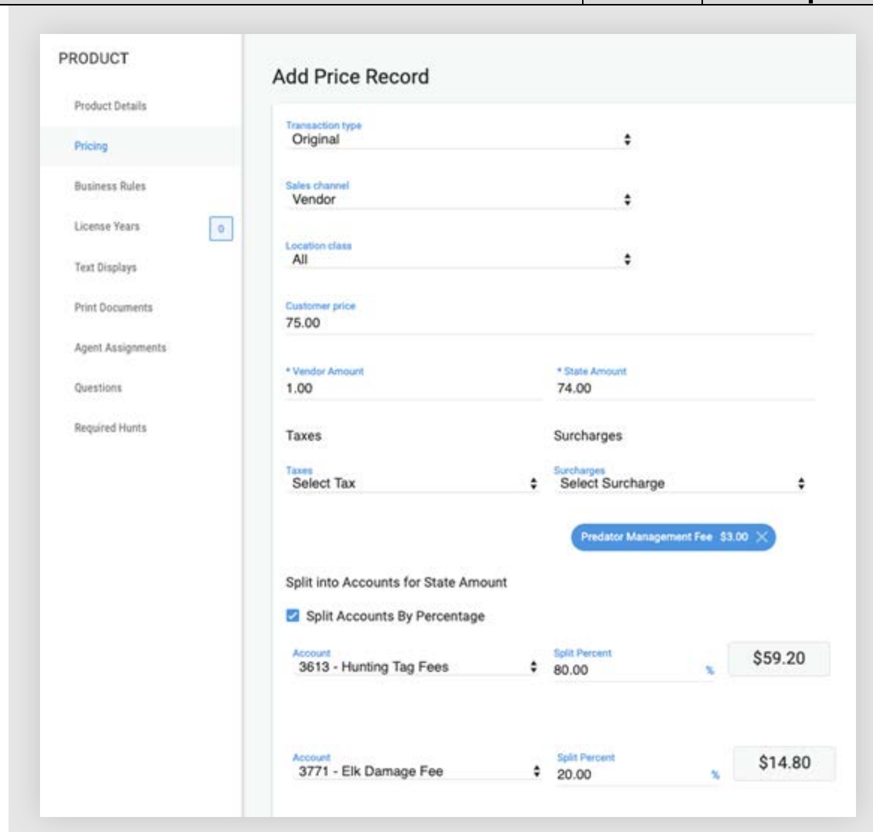
TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
	 The product code and name are then entered, as well as the product category and sub-category to which the product belongs.				



Copy From Existing Licensing Product
Category
Tags
Subcategory
Elk
License Name
Select Existing License
New License Product
* Code
1234
* Display name
New Elk Tag
* Print Name
New Elk Tag
Report category
Allowed Customer Categories
Select Allowed Customer Categories
Sportsman
Business
Valid from date calculation
License Year Start or Purchase Date, Whichever is Greater
License Year End
Valid From Date and Configurable Number of Days
Valid until customer reaches a specific age
Hunt Valid Dates
Customer Input Date
Max quantity per license year
1
Max quantity lifetime
Max quantity per transaction
1
Should generate tan
Available for auto renew
Eligible for Quick Renewal
Active
Do not display
Print address on zpl template
Can be reversed
Can be invalidated
Create License product

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
	Here the user specifies the customer types that are allowed to purchase the product and how many of the product are allowed per license year, per transaction and per lifetime. These rules automatically hide the product from customers who do not match the eligible customer type(s) or who may currently have the active product in their purchase history. The user specifies the "valid from" and "valid to" rules for the license product. The elk tag "valid from" date could be the start of the tag license year or the purchase date if purchased after the license year begins. The product can be set to expire at the end of the license year, a set number of days after the "valid from" date, when the customer reaches a certain age, or a date input provided by the user. Other configurable options include whether this product can be auto renewed, whether it is displayed in the product menu (for tag products dependent on draw events vs. over-the-counter sales), and the permissions for reversal and invalidation. When all settings have been configured, the user clicks Create License Product to store the new product in the system. 2. Pricing AMS system supports price settings specific to each sales channel.				

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

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
	 This example demonstrates a pricing record for External Agents (Vendors). The pricing record can be applied to all agent locations, as shown above, or to specific agent classes. NGPC configures agents into classes with authorization to sell certain products as described in response to Attachment A at FUN-018.				

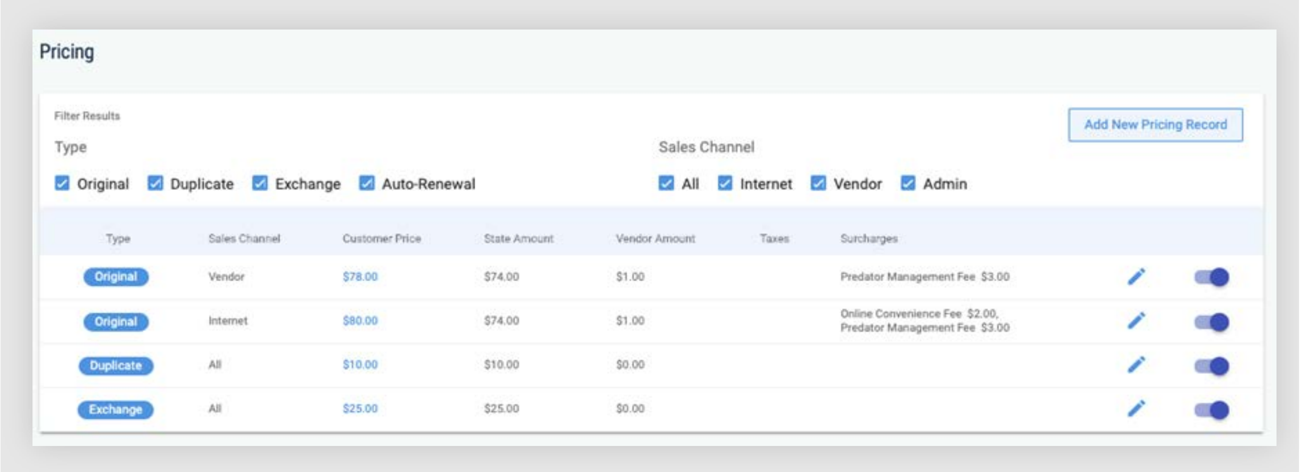
TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate

The price for the New Elk Tag is to be $75, and since this is an External Agent sale, $1 is designated to the issuing fee and the remaining balance to the State. Taxes and surcharges can also be configured, if applicable.

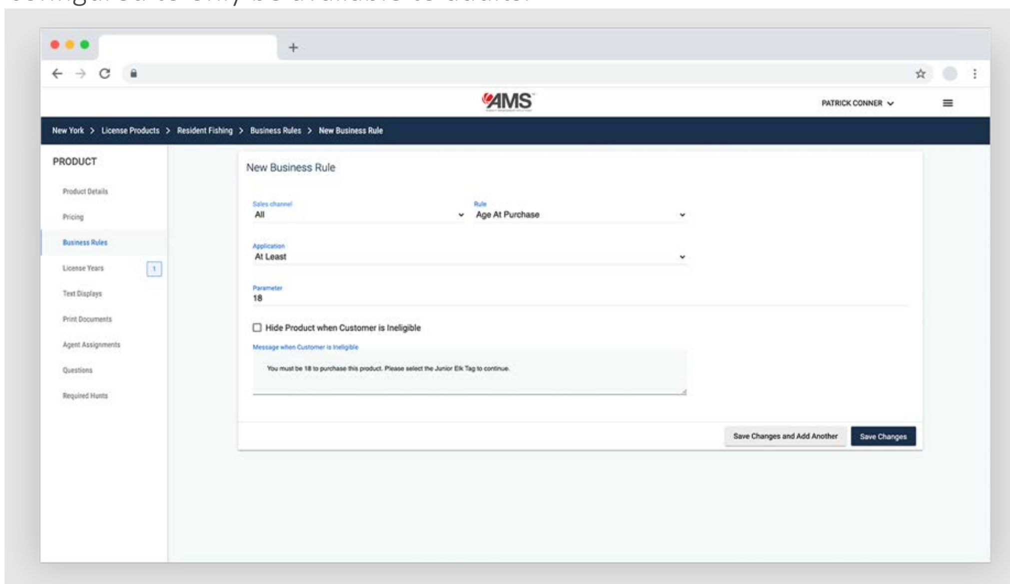
Finally, the product fee can be configured to specify which accounting fund should receive the money. Funds can be split by the percent of the fee, as shown, or by entering a flat amount. AMS automatically validates that the fund split amounts match the total product price and prevents the user from continuing if the fund splits do not reconcile. The accounting fund/chart of accounts is discussed further in response to Attachment C at FIN-012.

Multiple pricing records for the same product can be configured to accommodate variable pricing requirements for different sales channels or purchase options.

The example below shows that an additional "surcharge" or convenience fee is to be charged for an Internet/Mobile purchase.



License duplicates, exchanges, upgrades and renewals can all be configured with their own pricing records to meet your business rules. In our example, a duplicate New Elk Tag costs $10, and exchanging the tag costs $25.

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
	This flexibility in assigning pricing records without the need to create a new product record for each iteration of the same license product makes it easy to manage the entire product catalog. 3. Business Rules Business rules govern how products interact with each other and set other purchasing requirements. In this example the New Elk Tag is configured to only be available to adults.  Setting an age at purchase requirement to be at least 18 will prohibit juniors from purchasing the license. Business rules can be configured to simply hide products from ineligible customers or to display a message. Above shows how a suggestion to the customer to purchase a Junior Elk Tag (if they are not at least 18 years old) was added. Any number of business rules can be configured, including, but limited to, the following: ▪ age at purchase, ▪ age at license “valid from” date,				

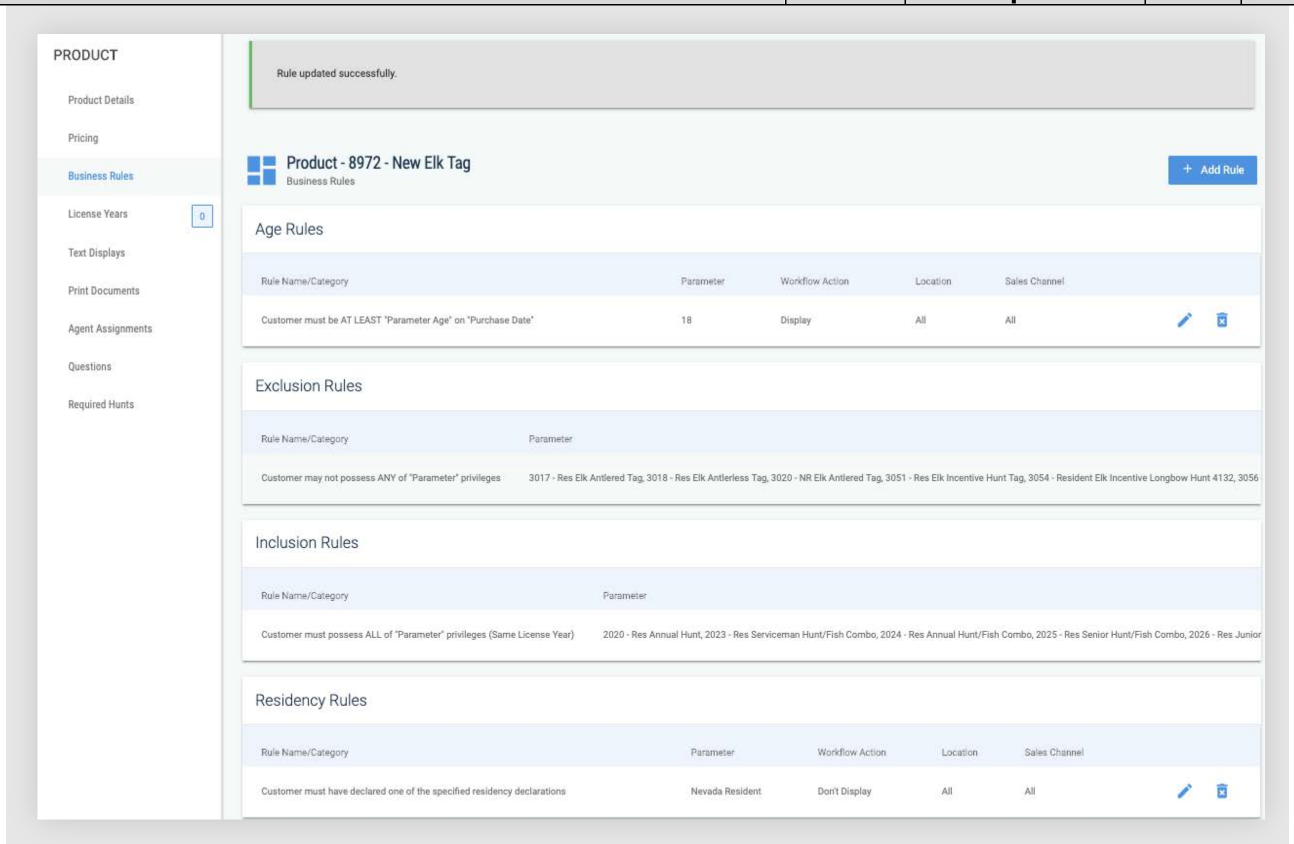
Attachment B

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

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
	· blackout dates, · required certifications (e.g. Hunter Ed or Archery Ed), · required eligibilities (e.g. Native American or Disabled Veteran), · privilege exclusions (i.e. you cannot buy X if you have Y), · privilege inclusions (i.e. you must have Y to buy X), · residency, and · suspensions.				

Attachment B

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

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
	 The **Exclusion Rules** list all of the other elk tags that would <u>prohibit</u> a customer from purchasing the New Elk Tag if they were on the customer's record. Exclusion Rules can be set to only consider active tags that have not yet expired, any relevant tags purchased in the same license year, or any relevant tags ever purchased, or any combination thereof. **Inclusion Rules** dictate any license product prerequisites that <u>must</u> be on the customer record in order to purchase the New Elk Tag. Similar to the Exclusion Rules, these settings can include only active licenses, licenses purchased in the				

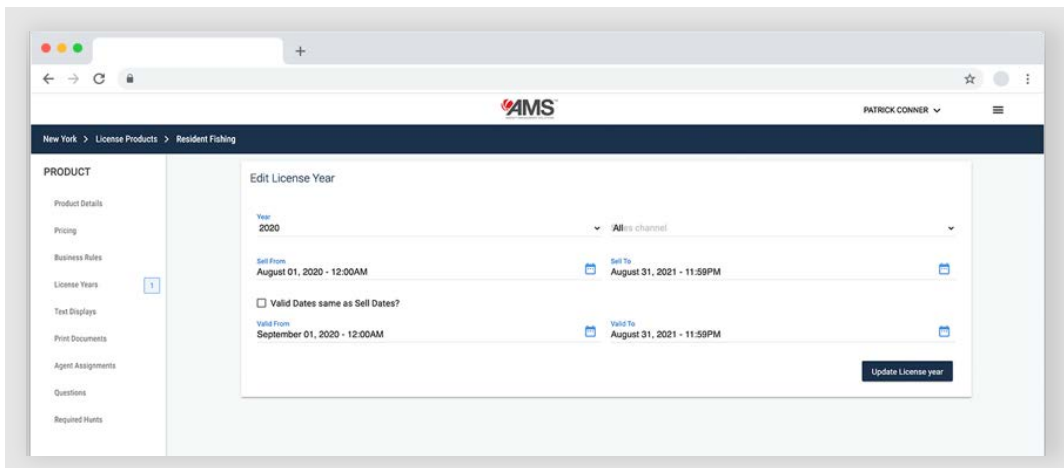
TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate

same license year, or any license ever purchased. Inclusion Rules can also be set to automatically add a required license to a customer’s shopping cart when attempting to purchase a product without the prerequisite.

Business rules are used to support up-sells, add-ons, product upgrades, and much more. Authorized users can use business rules to recommend products based on customer information and activity. Because business rules are infinitely configurable they support any number of complex license product interactions and requirements. The Kalkomey Implementation Team configures the initial business rules and product catalog according to your requirements and input. Then NGPC (or Kalkomey at your direction) can update them at any time.

4. License Years

License year configuration specifies the dates the license product may be sold and the dates the license product is valid.



This example shows that the New Elk Tag may be sold from August 1st to August 31st but is valid from September 1st through August 31st.

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
	License years can be configured the same year after year, or differently depending on changing rules and regulations. Final Steps Assigning print document templates and sales channel locations are as simple as selecting the desired options from a drop-down menu. Additional configuration settings follow the same user-friendly, intuitive interface, allowing an authorized user to quickly complete creation of a new license product. Print templates are discussed in response to Attachment A at FUN-035. *Alternative Product Creation – Copying* There are many reasons why you may have similar product offerings where most of the details and business rules are the same although there are a few unique elements. Therefore, AMS supports creating a new product by copying from an existing configuration template and then making the necessary changes. *Managing Products* AMS reduces unnecessary product catalog bloat through configuration of product variations. For example, an annual hunting license can be configured for sale as an original purchase, a duplicate purchase, an upgrade, or an exchange without the need to create four different products in the system. Business rules can be set to govern the behavior of each product variation, or the product as a whole, making managing product menus much more efficient than in systems where each variation is its own product. ***Surveys*** AMS enables NGPC to configure, distribute and report on customer surveys of all types. Authorized users can create surveys that immediately pop up with the purchase of a product or can send surveys to all customers who have purchased certain products or simply interacted with AMS. You determine who to survey when and how, and configure the questions and acceptable answers to the survey. Surveys in AMS are entirely customizable and authorized NGPC users have complete access to build out surveys to collect any set of information. Surveys can also be embedded in emails that are sent to your target audience. For example:				

Attachment B

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

<table>
<tr><th>TEC #</th><th>Functional/Technical Requirements</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
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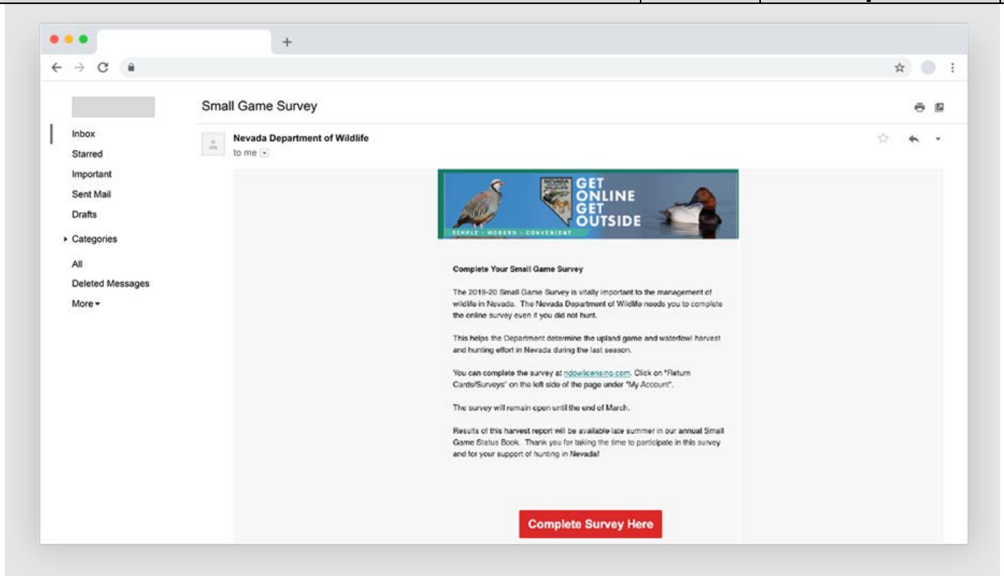

Although this sample shows a small game survey, the questions could be related to the customer's satisfaction with an order placed through the Call Center or any type of information NGPC desires to solicit from customers or External Agents. The survey audience to be targeted can be based on a multitude of parameters.

NGPC has complete control over survey creation and survey behavior. Authorized staff create survey questions and set acceptable answers for each question, then set the next action for each answer given. Survey functionality supports question branching where the survey has dynamic characteristics based on the answers to questions as the customer completes the survey.

Once created, the survey can be added to a customer's account in a variety of ways. For example, you can:

- require completion of a survey when a customer buys a certain product, either online or through an agent who completes the survey during the sales process; or

</td></tr>
</table>

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
	▪ add the survey to the customer account for online completion (offsetting agents' tendency to skip survey questions; or ▪ add the survey to a customer group based on a data set, such as all who fit a certain demographic such as age or zip code. Other configurable survey features help you gain compliance with survey returns. In AMS, you have the means to easily build a dashboard to monitor and report on responses. Additional information on survey building in AMS can be found below related to HIP surveys in response to Attachment A at FUN-053 and related to Harvest Reporting in response to Attachment A at FUN-028. *User Permissions* Through the Administrative interface, authorized users manage all user access to AMS - other Admin users including Internal Agents as well as External Agents. as further discussed in response to Attachment A at FUN-033 and FUN-037. *Agent Management* Through the Administrative module, NGPC manages all aspects of External Agents in AMS. Some of the configurable features are discussed in response to Attachment A at FUN-O54, FUN-055 and FUN-063. *Broadcast Messaging* Through the Administrative module, NGPC has the ability to send bulletin messages to sales agents: all, individually, or as a subgroup or class. Messages can be sent to specific agent locations, users or user types and can include publication date and expiration date. The message you create appears on the agent interface when the agent logs into the system. You can configure AMS to require the agent to read the message before they can access the system further. An upcoming AMS release includes extending this functionality so messages can also be sent to the customer interface. The internet customer sees the message upon logging into their account. *System Maintenance*				

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
	Because AMS is designed with such a degree of configurability, your administrative personnel can easily manage the system through the Administrative module as described in response to FUN-032. *Controlled Hunts and Lotteries* The module for draws and lotteries is highly configurable as described in response to Attachment A at FUN-041. *Reporting through AMS Analytics* As discussed in response to Attachment C at FIN-003, AMS Analytics allows authorized users to configure reports and interactive dashboards to drill into data, filter and perform ad-hoc analysis. *AMS Outreach* In Attachment A at FUN-069 – 074 we discuss this module that offers complete Customer Relationship Management. It is configurable by NGPC to plan, coordinate, execute, report and measure outreach and marketing activities.				

TEC #	Hosted Payment Page	Yes	Customization Required	No	Alternate
TEC-006	A. Describe how the system notifies a user/customer of redirection to the hosted payment page.	X			
Section VII.E.1	Bidder Response: Online customers never leave your Web-Based Permit/Licensing System when completing their transaction. As with most modern online shopping systems, financial transactions are completed seamlessly via SSL(Secure Socket Layer) encryption. The user enjoys a modern, seamlessly integrated payment gateway of NGPC's choosing without having to navigate site changes and warning messages, but still enjoying the security of encrypted data transmission. Any changes to the chosen payment processor will also be seamlessly integrated.				

TEC #	Remote Access	Yes	Customization Required	No	Alternate
TEC-007	A. Describe the system's ability, via the Administration Module, to access all sales channels.	X			
Section VII.F	Bidder Response: *Current AMS (requires no customization for NGPC):* The AMS Administrative module contains all of the tools NGPC needs to fully utilize and direct the entire AMS platform. Many of the features are described in response to Attachment A at FUN-032. Specifically in response to VII.F: **1. User IDs, Refunds/Voids** User permissions in AMS and how they are managed by NGPC through the Administrative interface are discussed in response to Attachment A at FUN-032, FUN-033 and FUN-037. Refunds/Voids are managed in the Administrative interface as described in response to Attachment C at FIN-001 and Attachment A at FUN-050. **2. Maintain and Create Permits and Products** As discussed in Attachment B at TECH-005, AMS offers authorized users the ability to configure and maintain all products through the Administrative interface. **3. Design Permits and Stamps** As discussed in Attachment A at FUN-035, through the Administrative interface authorized users configure each product, including the appropriate document format. **4. Prequalifying Permits** As discussed in response to Attachment A at FUN-036, the Administrative interface allows authorized administrative users can create/configure customer types that are used indicate preferences and identify categories of customers. **5. Revise Agent Permissions** **6. Manage User Access Rights** Both 5 and 6 are features found in the AMS Administrative interface, and are discussed in response to FUN-032.				

TEC #	Remote Access	Yes	Customization Required	No	Alternate
	7. Live Messages Messaging capabilities in the Administrative interface are discussed in response to Attachment A at FUN-038. **8. Report Harvest** In Attachment A at FUN-039 we explain how administrative users can update and report harvest information. 9. **Search and Inquire Capabilities** Discussion of these capabilities through the Administrative interface can be found in Attachment A at FUN-040. 10. **Manage Draws and Lottery** Draw and lottery configuration through the Administrative interface is discussed in response to Attachment A at FUN-041. 11. **Merge Duplicate Customer Profiles** Merge functionality is discussed in response to Attachment A at FUN-042. 12. **Update Taxes – Sales and Lodging by Location** These functions in the Administrative interface are discussed in response to Attachment A at FUN-043 and Attachment C at FIN-004. 13. **Business Reports** The extensive inquiry and reporting functions available through the Administrative interface are discussed throughout the response, notably in the following: Attachment A at FUN-040 and FUN-072 Attachment C: FIN-003, FIN-005 through FIN-007, FIN-010.				

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?	**X**			

TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
Section VIII.H	Bidder Response: *Current AMS (requires no customization for NGPC):* As described throughout Attachment B, Kalkomey's AMS is an N-Tier software suite built using modern, secure web technologies designed for robustness, redundancy and high-availability. All components of the solution are available 24 hours a day, every day. AMS is an ever-improving system. To meet this commitment, we schedule monthly releases of AMS components which may include feature enhancements, new capabilities and various performance improvements, as well as defect and other fixes. All changes to AMS undergo extensive functionality and regression testing to ensure changes have no negative impact on the system. NGPC is notified of all changes for approval. Changes to production systems occur on a regular, pre-defined schedule during non-peak hours. Our maintenance window occurs during non-peak usage hours, typically starting at midnight and ending by 5 AM Central Time, although usually ending sooner. Of course, we are mindful of season openers and other high-volume processing events that may further limit the regularly scheduled period for maintenance.				

TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
TEC-009	A. Describe scheduled system maintenance that may impact access to the system.	X			
Section VIII.H	Bidder Response: *Current AMS (requires no customization for NGPC):* To meet our mutual, ongoing commitments throughout the contract, Kalkomey provides operational upkeep of the entire solution, maintain complete up-do-date documentation, and follow structured change management procedures. Changes to production systems occur on a regular, pre-defined schedule during non-peak hours. Our maintenance window occurs during non-peak daily usage hours, typically starting at midnight and ending by 5 AM Central Time. Kalkomey				

TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
	follows a System Maintenance Plan in order to maintain high availability and avoid any changes outside of the standard maintenance window. Our system architecture, testing and maintenance planning are proven successful by our high availability (at least 99.5% of scheduled-up time). However, if it is necessary to make emergency changes and/or urgent security updates before a scheduled maintenance period, NGPC and all necessary parties are notified as far in advance as possible of the period during which access will be unavailable. Kalkomey aims for 100% uptime, including new code released. Our release process allows us to push code from a preview server to production without any downtime. Following a new release, if defects are reported, the product management team works with you to determine severity and priority of the fix. Once this has been established, the fix is either put into the current release scope, a future release, or, when deemed critical, worked on immediately to be deployed as a hotfix. If a defect is marked as Critical, Kalkomey notifies NGPC for approval to release as soon as possible, which may be outside of scheduled maintenance. If a defect is marked as High/Normal, Kalkomey recommends the fix is deployed in a regularly scheduled release.				

TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
TEC-010 **Section VIII.H**	A. Describe how the scheduled system maintenance will accommodate NGPC peak seasons. (See Section IX.D)	X			
	Bidder Response: Preparing for peak seasons is inherent in all areas and for all teams at Kalkomey, especially Operations, Customer Service and Client Success. We prepare in advance for peak seasons to ensure there is no impact on processing time or system access (such as described in response to TEC-022).				

TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
	Similarly, we manage the maintenance window to ensure that during season openers and any other anticipated spikes in activity the system remains available for processing. Maintenance on Kalkomey's systems is performed **without any downtime**. This ensures system functionality remains available while maintenance is occurring.				

TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
TEC-011 **Section VIII.H**	A. Describe the system's notification process for system outages.	X			
	Bidder Response: *Current AMS (requires no customization for NGPC):* AMS' distributed system architecture is designed to limit disruptions and our high uptime demonstrates the effectiveness of our architecture, monitoring and alerts. For example, we use multiple automated systems to analyze network traffic including AWS system alerts, Cloudflare threat mitigation, and real-time request log analysis using logz.io. Automated alerts are generated by all these systems and monitored by Kalkomey staff. Logz.io alerts are tuned to notify staff when there is unusual activity such as an increase in server 4xx or 5xx responses. Kalkomey performs organization risk assessments annually as part of our SOC2 Types II compliance to prepare for potential outages and quickly recover if they occur. We maintain extensive, multi-level Business Continuity and Disaster Recovery Plans to recover from any level of outage. In the event of a disaster, Kalkomey notifies NGPC within 15 minutes of determining that a disaster condition exists. Methods of communication are determined and agreed upon with NGPC in the formal Disaster Recovery Plan developed during the Project Management Methods planning process. In this plan we will identify necessary communications among all participants throughout the project lifecycle.				

TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
	As your partner in AMS, Kalkomey commits to full reporting and communications regarding system issues. If NGPC identifies an issue, your users will know who to contact to report it - 24 x 7. This communications plan is shared during training of NGPC staff and updated as needed to ensure your users have up-to-date information on how to report and resolve issues.				

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.	**X**			
	Bidder Response: *Current AMS (requires no customization for NGPC):* Kalkomey and AMS will meet NGPC-specific requirements for notification, severity and timely response. Below we have included an outline of our Incident Response Plan. *Incident Tracking, Resolution and Reporting* Kalkomey's procedures in response to a suspected or confirmed intrusion, process failure or data loss incident are outlined below. In our plan, the term Incident is used for various adverse system actions including those listed. Notification Immediately upon determining that an incident is underway or may have taken place, the person who discovers the incident or receives report of the incident notifies: · their line-manager and				

TEC #	Issue Resolution	Yes	Customization Required	No	Alternate
	▪ *at least* one of the named members of the Escalation Team. This list includes the Principal Systems Engineer, Chief Technology Officer, Chief Executive Officer and Kalkomey Help Desk. The following information is logged by the Escalation Team: ▪ name of the person reporting the incident, ▪ time of the notification, ▪ contact information about the caller or person who reported the incident, ▪ nature of the incident, ▪ what equipment or persons were involved, ▪ location of equipment or persons involved, ▪ how the incident was detected, and ▪ when the event was first noticed that supported the idea an incident had occurred. The Escalation Team member who receives the call (or discovered the incident) refers to the incident contact list to determine management personnel and Escalation Team members to contact, using both email and phone messages. In addition, other appropriate and backup personnel and designated managers are contacted. The staff member investigates the incident and adds the following information to the incident report, if applicable: ▪ Is the affected equipment business critical? ▪ What is the severity of the potential impact? ▪ What system is being targeted (include operating system, IP address and location? ▪ What is the IP address and any information about the origin of the attack? Contacted members of the response team meet or discuss the situation by phone to determine a response strategy and assess the following information at a minimum: ▪ Is the incident real or perceived? ▪ Is the incident still in progress? ▪ What data or property is threatened and how critical is it? ▪ What is the impact on the business should the attack succeed - minimal, serious or critical?				

TEC #	Issue Resolution	Yes	Customization Required	No	Alternate
	▪ What system or systems are targeted, where are they located physically and on the network? ▪ Is the incident inside the trusted network? ▪ Is the response urgent? ▪ Can the incident be quickly contained? ▪ Will the response alert the attacker and do we care? ▪ What type of incident is this? Example: virus, worm, intrusion, abuse, damage. An incident ticket is created. The incident is categorized into the highest applicable level of one of the following categories: Critical – A disruption of production systems or ability to provide contracted services. High – A threat to computer systems without a workaround but no immediate disruption of service. Normal – A system bug or issue with a workaround that should be addressed as prioritized by the business. The Escalation Team determines impact and exposure to clients and their customers, and executes the Incident Communication Plan to alert those affected. Additional actions follow: ▪ If a procedure for this type of incident does not already exist, the team documents what is done and later establishes a procedure for this type of incident. ▪ Team members use forensic techniques, including reviewing system logs, looking for gaps in logs, reviewing intrusion detection logs, and interviewing witnesses and the incident victim to determine how the incident was caused. ▪ Team members restore the affected system(s) to the uninfected state. They may do any or more of the following: ▪ Affected system(s) are re-installed from scratch and data restored from backups if necessary. Evidence is preserved before prior to reinstallation. ▪ Users are required to change passwords if passwords may have been compromised.				

TEC #	Issue Resolution	Yes	Customization Required	No	Alternate
	· Ensure the system has been hardened by turning off or uninstalling unused services. · Confirm the system is fully patched. · Verify real time virus protection and intrusion detection is running. · Verify the system is logging the correct events and to the proper level. · Team members recommend changes to prevent the occurrence from happening again or infecting other systems. Upon management approval, the changes are implemented. Documentation The following shall be documented: · How the incident was discovered. · The category of the incident. · How the incident occurred, whether through email, firewall, etc. · Where the attack came from, such as IP addresses and other related information about the attacker. · What the response plan was. · What was done in response. · Were the incident-response procedures detailed and cover the entire situation. How can they be improved? · Whether the response was effective and appropriate. How could it be improved? · Whether additional policies could have prevented the intrusion. · Whether a procedure or policy was not followed which allowed the intrusion, and then consider what could be changed to ensure that the procedure or policy is followed in the future. · If every appropriate party was informed in a timely manner and notification was made to proper external agencies. · Evidence Preservation—copies of logs, email, and other communication. · Assess damage to the organization and estimate both the damage cost and the cost of containment efforts. · Review response and update policies—plan and take preventative steps so the intrusion cannot recur. · Have changes been made to prevent a re-infection/recurrence? Have all systems been patched, systems locked down, passwords changed, anti-virus updated, email policies set, etc.?				

TEC #	Issue Resolution	Yes	Customization Required	No	Alternate
	· Have changes been made to prevent a new and similar infection? · What security policies must be updated? · What lessons have been learned from this experience? *Support Issue Ticketing and Tracking* Kalkomey currently uses an issue tracking and ticketing system for support calls. This comprehensive, omni-channel support platform allows customers, agents and NGPC to contact Kalkomey by phone, email or chat. Each customer support contact is automatically routed to the correct CSA trained to resolve that caller's specific issue. Contacts logged in the ticketing system include information such as the reason for the call/email/chat, issue description, date and time of request, contact duration, resolution details and more. Reports and dashboards give current and historical information on issue tracking and problem resolution to help Kalkomey's product team proactively identify patterns in reported issues. In this way, we are able to continually improve the AMS platform and user experience for all. Of course, all information access and activity reports required by NGPC will be provided to meet your information and monitoring needs.				

TEC #	Resolution of customer print issues	Yes	Customization Required	No	Alternate
TEC-013 **Section VIII.L**	B. Describe how the system ensures accurate printing of customer purchases.	**X**			
	Bidder Response: *Current AMS (requires no customization for NGPC):* There are several features of AMS to ensure purchases are printed correctly. Product Configuration				

TEC #	Resolution of customer print issues	Yes	Customization Required	No	Alternate
	New product creation and management through AMS' Administrative interface requires NGPC to assign the product to a document template. Many products are similar to others, and those products with many of the same document details can be assigned to the same template. Working with NGPC prior to implementation, we create print templates to meet your business rules, Law Enforcement requirements, customer ease of use and other NGPC goals (similar or different from current, consistent with NGPC style, etc.). When a new product is created you select the appropriate template from a drop-down list. If a print document template needs to be updated due to changes in rules or regulations, or a new product does not fit existing templates, Kalkomey works with you to edit or add a template. Information such as season dates, valid from/to, price, etc. are also configured by NGPC for each product. Because NGPC has provided the system with product-specific information and assigned each product an approved print template, you are assured that every issuance of every product prints the appropriate information in the required format. Applications are also products configured by NGPC to collect and print the information you require. Customer Information During the sales process, the customer/agent either identifies the existing customer or creates a new customer account. If an existing account is found, the customer/agent has the opportunity to update certain customer information, (such as address) in real time so the new information is printed on the purchased product. Agent Printing Although agents are using their own printers for customer documents, there is no means for an agent to interfere with the outcome of a print command so all agent locations produce consistent and accurate documents as configured by NGPC. Fulfillment				

TEC #	Resolution of customer print issues	Yes	Customization Required	No	Alternate
	AMS provides a fulfillment file from which NGPC prints purchases that must be fulfilled by mail. Through joint planning, testing and implementation the fulfillment information NGPC receives from AMS will contain information necessary for you to accurately print fulfilled items. Reprint/Replace Functionality As discussed in response to Attachment A at FUN-013, FUN-047 and FUN-052, AMS provides a process for reprints and replacements that may be needed by individual customers. If a print issue in AMS causes customer documents to be printed incorrectly, Kalkomey will meet the stated requirement with timely corrections for affected customers, with notification to NGPC.				

TEC #	Service Support Communication	Yes	Customization Required	No	Alternate
TEC-014 **Section VIII.M**	A. Describe your communication support options to include, but not limited to, the following: 1. Telephone help 2. Email 3. AI Chat Bot 4. Help text with hyperlinks	**X**			
	Bidder Response: *Current AMS (requires no customization for NGPC):* KALKOMEY SUPPORT Kalkomey has a large North American-based Customer Support and Fulfillment (CSF) department staffed with full-time, professional customer service agents who provide support in English, Spanish and French.				

TEC #	Service Support Communication	Yes	Customization Required	No	Alternate
	Our team currently receives more than 45,000 calls and 20,000 email inquiries *per month* from students, license/permit customers, magazine subscribers, volunteers and agency personnel. We will scale our team to support NGPC's customers and agents. As the Kalkomey Implementation Team works with your stakeholders to develop documented processes and procedures for managing products, sales and information in AMS, our CSF Manager is involved to understand the unique aspects of NGPC products and regulations. The CSF manager and supervisory staff attend appropriate implementation project meetings and engage in product overview, configuration and testing activities. As they develop NGPC domain expertise, they begin drafting knowledge base articles and a training curriculum for the CSF team. CSF supervisors attend formal classroom training and are then responsible for training individual customer service agents (CSAs) over the course of several weeks before NGPC's Go Live. In addition to contact center support, Kalkomey provides help links and information in the user interface for customers and agents. ▪ An online support portal is integrated into AMS so agents can click on a support link to access illustrated guides to topics of interest related to their business processes. This is useful for finding quick reminders and enables an agent to quickly find answers herself without making a phone call. ▪ For customers we can include links to tutorial videos, frequently asked questions, short help documents and messages to support a positive experience and solve questions they may have. As an example, for NDOW Kalkomey has recorded various how-to videos that are published to help customers who submit big game draw applications, return harvest surveys and renew vessels. *Training* A comprehensive and effective training program is a critical activity for any contact center that intends to achieve a high level of caller satisfaction by serving customers in a responsive and accurate manner. Customer Service Agents (CSAs), as well as management staff, must: ▪ possess a range of skills and capabilities in order to respond effectively to the needs of your customers, system users and other project participants;				

TEC #	Service Support Communication	Yes	Customization Required	No	Alternate
	· develop a detailed knowledge and understanding of your programs in order to meet each caller's needs; · understand how to use the contact center's systems and tools efficiently; and · use the "soft" skills necessary to interact with the appropriate mix of concern, empathy and professionalism to effectively handle a caller. We equip our staff with the skills to handle a wide range of caller situations. Our training and tools enable CSAs to answer the majority of callers' questions accurately and conduct sales rapidly. At the same time, we recognize that some customer may simply want to express frustration, and we train CSAs for these calls as well. Whatever the content or tone of the call, our goal is always to provide a high-quality call experience that is delivered to the highest ethical and accountability standards, and always in accordance with the guidelines provided by NGPC. To be effective, our contact center training program is designed to meet several criteria, in addition to equipping CSAs to deliver outstanding call response. ✓ Training content is updated continually as program policies or procedures change. ✓ Training system is capable of communicating updates immediately to all locations in the network. ✓ Training program delivers the same content to all locations and all CSAs in the system. ✓ Training program is synced to the quality assurance process and to the network's policy and procedures tools so content in all three resource areas is always current, completely accurate and consistent. CSAs go through our complete training program and the requisite exams before being allowed to enter our mentoring process with supervisory staff. CSAs new to a program go through a nesting period where the supervisor-to-agent ratio is higher and additional monitoring is performed. Since the Kalkomey CSF team is already familiar with AMS interfaces and processes, most training curriculum centers around the unique regulations, products, business rules, interactions and processes specific to NGPC. Classroom training curriculum is summarized below.				

TRAINING TOPIC	DETAILS
Introduction to NGPC	Mission, goals and governing structure

TEC #	Service Support Communication	Yes	Customization Required	No	Alternate

Overview of the NGPC project	How project supports NGPC mission
NGPC glossary and definitions	
NGPC licensing/permit knowledge	Product details, interactions, business rules, sales seasons, pricing, etc.
Service levels and hours	Key performance indicators (KPIs)
Contract compliance	Data sensitivity, confidentiality, quality assurance processes and metrics
Relevant call scripts	Guidance on how to respond to typical questions
System interaction role playing	Common and fringe use cases
Testing and exams	Pass with a 90% or higher score

Classroom sessions are taught by experienced supervisors. This initial classroom training period is usually 5-10 days, depending on client needs. Kalkomey proposes 5 days of classroom training and welcomes NGPC training materials and involvement. We collaborate with NGPC on best training practices and development of Nebraska-specific curriculum materials.

CSAs are also able to pursue independent training with resources on the network, such as the policy and procedures for the project and knowledge base articles.

CSAs who do not pass the final tests at a sufficient level (90% or above) are given special assistance in the areas that were challenging for them. Senior staff provide mentorship until the CSA meets Kalkomey standards or the CSA is removed from the project.

Following successful completion of classroom training, the CSA's training is in the form of mentoring, one-on-one training with a senior CSA leading the calls and then nesting when the new CSA handles the call with assistance of a senior CSA.

TEC #	Service Support Communication	Yes	Customization Required	No	Alternate
	The above description assumes an existing CSA being trained on your E-Commerce System. When an employee new to Kalkomey joins the team, they complete a formal, in-depth training program before being paired with senior CSAs to shadow live support calls and collaborate on email support cases. As new staff demonstrate system, product and process expertise, they are allowed to take live calls with senior staff providing supervision and assistance as needed. Our mentoring process has proven effective in teaching (through live experience and demonstration) exactly what constitutes superior call handling and customer service skills. Mentoring also has shown that new hires are thoroughly onboarded and more quickly progress to successfully working independently. The contact center is PCI-compliant. As part of Kalkomey's PCI and SOC compliance programs, *all Kalkomey employees* receive Information Sensitivity training from KnowBe4, the world's largest security awareness training organization. Our employees are evaluated regularly, especially in the handling of sensitive customer information. ***Quality Assurance*** Our quality assurance program is an ongoing activity that yields valuable insights into our performance and measures how changes affect our client's business and if the changes yielded the desired result. Our goals and objectives include: · Verify and ensure the service provided by CSAs exceeds requirements and customer expectations. · Continuously improve the customer experience. · Gather and use quality outputs and data to support performance improvement efforts. · Determine areas of opportunity to improve overall performance. · Identify the differences among overall quality, customer experience quality and process quality performance requirements, as it relates to phone sales. · Correlate performance requirements to corresponding guidelines/business rules. · For a call scenario, assess the performance according to the corresponding quality assurance guidelines. *Quality Team Responsibilities* Measuring how well frontline CSAs meet qualitative standards is accomplished through a quality-monitoring process. You want to know if our CSA said the agency name in the greeting; used the caller's name appropriately;				

TEC #	Service Support Communication	Yes	Customization Required	No	Alternate
	managed the correct tone, pitch, and volume; and closed the call properly. Each of these items can be observed by using our quality monitoring process. Call monitoring may be completed with remote monitoring of live calls as well as recorded call monitoring. Silent monitoring allows a senior CSA to access a call in progress, listening to both sides of the conversation without either the caller's or CSA's knowledge. Silent monitoring generally facilitates call quality assurance and verification. Silent monitoring provides a suite of metrics and data, such as the length of each call, average length of all calls, agent behavior and compliance with salutation standards, and whether agents meet other organizational objectives. Remote monitoring and recording of calls are accomplished through our call-recording system. All calls are recorded and saved for at least six months. A major benefit of call-recording is the ability to review calls along with the CSA. In this way CSAs can self-evaluate along with getting feedback from the supervisor. CSAs are faced with undeniable behaviors from recorded evidence. Once NGPC is live and CSAs are taking calls, supervisory staff initiate the monitoring phase. The CSF Manager randomly samples calls to assess each CSA's domain knowledge, service gaps and use of support solutions, such as the help desk knowledge base. Should the CSF Manager or leadership team identify any areas of knowledge gap, inconsistencies or other areas for improvement, immediate flash meetings are organized and convened. Shift supervisors pull staff together for short stand-up meetings to review areas of concern and develop improvement plans. In addition, we have system reports on individual agent performance, as shown in the sample below.				

Attachment B

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

TEC #	Service Support Communication	Yes	Customization Required	No	Alternate

Agent: Jessica Smith, Team: Agents

Agent Performance (General) - Report for Custom From: Feb 15, 2018, 7:24:00 AM To: Mar 6, 2018, 7:24:00 AM (America/Los_Angeles)

Generated on 03/06/2018 at 7:32:55 AM - Page 1 of 1

Date	Occupancy %	Number of Calls Offered	Average Handling Time (inbound)	Total Logon Time	Total Working Time	Call Rejects / No Answer	Initiated Transfers	Ready %	Busy (Inbound) %	Busy (Outbound) %	After Call Work %
2/15/2018	49	11	00:03:38	01:26:09	01:18:56	0	0	46	44	0	3
2/16/2018	94	4	00:02:51	00:16:17	00:08:33	0	0	4	68	0	3
week:	54	15	00:03:26	01:42:26	01:27:29	0	0	39	48	0	3
2/19/2018	58	4	00:03:17	00:21:59	00:21:39	0	0	41	58	0	1
2/20/2018	18	5	00:05:04	02:28:22	02:26:52	0	0	81	17	0	1
2/21/2018	38	7	00:06:17	01:03:06	01:01:46	1	0	60	49	0	1
2/22/2018		0		00:00:00	00:00:00	0	0				
2/23/2018		0		00:00:00	00:00:00	0	0				
2/24/2018		0		00:00:00	00:00:00	0	0				
week:	27	16	00:04:59	03:53:27	03:50:17	1	0	71	29	0	1
2/25/2018		0		00:00:00	00:00:00	0	0				
2/26/2018	40	4	00:00:25	00:05:26	00:03:37	0	0	39	25	0	6
2/27/2018	59	2	00:08:28	00:45:52	00:45:05	0	0	40	36	3	1
2/28/2018		0		00:00:00	00:00:00	0	0				
3/1/2018	42	2	00:05:28	00:19:39	00:18:46	0	0	56	55	0	1
3/2/2018	92	5	00:03:59	00:24:07	00:21:13	0	0	7	82	1	1
3/3/2018		0		00:00:00	00:00:00	0	0				
week:	62	13	00:03:48	01:35:04	01:28:41	0	0	35	51	2	1
3/4/2018		0		00:00:00	00:00:00	0	0				
3/5/2018		0		00:00:00	00:00:00	0	0				
3/6/2018		0		00:00:00	00:00:00	0	0				
week:		0		00:00:00	00:00:00	0	0				
period:	41	44	00:04:04	07:10:57	06:46:27	1	0	56	38	0	1

Staffing Plan

Kalkomey has extensive experience in staffing our CSF operations, resulting in a catalog of best practices for continuous availability of sufficient staff to answer calls in a timely fashion and meet Service Level Agreements (SLAs).

TEC #	Service Support Communication	Yes	Customization Required	No	Alternate

Numerous factors can cause hourly and daily variations in call volume and most of our clients' calls are subject to these seasonal (or longer) fluctuations. We also recognize the variety of operational factors, including talk time, wrap time and SLAs that can affect the number of CSAs required to properly handle a given volume of calls.

Our sound staffing plan is based upon comprehensive data from all aspects of call flow and handling, a granular understanding of our call handling processes and a well-defined set of performance standards (contractual and internal).

Below is one of many pieces of information that contribute to our analysis for staffing patters. This is a sample report showing how CSAs time was spent during a reporting period.

Team: Agents
Agent Time Allocation - Report for Custom From: Feb 15, 2018, 7:24:00 AM To: Mar 6, 2018, 7:24:00 AM (America/Los_Angeles)
Generated on 03/06/2018 at 7:31:44 AM -

Agent	Total Logon Time	Total Working Time	Occupancy %	Busy (Inbound) %	Busy (Outbound) %	Avg Ringing Time	After Call Work %	Ready %	All NR %	Lunch NR %
Alan Berg	01:00:47	00:59:16	98.8 %	21.5 %	74.2 %	00:00:04	0.2 %	1.2 %	2.5 %	0.0 %
Linda Chen	00:02:29	00:00:00	0.0 %	0.0 %	0.0 %		0.0 %	0.0 %	100.0 %	0.0 %
Alice Cooper	08:00:18	02:30:59	32.0 %	8.5 %	0.6 %	00:00:08	1.0 %	21.1 %	68.6 %	7.8 %
Lola Maddox	04:13:41	04:13:39	100.0 %	0.0 %	100.0 %	00:00:00	0.0 %	0.0 %	0.0 %	0.0 %
Agent Nicely	00:00:00	00:00:00	0.0 %	0.0 %	0.0 %		0.0 %	0.0 %	0.0 %	0.0 %
Jessica Smith	07:10:57	06:46:27	40.6 %	34.7 %	2.6 %	00:00:04	0.8 %	55.6 %	5.7 %	1.6 %
	13:02:43	10:44:16	43.5 %	26.5 %	6.3 %	00:00:07	2.8 %	46.3 %	17.7 %	0.0 %

Our approach model matches the characteristics of projected incoming calls to the skill sets of the staff roster. CSAs for the NGPC solution will possess an identified set of skills, including the types of programs they support, the language or languages they speak and the types of inquiries they are trained or certified by management to handle.

Hiring and retaining skilled, knowledgeable and energetic CSAs who give callers a quality experience is the key to our success. Our CSAs are trained to understand the broader purposes and regulatory basis of our client programs, as well as

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

TEC #	Service Support Communication	Yes	Customization Required	No	Alternate
	to deliver the information and services that callers expect. Of equal importance, our CSA teams are led by competent and experienced supervisors and managers who never lose sight of the service objectives and performance standards central to your project. *Work Force Management* Kalkomey's CSF work force management strategy captures detailed information about labor, productivity, trends and cost in order to understand the current workforce and predict volume trends and anomalies. This data-driven approach allows effective management of CSA skills and schedules by following forecasted volume predictions. It further supports recommendations for acquiring additional labor in order to maintain contractual agreements and customer satisfaction. Some of the data we utilize is shown in a sample Performance by Team Report.				

Team: Agents, Administrators, Managers
Agent Performance By Team - Report for Custom From: Jan 1, 2018, 12:00:00 AM To: Mar 4, 2018, 12:00:00 AM (America/Los_Angeles)

Generated on 03/02/2018 at 10:21:06 AM - Page 7 of 13

Team/agent	Date	Number of Calls Offered	Average Handling Time (inbound)	Number of Calls Made	Average Handling Time (outbound)	Total Logon Time	Total Working Time	Call Rejects / No Answer	Initiated Transfers	Ready %	Busy (Inbound) %	Busy (Outbound) %	After Call Work %
Alice Cooper	1/30/2018	1		0		00:07:15	00:05:43	1	0	79	0	0	0
	2/5/2018	0		0		02:36:11	00:00:00	0	0	0	0	0	0
	2/6/2018	0		1	00:02:55	12:03:57	07:21:14	0	0	59	0	0	0
	2/7/2018	1	03:03:30	0		10:28:44	03:03:30	0	0	0	29	0	0
	2/8/2018	2	00:02:25	0		01:13:55	01:10:39	0	0	89	2	0	4
	2/9/2018	0		0		05:13:45	04:50:59	0	0	93	0	0	0
	2/14/2018	2	00:10:26	0		07:33:56	04:40:39	0	0	57	3	0	1
	2/15/2018	4	00:04:03	0		01:10:01	00:17:44	1	0	10	17	0	0
	2/16/2018	2	00:04:28	1	00:00:17	00:37:42	00:24:07	0	0	37	16	1	8
	2/19/2018	1	00:08:49	0		00:11:00	00:09:09	0	0	3	80	0	0
	2/20/2018	1	00:03:11	0		01:46:28	00:52:13	0	0	46	3	0	0
	2/21/2018	0		1	00:01:12	03:28:45	00:02:36	0	0	0	0	1	0
	2/27/2018	4	00:05:08	0		00:43:23	00:42:25	0	0	66	45	0	3
	2/28/2018	1	00:01:44	0		00:02:59	00:02:45	0	0	41	58	0	0
	3/1/2018	0		0		00:00:00	00:00:00	0	0				
	3/2/2018	0		0		00:00:00	00:00:00	0	0				
Allen Fawcett	1/10/2018	0		0		00:02:11	00:02:05	0	0	95	0	0	0
	1/16/2018	1	00:01:27	0		00:38:00	00:35:57	0	0	91	4	0	0
	1/24/2018	0		0		00:06:12	00:00:00	0	0	0	0	0	0
	1/31/2018	0		0		00:09:55	00:00:00	0	0	0	0	0	0
Agent Nicely	1/10/2018	5	00:08:27	1		01:49:23	01:43:12	0	0	61	25	0	14
	1/14/2018	1	00:04:36	1	00:00:21	04:29:55	04:29:50	0	0	98	1	0	1
	1/29/2018	8	00:21:11	2		06:32:00	06:17:52	0	0	53	37	0	2
	1/30/2018	7	00:01:00	0		01:27:21	01:07:48	0	0	37	6	0	2
	1/31/2018	1	00:15:13	0		00:15:14	00:15:13	0	0	0	100	0	0
	2/1/2018	9	00:19:53	0		05:01:00	04:43:37	1	0	41	52	0	1
	2/5/2018	1	00:03:16	0		04:20:33	04:18:33	0	0	98	0	0	1
	2/12/2018	1	00:01:27	1		03:52:09	03:50:09	0	0	99	1	0	0
	2/13/2018	3	02:51:58	1		06:33:43	06:31:06	0	0	49	129	0	2
	2/14/2018	7	00:03:58	0		02:15:13	01:05:39	3	0	37	8	0	3
	2/16/2018	0		0		00:00:00	00:00:00	0	0				
	2/17/2018	0		0		00:00:00	00:00:00	0	0				

TEC #	Service Support Communication	Yes	Customization Required	No	Alternate
	Our approach yields valuable insights from monitoring performance and obtaining feedback on outreach/marketing campaigns and customer behavior. Finally, Kalkomey uses the data collected to model patterns and trends with the goal of providing real-time and historical reports on performance metrics, attendance, staffing and efficiency. *Issue Tracking and Problem Resolution* Kalkomey uses Bright Pattern as our issue tracking and ticketing system for customer support calls. Bright Pattern is simplest and most powerful AI-powered omnichannel, cloud platform contact center software. With Bright Pattern Kalkomey delivers an effortless and personal conversations across channels like voice, text, chat, email, and AI chat bots. Contacts are logged in Bright Pattern's ticketing system, including information such as the reason for the call/email/chat, issue description, date and time of request, contact duration, resolution details and more. This enables us to measure and act on every interaction on every channel via embedded AI omnichannel quality management. Reports (see samples above) and dashboards give current and historical information to help us meet our standards of performance for NGPC. Furthermore, Kalkomey's product team proactively identify patterns in types of reported issues to continually improve the AMS platform and user experience for all. *Sales and Harvest Reporting* CSAs with permissions to conduct sales use the Administrative interface for sales just as your Internal Agents do. Customers reach a live agent through NGPC's toll-free number. We propose the hours that have proven most beneficial and cost effective in our similar projects. Any sales orders taken by phone are processed in real time in AMS and adhere to the same business rule configuration as all sales channels. NGPC can configure different business rules for each channel and agent class in AMS, so you can set purchase options for contact center sales that are different from online or in-person locations.				

TEC #	Data Repository Facilities	Yes	Customization Required	No	Alternate
TEC-015	A. Describe the system's data storage, replication, and backup services.	X			
Section VIII.Q	Bidder Response: For data recovery, Kalkomey relies on both real-time replication, delayed replication, backups and transaction logging to ensure all data is stored redundantly and can be restored in the event of system failure. The production database server (MySQL) is replicated in real-time to a second, geographically isolated AWS Availability Zone (AZ). ▪ In the event of primary database server failure, all connections are automatically routed to the second AZ database server and services are restored within 60 seconds. The production database server is also replicated to two other read-only instances: real-time and another one on a 1-hour delay. ▪ If both primary and secondary AZ instances are interrupted, the real-time replica instance is promoted to master status and all connections are automatically routed to the new primary database server. ▪ If human error causes data loss, replication can be paused to the 1-hour delay instance, just before the point in time data loss occurs. This instance then is promoted to ensure data integrity is maintained. ▪ In the event of a global system failure, transaction log replication to an offsite location and nightly backups restore the most recent backup to a non-AWS MySQL host. This host is provided by a cloud hosting provider meeting Kalkomey's hosting standard. Transaction logs can be used to restore any new or changed data between the time of backup and system failure. Kalkomey commits to performing disaster recovery tests as required by the State's IT standards and reporting requirements. • The production database server (MySQL) is replicated in real-time to a second, geographically isolated AWS Availability Zone (AZ).				

TEC #	Data Repository Facilities	Yes	Customization Required	No	Alternate
	• In the event of primary database server failure, all connections are automatically routed to the second AZ database server and services are restored within 60 seconds. The production database server is also replicated to two other read-only instances: real-time and another one on a 1-hour delay. • If both primary and secondary AZ instances are interrupted, the real-time replica instance is promoted to master status and all connections are automatically routed to the new primary database server. • If human error causes data loss, replication can be paused to the 1-hour delay instance, just before the point in time data loss occurs. This instance then is promoted to ensure data integrity is maintained. • In the event of a global system failure, transaction log replication to an offsite location and nightly backups restore the most recent backup to a non-AWS MySQL host. This host is provided by a cloud hosting provider meeting Kalkomey's hosting standard. Transaction logs can be used to restore any new or changed data between the time of backup and system failure.				
	B. Indicate location of all data repository facilities, hardware, and software.	X			
	Bidder Response: Primary and Secondary hosting locations are AWS GovCloud facilities located *near Virginia and Oregon within the continental United States. Log replication is sent to AWS Region US-West-2 in the event of complete GovCloud failure. *AWS does not disclose the exact location of their data centers for security reasons.				

Attachment B

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

TEC #	Security Plan	Yes	Customization Required	No	Alternate
TEC-016	A. Provide a draft security plan.	**X**			
Section VIII.S	Bidder Response: Kalkomey has provided our Security Policy and Incident Response Plan as attachments in the Technical Proposal.				

TEC #	Data Migration and Transition Services	Yes	Customization Required	No	Alternate
TEC-017	A. Provide a draft transition plan.	**X**			
Section IX.A	Bidder Response: *Current AMS (requires no customization for NGPC):* Project planning activities generally take place immediately after project kickoff upon contract award. While a good deal of planning is done in preparation of project kickoff, it's important to have NGPC buy-in on plans before they are finalized, and significant project execution begins. These plans and related activities are scheduled in the draft Project Management Plan we have provided. Below we discuss plan details. <u>IX.A #1 - #5: Data Conversion Plan</u> Kalkomey will provide a formal Data Conversion Plan as part of project and system deliverables for the implementation of AMS. Developed from working with state agencies for nearly 25 years, Kalkomey's proven and effective techniques to migrate existing data from legacy databases is an iterative process that fosters collaboration, validation and verification at each stage. The mission of our Data Migration Plan is to successfully migrate data from NGPC's current systems and related databases to the AMS platform through a process that fosters collaboration, validation and verification at every stage, with measurable goals to ensure success.				

TEC #	Data Migration and Transition Services	Yes	Customization Required	No	Alternate
	Kalkomey has included an overview description of our data migration process below. The formal Data Migration Plan is developed to: ▪ describe specific element mapping of the legacy NGPC data structure to Kalkomey's AMS database schema, ▪ provide data dictionaries of actual NGPC data, ▪ identify default values, and ▪ provide a complete timeline of the migration process. We devote substantial Technology Team staff and resources to our three-phase approach which is designed to identify, transform and import all necessary data into AMS. Each phase is repeatable with complete or partial datasets. Our incremental approach allows the migration to evolve as new data is identified and reduces the amount of data migrated during system Go Live and post-launch. *SECURITY* Because of the sensitivity of the data involved, security oversight is maintained by Kalkomey Technology Team leadership. Data remains encrypted at all times. The only employees granted access for migrating data have been background checked and are ID-approved. *PROCESS* The infographic below describes an example of our three-phase, iterative approach to migrate data. Specific datasets will differ based on NGPC's specific requirements.				

Attachment B

Requirements Traceability Matrix (RTM)
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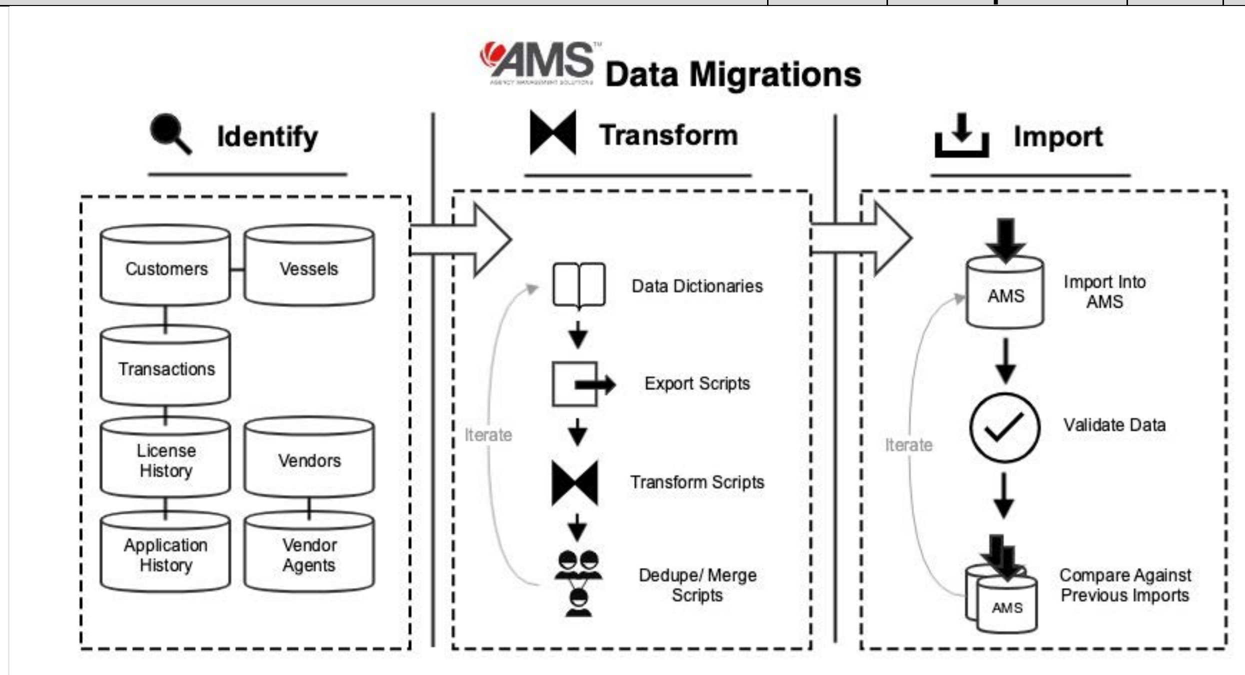
TEC #	Data Migration and Transition Services	Yes	Customization Required	No	Alternate



Identify: The identification phase of your data migration project focuses on discovering all source data and analyzing each dataset. This stage requires significant time investment from NGPC as you work with Kalkomey's team to identify and document all existing data sources, their respective data types, total size and intended destination in the AMS platform.

Kalkomey team members responsible for this stage of the data migration project include Data Analysts, Developers and Implementation Specialists.

TEC #	Data Migration and Transition Services	Yes	Customization Required	No	Alternate
	Information ascertained during the Identify stage are relied upon heavily during the Transform stage. Additionally, any concerns with existing data should be expressed by NGPC during this phase. Effective communication and access to NGPC staff familiar with the legacy dataset are essential to ensure data is mapped accurately to AMS schemas. Transform: When a thorough evaluation of all existing systems data is complete, the data migration team begins to analyze existing data to prepare for transformation. This team consists of data analysts, developers and quality assurance analysts. <u>Data Dictionaries:</u> During the Transform phase, data dictionaries are developed to map historical data fields to destination data fields in AMS. If data dictionaries are not available from NGPC or the source of outside data, source table metadata is used to define dictionaries needed in the migration process. Kalkomey also utilizes AWS Database Migration Service to identify possible transformation conflicts arising from different database architectures. A nightly process compares the current database structure to the structure used for documentation purposes. If any differences are identified between the production system and what was used for modeling, the engineering team is automatically alerted so NGPC documentation can be reviewed and updated. <u>Export Scripts:</u> Export scripts are written to extract all relevant data from the source system. Scripts are written to extract data in parts as opposed to a complete dataset. This helps accelerate the migration process as scripts can be run in parallel and are faster to process for analysis and transformation. Included in the export process is the identification of a primary or natural key utilized in the deduplication process after transformation. <u>Transformation Scripts:</u> Transformation scripts are written to format data for import into the AMS system. These scripts make any necessary conversions to resolve conflicts identified during the Data Dictionary stage. Transformation scripts also shape data to match the AMS architecture and clean existing data that violates NGPC criteria (e.g. symbols in name fields).				

TEC #	Data Migration and Transition Services	Yes	Customization Required	No	Alternate
	Deduplication and Merge Scripts: Deduplication and merge scripts are developed to cleanse the dataset and ensure only high-quality, accurate data is prepared for import into AMS. Data is first examined for likeness using exact match criterion, including last four digits of SSN; NGPC Customer ID; and first name, last name, and date of birth. If necessary, confidence-based matching can be performed to identify possible matches using AI to train against a known dataset. A training sample is used to build an algorithm to test against unknown datasets. The resulting output from the algorithm indicates the percentage likelihood that two records are representative of the same customer. Records scoring above a pre-determined confidence threshold are included in merge scripts. Iterative Approach: Our iterative approach seeks to incrementally improve transformation correctness and data cleanliness for the import phase. Steps are performed additional times to incrementally improve scripts to achieve maximum data correctness and cleanliness. Import: Process: In this last phase, the transformed, cleansed data is imported for validation into AMS. Import scripts are executed to load the transformed data. Our Implementation Team members work alongside NGPC to validate the imported data. Validation: After each successful import, members from Kalkomey and NGPC work together to ensure import success and data accuracy. Validation scripts during the Transform stage are executed to confirm successful import, mapping and accuracy of data. Additionally, multiple team members manually confirm randomly selected, representative records from the entire database to confirm validation results. Cutover: Your 24-hour downtime limit for cutover will not be needed by Kalkomey. The import phase runs multiple times during the implementation process. Initial imports are intended to run prior to Go Live. A pre-final delta of data is imported just prior to cutover – we import any changes to your legacy data that				

TEC #	Data Migration and Transition Services	Yes	Customization Required	No	Alternate
	may have occurred since our initial import do no data is lost in the cutover stage. A final delta is imported after cutover to ensure all remaining legacy system data is imported into the AMS database. After cutover, NGPC can readily access individual information and profiles and edit records as necessary. *DATA PROTECTION* Because Kalkomey utilizes a highly scalable, cloud-based infrastructure, multiple databases are generated throughout the migration process. This enables both Kalkomey and NGPC team members to review, compare and analyze past migration attempts in the iterative process. Access to historical migration results allows metrics to be measured during each import run to determine the progression of the overall migration process. *DATA QUALITY* The framework for how we approach data migration is described above, but we recognize that every project and every migration have unique needs. During the design phase of your implementation, Kalkomey works with NGPC data analysts to understand all datasets that will be imported into AMS so we can put together a specific plan for data migration and data quality assurance. The operational system has built-in quality mechanisms to ensure that data added and updated after go-live maintains a high level of quality. Primary data quality control is found when attempting to create a new customer account: AMS checks for the existence of a customer record when a new account is created. How this is done depends on what identifiers and data you decide are associated with customer accounts. When unique identifiers such as driver's license number are required for most accounts, Kalkomey looks for these identifiers to prevent duplication of accounts. Other checks are performed such as last name and date of birth or other options. We will review these options with NGPC during implementation so your preferences can be used to prevent creation of duplicate accounts and to identify merge candidates in the historical databases. During a sale, AMS requires a search for an existing record before creating a new account. AMS uses the search criteria to find a match, and if none is found, the user continues to create the account. This avoids duplicate records, ensures high quality data and prevents wasted time unnecessarily creating a new account that will have to be merged later.				

TEC #	Data Migration and Transition Services	Yes	Customization Required	No	Alternate
	Furthermore AMS has built in validation for common data fields such as phone numbers and utilizes USPS address validation with a live API call as customers, agents and NGPC staff enter address information. We support ZIP+4 and non-U.S. addresses and telephone numbers. <u>IX.A #6: Training Plan</u> Kalkomey provides a Training Plan that details the roles and responsibilities, curriculum, time frames, strategies, content, activities and resources necessary to complete training for users, including NGPC administrative users and technical staff. Training Materials and System Documentation are also provided as part of the execution of AMS. AMS is designed for users to have successful interactions with the system with minimal training. Our intuitive interfaces and processes are easy to follow and use. Because there are distinct user interfaces for different types of users in AMS the training approach is tailored to each user group based on their operational needs, availability and expectations. · First we develop and provide a Training Plan for NGPC approval that details: · roles and responsibilities, · delivery schedules and time frames, · education goals, · curriculum and content, · documentation and approvals, · activities, · measuring and evaluating success, and · resources necessary for complete training related to the system. Kalkomey maintains a knowledge base of NGPC business rules, regulations and frequently encountered questions. This knowledge base is used to provide up-to-date training throughout the term of the contract. Training and education materials are developed to match your specifications and are updated regularly to ensure they meet any changes in sales procedures, standards, regulation or customer interaction best practices. Should any training				

TEC #	Data Migration and Transition Services	Yes	Customization Required	No	Alternate
	materials become outdated, Kalkomey produces new versions, republishes the affected user guides and updates the training catalog and documentation. Current training materials are available online 24x7, making training accessible when, where and how every user needs it. The first group to receive training is core NGPC staff engaged in AMS implementation. Your staff works with AMS on a daily basis and gains knowledge of many of the capabilities and functions of the system through early demonstrations, testing and experimentation in non-production environments. Kalkomey works with you to develop formal recorded, written and in-person training for agency personnel, with training based on their business role and need. Trainees may include administration, technical staff, law enforcement, accounting, biologists, and any staff who need to understand the system for general information, reporting or regular use. We provide training and support for all NGPC staff who need to write and execute custom queries and reports. Kalkomey provides data models and data flow diagrams that describe the AMS data model. Training sessions can be held in your offices in-person and/or through online web meetings. In addition to initial and follow-up training, we make recordings of training available for convenient, ongoing access. <u>IX.A #7:</u> Kalkomey proposes no equipment to be provided to NGPC locations or Agents. <u>IX.A #8:</u> While not presented as a separate plan, the financial needs that must be configured, tested, trained and implemented are integrated into several implementation plans and included in the project schedule developed in collaboration with NGPC. The specific steps in AMS' EFT/ACH process are discussed in response to Attachment C at FIN-009.				

TEC #	Project Timeline	Yes	Customization Required	No	Alternate
TEC-018	A. Provide a draft schedule of work outlining the project timeline.	**X**			
	Bidder Response:				

Attachment B
Requirements Traceability Matrix (RTM)
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TEC #	Project Timeline	Yes	Customization Required	No	Alternate
Section IX.C	A fully drafted project plan has been uploaded as part of this response. See file: RFP 6506 Z1 Kalkomey Enterprises LLC Detailed Project Plan File 2 of 9.PDF				

TEC #	Design Phase	Yes	Customization Required	No	Alternate
TEC-019 **Section IX.E**	A. Provide a draft design plan.	X			
	Bidder Response: A fully drafted project plan which includes a design plan, has been uploaded as part of this response. See file: RFP 6506 Z1 Kalkomey Enterprises LLC Detailed Project Plan File 2 of 9.PDF				

TEC #	Project Manager Certification	Yes	Customization Required	No	Alternate
TEC-020 **Section IX.G**	A. Is the project manager PMP certified?				X
	Bidder Response: In our response to Corporate Overview at (i) Summary of Bidder's Proposed Personnel/Management Approach, Kalkomey introduces Chet Van Dellen, Director of Project Management Office and the proposed Project Manager for NGPC's AMS implementation. Chet is responsible for personnel who handle business analysis, product training and client success, and reports to the General Manager for Software. NGPC interactions are largely with Chet and his team throughout the contract.				

TEC #	Project Manager Certification	Yes	Customization Required	No	Alternate
	As your partner in AMS, your success is our success so we are confident in offering Chet as your project manager. The resume provided for Chet outlines his extensive project management experience and qualifications. Specifically, key aspects cause him to be a particularly valuable project manager choice for your project: ▪ For almost 10 years Chet was an employee of the Nevada Department of Wildlife and served as manager/administrator responsible for NDOW's licensing and vessel programs. He speaks your language, and understands your data, customers and business challenges. ▪ Since joining Kalkomey, Chet has successfully served as Project Manager for 3 implementations of AMS that have requirements similar to NGPC's (Nevada Department of Wildlife, New York State Department of Conservation and Massachusetts Department of Fish and Game). Kalkomey believes Chet is the ideal fit to meet NGPC's needs in a professional project manager. While not officially PMP certified, Chet meets all of NGPC's requirements, follows PMP principles and guidelines, and brings a wealth of both agency and private industry experience to the table to manage this project. We hope you will concur that his experience, talent and specialties qualify him to act as your project manager. We are also open to formalizing PMP certification should NE require as part of this contract.				

TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
TEC-021 **Section IX.H**	A. Describe the methodology for user acceptance testing.	**X**			
	Bidder Response: *Current AMS (requires no customization for NGPC):* Your AMS Production systems are hosted in the AWS cloud, specifically the AWS GovCloud region which enables us to maintain a scalable and secure infrastructure. AWS GovCloud Regions are subject to FedRAMP High and Moderate baselines, allowing us to host sensitive Controlled Unclassified Information (CUI) and all types of regulated workloads. In addition, this region meets and/or exceeds the Payment Card Industry (PCI) Security Standards and ITAR.				

<table>
<tr><th>TEC #</th><th>User Acceptance Testing (UAT)</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td colspan="5">A comprehensive Test Plan, as well as targeted test plans for specific functional releases, are developed during project planning and execution. Targeted plans include specific testing cases and test results to provide full documentation of Kalkomey's testing and delivery processes.

Software releases are supported by internal Quality Assurance (QA) processes. Each requirement being developed is tested multiple times at different stages and depths:
· Unit Testing at a code level,
· Functional Testing by the QA Team in relation to NGPC's requirements,
· Integration Testing to confirm new features work correctly with existing areas of the system,
· Regression Testing to ensure new features do not adversely affect existing functionality, and
· User Acceptance Testing (UAT), which, in collaboration with NGPC, ensures the system delivers exactly what is required and meets our high standard of quality before deploying software to production environments.

Working in an Agile approach means the issues found are rectified quickly. The close collaboration between QA and Development means defects found during testing are fixed within 24 hours. Furthermore, we believe that working software is the best indicator of project progress, so we deliver a working AMS environment as early as possible and iterate on that platform, adding more and more functionality over time.

We also believe that a demonstration of each NGPC requirement configured within AMS is one of the clearest and most concise ways for us to communicate project status and help stakeholders identify process flow and feature needs. NGPC will be able to use the software to tell us what works as expected and what needs to be changed.

All of our QA processes are based on industry best practices. Below we describe AMS testing, which will be adjusted as needed to meet NGPC's stated requirements.

TEST APPROACH
Overall testing is completed by several groups at Kalkomey along with NGPC. The Kalkomey groups involved are the Development Team, QA Team and IT Team. Among these groups there are seven distinct types of testing. Each type of testing serves a specific purpose in the software development lifecycle.</td></tr>
</table>

TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
	1. Unit Testing is conducted by the software Development Team. This phase of testing ensures the code written by the team functions as expected - the input and output of the functions execute correctly. The wider functional impact of the code is not taken into consideration at this stage. This phase solely focuses on the codes input and outputs. 2. Functional Testing is conducted by the Kalkomey QA Team. This phase ensures that the requirements/user stories are being met and that the quality of the system being delivered meets the documented standards of the QA Manager. Test cases are written to cover each of the requirements paths, using personas to ensure that the coverage of the test cases is high enough to ensure the operational purpose of the system is achieved. 3. Integration Testing is also conducted by the Kalkomey QA Team to ensure that any integration between systems works as expected. Satellite systems may not have any development activity, though the link between systems needs to be tested and the operation between them verified. An example of this would be delivering the licensing module which communicates with the certification module. While the licensing system is under development, the communication between the systems is necessary to ensure that the certificates are pulled into the licensing system during a purchase. 4. Regression Testing ensures that the new features being developed have not negatively or inadvertently impacted the existing business functionality. Regression testing is primarily an automated phase. Kalkomey has the core regression suite in our code repository and it is executed on demand and with each deployment of the code to specified environments. Manual regression testing is also performed by the QA Team before each production release. 5. UAT Testing is conducted by both Kalkomey's Implementation and Operational Teams and by NGPC staff. UAT confirms the business functionality needed has been provided. UAT also provides approval for production implementation. UAT commences at the end of each sprint. When the Kalkomey QA Team has tested the functionality within the sprint and signed off, the code will be deployed to the UAT environment. Regular communication will be performed between Kalkomey and NGPC. Progress, defects, gap analysis and any other relevant topics are discussed to ensure UAT is completed and sign off will be achieved. The scenarios tested during				

TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
	UAT vary depending on the functional testing performed during the sprint. These closely follow the user behaviors within the system rather than validating the specific requirement functionality. 6. Performance Testing is conducted by the QA Team's Automation Engineer. Performance testing determines how the system responds and performs at and above the estimated production user volume. Additional tests are performed to determine the number of users that can concurrently use the system before the response times exceed acceptable levels. The type and magnitude of changes introduced determines if performance testing is required. 7. Security Testing is performed by Kalkomey's IT Team. This phase of testing is performed at the end of sprint deliveries and is executed within UAT. The IT Team uses industry-standard testing tools and best practices to ensure the system being delivered is secure and invulnerable to attack. *ENVIRONMENTS* The AMS application is verified and deployed in multiple environments. All environments are Kalkomey-controlled. · The Development Environment is the software developers' local machines. They use local instances to develop and test their code. · The QA Environment is the first environment code deployed to be tested. This environment is accessible to Kalkomey employees on the company network. It does not have customer data and is used for functional testing as well as the majority of the integration testing. · The UAT Environment is the first step for application delivery. Code is deployed to this environment once QA has approved the quality and functionality of the code developed. This is always at the end of the sprint. Some integration testing is performed here as well as UAT testing and performance testing. The UAT Environment replicates the Production Environment to mimic the scenarios expected in actual production. · The Production Environment is the final step for application delivery. Approved, tested code is deployed to the Production Environment in scheduled releases and is ready for NGPC use pending any necessary configuration of new functionality. *TEST CASES*				

TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
	Functional Test Cases The Kalkomey QA Team writes test cases for user stories that will be included in the release. A subset of all of the functional test cases created for the project will be used to establish and maintain the regression testing suite. The user story is used to write the test cases after story development for the current release has completed the requirements and design processes. These test cases are stored in mabl, a web-based, automated test management tool used by testers, developers and other stakeholders to manage, track and organize software testing efforts. Redmine, a project management and issue tracking tool, is used to map the test scripts to the requirements, ensuring that all requirements have been tested. A user story may map to more than one test case, although every user story must map to at least one test case. *User Acceptance Test Cases* NGPC staff ideally uses the tests they create themselves. The test cases for UAT need to take into consideration NGPC workflows as well as meeting functional requirements. The Kalkomey QA Team assists in test case structure and format, though the responsibility is on NGPC to create their specific test cases. NGPC is free to adopt any test cases written by the Kalkomey QA Team, but for newer testers there may be implied steps which are not specifically detailed in the test cases. *Test Case Reviews* Prior to the beginning of functional testing, test case reviews are held to review the functional and integration test cases. The mandatory participants at each of the test case review meetings are the QA Team Lead and Product Team representatives. Meeting results are communicated to the Kalkomey Project Manager. The purpose of the test case reviews is to ensure that adequate test coverage is being provided. By reviewing each set of test cases, the review members are able to assess the coverage that is provided by the testing and make any necessary adjustments to test cases prior to beginning of the test phase. *DEFECT MANAGEMENT* All defects found during testing are documented in Redmine, the Kalkomey Agile Software Development Tool, as “bug” work items. Problems and issues are prioritized and addressed according to priority. The Project Manager is provided with				

TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
	Redmine access to review all open issues so they may actively participate in the defect/problem prioritization and resolution process.				

Redmine access to review all open issues so they may actively participate in the defect/problem prioritization and resolution process.

DEFECT REPORTING
The method for reporting defects is as follows:

1. Identify the Defect
   Once an issue is suspected, the requirements are reviewed to ensure the issue is indeed a defect rather than a misunderstanding of the User Story acceptance criteria. The tester will also document the steps that were performed that revealed the defect.
2. Verify the Defect
   When possible, the tester repeats the steps used when first finding the defect to verify it is reproducible. If the tester is unable to repeat the issue, they note the condition in their daily report.
3. Check for Duplicate Defects
   After defect verification, the tester logs into Redmine and reviews the current defect list to ensure this defect has not already been identified.
4. Enter the Defect
   After reviewing the current defects to ensure this is not a duplicate entry, the tester enters all required information into Redmine.

DEFECT SEVERITY
Severity classification of a software error is based on the degree of impact the error has on the operation of the system. The Kalkomey QA Team has identified four levels of defect severity that can be assigned to a defect report in Redmine.

Severity	Defect Description
Level 1 CRITICAL	Critical business functionality defect without a workaround. Testing cannot continue until error is fixed (showstopper).
Level 2 HIGH	Critical business functionality defect, but there is a workaround. Critical functionality is missing or incorrect.

TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate

Level 3 MEDIUM	Non-critical business functionality defect without a workaround. Business requirement missing or incorrect. Acceptable workaround not available.
Level 4 LOW	Non-critical business functionality defect, but there is a workaround. An adverse effect has been identified; however, a temporary workaround will be implemented to allow the system to go live. A risk assessment of the workaround is performed and documented.

The priority classification of a software error is based on the importance and urgency of resolving the error. The QA Team has identified four levels of defect priority that can be assigned to a defect report in Redmine.

Priority	Defect Description
Level 1 IMMEDIATE	Resolve immediately.
Level 2 HIGH	Resolve as soon as possible in the normal course of development activity, before the software is released.
Level 3 NORMAL	Resolve after Level 1 and 2 defects have been fixed.
Level 4 LOW	Resolve in a future major system revision or not resolve at all.

AUTOMATION

The Kalkomey QA Team utilizes a strategy of automating select test cases which passed from the previous release. This serves as the foundation of the regression testing suite. This suite continues to grow with each release. Additionally, immediate (hot) fixes may be added to the suite depending on the change.

TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
	The automated regression suite is run after each successful deployment to the QA and UAT Environments to ensure previous features are still operating as expected. An automated regression suite provides a consistent, thorough and efficient test of the previous functionality. A lighter, non-invasive version of the automated regression suite is created for the Production Environment. The production regression test is a high-level review of the critical features; however, it will not write, edit or delete any data *REPORTING* During Functional and User Acceptance Testing, the Kalkomey QA Team provides a written report of their findings in relation to the performance testing. This report is shared with the Kalkomey Project Team, Kalkomey Leadership and NGPC. The Kalkomey IT Team provides a written report of all Security/Penetration Test findings. These findings are shared with the Kalkomey Project Team, Kalkomey Leadership and NGPC staff. The IT Team creates a Mitigation and Remediation Plan for their findings that is shared with Kalkomey Leadership and approved by the project Technology Manager. *RELEASE SIGNOFF* Release signoff is the indication that the new software has met the stated expectations and is ready to be deployed into the Production Environment. Software may be released to Production when there are no open, outstanding or unmitigated defects (unless those are agreed upon by the Kalkomey Product and Project Teams and NGPC). Mitigation plans may include explicit instructions for workaround solutions, when the issue will be fixed or the defect may be deferred to a future scheduled release. All exceptions where known defects with a severity of Medium or Low are permitted into Production must be identified on the release signoff form. Release signoff is obtained from the Kalkomey Project Team and NGPC. Preliminary business signoff is obtained from the Kalkomey Product Team. In turn, the Product Team may contact key members of the QA Team; however, only the signature of the Product Team Director is required. The official release signoff may be in the form of an email or a paper document, depending on NGPC requirements.				

TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
TEC-022	B. Describe system performance load and stress testing.	X			

TEC-022

Section IX.H

Bidder Response:

Your AMS Production systems are hosted in the AWS cloud, specifically the AWS GovCloud region which enables us to maintain a scalable and secure infrastructure. AWS GovCloud Regions are subject to FedRAMP High and Moderate baselines, allowing us to host sensitive Controlled Unclassified Information (CUI) and all types of regulated workloads. In addition, this region meets and/or exceeds the Payment Card Industry (PCI) Security Standards and ITAR.

Our cloud architecture is designed with the least privilege concept at the forefront, ensuring only those services that need access to a specified resource have the required permissions.

Utilizing a number of services within the AWS cloud we maintain the security and confidentiality of end user data. This includes, but is not limited to:

- Virtual Private Cloud (VPC),
- Elastic Compute Cloud (EC2),
- Relational Database Service (RDS),
- Elastic Load Balancer (ELB),
- Elastic Block Storage (EBS) snapshots, and
- IAM security groups.

Using these services, we are able to meet our internal, as well as NGPC's, data protection and integrity goals. We maintain network isolation between our domains, as each domain is separated into its own Virtual Private Cloud (VPC) and corresponding CIDR (Classless Inter-Domain Routing) block. This minimizes attack vectors and provides for better systems management overall.

Kalkomey uses fully automated system deployment, including data migrations for schema changes. All environments are provisioned and configured using automated systems, allowing us to have materially identical configurations across all environments. This automated system is key to supporting Kalkomey's Business Continuity and Disaster Recovery plans, as well as allowing us to scale the production environment at times of high demand.

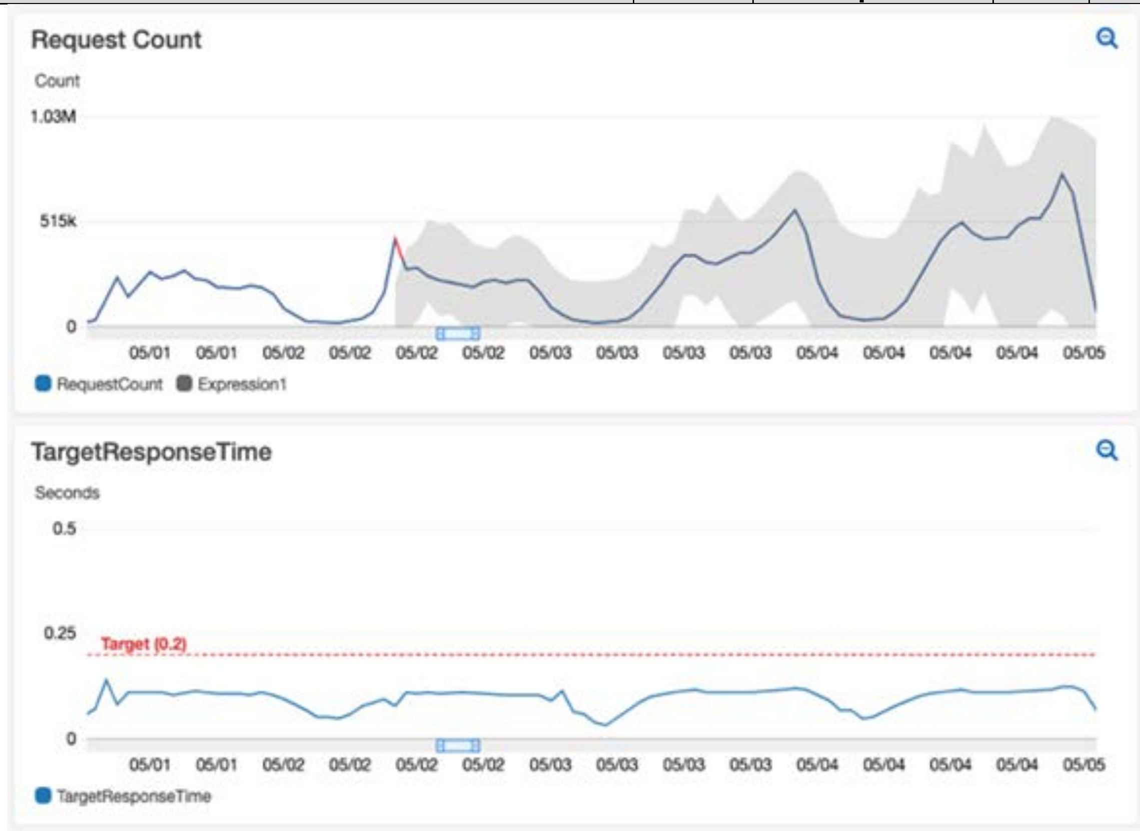
Servers

On the server side, security groups are used to allow the ports required for a specified service to be open and available. We take this a step further by separating application servers from internet-facing webservers. Although they are able to communicate with each other because they are on the same VPC, they reside on different subnets. The application server subnet has no direct access in or out and must pass through a Network

TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
	Address Translation gateway for outbound traffic only. All server data EBS volumes are encrypted as well as backed up to further protect the instance. **Data** Data primarily lives within the RDS instances, making this our top security priority. Amazon RDS provides availability and durability via automated backups, database snapshots, multi-Availability Zone (AZ) deployments, and automatic host replacement. RDS instances are kept secure with network isolation and resource-level permissions. All data in RDS is encrypted at rest and in transit to ensure the security of the data. **Scalability** Every EC2 instance in production resides behind an Amazon Elastic Load Balancer to ensure greater security and availability. This is true for both DMZ and non-DMZ EC2 instances. Using this design, we are able to spin up multiple instances of each server and provide high availability by separating them into different Availability Zones. All ELB traffic is encrypted and instances are configured to accept only the latest security ciphers, such as ECDHE-RSA-AES128-GCM-SHA256. The ELBs communicate directly with the EC2 instances and Cloudflare to ensure data integrity. This allows Kalkomey to scale the production environment at times of high demand. While we plan for anticipated spikes in traffic and provision resources in advance, our Operations team can provide additional capacity at a moment's notice without requiring any system downtime. This ability to identify traffic spikes and increase capacity further supports high-availability goals. Our high availability meets this requirement through extensive redundancy built into the production system along with the system configuration, system capacity and change management policies that are in place. Kalkomey also maintains an extensive, multi-level disaster recovery plan to recover from any level of outage. All data is backed up and stored in multiple, geographically disparate locations to ensure disaster in one location does not risk the integrity of the backup in the secondary location. Should any component of the Kalkomey infrastructure begin to show signs of trouble, the SaaS operations team may use the most recent system deployment to provision replacement hardware, deploy components and substitute out the struggling component. Kalkomey can scale the production environment at times of high demand. While Kalkomey plans for anticipated spikes in traffic and provisions resources ahead of time, our Operations team can provide additional capacity at a moment's notice without requiring any system downtime. This ability to identify traffic spikes and increase capacity further supports high-availability and ensures a major traffic spike does not overload system components and cause the system to become unresponsive. Each tier of the AMS software architecture is designed for the highest levels of security and multiple levels of redundancy. Firewalls are used to secure each layer of the application: ensuring only authorized traffic is permitted between tiers. Two or more servers of each type (application servers, web servers, etc.) are used in a load-balanced configuration to ensure no single system failure will hinder system capabilities. For database services, a live-replicated hot-standby database is maintained at the ready. In the event of a master database failure, traffic is automatically routed to the hot-standby and servers continue with sub-minute interruption.				

TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
	Additionally, all web and application servers are deployed to a second availability zone (a second data center). In the event the primary data center experiences a catastrophic failure, all systems will continue to function normally as load balancing occurs across both data centers. In the event both Primary and secondary data centers are experiencing an outage, Kalkomey will begin to execute Business Continuity and Disaster Recovery plans. Each tier of the AMS software architecture is designed for the highest levels of security and multiple levels of redundancy. Firewalls are used to secure each layer of the application: ensuring only authorized traffic is permitted between tiers. Two or more servers of each type (application servers, web servers, etc.) are used in a load-balanced configuration to ensure no single system failure will hinder system capabilities. For database services, a live-replicated hot-standby database is maintained at the ready. In the event of a master database failure, traffic is automatically routed to the hot-standby and servers continue with sub-minute interruption. Additionally, all web and application servers are deployed to a second availability zone (a second data center). In the event the primary data center experiences a catastrophic failure, all systems will continue to function normally as load balancing occurs across both data centers. In the event both Primary and secondary data centers are experiencing an outage, Kalkomey will begin to execute Business Continuity and Disaster Recovery plans. **Load Testing** All components of the AMS system are deployed on elastic servers that allow for significant scalability without changing system architecture. Servers may be resized as demand dictates. Automatic scaling can also be enabled and to handle real-time changes in system load. We analyze historical data to determine expected average and peak load requirements and develops load test scenarios. These load tests are then executed against a non-production instance that is sized to mirror production. Load tests verify system design and confirm that adequate resources are available to support the expected load. Summary reports from the load tests are used to identify possible bottlenecks within the application. This information is then relayed back to the Kalkomey Product and Development teams where work items are created to resolve any possible problem areas. Kalkomey has prepared for and successfully handled significant storefront traffic for Nevada Department of Wildlife's controlled hunt application period. During the Nevada Big Game Draw, AMS infrastructure regularly supported 80,000 to 160,000 requests per hour and spiked to 600,000 requests per hour at the application deadline - with no degradation of service or page load speeds. Kalkomey's scalable architecture and the use of AWS GovCloud for hosting allows the system to grow well beyond this level as well.				

TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
	Our solution sees significant fluctuation in license sale vendor traffic due to a variety of factors. AMS was battle tested to handle bursts over 1,400 vendors simultaneously logging in and executing a sales flow, resulting in over 100,000 requests per minute. This equated to roughly 48,500 sales per hour. Kalkomey's infrastructure handled the sudden load with zero errors and no impact to page load performance. The system was stressed even further by sustaining this load for a period of 4 hours, completing over 194,000 sales with no issues. Finally, the application has faced load tests with 6,000 concurrent license vendors completing sales over the course of an hour with similar error rates. **Transaction Time** - Kalkomey seeks to maintain very low response times. In a 3-hour sample taken for this response, the average server response time for our West server cluster (the primary availability zone servicing the similar NDOW project) averaged 0.105 seconds per request at approximately 25,000 requests per hour. The East server cluster (the primary availability zone for the similar NYSDEC project) averaged 0.118 seconds per request at approximately 60,000 requests per hour. Kalkomey's largest single production load hour occurred the evening of the last day of the application period for Nevada Department of Wildlife's Big Game Draw in early May 2020.				

TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
	 The chart above shows server requests and response time for the week leading up to the traffic peak as the application period ended. AMS managed 600,000 requests that hour, with an average web server response time of 0.118 seconds per request.				

TEC #	End of contract provisions	Yes	Customization Required	No	Alternate
TEC-023 **Section X.G**	A. Provide the initial transition plan that applies at both the beginning and end of the contract.	**X**			

Bidder Response:

Kalkomey understands and agrees to the terms listed in X.G. Kalkomey's project management approach follows the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) guidelines and five process groups.

1. Initiation
2. Planning
3. Execution
4. Monitoring and Control
5. Closure

Kalkomey begins ***initiation*** during the proposal process and through demonstration preparation. It is during this phase of the project that project scope, major milestones, key deliverables and high-level system requirements are documented and reviewed.

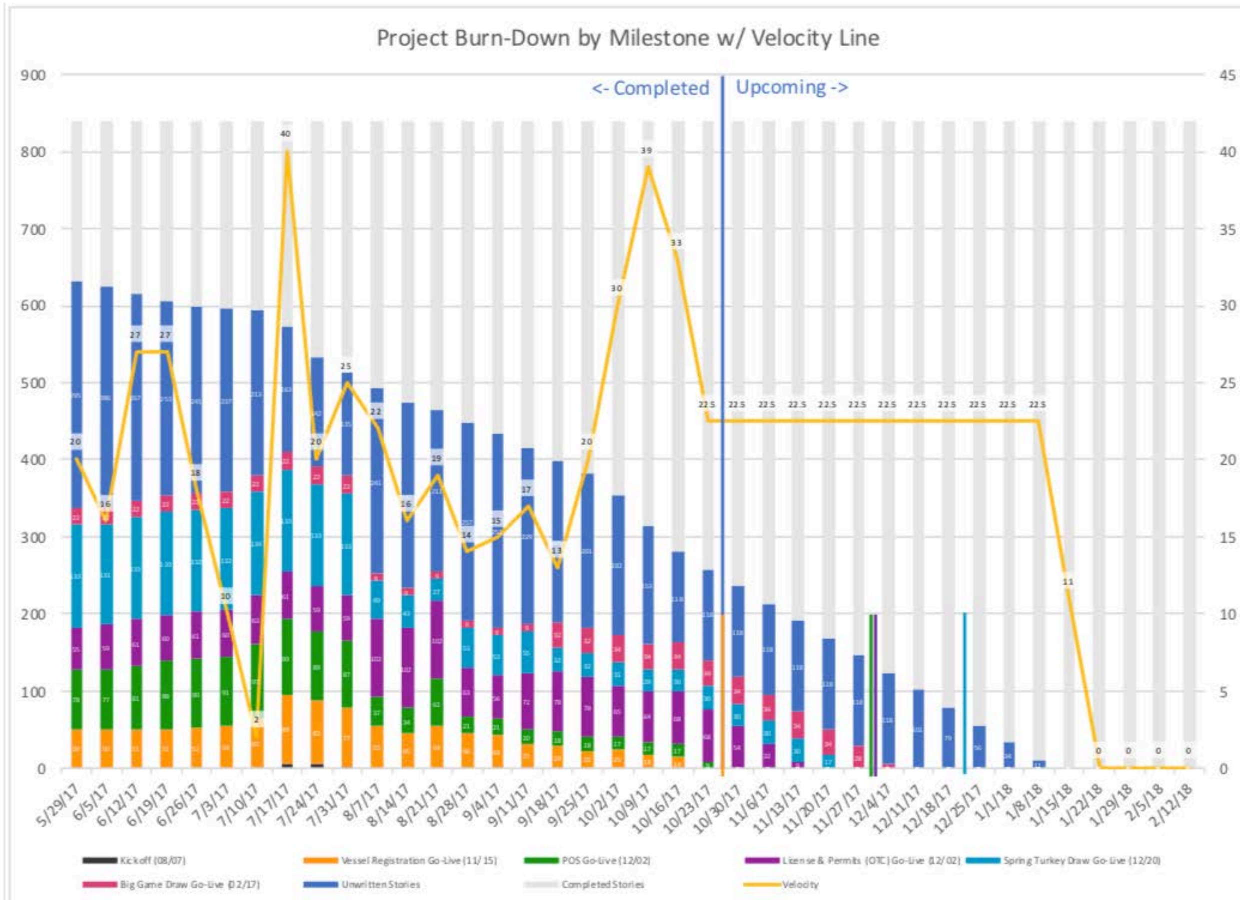
Project ***planning*** activities generally take place immediately after project kickoff upon contract award. While a good deal of planning is done in preparation of project kickoff, it's important to have NGPC buy-in on plans before they are finalized, and significant project execution begins. In addition to other activities, potential project risks that affect project scope, budget, and schedule are identified and plans for mitigation or resolution of risks are developed. Kalkomey will develop a risk registry document as well as a risk assessment matrix to quantify risks as they are added to the registry.

TEC #	End of contract provisions	Yes	Customization Required	No	Alternate
	During the ***execution*** phase of the Kalkomey AMS implementation for NGPC, Kalkomey will leverage agile practices that foster iterative development and delivery, team collaboration and change recognition. This part of the process is broken into sprints in which all process groups are executed within monitoring and controlling processes in rapid succession, usually two weeks in duration. The inner executing phase is focused on [requirements confirmation, system alignment with requirements], application configuration, and software development. *Monitoring and Control* activities take at the same time as execution and mostly deal with project performance and progress. Special care is taken with regard to change management. Our process is designed to allow for flexibility and adapting to new and evolving needs and requirements. Careful attention to tools such as a feature backlog burndown chart helps to ensure that the project is on track to meet all dates and milestones.				

Attachment B

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

TEC #	End of contract provisions	Yes	Customization Required	No	Alternate



During project ***closure***, Kalkomey's project manager will ensure that the system is functional and that all requirements have been met to the satisfaction of NGPC. Kalkomey then transitions from system delivery to operational support which

TEC #	End of contract provisions	Yes	Customization Required	No	Alternate
	takes place for the duration of the contract which includes transitioning to a different vendor if that is what is best for the State of Nebraska. Our Data Architecture and extensive mapping during the implementation phase will serve as a guide for any transition. In addition, we would commit a Project Manager, Data Analyst, and Engineering resources to ensure NGPC receives the same high-touch service and have the highest data integrity possible for their next chosen vendor.				

TEC #	End of contract provisions	Yes	Customization Required	No	Alternate
TEC-024 **Section X.G**	A. Provide a plan to ensure the system remains operational during the transition to a new contractor.	X			
	Bidder Response: Kalkomey is here to be your partner through the entire lifecycle of the contract, which includes transitioning to another system/vendor at some point in time. While we'd like to think that day will never come, we're also realistic. We understand that state agencies put a tremendous amount of effort into vendor selection and trust their decisions implicitly. With direct experience being on the other side of this scenario, we've seen the good and the bad from other vendors during the transition phase. Having operated in the Fish & Wildlife space for over 25 years, Kalkomey invests deeply in protecting our reputation, which includes leaving things better than we found them. Simply put, you don't build the reputation Kalkomey has by being difficult. We commit to being your partner through an inevitable transition phase but will work even harder to earn your trust and business long-term.				

Attachment C

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

Bidder Name: _Kalkomey Enterprises, 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)
Request for Proposal 6506-Z1

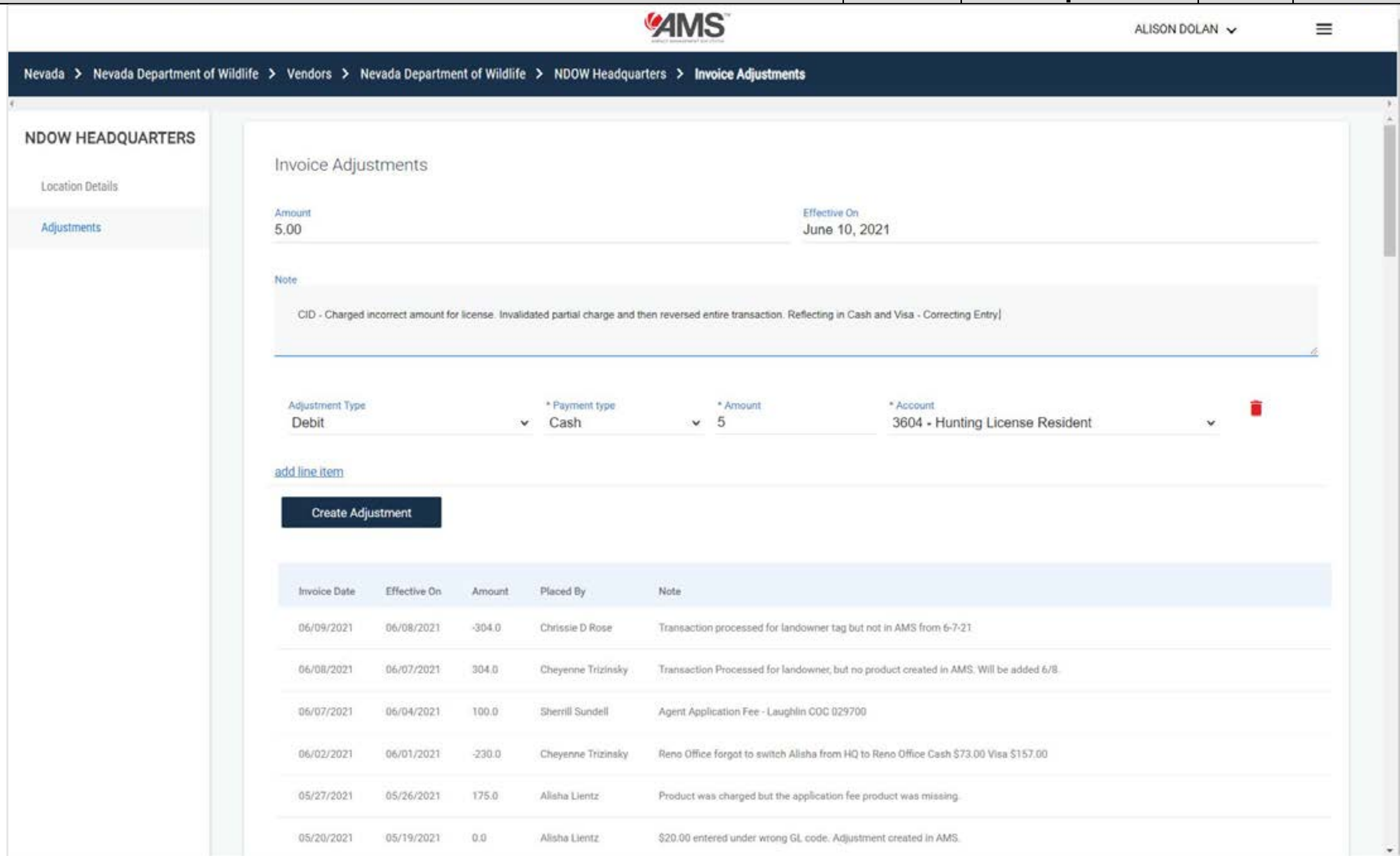
General Statement of Requirements
The State of Nebraska (State), Nebraska Game and Parks Commission (NGPC), is seeking a qualified Contractor to provide a statewide, Web-Based Permit/Licensing system that provides for automated permitting/licensing issuance, event registration, Customer Relationship Management (CRM), wildlife harvest reporting, Point of Sale (POS), and revenue management system that must support all existing business rules that are outlined in section VII, VII, and Appendix A. The system must complete transactions in real-time and provide cutting edge technology for both NGPC staff and customers. The system must provide flexibility for product/commodity expansion and specific business rule application by product/customer/location or other variables. Bidder must describe, and provide screen shots when applicable, to show the structure, functions, and processes of the proposed Web-Based Permit/Licensing system.

FIN #	**Refund and Void**	**Yes**	**Customization Required**	**No**	**Alternate**
FIN-001 **Section VII.C, VII.F.1, VII.G.3**	A. Describe the system's refund and void process.	**X**			
	Bidder Response: *Current AMS (requires no customization for NGPC):* Kalkomey AMS allows for easy refunds and voids of licenses, permits, and stamps within the state's allowable guidelines and records all original user activities as well as the refund and void activities to the original sale record. This administrative ability will be limited to only the users NGPC authorizes to have this permission. AMS' configurable void/refund process begins with the role packages and permissions NGPC establishes to manage various actions allowed under your business rules. In FUN-032, Kalkomey discusses how NGPC sets access rights to limit user access and functionality within each AMS application (Internet/Mobile, External Agent and Administrative). You determine all of the roles necessary for any type of action related to voids and refunds, what agent types and authorized NGPC users are allowed to give refunds and for what products. For example, you may wish to:				

FIN #	Refund and Void	Yes	Customization Required	No	Alternate
	· allow external agents to void and/or refund a previously completed financial/permit transaction; · require an approval process for issuing a refund to the customer; and/or allow only authorized NGPC administrative users to reprint expired, voided or refunded permits. Void/refund functionality is configured in the AMS Administrative application to enforce your business rules. In addition to setting permissions for who may take void/refund actions, some of the configurable rules for voids and refunds include: · what products and transaction types are subject to voids/refunds, through each sales channel; · if items within the transaction can be voided/refunded independent of the entire transaction, · what constitutes a valid reason for a void/refund; · within what time period a void may be performed by each type of authorized user; · what manual adjustments can be made to individual transactions, such as changes to the fee and waiving, adjusting or refunding a customer's fee; · how replacements are handled so the original permit being replaced is marked as a void (and the duplicate permit or replacement is marked accordingly); and · the acceptable forms in which a refund can be provided to the customer. As required, every transaction (including voided, incomplete, partial, or refunded transactions) is uniquely numbered. All record modifications including transaction/order updates are maintained in an audit log. The log records before and after change states, the user who made the change and a date timestamp for when the change took place. Customer records and configuration settings in AMS also have transaction audit logs. Below is an NDOW system screenshot showing how an individual transaction was manually adjusted to correct an error.				

Attachment C

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

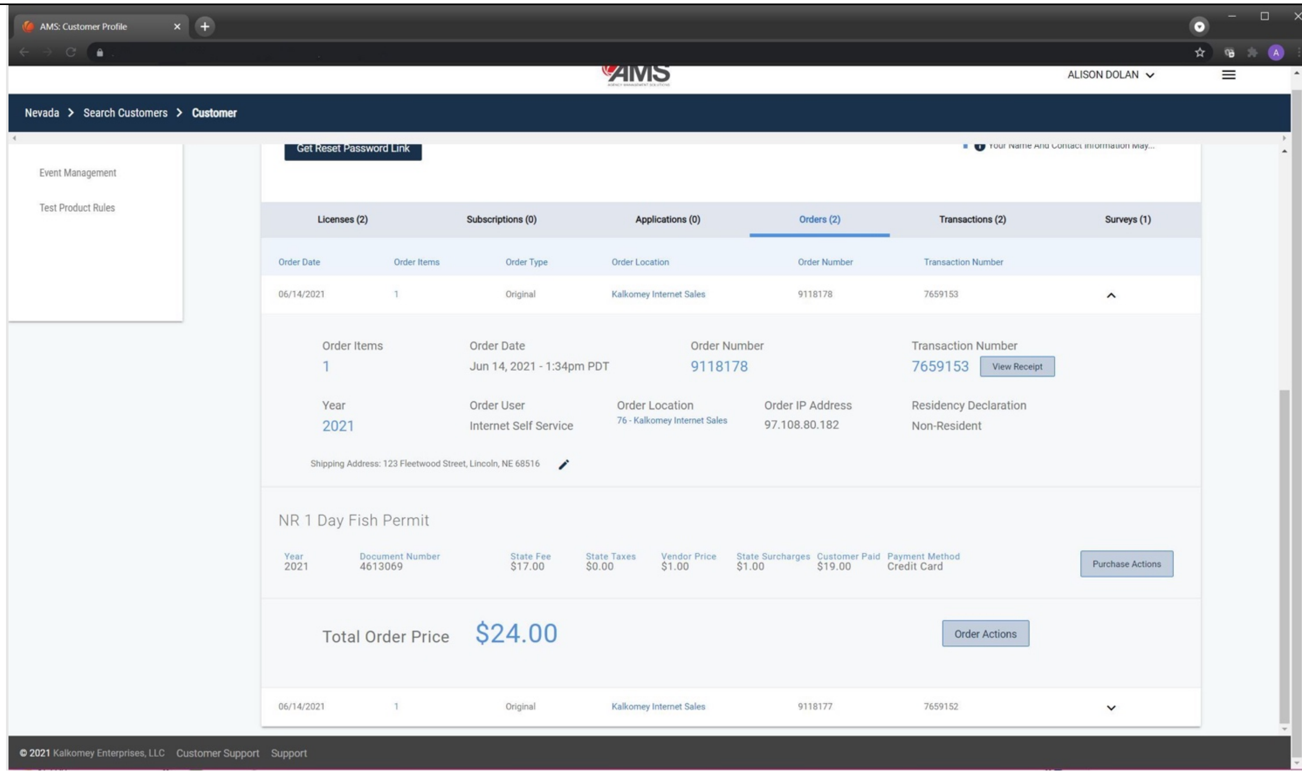
FIN #	Refund and Void	Yes	Customization Required	No	Alternate
					

FIN #	Refund and Void	Yes	Customization Required	No	Alternate
	Authorized users can make manual adjustments to individual transactions, including changes to the fee and the privilege/item. For example, you may allow authorized users to waive, adjust or refund a customer's fee, and/or change the privilege from active to invalid, voided, suspended, revoked or reactivated. Furthermore, all accounting and reconciliation functions reflect the void/refund actions as required. External agent sales and EFT reports accurately include any voids and refunds. Required reports are provided in AMS regarding voids and refunds. Kalkomey's training plans and curriculum include instructions on voids and refunds for NGPC users and external agents. Kalkomey understands that currently NGPC's Draw Permits require non-refundable application fee, and the successful permit is charged after the draw. AMS is fully able to accommodate this process. However, should you choose to handle payments differently in the future, Kalkomey has conducted draws for big game species and wild turkey for Nevada Department of Wildlife (NDOW) for 3 years. NDOW's AMS charges each customer an application fee when their application is submitted. The payment method token is stored in the system for future billing of any awarded tag fee. Only successful applicants are charged the tag fee, which is an automated function of the draw execution process.				

Attachment C

Requirements Traceability Matrix (RTM)

FIN #	Credit Card Reconciliations Process	Yes	Customization Required	No	Alternate
FIN-002 **Section VII.E.2 VII.G.2**	A. Describe the system's process to reconcile Credit Card transactions through the Public Website, Mobile, and Internal Agents.	**X**			
	Bidder Response: *Current AMS (requires no customization for NGPC):* RECONCILIATION AMS stores all transactions, regardless of the sales channel, in a single database. This allows for easy daily reconciliation reports. AMS precisely records every transaction, recording line-level details for each order and keeping a state-in-time copy of product, customer and other transaction details. If changes are made after a transaction is processed, AMS records a complete audit trail, so transaction history is complete and auditable. AMS brings together all components NGPC needs to produce, store, access, manage, analyze and report data. AMS' centralized, hosted database means that all sales from all channels for all customers are consolidated into a single database in real time.				

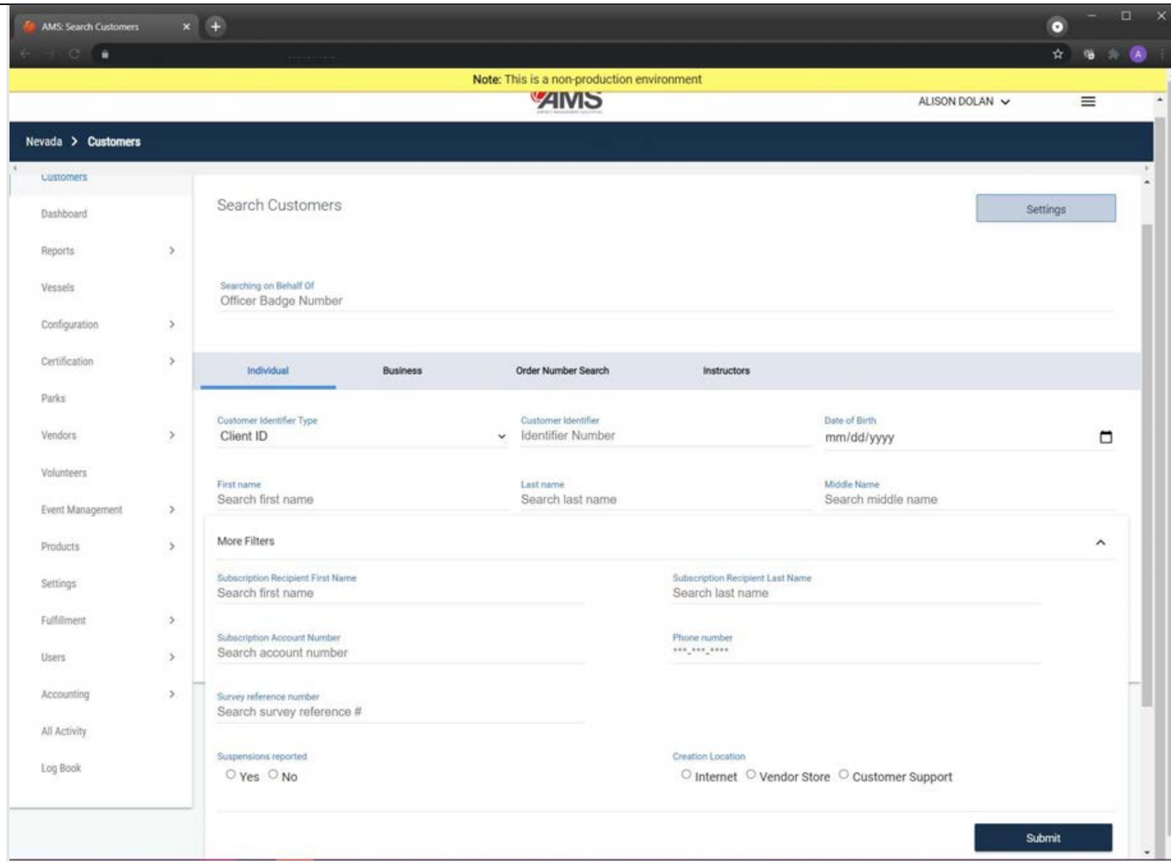


AMS is ready to meet NGPC's requirement to use the State's contract for merchant services. For Nevada Department of Wildlife (NDOW), Kalkomey uses NDOW's merchant account for all credit/debit card transactions through the internet storefront. In other projects Kalkomey utilizes CyberSource for processing customer financial transactions.

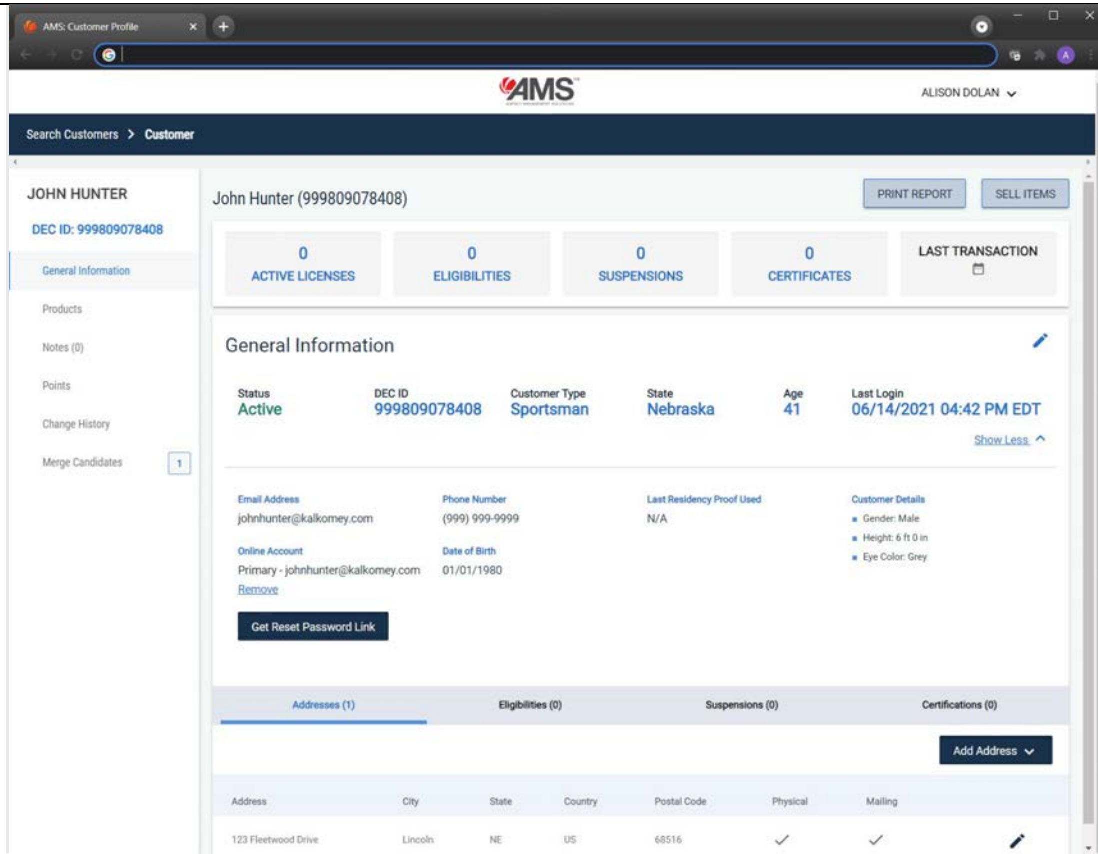
SECURITY

Kalkomey adheres to the Payment Card Industry's Data Security Standards (PCI-DSS) and is SOC1 Type 2 and SOC2 Type 2 compliant. These programs require regular audits of internal business practices, and Kalkomey commits to maintaining compliance throughout the term of the contract. Furthermore, AMS Production systems are hosted in the AWS cloud,

	specifically the AWS GovCloud region which is subject to FedRAMP High and Moderate baselines, and which meets and/or exceeds PCI Security Standards. No financial information is passed through any AMS module making AMS ultra-secure - no financial information exists in the system. AMS' internet storefront can offer saved payment types for future purchases; a stored payment token contains no financial details. At this time, the saved payment functionality is limited to online sales and certain special transactions such as post-draw award payments collected from successful applicants. The saved payment option is not available for sales by telephone or through Internal/External Agents. INTERNET AND MOBILE SALES The payment process for each interface is straightforward and familiar to your customers because it is common to many e-commerce websites they use. The customizable interface for your internet customers is designed with intuitive navigation tools, providing them with quick access to their customer account, transaction history and NGPC services. Online customers never leave your Web-Based Permit/Licensing System when completing their transaction. As with most modern online shopping systems, financial transactions are completed seamlessly via SSL (Secure Socket Layer) encryption. The user enjoys a modern, seamlessly integrated payment gateway of NGPC's choosing without having to navigate site changes and warning messages, but still enjoying the security of encrypted data transmission. Any changes to the chosen payment processor will also be seamlessly integrated. NGPC determines the acceptable forms of payment for each sales channel. Every transaction is completed according to NGPC business rules, uniquely numbered, recorded in the central database and shown in the customer record. INTERNAL AGENTS and TELEPHONE SALES For NGPC staff who conduct sales, the Internal Agent sales process is conveniently available in their administrative module. An administrative user searches for the customer record in our intuitive, easy to use search interface. AMS helps users claim existing customer records regardless of the original data source. The customer's profile contains history of all transactions, regardless of when, where or how the customer interacted with the current or legacy system.

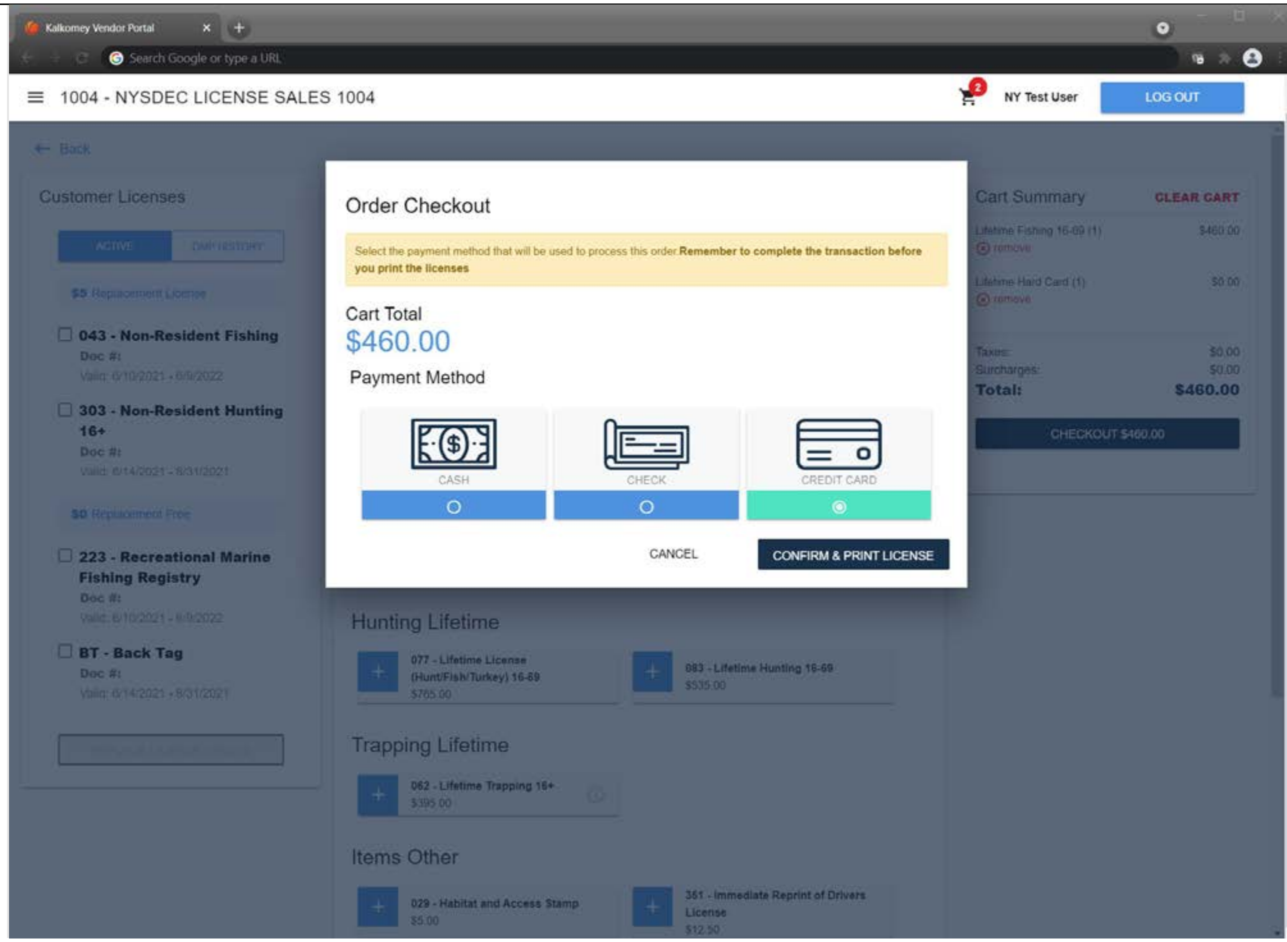


Once the customer account has been created or selected, the Agent selects **"Sell Item"** as seen below in the upper right-hand corner. Only the items that the customer is eligible to purchase will be available for the Agent to sell.



The sales process then proceeds similar to that for an External Agent and all sales channels as further explained in FUN-016. For payment options, NGPC determines the acceptable forms of payment for the channel, and the method of payment is recorded for reconciliation purposes. AMS supports splitting a transaction payment across more than one payment type, such as paying part in cash and the balance on a credit card, for example. Every transaction is completed according to NGPC business rules, uniquely numbered, recorded in the central database and shown in the customer record in real time.

	NGPC can set purchase and payment options for each channel, so phone sales can be different from online or in-person business rules. The Call Center sales workflow is similar to other channels and includes the same reminders to purchase related items, offers upsell opportunities and provides appropriate notifications to be conveyed to the purchaser. Kalkomey's Call Center is PCI-compliant. Details on Kalkomey's Call Center can be found in TEC-014. EXTERNAL AGENTS Although payment collection and reconciliation are the responsibility of External Agents, AMS allows them to record the payment type for each purchase. Below, the Agent is collecting a credit card payment. All tender types are configurable by sales channel and custom tender types such as Park Bucks or Gift Cards can be added and configured to the appropriate funds or accounts.



In another project, NDOW allows agents to indicate the type of card being used rather than simply choosing "Credit Card." When a check is accepted, the system can also ask the agent to record the check number to support the agent's reconciliation process. NGPC can determine the configuration that best meets your agents' needs.

Attachment C
Requirements Traceability Matrix (RTM)

FIN #	Inquiry on Data	Yes	Customization Required	No	Alternate
FIN-003 Section VII.F.9	A. Describe the system's ability to inquire on data with drill down capabilities.	X			

Bidder Response:

Current AMS (requires no customization for NGPC):

REPORTING

AMS includes a best-in-class BI platform – AMS Analytics - that makes it easy to build ad hoc reports and discover insights even when dealing with complex data. In AMS, interactive dashboards allow you to drill into details, filter or perform ad-hoc analysis. Dashboard components are also modular, allowing you to rearrange them to best suit your needs when consuming and presenting information.

Leverage Machine Learning

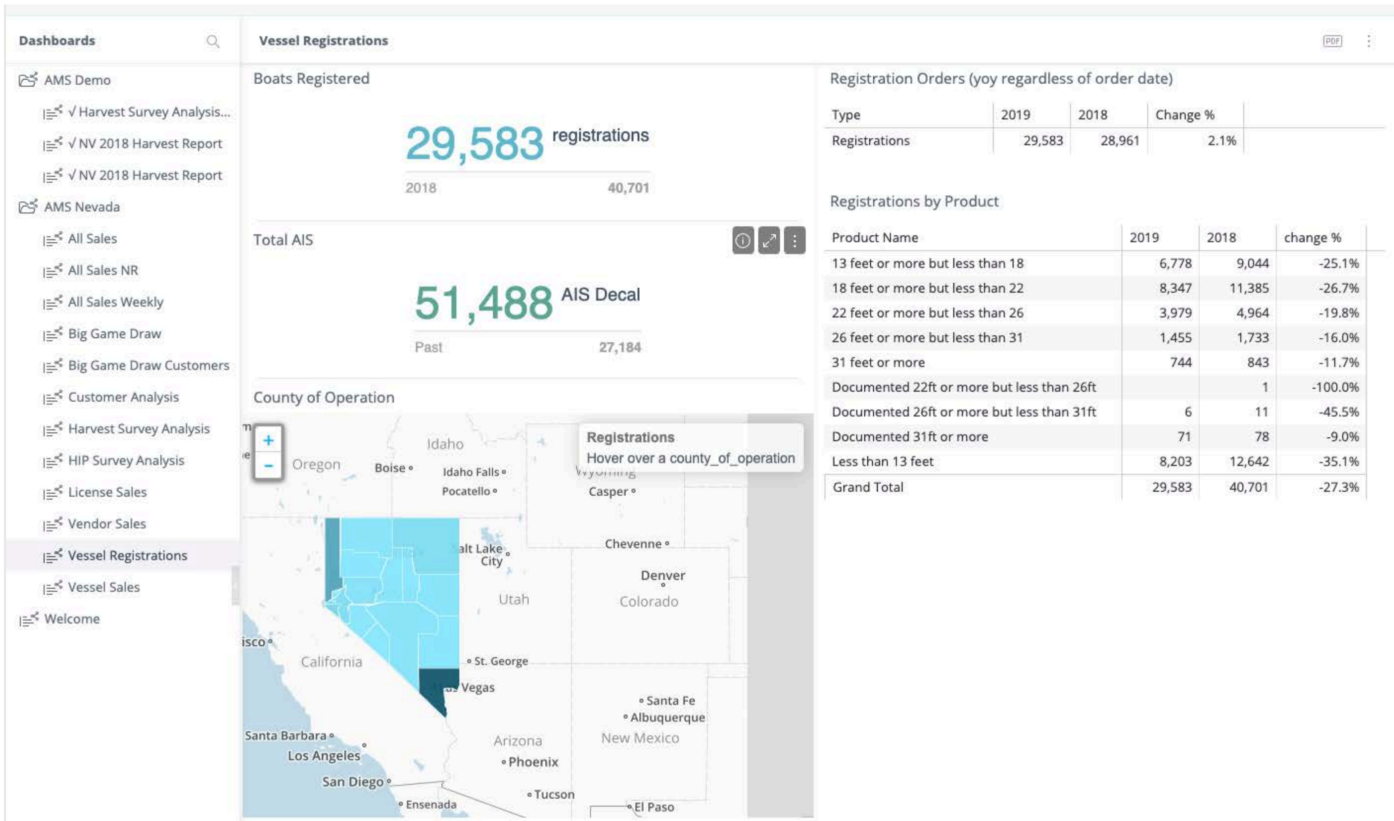
With our Artificial Intelligence (AI) and machine learning features of AMS Analytics you can get even more value from your data with:

- Data Anomaly Detection: AMS Analytics automatically learns what is normal behavior for your Key Performance Indicators (KPIs) and will alert configured users when something out of the ordinary is detected.
- Complex Calculations presented in everyday language. Regardless of technical expertise, users can now execute higher-level analysis and dig up game-changing results.
- Instant Insights are delivered directly to designated inboxes unlocking deep insights from your data.

Reports can be:

- run on demand by authorized users;
- generated by product type, sales location, user and other parameters;
- run for any time period;
- saved to be re-run with the same filters whenever desired; and
- be exported as PDF, Microsoft Excel and CSV compatible files.

Routine reports will be pre-configured to NGPC specifications to be accessible any time through your Administrative module. All reports and dashboards can also be scheduled to be run and emailed to individuals and distribution lists as desired. In FIN-006 we have provided more details on the AMS Analytics reporting capabilities.



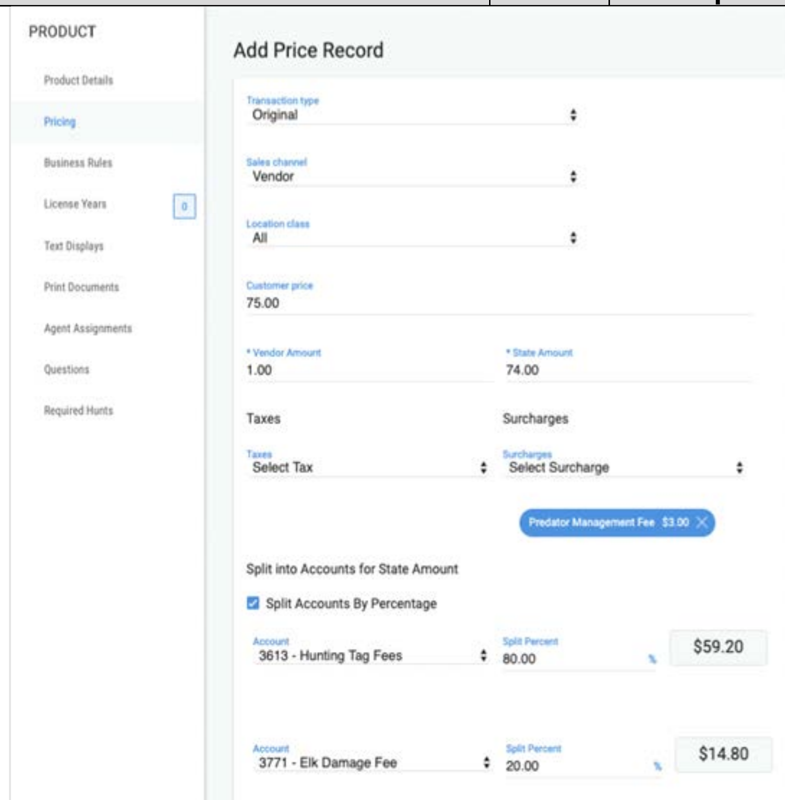
Attachment C

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

FIN #	Sales and Lodging Tax	Yes	Customization Required	No	Alternate
FIN-004 **Section VII.F.12**	A. Describe the system's ability to apply current sales and lodging tax rates.		**X**		
	Bidder Response: *Current AMS:* Today, through AMS' Administrative module, product configuration provides authorized NGPC users a straightforward, intuitive interface for managing products. For each item/product you set fees and pricing (includes a configurable field value for taxes and surcharges), designate accounting fund(s) for fee deposit, set sales channel availability, license year, valid period, plus specify eligibility and other business rules necessary for issuance and accounting. As a part of pricing configuration for each product and channel, NGPC determines the taxes to be applied, as shown in an example below.				

Attachment C

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

FIN #	Sales and Lodging Tax	Yes	Customization Required	No	Alternate
	 Although this RFP does not call for vessel registrations, Kalkomey wanted to highlight our ability to handle taxes for vessel/vehicle registrations, applying state taxes and taxes appropriate to the county of use should this feature become of interest to NGPC in the future. *Customization Required for NGPC:*				

FIN #	Sales and Lodging Tax	Yes	Customization Required	No	Alternate
	For NGPC, AMS requires only the addition of a Nebraska-specific county tax rate table (and/or State and/or local table) that provides the variable tax rate for where the product is sold. For applicable taxes, AMS uses the appropriate rate for the issuing agent's location. NGPC is able to manage changes in tax laws and rates through changes to the tax table.				

FIN #	Report Print/Export	Yes	Customization Required	No	Alternate
FIN-005	A. Describe the system's print/exporting functions and format.	**X**			
Section VII.F.13	Bidder Response: AMS Analytics dashboards and reports are exportable as PDF as well as in CSV. Reports are printable and all are exportable as either .pdf, Microsoft Excel or .csv format. This allows the user flexibility to use reports in other software products such as Microsoft Office, Tableau, or similar Business Intelligence systems. As discussed in response to FIN-007, the standard pre-formatted reports and reports you create on-demand through AMS provide unprecedented capacity for NGPC to easily utilize the centralized data to meet all of the reporting needs to help you audit, manage, plan and predict.				

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

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)	**X**			
Section VII.F.13, VII.G.10, VIII.O	Bidder Response: We provide standard, preformatted reports as part of the AMS system and additionally pre-configure custom reports to meet the current and growing needs of NGPC, as well as offer robust ad-hoc reporting functionality. In addition to standard reports, you have AMS Analytics, a powerful Business Intelligence (BI) tool that harnesses your data and provides agency intelligence that is accessible to everyone. Regardless of a user's experience, our leading intelligence application makes it easy to understand and use data: connect and combine any data source; visually explore and analyze clean, complete data; and create and automate customized, shareable interactive dashboards. 				

	All standard and custom pre-configured reports are permissions-based so authorized users can easily access information that can be: • generated by sales location, product type(s), user and other parameters; • run for any time period; • saved for repeated use; • exported as PDF, Microsoft Excel and CSV compatible files; • printed; and • downloaded from the administrative reporting and accounting interfaces. Kalkomey AMS utilizes automated, periodic reports to help with accounting and reconciliation functions. There are a number of reports in the system that can be generated on demand. In addition to the reports described in this section, AMS Analytics provides a great deal of additional reporting and monitoring capabilities. With AMS Analytics you have total control of your data and how you use it. It is likely that agency personnel will utilize daily sales reports to reconcile sales each day. These reports can be run by location and will allow the agency to view the details of orders sold by various sales channels as well. Kalkomey will work with NGPC to determine how you wish to categorize sales for each channel and build the appropriate reporting hierarchy to provide reports for Internal and External Agents, Internet sales, Call Center/Customer Service, and other users. Read more about our configurable sales channels in responses FUN-017-FUN019.

All AMS Analytics dashboards are exportable as PDF as well as in CSV. Biologists and other professionals may appreciate the ability to download data in multiple formats for use in tools they use for additional analysis and modeling. Kalkomey assists those experts in integrating their data into AMS Analytics so they can perform their jobs quickly and easily.

Overview

AMS Analytics dramatically simplifies agency analytics for complex data to empower users regardless of technical expertise. As data volume and source variety continue to increase, Analytics easily scales to ingest complex data from disparate sources, eliminating the need for complex extract, transform, and load (ETL) or modeling processes.

AMS Analytics provides all necessary data operations, including:

Mash-Up: Connecting, mashing, cleansing and managing your data is the starting point for all business analytics. AMS Analytics removes the data mash-up nightmare with smart and suggestive technologies that help reduce the complexity of disparate data sources.

Analyze: Self-service, modern analytics delivers an intuitive UI with interactive visualizations and dashboards, empowering smarter and faster data driven decisions. With the best analytics engine in the industry you'll be able to pull and analyze data in a matter of seconds, not days.

Impact: Drive broad impact across the entire agency by revolutionizing the way users interact with data. The next generation business analytics no longer requires you to be anchored to a screen or static reports. Share, collaborate, and alert on what's important, immediately reaching every corner of your agency no matter where you are.

Govern: Benefit from a robust and flexible security architecture that provides fine-grain control across all interfaces and users. Ensure security processes are enforced and have total control to secure dashboards and data as well as implement custom security requirements that suit your organization.

Native Use: AMS Analytics is native within AMS administrative operations. You have all the necessary reporting and business intelligence at your fingertips while managing all aspects from a single login.

Mash-Up

You can mix, match, and mash-up your data by connecting and analyzing information from multiple sources. Connect files and data sources, including external software applications such as Google Analytics or Salesforce, to view all your data in one place. Kalkomey's analytics experts support you to connect, map and visualize your data so you spend less effort on reporting and more on driving results.

Connect Data: View ALL agency data in one place. AMS Analytics securely connects to any of your on-premise or online data sources, without any pre-aggregations from applications, databases, flat files, machine data, or custom written scripts.

Mash-up Data: Intuitively combine your data sources for a clean, unified view of your agency, customers and operations.

Cleanse Data: Our data and analytics experts cleanse your data for error free, confident analysis.

Transform Data: Using visual schemas to rapidly develop data models for analysis, our team will map out and manage all data sources, relationships, and enrichment steps to transform your data into usable, actionable information.

Manage Data: Manage all your data in one place by automating data imports and adding, changing or removing data sources. Synchronize the import and transformation of data on a scheduled basis determined by time of day, day of week, day of month, or specific time intervals. AMS' business intelligence solution centralizes all your data so that you don't waste time flipping between sources.

Secure Data: AMS Analytics provides governance controls precisely where and how you need them, including data-level security. Receive granular control over exactly what data within the source are viewable by authorized users.

Analyze

Explore your data and discover new insights using intuitive reporting workflows and stunning visualizations. Easily build interactive dashboards, drill into details, filter, or perform ad-hoc analysis. AMS Analytics dashboards include components that are fully interactive, such as visualizations, filters, and drill downs, to refine the analysis and determine what view of data is presented. Dashboard components are also modular, allowing you to rearrange them to best suit your needs when consuming and presenting information.

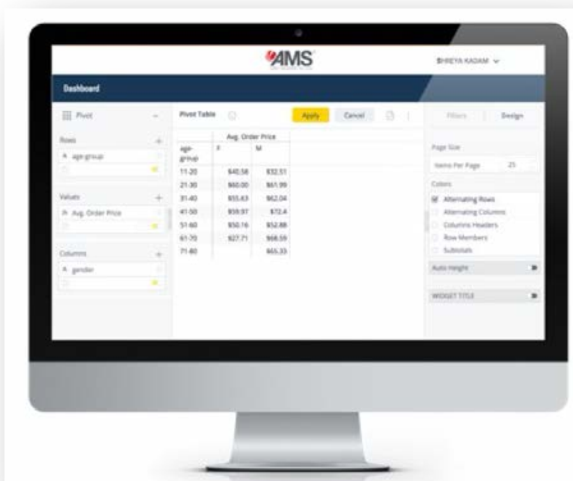
Visualizations: Graphically represent data to communicate large datasets clearly and efficiently. AMS Analytics offers out-of-the-box data chart visualizations delivered within AMS, including Pivots, Table, Bar, Line, Area, Gauges, Pie, Maps, Scatter, Calendar, Heatmap, Bubble Chart, Treemap, Sunburst, and Polar.

Custom Formulas: Combine any data with rich functions to create custom formulas on the fly to accurately analyze data and express business logic. Users can work with raw data without the need to summarize datasets before creating formulas useful for drilling down into granular data.

Filters: Filters act to refine data based on a selected values or criteria. Filters can be applied on an entire dashboard or an individual visualization component. The primary filter types are include/exclude, text, numeric, datetime, and ranking.

Custom Design: Each visualization can be customized, including colors, labels, number formats and layouts. Color palettes can be set and instantly applied. Visualizations can be moved, adjusted, and resized using an easy drag-and-drop interface.

Collaboration: Dashboards can be shared for viewing and further data exploration and design. Dashboard designers can define the access rights for each collaborator. Each recipient can schedule to receive email notifications at specified time intervals. In addition, offline access is available with dashboards and visualizations that can be exported in either PDF or image file formats.



Ad Hoc Reporting: Analytics uses an intuitive drag-and-drop report builder that allows you to report on a range of disparate data sources. This way, you can run any ad-hoc query and receive answers on the spot, without the need to prepare data in advance for each new question. AMS' drag-and-drop report builder lets users build reports by selecting columns, rows, and values from the pre-defined data model. The pre-defined data model ensures consistency and accuracy in reporting as all users will be reporting on the same data definitions reconciled to agency databases. In other words, there's no hard coding required. Non-technical users can create relations between tables and perform ad hoc queries in real time, without IT support. Analytics also has its own ODBC driver that allows you to connect your tool of choice, to the data repository for ad hoc reporting and manipulation.

A growing library of built-in statistical functions allows you to quickly run statistical methods on complex data. Leverage AMS Analytics to access Kalkomey's curated library of statistical techniques and models and implement advanced analytics within a dashboard.

Machine Learning

No one knows your business quite like you do, but information is meaningless unless everyone can understand it. We help everyone in your agency operate on the same page. AMS Analytics uncovers hidden insights and automatically delivers them using visualizations and everyday language so that your team can translate insights into knowledge and make smarter decisions. Insights and explanations generated using AI and machine learning help unravel even the toughest business problems.

Data Anomaly Detection: Augment your data driven intelligence with machine learning anomaly detection. Let AMS Analytics learn what is normal behavior for your Key Performance Indicators (KPIs) and allow it to alert you when something out of the ordinary is detected in your data.

Instant Insights: AMS Analytics uses AI and machine learning to derive tremendous value from your data, serving up insights that were previously unknown, hidden, or unreachable, all with a single click.

Empower End Users with New Insights: Compute thousands of complex calculations and present the results in everyday language. Even non-technical users can now execute higher-level analysis and extract game-changing results.

Impact

Empower your organization by turning data into actionable intelligence accessible from anywhere.

Alerts and Notifications: Receive and automate alerts on your most important KPIs using dynamic thresholds you define and advanced machine learning anomaly detection.

AMS Analytics Mobile: Consume insights on the go on a mobile or tablet device whenever and wherever they happen.

Automation Integration and Write-back: Why perform manual tasks when automation can do it for you? Automate your workflows to maximize performance using if-this-then-that recipes or leverage our broad set of REST webhooks to allow you to write-back data into your systems.

Govern

Keep your data safe and secure with tight access controls. AMS Analytics features system-level security for role-based settings and integration options. This includes user and server management, connection to an Active Directory server, Single Sign-On (SSO) implementation, and use of the security REST API.

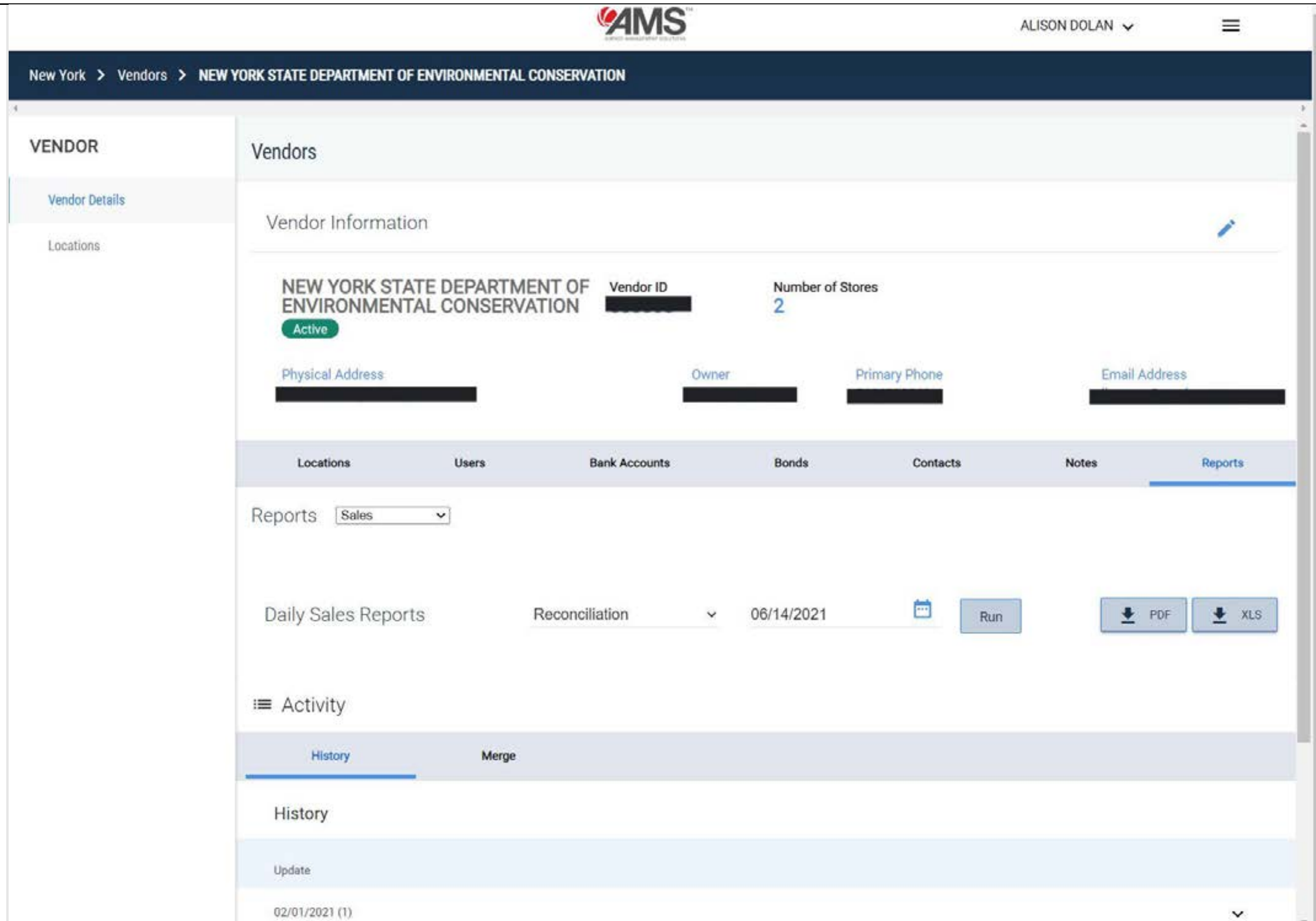
Object control and security roles define access rights for different users and groups to various components. Data access permissions provide data to people only to the extent that they need to complete their jobs. Data-level security provides the necessary control to enforce varying degrees of data visibility and access to manage the separation of duties. With row-level security, control user and group permissions to specific rows within individual datasets.

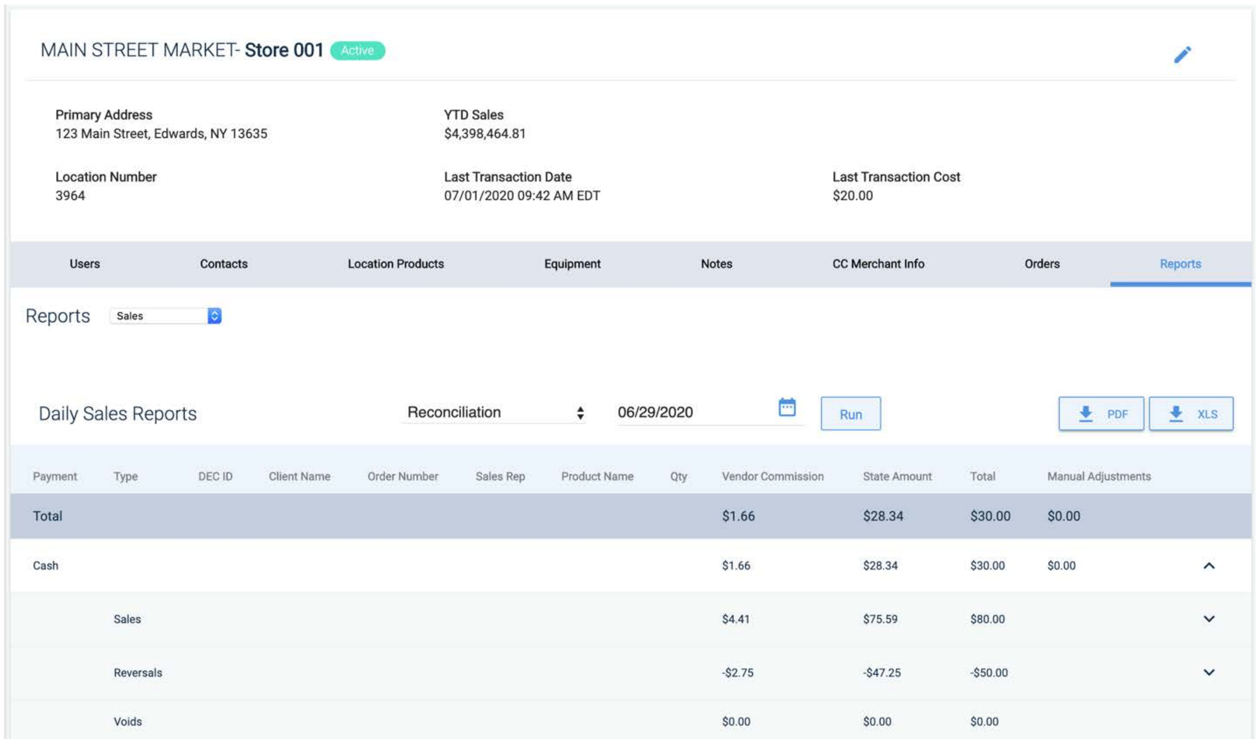
	A single dashboard can be shared with many users, but each viewer sees only data relevant to their needs. This reduces both development time and provides robust security. ***Native Use*** AMS Analytics is seamlessly integrated with the AMS interface. Manage data, reporting, and visualization within AMS just as you would any other agency operation. Embed AMS Analytics dashboards and widgets in non-AMS Analytics environments, such as NGPC's own websites or applications. NGPC can customize what aspects of the dashboard and widget are displayed in your environment to harness the power of this BI platform into your existing tools. AMS also offers direct API integration, scheduled data exports, and other integrations for compliance or insights. Featured AMS integrations include: • Integration with various departments for child support delinquency reports and suspensions; • Magazine subscription data; • Department of Motor Vehicles for residency validation, endorsement notifications, replacement requests, organ donor status; • Federal Harvest Information Program – AMS creates an electronic file of all HIP registrants to send to USFWS via SFTP/FTPS; and • Federal e-Duck Stamps - AMS creates an electronic file of all Duck Stamp purchasers to send via SFTP/FTPS to USFWS per federal requirements. AMS also creates a fulfillment file for Amplex to print and fulfill stamp sales.

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

FIN #	Preformatted Revenue Summary/Detailed Reports	Yes	Customization Required	No	Alternate
FIN-007	A. Describe the system's pre-formatted accounting and revenue summary/detailed reports.	**X**			
Section VII.F.13	Bidder Response: AMS provides automated, pre-formatted reports for standard accounting and reconciliation functions. There are a number of reports in the system that can be generated on demand. In addition to the reports described in this section, AMS Analytics provides a great deal of additional reporting and monitoring capabilities. Kalkomey is eager to ensure that AMS offers solutions for all agency reporting needs. Kalkomey will build AMS Analytics dashboards and add system reports to ensure that NGPC has the necessary tools to support their needs. It is likely that NGPC personnel utilize daily sales reports to reconcile sales each day. These reports in AMS can be run by location, agent or corporation and allow authorized users to view the details of orders sold by various sales channels. Kalkomey works with you to determine how sales are categorized for each channel and builds the appropriate reporting hierarchy for Internet/Mobile sales, Phone Sales, Internal Agents, External Agents and more.				

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



External Agents and NGPC Internal Agents may use the daily sales report to reconcile daily receipts.

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

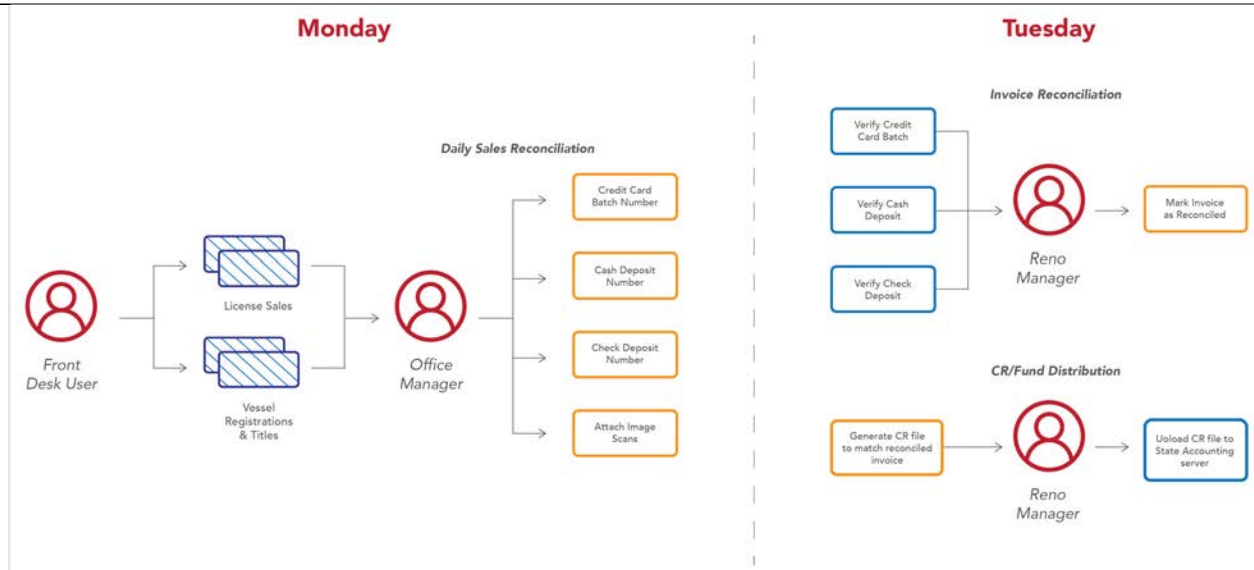
Vendor: NEW YORK STATE DEPARTMENT OF ENVIRONMENTAL CONSERVATION
Report: Sales
Date: 06/11/2021

Sales Rep	Transaction Date	Type	Transaction Number	Order Number	DEC ID	Client Name	Product Name	Qty	Payment	Gross Total	Vendor Commission	State Amount	Transaction Total
[redacted]	06/11/2021 8:18AM EDT	Sale	65998840	[redacted]	[redacted]	[redacted]	Recreational Marine Fishing Registry	1	Cash	$0.00	$0.00	$0.00	$0.00
[redacted]	06/11/2021 8:19AM EDT	Sale	65998846	[redacted]	[redacted]	[redacted]	Recreational Marine Fishing Registry	1	Cash	$0.00	$0.00	$0.00	$0.00
[redacted]	06/11/2021 10:35AM EDT	Sale	65999558	[redacted]	[redacted]	[redacted]	Lifetime License (Hunt/Fish/Turkey) 0-4	1	Credit Card	$380.00	$0.00	$380.00	$380.00
[redacted]		**Subtotal**								**$380.00**	**$0.00**	**$380.00**	
[redacted]	06/11/2021 10:44AM EDT	Sale	65999619	[redacted]	[redacted]	[redacted]	Lifetime License (Hunt/Fish/Turkey) 14-15	1	No Payment	$0.00	$0.00	$0.00	
[redacted]	06/11/2021 10:44AM EDT	Sale	65999619	[redacted]	[redacted]	[redacted]	Back Tag	1	No Payment	$0.00	$0.00	$0.00	$0.00
[redacted]	06/11/2021 10:44AM EDT	Sale	65999619	[redacted]	[redacted]	[redacted]	Replacement License	1	No Payment	$0.00	$0.00	$0.00	
[redacted]	06/11/2021 10:44AM EDT	Sale	65999619	[redacted]	[redacted]	[redacted]	Replacement Free	1	No Payment	$0.00	$0.00	$0.00	$0.00
[redacted]	06/11/2021 10:50AM EDT	Sale	65999666	[redacted]	[redacted]	[redacted]	Replacement Lifetime Permanent Card	1	No Payment	$0.00	$0.00	$0.00	$0.00
[redacted]		**Subtotal**								**$0.00**	**$0.00**	**$0.00**	
		Transactions Total								**$380.00**	**$0.00**	**$380.00**	
		Subtotal							**Cash**	**$0.00**	**$0.00**	**$0.00**	
		Subtotal							**Credit Card**	**$380.00**	**$0.00**	**$380.00**	
		Subtotal							**No Payment**	**$0.00**	**$0.00**	**$0.00**	
		Payment Type Total								**$380.00**	**$0.00**	**$380.00**	
		Adjustments Total										**$0.00**	
		Daily Total										**$380.00**	

In response to FIN-009 we discus, EFT/ACH revenue collection from External/Internal Agents. New York State Department of Environmental Conservation (NYDEC) uses this automated process to sweep state offices as well as Kalkomey's Internet/Mobile and Phone sales. Kalkomey will connect seamlessly to Nebraska's awarded credit card processing provider for all transactions.

Nevada Department of Wildlife (NDOW) uses a manual invoice process for state offices. Through the Administrative module, a designated staff member at each location creates a manual invoice for their location each day. They add invoice details including cash on hand and credit card Z number which have been configured within AMS for this purpose.

At the agency headquarters, an authorized user reviews all invoices and approves them following an internal process. At this point you make manual adjustments as needed. Once the invoices are approved, an automated email notifies the fiscal team to provide final review and approval. The authorized fiscal user downloads a funds report which includes account splits. This is compared to the invoice for approval that they match.



At the end of the process, their fiscal team is able to access a credit (CR) file with fund distributions for the state accounting system.

Attachment C

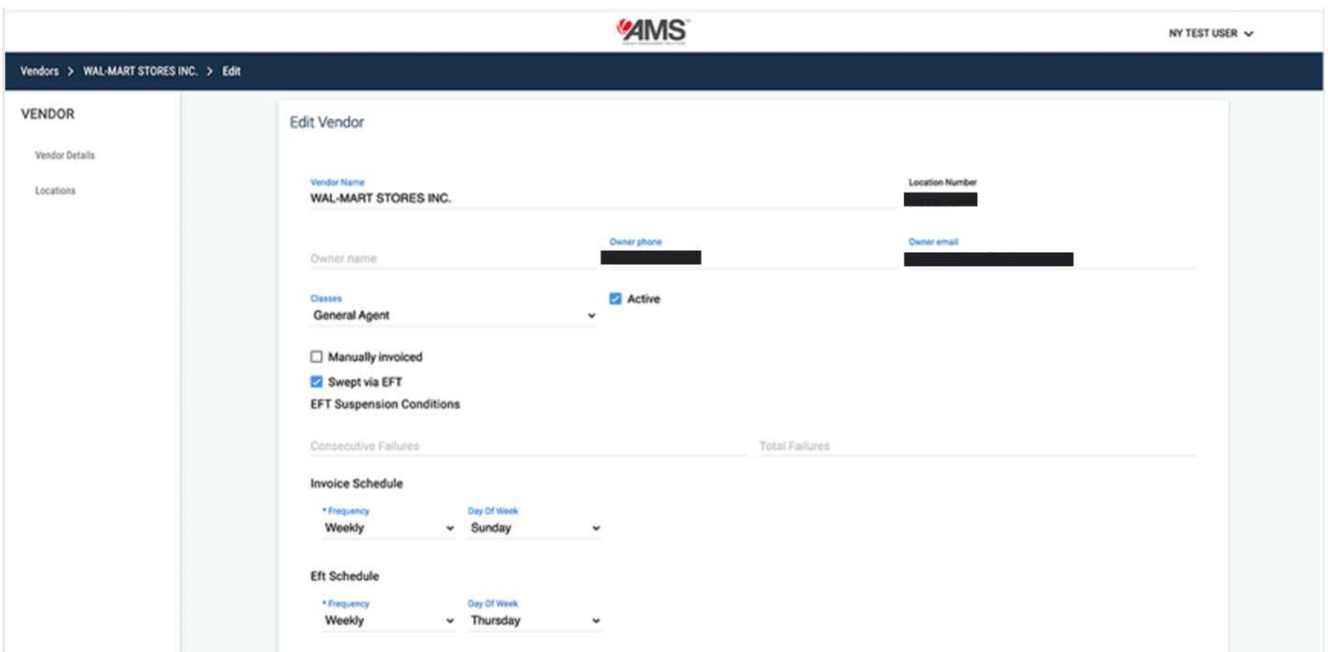
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

FIN #	Financial External Agent Invoice	Yes	Customization Required	No	Alternate
FIN-008 **Section VII.I.2**	A. Describe how the system generates an invoice for External Agent monthly reporting.		X		

Bidder Response:

Current AMS:

In AMS, External Agent management includes configuration of the invoicing schedule, automated revenue collection (ACH/EFT) schedule, bank account information and ACH/EFT failure behavior. You can customize these settings for each agent and update them at any time as shown in the screenshot below.



	NGPC can designate External Agents (as well as NGPC Internal Agent locations) to be manually invoiced instead of participating via ACH/EFT if necessary. Invoices accurately accumulate all fees the agent owes to NGPC since the last sweep, accounting for sales, voids and other actions, plus any administrative adjustments made by authorized NGPC staff. You determine the schedule for the automated generation and delivery of invoices to each agent. Invoices are generally run at the bank account level so an agent can receive a single invoice for multiple locations. This allows a corporate ACH/EFT transaction to complete electronic remittance for multiple locations from a single headquarters account. During implementation Kalkomey will work with you to configure your AMS to meet NGPC specifications and agents' needs. Monthly invoices can be scheduled as you have indicated. In addition, AMS gives you flexibility to set sweep schedules to meet any number of agency goals. For example, NGPC may wish to invoice/sweep very large agents weekly and/or choose a more frequent schedule for your Internal Agent locations. Below is an example of an External Agent Invoice generated via AMS' Invoice Report. This report includes an *Invoice Summary, Product Summary, and Daily Summary* for the invoice period.

Attachment C

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

NEW YORK STATE OF OPPORTUNITY

Department of Environmental Conservation

STATE OF NEW YORK
DEPARTMENT OF ENVIRONMENTAL CONSERVATION
625 Broadway, Albany, NY 12233

Phone [redacted]

Invoice [redacted]

1004 - NYSDEC LICENSE SALES
[redacted]

Invoice Period: **06/02/2021** to **06/08/2021**

Invoice Summary

Sales Summary	Items Sold	Sales Total	Vendor Commission	Sweep Amount
	23	$543.00	$0.00	$543.00

Reversals / Voids Summary	Items Reversed / Voided	Reversal / Void Total	Vendor Commission	Sweep Amount
	0	$0.00	$0.00	$0.00

Manual Adjustment Summary	Adjustment Note	Adjustment Type	Adjustment Amount

Invoice Totals	Sweep
	$543.00

$543.00 Will be swept from your bank account on **6/13/2021**

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

NEW YORK STATE OF OPPORTUNITY

Department of Environmental Conservation

STATE OF NEW YORK
DEPARTMENT OF ENVIRONMENTAL CONSERVATION
[redacted]

Phone [redacted]

Invoice [redacted]

1004 - NYSDEC LICENSE SALES
[redacted]

Invoice Period: **06/02/2021** to **06/08/2021**

Product Summary

	Sales			Reversals / Voids			Net		
Product Name	**Quantity**	**Vendor**	**State**	**Quantity**	**Vendor**	**State**	**Total**	**Vendor**	**State**
Resident Fishing - Native American	5	$0.00	$0.00	0	$0.00	$0.00	$0.00	$0.00	$0.00
Lifetime License (Hunt/Fish/Turkey) 0-4	1	$0.00	$380.00	0	$0.00	$0.00	$380.00	$0.00	$380.00
Resident Fishing	5	$0.00	$125.00	0	$0.00	$0.00	$125.00	$0.00	$125.00
Recreational Marine Fishing Registry	8	$0.00	$0.00	0	$0.00	$0.00	$0.00	$0.00	$0.00
Resident Fishing - Senior	1	$0.00	$5.00	0	$0.00	$0.00	$5.00	$0.00	$5.00
Non-Resident Fishing 7-Day	1	$0.00	$28.00	0	$0.00	$0.00	$28.00	$0.00	$28.00
Renewal Reprint of Driver License	1	$0.00	$0.00	0	$0.00	$0.00	$0.00	$0.00	$0.00
Replacement Lifetime Permanent Card	1	$0.00	$5.00	0	$0.00	$0.00	$5.00	$0.00	$5.00
Totals	**23**	**$0.00**	**$543.00**	**0**	**$0.00**	**$0.00**	**$543.00**	**$0.00**	**$543.00**

$543.00 Will be swept from your bank account on **6/13/2021**

Attachment C

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

NEW YORK STATE OF OPPORTUNITY

Department of Environmental Conservation

STATE OF NEW YORK
DEPARTMENT OF ENVIRONMENTAL CONSERVATION
[redacted]

Phone [redacted]

Invoice [redacted]

1004 - NYSDEC LICENSE SALES
[redacted]

Invoice Period: **06/02/2021** to **06/08/2021**

Daily Summary

	Sales			Reversals / Voids			Net		
Date	Quantity	Vendor	State	Quantity	Vendor	State	Total	Vendor	State
06/02/2021	7	$0.00	$410.00	0	$0.00	$0.00	$410.00	$0.00	$410.00
06/03/2021	4	$0.00	$0.00	0	$0.00	$0.00	$0.00	$0.00	$0.00
06/04/2021	5	$0.00	$78.00	0	$0.00	$0.00	$78.00	$0.00	$78.00
06/05/2021	0	$0.00	$0.00	0	$0.00	$0.00	$0.00	$0.00	$0.00
06/06/2021	0	$0.00	$0.00	0	$0.00	$0.00	$0.00	$0.00	$0.00
06/07/2021	7	$0.00	$55.00	0	$0.00	$0.00	$55.00	$0.00	$55.00
06/08/2021	0	$0.00	$0.00	0	$0.00	$0.00	$0.00	$0.00	$0.00
Totals	**23**	**$0.00**	**$543.00**	**0**	**$0.00**	**$0.00**	**$543.00**	**$0.00**	**$543.00**

$543.00 Will be swept from your bank account on **6/13/2021**

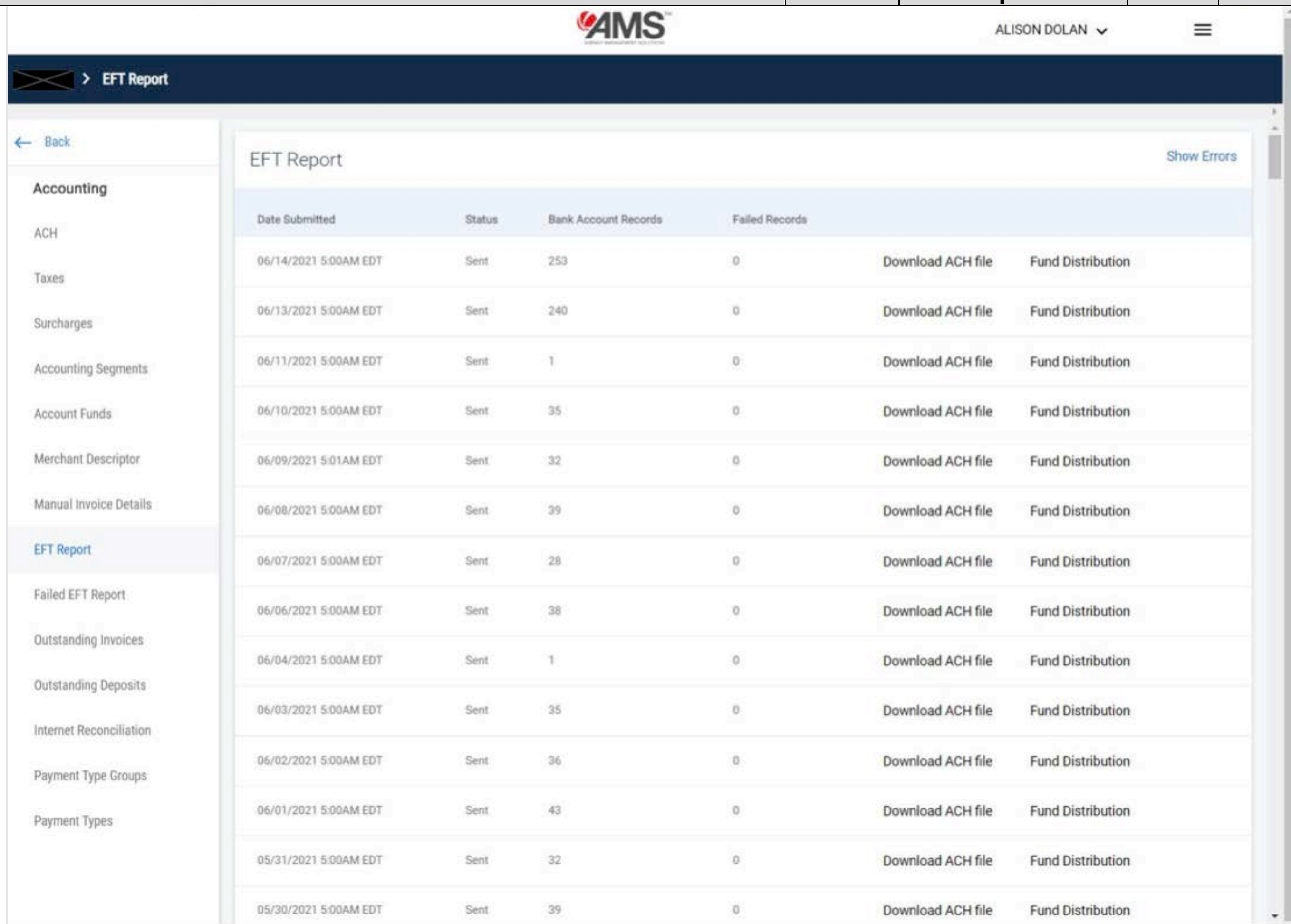
	Customization Required for NGPC: As part of ongoing product updates, AMS will include the NGPC-specific ability to consign park permit book inventory to individual agents. This work is scheduled to be completed before December 2021. In addition to inventory consignment, we will offer a highly configurable inventory management system for use by State Parks and for any of the agency's inventoried items including year-end Permit Agent summary reports and needed audit report to reconcile each agent's consigned inventor, remaining physical inventory, and completed sales transactions. This inventory system will work for both serialized and non-serialized items. ▪ For serialized items, the workflow allows for the distribution of serial numbers to sales locations. ▪ For non-serialized items, the distribution workflow only tracks quantity. In both cases NGPC will be able to move and adjust inventory, as well as track current inventory levels. This inventory count will include the amount sent, the amount used (including references to each transaction), and the amount remaining. If the inventory has an annual component, you will be able to configure the use period (begin and end date) along with the value of each inventoried item. At the end of the sales period, you can produce a report that shows the amount to be returned from each sales location and track this return. Once the annual inventory is returned (or marked as missing) you will be able to generate invoices that can be charged to the selling locations for the missing inventory (based on the configured inventory value) if desired. NGPC has visibility via AMS to track the status of any individual inventoried item at any point and if issued, you will be able to track to whom and by whom it was sold. Automated and on-demand reports and dashboards will allow you to track and monitor inventory and reconcile fees. As with all AMS functionality, Kalkomey will work with NGPC to expand the system as required to meet your inventory management requirements as new needs arise or regulation or business rules change.

Attachment C

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

FIN #	EFT Capabilities	Yes	Customization Required	No	Alternate
FIN-009	A. Describe how the system generates an EFT file of agent revenues due.	X			
Section VII.I.5	Bidder Response: ACH/EFT revenue collection is performed according to the schedule you have configured for each sales location. The ACH/EFT file and transmission will match the format and manner specified by NGPC. This file is used to sweep scheduled agents' bank accounts for any pending invoices, and may be used for your offices, phone sales and internet sales. Prior to revenue collection by ACH/EFT, authorized NGPC administrative users review and approve all sales reports, and reconcile funds collected and deposit account allocation. If necessary, authorized users can make manual adjustments to agent invoices so it is reflected in the ACH sweep. AMS can generate an ACH/EFT file and send to the State's bank or provide the file to NGPC for final review and processing. Once sweeps are complete, invoice status is updated automatically based on bank response to the ACH directives. NGPC determines how to handle agents whose sweeps fail due to insufficient funds or other issues. Settings may vary by agent so NGPC can apply different rules for different agents. Uncollected funds or failed ACH/EFT attempts may be automatically included in the next scheduled attempt.				

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

FIN #	EFT Capabilities	Yes	Customization Required	No	Alternate
					

FIN #	EFT Capabilities	Yes	Customization Required	No	Alternate
	AMS generates a credit (CR) file in the format specified by NGPC for creating credit records in the State's accounting system. The file includes fund distribution information calculated from product fees that are configured in AMS to be allocated to specific account codes.				

FIN #	Report Examples	Yes	Customization Required	No	Alternate
FIN-010 **Appendix A**	A. Describe and provide sample reports of the following required reports: 1. X Report; 2. Z Report; 3. Financial Transaction Report; 4. Draw Report Before numbering; 5. Draw Report final with Preference Points; 6. Draw Winners Report; and 7. Fulfillment Report (e.g. Federal Duck, AIS stamp)	**X**			
	Bidder Response: *Current AMS (requires no customization for NGPC):* Below we have described current preformatted, standard reports that are available in AMS and explain how they meet requirements. 1. The **X Report Detailed Product** and **X Report Product** reports are available in the Products Report. This report sums the period's sales by product. An optionally configured Vendor (External Agent) Commission (Issue Fee) is summed separately from the State's amount. The total collection amount is the final total. This report also satisfies **X Report Fee Detail**. Additional drill downs and pivots are available in AMS Analytics and can be configured during Implementation.				

FIN #	Report Examples	Yes	Customization Required	No	Alternate

Vendor	Date(s)	Report			
Sample Agency	2021-05-13	Products			
Code	Product	Quantity	Vendor Commission	State Amount	Total Amount Collected
Total		**7**	**$0.00**	**$63.00**	**$63.00**
6301M	Less than 13 feet With Motorized AIS Decal	1	$0.00	$34.00	$34.00
6301	Less than 13 feet Registration ONLY	1	$0.00	$0.00	$0.00
6801	Aquatic Invasive Species Motorized Decal	2	$0.00	$13.00	$13.00
2306	Res Severely Disabled Hunt/Fish Combo	3	$0.00	$16.00	$16.00

The Sales Representative Report can be used to view total sales by agent/salesclerk.

Vendor	Date(s)	Report		
Sample Agency	2021-05-13	SalesRep		
Staff	Total Sales	State Amount	Vendor Commission	Total
Total		**$63.00**	**$0.00**	**$63.00**
Sample Clerk 1	**1**	**$34.00**	**$0.00**	**$34.00**
Credit Card - Visa		$34.00	$0.00	$34.00
Sample Clerk 2	**4**	**$55.00**	**$0.00**	**$55.00**
Credit Card - Visa		$55.00	$0.00	$55.00
Sample Clerk 3	**-2**	**($26.00)**	**$0.00**	**($26.00)**
Credit Card - Visa		($26.00)	$0.00	($26.00)

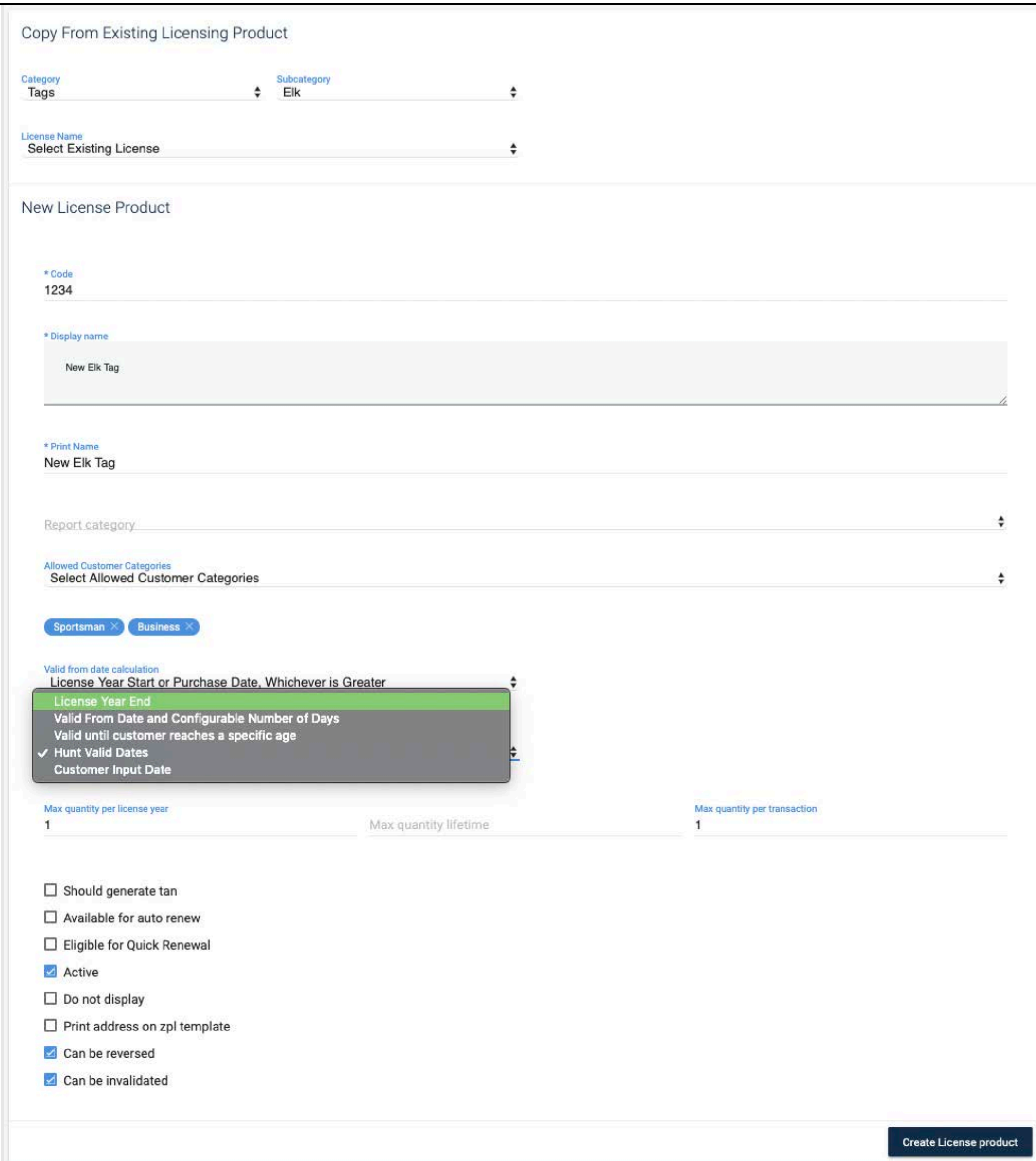
X Report NIS Codes: AMS allows you to define a chart of accounts that is used to book sales revenue to various funds within the state accounting system. Product fees can be broken out to appropriate funds based on your needs. Fees may be allocated to a fund in whole, split by percentage or split by a fixed amount. Kalkomey's Implementation team leads the development and mapping of products to funds with guidance and approval from NGPC.

Attachment C

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

FIN #	Report Examples	Yes	Customization Required	No	Alternate
	As seen below, each product is configured with the appropriate fund code to include in an ad hoc report that will be configured during implementation. The report is exportable for import into any other NGPC accounting system.				

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



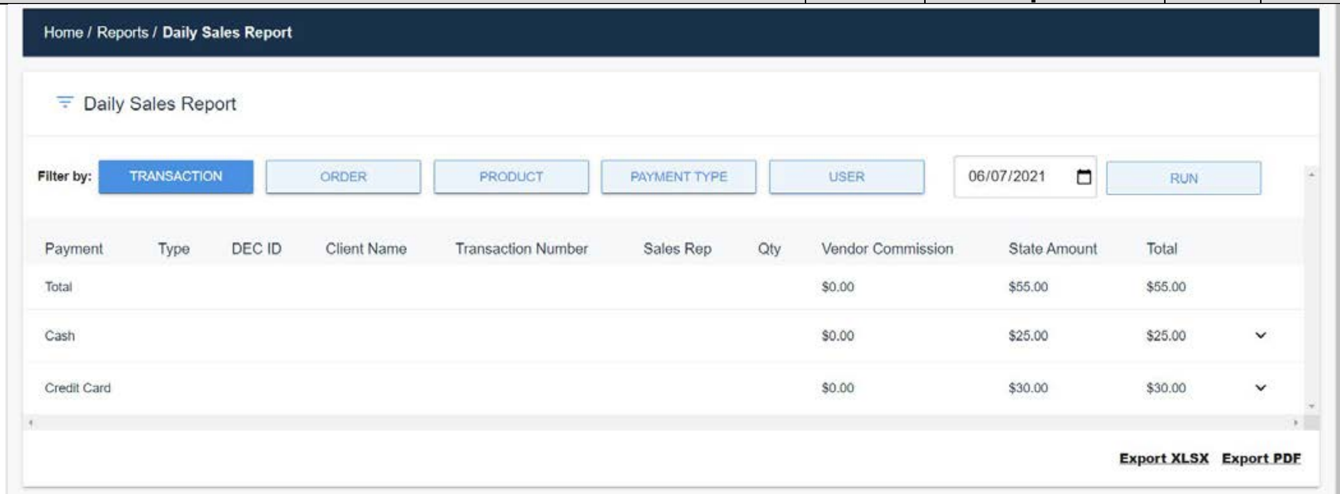
FIN #	Report Examples	Yes	Customization Required	No	Alternate
	The **X Report Total Sale** report is available in the Payment Type Report. As seen below the payment Types are summed and External Agent/Vendor fees are separated from the State's amount.				

Vendor	Date(s)	Report		
Sample Agency	2021-05-13	PaymentType		
Payment Type	Vendor Commission	State Amount	Total	Manual Adjustments
Total	**$0.00**	**$63.00**	**$63.00**	**$0.00**
Credit Card - Visa	$0.00	$89.00	$89.00	$0.00
No Payment	$0.00	$0.00	$0.00	$0.00
Reversed Cash	$0.00	($26.00)	($26.00)	$0.00

2. The **Z Report Product** is available via the Daily Sales Report by Transaction and sums the total payments by type, including cash at the drawer closing and the total amount of funds in the deposit.

3. The **Financial Transaction Report** can be provided with AMS's Transaction Reconciliation report. This report includes a reconciliation report that provides a list of transactions during the specified period with details about the location, Agent Name, order number, payment reference number (credit card transactions), Vendor commission, state tax amount, state sale total, any reversals of vendor commission, and any reversals of state payments. Additionally, a dashboard can be created in AMS analytics to meet additional requirements.

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

<table>
<tr><th>FIN #</th><th>Report Examples</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td>

Below we share a price record to demonstrate some of the available configurations that appear in the Daily Sales report.</td><td></td><td></td><td></td><td></td></tr>
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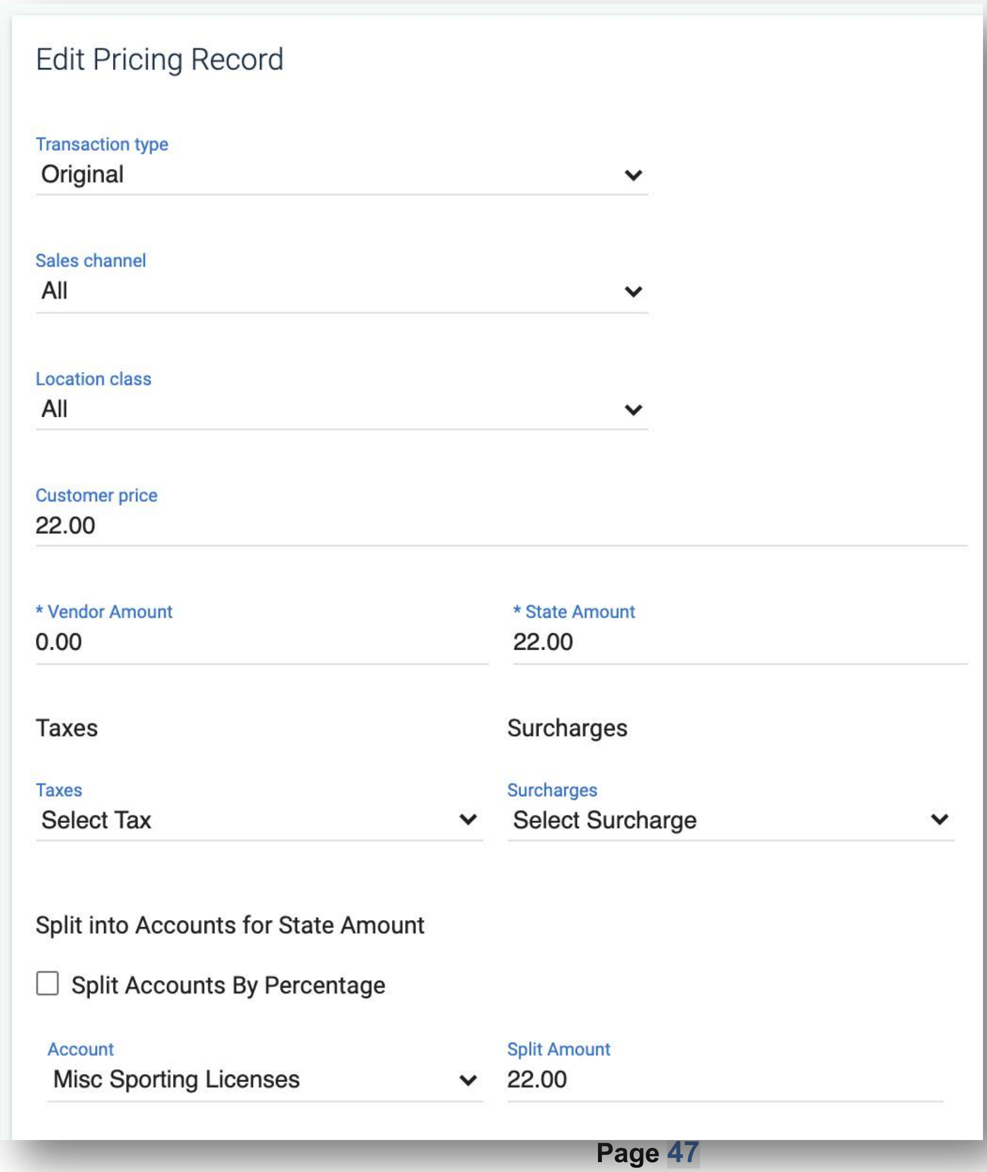


Edit Pricing Record
Transaction type
Original
Sales channel
All
Location class
All
Customer price
22.00
* Vendor Amount
0.00
* State Amount
22.00
Taxes
Surcharges
Taxes
Select Tax
Surcharges
Select Surcharge
Split into Accounts for State Amount
Split Accounts By Percentage
Account
Misc Sporting Licenses
Split Amount
22.00

Attachment C

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

FIN #	Report Examples	Yes	Customization Required	No	Alternate

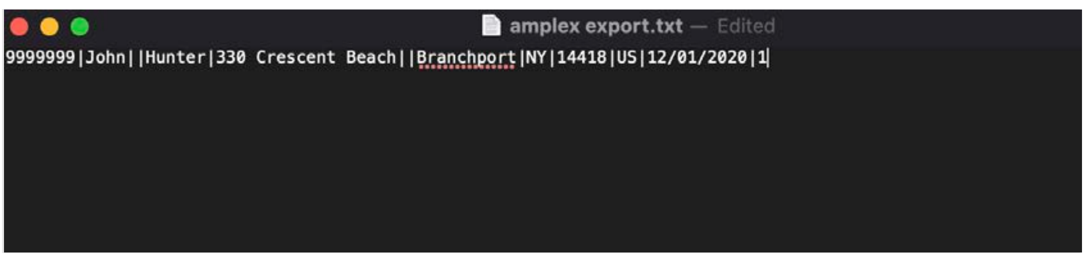
4. Below we show an example of our Pre-Execution report which achieves the **Draw Report Before Numbering**.

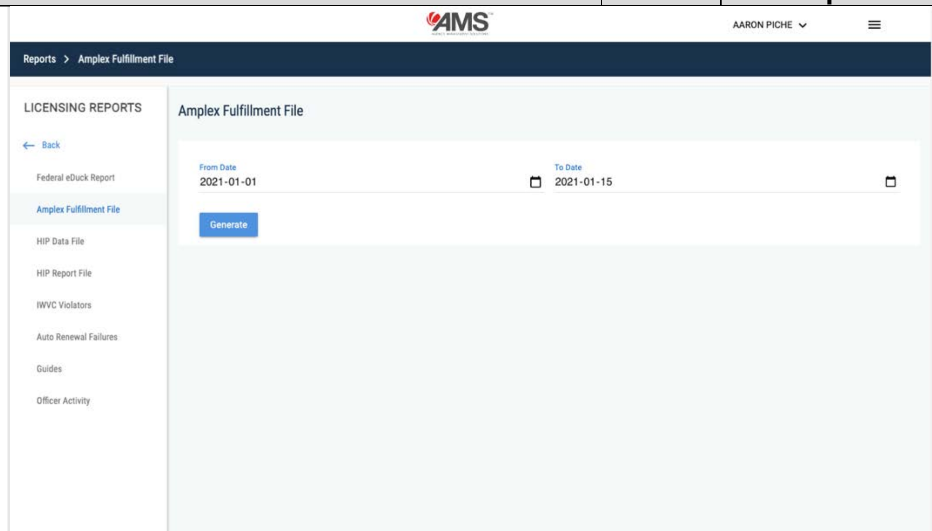
Species	Gender	Choice	Quota	Tags Remaining
Mule Deer		Hunter Choice Number 384 - Weapon: Archery - Season: 08/10/2020 to 09/09/2020	90	50
Mule Deer		Hunter Choice Number 387 - Weapon: Archery - Season: 08/10/2020 to 09/09/2020	80	37
Mule Deer		Hunter Choice Number 406 - Weapon: Archery - Season: 08/10/2020 to 09/09/2020	520	202
Mule Deer		Hunter Choice Number 411 - Weapon: Archery - Season: 08/10/2020 to 09/09/2020	250	41
Mule Deer		Hunter Choice Number 195 - Weapon: Archery,Muzzleloader,Any Legal Weapon - Season: 08/10/2020 to 09/09/2020, 09/10/2020 to 10/04/2020, 10/05/2020 to 11/05/2020	100	59
Mule Deer		Hunter Choice Number 213 - Weapon: Archery,Muzzleloader,Any Legal Weapon - Season: 08/10/2020 to 09/09/2020, 09/10/2020 to 09/30/2020, 10/01/2020 to 11/02/2020	450	144
Mule Deer		Hunter Choice Number 217 - Weapon: Archery,Muzzleloader,Any Legal Weapon - Season: 08/10/2020 to 09/09/2020, 09/10/2020 to 10/04/2020, 10/05/2020 to 11/02/2020	200	19

5. AMS offers a number of Draw and Execution reports to accommodate Preference Point or Bonus point draws to accomplish the **Draw Report final with Preference Points** which ensures that draw regulations are met and auditable.

6. The **Draw Winners Report** is accomplished with the AMS results report. This report includes a list of all draw winners and unsuccessful applicants.

7. The **Fulfillment Report** is available via the Amplex Report. AMS creates an electronic file of all Federal e-Duck Stamps purchasers to send via SFTP/FTPS to USFWS per federal requirements. AMS also creates a fulfillment file for Amplex to print and fulfill stamp sales as seen in the two images below.



FIN #	Report Examples	Yes	Customization Required	No	Alternate
					

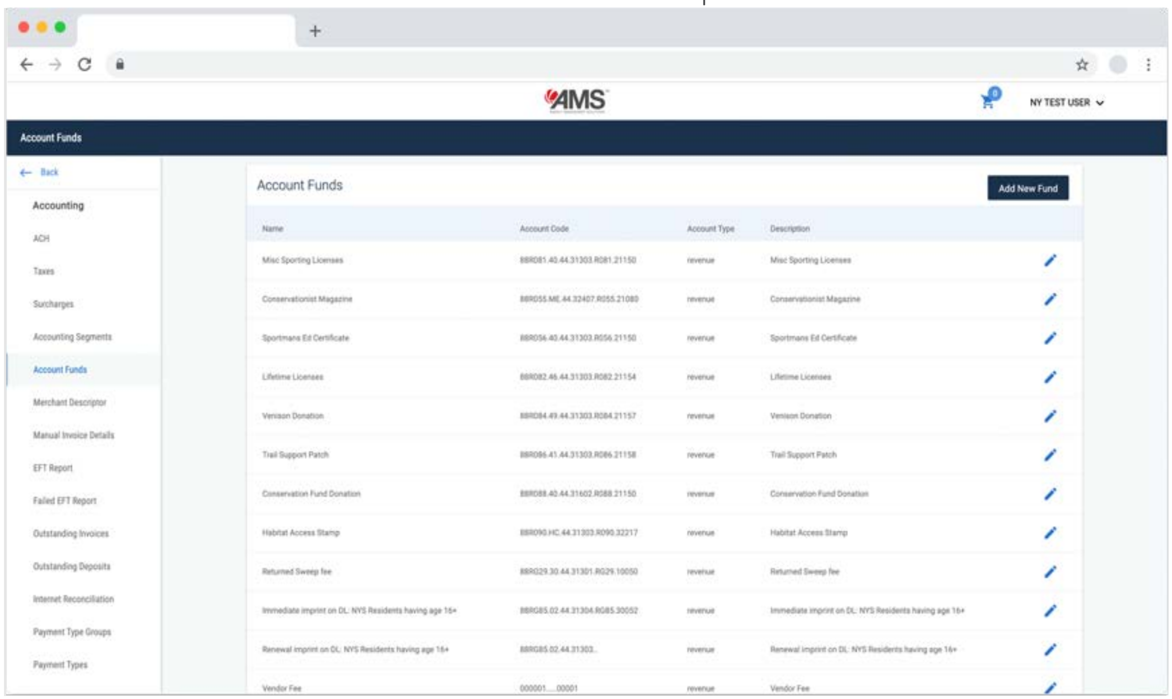
FIN #	Financial (GAAP)	Yes	Customization Required	No	Alternate
FIN-011 **Section VIII.O**	A. Describe how the system complies with Generally Accepted Accounting Principles (GAAP)	**X**			
	Bidder Response: *Current AMS (requires no customization for NGPC):* Kalkomey and AMS adhere to GAAP principals and comply with all applicable state and Federal regulations and practices. Our focus on complete fiscal accountability includes: ▪ documented internal controls, including Kalkomey's internal control objectives, techniques, and accountability; ▪ financial accuracy to the nearest penny, throughout the system; ▪ role-based permissions				

FIN #	Financial (GAAP)	Yes	Customization Required	No	Alternate
	- transaction execution only by authorized individuals with appropriate permissions, - separation of duties, - oversight and supervision; ▪ audit information is generated by actions taken within the system; and ▪ system accountability to ensure records are properly maintained. AMS precisely accounts for every transaction made through AMS, recording line-level details for each order and keeping a state-in-time copy of product, customer, sales agent, clerk and other order details. Changes made after an order is placed are reflected in the audit trail of the transaction. All processing in AMS is in real-time and data from the central database is available simultaneously in all channels. The business rules you configure in AMS ensure that all products are issued consistently and appropriately. AMS's reporting and audit trails allow you to access data and audit trails to verify and reconcile				

FIN #	Chart of Accounts	Yes	Customization Required	No	Alternate
FIN-012 **Section VIII.O**	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))	**X**			
	Bidder Response: *Current AMS (requires no customization for NGPC):* In AMS, NGPC defines a chart of accounts used to allocate revenue to various funds within NCPG's accounting system. Kalkomey's implementation team will lead the development and mapping of the funds and products with NGPC supervision and approval.				

Attachment C

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

FIN #	Chart of Accounts	Yes	Customization Required	No	Alternate
	Below is a sample of the AMS chart of accounts for New York State Department of Environmental Conservation (NYSDEC).  When NGPC sets up a new item in AMS, you establish the price for the item. Multiple pricing records for the same product can be configured to accommodate pricing requirements for each sales channel. Pricing requires designating the accounting fund(s) to which the fee is to be allocated. Product fees may be allocated to a fund in whole, split by percentage or split by a fixed amount. AMS automatically validates that the fund split amounts match the total product price, preventing the user from continuing if the fund splits do not reconcile.				

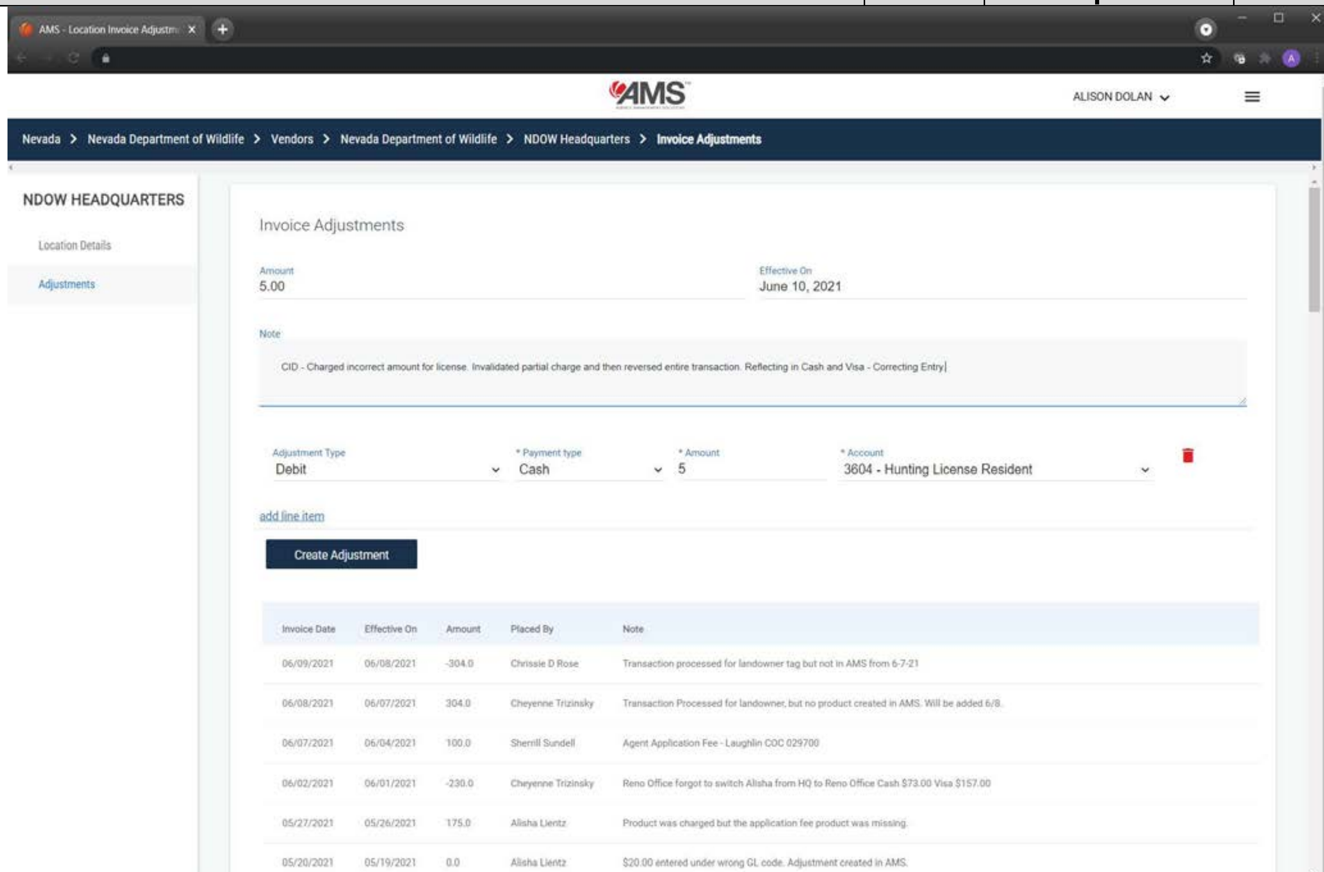
FIN #	Chart of Accounts	Yes	Customization Required	No	Alternate
	Prior to revenue collection by ACH/EFT, authorized NGPC administrative users review and approve all sales reports, and reconcile funds collected and deposit account allocation. Authorized NGPC users can make manual adjustments, if necessary, before approving the report for collection. In the ACH/EFT process, AMS generates a credit (CR) file in the format specified by NGPC for creating credit records in the State's accounting system. The file includes fund distribution information calculated from the specific accounting codes for the products sold. As we have successfully done with other clients, Kalkomey works with NGPC to set up the product catalog and chart of accounts to facilitate appropriate accounting and reconciliation of every system transaction.				

FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate
FIN-013 **Section VIII.O**	A. Describe, including examples, the system's ability to provide: 1. audit trails, 2. reconciliation reporting, 3. traceability of a payment, including tender type, to original transaction, and 4. specific details of the transaction.	**X**			
	Bidder Response: *Current AMS (requires no customization for NGPC):* Today AMS is securely and accurately processing transactions with full fiscal accountability, audit trails and robust reporting capabilities that fulfill our client agencies' needs, and NGPC will be no exception. We understand public sector accounting requirements and have built AMS to provide you with the data and revenue management tools necessary to conduct your business efficiently and responsibly. 1) AMS precisely accounts for every transaction, recording line-level details for each order and keeping a state-in-time copy of order information:				

FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate
	▪ unique customer ID and details such as address and contact information, ▪ products and unique transaction numbers, ▪ amount collected and payment type(s), ▪ date and time of the transaction, ▪ where and by whom the transaction was created. AMS generates audit information and maintains an audit log for all actions within the system including record modifications such as order updates (reversal, void, invalidation). The log records before and after change states, the user who made the change and a date timestamp for when the change took place.				

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

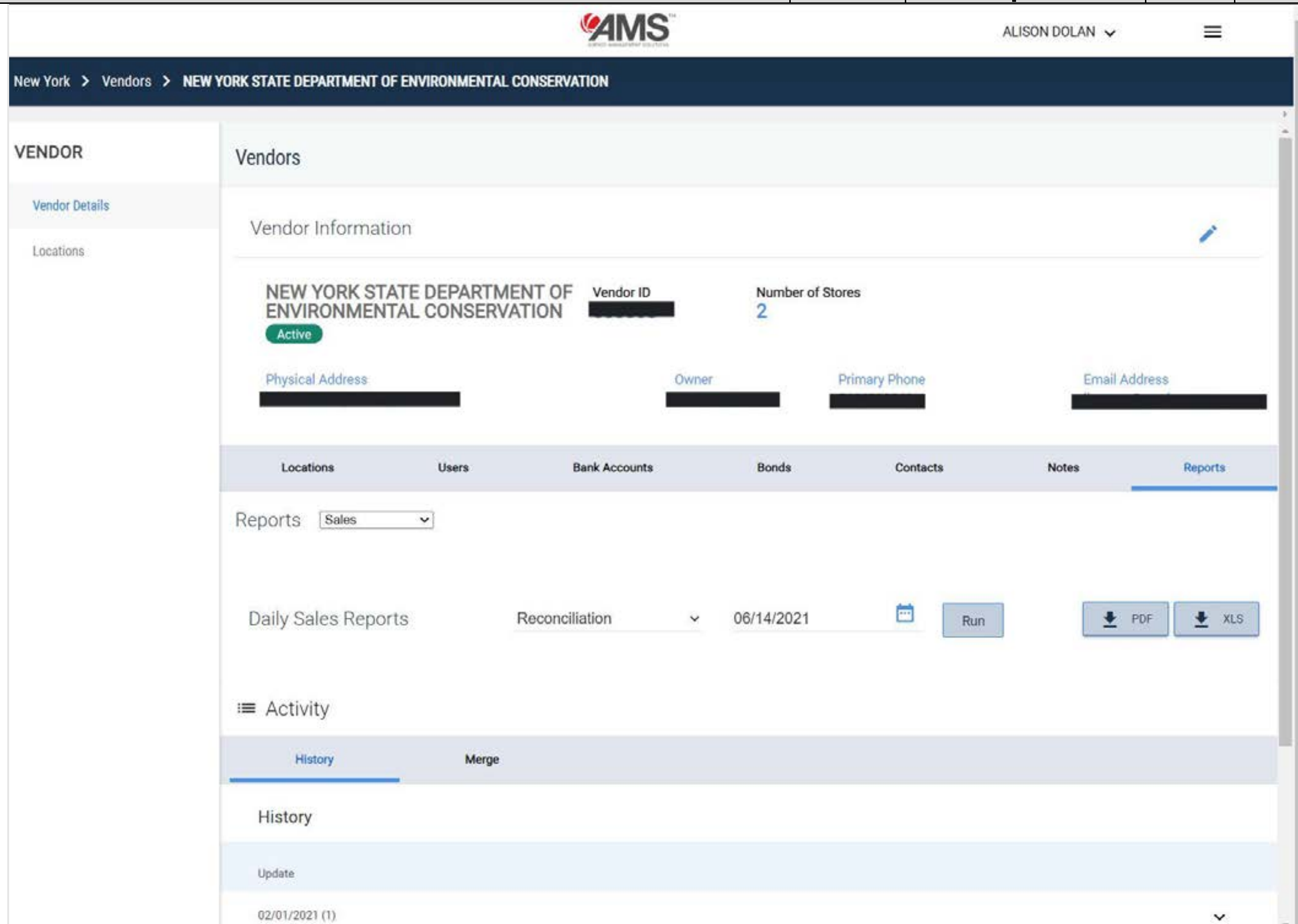
FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate



Customer records and configuration settings in the system also have complete audit logs.

2) Reconciliation reports to support varying end-of-day schedules.

FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate
	Many standard reports are pre-configured in the system (daily sales, account balance, ACH, etc.). Authorized users have access to routine reports that can be: · generated by product type, sales location, user and other parameters; · run for any time period; · exported as PDF, Excel and CSV compatible files; · printed; and · downloaded from the administrative reporting and accounting interfaces. We will configure additional routine, on-demand routine reports to meet NGPC specifications. Furthermore, you have access to AMS Analytics for reporting. Below is an example of an office's daily sales report. The user could also have chosen to report this day's sales by product and other available alternatives. The report can be downloaded as .pdf or .xls.				

FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate
	 In addition, users can run individual or shift reports.				

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

FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate

Vendor: NEW YORK STATE DEPARTMENT OF ENVIRONMENTAL CONSERVATION
Report: Sales
Date: 06/11/2021

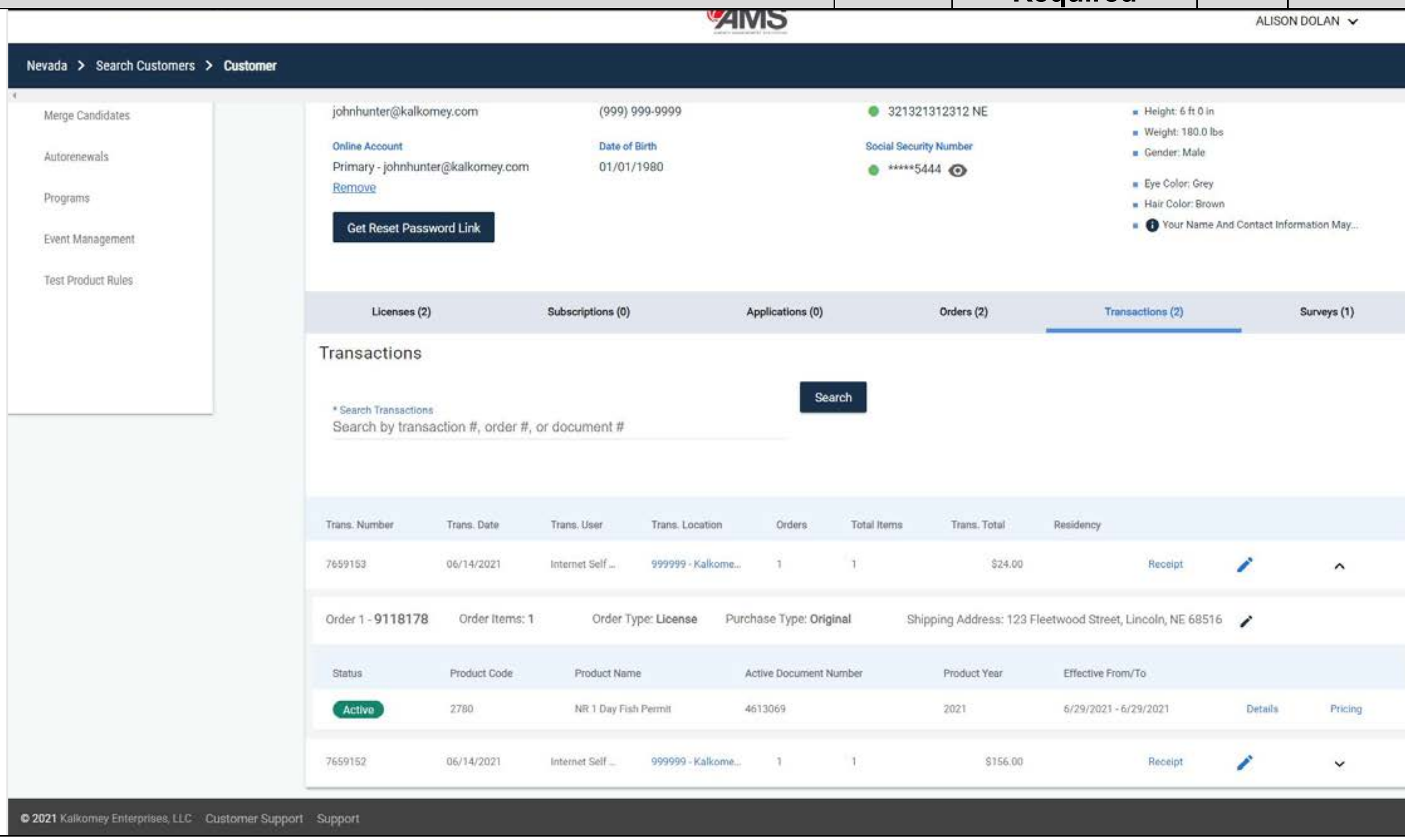
Sales Rep	Transaction Date	Type	Transaction Number	Order Number	DEC ID	Client Name	Product Name	Qty	Payment	Gross Total	Vendor Commission	State Amount	Transaction Total
[redacted]	06/11/2021 8:18AM EDT	Sale	65998840	[redacted]	[redacted]	[redacted]	Recreational Marine Fishing Registry	1	Cash	$0.00	$0.00	$0.00	$0.00
[redacted]	06/11/2021 8:19AM EDT	Sale	65998846	[redacted]	[redacted]	[redacted]	Recreational Marine Fishing Registry	1	Cash	$0.00	$0.00	$0.00	$0.00
[redacted]	06/11/2021 10:35AM EDT	Sale	65999558	[redacted]	[redacted]	[redacted]	Lifetime License (Hunt/Fish/Turkey) 0-4	1	Credit Card	$380.00	$0.00	$380.00	$380.00
[redacted]		**Subtotal**								**$380.00**	**$0.00**	**$380.00**	
[redacted]	06/11/2021 10:44AM EDT	Sale	65999619	[redacted]	[redacted]	[redacted]	Lifetime License (Hunt/Fish/Turkey) 14-15	1	No Payment	$0.00	$0.00	$0.00	
[redacted]	06/11/2021 10:44AM EDT	Sale	65999619	[redacted]	[redacted]	[redacted]	Back Tag	1	No Payment	$0.00	$0.00	$0.00	$0.00
[redacted]	06/11/2021 10:44AM EDT	Sale	65999619	[redacted]	[redacted]	[redacted]	Replacement License	1	No Payment	$0.00	$0.00	$0.00	
[redacted]	06/11/2021 10:44AM EDT	Sale	65999619	[redacted]	[redacted]	[redacted]	Replacement Free	1	No Payment	$0.00	$0.00	$0.00	$0.00
[redacted]	06/11/2021 10:50AM EDT	Sale	65999666	[redacted]	[redacted]	[redacted]	Replacement Lifetime Permanent Card	1	No Payment	$0.00	$0.00	$0.00	$0.00
[redacted]		**Subtotal**								**$0.00**	**$0.00**	**$0.00**	
		Transactions Total								**$380.00**	**$0.00**	**$380.00**	
		Subtotal							**Cash**	**$0.00**	**$0.00**	**$0.00**	
		Subtotal							**Credit Card**	**$380.00**	**$0.00**	**$380.00**	
		Subtotal							**No Payment**	**$0.00**	**$0.00**	**$0.00**	
		Payment Type Total								**$380.00**	**$0.00**	**$380.00**	
		Adjustments Total										**$0.00**	
		Daily Total										**$380.00**	

3 & 4) Trace a payment, including tender type, to original transaction and provide specific details of the transaction.

Attachment C

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

FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate



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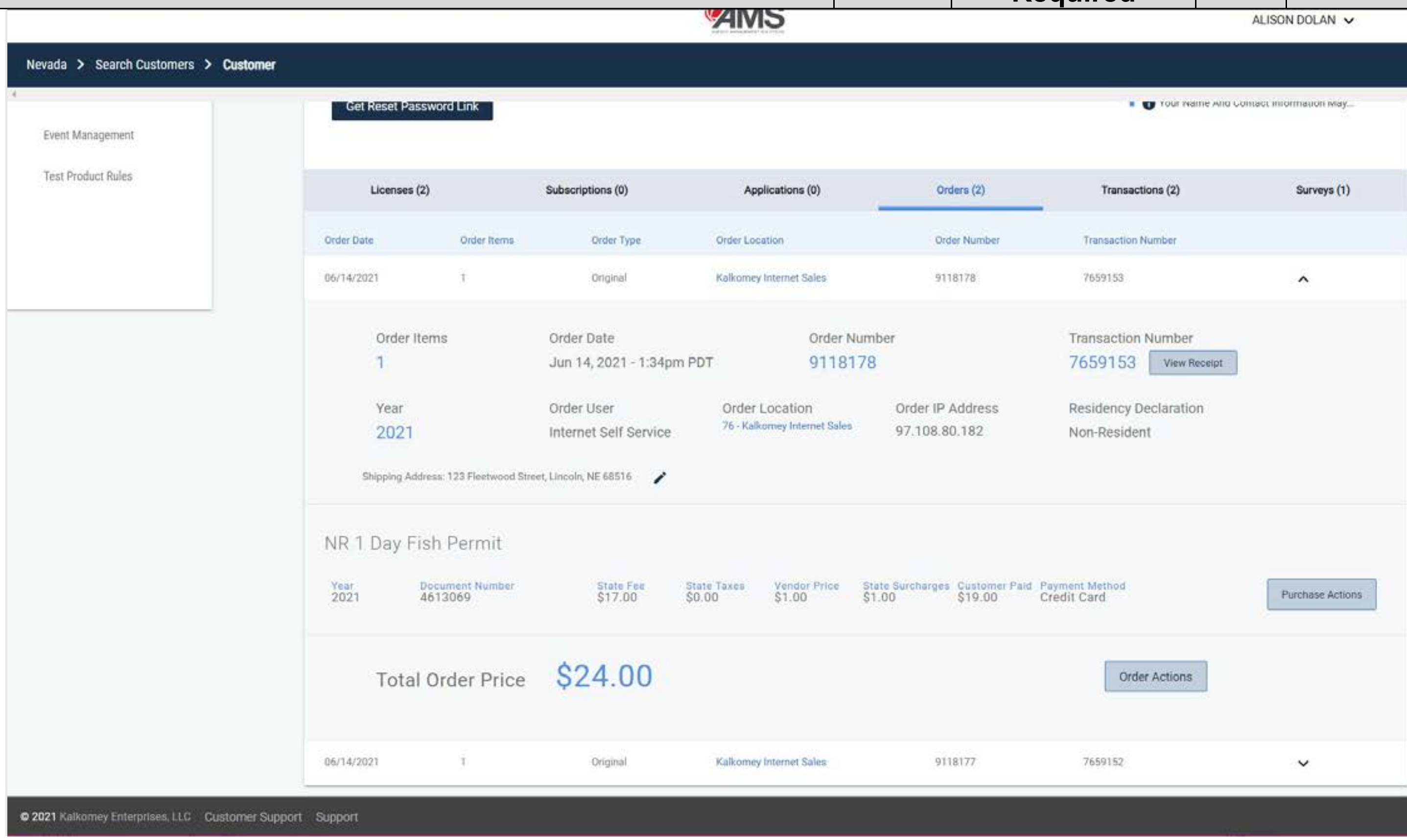
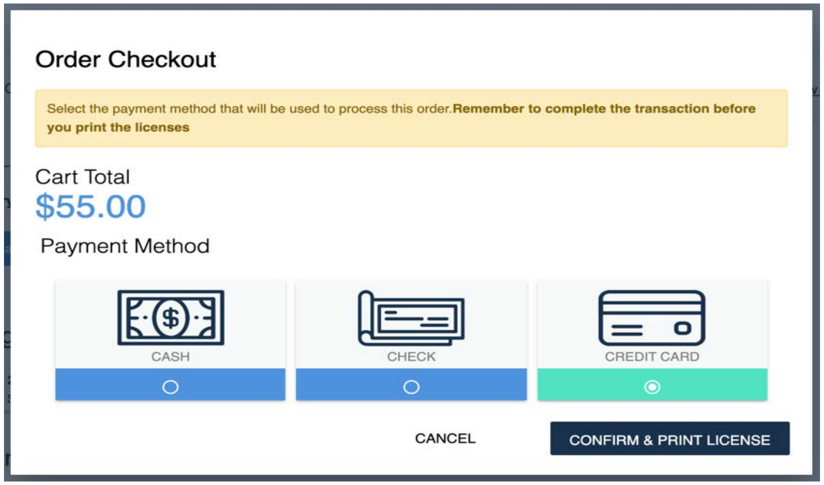
Request for Proposal 6506-Z1

FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate
					

FIN #	Tender	Yes	Customization Required	No	Alternate
FIN-014 **Section VIII.O**	A. Does the system differentiate between the following tender types: 1. Cash, 2. Check, 3. Money Order, 4. Credit Card, 5. Park Bucks (gift card/gift voucher), 6. Interagency Billing Transaction (IBT)		X		
	Bidder Response: *Current AMS:* AMS successfully handles a variety of tender types, including cash, check, money order and standard forms of electronic payment, such as credit and debit cards. Based on our understanding of how NGPC currently processes Park Bucks, no customization is necessary for Park Bucks to be accepted as a payment type in AMS. AMS allows NGPC to determine the tender types accepted and recorded through each channel. Furthermore, AMS supports split payments so multiple payment types can be used in the same transaction. For example, an Internal Agent could accept the customer's payment made partially in cash with the balance on a debit card. The type of payment tendered is recorded for all relevant reporting needs. *Customization Required for NGPC:* When NGPC finalizes requirements for gift cards/vouchers, your requirements will be implemented into AMS. This allows you to assist in planning and testing functionality that is new for NGPC. NGPC determines enhanced functionality requirements, such as validating that: the gift/voucher number is still active, the product is still available (if applicable), and once redeemed, that the gift card/voucher is no longer valid, etc. It may be that a payment type for Internal Billing Transactions requires customization in AMS. If, after gaining a more complete understanding of your requirements for IBTs, it is found that customization (rather than configuration) is necessary, we will deliver the requirement in AMS prior to go-live.				

FIN #	Park Bucks	Yes	Customization Required	No	Alternate
FIN-015	A. Describe the system's accounting for Park Bucks reconciliation.				X
Section VIII.O	Bidder Response: *Current AMS (requires no customization for NGPC):* AMS can accept and reconcile Park Bucks as you do today, but it will be fully integrated into AMS sales, reports, accounting and reconciliation processes. Below is a sample configuration for payment capture by an agent who has indicated payment by credit card. As described in FIN-014, another tender can be configured for Park Bucks in current AMS. Park Bucks would appear on the sales screens of channels/agents that are allowed to accept Park Bucks as payment. We will work with you so the Park Bucks tender screen meets your requirements. As with all tender types, AMS adheres to standard GAAP principles and is configurable in the chart of accounts. 				

FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
FIN-016 **Section VIII.P**	A. Describe the system's process to accept credit cards.	**X**			
	Bidder Response: *Current AMS:* AMS has the capability and experience. Kalkomey uses the Nevada Department of Wildlife's merchant account for all credit/debit card transactions through the internet sales portal. We are familiar with integrating into the client's current credit card processing service, as well as whatever provider may be selected in the future. Furthermore, Kalkomey adheres to the Payment Card Industry's Data Security Standards (PCI-DSS) and is SOC1 Type 2 and SOC2 Type 2 compliant. AMS Production systems are hosted in the AWS cloud, specifically the AWS GovCloud region which is subject to FedRAMP High and Moderate baselines, and which meets and/or exceeds PCI Security Standards. These programs require regular audits of internal business practices, and Kalkomey commits to maintaining compliance through the term of the contract. AMS is fully configurable to utilize the State's current and any future selected credit card processor and provide a seamless, integrated payment process. Regardless of what processor is in use by the State no customer financial information is stored on any AMS server. All customer financial data is transmitted directly to the payment gateway via the Post method, which then calls back to AMS with an authorization response token containing only enough information to record and reconcile the transaction. This token is stored on the AMS customer record to allow future transactions to utilize the previously used/authorized credit card without the need to re-enter the card information. The State's credit card processor verifies and authorizes each purchase to ensure the saved payment token is still valid. The below flowchart illustrates an integration with Cybersource, a payment processing company. The functionality would work the same regardless of selected credit card vendor.				

Attachment C
Requirements Traceability Matrix (RTM)
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FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
	 Responses to FIN-002 and FUN-078 also address credit card processing in AMS for NGPC.				

FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
FIN-017 **Section VIII.P**	A. Provide a copy of the following documentation reports: 1. Attestation of Compliance (AOC); 2. PCI-DSS Data Flow Diagram; 3. Incident Response Plan; 4. Vulnerability Scans; and 5. Security Policy.	X			
	Bidder Response: *These documents are provided in full in our Technical Proposal in the Security Appendix.* *Current AMS (requires no customization for NGPC):* • Kalkomey adheres to the Payment Card Industry's Data Security Standards (PCI-DSS) and is SOC1 Type II and SOC2 Type II compliant. These programs require regular audits of internal business practices, and Kalkomey commits to maintaining compliance throughout the term of the contract. These programs require audits of Kalkomey's internal business practices. Please note that some vendors claim PCI and SOC compliance based solely on the certifications earned by their hosting providers. A hosting provider's security certifications are inadequate to prove that the entire lifecycle of your transactions is securely handled to meet PCI and SOC compliance standards. • In addition to Kalkomey's compliance, AMS Production systems are hosted in the AWS cloud, specifically the AWS GovCloud region which is subject to FedRAMP High and Moderate baselines, and which meets and/or exceeds PCI Security Standards. • As part of Kalkomey's PCI and SOC compliance programs, all Kalkomey employees receive Information Sensitivity training from KnowBe4, the world's largest security awareness training organization, and are evaluated regularly, especially in the handling of sensitive customer information. • Kalkomey maintains a policy to destroy any document or notes with customer information should it be necessary to have a physical copy for any reason. Every attempt is made to not write or print any customer personal				

FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
	information. All customer service locations have a lockable storage and a secure shredding bin to hold and eventually destroy any document that includes this kind of information. • Listed below are some of the additional precautions that Kalkomey includes in the AMS software system to protect against any bulk download of customer information or fishing for customer details: • To claim an online account, you must have multiple pieces of personal information that are associated with the customer account. • Edits to certain personal details can be restricted to prevent someone from claiming and converting an existing customer account. • While data access is granted only to trained and trusted partners, search results have small page sizes to frustrate screen scraping and make it inefficient for any user to collect information. • Data export is only possible in limited cases and for specific business needs. These functions are wrapped in security measures to allow the subscriber to specify who can perform these functions at a very granular level. The majority of data export functionality is included in AMS Analytics where additional data access restrictions can be managed. • In addition to controls built into the system, Kalkomey has policies and security measures that restrict who can access data systems though bypassing the AMS software system. Kalkomey has never had an unauthorized breach. As required, we agree that in the event of a breach of any of Kalkomey security obligations or other event requiring notification, Kalkomey assumes responsibility for informing all such individuals in accordance with applicable law and to indemnify, hold harmless and defend the State of Nebraska and employees from and against any claims, damages, or other harm related to such a breach.				

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?	**X**			
	Bidder Response: Yes, AMS has the proven capability and experience. Kalkomey uses the Nevada Department of Wildlife's merchant account for all credit/debit card transactions through the internet sales portal. We are familiar with integrating into the client's credit card processing current service, as well as whatever provider may be selected in the future. Furthermore, Kalkomey adheres to the Payment Card Industry's Data Security Standards (PCI-DSS) and is SOC1 Type 2 and SOC2 Type 2 compliant. AMS Production systems are hosted in the AWS cloud, specifically the AWS GovCloud region which is subject to FedRAMP High and Moderate baselines, and which meets and/or exceeds PCI Security Standards.				

Clarification on Kalkomey's Cost Proposal

1) Kalkomey aims to keep our pricing straightforward and clear.

   We propose fees per billable item as indicated in the Attachment D. Cost Proposal Template.

2) For avoidance of doubt, Kalkomey does not charge NGPC any one-time, up-front fees for the implementation of the system.
3) As it relates to the **Optional Services** in Attachment D, Kalkomey has proposed an hourly rate for software development, but we want to clarify our intent related to this optional service. One of the distinct advantages of states utilizing Commercial of the Shelf (COTS) Software as a Service (SaaS) offerings is that they enjoy continual product improvements and new feature development as part of the proposed billable item rate. In other words, if a feature request makes sense for the AMS application and platform as a whole, the request will be categorized as roadmap work and therefore not billed at the additional hourly rate. If, however, a request is truly state specific (work in response to NE-specific regulation change) then this optional service allocation can be utilized, but only at NGPC's prior approval. Ultimately, Kalkomey's goal is to deliver the features that you need as part of our continual development process included in the per item rate.
4) As a standard feature, Kalkomey's AMS includes the Event Manager application, which is currently purchased by NGPC per the February 26, 2021, Service Provider Agreement between Kalkomey and NGPC. Our pricing proposal herein for RFP 6506 Z1 assumes that if Kalkomey is awarded, NGPC's contract with Kalkomey for AMS Licensing will include Event Manager and Certification Manager. Therefore, by including the existing services in our standard features of AMS, NGPC no longer would be required to pay for the services in the recently renewed 5-year contract. We believe this represents considerable savings to NGPC. Kalkomey will continue to reduce NGPC's overall costs by including additional marketing service to support your R3 goals and new and younger recreational enthusiasts.

Pricing Assumptions (Per Addendums One and Two Questions and Answers):

A. As confirmed by NGPC in the Q&A rounds 1 and 2, Kalkomey is not responsible for fulfillment or credit card costs.

B. Kalkomey will provide customer support coverage during hours we have found most effective in other contracts (8am to 11pm central, 7 days per week), and are open to expanded hours as seasonality and demand requires (such as opening weekend of deer season). Since no historical contact data was available, Kalkomey requests further discussions on how and when support hours might be required above and beyond what is included in our proposal.