NEBRASKA STATEWIDE WEB-BASED PERMIT/LICENSING SYSTEM RFP

TECHNICAL PROPOSAL

State of Nebraska State Purchasing Bureau
RFP NO. 6506 Z1
Due: July 1, 2021, 2:00 PM

SUBMITTED TO:
NE Dept State Purchasing Bureau
Attention: Connie Heinrichs
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Connie.Heinrichs@nebraska.gov

SUBMITTED BY:
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Our Vision to Support Nebraska Game and Parks

NIC and Tyler Technologies strive to provide a solution that exceeds the expectations of all stakeholders. NGPC leaders and staff will receive enhanced functionality, business intelligence, and a scalable solution that will grow as the commission's needs evolve, while outdoorspeople will have easy access to the information and tools they need on any device on a 24/7/365 basis.

Executive Summary

NIC and Tyler Technologies are excited to present an enterprise licensing and permitting solution that is perfectly aligned to meet the needs of Nebraska Game and Parks. Throughout this proposal, we discuss how our approach is the result of combining five "bests" to serve NGPC most effectively:

- **Best Company:** NIC's recent acquisition by Tyler is a game-changer for the governments we serve by providing exponential value to every department we serve. Throughout this proposal, you will see how this combination of organizations is creating an equation in which 1 + 1 = 3.
- **Best Team:** We offer a unique proposition no other provider can touch – a proven product leadership organization that is backed by a trusted Lincoln-based support organization with more than 25 years of extensive experience serving Nebraska's digital government needs.
- **Best Insights:** Our data scientists and market researchers love to get their hands dirty by making deep-dives into state outdoor recreation databases and market research findings.

The end result: We can better understand hunter, angler, and camper behaviors to develop new services.

- **Best Marketing:** The more we know about past, current, and future customers, the more effective we are at developing highly targeted marketing strategies and campaigns to reach users at the right time with the right message.
- **Best Solution:** We have leveraged the power of our company, team, insights, and marketing to develop the best solution for Nebraska – one that takes our best-in-class system and surrounds it with value-added services to make life easier for NGPC.

AN EXPANDED PARTNERSHIP FOR SUCCESS

BEST COMPANY

We are proud of our 26-year partnership that has delivered extraordinary results to Nebraska state agencies. This April, NIC vastly expanded our capabilities by becoming the newest division of Tyler Technologies, the largest technology provider dedicated exclusively to delivering public sector solutions. Our combined organization is far from a one-trick pony; we are a highly focused digital government powerhouse, with 5,500 employees and 27,000 successful solution implementations across 11,000 locations in all 50 states. This expanded relationship will deliver benefits to Nebraska Game and Parks by combining NIC's outdoor licensing system leadership, NIC Nebraska's innovative customer service focus, and Tyler's extensive digital services portfolio and project oversight methodologies. This new organization is uniquely positioned to generate digital efficiencies, interoperability between systems, and customer-focused services for Nebraska's hunters, anglers, and outdoor recreationists.

OUR COMMITMENT TO SERVING NEBRASKA GAME AND PARKS

NIC complements our scalable, secure technology solution with a commitment to be the best partner the government has ever had — this commitment to our government partners has been integral to our company mission for the last 30 years of supporting the needs of forward-thinking agency leaders. Our Lincoln-based NIC Nebraska subsidiary has been providing digital services to more than 100 Nebraska state agencies and their constituents since 1995. We have been a committed and trusted partner to the state and would be honored to expand our service by delivering the Game and Parks Commission's permit system.

BEST TEAM

Delivering best-in-class customer support is an obsession for NIC and Tyler. We're proud of our long track record of serving the State of Nebraska and are equally committed to providing stellar customer service to NGPC and the outdoorspeople you serve. We believe our presence in Lincoln provides a benefit that simply can't be matched by providers with a remote delivery model. There is nothing better than "locals serving locals" and we are eager to demonstrate how NIC Nebraska's service approach is unparalleled.

NIC's product experts stand ready to configure OneOutdoor to meet the exact needs of NGPC -- paired with hands-on support every step of the way with a commitment to establishing a long-term partnership with Game and Parks that will allow OneOutdoor to grow and thrive over time, ensuring future growth and success for your agency. This concept of shared success is core to our company's philosophy, and is the reason that NIC is the single largest provider of digital services to government, supporting more than 7,000 agencies across 30 states.

KNOWLEDGE IS POWER WITH DATA-DRIVEN INSIGHTS

Outdoor recreation is a data-rich business, and no provider can match NIC's expertise at harnessing insights from databases and research findings. We continuously deliver actionable intelligence in two paths. Our data science team analyzes legacy databases, past transactions, and publicly available datasets to build detailed customer profiles and behavior modeling to help identify finite user segments – for example, residents in specific suburban ZIP codes who purchased a fishing license in 2019 and 2020 but have not done so in 2021. Robust data science allows NIC to build a deeper understanding of who outdoor recreation users are and what makes them tick. These data insights are then paired with market research findings from NIC's ongoing outdoor recreation user panel, which generates unique perspectives that further inform our understanding of what hunters and anglers want. In 2020, for instance, we partnered with a major research university to survey Millennial and Gen-Z respondents nationwide and learned that younger adults have a lower degree of understanding how government works and why certain regulatory actions are required. These insights continue inform our engagement with this demographic, and recent communications are emphasizing the "why" as well as the "how" of outdoor recreation transactions.

TARGETED MARKETING THAT SETS A NEW STANDARD

NIC's outdoor recreation marketing is remarkably effective because we are thoughtful in our design and intentional in our execution. Rather than pushing content to the broadest possible audience, we engage one-on-one with hunters and anglers and prefer to communicate with specific offers and messages rather than broadcasts that are rarely relevant to the majority of your customers. Armed with the data segmentation strategies refined by our data science and market research team, NIC's marketers use this information to develop and execute pinpointed email and digital marketing campaigns, influencer engagement, and partnerships with organizations such as OnX Hunt, The Dyrt, and Boys & Girls Clubs that have a natural affiliation with key audiences we strive to reach. For NIC, clear communications delivered to highly targeted recipients is the best path to driving higher revenues through R3 activities, and we are eager to support NGCP's growth goals.

Our success at engaging effectively with outdoorspeople in Pennsylvania is clear. In the first three months since launching OneOutdoor in January 2021, the HuntFishPA site has experienced extraordinary growth in transactions (+43%), unique customers (+38%), and agency revenue (+42%, generating an incremental $5.6 million for the Commonwealth.

A NEBRASKA-FOCUSED PERMIT SOLUTION

NIC is pleased to propose its best-in-class outdoor licensing solution, OneOutdoor, to serve Nebraska Game and Parks and your customers. The OneOutdoor platform is delivered in the cloud as a Software-as-a-Service solution and is fully configurable, ensuring that our technology fully aligns with Nebraska's vision for delivering an exceptional customer experience. The OneOutdoor solution will surround Nebraska Game and Parks with outdoor licensing best practices, proven marketing initiatives to grow revenue, and advanced analytics to support data-driven decision-making.

Ultimately, OneOutdoor will remove your department's maintenance and operational burdens so that your team of experts can focus on the organization's most critical initiatives. With OneOutdoor, Nebraska Game and Parks will receive a powerful and innovative platform that combines NIC's industry-leading solution that is backed by a team of national subject matter experts, with robust ongoing support from the proven and established NIC Nebraska team. Our Nebraska team possesses a unique and thorough understanding of the State through our 26 years of service in Lincoln. NIC's extensive knowledge of Nebraska state government's operating environment, technology position, and political dynamics provides a unique advantage that will enable us to work efficiently to deliver immediate and lasting results to Nebraska Game and Parks.

After careful review of the RFP, NIC recognizes that Nebraska Game and Parks is an organization that deserves a tailored solution that is aligned to perfectly fit your needs, rather than a generic system that fails to account for the intricacies and nuances of the Nebraska and Nebraskans alike.

A BROADER VIEW OF GOVERNMENT

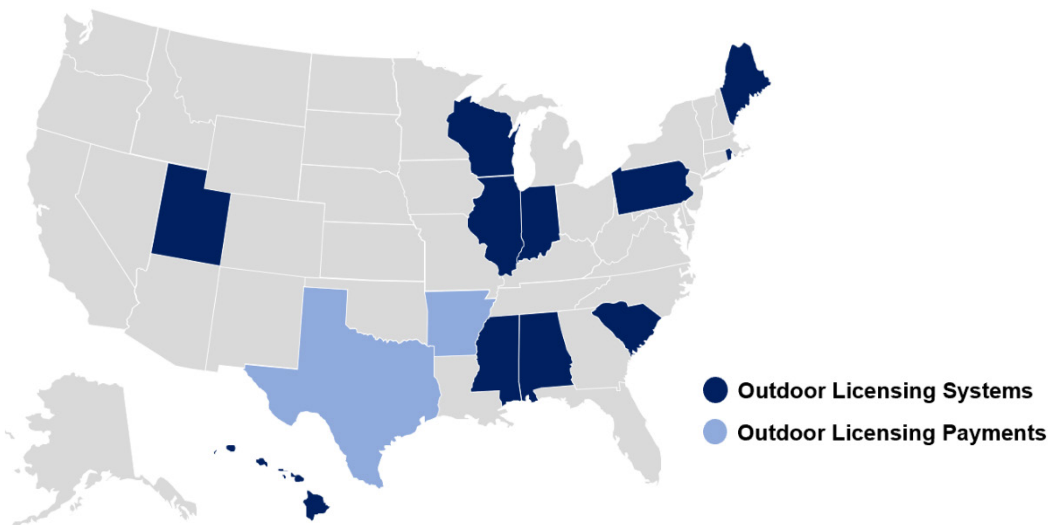
Our years of delivering successful digital government nationwide generates a clear benefit to the outdoor recreation agencies NIC serves: We possess a broader view of government to help our agency partners succeed. NIC recognizes that outdoor licensing agencies and commissions are impacted by actions across state government, and we understand the implications of policy, legislative, and budget actions. OneOutdoor aligns with the needs of the agency by providing the solution and tools that support decision-making, strategy, and engagement with your key audiences -- including the executive branch, legislature, advocacy groups, the media, sales agents, and your hunters & anglers. This approach is further supported by Tyler and NIC's legacy of engaging with tens of thousands of diverse stakeholders to provide next-generation solutions that make it easier for government to connect with constituents.

A STRATEGIC DIGITAL APPROACH FOR TODAY & TOMORROW

Business and government alike are rapidly digitizing their service portfolios in order to provide services seamlessly and for the convenience of their users, and this all-digital push will permanently change the way citizens interact with government. NIC's OneOutdoor solution incorporates emerging digital services such as cloud computing, data science and analytics, and machine learning. Every day we work to incorporate more technologies and add features that will enhance the government and user experiences such as automation, artificial intelligence, integrated marketing tools, and advanced reporting.

OUR DELIVERY EXPERIENCE

For more than 21 years, NIC has been delivering the outdoor permitting technology, support, and value-added services to assist states in growing their business while providing a seamless user service experience for their customers. As the industry's leading provider of outdoor recreation services, NIC provides hunt and fish licensing, permitting, and payment services to 13 states:



NIC remains a trusted provider to our state partners, in part because we meet the needs of each customer, regardless of how complex or unique their needs may be. Regional and demographic diversity for each agency are variables that we account for, and something that we identify early to drive growth for each partner. Coming out of the COVID-19 pandemic, this business expertise will be critical to drive both short-term and long-term growth, as every state is experiencing ongoing changes in how citizens interact with the great outdoors, as well as how best to capitalize on this movement to "get back to nature" to provide a sustainable growth trajectory.

Throughout our response, we believe that our proven technology, combined with our customer-centric approach to service, is uniquely equipped to deliver maximum value to Nebraska Game and park, much in the same way that NIC has been servicing the state and its citizens for more than two decades.

A PROVEN & RELIABLE GOVERNMENT PARTNER FOR NGPC

NIC is truly a unique provider because of our reach, insight, expertise, and broad scope of proven solutions. Our in-depth knowledge of government and research-driven understanding of what citizens want from digital services – and outdoor recreation solutions in particular – is unparalleled. These insights will be essential to delivering a best-in-class licensing and permit solution to Nebraska.

We are eager to have the opportunity to demonstrate the value of our OneOutdoor solution, and we are confident that our proposal represents the most thoughtful, efficient, and comprehensive approach for Nebraska Game and Parks.

NIC remains a trusted provider to our state partners, in part because we meet the needs of each customer, regardless of how complex or unique their needs may be. Regional and demographic diversity for each agency are variables that we account for, and something that we identify early to drive growth for each partner. Coming out of the COVID-19 pandemic, this business expertise will be critical to drive both short-term and long-term growth, as every state is experiencing ongoing changes in how citizens interact with the great outdoors, as well as how best to capitalize on this movement to “get back to nature” to provide a sustainable growth trajectory.

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High-Level Solution Overview

NICUSA, Inc. (NIC) is a wholly owned subsidiary of S&P 500 company Tyler Technologies, Inc. (NYSE: TYL), the largest technology provider focused exclusively on the public sector. NIC is offering the State of Nebraska a proven secure, scalable, and feature-rich outdoor licensing solution delivered in the cloud as Software-as-a-Service — the NIC ***OneOutdoor licensing system***. This modern outdoor recreation platform was designed to solve the complex statutory requirements associated with outdoor licensing, extreme seasonal spikes in user activity, secure payment processing, as well as providing a flexible catalog module.

We understand Nebraska's mission to provide stewardship for the state's fish, wildlife, park, and outdoor recreation resources and believe we have the solution that will enable quick transactions with the government so outdoorspeople can spend more time enjoying outdoor activities instead of on their device navigating websites (less time online = more time outdoors). We agree with you that "time spent outdoors … is time well spent".

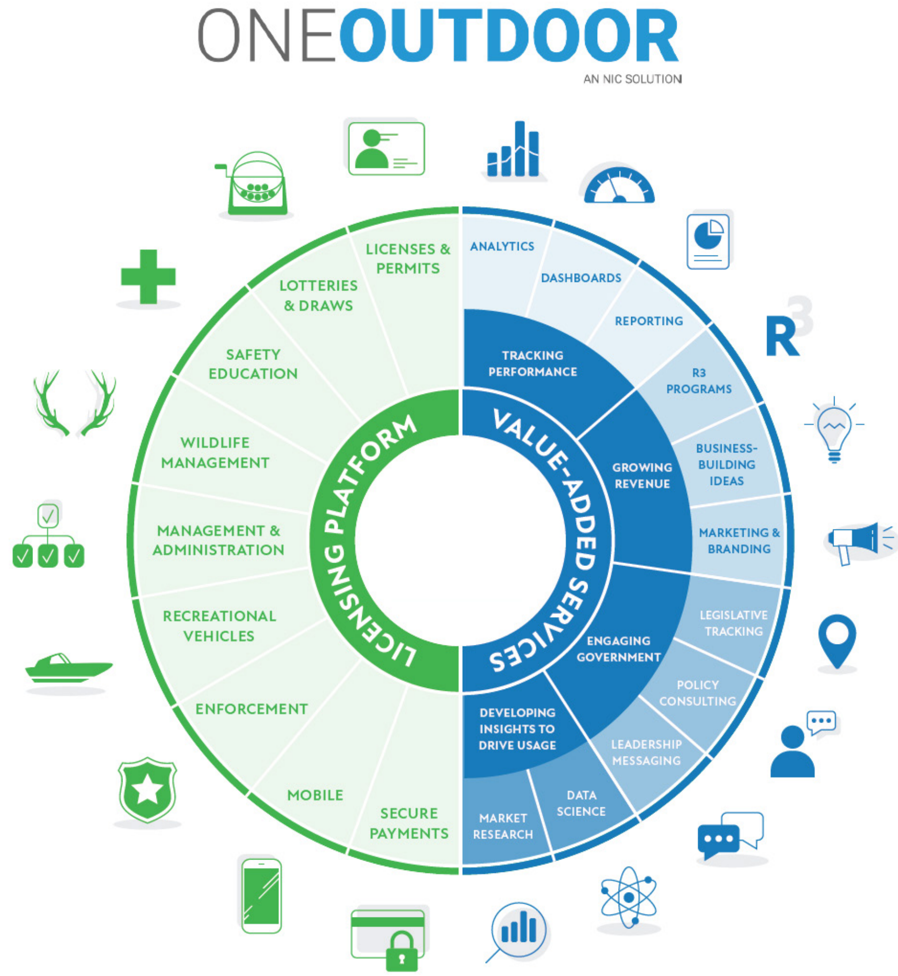
NIC's proposed solution for the Nebraska Game and Parks Commission (NGPC) is based on know-how derived from more than two decades of wildlife licensing focus, and best practices forged through successful state digital government implementations across the country. The OneOutdoor solution is currently in production for the states of Wisconsin, Pennsylvania, and Illinois and provides a platform for all the requirements outlined in the RFP document.

The proposed web-based permit and licensing system solution will enable NGPC to sell hunting and fishing licenses, permits, stamps and tags, take applications for and run hunt draws and lotteries, collect harvest information, sell merchandise, send email communications and run marketing campaigns, and numerous other functions. The system is compliant with all applicable technical industry standards and is available online, through a mobile application, at Nebraska Game and Park locations, and at external agent locations.

We designed this modern outdoor recreation platform to address key needs of sophisticated agencies like NGPC, including:

- **Compliance** with complex statutory rules and regulations
- **Capacity and scalability** to handle extreme user activity spikes
- **Actionable business intelligence** through easy-access reporting and real-time statistics and KPIs
- **Marketing** for R3 initiatives to drive revenue and growth
- **Extensive data cleansing**
- **Payment integration for secure processing**
- **Flexible catalog module** to support frequent configuration changes & ability to quickly react to legislative changes

Figure 1: OneOutdoor Platform & Value-Added Services



Delivering a great outdoor licensing solution involves more than just delivering an outstanding technical solution. We've architected OneOutdoor to provide a best-in-class system and paired it with value-added services to enhance how we serve our outdoor agency partners.

The figure above shows the industry-leading components that make up the **core licensing system in green**, which include:

- Licensing & Permits
- Lotteries & Draws
- Wildlife and Administrative Management services
- Hunter education and event management
- Recreational passes
- Law Enforcement mobile app and safety modules
- Mobile app for customers
- Customer Relationship Module
- Payment integration for secure processing

The NIC Outdoors offering also includes **a suite of value-added services**, which are designed to surround the core system with ***tools, insights, and expertise*** to help NGPC's decision-makers maximize business impact. By providing wrap-around solutions to help you track performance, grow revenue, gain insights to drive ongoing usage, and engage effectively with decision-makers across the state enterprise, NIC is offering a suite of services that go beyond just implementing a licensing platform. We are confident that enhancing OneOutdoor's industry-leading licensing system with additional tools and talent will take Nebraska's outdoor licensing program to the next level.

The system was designed with government in mind, understanding the need to be able to flexible and be able to quickly react to new rules and regulations. To assist with this, we have created an extensive administrative dashboard that provides administrative users the ability to control all system components with very few exceptions, as illustrated by Figure 2 and Figure 3 following:

Figure 2: Administrative Dashboard Part 1

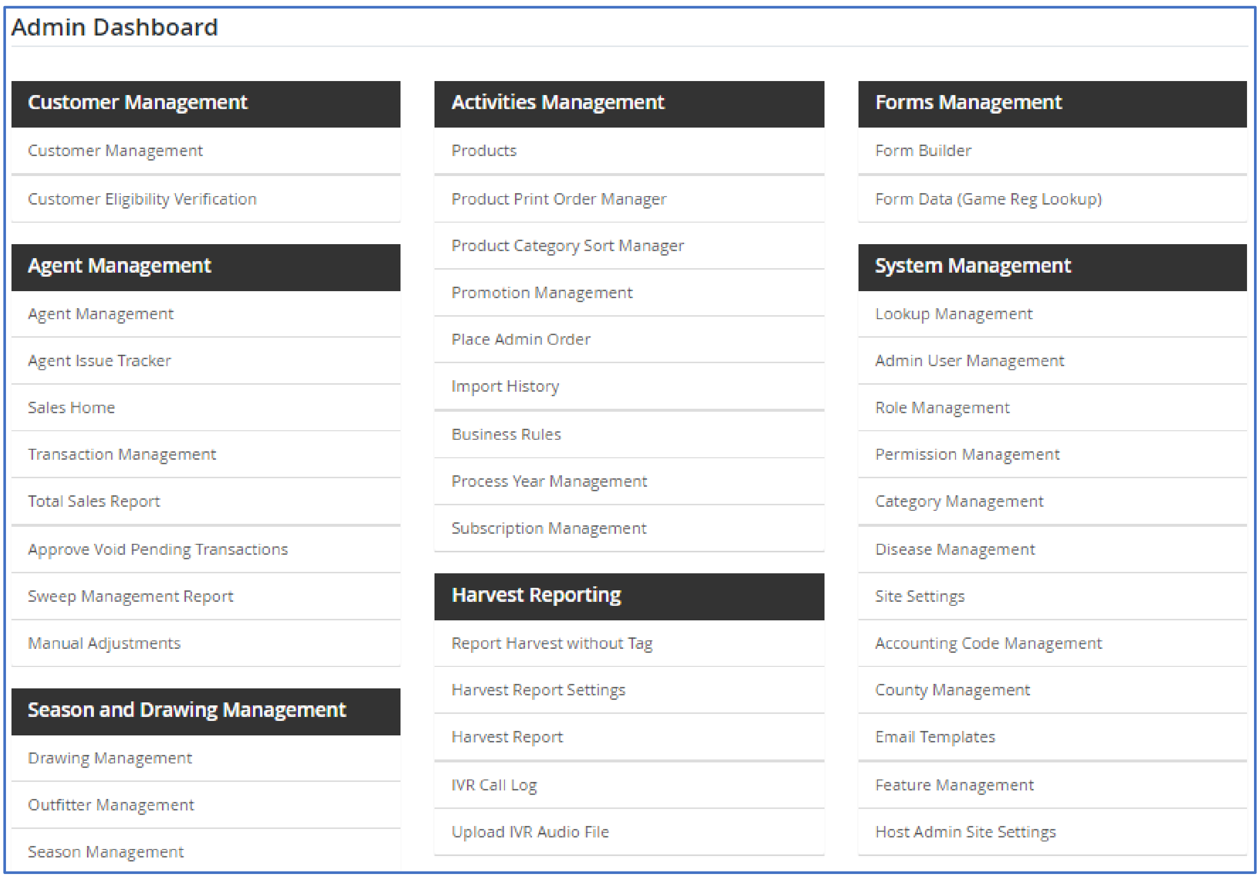
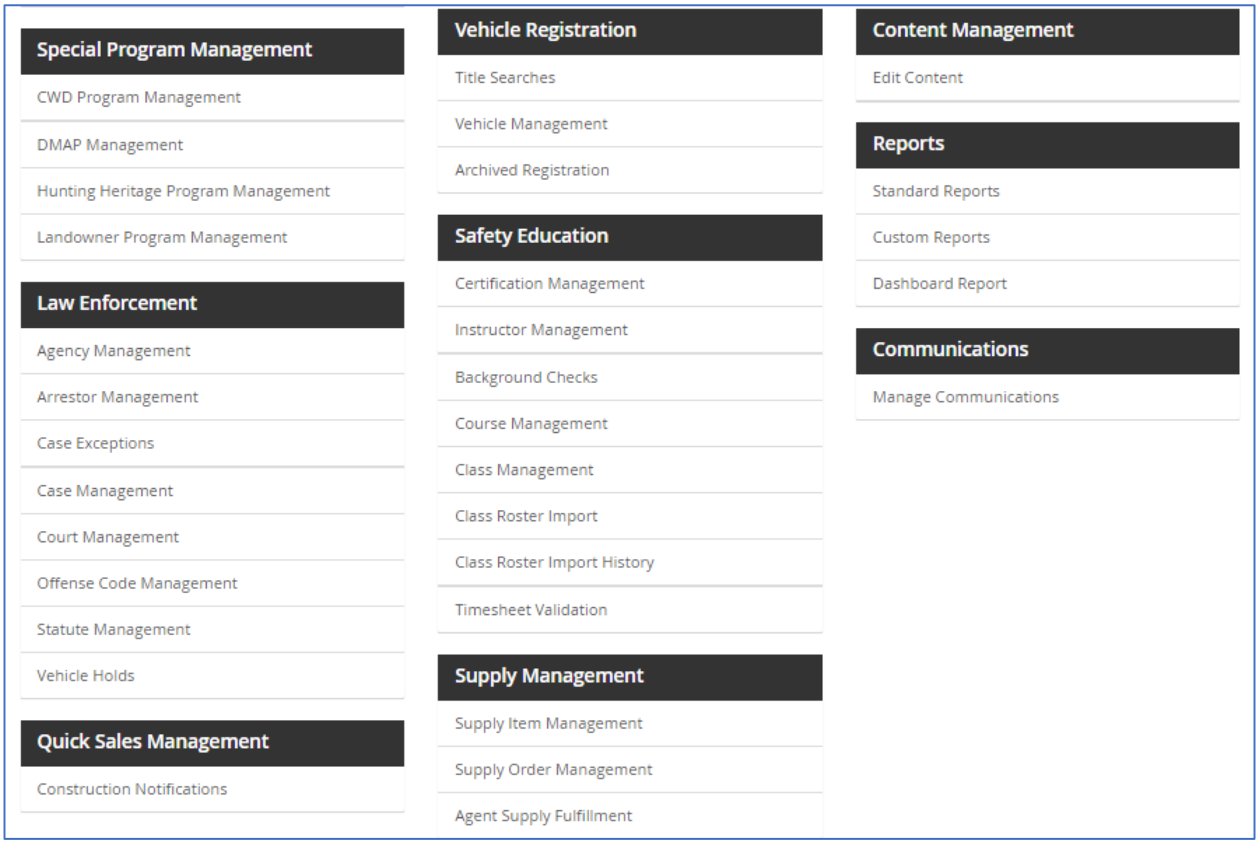


Figure 3: Administrative Dashboard Part 2



The OneOutdoor system is a highly configurable outdoor licensing solution that is architected to deliver on the requirements and performance demands of the State of Nebraska. Through extensive and continuous user research and 20 years of outdoor product solution deployments across the U.S., NIC has invested in and developed the OneOutdoor system as the industry flagship outdoor licensing solution. The OneOutdoor solution offering is highlighted in the following video: https://vimeo.com/567539138/f54833405a.

Workflow Demo Videos Created Specifically for NGPC

In order to provide more information on the expanded features and functionality that OneOutdoor provides NGPC, NIC has developed an informational website with demonstration videos. The informational site can be found by clicking the following link: https://nic.egov.com/outdoors-rfp-ne, and the demonstration videos are located by scrolling down to the "Workflow Videos" section. We have included links to these videos as appropriate throughout our response to help NGPC visualize the functionality NGPC will realize by implementing OneOutdoor solution.

Compliance Overview

NIC has carefully read and complied with the requirements in ***RFP Section I.H., Submission of Proposals*** by ensuring that all pages are consecutively numbered and that all figures and tables are numbered and referenced as necessary in text by those numbers. In addition, in accordance with ***RFP Section XI.A., Proposal Submission***; we have ensured that we have responded to each specific requirement.

As instructed, our response is divided into three separate parts: a Technical Proposal, a Cost Proposal, and a Proprietary Information file. NIC has carefully reviewed all requirements contained in Sections II through VI and have clearly defined any desired deviations as directed in ***RFP Section I.G. Deviations From the Request for Proposal***.

Response Organization

As requested in the ***RFP Section I.H. SUBMISSION OF PROPOSALS***, we have included the completed Form A: Bidder Contact Information as well as an original, signed Request for Proposal for Contractual Services Form in the *Required Attachments section* of our response. Our response consists of three separate and distinct files as directed: Technical, Cost Proposal, and Proprietary information that follow the required naming convention.

As instructed in the Solicitation and clarified in Addendum One's response to questions #23 and #44, we have included the items in the order provided below as driven by the response to Question #23. As instructed in ***RFP Section XI.A. Proposal Submission***, this Technical Proposal is organized to address the requested information and documents in the following order, with NIC's response to Sections II through IV placed within the framework provided and with the components of ***RFP Section I.S. Evaluation of Proposals*** also included to ensure a complete and compliant submission:

- 1. Corporate Overview
  - a. Bidder Identification and Information
  - b. Financial Statements
  - c. Change of Ownership
  - d. Office Location
  - e. Relationships with the State
  - f. Bidder's Employee Relations to State
  - g. Contract Performance
  - h. Summary of Bidder's Corporate Experience
  - i. Summary of Bidder's Proposed Personnel/Management Approach
  - j. Subcontractors
  - Additional Corporate Overview items from ***RFP Section I.S. Evaluation of Proposals***:
    - a. ability, capacity, and skill of the bidder to deliver and implement the system or project that meets the requirements
    - b. the character, integrity, reputation, judgment, experience, and efficiency of the bidder
    - c. whether the bidder can perform the contract within the specified time frame
    - d. the quality of vendor performance on prior contracts
    - e. such other information that may be secured and that has a bearing on the decision to award the contract
- Response to Section II: Terms and Conditions

- Response to Section III: Contractor Duties
- Response to Section IV: Payment
- 2. Technical Approach
  - Completed *Attachment A: RUN RTM*
  - Completed *Attachment B: TEC RTM*
  - Completed *Attachment C: FIN RTM*
  - Completed *Attachment E: Billable Items*
- 3. Cost Proposal Completed *Attachment D - Cost Proposal* – this is included under separate cover
- Required Attachments
  - Completed Request for Proposal for Contractual Services Form
  - Completed Form A: Bidder Contact Information
- NIC Attachments
  - NICUSA, Inc. Financials (as required in ***RFP Section XI.A.1.b.***) (Proprietary Information)
  - NIC Commercial License Agreement (includes SLAs) (as required in ***RFP Section II.***)
  - NIC Draft Security Plan (as required in ***RFP Section VIII.S.1.***) (Proprietary Information)
  - NIC Draft Conversion Plan (as required in ***RFP Section IX.A.***)
  - NIC Draft Schedule of Work (as required in ***RFP Section IX.C.***)
  - NIC Data Recovery Plan with System Recovery Emphasis (as required in ***RFP Section VI.I.2.***)
  - NIC Key Personnel Resumes and References (as required in ***RFP Section XI.A.1.i.***)
  - NIC OneOutdoor Technical Architecture (as required in ***RFP Section VI.G.***)

NIC's Cost Proposal is comprised of two files: "RFP 6506 Z1 NIC Permit System Cost Proposal File 1 of 2.pdf" and "RFP 6506 Z1 NIC Permit System Cost Proposal File 2 of 2.xlsx". As a result, and in accordance with RFP requirements, no cost or pricing information can be found in this Technical Proposal. In addition, NIC's Proprietary Information is contained within NIC's "RFP 6506 Z1 NIC Permit System Proprietary Information.pdf" as required.

The NIC Proprietary Information file includes the following items:

- NICUSA, Inc. Financials (as required in ***RFP Section XI.A.1.b.***)
- Draft Security Plan (as required in ***RFP Section VI.I.2.***)

NIC has read and understands the evaluation criteria set forth in the provided the file entitled "EvaluationCriteria Final NGPC 04.14.21.pdf" and has ensured that we have included all items from the *Mandatory Requirements* section, which include the following (the underlined phrases are links to provide for easy navigation):

- Request for Proposal for Contractual Services form signed in ink (found in Required Attachments section)
- Corporate Overview
- Technical Approach
- Cost Proposal

1. Corporate Overview

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

a. Bidder Identification and Information

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

Table 1: Bidder Identification and Information

Full Corporate Name	NICUSA, Inc.
Headquarters Address	25501 West Valley Parkway, Suite 300, Olathe, KS 66061
Entity Organization	NICUSA, Inc. is a C Corporation
State of Incorporation	NICUSA, Inc. was formed in Kansas
Year of Incorporation	NICUSA, Inc. was formed in 1998
Organizational Change(s)	NICUSA, Inc. was acquired by Tyler Technologies, Inc. in April 2021 (Business Wire Press Release)

b. Financial Statements

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

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

NIC has the financial strength to deliver this solution wholly on its own and is a financially sound, profitable, and growing corporation. NIC is now a wholly owned subsidiary of Tyler Technologies, Inc., a public company (NYSE:TYL). NIC's financial strength is evidenced by several factors, most notably a strong balance sheet, zero debt, a high level of liquidity and a long-term history of growth. As requested in the RFP requirements, a copy of our most recent audited financial reports and statements are included below in the *NIC Attachments* section. In addition, in compliance with ***RFP Section XI.A.b. FINANCIAL STATEMENTS***, we are including the name, address, and telephone number of the fiscally responsible representative of our financial organization:

Steven Kovzan, Chief Financial Officer
25501 W. Valley Parkway, Suite 300
Olathe, KS 66061
(913) 754-7007

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

No such condition is known to exist. NIC does not have any judgments, pending or expected litigation which might materially affect the viability or stability of the organization and does not anticipate any financial reversals.

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

NIC has read and understands.

c. Change of Ownership

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

NIC does not anticipate a change of ownership in the twelve (12) months following the proposal due date. NICUSA, Inc. was acquired as part of the Tyler Technologies, Inc. acquisition of NICUSA's parent company, NIC Inc. in April 2021. To view the press release, click the following link: https://www.businesswire.com/news/home/20210421005658/en/

d. Office Location

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

The NIC outdoors team located in Olathe, KS, will serve as the managing team, with primary responsibility for performance on any resulting contract from this Solicitation. NIC has an office in Lincoln, Nebraska that currently provides digital government services for the state and NIC will utilize our NIC Nebraska General Manager, Brent Hoffman, as a liaison and local resource for the project.

e. Relationships with the State

e. RELATIONSHIPS WITH THE STATE
The bidder should describe any dealings with the State over the previous three (3) years. If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

NIC Nebraska, a subsidiary of NIC, is currently providing the following:

Contract Number	Contract Information
Nebraska State Contract #84787-04	NIC Nebraska was awarded a sole source Portal Management Contract through the Nebraska State Records Board. The current contract period is April 1, 2019 through March 31, 2024. This contractual relationship began back in 1997; NIC initially served the State by providing driver history records. NIC began

	working more in depth with the department of motor vehicles and now provides several services across all DMV functionalities. The relationship with NIC has grown into serving a significant amount of state agencies such as the Nebraska State Patrol, Supreme Court, Nebraska Brand Committee and many others. Lately, NIC has partnered with several local counties and municipalities and has tailored a suite of payment processing products to meet their needs.

Our proposed call center subcontractor, OneSupport, has not had any dealings with the State of Nebraska in the last three (3) years.

f. Bidder's Employee Relations to State

f. BIDDER'S EMPLOYEE RELATIONS TO STATE

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

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

No employee of NIC nor of OneSupport has been an employee of the State in the past twelve (12) months, nor is any employee of any agency of the State of Nebraska employed by NIC or a subcontractor for NIC as of the date for this proposal submission.

g. Contract Performance

g. CONTRACT PERFORMANCE

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

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

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

NIC has not had a contract terminated for default during the past five (5) years, nor in its history. NIC's subcontractor to provide services in support of this endeavor, OneSupport, also has not had a contract terminated for default during the past five (5) years. However, OneSupport has had one contract terminated for convenience, as Spire Gas decided to implement a support structure within their own organization. The contract for Spire Gas is Carol Yauch, Director, Information Technology Services Business Support Services at 700 Market St., St. Louis, MO 63101.

h. Summary of Bidder's Corporate Experience

h. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

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

The bidder should address the following:

i. Provide narrative descriptions to highlight the similarities between the bidder's experience and this solicitation. These descriptions should include:

a) The time period of the project;

b) The scheduled and actual completion dates;

c) The bidder's responsibilities;

d) Bidder's working modules in similar projects, providing electronic, issue draw and lottery, hunting, fishing, big game and other miscellaneous permits; to also include big game check in.

e) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and

f) Each project description should identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.

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

iii. If the work was performed as a Subcontractor, the narrative description should identify the same information as requested for the Contractors above. In addition, Subcontractors should identify what share of contract costs, project responsibilities, and time period were performed as a Subcontractor.

As requested, we are providing the below *Table 2: Corporate Experience - NIC* and *Table 3: Corporate Experience - OneSupport* to provide summary information regarding three (3) previous projects that are similar to this solicitation in size, scope, and complexity for both NIC and our planned subcontractor, OneSupport. All projects below integrate complex state, agency, agent, and enforcement requirements with a user-centric, mobile-first interfaces.

NIC

Table 2: Corporate Experience - NIC

Project #1	State of Pennsylvania, Pennsylvania Automated Licensing Service (PALS)
a. Project Time Period	2019 – 2031
b. Completion Dates	**Scheduled**: January 2021 **Actual**: January 2021
c. Bidder's Responsibilities	The PGC and PFBC requirements called for a configurable, scalable system with the flexibility to be largely self-supported and managed by agency staff and to grow beyond its initial functionality. Required modules include: ◈ Agent Peripherals and Consumables - Bar code scanners, pin pads, printers, and initial durable paper and ribbon shipment ◈ Mobile/Internet license Sales System - Mobile/Internet interface for customer license sales and fulfillment

	◈ Agent License Sales System Agent Interface to NIC licensing system ◈ Training - Implement training plan ◈ Agent POS consumables - Supplies and other material needed to generate licenses ◈ Agent Peripheral Maintenance - Maintenance and technical support for vendor-provided peripherals ◈ Agent and Agency Support - 24x7 call center support for agents and agency staff ◈ Online Sales Fulfillment - Print and mail items purchased online that need to be fulfilled ◈ Payment Processing (Internet Sales) - Provide PCI compliant payment processing solution
d. Modules Included	Pennsylvania's comprehensive system includes: ◈ Hunting Licensing and Permitting ◈ Fishing License Vouchers ◈ Launch Permits ◈ Boat Renewals ◈ Point of Sale (POS) system ◈ Pennsylvania Saltwater Registry Program (PA-SARP) ◈ Fishing License & Permit Stacking, Multi-year Fishing Licenses & Permits ◈ Fishing Mentored Youth Permits ◈ Equipment maintenance and support for hardware, including printers, keypads, scanners, and durable tags ◈ Training and online knowledge base for agents ◈ Onsite, implementation, and core staff maintenance support throughout the life of the contract ◈ License fulfillment service center ◈ Product marketing and branding services
e. Customer Name: **Contact Name:** **Contact Title:** **Telephone Number:** **Fax Number:** **Email:**	Commonwealth of Pennsylvania Pennsylvania Game Commission (PGC) and Pennsylvania Fish and Boat Commission (PFBC) Bernie Matscavage Director, Bureau of Administration, Pennsylvania Fish & Boat Commission (717) 705-7822 n/a bmatscavag@pa.gov
f. Description of Work	NIC served as the prime contractor on the project. We launched the enterprise OneOutdoor solution for the Commonwealth of Pennsylvania in January 2021. As the nation's highest volume seller of fishing and hunting licenses with more than 4 million licenses sold in 2020 alone, Pennsylvania relies on the state-of-the-art OneOutdoor licensing and permitting SaaS solution to manage sales and issuance of all licensing and permitting for the Pennsylvania Game Commission (PGC) and Pennsylvania Fish and Boat Commission (PFBC).

	The OneOutdoor solution simplifies complex tasks for end users and create efficiencies for the government and third parties, such as agency administrative users and agents. By employing user-centered design techniques, through an iterative Agile development methodology, NIC will deliver a solution that ultimately minimizes training due to the User Experience (UX) principles and techniques utilized within the Agile development approach, which ensures that the solution accounts for the competencies of the users, what they need, what they value, their abilities, and their limitations. We are working closely with the PGC and PFBC on our UX approach to ensure it takes into account the business goals and objectives of the agency. The system is self-funded, so there are no original or actual budgetary numbers to share.
Additional relevant services	The enterprise OneOutdoor solution went live in Pennsylvania on January 15, 2021 -- which included the online system for customer sales as well as 699 sales agents who received new equipment, set-up support, and system training so they were ready to sell on the day of launch. Performance highlights include: • 57% increase in total transactions in the first 30 days over the same period in 2020, resulting in nearly 39,000 incremental sales • $2 million in total sales in the first month, encompassing agent and online sales, resulting in more than 107,000 privileges sold • An additional $755,000 in statutory revenue generated for the Fish and Boat Commission during the first launch month – up 64% compared to 2020.

Project #2	State of Wisconsin, Department of Natural Resources (DNR)
a. Project Time Period	2013- 2021
b. Completion Dates	**Scheduled**: March 2016 **Actual**: March 2016
c. Bidder's Responsibilities	To implement the agreed-upon system functionality and provide ongoing maintenance and support: ◈ Infrastructure configuration & maintenance (in coordination with the State) ◈ Business analysis ◈ Development ◈ Creative design and usability ◈ Marketing and branding ◈ Project Management ◈ Quality assurance ◈ Migration services

	◈ Native mobile application design, support, and maintenance
d. Modules Included	Wisconsin's comprehensive system includes: ◈ Hunting and fishing license sales and management ◈ Safety education management ◈ Wildlife lottery management ◈ Online and IVR harvest registration ◈ Sales agent management ◈ Recreational vehicle (snowmobile, ATV, and UTV) registration, renewal, and transfers ◈ Advanced administrative controls and reporting ◈ Enforcement module and mobile application ◈ Commercial licenses ◈ Donations ◈ Quick sales Gowild.wi.gov also links to information on hunting and fishing opportunities, state parks, trails and natural areas, as well as a variety of maps. Online service options include hunting licenses, fishing licenses and Conservation Patron (combo) licenses, safety education class enrollment, lotteries, and harvest registration. Gowild.wi.gov also includes sales of ATV, UTV, and snowmobile trail passes and recreational vehicle registrations, renewals, and transfers.
e. Customer Name: **Contact Name:** **Contact Title:** **Telephone Number:** **Fax Number:** **Email:**	State of Wisconsin, Department of Natural Resources (DNR) Kimberly Currie Director, Bureau of Customer and Outreach Services (608) 267-7799 n/a Kimberly.Currie@wisconsin.gov
f. Description of Work	Launched in March 2016, the NIC-developed Wisconsin Department of Natural Resources licensing system was branded Go Wild as part of the marketing services provided by NIC. The Go Wild marketing campaign encourages people to enjoy the recreational opportunities made possible by the management of natural resources. The new system, at gowild.wi.gov, allows customers to get licenses, tags, and other DNR products through more than 1,100 agents locations, and offers easy access on mobile devices through the website. The new system collects licensing and registration information electronically and lets customers use a variety of methods for providing proof of purchases, including an optional personal conservation card, a validated Wisconsin driver's license, or a plain paper copy. The system is self-funded, so there are no original or actual budgetary numbers to share.
Additional relevant services	NIC's ability to develop, deploy, and support a complex, high-volume wildlife licensing system is illustrated by the following

	2019 sales and usage metrics matrix for the Wisconsin Go Wild system. Some recent historical data follows:

Data Point	2020
Sales & System Metrics	
Total # "licenses" sold	*2,770,242*
Total # "privileges" sold	*5,410,037*
$ processed (total sales)	*$108,852,509*
# payments processed	*3,291,897*
# administrators	*1,535*
# of agents	*1,064*
# education courses managed	*1,176*
# users who signed up for education courses	*83,154*
Usage Metrics	
Mobile (# sessions in last full calendar year)	*3,182,019*
Tablet (# sessions in last full calendar year)	*191,126*
Desktop (# sessions in last full calendar year)	*3,126,722*

Project #3	State of Alabama, Alabama Department of Conservation and Natural Resources (DCNR), Online License Purchasing System
a. Project Time Period	2003-2021
b. Completion Dates	**Scheduled**: August 2003 **Actual**: August 2003
c. Bidder's Responsibilities	To develop and maintain an online license sales system to be utilized for all venues, which includes online, phone, point-of-sale, county probate offices, marine resources, and the headquarters location. In addition, to provide payment processing for all channels and provide reporting as needed, transmit data to DCNR in real-time via APIs as needed.
d. Modules Included	Alabama's comprehensive system includes: ◈ Hunting and fishing license sales and management ◈ Native mobile application ◈ Auto-renewal of licenses and permits ◈ Stored payment method functionality ◈ Hard card licenses ◈ Wildlife lottery management ◈ Online and IVR harvest registration ◈ Sales agent management ◈ Advanced administrative controls & reporting The Online License Purchasing System developed on behalf of the Alabama Department of Conservation and Natural Resources allows Alabama residents and non-residents to purchase a hunting and/or fishing license. Features include the ability to

	purchase a license through multiple channels as well as a convenient reprint option. Users can create an account, select privileges for annual auto-renewal, and store credit card information. A native mobile application is also available to users which includes the ability to access their hunt/fish licenses, and to report harvests for deer, turkey, and various reef fish. In 2020, an updated version of the mobile app was launched giving the users the ability to check in- and out-of-state Wildlife Management Areas and store license information for multiple hunters/anglers on their device, which will be especially beneficial for parents supervising children on hunting/fishing excursions. In 2019, additional functionality was rolled out when the State launched its citizen-facing account portal called "Conservation Account", which is a place licensees can go to update their personal info, view active licenses, repurchase licenses, view hard card purchases or purchase additional hard cards, manage their auto-renewal subscription, complete HIP surveys, and manage stored payment data. That site can be found at: https://myoutdooralabama.com/ URL: https://www.alabamainteractive.org/dcnr_license
e. Customer Name: **Contact Name:** **Contact Title:** **Telephone Number:** **Fax Number:** **Email:**	State of Alabama, Alabama Department of Conservation and Natural Resources (DCNR), Online License Purchasing System John Gallacher Information Technology Director (334) 353-8518 n/a john.gallacher@dcnr.alabama.gov
f. Description of Work	NIC Alabama's long-term partnership with the Alabama Department of Conservation and Natural Resources has been in place since 2003. The multi-channel platform allows for anglers, hunters, and those seeking to experience Outdoor Alabama the ability to access information and licenses via www.OutdoorAlabama.com website or native mobile app. The Digital Government Experience award winning licensing platform is built to support individual users as well as point of sale agents at over 300 locations throughout the state. The system supported over 700,000 license purchasers so far this year and nearly 70,000 harvests were reported using the mobile app during the 2019 license year. The licensing system is continuously refreshed and enhanced with additional features. The system is self-funded, so there are no original or actual budgetary numbers to share.
Additional relevant services	NIC's ability to develop, deploy, and support a complex, high-volume wildlife licensing system is illustrated by the following 2019 sales and usage metrics matrix for the AL DCNR system. Some recent historical data follows:

Data Point	2020
Sales & System Metrics	
Total # "licenses" sold	*771,480*
Total # "privileges" sold	*2,028,250*
$ processed (total sales)	*$30,363,939*
# payments processed	*437,959*
# administrators	*90*
# of agents	*286*
Usage Metrics	
Mobile (# sessions in last full calendar year)	*887,071*
Tablet (# sessions in last full calendar year)	*37,383*
Desktop (# sessions in last full calendar year)	*1,242,856*

OneSupport

Table 3: Corporate Experience - OneSupport

Project #1	PricewaterhouseCoopers
a. Project Time Period	10+ years
b. Completion Dates	**Scheduled**: November 2011 **Actual**: November 2011
c. Bidder's Responsibilities	Responsible to provide contact center technical support , customer care, and application support engagements
d. Modules Included	◈ Managed Services ◈ Application Support ◈ Managed IT ◈ Batch Job Monitoring
e. Customer Name: **Contact Name:** **Contact Title:** **Telephone Number:** **Fax Number:** **Email:**	PricewaterhouseCoopers Todd Lee Managing Director (214) 783-8516 n/a todd.a.lee@pwc.com
f. Description of Work	OneSupport provides Managed Services, Application Support, Managed IT, & Batch Job Monitoring Activities.

Project #2	Frontier Communications
a. Project Time Period	14+ years
b. Completion Dates	**Scheduled**: June 2006 **Actual**: June 2006
c. Bidder's Responsibilities	Responsible to provide contact center technical support , customer care, and application support engagements
d. Modules Included	◈ Technical Support ◈ Residential & Commercial Customer Care ◈ POTS Repair

	◈ Inbound Sales
e. Customer Name: **Contact Name:** **Contact Title:** **Telephone Number:** **Fax Number:** **Email:**	Frontier Communications Jennifer Johnson SVP, Business Transformation (585) 314-0380 n/a jennifer.johnson@ftr.com
f. Description of Work	OneSupport provides Technical Support, Residential Customer Care, Commercial Customer Care, POTS Repair, Inbound Sales

Project #3	Consolidated Communications
a. Project Time Period	25+ years
b. Completion Dates	**Scheduled**: January 1993 **Actual**: January 1993
c. Bidder's Responsibilities	Responsible to provide contact center technical support , customer care, and application support engagements
d. Modules Included	◈ Technical Support ◈ Customer Care ◈ POTS Repair ◈ Premium Technical Support
e. Customer Name: **Contact Name:** **Contact Title:** **Telephone Number:** **Fax Number:** **Email:**	Consolidated Communications Jill Callahan Product Manager (217) 234-5717 n/a jill.callahan@consolidated.com
f. Description of Work	OneSupport provides Technical Support, POTS Repair, Customer Care, Premium Technical Support

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

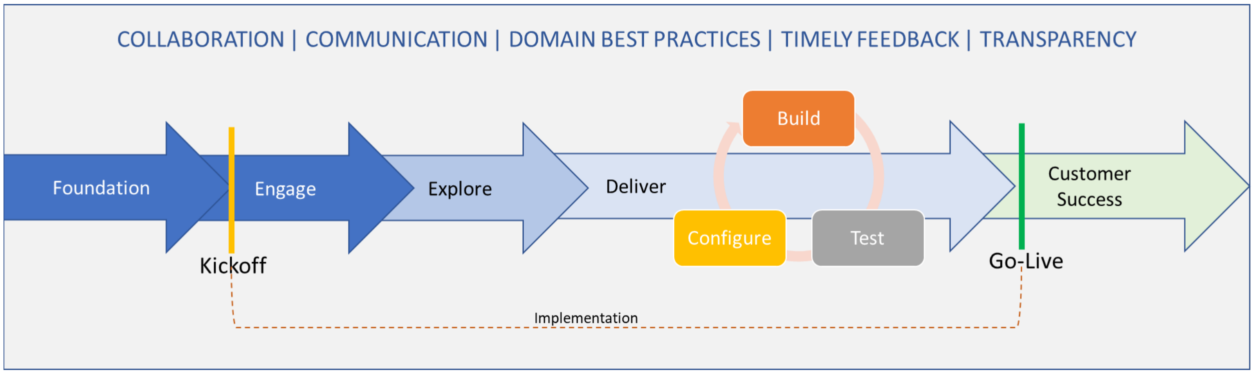
i. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH
The bidder should present a detailed description of its proposed approach to the management of the project.

NIC is proposing a staff of full and part time resources based on our successful implementation of our OneOutdoor solution for other clients. The NIC team understands that capturing and understanding requirements are critical to the success of any project; as a result, ample time is reserved in the project planning process to guarantee that all parties are in agreement with the approach, design, and implementation associated with the solution before moving forward. NIC will work closely with NGPC staff to develop a project plan that best fits the business needs of NGPC in order to ensure successful implementation of a robust outdoor system that benefits the sportsmen and sportswomen of Nebraska.

NIC utilizes an agile phase-based approach that divides the overall project into three phases – **Engage**, **Explore**, and **Deliver** -- that clarify and define responsibilities and deliverables. The primary project phases, defined in *Figure 4: Project Process* below, are followed by the

Customer Success phase wherein NIC transitions NGPC into customer success roles to begin the self-service administration and management of the licensing application.

Figure 4: Project Process



	Engage	NIC begins interfacing with key stakeholders to align the objectives and goals of the project as well as layout the expectations of each team. During this phase, NIC's Implementation team and Product specialists will collaborate with the customer to understand and scope the business requirements, jointly building a detailed project plan with agreed upon milestones and timelines.	➢ Tasks: Initial planning and preparation, define project goals, solidify project scope, Onboard tenant into SaaS solution ➢ Deliverables: project management plans including key milestones, project scope definition, and new tenant sandbox environment
	Explore	NIC will conduct a series of workshops to analyze requirements, identify key regulations, understand unique configurations, and, design the end-state of all application interfaces and workflows. These activities ensure the solution meets stakeholder's expectations, considering quality, cost, and timelines. Critical to success at this point is customer validation of assumptions, approval of all designs and wireframes, data migration analysis, and system integration definition.	➢ Tasks: Design system customizations and mockups, identify master data, begin cleansing for data migration, prepare for system integrations, configuration requirements are documented ➢ Deliverables: Business requirements documents for key functionality, configuration guide, data migration plan, and integration specification document

	Deliver	The final implementation phase involves final verification and configuration of all solution components, connection of integrated systems, customer user-acceptance testing (UAT), and delivery of updated documentation.	➢ Tasks: configure, build, and test solution, conduct end-to-end testing, finalize documentation (guides, online help, etc.), obtain UAT signoff, plan system and operational transition, stakeholder enablement ➢ Deliverables: fully configured solution, legacy data migration, and finalized user guides
	Go-Live/Customer Success	Transition to a fully live state for the OneOutdoor platform and all ancillary components and applications. All support services are set to a live state and begin to serve NGPC as the first line of operational excellence for all licensing activities.	➢ Tasks: Execute transition and cutover plans and initiate production support processes ➢ Deliverables: Operational acceptance signoff

The following, *Table 4: Proposed Key Personnel Roles* & Responsibilities, details the job titles and functions for each personnel role.

Table 4: Proposed Key Personnel Roles & Responsibilities

Job Title	Main Function
Program Manager	Senior-most manager, accountable for NIC's contract with the agency to deliver the NGPC system
Implementation Project Manager	Manages the tasks of the Implementation Team and identifies risks and issues that impact that team's ability to get work completed.
Implementation Consultants	Collects business requirements for OneOutdoor, configures the system to meet those requirements, and quality controls the system and configuration to ensure requirements are met.
Marketing Representative	Responsible for coordinating and implementing under NGPC's direction the marketing strategy, calendaring monthly marketing meetings to discuss needs, campaigns & initiatives and provide support.
Product Manager	Responsible for the OneOutdoor product roadmap and specific project deliverables. Will provide strategic planning and consultation for all technical aspects of the contract.
User Experience Manager	Responsible for the UX strategy for all Outdoor product offerings. Will provide overall product designs based on business goals, product requirements, user testing and designing thinking.
Technology & Development Director	Senior-most technical manager; will provide strategic planning and consultation for all technical aspects of the contract.
Product Director	Responsible for the strategy and roadmap for NIC's Outdoor Recreation products. Will provide strategic planning and consultation for all technical aspects of the contract.
Implementation Director	Provide strategic planning and direction for all implementation aspects of the contract.
Customer Experience Director	Responsible for the strategy and partnerships for providing support to all NIC's OneOutdoor customers
Product Development Manager	The Product Development Manager is responsible for developing and delivering one or more end-to-end services within the

Job Title	Main Function
	integrated Application Services group. The role is accountable for designing, building, and enhancing the service, as well as service delivery. The role also works with business unit leadership to understand the business outcomes of the service, and with architects, technology brokers, and external service providers to understand the underlying technologies.
Product Architect	Provide senior-level application development expertise for licensing system.
Payments Project Manager	Provides support to NGPC for any questions related to integrating OneOutdoor with State's payment services throughout the project.
Scrum Master	A scrum master is a facilitator for an agile team working under the scrum methodology. The scrum master serves as a point person responsible for understanding the big development picture of each sprint. They are responsible for delegating tasks appropriately and ensuring the team is working on the right tasks at the right time. They also want to ensure the team is fully deployed and not idle.
Quality Assurance	Responsible for the detection and resolution of problems, and the delivery of satisfactory outcomes.
Engineers	Responsible for the development of the OneOutdoor system.

The bidder should identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this solicitation. The names and titles of the team proposed for assignment to the State project should be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.

NIC has assigned the resources found in Figure 5 below to this project; the table provides resource name and role as well as their percent of time allocation to this project verses other matters.

Project Personnel Name & Role

Figure 5: Proposed Key Personnel Roles

In addition to the Key Personnel depicted above in Figure 5: Proposed Key Personnel Roles, other proposed team members will include the Scrum Master, Quality Assurance resource, and Engineers, which will be 100% dedicated to the project during implementation.

NIC Management Team

The Program Manager, with NIC Executive oversight, makes up the Project Management roles and is responsible for Program documentation, meeting minutes, status reporting, issues log, and risk register development and maintenance. The NIC Management team members that will oversee the project for NGPC are highly skilled professionals with strong backgrounds in their fields with an average of 24 years' experience. In addition, this team has an average of 16 years of Executive experience between them, so customers can feel confident that the project management provided by NIC is backed by some of the absolute best in the industry.

NIC assures NGPC that the Program Manager proposed here is authorized to commit the NIC resources toward full performance of the services covered under this RFP. Sam Barnes will function as the Program Manager and single point of contact for the NGPC initiative. Sam is a proven leader across multiple technical and non-technical disciplines including applications development, product implementations, project management, business operations, performance management, and IT service management. Sam is also experienced at designing, building and leading teams that consistently deliver quality and timely solutions by focusing on organizational change management, employee engagement, cross-functional and departmental collaboration, and career development for all team members.

Sam will be engaged on the project from initiation through Go Live, and then transition to a consulting role after Go Live. Sam has experience with multiple hunting and fishing licensing engagements and helps lead the development on the OneOutdoor core product.

The NIC Executive team members, depicted in Figure 6 below, that will oversee the project for NGPC, are highly skilled professionals with strong backgrounds in their fields with an average of 24 years' experience. In addition, this team has an average of 16 years of Executive experience between them, so customers can feel confident that the project management provided by NIC is backed by some of the absolute best in the industry.

Figure 6: Executive Team Members

The bidder should provide resumes for all personnel proposed by the bidder to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the solicitation in addition to assessing the experience of specific individuals.

Resumes should not be longer than three (3) pages. Resumes should include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.

NIC is providing the resumes for all proposed personnel in *NIC Attachment G: NIC Key Personnel Resumes and References.* Resumes are no longer than three (3) pages and include all of the items required herein. We believe that upon review of the resumes of our personnel, NGPC will agree that the team is well-rounded with extensive knowledge and experience that will serve NGPC well during this initiative and beyond.

j. Subcontractors

j. SUBCONTRACTORS
If the bidder intends to Subcontract any part of its performance hereunder, the bidder should provide:
i. name, address, and telephone number of the Subcontractor(s);
ii. specific tasks for each Subcontractor(s);
iii. percentage of performance hours intended for each Subcontract; and
iv. total percentage of Subcontractor(s) performance hours.

NIC is planning to partner with the following Subcontractor detailed below in *Table 7: Proposed Subcontractor* to provide the services to the State:

Table 5: Proposed Subcontractor

Subcontractor Name: TeleNetwork Inc. D/B/A OneSupport	
Address:	350 Barnes Drive, Suite #109 San Marcos, TX 78666
Telephone Number	(800) 580-3355
Subcontractor Tasks:	TeleNetwork Inc. D/B/A OneSupport will provide the Help Desk support for the NGPC contract. NIC has partnered with OneSupport for over 10 years. OneSupport offers Tier 1 customer support 24x7x365. OneSupport is the initial point of contact for users who require OneOutdoor assistance. OneSupport offers product and technical support on a range of issues including system navigation, licensing questions, license status inquires, payment problems, information requests, application support issues, and Telesales support. Call center agents are equipped to handle all possible communications channels, including phone and email, also chat and social media, if desired. The Call Center is a critical support component in NIC's comprehensive OneOutdoor support strategy, and as such, this subcontractor plays a critical role throughout the life of the contract to ensure NGPC and citizens of the State of Nebraska are provided with a fast, friendly and knowledgeable support team.
Intended Subcontractor Hours:	NIC estimates 52,560 hours over the initial 6-year term. NIC staffs the support center 24/7/365.
Percentage of Subcontractor Performance Hours:	OneSupport is the only subcontractor and will be 100% of subcontractor performance hours.

Additional Corporate Overview Items from RFP Section I.S. Evaluation of Proposals

a. the ability, capacity, and skill of the bidder to deliver and implement the system or project that meets the requirements of the solicitation;

NIC is a company that is known as a pioneer in the development of the government technology sector over 30 years ago. As a result, NIC has since earned the trust of nearly 8,000 agencies. NIC Outdoors has supported the business, technology, and marketing needs of outdoor recreation agencies for over 20 years via award-winning technology, innovation, and a business approach centered around transparency and partnership. NIC has the ability, capacity, and skill to deliver and implement a system that meets the requirements of this solicitation. We provide explanation to how we meet these requirements in Attachments A, B, and C as well as in this document.

b. the character, integrity, reputation, judgment, experience, and efficiency of the bidder;

Award-winning technology, industry flagship OneOutdoor platform, government know-how, effective marketing and R3 campaigns are the results and outcomes of who we are as people and as a team; this is layered onto our passion for outdoors as well as our devotion to the success of our government partners: you.

In a complex project like this, challenges will arise. How we handle them, how we course-correct as partners, will have a significant impact on the outcome. Integrity, transparency, and strong communication are at the core of any successful NIC partnership and we are excited about a prospective partnership with an agency that highly values honesty, accountability, and empathy.

"*What Dan and the NIC team promise, they deliver. Industry-leading technology and support is something we just expect. It needs to meet our requirements, it needs to be easy to use, it needs to be reliable and secure. NIC has been at this for about 30 years and they deliver. Yet to have a partner whom we can rely on day in and day out, who provides honest feedback and insights, who executes efficiently; a partner that is basically an extension of our team, is what creates significant value in our partnership with NIC*."

Bill Swan, Director of Licensing,
Maine Department of Inland Fisheries and Wildlife

c. whether the bidder can perform the contract within the specified time frame;

NIC can meet and/or exceed the 12-month implementation timeframe from project start detailed in the RFP. A start date of 12/1/2021 will result in a go-live date of the OneOutdoor system for Nebraska in October of 2022 or at a date determined by Nebraska Game and Parks.

d. the quality of vendor performance on prior contracts;

NIC provides the highest quality performance on all contracts and work to ensure that the agency is happy throughout the implementation. For three examples of successful projects previously implemented by the NIC team, please refer to *Response Section 1.h. Summary of Bidder's Corporate Experience* above.

> e. *such other information that may be secured and that has a bearing on the decision to award the contract;*

In selecting NIC Outdoors, NGPC will partner with an industry pioneer, as mentioned in section a. above, who continues to set the bar in the outdoor recreation sector. Some of the previous contributions of NIC to our sector include the widely adopted and popular transaction funding model as well as auto-renewal. More recent NIC innovations that will take NGPC's game to the next level include:

Digital Passes & Permits

NIC observed the growing demand for outdoor recreation even before the Covid-19 pandemic. We anticipated the need for tools that help recreationists as well as outdoor agencies, and we launched YourPassNow in 2016 for the National Park Service. Today, YourPassNow is deployed at hundreds of federal, state, and local parks, recreation areas for hunting, fishing, and off-road vehicle use, as well as recreation venues and attractions.

YourPassNow enjoys a 99.2% customer satisfaction rate and provides 24/7 convenience for users, with 57% of passes being purchased after hours.

Licensing System Innovation & Efficiencies in Lotteries

Charge lottery winners automatically!

Simplify the process, improve your cash flow as well as provide exceptional customer experience with the addition of OneOutdoor auto-charge feature. Avoid the hassle of having to refund hundreds of thousands of permit fees normally collected at time of application or avoid the risk of revenue leakage by counting on the winners to go back into the system and pay the permit fee.

NIC's OneOutdoor auto-charge innovation make it easy for NGPC to automatically charge the initial a non-refundable lottery application fee as well as subsequent winner permit fees at time of drawing. We've got your back – and your back office.

R3 and Marketing to Drive Awareness, Traffic & Revenue

NIC understands that effective marketing outreach is essential to the success of any outdoor licensing system. Without it, even the best solution will fail to attract users or generate the revenue growth NGPC anticipates this new system will deliver. NIC is eager to develop a comprehensive marketing initiative to communicate and engage with users, elevate NGPC brand awareness, and ultimately increase transaction volumes and agency revenue collection.

User Communication & Engagement

Digital communication is the most direct and efficient way to engage with current, lapsed, and potential future outdoor licensees in Nebraska. NIC's OneOutdoor system offers a comprehensive suite of automated email templates, triggers, and core messages for a variety of scenarios. In addition, our third-party marketing automation system includes robust email campaign management tools that can be easily configured for drip, milestone/time-bound, and quick-hit engagement strategies.

Recruitment, Retention, & Reactivation (R3)

NIC's recruitment, retention, and reactivation (R3) initiatives are making a significant positive impact – and we believe the best is yet to come. To support the HuntFishPA launch on January 15 in Pennsylvania, we proposed a multi-pronged strategy to our commission partners that defined the new system brand and engaged with hunters, anglers, and boaters during a traditionally slow period. The tactics we pursued – statewide media relations, targeted social media outreach, and succinct how-to-videos – were straightforward and well-executed. The initial results for the first 90 days shown in Figure 7 below speak for themselves and have far exceeded Pennsylvania's aggressive expectations:

Figure 7: R3 Outcomes

R3 Strategy Outcome for HuntFishPA (1Q2021 vs 2020)
42% higher total license transactions
38% increase in total customers
Incremental $5.6 million in statutory revenue

NIC recognizes such R3-driven performance metrics may be unsustainable over time. That said, we believe Nebraska's licensing performance – both transaction volumes and revenue growth – has the potential to conservatively rise by double digits or more annually, and we are up to the challenge to make this a reality.

NIC Outdoors has developed a comprehensive 12-month R3 plan to support HuntFishPA that includes data science-driven customer segmentation, targeted email marketing campaigns, an on-page content management program, a social media strategy to engage regularly with current and future HuntFishPA users, and dashboard reports that provide up-to-the-minute visibility into campaign performance and effectiveness. We're excited to launch the next phase of marketing outreach to coincide with the start of the commonwealth's trout fishing season.

The annual marketing and promotion plan we develop for Nebraska will leverage the R3 best practices we are honing in Pennsylvania – and will be customized to meet NGPC's specific needs and performance objectives. We're excited to dig in and better understand your goals so we can pair our data-driven segmentation approach with proven outreach tactics that connect with outdoorspeople

Current Initiatives

Data Science-Driven Insights: NIC's chief data scientist has been working over the past year with the OneOutdoor platform and licensing data from the Commonwealth of Pennsylvania to track specific demographic-related metrics. We've found that key demographic metrics of age, gender, income can be overlaid with past license purchases, ZIP code-driven residential profiles, and historical weather reporting to provide useful information to help target current, past, and potential customers with customized R3 programs. These insights are a core driver for effective data segmentation, which is allowing NIC Outdoors to more precisely target users with specific messaging and relevant offers.

Real-Time Performance Reporting: Foundational to any data program are dashboards to monitor key indicators of program participation and license sales – and for NIC we particularly examine the market segment that engages by using digital technologies. We also look at how and why trends change over time using data science statistical techniques. Based on the agency's expertise, they can look at a trend line of license sales and intuitively make an assumption as to why sales were up or down, noting what happened in particular months or years to explain the increase or decrease. Using data science, NIC can test those assumptions and quantify what affects sales and program participation. The powerful element of data science and statistics is that we can examine multiple factors at once. As we all know, many external factors affect growth and decline in markets. NIC also uses machine learning to generate predictions on a customer's journey which could help NGPC with resource management and program planning.

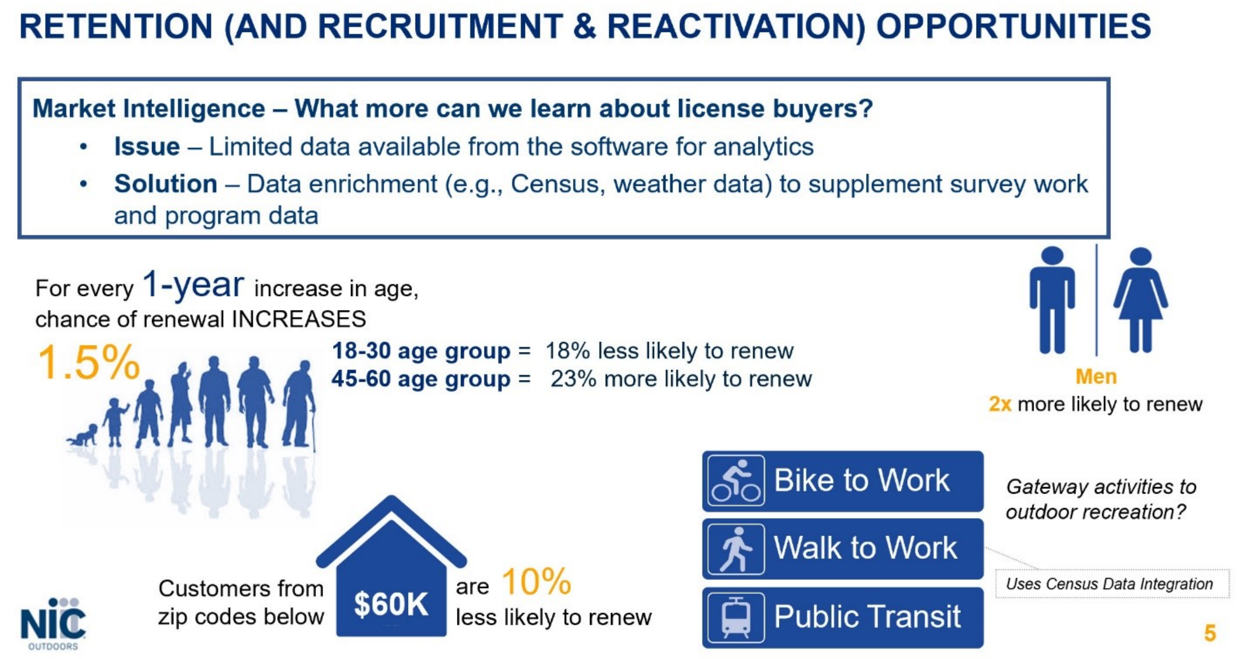
Personalized Recommendations: In the Outdoor Recreation Adoption Model developed by the Wildlife Management Institute, the recruitment stage involves awareness, interest, and trial. NIC believes there is opportunity, particularly in the trial stage, to personalize someone's experience. OneOutdoor has a recommendation engine for product catalogs when a customer buys a license online. The goal is to encourage the purchase of additional complementary products. Tracking this buyer behavior provides an opportunity to incorporate mentoring into the recommendation engine.

Data-Rich Insights: In the OneOutdoor system, each customer has their own personal and unique customer ID. The system collects age, gender, and location data. Using location data, the system can prepare high-level analyses on socio-economic status indicators to present robust profiles of various customer segments based on age, sex, income levels, educational attainment, housing characteristics. The system also analyzes purchase behaviors based on weather patterns, such as trends in temperature, precipitation, and snowfall, to discern how weather patterns affect purchase behavior. All combine to offer end-to-end analysis of purchase, campaign, weather, and public records documents for our clients. An example can be found in Figure 8 below:

Figure 8: Demographic Metrics used for R3 Initiatives

Going Beyond Everyday Analysis: One R3 priority is to deeply understand license buyers for retention strategies. NIC's data science team has taken a quantitative approach to analyzing Pennsylvania hunt and fish license buyers using various sources for data enrichment, including Census data for income and residential profiles as well as weather data. This work has provided a more nuanced understanding of demographics in the context of license renewals, including age, gender, and household income. An example of this is shown in Figure 8 below. NIC is now using the data to ask questions like: "Are those who bike or walk to work more likely to be outdoors people who will buy a fishing license or require a launch permit for a small vessel?"

Figure 9: Demographic Metrics used for R3 Initiatives



Predictive Models: NIC is also exploring ways to use predictive modeling when a person comes to OneOutdoor to buy a license or engage in programs. Using Commonwealth past and current data, NIC is working on various ways that we can predict the customer journey – will they try out hunting or fishing or both? Will they buy a license? Will they renew their license? If it lapses, what are the chances that they will renew in the future? These models will be useful in helping develop R3 campaigns around getting a customer to reactivate and personalizing the experience throughout each step of engagement.

Integrating Data Science Across the Marketing Workstream: Data science can serve as the digital eyes and ears to help us understand customer behavior and engagement patterns. NIC OneOutdoor and our data science team contribute the "digital angle" and technology perspective to our agency partners via reports, dashboards, and other visualizations. This work is then used for data segmentation for marketing and outreach purposes; or for reports, presentations, press releases or any other public content that will help drive outdoor engagement.

Leveraging Custom Market Research to Generate Insights

To drive higher use of digital services, NIC's strategic research initiatives identify insights to be incorporated into the user experience, design, and marketing programs for our clients. In particular, NIC commissioned a first-of-its-kind national survey in throughout 2020 to identify the specific behaviors and preferences of Millennial and Generation Z citizens (ages 18-40). This research project included a deep dive into the outdoor recreation habits of younger citizens. Our team is continuing to analyze the findings and has made several enhancement recommendations for the OneOutdoor system – particularly in how the system presents instructions and directions for use. An example of this is illustrated in Table 6 below:

Table 6: Market Research Outcomes

Modifications to OneOutdoor Driven by Market Research
Market Insight Discovery ***Market research was conducted*** that provided the insight that *one in five young adults* is unsure about how to interact with government and prefers in-person and phone customer service interactions over digital transactions. **Research Conducted** NIC conducted **a comprehensive review of OneOutdoor's instruction and direction-based content** through the lens of a user who is new to outdoor sports. **Outcome** **NIC's market research team extrapolated the results** of the review to determine that young adult hunters, anglers, and boaters – particularly those who may be new to these sports – may have similar concerns about how best to interact with government. These findings were then shared with the OneOutdoor team. **Resulting Changes** NIC's OneOutdoor team made many changes to the system to simplify, clarify, and sharpen content to better serve this user demographic.

We welcome the opportunity to share additional findings from this and other research projects with NGPC, promoting the evolution of this market technology. In addition, there may be opportunities for Nebraska to be among the target markets for future research and we would give NGPC the opportunity to provide feedback on the types of questions asked in those surveys and focus groups.

Our goal is to continue to build effective multi-channel marketing plans combined with creative disciplines while constructively collaborating with each agency we serve. Certainly, our program delivers valuable outreach campaigns that align with the expectations of our government partners, delivering measurable results.

A Proven Outdoor Marketing Strike Force

Chris Neff, Vice President of Marketing & Research, has 20 years of experience leading NIC's integrated marketing program, including R3 initiatives. He developed and is overseeing NIC's successful R3 marketing program in Pennsylvania and also manages the company's national market research program, bringing the depth of experience necessary to develop and execute effective outreach strategies for NGPC. He delivers essential insights that drive innovation in all aspects of our system.

Chris leads our marketing team, composed of the industry's most accomplished marketing professionals. These professionals possess expertise in market research, consumer insights, design, branding, user experience, and data science who specialize in developing and executing customized digital outreach programs for outdoor licensing. Chris will work closely with the OneOutdoor product team and NGPC to develop a targeted marketing plan, meet regularly with the agency to coordinate activities, review KPI progress, identify opportunities for improvement, and continue to coordinate go-forward activity. Table 7 outlines some key differentiators of the NIC R3 outreach program:

Table 7: NIC R3 Differentiators

NIC DIFFERENTIATORS Integrated, Data-Driven R3 Marketing Outreach Program		
We understand digital government & the outdoor recreation domain better than any other provider.	HuntFishPA is proof -- we are the best marketers in the outdoor recreation space and no other provider can match our results.	We have developed successful R3 programs for the outdoor platform that will power NGPC.
We will customize the program for NGPC, integrating everything we know about marketing government services effectively.	We will design an outreach program that delivers on NGPC's expectations by raising awareness and driving usage of the platform.	NIC will apply lessons learned from R3 marketing campaigns in Pennsylvania and other states to ensure NGPC's program delivers maximum impact.
BENEFITS TO NEBRASKA		

Needle-Mover R3 Strategies

NIC is eager to work closely with NGPC to tailor a marketing and promotion plan that best meets the needs of the agency's R3 goals. Our commitment is to deliver immediate and lasting value to NGPC and the constituents it serves. The NIC marketing team will build targeted tactics that leverage automation to increase engagement between users and the various conservation and recreation activities available across Nebraska.

Our representative will be responsible for the following initiatives:

- **Discovery** – We will work closely with NGPC to understand your desired business outcomes, specific R3 goals, performance expectations, agency financial impact for transaction improvements, current initiatives, and both urgent and longer-term R3 needs.
- **Strategic Alignment** – Based on the discovery phase findings, the team will ensure all recommended initiatives are designed to support NGPC's objectives and are additive rather than being duplicative. (For example, data segmentation and communication coordination will be important parts of the strategic alignment discussion to ensure users are not receiving multiple emails on the same topic from both NGPC and NIC.)
- **Plan & Program Development –** The plan buildout will include a flexible calendar that will be regularly adjusted based on the evolving needs of NGPC and effectiveness of the implemented programs. The calendar will be informed by best practices in other states but will be specific to NGPC's seasonality and marketing objectives. NIC recognizes that a plan is just that – it serves as a series of guideposts but should be an organic process that is responsive to constantly changing data. Once NGPC has reviewed and approved the plan, the team will leverage NIC's and Tyler's vast marketing resources – including data science, creative, social media, video production, media relations, email automation, and digital marketing.
- **Execution** – In addition to overseeing plan implementation, this phase will also include ongoing communications and regular meetings with NGPC based on the agency's preferred cadence. These sessions will ensure that all aspects of NIC's R3 program are being implemented effectively and provide opportunities for enhancements and course modifications when needed.

- **Tracking & Reporting** – NIC will closely monitor performance metrics and provide regular reporting to NGPC. This process will include dashboards to track the effectiveness of R3-focused performance marketing, including the results of email and digital campaigns, page-level analytics, SEO effectiveness, and media relations efforts.
- **Plan Revision** – R3 is a rapidly evolving field and NIC recommends a quarterly analysis of efforts to assess success and identify areas for improvement. We will review both quantitative and qualitative performance to identify program successes and opportunities for improvement that will be shared with NGPC as part of the evolving process of managing the R3 program for Nebraska.
- **Industry Monitoring & Engagement** – Beyond the efforts occurring in Nebraska, our team will monitor activities across the industry to identify best practices and program ideas. Some of this will occur through regular brainstorming sessions with other NIC teams that manage outdoor systems across the country, while other activities will involve attending industry events, networking with other leaders, and monitoring the trade media to track trends and news coverage from other states.
- **Constant Alignment with the NGPC Marketing Team** – Above all else, our marketing team will work in lockstep with NGPC. Your success is our success, and our objective is to provide R3 services that support your goals, complement your existing programs, and deliver a force multiplier that will help raise awareness of and drive transactions through your online system.

Beyond the marketing automation solutions described in more detail in *Attachment A*, specifically in our response to **FUN-069**, NIC is eager to apply engagement best practices from our other outdoor recreation projects, including:

Leveraging Influencers

Leaders in the outdoor recreation community naturally want to share their expertise and enthusiasm with others, and we will tap into this positive energy to promote NGPC licenses and permits. Our goal is to develop useful content that can help customers be better informed and prepared before they go fishing – and then apply that heightened level of confidence to purchase that fishing license.

Promoting Mentorship

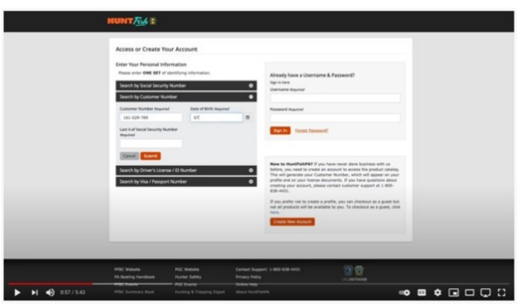
NIC recognizes the challenge of bringing younger generations into the outdoor recreation lifestyle, particularly when there is a disconnection between parents sharing these experiences with their children. We want to double-down on encouraging parents with prior hunting & fishing engagement to reactivate and include their children in these activities. In addition, NIC sees an opportunity to promote mentorship beyond the nuclear family by encouraging trusted elders – grandparents, uncles & aunts, and friends – to share their knowledge by bringing future sportspeople with them the next time they go hunting or fishing. We believe mentorship has the potential to be so much more than a one-off “bring a newbie” initiative. NIC Outdoors believe promoting mentorship is a wrap-around theme that could be incorporated into every marketing tactic referenced in this plan and supported by additional educational tools like how-to videos and digital communities that allow new participants to self-train and engage with experts and other rookies.

Content Marketing

Content marketing provides high quality information in eNewsletters and on the NGPC website to help less experienced outdoorspeople gain the confidence they need to gear up, get licenses, and participate in outdoor recreation. This content could offer how-to videos, tips & tricks from influencers, ideas for mentorship, and other content elements designed to foster engagement.

Video Marketing

While a picture may be worth a thousand words, a video is even more effective at communicating succinctly with users. NIC produces explainer videos, how-to-content and promotional snippets that are embedded in OneOutdoor, linked from agency and third-party websites, and hosted on YouTube and Vimeo. An example of the explainer video we produced to help acquaint users with the new HuntFishPA interface can be found at https://bit.ly/2MXI5MX.



Completed Section 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:
SM			

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:
SM			

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:
SM			

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:
SM			

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:
SM			

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:
SM			

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:
SM			

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	NOTES/COMMENTS:

		Solicitation Response (Initial)	
s m			

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:
s m			

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:
s m			

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:
s m			

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:
SM			

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:
SM			

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:
SM			

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:
SM			

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:
SM			

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:
SM			

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:
SM			

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:
SM			

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:
		SM	Contractor generally accepts the performance requirements, with the addition of the following language:

			Notwithstanding the forgoing, Contractor's damages in this Section shall be limited to $25,000 per Incident. In addition, Contractor shall not be liable for any damages in this Section by any Incident caused by the following: • Any cause beyond Contractor's reasonable control (force majeure events) including, but not limited to, acts of war, civil disturbances, acts of civil or military authorities or public enemies, pandemics, internet outages, earthquakes, hurricanes, floods, fires, storms, tornadoes, explosions, lightning, power surges or failures, fiber cuts, strikes or labor disputes; • Failures of any structures, facilities or equipment provided by the State or its contractors, equipment vendors, or by any carrier or service provider other than Contractor; • Interruptions caused by the negligence of the State or end user; • Periods when the State elects not to release the service for testing and/or repair and continues to use it on an impaired basis; • Unavailability during scheduled downtime; or • Failures of any structures, facilities or equipment on the State's side of the demarcation point.

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

Completed Section III: CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

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

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:
SM			

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:
SM			

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:
SM			

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:
SM			

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:

		s m	Contractor accepts the majority of this Section III.G, however Contractor purchases commercial insurance policies and proposes the following revisions to align the contractual insurance terms with its existing policies, which are industry standard and applicable to this scope of work: The Contractor shall throughout the term of the contract endeavor to maintain insurance as specified herein to the extent available at commercially affordable rates and on commercially reasonable terms 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~~ three (~~6~~3) 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~~ three (~~6~~3) 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.~~ **4. 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. **5. 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 thereby ~~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. Delete the following rows from the REQUIRED INSURANCE COVERAGE table: • XCU Liability (Explosion, Collapse, and Underground Damage) • Abuse & Molestation • Motor Carrier Act Endorsement • Professional Liability (Medical Malpractice)

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:

6. Provide equivalent insurance for each subcontractor and provide a COI verifying the coverage for the subcontractor;
7. 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,
8. 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:
SM			

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:
SM			

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:
SM			

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:
SM			

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:
SM			

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:
SM			

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	NOTES/COMMENTS:

		Solicitation Response (Initial)	
s m			

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:
s m			

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.

Completed Section IV: PAYMENT

A. PROHIBITION AGAINST ADVANCE PAYMENT (Statutory)
Neb. Rev. Stat. §§81-2403 states, "[n]o goods or services shall be deemed to be received by an agency until all such goods or services are completely delivered and finally accepted by the agency."

B. TAXES (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:
S M			

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:
S M			As OneOutdoor is a SaaS solution hosted by AWS, any site access/visits to the AWS data center will be governed by AWS Security Policies and need to be performed in coordination with AWS.

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:
SM			

The Parties shall pay their own costs of the audit unless the audit finds a previously undisclosed overpayment by the State. If a previously undisclosed overpayment exceeds one-half of one percent (.5%) of the total contract billings, or if fraud, material misrepresentations, or non-performance is discovered on the part of the Contractor, the Contractor shall reimburse the State for the total costs of the audit. Overpayments and audit costs owed to the State shall be paid within ninety (90) days of written notice of the claim. The Contractor agrees to correct any material weaknesses or condition found as a result of the audit.

2. Technical Approach (Project Description & Scope of Work)

In accordance with Addendum One, specifically the response to Question Number 23, NIC has included in this response section the completed Attachments A through E (though Attachment D is the Cost Proposal, to which we provide reference only as it can be found in a separate document as required).

Completed Attachment A: Functional Requirements

NIC has provided a response to each requirement in Attachment A beginning on the page immediately following.

Attachment A

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

Bidder Name: NICUSA, Inc.

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: In order to perform transactions in OneOutdoor, customers will need to create a Customer Profile, though limited transactions such as purchase of merchandise do not require a Customer Profile. The Customer Profile currently allows the population of all of these fields in addition to other fields such as Driver's License Number, Driver's License expiration date, telephone number, etc. Below are screenshots of the various pages used by the customer to create the Customer Profile. The following screen shots shown in Figure 1, Figure 2, and Figure 3 illustrate the fields of data collection that occur during customer profile creation:				

Attachment A

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate

Figure 1: Customer Profile Creation Screen

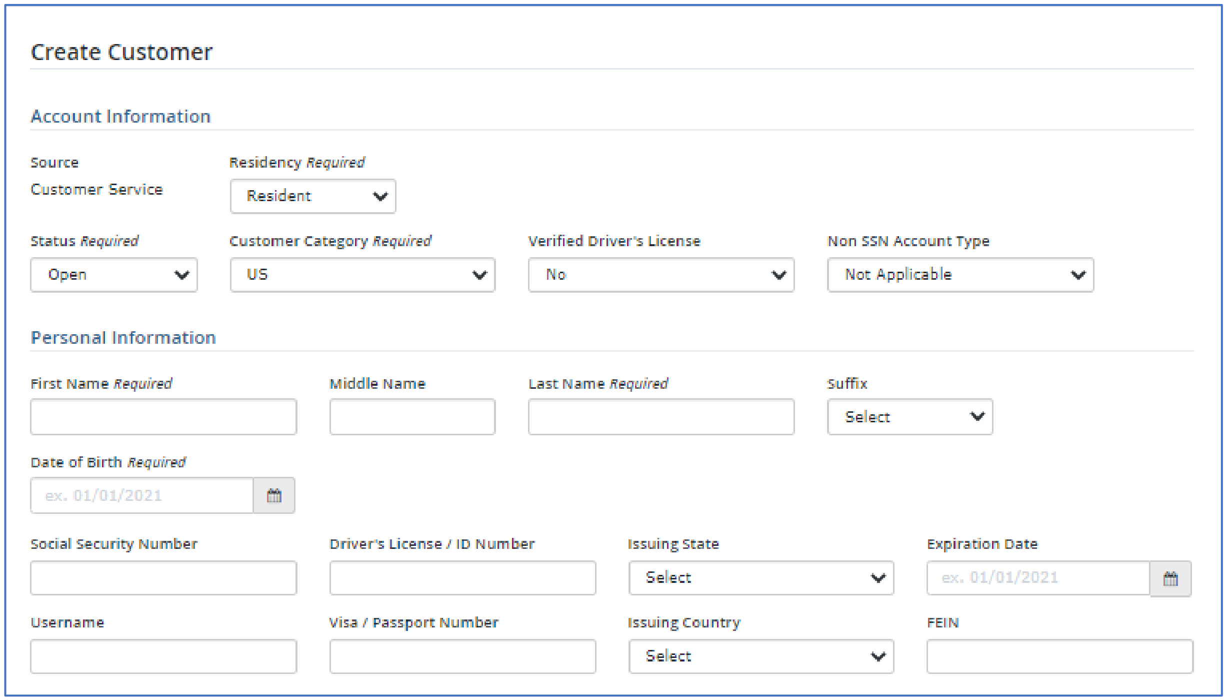


Figure 2: Customer Profile Contact Information Screen

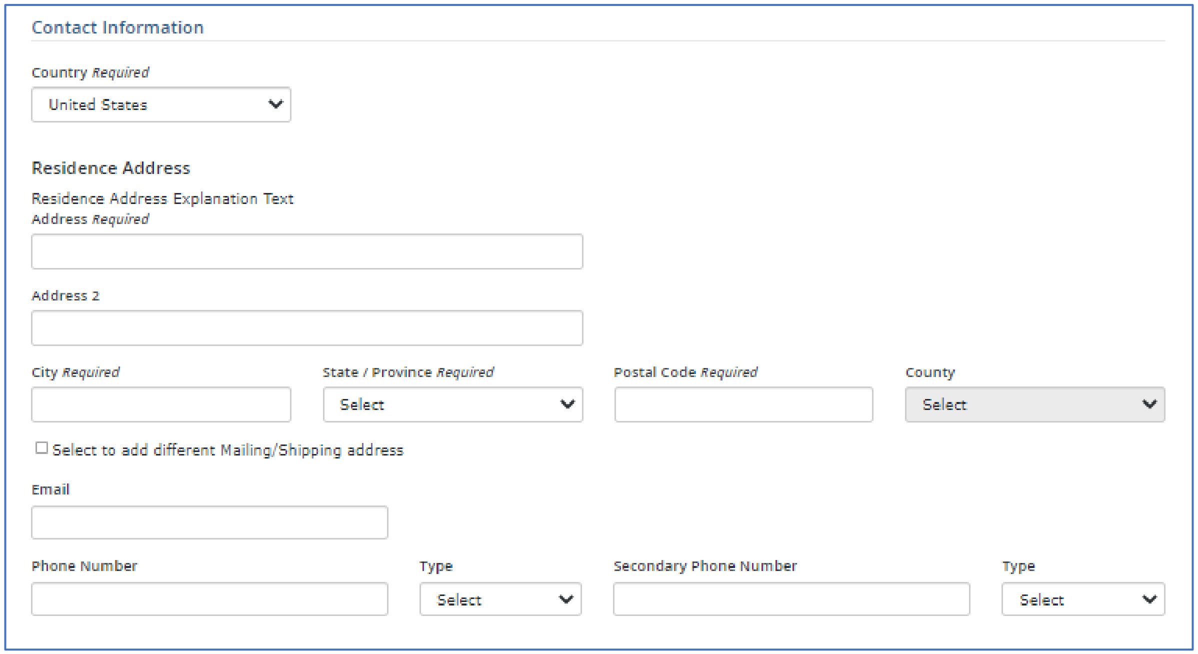
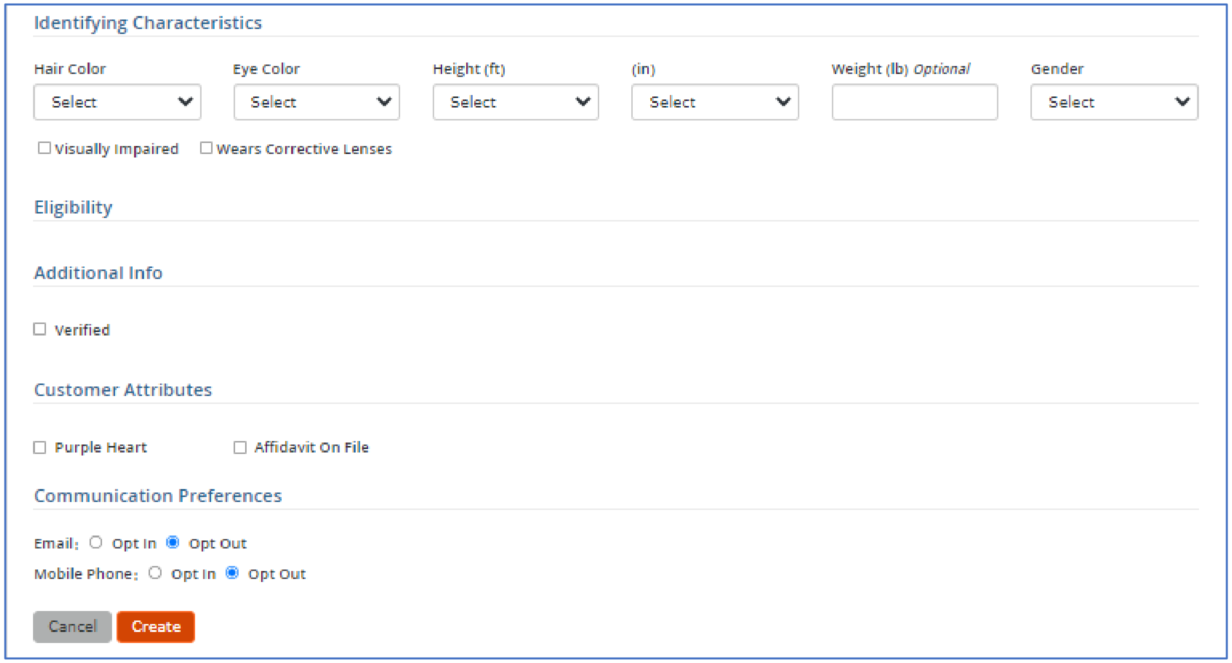


Figure 3: Customer Profile Creation Identifying Characteristics Screen



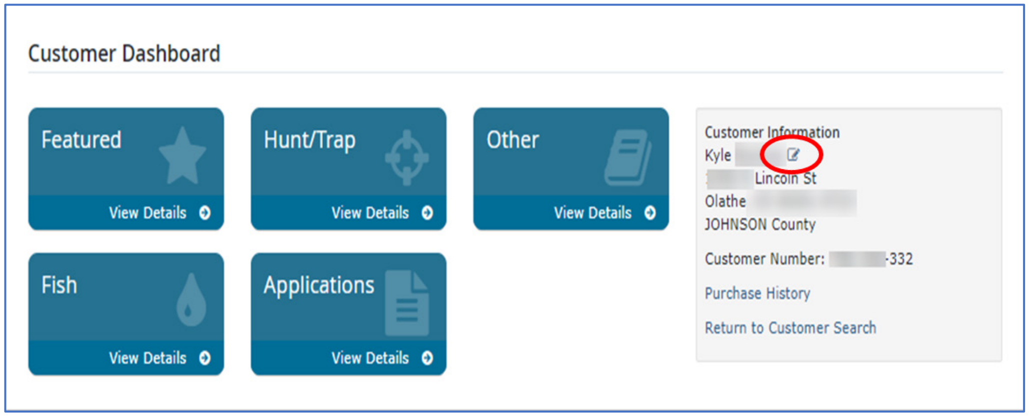
Once the customer has created their account, they would then be able to 'Edit' the information to include their eligibility status. From the Customer's Dashboard, the Edit button is shown as a paper/pencil icon to the right of the customer's name in the Customer Information box as shown in Figure 4 below:

Attachment A

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

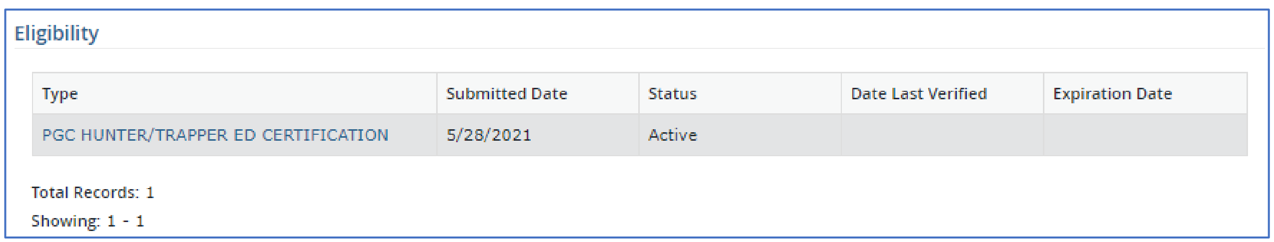
FUN #	Customer Profile	Yes	Customization Required	No	Alternate

Figure 4: Customer Dashboard Edit Button



Once the edit button is clicked, the Edit screen is displayed and at the bottom is the Eligibility section as shown in Figure 5 below:

Figure 5: Edit Customer Profile Eligibility Section



Eligibility

Type	Submitted Date	Status	Date Last Verified	Expiration Date
PGC HUNTER/TRAPPER ED CERTIFICATION	5/28/2021	Active		

Total Records: 1

Showing: 1 - 1

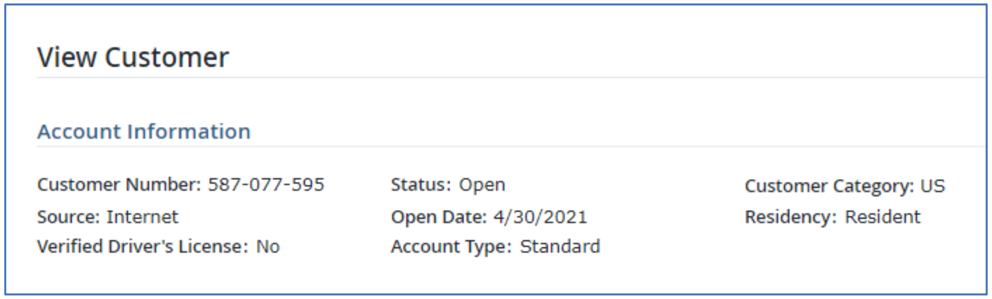
This section is where an agent would check to verify hunter education status for products as necessary.

<table>
<tr><th>FUN #</th><th>Customer Profile</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="2">FUN-002
Section VII.A</td><td>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</td><td></td><td>X</td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response: After a profile is created, a customer will have the ability to edit some of their personal information. They can edit their Driver’s License number and expiration date, their residency status, address details, email address, phone numbers, and identifying characteristics (such as eye color, hair color, etc.). Note: the SSN field is a nine-digit numeric only field in OneOutdoor. If a customer from another country wishes to purchase a product, they can create a customer profile using either their passport or Visa and do not need to provide an SSN to complete their profile.

Customers will not be able to modify their unique nine-digit customer number, which is automatically assigned by the system, nor will they be able to edit their first name, middle name, last name, suffix, date of birth, or Social Security Number, as these identifiers must remain unique in order to avoid duplicate accounts. If a discrepancy is discovered upon account creation, customers can request a modification to this data by contacting the Help Desk, who can route the request to the appropriate party to resolve the issue. Administrative users can update all fields except the unique nine-digit customer number.

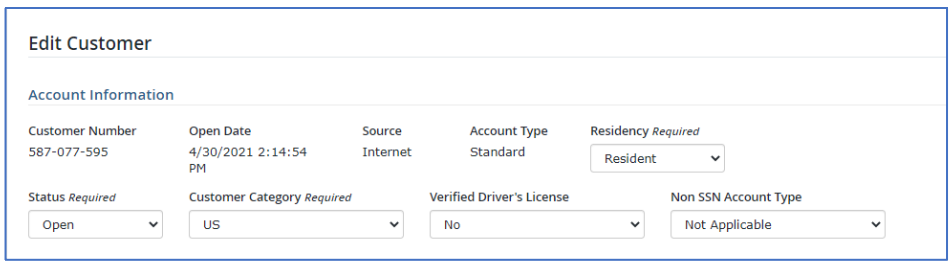
For example, an administrative user or a customer can change the customer’s residency status who has moved to another state. The first step would be to pull up the customer’s profile as shown in Figure 6 below:</td></tr>
</table>

Figure 6: View Customer Profile Screen



At the bottom of this screen is an ‘Edit’ button that a user can click that provides a screen for editing customer profile information as shown in Figure 7 below.

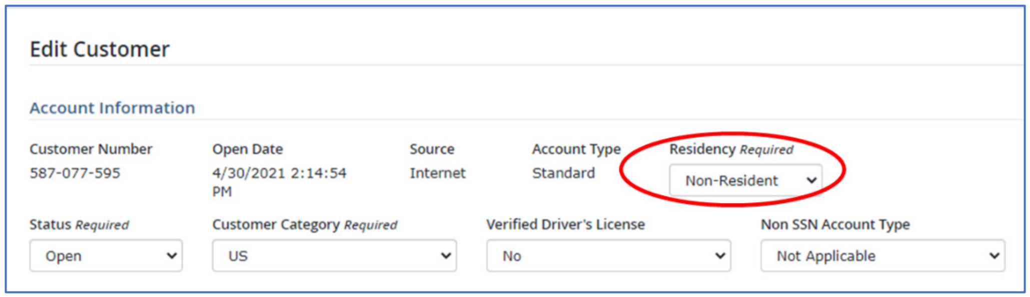
Figure 7: Editing a Customer Profile



The user would then click the residency drop-down box as illustrated in Figure 8 below and choose ‘non-resident’ to make the update:

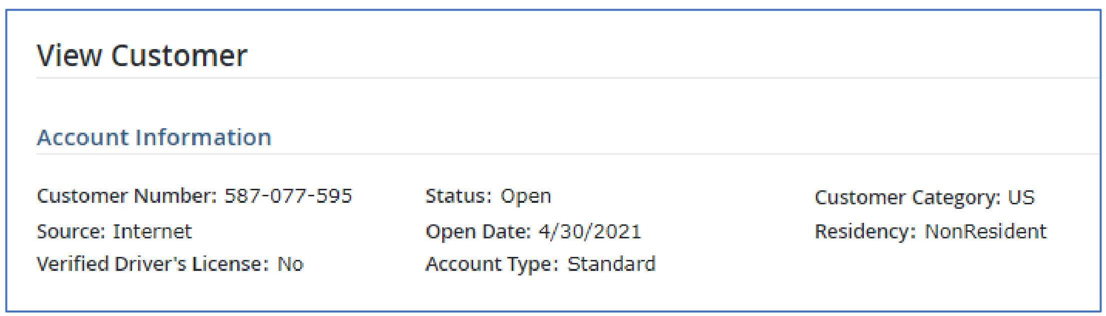
FUN #	Customer Profile	Yes	Customization Required	No	Alternate

Figure 8: Edit Customer Residency Drop Down Box



The user would then click the ‘Save’ button at the bottom of the Edit Customer page to save the changes and confirm that the appropriate updates were made. This will take the user back to the View Customer page to see the updates as shown in Figure 9 below:

Figure 9: View Customer to Review Changes



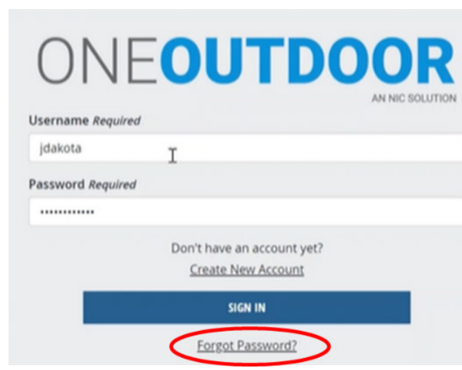
Note: Adding a new “required” field is not a function that can be completed by the agency at this time. If NGPC determines that a new “required” field is necessary on the customer profile that was not contemplated during implementation, NIC would be happy to work with NGPC to initiate that update in the system.

Attachment A

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

<table>
<tr><th>FUN #</th><th>Customer Profile</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="2">FUN-003
Section VII.A</td><td>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.</td><td>X</td><td></td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response: Customers log into OneOutdoor using their username and password. If a customer has forgotten their password, they can change it at any time by signing into the system with their SSN and date of birth. They can also unlock or reset the password using a combination of security questions and email validation to confirm their identity.

A customer can also reset a customer password by clicking on ‘Forgot Password’ link, as seen in Figure 10 below, under the Sign In button and following the prompts provided.

Figure 10: OneOutdoor Login Screen


An administrative user can initiate the password reset function by entering the username and clicking ‘Forgot Password’ link which will send an email to the customer to prompt the to finish the password reset by clicking the included link.

If a customer does not recall their username, they can still access the online portion of OneOutdoor via one of the account lookup methodologies described in Table 1 below:</td></tr>
</table>

Table 1: Customer Account Search Options

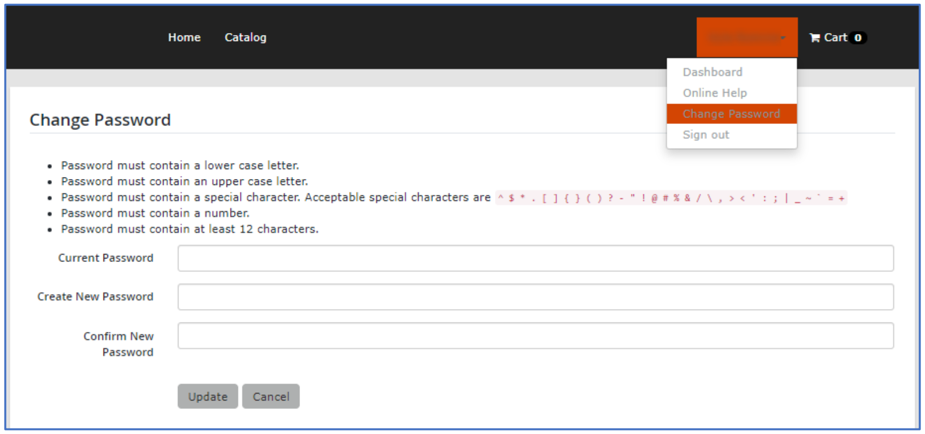
Desired Feature	Solution
Search by Customer Number	This requires the customer to enter their unique nine-digit customer number, their date of birth, and the last four digits of their Social Security Number (SSN).
Search by Social Security Number (SSN)	This requires the customer to enter their Social Security Number (SSN) and their date of birth.
Search by Driver's License/ID Number	This requires the customer to select the issuing state of their Driver's License/State ID, enter the Driver's License/ID number, enter their date of birth, and the last four digits of their Social Security Number (SSN).
Search by Visa/Passport Number	This requires the customer to enter their Visa/Passport number, their issuing country, and their date of birth.
Preventing Duplicate Accounts	***OneOutdoor*** prevents duplicate customer accounts by requiring the following fields to be unique in the system for each customer profile: ◈ Social Security Number (SSN) ◈ Driver's License/State ID and corresponding state ◈ Visa/Passport and corresponding country For the POS agent profile, ***OneOutdoor*** prevents duplicate accounts by restricting who can create accounts via permissions. The username cannot be duplicated throughout the entire ***OneOutdoor*** system.

Alternatively, once a customer is logged into OneOutdoor, they can update their password by clicking the dropdown next to their username in the upper right-hand corner of the Customer's Dashboard. From that list, they would choose 'Change Password' and the screen displays for them to enter their current password and then designate a new password as desired. The screenshot in Figure 11 below shows the dropdown menu from which they choose to 'Change Password':

Attachment A

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	Figure 11: Customer Dashboard Drop Down Menu				



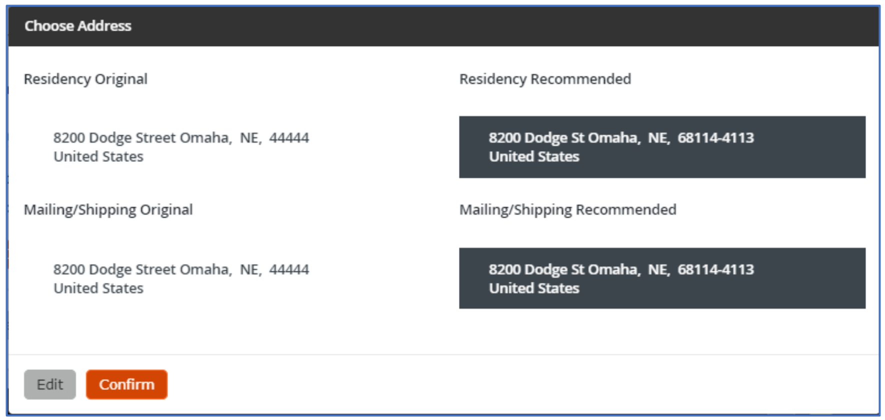
FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-004 **Section VII.A**	A. Describe how your system verifies USPS mailing addresses including address lookup verification.	X			
	Bidder Response: Customer and agent addresses are validated, standardized, and geocoded using the SmartyStreets address validation tool during account set up. This tool automatically identifies the appropriate county for addresses entered and validates the address entered against the United States Postal Service (USPS) deliverability standards. During customer profile creation or creation of a new vendor, the address is validated when it is entered as seen in Figure 12 below:				

Attachment A

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate

Figure 12: Customer Address Validation Screen



Once the user chooses the address with which they would like to proceed from the pop-up box presented on screen, the address is updated in the system and the user can continue with the account creation using the verified address.

NIC will also verify all existing addresses using this same process during data migration to ensure that all addresses against USPS delivery standards as well.

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	X			

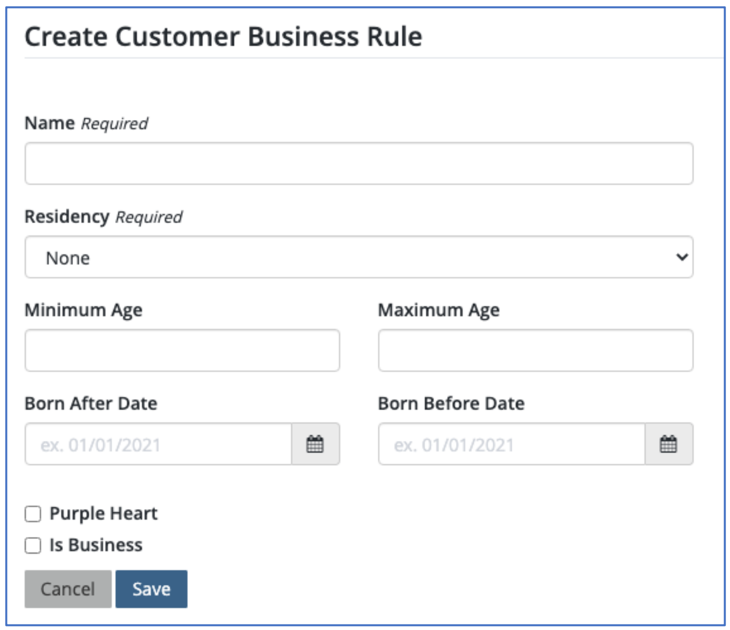
Attachment A

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	5. Deployed Military				

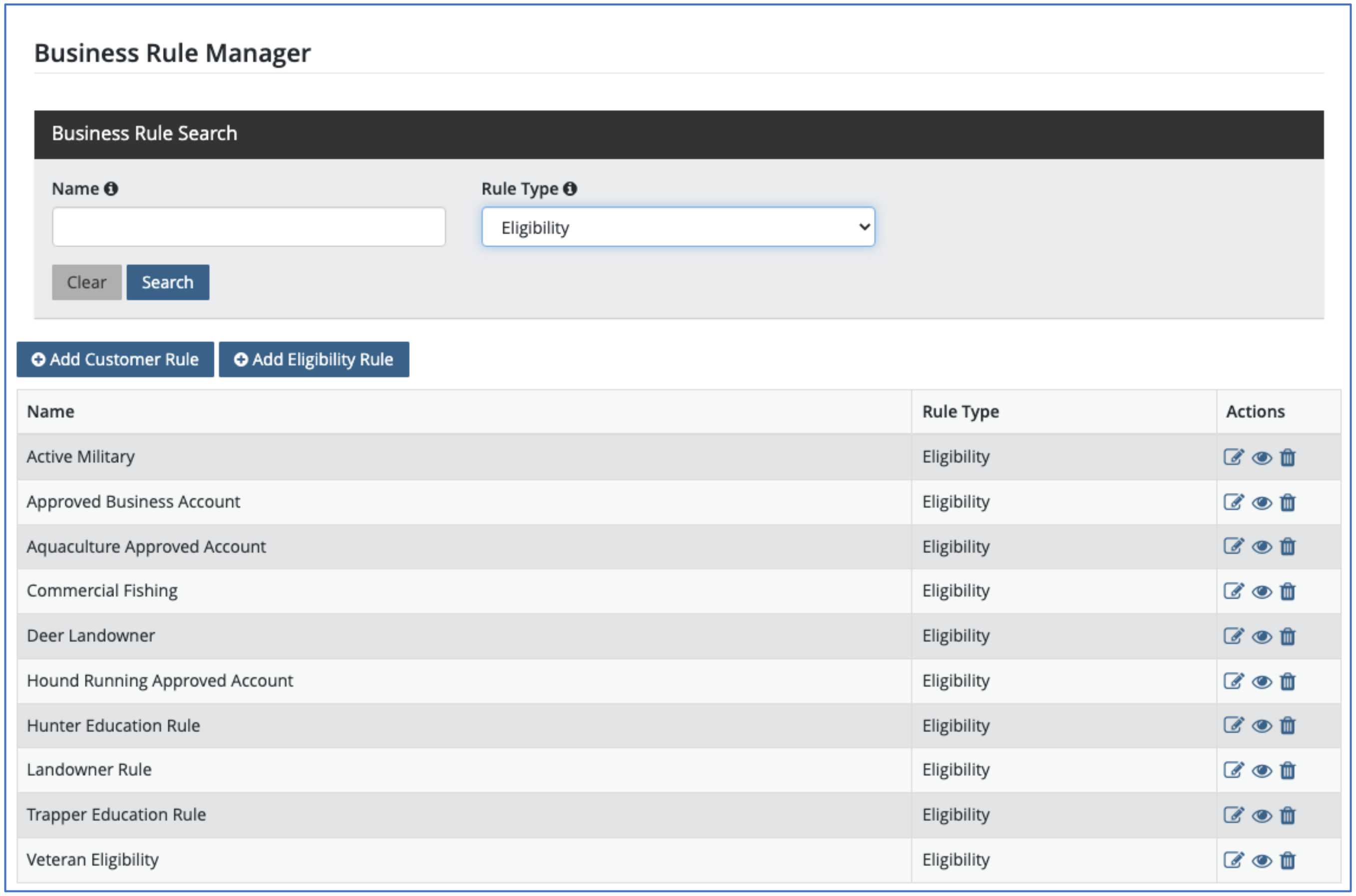
Bidder Response: OneOutdoor can accommodate any number of special classes of people as needed by NGPC; through the Business Rule Manager. Business Rules can be configured to identify any group of customers via the information stored on their customer profile. The following screenshot, Figure 13, shows the Business Rule Creation screen. Once configured, these rules can be used to filter the product catalog to ensure a customer is presented with products and pricing that they are eligible to receive. Customers who do not meet the business rules will not be able purchase the configured items. Pennsylvania and Illinois use this feature to control age restrictions and residency pricing.

Figure 13: Business Rule Manager



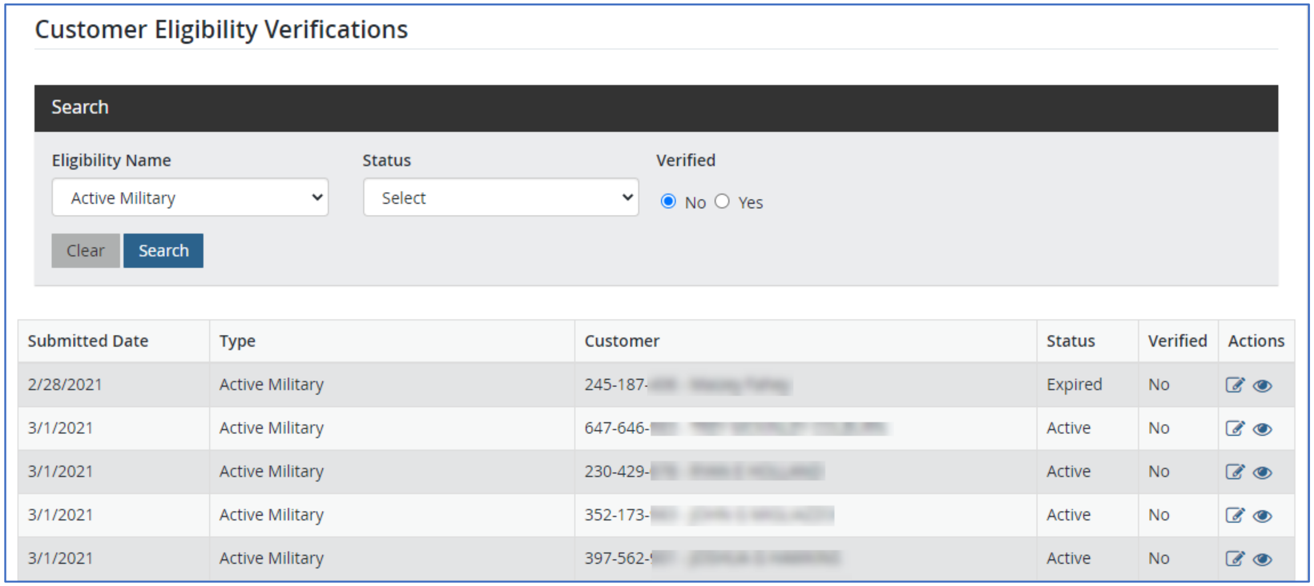
Administrative users can also create eligibility rules to identify and manage specific customer groups. The screen shot in Figure 14 below shows the eligibility rules that were configured for Illinois's implementation of OneOutdoor.

Figure 14: Business Rules Search Screen



When the agency has a need to see the list of customers who fall into each Attribute/Eligibility category, they would use the 'Customer Eligibility Verification' utility from the Administrative Dashboard shown in Figure 15 below. This module allows administrative users to choose an eligibility category to view a listing of all customers that have that eligibility.

Figure 15: Customer Eligibility Verification Screen



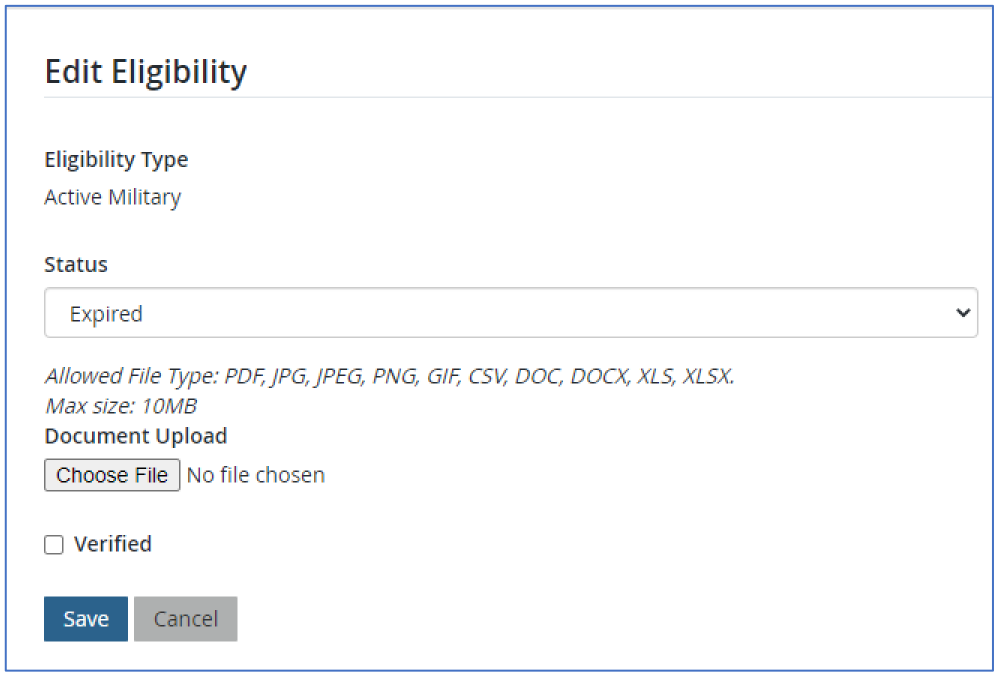
Administrative users can easily review and edit eligibility for a customer. The screen shot in Figure 16 below shows how the administrative user can change the status of the customer by using the drop-down menu as necessary and then clicking the 'Save' button.

Attachment A

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate

Figure 16: Editing Eligibility Status



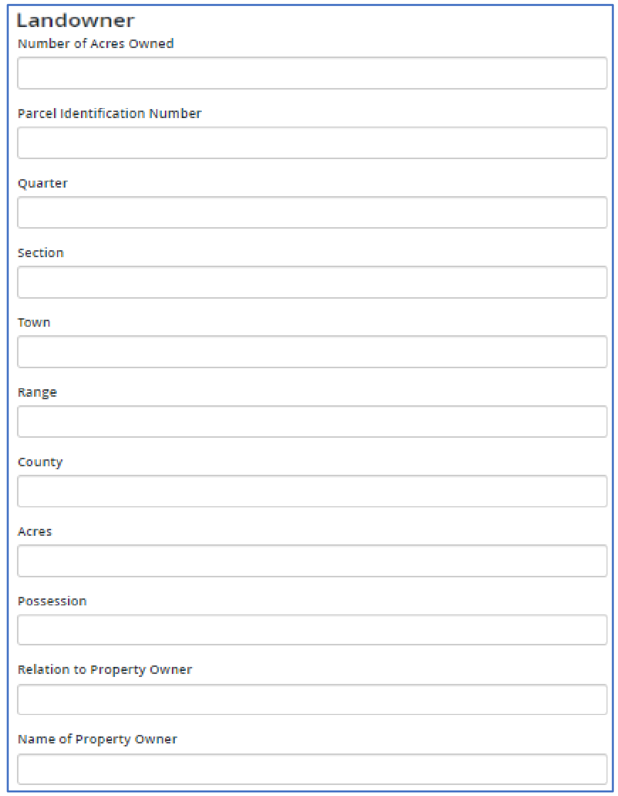
FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-006	A. Describe the process your system uses to add legal land descriptions to a profile including the number of acres owned, the	X			

Attachment A

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
Section VII.A	parcel identification number, quarter, section, town, range, county, acres, possession (own or lease), relation to the owner, name of the property owner.				
	Bidder Response: The OneOutdoor system includes several different user groups, including resident landowner and non-resident landowner. These groups allow a user to identify as a landowner and specify the characteristics of the land such as acres owned, parcel number, etc. as required. To become a registered landowner, the customer would log into their Customer Profile and click on the ‘Buy Applications’. They would then choose the Landowner application and fill out all fields and submit the application shown in Figure 17 below to receive proof they are a landowner.				

Figure 17: Landowner Application


Landowner

Number of Acres Owned

Parcel Identification Number

Quarter

Section

Town

Range

County

Acres

Possession

Relation to Property Owner

Name of Property Owner

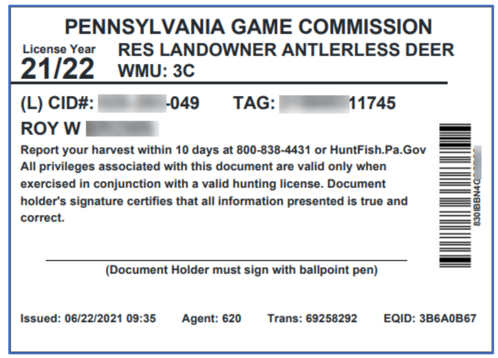
User groups can also be utilized during lotteries and draws and can be provided preference in a lottery or draw, if desired by NGPC administrative users. Pennsylvania uses this feature currently and they also provide landowners the opportunity to purchase licenses at a discounted rate; an example is shown in Figure 18.

Attachment A

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate

Figure 18: PA Resident Landowner Permit Example

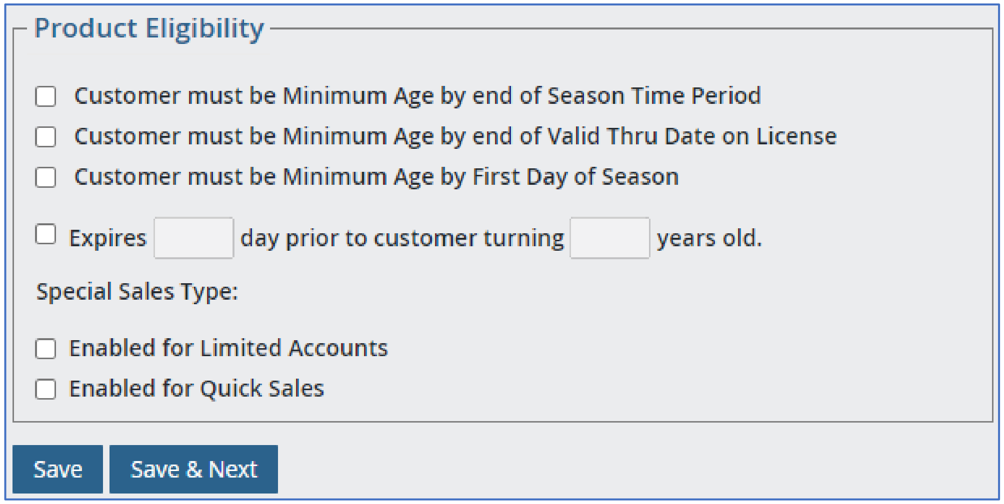

PENNSYLVANIA GAME COMMISSION
License Year 21/22
RES LANDOWNER ANTLERLESS DEER
WMU: 3C
(L) CID#: [redacted]-049 TAG: [redacted]11745
ROY W [redacted]
Report your harvest within 10 days at 800-838-4431 or HuntFish.Pa.Gov
All privileges associated with this document are valid only when exercised in conjunction with a valid hunting license. Document holder's signature certifies that all information presented is true and correct.
(Document Holder must sign with ballpoint pen)
Issued: 06/22/2021 09:35 Agent: 620 Trans: 69258292 EQID: 3B6A0B67

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: During implementation, NGPC can designate any number of fields they would like to require that the customer provide in order to create a successful Customer Profile. For those fields, during the creation of a new Customer Profile, the system would provide an input masks to indicate to the customer the expected format needed for any required field that requires a specific number of characters or a specific format. If the customer does not populate the field correctly, and it is a required field, the customer will not be able to save the information to their customer profile. Instead, they will receive an error message and the system will highlight the field containing incorrect information (the field will receive a red border). If the field they are attempting to populate is not a required field, and the customer does not input correct information into the field, upon advancing from that field, the field will simply not retain the inaccurate information and become blank.				

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
	As an example, if the customer enters only eight digits for a phone number that requires ten digits and is a required field, when they attempt to save the customer profile or advance to the next section of the profile, an error message will be displayed letting them know that the phone number is not accurate and that the customer will need to correct that information in order to save their customer profile.				

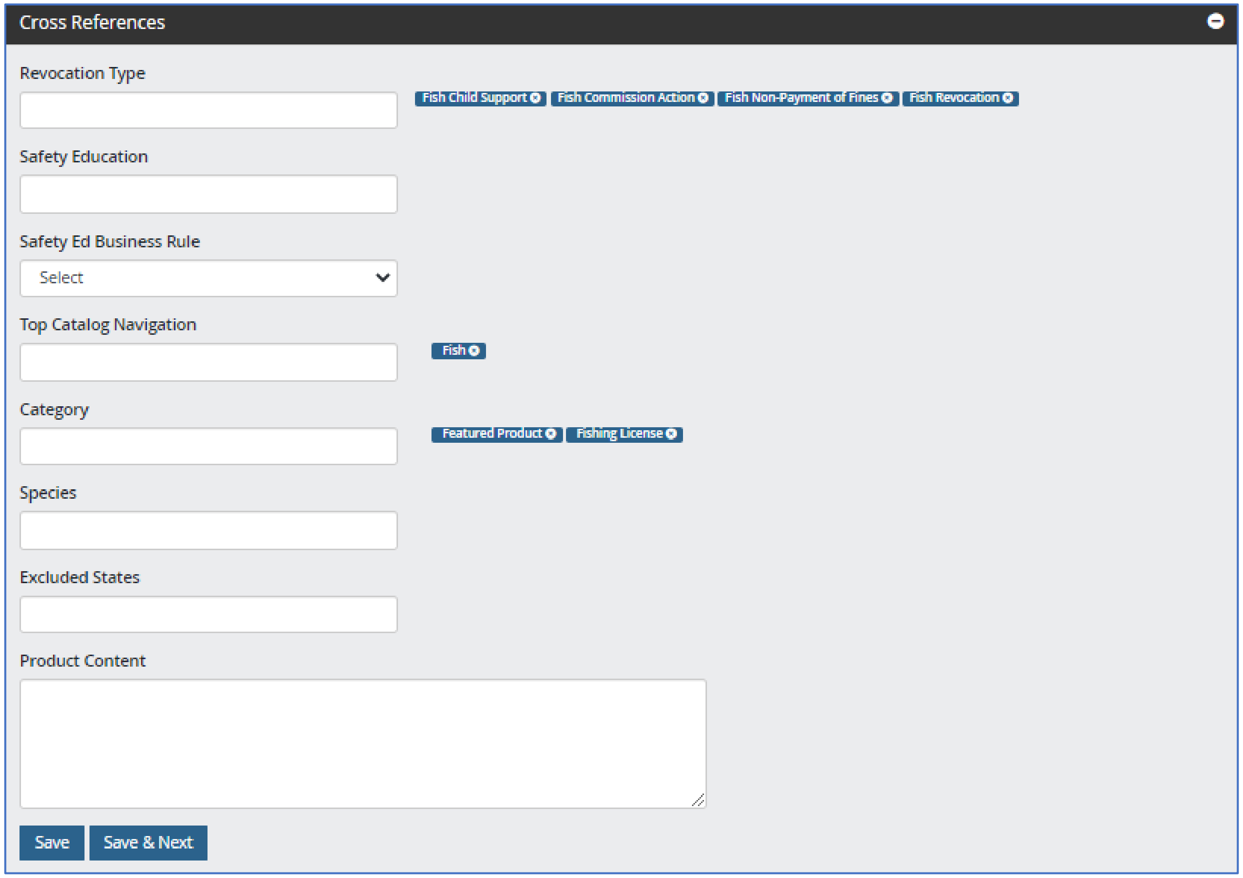
FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-008 **Section VII.B**	A. Describe how the system checks for item prerequisites before adding an item to the cart.	X			
	Bidder Response: The Product catalog can be customized as needed to suit the needs of NGPC. The product catalog is customized initially per user based upon age eligibility requirements that the NGPC user specifies during product set up. These items, in the screen shot shown in Figure 19, are available during product creation from the administrative dashboard's 'Product Manager' module and allows NGPC to set up high level age requirements for each product:				

Figure 19: Product Eligibility Designation Setup



In addition, the OneOutdoor system includes prerequisite/cross reference functionality that ensures that when a customer completes their purchase, they have everything necessary to be able to utilize it. As the administrative user continues product creation, they will be able to set prerequisites/cross references as needed for each product. For example, if they want to ensure that a customer cannot purchase a specific product if the customer has certain revocations on their profile, the administrative user designates cross references as shown in Figure 20 below:

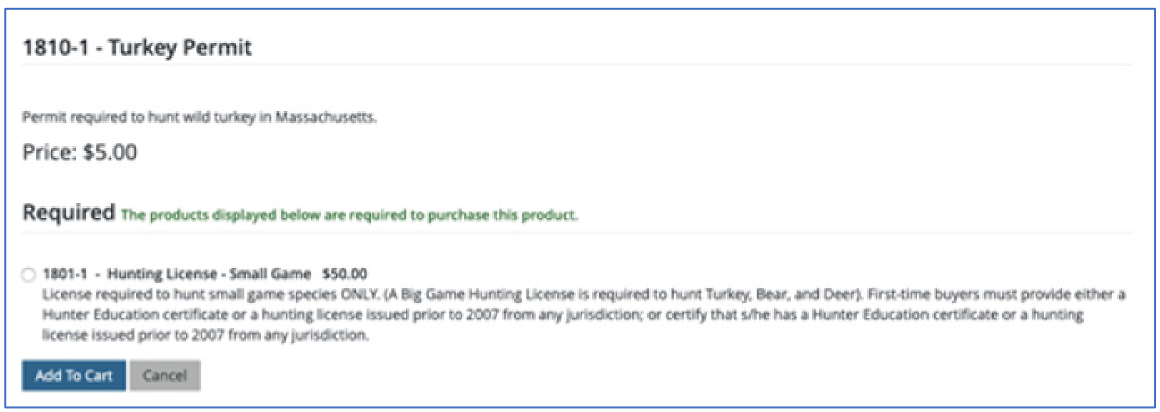
Figure 20: Product Setup Cross Reference Designation



NGPC Administrative users will be able to configure products and set up prerequisites by product. Utilizing cross reference capabilities within the system, any product available for purchase that requires an eligibility requirement can be configured to include such cross reference that will appear during the purchase process. The cross reference will place a message

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
	at the bottom of the screen to indicate that another product is required to be active on a Customer's Profile in order for the current product to be able to be used. For example, in order to purchase a 'Turkey Permit', the NGPC administrative user can configure a cross reference in the system to require that the customer also purchase the required 'Hunting License – Small Game' if they do not already have an active license on their profile. If the customer does not have an active 'Hunting License – Small Game' on their profile and they select the 'Turkey Permit', they will be presented an on-screen display with a message stating that they must add the Required license in order to purchase the 'Turkey Permit'. These requirements carry all the way through the check-out experience, so a customer cannot remove the required product and still purchase the 'Turkey Permit'. The following screenshot in Figure 21 illustrates the cross reference that will be presented as described:				

Figure 21: Cross Reference/Product Required for Purchase

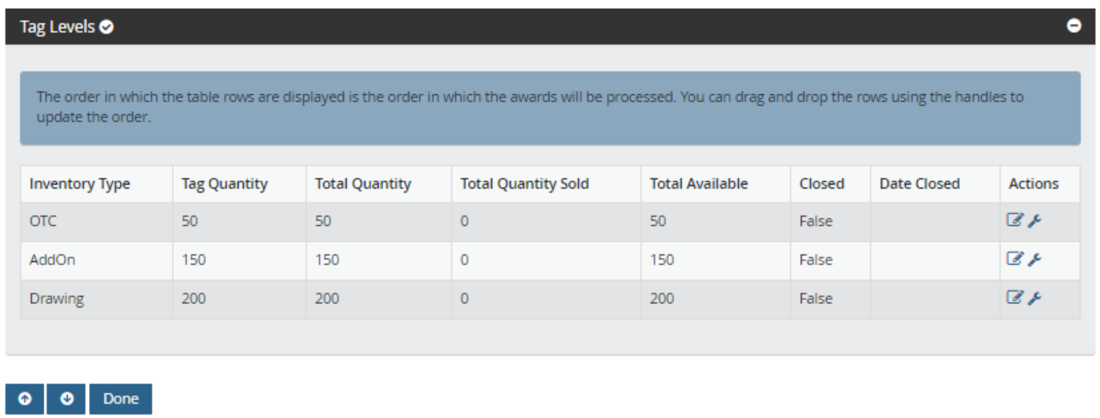


This functionality ensures that prior to making a purchase, all eligibility requirements as configured by Administrative users are met prior to a customer being able to complete a purchase for such a product.

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-009 **Section VII.B**	A. Describe how the system checks to make sure the number of sold permits does not exceed available inventory.	X			

Bidder Response: When NGPC sets up a new season, it will designate at that time, the total number of permits/tags available for that season. For example, NGPC is setting up their goose season for the year. To make this example simple, let's say NGPC wants to provide a total of 400 permits/tags for that season. They will need to designate the tag levels available for that season based on how many tags they want to be available for sale in three categories: OTC (over the counter), Add-On (online purchases), and Drawings. They decide that the season will include one drawing of 200 permits/tags, and will allow for 50 permits/tags to be sold OTC and 150 permits/tags to be sold as Add-On items in the online shopping cart as shown in the following screen shot as illustrated in Figure 22 below:

Figure 22: Tag Level Designations



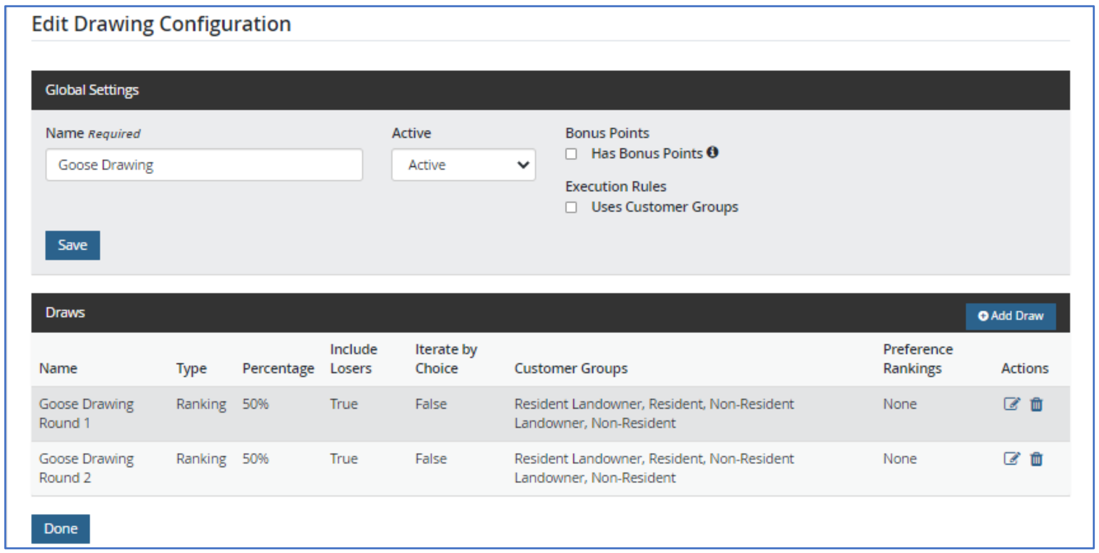
Inventory Type	Tag Quantity	Total Quantity	Total Quantity Sold	Total Available	Closed	Date Closed	Actions
OTC	50	50	0	50	False		
AddOn	150	150	0	150	False		
Drawing	200	200	0	200	False		

As you can see in the above screen shot, the system manages the designated inventory as sales are made in order to ensure that the number of tags sold does not exceed the available inventory.

For drawings/lotteries, NGPC can restrict/designate the number of available permits for each drawing by indicating the percentage of tags to be included in the drawing. In addition, NGPC can designate how many people can apply and how many people can win in a specific drawing or lottery; this ensures that the number of permits sold do not exceed the existing available inventory. For example, NGPC can set up multiple rounds in a specific lottery and can designate the

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
	tag inventory to be used during each round as shown in Figure 23 below. Once each round meets the designated inventory, that round ends. This ensures that a lottery or draw does not exceed available inventory.				

Figure 23: Tag Inventory Per Round Designation



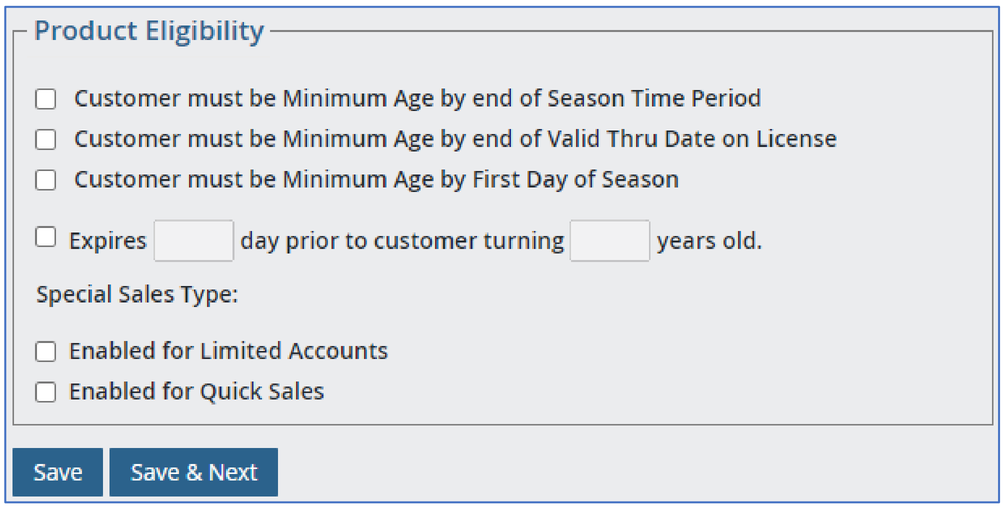
FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-010 **Section VII.B**	A. Describe how the system validates a customer's profile to check age and residency.	X			
	Bidder Response: Customers must be logged into the system in order to purchase items from the product catalog with few exceptions (exceptions are things that do not have age limits or residency requirements such as donations or vouchers). The product catalog is personalized to each customer, so when a customer is signed into OneOutdoor, the				

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate

product catalog will only include items that are available to that particular customer for purchase based on the information provided in their Customer Profile and the configured Business Rules.

The product catalog is customized initially per user based upon age eligibility requirements that the NGPC user can require during product set up. The items shown in the screen shot in Figure 24 below are available during product creation from the administrative dashboard ‘Product Manager’ module and allow NGPC to set up high level age requirements for each product:

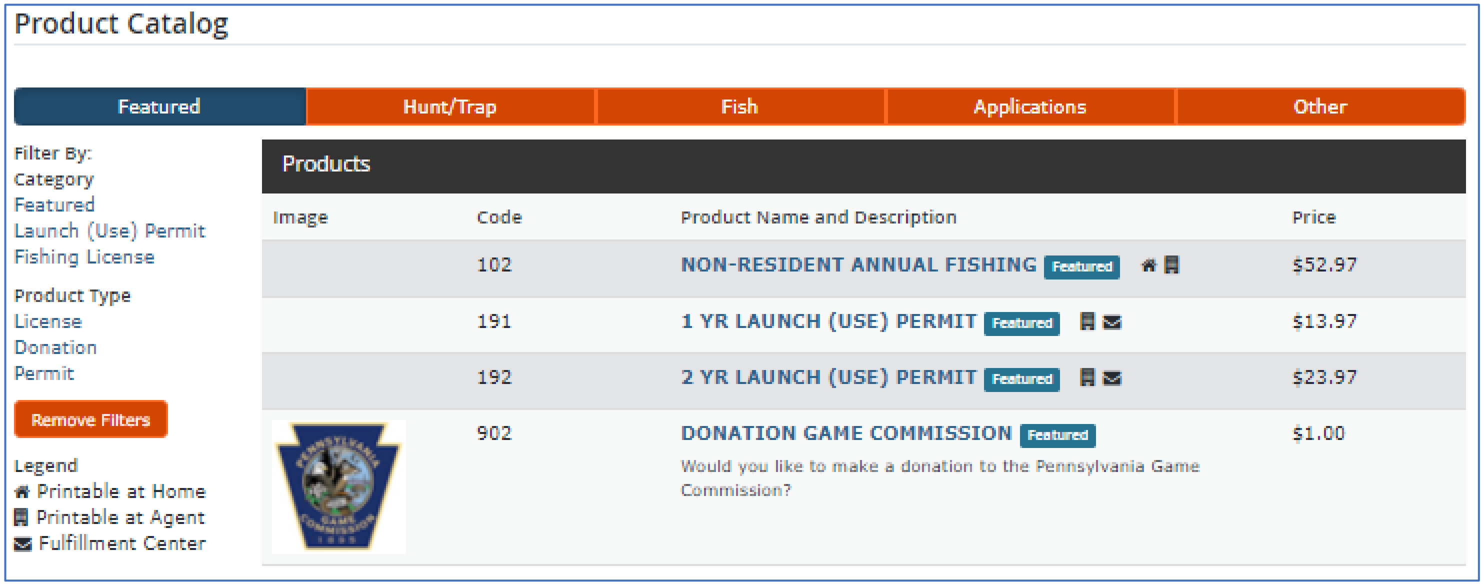
Figure 24: Product Eligibility Setup



In addition, products displayed to the customer are also driven by business rules such as age and residency restrictions. The example below in Figure 25 shows the Pennsylvania system presenting a non-resident customer with an annual fishing license configured with a price point that is higher than what is presented to resident customers.

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate

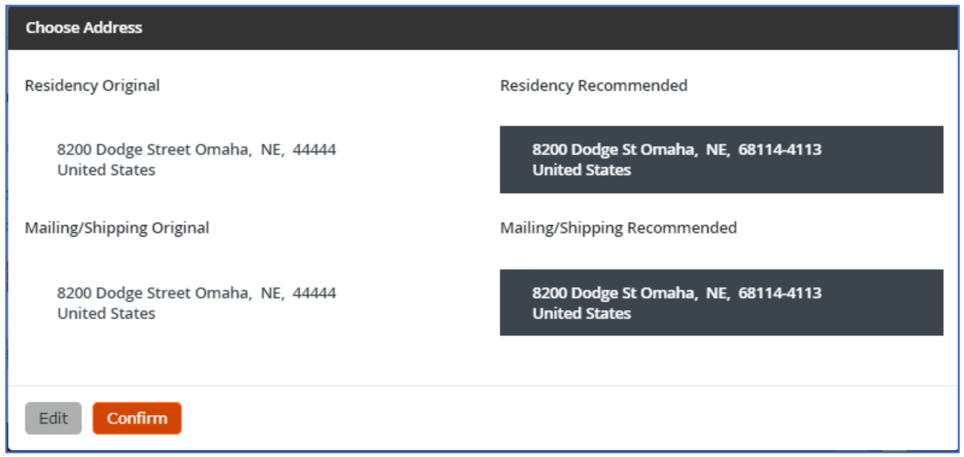
Figure 25: PA Product Catalog for Non-Resident Customer



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: OneOutdoor validates customer addresses by using an approved USPS verification system, SmartyStreets. Figure 26 shows an example of how the address is verified via the USPS system:				

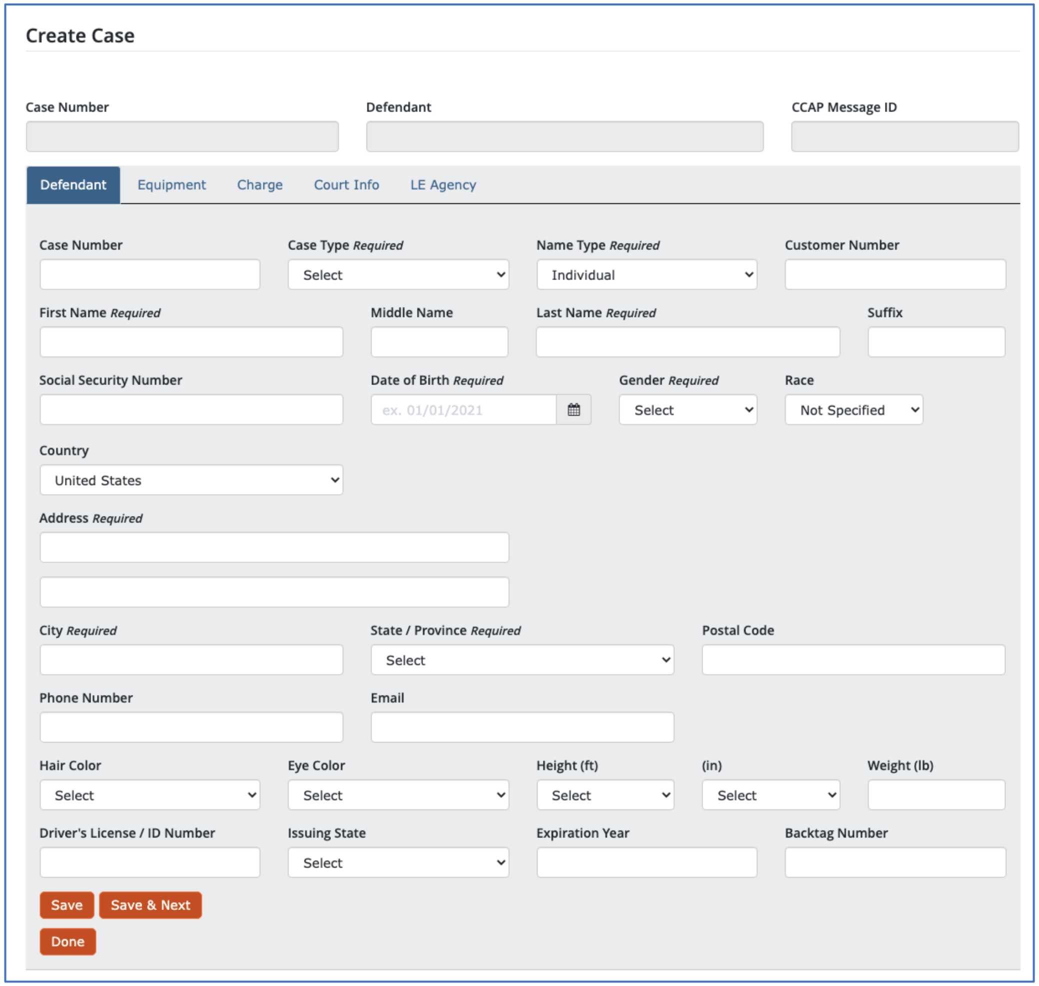
FUN #	Transaction Validation	Yes	Customization Required	No	Alternate

Figure 26: USPS Address Verification Screen



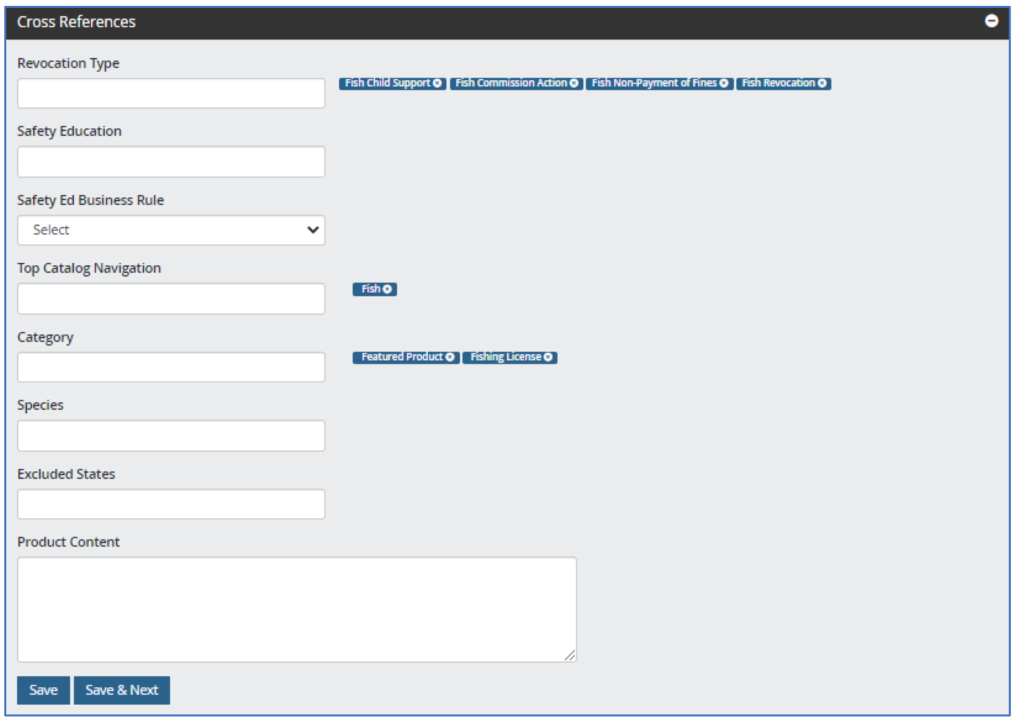
FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
FUN-012 **Section VII.B**	A. Describe how the system verifies against revocation list/rules.	X			
	Bidder Response: OneOutdoor is capable of integrating with external data sources as directed by NGPC, including revocation lists and rules. These integrations can automatically create and update cases within the Law Enforcement module. In addition, administrative users with credentialed access to the Law Enforcement module can enter cases and revocations directly into the system as shown in Figure 27 below.				

Figure 27: Administrative User Revocation Case Creation



FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
	In OneOutdoor, revocations can invalidate any licenses/products linked to the revocation type that a customer has on their profile and also prevents them from purchasing any products linked to that revocation until it is removed or expired by the State administrative user (this could include LEOs). These revocation rules are created by the NGPC administrative user during product creation. NGPC sets up cross references as needed for each product created to designate what revocation types found on a customer's profile will invalidate the product and make that product unavailable for purchase by a customer with that revocation listed on their profile. The below screen shot in Figure 28 shows an example of these cross references:				

Figure 28: Product Cross References for Revocations



Attachment A

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

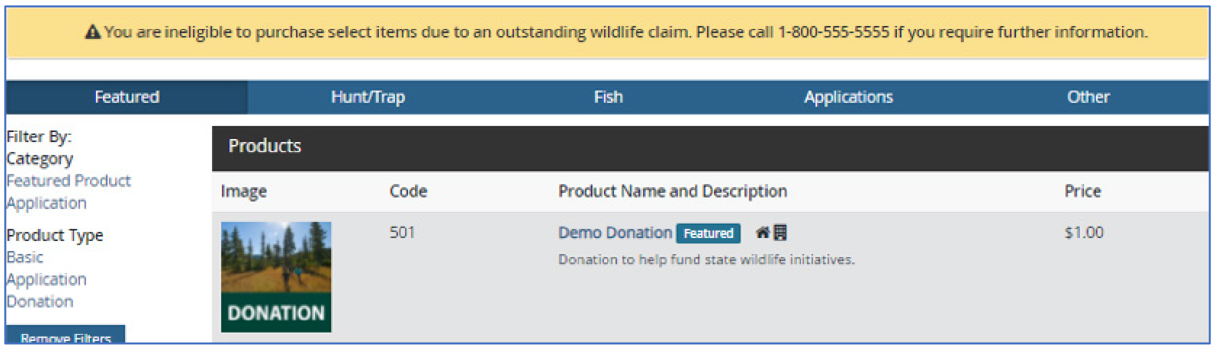
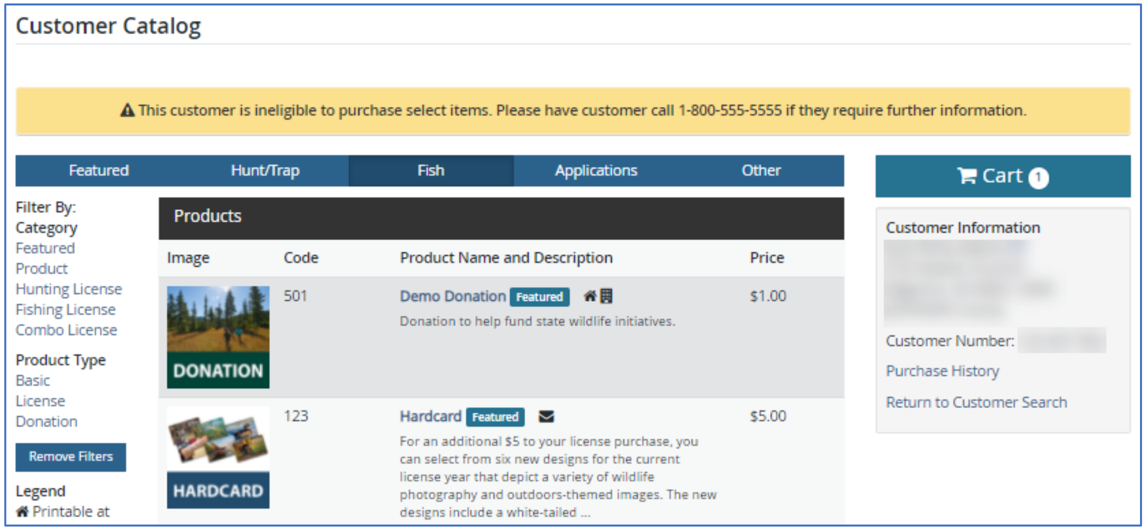
FUN #	Transaction Validation	Yes	Customization Required	No	Alternate
	A revocation placed on a customer's account can prohibit that person from purchasing any product associated with that revocation type. If the customer has an active revocation on their account, when they enter their product catalog, they will immediately see a banner message letting them know that they are 'ineligible to purchase select items' This banner message is 100% customizable by NGPC Administrative users through the Content Manager. Figure 29 below is an example of such a message: **Figure 29: Product Catalog Ineligibility Message**  If an agent is purchasing on behalf of the customer, when viewing that customer's product catalog to add a product to the customer's shopping cart, they will immediately see a banner message that states that certain products will not be available for purchase. This banner message is fully customizable by NGPC in the 'Content Manager' available from the Administrative Dashboard. Figure 30 below is an example of such a message that can be displayed in this situation:				

Figure 30: Agent's View of Customer Product Catalog with Revocation



For example, a customer has a revocation type on their customer profile because they are behind on their child support payment. That revocation will prohibit the person from purchasing any product associated with a designated child support revocation type. Figure 31 below illustrates how such a revocation is displayed in the system in the Law Enforcement Module's Case Management section:

FUN #	Transaction Validation	Yes	Customization Required	No	Alternate

Figure 31: Law Enforcement Case Management Revocation Example

Results

Customer Name and Number	Date of Birth	City, State, Zip	Citation Number	Revocation Desc. and Effective Dates	Actions
Marty 766	07/31/1977	Edgerton, KS, 66021-2569		Fish Non-Payment of Fines (1/1/2021 - 12/31/2021)	
Amber 058	07/31/1977	Edgerton, KS, 66021-2569	101A	General Hunting Suspension (12/15/2020 - 12/31/2099)	
Wendell 145	07/31/1977	Leawood, KS, 66209-2123	123	Game Child Support (4/6/2021 - 12/31/2022)	
Wendell 145	07/31/1977	Leawood, KS, 66209-2123	100A	General Hunting Suspension (12/16/2020 - 12/31/2021)	
Smith, Joe	07/31/1977	Harrisburg, PA, 17120			

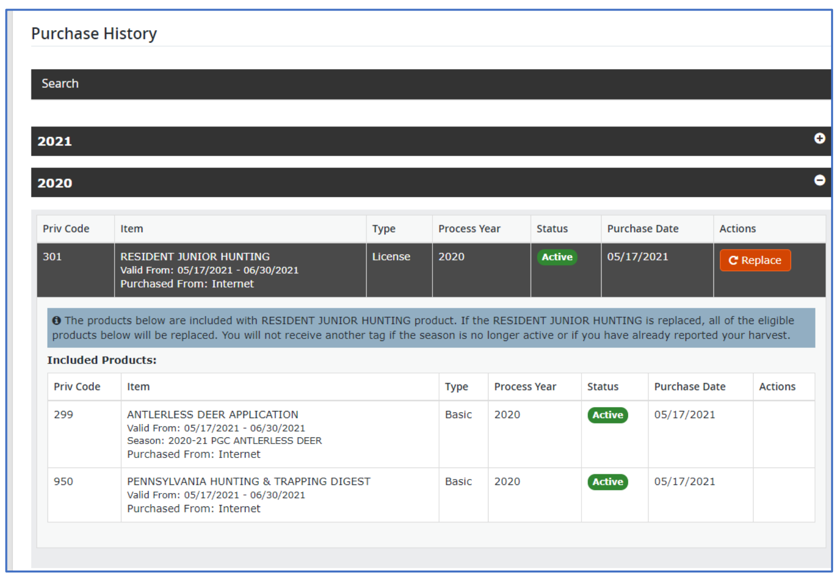
Total Records: 5
Showing: 1 - 5

FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
FUN-013	A. Describe how the system replaces a permit, based on statute requirements.	X			

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

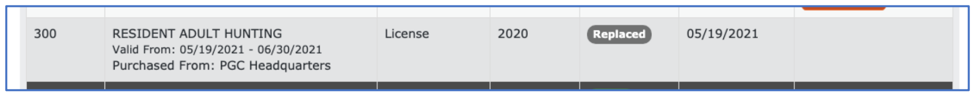
FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
Section VII.C	Bidder Response: NGPC can set up products to allow customers to be able to replace a product, or not, based on statute requirements in their state. If a OneOutdoor customer needs to replace a permit, they can purchase a replacement permit by navigating to their Purchase History to locate the original permit purchase. Once they have located the permit needing replacement, they would click the ‘Replace’ button; as shown in the below screen shot; this button will only show next to those items that are eligible for replacement. Clicking the ‘Replace’ button as shown in Figure 32 below will place that product in their shopping cart for them to complete the purchase. Once the purchase is completed, it would then show in their Purchase History as well. Any replacement permit sales will result in a replacement flag in the transaction record in order to denote the replacement. In addition, the replacement permit number will be the same as the original but followed by an “R” to indicate that the permit is a replacement permit.				

Figure 32: Replacing a Permit Purchase History



<table>
<tr><th>FUN #</th><th>Replace or Exchange</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td colspan="5">Any permits that have been replaced and are therefore no longer valid will be marked with a Replaced status in the customer’s purchase history as shown in Figure 33 below:

Figure 33: Replaced Flag in Purchase History

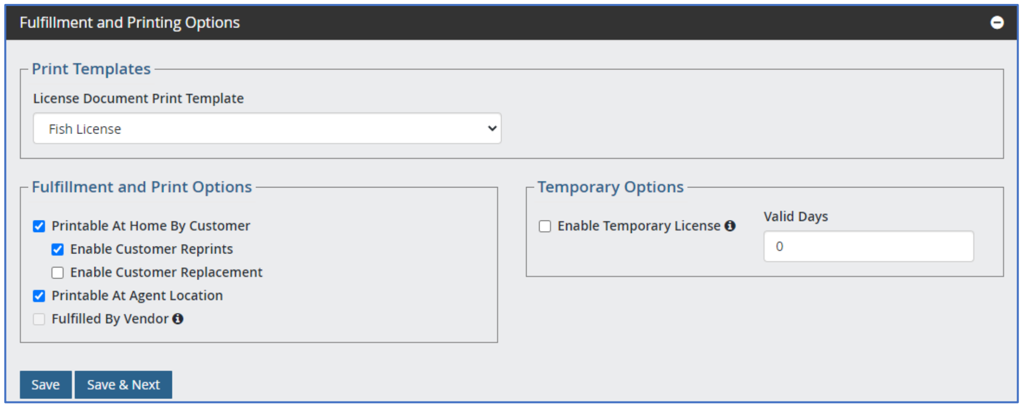


Additional Information:
The following rules apply to replacement licenses:
◈ Expired licenses cannot be replaced.
◈ Voided licenses cannot be replaced.
◈ A refunded license cannot be replaced.
◈ A customer who has revoked privileges cannot request replacement licenses.</td></tr>
</table>

<table>
<tr><th>FUN #</th><th>Replace or Exchange</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="2">FUN-014
Section VII.C</td><td>A. Describe how the system reprints a permit, based on statute requirements.</td><td>X</td><td></td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response: Administrative permissions give NGPC the ability to mark when a product is eligible for reprint, how many times it can be reprinted at an agent location, and how long after the order is completed an agent has to reprint the order, based on the statute requirements of the state. For example, NGPC can designate in the product set up to allow agents a reprint window of 30 minutes after an order is complete if they encounter any minor printing issues.

The following screenshot in Figure 34 shows the administrative user’s options during product creation to either allow or not allow the product to be reprinted:</td></tr>
</table>

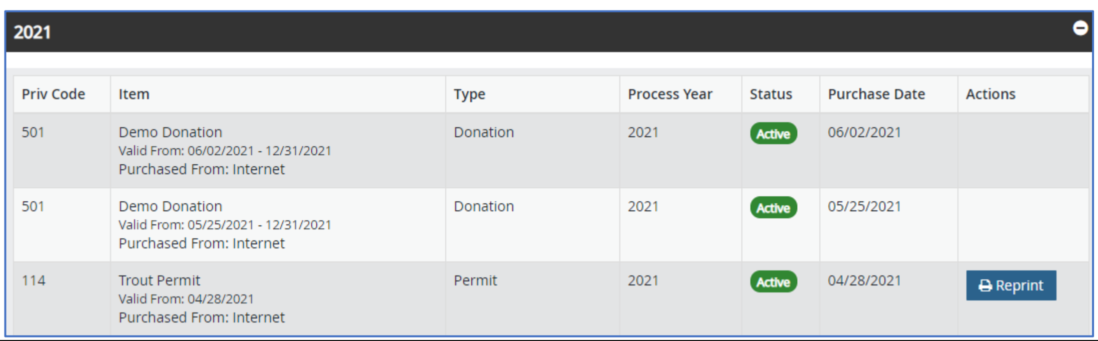
Figure 34: Printing Options During Product Creation



OneOutdoor Administrative users can configure each product as needed to either allow or not allow for reprinting, based on current statutes. By design, the system gives the State the flexibility to easily configure products as their recreation or business needs dictate.

The following screen shot in Figure 35 provides a view of the customer profile's Purchase History, showing the 'Reprint' button next to the eligible product:

Figure 35: Reprint Button in Purchase History

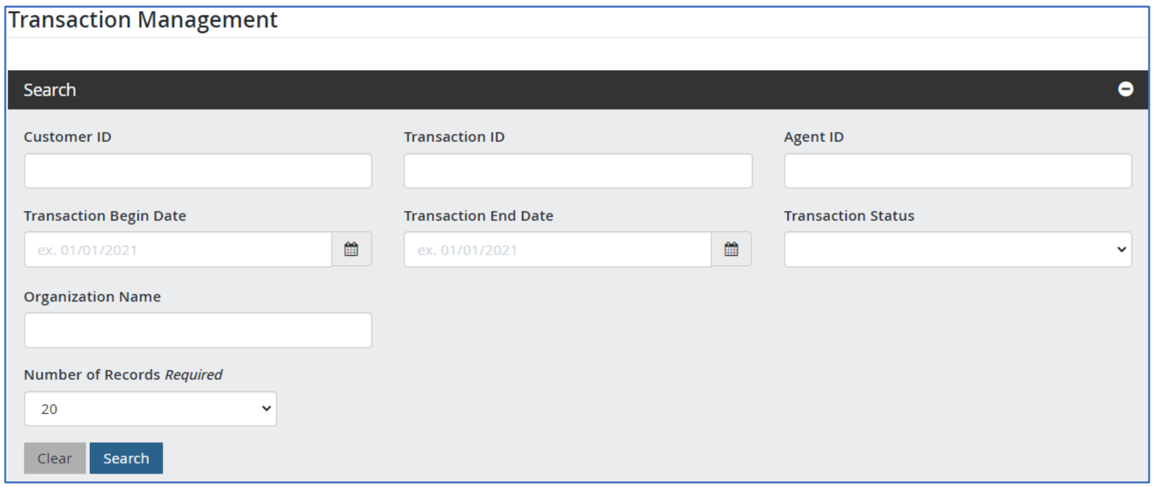


FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
	Additional Information: The following rules apply to reprinted licenses or privileges: ◈ Expired licenses and privileges cannot be reprinted. ◈ Voided licenses and privileges cannot be reprinted. ◈ A refunded license cannot be reprinted. ◈ A customer who has revoked privileges cannot request reprints of licenses or privileges. ◈ Customers can reprint license documents on 8 inch by 11-inch paper.				

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: In order to initiate an exchange transaction, the customer would need to contact an agent or the call center and request an exchange, providing the name of the existing permit and the type of permit they desire out of the exchange. The agent would need to perform a void transaction on the purchased permit in order to cancel the transaction and validity of the permit that is no longer needed. The agent can then transact a purchase for the desired permit and collect any additional funds necessary if the price of the new permit exceeds that of the original permit. Exchanges cannot be performed online. Note: If the agent is performing the void transaction through the NIC Payment Platform, the funds will be returned back onto the originating credit card or account. The NIC Payment Platform utilizes a token and does not store any credit card numbers in OneOutdoor or the NIC Payment Platform. When an item needs to be returned the token is sent to the processor who uses this to match it to the credit card number and return the funds. NGPC or NIC staff can utilize the administrative tools to look up a transaction and mark it for return directly, utilizing only transaction information and data. If the transaction was performed via cash, check, or Money Order, the agent would proceed with the transaction, ensuring that the customer is only charged for any additional amount resulting from the desired permit costing more than the original.				

FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate
	To void a transaction, the agent would first access the Transaction Management module from the Administrative Dashboard. The agent would perform a search for the transaction by entering the Customer ID, transaction ID, date of the transaction, status of the transaction, organization that completed the transaction, etc. as seen in Figure 36 below:				

Figure 36: Transaction Management Search Functionality



	Once the customer completes the search, the system will provide the listing of search results as illustrated in Figure 37 below:				

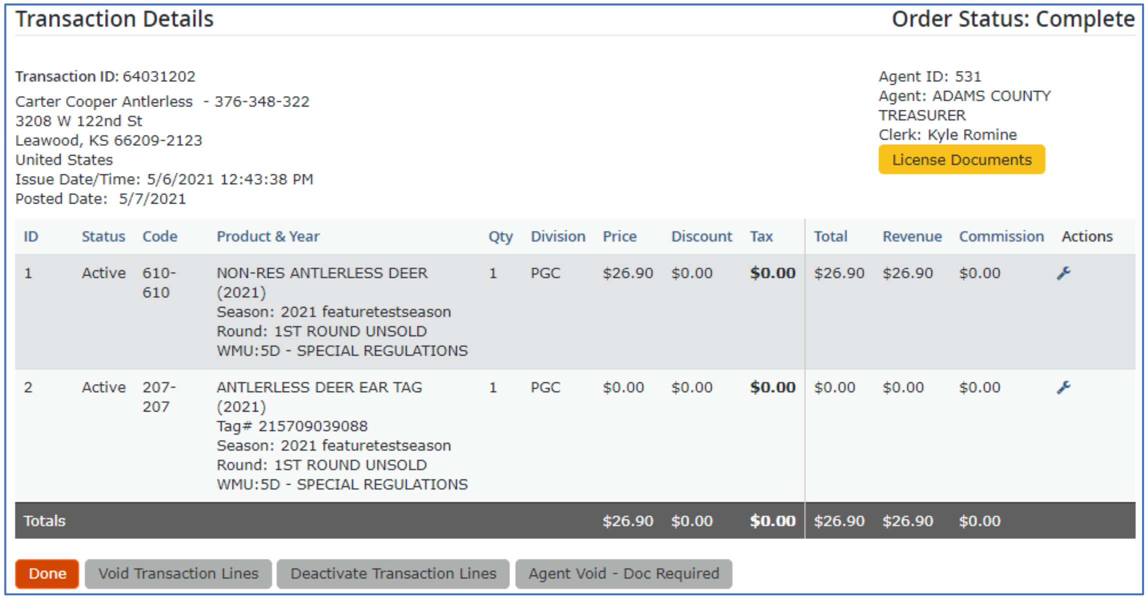
Figure 37: Transaction Management Search Results

Transaction Search Results

Transaction ID	Customer ID	Agent ID	Clerk	Total Price	Transaction Date	Transaction Status
1351	064-389-158 - James Instuctor	4119 - Online Sales Agent		$60.00	6/11/2021 10:14:00 AM	Complete
1350	064-389-158 - James Instuctor	4119 - Online Sales Agent		$60.00	6/11/2021 10:12:59 AM	Incomplete
1349	064-389-158 - James Instuctor	4119 - Online Sales Agent		$60.00	6/11/2021 10:11:58 AM	Incomplete
1348	094-694-387 - Joe Junior	4119 - Online Sales Agent		$11.50	6/10/2021 9:35:06 PM	Complete

From the listing of transactions received from the search, the agent can click on the Transaction ID to view the details of the transaction, as shown in Figure 38 below:

Figure 38: Transaction Details Screen



Transaction Details — Order Status: Complete

Transaction ID: 64031202
Carter Cooper Antlerless - 376-348-322
3208 W 122nd St
Leawood, KS 66209-2123
United States
Issue Date/Time: 5/6/2021 12:43:38 PM
Posted Date: 5/7/2021

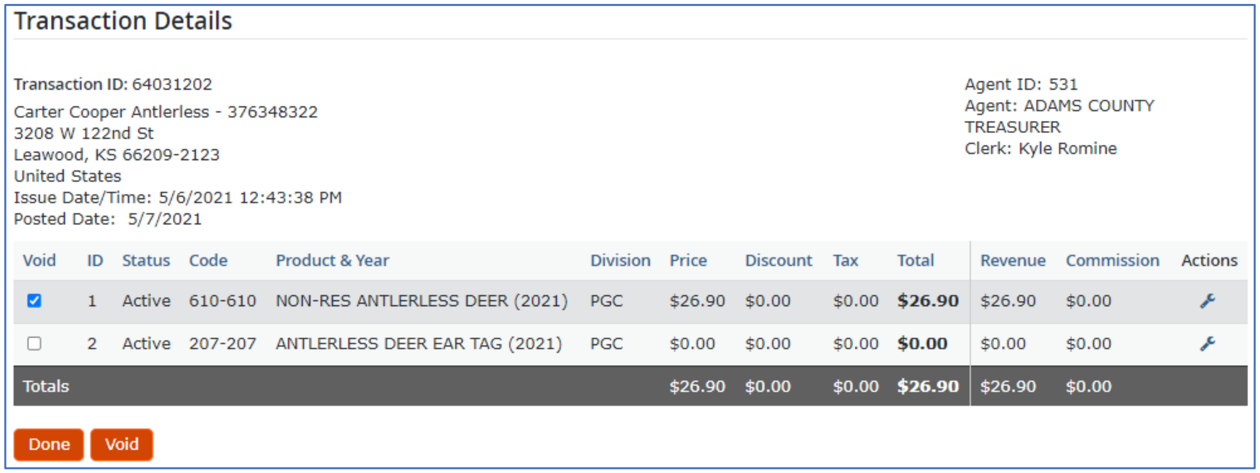
Agent ID: 531
Agent: ADAMS COUNTY TREASURER
Clerk: Kyle Romine
License Documents

ID	Status	Code	Product & Year	Qty	Division	Price	Discount	Tax	Total	Revenue	Commission	Actions
1	Active	610-610	NON-RES ANTLERLESS DEER (2021) Season: 2021 featuretestseason Round: 1ST ROUND UNSOLD WMU:5D - SPECIAL REGULATIONS	1	PGC	$26.90	$0.00	**$0.00**	$26.90	$26.90	$0.00	
2	Active	207-207	ANTLERLESS DEER EAR TAG (2021) Tag# 215709039088 Season: 2021 featuretestseason Round: 1ST ROUND UNSOLD WMU:5D - SPECIAL REGULATIONS	1	PGC	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	
Totals						$26.90	$0.00	**$0.00**	$26.90	$26.90	$0.00	

Done | Void Transaction Lines | Deactivate Transaction Lines | Agent Void - Doc Required

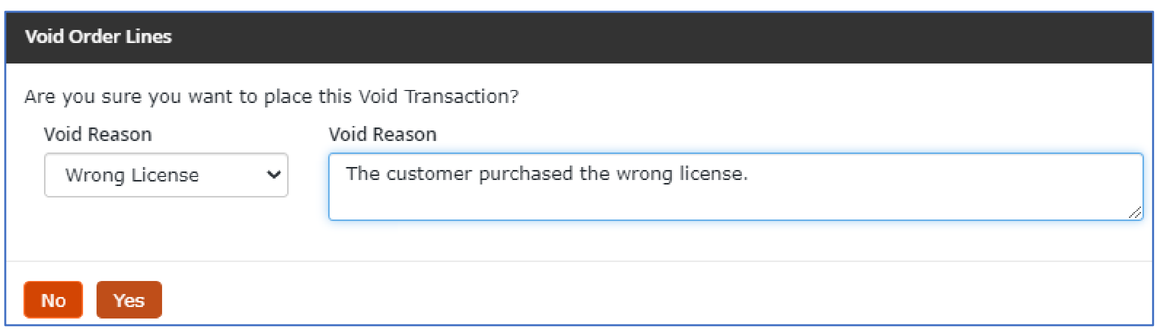
From this screen, the agent would click on the ‘Void Transaction Lines’ button shown above, which provides the listing of voidable transactions as shown in Figure 39 below: (NGPC designates during product creation whether or not a product will be able to be voided, or not)

Figure 39: Voidable Transaction Listing



On the screen above, you can see that the agent has chosen to void the first line which is the completed Non-Res Antlerless Deer (2021) Permit transaction. The agent can choose all or just one transaction to void, as needed. They would then click on the 'Void' button to proceed. This brings them to the void confirmation screen as seen in Figure 40 below:

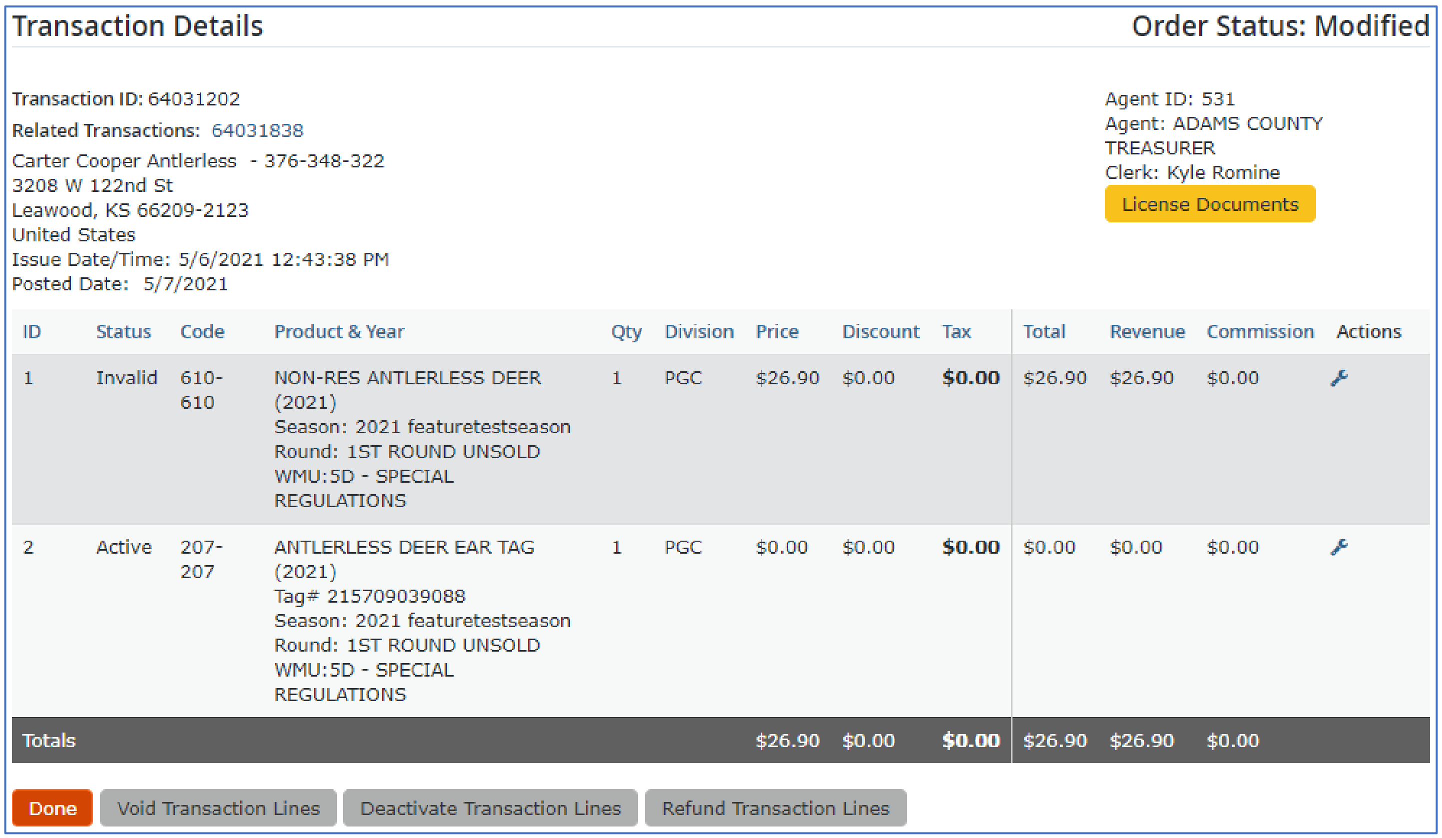
Figure 40: Void Confirmation Screen



FUN #	Replace or Exchange	Yes	Customization Required	No	Alternate

The agent can choose from four different void reason options from the drop-down menu and would then click on the 'Yes' button to proceed with the void transaction. This changes the status of the voided transaction from 'Active' to 'Invalid' as shown in Figure 41 below:

Figure 41: Completed Void Transaction Results



Transaction Details — Order Status: Modified

Transaction ID: 64031202
Related Transactions: 64031838
Carter Cooper Antlerless - 376-348-322
3208 W 122nd St
Leawood, KS 66209-2123
United States
Issue Date/Time: 5/6/2021 12:43:38 PM
Posted Date: 5/7/2021

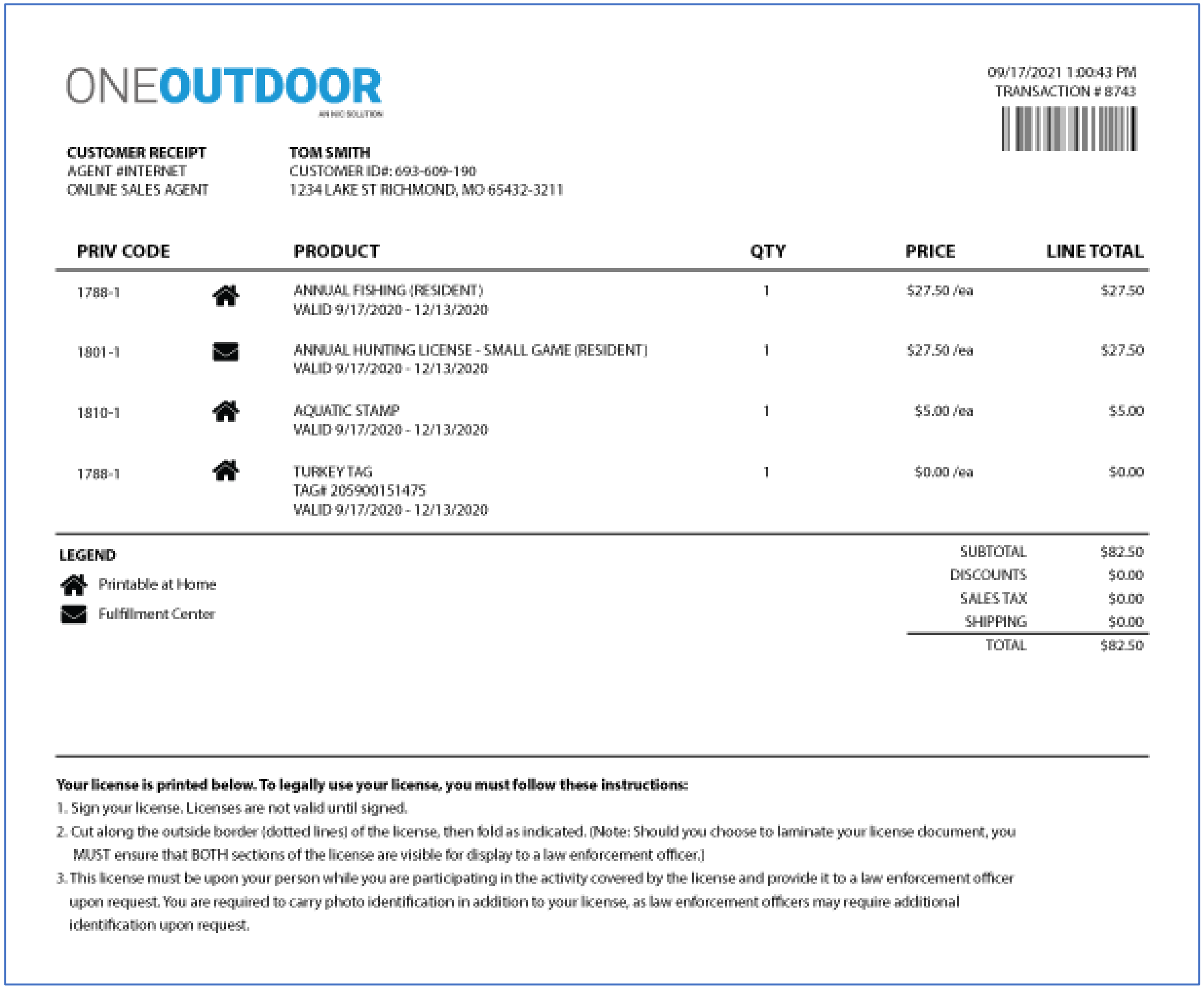
Agent ID: 531
Agent: ADAMS COUNTY TREASURER
Clerk: Kyle Romine
License Documents

ID	Status	Code	Product & Year	Qty	Division	Price	Discount	Tax	Total	Revenue	Commission	Actions
1	Invalid	610-610	NON-RES ANTLERLESS DEER (2021) Season: 2021 featuretestseason Round: 1ST ROUND UNSOLD WMU:5D - SPECIAL REGULATIONS	1	PGC	$26.90	$0.00	**$0.00**	$26.90	$26.90	$0.00	
2	Active	207-207	ANTLERLESS DEER EAR TAG (2021) Tag# 215709039088 Season: 2021 featuretestseason Round: 1ST ROUND UNSOLD WMU:5D - SPECIAL REGULATIONS	1	PGC	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	
Totals						$26.90	$0.00	**$0.00**	$26.90	$26.90	$0.00	

Done | Void Transaction Lines | Deactivate Transaction Lines | Refund Transaction Lines

<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="2">FUN-016
Section VII.D</td><td>A. Describe and provide a screenshot of a physical Annual Fish Permit with Aquatic Habitat stamp and paper receipt.</td><td>X</td><td></td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response: The following screenshots, Figure 42 and Figure 43, show an electronic receipt with the attached electronic copy of a fishing license and aquatic stamp example that the customer receives upon completion of a purchase and can then print on 8.5x11 paper.</td></tr>
</table>

Figure 42: Electronic Receipt Example



ONEOUTDOOR

09/17/2021 1:00:43 PM
TRANSACTION # 8743

CUSTOMER RECEIPT
AGENT #INTERNET
ONLINE SALES AGENT

TOM SMITH
CUSTOMER ID#: 693-609-190
1234 LAKE ST RICHMOND, MO 65432-3211

PRIV CODE		PRODUCT	QTY	PRICE	LINE TOTAL
1788-1		ANNUAL FISHING (RESIDENT) VALID 9/17/2020 - 12/13/2020	1	$27.50 /ea	$27.50
1801-1		ANNUAL HUNTING LICENSE - SMALL GAME (RESIDENT) VALID 9/17/2020 - 12/13/2020	1	$27.50 /ea	$27.50
1810-1		AQUATIC STAMP VALID 9/17/2020 - 12/13/2020	1	$5.00 /ea	$5.00
1788-1		TURKEY TAG TAG# 205900151475 VALID 9/17/2020 - 12/13/2020	1	$0.00 /ea	$0.00

LEGEND
Printable at Home
Fulfillment Center

SUBTOTAL	$82.50
DISCOUNTS	$0.00
SALES TAX	$0.00
SHIPPING	$0.00
TOTAL	$82.50

Your license is printed below. To legally use your license, you must follow these instructions:

1. Sign your license. Licenses are not valid until signed.
2. Cut along the outside border (dotted lines) of the license, then fold as indicated. (Note: Should you choose to laminate your license document, you MUST ensure that BOTH sections of the license are visible for display to a law enforcement officer.)
3. This license must be upon your person while you are participating in the activity covered by the license and provide it to a law enforcement officer upon request. You are required to carry photo identification in addition to your license, as law enforcement officers may require additional identification upon request.

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="2"></td><td colspan="5">

Figure 43: Annual Fish Permit & Aquatic Stamp Examples

The receipt can be customized as needed by NGPC and can include information as desired by the State such as method of payment, any logos or images, etc. The order receipt is presented at the end of a completed transaction that allows the customer or agent to print and/or download a receipt at that time and that same order receipt is also automatically emailed to the customer via their email address on their customer profile.

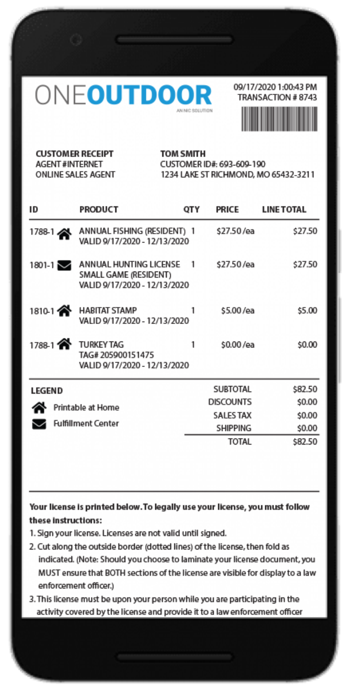
Note: Expired, voided, or refunded permits may only be reprinted by an administrative user.

</td></tr>
<tr><td>B. Provide a screenshot of a mobile Annual Hunt Permit with Habitat stamp with digital receipt.</td><td></td><td>X</td><td></td><td></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
	Bidder Response: Electronic licenses and permits are currently available in our custom mobile applications for each state that has a mobile application, including Mississippi, Alabama, Arkansas, and Utah. Because NIC builds and launches custom mobile applications for each state, the OneOutdoor mobile solution for NGPC will include electronic licenses and permits at go-live that comply with all Nebraska regulations and statutes. NIC will work with NGPC to create the print templates for any stamp, permit, or license required by the state. The following screenshot in Figure 44 shows an electronic version of an annual Hunting license and Habitat Stamp: **Figure 44: Annual Hunt License with Habitat Stamp Example** 				

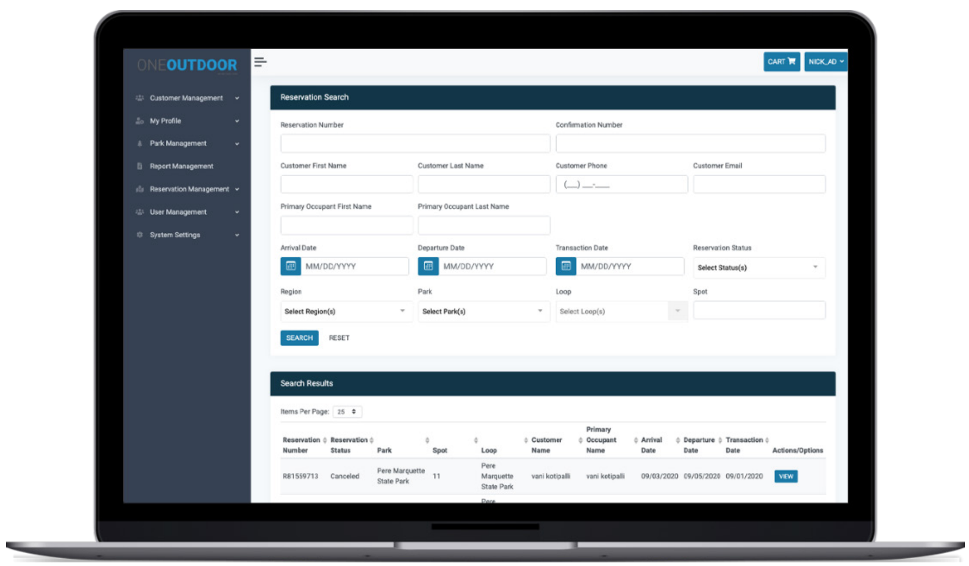
FUN #	Print and Reprint Permit and Certificate	Yes	Customization Required	No	Alternate
	Figure 45 below shows a receipt of the transaction which will be emailed to the customer and they also have the option to download to their device as a PDF: **Figure 45: Customer Receipt Example**  Note: It is always a good idea to download the pdf onto a mobile device in case of needing it in the field where connectivity is not available.				

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

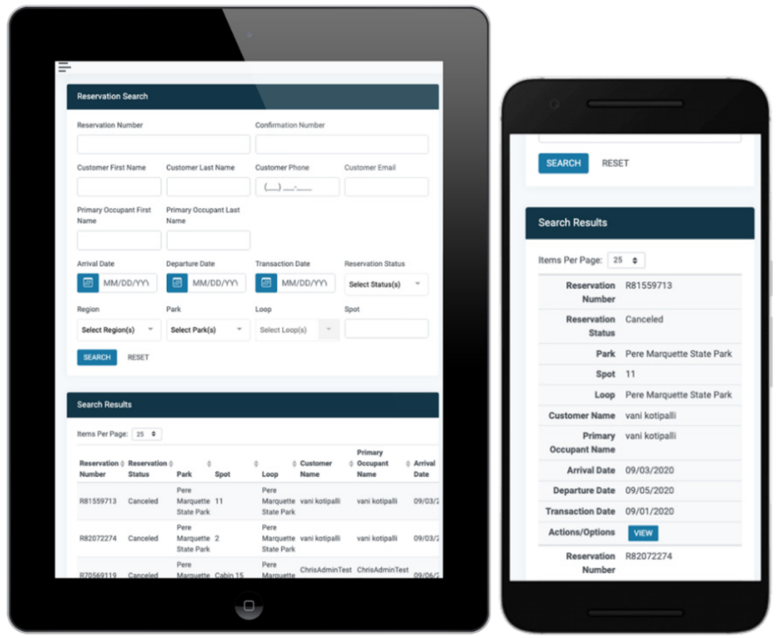
FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-017 **Section VII.E.1**	A. Does the system recognize when a customer accesses the website using a mobile device? If so:	X			
	1. Does the system direct the customer to download an app?			X	
	2. If “No” to question 1, does the system route the customer to a “mobile optimized” version of the site?	X			

Bidder Response: OneOutdoor is a responsive web-based solution. If the customer is accessing the website from a mobile device the site will automatically recognize and adjust the screen size in order to optimally display the website for the users chosen device. This allows processes to remain the same whether a customer is accessing the product using a mobile or non-mobile device. The following screen shots in Figure 46 and Figure 47 illustrate how the system displays on a laptop, a tablet, and a mobile device:

Figure 46: Laptop Screen Display



FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
	Figure 47: Tablet & Mobile Screen Displays				

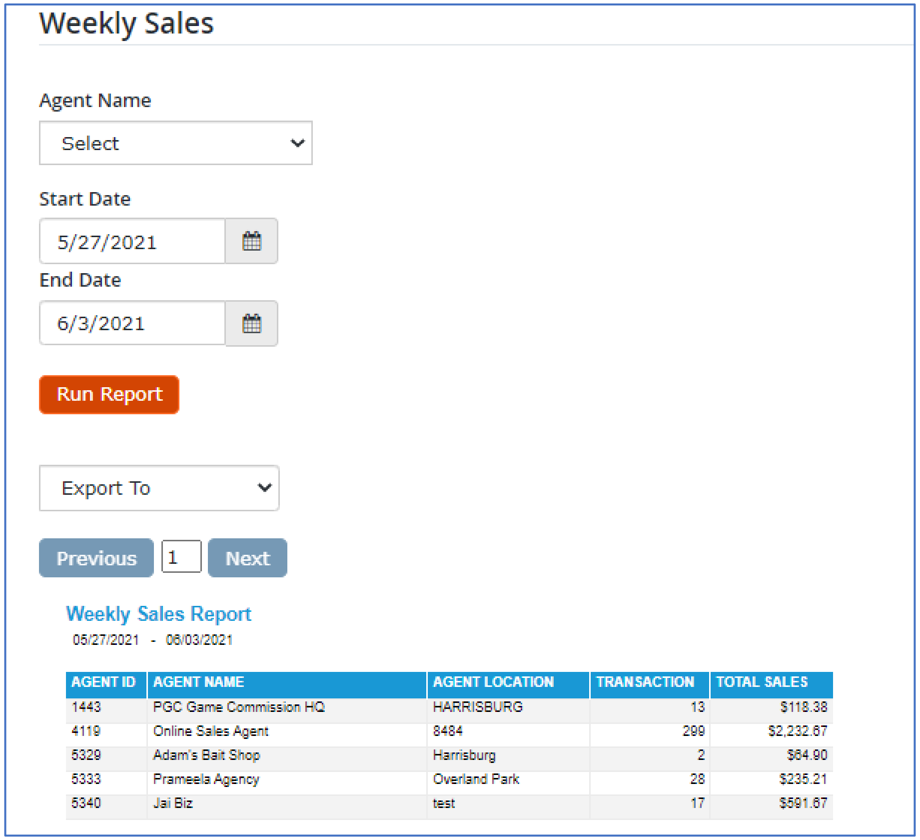


Special Note: If the website is down, the customer will receive a message stating that the website is down and the reason why it is. For example, they might see a message stating that the website is down for maintenance.

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		

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
	Bidder Response: The system can differentiate between an agent and an online sales transaction based upon the user making the sale. The transaction log that records all details of each transaction in the Transaction History logs the credentials of the agent making the sale, and if it is an online transaction, identifies it as such in the 'Agent' field of the transaction. The name of each agent is displayed in the 'Agent' field. Public website sales and mobile sales are both denoted in the Transaction log as an 'Online Sales Agent' transaction. This information is also reflected in the customer's Purchase History as well and is provided in the various Transaction and Sales reports that are canned in OneOutdoor and can also be included in ad hoc reports as needed by NGPC. The following screenshot in Figure 48 shows an example of a Weekly Sales Report that is canned in OneOutdoor and displays for quick execution of the report in the reporting module:				

Figure 48: Weekly Sales Report Example



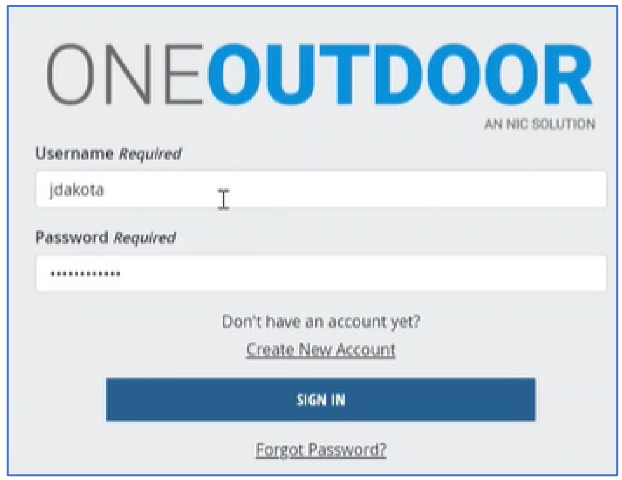
Differentiating between online sales made from the mobile application versus those made via the public website will need customization as today those are both classified as online sales. The NIC team will meet with NGPC during implementation to obtain all necessary requirements to ensure that this enhancement meets the State's needs in addition to obtaining approval for the overall website design. No design work will be initiated without approval by NGPC.

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
	Access to the online web-based system will be linked from the NGPC homepage and links can be provide anywhere else the State designates. An electronic version of the receipt of a purchase is provided at the end of each online transaction. The receipt is fully configurable by NGPC through the administrative functionality provide in the system.				

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
FUN-019 **Section VII.E.2A**	A. Describe how a customer initializes the purchase process via: 1. Public Web 2. Mobile	X			
	Bidder Response: The first step in a purchase is for the customer to log into their OneOutdoor account, whether entering the system through the public website or via the mobile application. Once into the system, a purchase works the same way through either channel; NIC uses user experience principles to simplify complex tasks into streamlined workflows to reduce the number of clicks it takes for customers to complete transactions on the platform and keeps processes the same between mobile and web applications. Product navigation is intuitive while adhering to product eligibility requirements as set by NGPC administrative users. The public website provides a point and click environment for users whether they are utilizing the public website or the mobile application. The base OneOutdoor native mobile application provides extensive standard functionality that includes electronic license storage, license and privilege sales, law enforcement support, etc. NIC will customize the base mobile application specifically for the unique needs of Nebraska to accompany the OneOutdoor system. Figure 49 shows the customer log in screen for the OneOutdoor system; it looks the same on the website and the mobile application:				

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate

Figure 49: OneOutdoor Login Screen



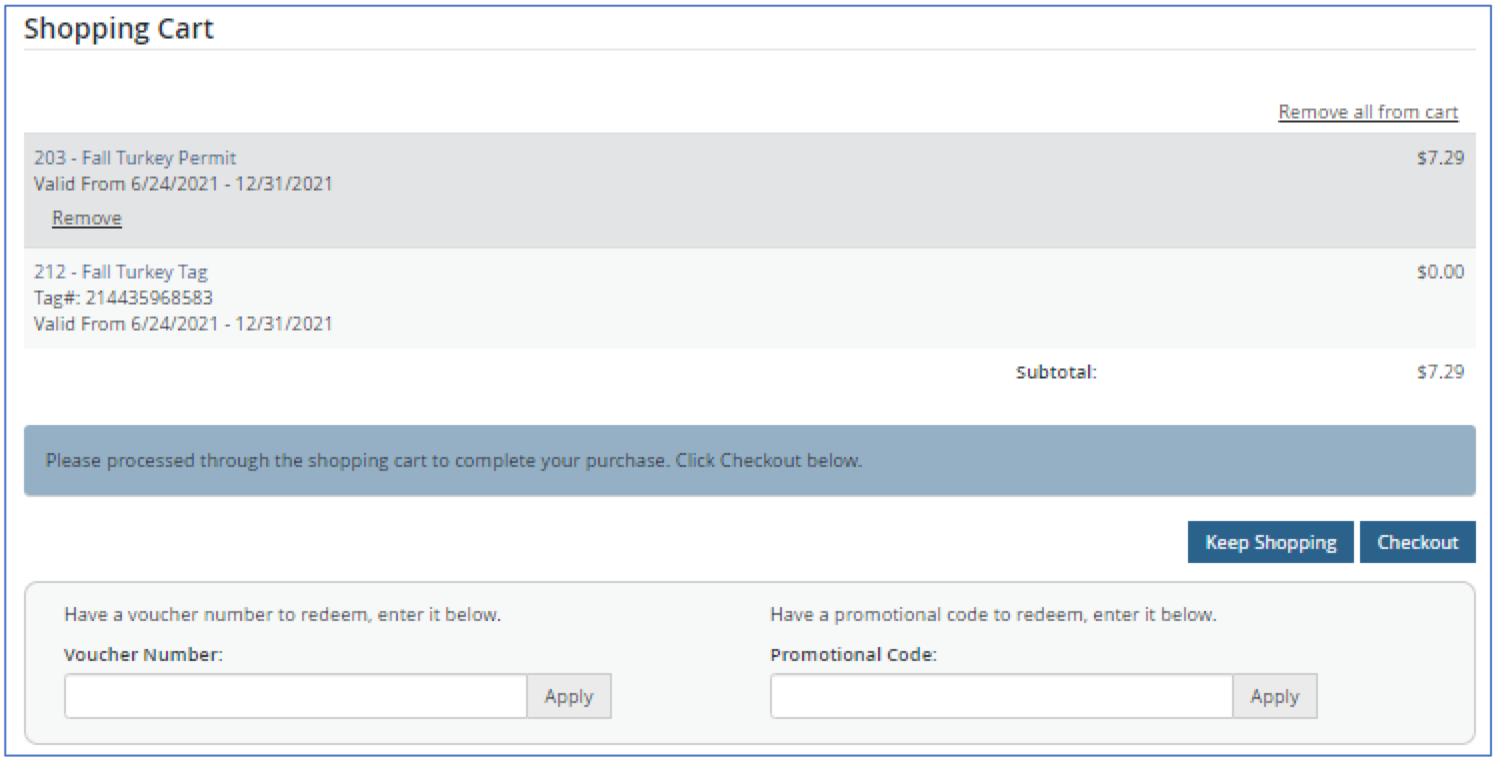
Then, once a customer has logged into their OneOutdoor account, their customer dashboard will appear from which they can click on ‘Purchase Licenses’ to get to their product catalog to locate the product they wish to purchase.

Note: A purchase of merchandise can be made without logging into a customer account, which would just be facilitated by navigating to the website and searching the catalog for the desired piece of merchandise and then continuing through the purchase process.

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
	A. Describe how products and permits are added to the shopping cart.	X			

FUN #	**Sales Channel Public Website and Mobile**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-020 **Section VII.E.2.a**	Bidder Response: All products are created, modified, and managed through a configurable, user-friendly catalog of product items (for licenses, privileges, etc.) which drives the online shopping experience for users and is completely customizable by NGPC administrative users. The catalog enables NGPC staff to create and manage licenses, products, and pricing quickly and easily based upon NGPC business rules. Users purchase products from their customized product catalog by clicking the name of the product, which adds the product to their shopping cart to be included at checkout. The process followed to buy a license or permit is simple, efficient, and direct, with few individual steps that the system guides the user through. The process was designed with the user experience in mind, ensuring that it works on any device, contains easy to perform functions, and is simple and elegant. Error messages are provided within the system to assist the customer with completing a transaction with accurate information prior to transaction completion. Customers are only presented with items in their product catalog that they are eligible to purchase based upon the information provided in their customer profile and NGPC business rules such as age, residency, active revocations, etc. Users can purchase multiple products from different parts of the catalog by adding items to a shopping cart for eventual check out. Each product will display icons that indicate its options for printing as well as its eligibility for auto renewal so the customer is immediately aware of how each product can be printed or auto renewed. In addition, some products, such as application, may display forms that are required to be populated prior to checkout completion in order for NGPC to obtain necessary information. The below screen shot in Figure 50 provides an example of a product that has been placed in the shopping cart; as you can see, at this point, the customer can choose to ‘Keep Shopping’ or ‘Checkout’:				

FUN #	Sales Channel Public Website and Mobile	Yes	Customization Required	No	Alternate
	Figure 50: OneOutdoor Shopping Cart				



Attachment A

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

<table>
<tr><th>FUN #</th><th>Sales Channel Public Website and Mobile</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="2">FUN-021
Section VII.E.6</td><td>A. Describe the system’s capability to complete a lookup on the Interstate Violator Compact.</td><td></td><td>X</td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response: NGPC became a member of the Interstate Wildlife Violators Compact (IWVC) in 2017. NIC understands that this allows states to be aware of residents and nonresidents who may have committed a violation in another member state and can be a valuable tool for other wildlife agencies such as NGPC.

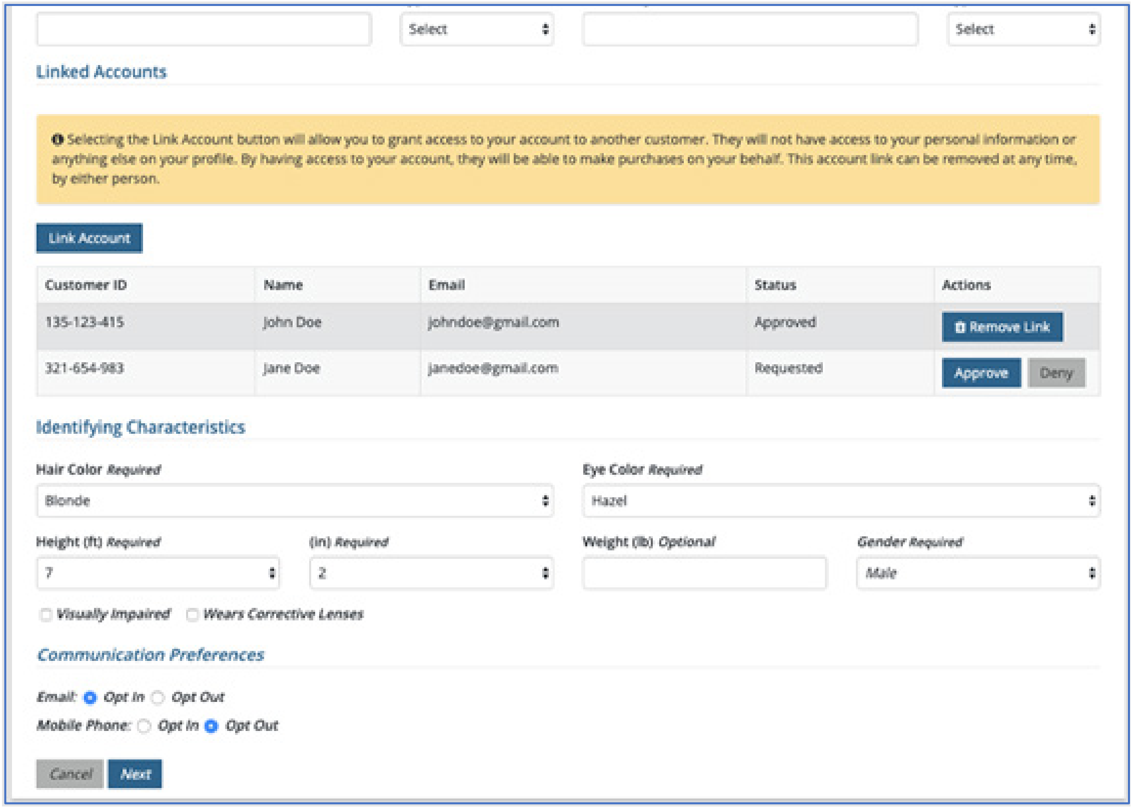
OneOutdoor allows for quick and easy API integration with any systems from which NGPC may need to receive data, such as the Interstate Wildlife Violator Compact. The OneOutdoor solution is flexible and can integrate with various external data sources using web services, APIs, batch, and other interface methods. These integrations make it possible for NIC to both pull and push data from/to an external source. NIC has integrated with many such tools previously such as law enforcement databases from which the system retrieves information on customers who may have violations in a particular state in order to be able to prohibit that customer from purchasing certain privileges that conflict with that violation.

For example, in support of the IWVC, NIC would utilize the database to build the following workflow: if a hunter has a hunting, fishing, or fur harvester violation on file in any state that is a member of the IWVC, a revocation is placed on customer’s record in Nebraska that prevents them from purchasing any type of license/permit from Nebraska. A file would be placed on Contractor’s FTP site monthly to support this process. If an NGPC customer is found in the IWVC data file, the OneOutdoor system will place a revocation on the customer’s profile/record. If a customer on the IWVC data file is not found in OneOutdoor, a database record is placed on an ‘IWVC New Customer’ table in the OneOutdoor central database for potential future use by OneOutdoor. OneOutdoor checks revocations on file when processing all transactions and checks the IWVC New Customer table when processing new customer transactions and customer profile creations, failing transactions as required. If duplicate customers are on file and OneOutdoor questions which customer the revocation should be placed on, a system report is generated for NGPC to review and handle the revocation manually to ensure adherence to all NGPC business rules.

This revocation will work like all other revocations in OneOutdoor, where if the customer attempts to purchase a privilege that is in conflict with the revocation on their account, they will not be permitted to complete the purchase. NGPC incorporates business rules into all products as they are built that provides the internal structure for the OneOutdoor system to know which products are in conflict with which revocations by creating cross references in the product set up during product creation.</td></tr>
</table>

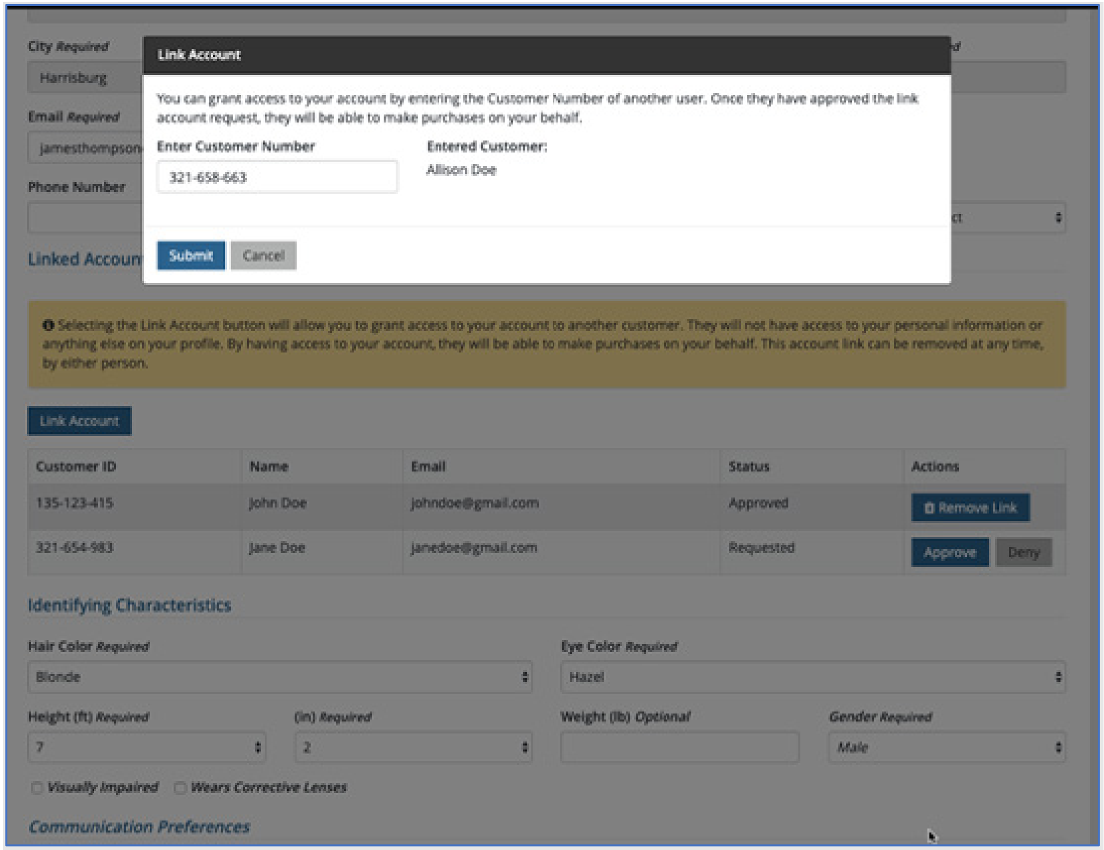
FUN #	Sales Channel Public Website and Mobile ``	Yes	Customization Required	No	Alternate
FUN-022 **Section VII.E.5**	A. Describe how the system allows customers to purchase items for friends and family.		X		
	Bidder Response: OneOutdoor currently offers a voucher product that allows customers to purchase a voucher as a gift or redeem a voucher for a license, permit, or privilege. Vouchers are only sold during the period for which the privilege is valid, and each voucher stipulates the privilege that was purchased. Vouchers may only be used to purchase the specific product that is linked to the voucher. For example, a voucher for a fishing license cannot be used to purchase a hunting license. Customers can use the web-based online system to select, add to cart, and purchase vouchers the same way they purchase other products in OneOutdoor. Alternatively, the linking functionality will allow one customer to grant another customer access to their account in order to make purchases on their behalf. To clarify, this does not provide access to view or edit their customer profile. For example, Customer 1 will request that Customer 2 gain access to their account in order to assist Customer 1 with purchases. Customer 2 can approve or deny the request. If the request is approved, Customer 2 will then be able to make purchases on behalf of Customer 1. The shopping cart will visually separate the customer purchases by customer name in order for Customer 2 to be able to clearly see purchases they are making on their own behalf separately from purchases they are making on behalf of Customer 1. The following screenshot in Figure 51 shows the Link Account page:				

Figure 51: Link Accounts Page



The next screenshot in Figure 52 shows how the customer would be prompted to enter the Customer Number of the account holder to which they desire to grant access to their own account:

Figure 52: Customer Number Entry to Link Accounts

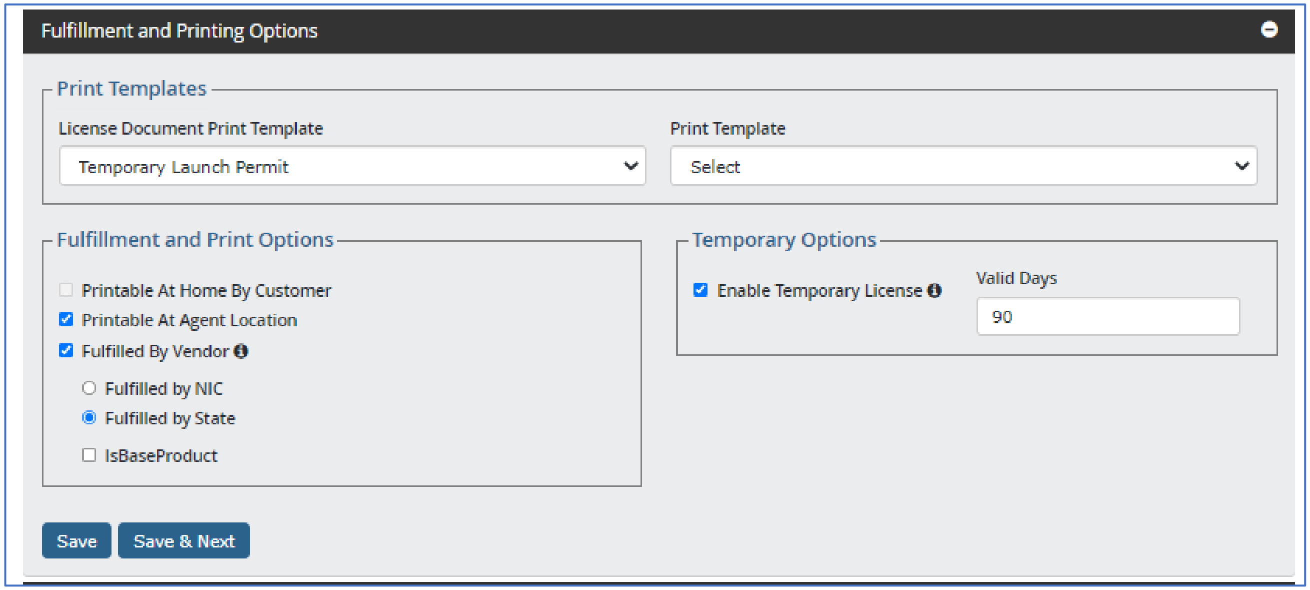


It's important to note that all product eligibility will still be enforced for both customer profiles. In addition, on the Customer Dashboard, each customer will have a Manage Linked Accounts section where they can edit or remove current linked accounts or request to grant access to their account to other users. Admins with the appropriate permissions can disable account sharing at any time for customers.

FUN #	Sales Channel Public Website and Mobile ``	Yes	Customization Required	No	Alternate
	There is no limit to the number of accounts to which customers can be provided access. For example, a parent can be linked to multiple youth accounts. The ability for the customer to be able to purchase a permit for a friend or family member without having to link the accounts in OneOutdoor is being added to the OneOutdoor solution and will be part of the implementation for the state of Nebraska. This would be accomplished by utilizing the shipping address in checkout process by creating an address verification workflow within OneOutdoor that is similar to the workflow that is executed when the customer address is verified during account creation.				

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: NIC's proposed solution would allow for authorized NGPC users to track and issue temporary certificates through the Administrative dashboard for users that purchase a license requiring USPS fulfillment. For example, NGPC administrative users can create a temporary permit that is good for only a certain number of days from the date of purchase to allow time for the customer to receive their printed permit through USPS mail. Once the temporary permit surpasses the limit of active date it was set up for, it will no longer be active; this timeframe can be designated by NGPC personnel based upon the expected amount of time it takes for the permit to be fulfilled and received by the customer. The following screen shot in Figure 53 shows the options within the product set up that NGPC administrative users would use to allow a product to accommodate the issuance of a temporary license:				

Figure 53: Product Creation Temporary License Options



This temporary permit would be set up by NGPC as part of the overall product and would be valid for a certain number of days as determined by NGPC. Figure 54 provides a screenshot of a temporary permit that was created for Pennsylvania using the 90-day configuration shown in the screenshot above.

FUN #	Public Website and Mobile Fulfillment process	Yes	Customization Required	No	Alternate

Figure 54: Temporary Permit Example

PENNSYLVANIA FISH & BOAT COMMISSION

TEMPORARY LAUNCH PERMIT

EXPIRES 09/21/2021

AUTHORIZATION #: BLEIBNN4AANBSA
SUSIE NASH
501 N 3RD ST
HARRISBURG, PA 17120-0302 USA

BOAT TYPE:	CANOE
MAKE:	WENONAH
MODEL:	HERON 15
MODEL YEAR:	2021
HULL ID/SERIAL#:	12345
PERMIT TYPE:	LAUNCH PERMIT 1 YEAR UNPOWERED BOAT
DATE OF PURCHASE:	06/23/2021 15:57

Issued: 06/23/2021 15:57 Agent: Internet Trans: 64077956 EQID: VFLFMZM9

Once a customer completes the product purchase, the order receipt as well as their temporary permit would be provided electronically so that it can be printed for immediate use.

FUN #	Public Website and Mobile Fulfillment process	Yes	Customization Required	No	Alternate
	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: NIC will automatically generate an electronic fulfillment file with any information desired by NGPC that can be sent to the Lincoln Headquarters office in support of their fulfillment processing at any interval needed. In addition,				

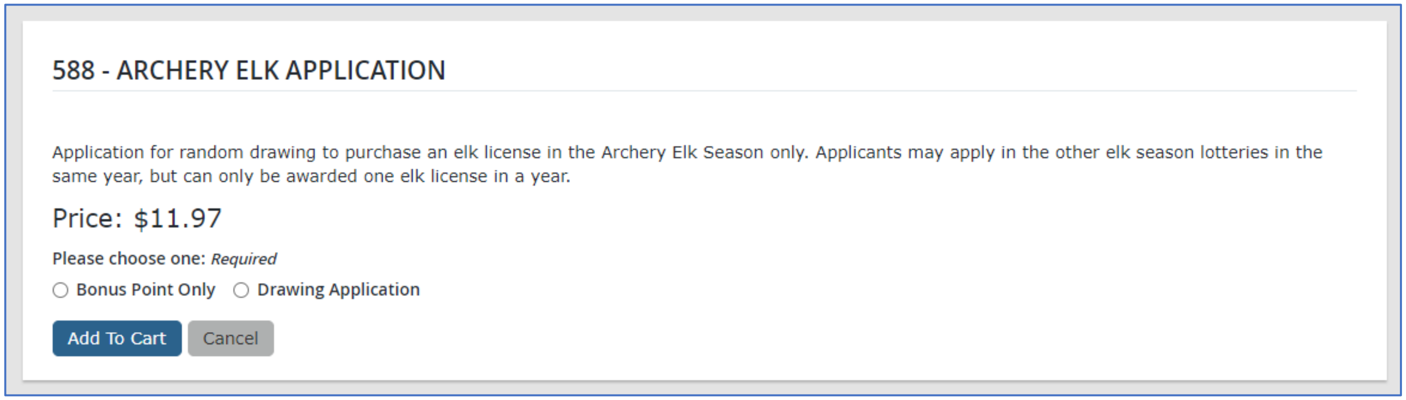
FUN #	Public Website and Mobile Fulfillment process	Yes	Customization Required	No	Alternate
	an electronic fulfillment file will be set up to automatically generated in .csv format to be sent to Amplex in support of the fulfillment of Federal Duck Stamps. The file will be populated using a report that has been canned and saved in the administrative dashboard for quick production. The report can be provided in .csv format and will contain all information necessary for the fulfillment center to produce and mail out the needed permits to customers. NIC will work with NGPC during implementation to ensure that the file includes all information necessary.				

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: QR code functionality is supported within OneOutdoor's print templates which can be customized based on the business needs of NGPC. Each permit will contain a unique Quick Response (QR) and security codes, allowing protected area law enforcement and managers to verify a pass is official. Pass validation decreases both fraud and the inappropriate sharing of passes. Prospective visitors will be able to purchase passes quickly and securely via OneOutdoor's easy-to-use, mobile-optimized, web-based marketplace that provides an efficient user experience on any computer, tablet, or smartphone. Pass holders can store their passes on smart devices such as the Apple Watch or in their mobile phone wallet. In addition, if a permit is purchased online via mobile device or public website, the print template can be customized to print "online purchase" on those permits. NIC provides this functionality today; the functionality was developed in conjunction with the National Park Service and Bureau of Land Management (both part of the U.S. Department of Interior) as well as the U.S. Forest Service (part of the U.S. Department of Agriculture) as the YourPassNow product. NIC's YourPassNow provides a digital pass solution that allows visitors to purchase their public land entrance passes and permits online. Launched in 2016, YPN supports 29 federal public lands and five state parks and recreation areas. YPN offers public land visitors the opportunity to instantly buy a pass online and provides protected area managers with an efficient process for validating these passes. YPN has modernized the traditional paper-based and cash purchase processes by creating a digital and contactless workflow for government and visitors.				

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: The system allows NGPC the ability to configure lottery/draw applications to accept a preference point only option when submitting an application. When the NGPC administrative user is creating a new product/application for the lottery/draw, they would indicate that the drawing would be based upon preference or bonus points. A customer can purchase a preference or bonus point by purchasing an application for a lottery/draw. The application will include an option to either purchase the point and be entered into the lottery/draw or to simply purchase the preference or bonus point (if NGPC allows this ability). **Additional Information**: The purchase of a preference or bonus point only means that the customer can fill out an application for a season in which they don't plan to participate but want to be able to accrue another preference point. In this situation, the customer will not be entered into a drawing for the current year but can increase their points balance during a year in which they may not have the ability to participate in a drawing. Providing this option entices customers to purchase a Nebraska hunting/sporting license for that year solely to increase their points. This also allows NGPC to collect revenue on the hunting/sporting license every year instead of missing out on revenue during a year in which a customer cannot participate. For example, 'Customer A' regularly hunts in Nebraska, but for the current hunting year, they will be out of state for the majority of the regular season and antlerless season. The ability to still be able to accumulate points may entice the customer to still purchase the license and fill out an application for preference points only. As an example, after clicking on Archery Elk Application' to begin a purchase from the customer's product catalog, the following box in Figure 55 will display so the customer can choose whether they want to enter a drawing or simply purchase a point:				

FUN #	Public Website Purchase a Preference or Bonus Point	Yes	Customization Required	No	Alternate

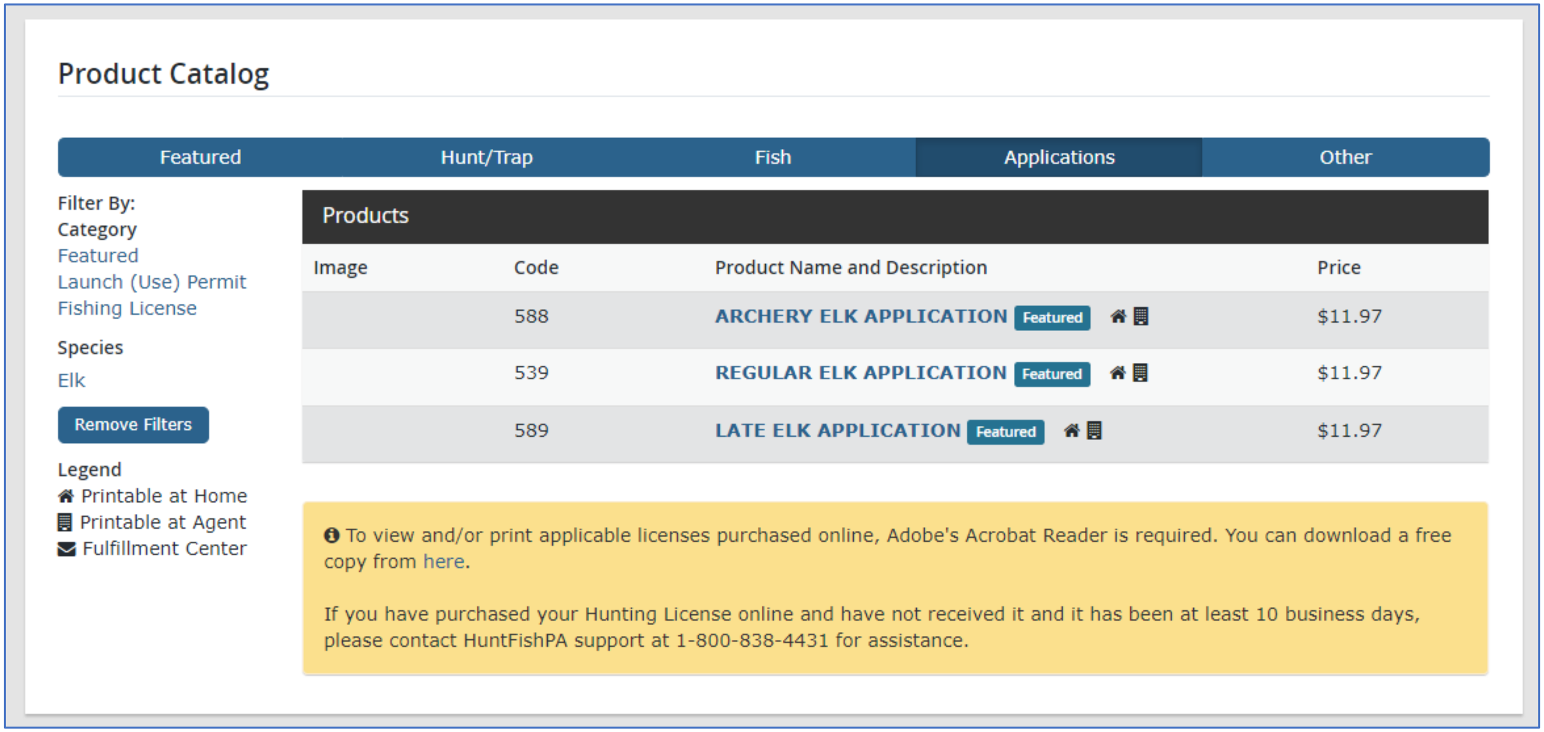
Figure 55: Draw Application Point Only Option



A customer wishing to purchase a point only would click that radio button and then click on 'Add To Cart' to complete their transaction.

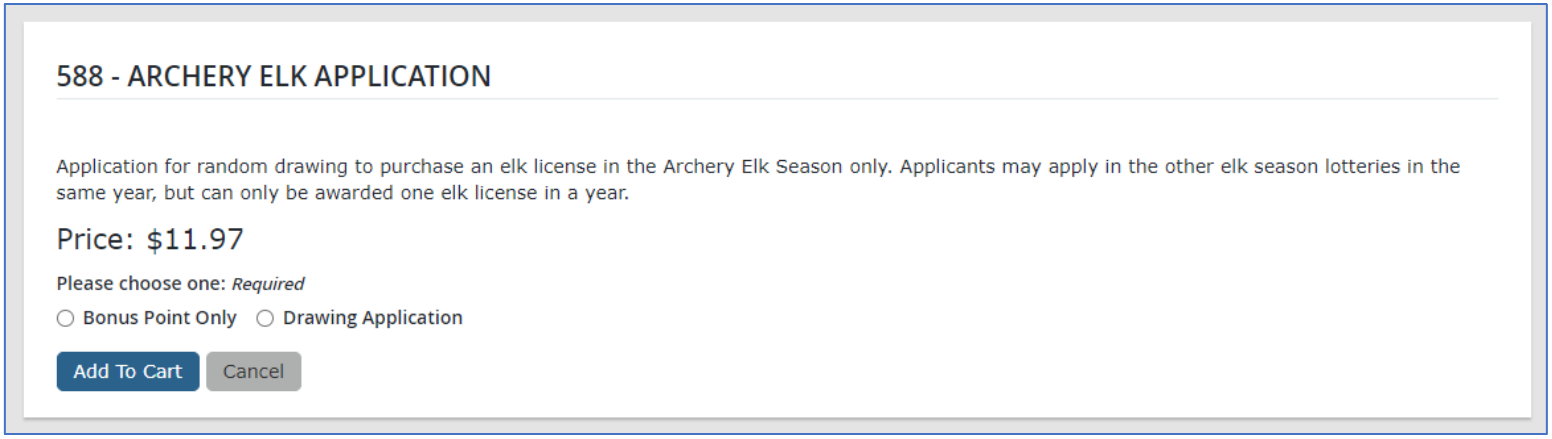
FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
FUN-026 **Section VII.E.10**	A. Describe how the system allows a customer to apply for a draw permit.	X			
	Bidder Response: All draws begin with the population of an application by a customer. A customer logs into their OneOutdoor account, sees their customer dashboard, and clicks the 'Buy Permit Applications' button. From there, the customer would click on the 'Application' tab as shown in Figure 56 and select the appropriate draw application by clicking the name of the application in their product catalog to place it in their shopping cart.				

Figure 56: Product Catalog Example



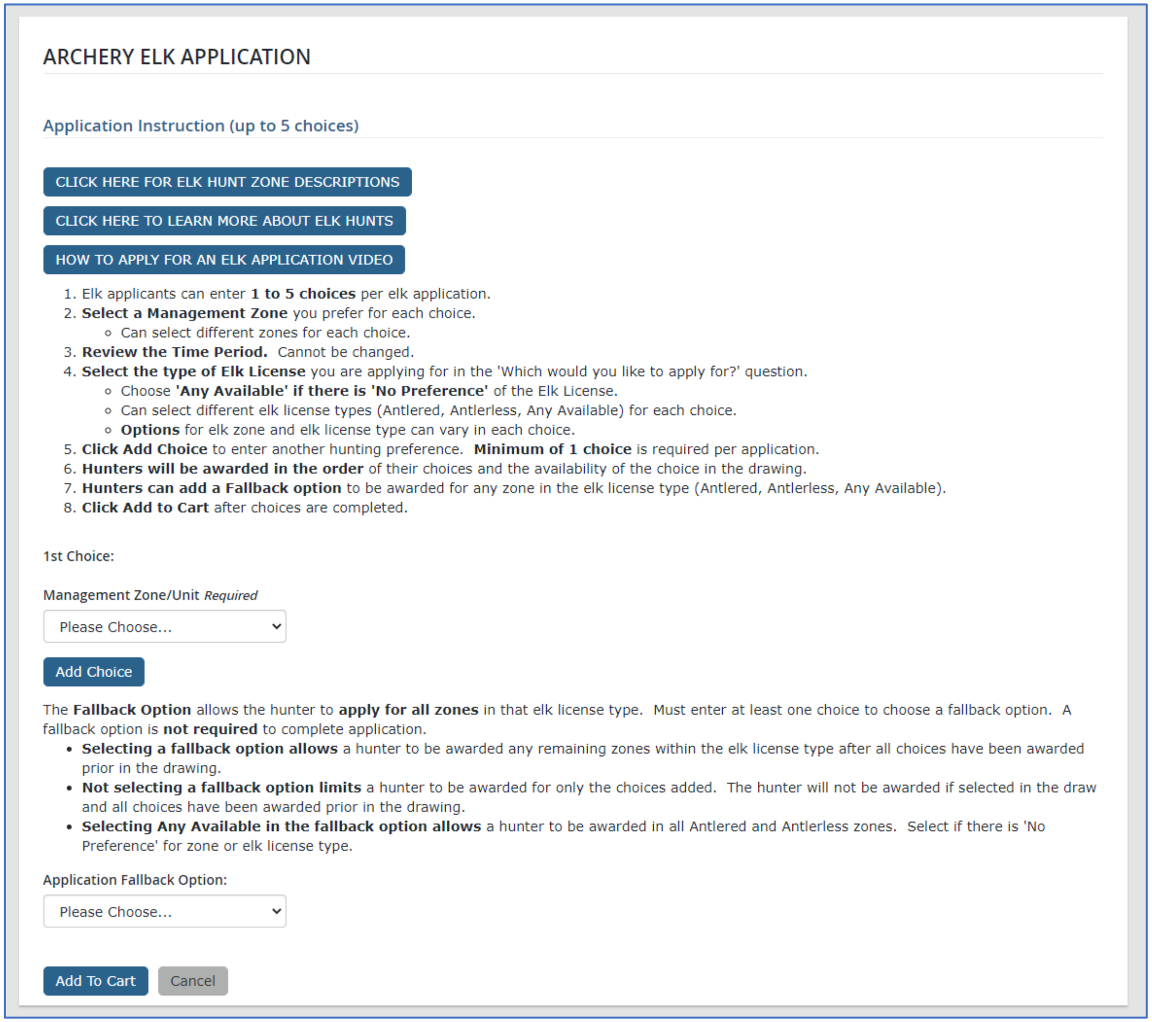
For example, after clicking on Archery Elk Application', the following box in Figure 57 will display so the customer can choose whether they want to enter a drawing or simply purchase a point:

Figure 57: Draw Application Point Only Option



If the customer chooses to enter a drawing, this initiates the application to be presented to the customer for population as shown in the example in Figure 58 below. Once the application has been fully populated, the customer would click on the ‘Submit’ button, which then places the application/product in the customer’s shopping cart for purchase.

Figure 58: Draw Application Example



ARCHERY ELK APPLICATION

Application Instruction (up to 5 choices)

CLICK HERE FOR ELK HUNT ZONE DESCRIPTIONS

CLICK HERE TO LEARN MORE ABOUT ELK HUNTS

HOW TO APPLY FOR AN ELK APPLICATION VIDEO

1. Elk applicants can enter **1 to 5 choices** per elk application.
2. **Select a Management Zone** you prefer for each choice.
   - Can select different zones for each choice.
3. **Review the Time Period.** Cannot be changed.
4. **Select the type of Elk License** you are applying for in the 'Which would you like to apply for?' question.
   - Choose **'Any Available' if there is 'No Preference'** of the Elk License.
   - Can select different elk license types (Antlered, Antlerless, Any Available) for each choice.
   - **Options** for elk zone and elk license type can vary in each choice.
5. **Click Add Choice** to enter another hunting preference. **Minimum of 1 choice** is required per application.
6. **Hunters will be awarded in the order** of their choices and the availability of the choice in the drawing.
7. **Hunters can add a Fallback option** to be awarded for any zone in the elk license type (Antlered, Antlerless, Any Available).
8. **Click Add to Cart** after choices are completed.

1st Choice:

Management Zone/Unit *Required*

Please Choose...

Add Choice

The **Fallback Option** allows the hunter to **apply for all zones** in that elk license type. Must enter at least one choice to choose a fallback option. A fallback option is **not required** to complete application.

- **Selecting a fallback option allows** a hunter to be awarded any remaining zones within the elk license type after all choices have been awarded prior in the drawing.
- **Not selecting a fallback option limits** a hunter to be awarded for only the choices added. The hunter will not be awarded if selected in the draw and all choices have been awarded prior in the drawing.
- **Selecting Any Available in the fallback option allows** a hunter to be awarded in all Antlered and Antlerless zones. Select if there is 'No Preference' for zone or elk license type.

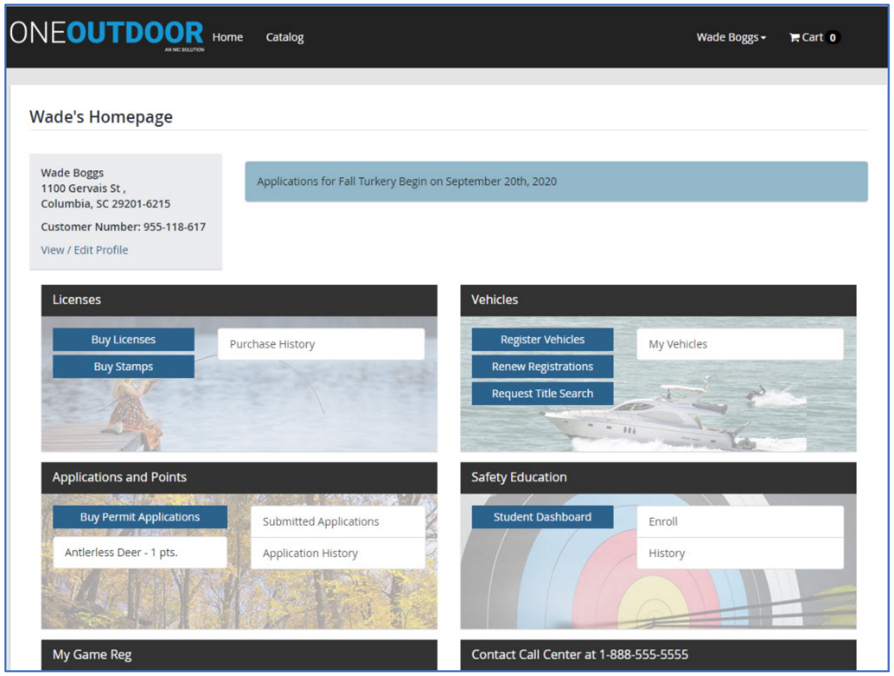
Application Fallback Option:

Please Choose...

Add To Cart Cancel

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	Once the customer's purchase is complete, the OneOutdoor system ensures that the application is included in the appropriate lottery/draw. Note: If the customer chooses 'Bonus Point Only', the item is moved to their shopping cart and they can complete their purchase from there.				
	B. Describe how the system allows a customer to apply for a lottery permit.	X			
	Bidder Response: Any lottery begins with the population of an application as described in our response to Section A immediately above. There is no difference in the application process for a draw versus a lottery; the difference lies in how NGPC sets up the product. The application is fully configurable by NGPC in order to accommodate exactly what information needs to be collected from participants and also to set conditions (i.e.: number of hunters allowed per group, eligible age for hunters, etc.) for each lottery based on how NGPC wants that particular lottery to be run. Figure 59 below provides a screen shot of the customer homepage where the customer is routed upon login and where they can initiate a new application:				

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
	Figure 59: Customer Homepage Example 				

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			

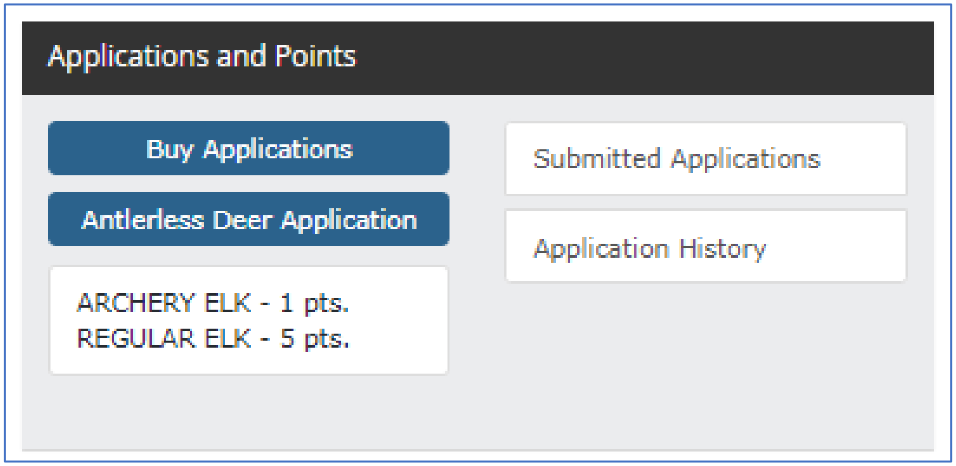
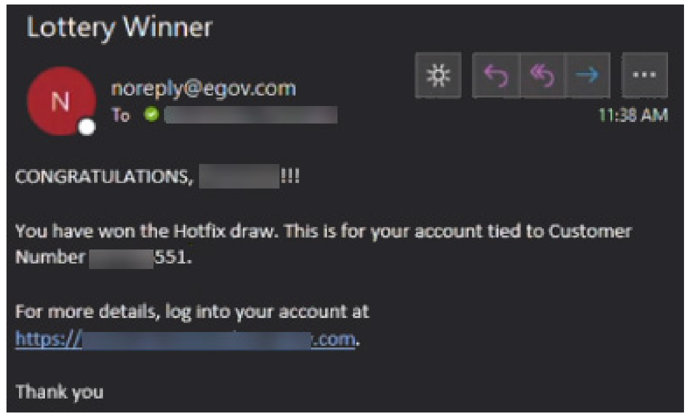
FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	Bidder Response: Please see the following responses by number: 1. Once logged into their OneOutdoor account, a customer can view current applications by clicking Submitted Applications from their Customer Homepage as shown in Figure 60 below and clicking on the appropriate order. **Figure 60: Applications Zoom In on Customer Homepage**  2. A customer can verify if a buddy draw application exists by logging into their OneOutdoor account and clicking on Purchase History to review their applications. A buddy application is handled via the group hunt functionality within OneOutdoor. Each member of the group must submit an application and group members must request the exact same zone and time period choices. One member of the group must be selected as the group leader. The group leader's Customer ID is used as the group number identifier. The screen shot below in Figure 61 shows a buddy application in the customer's Purchase History:				

Figure 61: Buddy Application Shown in Purchase History

3. To view the status of their draw results, the customer will need to log into their OneOutdoor account. Once logged in, they can view their dashboard which if they have won will display a message at the top of the screen notifying them that they can move forward with the purchase of that product. The customer can then navigate to the product catalog and proceed with purchasing the product.

NGPC can configure how customers will be notified of draw results as desired. As an example, an NGPC administrative user can set up an email in the Communications Module to be sent upon draw completion, notifying applicants that they were awarded a permit and that they need to log into their OneOutdoor account to complete their purchase. Figure 62 below is a screen shot of an email notification to draw applicants notifying them to log into their OneOutdoor account:

FUN #	Public Website Apply for a draw and/or lottery permit	Yes	Customization Required	No	Alternate
	Figure 62: Draw Notification to Draw Winners				



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: In order to report a big game harvest, the customer will log into their OneOutdoor account and click the 'Report a Harvest' button from their Customer Dashboard as seen in Figure 63 below:				

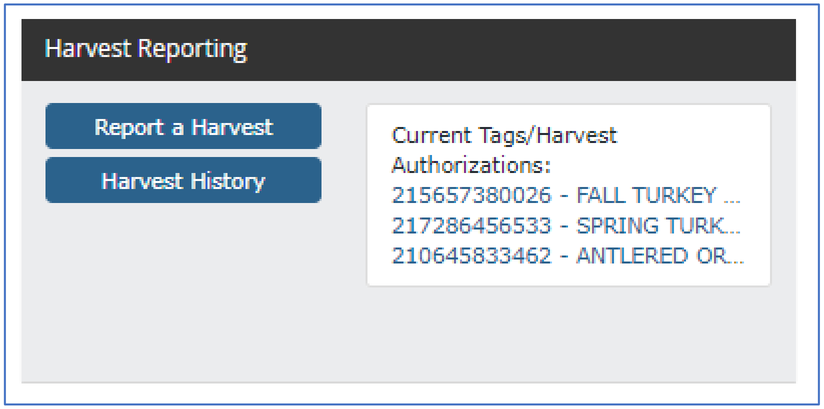
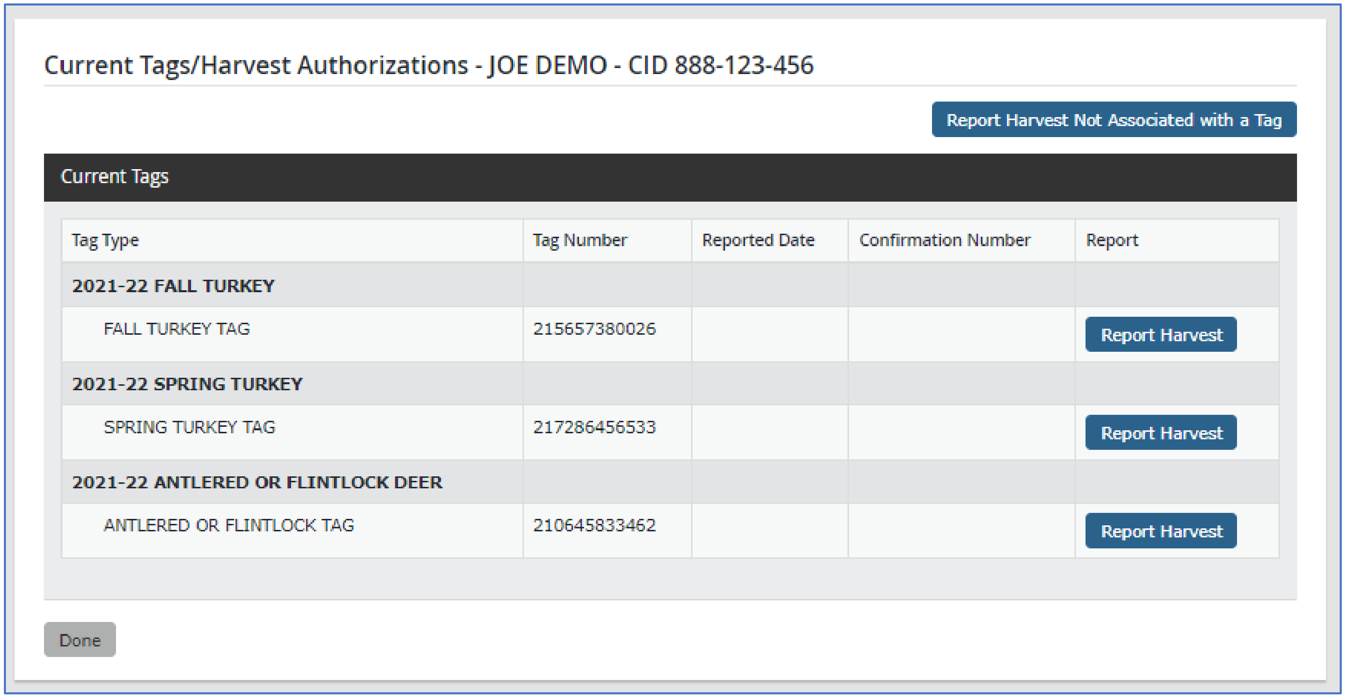
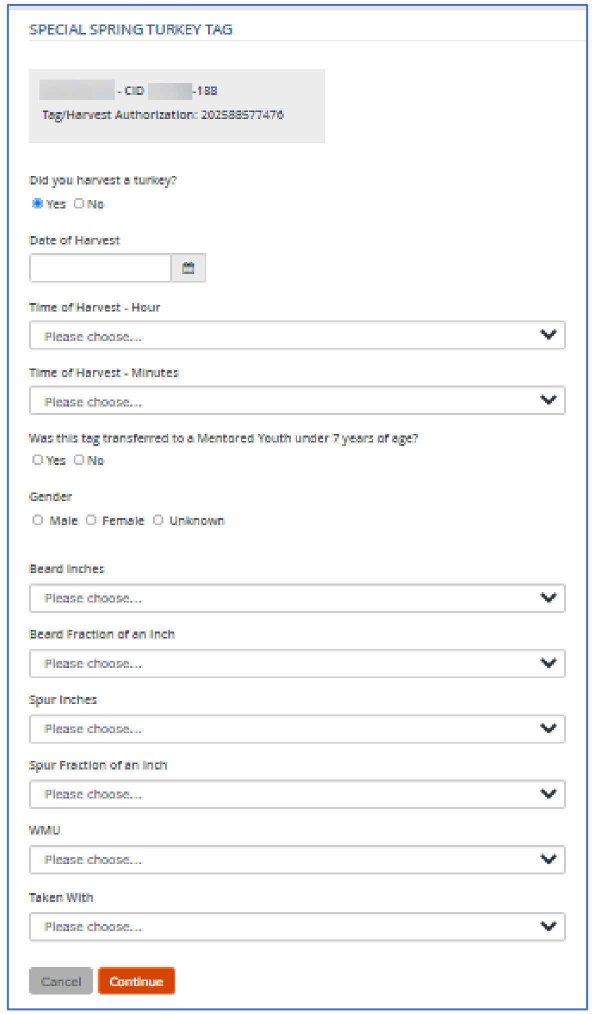
	Figure 63: Customer Dashboard Harvest Reporting Zoom In  From there, they will click the 'Report Harvest' button next to the appropriate permit/tag they purchased in order to be able to report the harvest of that animal. The button appears as shown in Figure 64 below:

Figure 64: Example Listing of Customer's Current Tags



Clicking on the ‘Report a Harvest’ button pulls up the harvest survey for the customer to populate as shown in Figure 65 below. Once they have fully populated the survey, they will click the ‘Next’ button to review all of the information being submitted to NGPC and then either click ‘Edit’ at the top of the screen to make changes as necessary, or click ‘Continue’ at the bottom of the form.

Figure 65: Harvest Survey


SPECIAL SPRING TURKEY TAG

- CID -188
Tag/Harvest Authorization: 202588577476

Did you harvest a turkey?
Yes No

Date of Harvest

Time of Harvest - Hour
Please choose...

Time of Harvest - Minutes
Please choose...

Was this tag transferred to a Mentored Youth under 7 years of age?
Yes No

Gender
Male Female Unknown

Beard Inches
Please choose...

Beard Fraction of an Inch
Please choose...

Spur Inches
Please choose...

Spur Fraction of an Inch
Please choose...

WMU
Please choose...

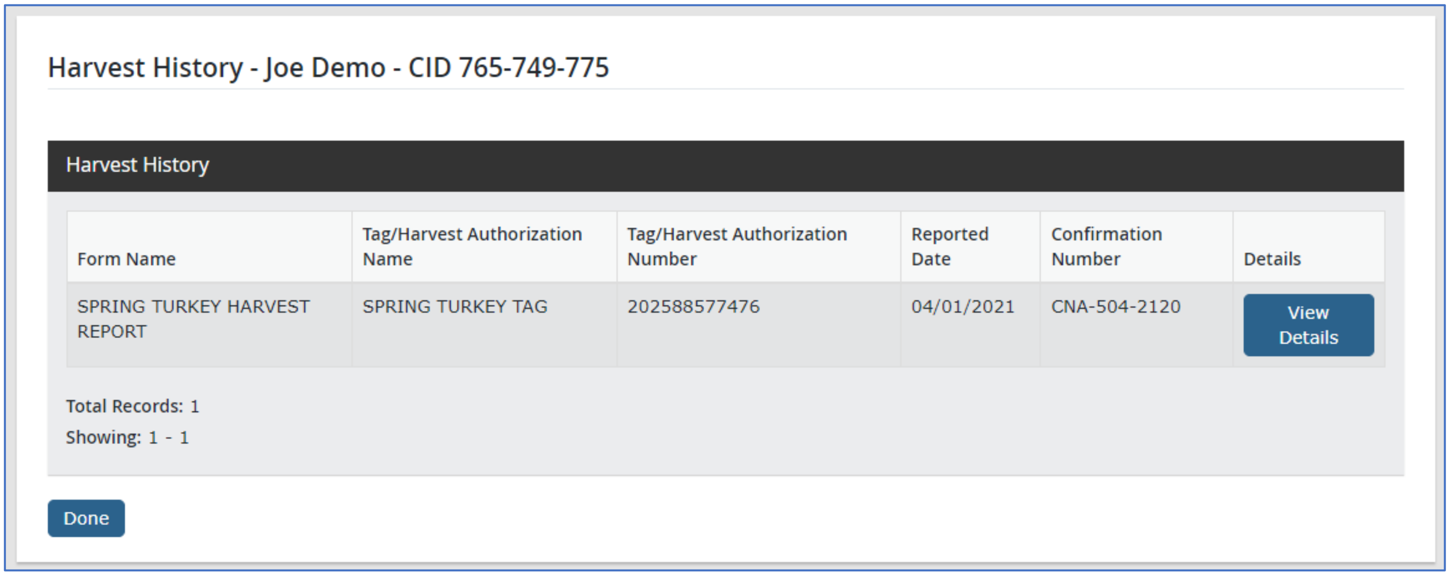
Taken With
Please choose...

Cancel Continue

FUN #	Public Website Harvest Reporting	Yes	Customization Required	No	Alternate

Once the customer clicks ‘Continue’, this submits the harvest report and places the permit/tag in the Customer’s Harvest History.

Figure 66: Harvest History Example



Harvest History - Joe Demo - CID 765-749-775

Harvest History

Form Name	Tag/Harvest Authorization Name	Tag/Harvest Authorization Number	Reported Date	Confirmation Number	Details
SPRING TURKEY HARVEST REPORT	SPRING TURKEY TAG	202588577476	04/01/2021	CNA-504-2120	View Details

Total Records: 1

Showing: 1 - 1

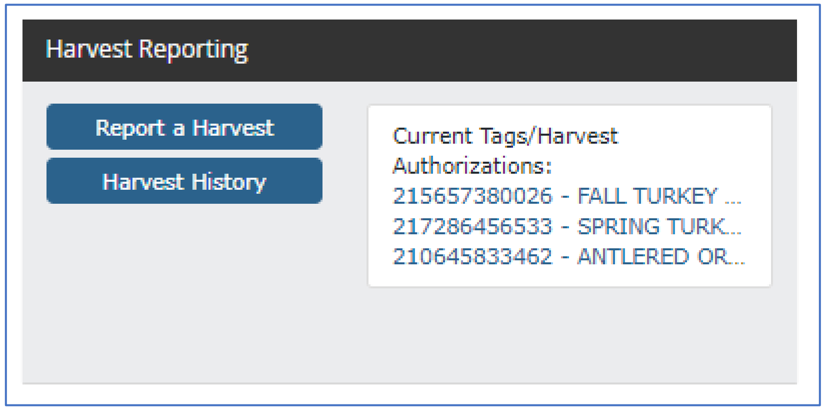
Done

Customers can view their Harvest History at any time by logging into OneOutdoor and clicking ‘Harvest History’ from their Customer Dashboard as shown in Figure 67 below:

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

FUN #	Public Website Harvest Reporting	Yes	Customization Required	No	Alternate

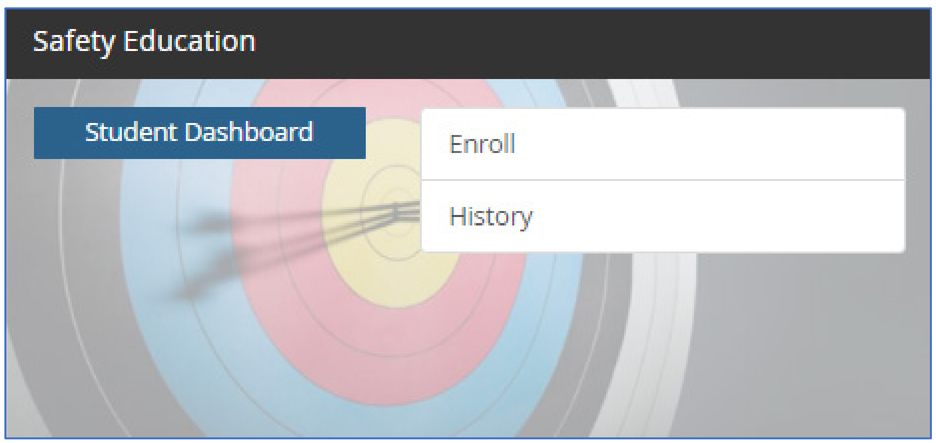
Figure 67: Customer Dashboard Harvest Reporting Zoom In



The OneOutdoor system provides the ability for the harvest reports to be submitted via internet, mobile application, or call center – agent communication or interactive voice response (IVR). Customers can also report a harvest using the OneOutdoor mobile solution. When a customer is in the field, they can pull up the interactive carcass tag on their mobile device and enter harvest date and time, submit photographs, and receive a confirmation number to allow immediate transportation of the carcass. Customer can receive confirmation numbers via email. If a customer is not in an area with connectivity, all information submitted on the harvest report will be stored until such time that the device has reestablished connectivity and the information will then automatically be transmitted.

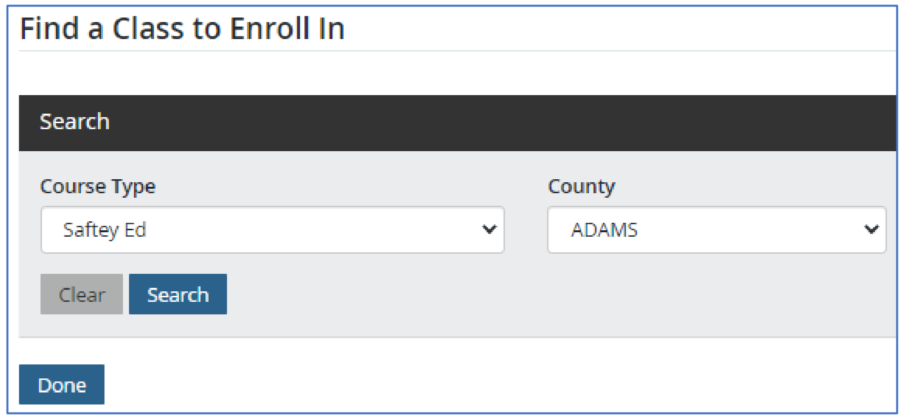
FUN #	Public Website Harvest Reporting	Yes	Customization Required	No	Alternate
	B. Describe how the system allows a customer to view personal harvest information from a customer's profile.	X			
	Bidder Response: Harvest reports are always available on a customer's profile online and at agent locations while the season the harvest report is associated with is active. A customer would simply log into their Customer Profile and click on 'Harvest History' to locate the harvest to view the information they populated in the harvest survey attached to the tag.				

FUN #	Public Website Harvest Reporting	Yes	Customization Required	No	Alternate
	Additional Information: Administrative users can extend the ability for users to be able to report a harvest to a configurable amount of days. This configuration will allow agents to report harvests for a customer during that same time period. NGPC can also program the number of days harvest reports will stay open on the Administrator Dashboard.				

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: In order to register for an event, the customer would log into their OneOutdoor account and then click on 'Enroll' as shown in Figure 68 below: **Figure 68: Customer Dashboard Safety Education Zoom In**  By clicking the 'Enroll' button, the 'Find A Class' screen will appear. The customer will then choose the Course Type and County from the dropdown menus presented and click the 'Search' button as shown in Figure 69 below. This will bring up the list of available events in which the customer may choose to enroll.				

FUN #	Public Website Event Registration	Yes	Customization Required	No	Alternate

Figure 69: Class Search Screen



The customer would then make this purchase just as they would any other purchase: they would click on the name of the event to place it in their shopping cart. At that time, the system will present any forms necessary for the customer to populate for event data collection. And once any applicable forms are submitted, the customer would be routed to their shopping cart to complete their purchase.

Additional Information: OneOutdoor utilizes our Forms Builder Module to complete the data collection for events. NGPC will be able to customize each form per event/course to meet the needs of that event/course. NGPC will be able to ask the customer questions on the form in a wide variety of formats such as open-ended questions, checkboxes, radio buttons, and list drop-down menus. NGPC will also be able to designate which fields are required and if any answers provided by a customer will present another set of questions. These additional questions are referred to as Cascading Questions, as they only appear if a specific answer is provided to the original question.

Attachment A

Requirements Traceability Matrix (RTM)
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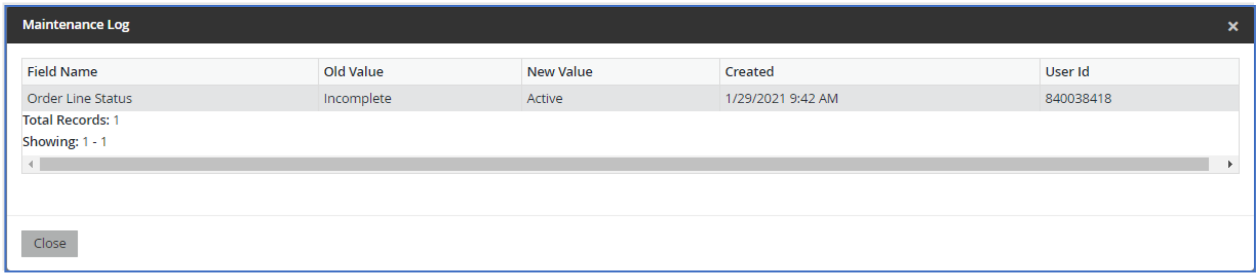
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-030 **Section VII.F**	A. Does the system provide full https compatibility?	X			
	Bidder Response: All client access to the OneOutdoor system is facilitated over https protocol to ensure security (http protocol is not secure).				

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: The OneOutdoor system was developed to record specific events and data about those events in the application maintenance log (shown in Figure 70 below) and the transaction log as necessary. The following events are logged: ◈ Successful and unsuccessful login events ◈ When authentication thresholds have been met ◈ Historical activity for each user ◈ Security administration activities involving account creation and modifications ◈ Access to audit trails and log files ◈ Initiation times for logging process or file ◈ Creation and deletion events of system-level objects Each log must include user identification, event type, date and time stamp, success or failure status, origination of the event, and the data element associated with the event.				

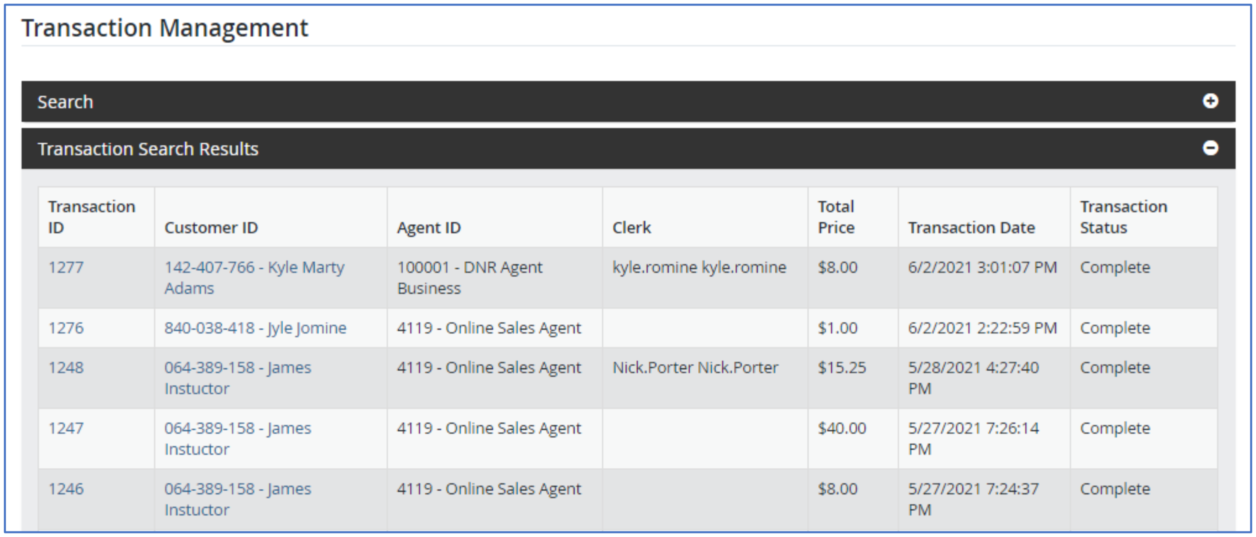
Figure 70: Application Maintenance Log



Additional Information: All logs must be sent to an NIC centralized log server. NIC personnel configure the centralized log server to generate alerts when log entries may indicate inappropriate activity.

In addition, the system tracks and stores all transactions using the Transaction Management module. NGPC users with the appropriate permissions can search transactions, inactivate, or void one or more lines off any transaction within the timeline allotted. All voids will be reversed in the accounting logic. For example, a debit of $10.00 would be reversed with a credit of $10.00 as a result of the void. All changes to a transaction will be tracked and visible through the Maintenance Log. OneOutdoor has Maintenance Logs throughout the system. NGPC administrative users will be able to view who made the change, when the change was made, what the old value was and what the new value was for each value that was changed. Figure 71 below shows the high-level listing of transactions which can be drilled down into further as needed by clicking on the transaction ID to see more detail:

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	Figure 71: Transactions Search Results				



Transaction Management

Search

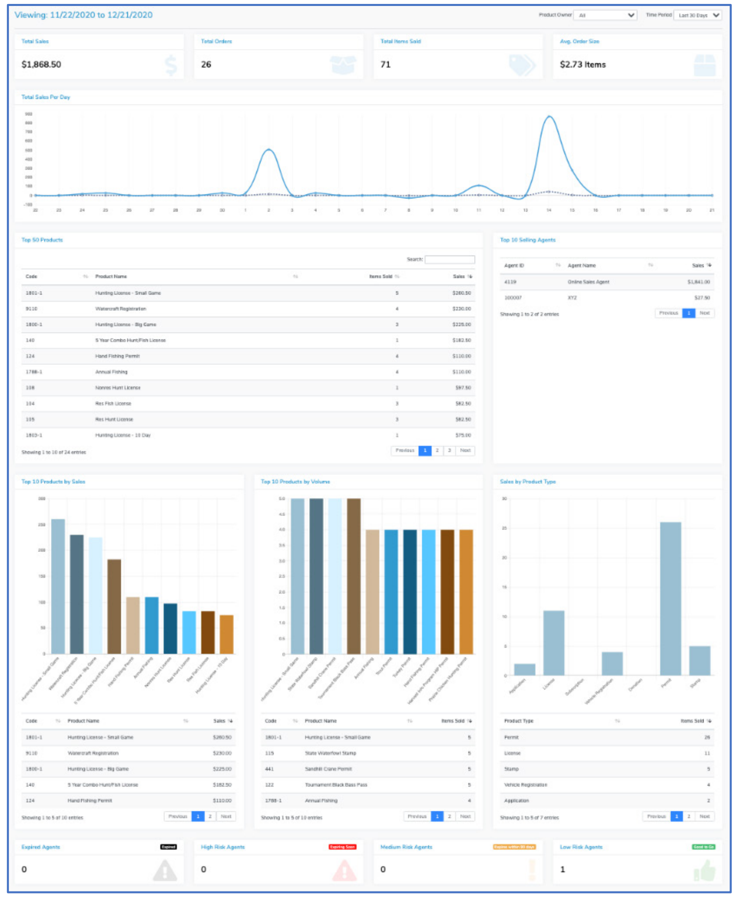
Transaction Search Results

Transaction ID	Customer ID	Agent ID	Clerk	Total Price	Transaction Date	Transaction Status
1277	142-407-766 - Kyle Marty Adams	100001 - DNR Agent Business	kyle.romine kyle.romine	$8.00	6/2/2021 3:01:07 PM	Complete
1276	840-038-418 - Jyle Jomine	4119 - Online Sales Agent		$1.00	6/2/2021 2:22:59 PM	Complete
1248	064-389-158 - James Instuctor	4119 - Online Sales Agent	Nick.Porter Nick.Porter	$15.25	5/28/2021 4:27:40 PM	Complete
1247	064-389-158 - James Instuctor	4119 - Online Sales Agent		$40.00	5/27/2021 7:26:14 PM	Complete
1246	064-389-158 - James Instuctor	4119 - Online Sales Agent		$8.00	5/27/2021 7:24:37 PM	Complete

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-032 **Section VII.F.1.a**	A. Describe how the system allows designated Administrative personnel to perform system maintenance (i.e., editing customer profiles, creation and updates of permits, adding/deleting business rules, etc.), reporting, and accounting functions.	X			
	Bidder Response: The OneOutdoor system provides a robust Administrative Module that allows the NGPC administrative users to update most fields in the database. The only exception occurs for fields that are used as a unique identifier such as customer record number (this ensures data integrity cannot be sacrificed).				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	NIC understands that administrative users need to be able to update products (i.e.: license types, fees, lottery information, harvest information, etc.) and customer information as needed in order to maintain data and system integrity. This is why NIC developed the OneOutdoor system to ensure that administrative users have advanced controls and reporting functionality at their fingertips, without the need to reach out for assistance (unless it is desired). The screen shot at the bottom of this section shows the administrative dashboard and the various functions that are available for administrative users. Administrative users can make standard changes to all channels from ***one administrative control center*** (the Administrative Dashboard), so the changes are *automatically made* available to the designated channels at the time designated by NGPC. Streamlined Administrative Control allows NGPC to deploy changes to business rules and make any other adjustments necessary (updates to product pricing, hunt season dates, consolidate customer records, manage user permission levels, etc.) to manage and administer duties. For example, the steps an administrative user would follow to update a customer profile can be found in our response to **FUN-002**; the steps an administrative user would follow to create or update a permit can be found in our response to **FUN-035**; and the steps an administrative user would follow to perform accounting functions can be found in our response to **FUN-046**. In addition, the OneOutdoor system provides critical reporting at a glance, based on NGPC's needs. NIC understands that there are many reports needed to help run the business on a daily basis, such as daily accounting close out reports. The Administrative Data Dashboard has the ability to display reports on screen that are refreshed regularly in order to present up-to-date statistics on any product, agent, or other data as desired through the Reports Module. Figure 72 below is a screen shot of the Administrative Data Dashboard, showing the at-a-glance metrics that can be built in to allow administrators kick access to key metrics:				

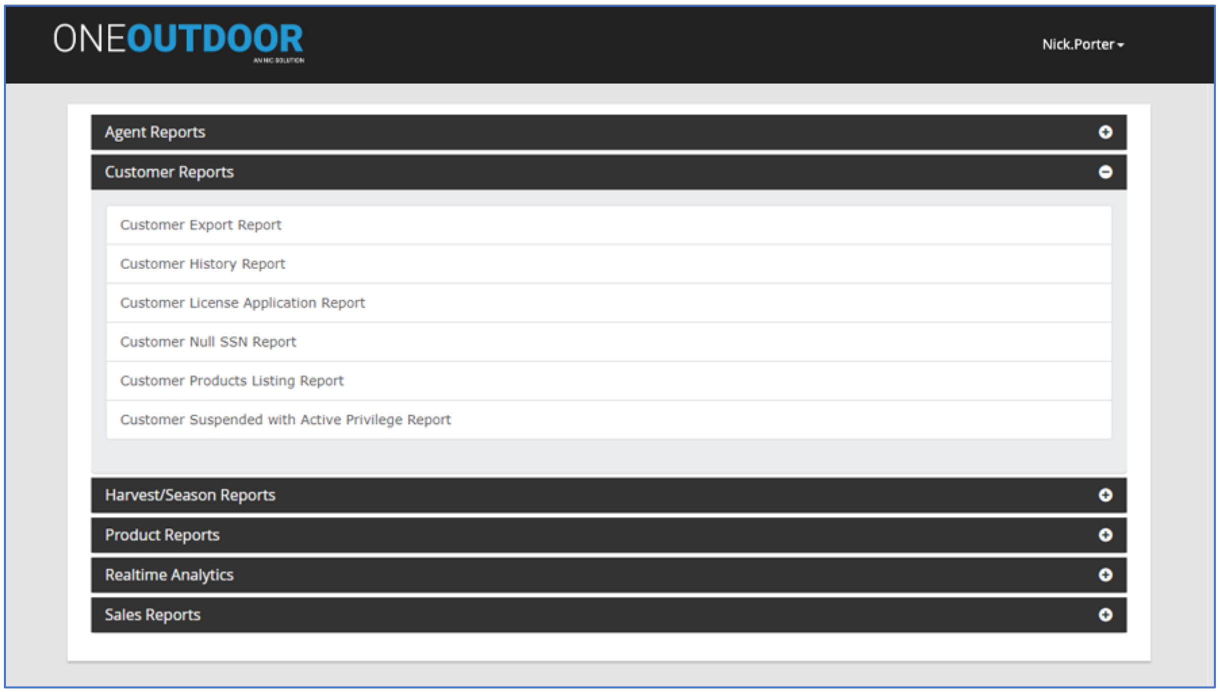
Figure 72: Administrative Data Dashboard



NIC will work with NGPC to set up the Administrator Dashboard pages to reflect the data needed at a glance on the first two data dashboard pages and also to set up reports that will be needed on a recurring basis to add to the Standard Reports Listing.

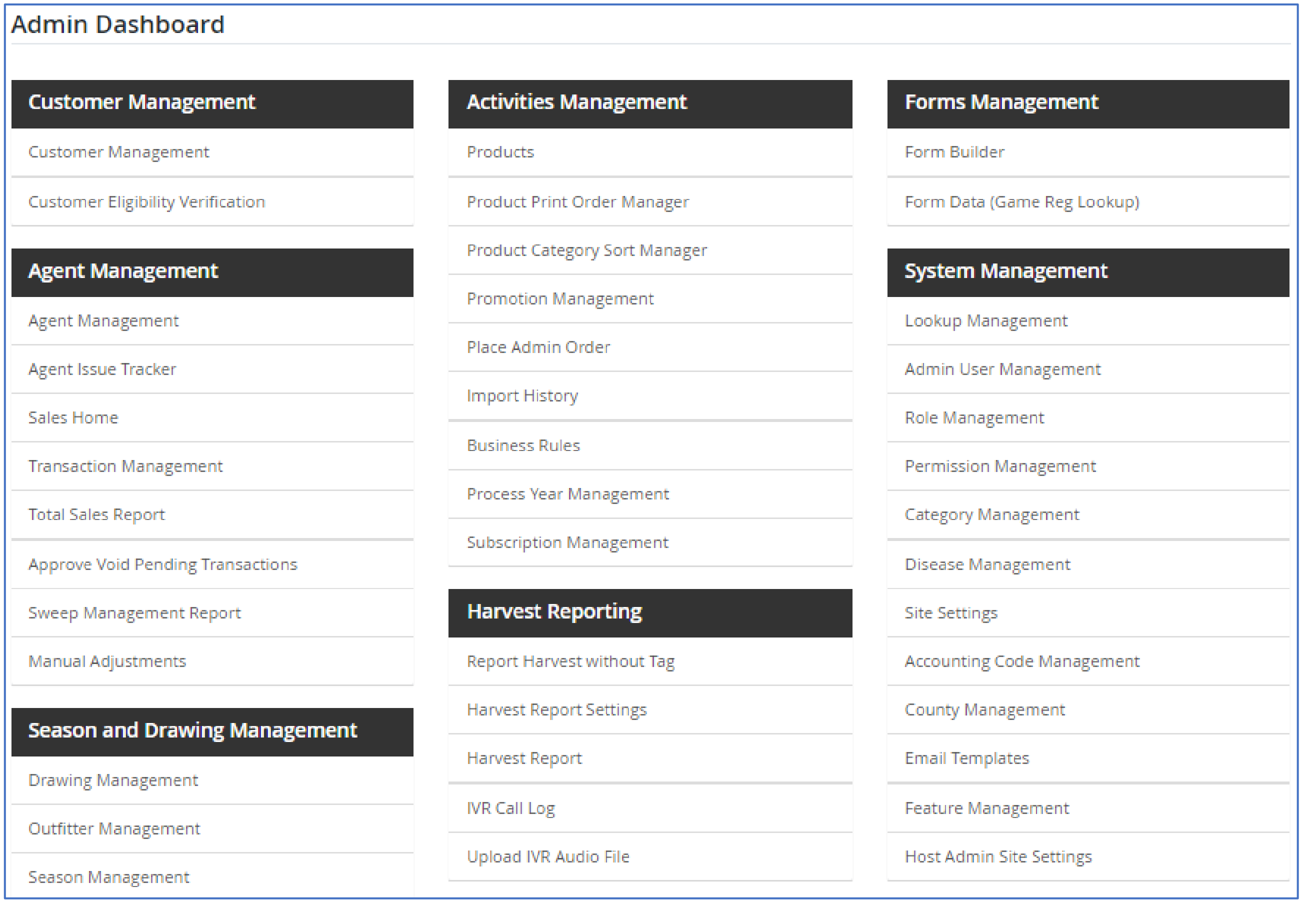
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	NIC will work with NGPC during design to develop all needed reports with all of the necessary fields. The reports will all be placed on the Administrative Data Dashboard in a listing of canned reports in order to provide easy access to each report at any time. For example, Figure 73 below is a screen shot of the OneOutdoor standard reports listing with the Customer Reports tab expanded to show the various report option:				

Figure 73: OneOutdoor Standard Reports Listing



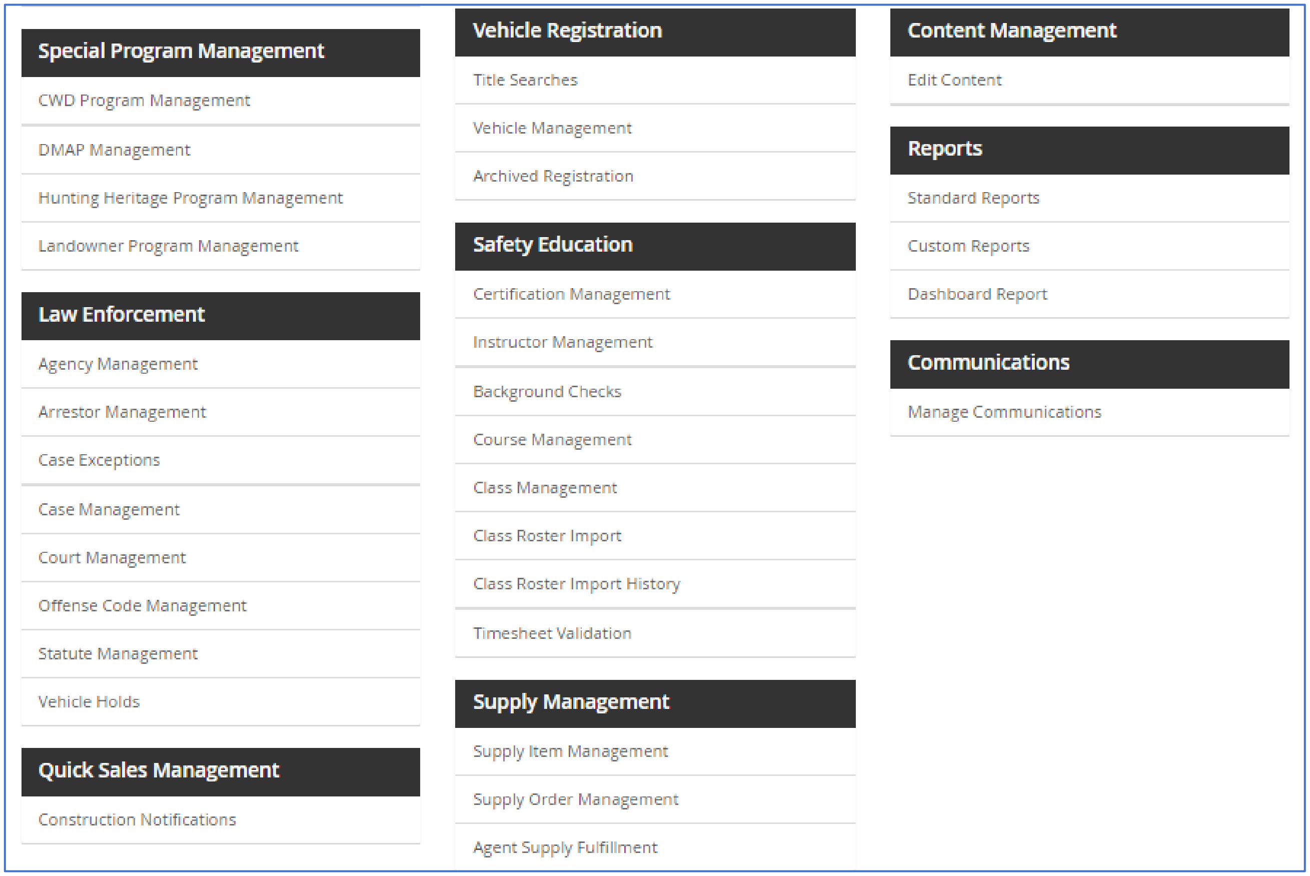
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	When an administrative user wishes to execute one of these reports, they can specify any necessary parameters prior to report execution and then either print the report or export the report into a variety of outputs, such as PDF, Excel, Rich Text format, Word, .csv, and XML, if desired, then print the exported report. The Reports Module is permission-based, so only users with the appropriate permissions will be able to view and run reports. Those permissions can be updated by an administrative user as necessary. In addition, the administrative dashboard provides quick links to other administrative functionalities such as customer and agent management, communication management, lottery management, forms management, etc. The screen shots below, Figure 74 and Figure 75, show the main administrative dashboard page that provides links to all of the administrative functions available in OneOutdoor:				

Figure 74: Administrative Dashboard, Part 1



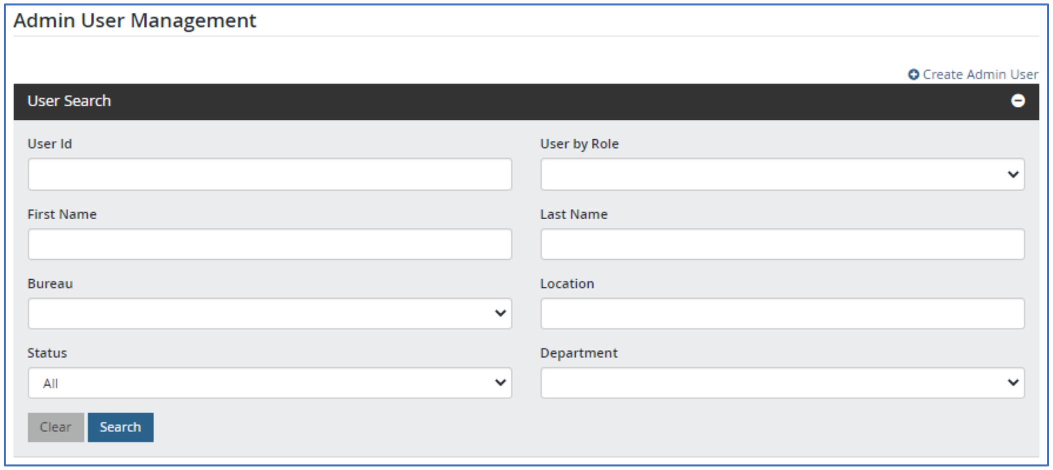
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate

Figure 75: Administrative Dashboard, Part 2



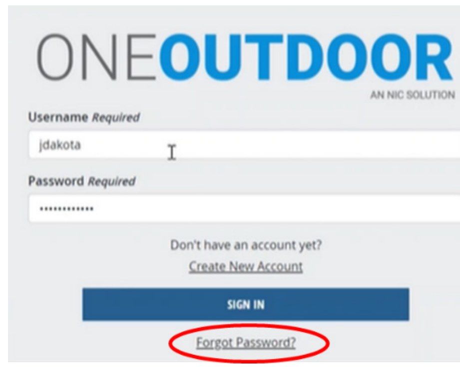
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-033 **Section VII.F.1.a**	A. Describe how designated Administrative personnel can: 1. maintain user IDs, 2. update passwords, 3. assign roles, and 4. allows for agent account activation and deactivation	X			
	Bidder Response: The OneOutdoor platform uses Role-Based Access Controls (RBAC) to manage system access, ensuring sensitive information is protected and controlled by job function or necessity. NGPC Administrators will have the ability to create new user roles, configure role access levels and permissions, and assign users to roles in real-time. Real-time reporting tools support access management controls to ensure the security of the system and its data. ◈ Create new user roles and manage role permissions in real-time through the administrative interface. ◈ Create new administrative and agent user accounts. ◈ Manage user accounts, including locking or deactivating users, initiating password resets, setting security questions, and manage user account contact information. The Administrative User Management Module allows administrative users to be created, edited, and disabled. This is also used to manage the permissions and roles granted to an administrative user. Figure 76 below shows the Administrative User Management Screen from which these functions can be performed:				

Figure 76: Administrative User Management Screen



These administrative permissions are what allow different roles the ability to fix errors, update customer data, invalidate or void items, issue/reissue or reprint licenses and permits and many other administrative functions. Each agent location can have agents that are provided with administrative permissions, in order to be able to perform these functions for customers as needed.

If a user contacts the call center of NGPC for a password reset, the call center or NGPC representative will initiate the password reset process for the customer. Passwords are required to be changed by the user and is easily accomplished by simply clicking the 'Forgot Password' link under the sign in button on the log in screen as shown in Figure 77 below. NIC requires password resets to be performed in this manner to protect the security of the account and the user.

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	Figure 77: OneOutdoor Login Screen  				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-034 **Section VII.F.2**	A. Indicate from the list below those functions that designated Administrative personnel <u>would</u> have maintenance control over: 1. Permits, applications, stamps, certificates, and products; 2. Permit type(s); 3. Permits, applications, stamps, certificates, product prices; 4. Financial account codes, applications, stamps, certificates and products; 5. Season dates; 6. Set limited inventory of permits; 7. Weapons;	1. X 2. X 3. X 4. X 5. X 6. X 7. X		1. 2. 3. 4. 5. 6. 7.	

Attachment A

Requirements Traceability Matrix (RTM)
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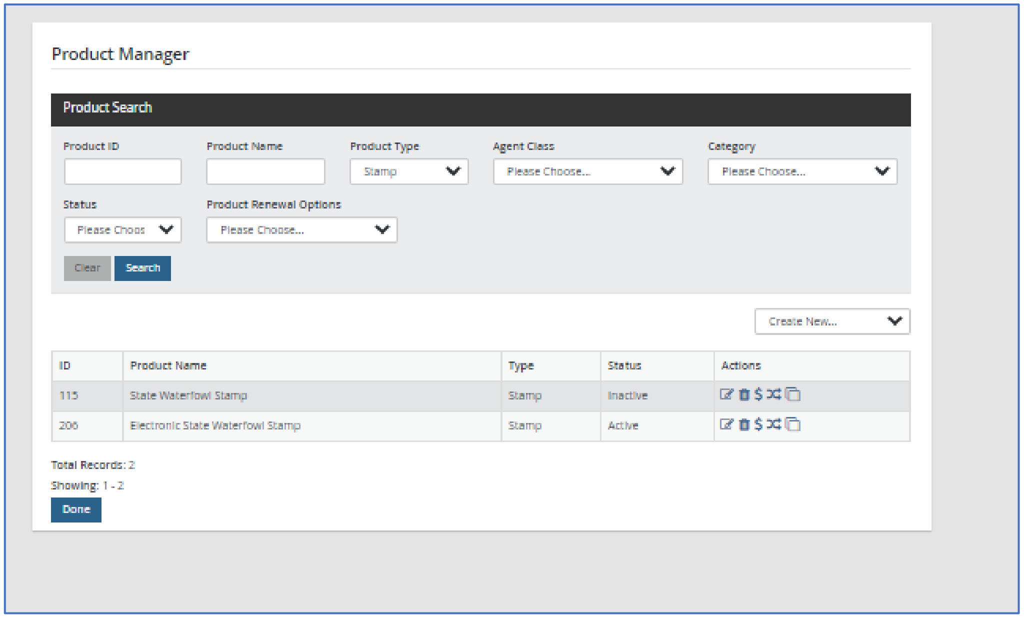
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	8. Bag codes; 9. Hunt units/zones 10. Stamp types; 11. Images/pdf files (permit/stamp/receipt images, etc.); 12. Permit sale dates; 13. Immediately halt sales of specified permits; 14. Refunds and voids; 15. Draw and Lottery processes; 16. Business rules; 17. Sales start/stop dates/times; 18. Permit system (i.e .public, vendor, agent, mobile, NGPC); 19. Disable customers (revocation) 20. Merge duplicate profiles to include permits, landowner information etc. from one customer's record to another (when one customer has more than one record).	8. X 9. X 10. X 11. X 12. X 13. X 14. X 15. X 16. X 17. X 18. X 19. X 20. X		8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20.	
	Bidder Response: The OneOutdoor administrative role provides almost ubiquitous ability to maintain the OneOutdoor system. NIC realizes that it is important for the agency to be able to quickly react to any legislative changes or new product needs, so we created a system that allows the administrative user access and control over the vast majority of the system in order to provide as much flexibility to the agency in order for the agency to remain nimble in their support of their clients.				

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: NGPC Administrative personnel can create and/or update all products in the product catalog. NGPC has complete control over the business rules that apply to all products and can configure and design all products as they desire. All permits and stamps are assigned unique bar codes that can be presented using the PDF417 format.				

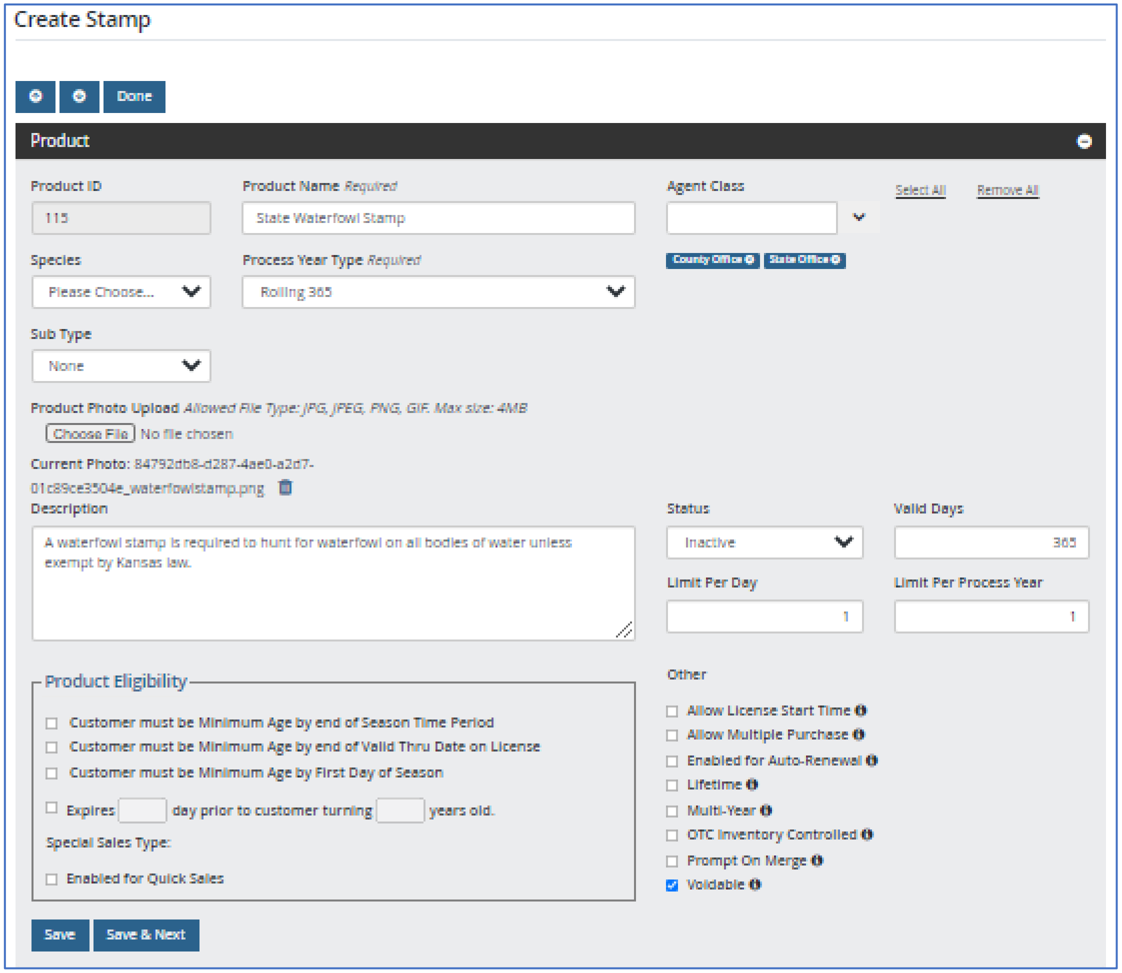
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	If the agency is wanting to design a permit or stamp that is similar to an existing product, they can clone the existing product, name it the new product, and simply update the necessary fields to distinguish the new product. This allows for quick product creation and the ability to keep any statutory requirements consistent without having to recall the value for all fields needed to create the new product. This works well for a product that is associated with a specific year and requires a new product for each year such as a hunting or fishing license. All fields would remain the same except the year (unless perhaps you wanted to change the pricing), so cloning the current year's license makes quick work of creating next year's license product. If the agency needs to create an entirely new product, they should access the Administrative Dashboard and click 'Product Management'. Once in the product management module, they would click 'Products', then on the Product Manager Page (shown in Figure 78 below), they would select the type of product to be created from the 'Create New' dropdown menu on the right-hand side of the screen.				

Figure 78: Product Management Page



Upon choosing ‘Stamp’ from the dropdown, the first screen of the create new stamp product would appear for population as shown in Figure 79 below:

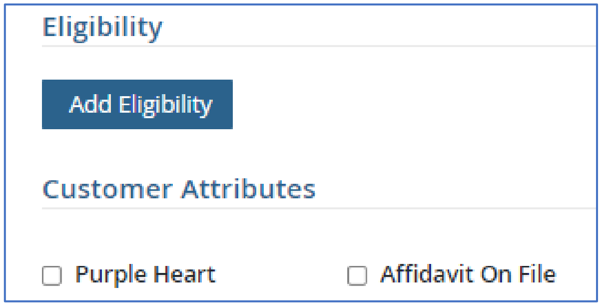
Figure 79: Create a New Stamp Screen



FUN #	**Administration Module Management**	**Yes**	**Customization Required**	**No**	**Alternate**
	The administrative user would then populate all fields in order to create the new product. Note: there are multiple screens of information to populate when creating a new product. Administrative users would designate all parameters of the product such as fulfillment and printing options, print templates, cross references, and financial information such as pricing, etc. All required information can then be printed on the permit as designated in ***RFP Section VII.F.3 Design Permits and Stamps***.				

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: OneOutdoor can accommodate any number of special classes of people as needed by NGPC; this is done in the Customer Attributes portion of the Customer Profile. These special classes can include folks who may be of a certain age (senior or student), are active or disabled military, those who qualify for special fish or need to hunt from a vehicle, etc. Existing today in this section is a check box next to the words 'Purple Heart' in which a customer can indicate that they are Purple Heart recipient. To the right of this column is another checkbox with the words 'Affidavit of File' which indicates whether or not the designation has been verified by NGPC. This process is supported by a workflow for verification by NGPC of the preference eligibility that allows NGPC administrative users to make updates as necessary during the verification process. During implementation, the NIC team will create any customer groups/attributes/preferences needed. Figure 80 below is a screen shot of the Customer Attributes section in the Edit Customer Profile screen currently:				

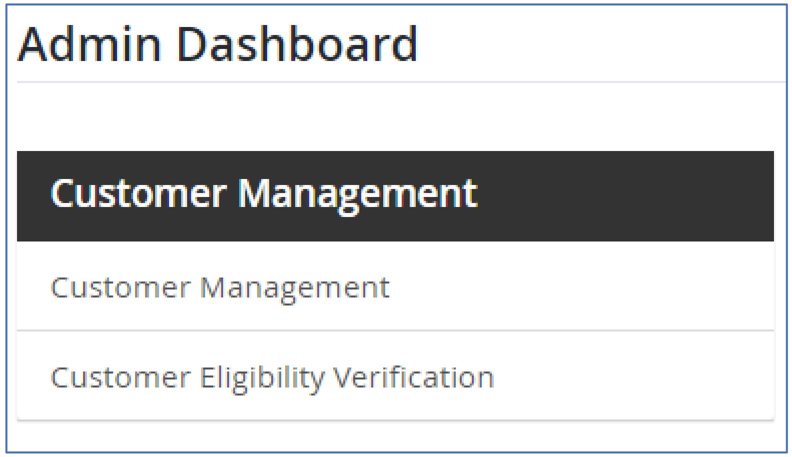
Figure 80: Customer Attributes Screen



Customer attribute fields would need to be populated by the customer after initial Customer Profile creation by editing their customer profile to indicate a new user group/attribute status and scrolling down to the bottom of the edit screen and clicking 'Save Changes'. Once a customer clicks one of the checkboxes next to a customer attribute/customer group, a form will be presented on which the customer will provide all necessary information to prove their eligibility for the attribute and attach any documents required by that form.

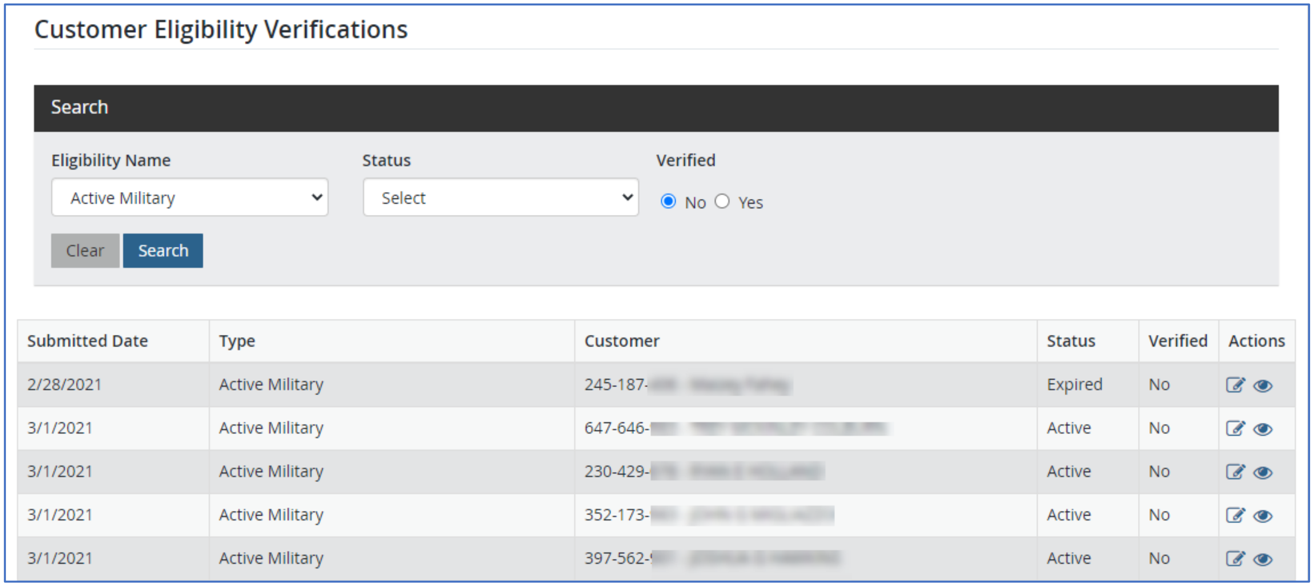
When the agency has a need to see the list of customers who fall into each Attribute/Eligibility category, they would pull up the administrative dashboard and click on 'Customer Eligibility Verification' as shown in the screen shot in Figure 81:

Figure 81: Customer Eligibility Verification



After entering the 'Customer Eligibility Verification' module, shown in Figure 82 below, the administrative user would choose a selection from the dropdown list of eligibility status categories and if desired, a particular status (though not required), and the system will provide the listing of all customers that have that eligibility. If the administrative user doesn't make any selections in the drop-down menus, all customers with any kind of eligibility status will be displayed once the customer clicks the search button. In the example below, the user has chosen 'Active Military' from the drop-down menu and clicked the search button:

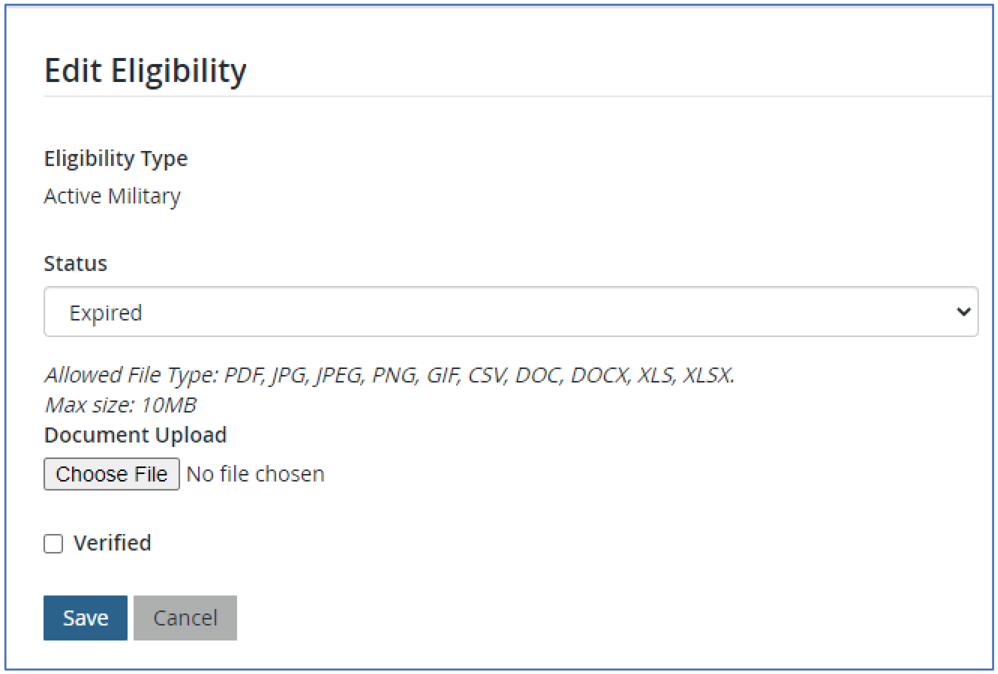
Figure 82: Customer Eligibility Search Screen



From the displayed listing, the administrative user can review and even edit eligibility for a customer from that screen. The customer would simply click on either ‘Action’ icon at the left-hand side of the listing to perform the desired action. In Figure 83 below, the user has clicked the ‘Edit’ icon for the first customer.

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate

Figure 83: Editing a Customer Eligibility Type



As you can see in the screen shot above, the administrative user can change the status of the customer by using the drop-down menu as necessary and then clicking the ‘Save’ button.

Attachment A

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

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-037 **Section VII.F.5, 6**	A. Describe how the system allows NGPC users with administrative access to remotely manage agent permissions including: 1. Authorization to sell Certain permits; View/edit NGPC location or Agent's Corporate and Agent information; 2. Update account codes associated with the location; 3. Add or disable user ids and passwords; 4. Manage location user access rights; and 5. Authorization to perform additional functions (check-in harvested animals).	X			
	Bidder Response: NGPC administrative users can manage all agency locations and agent permissions/access rights and roles as needed for each agency location using their Administrative Dashboard to navigate to the various functions needed. All the listed items can be accomplished utilizing the 'edit' module. NGPC can appoint certain agency users as administrative users if desired to provide administrative function within an agency location. NGPC administrative users have the ability to designate which products an agency is eligible to sell as well as how many OneOutdoor users an agency can have at each location. NGPC can set up a role specifically for agent users in order to be able to manage all functions those users have access to and what products they can sell. In addition, all product configurations and account codes or agency locations can be maintained by administrative personnel. The administrative user can manage users at any location using the Agent Management module. This module allows them to search for a particular agent and edit any information within that agent record. This includes agency information, agency users and their permissions, products the agency can sell, and all functions that agency is allowed to perform. For example, in the User Management portion of the Agency information, shown in Figure 84 below, an administrative user can search for a particular user by populating any field and clicking the search button, or just clicking the search button to show all agency users. From that listing, any modifications to individual users can be made.				

Figure 84: User Search Screen

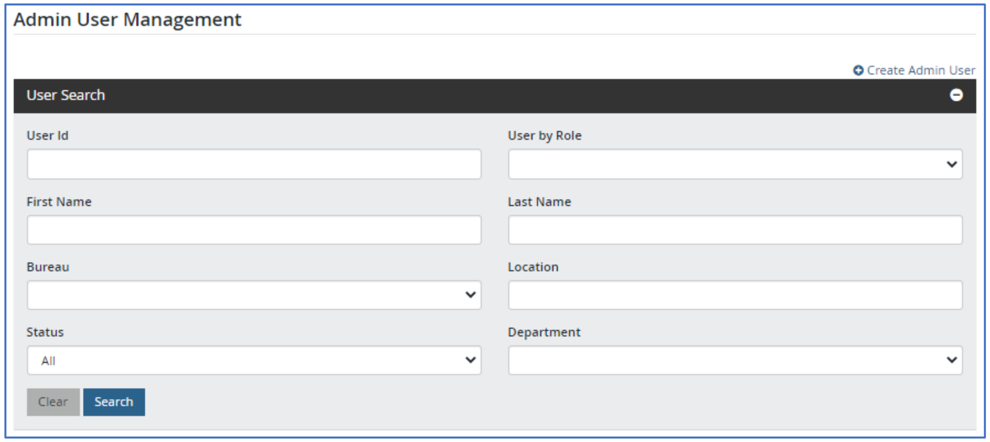
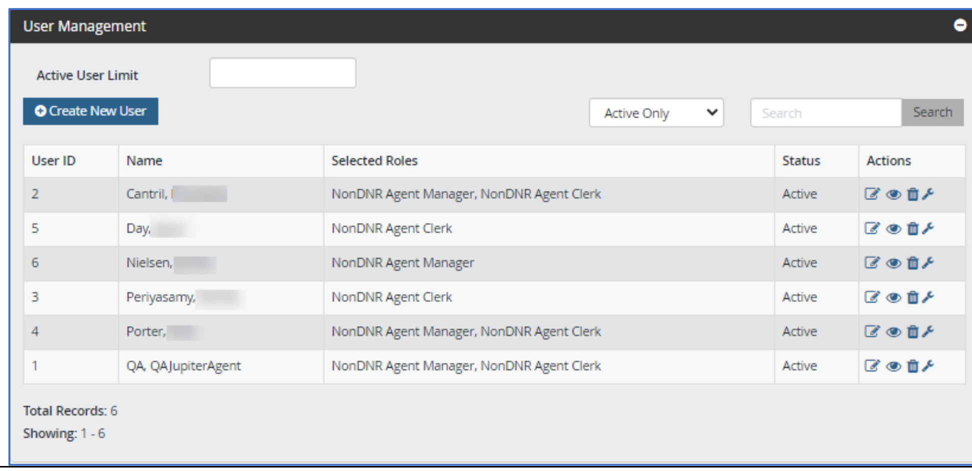


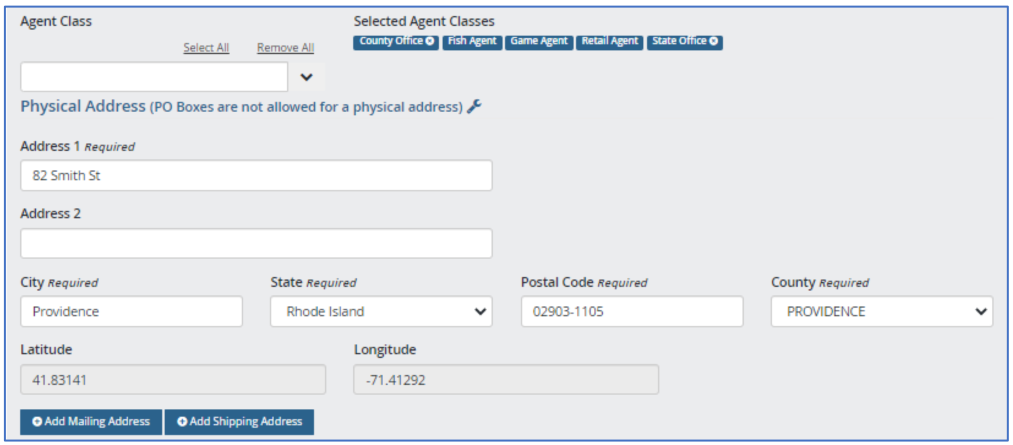
Figure 85 below is an example of a listing of results from the above search screen:

Figure 85: User Search Results Example



FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	In order to designate or restrict the products that can be sold by a particular agency, the administrative user would look in the General Information section under Agent Classes as shown in Figure 86 below. The blue classes are those that the agency can currently sell and can easily be removed by clicking the ‘x’ in the top right-hand corner of the button. If the administrative user wishes to add products, they simply click the drop-down menu by Agent Class to select additional products to add to the list of available products (shown in the blue boxes).				

Figure 86: Designating Agent Classes



NGPC administrative users can initiate the password reset utility for the user which will send an email to the user with a link included for the user to complete their password change.

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: Using the built-in Communications Module, NGPC can interact with customers as often as needed. Administrative users can access this module from their administrative dashboard to create broadcast messages to a group of customers and/or agents in the system at any time.				

Attachment A
Requirements Traceability Matrix (RTM)
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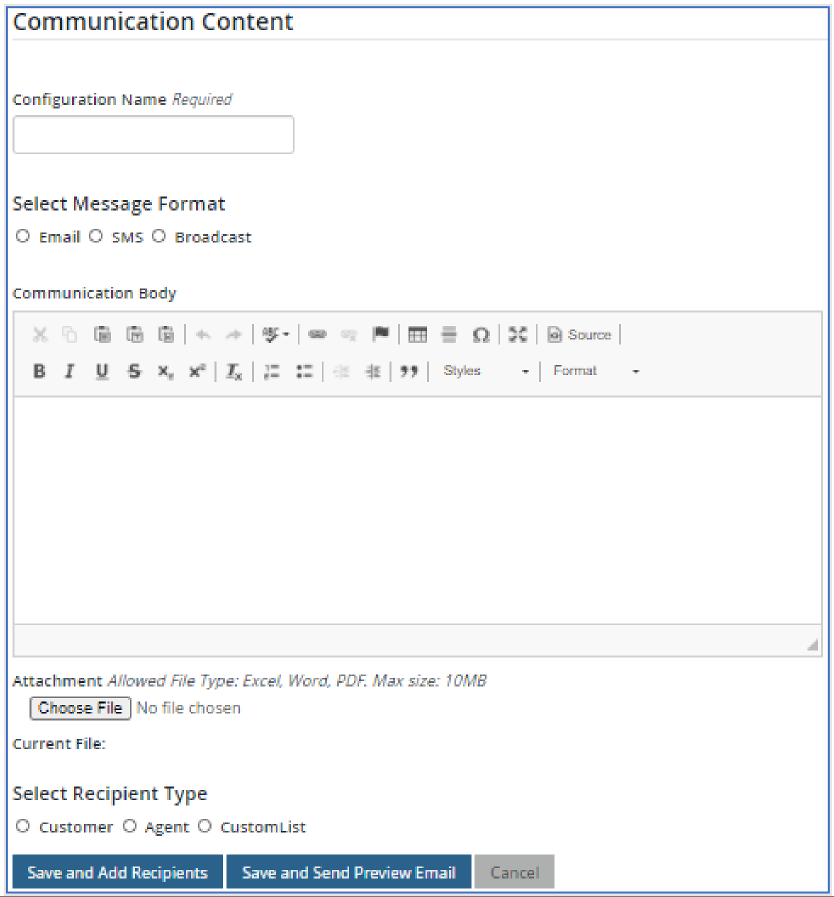
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	The following screenshot in Figure 87 shows the configuration screen of the Communications Module:				

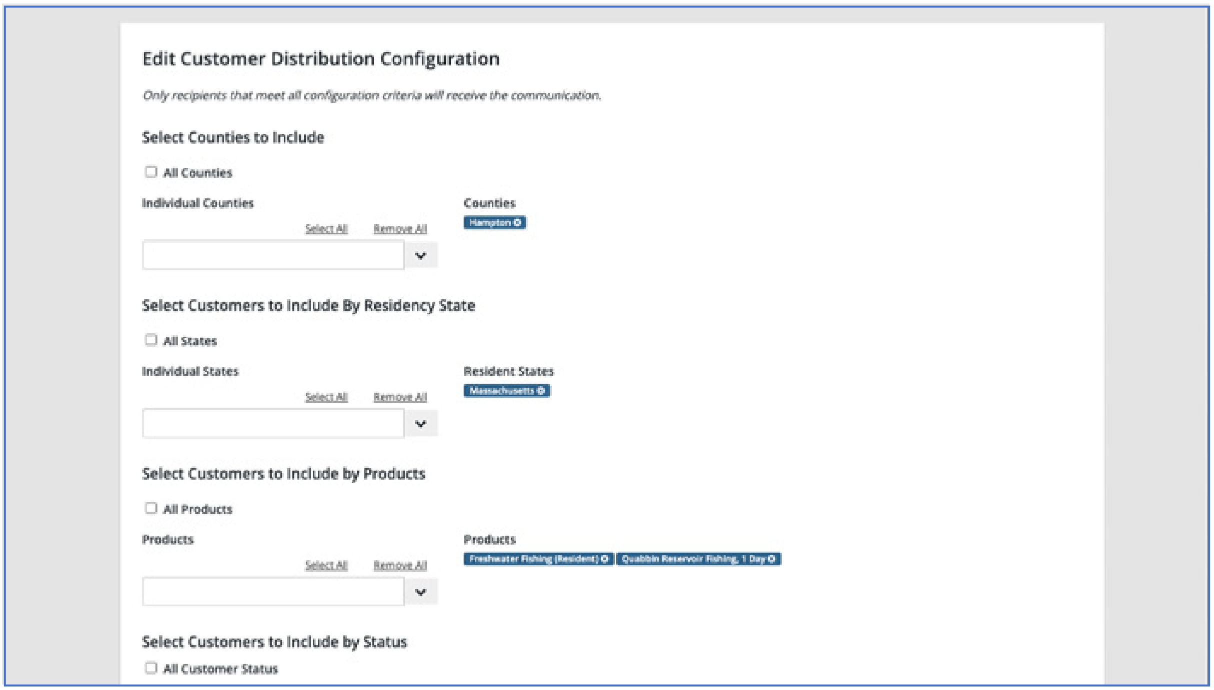
Figure 87: Communications Content Creation Screen



FUN #	Administration Module Management	Yes	Customization Required	No	Alternate

Administrative users are able to designate the listing of intended communication recipients for each message as well. The following screenshot in Figure 88 shows the configuration of communication recipients for a broadcast message which is based upon customer group:

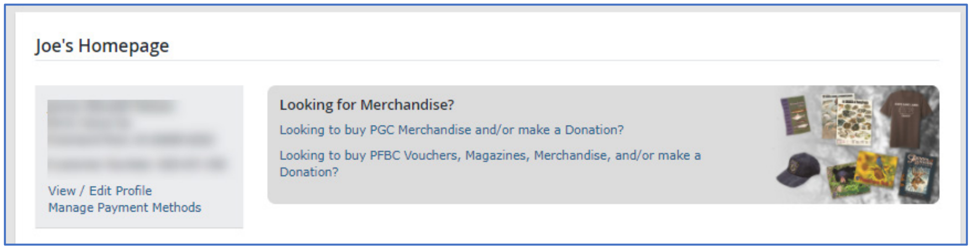
Figure 88: Communication Recipient Setup Screen



The Broadcast message feature allows for the display of messages to POS agents, customers, as well as system administrators to provide notifications of new information or reminders about upcoming events or changes. These messages are displayed on screen without the user needing to go find the message in a specific location.

Figure 89 is an example of a Broadcast Message that was configured for the Commonwealth of Pennsylvania to increase merchandise sales. Now customers have the ability to efficiently purchase merchandise directly from their homepage.

Figure 89: Broadcast Message Example

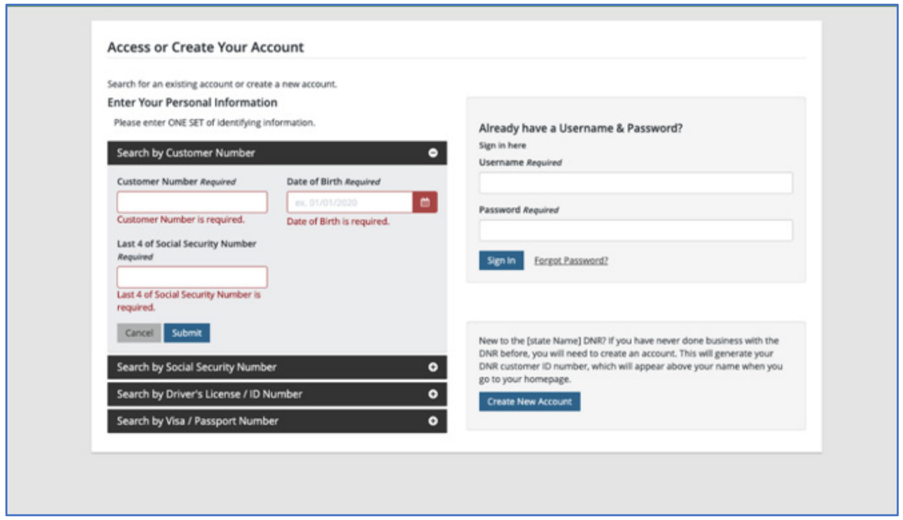


Additional Information: the Communications Module on the Administrator Dashboard can also be used to configure notification and confirmation screens as well as error messages and alerts. Both Notification and Confirmation screens can be configured to display the necessary information in the desired format, look, and feel. These screens will appear when the agent is required to validate information during a customer transaction or provide information that may be helpful to complete a customer transaction.

All users will be prompted with standard error messages resulting from transaction error or validations as necessary and are configured by NGPC personnel to fit their business needs. Figure 90 depicts a customer validation error that a required field was not populated:

<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">

Figure 90: System Error Message Example



</td></tr>
</table>

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-039 **Section VII.F.8**	A. Describe how a user with administrative access can update and report big game harvest information.	X			
	Bidder Response: An administrative user can report big game harvest information as needed; for example, to enter a survey report for a customer who calls in to the help desk. The customer can provide the survey information over the telephone and the administrative help desk user can enter the information on the customer's profile by pulling up the tag associated with their purchased permit and filling out the harvest survey form for the customer. The administrative				

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	user would follow the same process as the customer would follow to complete a big game harvest report. For full details of the harvest reporting process, see our response to **FUN-028** above/below. Additional Information: Only administrative users with the administrative/harvest report permissions will be able to edit a harvest report out of season. Authorized users can adjust the timeframe allowed for harvest reporting, but this is currently only available at the tag level. This timeframe functionality could be further adjusted to allow for configuration at the location level, if needed.				

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: Administrative users can search for a customer's profile (shown in Figure 91 below) in the Customer Management module and view the customer's transaction history to determine all the transactions a user has made in the system. Every transaction and purchase made by a customer is searchable and viewable on the customer's profile. In addition, the administrative user can perform an Advanced Search in that same module (shown in Figure 92 below) which allows them to search for more specific items such as transaction number, permit/tag number, Order/Payment ID, etc.				

Figure 91: Customer Search

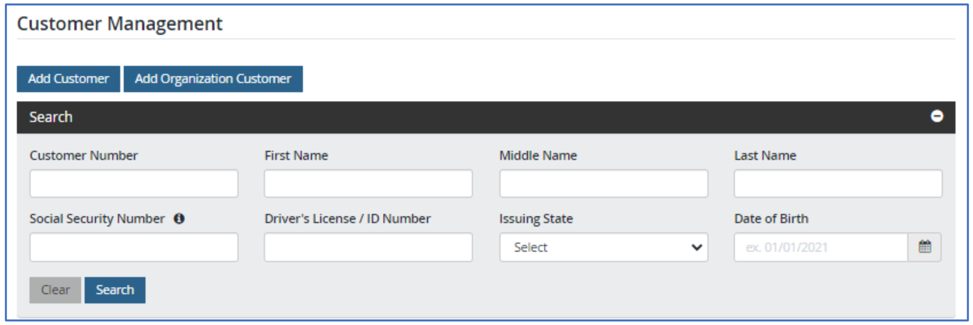
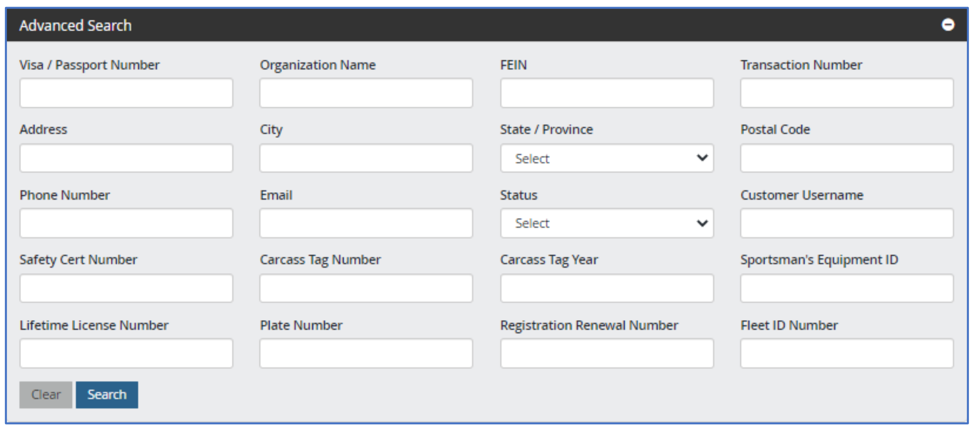
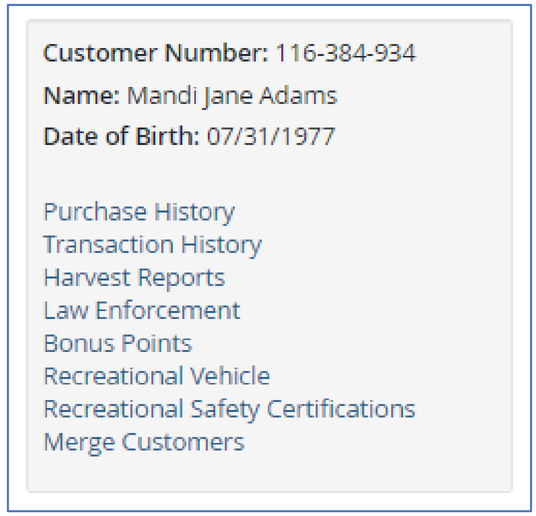


Figure 92: Advanced Customer Search



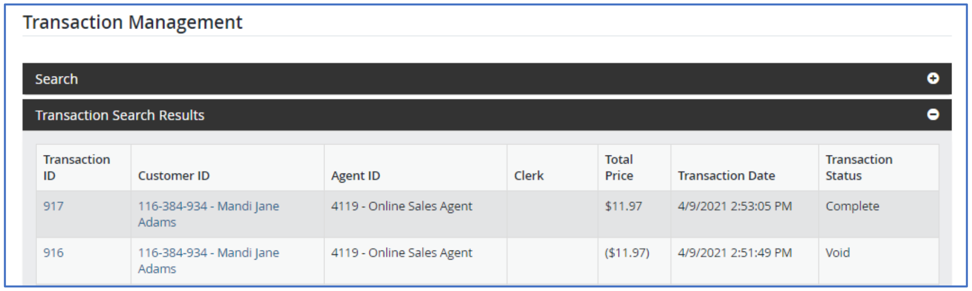
Once a search has been performed, the user can click on the view button in the Actions column next to a customer name in the search results to view the customer's profile. This will result in the screen shot shown in Figure 93 below:

Figure 93: Viewing a Customer Profile



As shown above, the customer profile will provide links to further information. By clicking Transaction History, for example, this provides a listing of transactions in the Transaction Management module which shows all transactions for that customer. Once the transaction history is displayed (see screen shot in Figure 94 below), the administrative user can click on the transaction ID to see all information related to that specific transaction:

Figure 94: Transaction History Listing


Transaction Management

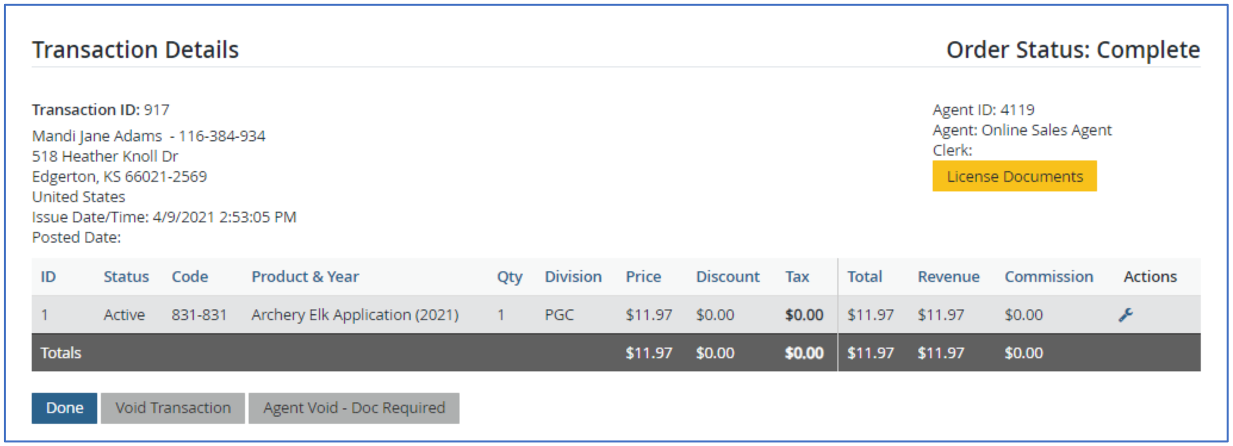
Search

Transaction Search Results

Transaction ID	Customer ID	Agent ID	Clerk	Total Price	Transaction Date	Transaction Status
917	116-384-934 - Mandi Jane Adams	4119 - Online Sales Agent		$11.97	4/9/2021 2:53:05 PM	Complete
916	116-384-934 - Mandi Jane Adams	4119 - Online Sales Agent		($11.97)	4/9/2021 2:51:49 PM	Void

By clicking on a specific transaction ID, the system will display the details of the transaction as shown in Figure 95 below:

Figure 95: Transaction Details Screen


Transaction Details

Order Status: Complete

Transaction ID: 917
Mandi Jane Adams - 116-384-934
518 Heather Knoll Dr
Edgerton, KS 66021-2569
United States
Issue Date/Time: 4/9/2021 2:53:05 PM
Posted Date:

Agent ID: 4119
Agent: Online Sales Agent
Clerk:
License Documents

ID	Status	Code	Product & Year	Qty	Division	Price	Discount	Tax	Total	Revenue	Commission	Actions
1	Active	831-831	Archery Elk Application (2021)	1	PGC	$11.97	$0.00	$0.00	$11.97	$11.97	$0.00	
Totals						$11.97	$0.00	$0.00	$11.97	$11.97	$0.00	

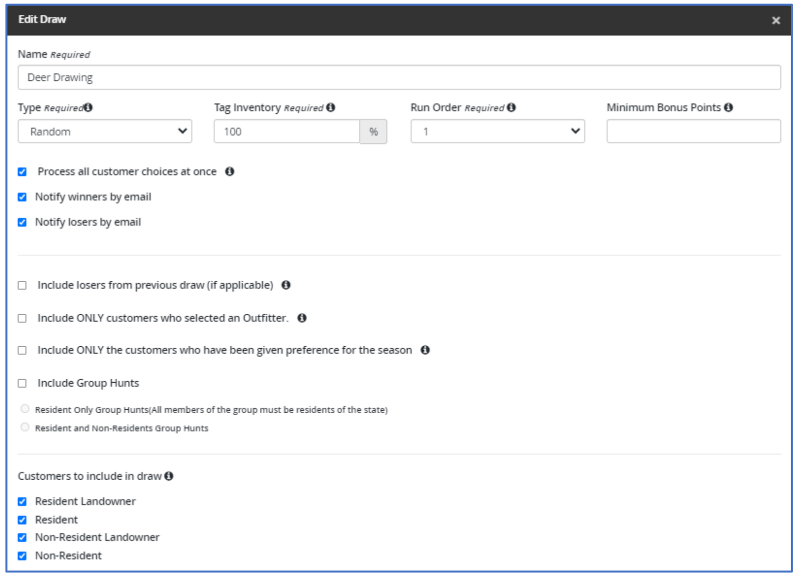
Done | Void Transaction | Agent Void - Doc Required

Additional Information: If NGPC finds that they have regular need for any specific search, such as those listed here, NIC recommends that they set up a report that can be run from the canned reports list on the Administrative Dashboard

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	by clicking the report name to quickly locate the needed information. NIC can set up any reports needed during implementation for NGPC, but reports can be created at any time a new one is needed using the Reports Module.				

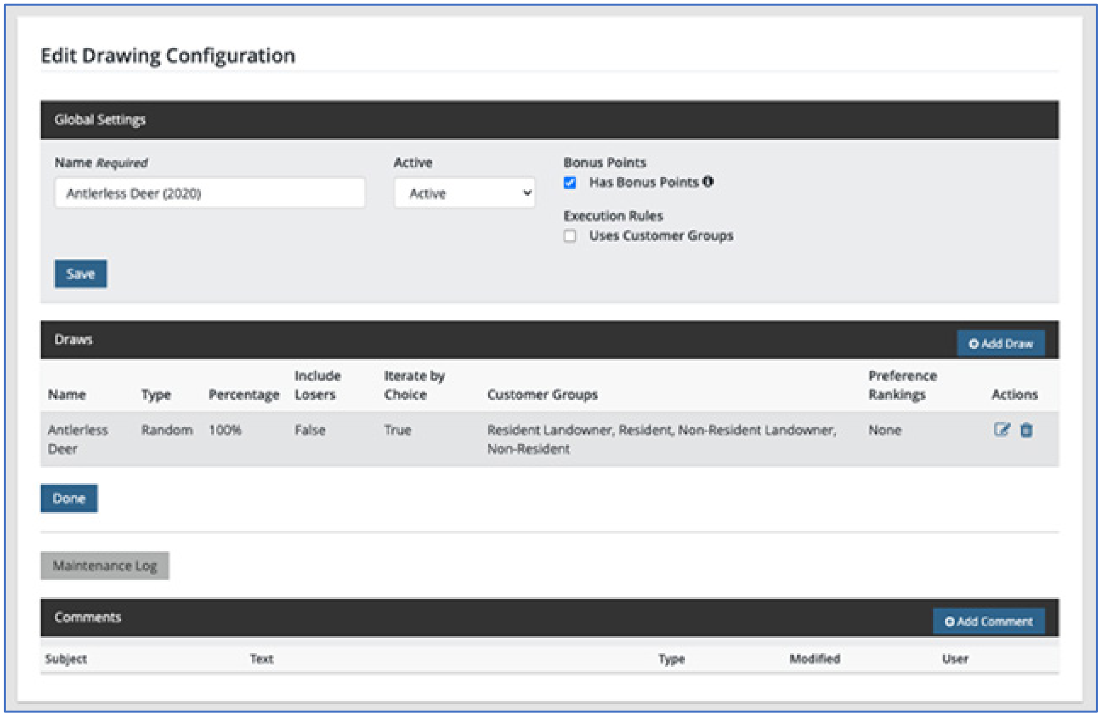
FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
FUN-041 **Section VII.F.10.a-b**	A. Describe how the system capability in conducting the following: 1. Draw i. Preference Point ii. Bonus Point iii. Buddy Application iv. First and Second Choice Hunt Units 2. Auxiliary draw i. Preference Point ii. Bonus Point 3. Lottery draw 4. Manual draw 5. Notify applicant of draw results	X			
	Bidder Response: The Administrative Module in the OneOutdoor system provides the ability to customize all aspects of the system and the ability to create any products needed by NGPC in service of their customers. 1. Draws can be configured any way that NGPC requires and can be based on preference points or bonus points, if desired. NGPC configures each draw by designating all of the parameters for each draw including but not limited to included customer groups, number of options available, group hunt/buddy application eligibility, species involved, season involved, WMAs included, etc. NGPC can include or exclude any items as needed and include as many rounds as desired with the ability to configure each round as its own separate draw. The draw configuration screen is shown in Figure 96 below:				

Figure 96: Draw Configuration Screen



Once you have the above screen shot populated, your draw is configured – in this example, it is the Antlerless Deer (2020) Draw. Notice that the administrative user has chosen to base this draw to include users that have Bonus Points. Administrative users should always pay special attention to the ‘Draws’ section to ensure that all necessary rounds for that draw have been included. Multiple draw rounds can be added to a draw by clicking the ‘Add Draw’ button in that section (shown in Figure 97 below).

Figure 97: Editing a Draw Configuration

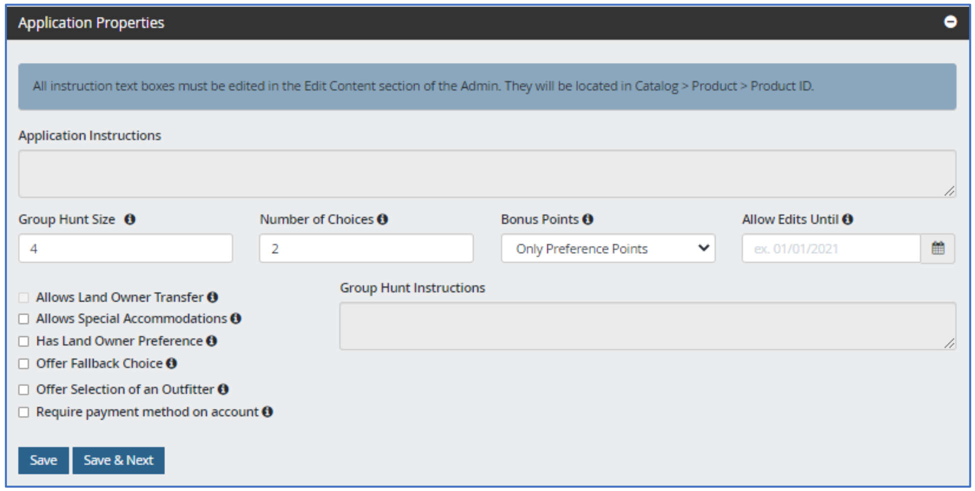


For example, in the above screen shot there is only one round configured so far, but you can see that the Run Order for each draw.

i. Preference points - In this type of drawing, customer preference points are ranked in-order from the highest number of points to the lowest number of points. Customers who have the highest number of points and the same wildlife management zone choices will have a greater chance to win the drawing. For example, three customers have the highest number of bonus points available (10 points) these three customers will be drawn first. Additionally, the next round of customers who have obtained 9 points will be drawn after the customers who had obtained 10 points. This process continues until the quota is depleted. Customers who were not

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	chosen in the drawing will maintain their current level of bonus points until they are awarded a permit in a future drawing, at which time their points balance will return to zero. ii. Bonus Points - The State can configure random drawings to allow preference points/bonus points to be allowed or not allowed for the drawing. If preference points/bonus points are allowed for the drawing, customers who have the higher number of points will have a better chance of winning the drawing. For example, the Elk Draw would work this way: Customer 1 has five bonus points and Customer 2 has three bonus points, Customer 1's name will be entered into the drawing five times and Customer 2's name will be entered three times. This means Customer 1 has a better chance of winning the drawing than Customer 2 but is not guaranteed a win. If the State decides to not run the drawing using preference points, a random drawing can still take place. When a customer is awarded a permit from a drawing their preference points/bonus points drop back down to zero. iii. Buddy Application – In the OneOutdoor system, this is referred to as Group Hunts, as a group can include as few as two applicants to many more depending on the application. For more details on buddy applications, please see our response to FUN-027. iv. First and Second Round Choice Hunt Units – This is a function of the application product. NGPC can configure a drawing application to allow customers to designate first and second and even a third-choice hunt unit on their application. In the event that their first choice is not drawn, then their application defaults to the second choice and so on. For example, the following screen shot shows an application on which the administrative user designated in the draw product that the customer would be allowed a first and second choice. The following screen shot in Figure 98 shows the application creation where an administrative user designated two choices:				

Figure 98: Example of Draw Application Choices

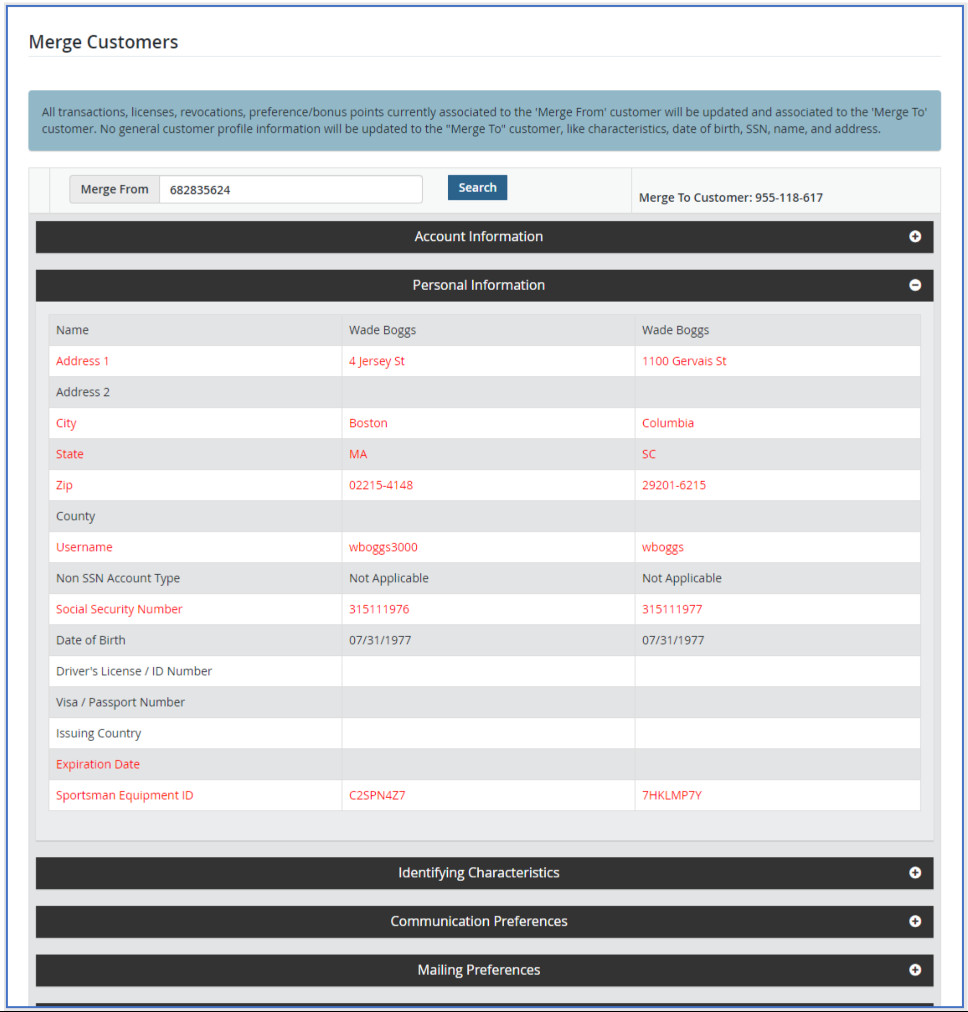


2. Auxiliary draws are considered a multiple round of a draw and can easily be configured by NGPC administrative users as shown above in our response to item #1.. Auxiliary drawings can be set to be based on preference or bonus points, as desired.
3. Lottery Draw - NGPC administrative users can set up any number of lottery draws needed and can set all parameters as needed. These parameters include the ability to stipulate: the number of choices an applicant can submit, whether a fallback option can be designated, time periods of the draw, species included, WMAs and zones included, group hunt options, any special accommodations included, the type of lottery draw (instant award, surplus, etc.), etc.
4. Manual Draw - NGPC administrative users can process manual draws with limited configuration work within OneOutdoor. At the completion and verification of the manual draw, administrative users can enter awards or permits directly on the applicable customer accounts. However, for the state of Illinois, we automated this process by creating a data import to systematically post each of the awards to the user's account.
5. Notify applicant of draw results - At the conclusion of a lottery or draw, participants that have been drawn are notified by email or by an alert in the mobile application that they have been successful in the drawing and can then log into OneOutdoor to complete their transaction. Similar to other components of OneOutdoor, the Agency can leverage the Communications Module to develop an email communication, broadcast communication, and/or SMS communication.

FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	All communications to lottery/draw participants will be developed by NGPC administrative users; if that is not the lottery/draw hunt coordinator, NGPC will need to ensure that approval is received from the coordinator prior to distribution of the communication to participants. NIC provides templates for these communications during the design phase of implementation, based on NGPC needs, but all templates can be customized by an administrative user at any time as needed for each lottery/draw. All design elements including application processing steps and algorithms will be documented during Implementation and approved by NGPC prior to design work beginning.				

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: Administrative users have the ability to find, remove, and/or merge/consolidate duplicate customer records/customer profiles when they are discovered. The system prevents customers, agents, and agency users from creating duplicate accounts through various validations during account setup. If a duplicate account is suspected or discovered, the system supports a consolidate/merge process that allows administrative users to review two customer accounts side-by-side to determine if they want to perform a consolidation/merge, or not. Administrative users will be able to review both customers' primary account information, active licenses/permits, harvest reporting, and law enforcement cases prior to executing the consolidation/merge activity. The functionality tied to consolidating/merging records is a permission that NGPC can assign to various user roles as they feel comfortable. The following screenshot in Figure 99 shows the Merge Customer page where the administrative user can view the potentially duplicate records side by side to evaluate the potential need for a records merge.				

Figure 99: Merge Customers Screen



FUN #	Administration Module Management	Yes	Customization Required	No	Alternate
	Once the administrative user has compared the two records and determined that the records need to be merged, they would then either click ‘Preview Merge’ to verify the information that would be retained on the newly merged customer account. Once they verify that all desired information will be retained, they would click on ‘Merge Customers’ and then click ‘OK’ to confirm the merge. This then deletes the extraneous information from the duplicate account that was not chosen to be retained and now that customer will have one remaining 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: OneOutdoor can calculate the sales tax for online sales (unified sales tax rate). OneOutdoor can be updated to address the needs of the NGPC for managing differential sales rates applicable for a county or tax district. OneOutdoor can also integrate with external third-party systems to get actual sales tax rates at the time of sales. The sales tax on products will be applied based on the agent location. All tax rates will be maintained in a tax table that can be updated as needed based on NGPC business needs. Tax rates are calculated and applied to a customer’s order during the checkout process.				

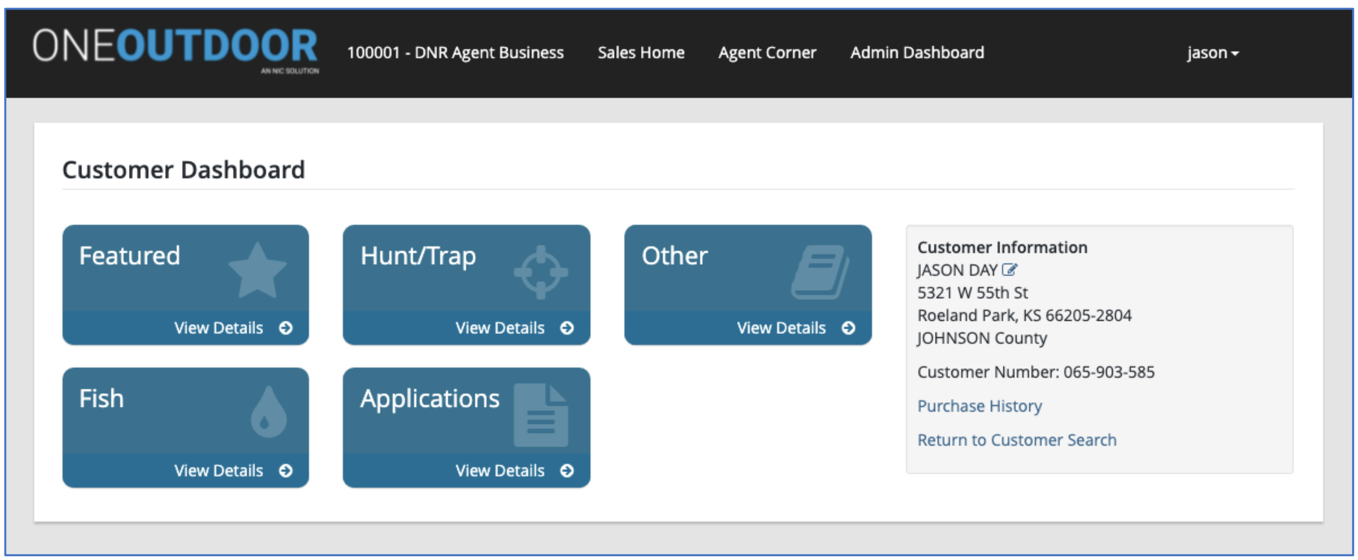
FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-044	A. Describe the system POS module including: 1. Internal Sales Channel 2. External Sales Channel	X			

Attachment A

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

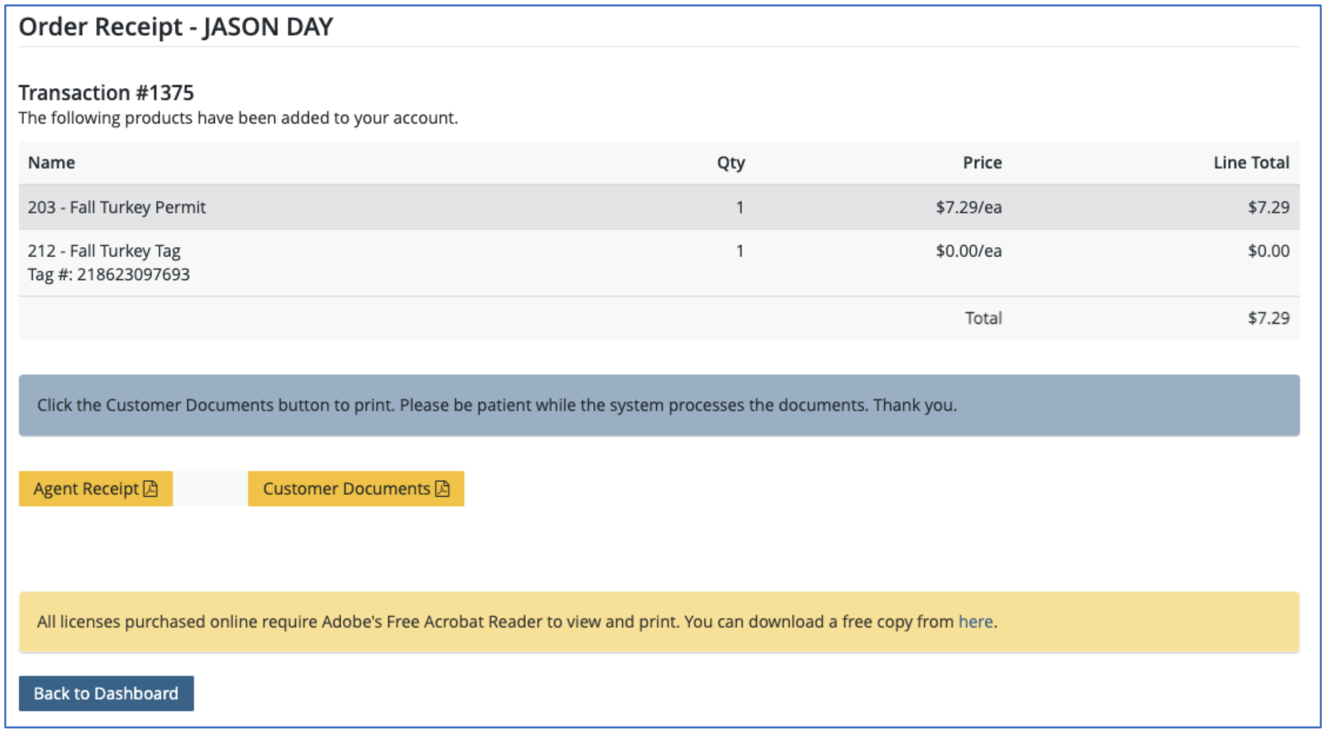
FUN #	Agent Sales	Yes	Customization Required	No	Alternate
Section VII.G.1-10	Bidder Response: The POS module works the same regardless of the sales channel being utilized, the only difference is based upon the permissions provided to an internal sales channel versus the external sales channel personnel by the NGPC administrative user. These permissions allow NGPC to restrict products available to each sales channel. For example, in Pennsylvania they only sell merchandise through the online sales channel. As a result, these products do not display in the product catalog for agent users. Agent Classes can also be created to further segment internal agents vs. External agents. An agent will see the same information as a customer as they are able to perform transactions on behalf of a customer that comes into their establishment. Figure 100 below is a screenshot of the sales home page once an agent accesses a customer account. From this page the agent can move forward with facilitating a purchase, editing customer information, or viewing a customer's purchase history.				

Figure 100: Customer Dashboard - Agent's View



FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	The POS module facilitates the purchase process in the same manner as an online customer. In addition, agents are also equipped with the capability to print any issued privileges. Those print templates are provided to the agent in the Customer Document tab on the order receipt page, as shown in Figure 101 below.				

Figure 101: Agent Ability to Print Receipt & Documents



Attachment A

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

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: OneOutdoor makes it very easy for a customer to make any purchase online. We integrate with our in-house Payment Processing Platform, which is fully PCI compliant. NIC is a PCI Level One compliant Service Provider and the platform is assessed by a third-party PCI Qualified Security Assessor to be PCI compliant. Our online payment processor solution can process payments for MasterCard, Visa, Discover, and American Express and provides a secure PCI shopping cart process that is separate from the OneOutdoor application to minimize exposure of customer data. NIC securely processed more than 400 million payment transactions worth $24 billion in 2020 for government partners. The OneOutdoor solution supports online purchases not only with credit/debit card, but also via e-check. For sales completed at the POS/Agent locations, OneOutdoor allows flexibility to the agent to process the payments on POS of their choice. In addition, agents are able to accept cash, credit/debit cards, check, money order as well. The OneOutdoor system keeps track of every sale done by each agent and calculates the Agent commission and NGPC revenue in real time for each transaction processed. At the end of every week – system generates a weekly sweep and submits to the NIC payment processing system to debit funds from agents and disburse funds to the NGPC/ treasury account. All Internal agent will be processed differently by OneOutdoor. At one level these internal sales agents will also be treated like any external sales Agents. For example - system will keep track of the agents' sales and will keep track of the Agent commissions and NGPC revenue by each transaction. And at the end of the week system will calculate the total NGPC revenue due. But OneOutdoor gives flexibility to treat these internal agents differently than commercial agents. OneOutdoor can be configured to either not sweep Interagency Billing agents or sweep Interagency Billing agents differently to pull funds from specific accounts. These configurations allow the enriched agency experience while allowing NGPC specific Interagency Billing use cases. The funds from all weekly sweeps would be retrieved by NGPC through the NIC ACH sweep process described in NIC's response to **FUN-046** below.				

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 OneOutdoor system utilizes the NIC Payment Platform for accounting functions. The NIC OneOutdoor system will be the system of Sales, while our payment platform is the system of revenue collection. Each agent is assigned a unique identifier to assist with reporting separately for each agent location. NIC OneOutdoor and the NIC Payment Platform provide separate reports to reconcile the accounting and provides checks and balances so the NGPC administrative staff will have all financial data readily accessible in varying report formats and queries to perform process tasks and verify accuracy against other systems. The OneOutdoor solution can generate a wide variety of accounting code reports for internal and external agents based on various criteria such as agents, commissions, time period, sweep periods, etc. Each report contains various parameters to ensure users can find the details they want to view. For example, using the Transaction Summary Report, a user with the appropriate permissions can run a report for a particular date range, agent, and transactions for a particular agent. NIC will produce and deliver a bi-monthly report to the Nebraska State Treasury of ACH transactions by sweeping agents' designated bank accounts based on the parameters set forth by the State. NIC will also provide to the State Treasury any subsequent ACH required reconciliation. OneOutdoor supports EFT through ACH payments leveraging NIC's Payment Platform to produce and transmit NACHA files to the Originating Financial Institution in accordance with NACHA guidelines. The system supports the ACH sweep process from license agents to NGPC via the built-in suite management process and provides notifications, determines appropriate amount, and provides financial reporting. As products are sold through agent locations, the transaction details are stored systematically to ensure that funds being requested from the agent will reconcile with the transactions performed during that time period.				

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	OneOutdoor allows for the flexible sweeping of accounts based on NGPC guidelines and can be set up based on dollar amount or a defined time schedule. ACH sweeps can be scheduled on a weekly basis at least and executed by NGPC and can be adjusted as needed for changes to the billing cycle, such as holidays, fiscal year, or calendar year. If necessary, NIC can help NGPC facilitate these sweeps. Prior to a sweep being finalized, there are reports that the agent will be able to review to ensure accuracy and raise disputes prior to final execution of the sweep. NIC is able to generate the appropriate ACH/EFT file on a pre-determined, scheduled workflow based on the configured business rules and the license agent banking information. Agents are notified of upcoming sweeps with the receipted dollar amount and timing of the pending ACH in order to give the agent time to get deposit sales amount into the appropriate account to ensure a successful sweep. NIC will provide an online report that can be run on accounts as needed in order to help NGPC determine the cause of a failed sweep and resolve the issue. NIC assists in this process by providing a debit/credit adjustment feature for administrative users in order to allow NGPC to post installment payments for failed ACH attempts. Once NGPC feels the ACH can be successfully re-initiated, authorization will be provided to NIC to reinitiate the same ACH as a separate, ad hoc ACH sweep for the original failed amount, with any additional sales made after the sweep timeframe falling into the next scheduled sweep. During system implementation, NIC will engage with NGPC financial resources to identify and implement these steps as a business and technical process. At the conclusion of sweep processing, NIC will generate reports based on the sweep activity and provide it directly to the Nebraska depository (bank). In addition, all reports required by NGPC and the Agents will be generated to communicate results as needed. These reports will be defined during system implementation with NGPC input.				

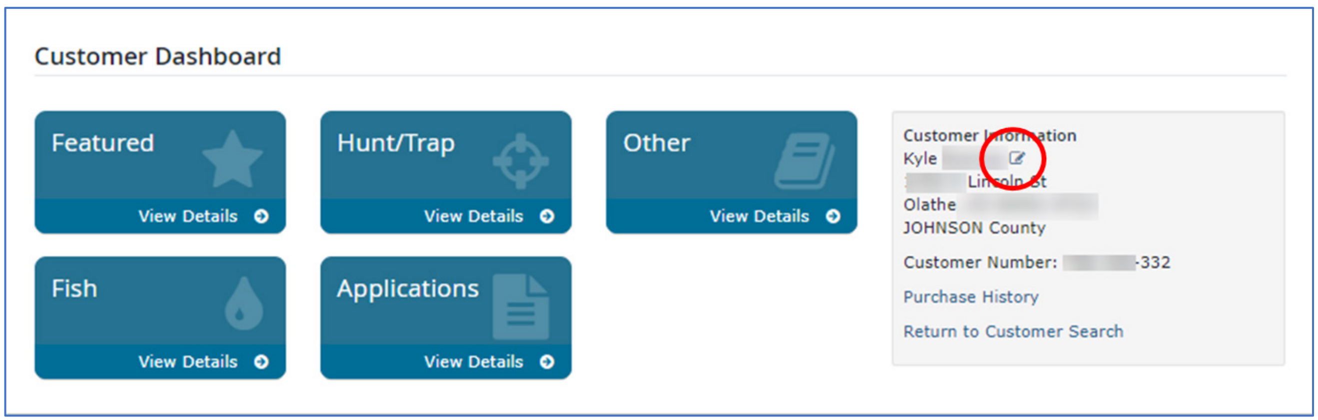
FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-047 **Section VII.G.2**	A. Describe the system POS print/reprint process after a transaction is completed to include: 1. Internal Channel processed permit. 2. External Channel processed permit.	X			

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	Bidder Response: The OneOutdoor product catalog provides clear indication of the fulfillment channel for each product by displaying icons next to the product in the product catalog. Products able to be printed at home are able to be saved as a PDF for reference or printing at the customer's convenience. PDFs are commonly available on mobile devices with sufficient storage and internet access; visibility is dependent on factors such as screen resolution and zoom capabilities. Additionally, customers are able to access and reprint their print-at-home license by logging in to their online account. Many privileges can be printed on 8.5x11" paper by the customer immediately after purchase. Upon completing the transaction, the customer receives a copy of their receipt along with any printable privileges or electronic licenses they purchased. Likewise, at the conclusion of a purchase, the agent will be prompted to print the permit and receipt to provide to the customer. Each product in the catalog that has printing options will display a print icon next to it if it can be printed on 8.5x11" paper, allowing the customer to be aware of which privileges can be printed immediately versus those that may require fulfillment by the State. Administrative site settings give NGPC the ability to mark when a product is eligible for reprint, how many times it can be reprinted at agent location, and how long after the order is completed to reprint the order. For example, you can allow agents a reprint window of 30 minutes after an order is complete if they encounter any minor printing issues. The system also protects against print and reprints at an agent location where a license is sent directly to the printer and the system logs out that agent after the print thus the agent doesn't have access to the same customer info. The harvest tags can be reprinted but the number stays the same thus once a harvest is reported, a customer can't report more. For all agents, at the top of their screen, the Agent Corner link is present for those with appropriate permissions. The Agent Corner page is where administrative functions can be performed. Those with appropriate permissions can manage users, perform voids, reprint orders, and run reports. Any revocations on the customer's profile will display a message to the customer or agent that purchases may be restricted as a result.				

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 POS system allows an agent to access a customer account to determine if they customer has adequate certification uploaded to their profile to purchase a desired product. To verify this information, an agent would log into their OneOutdoor account and find the customer in question. Once they locate the customer's account, they would click 'Edit' from the Customer's Dashboard (this is the paper/pencil icon to the right of the customer's name in the Customer Information box) as shown in Figure 102 below:

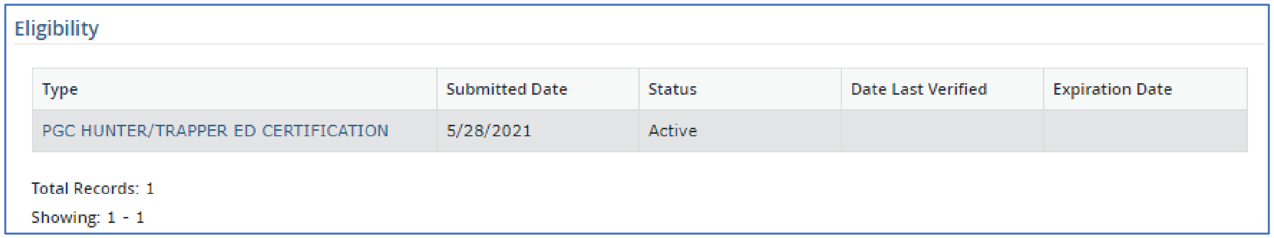
Figure 102: Customer Dashboard



Once the edit button is clicked, the Edit screen is displayed and at the bottom is the Eligibility section as shown in the screen shot in Figure 103 below:

FUN #	Agent Sales	Yes	Customization Required	No	Alternate

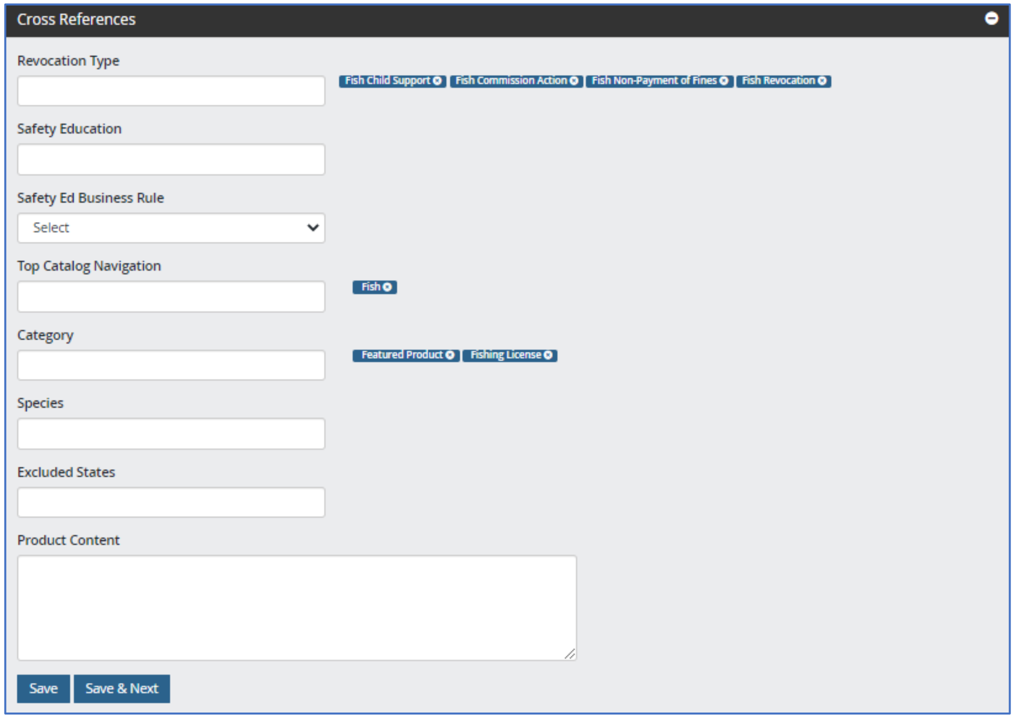
Figure 103: Eligibility Section of Editing a Customer Profile



This section is where an agent would check to verify hunter education status for products as necessary.

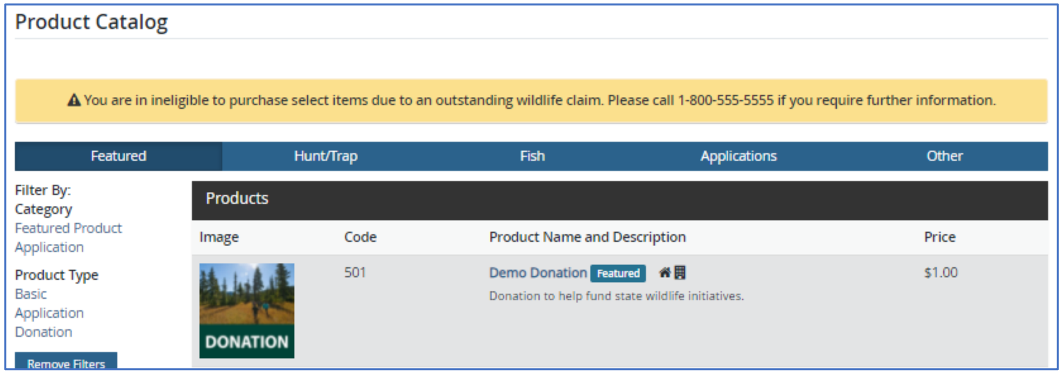
FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-049 **Section VII.G.2**	A. Describe how the system POS reflects revoked profiles to the Agent.	X			
	Bidder Response: The POS system provides the ability for the agent to pull up a customer's profile to be sure there are no revocations on the profile that would prevent the purchase of a desired product. In OneOutdoor, revocations invalidate any licenses/products linked to the revocation that a customer has on their profile and also prevents them from purchasing any products linked to that revocation until it is removed or expired by the State administrative user. These revocation rules are created by the NGPC administrative user during product creation. NGPC sets up cross references as needed for each product created to designate what revocation types found on a customer's profile will invalidate the product and make that product unavailable for purchase by a customer with that revocation listed on their profile. The below screen shot in Figure 104 shows an example of these cross references:				

Figure 104: Cross References for Revocation Types



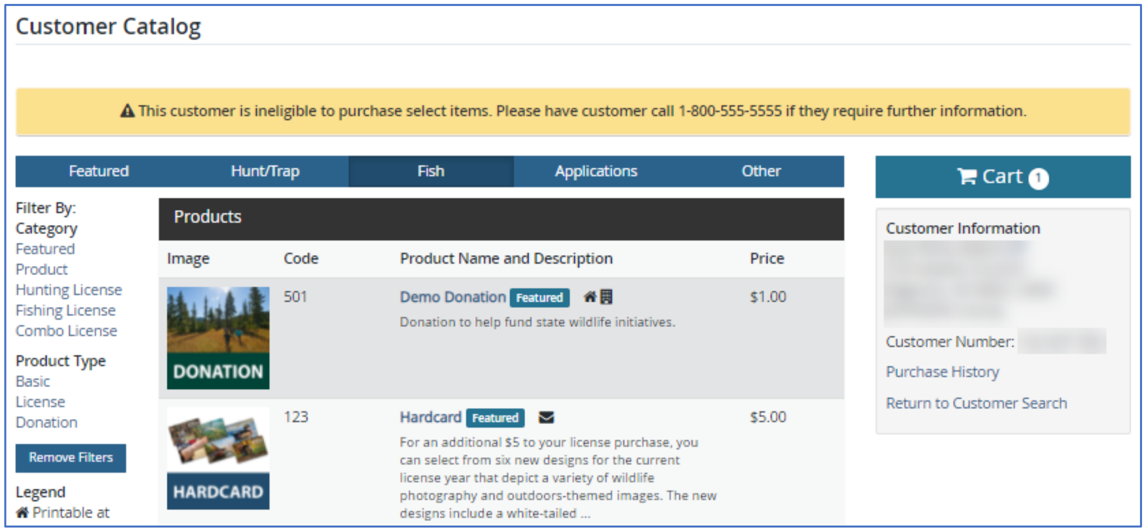
A revocation placed on a customer's account can prohibit that person from purchasing any product associated with that revocation type. If the customer has an active revocation on their account, when they enter their product catalog, they will immediately see a banner message letting them know that they are 'ineligible to purchase select items' This banner message is 100% customizable by NGPC Administrative users through the Content Manager. Figure 105 below is an example of such a message:

Figure 105: Revocation Banner Message Example



If an agent is purchasing on behalf of the customer, when viewing that customer's product catalog to add a product to the customer's shopping cart, they will immediately see a banner message that states that certain products will not be available for purchase. This banner message is fully customizable by NGPC in the 'Content Manager' available from the Administrative Dashboard. Figure 106 below provides an example of such a message that can be displayed in this situation:

Figure 106: Agent View Revocation Banner Message Example



For example, a customer has a revocation type on their customer profile because they are behind on their child support payment. That revocation will prohibit the person from purchasing any product associated with a designated child support revocation type. The following screenshot in Figure 107 illustrates how such a revocation is displayed in the system in the Law Enforcement Module’s Case Management section:

Figure 107: Law Enforcement Case Management Revocation Example

Results

Customer Name and Number	Date of Birth	City, State, Zip	Citation Number	Revocation Desc. and Effective Dates	Actions
[redacted] Marty [redacted]766	07/31/1977	Edgerton, KS, 66021-2569		Fish Non-Payment of Fines (1/1/2021 - 12/31/2021)	
[redacted] Amber [redacted]058	07/31/1977	Edgerton, KS, 66021-2569	101A	General Hunting Suspension (12/15/2020 - 12/31/2099)	
[redacted] Wendell [redacted]145	07/31/1977	Leawood, KS, 66209-2123	123	Game Child Support (4/6/2021 - 12/31/2022)	
[redacted] Wendell [redacted]145	07/31/1977	Leawood, KS, 66209-2123	100A	General Hunting Suspension (12/16/2020 - 12/31/2021)	
Smith, Joe	07/31/1977	Harrisburg, PA, 17120			

Total Records: 5

Showing: 1 - 5

Additional Information: OneOutdoor provides NGPC Law Enforcement the capability to manage and enforce NGPC laws, rules, and regulations. The product comes with a law enforcement mobile app for Android and IOS devices as well as a mobile optimized site. With roles and permissions, OneOutdoor allows NGPC to create a user role specifically for Law Enforcement. This role can provide access to allow for management of law enforcement cases such as placing revocations or expiring revocations for a specified customer.

The Law Enforcement Management module allows Wardens, Sheriffs, and other law enforcement agencies to check the hunting or fishing license of a customer. This gives them the ability to add fines or set up case management to require that the customer appear in court. If the customer is then convicted by the court, a revocation type can be added to the customer profile, which would then prohibit that customer from purchasing any product associated with that revocation

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	type (revocations are applied at the product level, not at the customer profile level). The steps would proceed as shown in Figure 108 below: **Figure 108: Law Enforcement Action Example** **Revocation Inquiry/Action Taken Example** **Query Performed**: The administrative user runs a checks to determine if a person is behind in child support. **Result**: The customer is discovered to be behind in child support **Action Taken**: A revocation type can be placed on the customer's profile that prohibits the person from purchasing any product associated with a designated child support revocation type. The following screenshot in Figure 109 below illustrates how such a revocation is displayed in the system:				

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

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	Figure 109: Revocation System Display Example				

Figure 109: Revocation System Display Example

Results

Customer Name and Number	Date of Birth	City, State, Zip	Citation Number	Revocation Desc. and Effective Dates	Actions
[redacted] Marty [redacted]766	07/31/1977	Edgerton, KS, 66021-2569		Fish Non-Payment of Fines (1/1/2021 - 12/31/2021)	
[redacted] Amber [redacted]058	07/31/1977	Edgerton, KS, 66021-2569	101A	General Hunting Suspension (12/15/2020 - 12/31/2099)	
[redacted] Wendell [redacted]145	07/31/1977	Leawood, KS, 66209-2123	123	Game Child Support (4/6/2021 - 12/31/2022)	
[redacted] Wendell [redacted]145	07/31/1977	Leawood, KS, 66209-2123	100A	General Hunting Suspension (12/16/2020 - 12/31/2021)	
Smith, Joe	07/31/1977	Harrisburg, PA, 17120			

Total Records: 5

Showing: 1 - 5

Attachment A

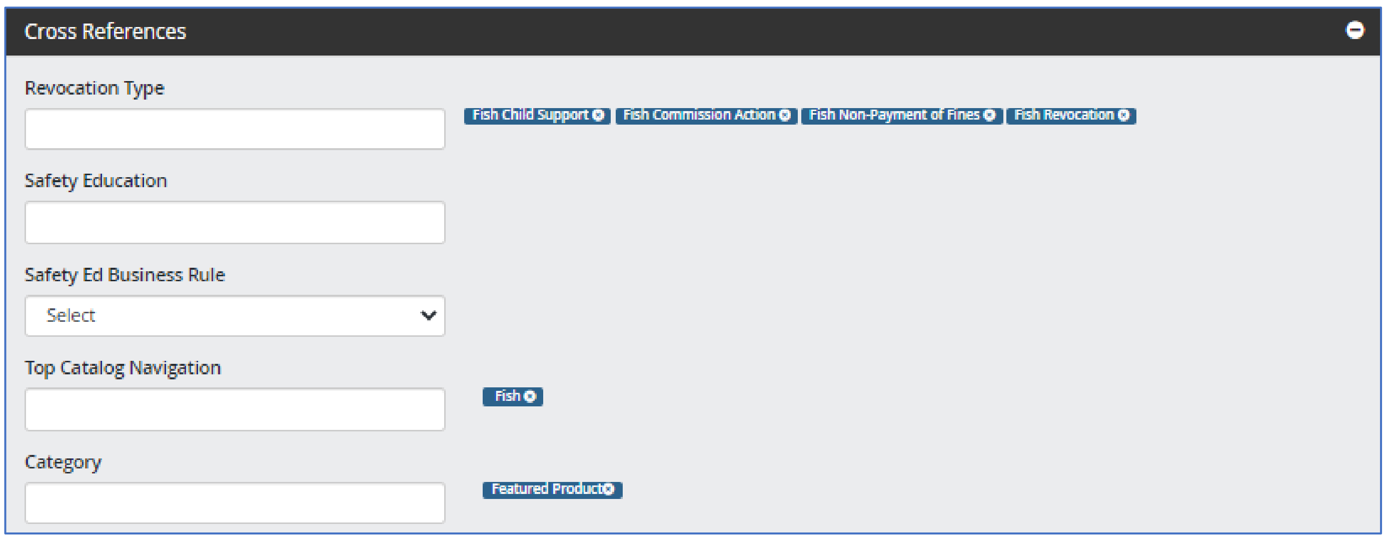
Requirements Traceability Matrix (RTM)
Request for Proposal 6506-Z1

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: OneOutdoor system has Online and Agent/POS sales channel. For the sales done at any of these channels the refunds can be processed for the customers and agents as applicable. For online sales – all transactions are processed on NIC payment processing system. When an online transaction is Voided or refunded in OneOutdoor, the appropriate refunds are also generated by the payment processing system. All refunds are made on the original mode of payments. The NIC Payment processing system is PCI compliant and is capable of processing refunds up to 12 months from the date of the original transaction. The NIC Payment Platform was designed to return funds back onto the originating credit card. The NIC Payment Platform will utilize a token and not store any credit card numbers in OneOutdoor or the NIC Payment Platform. When an item needs to be returned the token is sent to the processor who uses this to match it to the credit card number and return the funds. NGPC or NIC staff can utilize the administrative tools to look up a transaction and mark it for return directly, utilizing only transaction information and data. For sales done at the Agent/POS channels – agents will process the refunds to the customers on their POS. However OneOutdoor will process the Voids of related transaction so that these transactions are not included in the agent's daily sales for collection of revenues. In case any transaction is Voided after the transaction was posted daily sales – than the voided transaction is netted against the sales of the next day. In this case the amount of the next sweep will be adjusted by the voided transaction amount from the previous week.				

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

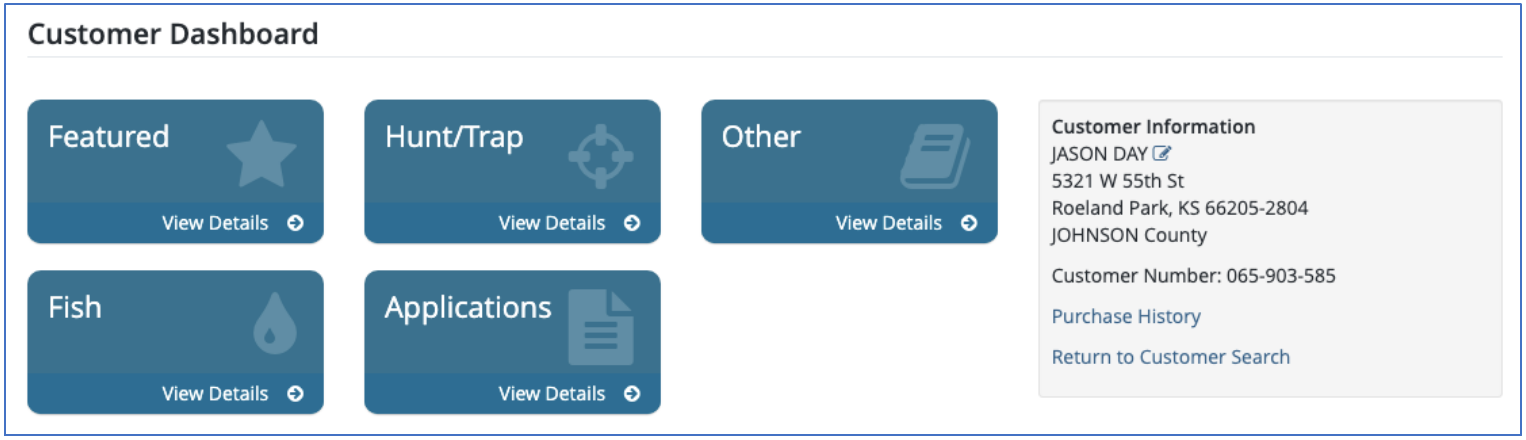
Bidder Response: The Featured Products tab is used to highlight frequently sold products. To add a product to this category, NGPC would configure the desired products by selecting the Featured Product 'Category' from the drop-down menu in the Cross References section while either creating or editing a product, as shown in the following screenshot:

Figure 110: Featured Product Category Designation



This will populate the Featured Products tab with those products with the category designated as Featured Product. Figure 111 below shows the Customer Dashboard with the Featured Products Button:

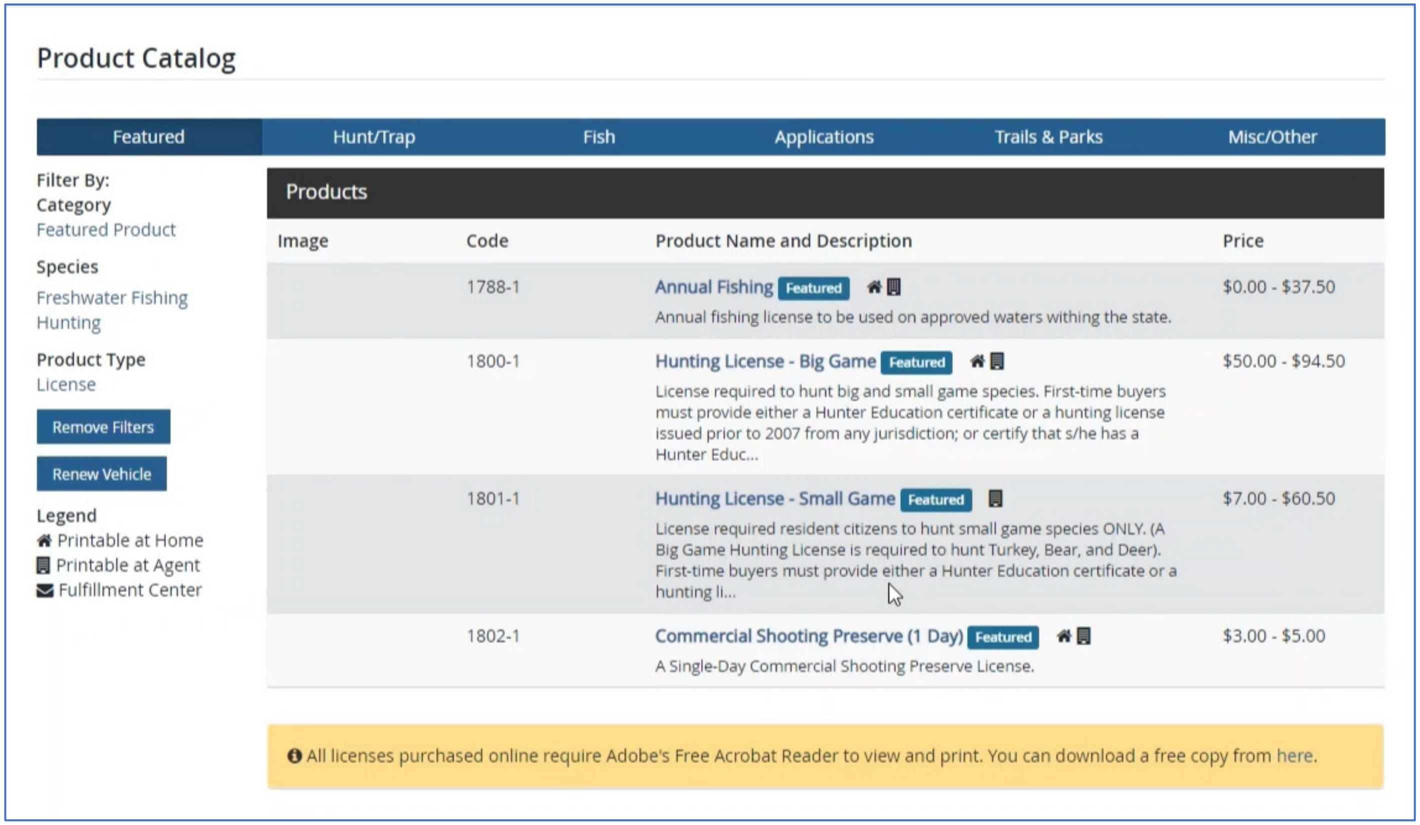
Figure 111: Customer Dashboard



The Featured Products tab is the first tab displayed when the agent views the customer's product catalog (see Figure 112 below). An agent sees the exact same product catalog as the customer if they are purchasing a permit on behalf of a customer that has entered their establishment, as they would be viewing that customer's specific profile; each customer sees a customized product catalog that will only display items for which that customer has eligibility to purchase.

Additionally, NGPC has the ability to set the order in which items display in the catalog by using the Administrative tool, "Product Category Sort Manager". This will allow NGPC to have items placed at the top of the catalog during their peak sale times which could then be moved back down into the catalog after the peak sales period.

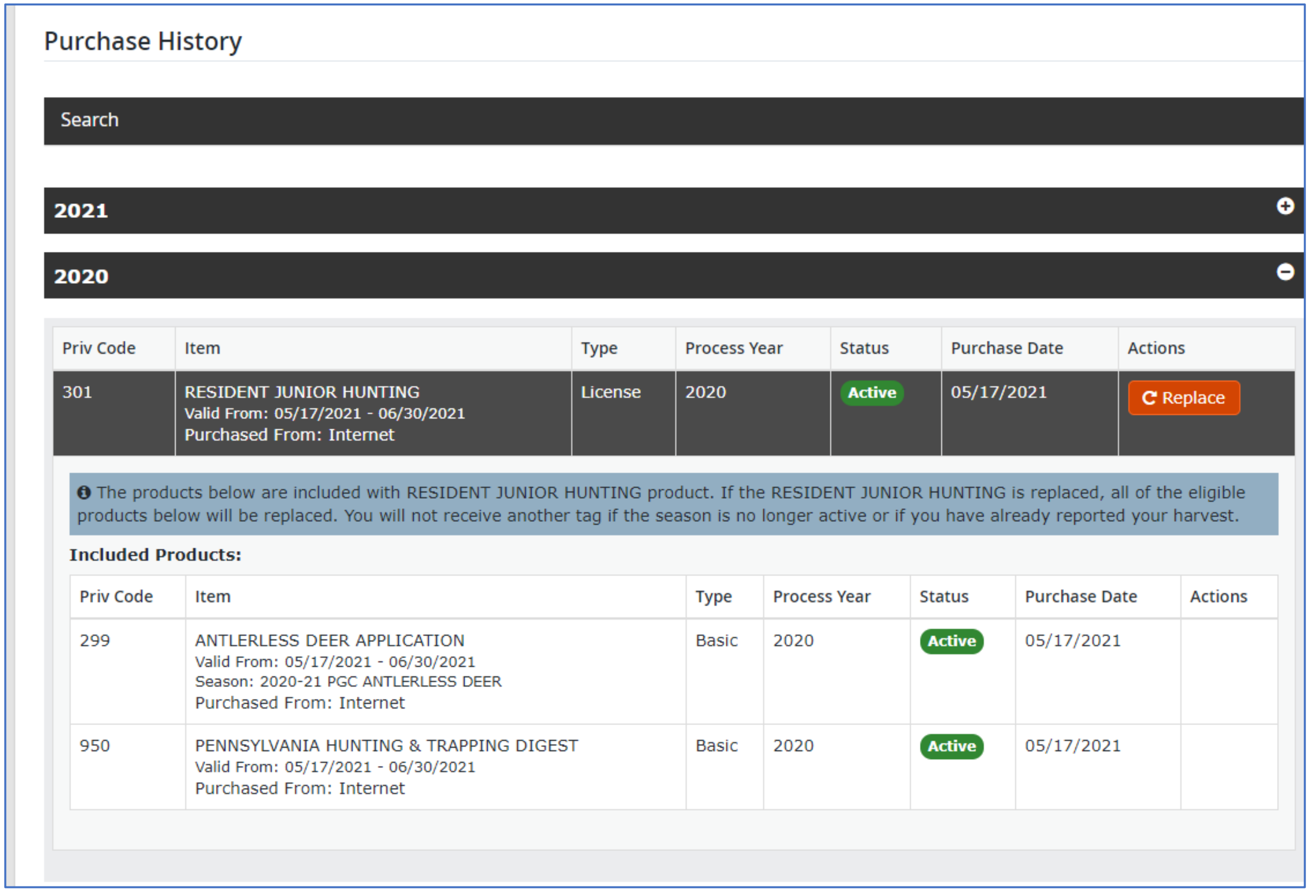
Figure 112: Featured Products Tab



Another option that would provide customers a quick and easy way to purchase a product that they have previously purchased would be to locate the product in their Purchase History and click the ‘Quick Order’ button to place the item in their shopping cart to proceed with the checkout process. In order to make this option available for customers, NGPC administrative users would need to be sure that the ‘Enable for Quick Sales’ radio button is checked in the Product Eligibility section during the product set up process. For details regarding the product set up process, please see NIC’s response to **FUN-035** above.

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: Replacement permits can be sold by a user with the appropriate permissions as assigned by NGPC administrative users. If an agent needs to perform a replacement action, the agent will first pull up the customer's Purchase History to locate the item the customer desires to replace, as shown in Figure 113 below:				

Figure 113: Customer Purchase History Example

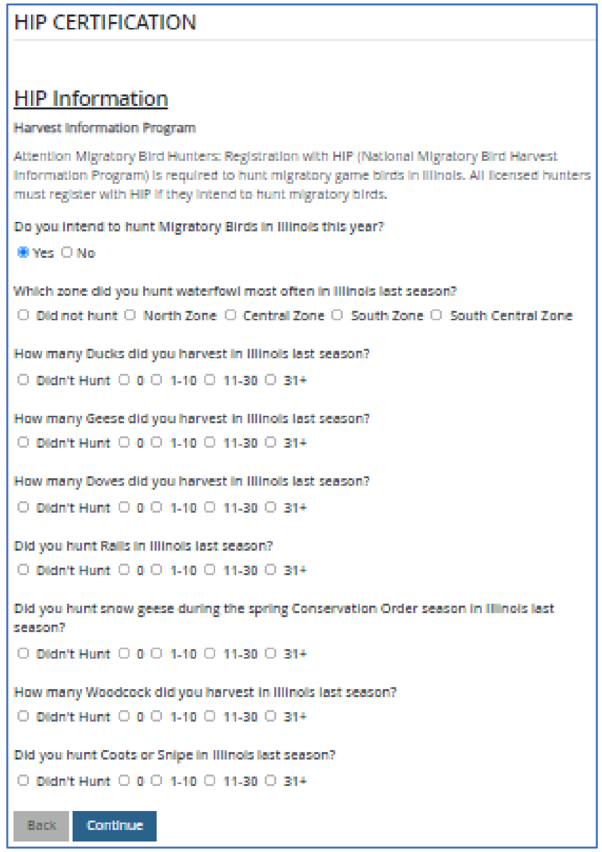


Upon viewing the customer's Purchase History, the agent will look to see if the 'Replace' button exists next to the desired product. If it does, the agent would click the 'Replace' button to initiate product replacement. This process works just like any other product purchase in that the item is then placed in the shopping cart for purchase completion.

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	Note: Any replacement license/permit sale will result in a replacement flag being placed on the transaction record in order to denote the replacement. The permit will look identical to the original in that the number will remain the same, but there will be an "R" on the permit to denote that it is a replacement permit. Additional Information: The following rules apply to replacement permits: ◈ Expired licenses cannot be replaced. ◈ Voided licenses cannot be replaced. ◈ A refunded license cannot be replaced. ◈ A customer who has revoked privileges cannot request replacement licenses.				

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: The POS system allows the input of information by the agent when purchasing a migratory bird permit or waterfowl license on behalf of the customer. The agent will be prompted to provide the required federal HIP data during population of the survey as illustrated in Figure 114 below. Because an agent would have to log into a customer's profile in order to complete a purchase on behalf of the customer, the agent is able to enter this information on behalf of a customer as needed.				

Figure 114: HIP Information Survey



HIP CERTIFICATION

HIP Information

Harvest Information Program

Attention Migratory Bird Hunters: Registration with HIP (National Migratory Bird Harvest Information Program) is required to hunt migratory game birds in Illinois. All licensed hunters must register with HIP if they intend to hunt migratory birds.

Do you intend to hunt Migratory Birds in Illinois this year?

Yes No

Which zone did you hunt waterfowl most often in Illinois last season?

Did not hunt North Zone Central Zone South Zone South Central Zone

How many Ducks did you harvest in Illinois last season?

Didn't Hunt 0 1-10 11-30 31+

How many Geese did you harvest in Illinois last season?

Didn't Hunt 0 1-10 11-30 31+

How many Doves did you harvest in Illinois last season?

Didn't Hunt 0 1-10 11-30 31+

Did you hunt Rails in Illinois last season?

Didn't Hunt 0 1-10 11-30 31+

Did you hunt snow geese during the spring Conservation Order season in Illinois last season?

Didn't Hunt 0 1-10 11-30 31+

How many Woodcock did you harvest in Illinois last season?

Didn't Hunt 0 1-10 11-30 31+

Did you hunt Coots or Snipe in Illinois last season?

Didn't Hunt 0 1-10 11-30 31+

Back Continue

The survey above is developed by NGPC administrative users as needed and can be customized for each product. During implementation, NIC will develop any surveys that the Department needs initially.

Once the survey is completely populated and submitted, the system will issue the HIP number as shown in Figure 115 below:

	Figure 115: Example of Assigned HIP number

ILLINOIS DNR

Issued: 06/11/2021 15:59 Agent: Internet Trans: 30065062

CUST #: [redacted]-956 DOB: [redacted]

KYLE [redacted]

[redacted]

OLATHE, KS 66061-9723

ID #:

HUNTER/TRAPPER ED #:

HAIR: BROWN EYES: GREEN

HGT: 5' 4" WGT:

GENDER: MALE

21

FOLD HERE

2021 Privileges

Expires March 31, 2022

Unless Otherwise Noted

901 - HIP CERTIFICATION

Signature X

Licensee is authorized to exercise only the privileges purchased subject to State law. License certifies to the truth of all statements including but not limited to residency, hunter education and not being delinquent on a child support order and further certifies that the privilege(s) has not been suspended in this State, or by any other State or Federal agency.

Printed by the Authority of the State of Illinois*

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: Administrative users at the internal agent location can populate an application for a customer, if needed. Agents are provided access in order to be able to make purchases, fill out forms and surveys, and enter harvest information on behalf of customers as needed at agent locations. The agent would log in with their administrative permissions and navigate to the customer's account. They would pull up the customer's product catalog, select the correct permit and then click the name of the permit product to place the product in the customer's shopping cart. This initiates the application for the product which the agent would then fill out on behalf of the customer and submit for the customer and obtain and submit the customer's payment online, therefore logging it in the customer's Purchase History. For full details on the application process, please refer to NIC's response to **FUN-026** above. This response was specific to how the customer applies for a draw, but the process is the same for an agent, once they have logged in with their credentials and located the customer's profile. This permission can be restricted to internal agents only using the Agent Management module to edit permissions as needed on an agent by agent basis.				

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
FUN-055	A. Describe how the system POS allows an Agent to check in Harvest Data.	X			

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
Section VII.G.8	Bidder Response: An agent user can be designated appropriate access in order to enter Harvest Data information on behalf of the customer by an NGPC using the Agent Management module to edit permissions as needed. An agent with these permissions would log into the system and locate the customer's Purchase History. Once in the customer' Purchase History, they would click the permit with the associated tag against which the customer needs to report a harvest. The agent would then populate the harvest survey on behalf of the customer and submit the survey online for the customer. For full details on the process to submit a Harvest Report, please refer to NIC's response to **FUN-028** above; the process is the same for an agent as it is for a customer.				

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: An administrative user at the agent location can be provided the appropriate permission to manage user ids for agent personnel. In order to manage the user IDs at an agent location, the administrative user would log into their account and utilize the Agent Management module from the administrative dashboard. The administrative user can manage users at any location using the Agent Management module. This module allows them to search for a particular agent and edit any information within that agent record. This includes agency information, agency users and their permissions, products the agency can sell, and all functions that agency is allowed to perform. For example, in the User Management portion of the Agency information, an administrative user can search for a particular user by populating any field and clicking the search button, or just clicking the search button to show all agency users (see Figure 116 and Figure 117 below). From that listing, any modifications to individual users can be made.				

Figure 116: Administrative User Search Screen

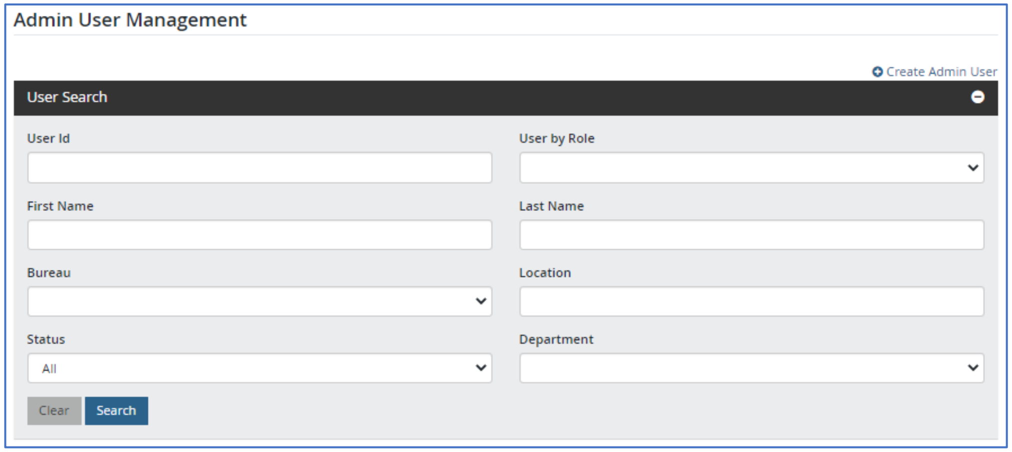
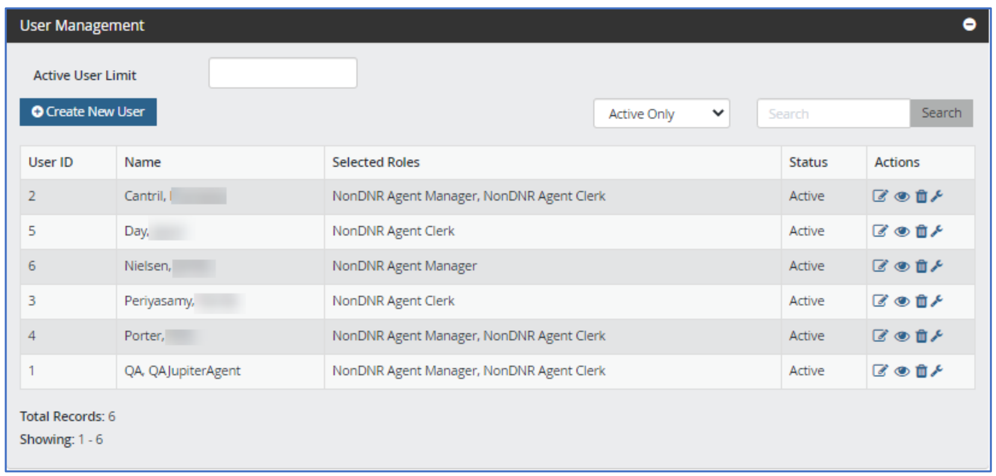


Figure 117: Administrative User Search Results


User Management

Active User Limit

Create New User

Active Only

Search

User ID	Name	Selected Roles	Status	Actions
2	Cantril,	NonDNR Agent Manager, NonDNR Agent Clerk	Active	
5	Day,	NonDNR Agent Clerk	Active	
6	Nielsen,	NonDNR Agent Manager	Active	
3	Periyasamy,	NonDNR Agent Clerk	Active	
4	Porter,	NonDNR Agent Manager, NonDNR Agent Clerk	Active	
1	QA, QAJupiterAgent	NonDNR Agent Manager, NonDNR Agent Clerk	Active	

Total Records: 6

Showing: 1 - 6

FUN #	Agent Sales	Yes	Customization Required	No	Alternate
	Agent administrative users can initiate the password reset utility for users which will send an email to the user that contains a link for the user to use to complete the password reset.				

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: OneOutdoor provides NGPC Law Enforcement the capability to manage and enforce NGPC laws, rules, and regulations. The product comes with a law enforcement mobile app for Android and IOS devices as well as a mobile optimized site. With roles and permissions, OneOutdoor allows NGPC to create a user role specifically for Law Enforcement. This role can provide access to allow for management of law enforcement cases such as placing revocations or expiring revocations for a specified customer. NIC OneOutdoor is built to protect not only the NGPC, but also to protect the rules and regulations under which it operates. It is because of this that the administrator portal contains a Law Enforcement module that enables NGPC staff to create and manage law enforcement agencies and law enforcement agency personnel to manage customers. NIC will utilize this core law enforcement module and its functions to provide enforcement data. The Law Enforcement Management module allows Wardens, Sheriffs, and other law enforcement agencies to check the hunting or fishing license of a customer. This gives them the ability to add fines or set up case management to require that the customer appear in court. If the customer is then convicted by the court, a revocation type can be added to the customer profile, which would then prohibit that customer from purchasing any product associated with that revocation type. Figure 118 below shows the steps in this process:				

Figure 118: Law Enforcement Action Taken Example

Revocation Inquiry/Action Taken Example

Query Performed: The administrative user runs a checks to determine if a person is behind in child support.

Result: The customer is discovered to be behind in child support

Action Taken: A revocation type can be placed on the customer's profile that prohibits the person from purchasing any product associated with a designated child support revocation type.

The following screenshot in Figure 119 below illustrates how such a revocation is displayed in the system:

Figure 119: System Display of Revocation Example

Results

Customer Name and Number	Date of Birth	City, State, Zip	Citation Number	Revocation Desc. and Effective Dates	Actions
[redacted] Marty [redacted]766	07/31/1977	Edgerton, KS, 66021-2569		Fish Non-Payment of Fines (1/1/2021 - 12/31/2021)	
[redacted] Amber [redacted]058	07/31/1977	Edgerton, KS, 66021-2569	101A	General Hunting Suspension (12/15/2020 - 12/31/2099)	
[redacted] Wendell [redacted]145	07/31/1977	Leawood, KS, 66209-2123	123	Game Child Support (4/6/2021 - 12/31/2022)	
[redacted] Wendell [redacted]145	07/31/1977	Leawood, KS, 66209-2123	100A	General Hunting Suspension (12/16/2020 - 12/31/2021)	
Smith, Joe	07/31/1977	Harrisburg, PA, 17120			

Total Records: 5
Showing: 1 - 5

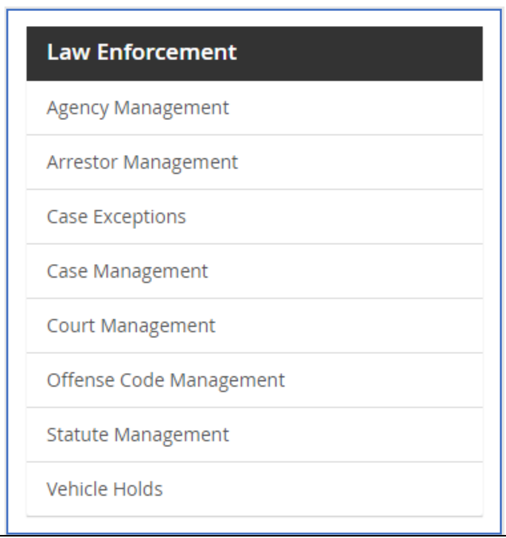
FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate

NIC will work directly with law enforcement stakeholders throughout implementation in order to make enhancements as appropriate to provide a solution that ensures that all enforcement needs in Nebraska are being met. This includes defining interactions that should be flagged as possible cases of fraud (multiple reprints, multiple 'accidents' requiring paper after digital is selected, etc.).

Any interfaces needed, such as from the Law Enforcement Division's database and the Interstate Wildlife Violator Compact database for example, to obtain information on revocations, arrests, citations, and warnings in support of law enforcement activities and regulations in Nebraska can be easily accomplished via API integration.

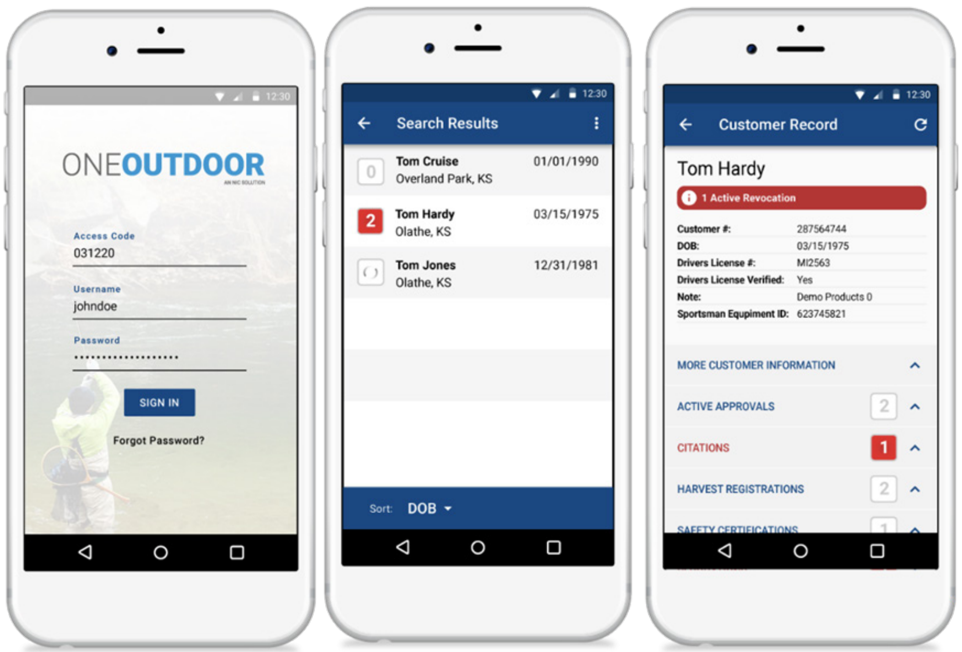
The below screen shot in Figure 120 shows the standard law enforcement activities provided in the law enforcement module of the base system. This menu can be modified as needed to include any additional functionality needed to support Nebraska law enforcement activities.

Figure 120: Law Enforcement Module Available Actions



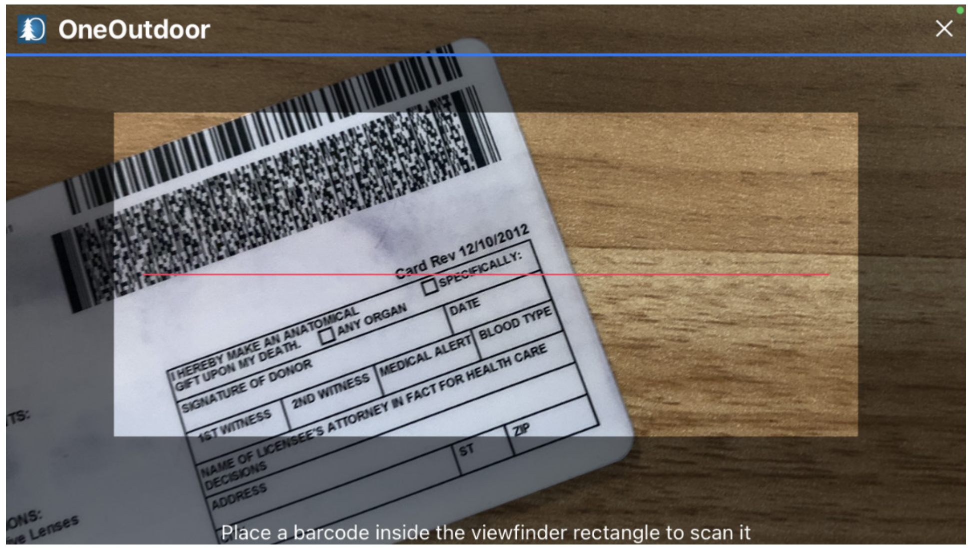
FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
FUN-058 **Section VII.H**	A. Describe the system's law enforcement module mobile functionality.	X			
	Bidder Response: Law Enforcement agents will be able to look up customers in the field from their mobile device (see below screen shots in Figure 121). The system lookup will display a listing of a customer's active licenses and will alert the Law Enforcement agent if the customer has any active revocations. This is great benefit to help keep Law Enforcement safe in the field from known offenders as well as assist them in efficiently verifying citizens that are abiding by all rules and regulations. NGPC can determine which additional functions they want the Law Enforcement role to have access, such as the ability query the permit database while in the field. The following screen shots in Figure 121 shows the law enforcement app sign in screen, a listing of customer search results, and then an example of a customer record where a user can view a customer's approvals (permits/licenses), citations or revocations, harvest registrations (tags), and the customer's safety certifications.:				

Figure 121: Law Enforcement Mobile Application



Law Enforcement users can use the red highlight to quickly identify customer profiles with active revocations on both the search result screen and within the customer record.

OneOutdoor automatically uses a wildcard search to find customer data. Customer data is searchable by numerous fields, including customer number, driver's license, name, date of birth. The app can also use the device's camera to scan barcodes for quick searches. The screenshot in Figure 122 below shows the app scanning the code on the back of the driver's license to match against customer profiles in the OneOutdoor system.

FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
	Figure 122: Law Enforcement Application Scanner Functionality  The Law Enforcement app also tracks the geolocation of users performing queries against the system. These coordinates are saved in the OneOutdoor database and can be used for reporting or business intelligence purposes.				

FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
FUN-059 **Section VII.H**	A. Describe how the system's law enforcement module views customer profile revocations.	X			
	Bidder Response: The Law Enforcement Management module allows Wardens, Sheriffs, and other law enforcement agencies to check the hunting or fishing license of a customer. This gives them the ability to add fines or set up case				

FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate

management to have them appear in court. If the person is convicted by the court, a revocation type can be added to their profile. That revocation can then prohibit that person from purchasing any product associated with that revocation type. For example, the law enforcement user can perform a check to determine if a person is behind in child support and place a revocation type on that person's profile, if needed. That revocation will prohibit the person from purchasing any product associated with a designated child support revocation type. Figure 123 illustrates how such a revocation is displayed in the system in the Law Enforcement Module:

Figure 123: Revocation Example

Results

Customer Name and Number	Date of Birth	City, State, Zip	Citation Number	Revocation Desc. and Effective Dates	Actions
[redacted] Marty [redacted]766	07/31/1977	Edgerton, KS, 66021-2569		Fish Non-Payment of Fines (1/1/2021 - 12/31/2021)	
[redacted] Amber [redacted]058	07/31/1977	Edgerton, KS, 66021-2569	101A	General Hunting Suspension (12/15/2020 - 12/31/2099)	
[redacted] Wendell [redacted]145	07/31/1977	Leawood, KS, 66209-2123	123	Game Child Support (4/6/2021 - 12/31/2022)	
[redacted] Wendell [redacted]145	07/31/1977	Leawood, KS, 66209-2123	100A	General Hunting Suspension (12/16/2020 - 12/31/2021)	
Smith, Joe	07/31/1977	Harrisburg, PA, 17120			

Total Records: 5

Showing: 1 - 5

So, for example, you can see from the above that this customer has a revocation for Fishing due to non-payment of fines that lasts until 12/31/21 and several other revocations with varying expiration dates.

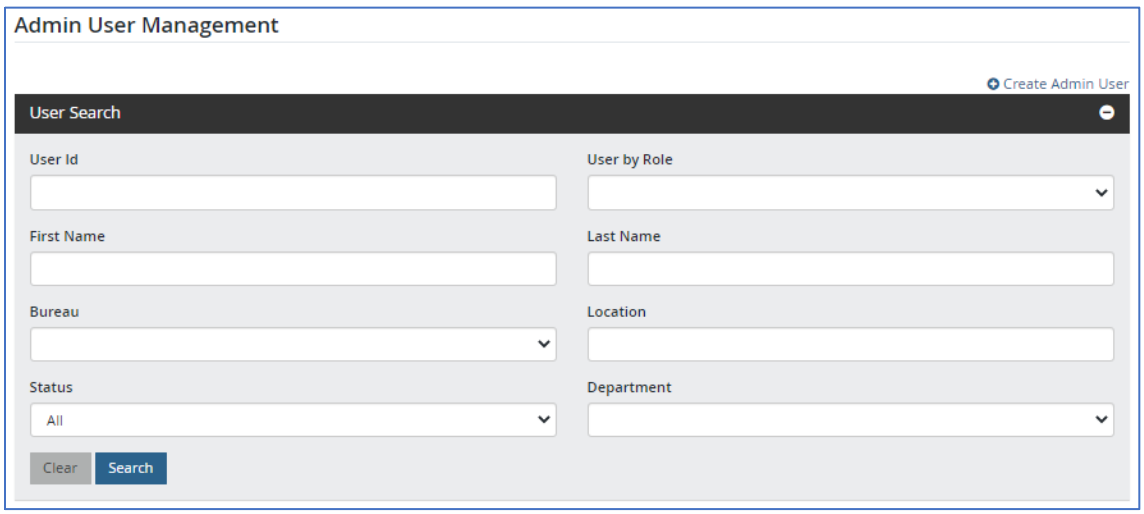
FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
	Additional Information: For details on how the system verifies against revocations, please see NIC's response to FUN-012 above. This provides information on how NGPC sets up products to include cross references to ensure that customers with active revocations cannot purchase certain products.				

FUN #	Law Enforcement Module	Yes	Customization Required	No	Alternate
FUN-060 **Section VII.H**	A. Describe how the system's law enforcement module ties to the Interstate Wildlife Compact database.		X		
	Bidder Response: OneOutdoor allows for quick and easy API integration with any systems from which NGPC may need to receive data, such as the Interstate Wildlife Compact database. NIC is capable of performing uploads to the central database as needed from external files as directed by NGPC, for data which meets the same criteria as posting a record to the database via a system transaction, in order to maintain data integrity. During implementation, NIC will work with NGPC to ensure that the appropriate data is set up to be returned after an inquiry is performed on the Interstate Wildlife Database.				

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: NGPC administrative users can provide permissions using Role Based Access Control (RBAC) to any external agent as necessary to allow for management of active account access at any level needed. An NGPC administrative user can provide administrative access rights to a user at the external agent location in order to allow them to maintain account access at their specific location, if desired as well.				

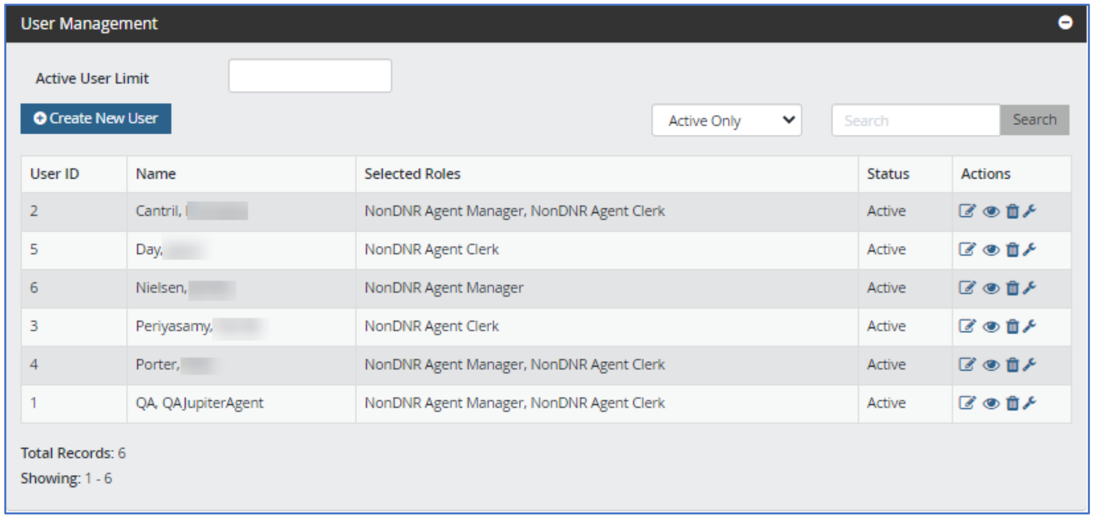
FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
	NGPC would simply use the Administrative Dashboard and click on 'Agent Management' in order to manage users and their respective permissions. The administrative user can manage users at any location using the Agent Management module. This module allows them to search for a particular agent and edit any information within that agent record. This includes agency information, agency users and their permissions, products the agency can sell, and all functions that agency is allowed to perform. For example, in the User Management portion of the Agency information, an administrative user can search for a particular user by populating any field and clicking the search button, or just clicking the search button to show all agency users (see Figure 124 and Figure 125 below). From that listing, any modifications to individual users can be made by accessing the appropriate action from the Actions column on the right-hand side of the listing of users.				

Figure 124: Administrative User Search Function



FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate

Figure 125: Administrative User Search Results

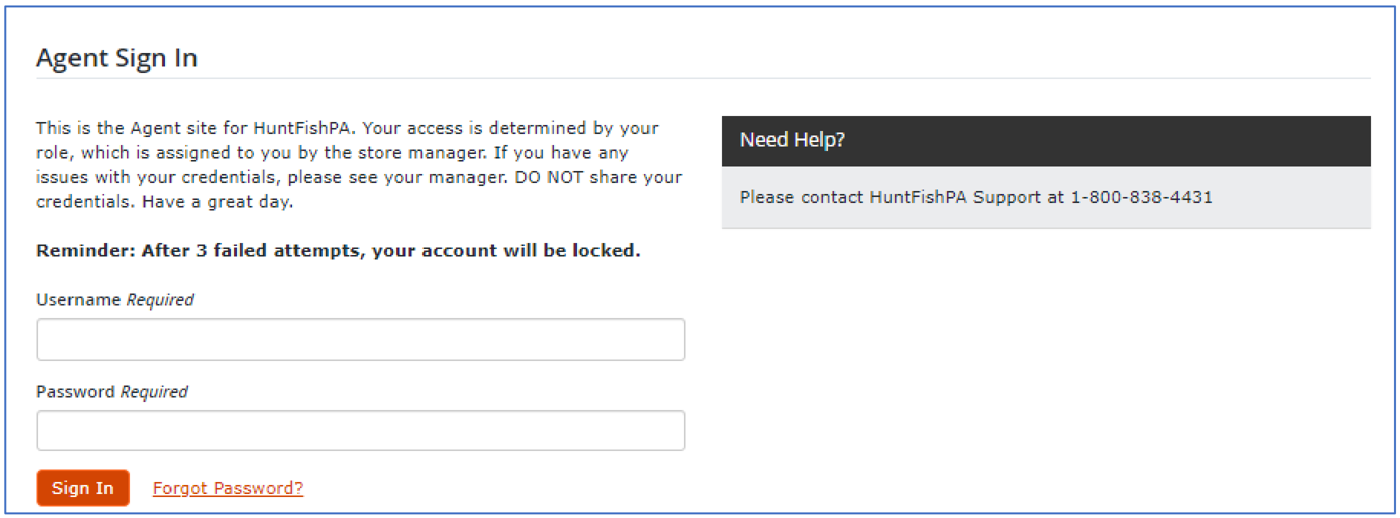


External agent administrative users can communicate directly with their agents via broadcast messages configured through the Communications Module and those are live messages that display directly on screen and can be used to remind agents of upcoming promotions, etc. In addition, administrative users can communicate with agents using email communications, if desired. For details on configuring live communications, please refer to NIC's response to **FUN-038** above.

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-062	A. Describe how an External Agent logs into the system.	X			

<table>
<tr><th>FUN #</th><th>Administrative External Agent Management</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td>Section VII.I.1</td><td colspan="5">Bidder Response: An External Agent account is created by an administrative user at the Agent site. An External Agent would log into the system as any other user would, and their profile will afford them the permissions assigned by NGPC administrative users as necessary. All users visit the provided website link and then log in as seen in Figure 126 below:

Figure 126: Agent User Login Screen



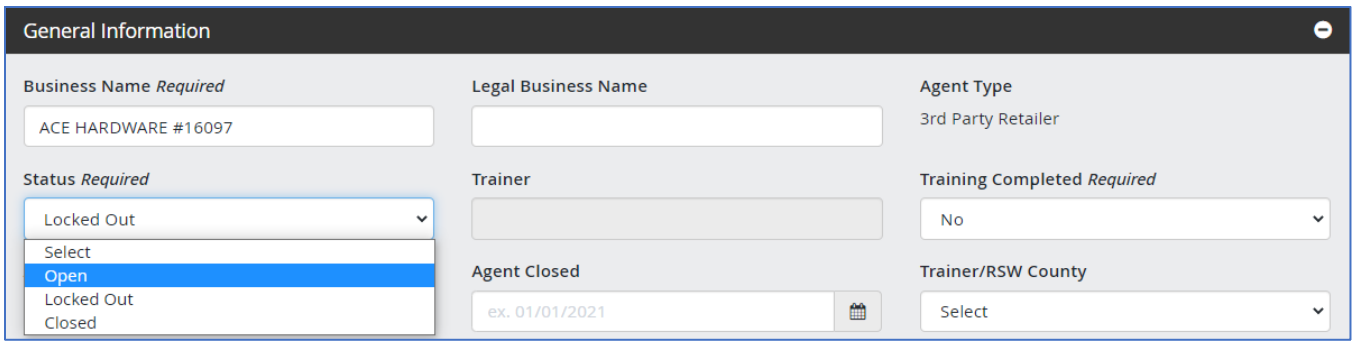
If the agent has forgotten their password, they can click the ‘Forgot Password?’ link (see above)to reset it.</td></tr>
</table>

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: The Agent Management Module allows agent locations to be created, edited, and removed or disabled. This is also used to manage the permissions and roles granted to an administrative user.				

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate

In order to enable an individual agent location, the administrative user would click on the Agent Management module from the administrative dashboard. Once in the module, the user would click on 'Search' to view all agents or populate a specific search field with information and then click 'Search' to narrow the search results. Once the listing of search results is displayed, the user would click on the 'Edit' button in the Actions Column on the right-hand side of the agent information line. Once in the Edit Agent screen, the user would look for the 'Status' field in the General Information section to view their options, which are: Open, Locked Out, and Closed. This is where the agent location can be temporarily disabled (Locked Out), permanently disabled (Closed), or simply Open as illustrated in Figure 127:

Figure 127: Agent Status Options Example



The user can provide a Comment regarding the action being taken in the Comments field at the bottom of the Edit Agent screen prior to saving the action. Note: there is also a 'Locked Out Date' field that can be populated as well, for additional detail.

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: Monthly statements will be created for each agent or for multiple agent locations as needed due to corporate structure for payment or can be used to collect fees owed via ACH for agents who have signed up for that. The statements can include permits sold, transaction amounts, amount due for remittance to NGPC and how much the agent will retain in issue fees as well as any other pertinent information. The system can also provide reports to track agents not paid by ACH, an inactive Agent report showing agents that have been inactive for 30 days, and an Agent Affidavit Audit report. As an example, Figure 128 shows a demo version of the transaction details report to show the fields included, but the full report would show details of each transaction performed for the month by Transaction ID as shown below:				

Figure 128: Transaction Details Report Example


Transaction Details

Transaction ID: 887
Robert Foster - 533997102
Issue Date/Time: 4/7/2021 2:21:55 PM
Posted Date:

Agent ID:
Agent: DNR Agent Business
Clerk:
Payment Type: Cash

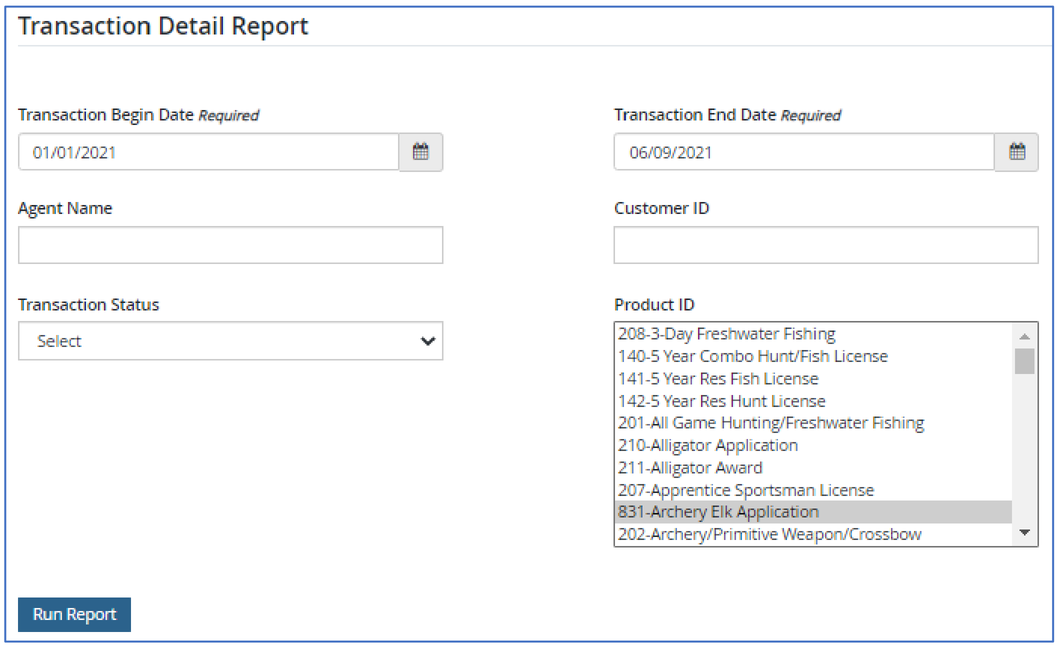
ID	Status	Code	Product & Year	Division	Price	Discount	Tax	Total	Revenue	Commission
1	Active	601-601	Demo Application (2021)	DEF	$0.00	$0.00	$0.00	**$0.00**	$0.00	$0.00
Totals					$0.00	$0.00	$0.00	**$0.00**	$0.00	$0.00

Done

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: OneOutdoor has a suite of standard reports built into the product for any reconciliation reporting or invoicing needs. These reports have various parameters that allow users to run reports on any necessary information. For example, using the Transaction Details Report, a user can run a report for a particular date range, agent, and transactions for a particular agent to receive sales transaction information. The following screen shot shown in Figure 129 shows the Transaction Details Report creation screen; the user can choose a specific Product ID or Product IDs (by holding the Control key) to be included in the report. The Park Permit Book would be set up as its own Product ID.				

Figure 129: Transaction Details Report Creation Screen



FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
	The following screen shot in Figure 130 shows an example of the executed report:				

Figure 130: Transaction Details Report Example by Product ID

Transaction Detail Report

Transaction Begin Date	01/01/2021
Transaction End Date	06/09/2021
Agent	All
Customer ID	All
Commission	All
Transaction Status	All
Product IDs	831-Archery Elk Application

Transaction ID	Customer ID	Transaction Date and Time	Agent ID	Total Price	Transaction Status	OrderLine ID	Product Number	Product Name	Product Price	Sales Tax	
484	064389158 James Instuctor	03/16/2021 09:13:15	4119 Online Sales Agent	11.50	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
550	094694387 Joe Junior	03/19/2021 11:04:30	4119 Online Sales Agent	11.50	Complete	2	831	Archery Elk Application	11.97	0.00	PA C
583	487961336 James Multi	03/24/2021 04:49:38	4119 Online Sales Agent	11.50	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
913	835676644 Peter Elk	04/09/2021 01:28:41	4119 Online Sales Agent	11.50	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
915	116384934 Mandi Adams	04/09/2021 02:41:53	4119 Online Sales Agent	11.97	Modified	1	831	Archery Elk Application	11.97	0.00	PA C
916	116384934 Mandi Adams	04/09/2021 02:51:49	4119 Online Sales Agent	-11.97	Void	1	831	Archery Elk Application	11.97	0.00	PA C
917	116384934 Mandi Adams	04/09/2021 02:53:05	4119 Online Sales Agent	11.97	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
1045	800787921 James Walters	05/11/2021 11:48:52	4119 Online Sales Agent	11.97	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
1210	790231781 John Demo	05/27/2021 03:57:42	4119 Online Sales Agent	11.97	Complete	1	831	Archery Elk Application	11.97	0.00	PA C

Reports can be exported into a variety of outputs, such as PDF, Excel, Rich Text format, Word, .csv, and XML. The Reports Module is permission-based, so only users with the appropriate permissions will be able to view and run reports. Those privileges can be updated by an Administrator as necessary.

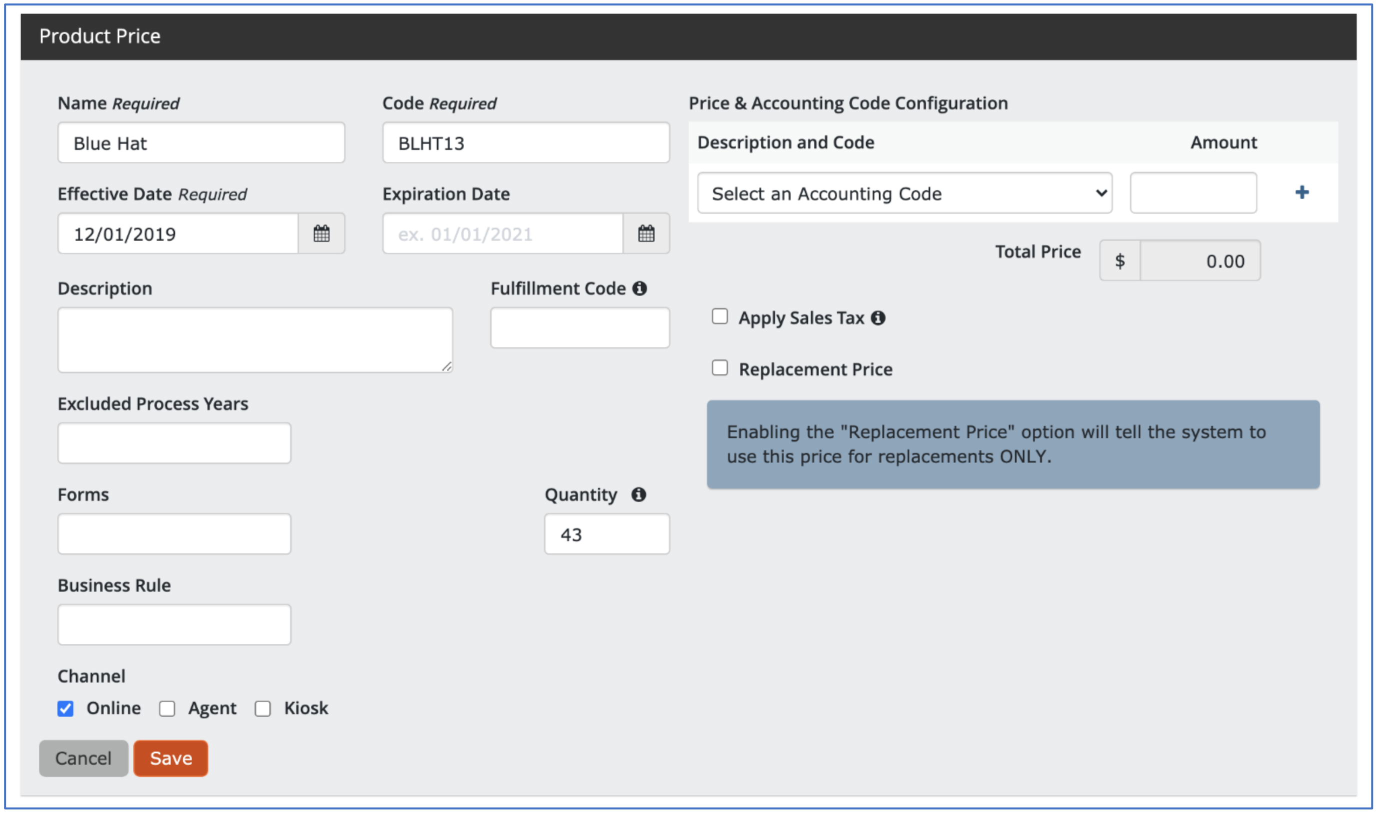
OneOutdoor utilizes a highly respected reporting software that can access our database. The Outdoor implementation team will be there to help NGPC hit the ground running to build queries that will address your reporting needs and will ensure that all needed reports are created and ready to go for Day 1 such as the physical park permit book inventories sold, etc. With those queries in place, all NGPC would need to do to run a report is set your desired date parameters. Users can create reports by using drag-and-drop functionality and to create and run various queries.

Attachment A

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

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: The OneOutdoor solution currently provides inventory tracking for merchandise products. Figure 131 below is a screen shot showing a merchandise items with a quantity of 43 items available at the central fulfillment center. However, OneOutdoor functionality will need to be expanded to provide an administrative control that allows NGPC administrative users to track inventories across multiple agent locations.				

Figure 131: Inventory Quantity Example



OneOutdoor Inventory Management System will be enhanced to allow Administrative users to view the amount of inventory on site at each location and provide the ability to adjust the inventory numbers at any time as well. NIC will work with NGPC to define and document requirements for all merchandise, inventory tracking, and fulfillment needs.

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate
FUN-067 **Section VII.I.3, 4**	A. Does the system recognize receivables payments such as: 1. Checks 2. Cash 3. Money Order 4. EFT	X			
	Bidder Response: All customer online transactions will be supported through our NIC Payment Platform. Customers will be able to process their credit/debit card or e-check through our PCI compliant module, receive a copy of their receipt, and be able to print off a copy of the receipt and any eligible licenses that are printable at home after purchase completion. Figure 132 is a screen shot of the credit/debit card processing screen:				

Figure 132: Credit Card Payment Processing Screen

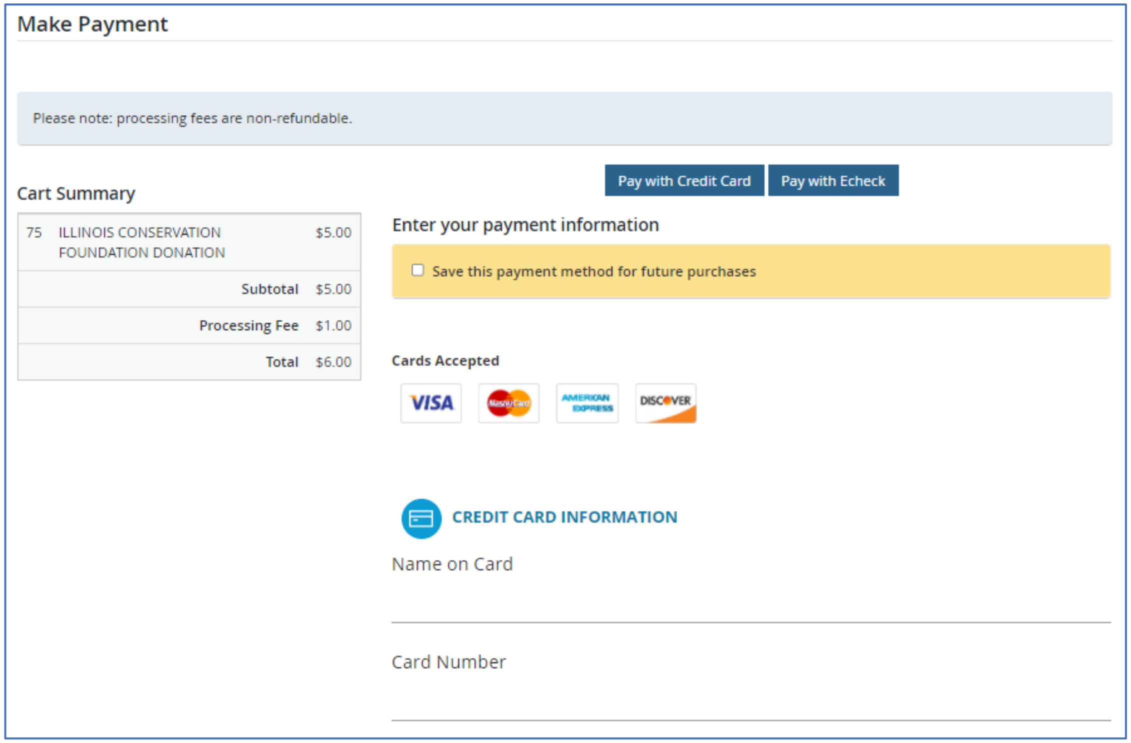
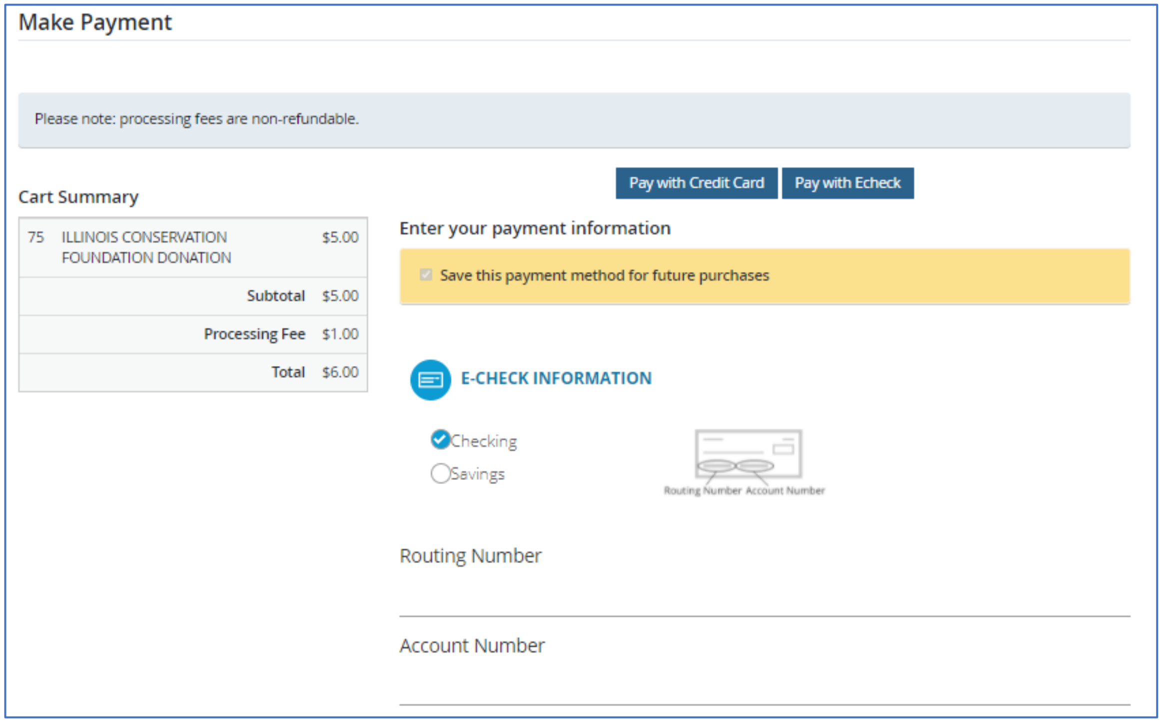


Figure 133 is a screen shot of the e-check processing screen:

FUN #	Administrative External Agent Management	Yes	Customization Required	No	Alternate

Figure 133: eCheck Payment Processing Screen



OneOutdoor and NGPC would determine the configuration to be used for POS agents and agency personnel. The process could be for POS agents and agency personnel to perform transactions using our Payment Platform module and process credit/debit card payments and e-check that way, or they could select to not have payment processing performed through that module and instead take the payments at their locations via credit card machines, cash, check, money order, or EFT. The funds from those transactions would be retrieved by NGPC through the NIC ACH sweep process.

Attachment A

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

FUN #	Gift Cards	Yes	Customization Required	No	Alternate
FUN-068 **Section VII.J**	A. Describe the system's ability to implement gift cards.		X		
	Bidder Response: The NIC OneOutdoor solution, in concert with the NIC Payment Platform, is architected to accommodate the addition of gift card or gift certificate functionality. NIC will work with NGPC to understand the requirements for gift card functionality such as the activation of cards (in order to prevent fraudulent activity), the tracking of cards on customer accounts, and reconciliation of activities, and the disbursement of funds for sales. Functionality such as the ability to check balance, track cards, and deactivate/activate cards will be built into the final product. NIC will also be able to perform an API pull to pull in existing gift card balances. Gift cards can be purchased and redeemed online or at an agent location. Additional Information: OneOutdoor currently offers a voucher product that allows customers to purchase a voucher as a gift or redeem a voucher for a license, permit, or privilege. Vouchers are only sold during the period for which the privilege is valid, and each voucher stipulates the privilege that was purchased. Vouchers may only be used to purchase the specific product that is linked to the voucher. For example, a voucher for a fishing license cannot be used to purchase a hunting license. Customers can use the web-based online system to select, add to cart, and purchase vouchers the same way they purchase other products in OneOutdoor. Gift cards will be offered through this same process and be mailed via the fulfillment center.				
	B. Describe the system's ability to honor current NGPC Park Bucks.		X		
	Bidder Response: Existing Park Bucks balances will be integrated into the OneOutdoor system during initial data migration. Park Bucks will be utilized in a similar way as gift cards, whereas OneOutdoor will provide activation, tracking, and reconciliation activities in support of Park Bucks as described in our response to section A. above. The customer can make purchases with Park Bucks at an agent location or agent location.				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-069	A. Describe the system's customer relationship module.		X		

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
Section VII.K	Bidder Response: The OneOutdoor solution has a Customer Management module that will allow NGPC to manage their entire relationship with one customer from their customer's profile. The customer profile serves as a vital focal point uniting customer purchases and activity, education and/or events, communications, and marketing by providing a single view of a customer from which many actions can be taken. OneOutdoor's CRM is well-aligned to support NGPC's business goals. The solution's focus on providing a single customer view is essential to driving sales, engaging with customers about relevant services and events, and delivering a portfolio of targeted marketing solutions to support Nebraska's R3 objectives. NIC believes the OneOutdoor's CRM is the essential component to drive NGPC's marketing and R3 success by increasing awareness, traffic, and revenue for the commission. Without it, even the best licensing and permitting platform will fail to attract users or generate the revenue NGPC expects this new system to deliver. In this section, NIC outlines the key marketing initiatives that will enable OneOutdoor's CRM to most effectively engage with users and drive higher transaction volumes. **USER COMMUNICATION & ENGAGEMENT** OneOutdoor's CRM is the brain behind the customer communication process and supports the delivery of three key messages: ◈ **Important notifications –** such as purchase confirmations, receipts, impending expirations, season opening & closing dates, and emergency advisories ◈ **Education-related messages –** including hunter and boater safety training, required courses, upcoming schedules, and certification procedures ◈ **Marketing outreach** – all communications designed to raise awareness and drive usage of digital licensing services **DRIVING R3 RESULTS** We're not going to bury this headline: NIC's recruitment, retention, and reactivation (R3) initiatives are making a significant positive impact – and we believe the best is yet to come. To support the HuntFishPA launch on January 15 in Pennsylvania, we proposed a multi-pronged strategy to our commission partners that defined the new system brand and engaged with hunters, anglers, and boaters during a traditionally slow period. The tactics we pursued – statewide media				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	relations, targeted social media outreach, and succinct how-to-videos – were straightforward and well-executed. The initial results for the first 90 days speak for themselves and have far exceeded Pennsylvania's aggressive expectations: **R3 Strategy Outcome for HuntFishPA (1Q 2021 vs 2020)** ***43% higher total license transactions*** ***38% increase in total customers*** ***Incremental $5.6 million in statutory revenue*** NIC recognizes such R3-driven performance metrics may be unsustainable over time. That said, we believe NGPC licensing performance – both transaction volumes and revenue growth – has the potential to conservatively rise by double digits or more annually, and we are up to the challenge to make this a reality. NIC Outdoors has developed a comprehensive 12-month R3 plan to support HuntFishPA that includes data science-driven customer segmentation, targeted email marketing campaigns, an on-page content management program, a social media strategy to engage regularly with current and future HuntFishPA users, and dashboard reports that provide up-to-the-minute visibility into campaign performance and effectiveness. We're excited to launch the next phase of marketing outreach to coincide with the start of the commonwealth's trout fishing season. The annual marketing and promotion plan we develop for NGPC will leverage the R3 best practices we are honing in Pennsylvania – and will be customized to meet your specific needs and performance objectives. We're excited to dig in and better understand your goals so we can pair our data-driven segmentation approach with proven outreach tactics that connect with outdoorspeople **CURRENT INITIATIVES** **Data Science-Driven Insights**: NIC's chief data scientist has been working over the past year with the OneOutdoor platform and licensing data from the Commonwealth of Pennsylvania to track specific demographic-related metrics.				

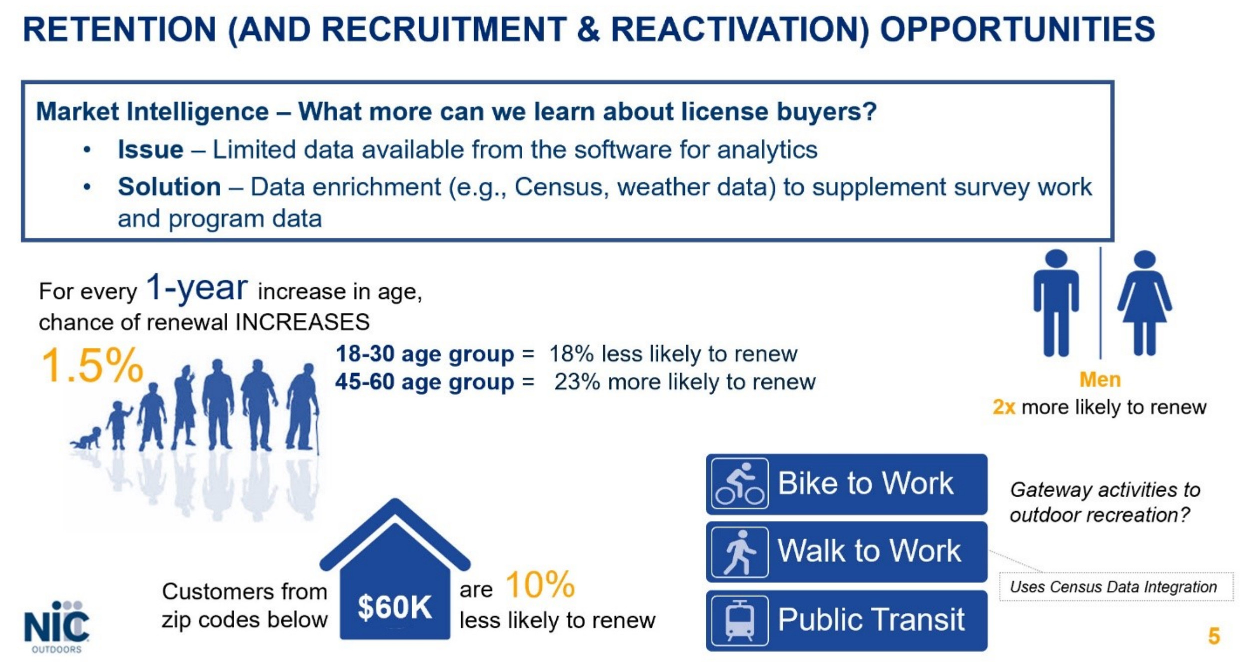
FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	We've found that key demographic metrics of age, gender, income can be overlaid with past license purchases, ZIP code-driven residential profiles, and historical weather reporting to provide useful information to help target current, past, and potential customers with customized R3 programs. These insights are a core driver for effective data segmentation, which is allowing NIC Outdoors to more precisely target users with specific messaging and relevant offers. **Real-Time Performance Reporting:** Foundational to any data program are dashboards to monitor key indicators of program participation and license sales – and for NIC we particularly examine the market segment that engages by using digital technologies. We also look at how and why trends change over time using data science statistical techniques. Based on the agency's expertise, they can look at a trend line of license sales and intuitively make an assumption as to why sales were up or down, noting what happened in particular months or years to explain the increase or decrease. Using data science, NIC can test those assumptions and quantify what affects sales and program participation. The powerful element of data science and statistics is that we can examine multiple factors at once. As we all know, many external factors affect growth and decline in markets. NIC also uses machine learning to generate predictions on a customer's journey which could help NGPC with resource management and program planning. **Personalized Recommendations:** In the Outdoor Recreation Adoption Model developed by the Wildlife Management Institute, the recruitment stage involves awareness, interest, and trial. NIC believes there is opportunity, particularly in the trial stage, to personalize someone's experience. OneOutdoor has a recommendation engine for product catalogs when a customer buys a license online. The goal is to encourage the purchase of additional complementary products. Tracking this buyer behavior provides an opportunity to incorporate mentoring into the recommendation engine. **Data-Rich Insights:** In the OneOutdoor system, each customer has their own personal and unique customer ID. The system collects age, gender, and location data. Using location data, the system can prepare high-level analyses on socio-economic status indicators to present robust profiles of various customer segments based on age, sex, income levels, educational attainment, housing characteristics. The system also analyzes purchase behaviors based on weather patterns, such as trends in temperature, precipitation, and snowfall, to discern how weather patterns affect purchase behavior. All combine to offer end-to-end analysis of purchase, campaign, weather, and public records documents for our clients.				

Figure 134: Demographic Metrics Used for R3 Initiatives

Going Beyond Everyday Analysis: One R3 priority is to deeply understand license buyers for retention strategies. NIC's data science team has taken a quantitative approach to analyzing Pennsylvania hunt and fish license buyers using various sources for data enrichment, including Census data for income and residential profiles as well as weather data. This work has provided a more nuanced understanding of demographics in the context of license renewals, including age, gender, and household income. NIC is now using the data to ask questions like: "Are those who bike or walk to work more likely to be outdoors people who will buy a fishing license or require a launch permit for a small vessel?"

Figure 134 above and Figure 135 below provide examples of R3 insights:

Figure 135: Demographics Metrics used for R3 Initiatives



Predictive Models: NIC is also exploring ways to use predictive modeling when a person comes to OneOutdoor to buy a license or engage in programs. Using Commonwealth past and current data, NIC is working on various ways that we can predict the customer journey – will they try out hunting or fishing or both? Will they buy a license? Will they renew their license? If it lapses, what are the chances that they will renew in the future? These models will be useful in helping develop R3 campaigns around getting a customer to reactivate and personalizing the experience throughout each step of engagement.

Integrating Data Science Across the Marketing Workstream: Data science can serve as the digital eyes and ears to help us understand customer behavior and engagement patterns. NIC OneOutdoor and our data science team contribute the "digital angle" and technology perspective to our agency partners via reports, dashboards, and other visualizations.

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate

This work is then used for data segmentation for marketing and outreach purposes; or for reports, presentations, press releases or any other public content that will help drive outdoor engagement.

LEVERAGING CUSTOM MARKET RESEARCH TO GENERATE INSIGHTS

To drive higher use of digital services, NIC's strategic research initiatives identify insights to be incorporated into the user experience, design, and marketing programs for our clients. In particular, NIC commissioned a first-of-its-kind national survey in throughout 2020 to identify the specific behaviors and preferences of Millennial and Generation Z citizens (ages 18-40). This research project included a deep dive into the outdoor recreation habits of younger citizens. Our team is continuing to analyze the findings and has made several enhancement recommendations for the OneOutdoor system – particularly in how the system presents instructions and directions for use.

Modifications to OneOutdoor Driven by Market Research

Market Insight Discovery
Market research was conducted that provided the insight that *one in five young adults* is unsure about how to interact with government and prefers in-person and phone customer service interactions over digital transactions.

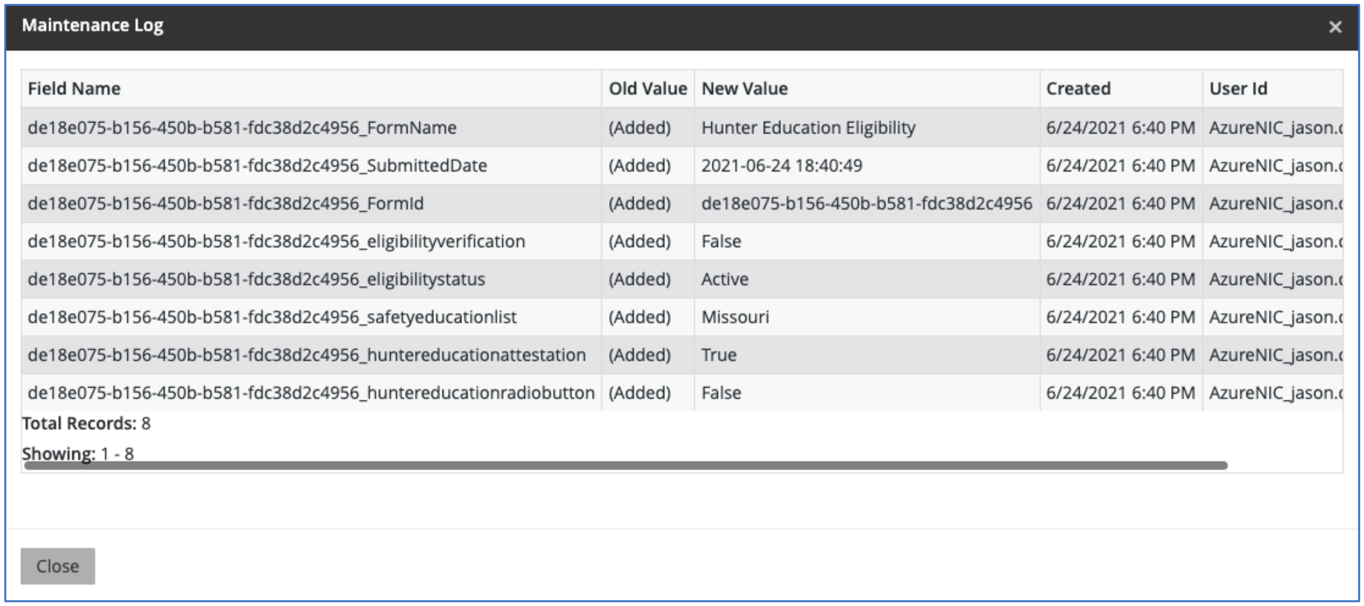
Research Conducted
NIC conducted **a comprehensive review of OneOutdoor's instruction and direction-based content** through the lens of a user who is new to outdoor sports.

Outcome
NIC's market research team extrapolated the results of the review to determine that young adult hunters, anglers, and boaters – particularly those who may be new to these sports – may have similar concerns about how best to interact with government. These findings were then shared with the OneOutdoor team.

Resulting Changes
NIC's OneOutdoor team made many changes to the system to simplify, clarify, and sharpen content to better serve this user demographic.

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	We welcome the opportunity to share additional findings from this and other research projects with NGPC, promoting the evolution of this market technology. In addition, there may be opportunities for Nebraska to be among the target markets for future research and we would give NGPC the opportunity to provide feedback on the types of questions asked in those surveys and focus groups. Our goal is to continue to build effective multi-channel marketing plans combined with creative disciplines while constructively collaborating with each agency we serve. Certainly, our program delivers valuable outreach campaigns that align with the expectations of our government partners, delivering measurable results. **SOLUTION OVERVIEW – CRM AS THE SINGLE CUSTOMER VIEW** While reviewing an account you will be able to view and/or update customer attributes, based on your permissions. Examples of these attributes would be eligibilities for Hunter/Trapper Safety Education, Active Military, or Disabled Veteran status. All changes to customer profiles are tracked in our maintenance log and in addition, you can put comments on the profile that only fellow NGPC administrative users would be able to see and reference as shown in Figure 136.				

Figure 136: Maintenance Log



Maintenance Log

Field Name	Old Value	New Value	Created	User Id
de18e075-b156-450b-b581-fdc38d2c4956_FormName	(Added)	Hunter Education Eligibility	6/24/2021 6:40 PM	AzureNIC_jason.(
de18e075-b156-450b-b581-fdc38d2c4956_SubmittedDate	(Added)	2021-06-24 18:40:49	6/24/2021 6:40 PM	AzureNIC_jason.(
de18e075-b156-450b-b581-fdc38d2c4956_FormId	(Added)	de18e075-b156-450b-b581-fdc38d2c4956	6/24/2021 6:40 PM	AzureNIC_jason.(
de18e075-b156-450b-b581-fdc38d2c4956_eligibilityverification	(Added)	False	6/24/2021 6:40 PM	AzureNIC_jason.(
de18e075-b156-450b-b581-fdc38d2c4956_eligibilitystatus	(Added)	Active	6/24/2021 6:40 PM	AzureNIC_jason.(
de18e075-b156-450b-b581-fdc38d2c4956_safetyeducationlist	(Added)	Missouri	6/24/2021 6:40 PM	AzureNIC_jason.(
de18e075-b156-450b-b581-fdc38d2c4956_huntereducationattestation	(Added)	True	6/24/2021 6:40 PM	AzureNIC_jason.(
de18e075-b156-450b-b581-fdc38d2c4956_huntereducationradiobutton	(Added)	False	6/24/2021 6:40 PM	AzureNIC_jason.(

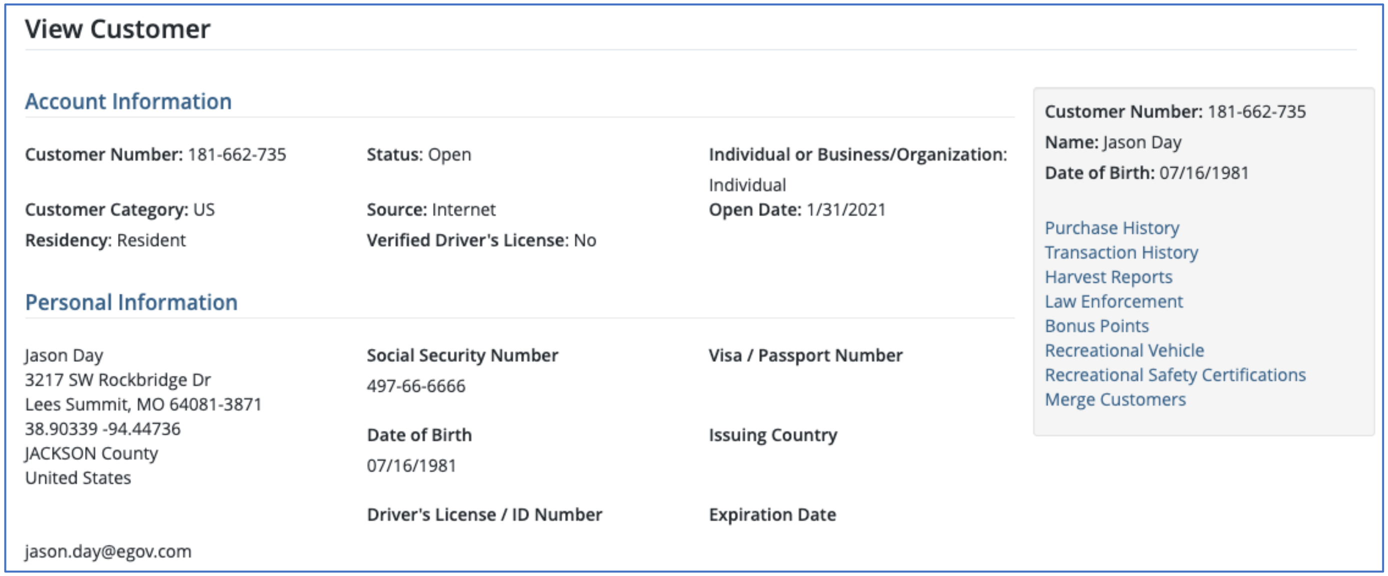
Total Records: 8

Showing: 1 - 8

Close

These comments would not be visible to external agents or the customer. The Customer Management Module tracks all of the customers activity based on the customers unique customer number in our system. While you are reviewing the customers profile as shown in Figure 137, you will have access to see their entire Purchase History, Transaction History, Harvest Reports, Law Enforcement Cases, Bonus/Preference Points, and historical merged records.

Figure 137: Viewing a Customer's Profile



Purchase History

Shows all of the historical purchases made by the customer by license year and date of purchase as shown in Figure 138. It will display the current status of each privilege, the dates the license is active, display any tag numbers associated to the privilege, and identify where the customer purchased the privilege: Either on the Internet or at an External Agent or an Internal Agent. For Example, “Acme Outdoor Shop” or “NGPC Headquarters”. The purchase history view also acts as the trigger for queries that can be pulled for a wide variety of business purposes. Based on the purchase history below, Jason Day’s record would be included in a database query that requested 2021 Electronic State Waterfowl Stamp purchasers. This query could be used, for example, to email current purchasers with a 2022 pre-sale message.

Figure 138: Customer Purchase History

Purchase History - Jason Day - CID 181-662-735

2021

Priv Code	Item	Type	Process Year	Status	Purchase Date	Actions
206	Electronic State Waterfowl Stamp Valid From: 01/31/2021 - 12/31/2021 Purchased From: Internet	Stamp	2021	Active	01/31/2021	
204	Small Game Hunting/Freshwater Fishing Valid From: 01/31/2021 - 12/31/2021 Purchased From: Internet	License	2021	Active	01/31/2021	

Transactions History

As illustrated in Figure 139, this will provide a quick link to display all of the historical transactions made associated to the customer's profile. This will give you access to the Transaction ID, Agent they purchased the item, name of the clerk, amount of the order, date and time of the transaction and the transactions current status. From this page you will be able to dive further into each of the transaction IDs to see all of the items purchased on that transaction and review the status for each line on the transaction. This page allows users with the appropriate permissions to reprint a copy of the License Documents, inactive or reactivate privileges, and void one or more of the transaction lines. All changes are tracked within the Maintenance Log for each transaction and each transaction has a comments section that is only visible to NGPC users to make any additional notes.

Figure 139: Transaction History

Transaction ID	Customer ID	Agent ID	Clerk	Total Price	Transaction Date	Transaction Status
253	181-662-735 - Jason Day	4119 - Online Sales Agent		$12.29	1/31/2021 12:37:53 PM	Complete
252	181-662-735 - Jason Day	4119 - Online Sales Agent		$12.29	1/31/2021 12:37:32 PM	Incomplete
251	181-662-735 - Jason Day	4119 - Online Sales Agent		$12.29	1/31/2021 12:36:38 PM	Complete
250	181-662-735 - Jason Day	4119 - Online Sales Agent		$12.29	1/31/2021 12:36:14 PM	Incomplete
248	181-662-735 - Jason Day	4119 - Online Sales Agent		$12.29	1/31/2021 12:34:55 PM	Incomplete

Harvest Reports

As illustrated in Figure 140, OneOutdoor gives NGPC staff quick access to review any historical harvest reports the customer made in the system. Users with the permission to edit harvest reports will be able to go in and make any updates that might have been entered incorrectly by the customer that need to be updated.

Figure 140: Historical Harvest Reports

Form Name	Customer	Tag Number	Confirmation Number	Date Reported	Status	Channel	Actions
Fall Turkey	Bob Allen Jones 668-843-709	201782170188	HNA-698-1820	12/18/2020	Active	Internet	
HIP Survey	Bob Allen Jones 668-843-709			12/18/2020	Active	Internet	

Law Enforcement

As illustrated in Figure 141, this section gives quick access to NGPC staff with the appropriate permission to any current or historical law enforcement cases associated to the customers profile. For example, any hunting or fishing revocation or child support delinquency that would or would have prevented them from purchasing a privilege from the system. This

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	link gives staff quick access to assist any Law Enforcement Agent in the field to ensure the customer does not have any active revocations, but also quick access back to the customers "Purchase History" to see and pass on to the Law Enforcement the customers active privileges. It is worth noting that while an NGPC staff is viewing the customer's profile, they will have an alert message presented to them on the top of the page if that customer has an active revocation. This alert is something they would be able to pass onto Law Enforcement immediately if they were relaying information back to them.				

Figure 141: Law Enforcement View

Customer Name and Number	Date of Birth	City, State, Zip	Citation Number	Revocation Desc. and Effective Dates	Actions
Smith, James Wendell 248-278-145	07/31/1977	Leawood, KS, 66209-2123	123	Game Child Support (4/6/2021 - 12/31/2022)	
Smith, James Wendell 248-278-145	07/31/1977	Leawood, KS, 66209-2123	100A	General Hunting Suspension (12/16/2020 - 12/31/2021)	

Bonus Points

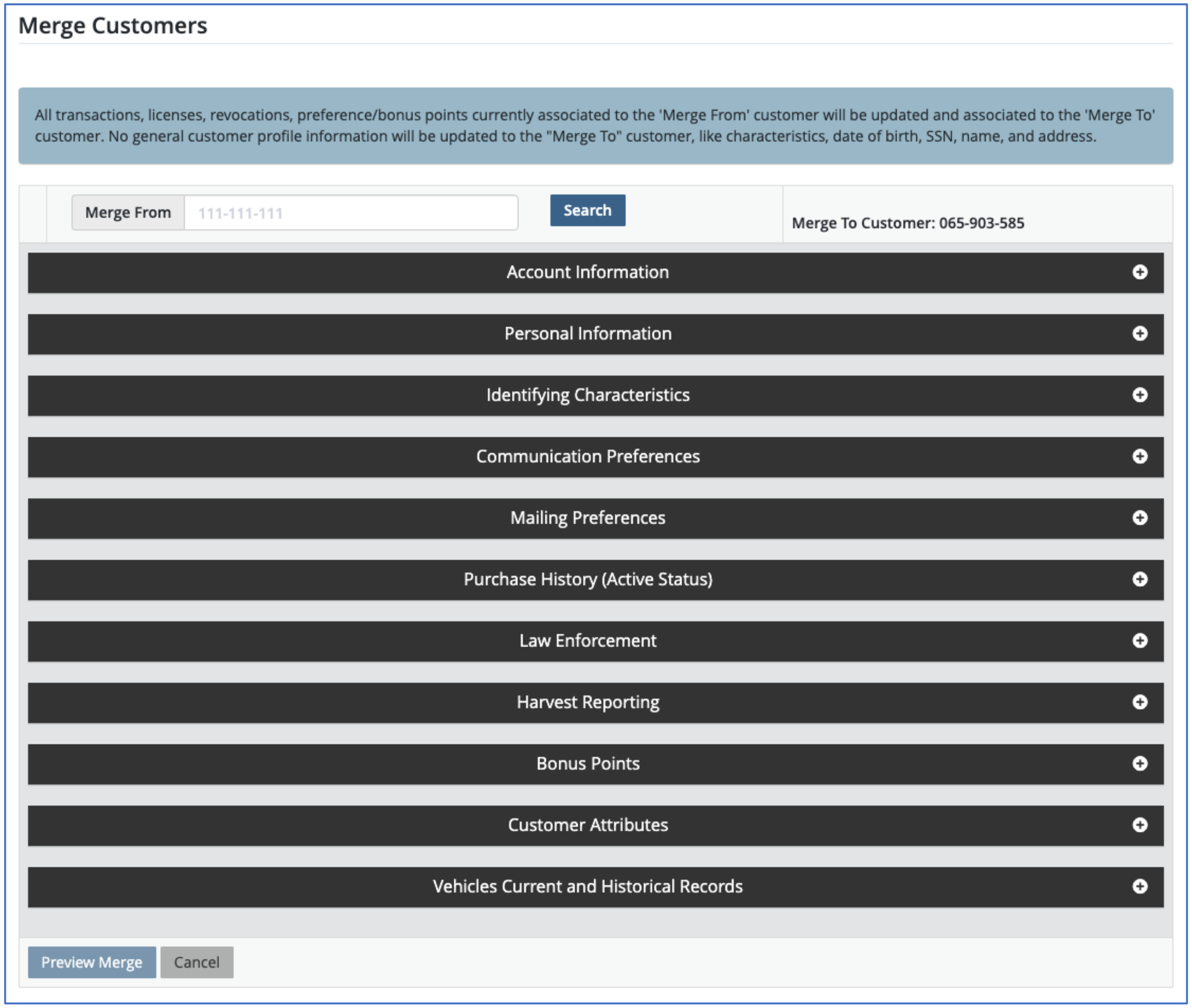
As illustrated in Figure 142, NGPC staff with appropriate permissions would be able to view and modify customers Bonus/Preference Points for any of the special hunts that track these points. All changes will be tracked through the maintenance log and once again the page has a comments section for NGPC staff to communicate the reason for any changes.

Figure 142: Customer Bonus Point Breakdown

Merge Customers

As illustrated in Figure 143,OneOutdoor will allow NGPC staff to merge any duplicate accounts. Once an account is merged, NGPC staff will be able to view the historical customer details associated to the account. If the NGPC staff was viewing one of the historical records that was merged into another account, they would be able to see and access the current account.

Figure 143: Merge Customers Screen



Education Courses and Event Management

The OneOutdoor Event Management Module allows NGPC to create Events, Courses, Applications, and Certifications through product configuration. NGPC can track how many people signed up for an event or class, as well as how many people attended. If the leader or instructor of an event was giving out certifications, NGPC would be able to track those as well to see who earned their certification. The event will be associated with a customer profile and a certification can also be placed on the customer's profile by either NGPC or the instructor.

Event Registration Email Capabilities

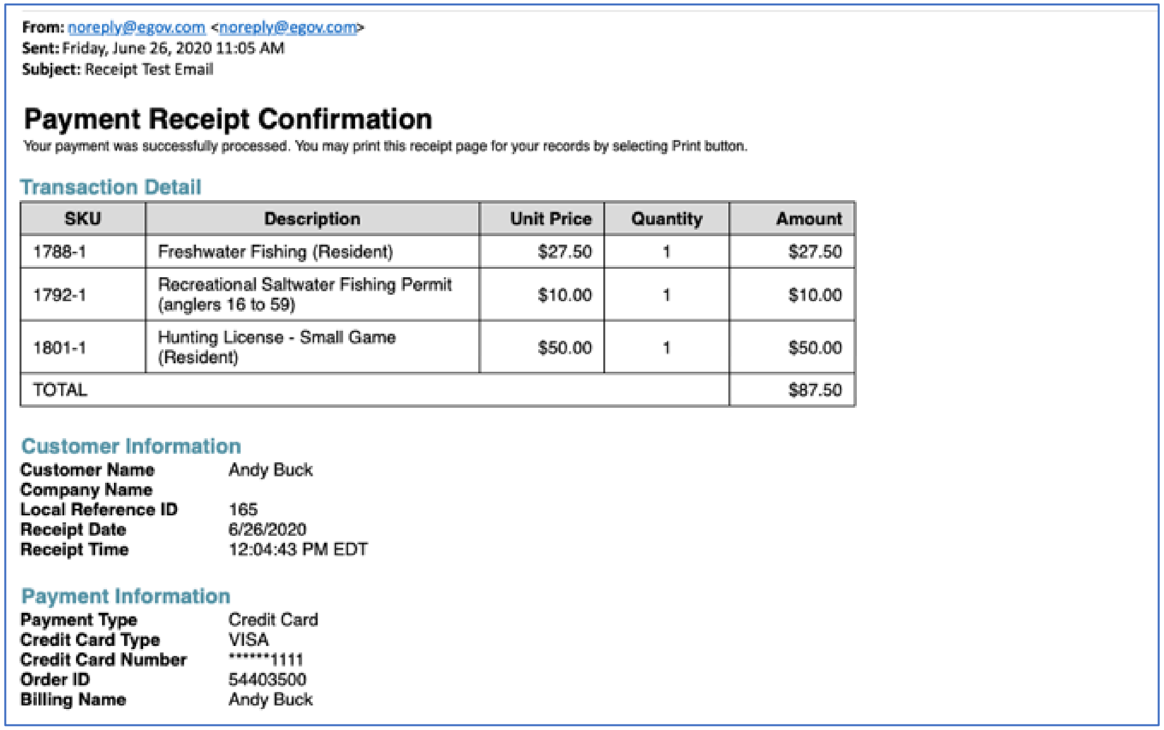
Our Event Manager allows NGPC to communicate with attendees of events or classes through programmed and customer configurations. NGPC will be able to customize an email communication to users after they sign up for an event, as well as for days leading up to an event and after the event. NGPC will be able to track what customers received the communications.

The email templates can be configured throughout the system to be sent at pre-determined times and audiences. When configuring a new event such as a safety education course, the system can send out an email reminder to all participants "x" number of days prior to the course and can also be configured to email participants after the course is completed.

OneOutdoor's CRM also provides core functionality for email and text-driven marketing based on event-related activities and triggers. For example, a customer who recently attended a hunter safety education class but has not purchased a hunting license within a specified number of days after the course could receive a marketing email with a call to action to complete the licensing process.

Every transaction that processes through a customer's online profile (including auto-renewals) will generate an order confirmation email that includes a copy of their receipt. An example of a standard order confirmation email is provided in Figure 144, but an event registration email would be presented in a similar manner.

Figure 144: Order Confirmation Email



From: noreply@egov.com <noreply@egov.com>
Sent: Friday, June 26, 2020 11:05 AM
Subject: Receipt Test Email

Payment Receipt Confirmation

Your payment was successfully processed. You may print this receipt page for your records by selecting Print button.

Transaction Detail

SKU	Description	Unit Price	Quantity	Amount
1788-1	Freshwater Fishing (Resident)	$27.50	1	$27.50
1792-1	Recreational Saltwater Fishing Permit (anglers 16 to 59)	$10.00	1	$10.00
1801-1	Hunting License - Small Game (Resident)	$50.00	1	$50.00
TOTAL				$87.50

Customer Information

Customer Name	Andy Buck
Company Name	
Local Reference ID	165
Receipt Date	6/26/2020
Receipt Time	12:04:43 PM EDT

Payment Information

Payment Type	Credit Card
Credit Card Type	VISA
Credit Card Number	******1111
Order ID	54403500
Billing Name	Andy Buck

In addition, order receipts are also stored in the customer's profile for them to access later.

Auto Renewal Email Capabilities

Customers will receive a confirmation email after successfully opting into auto renewal. OneOutdoor also has a configurable automated reminder email that is typically sent 30 days prior to the system processing the renewal transaction.

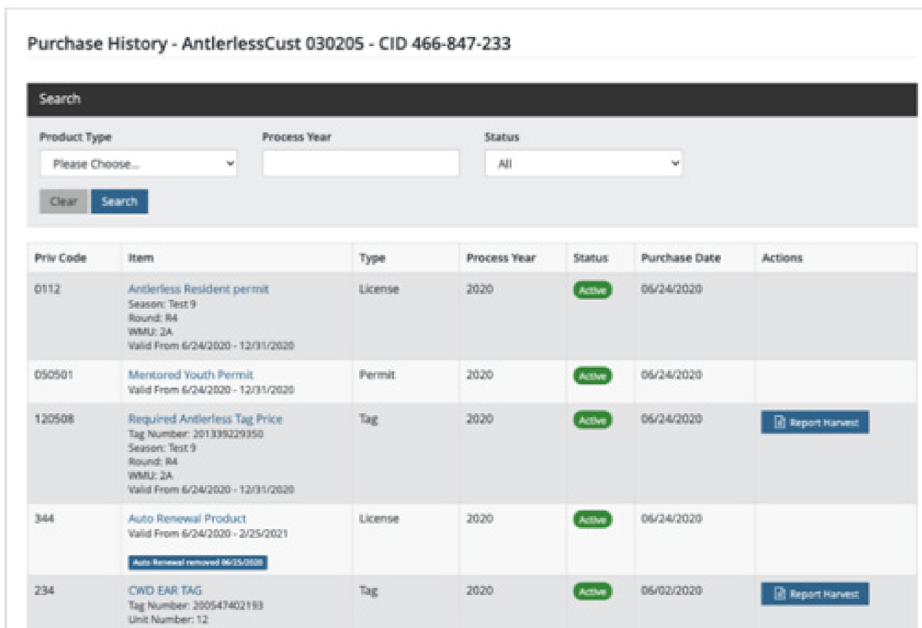
<table>
<tr><th>FUN #</th><th>Customer Relationship Module</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td colspan="5">

Prior to the renewal transaction, OneOutdoor conducts a proactive validation to ensure the customer’s credit card information is up to date. If the customer’s credit card information is expired, additional email notifications can be sent at 90 days and 60 days with instructions to update their credit card information.

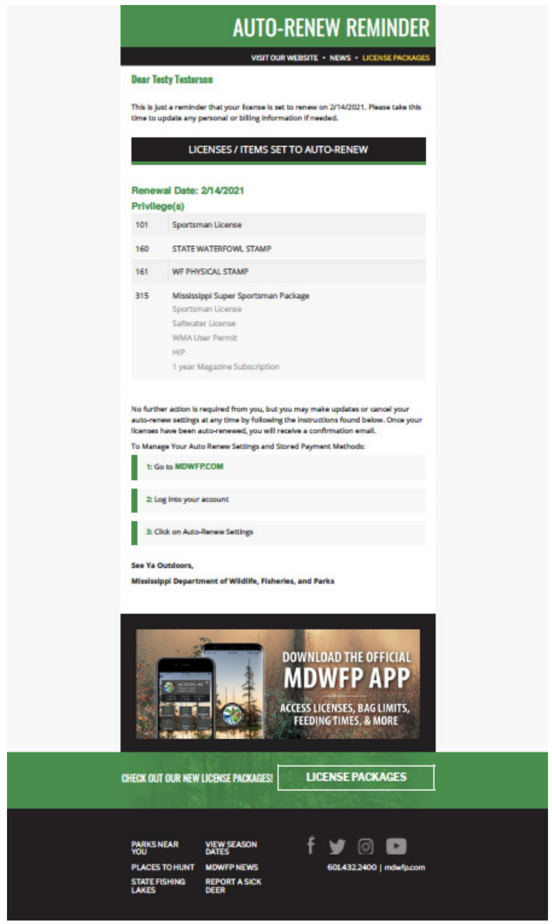
While auto renewal is usually activated when an eligible license or permit is originally purchased, OneOutdoor also allows for customers to enroll post-purchase. The system can be configured to send auto renewal-focused emails to license purchasers on an agency-determined interval.

A screenshot of an auto renewal product as shown in the purchase history of a customer’s profile is shown in Figure 145:

Figure 145: Auto Renewal Product in Customer Purchase History



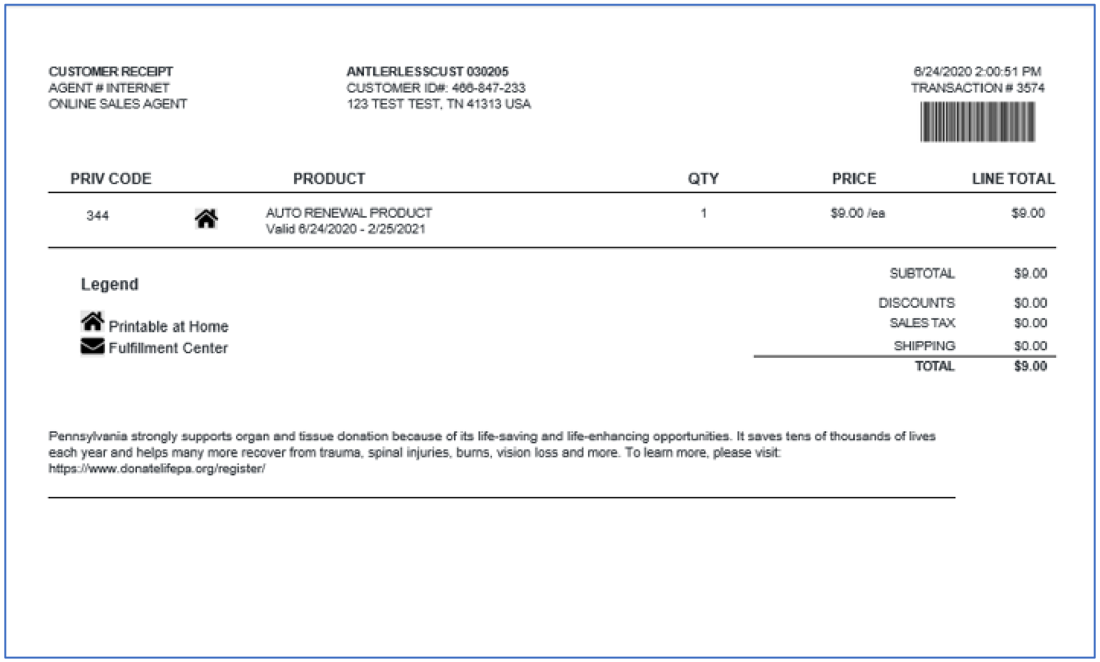
</td></tr>
</table>

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	An HTML auto renew email example from NIC's Mississippi partner is provided in Figure 146 below: **Figure 146: HTML Auto Renew Email Example** 				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate

The customer receipt template shown in Figure 147 can be customized to match NGPC branding and design standards. The OneOutdoor team can include additional data fields, embed images & branding assets, as well as modify the layout to suit your needs.

Figure 147: Customizable Customer Receipt Template



CUSTOMER RECEIPT
AGENT # INTERNET
ONLINE SALES AGENT

ANTLERLESSCUST 030205
CUSTOMER ID#: 466-847-233
123 TEST TEST, TN 41313 USA

6/24/2020 2:00:51 PM
TRANSACTION # 3574

PRIV CODE	PRODUCT	QTY	PRICE	LINE TOTAL
344	AUTO RENEWAL PRODUCT Valid 6/24/2020 - 2/25/2021	1	$9.00 /ea	$9.00

Legend
Printable at Home
Fulfillment Center

SUBTOTAL	$9.00
DISCOUNTS	$0.00
SALES TAX	$0.00
SHIPPING	$0.00
TOTAL	$9.00

Pennsylvania strongly supports organ and tissue donation because of its life-saving and life-enhancing opportunities. It saves tens of thousands of lives each year and helps many more recover from trauma, spinal injuries, burns, vision loss and more. To learn more, please visit: https://www.donatelifepa.org/register/

Automated Emails Designated by NGPC

OneOutdoor has two options for NGPC to communicate with customers via email:

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	The first is a built-in Communications Module that NGPC can interact as often as needed. Administrative users can access this module from their dashboard on send email communications to a group of customers and/or POS agents in the system. Figure 148 shows the configuration screen of the Communications Module:				

Figure 148: Communications Module Configuration Screen

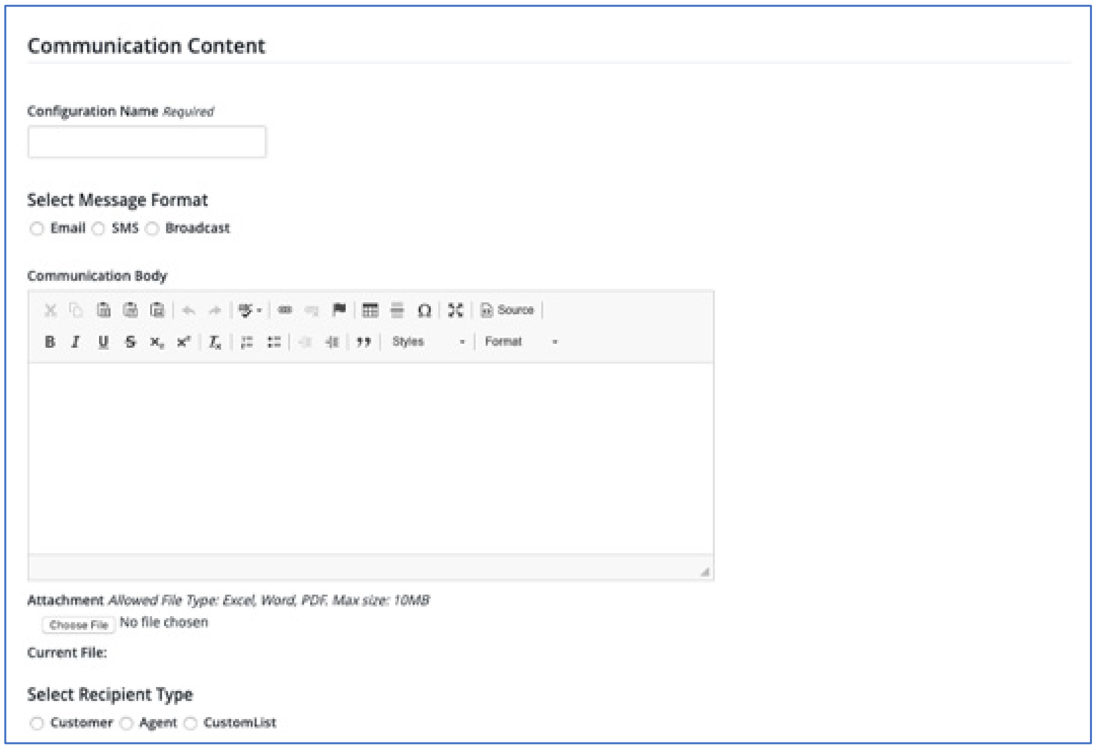
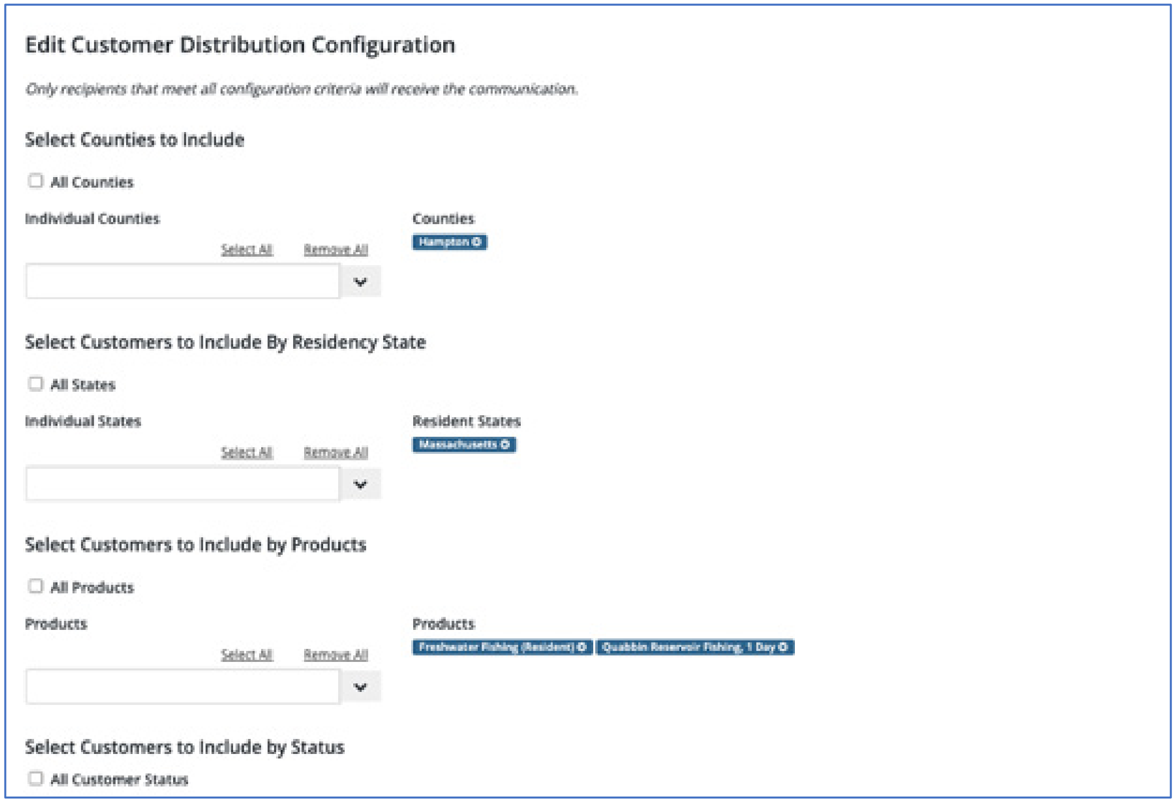


Figure 149 shows the configuration of communication recipients.

Figure 149: Configuring Communication Recipients Screen

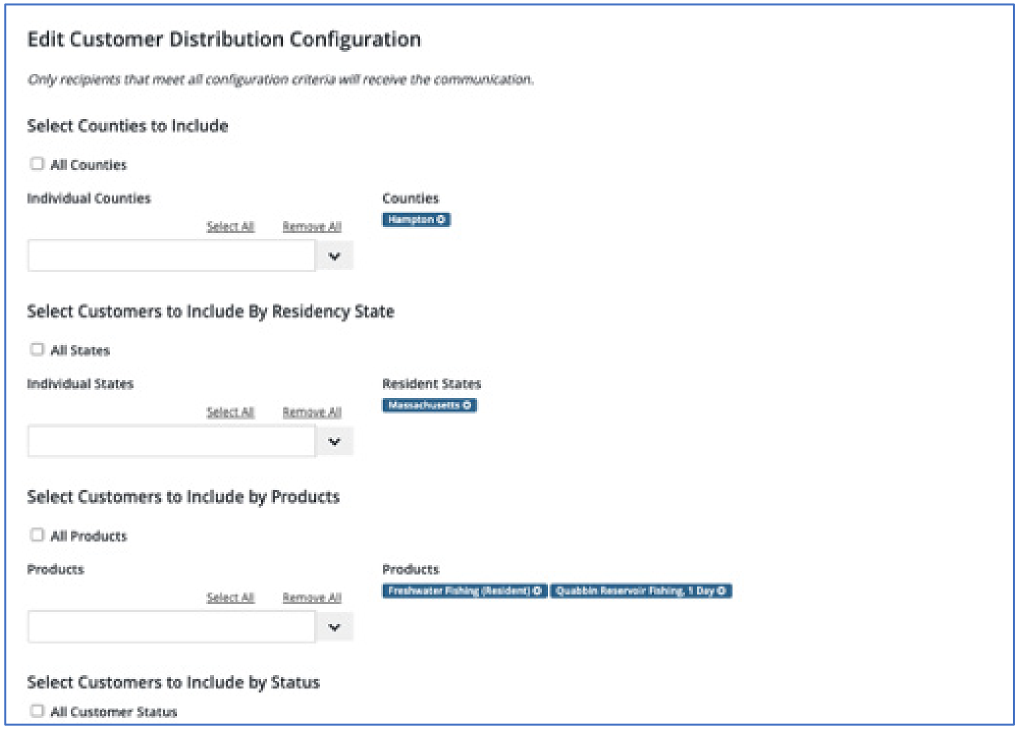


The above is a 3rd party marketing platform that integrates with OneOutdoor. From this application, NGPC will have access to advanced segmentation options, marketing automations, and campaign analytics.

NIC knows how to develop email campaigns that reach citizens at the right point of their user journey, with the right message, and at the right time. Some of our state digital government email campaigns have open rates of more than

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	40%, which is astronomically high for an email program. We are also using text-driven messaging to drive usage of digital government services and early campaigns in two states have increased mobile transactions by 10%. NIC is happy to help NGPC develop its messaging. **Email Functionality for Promotions** NGPC will be able to utilize the OneOutdoor Communications Module to easily segment customers and build multi-touch email campaigns. These emails can be sent on-the-fly or be scheduled to send at a future date. The Communications Module provides users with tools to segment a specific group of customers based upon numerous data points within the system and then build email campaigns based on key behaviors tracked, such as email open rates, page visits, time spent on page, shopping cart abandons, and previous transaction activity. Alternatively, the system allows users to upload external lists of customers so that NGPC can leverage customer contact information that resides outside of the OneOutdoor application. Figure 150 provides a screenshot of the Editing Groups page:				

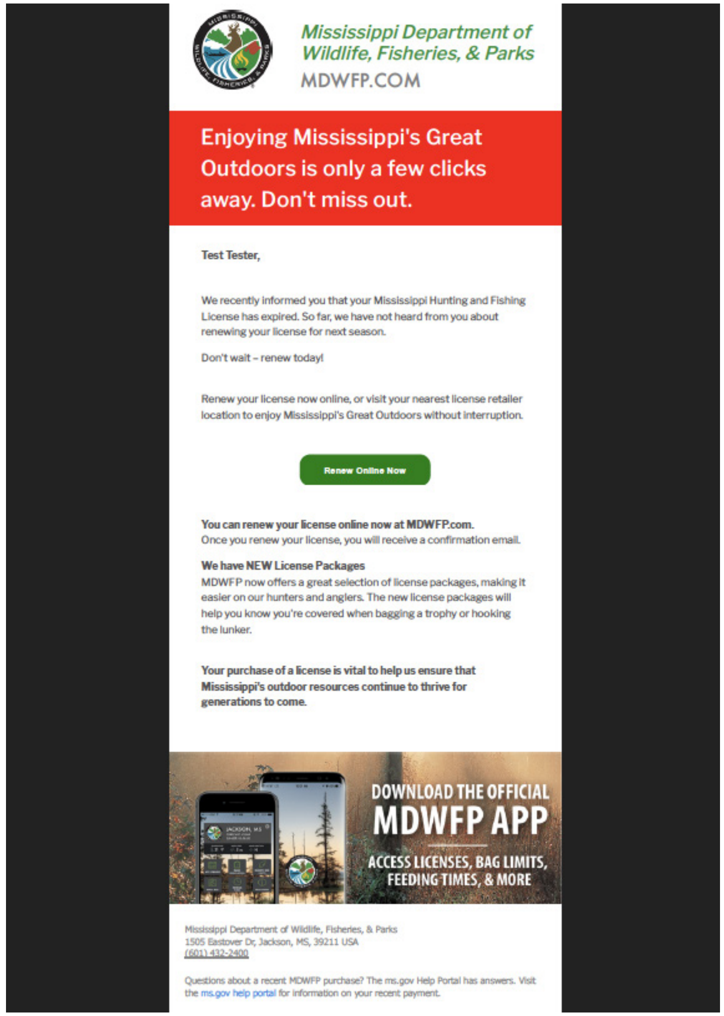
Figure 150: Editing Groups Page



OneOutdoor is also integrated with a 3rd party marketing platform that enables NGPC to leverage marketing automation that can used to distribute promotional messages based upon specific triggers or actions within the OneOutdoor system.

An example of a trigger-driven HTML email for an expired license from our partner in Mississippi is provided in Figure 151 below.

Figure 151: Trigger Driven HTML Email Example



Automated Marketing Email – Third Party

OneOutdoor leverages a 3rd party marketing platform for email automations. This platform offers several features that can used for customer communications:

- Custom HTML Templates
- Advanced Segmentation
- Personalization
- Automations
- Workflows
- Campaign Reporting
- Traffic & Conversion Analytics

Our ability to increase adoption of digital government services is unrivaled, and NIC is eager to work closely with NGPC to tailor a marketing and promotion plan that best meets the needs of the agency.

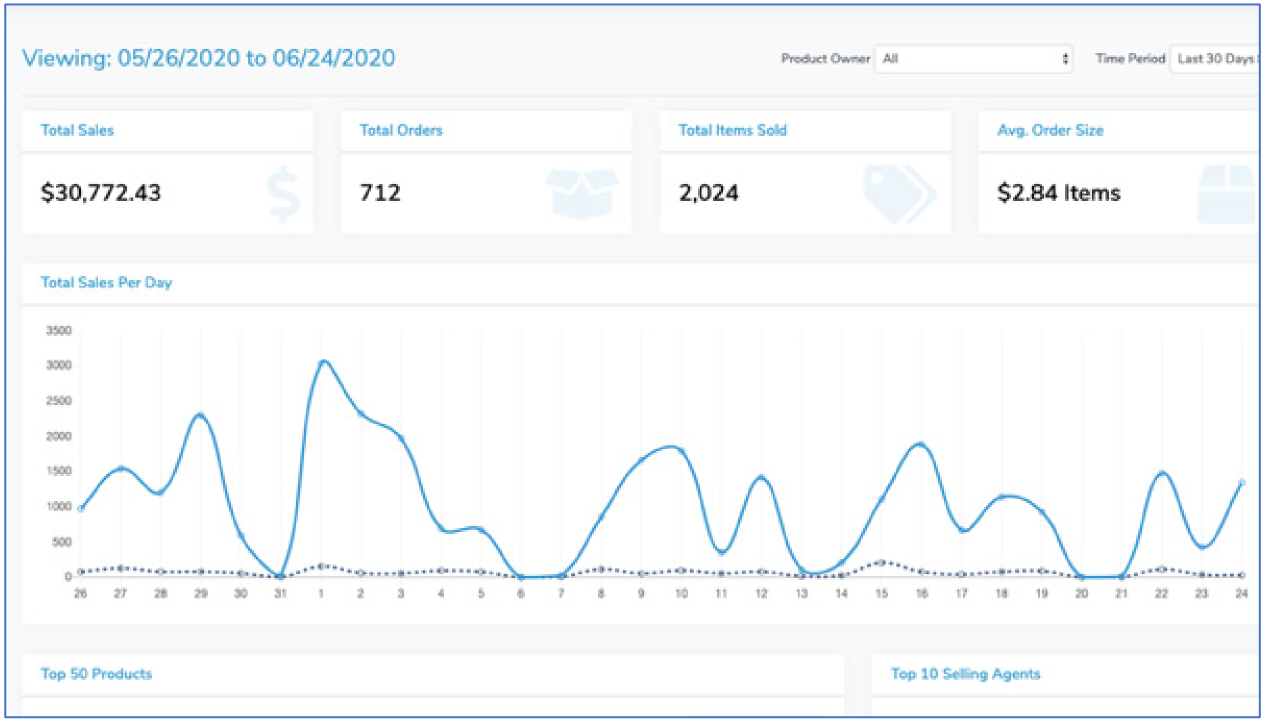
NIC knows how to develop email campaigns that reach citizens at the right point in their user journey, with the right message, and at the right time. Campaigns place emphasis on targeted programs driven by data segmentation to address specific user groups and needs – for example, winback programs that encourage lapsed license holders to purchase again or emailing current watercraft registrants about purchasing fishing licenses, to add value and retain customers. NIC develops campaigns driven by insights our data science team gleans from the agency's license data – for example, the insight that men are twice as likely to renew an outdoor license than women creates an opportunity to develop an auto-renew campaign for men, and a more targeted reactivate campaign for women. A "greatest hits" list of R3 email automation campaigns NIC manages includes:

- **Logical linkages –** We look for activities and behaviors that indicate a strong likelihood to purchase additional licenses. Our campaigns that target anglers with hunting license offers, for example, have higher success rates than untargeted email programs.
- **Season prep engagement:** NIC knows exactly when to send save-the-date and get-your-license alerts to the hunting community, and we also layer in update-focused content to make hunters aware of any rule changes in the off-season that may affect them in their activities that year.

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	◈ **Engagement triggers with no action:** We monitor "incomplete" behavior and encourage users to complete the process. For example, a person who enrolls in a hunter safety course but has yet to purchase a license is a prime target for a "finish what you started" campaign to encourage a transaction. ◈ **Privilege upgrades:** Some outdoorspeople inadvertently purchase a base license and may not be aware of the benefits of additional privileges. NIC analyzes current purchases and past purchase histories to identify opportunities to upsell privileges to targeted users by sending personalized emails with calls to action. ◈ **Winback:** We identify lapsed users by analyzing current and prior year licensing data, and then we send varying messages to drive engagement – including calls to action to reactivate as well as short surveys to identify reasons for non-renewal. We understand that NGPC recognizes the benefits that automations and workflows provide, particularly for driving higher sales and commission revenues. OneOutdoor's CRM and 3rd party marketing platform integrate seamlessly to provide turnkey automations and workflows – most frequently in the form of configurable drip campaigns. NIC's marketing team is continually building new automations based on commission requests, data science insights, market research findings, and analytics reviews. Among the automations we offer out-of-the box to drive higher customer engagement: ◈ **First-time customer:** When a new customer record is created in OneOutdoor, a welcome message is automatically sent (in addition to the associated confirmation and/or receipt from the initial transaction. ◈ **Inactive customers:** We run both turnkey and custom queries to identify and engage inactive customers. For example, NIC recommends engaging with lapsing customers well before licenses expire – for example, we are testing a winback campaign with an "It's not too late" message. ◈ **Permit renewal prompts:** We work closely with our agency partners to identify appropriate timeframes to activate drip campaigns that notify non-auto renew customers about the upcoming renewal process – with a focus on timing these emails to arrive in inboxes during the period when customers are typically starting to pre-plan their activities for the upcoming season. ◈ **Hunt season dates and application periods:** Upcoming season advisories and application periods that include instructions for logging in and updating profile information in advance of sales dates are popular preprogrammed trigger emails in OneOutdoor. ◈ **Cart abandons:** OneOutdoor can automatically send emails when carts are abandoned prior to purchase.				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	Confirmations with upsells: The best time to sell is post-purchase when the user is engaged. NIC leverages an algorithm playbook to automatically include upsell opportunities in the confirmation email for different product purchases. Automated Marketing Email - API OneOutdoor can integrate with other third-party marketing platforms via API. This level of integration would grant the marketing platform direct access to the NGPC's customer repository and defined triggers within the OneOutdoor platform. **Analyzing User Data** To enhance the NGPC's ability to evaluate sales performance of the new system, NIC will include Data Dashboards that show a wide variety of transactional data as well as web performance metrics. We track a large amount of data and work closely with our partners to draw insights and proposed actions from the data. The screen shot in Figure 152 is an example of the Data Dashboard:				

Figure 152: Data Dashboard Example



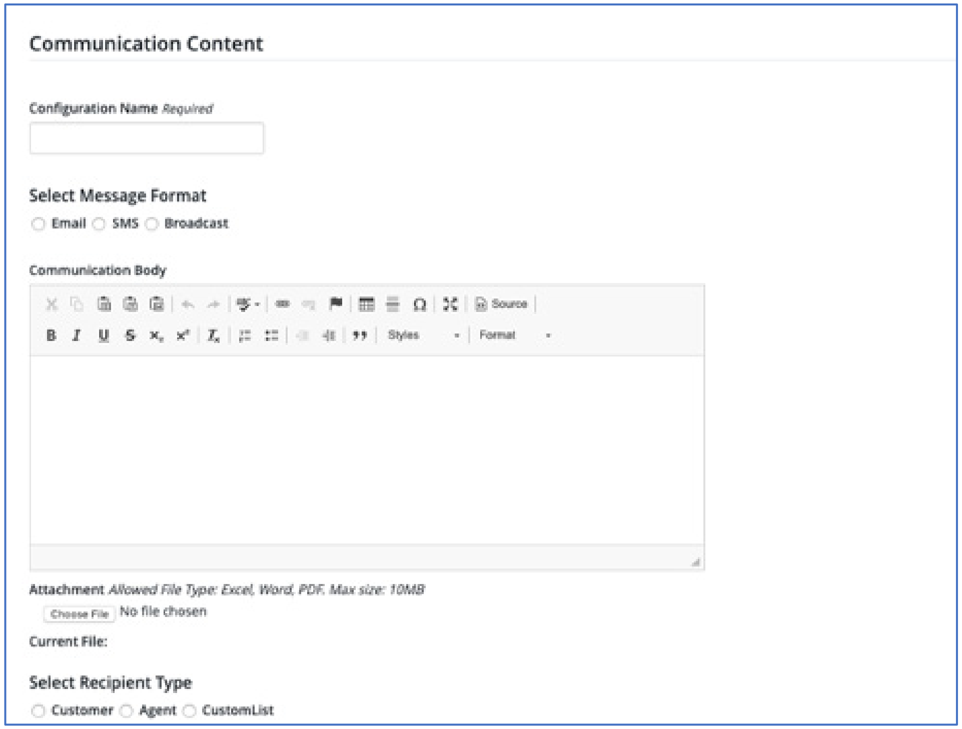
NIC tracks email campaign effectiveness by applying Google Tags, which allows us to follow a customer's journey from opening an email to clicking on a link to proceeding through the transaction process on OneOutdoor. This visibility provides unique insight into the success of campaigns in driving behaviors that translate into sales and higher revenues for NGPC.

Among the KPIs we track:

- Email open rate
- Deliverability results (bounces, unsubscribes, spam reports)

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	◈ Click rate and link performance ◈ Referring domains ◈ Customer engagement ratings ◈ Campaign conversion rate ◈ Product sales metrics NIC will work closely with NGPC to identify and develop a custom Data Dashboard to meet NGPC's specific needs. In addition, we will develop work processes to ensure that this data is regularly evaluated and presented to you in a format and cadence of your choosing -- with suggested actions and enhancements as part of the continuous improvement process. **Survey Capabilities** In OneOutdoor, the Forms Management module facilitates surveys, product questionnaires, additional customer demographics, and harvest reporting. Forms can be configured by the State and attached to customer and agent products and can also be embedded as a link within email templates as well. **Integrated & Pop-Up Surveys** OneOutdoor has survey capabilities within the system. This allows administrative users to configure a variety of surveys and questionnaires that can be distributed to customers and agents and can be displayed through broadcast messaging (on-screen dialog), email communication, or SMS. **Embedded Email Surveys** OneOutdoor allows users to customize the content of all email messages that are sent to customers. There are a number of email templates that can be tailored to contain a link a customer survey. For example, the customer receipt message can be customized to present a survey link as part of their receipt email. The Content Customization screen is shown in Figure 153 below.				

Figure 153: Communication Content Customization Screen



NGPC can also use the Communication Module to embed a survey link into emails that can be sent directly to customers. The utilities segmentation features allow NGPC to target a specific segment of users for whom to receive the survey. These emails can contain links to surveys created through the application's form builder, or links to external survey applications like Survey Monkey or the OneOutdoor 3rd party marketing platform.

Linked Surveys

The OneOutdoor Forms Management module allows surveys to be tied to a product purchase. This gives the flexibility for NGPC to send targeted surveys to various demographics or customer segments with specific characteristics based on the business rules. For example, users can attach a survey to persons aged 18-65 who are purchasing an adult hunting or adult fishing license.

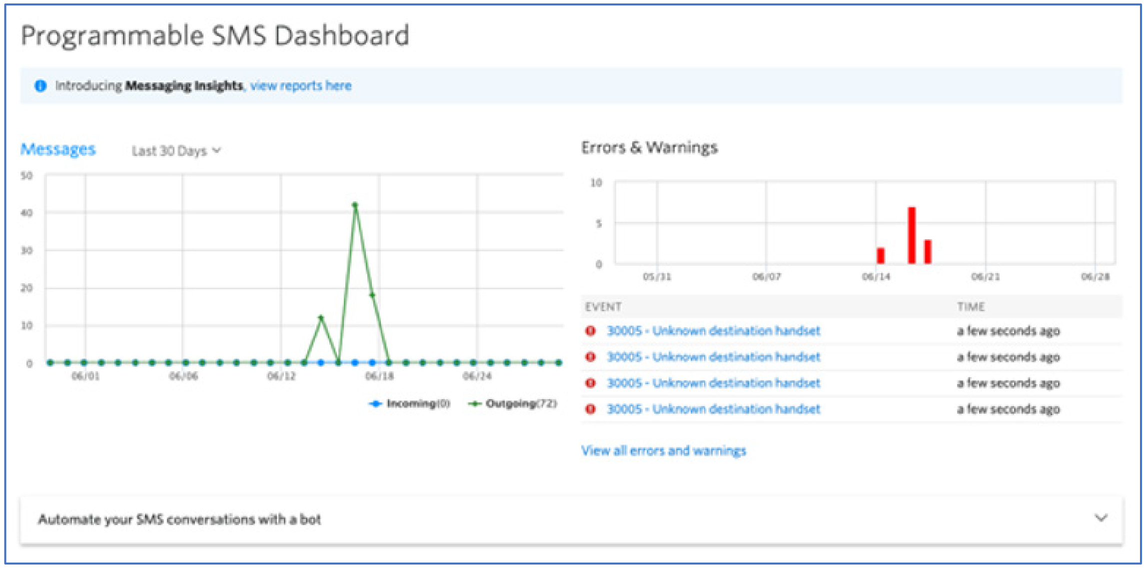
SMS Integration

OneOutdoor integrates with a third-party provider to send out text-based communications. NGPC can use the Communications Module to create a list of customers to receive the SMS message. For customers to receive SMS messages, they must have a valid mobile phone number listed in the system and must also have opted-in to receive SMS messages.

SMS Analytics

All SMS communication is monitored for delivery and can be associated to the customer for additional demographic details. In addition, the content of the message can be a link that prompts the recipient to interact with the system while being associated with a marketing campaign. Data obtained from SMS communications sent and delivered, along with other information about the customer, will be available in reports for administrative users to access. In addition, this data can be presented on the Data Analytics Dashboard; an example of this Dashboard can be viewed in Figure 154 below.

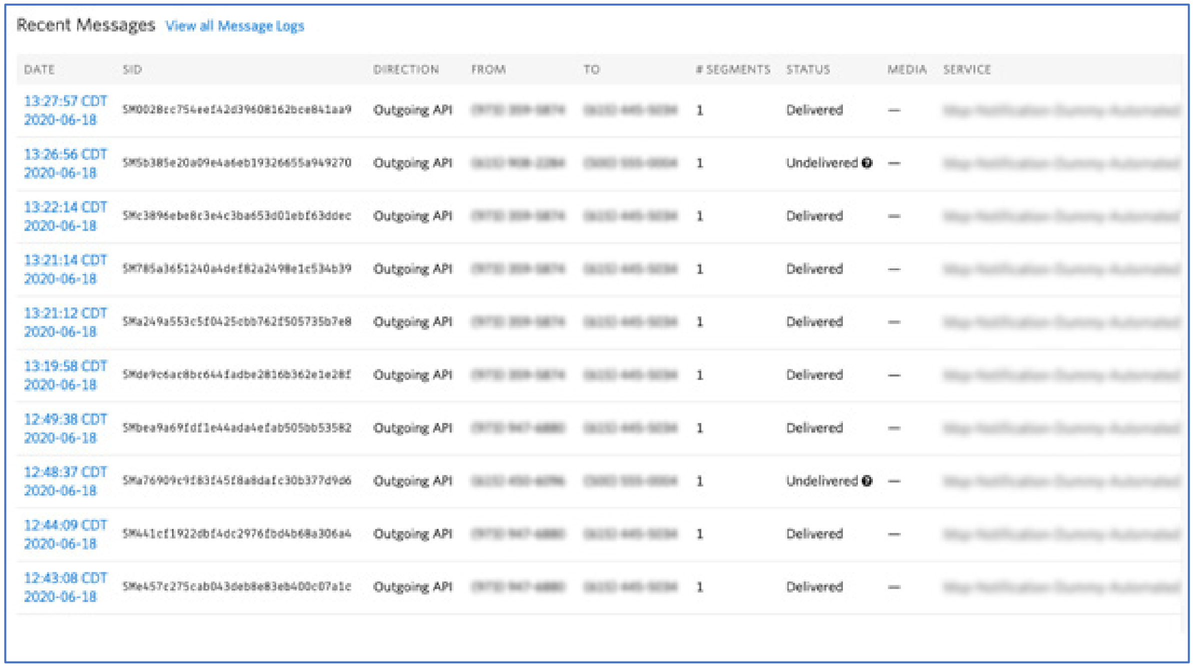
Figure 154: Data Analytics Dashboard Example



In addition, a listing of recent messages and their associated analytics can also be viewed as shown in Figure 155 below.

Attachment A

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

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	Figure 155: Recent Message Analytics Example 				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-070	A. Describe the system's capability to communicate with customers across multiple media platforms.	X			

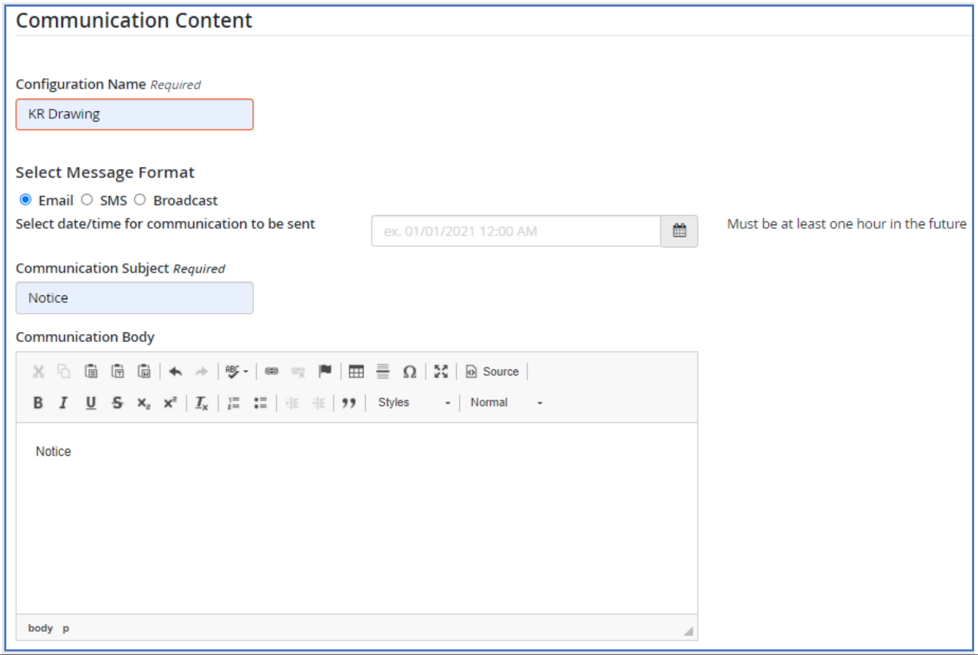
<table>
<tr><th>FUN #</th><th>Customer Relationship Module</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td>Section VII.K.1</td><td colspan="5">

Bidder Response: OneOutdoor can communicate with customers via email, SMS, and broadcast messaging. The Communications Module allows for the customization of existing communication templates for communication or the creation of new communications.

Using the built-in Communications Module, NGPC can interact with customers as often as needed. Administrative users can access this module from their dashboard by clicking ‘Communication Management’ to send email communications to a group of customers and/or agents at any time.

Figure 156 below shows the configuration screen of the Communications Module that allows the user to select the type of communication, the date and time the communication is to be sent, and to include the content of the communication:

Figure 156: Communication Configuration Screen

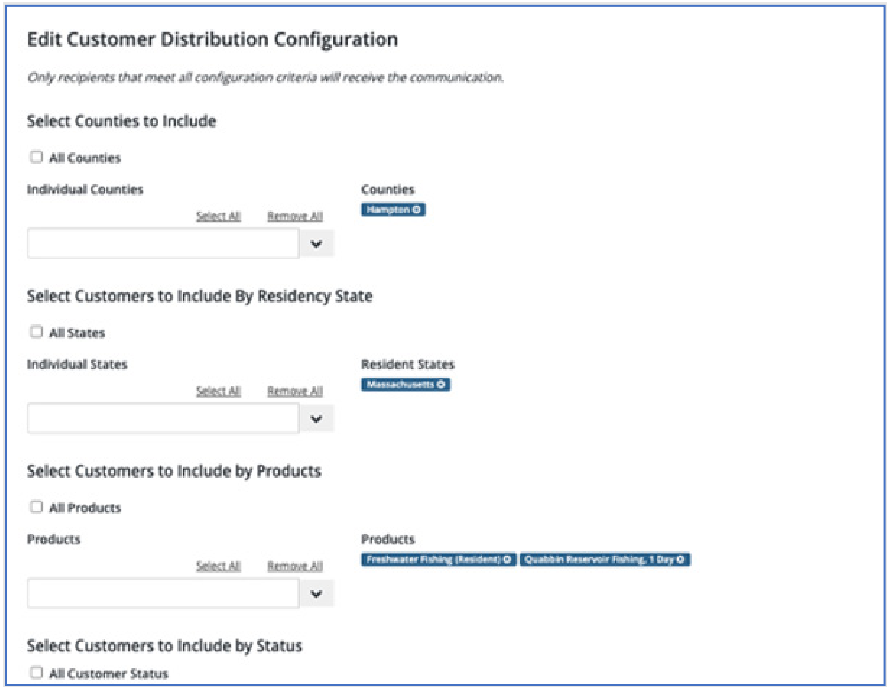


</td></tr>
</table>

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate

Administrative users are able to designate the listing of intended communication recipients for each message as well. Figure 157 shows the configuration of communication recipients based upon customer group:

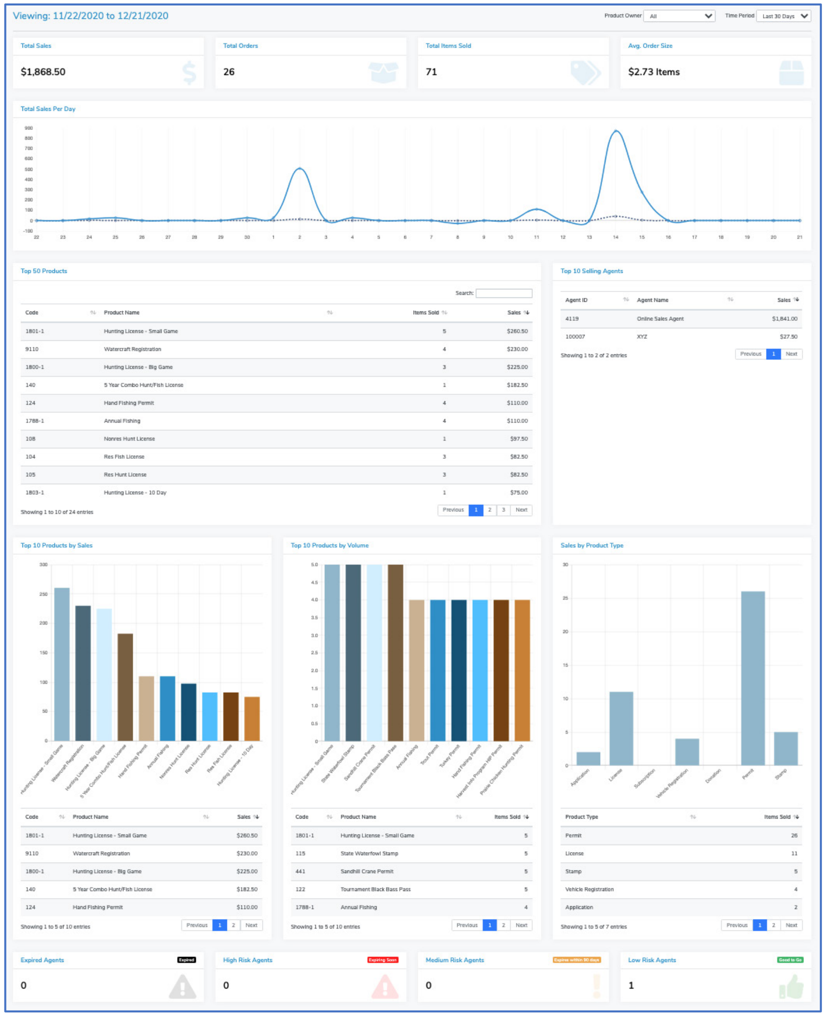
Figure 157: Communication Configuration - Recipient Selection Screen



NIC currently uses Twitter, Facebook, YouTube, Instagram, and LinkedIn to run both earned and paid campaigns to promote licensing services and events. We manage these services both on a statewide basis to promote major events like the start of deer hunting season as well as on a microtargeted level to market a first come, first served sale of surplus inventory. NIC will work closely with NGPC to leverage social media to help customers identify the information and services that will enhance their outdoor experience through engagement with clubs, organizations, and user communities

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	that promote hunting and fishing. Social media outreach also includes cross-promotion with participating agencies to use a consistent hashtag naming system to share, like, tweet, and comment on each other's content specific to the new application and corresponding marketing campaigns. For more details on some of the campaigns we've run, and examples of some posts, please refer to NIC's response to **FUN-077** below.				

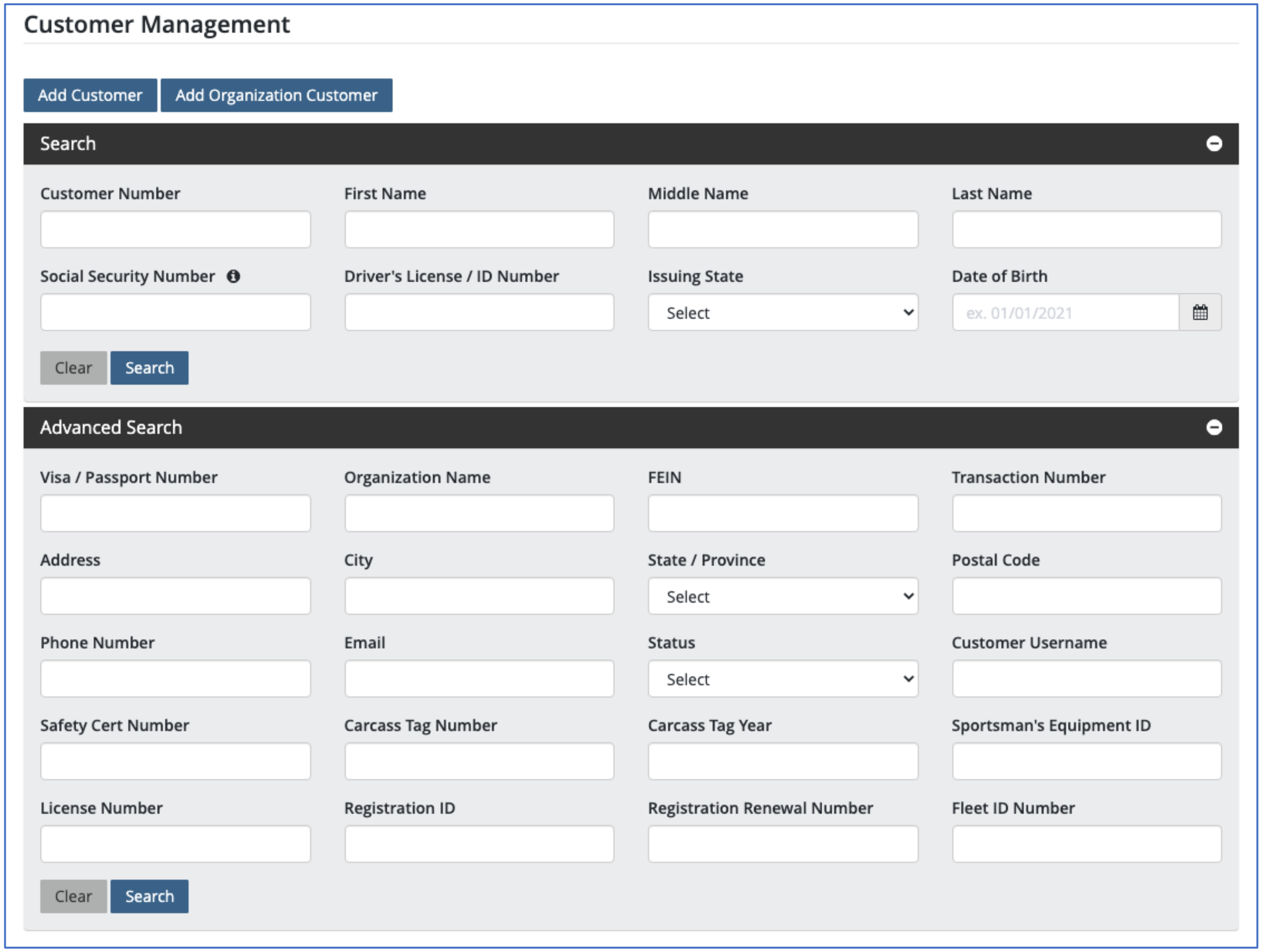
FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-071	A. Describe the system's data metrics dashboard.	X			
Section VII.K.1	Bidder Response: OneOutdoor is equipped with an administrative dashboard (shown in Figure 158 below) that provides administrative users quick visual access to key performance data, including sales volumes, performance trends, and agent bond monitors.				

	Figure 158: Administrative Data Dashboard 

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	NIC will work closely with NGPC to identify and develop a custom data dashboard to meet your specific needs. In addition, we can develop work processes to ensure that this data is regularly evaluated and presented to NGPC with suggested action and enhancements as part of the continuous improvement process. NIC will work closely with NGPC to identify and develop a custom Data Dashboard to meet your specific needs. In addition, we can develop work processes to ensure that this data is regularly evaluated and presented to NGPC with suggested actions and enhancements as part of the continuous improvement process.				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
FUN-072	A. Describe the system's advanced search capabilities.	X			
Section VII.K.1	Bidder Response: Each of the management modules within OneOutdoor offers advanced search capabilities to enable NGPC users to access the necessary data or records as quickly as possible. Figure 159 below is a screenshot from the Customer Management modules that displays all of the search options available to Administrative users. Each of those fields search the system with a Contains query. For example, searching for the first name Jim would also return records with the first name of Jimmy.				

Figure 159: Administrative Search Functionality



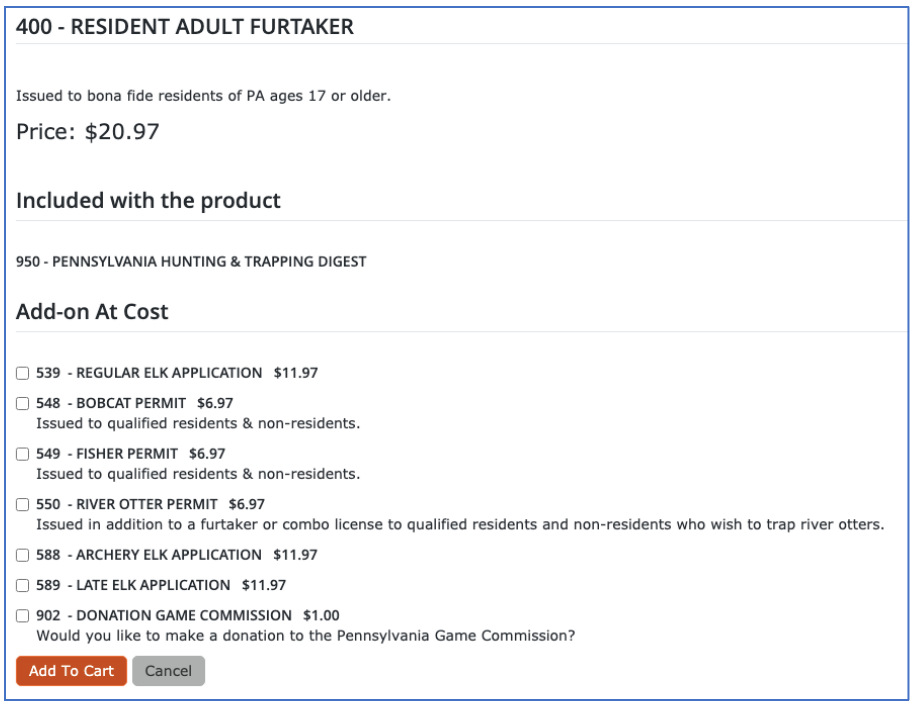
Attachment A

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

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: Product recommendations can be provided during the purchase process and are based on business rules created by an NGPC administrative user utilizing the Administrative Dashboard. Figure 160 below is a screen shot showing how Pennsylvania configured add-ons for upsell during the customer purchase process.

Figure 160: Add-On Configuration Example



Attachment A

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

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	These recommendations can be either add-on products or upsell recommendations, based on the desire of NGPC personnel. Product add-ons are typically those products that are required for purchase in order for the customer to make their current purchase, whereas, upsell opportunities are more likely items that are frequently purchased together and are a welcome suggestion to the customer who may not have realized that the suggested product was available for purchase. NIC builds decision matrices that evaluates factors like customer demographics, prior purchase behavior, and frequently purchased items to support the upsell process, and we will work closely with NGPC to implement a methodology that emphasizes upselling as a way to increase the commission's revenues.				

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: OneOutdoor is equipped with over three dozen standard reports that are available to all implementations of the platform. This includes a variety of product, customer, agent, lottery, sales and financial reports: The following screen shot in Figure 161 shows an excerpt from the Standard listing of reports in OneOutdoor:				

Figure 161: Excerpt from Standard Report Listing

Standard Reports
Agent Bond Report
Agent Bond Risk Report
Agent Export Report
Agent Issue Tracker Report
Agent Locations Report
Agent Products Report
Agent Unusual Activity Report
Auto-Renewal Product Details Report
Auto-Renewal Purchases Report
Customer Export Report
Customer History Report
Customer License Application Report
Customer Null SSN Report
Customer Products Listing Report
Customer Suspended with Active Privilege Report
Customers Merged Report
Daily Sales Report

The full listing of standard reports ready to be executed includes 35 reports. The user would just click on the report name, specify any specific parameters needed and click 'Run Report'. The following is the full listing of reports:

- Agent Bond Report
- Agent Bond Risk Report
- Agent Export Report
- Agent Issue Tracker Report
- Agent Locations Report

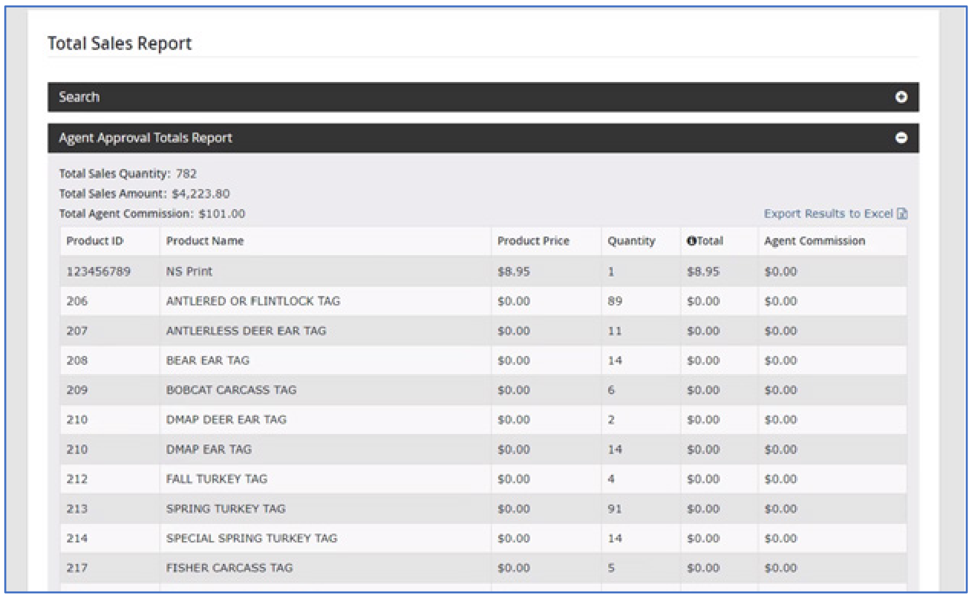
Attachment A

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

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	◈ Agent Products Report ◈ Agent Unusual Activity Report ◈ Auto-Renewal Product Details Report ◈ Auto-Renewal Purchases Report ◈ Customer Export Report ◈ Customer History Report ◈ Customer License Application Report ◈ Customer Null SSN Report ◈ Customer Products Listing Report ◈ Customer Suspended with Active Privilege Report ◈ Customers Merged Report ◈ Daily Sales Report ◈ Drawing Report - Aggregate ◈ EFT Validation Report ◈ Form Data Report ◈ Fulfilled By State Report ◈ Harvest Summary Report - Last Five Process Years ◈ License Reprint Report ◈ License Scans Report ◈ Monthly Sales Report ◈ Non Fulfilled Orders Report ◈ Online Sales Transactions Report ◈ Possible Duplicate Customers Report ◈ Product Details Report ◈ Revenue code Daily Transaction Break up Report ◈ Revenue/Accounting Code Reporting ◈ Transaction Detail Report ◈ Transactions Report ◈ Weekly Sales Report ◈ Yearly Sales Report				

FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	An example of this type of reporting is our Agent Sales Report. In this report users are able to quickly query and interact with sales data in real-time for selected agent locations. All of the report data is easily exported for distribution or offline work. An example of this report is shown in Figure 162, and an example of the report after it has been exported to Excel is shown in Figure 163 below:				

Figure 162: Agent Sales Report Example



Total Sales Report

Search

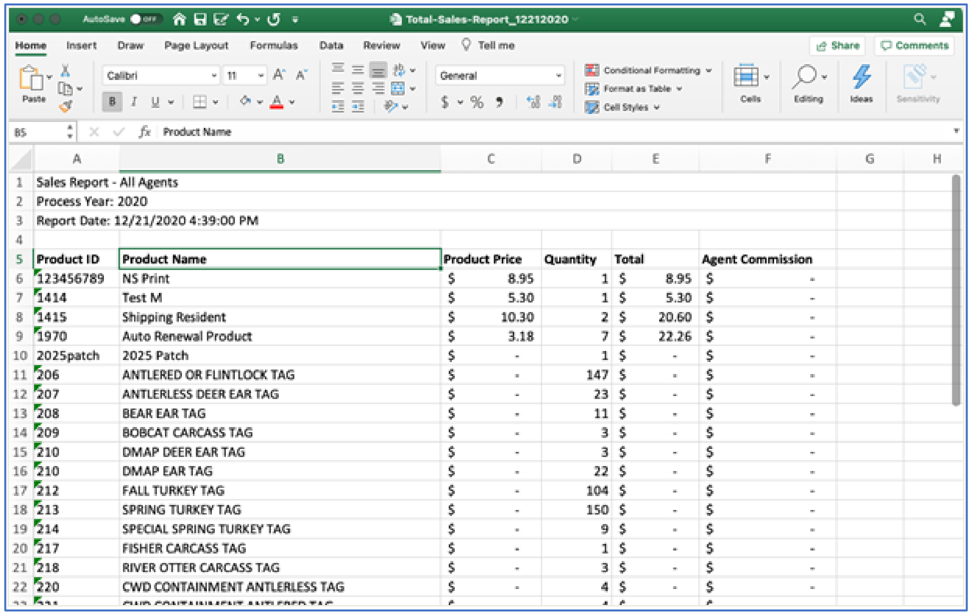
Agent Approval Totals Report

Total Sales Quantity: 782
Total Sales Amount: $4,223.80
Total Agent Commission: $101.00

Export Results to Excel

Product ID	Product Name	Product Price	Quantity	Total	Agent Commission
123456789	NS Print	$8.95	1	$8.95	$0.00
206	ANTLERED OR FLINTLOCK TAG	$0.00	89	$0.00	$0.00
207	ANTLERLESS DEER EAR TAG	$0.00	11	$0.00	$0.00
208	BEAR EAR TAG	$0.00	14	$0.00	$0.00
209	BOBCAT CARCASS TAG	$0.00	6	$0.00	$0.00
210	DMAP DEER EAR TAG	$0.00	2	$0.00	$0.00
210	DMAP EAR TAG	$0.00	14	$0.00	$0.00
212	FALL TURKEY TAG	$0.00	4	$0.00	$0.00
213	SPRING TURKEY TAG	$0.00	91	$0.00	$0.00
214	SPECIAL SPRING TURKEY TAG	$0.00	14	$0.00	$0.00
217	FISHER CARCASS TAG	$0.00	5	$0.00	$0.00

Figure 163: Agent Sales Report Exported



Sales Report - All Agents
Process Year: 2020
Report Date: 12/21/2020 4:39:00 PM

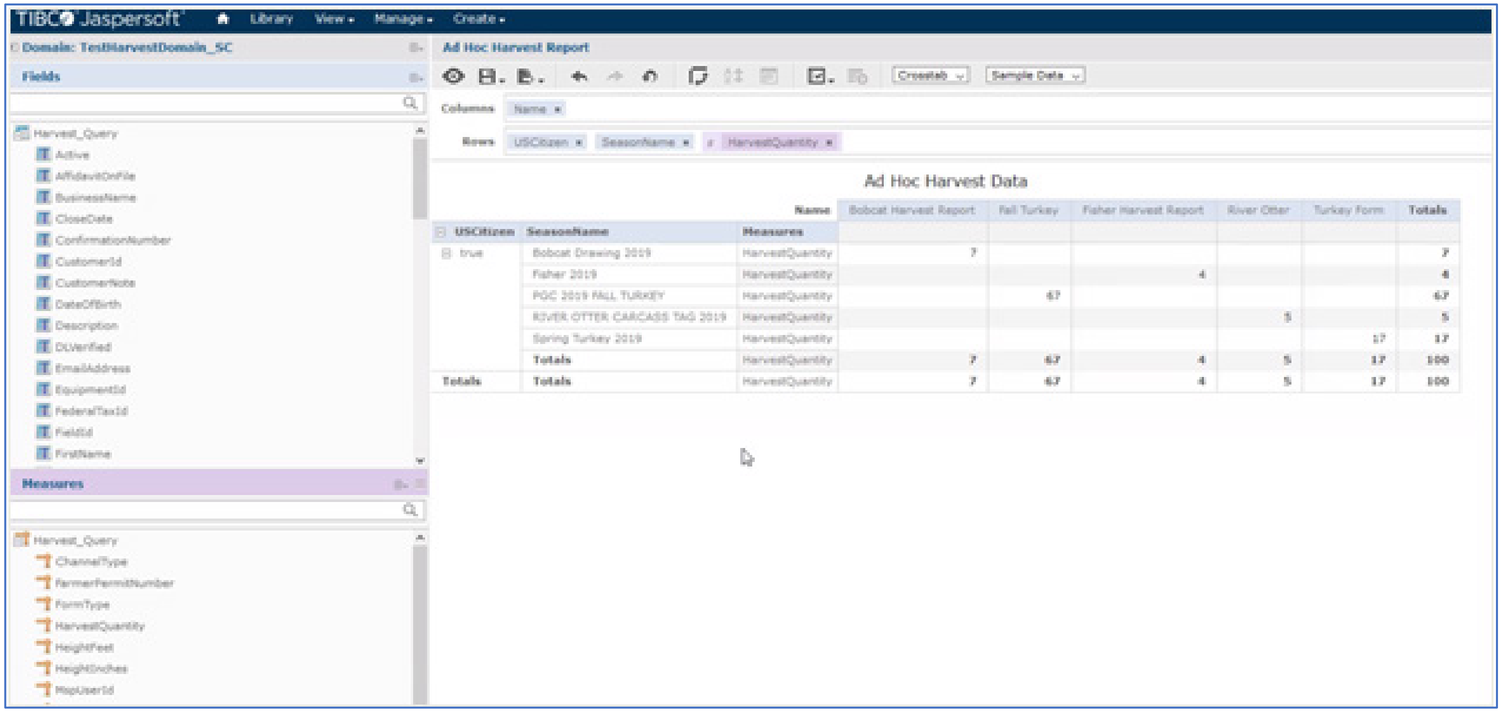
Product ID	Product Name	Product Price	Quantity	Total	Agent Commission
123456789	NS Print	$ 8.95	1	$ 8.95	$ -
1414	Test M	$ 5.30	1	$ 5.30	$ -
1415	Shipping Resident	$ 10.30	2	$ 20.60	$ -
1970	Auto Renewal Product	$ 3.18	7	$ 22.26	$ -
2025patch	2025 Patch	$ -	1	$ -	$ -
206	ANTLERED OR FLINTLOCK TAG	$ -	147	$ -	$ -
207	ANTLERLESS DEER EAR TAG	$ -	23	$ -	$ -
208	BEAR EAR TAG	$ -	11	$ -	$ -
209	BOBCAT CARCASS TAG	$ -	3	$ -	$ -
210	DMAP DEER EAR TAG	$ -	3	$ -	$ -
210	DMAP EAR TAG	$ -	22	$ -	$ -
212	FALL TURKEY TAG	$ -	104	$ -	$ -
213	SPRING TURKEY TAG	$ -	150	$ -	$ -
214	SPECIAL SPRING TURKEY TAG	$ -	9	$ -	$ -
217	FISHER CARCASS TAG	$ -	1	$ -	$ -
218	RIVER OTTER CARCASS TAG	$ -	3	$ -	$ -
220	CWD CONTAINMENT ANTLERLESS TAG	$ -	4	$ -	$ -

In addition to the standard reports, OneOutdoor is also integrated with a powerful Business Intelligence tool for advanced self-service reporting, custom dashboards, and data visualizations. JasperSoft is fully integrated with the OneOutdoor platform and can provide administrative users with capabilities to:

- Create and run real-time ad-hoc reports
- Create and save reports
- Create data visualizations
- Aggregate reports/visualizations into dashboards
- Schedule one-time or recurring distributions

JasperSoft's easy-to-use drag and drop interface shown in Figure 164 below allows technical and non-technical users alike to create reports and data visualizations that they can save and share.

Figure 164: JasperSoft Interface



Administrative users can over-lay a variety of data visualizations, including:

- Bar and column charts
- Line and area graphs
- Dual and multi-axis
- Time series
- Scatter charts
- Bubble charts
- Pie charts

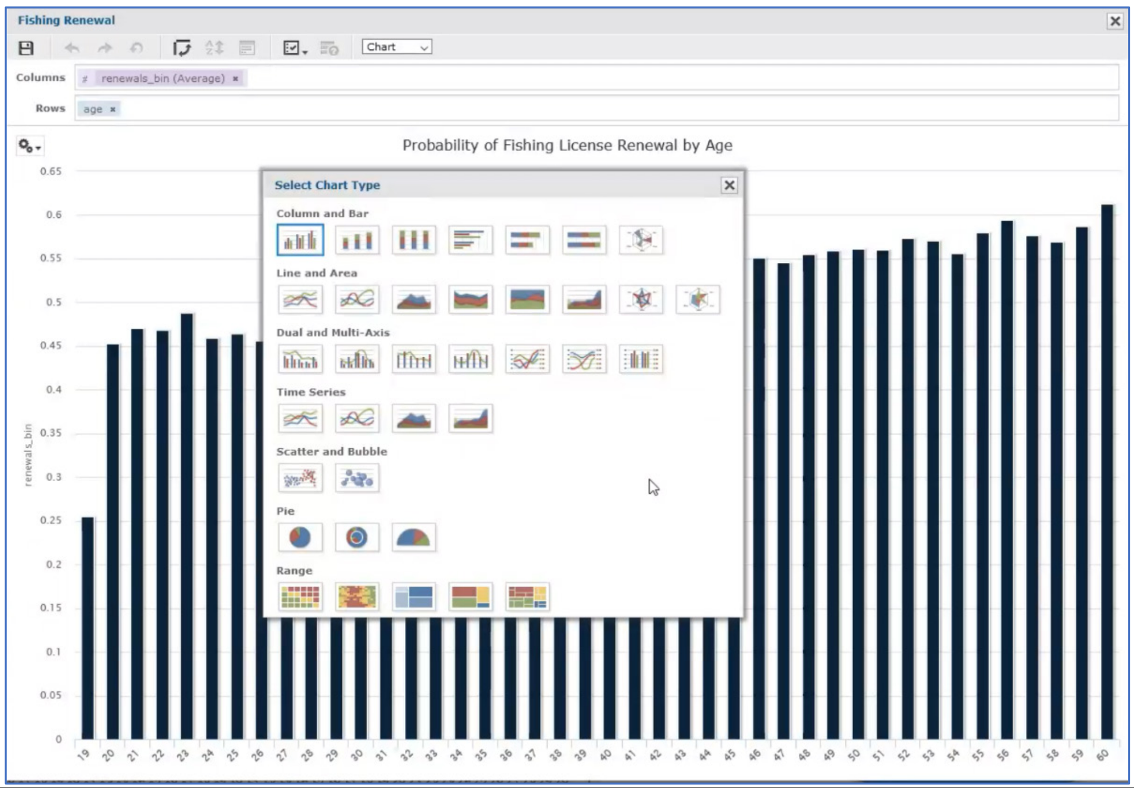
FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	◈ Range diagrams Figure 165, Figure 166, and Figure 167 provide examples of such a visualization: **Figure 165: JasperSoft Visualization Example 1** 				

Figure 166: JasperSoft Visualization Example 2

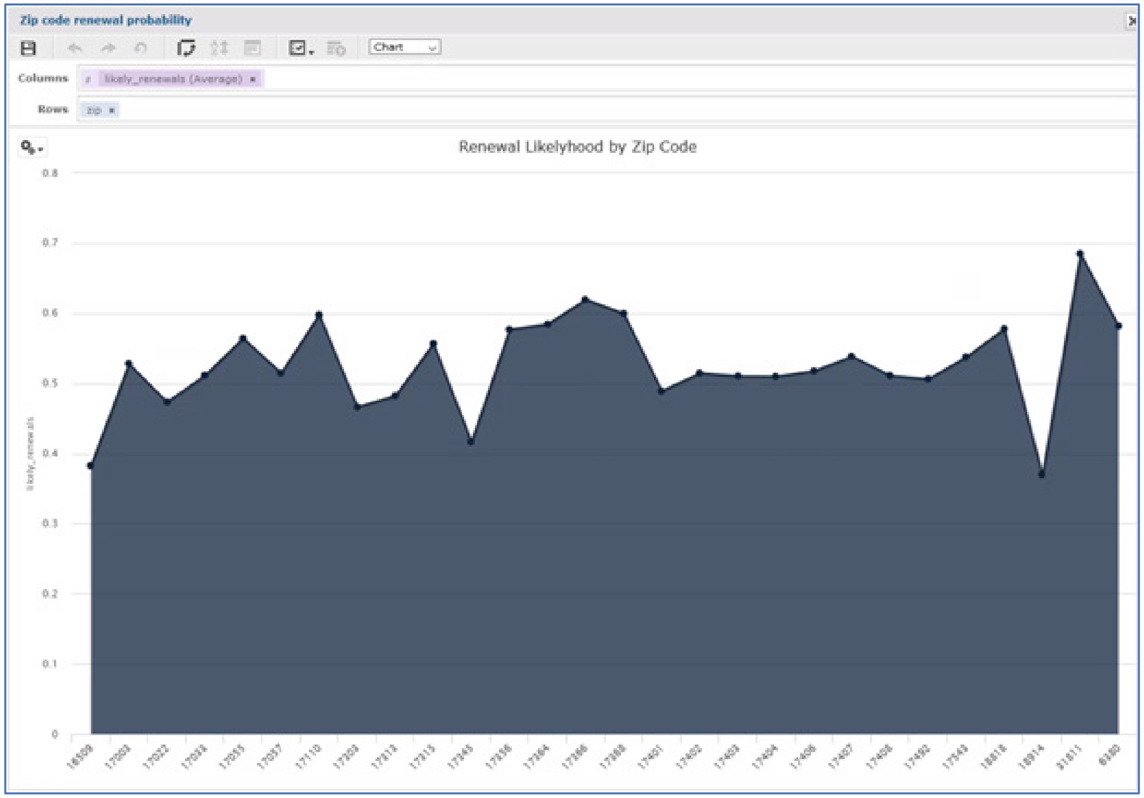
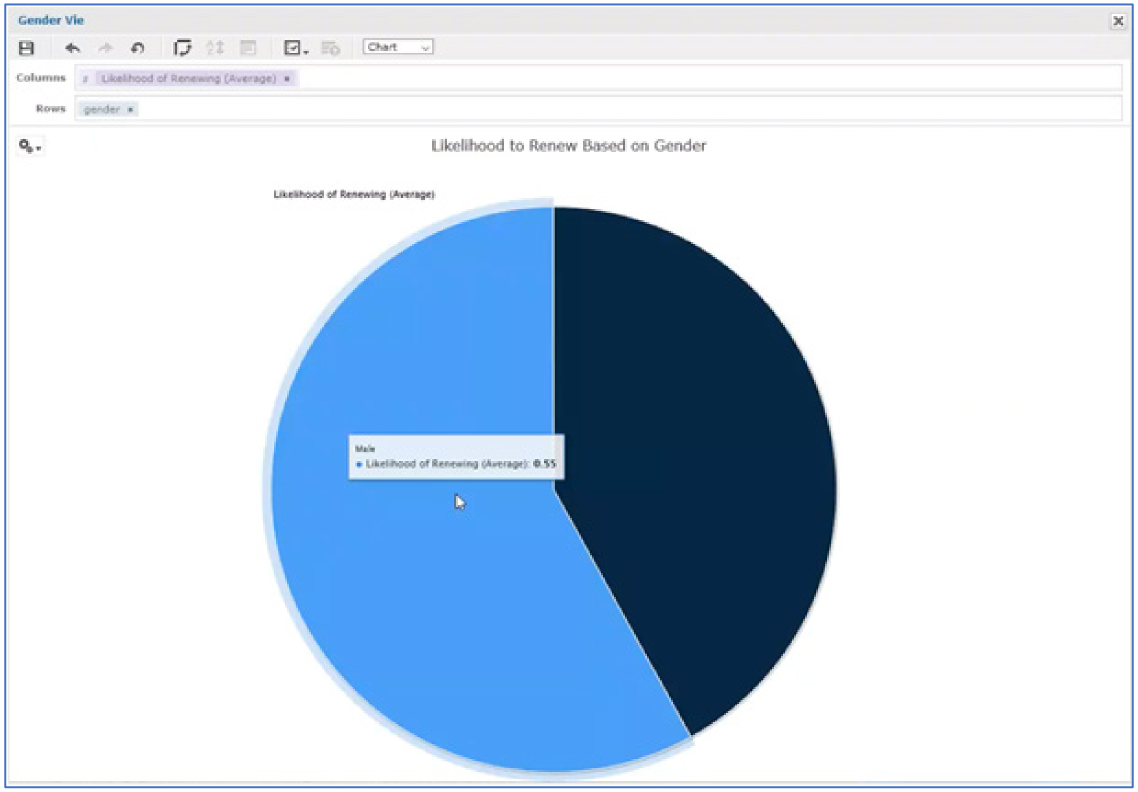


Figure 167: JasperSoft Visualization Example 3

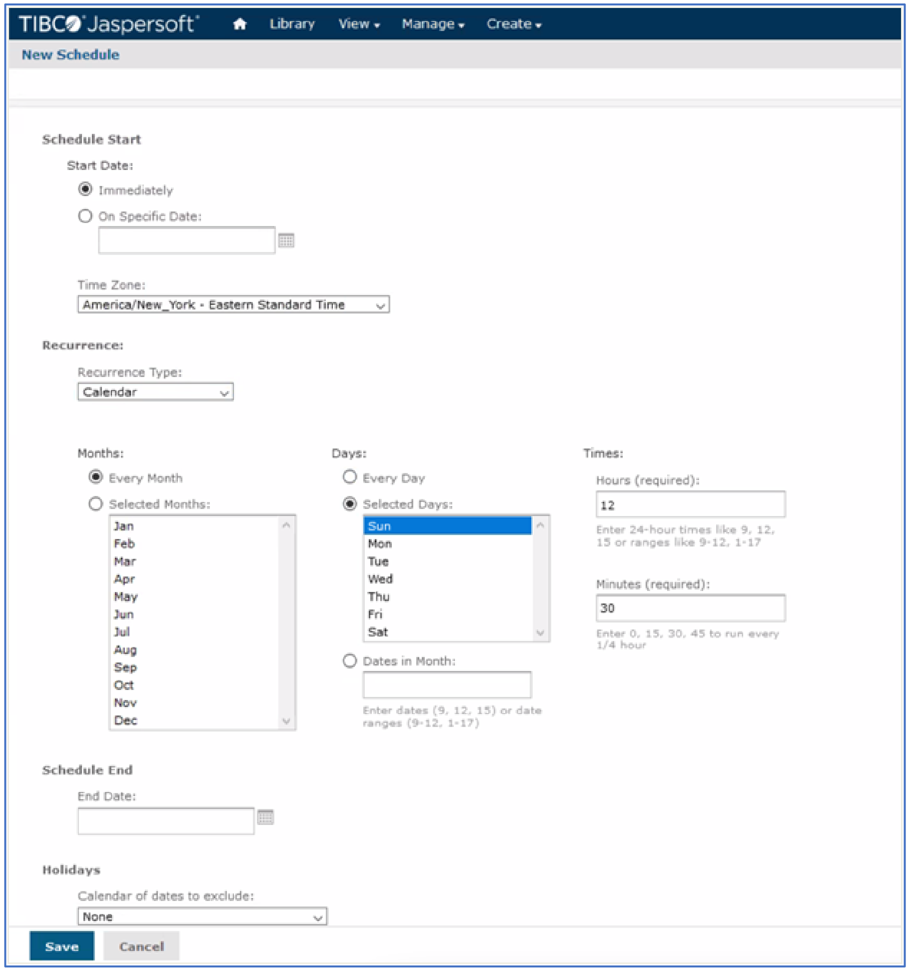


Once created, reports can be aggregated into dashboards to provide users with immediate access to the business intelligence needed to monitor production and make strategic decisions as quickly as possible. An example of this is shown in Figure 168 below:

Figure 168: Custom Dashboard Example

Users can also distribute and schedule reports and dashboards easily with a one-off or recurring schedule that automatically executes and delivers the reports to recipient’s inboxes. The screen to create a new schedule is seen in Figure 169:

Figure 169: JasperSoft Scheduler



FUN #	Customer Relationship Module	Yes	Customization Required	No	Alternate
	The data pipeline used by JasperSoft is separate from the production sales data, which enables users to run large scale queries during business hours without impacting the performance or speed in which online users interact with the live sales environment.				

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: Currently, the OneOutdoor system provides functionality for certification management. However, extended event management functionality will be developed for NGPC in support of the statewide, web-based licensing/permit system. This will be built as a module within the OneOutdoor system in order to allow it to interface with the Reporting, Communication, Inventory, and other OneOutdoor modules. The OneOutdoor Online Event Management Module will allow NGPC to create Events, Courses, Applications, and Certifications and provides an updateable calendar that displays all events. Through product configuration, NGPC can set the business rules for each event or course. For example, NGPC can set the minimum and maximum occupancy for an event or class, updated the date, time, or location of an event or class, update the name of the instructor, etc. NGPC will be able to grant existing NGPC customers the permission to create an event or lead a class, or NGPC can decide if they want to keep this functionality 100% in house. The flexibility of the system allows NGPC to make these decisions. At any time, if NGPC wants to remove access or change their configuration, that can be done through the Administrative Dashboard. Creating events as products in the product catalog allows customers to quickly view, enroll, and pay for events as they would purchase any other product and allows NGPC to easily track and open/close events as necessary. Once a customer clicks on the product description in their product catalog, the class information page would display, showing the class time, location, instructor, etc. as well as number of registrants. The student could then click the 'Add to Cart' button in order to enroll in the event. If an enrollment application is needed, it would appear for the customer to complete prior to being able to complete their purchase/enrollment in the event. This allows NGPC to obtain all information necessary about students prior to accepting enrollment in an event. NGPC can create any necessary forms needed to obtain information from participants by using the Forms Module.				

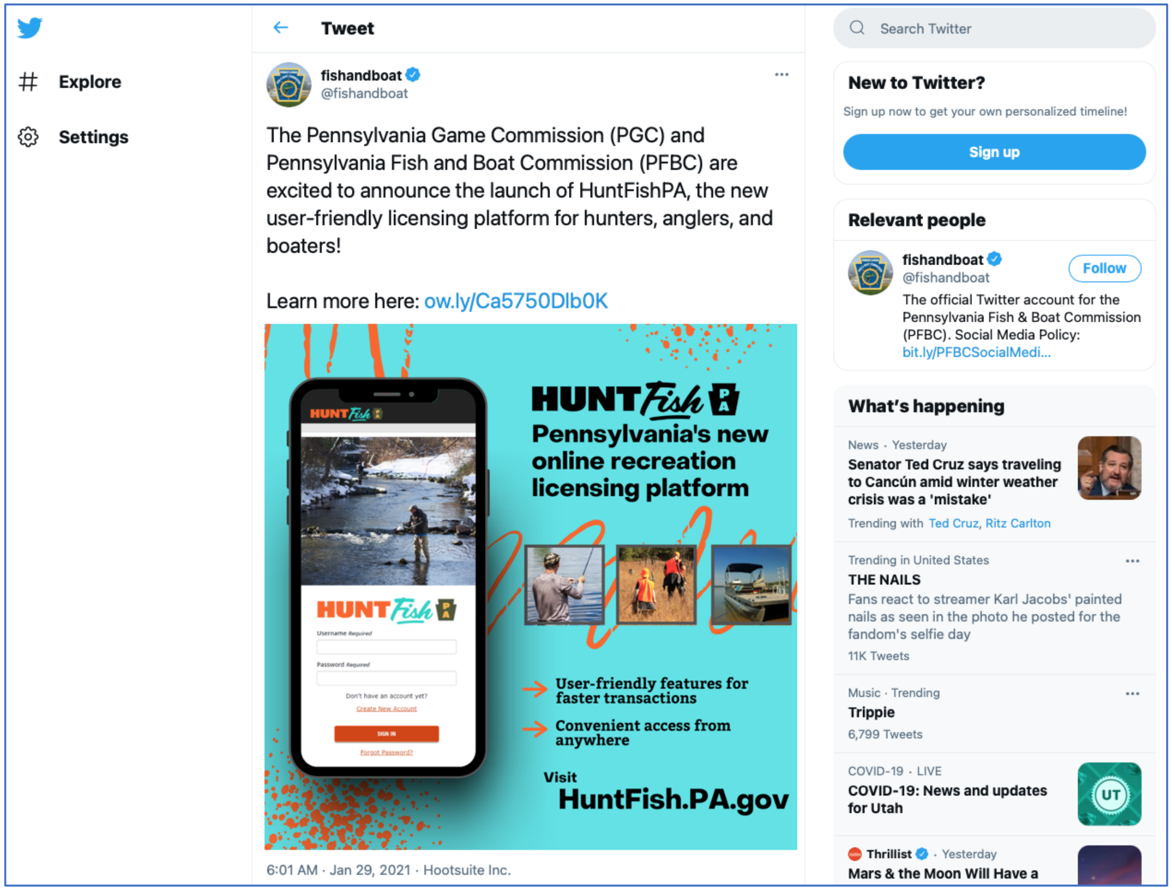
FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
	The OneOutdoor Event Management Module allows NGPC to track how many people signed up for an event or class, as well as how many people attended. If the leader or instructor of an event was giving out certifications, NGPC would be able to track those as well to see who earned their certification. NGPC could decide if they want the instructors to place the certification on customers' profiles or if NGPC would prefer to do so. The OneOutdoor SaaS solution is designed to allow NGPC to have the utmost control and flexibility through configuration of every feature. **COMMUNICATION** Our Event Management Module allows NGPC to communicate with attendees of events or classes through programmed and customer configurations. NGPC will be able to customize an email communication to users after they sign up for an event, as well as for a number of days leading up to an event and also after the event as needed. The OneOutdoor team knows the importance of reminding users of upcoming events as well as how communications improve their customers' experiences. NGPC will be able to customize template communications and send them as frequently as they desire. The OneOutdoor team will be able to assist NGPC with this configuration and help NGPC think of ways to best market your events as well as thank customers for having attended your events. NIC will create template communications with NPC that will allow NGPC staff to quickly adjust a communication for distribution. **REPORTING** The Reporting Module in OneOutdoor allows for various reports to be built and saved for frequent use by administrative users. Reports such as event participation, registration listings, open events, etc. will be built by NIC during implementation and placed in the Administrative Data Dashboard listing of standard reports for quick and easy execution anytime NGPC needs such information. The Reports Module provides friendly, easy-to-use, drop-down menus from which NGPC can choose a specific event or all events on which to report. These reports can be viewed, printed, and exported as needed.				

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: Customers will be able to register for events by placing the product from their product catalog into their shopping cart and proceeding through the purchase as they would with any other product purchase. To register for an event, the customer would log into the OneOutdoor system and click on the Event Registration module from their Customer Dashboard. Once they enter the Event Registration Module, this will display a listing of all current events in their product catalog. The customer can simply click the name of the event in which they have interest in order to view the details of that specific event. If they want to proceed with registration, they will click on the 'Add to Cart' button to place the item in their shopping cart. Once they place the product in their shopping cart, any forms that need to be filled out by the customer for registration will be presented for population and submittal prior to the customer being able to continue with the purchase. This ensures that all information that NGPC needs to obtain on the customer and any needs they may have for the event can be obtained at the time of purchase.				

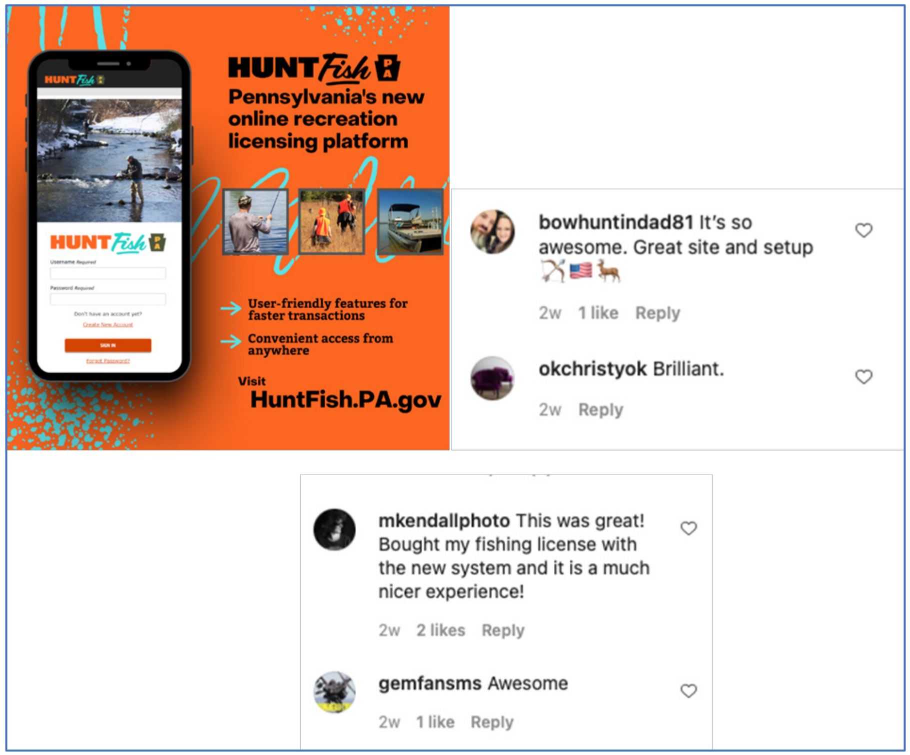
FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
FUN-077 **Section VII.L**	A. Describe the system's integration capabilities with social media.	X			
	Bidder Response: NIC places a heavy emphasis on providing valuable functionality and meaningful, crisp content that can quickly inform users. NIC currently uses Twitter, Facebook, YouTube, Instagram, and LinkedIn to run both earned and paid campaigns to promote licensing services and events. We manage these services both on a statewide basis to promote major events like the start of deer hunting season as well as on a microtargeted level to market a first come, first served sale of surplus inventory. NIC will leverage social media to help customers identify the information and services that will enhance their outdoor experience through engagement with clubs, organizations, and user communities that promote hunting and fishing. Social media outreach also includes cross promotion with participating agencies to use a consistent hashtag naming system to share, like, tweet, and comment on each other's content specific to the new application and corresponding marketing campaigns. Figure 170 and Figure 171 below present examples of launch-				

FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
	focused social media posts NIC Outdoors developed to raise awareness of and drive traffic to HuntFishPA – as well as some posts from satisfied anglers who used the system in the first week. NIC understands that every agency has a preference for managing social media and will work with NGPC to develop a strategy that aligns with the commission's expectations. For example, we support social media in a variety of ways, from providing regular content for our agency partners to post on their channels to managing the social media presence for different websites, products, and systems using proven integrated platforms like HootSuite and Sprout Social.				

Figure 170: HuntFishPA Social Media Example to Drive Traffic



FUN #	Event Registry Module	Yes	Customization Required	No	Alternate
	Figure 171: PAHuntFish Social Media - User Posts Examples				



Attachment A

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

FUN #	Auto-Renewal	Yes	Customization Required	No	Alternate
FUN-078 **Section VII.M**	A. Does the system have auto-renewal capabilities?	X			
	Bidder Response: OneOutdoor offers auto renewal functionality on many different products and is indicated in the product catalog with an 'auto renewal eligible' blue text icon (see *Figure 22* in our response below) that displays next to the product name. Once auto renewal has been enabled, the icon next to that product will show as 'auto renewal enabled' and the customer may disable the auto renewal option at any time.				
	B. Describe the system's auto-renewal process.	X			
	Bidder Response: NIC OneOutdoor supports opt-in auto renewals based on business rules as designed by NGPC. When a customer is making a purchase, they have the option to sign up for auto renewal of that product if the product has been configured to allow it. When customers choose that option, a reminder is sent to the customer 30 days prior to auto renewal to ensure that they are aware that their stored payment option will be charged at the time of renewal. Upon receiving the renewal reminder, customers can cancel that license if they no longer need it and ensure that it does not get renewed through auto renewal if they choose. Figure 172 provides a screen shot of a product that has been placed in the shopping cart that allows for auto renewal:				

Figure 172: Auto Renewal Eligibility Notification in Shopping Cart

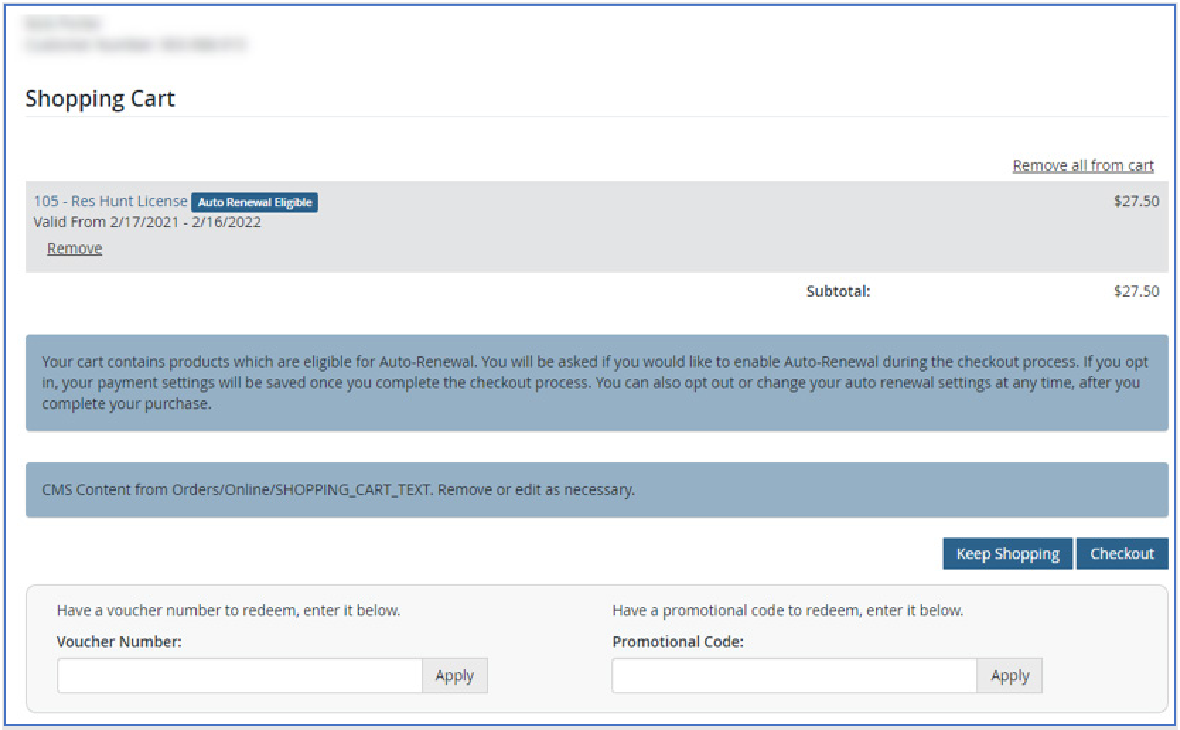
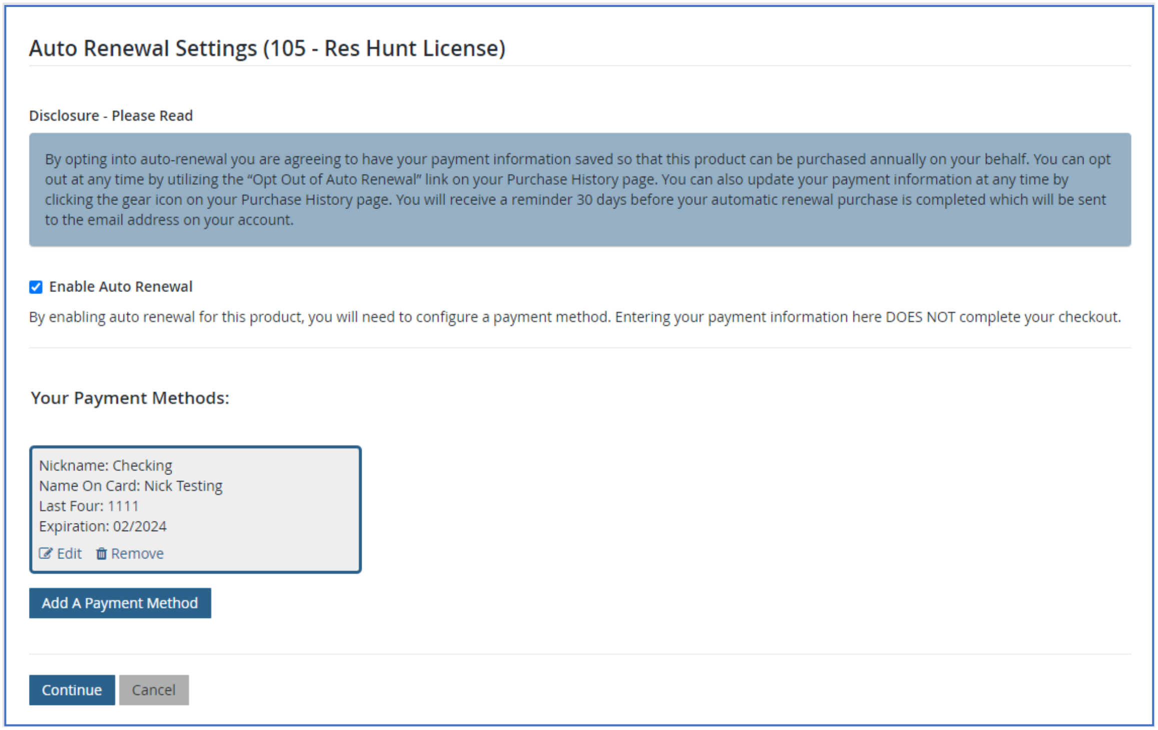


Figure 173 provides a screen shot of what happens when the customer clicks on the checkout button to complete their purchase and then clicks on the 'Enable Auto Renewal' checkbox (see below):

Figure 173: Customer Auto Renewal Settings Screen

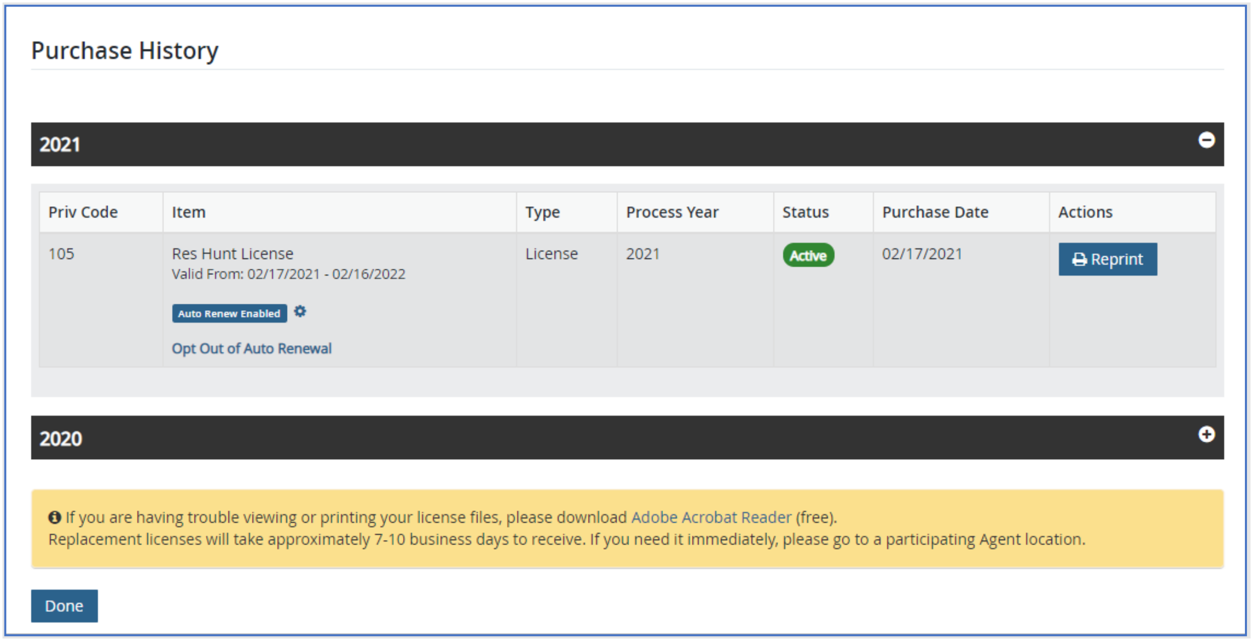


The customer would then continue through the completion of their purchase and completion of payment.

Once a product has been enrolled in auto renewal, the following screen shot in Figure 174 shows how a customer can go into their purchase history screen if they need to change their auto renewal option. The license below clearly shows that the customer has opted for auto renewal; there is a hyperlink found below the license to allow the customer to 'Opt out of auto renewal' by clicking on the hyperlink.

FUN #	Auto-Renewal	Yes	Customization Required	No	Alternate

Figure 174: Customer Purchase History - Ability to Change Auto Renewal Settings



Once they click the 'Opt out of Auto Renewal' hyperlink, a confirmation screen will display asking if they are sure they want to now opt out of auto renewal. They will then click the "OK" button, which will disable auto renewal for that product.

		Yes	Customization Required	No	Alternate
	C. Describe the system's tokenization capability for auto renewals?	X			

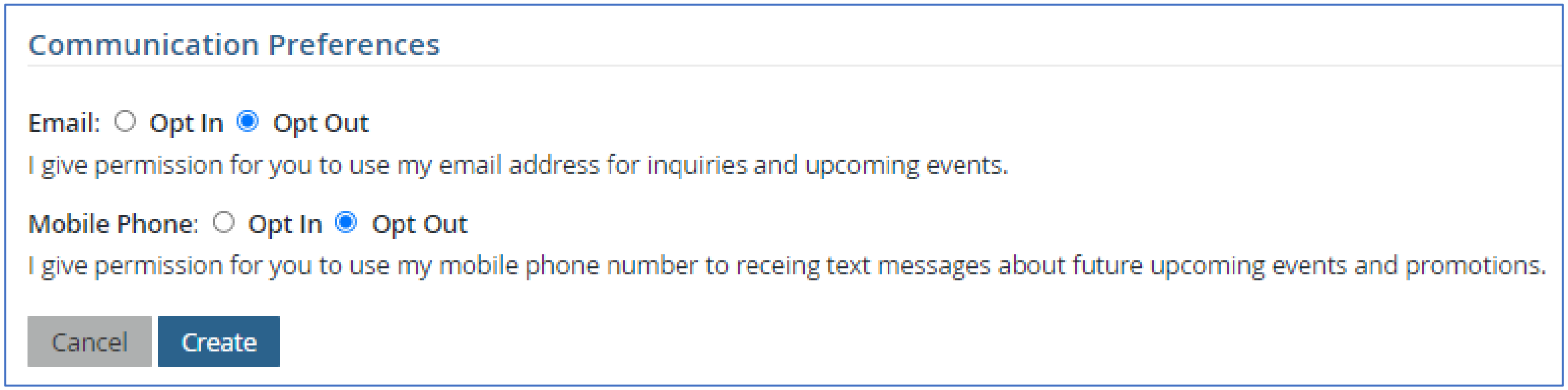
Bidder Response: Payments are processed in our PCI compliant payment platform that uses tokenization to ensure that no card holder information is stored in the system. A customer is notified 30 days prior to a product auto renewal. If the

FUN #	Auto-Renewal	Yes	Customization Required	No	Alternate
	customer doesn't cancel the auto renewal, at the time of auto renewal, the system will automatically charge the card stored via token on their customer profile. Additional Information: NIC follows robust security protocols for credit card processing for electronic licensing solutions using OneOutdoor. This includes: 1) Only collecting credit card data through NIC's Payment Platform checkout pages that operate in NIC's PCI compliant processing environment 2) Storing no cardholder data within the OneOutdoor application 3) Following PCI rules for masking and encryption of cardholder data in transit, storage, and on receipts 4) Using tokenization to remove the need to store payment data and to remove access to full cardholder data for customer service and support staff 5) Ensuring that cardholder data is secure in the systems, software, network, and staff that have access to it				

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: Customers are able to opt in or out of receiving communications during the account creation process, or by clicking a radio button on their customer profile in the Communication Preferences section as shown in Figure 175 below:				

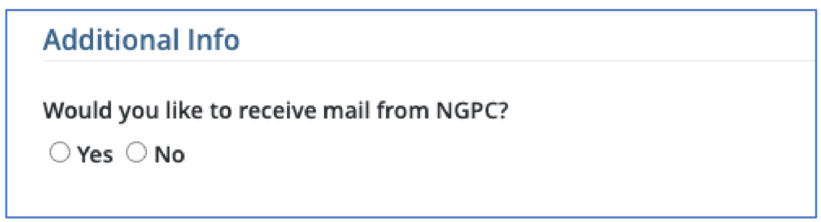
FUN #	Communication	Yes	Customization Required	No	Alternate

Figure 175: Customer Communication Preferences



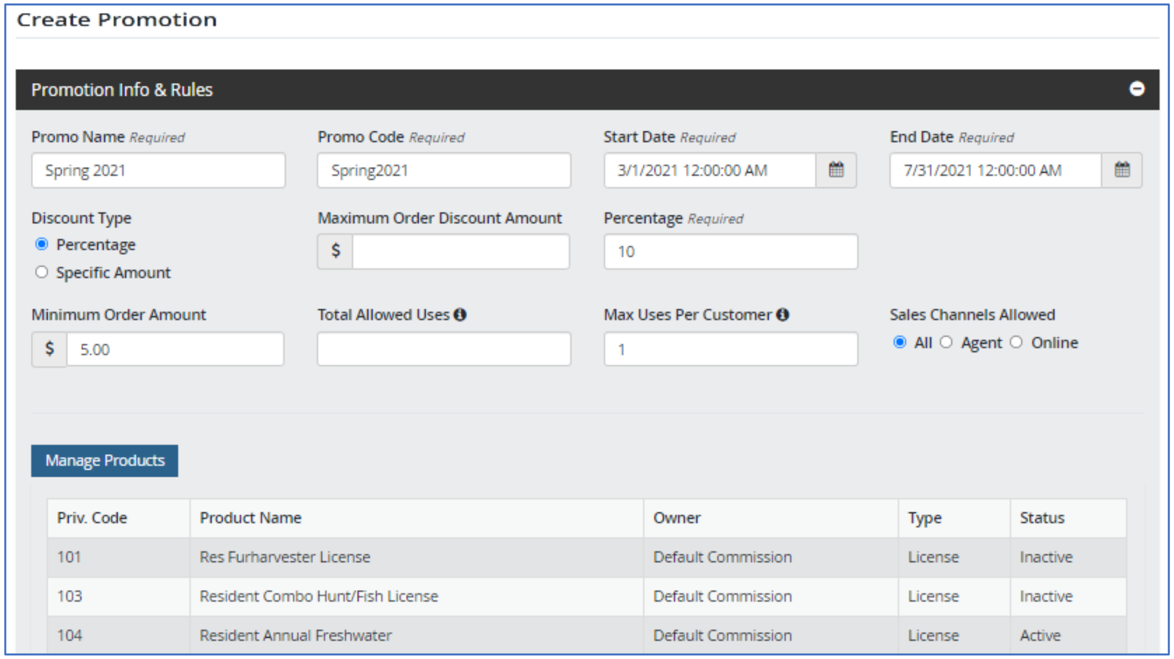
The attributes available in a customer's profile can be expanded using the OneOutdoor form builder. Through configuration, NPGC will be able to add a variety of data points as needed, including a control to collect opt-ins for USPS mailings. Figure 176 below is sample configuration of how this could be displayed in the Addition Info section of the customer profile.

Figure 176: USPS Mail Opt-In/Out Preference



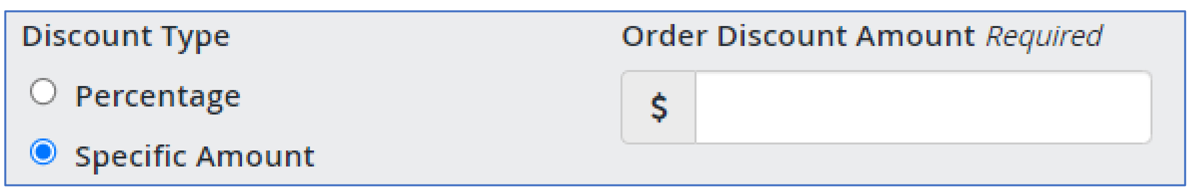
FUN #	Bundle Permits	Yes	Customization Required	No	Alternate
FUN-080 **Section VII.O**	A. Describe the system's ability to bundle permits in special price packages.	X			
	Bidder Response: The OneOutdoor system provides the ability for NGPC to create promo codes that can be applied in the shopping cart that will allow NGPC to customize pricing using either a dollar amount off of the existing product price or a percentage off the existing product price. These codes are created in the Activities Management module's Promotion Management section. An administrative user can create a discount promo code as just described by clicking 'Create Promotion' once they have entered the Promotion Management module. Once in that module, the listing of current promotions will display, and a user could also 'click on the 'Edit' button in the Actions Column on the right-hand side of the listing if they just need to edit/update/change a promotion. The screen shot in Figure 177 shows the Create Promotion screen and the fields available for creating a promotion based on a percentage discount:				

Figure 177: Promotion Creation Screen



The following screen shot in Figure 178 shows the dollar discount option on the promo creation screen (the rest of the screen is the same as above):

Figure 178: Promotion Dollar Discount Designation Screen



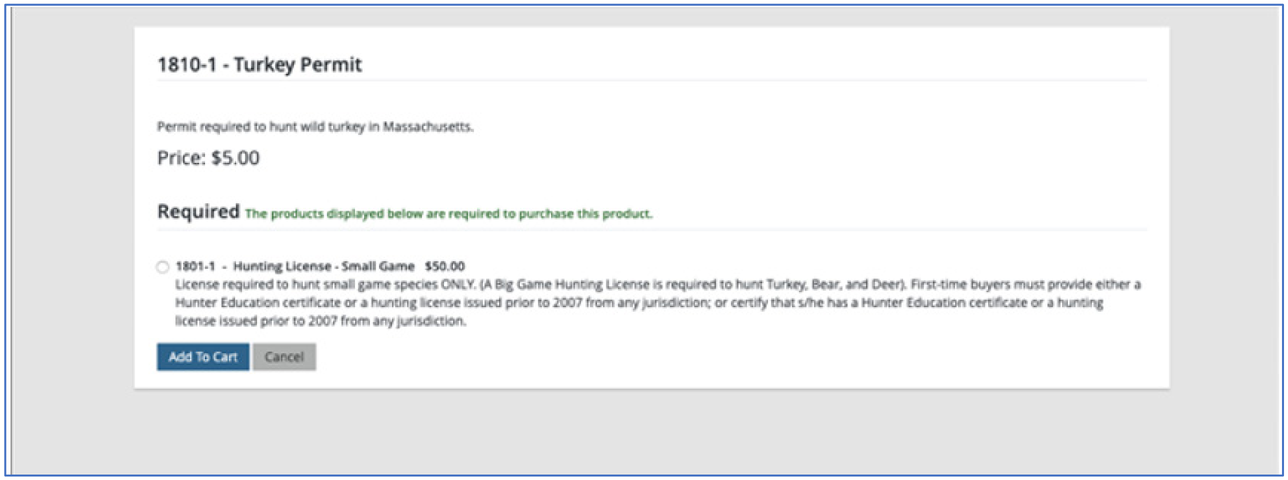
FUN #	Bundle Permits	Yes	Customization Required	No	Alternate
	the administrative user would populate all fields in the promo creation screen and add all relevant products to which the promo would apply and then click ‘Save Promotion’ at the bottom of the screen. This places the promotion in the current listing of promotions that displays when first entering the Promotion Management module. To facilitate the bundle, the administrative user would clone the existing products with the word ‘promo’ added to the end and ensure that while creating each products in the bundle, that the ‘Add-On’ products listing in the cross reference section would only reflect those other products they want to include in the bundle. This would bring up the listing of the remaining products in the bundle when a customer starts their checkout process to make them aware of the other products that are bundled with that special promo code as well. This allows NGPC to communicate that all of these products are bundled together to receive a special price while allowing the customer to select only the products from the bundle that they need. If however, NGPC wants to require the customer to buy all products in a bundle in order to receive the promo, then instead of adding the products to the ‘Add-On’ products listing in the Product Management Module, they would add those products to the ‘Required For Purchase’ section. This would require that the customer add all of those products in order to complete their purchase of any of the products in the bundle. For example, in order to purchase a ‘Turkey Permit’, the NGPC administrative user can configure a cross reference in the system to require that the customer also purchase the required ‘Hunting License – Small Game’ if they do not already have an active license. If the customer does not have an active ‘Hunting License – Small Game’ on their profile and they select the ‘Turkey Permit’, they will be presented an on-screen display with a message stating that they must add the required license in order to purchase the ‘Turkey Permit’. These requirements carry all the way through the check-out experience, so a customer cannot remove the required product and still purchase the ‘Turkey Permit’. Figure 179 provides a screenshot of the described Turkey Permit scenario:				

Attachment A

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

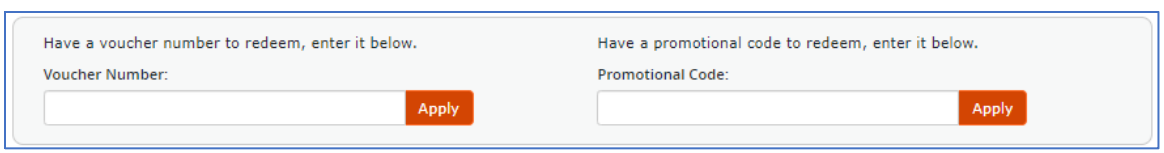
FUN #	Bundle Permits	Yes	Customization Required	No	Alternate

Figure 179: Cross Reference Page - Required for Purchase



Once the customer has all necessary items in their shopping cart, they would enter the promo code provided by NGPC into the Promotional Code box found at the bottom of the checkout screen and hit the "apply' button. This will automatically apply the promo to any eligible items and display a message at the top of the screen confirming successful application of the promotion. The customer would then continue through completion of their purchase(es). The following is a screen shot in Figure 180 provides a view of the promo code entry field found on the shopping cart screen:

Figure 180: Shopping Cart Promotional Code Entry Field



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: The OneOutdoor system provides the ability for the harvest reports to be submitted via internet, mobile device application, or call center. One of the configurable tools to which administrative users will have access is the Wildlife Management tool, which provides the ability to configure and edit harvest data collection surveys in order to collect quality data and quickly adapt to changing business needs. NGPC will be able to customize each harvest report to tailor specific questions to customers and require them to attach an image, document, or form. Each harvest report can be customized for each species and subspecies and all fields that NGPC would like to require be collected during a harvest report can also be designated by NGPC during the report design; fields such as customer ID number, harvest date, type of harvest, sex of harvest, weight of harvest, harvest location, weapon type, hunter/license type, etc. Customer data, such as the phone number or IP address used to access the system is stored in the backend database but does not display on the user interface but is kept and stored on the backend database. As with all other transactions performed in the OneOutdoor system, the customer must locate their customer record prior to being able to report a harvest as they will need to locate the permit in their purchase history which has the tag attached. There are quick and easy ways to find the permit and be able to report the harvest. **CREATING & CONFIGURING HARVEST SURVEYS** Harvest reports are created and configured using the Forms Module, based on user permissions. Administrative users have the flexibility to create fields and arrange them as desired for the report. Cascading questions can be set up as well (these questions only display based on a required answer from an existing field). Many different types of fields are available for configuration such as drop-down boxes, Yes/No, free form fields, or single select fields. NGPC has full control of the values presented in a drop down through the Forms Module and Lookup Manager. These fields can also be set up to be soft validated prior to acceptance of the data. In addition, NGPC can create error messages to guide the customer through making an acceptable entry into each field as necessary. All processes and database designs developed during implementation to support these forms and surveys will be documented in the design documents and approved by NGPC.				

REPORTING A HARVEST

For details on the process to report a harvest, please refer to NIC's response to **FUN-028**. Harvest reports are always available on a customer's profile online and at agent locations while the season the harvest report is associated with is active. Administrative users can extend the ability for users to be able to report a harvest to a configurable amount of days. This configuration will allow agents to report harvests for a customer during that same time period. NGPC can also program the number of days harvest reports will stay open on the Administrator Dashboard. If NGPC receives harvest reports from a different source, they can manually enter the harvest report information into the system. Customers can also report a harvest by calling the call center. Call center representatives can manually add the harvest report information to a customer's account on the customer's behalf. NIC can work on a configuration for NGPC, if desired, to limit certain harvest reports from showing to customers, if needed, based on location or profile.

At the completion of the harvest report transaction, the customer will receive a confirmation page that includes confirmation number (unique to the transaction) that includes a cipher to allow law enforcement the ability to verify a valid report, customer name and address, species hunted, weapon type, and biological data. The customer will then have the ability to print the confirmation page, which can be customized by NGPC to include a thank you message to the customer for their purchase.

Customers can also report a harvest using the OneOutdoor mobile solution. When a customer is in the field, they can pull up the interactive carcass tag on their mobile device and enter harvest date and time, submit photographs, and receive a confirmation number to allow immediate transportation of the carcass. Customers receive confirmation numbers via email and/or via text. If a customer is not in an area with connectivity, all information submitted on the harvest report will be stored until such time that the device has reestablished connectivity and the information will then automatically be transmitted.

EDITING A HARVEST REPORT OUT OF SEASON

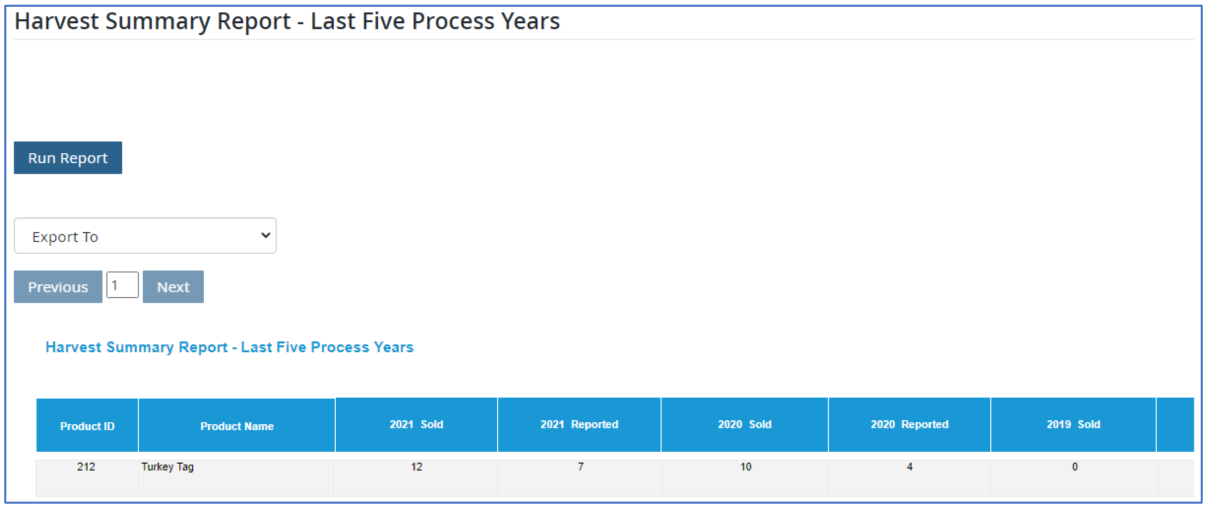
Only administrative users with the administrative/harvest report permissions will be able to edit a harvest report out of season. Authorized users can adjust the timeframe allowed for harvest reporting, but this is currently only available at the tag level. This timeframe functionality could be further adjusted to allow for configuration at the location level, if needed.

UPLOADING DATA TO A HARVEST REPORT

FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate
	NGPC administrative users will be able to customize each harvest report to tailor specific questions to customers and require them to attach an image, document, or form as needed. Forms and fields can be developed specifically for each species and subspecies. **EXPORTING HARVEST REPORTS** Data can be exported using the Forms Management module or exported through standard reports. Exports can be formatted as .PDF, Excel, .CSV, rich text, .XML, and other formats. We have also integrated with other departments or agencies that may handle all HIP surveys. **HARVEST SUMMARY REPORT** Administrative users can produce high level reports that will include harvest reporting statistics such as tag type, product number, number of tags sold, and number of tags reported. This information can currently be found in the Harvest Summary Report from the Standard list of OneOutdoor reports and displays this information for the last five process years (including current) as seen in Figure 181 below:				

FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate

Figure 181: Harvest Summary Report Example



If NGPC needs other reports based off of received harvest information, NIC will work with NGPC to define and develop those reports during implementation.

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;	X			

FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate
	4. Physical check-in station using the Administration or Agent module				
	Bidder Response: A harvest can be reported using the call center operator, the public website, the mobile application, or at an Agent location. In all instances, the first step in reporting a harvest is always for the customer or agent to log into their OneOutdoor account and locate the customer profile, then to click on Purchase History to locate the permit/tag against which they are reporting a harvest. For details on reporting a harvest, please refer to NIC's response to **FUN-028** above. At the completion of the harvest report transaction, the customer or agent will receive a confirmation page that includes confirmation number (unique to the transaction), customer name and address, species hunted, weapon type, and biological data. The customer will then have the ability to print the confirmation page or the agent can email the confirmation page to the customer, which can be customized by NGPC to include a thank you message to the customer for their purchase if desired. When a customer is in the field, they can pull up the interactive carcass tag on their mobile device and enter harvest date and time, submit photographs, and receive a confirmation number to allow immediate transportation of the carcass. Customers receive confirmation numbers via email and/or via text. If a customer is not in an area with connectivity, all information submitted on the harvest report will be stored until such time that the device has reestablished connectivity and the information will then automatically be transmitted. Call center representatives can manually add the harvest report information to a customer's account on the customer's behalf in the using the same process as an agent If NGPC receives harvest reports from a different source, they can manually enter the harvest report information into the system. Harvest reports are always available on a customer's profile online and at agent locations while the season the harvest report is associated with is active. Administrative users can extend the ability for users to be able to report a harvest to a configurable amount of days. This configuration will allow agents to report harvests for a customer during that same time period. NGPC can also program the number of days harvest reports will stay open on the Administrator Dashboard. NIC				

FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate
	can work on a configuration for NGPC, if desired, to limit certain harvest reports from showing to customers, if needed, based on location or profile.				

FUN #	Wildlife Harvest Reporting	Yes	Customization Required	No	Alternate
FUN-083 **Section VII.P**	A. Describe the system's ability to ensure the validity of the harvest check-in number.	X			
	Bidder Response: OneOutdoor does utilize a temporary authorization number (TAN) that can be defined by NGPC. Currently, OneOutdoor prints on each license, a sequence of numbers and codes that law enforcement agents can use to determine if a license was legally purchased. This is an encrypted process that uses customer information in addition to information about the product they purchased in the assignment of the number. Primarily, this is used by law enforcement when they want to spot check a license without requiring a mobile device.				

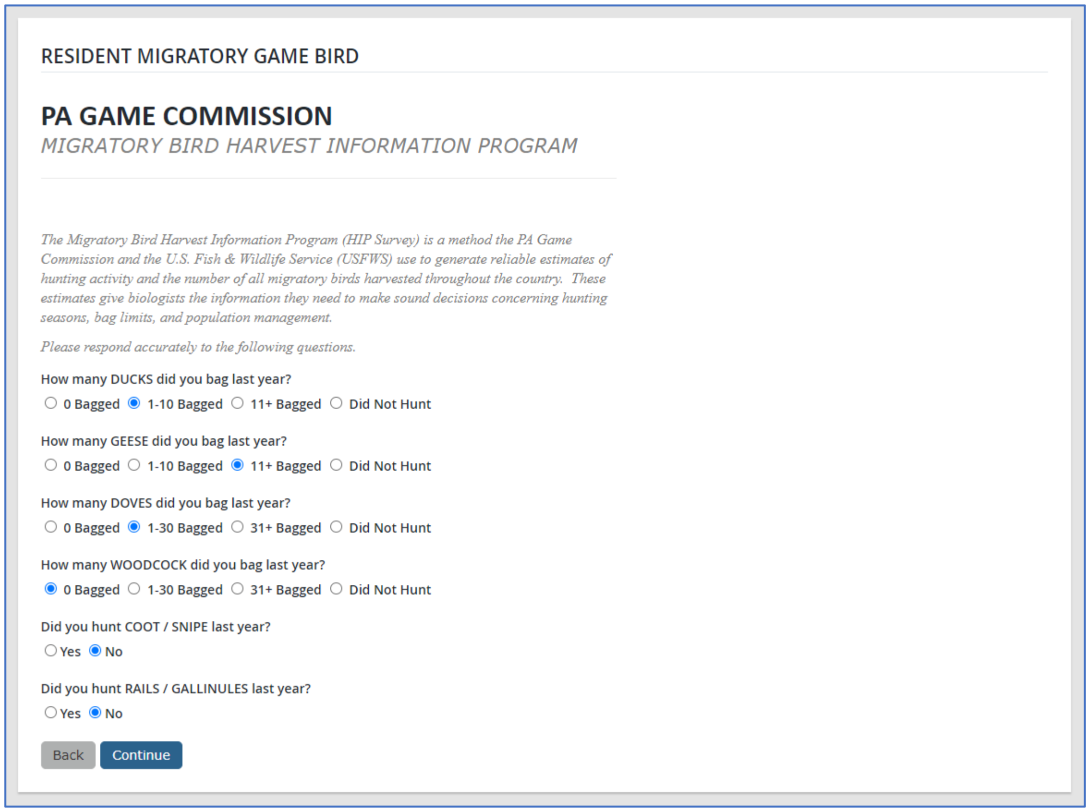
FUN #	Waterfowl Harvest Information Program (HIP)	Yes	Customization Required	No	Alternate
FUN-084 **Section VII.Q**	A. Describe how the system allows a customer to register for a HIP number.	X			
	Bidder Response: A waterfowl harvest transaction requires that the NGPC collect information from the customer when requesting to purchase a waterfowl license. The customer will be prompted to provide the required federal HIP data during the purchase process in order to complete registration for an HIP number. As previously described, this transaction is similar to any other purchase made in the OneOutdoor system in that the customer would locate the desired product in their product catalog and click the name of the product to proceed with a				

Attachment A

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

FUN #	Waterfowl Harvest Information Program (HIP)	Yes	Customization Required	No	Alternate
	purchase. At that time, the waterfowl survey would display requiring that the customer provide all of the required information and click ‘Submit’ to submit the survey (and complete registration for an HIP number) and continue with their purchase. Figure 182 below shows an example of the Migratory Bird HIP Survey from Pennsylvania:				

Figure 182: Migratory Bird Survey Example



RESIDENT MIGRATORY GAME BIRD

PA GAME COMMISSION

MIGRATORY BIRD HARVEST INFORMATION PROGRAM

The Migratory Bird Harvest Information Program (HIP Survey) is a method the PA Game Commission and the U.S. Fish & Wildlife Service (USFWS) use to generate reliable estimates of hunting activity and the number of all migratory birds harvested throughout the country. These estimates give biologists the information they need to make sound decisions concerning hunting seasons, bag limits, and population management.

Please respond accurately to the following questions.

How many DUCKS did you bag last year?

0 Bagged 1-10 Bagged 11+ Bagged Did Not Hunt

How many GEESE did you bag last year?

0 Bagged 1-10 Bagged 11+ Bagged Did Not Hunt

How many DOVES did you bag last year?

0 Bagged 1-30 Bagged 31+ Bagged Did Not Hunt

How many WOODCOCK did you bag last year?

0 Bagged 1-30 Bagged 31+ Bagged Did Not Hunt

Did you hunt COOT / SNIPE last year?

Yes No

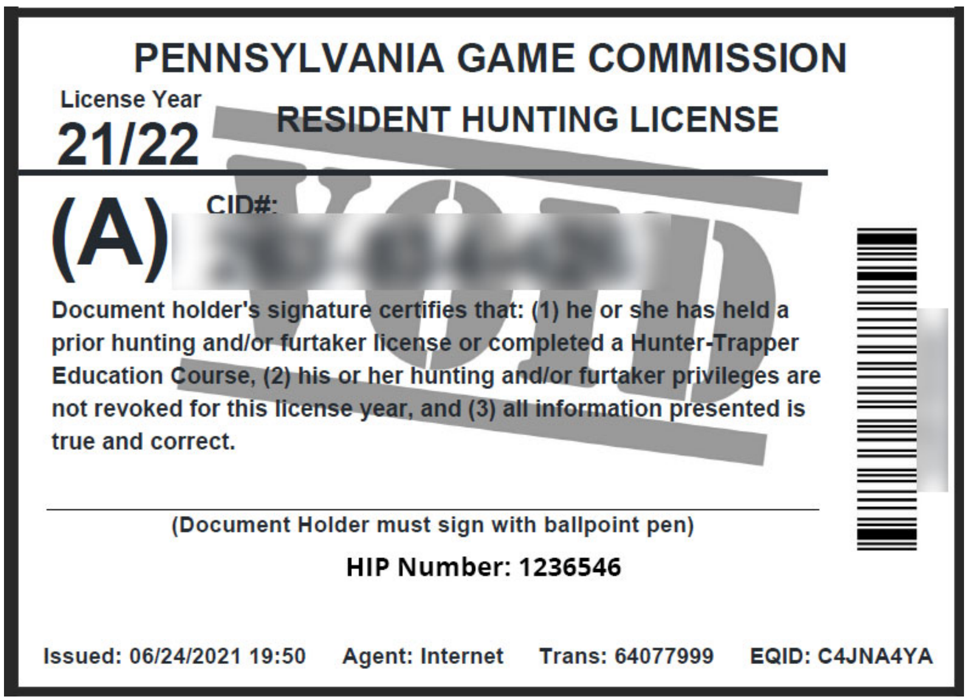
Did you hunt RAILS / GALLINULES last year?

Yes No

Back Continue

FUN #	Waterfowl Harvest Information Program (HIP)	Yes	Customization Required	No	Alternate
	B. Describe and provide a screenshot of a physical Annual Hunt Permit with the HIP number printed on the permit.	X			
	Bidder Response: Figure 183 provides a screen shot of an annual hunting license with the HIP number printed on it:				

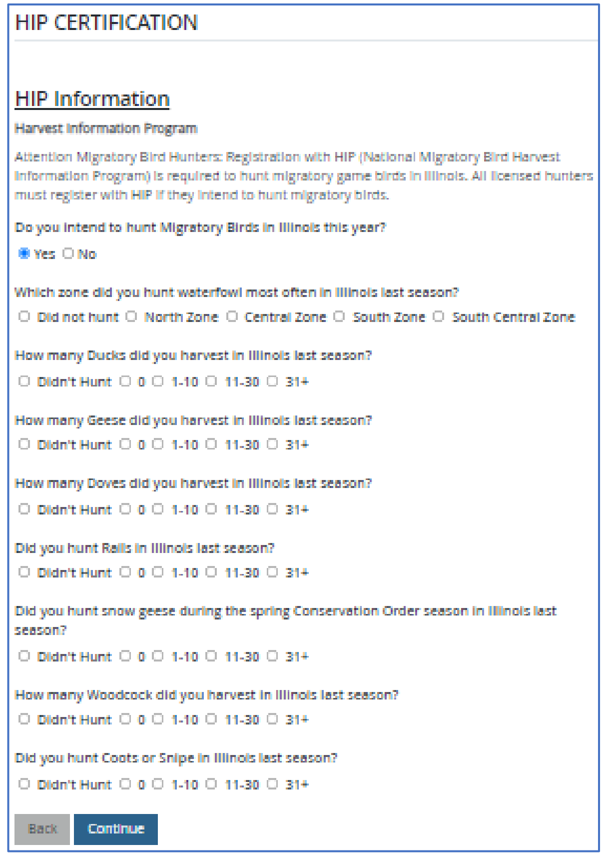
Figure 183: Annual Hunting License with HIP Number



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: OneOutdoor provides the NGPC administrative users the ability to create surveys to obtain all necessary data in support of HIP harvesting and attaches those surveys to the associated tag. This ensures that when				

FUN #	Waterfowl Harvest Information Program (HIP)	Yes	Customization Required	No	Alternate
	the customer reports the harvest, NGPC receives the data needed on these harvests that they are required to provide to the US Fish and Wildlife Service. The OneOutdoor system would store the information received from HIP certification surveys such as HIP numbers. The OneOutdoor solution is flexible and can integrate with various external data sources using web services, APIs, batch, and other interface methods. These integrations make it possible for NIC to both pull and push data from/to an external source such as the US Fish & Wildlife Service. These files can easily be retrieved from the OneOutdoor system by NGPC at any interval needed for submittal to the Fish & Wildlife Service. NIC will work with NGPC to define specifications and build the FTP transfers needed.				
	D. Describe and provide a screenshot of the HIP Certification document.	X			
	Bidder Response: As described in our response to A. above, the customer will be prompted to provide the require HIP certification information in order to receive the HIP number. The following screen shot in Figure 184 shows the HIP certification survey that is displayed and required to be populated by the customer when purchasing a migratory bird or waterfowl permit:				

Figure 184: HIP Certification Survey



Once the customer completes the HIP certification and completes their purchase, they will receive their receipt page which includes the following resulting HIP number as shown in the screen shot in Figure 185 below:

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

FUN #	Waterfowl Harvest Information Program (HIP)	Yes	Customization Required	No	Alternate
	Figure 185: HIP Number Example 				

ILLINOIS DNR

Issued: 06/11/2021 15:59 Agent: Internet Trans: 30065062

CUST #: [redacted]-956 DOB: [redacted]

KYLE [redacted]

[redacted]

OLATHE, KS 66061-9723

ID #:

HUNTER/TRAPPER ED #:

HAIR: BROWN EYES: GREEN

HGT: 5' 4" WGT:

GENDER: MALE

21

FOLD HERE

2021 Privileges

Expires March 31, 2022

Unless Otherwise Noted

901 - HIP CERTIFICATION

BLEBRY2RSOSD

Signature X

Licensee is authorized to exercise only the privileges purchased subject to State law. License certifies to the truth of all statements including but not limited to residency, hunter education and not being delinquent on a child support order and further certifies that the privilege(s) has not been suspended in this State, or by any other State or Federal agency.

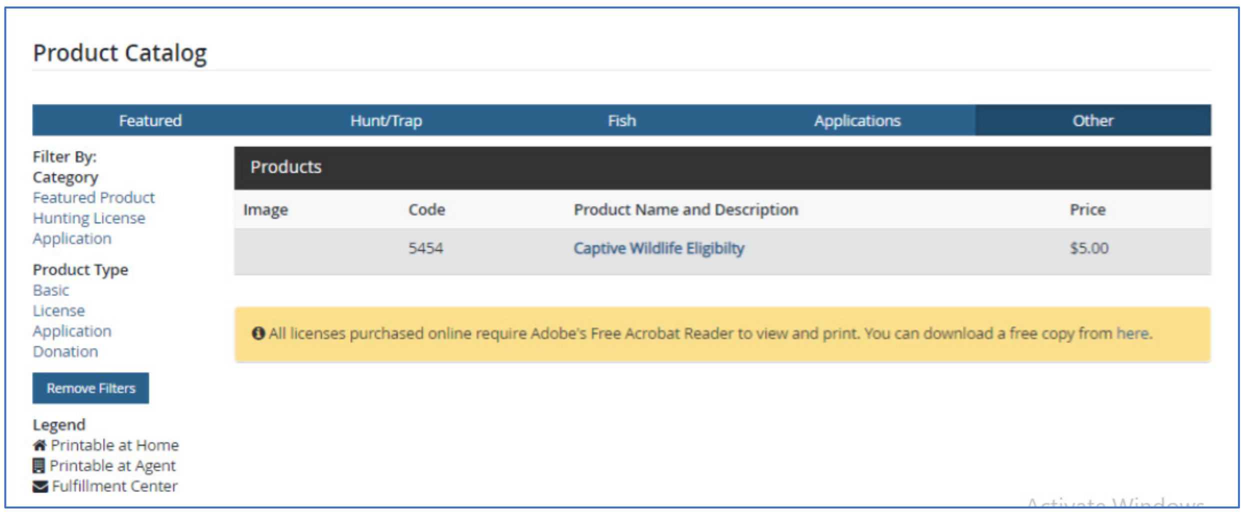
Printed by the Authority of the State of Illinois*

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: OneOutdoor supports the application for permits/licenses/tags as well as renewals of those permits/licenses with the same supporting processes as it provides for other products. This module can be created to track captive wildlife eligibilities, activities, and statistics as needed. As application and renewal processes are required for many of the products found in the OneOutdoor system, these functions are similar among different products, making the experience for the customer comfortable while purchasing captive wildlife products.

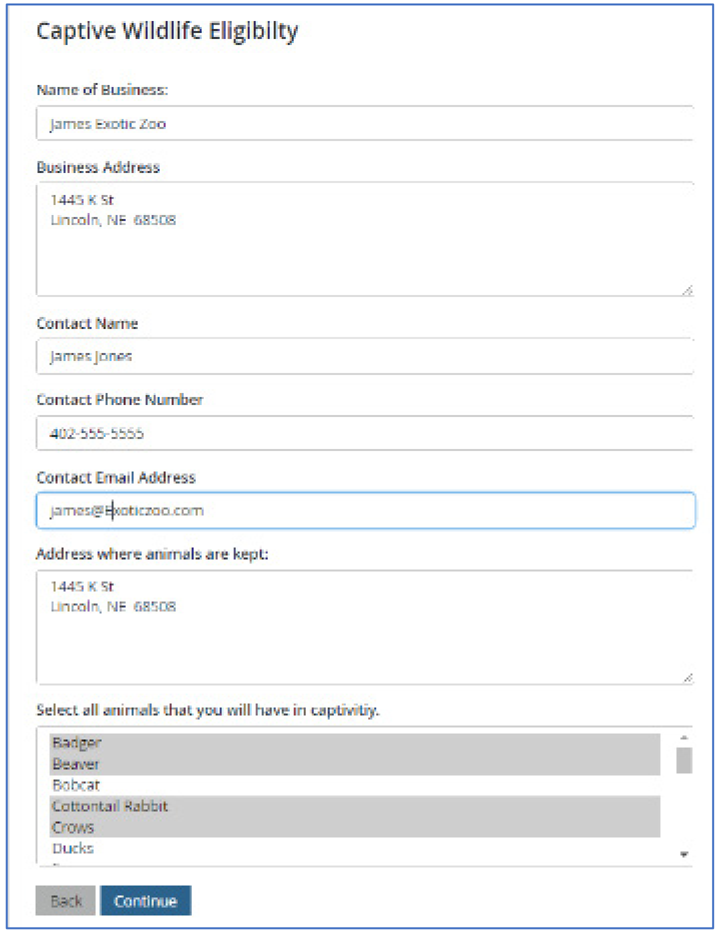
The following screen shot in Figure 186 shows the Captive Wildlife Eligibility product from the customer's Product Catalog.

Figure 186: Captive Wildlife Eligibility Product



The customer would click on the product name to add it to their shopping cart and the Captive Wildlife Eligibility For would appear for population. Once the customer has completed the form which includes their personal information and the types of animals they have in captivity, as shown in the following screen shot in Figure 187, they would hit Continue at the bottom of the form to proceed with the purchase:

Figure 187: Captive Wildlife Eligibility Form



After filling out the eligibility information, the customer completes the checkout process for Wildlife Eligibility status.

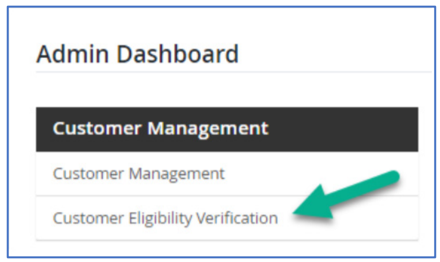
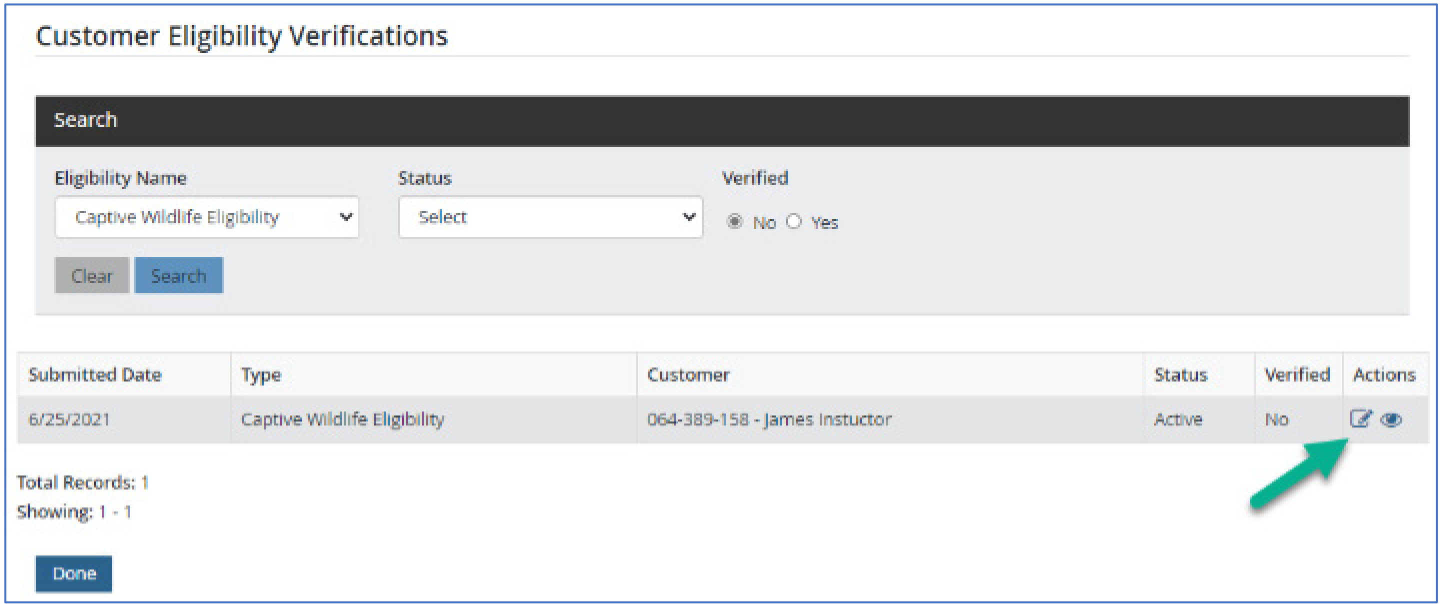
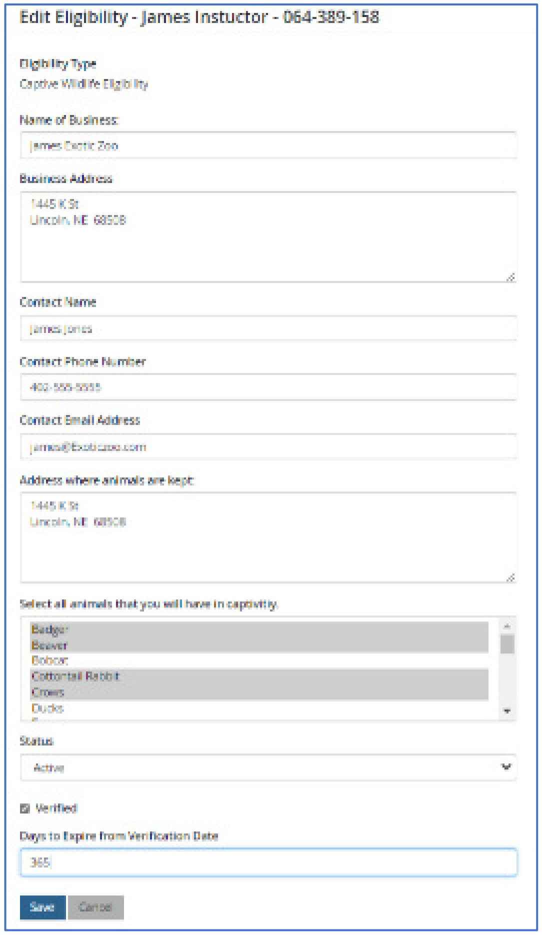
FUN #	Captive Wildlife Module (CWM)	Yes	Customization Required	No	Alternate
	Once the customer has completed their checkout process, the eligibility form would be placed by the system in the Customer Eligibility Verification section to reviewed by an NGPC administrative user. From the Administrative Dashboard, administrative users can verify the Captive Wildlife Eligibility information submitted by the customer. The following screen shot in Figure 188 shows the Customer Eligibility Verifications section of the Administrative Dashboard. **Figure 188: Administrative Dashboard Customer Eligibility**  In the Customer Eligibility Verifications section shown in Figure 189, Administrative users can review customer submitted information. Administrative users can click the 'Edit' button to determine if the customer is eligible to apply for Captive Wildlife products.				

Figure 189: Customer Eligibility Verification Screen



Administrative users can verify the eligibility information. If everything is correct, the Administrative user selects the 'Verified' check box and enters the number of days it will be until the verification expires as shown in Figure 190 below.

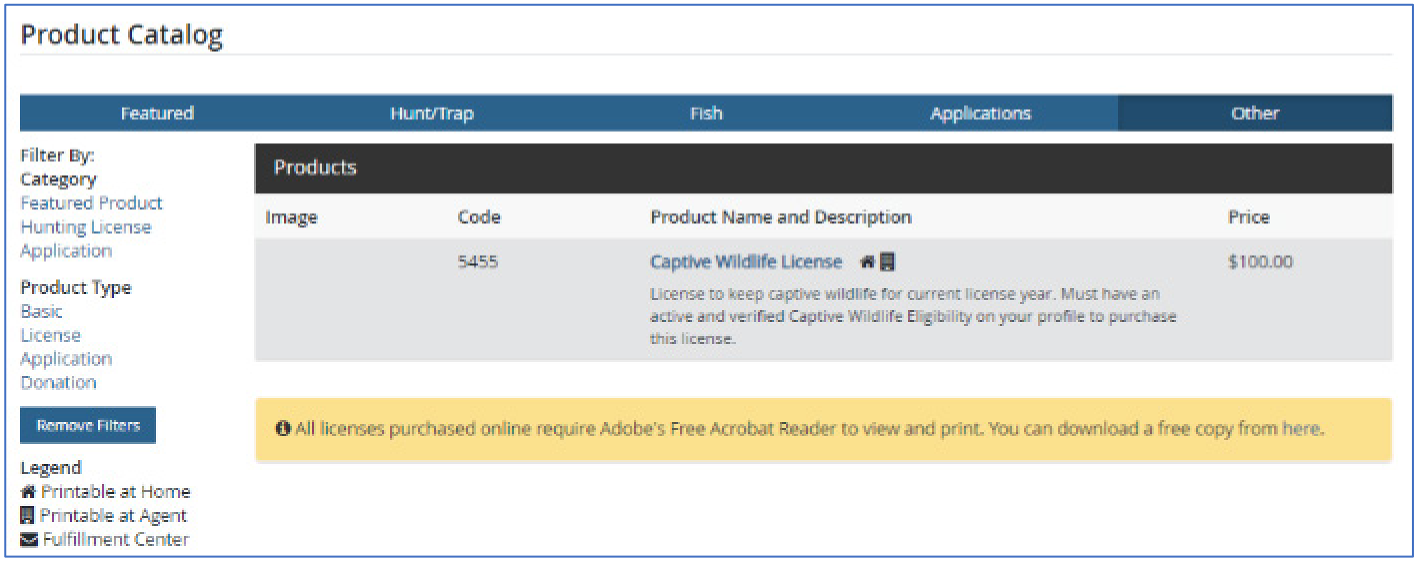
Figure 190: Confirmation of Customer Eligibility



An email notifies the customer that their eligibility has been verified. This means the customer now has the ability to purchase the Captive Wildlife License from the Product Catalog as seen in Figure 191.

FUN #	Captive Wildlife Module (CWM)	Yes	Customization Required	No	Alternate

Figure 191: Product Catalog View of License



FUN #	Captive Wildlife Module (CWM)	Yes	Customization Required	No	Alternate
	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: OneOutdoor has the ability to accommodate customizable verifications and applications. These verifications and applications can be used to ensure customers are compliant with inspections, species inventories, permits, and approvals. This module can specifically track captive wildlife activities and statistics and would be able to interact with other system modules and utilize existing workflows that would support inventory activities, permitting				

FUN #	Captive Wildlife Module (CWM)	Yes	Customization Required	No	Alternate
	activities and message capabilities. Customization would also be required to adjust existing workflows to support an approvals process and to support and create an inspections process.				

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: supports the ability to create custom forms that can be attached to products or customer profiles. Through configuration you can setup any data point that needs to be collected throughout the customer journey, including an opt-in for organ donation registration.. OneOutdoor is also capable of integrating with external data sources or API's if this information needs to be passed to other systems for auxiliary processes outside of OneOutdoor.				

Completed Attachment B: Technical Requirements

NIC has provided a response to each requirement in Attachment B beginning on the page immediately following.

Attachment B

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

Bidder Name: __NICUSA, Inc.________________

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: The proposed web-based permit/licensing system solution will enable NGPC to sell hunting and fishing licenses, permits, stamps and tags, take applications for and run hunt draws and lotteries, collect harvest information, sell merchandise and passes, send email communications and run marketing campaigns, and numerous other functions. The system is compliant with all applicable technical industry standards and is available online, through a mobile application, at Nebraska Game and Park locations, and at external agent locations. NIC is offering the State of Nebraska a proven secure, scalable, and feature-rich outdoor licensing solution delivered in the cloud as Software-as-a-Service — the NIC OneOutdoor licensing system. We designed this modern outdoor recreation platform to address key needs of sophisticated agencies like NGPC, including: ◈ **Compliance** with complex statutory rules and regulations ◈ **Capacity and scalability** to handle extreme user activity spikes ◈ **Actionable business intelligence** through easy-access reporting and real-time statistics and KPIs ◈ **Marketing** for R3 initiatives to drive revenue and growth ◈ **Extensive data cleansing** ◈ **Secure payment processing**				

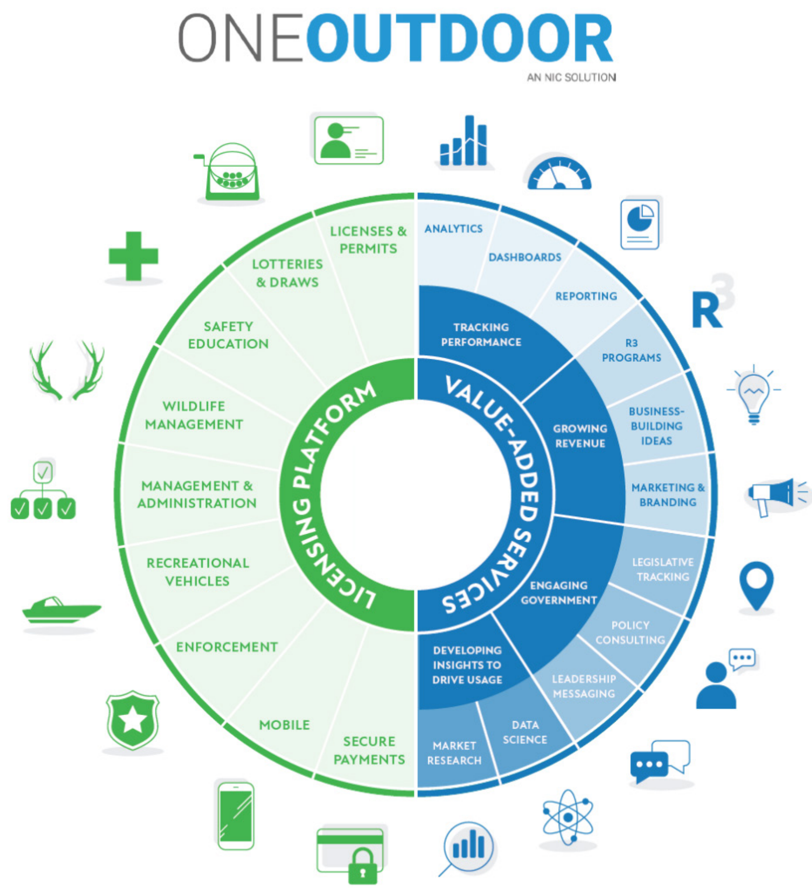
Attachment B

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

General Statement of Requirements

- **Flexible catalog module** to support frequent configuration changes & ability to quickly react to legislative changes

Figure 1: OneOutdoor Platform & Value-Added Services



General Statement of Requirements	
	Delivering a great outdoor licensing solution involves more than just delivering an outstanding technical solution. We've architected OneOutdoor to provide a best-in-class system and paired it with value-added services to enhance how we serve our outdoor agency partners. Figure 1 above shows the industry-leading components that make up the **core licensing system in green**, which include: - Licensing & Permits - Lotteries & Draws - Wildlife and Administrative Management services - Hunter education and event management - Recreational Passes - Law Enforcement mobile app and safety modules - Mobile app for customers - Integration for secure payment processing - Customer Relationship Module The NIC Outdoors offering also includes **a suite of value-added services**, which are designed to surround the core system with ***tools, insights, and expertise*** to help NGPC's decision-makers maximize business impact. By providing wrap-around solutions to help you track performance, grow revenue, gain insights to drive ongoing usage, and engage effectively with decision-makers across the state enterprise, NIC is offering a suite of services that go beyond just implementing a licensing platform. We are confident that enhancing OneOutdoor's industry-leading licensing system with additional tools and talent will take Nebraska's outdoor licensing program to the next level. For more detailed information including technical architecture diagrams, please see *NIC Attachment H* in the NIC Technical response file. The system was designed with government in mind, understanding the need to be able to flexible and be able to quickly react to new rules and regulations. To assist with this, we have created an extensive administrative dashboard that provides administrative users the ability to view data in real time and control all system components with very few exceptions. The following screenshots, Figure 2, Figure 3, and Figure 4, illustrate the robust administrative dashboard that provides quick links into all of the various functionality that the administrative users have the ability to design/control:

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Figure 2: Administrative Dashboard, Screen 1

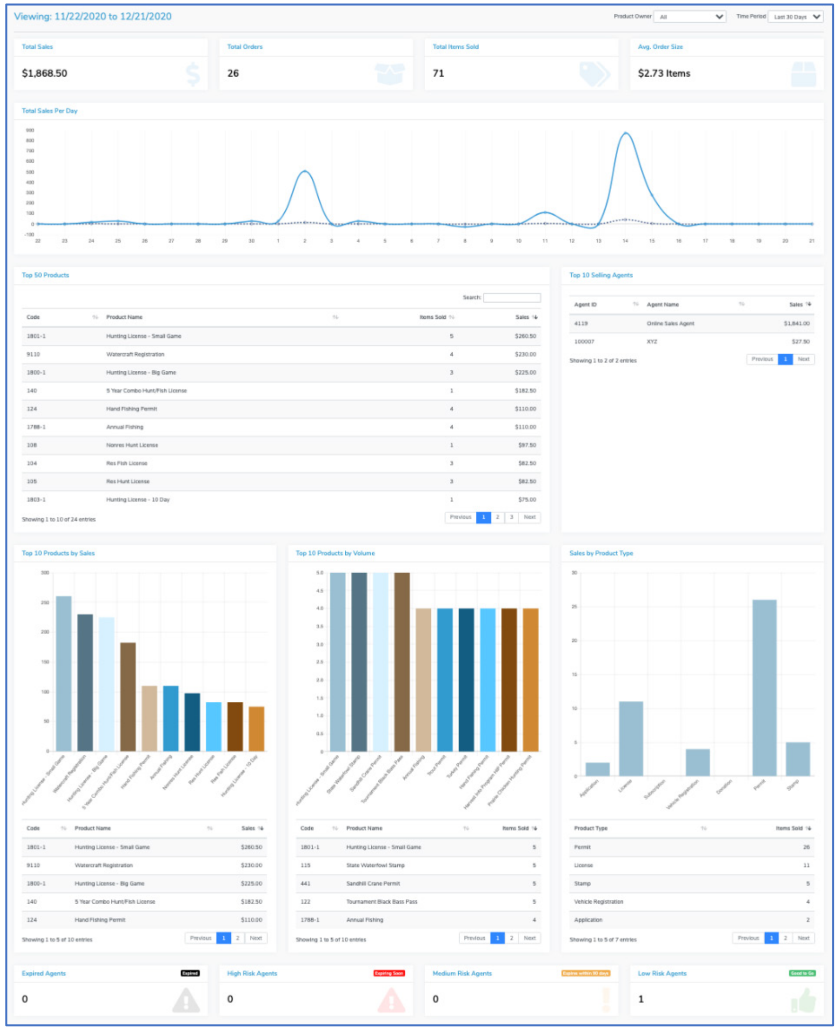


Figure 3: Administrative Dashboard, Screen 2

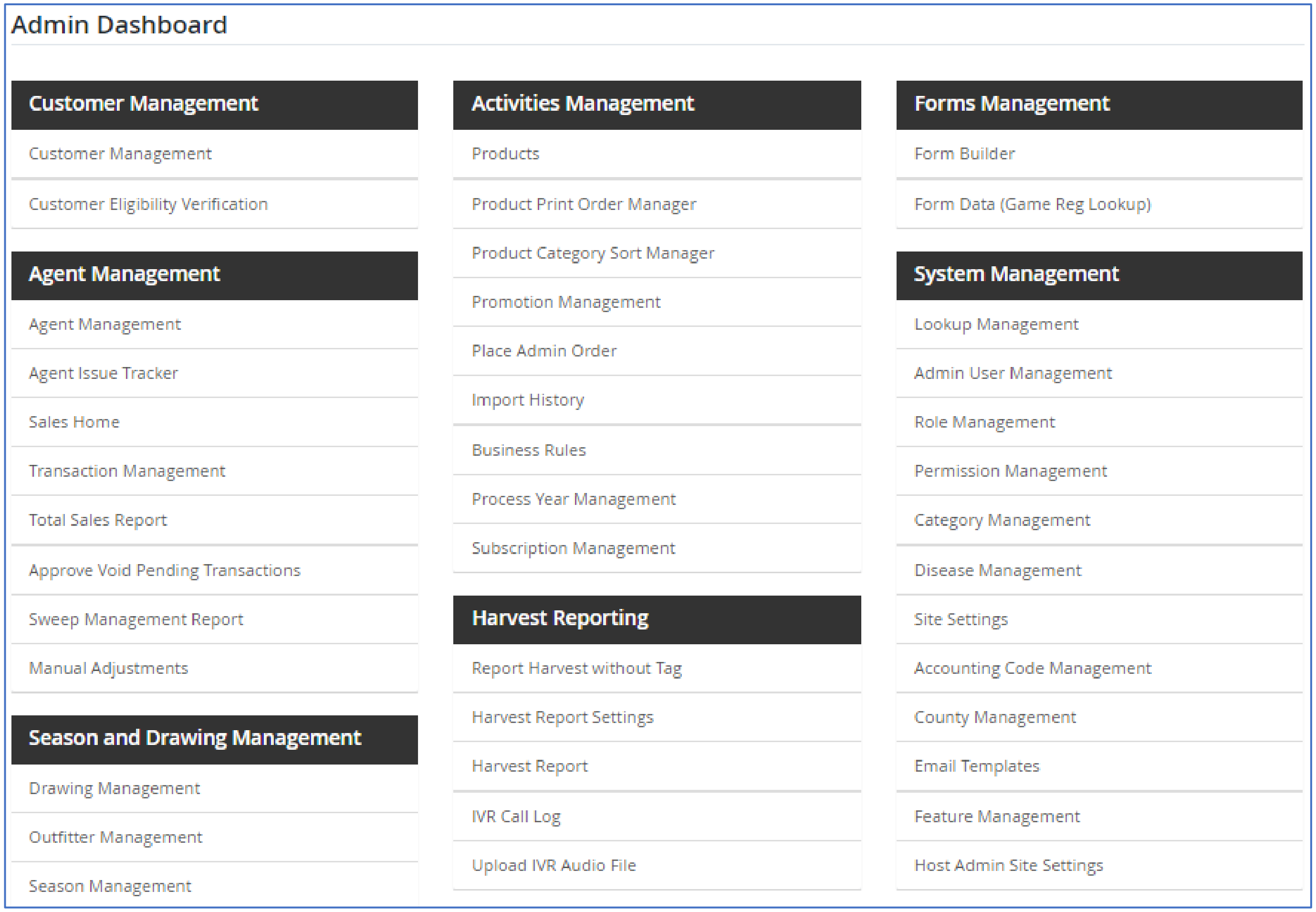
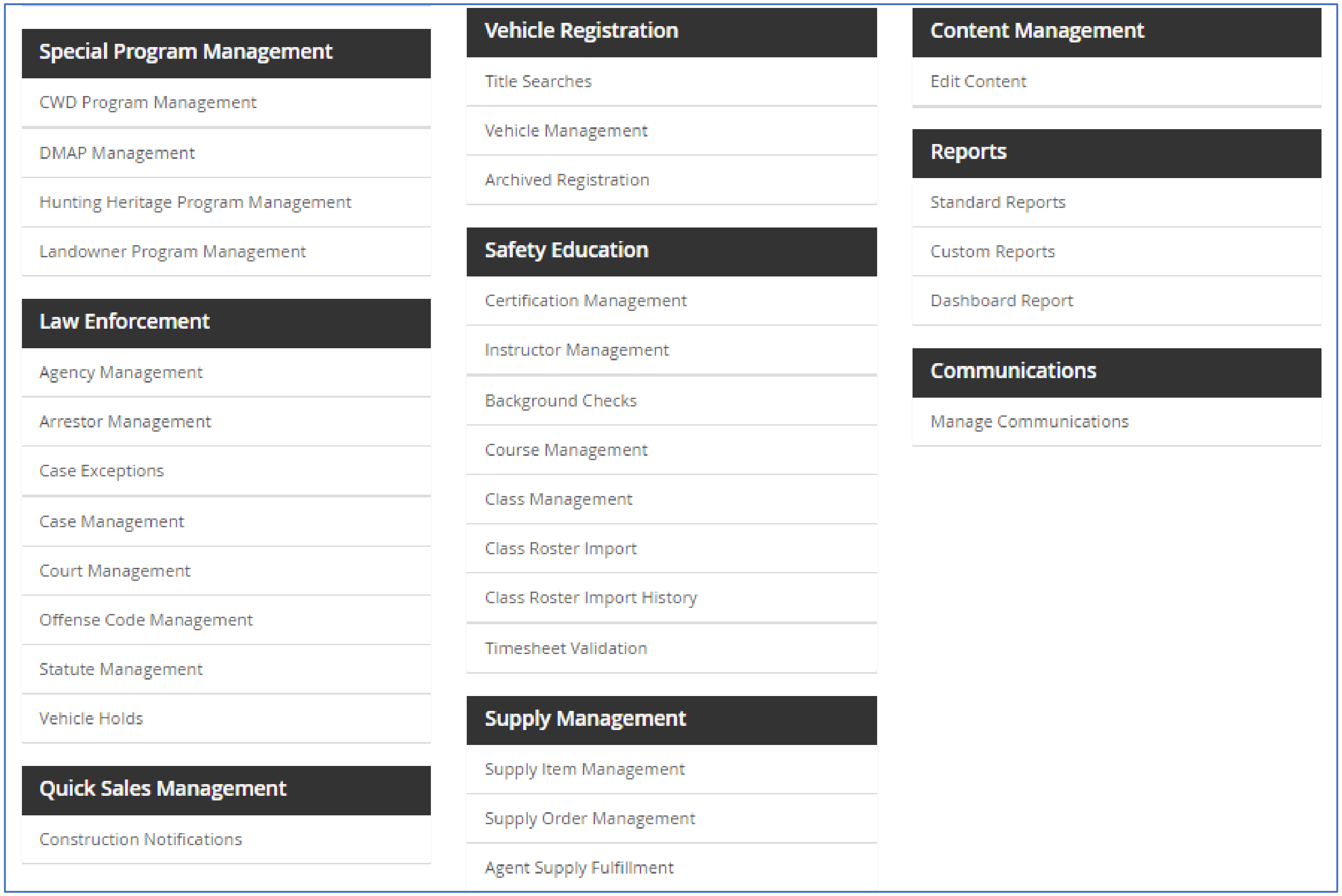


Figure 4: Administrative Dashboard, Screen 3



General Statement of Requirements

Nebraska outdoor enthusiasts will enjoy a point and click environment that has an intuitive product catalog to assist with quick and easy purchases. Customers create a OneOutdoor account (aka: Customer Profile) by providing information that will allow the system to customize their view of existing product catalog to only present items for which the customer is eligible to purchase. The following screen shots in Figure 5, Figure 6, and Figure 7 show the steps in creating this account:

Figure 5: Creation of a OneOutdoor Customer Account, Screen 1

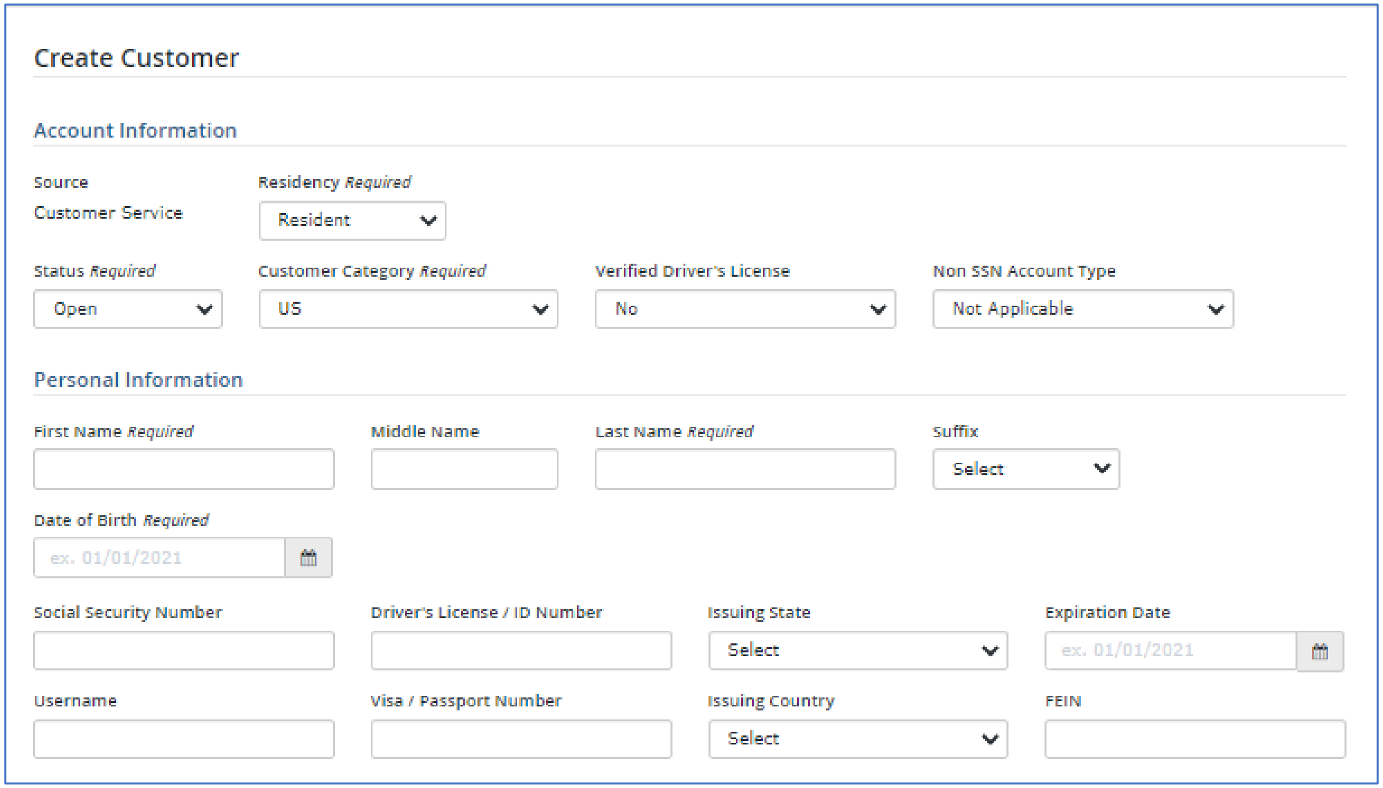


Figure 6: Creation of a OneOutdoor Customer Account, Screen 2

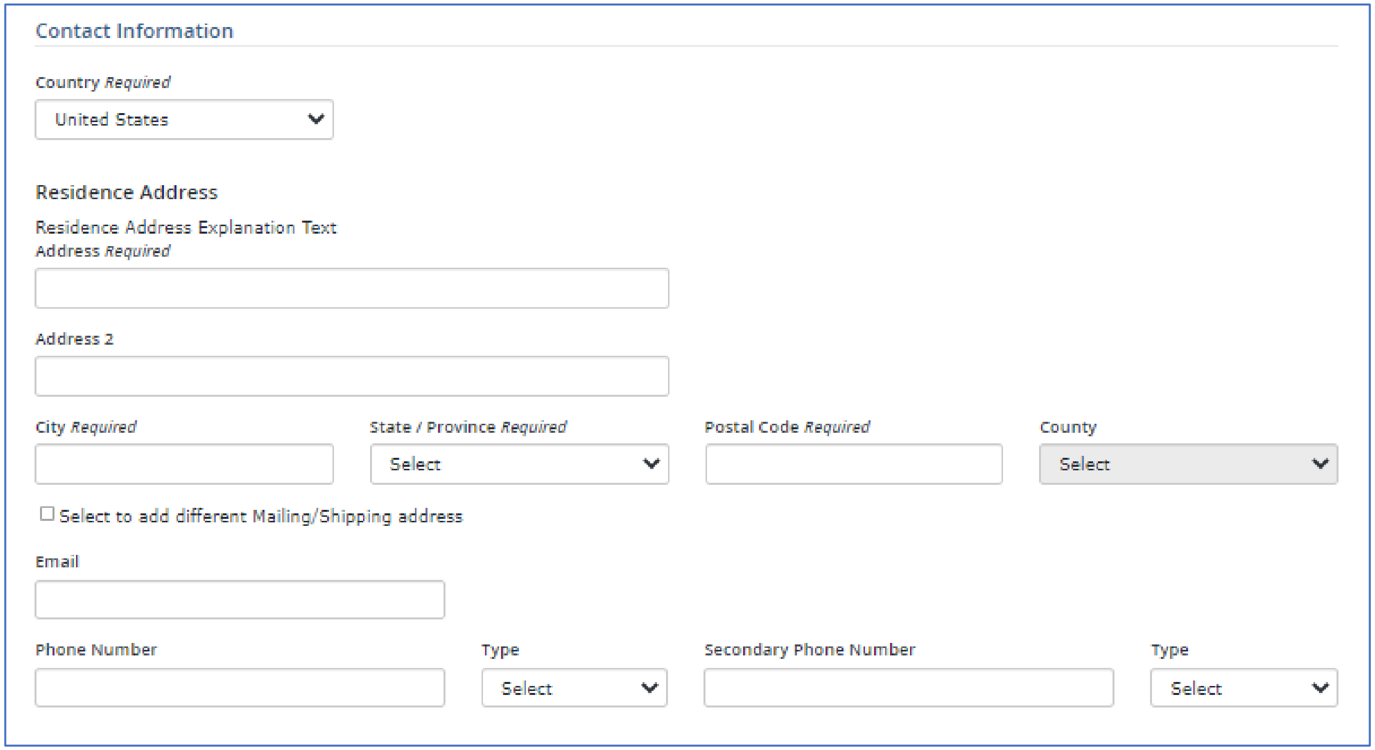
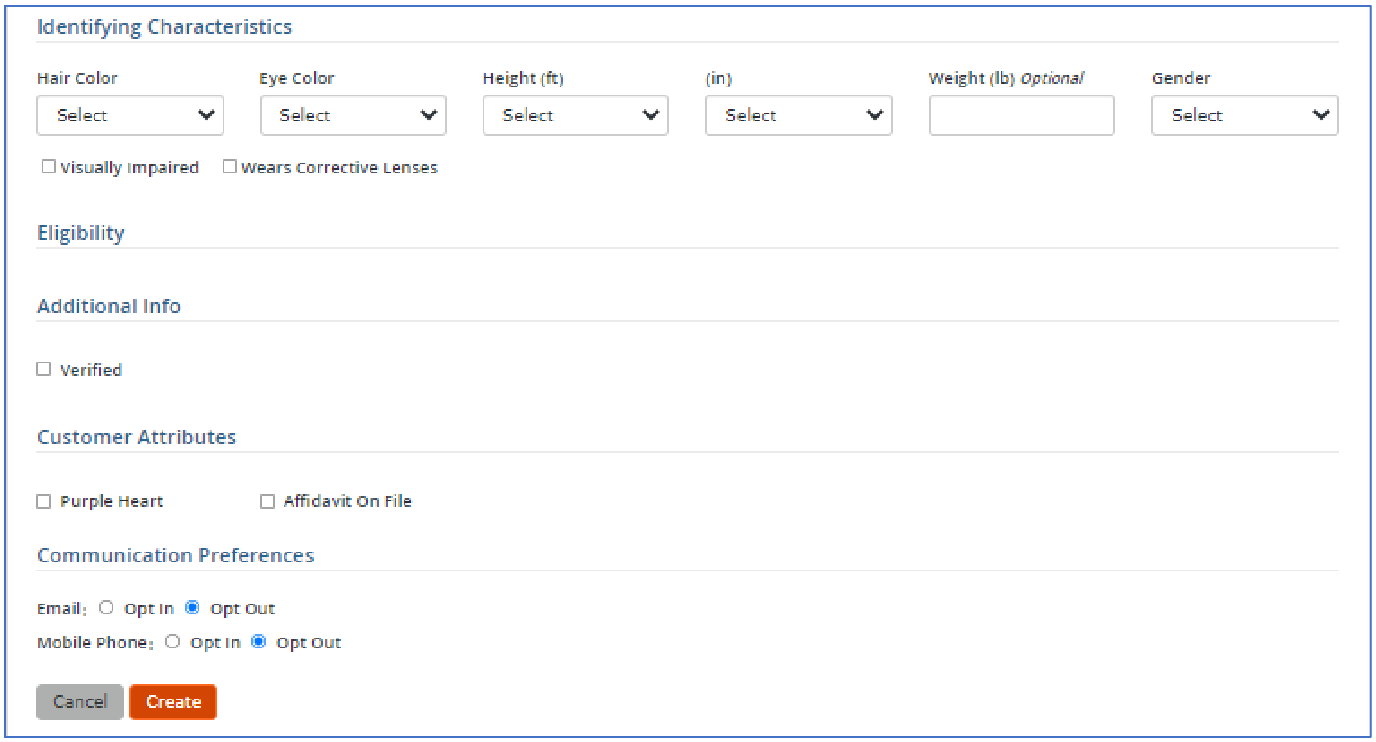


Figure 7: Creation of a OneOutdoor Customer Account, Screen 3



Once a customer's account is created, they will log in to OneOutdoor and be routed to their Customer Dashboard as shown in Figure 8 and Figure 9 below:

Figure 8: Customer Dashboard Example

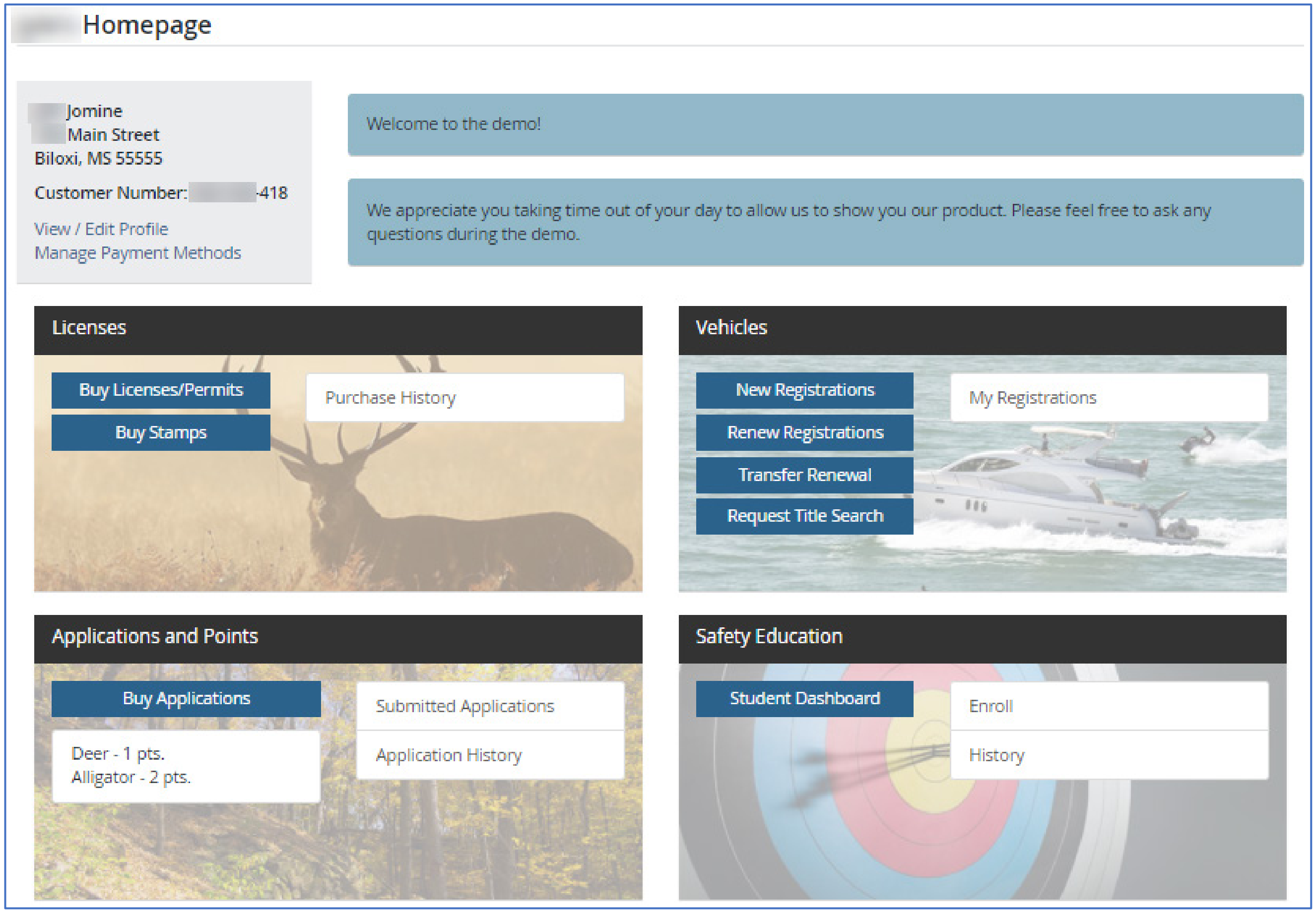


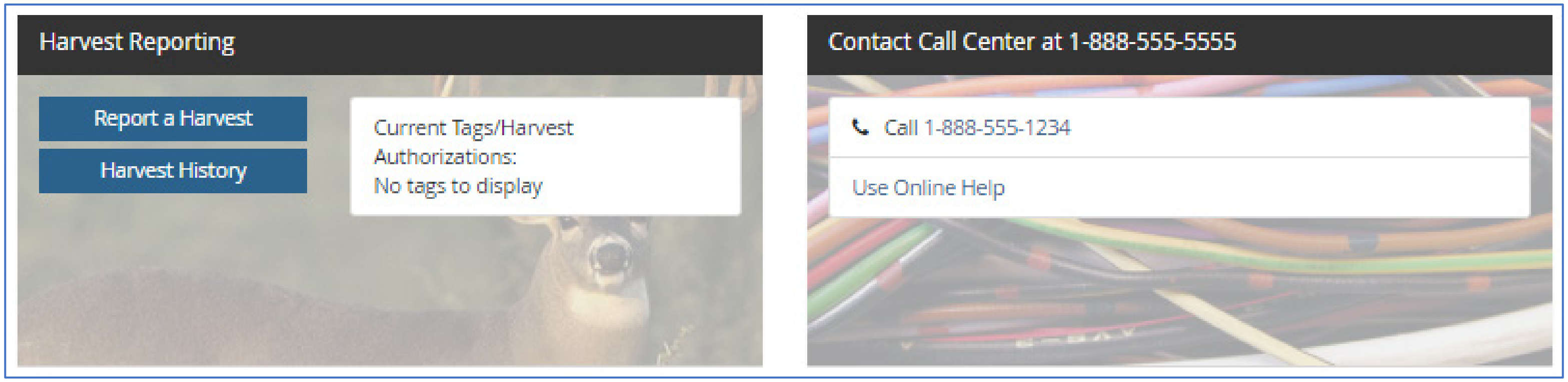
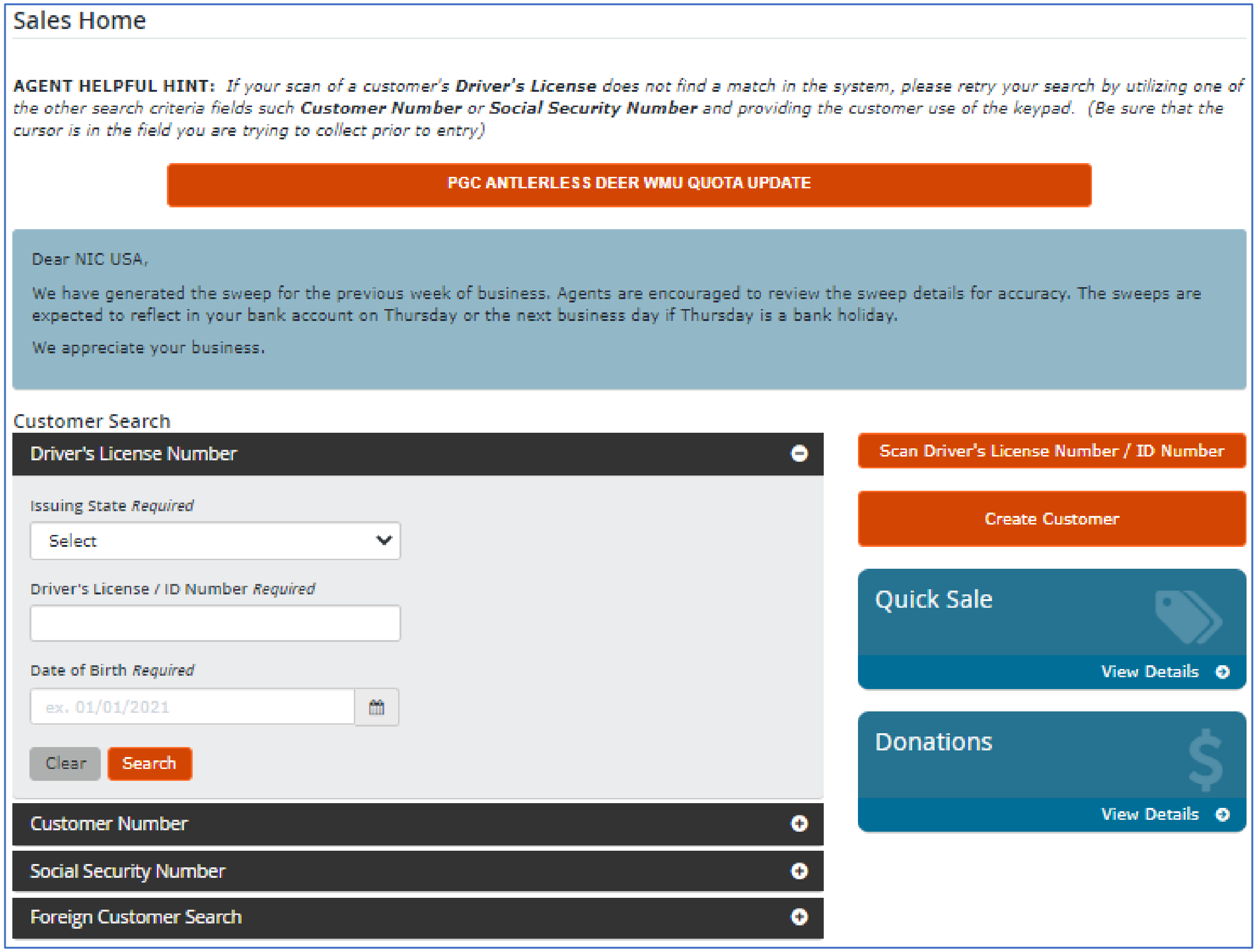
	Figure 9: Customer Dashboard Example Continued  From this dashboard customers can immediately begin a transaction by clicking on the appropriate module or simply search their Purchase History by clicking the appropriate button as shown above. Agents also have a OneOutdoor account through which they complete transaction on behalf of customers. Once their account is created (see OneOutdoor account creation screen shots above), they would log into their account which will route them to their Sales Home Page as shown in Figure 10 below:

Figure 10: Sales Home Page Example



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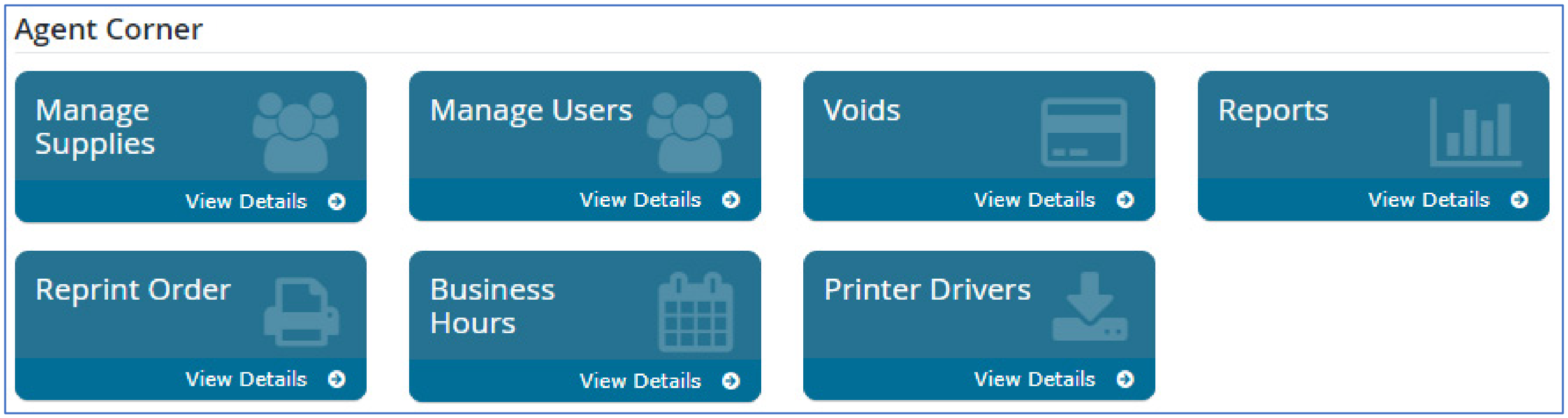
General Statement of Requirements

From the agent sales home page above, agents can quicky search for a customer account using the various methods shown above, or they can perform a Quick Sale (this would be for a merchandise item or something for which the purchase doesn't require any customer information to complete the transaction). Agents also have another tool at their disposal, the agent corner, as shown in Figure 11:

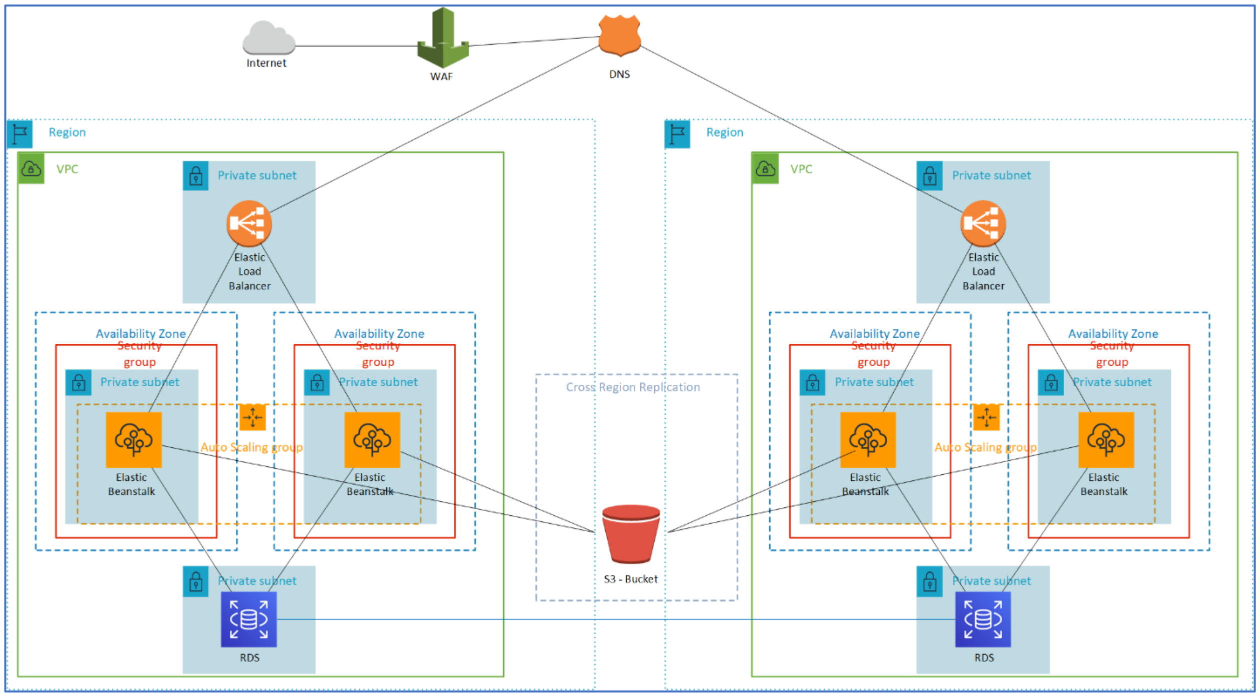
Figure 11: Agent Corner



This Agent Corner provides a set of tools to perform many of the administrative tasks that agents are often needing to perform. This screen is found by clicking the link provide in their sales home header navigation bar.

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: NIC maintains an annual budget investment of time, research, and resources in our cloud infrastructure resiliency to ensure our customer's business continuity. For each application, the cloud infrastructure is architected to provide maximum resiliency through Highly Available (HA) configurations, scalable architectures, and Disaster Recovery (DR) capabilities. Significant architecture efforts have been spent to reduce, as much as possible, any single points of failure and to use real-time data replication to the designated failover region. The OneOutdoor application deployment is configured in a multi-Region pilot-light setup. Please note, while the Regions are not in an active/active configuration, each Region is equally capable of hosting the system. AWS CloudFormation is used to automate infrastructure provisioning and configuration in both the primary and secondary Regions. When DR failover is required, CloudFormation simply provisions the needed infrastructure in the DR failover Region and connects to the data already replicated in real-time to the failover region. The final failover step is to update the DNS and route all traffic to the DR failover Region. When DR failover is required, Cloud Formation simply provisions the needed infrastructure in the DR Region and connects to the data already replicated in real-time to the failover region. This ensures that the resumption of system operations takes place in the shortest possible time following an interruption in processing capabilities and that the system complies with the NGPC's continuation of operations plans required. Following is a diagram of the disaster recovery architecture in Figure 12 below:				

Figure 12: Disaster Recovery Architecture



To ensure that the system meets the requirements for recoverability, NIC will conduct biannual DR certification tests. These tests will exercise the pilot-light architecture, identify any issues experienced during the certification test, and will remediate the issues. NIC also performs quarterly disaster recovery exercises for the NIC Payment Platform.

NIC's private cloud hosting environment has the following characteristics:

- Tier IV data center
- Physical security features, including mantraps, palm scans, and controlled access only to the client's own equipment

TEC #	Technical – Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
	◈ Redundant power with diesel generator back-up ◈ Comprehensive back-up and recovery and disaster recovery solution ◈ 24x7x365 on-site security ◈ Redundant Internet connectivity with 1GB Internet bandwidth with burstable options for traffic spikes ◈ Remote access through VPN connections **SYSTEM/DATA RECOVERY** The NIC OneOutdoor application is a fully web hosted solution. In the event of a server failure event, NIC has implemented multiple technologies to ensure lossless operations. Each service NIC has employed in the hosting of the application is either automatically or regularly manually backed up across AWS Regions. From the database to network configurations, all data necessary to recreate the exact environment is available in a physically distinct backup data center. At the database level, data can be restored up to the minute. Daily snapshots of the solution are stored in AWS's Simple Storage Service (AWS S3) in categories with versioning enabled; versioning allows NIC to protect the solution against unintended overwrites and deletions. Amazon Relational Database Service (RDS) automatically manages the database patching, backups, and point-in-time recovery. This service makes it possible to recover data from any second in time over a three-day period. NIC manages the backup of database objects and AWS handles the backup of all other solution-related data.				

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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: The OneOutdoor platform makes use of SFTP end points with Lambda automation scripts to provide automated delivery of data files to selected locations. Products are configured using the Product Management module to indicate the correct fulfillment option for this purpose. Additional details required for proper handling of these files will be identified during the implementation engagement. OneOutdoor uses Amazon Elastic Block Store (Amazon EBS) : Amazon EBS is designed for use with Amazon EC2 for both throughput and transaction-intensive workloads at any scale. A broad range of workloads, such as relational and non-relational databases, enterprise applications, containerized applications, big data analytics engines, file systems, and media workflows, are widely deployed on Amazon EBS. The solution’s database is deployed in at least two AWS regions using an Amazon RDS. Each region contains a fully replicated instance of the database. Continuous data replication between the regions ensures that the databases remain synchronized. RDS takes a full image of each region's database at least once a day. Further details on backup and restoration steps are documented in the AWS RDS User Guide, which is available on the AWS website. Daily snapshots of the solution are stored in AWS S3 in categories with versioning enabled, which prevents unintended overwrites and deletions to the solution. RDS automatically manages the database patching, backups, and point-in -time recovery. This service makes it possible to recover data from any second in time over a three-day period. NIC manages the backup of database objects and AWS handles the backup of all other solution-related data. The databases are backed up continuously using incremental backups. Automated full backups are also taken daily. Direct access to the data from the solution complies with industry SQL standards. Data in the underlying storage is encrypted, as are the automated backups, snapshots, and replicas. AWS Key Management Service (KMS) is used to manage encryption keys.				

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
TEC-004	A. Describe how the system protects Personal Identifying Information (PII).	X			

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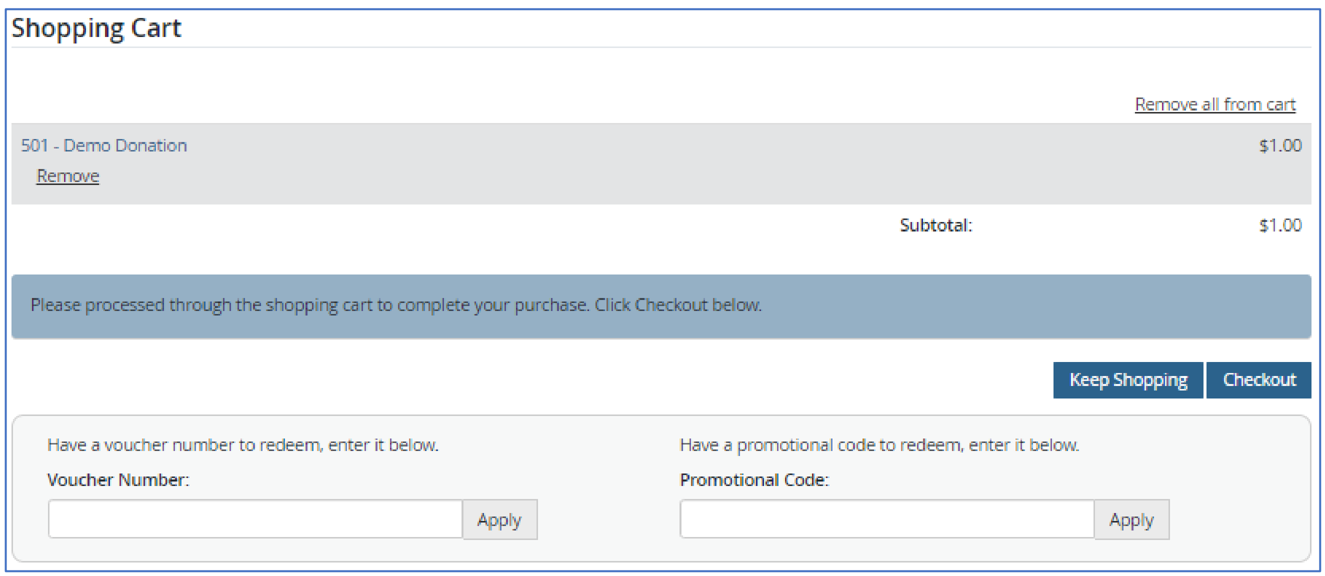
TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
Section VII	Bidder Response: Any data collected by OneOutdoor that is designated as Personally Identifiable Information (PII) is kept secure. This includes, but is not limited to ensuring that: ◈ the solution collects only the PII required ◈ the system does not improperly display PII (all PII is masked during internet sales transactions) ◈ the system utilizes only simulated PII in nonproduction environments ◈ the system does not use PII as a unique identifier ◈ no transfer of backup data to any external media or transfer backup data to a nonapproved facility ◈ personnel utilize code review and quality assurance processes to ensure that the solution does not display mutually agreed-upon PII in any log or printed document				

TEC #	Functional/Technical Requirements	Yes	Customization Required	No	Alternate
TEC-005 **Section VII**	A. Describe the system's user-configurable features.	X			
	Bidder Response: With very few exceptions, the administrative user can configure and manage all various components of OneOutdoor. In an effort to create a system that our government partners can feel confident will support their current and future needs and allow them to be nimble in their support of legislative changes, we wanted to place the management of system components in the hands of NGPC. This allows the administrative user to make changes instead of requiring the agency to reach out to NIC for help with system updates and changes (though we are always happy to assist the agency as needed). Administrative users with appropriate permissions can execute these changes by utilizing the robust administrative dashboard provided in OneOutdoor.				

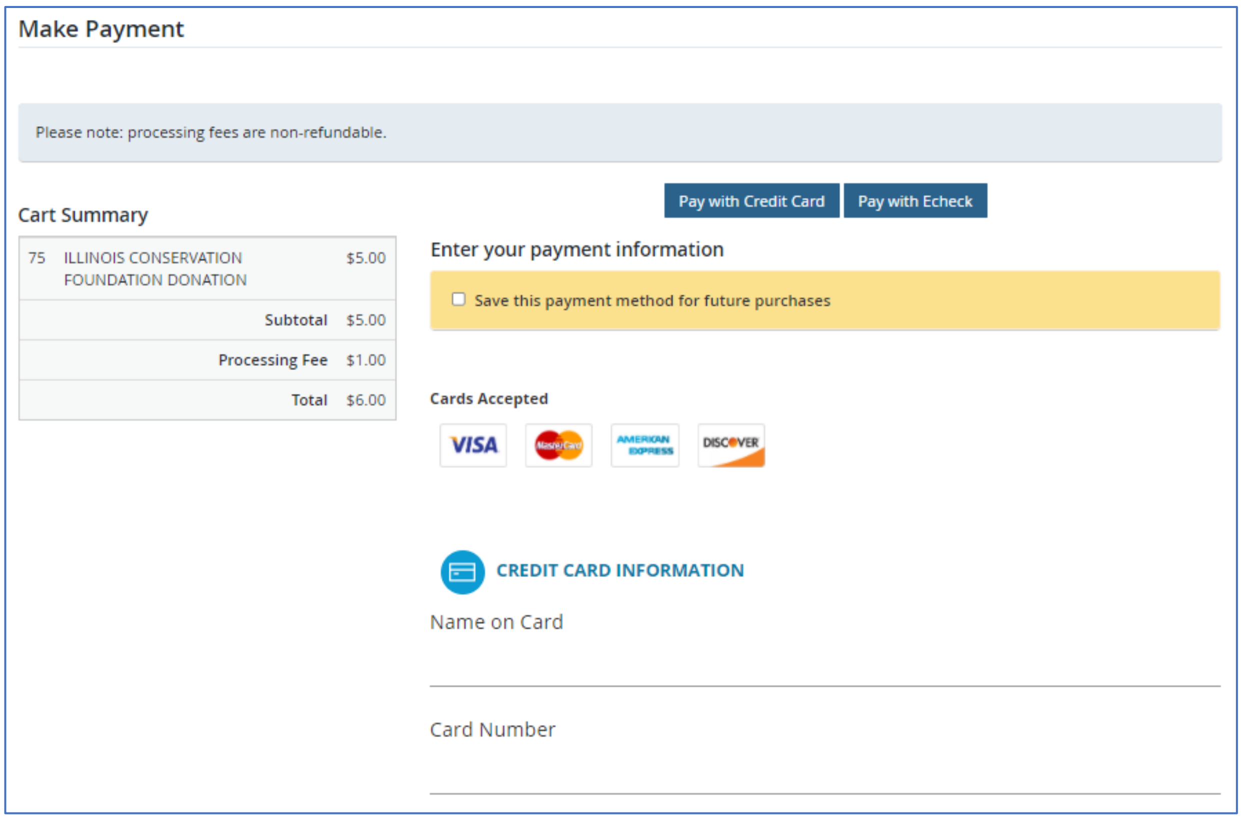
TEC #	Hosted Payment Page	Yes	Customization Required	No	Alternate
TEC-006	A. Describe how the system notifies a user/customer of redirection to the hosted payment page.				X
Section VII.E.1	Bidder Response: NIC can accommodate this process within the OneOutdoor system, if required, However, currently, OneOutdoor does not redirect customers to a hosted payment solution because OneOutdoor can facilitate the payment process within the system; all transactions are handled within the application for a seamless user experience. And because the user never has to leave OneOutdoor, there is currently no need to provide notification of any redirection. Upon placing any desired items in their shopping cart, the customer would click on the 'Checkout' button at the bottom of the screen. This lets them know that they will be routed to the 'Make Payment Page' to complete their transaction(s). The following screen shot in Figure 13 is an example of the shopping cart:				

Figure 13: OneOutdoor Shopping Cart Example



TEC #	Hosted Payment Page	Yes	Customization Required	No	Alternate
	The above screen shot shows one item in the shopping cart; form this screen, the customer would click the ‘Checkout’ button descried above to move to the ‘Make A Payment’ page. It is here that the customer can choose to pay with credit card or an e-check as depicted in Figure 14 below in order to proceed with completion of the transaction:				

Figure 14: OneOutdoor Shopping Cart Payment Options



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: The OneOutdoor system provides a robust Administrative Module that allows the NGPC administrative users to update most all fields in the database. The only exception occurs for fields that are used as a unique identifier such as customer record number (this ensures data integrity cannot be sacrificed). NIC understands that administrative users need to be able to update products (i.e.: license types, fees, lottery information, harvest information, etc.) and customer information as needed in order to maintain data and system integrity. This is why NIC developed the OneOutdoor system to ensure that administrative users have advanced controls and reporting functionality at their fingertips, without the need to reach out for assistance (unless it is desired). **Streamlined Administrative Control** allows NGPC to deploy changes to business rules and make other adjustments necessary (updates to product pricing, hunt season dates, consolidate customer records, manage user permission levels, etc.) to manage and administer duties. ***Administrative users can make standard changes to all channels from one administrative control center*** (the Administrative Dashboard), so the changes are *automatically made* available to the designated channels at the time designated by NGPC. The OneOutdoor system provides critical reporting at-a-glance, based on NGPC's needs. In addition, the administrative dashboard provides quick links to other administrative functionalities such as customer and agent management, communication management, lottery management, forms management, etc. The screen shots below in Figure 15 and Figure 16 show the main administrative dashboard page that provides links to all of the administrative functions available in OneOutdoor:				

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Figure 15: Administrative Dashboard, Screen 1

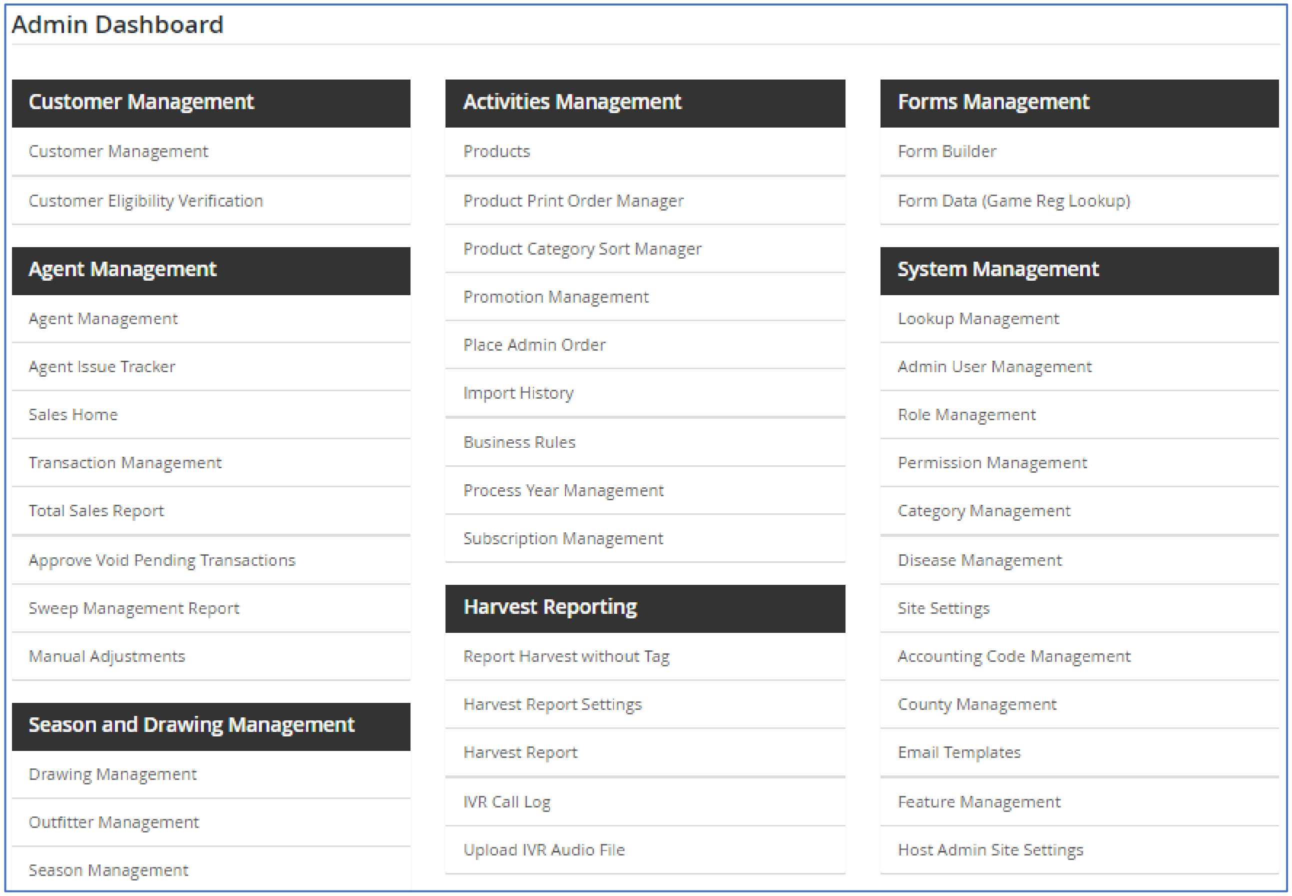
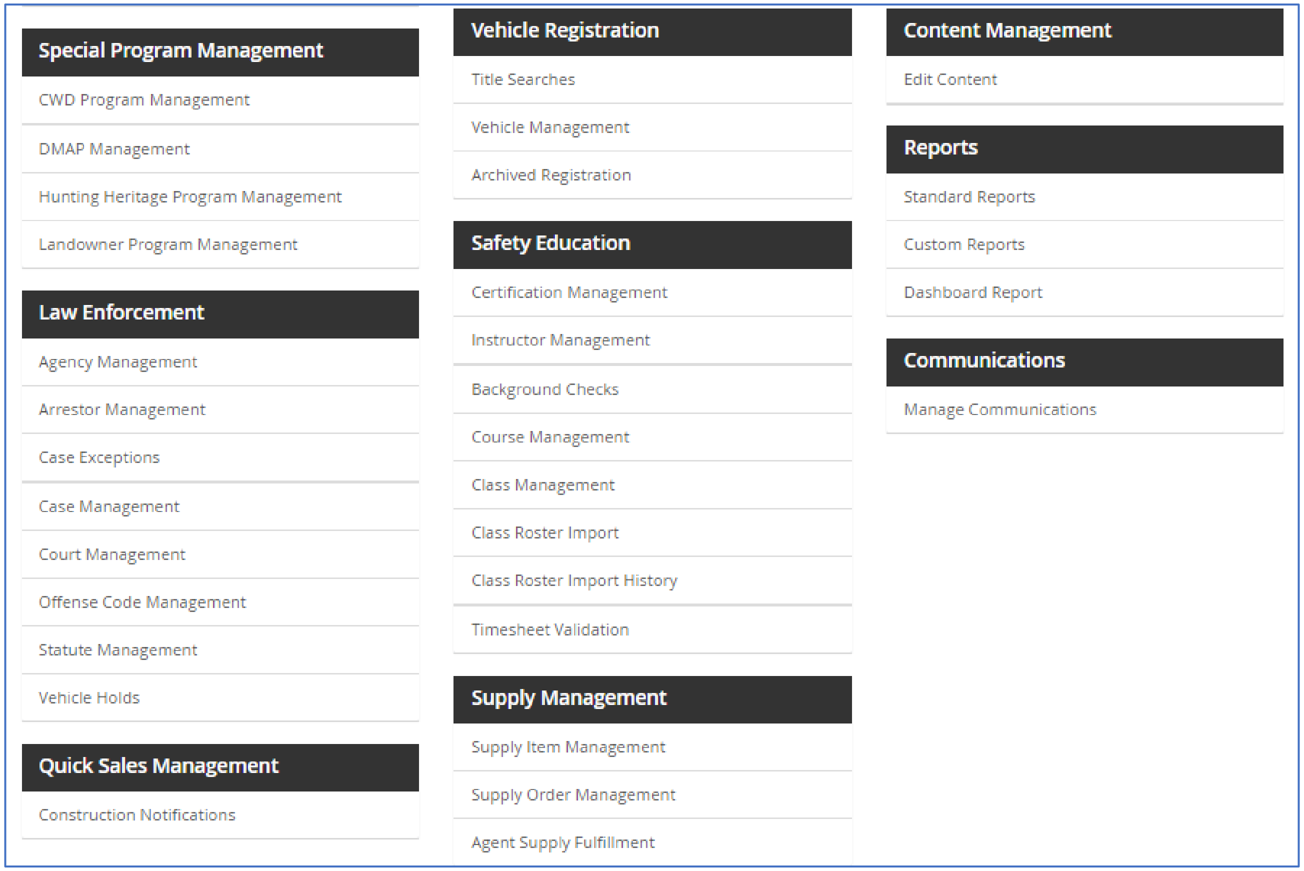


Figure 16: Administrative Dashboard, Screen 2



The OneOutdoor system maintains one channel agnostic product catalog and the Agent Management module allows the administrative user to manage all agents, their locations, permissions, available products for sale, etc.

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			
Section VIII.H	Bidder Response: NIC has invested a significant amount of resources, time, and automation in our cloud infrastructure resiliency. For each application the cloud infrastructure is architected to provide maximum resiliency through Highly Available (HA) configurations, scalable architectures and DR capabilities. Significant architecture efforts have been spent to reduce as much as possible, any single points of failure and uses real-time data replication to the failover region. The OneOutdoor application deployment is configured in a multi-Region pilot-light setup. Please note, the Regions are not in an active/active configuration, but each Region is equally capable of hosting the system. Cloud Formation is used to automate infrastructure provisioning and configuration in both the primary and secondary Regions. When DR failover is required, Cloud Formation simply provisions the needed infrastructure in the DR Region and connects to the data already replicated in real-time to the failover region. The final failover step is to update the DNS and route all traffic to the DR Region. To ensure that the system meets the requirements for recoverability, NIC will conduct biannual DR certification tests. These tests will exercise the pilot light architecture, identify any issues during the certification test, and will remediate issues. NIC also performs quarterly disaster recovery exercises for the NIC Payment Platform.				

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: Upgrades to core NIC software, including OneOutdoor and the NIC Payment Platform will occur on a regular basis as these products are optimized and enhanced. Deployments to the development and QA environments for these products use a Continuous Integration/Continuous Deployment (CI/CD) pipeline that automatically builds, tests, and deploys the changes to our lower SDLC environments. This automated testing includes automated regression testing and validation, as well as automated vulnerability scanning. Deployment to UAT, Demo, Stage, and Production SDLC environments are fully automated but require a manual trigger. This is intentionally done in order to ensure proper planning and verification of the deployments, as well as proper validation from all state enterprises using a product. Our				

TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
	deployment scripts are designed to immediately stop and avoid removing any additional nodes unless the upgrade and reboot has completed successfully. Once triggered, the whole process is 100% automated and handled via our deployment environment. NIC products follow a standard monthly release schedule. Most products have a pre-defined release schedule that is approved at the beginning of the year. Once the schedule has been approved, NIC will review the schedule with the NGPC Program Manager and discuss any concerns at that time. Financial applications can either be deployed during a maintenance window if there is any risk associated during a deploy, or outside a window if there is no deemed risk during the deployment. Any deployments outside of a window are communicated in advance and approved by state enterprises using these products or platforms. All NIC products and platforms are deployed using a ***zero-downtime process***. Depending on the technology, we employ one of two methodologies: ◈ **Canary** – Offline servers are first updated and then over a period of several days, more and more traffic is routed to the updated servers, minimizing any potential impact of issues within the application. If an issue is encountered, the updated servers can be quickly disabled. ◈ **Blue/Green** – Offline servers are upgraded and automatically validated before a hard cut to the new build. The servers running on the old build are still available for a quick "fail-back" If an issue is encountered. For third-party software patching and upgrades, we utilize specialized tools for each primary operating system to deploy third-party software patches and upgrades on a monthly basis. Patches and upgrades are first applied to lower SDLC environments and are only applied to the production environment after adequate validation in lower environments. Each month the risk associated with the new unpatched vulnerabilities is analyzed. If the risk associated with an unpatched vulnerability warrants it, we can deploy the patch sooner than the scheduled monthly deployment window. If our security operations team identifies any patching or updates that need to be done outside of a window or due to a security-related concern, patching can be completed on all environments within 24 hours if necessary. NIC uses a third-party vulnerability scanner to ensure that patches are deployed to all assets and that they completely mitigate any associated vulnerabilities. All patching for third-party software is done in a zero-downtime manner using the same deployment framework and process used for patching and upgrading our own software. Servers are removed from the respective traffic pool, updated				

TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
	and rebooted, and then the applications are verified and tested on each individual node before that node gets put back into the pool. Our deployment scripts for third-party software products are designed to immediately stop and avoid updating any additional nodes if the upgrade and reboot process fails on any individual node. This whole process is 100% automated and handled via our deployment environment.				

TEC #	Service Level Requirements	Yes	Customization Required	No	Alternate
TEC-010	A. Describe how the scheduled system maintenance will accommodate NGPC peak seasons. (See Section IX.D)	X			
Section VIII.H	Bidder Response: The development team consistently performs load testing and runs performance scripts. In addition, the IT department constantly monitors load on the system to assure maximum performance for all users. NIC is always looking at solutions to help enhance user experience during high peak times. We understand the importance of having transactions process in a quick and efficient manner for customers. System performance, optimal load times and responsiveness are key to NIC's reputation and is taken very seriously by all NIC employees. We understand the poor experience a customer would receive upon a system crash. We take every measure to prepare for and avoid these situations. NIC schedules maintenance windows during non-peak times and if an update is necessary to OneOutdoor that requires a maintenance window during a peak NGPC season, NIC will work with NGPC to appropriately schedule the needed maintenance. We actively assess solutions to assist with peak performance times. There are third party systems/plug ins that can be utilized to manage system load during high peak times.				

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: NIC will implement a communication plan that will include a process for notifying NGPC regarding system outages. NIC will notify NGPC whenever any single outage or combination of outages lasts or is anticipated to last for a period of time greater than 15 minutes per 24-hour period. NIC will provide an explanation of the problem causing the outage(s) and provide an estimate of when the system will be back online.				

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: NIC continuously monitors OneOutdoor systems to ensure the availability of all services. The OneOutdoor system's ongoing maintenance program includes promptly addressing any defects discovered during the operation of our proposed solution. Defects include issues with the software, issues with the hosting environment, issues identified by third party vendors, discovered by our staff through testing and monitoring activities, reported by our government partners, or reported by users. A telephone hotline is available 24/7/365 to respond to critical and emergency issues. NIC resources will engage both functionally and hierarchically to ensure appropriate prioritization and handling of the issue. Communication is key from the onset of an incident/issue to ensure both awareness and continuous updates on the status and progress in solving an issue. Regardless of the type of defect and the source of discovery, all issues related to defects are tracked in ServiceNow, our IT Service Management (ITSM) tool, where they are routed to the appropriate teams for resolution. Throughout the resolution process, NIC will provide access to the ITSM to provide visibility to stakeholders. NGPC staff will have the ability to submit issues for resolution directly into ServiceNow, provide feedback and comments, and have full visibility to issue status. All support issues that are escalated above the Tier 1 level are captured and tracked in ServiceNow.				

TEC #	Issue Resolution	Yes	Customization Required	No	Alternate
	NIC utilizes Statuspage.io for incident reporting and communications. Statuspage.io enables NGPC staff to self-subscribe for incident alerting and select options for email and/or SMS communications. In addition, historical system availability is readily available. Following any major incident, an incident report will be posted and available for NGPC staff on Statuspage.io for review within 5 business days of the incident.				

TEC #	Resolution of customer print issues	Yes	Customization Required	No	Alternate
TEC-013	B. Describe how the system ensures accurate printing of customer purchases.	X			
Section VIII.L	Bidder Response: The OneOutdoor system is built to provide many of its privileges as customer printable documents, for the ease and convenience of not only your customers but NGPC staff and agents as well. For these privileges, OneOutdoor ensures that NGPC has complete control over how the privilege appears and how it is printed. For any privileges that the State would like fulfilled via fulfillment services and mailed directly to the customer, those are also supported by OneOutdoor through a report that will be provided to NGPC's fulfillment center providing the necessary information to print and mail the privileges. If inaccuracies are discovered in any printed documents, NIC will investigate the root cause, correct it, and provide a report of any other documents/customer profiles that experienced a similar issue in order to allow for printing correction.				

TEC #	Service Support Communication	Yes	Customization Required	No	Alternate
TEC-014	A. Describe your communication support options to include, but not limited to, the following: 1. Telephone help 2. Email	X			

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TEC #	Service Support Communication	Yes	Customization Required	No	Alternate
Section VIII.M	3. AI Chat Bot 4. Help text with hyperlinks				
	Bidder Response: 1. Telephone Help – The call center offers Tier 1 customer support 24x7x365. The call center is the initial point of contact for users who require OneOutdoor assistance. The call center offers product and technical support on a range of issues including system navigation, licensing questions, license status inquires, payment problems, information requests, application support issues, and Telesales support. Call center agents are equipped to handle all possible communications channels, including phone and email, also chat and social media, if desired. The call center is a critical support component in NIC's comprehensive OneOutdoor support strategy, and as such, this subcontractor plays a critical role throughout the life of the contract to ensure NGPC and citizens of the State of Nebraska are provided with a fast, friendly and knowledgeable support team. 2. Email - The call center provides email support for Tier 1 issues as needed. Email communication is also utilized to send outage notifications and notification of system maintenance activities. 3. Chatbot – AI Chatbot functionality does not yet exist in the OneOutdoor system, however NIC will work with NGPC during Implementation to document the requirements in order to develop this functionality and enhance the OneOutdoor system. NIC provides this functionality for many services in several states and believes it would be a value-added service to help provide real-time customer support, upsell opportunities, and Q&A capabilities as users are interacting with the OneOutdoor platform. For example, NIC's chatbot, in Mississippi can direct customers to the appropriate state agency, send a link to an applicable online service, and even help walk a customer through their online payment. 4. Help Text with Hyperlinks - To best accommodate our customers and enhance the support experience, NIC has moved all system documentation to an all online platform in order to maintain up-to-date information at all times for all users and be able to provide hyperlink functionality for usability and easy navigation to related content. Users who are logged into the system can then simply click on their name in the upper right-hand corner of the screen and choose 'Online Help'. *This will bring up a menu of help options <u>specific to their role</u> in the system*. For example, agent users will have different options in their help menu than customers and administrative users. Once in the 'Online Help' module, there are a couple of ways to quickly find information. Using the search bar at the top of the screen, a user can search for a specific topic by entering key phrases or words in the search bar. In addition, the user can navigate the help menu in the left- hand navigation bar to search for help content by topic.				

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Requirements Traceability Matrix (RTM)
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TEC #	Data Repository Facilities	Yes	Customization Required	No	Alternate
TEC-015	A. Describe the system's data storage, replication, and backup services.	X			
	Bidder Response: NIC One Outdoor uses Amazon S3 to provides a highly durable storage infrastructure designed for mission-critical and primary data storage. Objects are redundantly stored on multiple devices across multiple facilities within a region. The solution's database is deployed in at least two AWS regions using an Amazon RDS. Each region contains a fully replicated instance of the database. Continuous data replication between the regions ensures that the databases remain synchronized. RDS takes a full image of each region's database at least once a day Amazon Relational Database Service (RDS) automatically manages the database patching, backups, and point-in-time recovery. This service makes it possible to recover data from any second in time over a three-day period. NIC manages the backup of database objects and AWS handles the backup of all other solution-related data.				
Section VIII.Q	B. Indicate location of all data repository facilities, hardware, and software.	X			
	Bidder Response: NIC's OneOutdoor solution is a cloud-first designed suite of applications that are fully hosted in the AWS cloud. The OneOutdoor solution is constructed as a traditional Web Application with a web layer and database layer. Several AWS PaaS and SaaS components are utilized in the hosting of the application including but not limited to S3, Glacier, EBS, EC2, Route 53, Elastic Load Balancing, RDS and Cloud Formation. Additionally, OneOutdoor utilizes Jaspersoft for reporting capabilities which are also hosted in AWS. The Jaspersoft reporting software is deployed independent of the web application and utilizes a separate reporting database. Finally, OneOutdoor makes use of the Micro Services Platform which is fully hosted in AWS. Several AWS PaaS and SaaS components are utilized in the hosting of OneOutdoor including but not limited to AWS API Gateway, Cloud Front, Cloud Trails, and Cloud Watch. NIC will utilize AWS and these third parties to perform maintenance on their SaaS, PaaS, and IaaS solutions.				

TEC #	Security Plan	Yes	Customization Required	No	Alternate
TEC-016	A. Provide a draft security plan.	X			
Section VIII.S	Bidder Response: We have included a copy NIC's draft security plan in *NIC Attachment C* in the NIC Technical Response file.				

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: NIC has included a draft transition plan for NGPC in *NIC Attachment D* in the NIC Technical Response file. SUCCESSFUL DATA MIGRATION EXAMPLE NIC has successfully migrated data from other state systems such as Pennsylvania, Illinois, and Wisconsin as part of our implementation approach. For example, Table 2 shows describes that after NIC was awarded the Wisconsin wildlife licensing contract, we successfully migrated the data from an incumbent vendor's legacy system with little to no assistance. The scope of this migration speaks to NIC's proven ability to successfully disentangle a complex system from an incumbent, while simultaneously delivering a comprehensive enterprise solution.				

Attachment B

Requirements Traceability Matrix (RTM)
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TEC #	Data Migration and Transition Services	Yes	Customization Required	No	Alternate
	Table 1: NIC Data Migration Experience Example EXPERIENCE MIGRATING FROM EXISTING SYSTEMS After award of Wisconsin Go Wild wildlife system, NIC successfully migrated the largest-volume state wildlife license system (*according to the 2016 US Fish and Wildlife Service records*) from an incumbent. Key migration data includes: ▪ **100% of required data** from legacy hunting and fishing system and Vehicle Registration System (VRS), dating back to 1998 ▪ **80 million orders/transactions** ▪ **7,319,475 customer accounts** ▪ **3,500 agent accounts** from all agent locations				

TEC #	Project Timeline	Yes	Customization Required	No	Alternate
TEC-018 **Section IX.C**	A. Provide a draft schedule of work outlining the project timeline.	X			
	Bidder Response: NIC has included a draft schedule of work in *NIC Attachment E* in the NIC Technical Response file.				

TEC #	Design Phase	Yes	Customization Required	No	Alternate
TEC-019 **Section IX.E**	A. Provide a draft design plan.	X			
	Bidder Response: NIC will collaborate with stakeholders to conduct in-depth reviews of legacy processes and the detailed requirements provided by NGPC. The goal of these meetings is to understand the business processes, outline new workflow efficiencies, and document the desired end-state of NGPC business. NIC will provide detailed system diagrams, database structures, and prototype documentation of the OneOutdoor platform and how this solution will be configured to reach the stated goals.				

TEC #	Design Phase	Yes	Customization Required	No	Alternate

The key topics or functional areas are identified and prioritized by NGPC while NIC provides the product and analysis experts to conduct the interviews and document the findings. Outputs from these sessions are delivered to the appropriate group for action and include new development requirements, system configuration enhancements, product configuration updates, and/or future roadmap features which require further analysis.

Output from these sessions include the following:

- **Product Mock-ups** provide documented, functional visibility into how new functionality will be deployed within the OneOutdoor platform. Mockups are delivered via demonstration.
- **Business Requirements Documents (BRDs)** describe the system inputs, outline the business workflow, define process boundaries, note process exceptions, and detail the process outputs.
- **System Requirements Documents (SRDs)** outline the technical requirements for product functionality and provide the development unit with guidance on the data requirements and requirements for integration with other components and systems.
- **Workflow Diagrams** provide graphical descriptions of the functional activities needed to complete NGPC business tasks and/or to fulfill regulatory requirements.

All of the above will require formal documentation in the project documentation repository and formal approval by NGPC.

SYSTEM DESIGN STRATEGY

The OneOutdoor solution simplifies complex tasks for end users and creates efficiencies for the government and third parties, such as agency administrative users and agents. By employing user-centered design techniques and an iterative Agile development methodology, NIC will deliver a solution that ultimately minimizes training due to the User Experience (UX) principles and techniques utilized within our Agile development approach. This approach ensures that the solution

TEC #	Design Phase	Yes	Customization Required	No	Alternate
	accounts for the competencies of the users: what they need, what they value, their abilities, and their limitations. We will work closely with the NGPC on our UX approach to account for the specific business goals and objectives of the agency. PROJECT MANAGEMENT ACTIVITIES Project Management plans are maintained and updated throughout the *Design/Explore* phase. NIC PMs will collaborate with the NGPC PM and stakeholders to update and deliver the following NIC-standard plans for upcoming *Delivery* Phase activities: Test Management Plan, Data Migration Plan, Training Plan, Branding and Marketing Plan, and the Go-Live Transition Plan A ***Test Management Plan*** is developed in this phase that will define the techniques used in unit testing, regression testing, system testing, and user acceptance testing. Detailed plans are provided to NGPC with resource identification to include personnel, hardware, tools, etc. are included and problem reporting, management, and tracking are also detailed in the plan. ***Data Migration Plan***: A comprehensive conversion strategy is developed for each functional area separately as conversion is unique to each area and often requires different conversion requirements by area. NIC understands the need for detailed scrutiny around conversion plans in order to ensure that all details that are unique to Nebraska are encompassed and will be successfully converted during implementation. ***Training Plan***: Training on all business processes and system functionality is managed by the NIC OneOutdoor product management group. As owners of the product roadmap, they are responsible for ensuring that all training material is current and includes all product functionality. Training activities are typically scheduled as close to the Go-Live transition period as possible to minimize potential lag between training and actual use of the system. NIC's professional services and product management teams will put together a thorough training plan and schedule for all stakeholders. NIC will work with NGPC to develop a mutually agreed upon schedule to conduct NGPC and License Sale Vendor training. If COVID-19 restrictions impede the ability for an onsite presence, NIC uses various tools to provide remote training sessions, track participants, and facilitate answers to questions. Online training sessions will consist of videos, training documents, and interactive chatting provided for agency staff and License Sale Vendor locations. NIC will provide NGPC staff an approved training calendar that covers complete web-training sessions to accommodate the fluctuating schedule				

TEC #	Design Phase	Yes	Customization Required	No	Alternate
	/ availability of agency staff. Attendees will have the ability to register for training sessions online. NIC will track and manage web training sessions and attendance. ***Branding and Marketing Plan***: Consistent branding is another important component of system design that is taken very seriously by NIC. We help our partners create strong, memorable consumer brands for outdoor licensing systems. Our experience in Wisconsin clearly shows that customer pride in state natural resources grew when the state's outdoor licensing solution moved away from an unbranded, sterile, and unattractively designed platform. NIC worked closely with the Wisconsin Department of Natural Resources (DNR) to develop a unique brand for the state's licensing solution, and the resulting Go Wild brand for the licensing system has struck a chord with sportsmen and sportswomen throughout the state. By leveraging a series of images of people hunting, fishing, snowmobiling, and boating as part of the brand, Go Wild has become more than just the name of Wisconsin's system – it's also turned into the DNR's rallying cry to encourage more people to get outside and do what they love. In Pennsylvania, we developed the HuntFishPA consumer brand for the Commonwealth's licensing system, and citizen feedback following the launch in mid-January has been uniformly positive – which has certainly contributed to stellar year-over-year transaction and agency revenue gains for January and February 2021. In the first 30 days since launch, the new HuntFishPA brand helped inform several targeted R3 initiatives that have driven transactions up 60% over the same period in 2020 and generated $755,000 in incremental statutory revenue. NIC is confident we can execute a similar branded approach for South Carolina and deliver similar transaction gains by developing a product identity for NGPC's system that forges deep connections with your customers.				

TEC #	Design Phase	Yes	Customization Required	No	Alternate
	Transition Plan: NIC will cutover from the existing system to the new system by scheduling a data freeze on the current system, migrating the existing data utilizing scripts and then reconfiguring DNS to point to the NIC OneOutdoor solution. NIC will work with NGPC to develop a mutually agreeable schedule for transition to execute transition and cutover plans and initiate production support processes for a fully live state for Nebraska's OneOutdoor system.				

TEC #	Project Manager Certification	Yes	Customization Required	No	Alternate
TEC-020 **Section IX.G**	A. Is the project manager PMP certified?	X			
	Bidder Response: Yes, the OneOutdoor project manager, Sam Barnes, is PMP certified.				

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: The OneOutdoor platform is a fully functioning product which is constantly growing and evolving and is delivered seamlessly to the customer. NIC's testing process utilizes multiple layers including unit, system, regression and performance testing for new system functionality and upgrades during and after implementation. During the Design Phase, a Test Management Plan is developed in this phase that will define the techniques used in unit testing, regression testing, system testing, and user acceptance testing. Detailed plans are provided to NGPC with resource identification to include personnel, hardware, tools, etc. are included and problem reporting, management, and tracking are also detailed in the plan. Our Quality Management philosophy provides program-wide activity that is conducted to ensure that all systems function as designed and that all business rules, regulations, and statutory laws are configured to the customer's specifications. Activities guided by our Quality Management practices include system testing, reporting, functional testing, and user				

TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
	acceptance testing. NIC quality management practices govern all testing including functional testing, regression testing, system testing, automated testing, etc. Detailed testing plans are developed and provided for staff to use as a guide to test all features and functions and provide feedback to NIC regarding the outcomes of all scenarios tested. The NIC team will test all functionality prior to providing test scenarios to NGPC staff for testing to reduce the amount of testing effort required by NGPC staff. Prior to NGPC testing activities, system training will be conducted with NGPC staff to prepare them for testing and UAT activities. Feedback collected during the system training and testing activities will be groomed for inclusion in the upcoming development and configuration work. As part of our standard Software Development Life Cycle (SDLC) and project methodology, all system updates and customizations will trigger updates to system documentation and test plans. All testing requirements will be observed and performed throughout this to ensure that the new system performs as expected by the NGPC. Further outlined below is NIC's testing approach on how test cases are developed and the detailed testing process that is a part of our testing layers. The testing activities encompass all of the below in order to ensure project success: **Test Cases** ◈ The use of Personally Identifiable Information (PII) from production will not be permitted. ◈ Testers will look for existing test cases common to the system to be reused when applicable. ◈ Test cases will be written for each applicable task/story when the business needs require it. ◈ Test cases will be updated and maintained when new tasks update the previously tested requirements. ◈ Test cases will declare the purpose of the test, so that whoever runs the test will know what it is accomplishing. ◈ Test cases will declare a series of preconditions (when applicable), so that whoever runs the test will know what is needed to execute the test. ◈ Test cases will be executed when testing lower environments. ◈ Test evidence will be captured and attached to the test execution and the tested task. User acceptance testing includes the testing of new features, enhancements, upgrades, and bug fixes that come through the pipeline. This testing will be based on the positive and negative testing of the acceptance criteria.				

Attachment B

Requirements Traceability Matrix (RTM)
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TEC #	User Acceptance Testing (UAT)	Yes	Customization Required	No	Alternate
TEC-022 Section IX.H	B. Describe system performance load and stress testing.	X			
	Bidder Response: Performance testing addresses two primary concerns: application response time, and the ability to process transaction volumes. NIC uses industry-standard tools to conduct performance testing and we take a cross-functional approach to interpret the results, and to address any issues with the application software and the run-time environment. Because OneOutdoor is a SaaS solution, it is capable of handling spikes in demand. Regular performance tests, scripts, and load testing for concurrent users are performed on a routine schedule to ensure scalability. The OneOutdoor system is continually monitored for availability and performance. During peak times AWS will automatically scale out to handle the load. The system is load tested with up to 10,000 concurrent users no ensure and average of less than 5 seconds response times. The development team consistently performs load testing and runs performance scripts. In addition, the IT dept constantly monitors load on the system to assure maximum performance for all users. NIC is always looking at solutions to help enhance user experience during high peak times. We understand the importance of having transactions process in a quick and efficient manner for customers. System performance, optimal load times and responsiveness are key to NIC's reputation and is taken very seriously by all NIC employees. We understand the poor experience a customer would receive upon a system crash. We take every measure to prepare for and avoid these situations. We actively assess solutions to assist with peak performance times. There are third party systems/plug ins that can be utilized to manage system load during high peak times.				

Attachment B

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

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: During go-live the incumbent system is replaced with the fully configured OneOutdoor solution. Go-live activities will be fully detailed in the transition plan and executed as planned. The sequence of the events is fully scripted and rehearsed leading up to the actual date. The primary activity during this plan is the final migration of legacy data into the OneOutdoor solution, verification of the system, and turning off the legacy system. Most go-lives require 48 to 72 hours to accommodate all activities involved from all stakeholders. All teams are fully engaged around the clock via a war room environment and in constant contact via various collaboration mechanisms including Zoom, Slack, and phone. Upon exit of go-live, NIC Support is fully engaged and monitoring system availability, social media, and the 24x7 ticketing system. All critical issues are triaged on-the-spot either via technical, professional services, or support resources. NIC has successfully migrated data from other state systems as part of our implementation approach. For example, after NIC was awarded the Wisconsin wildlife licensing contract, we successfully migrated the data from an incumbent vendor's legacy system with little to no assistance. The scope of this migration speaks to NIC's proven ability to successfully disentangle a complex system from an incumbent, while simultaneously delivering a comprehensive enterprise solution. Prior to the end of the contract, NIC will meet with NGPC to establish and execute an exit strategy/transition out plan and will work hand in hand with NGPC staff to ensure smooth and uneventful transition from the OneOutdoor system. NIC has enacted and supported disentanglement plans for contracts that have run their course and transitioned to the state, local partner, or a third party. In such situations, each element is documented as required (e.g., network topology, system architecture, maintenance/support procedures, etc.) and the proper steps are reviewed with the personnel who absorb those responsibilities. The following outline provides a general guideline for the areas that would have to be addressed in the event that such a plan is needed. This outline is basic in its form and is intended to exemplify a starting point. If desired, NIC will commit to deliver a more detailed plan in a mutually agreed-upon timeframe during the first several months after contract award.				

TEC #	End of contract provisions	Yes	Customization Required	No	Alternate
	A Transition Out Plan will include at a minimum: ◈ Issues that need to be addressed during a transition out period ◈ Contractor roles and responsibilities as they relate to contract functions, including the role of key personnel and subcontractors ◈ State roles and responsibilities as they relate to contract functions ◈ Additional stakeholder roles and responsibilities as they relate to the transition of contract functions ◈ An outline of key milestones during the transition out period ◈ An outline of procedures to be followed during the transition out period ◈ The method of identifying, documenting, and transferring assets within 30 days of contract termination (including all state records, applications, data files, agreements, working papers, and operational documentation) developed during the course of the contract that are subject to the Transition Out Plan - File format and structure will be in an NGPC-accepted format and will meet data security standards ◈ A contact point and procedures for managing problems or issues during the transition out period ◈ Contractor's continued compensation for operating the system during the transition out period ◈ A plan and process for addressing disengaging Software as a Service (SaaS) applications without disruption until such time that the transition out plan is finalized				

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: Prior to the end of the contract, NIC will meet with NGPC to establish and execute an exit strategy/transition out plan and will work hand in hand with NGPC staff to ensure smooth and uneventful transition from the OneOutdoor system. NIC has enacted and supported disentanglement plans for contracts that have run their course and transitioned to the state, local partner, or a third party. In such situations, each element is documented as required (e.g., network topology,				

TEC #	End of contract provisions	Yes	Customization Required	No	Alternate
	system architecture, maintenance/support procedures, etc.) and the proper steps are reviewed with the personnel who absorb those responsibilities. The following outline provides a general guideline for the areas that would have to be addressed in the event that such a plan is needed. This outline is basic in its form and is intended to exemplify a starting point. If desired, NIC will commit to deliver a more detailed plan in a mutually agreed-upon timeframe during the first several months after contract award. A Transition Out Plan will include at a minimum: ◆ Issues that need to be addressed during a transition out period ◆ Contractor roles and responsibilities as they relate to contract functions, including the role of key personnel and subcontractors ◆ State roles and responsibilities as they relate to contract functions ◆ Additional stakeholder roles and responsibilities as they relate to the transition of contract functions ◆ An outline of key milestones during the transition out period ◆ An outline of procedures to be followed during the transition out period ◆ The method of identifying, documenting, and transferring assets (including all state records, applications, data files, agreements, working papers, and operational documentation) developed during the course of the contract that are subject to the Transition Out Plan ◆ A contact point and procedures for managing problems or issues during the transition out period ◆ Contractor compensation during transition out periods ◆ A plan and process for addressing disengaging Software as a Service (SaaS) applications				

Completed Attachment C: Financial Requirements

NIC has provided a response to each requirement in Attachment C beginning on the page immediately following.

Attachment C

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

Bidder Name: __NICUSA, Inc.______________

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.

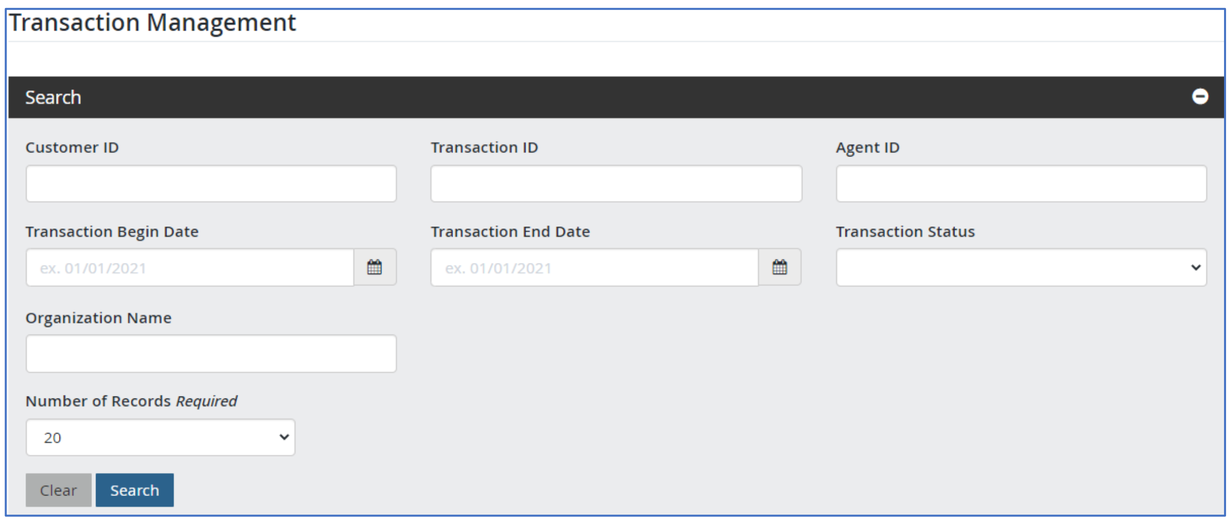
FIN #	Refund and Void	Yes	Customization Required	No	Alternate
FIN-001 **Section VII.C, VII.F.1, VII.G.3**	A. Describe the system's refund and void process.	X			
	Bidder Response: OneOutdoor is fully integrated with the NIC payment processing system, NIC Payment Platform. When a transaction is voided or refunded in OneOutdoor, the appropriate refunds are also generated by the payment processing system and will be sent to the state's payment provider. All refunds are made on the original method of payments. The NIC Payment Platform is PCI compliant and is capable of processing refunds up to 12 months from the date of the original transaction if the current Merchant allows. The NIC Payment Platform was designed to return funds back onto the originating credit card. The NIC Payment Platform will utilize a token and not store any credit card numbers in OneOutdoor or the NIC Payment Platform. When an item needs to be returned the token is sent to the state's processor who uses this to match it to the credit card number and return the funds. NGPC or NIC staff can utilize the administrative tools to look up a transaction and mark it for return directly, utilizing only transaction information and data.				

FIN #	Refund and Void	Yes	Customization Required	No	Alternate

If the transaction was performed via cash, check, or Money Order, at the agent location, then the agent would process the refund or void the transaction on OneOutdoor. These voids will be processed appropriately on the agent's weekly sweeps to adjust the net agent sweep amounts.

The OneOutdoor system tracks and stores all transactions using the Transactions Management Module. This module can then be used by authorized NGPC personnel to search transactions or make updates to transactions (inactivate or void lines) as needed. To void a transaction the agent would first access the Transaction Management module from the Administrative Dashboard and perform a search for the transaction by entering the Customer ID, transaction ID, date of the transaction, status of the transaction, organization that completed the transaction, etc. as seen in Figure 1:

Figure 1: Transaction Management Search Functionality



Once the customer completes the search, the system will provide a listing of search results is shown in Figure 2:

Figure 2: Transaction Management Search Functionality Results

Transaction Search Results

Transaction ID	Customer ID	Agent ID	Clerk	Total Price	Transaction Date	Transaction Status
1351	064-389-158 - James Instuctor	4119 - Online Sales Agent		$60.00	6/11/2021 10:14:00 AM	Complete
1350	064-389-158 - James Instuctor	4119 - Online Sales Agent		$60.00	6/11/2021 10:12:59 AM	Incomplete
1349	064-389-158 - James Instuctor	4119 - Online Sales Agent		$60.00	6/11/2021 10:11:58 AM	Incomplete
1348	094-694-387 - Joe Junior	4119 - Online Sales Agent		$11.50	6/10/2021 9:35:06 PM	Complete

From the listing of transactions received from the search, the agent can click on the Transaction ID to view the details of the transaction, as shown in the Figure 3:

Attachment C

Requirements Traceability Matrix (RTM)
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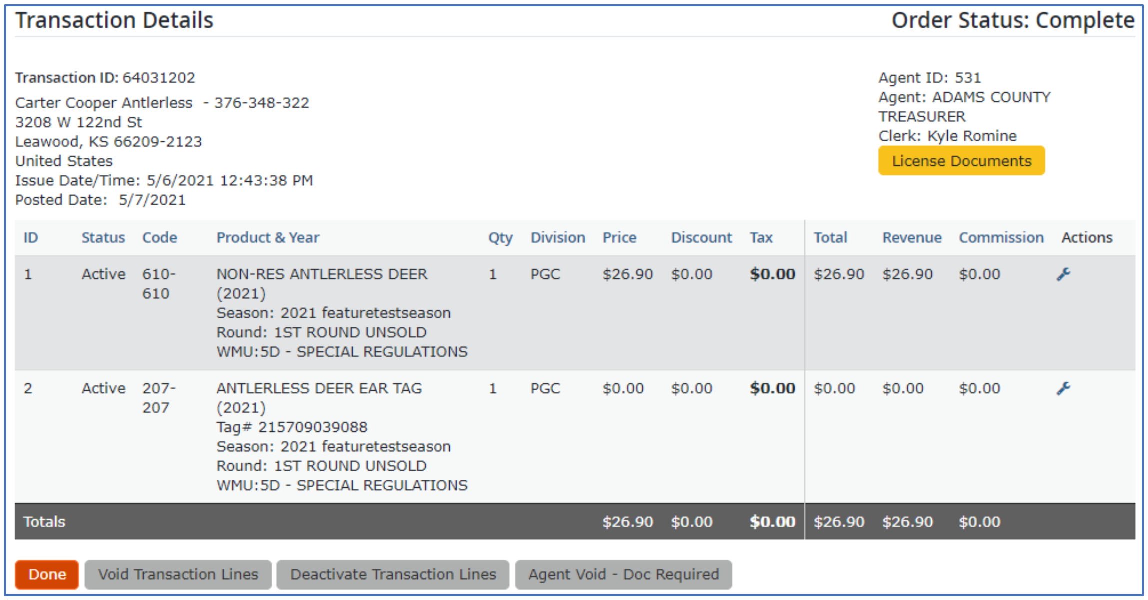
Figure 3: Details of a Specific Transaction



Transaction Details — Order Status: Complete

Transaction ID: 64031202
Carter Cooper Antlerless - 376-348-322
3208 W 122nd St
Leawood, KS 66209-2123
United States
Issue Date/Time: 5/6/2021 12:43:38 PM
Posted Date: 5/7/2021

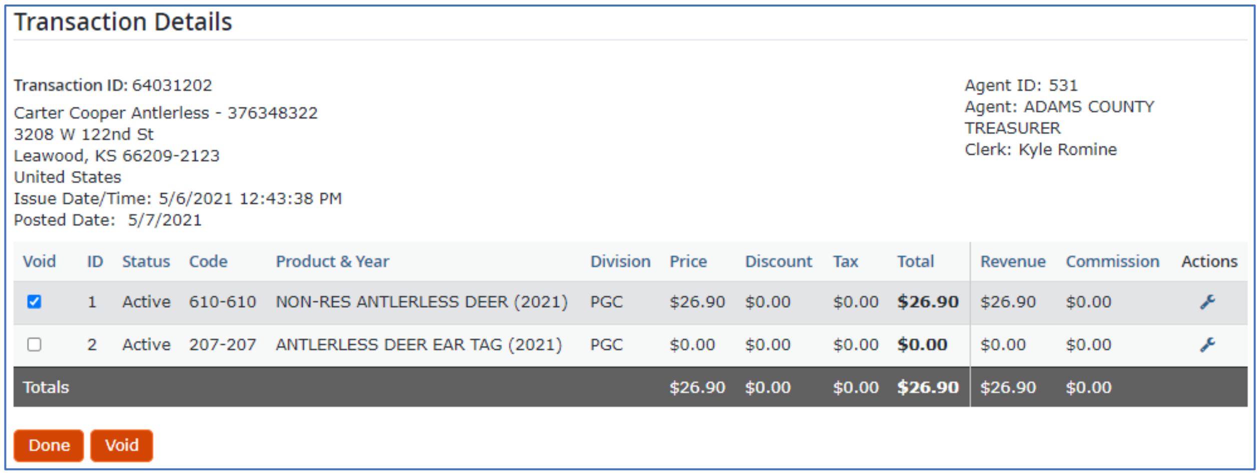
Agent ID: 531
Agent: ADAMS COUNTY TREASURER
Clerk: Kyle Romine
License Documents

ID	Status	Code	Product & Year	Qty	Division	Price	Discount	Tax	Total	Revenue	Commission	Actions
1	Active	610-610	NON-RES ANTLERLESS DEER (2021) Season: 2021 featuretestseason Round: 1ST ROUND UNSOLD WMU:5D - SPECIAL REGULATIONS	1	PGC	$26.90	$0.00	**$0.00**	$26.90	$26.90	$0.00	
2	Active	207-207	ANTLERLESS DEER EAR TAG (2021) Tag# 215709039088 Season: 2021 featuretestseason Round: 1ST ROUND UNSOLD WMU:5D - SPECIAL REGULATIONS	1	PGC	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	
Totals						$26.90	$0.00	**$0.00**	$26.90	$26.90	$0.00	

Done | Void Transaction Lines | Deactivate Transaction Lines | Agent Void - Doc Required

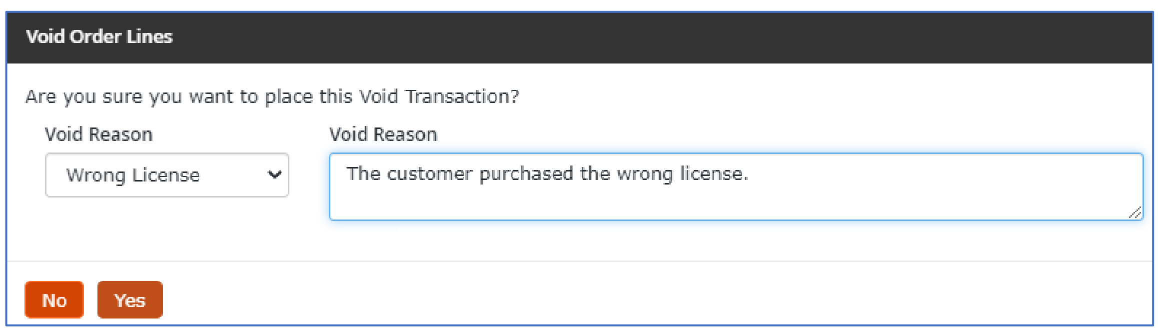
From this screen, the agent would click on the ‘Void Transaction Lines’ button shown above, which provides the listing of voidable transactions as shown below in Figure 4: (NGPC designates during product creation whether or not a product will be able to be voided, or not.)

Figure 4: Voidable Transaction Lines Listing



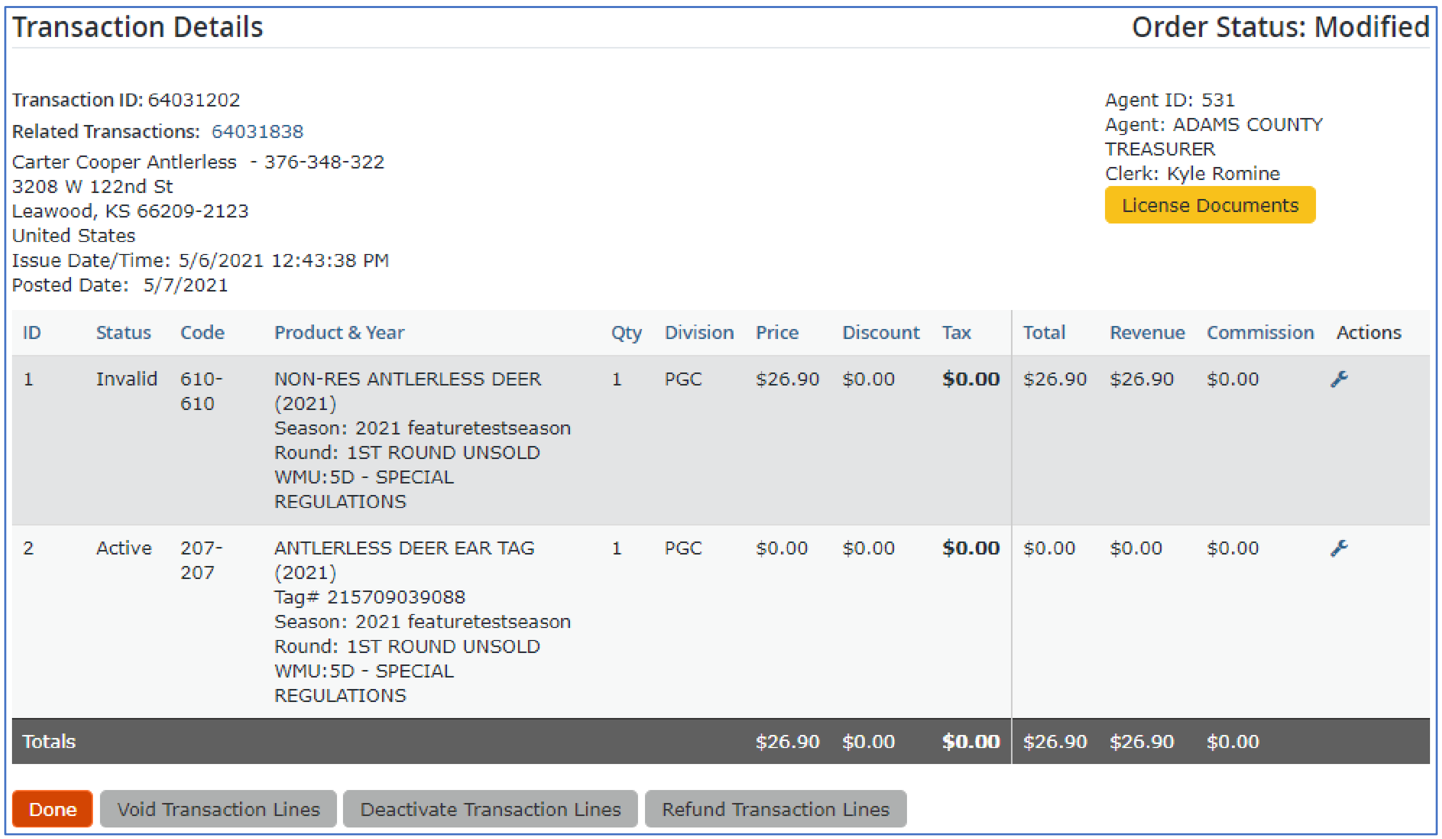
On the screen above, you can see that the agent has chosen to void the first line which is the completed Non-Res Antlerless Deer (2021) Permit transaction. The agent can choose all or just one transaction to void, as needed. They would then click on the 'Void' button to proceed. This brings them to the void confirmation screen as seen in Figure 5 below:

Figure 5: Void Confirmation Screen



FIN #	Refund and Void	Yes	Customization Required	No	Alternate
	The agent can choose from four different void reason options from the drop-down menu and would then click on the 'Yes' button to proceed with the void transaction. This changes the status of the voided transaction from 'Active' to 'Invalid' as shown in Figure 6:				

Figure 6: Confirmed Voided Transaction Screen



Transaction Details — Order Status: Modified

Transaction ID: 64031202
Related Transactions: 64031838
Carter Cooper Antlerless - 376-348-322
3208 W 122nd St
Leawood, KS 66209-2123
United States
Issue Date/Time: 5/6/2021 12:43:38 PM
Posted Date: 5/7/2021

Agent ID: 531
Agent: ADAMS COUNTY TREASURER
Clerk: Kyle Romine
License Documents

ID	Status	Code	Product & Year	Qty	Division	Price	Discount	Tax	Total	Revenue	Commission	Actions
1	Invalid	610-610	NON-RES ANTLERLESS DEER (2021) Season: 2021 featuretestseason Round: 1ST ROUND UNSOLD WMU:5D - SPECIAL REGULATIONS	1	PGC	$26.90	$0.00	**$0.00**	$26.90	$26.90	$0.00	
2	Active	207-207	ANTLERLESS DEER EAR TAG (2021) Tag# 215709039088 Season: 2021 featuretestseason Round: 1ST ROUND UNSOLD WMU:5D - SPECIAL REGULATIONS	1	PGC	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	
Totals						$26.90	$0.00	**$0.00**	$26.90	$26.90	$0.00	

Done | Void Transaction Lines | Deactivate Transaction Lines | Refund Transaction Lines

FIN #	Refund and Void	Yes	Customization Required	No	Alternate
	The user would finish the transaction by clicking ‘Done’ as shown above. The NIC Payment Platform provides accounting and funds disbursement and undergoes its own set of audits as required by regulatory bodies. Both OneOutdoor and the NIC Payment Platform have their own reports to reconcile the accounting and provide checks and balances. This makes financial data readily accessible to NGPC staff in varying report formats and querying options in order to perform process tasks and verify accuracy against other systems as necessary.				

Attachment C

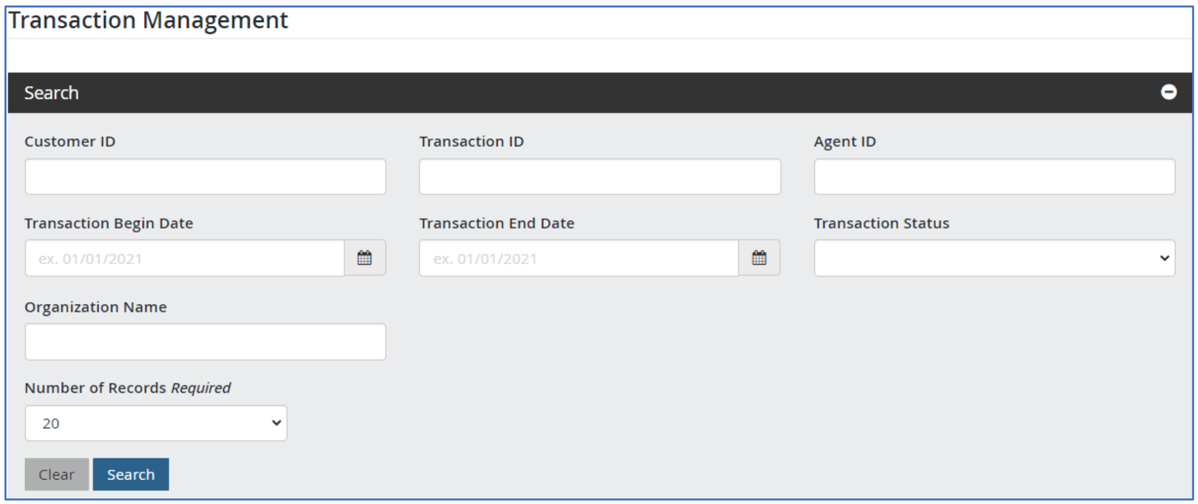
Requirements Traceability Matrix (RTM)

FIN #	Credit Card Reconciliations Process	Yes	Customization Required	No	Alternate
FIN-002	A. Describe the system's process to reconcile Credit Card transactions through the Public Website, Mobile, and Internal Agents.	X			
Section VII.E.2 VII.G.2	Bidder Response: All online sales done using Website, Mobile and internet agents go through and are recorded as a single Online agent in NIC OneOutdoor. While NIC OneOutdoor remains the system of records and sells the licenses, the NIC Payment Platform works behind the scenes for tracking payment processing and disbursement of the funds to the NGPC. Real-time reporting is built into both systems which is helpful for auditing purposes. The NIC OneOutdoor system will be the system of Sales, while our payment platform is the system of revenue collection; both systems generate periodic Sales and Revenue reports for periodic reviews and reconciliation activities. NIC OneOutdoor and the NIC Payment Platform provide separate reports to reconcile the accounting and provides checks and balances so the NGPC administrative staff will have all financial data readily accessible in varying report formats and to query to perform process tasks and verify accuracy against other systems. OneOutdoor supports workflows that are initiated and triggered by system events, including scheduled workflow actions. The systems have alerts built in for situations that may require additional resolution, such as an issue with transmitting an ACH file for sweeping license agents or connecting to external systems to submit financial data/transactions. NIC will provide any recurring reporting needed to NGPC in support of their audit needs and help NGPC staff to create any ad hoc reports in the system.				

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			

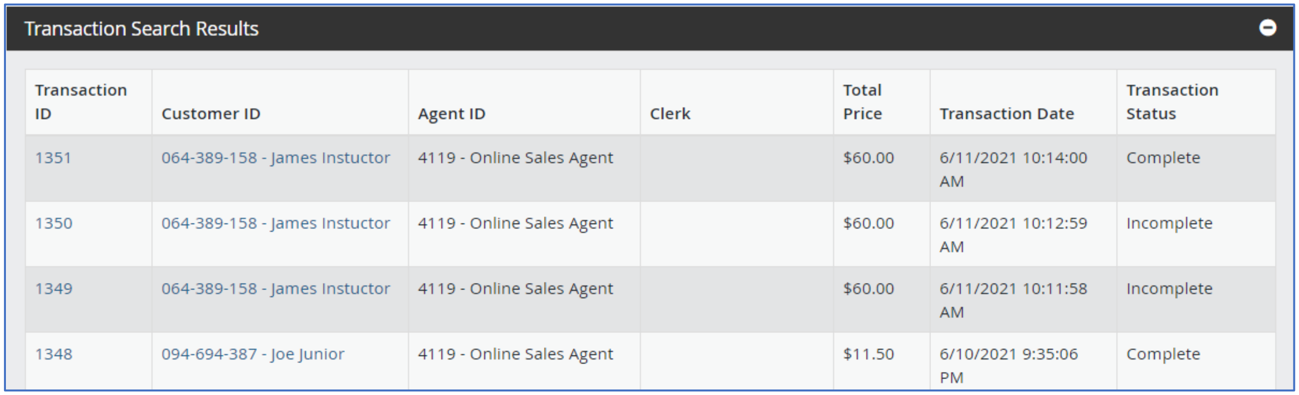
Bidder Response: Each transaction processed in NIC OneOutdoor is associated with product(s) sold, a unique customer and a unique agent. The OneOutdoor system provides an Administrative Dashboard from which the user can enter the Transaction Management Module to view or manage transactions and their history. Upon opening the Transaction Management Module, the search screen appears as shown in Figure 7 below:

Figure 7: Transaction Management Module Search Screen



The user would either populate one of the fields and click the 'Search' button or simply click the Search button to get all results. For example, if the user wants to see all transactions made by a particular agent, they would enter an agent ID and click 'Search', which would display a listing of transactions as shown in Figure 8 below:

Figure 8: Transaction Management Module Search Results

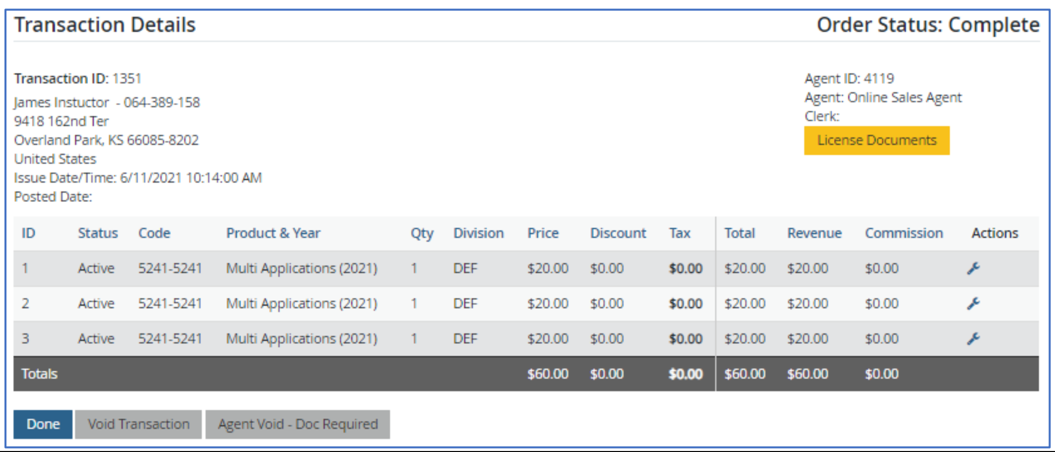


Transaction Search Results

Transaction ID	Customer ID	Agent ID	Clerk	Total Price	Transaction Date	Transaction Status
1351	064-389-158 - James Instuctor	4119 - Online Sales Agent		$60.00	6/11/2021 10:14:00 AM	Complete
1350	064-389-158 - James Instuctor	4119 - Online Sales Agent		$60.00	6/11/2021 10:12:59 AM	Incomplete
1349	064-389-158 - James Instuctor	4119 - Online Sales Agent		$60.00	6/11/2021 10:11:58 AM	Incomplete
1348	094-694-387 - Joe Junior	4119 - Online Sales Agent		$11.50	6/10/2021 9:35:06 PM	Complete

Once the transactions are displayed (see Figure 8 above), the administrative user can click on the transaction ID to see all information related to that specific transaction as depicted in Figure 9 below. By clicking on a specific transaction ID, the system will display the following:

Figure 9: Transaction Details Screen



Transaction Details
Order Status: Complete

Transaction ID: 1351
James Instuctor - 064-389-158
9418 162nd Ter
Overland Park, KS 66085-8202
United States
Issue Date/Time: 6/11/2021 10:14:00 AM
Posted Date:

Agent ID: 4119
Agent: Online Sales Agent
Clerk:
License Documents

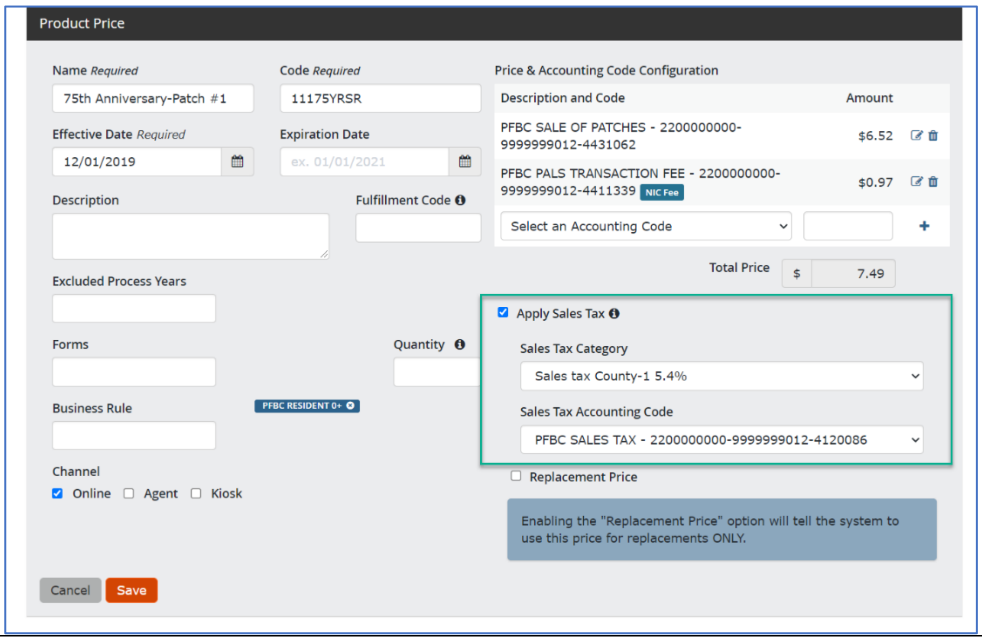
ID	Status	Code	Product & Year	Qty	Division	Price	Discount	Tax	Total	Revenue	Commission	Actions
1	Active	5241-5241	Multi Applications (2021)	1	DEF	$20.00	$0.00	**$0.00**	$20.00	$20.00	$0.00	
2	Active	5241-5241	Multi Applications (2021)	1	DEF	$20.00	$0.00	**$0.00**	$20.00	$20.00	$0.00	
3	Active	5241-5241	Multi Applications (2021)	1	DEF	$20.00	$0.00	**$0.00**	$20.00	$20.00	$0.00	
Totals						$60.00	$0.00	**$0.00**	$60.00	$60.00	$0.00	

Done | Void Transaction | Agent Void - Doc Required

	If NGPC finds that they have a regular need for any specific search, such as those listed here, NIC recommends that they set up a report that can be run from the canned reports list on the Administrative Dashboard by clicking the report name to quickly locate the needed information. NIC can set up any reports needed during implementation for NGPC, but reports can be created at any time a new one is needed using the Reports Module. The OneOutdoor system also provides an Administrative Data Dashboard on which administrative users can place a listing of canned reports and queries that can be run at any time, or create a new, custom query. Queries can be run on any combination of fields chosen by the user from the drop-down menus presented from any system module they would like included in the query results. Queries can be performed on an ad hoc basis using any number of and any combination of fields from the database, including sales transaction information, as needed. The OneOutdoor solution can also generate a wide variety of accounting code reports based on various criteria such as agents, commissions, time period, sweep periods, etc. Each report contains various parameters to ensure users can find the details they want to view. For example, using the Transaction Summary Report, a user can run a report for a particular date range, agent, and transactions for a particular agent. Users can create, display, print, and/or download reports. Reports can be exported to a variety of outputs, such as PDF, Excel, Rich Text format, Word, .csv, and XML. NIC will work with NGPC during design to be sure that all reports needed are developed and documented for NGPC, including, but not limited to the ability to perform the following functions: finance, reports, and replicated database reports, as described in the below subsections. NIC can help to develop any queries during system implementation that NGPC may want to run on a recurring basis.

FIN #	Sales and Lodging Tax	Yes	Customization Required	No	Alternate
FIN-004	A. Describe the system's ability to apply current sales and lodging tax rates.		X		
Section VII.F.12	Bidder Response: OneOutdoor can calculate the sales tax for online sales (unified sales tax rate) as depicted in Figure 10 below. OneOutdoor can also be customized to address needs of NGPC for managing differential sales rates applicable for a county or tax district. OneOutdoor can integrate with external third-party systems to get actual sales tax rates at the time of sales. The sales tax on products will be applied based on the agent's location, if applicable. NIC OneOutdoor can also be configured to apply differential tax rates based on the product category. Here is the OneOutdoor product pricing configuration enabling sales tax on a "merchandise" product.				

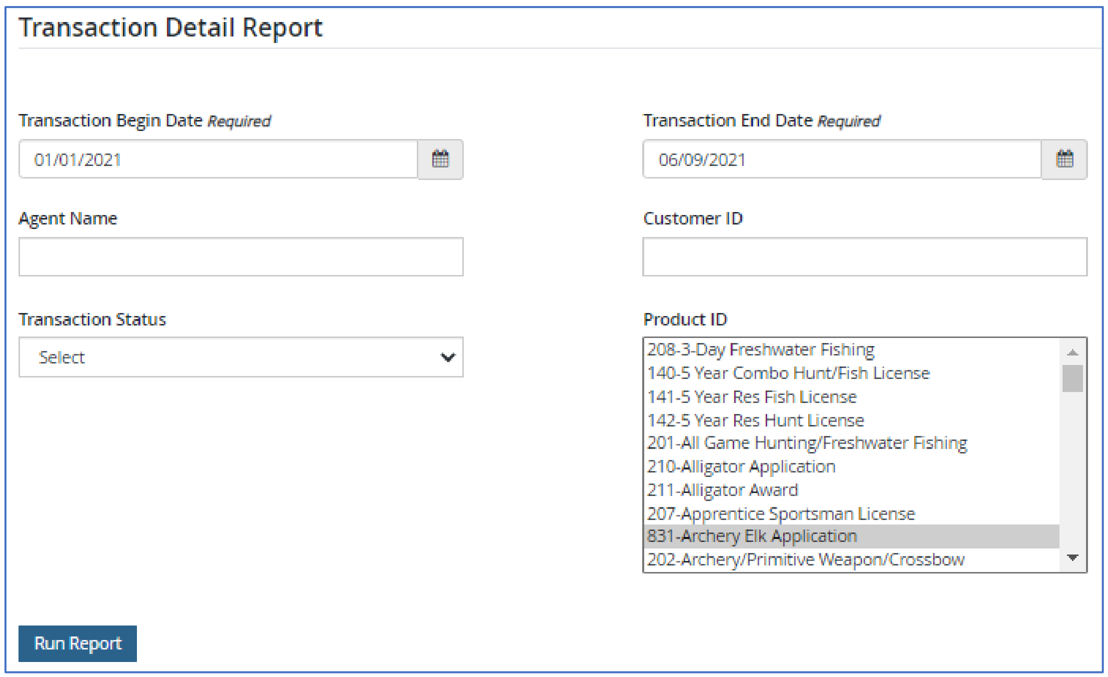
Figure 10: Tax Application Designation in Product Setup



FIN #	Report Print/Export	Yes	Customization Required	No	Alternate
FIN-005 **Section VII.F.13**	A. Describe the system's print/exporting functions and format.	X			

Bidder Response: OneOutdoor has a suite of standard reports built into the product for business reporting needs. These reports have various parameters that allow users to run reports on any necessary information. For example, using the Transaction Detail Report, a user can run a report for a particular date range, agent, and transactions for a particular agent to receive sales transaction information. The following screen shot in Figure 11 shows the Transaction Details Report execution screen; the user can choose a specific Product ID or Product IDs (by holding the Control key) to be included in the report:

Figure 11: Transaction Details Report Execution Screen



The following screen shot in Figure 12 shows an example of the executed report:

Figure 12: Executed Transaction Details Report

Transaction Detail Report

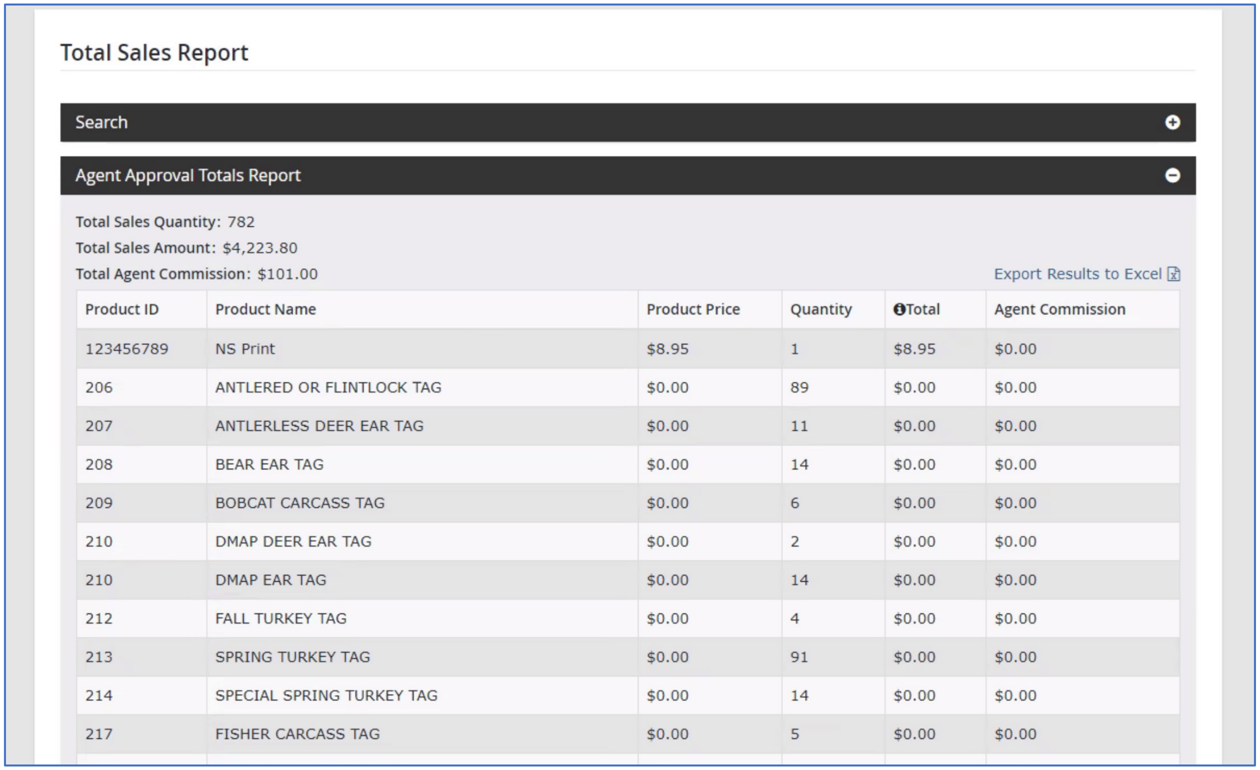
Transaction Begin Date	01/01/2021
Transaction End Date	06/09/2021
Agent	All
Customer ID	All
Commission	All
Transaction Status	All
Product IDs	831-Archery Elk Application

Transaction ID	Customer ID	Transaction Date and Time	Agent ID	Total Price	Transaction Status	OrderLine ID	Product Number	Product Name	Product Price	Sales Tax	
484	064389158 James Instuctor	03/16/2021 09:13:15	4119 Online Sales Agent	11.50	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
550	094694387 Joe Junior	03/19/2021 11:04:30	4119 Online Sales Agent	11.50	Complete	2	831	Archery Elk Application	11.97	0.00	PA C
583	487961336 James Multi	03/24/2021 04:49:38	4119 Online Sales Agent	11.50	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
913	835676644 Peter Elk	04/09/2021 01:28:41	4119 Online Sales Agent	11.50	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
915	116384934 Mandi Adams	04/09/2021 02:41:53	4119 Online Sales Agent	11.97	Modified	1	831	Archery Elk Application	11.97	0.00	PA C
916	116384934 Mandi Adams	04/09/2021 02:51:49	4119 Online Sales Agent	-11.97	Void	1	831	Archery Elk Application	11.97	0.00	PA C
917	116384934 Mandi Adams	04/09/2021 02:53:05	4119 Online Sales Agent	11.97	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
1045	800787921 James Walters	05/11/2021 11:48:52	4119 Online Sales Agent	11.97	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
1210	790231781 John Demo	05/27/2021 03:57:42	4119 Online Sales Agent	11.97	Complete	1	831	Archery Elk Application	11.97	0.00	PA C

The Outdoor implementation team will be there to help NGPC hit the ground running to build queries that will address your specific reporting needs and will ensure that all needed reports are created and ready to go for Day 1 such as the physical park permit book inventories sold, etc. With those queries in place, all NGPC would need to do to run a report is set your desired date parameters. Users can create reports by using drag-and-drop functionality and to create and run various queries.

Reports can be exported into a variety of outputs, such as PDF, Excel, Rich Text format, Word, .csv, and XML. For example, one of the reports is the Agent Sales Report shown in Figure 13 below. In this report, users are able to quickly query and interact with sales data in real-time for selected agent locations. All of the report data is easily exported for distribution or offline work.

Figure 13: Sales Report - On Screen Report



Total Sales Report

Search

Agent Approval Totals Report

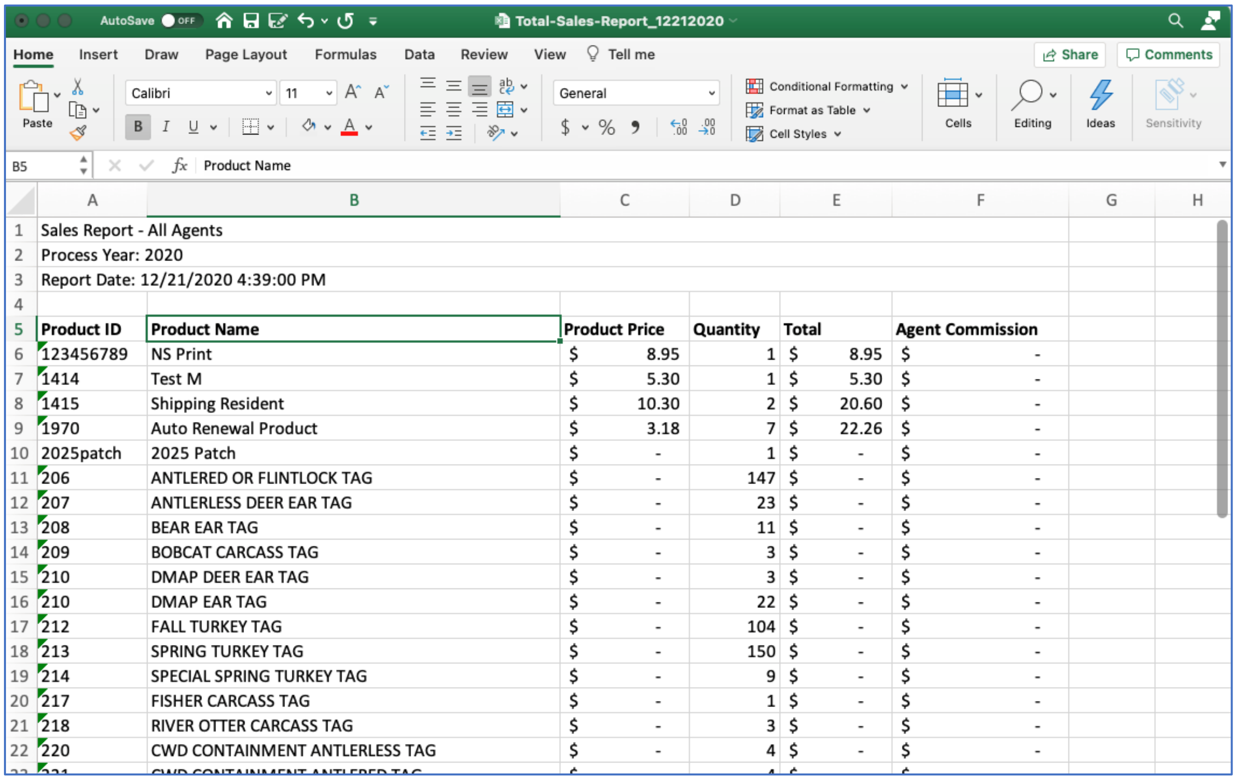
Total Sales Quantity: 782
Total Sales Amount: $4,223.80
Total Agent Commission: $101.00

Export Results to Excel

Product ID	Product Name	Product Price	Quantity	Total	Agent Commission
123456789	NS Print	$8.95	1	$8.95	$0.00
206	ANTLERED OR FLINTLOCK TAG	$0.00	89	$0.00	$0.00
207	ANTLERLESS DEER EAR TAG	$0.00	11	$0.00	$0.00
208	BEAR EAR TAG	$0.00	14	$0.00	$0.00
209	BOBCAT CARCASS TAG	$0.00	6	$0.00	$0.00
210	DMAP DEER EAR TAG	$0.00	2	$0.00	$0.00
210	DMAP EAR TAG	$0.00	14	$0.00	$0.00
212	FALL TURKEY TAG	$0.00	4	$0.00	$0.00
213	SPRING TURKEY TAG	$0.00	91	$0.00	$0.00
214	SPECIAL SPRING TURKEY TAG	$0.00	14	$0.00	$0.00
217	FISHER CARCASS TAG	$0.00	5	$0.00	$0.00

To export the report to Excel, the user would click the link in the top right-hand corner of the report results. Figure 14 below shows the output in Microsoft Excel after exporting:

Figure 14: Sales Report - Excel Report Output



Total-Sales-Report_12212020

Sales Report - All Agents
Process Year: 2020
Report Date: 12/21/2020 4:39:00 PM

Product ID	Product Name	Product Price	Quantity	Total	Agent Commission
123456789	NS Print	$ 8.95	1	$ 8.95	$ -
1414	Test M	$ 5.30	1	$ 5.30	$ -
1415	Shipping Resident	$ 10.30	2	$ 20.60	$ -
1970	Auto Renewal Product	$ 3.18	7	$ 22.26	$ -
2025patch	2025 Patch	$ -	1	$ -	$ -
206	ANTLERED OR FLINTLOCK TAG	$ -	147	$ -	$ -
207	ANTLERLESS DEER EAR TAG	$ -	23	$ -	$ -
208	BEAR EAR TAG	$ -	11	$ -	$ -
209	BOBCAT CARCASS TAG	$ -	3	$ -	$ -
210	DMAP DEER EAR TAG	$ -	3	$ -	$ -
210	DMAP EAR TAG	$ -	22	$ -	$ -
212	FALL TURKEY TAG	$ -	104	$ -	$ -
213	SPRING TURKEY TAG	$ -	150	$ -	$ -
214	SPECIAL SPRING TURKEY TAG	$ -	9	$ -	$ -
217	FISHER CARCASS TAG	$ -	1	$ -	$ -
218	RIVER OTTER CARCASS TAG	$ -	3	$ -	$ -
220	CWD CONTAINMENT ANTLERLESS TAG	$ -	4	$ -	$ -

The Reports Module is permission-based, so only users with the appropriate permissions will be able to view and run reports. Those privileges can be updated by NGPC Administrative users as necessary.

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: NIC understands that there are many reports needed to help run the business on a daily basis, such as daily accounting close out reports. OneOutdoor has a suite of standard reports built into the product to help with these functions that have various parameters to allow users to run reports on the desired information. The following screen shot in Figure 15 shows an excerpt from the Standard listing of reports in OneOutdoor:				

Figure 15: Excerpt from Standard Report Listing

	The full listing of standard reports ready to be executed includes 35 reports. The user would just click on the report name, specify any specific parameters needed and click 'Run Report'. The following is the full listing of reports: - Agent Bond Report - Agent Bond Risk Report - Agent Export Report - Agent Issue Tracker Report - Agent Locations Report - Agent Products Report - Agent Unusual Activity Report - Auto-Renewal Product Details Report - Auto-Renewal Purchases Report - Customer Export Report - Customer History Report - Customer License Application Report - Customer Null SSN Report - Customer Products Listing Report - Customer Suspended with Active Privilege Report - Customers Merged Report - Daily Sales Report - Drawing Report - Aggregate - EFT Validation Report - Form Data Report - Fulfilled By State Report - Harvest Summary Report - Last Five Process Years - License Reprint Report - License Scans Report - Monthly Sales Report - Non Fulfilled Orders Report - Online Sales Transactions Report - Possible Duplicate Customers Report - Product Details Report - Revenue code Daily Transaction Break up Report

- Revenue/Accounting Code Reporting
- Transaction Detail Report
- Transactions Report
- Weekly Sales Report
- Yearly Sales Report

Reports can be exported into a variety of outputs, such as PDF, Excel, Rich Text format, Word, .csv, and XML. The Reports Module is permission-based, so only users with the appropriate permissions will be able to view and run reports. Those permissions can be updated by an administrative user as necessary.

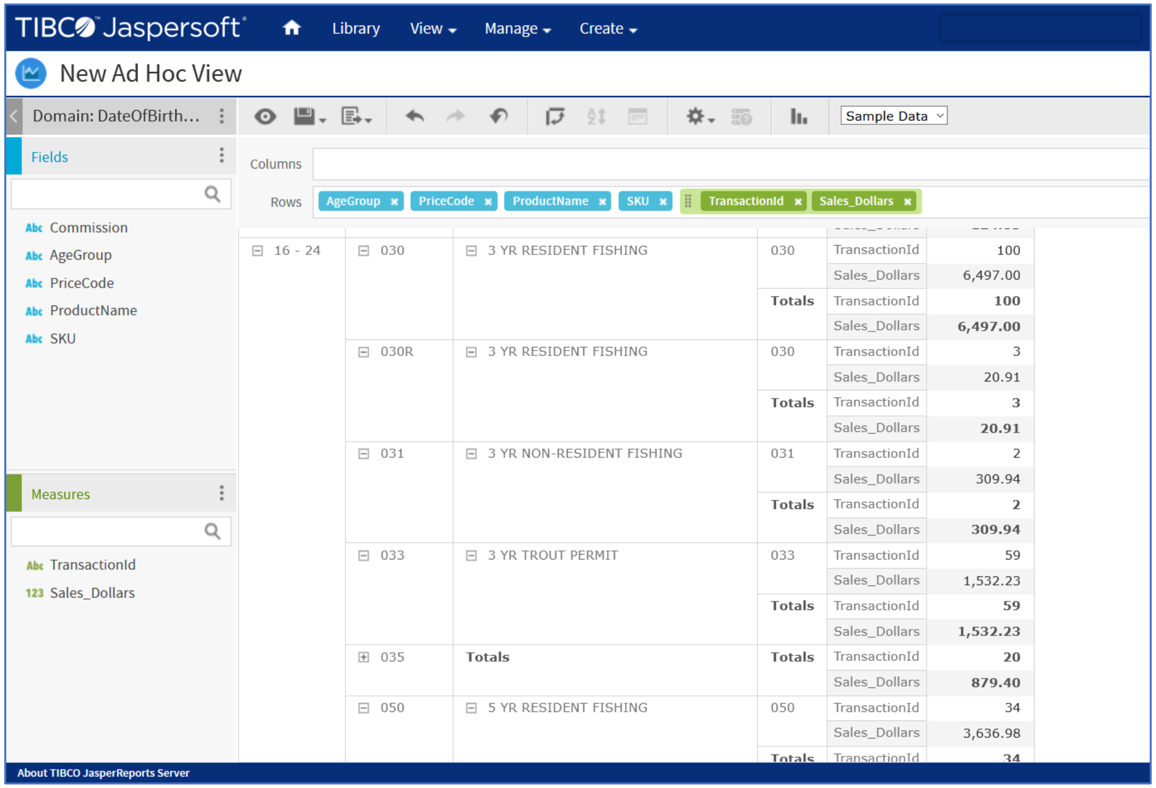
Business Intelligence Tool for Ad Hoc Reporting

In addition to the out-of-the-box reporting features, OneOutdoor is also integrated with a powerful Business Intelligence tool for advanced self-service reporting, custom dashboards, and data visualizations. Jaspersoft is fully integrated with the OneOutdoor platform and can provide administrative users with capabilities to:

1. Create and run real-time ad-hoc reports
2. Create and save reports
3. Create data visualizations
4. Aggregate reports/visualizations into dashboards
5. Schedule one-time or recurring distributions

Jaspersoft's easy-to-use drag and drop interface shown in Figure 16 below allows technical and non-technical users alike to create reports and data visualizations that they can save and share.

Figure 16: JasperSoft Interface



Administrative users also have the ability to over-lay a variety of data visualizations, including those shown in Figure 17 and Figure 18 below:

- Bar and column charts (chart selection options are shown in Figure 17 below)
- Line and area graphs
- Dual and multi-axis
- Time series

- Scatter charts
- Bubble charts
- Pie charts
- Range diagrams

Figure 17: Data Visualizations – Chart Selection Options

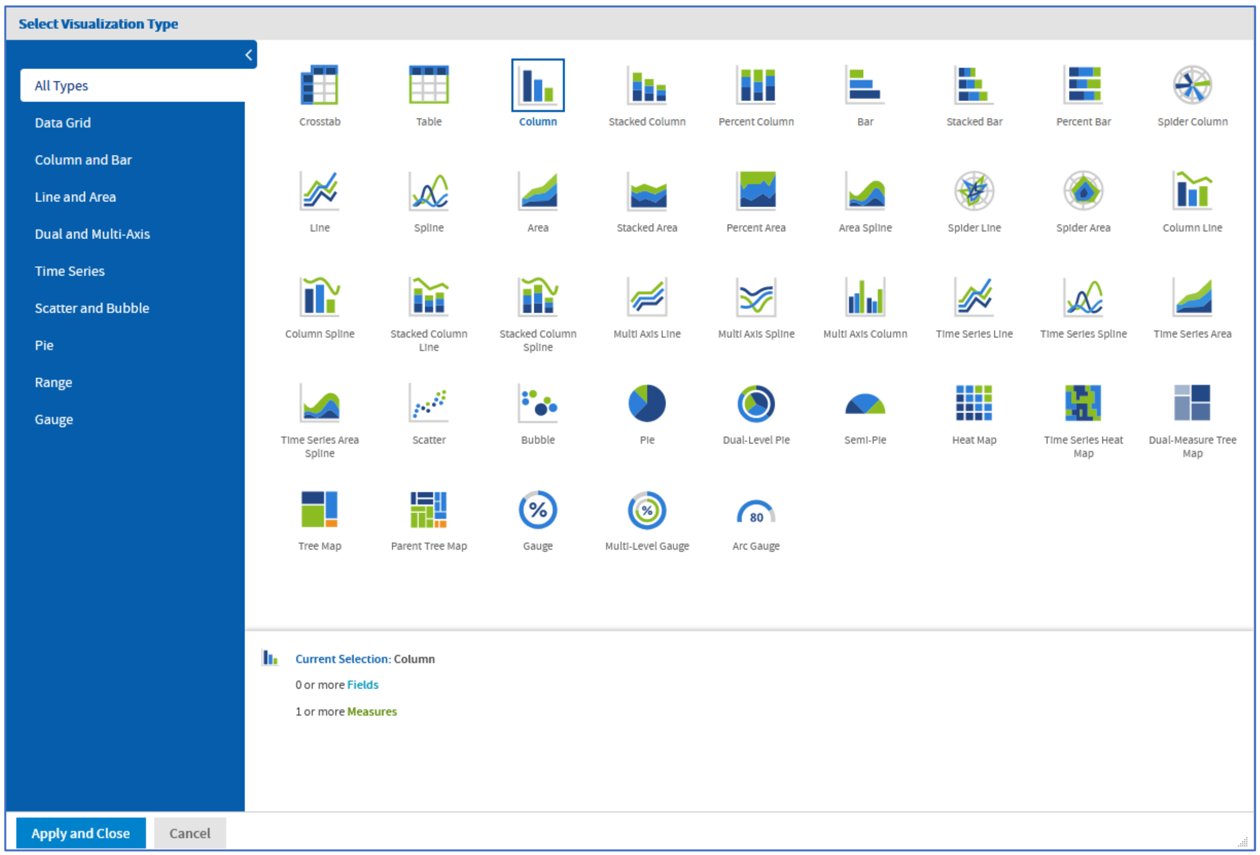
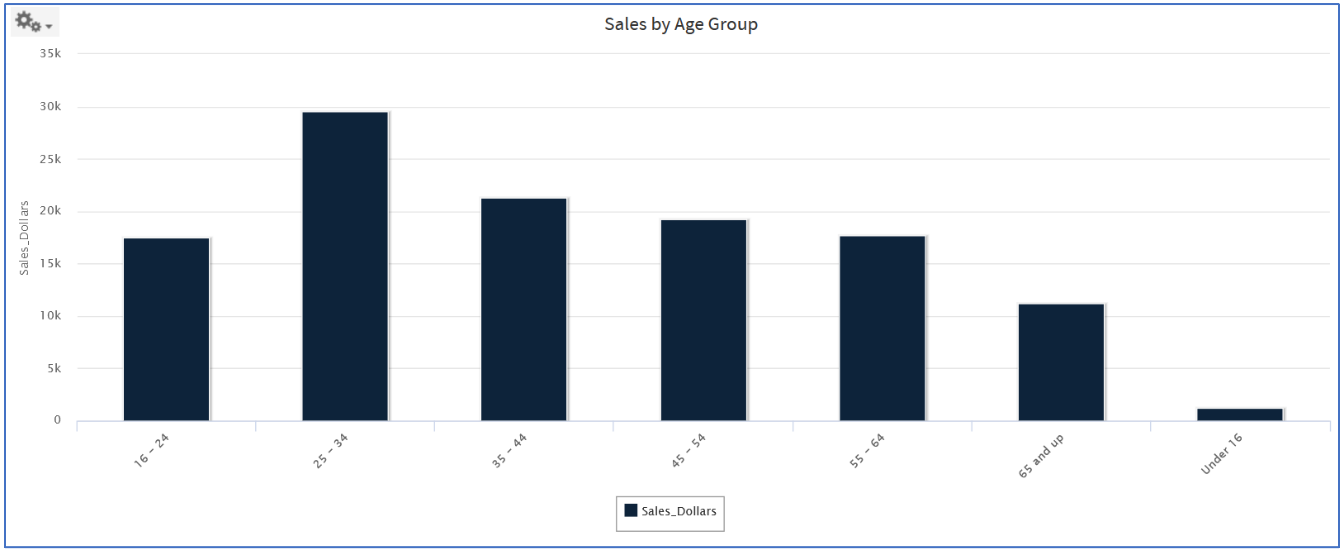


Figure 18: JasperSoft Data Visualization Example

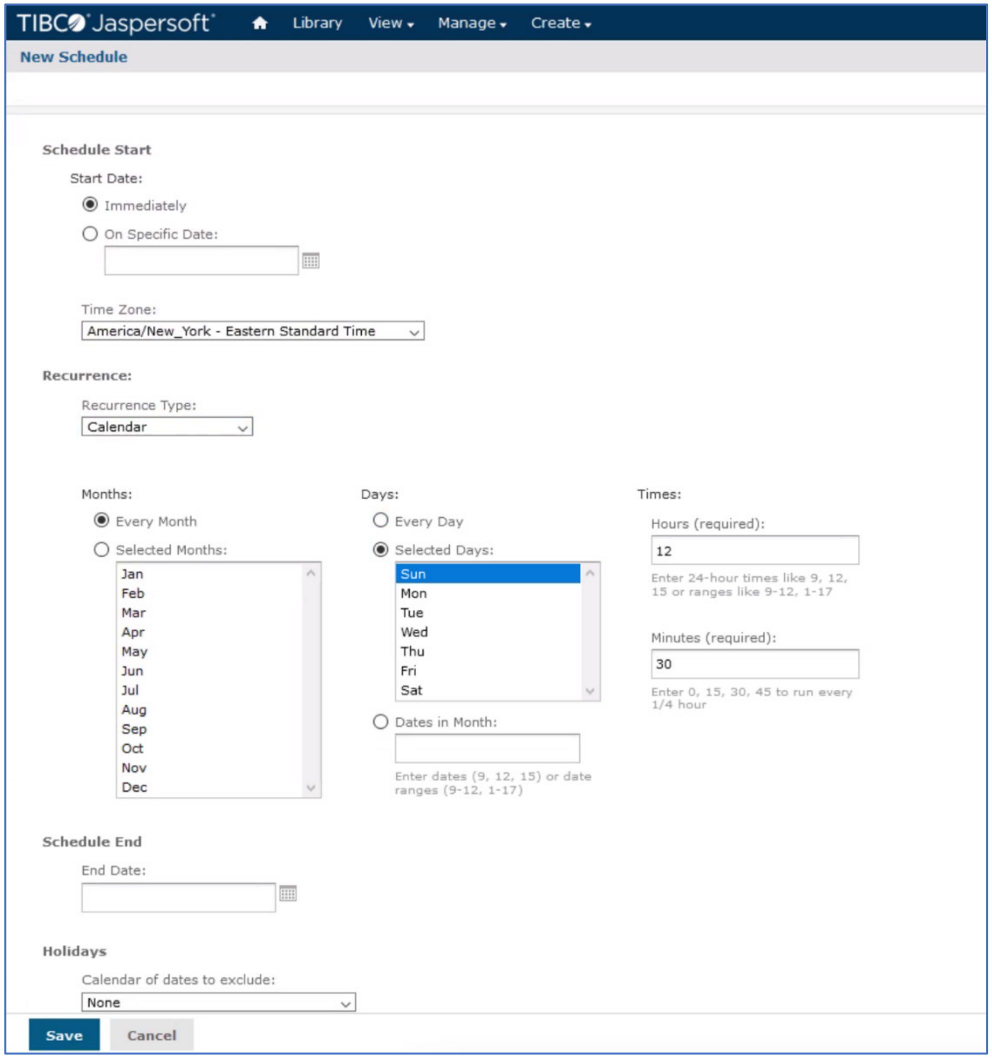


Once created, reports can be aggregated into dashboards like Figure 19 to provide NGPC users with immediate access to the business intelligence needed to monitor production and make strategic decisions as quickly as possible.

Figure 19: JasperSoft Performance Dashboard Example

Users can also distribute and schedule reports and dashboards easily with a one-off or recurring schedule that automatically executes and delivers the reports to recipient's inboxes by using the Scheduler shown in Figure 20 below:

Figure 20: JasperSoft Scheduler



	The data pipeline used by JasperSoft is separate from the production sales data, which enables NGPC to run large scale queries during business hours without impacting the performance or speed in which online users interact with the live sales environment. **Stored Reports** Screen reports for any number of data points can be stored and run on a recurring basis as needed. NIC will develop the reports needed with all the required fields during implementation. Each report will be set up to run on a recurring basis as indicated in the same section and the designs will all be documented in the design documents and approved by NGPC. NIC can design and develop any other reports that NGPC would like. NGPC can access any of these reports via the Administrative Data Dashboard to perform any updates or additions to any of the reports as necessary. **System Reports** NIC will design and develop a monthly report for each county with all of the necessary data fields required. In addition, system availability reports, transaction activity reports, customer service reports, agent service reports, daily exception reports and error reports as well as any other reports desired by NGPC will be designed and developed during implementation and approved by NGPC prior to Go Live.

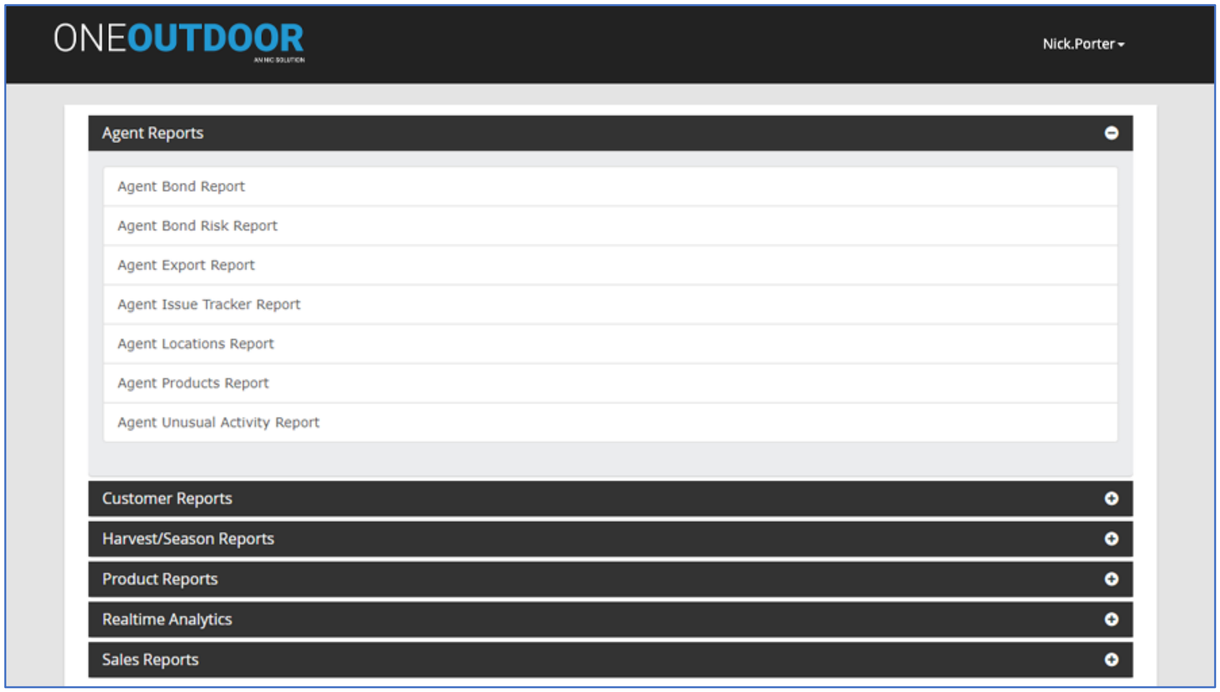
<table>
<tr><th>FIN #</th><th>Preformatted Revenue Summary/Detailed Reports</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="2">FIN-007

Section VII.F.13</td><td>A. Describe the system’s pre-formatted accounting and revenue summary/detailed reports.</td><td>X</td><td></td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response: The OneOutdoor solution can generate a wide variety of accounting code reports based on various criteria such as agents, commissions, time period, sweep periods, etc. Each report contains various parameters to ensure users can find the details they want to view. For example, using the Transaction Summary Report, a user with the appropriate permissions can run a report for a particular date range, agent, and transactions for a particular agent. NIC will produce and deliver a bi-monthly report to the Nebraska State Treasury of ACH transactions by sweeping agents’ designated bank accounts based on the parameters set forth by the State. NIC will also provide to the State Treasury any subsequent ACH required reconciliation.

The administrative dashboard’s Reporting Module provides standard reporting that is already built and available for quick execution in support of accounting and revenue reporting. These include:

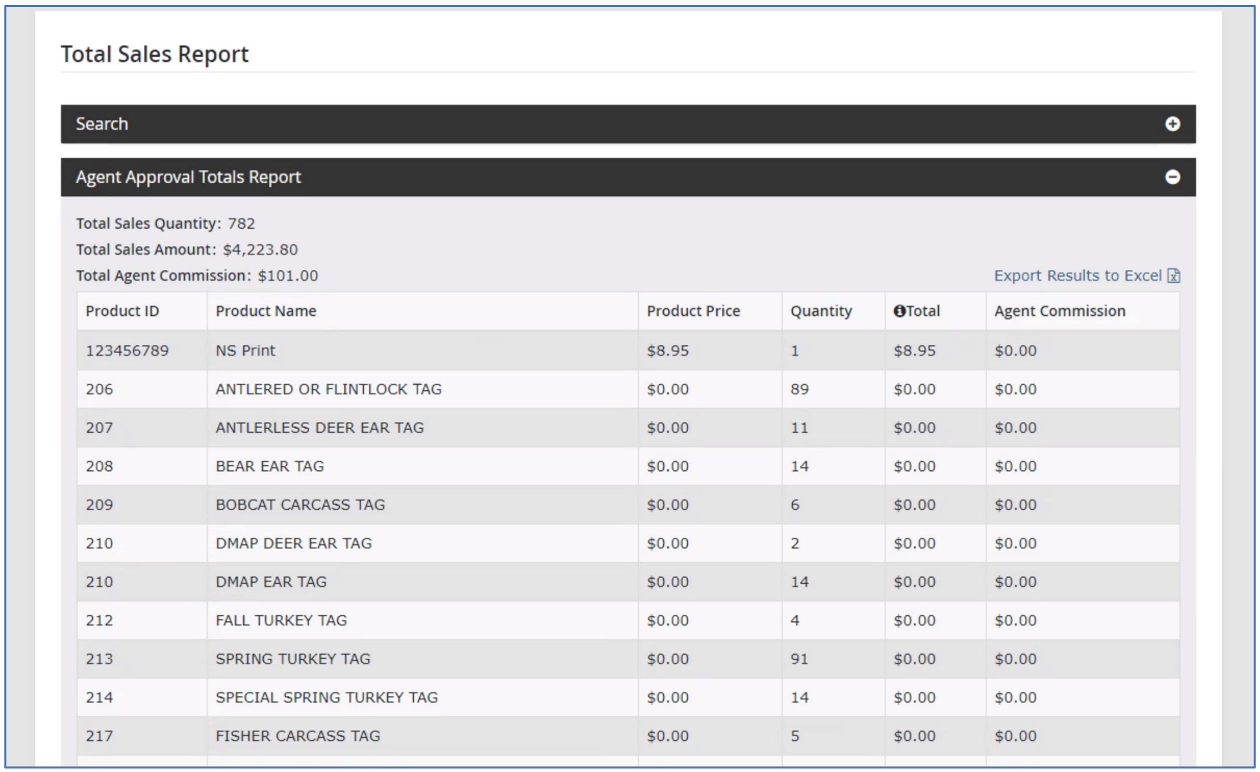
◈ Daily Sales Report
◈ EFT Validation Report
◈ Monthly Sales Report
◈ Online Sales Transactions Report
◈ Revenue code Daily Transaction Break up Report
◈ Revenue/Accounting Code Reporting
◈ Transaction Detail Report
◈ Transactions Report
◈ Weekly Sales Report
◈ Yearly Sales Report

The above reports provide parameters that can be specified by the administrative user through drop-down menus to view specific dates and/or specific agents, etc. or the report can just be run as is to receive all information in the report. These reports are pre-formatted and once the administrative user clicks on ‘Run Report’, the report will be displayed on screen and can then be exported in a variety of formats to allow for further analysis and/or printing.</td></tr>
</table>

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: The base OneOutdoor system includes more than thirty standard reports that are available to administrative users out-of-the-box upon implementations of the system. The reports include a variety of product, customer, agent, lottery/draw, sales, and financial reports as depicted in Figure 21: **Figure 21: OneOutdoor Standard Reports Listing**  				

FIN #	Financial External Agent Invoice	Yes	Customization Required	No	Alternate
	Reports can be exported into a variety of outputs, such as PDF, Excel, Rich Text format, Word, .csv, and XML. For example, one of the reports is the Agent Sales Report. In this report, users are able to quickly query and interact with sales data in real-time for selected agent locations. Figure 22 shows the Total Sales Report results on screen:				

Figure 22: Sales Report - On Screen Report



Total Sales Report

Search

Agent Approval Totals Report

Total Sales Quantity: 782
Total Sales Amount: $4,223.80
Total Agent Commission: $101.00

Export Results to Excel

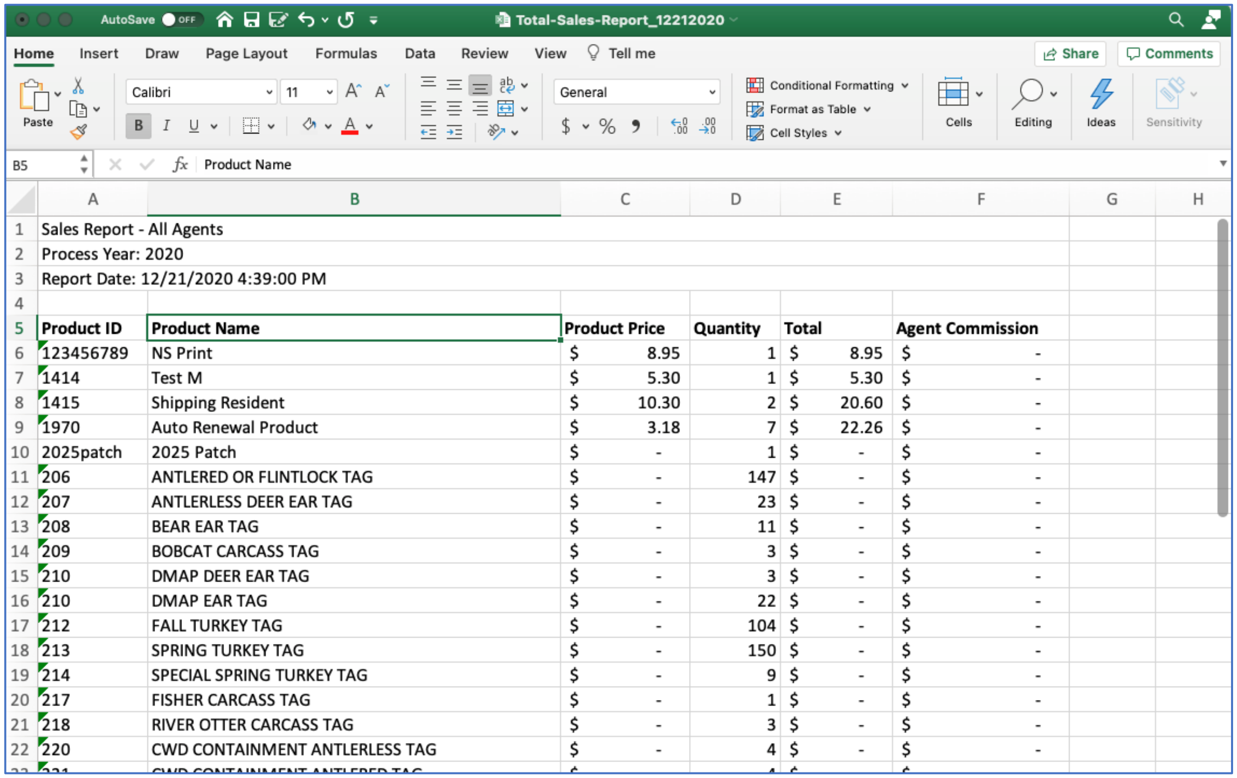
Product ID	Product Name	Product Price	Quantity	Total	Agent Commission
123456789	NS Print	$8.95	1	$8.95	$0.00
206	ANTLERED OR FLINTLOCK TAG	$0.00	89	$0.00	$0.00
207	ANTLERLESS DEER EAR TAG	$0.00	11	$0.00	$0.00
208	BEAR EAR TAG	$0.00	14	$0.00	$0.00
209	BOBCAT CARCASS TAG	$0.00	6	$0.00	$0.00
210	DMAP DEER EAR TAG	$0.00	2	$0.00	$0.00
210	DMAP EAR TAG	$0.00	14	$0.00	$0.00
212	FALL TURKEY TAG	$0.00	4	$0.00	$0.00
213	SPRING TURKEY TAG	$0.00	91	$0.00	$0.00
214	SPECIAL SPRING TURKEY TAG	$0.00	14	$0.00	$0.00
217	FISHER CARCASS TAG	$0.00	5	$0.00	$0.00

All of the report data is easily exported for distribution or offline work. Figure 23 shows the output in Microsoft Excel after exporting:

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

FIN #	Financial External Agent Invoice	Yes	Customization Required	No	Alternate

Figure 23: Sales Report - Excel Report Output



Sales Report - All Agents
Process Year: 2020
Report Date: 12/21/2020 4:39:00 PM

Product ID	Product Name	Product Price	Quantity	Total	Agent Commission
123456789	NS Print	$ 8.95	1	$ 8.95	$ -
1414	Test M	$ 5.30	1	$ 5.30	$ -
1415	Shipping Resident	$ 10.30	2	$ 20.60	$ -
1970	Auto Renewal Product	$ 3.18	7	$ 22.26	$ -
2025patch	2025 Patch	$ -	1	$ -	$ -
206	ANTLERED OR FLINTLOCK TAG	$ -	147	$ -	$ -
207	ANTLERLESS DEER EAR TAG	$ -	23	$ -	$ -
208	BEAR EAR TAG	$ -	11	$ -	$ -
209	BOBCAT CARCASS TAG	$ -	3	$ -	$ -
210	DMAP DEER EAR TAG	$ -	3	$ -	$ -
210	DMAP EAR TAG	$ -	22	$ -	$ -
212	FALL TURKEY TAG	$ -	104	$ -	$ -
213	SPRING TURKEY TAG	$ -	150	$ -	$ -
214	SPECIAL SPRING TURKEY TAG	$ -	9	$ -	$ -
217	FISHER CARCASS TAG	$ -	1	$ -	$ -
218	RIVER OTTER CARCASS TAG	$ -	3	$ -	$ -
220	CWD CONTAINMENT ANTLERLESS TAG	$ -	4	$ -	$ -
221	CWD CONTAINMENT ANTLERED TAG	$	4	$	$

The Reports Module is permission-based, so only users with the appropriate permissions will be able to view and run reports. Those privileges can be updated by NGPC Administrative users as necessary.

FIN #	EFT Capabilities	Yes	Customization Required	No	Alternate
FIN-009 **Section VII.I.5**	A. Describe how the system generates an EFT file of agent revenues due.	X			

Bidder Response: The reports built within OneOutdoor will be ready to go for NGPC on Day One. NGPC will be able to build customized user roles for each type of report and be able to select which users can access the reports. Table 1 lists some examples of the available reports:

Table 1: Available Reports

OneOutdoor Report Examples	
Daily Sales Report	EFT Invoice
Revenue Report	Fund Split
Agent Sales	Harvest Report Summary
Product Details Report	Transaction Detail Report

OneOutdoor utilizes a highly respected reporting software that can access our database. The Outdoor implementation team will be there to help NGPC hit the ground running to build queries that will address your reporting needs. With those queries in place, all NGPC would need to do to run a report is set your desired date parameters. Users can create reports by using drag-and-drop functionality and to create and run various queries.

OneOutdoor allows for the flexible sweeping of accounts based on NGPC guidelines and can be set up based on dollar amount or a defined time schedule. ACH sweeps can be scheduled on at least a weekly basis and executed by NGPC and can be adjusted as needed for changes to the billing cycle, such as holidays, fiscal year, or calendar year. If necessary, NIC can help NGPC facilitate these sweeps. Prior to a sweep being finalized, there are reports that the agent will be able to review to ensure accuracy and raise disputes prior to final execution of the sweep. NIC is able to generate the appropriate ACH/EFT file on a pre-determined, scheduled workflow based on the configured business rules and the license agent banking information.

Agents are notified of upcoming sweeps with the receipted dollar amount and timing of the pending ACH in order to give the agent time to get deposit sales amount into the appropriate account to ensure a successful sweep. NIC will provide

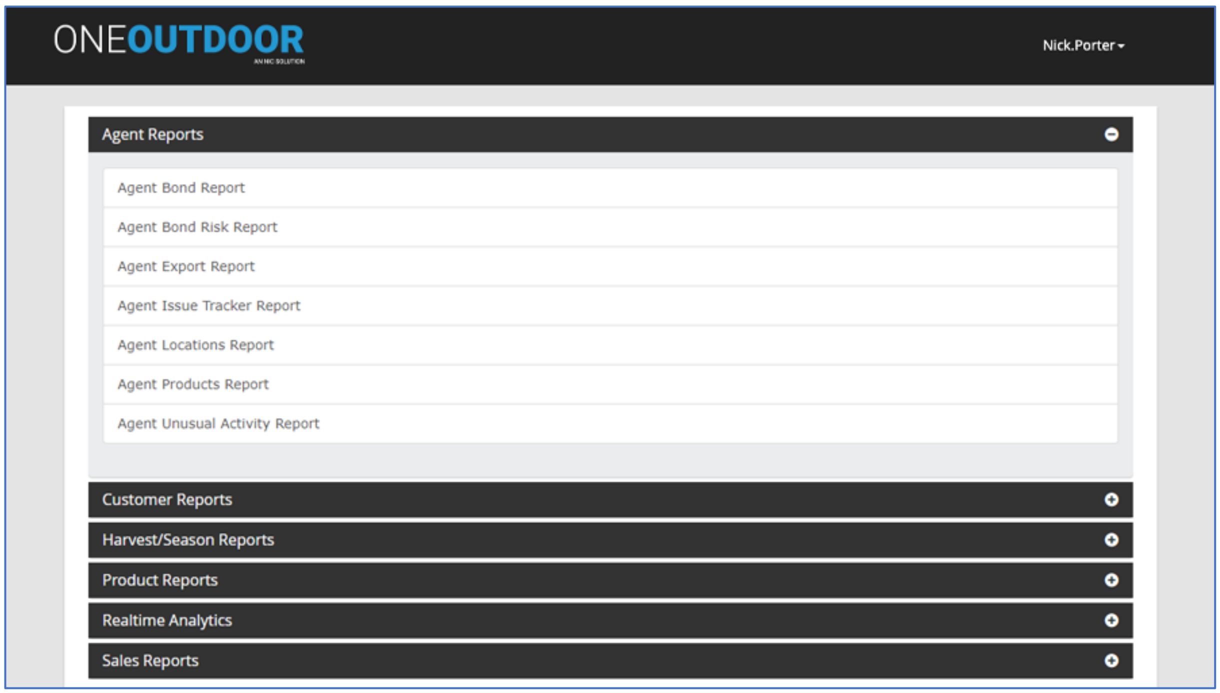
FIN #	EFT Capabilities	Yes	Customization Required	No	Alternate
	an online report that can be run on accounts as needed in order to help NGPC determine the cause of a failed sweep and resolve the issue. NIC assists in this process by providing a debit/credit adjustment feature for administrative users in order to allow NGPC to post installment payments for failed ACH attempts. Once NGPC feels the ACH can be successfully re-initiated, authorization will be provided to NIC to reinitiate the same ACH as a separate, ad hoc ACH sweep for the original failed amount, with any additional sales made after the sweep timeframe falling into the next scheduled sweep. During system implementation, NIC will engage with NGPC financial resources to identify and implement these steps as a business and technical process. OneOutdoor supports EFT through ACH payments leveraging NIC's Payment Platform to produce and transmit NACHA files to the Originating Financial Institution in accordance with NACHA guidelines. The system supports the ACH sweep process from license agents to NGPC via the built-in suite management process and provides notifications, determines appropriate amount, and provides financial reporting. As products are sold through agent locations, the transaction details are stored systematically to ensure that funds being requested from the agent will reconcile with the transactions performed during that time period. At the conclusion of sweep processing, NIC will generate reports based on the sweep activity and provide it directly to the Nebraska depository (bank). In addition, all reports required by NGPC and the Agents will be generated to communicate results as needed. These reports will be defined during system implementation with NGPC input.				

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		X		

FIN #	Report Examples	Yes	Customization Required	No	Alternate
	7. Fulfillment Report (e.g. Federal Duck, AIS stamp)				

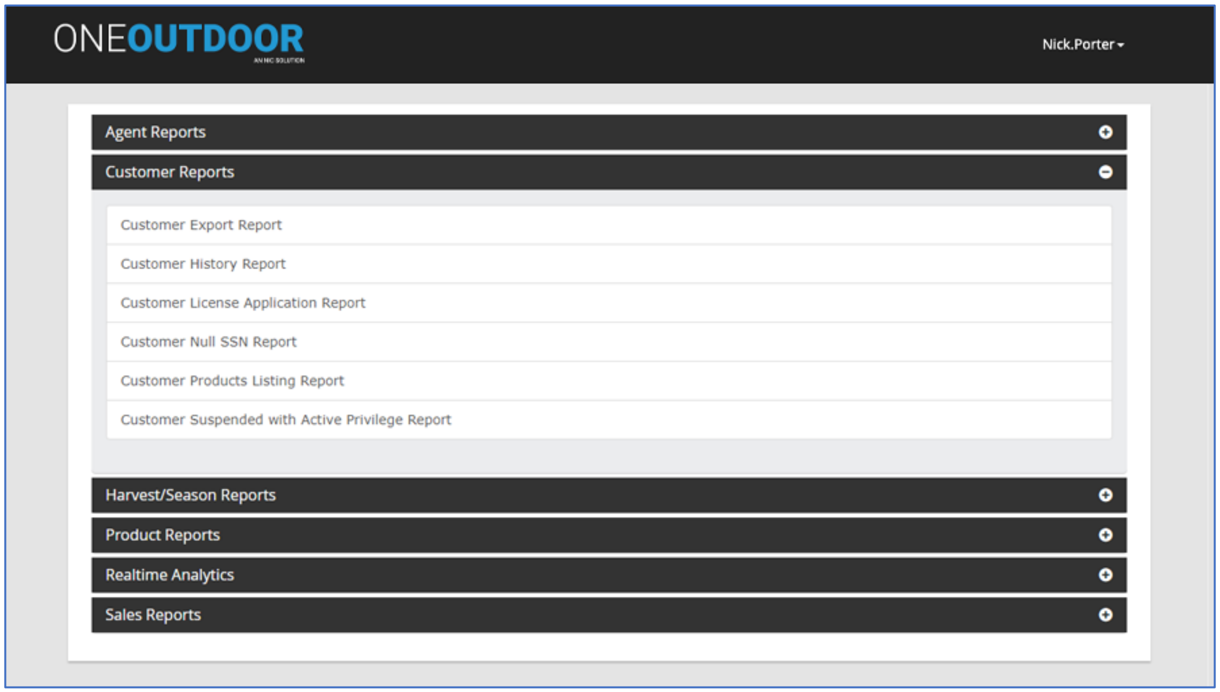
Bidder Response: The base OneOutdoor system includes more than three dozen standard reports that are available to all out-of-the-box implementations of the system. The reports include a variety of product, customer, agent, lottery, sales, and financial reports. The following screen shot in Figure 24 shows the listing of canned agent reports, for example:

Figure 24: OneOutdoor Standard Reports Listing



Likewise, the following screen shot in Figure 25 shows the canned listing of customer reports. Each of the black bars hides a listing of canned reports that are ready for execution at any time. The user simply chooses from a drop-down menu to designate the specific parameters for the report (for example: time frame, agent type or location, etc.):

Figure 25: Canned Listing of Customer Reports



Reports can be exported into a variety of outputs, such as PDF, Excel, Rich Text format, Word, .csv, and XML. For example, one of the reports is the Agent Sales Report. In this report, users are able to quickly query and interact with sales data in real-time for selected agent locations. All of the report data is easily exported for distribution or offline work.

1. X Report – Cash drawer specific reporting will be customized for NGPC during Implementation. NIC will work with NGPC to ensure that all requirements are gathered and documented for successful execution of reports at go live.

In addition to providing licensing and permitting functionality, OneOutdoor is also an accounting system and is capable of managing accounting codes for the Commission. The OneOutdoor system builds the product pricing based on

FIN #	Report Examples	Yes	Customization Required	No	Alternate

account codes for exact dollar amounts. For each sale made through any sales channel, the transaction is associated with both a customer id and an agent id. Additionally, every transaction is also broken up for the accounting code splits as the transaction is recorded in the system. These transaction breakups and the recording mechanism allows NIC to generate various revenue and accounting reports and supporting reconciliation reports for audit purposes. Reports generated by OneOutdoor are thus in accordance of all principals of generally accepted accounting principles (GAAP) standards. Figure 26 is an example of an accounting report that shows sales by agent with accounting codes:

Figure 26: Accounting Code Report Example

Agent ID	Agent Name	Parent Roll-up	Transaction Date	Transaction ID	CID	Customer DOB	License Year	Priv Code	Priv Name	Accounting Code	Accounting Code Name	Amount
4119	Online Sales Agent	No	06/21/2021	64077781	542571880	01/01/2007	2021	302-302	RESIDENT JUNIOR COMBO	(04) 4411332 - 2301140301	PGC AGENT FEE	$ 1.00
4119	Online Sales Agent	No	06/21/2021	64077781	542571880	01/01/2007	2021	302-302	RESIDENT JUNIOR COMBO	(07) 4411201 - 2301120100	PGC RES JUNIOR COMBO	$ 8.00
4119	Online Sales Agent	No	06/21/2021	64077781	542571880	01/01/2007	2021	302-302	RESIDENT JUNIOR COMBO	(44) 4411347 - 2301134700	PGC TRANSACTION PASS THROUGH FEE	$ 0.97
4119	Online Sales Agent	No	06/21/2021	64077781	542571880	01/01/2007	2021	PFB-PFB	Processing Fee	(44) 4411347 - 2301134700	PGC TRANSACTION PASS THROUGH FEE	$ 3.50
4119	Online Sales Agent	No	06/21/2021	64077782	542571880	01/01/2007	2021	302-302R	RESIDENT JUNIOR COMBO	(04) 4411332 - 2301140301	PGC AGENT FEE	$ 1.00
4119	Online Sales Agent	No	06/21/2021	64077782	542571880	01/01/2007	2021	302-302R	RESIDENT JUNIOR COMBO	(58) 2301140302	PGC REPLACEMENT FEES	$ 5.00
4119	Online Sales Agent	No	06/21/2021	64077782	542571880	01/01/2007	2021	302-302R	RESIDENT JUNIOR COMBO	(44) 4411347 - 2301134700	PGC TRANSACTION PASS THROUGH FEE	$ 0.97
4119	Online Sales Agent	No	06/21/2021	64077782	542571880	01/01/2007	2021	PFA-PFA	Processing Fee	(44) 4411347 - 2301134700	PGC TRANSACTION PASS THROUGH FEE	$ 1.75
694	DAUPHIN COUNTY TREASURER	No	06/21/2021	64077791	765749775	07/31/1977	2021	588-588	ARCHERY ELK APPLICATION	(04) 4411332 - 2301140301	PGC AGENT FEE	$ 1.00
694	DAUPHIN COUNTY TREASURER	No	06/21/2021	64077791	765749775	07/31/1977	2021	588-588	ARCHERY ELK APPLICATION	(34) 4411073 - 2301107300	PGC ELK LICENSE APPLICATION	$ 10.00
694	DAUPHIN COUNTY TREASURER	No	06/21/2021	64077791	765749775	07/31/1977	2021	588-588	ARCHERY ELK APPLICATION	(44) 4411347 - 2301134700	PGC TRANSACTION PASS THROUGH FEE	$ 0.97
4119	Online Sales Agent	No	06/21/2021	64077793	268313517	06/02/2007	2021	620-620	RESIDENT DMAP PERMIT (COUPON)	(04) 4411332 - 2301140301	PGC AGENT FEE	$ 1.00
4119	Online Sales Agent	No	06/21/2021	64077793	268313517	06/02/2007	2021	620-620	RESIDENT DMAP PERMIT (COUPON)	(41) 4411299 - 2301129900	PGC RES DMAP PERMIT	$ 9.00
4119	Online Sales Agent	No	06/21/2021	64077793	268313517	06/02/2007	2021	620-620	RESIDENT DMAP PERMIT (COUPON)	(44) 4411347 - 2301134700	PGC TRANSACTION PASS THROUGH FEE	$ 0.97
4119	Online Sales Agent	No	06/21/2021	64077793	268313517	06/02/2007	2021	PFA-PFA	Processing Fee	(44) 4411347 - 2301134700	PGC TRANSACTION PASS THROUGH FEE	$ 1.75
4119	Online Sales Agent	No	06/21/2021	64077794	268313517	06/02/2007	2021	PFA-PFA	Processing Fee	(44) 4411347 - 2301134700	PGC TRANSACTION PASS THROUGH FEE	$ 1.75
4119	Online Sales Agent	No	06/21/2021	64077794	268313517	06/02/2007	2021	622-622	RESIDENT DMAP PERMIT (NO COUPON)	(04) 4411332 - 2301140301	PGC AGENT FEE	$ 1.00
4119	Online Sales Agent	No	06/21/2021	64077794	268313517	06/02/2007	2021	622-622	RESIDENT DMAP PERMIT (NO COUPON)	(41) 4411299 - 2301129900	PGC RES DMAP PERMIT	$ 9.00
4119	Online Sales Agent	No	06/21/2021	64077794	268313517	06/02/2007	2021	622-622	RESIDENT DMAP PERMIT (NO COUPON)	(44) 4411347 - 2301134700	PGC TRANSACTION PASS THROUGH FEE	$ 0.97
4119	Online Sales Agent	No	06/21/2021	64077795	111072906	06/24/2007	2021	302-302	RESIDENT JUNIOR COMBO	(04) 4411332 - 2301140301	PGC AGENT FEE	$ 1.00
4119	Online Sales Agent	No	06/21/2021	64077795	111072906	06/24/2007	2021	302-302	RESIDENT JUNIOR COMBO	(07) 4411201 - 2301120100	PGC RES JUNIOR COMBO	$ 8.00
4119	Online Sales Agent	No	06/21/2021	64077795	111072906	06/24/2007	2021	302-302	RESIDENT JUNIOR COMBO	(44) 4411347 - 2301134700	PGC TRANSACTION PASS THROUGH FEE	$ 0.97
4119	Online Sales Agent	No	06/21/2021	64077795	111072906	06/24/2007	2021	PFB-PFB	Processing Fee	(44) 4411347 - 2301134700	PGC TRANSACTION PASS THROUGH FEE	$ 3.50
4119	Online Sales Agent	No	06/21/2021	64077796	111072906	06/24/2007	2021	PFA-PFA	Processing Fee	(44) 4411347 - 2301134700	PGC TRANSACTION PASS THROUGH FEE	$ 1.75
4119	Online Sales Agent	No	06/21/2021	64077796	111072906	06/24/2007	2021	302-302R	RESIDENT JUNIOR COMBO	(04) 4411332 - 2301140301	PGC AGENT FEE	$ 1.00

Cash drawer specific reporting will be developed during Implementation; NIC will work with NGPC to ensure that all requirements are gathered and documented. The reports will be available for execution on Day 1.

2. Z Report - Cash drawer specific reporting will be customized for NGPC during Implementation. NIC will work with NGPC to ensure that all requirements are gathered and documented for successful execution of reports at go live.

3. Financial Transaction Report - The OneOutdoor solution can generate a wide variety of accounting code reports and queries based on various criteria such as agents, commissions, time period, sweep periods, etc. for both agents and NGPC staff. Each report contains various parameters to ensure users can find the details they want to view. For

FIN #	Report Examples	Yes	Customization Required	No	Alternate
	example, using the Transaction Details Report, the user can run a report for a particular date range, agent, and transactions for a particular agent. For example, the following Transaction Details Report in Figure 27 was pulled to specifically show the voided transactions for a specific agent, for a specific time period (01/01/21 through 06/20/21). All of these parameters are chosen by the administrative user prior to executing the report to ensure it includes all desired information. The administrative user can specify each field or leave it blank to receive back all information.				

Figure 27: Transaction Details for Voided Transactions

Transaction Detail Report

Transaction Begin Date	01/01/2021
Transaction End Date	06/20/2021
Agent	4119
Customer ID	All
Commission	All
Transaction Status	Void
Product IDs	All

Transaction ID	Customer ID	Transaction Date and Time	Agent ID	Total Price	Transaction Status	OrderLine ID	Product Number	Product Name	Product Price	Sales Tax
552	094694387 Joe Junior	03/19/2021 11:12:23	4119 Online Sales Agent	-11.50	Void	1	841	Elk Regular Application	11.50	0.00
585	064389158 James Instuctor	03/24/2021 04:54:22	4119 Online Sales Agent	-11.50	Void	1	841	Elk Regular Application	11.50	0.00
916	116384934 Mandi Adams	04/09/2021 02:51:49	4119 Online Sales Agent	-11.97	Void	1	831	Archery Elk Application	11.97	0.00
1113	064389158 James Instuctor	05/14/2021 01:18:25	4119 Online Sales Agent	-20.00	Void	1	9424	MIddle Creek Deer	20.00	0.00

Additional Information: NIC will work with NGPC to develop any ad hoc reports needed for NGPC for agent locations in order to provide reports for all types of transactions; these reports can be sorted in any way designated. The Administrative Dashboard can be customized to provide statistics at a glance for anything that needs to be viewed daily and any reports needed from time to time can be "canned" for later use.

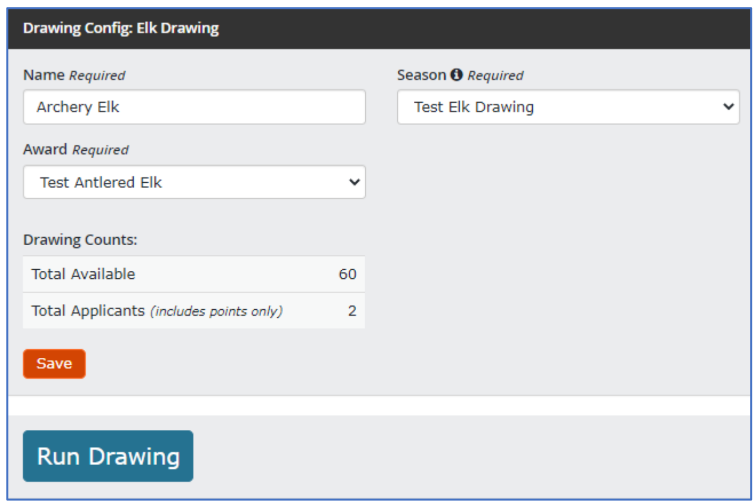
4. Draw Report before numbering – OneOutdoor provides reporting regarding draws/lotteries in support of NGPC. Figure 28 provides an example of the Before Draw Details Report which lists all applicants and their associated information as shown in the excerpt below:

Figure 28: Draw Report Before Execution of Draw

DrawName	CustomerId	FirstName	LastName	Management UnitName	TimePeriodName	Zone	DrawSort Order	Preference Points	Disabled Permit	GroupLeader Id	Outfitter Id	IsWinner	Order Drawn	ChoiceAwarded	TagAwarded
1st round	323866913	Prameela	Kanu	May ELK_1	May ELK_TP1	Forest	1	1	FALSE		35090b81-8609-4448		5	Fallback	ARC BUCK ELK
1st round	430281956	Prameela	K	May ELK_1	May ELK_TP1	Forest	1	4	FALSE		35090b81-8609-4448		3	1	ARC COW ELK
1st round	881366504	Prameela	K	May ELK_1	May ELK_TP1	Forest	1	5	FALSE		a32b82e4-044e-4d2f		1	1	ARC COW ELK
1st round	223526104	Prameela	kanu	May ELK_1	May ELK_TP1	Forest	1	3	FALSE		35090b81-8609-4448		4	1	ARC COW ELK
1st round	430281956	Prameela	K	May ELK_1	May ELK_TP1	Forest	1	4	FALSE		35090b81-8609-4448		3	1	ARC COW ELK
1st round	881366504	Prameela	K	May ELK_1	May ELK_TP1	Forest	1	5	FALSE		a32b82e4-044e-4d2f		1	1	ARC COW ELK
1st round	223526104	Prameela	kanu	May ELK_1	May ELK_TP1	Forest	1	3	FALSE		35090b81-8609-4448		4	1	ARC COW ELK
1st round	430281956	Prameela	K	May ELK_1	May ELK_TP1	Forest	1	4	FALSE		35090b81-8609-4448		3	1	ARC COW ELK
1st round	881366504	Prameela	K	May ELK_1	May ELK_TP1	Forest	1	5	FALSE		a32b82e4-044e-4d2f		1	1	ARC COW ELK

Another report is the Drawing Configuration report which details the Name of the Draw, the season for which the draw is being performed, the type of permit being awarded from the draw, and the drawing counts (total available permits and total applicants for the draw. Figure 29 is an example of this report:

Figure 29: Drawing Configuration Report – Before Drawing



From this screen, the administrative user can execute the drawing/lottery.

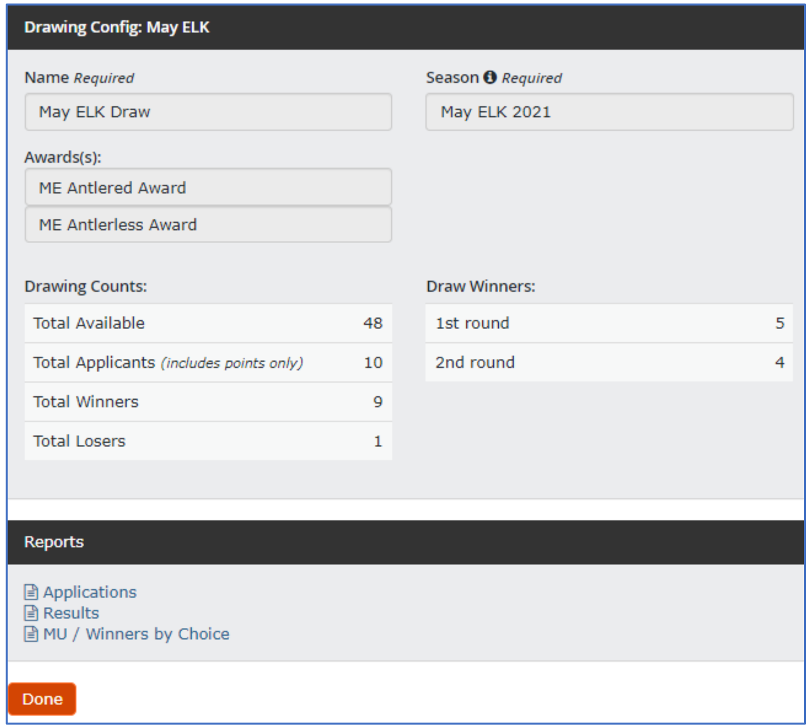
FIN #	Report Examples	Yes	Customization Required	No	Alternate
	5. Draw Report Final with Preference Points – Upon completion of the draw, the administrative user can run an overall draw report showing all participants in the draw depicting those who won and those won did not win and their remaining preference points balance. The following is an excerpt from that report that shows losers from the draw:				

Figure 30: Draw Report Final

DrawName	CustomerId	FirstName	LastName	Management UnitName	TimePeriod Name	Zone	DrawSort Order	Preference Points	Disabled Permit	GroupLeader Id	Outfitter Id	IsWinner	Order Drawn	ChoiceAwarded	TagAwarded
1st round	881366506	Prameela	K	May ELK_1	May ELK_TP:	Forest	1	1	FALSE		a32b82e4	FALSE	5		
1st round	469757725	Prameela	kanu	May ELK_1	May ELK_TP:	Farm	1	1	FALSE		a32b82e4	FALSE	6		
1st round	223526100	Prameela	kanu	May ELK_1	May ELK_TP:	Forest	1	1	FALSE		35090b81	FALSE	7		
1st round	430281950	Prameela	K	May ELK_1	May ELK_TP:	Forest	1	1	FALSE		35090b81	FALSE	8		
1st round	881366509	Prameela	K	May ELK_1	May ELK_TP:	Forest	1	1	FALSE		a32b82e4	FALSE	9		
1st round	223526106	Prameela	kanu	May ELK_1	May ELK_TP:	Forest	1	1	FALSE		35090b81	FALSE	10		
1st round	223526100	Prameela	kanu	May ELK_1	May ELK_TP:	Forest	1	1	FALSE		35090b81	FALSE	11		
1st round	430281955	Prameela	K	May ELK_1	May ELK_TP:	Forest	1	1	FALSE		35090b81	FALSE	12		
1st round	881366522	Prameela	K	May ELK_1	May ELK_TP:	Forest	1	1	FALSE		a32b82e4	FALSE	13		

6. Draw Winner Report – In addition to being able to view the applicants and details of a drawing/lottery prior to executing it, administrative users can also view the same report after a draw/lottery has been executed, which includes the addition of information such as the number of winners and losers from that draw as well as a breakdown of winners by round, if applicable. Figure 31 is an example of this report:

Figure 31: Drawing Configuration Report - After Drawing



If the administrative user wants to run a winners only report with more detail about the winners specifically, they can click on the ‘Results’ link at the bottom of that screen to receive the report shown in Figure 32 (the below is an excerpt):

Figure 32: Draw Winners Detailed Report

FIN #	Report Examples	Yes	Customization Required	No	Alternate

DrawName	CustomerId	FirstName	LastName	Management UnitName	TimePeriodName	Zone	DrawSort Order	Preference Points	Disabled Permit	GroupLeader Id	Outfitter Id	IsWinner	Order Drawn	ChoiceAwarded	TagAwarded
1st round	323866913	Prameela	Kanu	May ELK_1	May ELK_TP1	Forest	1		FALSE		35090b81	TRUE	5	Fallback	ARC BUCK ELK
1st round	430281956	Prameela	K	May ELK_1	May ELK_TP1	Forest	1		FALSE		35090b81	TRUE	3	1	ARC COW ELK
1st round	881366504	Prameela	K	May ELK_1	May ELK_TP1	Forest	1		FALSE		a32b82e4	TRUE	1	1	ARC COW ELK
1st round	223526104	Prameela	kanu	May ELK_1	May ELK_TP1	Forest	1		FALSE		35090b81	TRUE	4	1	ARC COW ELK
1st round	430281956	Prameela	K	May ELK_1	May ELK_TP1	Forest	1		FALSE		35090b81	TRUE	3	1	ARC COW ELK
1st round	881366504	Prameela	K	May ELK_1	May ELK_TP1	Forest	1		FALSE		a32b82e4	TRUE	1	1	ARC COW ELK
1st round	223526104	Prameela	kanu	May ELK_1	May ELK_TP1	Forest	1		FALSE		35090b81	TRUE	4	1	ARC COW ELK
1st round	430281956	Prameela	K	May ELK_1	May ELK_TP1	Forest	1		FALSE		35090b81	TRUE	3	1	ARC COW ELK
1st round	881366504	Prameela	K	May ELK_1	May ELK_TP1	Forest	1		FALSE		a32b82e4	TRUE	1	1	ARC COW ELK

7. Fulfillment Report (e.g. Federal Duck, AIS stamp) - NIC will work with NGPC to develop a file to be provided to NGPC's fulfillment contractor for fulfillment and to NGPC offices to utilize within their existing fulfillment processes. NIC's existing process includes the ability to create a fulfillment file on a daily, or as-needed basis. Products and sales that are used to populate the fulfillment file are configured through easy-to-use configuration settings in the Product Management module and can be modified as needed by NGPC's administrative users. The system also provides fulfillment tracking reports to ensure that no fulfillment needs are left outstanding. Figure 33 provides an example of this report:

Figure 33: Fulfillment Tracking Report

Fulfillment Tracking				
Date	**Transactions**	**Fulfilled**	**Outstanding**	**% Fulfilled**
14-Jun	15,000	15,000	-	100.00%
15-Jun	8,500	8,500	-	100.00%
16-Jun	5,000	5,000	-	100.00%
17-Jun	4,500	4,500	-	100.00%
18-Jun	4,900	4,900	-	100.00%
19-Jun	5,400	5,400	-	100.00%
20-Jun	5,435	5,435	-	100.00%
21-Jun	2,200	2,200	-	100.00%
22-Jun	8,000	8,000	-	100.00%
23-Jun	7,000	7,000	-	100.00%
24-Jun	6,000	6,000	-	100.00%
25-Jun	8,000	8,000	-	100.00%
Total	**79,935**	**79,935**	**0**	**100%**

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: In addition to providing licensing and permitting functionality, OneOutdoor is also an accounting system and is capable of managing accounting codes for commissions. The OneOutdoor system builds the product pricing based on account codes for exact dollar amounts. For each sale made through any sales channel, the transaction is associated with both a customer id and an agent id. Additionally, every transaction is also broken up for the accounting code splits as the transaction is recorded in the system. These transaction breakups and the recording mechanism allows NIC to generate various revenue and accounting reports and supporting reconciliation reports for audit purposes. Reports generated by OneOutdoor are thus in accordance of all principals of generally accepted accounting principles (GAAP) standards. Additional Information: The OneOutdoor system utilizes the NIC Payment Platform for accounting functions. The NIC Payment Platform is an end-to-end solution that provides for all payment types and channels requested as part of this solicitation. The NIC Payment Platform offers flexible and configurable integration methods to ensure maximum usage. It provides: integration with payment processor and merchant services to fuel the transactions, integration capabilities to send data to statewide accounting systems, and enhanced visibility through reports, settlement, and reconciliation; this allows it to provide all necessary reports and settlement data, provide award-winning customer service, and perform exception handling on transactions. OneOutdoor has a rich accounting module, which lets users maintain and manage the accounting codes on their application and allows for NGPC administrator to use these accounting codes to build the product pricing. The accounting entries are generated with each sale based on the sale amounts and generates multiple reports based on the revenues collected. When the State creates a product price point, they can assign certain accounting codes to the product price point. These codes will stay through the transaction history to seamlessly deposit all the funds into the correct bank accounts. Figure 33 is a screenshot of the Account Code Manager, where these codes are configured for use throughout the system.				

Figure 34: Accounting Code Manager

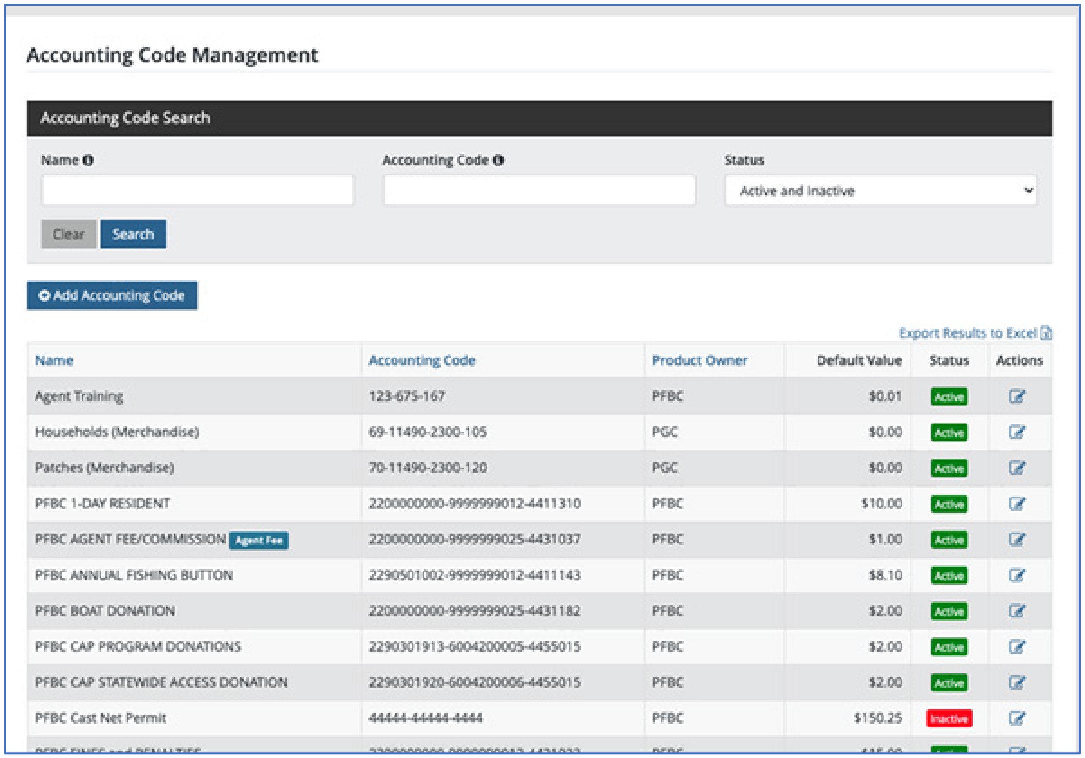
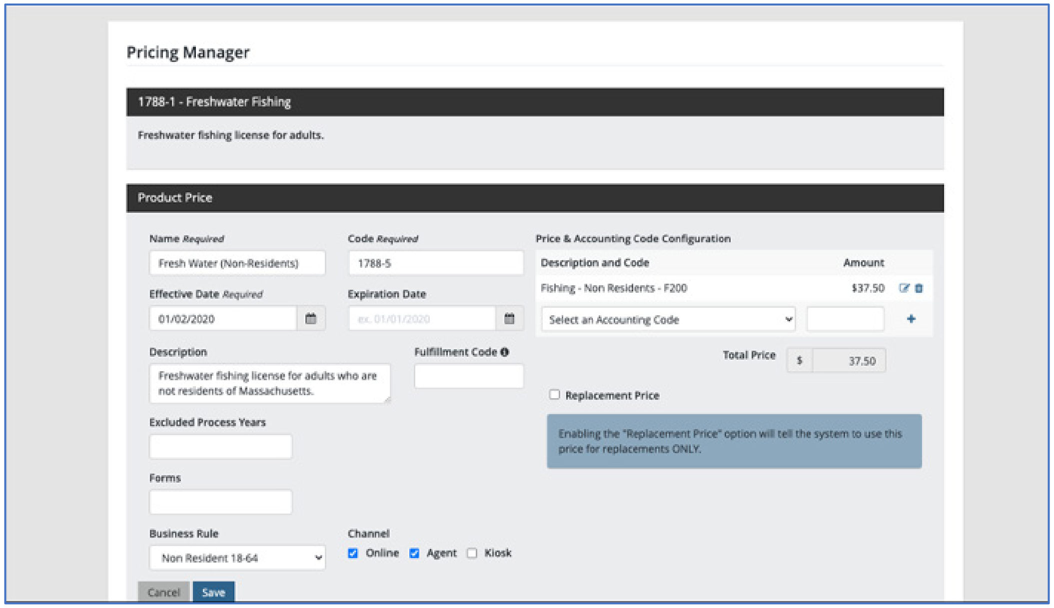


Figure 35 shows how accounting codes can be assigned to product prices.

Figure 35: Editing Product Pricing



All purchases are recorded either in the customer's account history page or in the system history log (for purchases made by a user without an account).

The OneOutdoor solution can generate a wide variety of accounting code reports based on various criteria such as agents, commissions, time period, sweep periods, etc. Each report contains various parameters to ensure users can find the details they want to view. For example, using the Transaction Summary Report, you can run a report for a particular date range, agent, and transactions for a particular agent.

The following listing of reports in Table 2 are also provided as a part of the base product:

FIN #	Financial (GAAP)	Yes	Customization Required	No	Alternate
	Table 2: Sample Listing of Standard Reports				

Sample Listing of Standard Reports Available in *OneOutdoor*	
➢ Sales Reports (daily, weekly, monthly, yearly) ➢ Revenue Code Daily Transaction Breakup Report ➢ Transaction Details Report	➢ Total Sales Report ➢ Online Sales Transaction Reports ➢ Revenue/Accounting Code Reporting ➢ License Sales by Agent Report ➢ Sweeps Sales Report

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: OneOutdoor accounting code management module is fully configurable for accommodating the account codes per the business needs of NGPC. In the example below, an accounting code has been set up in the current NGPC format. On subsequent screens the same accounting code is used to build a product pricing. NGPC can managing accounting codes in any format needed. Figure 36 shows a new accounting code has been created in the format of 55555-88888888-666666-88888888-1-88888888.				

Figure 36: Accounting Code Management Module

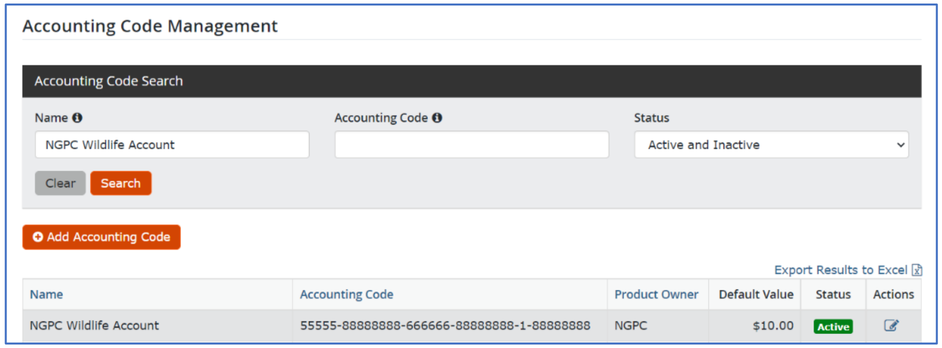
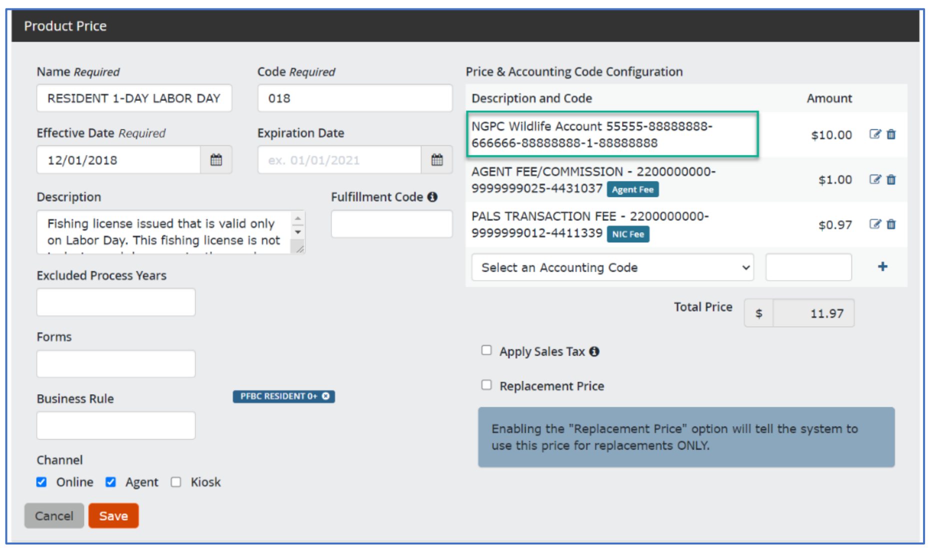


Figure 37 shows the administrative user utilizing the new accounting code on product pricing:

Figure 37: Designating Accounting Codes By Product



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: Listed below are NIC's responses to each requirement:

1. Audit trails are critical to any business in order to support quality processes and procedures. Audits can assist with checking into potential issues or identifying and remedying recurring issues that are discovered. OneOutdoor provides audit trails on all transactions, including, but not limited to updates and security violations; each audit trail includes the information such as: timeline, agent and amounts of the transactions processed. The integrity of data is dependent upon the audit trails provided and OneOutdoor provides unparalleled audit trail information in order to trace back data through time to understand historical activities or understand how different activities are linked within the system. Auditing reports can be provided on a recurring basis for any of these activities, as they are for financial transactions, to provide NGPC confidence in their data.

As an example, OneOutdoor logs and tracks the following system events with the user identification, event type, date and time stamp, success or failure status, origin of the event, and the data element(s) associated with the event:

- All Transaction processing, refunds and agent voids and posted time for each transaction. Each transaction can be associated with a processing user/agent, a sales agent, customer, and product details.
- Successful and unsuccessful login events
- When authentication thresholds have been met
- Historical activity for each user
- Security administration activities involving account creation and modifications
- Access to audit trails and log files
- Initiation times for logging process or file
- Creation and deletion events of system-level objects

FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate
	Another example of essential auditing is throughout customer purchase transactions. The OneOutdoor system tracks and stores all transactions using the Transactions Management Module. This module can then be used by authorized NGPC personnel to search transactions or make updates to transactions (inactivate or void lines) as needed. The NIC Payment Platform provides accounting and funds disbursement and undergoes its own set of audits as required by regulatory bodies. Both OneOutdoor and the NIC Payment Platform have their own reports to reconcile the accounting and provide checks and balances so the NGPC staff have access to the financial data, readily accessible, in varying report formats and querying options in order to perform process tasks and verify accuracy against other systems as necessary. NIC will provide any recurring reporting needed to NGPC in support of their audit needs and help NGPC staff to create any reports they may like to have on hand to run as needed in support of auditing efforts as well. 2. Real-time reporting is built into the system in support of reconciliation processes. The NIC OneOutdoor system will be the system of Sales, while our payment platform is the system of revenue collection; both systems generate periodic Sales and Revenue reports for periodic reviews and reconciliation activities. OneOutdoor has extensive reporting tools that help with the reconciliation for all funds and transactions received. The NIC Payment Platform is an end-to-end solution that provides for all payment types and channels requested as part of this solicitation. The NIC Payment Platform offers flexible and configurable integration methods to ensure maximum usage. It provides: integration with payment processor and merchant services to fuel the transactions, integration capabilities to send data to statewide accounting systems, and enhanced visibility through reports, settlement, and reconciliation; this allows it to provide all necessary reports and settlement data, provide award-winning customer service, and perform exception handling on transactions. For transactions completed through a POS agent or through NGPC agency personnel, the agent will have the ability to print a copy of the receipt and license documents for the customer as well as print off an internal receipt for agency records. Many POS agents and agencies use these records to assist in reconciliation of items sold. OneOutdoor has a suite of standard reports built into the product for any reconciliation reporting or invoicing needs. These reports have various parameters that allow users to run reports on any necessary information. For example, using the Transaction Details Report shown in Figure 38, a user can run a report for a particular date range, agent, and transactions for a particular agent to receive sales transaction information. The following screen shot shows the Transaction Details Report creation screen; the user can choose a specific Product ID or Product IDs (by holding the Control key) to be included in the report. The Park Permit Book would be set up as its own Product ID.				

FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate

Figure 38: Transaction Details Report Execution Screen

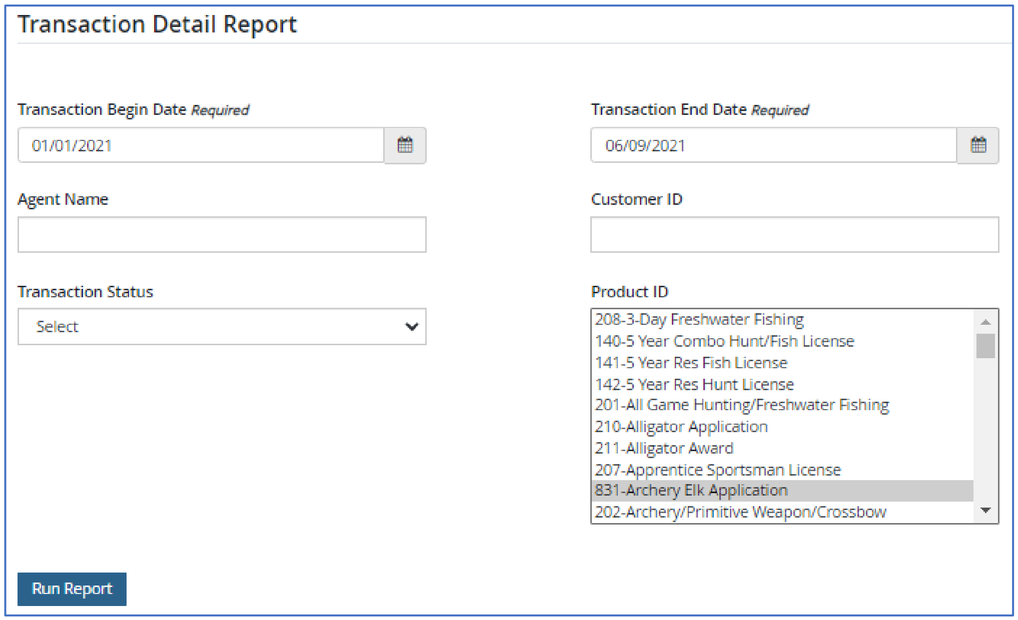


Figure 39 shows an example of the executed report:

Figure 39: Transaction Details Executed Report

Transaction Detail Report

Transaction Begin Date	01/01/2021
Transaction End Date	06/09/2021
Agent	All
Customer ID	All
Commission	All
Transaction Status	All
Product IDs	831-Archery Elk Application

Transaction ID	Customer ID	Transaction Date and Time	Agent ID	Total Price	Transaction Status	OrderLine ID	Product Number	Product Name	Product Price	Sales Tax	
484	064389158 James Instuctor	03/16/2021 09:13:15	4119 Online Sales Agent	11.50	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
550	094694387 Joe Junior	03/19/2021 11:04:30	4119 Online Sales Agent	11.50	Complete	2	831	Archery Elk Application	11.97	0.00	PA C
583	487961336 James Multi	03/24/2021 04:49:38	4119 Online Sales Agent	11.50	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
913	835676644 Peter Elk	04/09/2021 01:28:41	4119 Online Sales Agent	11.50	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
915	116384934 Mandi Adams	04/09/2021 02:41:53	4119 Online Sales Agent	11.97	Modified	1	831	Archery Elk Application	11.97	0.00	PA C
916	116384934 Mandi Adams	04/09/2021 02:51:49	4119 Online Sales Agent	-11.97	Void	1	831	Archery Elk Application	11.97	0.00	PA C
917	116384934 Mandi Adams	04/09/2021 02:53:05	4119 Online Sales Agent	11.97	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
1045	800787921 James Walters	05/11/2021 11:48:52	4119 Online Sales Agent	11.97	Complete	1	831	Archery Elk Application	11.97	0.00	PA C
1210	790231781 John Demo	05/27/2021 03:57:42	4119 Online Sales Agent	11.97	Complete	1	831	Archery Elk Application	11.97	0.00	PA C

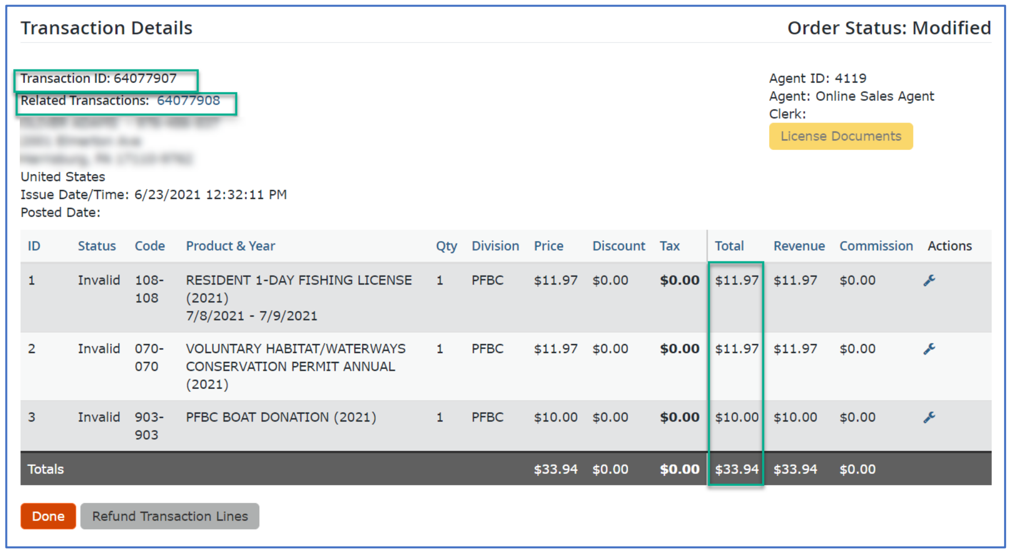
Reports can be exported into a variety of outputs, such as PDF, Excel, Rich Text format, Word, .csv, and XML. The Reports Module is permission-based, so only users with the appropriate permissions will be able to view and run reports. Those privileges can be updated by an Administrator as necessary.

OneOutdoor utilizes a highly respected reporting software that can access our database. The Outdoor implementation team will be there to help NGPC hit the ground running to build queries that will address your reporting needs and will ensure that all needed reports are created and ready to go for Day 1 such as the physical park permit book inventories sold, etc. With those queries in place, all NGPC would need to do to run a report is set your desired date parameters. Users can create reports by using drag-and-drop functionality and to create and run various queries.

3. traceability of payment details – Audit trails within OneOutdoor, as mentioned in our response to item #1 above, help to provide traceability of payment details. For example, Figure 40 provides details on the original transaction of a refunded transaction. Transaction ID 64077907 shown had three items purchased for a total of $33.94. If an administrative user

FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate
	pulls up this transaction, they can see that there is a Related Transaction that should be reviewed as well, Transaction ID 64077908.				

Figure 40: Original Transaction Details



Transaction Details   Order Status: Modified

Transaction ID: 64077907
Related Transactions: 64077908
United States
Issue Date/Time: 6/23/2021 12:32:11 PM
Posted Date:

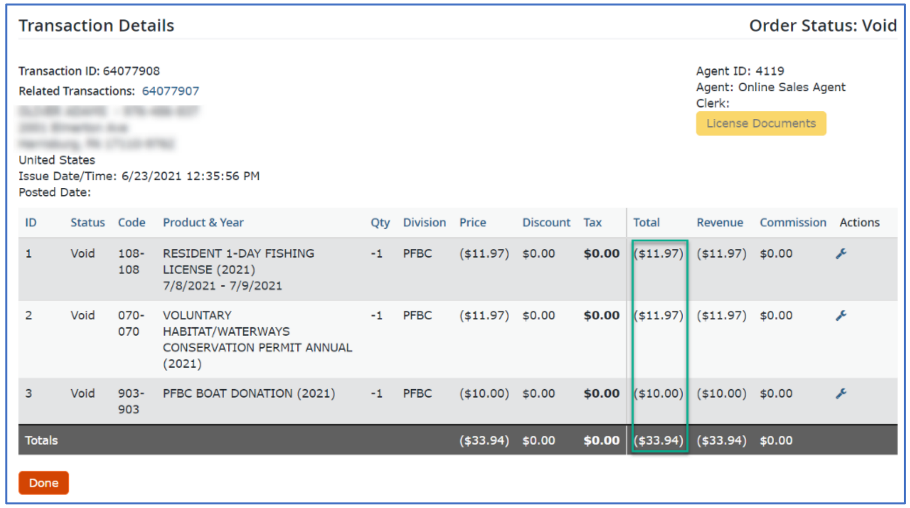
Agent ID: 4119
Agent: Online Sales Agent
Clerk:
License Documents

ID	Status	Code	Product & Year	Qty	Division	Price	Discount	Tax	Total	Revenue	Commission	Actions
1	Invalid	108-108	RESIDENT 1-DAY FISHING LICENSE (2021) 7/8/2021 - 7/9/2021	1	PFBC	$11.97	$0.00	**$0.00**	$11.97	$11.97	$0.00	
2	Invalid	070-070	VOLUNTARY HABITAT/WATERWAYS CONSERVATION PERMIT ANNUAL (2021)	1	PFBC	$11.97	$0.00	**$0.00**	$11.97	$11.97	$0.00	
3	Invalid	903-903	PFBC BOAT DONATION (2021)	1	PFBC	$10.00	$0.00	**$0.00**	$10.00	$10.00	$0.00	
Totals						$33.94	$0.00	**$0.00**	$33.94	$33.94	$0.00	

Done   Refund Transaction Lines

Figure 41 shows the details of the refunded transaction, Transaction ID 64077908. As you can see in the screen shot, it shows that this transaction is a void of the original three items and you can see the refunded amount next to each item, resulting in the reversal of the funds for that transaction. Each of these transactions show the time of the transaction as well as the Agent ID.

Figure 41: Refunded Transaction Details


Transaction Details

Order Status: Void

Transaction ID: 64077908
Related Transactions: 64077907
United States
Issue Date/Time: 6/23/2021 12:35:56 PM
Posted Date:

Agent ID: 4119
Agent: Online Sales Agent
Clerk:
License Documents

ID	Status	Code	Product & Year	Qty	Division	Price	Discount	Tax	Total	Revenue	Commission	Actions
1	Void	108-108	RESIDENT 1-DAY FISHING LICENSE (2021) 7/8/2021 - 7/9/2021	-1	PFBC	($11.97)	$0.00	**$0.00**	($11.97)	($11.97)	$0.00	
2	Void	070-070	VOLUNTARY HABITAT/WATERWAYS CONSERVATION PERMIT ANNUAL (2021)	-1	PFBC	($11.97)	$0.00	**$0.00**	($11.97)	($11.97)	$0.00	
3	Void	903-903	PFBC BOAT DONATION (2021)	-1	PFBC	($10.00)	$0.00	**$0.00**	($10.00)	($10.00)	$0.00	
Totals						($33.94)	$0.00	**$0.00**	($33.94)	($33.94)	$0.00	

Done

In addition to this audit trail for tracking transactions is the transaction audit trails, which provide the payment processing side of transactions. Refunds can be seen on the same transaction in the payment processing system as shown in Figure 42 below.

Figure 42: Payment Processing System Audit Trail Details

Order Items

Order Total:	$33.94

Invoice

Invoice ID:	12032746	**Date:**	06/23/21 11:32 AM	**Total Amount:**	$33.94	**Admin User**	System

Invoice Items

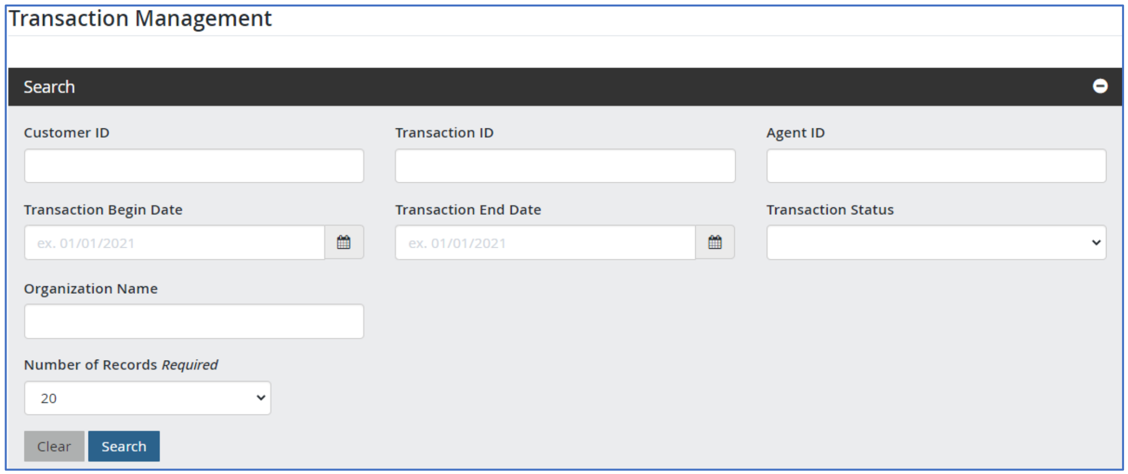
SKU	ID	Instance ID	Description	Unit Price	Quantity	Extended Price
PFBC	50484678	1	RESIDENT 1-DAY FISHING LICENSE	$11.97	1	$11.97
PFBC	50484680	1	PFBC BOAT DONATION	$10.00	1	$10.00
PFBC	50484682	1	VOLUNTARY HABITAT/WATERWAYS CONSERVATION PERMIT ANNUAL	$11.97	1	$11.97
					Invoice Total:	$33.94

Transaction History (Click on Id for details)

ID	Type	Date	Implement	Amount	Status	Batch Date	
44830334	PAYMENT	06/23/21 11:32 AM	CREDIT CARD	$33.94	SUCCESS		Show Details
44841148	REFUND	6/23/2021 12:35:56 PM	CREDIT CARD	$33.94	SUCCESS		Show Details

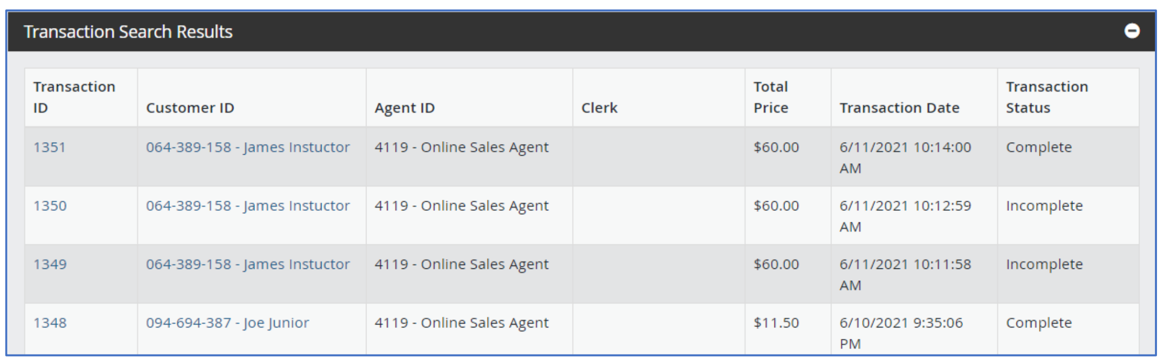
4. Transaction details can be easily viewed by navigating to the Transaction Management module and performing a search for the desired transaction using the search screen shown in Figure 43:

Figure 43: Transaction Management Search Functionality



Once the user has populated the desired search fields (recommended to populate at least one) and/or clicked on ‘Search’ a listing of transactions that fit the search criteria will be displayed, similar to the example shown in Figure 44:

Figure 44: Transaction Management Search Results



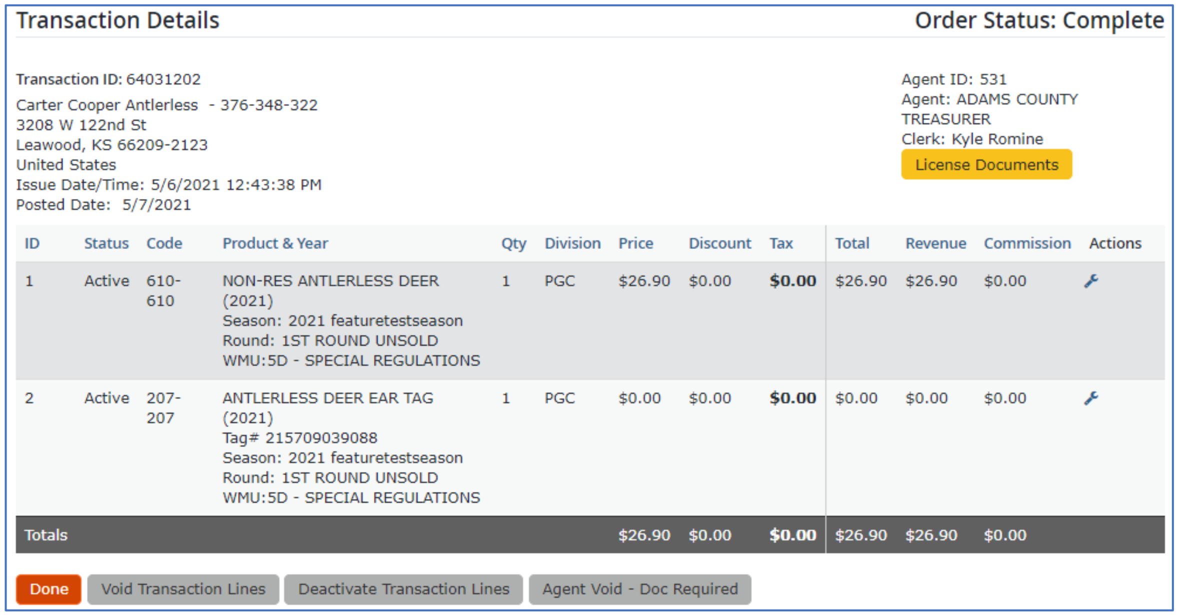
Transaction Search Results

Transaction ID	Customer ID	Agent ID	Clerk	Total Price	Transaction Date	Transaction Status
1351	064-389-158 - James Instuctor	4119 - Online Sales Agent		$60.00	6/11/2021 10:14:00 AM	Complete
1350	064-389-158 - James Instuctor	4119 - Online Sales Agent		$60.00	6/11/2021 10:12:59 AM	Incomplete
1349	064-389-158 - James Instuctor	4119 - Online Sales Agent		$60.00	6/11/2021 10:11:58 AM	Incomplete
1348	094-694-387 - Joe Junior	4119 - Online Sales Agent		$11.50	6/10/2021 9:35:06 PM	Complete

To see the details behind a transaction, the user can click on the transaction ID to view those as shown in Figure 45 below:

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

FIN #	Financial Transaction Tracing	Yes	Customization Required	No	Alternate
	Figure 45: Transaction Details Screen				



Transaction Details — Order Status: Complete

Transaction ID: 64031202
Carter Cooper Antlerless - 376-348-322
3208 W 122nd St
Leawood, KS 66209-2123
United States
Issue Date/Time: 5/6/2021 12:43:38 PM
Posted Date: 5/7/2021

Agent ID: 531
Agent: ADAMS COUNTY TREASURER
Clerk: Kyle Romine
License Documents

ID	Status	Code	Product & Year	Qty	Division	Price	Discount	Tax	Total	Revenue	Commission	Actions
1	Active	610-610	NON-RES ANTLERLESS DEER (2021) Season: 2021 featuretestseason Round: 1ST ROUND UNSOLD WMU:5D - SPECIAL REGULATIONS	1	PGC	$26.90	$0.00	**$0.00**	$26.90	$26.90	$0.00	
2	Active	207-207	ANTLERLESS DEER EAR TAG (2021) Tag# 215709039088 Season: 2021 featuretestseason Round: 1ST ROUND UNSOLD WMU:5D - SPECIAL REGULATIONS	1	PGC	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	
Totals						$26.90	$0.00	**$0.00**	$26.90	$26.90	$0.00	

Done | Void Transaction Lines | Deactivate Transaction Lines | Agent Void - Doc Required

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),	X			

Attachment C

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

FIN #	Tender	Yes	Customization Required	No	Alternate
	6. Interagency Billing Transaction (IBT)				

Bidder Response: OneOutdoor allows the sales to customers via Online or by Agent channel. Online sales performed using OneOutdoor will be supported through our PCI compliant NIC Payment Platform. Online customers will be able to make payments through a variety of payments methods including but not limited to credit card, Debit cards, eChecks, and NGPC gift cards. Each payment processed on the OneOutdoor online POS goes through our PCI compliant module, and in all instances, customer receive a copy of their receipt, and are able to print off a copy of the receipt and any eligible licenses that are printable at home after purchase completion. The NIC payment processing system allows configurability to enable various methods of payment such as credit card, Debit cards, E-checks, Paypal, and NGPC gift cards and to permit various card types like Mastercard, Visa, Amex, diners card etc. At time of the disbursements, systems generate various reports to list the disbursement by each processor type configured for the collection; an example is shown in Figure 46.

Figure 46: Batch Report

Batch Summary Report

Transaction Start Date: 5/1/2021 **Transaction End Date:** 5/31/2021

Batch Start Date: **Batch End Date:**

Financial Processor	Merchant Account	Implement	Transaction Date	Batch Date	Amount
ACHExpress ONE OUTDOOR WEB		ACH/E-check	5/11/2021		$1,226.00
FD CC One Outdoor		AMEX	5/11/2021		$490.17
FD CC One Outdoor		DISCOVER	5/11/2021		$1,591.85
FD CC One Outdoor		MASTERCARD	5/11/2021		$8,965.29
FD CC One Outdoor		VISA	5/11/2021		$17,939.82
Paper Processor		Cash Processor	5/11/2021		$819.50

For sales done at the POS and Agent locations, OneOutdoor allows flexibility to the agent to process the payments on POS of their choice. In addition, NGPC agents are able to accept cash, credit/debit cards, check, money order as well.

FIN #	Tender	Yes	Customization Required	No	Alternate
	The OneOutdoor system keeps track of every sale done by each agent and calculates the Agent commission and NGPC revenue in real time for each transaction processed. At the end of every week – system generates a weekly sweep and submits to the NIC payment processing system to debit funds from agents and disburse funds to the NGPC/ treasury account. All Interagency Billing Transactions will be processed by dedicated OneOutdoor agent(s). At one level, these Interagency agents will also be treated like any regular OneOutdoor Agents. For example, the system will keep track of all agents' sales and will keep track of the Agent commissions and NGPC revenue by each transaction. And at the end of the week system will calculate the total NGPC revenue due. But OneOutdoor gives flexibility to treat these Interagency Billing agents differently than commercial agents. OneOutdoor can be configured to either not sweep Interagency Billing agents or sweep Interagency Billing agents differently to pull funds from specific accounts. These configurations allow the enriched agency experience while allowing NGPC specific Interagency Billing use cases.				

FIN #	Park Bucks	Yes	Customization Required	No	Alternate
FIN-015 **Section VIII.O**	A. Describe the system's accounting for Park Bucks reconciliation.	X			

Bidder Response: Park Bucks reconciliation will be performed by the NIC Payment Platform. The NIC Payment Platform works with the external vendors to fulfill the gift cards. These gift cards can be configured to work for a single agency or multiple agencies based on NGPC business needs. Gift cards work like any other prepaid Visa or master card, as the NIC payment processing system will be able to check the validity and balance of the gift card prior to a purchase being approved/processed. If there is a balance remaining on the gift card, it can be used for future purchases.

With the gift card feature, the system provides the reporting of the gift cards reimbursed by each day. Additional reports can be run to view the outstanding balance of currently active gift cards for NGPC as depicted in Figure 47 and Figure 48 below:

Figure 47: Batch Summary Report

Batch Summary Report

Transaction Start Date: 5/1/2021 **Transaction End Date:** 5/31/2021

Batch Start Date: **Batch End Date:**

Financial Processor	Merchant Account	Implement	Transaction Date	Batch Date	Amount
ACHExpress ONE OUTDOOR WEB		ACH	5/12/2021		$487.50
FD CC One Outdoor		AMEX	5/12/2021		$907.86
FD CC One Outdoor		DISCOVER	5/12/2021		$1,286.62
FD CC One Outdoor		MASTERCARD	5/12/2021		$7,400.88
FD CC One Outdoor		VISA	5/12/2021		$12,117.85
Paper Processor		PAPER	5/12/2021		$1,501.50
GC Processor		Prepaid GC	5/12/2021		$4,578.98

Attachment C

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

FIN #	Park Bucks	Yes	Customization Required	No	Alternate
	Figure 48: Batch Detail Report				

Order Id	FTRANS	Merchant Id	Service Code	Fina al Process	Implement		Client Trace	Transaction Type	Transaction Date	Batch Date	Amount
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O46434251	PAYMENT	05/12/2021 00:15:54		$30.00
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O20293815	PAYMENT	05/12/2021 00:09:53		$42.00
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O2272491	PAYMENT	05/12/2021 00:34:34		$56.22
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O70289674	PAYMENT	05/12/2021 00:37:46		$56.22
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O30877975	PAYMENT	05/12/2021 05:40:15		$66.44
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O50665685	PAYMENT	05/12/2021 06:43:59		$42.00
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O64503012	PAYMENT	05/12/2021 07:21:54		$97.10
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O71621749	PAYMENT	05/12/2021 07:24:23		$86.87
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O72906083	PAYMENT	05/12/2021 07:44:42		$26.00
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O57117719	PAYMENT	05/12/2021 08:41:11		$56.22
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O65668213	PAYMENT	05/12/2021 08:57:12		$86.87
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O20702482	PAYMENT	05/12/2021 08:58:27		$31.00
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O81528817	PAYMENT	05/12/2021 09:09:21		$46.00
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O47264428	PAYMENT	05/12/2021 09:16:08		$81.77
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O17646606	PAYMENT	05/12/2021 07:30:45		$60.30
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O94196955	PAYMENT	05/12/2021 07:31:29		$74.10
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O77117700	PAYMENT	05/12/2021 07:31:36		$26.00
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O34722637	PAYMENT	05/12/2021 07:31:37		$56.22
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O41501443	PAYMENT	05/12/2021 08:02:12		$97.10
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O6161013	PAYMENT	05/12/2021 08:28:53		$56.22
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O36810303	PAYMENT	05/12/2021 09:05:36		$3.50
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O2060216	PAYMENT	05/12/2021 10:05:51		$30.00
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O87659757	PAYMENT	05/12/2021 10:08:28		$46.00
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O25002741	PAYMENT	05/12/2021 10:10:32		$86.87
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O91219021	PAYMENT	05/12/2021 10:15:14		$26.00
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O55725945	PAYMENT	05/12/2021 10:23:37		$22.00
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O29210005	PAYMENT	05/12/2021 10:31:15		$132.87
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O83182310	PAYMENT	05/12/2021 10:36:58		$46.00
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O68385792	PAYMENT	05/12/2021 09:22:50		$91.99
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O88164800	PAYMENT	05/12/2021 09:41:10		$132.87
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O57641222	PAYMENT	05/12/2021 10:03:35		$31.00
[illegible]	[illegible]	servations	IONS	FD CC IL One Outdoor	Prepaid GC		O54855869	PAYMENT	05/12/2021 10:26:53		$51.11

FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
FIN-016	A. Describe the system's process to accept credit cards.	X			

FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
Section VIII.P	Bidder Response: All customer online transactions will be supported through our NIC Payment Platform. Payments are processed in our PCI compliant payment platform that uses tokenization to ensure that no card holder information is stored in the system. NIC agrees to comply with the security requirements and applicable laws for any claims, damages or harm related to a breach caused by Contractor's breach of security obligations. NIC follows robust security protocols for credit card processing for electronic licensing solutions using OneOutdoor. This includes: 1) Only collecting credit card data through NIC's Payment Platform that operates in NIC's PCI compliant processing environment. 2) Storing no cardholder data within the OneOutdoor application 3) Following PCI rules for masking and encryption of cardholder data in transit, storage, and on receipts 4) Using tokenization to remove the need to store payment data and to remove access to full cardholder data for customer service and support staff 5) Ensuring that cardholder data is secure in the systems, software, network, and staff that have access to it Customers will be able to process their credit card through our PCI compliant module, receive a copy of their receipt, and be able to print off a copy of the receipt and any eligible licenses that are printable at home after purchase completion. NGPC would determine the configuration to be used for POS agents and agency personnel; NGPC can choose to have agency personnel allow transactions to flow through our Payment Platform and process credit card payments that way, or they could select to not have payment processing through that module and instead take the payments at their locations via credit card machines, cash, or check. The funds from those transactions would be retrieved by NGPC through the NIC ACH sweep process. The OneOutdoor solution supports online purchases not only with credit/debit card, but also via e-check, and Park Bucks/gift card/gift vouchers. The following screen shots in Figure 49, Figure 50, and Figure 51 provide a view of the Transaction Summary Page that is presented prior to routing the customer to the payment page as it is displayed on a desktop device for both a credit card transaction and an eCheck transaction, and also for a credit card on a mobile device.				

Figure 49: Transaction Summary Page - Desktop Device

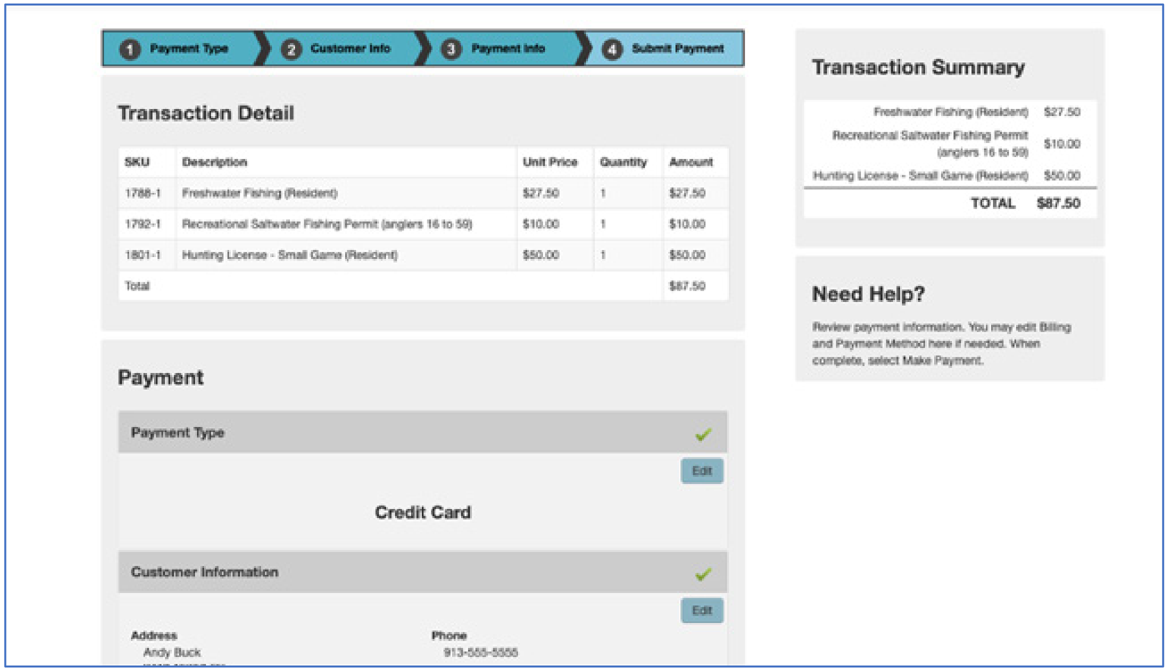
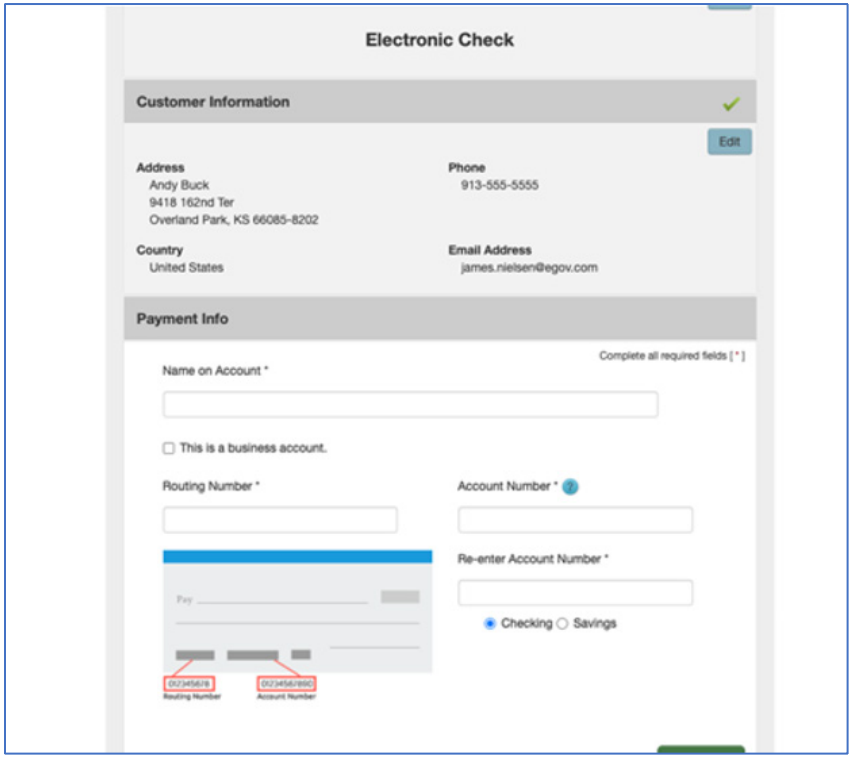
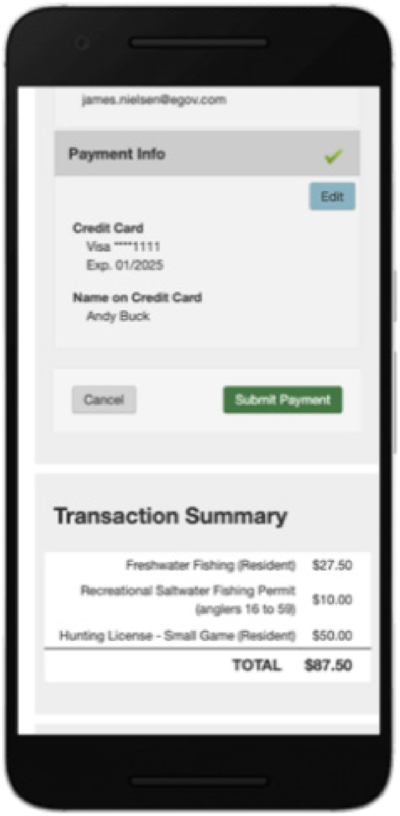


Figure 50: Transaction Summary Page – E-Check



FIN #	PCI Compliance	Yes	Customization Required	No	Alternate
	Figure 51: Transaction Summary Page - Mobile Device 				

Attachment C

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

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: Please see the below for specific responses to each item listed above: 1. AOC – NIC will share our confidential AOC for our payment solution at the beginning of the contract and after each AOC is completed annually. 2. PCI-DSS Data Flow Diagram – NIC will provide our PCI DSS data flow diagram for the program. 3. Incident Response Plan – NIC will share a copy of our Incident Response Plan specific to this program during the contract term. 4. Vulnerability Scans – NIC will share the results of vulnerability scans done during the term of the contract. 5. Security Policy - NIC will share our proprietary security policy with the state during the contract term.				

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: The NIC Payment Platform proposed as part of our OneOutdoor solution is currently integrated to US Bank/Elavon and processes payments on behalf of the State for other digital government services under our Nebraska subsidiary's (Nebraska Interactive, LLC dba NIC Nebraska) current contract to supply and deliver management and administration of the State of Nebraska's online information Portal to the State of Nebraska.				

Completed Attachment D: Cost Proposal (separate file)

NIC has provided this completed attachment in a separate file entitled, “Attachment D Cost Proposal 04.15.21 File 2 of 2.xls” per the Solicitation requirements.

Completed Attachment E: Billable Items

NIC has provided a response to each requirement in Attachment E beginning on the page immediately following.

*Bidder Must Identify Billable Items in Column C with a Yes or No 6506-Z1	NGPC Current Billable Items	*Bidder Proposed Billable Items Yes or No
Hunting		
Resident Annual	Yes	Yes
Resident 3-Year Hunt with Habitat Stamp	Yes	Yes
Resident 3-Year Hunt with All State Stamps	Yes	Yes
Resident 5-Year Hunt with Habitat Stamp	Yes	Yes
Resident 5-Year Hunt with All State Stamps	Yes	Yes
Resident Lifetime Hunt (age 0-15)	Yes	Yes
Resident Lifetime Hunt (age 16-45)	Yes	Yes
Resident Lifetime Hunt (age 46 and over)	Yes	Yes
Nonresident Annual	Yes	Yes
Nonresident 3-Year with Habitat Stamp	Yes	Yes
Nonresident 3-Year with all State Stamps	Yes	Yes
Nonresident 5-Year with Habitat Stamp	Yes	Yes
Nonresident 5-Year with all State Stamps	Yes	Yes
Nonresident Lifetime Hunt (age 0-16)	Yes	Yes
Nonresident Lifetime Hunt (age 17 and over)	Yes	Yes
Nonresident Youth	Yes	Yes
Nonresident 2-Day	Yes	Yes
Fishing		
Resident Annual Fish	Yes	Yes
Resident 3-Year Fish	Yes	Yes
Resident 5-Year Fish	Yes	Yes
Resident 1-Day Fish	Yes	Yes
Resident 3-Day Fish	Yes	Yes
Resident Lifetime Fish (age 0-15)	Yes	Yes
Resident Lifetime Fish (age 16-45)	Yes	Yes
Resident Lifetime Fish (age 46 & over)	Yes	Yes
Nonresident Annual Fish	Yes	Yes

*Bidder Must Identify Billable Items in Column C with a Yes or No 6506-Z1	NGPC Current Billable Items	*Bidder Proposed Billable Items
Nonresident 3-Year Fish	Yes	Yes
Nonresident 5-Year Fish	Yes	Yes
Nonresident 1-Day Fish	Yes	Yes
Nonresident 3-Day Fish	Yes	Yes
Nonresident Lifetime Fish (age 0-16)	Yes	Yes
Nonresident Lifetime Fish (age 17 and over)	Yes	Yes
Resident Paddlefish *	Yes	Yes
Resident Preference Point (LB287 - 2020)	No	No
Nonresident Paddlefish *	Yes	Yes
Nonresident Preference Point (LB287 - 2020)	No	No
Resident Annual Special Fish	Yes	Yes
Combination (hunting & fishing)		
Resident Annual Hunt/Fish Combo (16 and over)	Yes	Yes
Resident 3-Year Hunt/Fish Combo with Habitat Stamp	Yes	Yes
Resident 3-Year Hunt/Fish Combo with all State Stamps	Yes	Yes
Resident 5-Year Hunt/Fish Combo with Habitat Stamp	Yes	Yes
Resident 5-Year Hunt/Fish Combo with all State Stamps	Yes	Yes
Resident Lifetime Hunt/Fish Combo (age 0-15)	Yes	Yes
Resident Lifetime Hunt/Fish Combo (age 16-45)	Yes	Yes
Resident Lifetime Hunt/Fish Combo (age 46 and over)	Yes	Yes
Nonresident Annual Hunt/Fish Combo (16 and over)	Yes	Yes
Nonresident 3-Year Hunt/Fish Combo with Habitat Stamp	Yes	Yes
Nonresident 3-Year Hunt/Fish Combo with all State Stamps	Yes	Yes
Nonresident 5-Year Hunt/Fish Combo with Habitat Stamp	Yes	Yes
Nonresident 5-Year Hunt/Fish Combo with all State Stamps	Yes	Yes
Nonresident Lifetime Hunt/Fish Combo (age 0-16)	Yes	Yes
Nonresident Lifetime Hunt/Fish Combo (age 17 and over)	Yes	Yes
Senior/Veteran/Deployed Military COMBO - Resident Only		
Veteran Age 64+ Annual Hunt/Fish (FUR*) with all State Stamps	No	No

*Bidder Must Identify Billable Items in Column C with a Yes or No 6506-Z1	NGPC Current Billable Items	*Bidder Proposed Billable Items
Individual Age 69+ Annual Hunt/Fish/(FUR*) with all State Stamps	No	No
Deployed Military Annual Hunt/Fish/(FUR*) with all State Stamps	No	No
Resident Disabled Veteran Combo/H/F/Fur w/ all stamps	No	No
Fur Harvest		
Resident Fur Harvest Annual	Yes	Yes
Resident Lifetime Fur Harvest (age 0-15)	Yes	Yes
Resident Lifetime Fur Harvest (age 16-45)	Yes	Yes
Resident Lifetime Fur Harvest (age 46 and over)	Yes	Yes
Nonresident Fur Harvest Annual	Yes	Yes
Turkey		
Resident	Yes	Yes
Resident Youth	Yes	Yes
Resident Landowner	Yes	Yes
Nonresident	Yes	Yes
Nonresident Youth	Yes	Yes
Nonresident Landowner	Yes	Yes
Antelope		
Resident Rifle Draw	Yes	Yes
Resident Landowner Rifle Draw	Yes	Yes
Resident Youth	Yes	Yes
Resident Landowner Late Season (Doe/Fawn) and Archery	Yes	Yes
Resident Late Season (Doe/Fawn) and Archery	Yes	Yes
Resident Preference Point (LB287 - 2020)	No	No
Nonresident Rifle Draw	Yes	Yes
Nonresident Landowner Rifle Draw	Yes	Yes
Nonresident Youth	Yes	Yes
Nonresident Landowner Late Season (Doe/Fawn) and Archery	Yes	Yes

*Bidder Must Identify Billable Items in Column C with a Yes or No 6506-Z1	NGPC Current Billable Items	*Bidder Proposed Billable Items
Nonresident Late Season (Doe/Fawn) and Archery	Yes	Yes
Nonresident Preference Point (LB287 - 2020)	No	No
Antelope -Nonrefundable Application Fee	No	Yes
Deer		
Resident deer draw *	Yes	Yes
Resident	Yes	Yes
Resident Statewide Buck-Only (Whitetail only)	Yes	Yes
Resident Statewide Buck (M/WT no MDCA)	Yes	Yes
Resident Statewide Buck-Only (allows Mule Deer)	Yes	Yes
Resident Special Antlerless Only	Yes	Yes
Resident Youth	Yes	Yes
Resident Landowner	Yes	Yes
Resident Preference Point (LB287 - 2020)	No	No
Nonresident deer draw	Yes	Yes
Nonresident	Yes	Yes
Nonresident Statewide Buck-Only (Whitetail only)	Yes	Yes
Nonresident Statewide Buck (M/WT no MDCA)	Yes	Yes
Nonresident Statewide Buck-Only (allows Mule Deer)	Yes	Yes
Nonresident Season Choice Antlerless Only	Yes	Yes
Nonresident Special Antlerless Only	Yes	Yes
Nonresident Youth	Yes	Yes
Nonresident Landowner	Yes	Yes
Nonresident Preference Point (LB287 - 2020)	No	No
Landowner Limited (4 Permits) (3 days Sat-Mon prior to opening Firearm) (LB126 2020)	Yes	Yes
Deer -Nonrefundable Application Fee	No	Yes
Elk		
Resident Elk - Either Sex or Antlerless	Yes	Yes

*Bidder Must Identify Billable Items in Column C with a Yes or No 6506-Z1	NGPC Current Billable Items	*Bidder Proposed Billable Items
Resident Elk - Landowner	Yes	Yes
Nonresident Elk - Landowner	Yes	Yes
Resident Preference Point (LB287 - 2020)	No	No
Nonresident Preference Point (LB287 - 2020)	No	No
Resident Bonus Point (LB287 - 2020)	No	No
Elk -Nonrefundable Application Fee	No	Yes
Bighorn Sheep		
Residents Only - Nonrefundable Application Fee	No	Yes
Falconry		
Falconry Permit (age 12-17)	Yes	Yes
Falconry Permit (18 and over)	Yes	Yes
Raptor Propagation Permit	Yes	Yes
Nonresident Raptor Collecting Permit	Yes	Yes
Controlled Shooting Area		
Controlled Shooting Area License	Yes	Yes
Nonresident Controlled Shooting Area License	Yes	Yes
Park - Nebraska Licensed Vehicle - Online Via the Public Web Only		
Daily Park Permit	Yes	Yes
Annual Park Permit	Yes	Yes
Duplicate Annual Park Permit	Yes	Yes
Park - Non-Nebraska Licensed Vehicle - Online Via the Public Web Only		
Daily Park Permit	Yes	Yes
Annual Park Permit	Yes	Yes
Duplicate Annual Park Permit	Yes	Yes

*Bidder Must Identify Billable Items in Column C with a Yes or No 6506-Z1	NGPC Current Billable Items	*Bidder Proposed Billable Items
Stamps		
Annual Habitat Stamp	No	Yes
Annual Waterfowl Stamp	No	Yes
Annual Aquatic Habitat Stamp (sold only in conjunction with permit)	No	Yes
Lifetime Habitat Stamp	No	Yes
Lifetime Waterfowl Stamp	No	Yes
Lifetime Aquatic Habitat Stamp (sold only in conjunction with permit)	No	Yes
3-Year Habitat Stamp (sold only in conjunction with multi-year permit)	No	Yes
3-Year Waterfowl Stamp (sold only in conjunction with multi-year permit)	No	Yes
3-Year Aquatic Stamp (sold only in conjunction with multi-year permit)	No	Yes
5-Year Habitat Stamp (sold only in conjunction with multi-year permit)	No	Yes
5-Year Waterfowl Stamp (sold only in conjunction with multi-year permit)	No	Yes
5-Year Aquatic Stamp (sold only in conjunction with multi-year permit)	No	Yes
Nonresident Aquatic Invasive Species	Yes	Yes
Disabled Veteran Park Permit (Free Permit)	No	No
Products such as Calendars, Magazines, Books, Clothing, Firewood, Camp Sites, Food, donations, point of sale items.	No	No
Big Game Replacement Permits	Yes	Yes
Small Game, Fish, Combo or Lifetime Replacement Permits	No	No

3. Cost Proposal (Separate File)

As instructed in the RFP Solicitation, the Cost Proposal is being provided in two separate, distinct files, and is being submitted under the file names of "RFP 6506 Z1 NIC Permit System Cost Proposal File 1 of 2.pdf" and "RFP 6506 Z1 NIC Permit System Cost Proposal File 2 of 2.xls".

Required Attachments

As instructed throughout the RFP requirements, we have included the following attachments, beginning on the page immediately following:

- Completed and Signed Request for Proposal for Contractual Services Form
- Completed Form A: Bidder Point Of Contact Form

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

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

BIDDER MUST COMPLETE THE FOLLOWING

with the procedures stated in this Solicitation, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder maintains a drug free work place.

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

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

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

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

FORM MUST BE SIGNED MANUALLY IN INK OR BY DOCUSIGN

FIRM:	NICUSA, Inc.
COMPLETE ADDRESS:	25501 West Valley Parkway, Suite 300, Olathe, KS 66061
TELEPHONE NUMBER:	(406) 431-0675
FAX NUMBER:	(805) 426-8112
DATE:	July 1, 2021
SIGNATURE:	Sandi Miller
TYPED NAME & TITLE OF SIGNER:	Sandi Miller, Vice President

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:	NICUSA, Inc.
Bidder Address:	25501 West Valley Parkway, Suite 300 Olathe, KS 66061
Contact Person & Title:	Sandi Miller
E-mail Address:	Sandi@egov.com
Telephone Number (Office):	(406) 431-0675
Telephone Number (Cellular):	(406) 431-0675
Fax Number:	(805) 426-8112

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:	NICUSA, Inc.
Bidder Address:	25501 West Valley Parkway, Suite 300 Olathe, KS 66061
Contact Person & Title:	Sandi Miller, Vice President
E-mail Address:	Sandi@egov.com
Telephone Number (Office):	(406) 431-0675
Telephone Number (Cellular):	(406) 431-0675
Fax Number:	(805) 426-8112

NIC Attachments

As instructed throughout the RFP requirements, we have included the following attachments with references to where they are requested:

- ***NIC Attachment A*** - NICUSA, Inc. Financials (as required in ***RFP Section XI.A.1.b.***) – provided in the Proprietary Information file
- ***NIC Attachment B*** - NIC Commercial License Agreement (includes SLAs) (as required in ***RFP Section II.***)
- ***NIC Attachment C*** - NIC Draft Security Plan (as required in ***RFP Section VIII.S.1.***) – provided in the Proprietary Information file
- ***NIC Attachment D*** - NIC Draft Conversion Plan (as required in ***RFP Section IX.A.***)
- ***NIC Attachment E*** - NIC Draft Schedule of Work (as required in ***RFP Section IX.C.***)
- ***NIC Attachment F*** - NIC Data Recovery Plan with System Recovery Emphasis (as required in ***RFP Section VI.I.2.***)
- ***NIC Attachment G*** – NIC Key Personnel Resumes and References (as required in ***RFP Section XI.A.1.i.***)
- ***NIC Attachment H*** – NIC OneOutdoor Technical Architecture (as required in ***RFP Section VI.G.***)

NIC Attachment A – NICUSA, Inc Financials (Proprietary Information)

(as required in ***RFP Section XI.A.1.b.***)

A copy of the most recent audited financial reports and statements for NICUSA, Inc. can be found in NIC's Proprietary Information file.

NIC Attachment B – NIC Commercial License Agreement (includes SLAs)

(as required in ***RFP Section II.***)

NIC would like the document beginning on the page immediately following incorporated into any final Contract as instructed in ***RFP Section II TERMS AND CONDITIONS***.

Commercial License Terms

1. **<u>Services.</u>**

a. <u>Software Service.</u> NICUSA, Inc., and any of their affiliates (together "NIC") will provide government ("Client") with remote electronic access to the Software Service specified in the proposal in response to the Nebraska Statewide we-Based Permit/Licensing System Request for Proposal for Contractual Services ("RFP") during the term of the agreement between Client and NIC (together with these Commercial License Terms, the "agreement") for internal business purposes, subject to Client's compliance with the agreement. The Software Service will be provided using NIC's proprietary software, APIs, processes, user interfaces, know-how, techniques, designs, ideas, concepts, and other tangible or intangible technical material or information ("NIC Technology"). NIC Technology does not include deliverables, as defined in the RFP.

b. <u>Acceptance.</u> Acceptance of the Software Service shall be deemed to occur when the Software Service is placed in live productive use for Client.

c. <u>Support and Maintenance</u>. NIC will provide email and/or telephone support during normal business hours and will also provide a 24x7 monitored outreach mechanism to report Severity 1 Incidents. NIC will resolve any error in the Software Service reported by Client or otherwise known to NIC in accordance with the following priority level to such error:

(1) Severity 1 Incident. In the event the Software Service is rendered unavailable or if the delivery of expected critical functionality thereof has failed (such as a comprehensive outage or consistent transaction failures), NIC shall use commercially reasonable efforts to resolve the issue within one hour 80% of the time, measured annually, after receiving Client notification of such an event. NIC shall provide Client with periodic reports (no less frequently than once every 30 minutes) on the status of the error and resolution.

(2) Severity 2 Incident. In the event the Software Service or the delivery of expected critical functionality thereof is available but has substantially degraded in performance (such as intermittent availability or irregular transactions issues), NIC shall use commercially reasonable efforts to resolve the issue within six hours 80% of the time, measured annually, after receiving Client notification of such an event. NIC shall provide Client with periodic reports (no less frequently than once every 60 minutes) on the status of the error and resolution.

(3) Severity 3 Incident. In the event the delivery of expected non-critical Software Service functionality has degraded in performance without material impact on Client outcomes, NIC shall use commercially reasonable efforts to resolve the error within five business days of receiving Client notification of such error. NIC shall provide Client with periodic reports (no less frequently than once each day) on the status of the error and resolution.

d. <u>Support Exclusions</u>. NIC is not obligated to provide support to the extent the need for support was created in whole or in part by:

(a) the negligence or willful misconduct of Client, or any unauthorized use or modifications of the Software Service or its operating environment;

(b) any failure or defect of Client's or a third party's equipment, software, facilities, third party applications, or internet connectivity (or other causes outside of NIC's or its subcontractor's or services provider's control);

(c) Client's use of the Software Service other than in accordance with this agreement; or

(d) an Excusable Delay as that term is defined in FAR Section 52.249-14.

e. <u>Updates</u>. NIC will provide updates (e.g., bug fixes, vulnerability mitigation, data integrity issues, minor regulatory compliance and other minor enhancements and versions) to the Software Service that NIC makes available to all customers from time to time at no additional cost.

2. **<u>Permitted Uses, Restrictions, and Ownership.</u>**

a. Client is solely responsible for (i) providing and maintaining the hardware and software necessary to remotely access and use the Software Service; (ii) using frequently updated, industry standard virus and malware protection software to prevent the introduction of viruses and other malware into the Software Service from Client's network or hardware; (iii) identifying and preventing any unauthorized access to, use of, or disclosure of the Software Service or any content on the Software Service by advising NIC promptly, but in no event more than two business days after Client learns of such access, use or disclosure.

b. Client shall not (and shall not permit others to) (i) modify or interfere with the Software Service or the NIC Technology; (ii) reverse engineer, decompile, or attempt to discover the source code of the Software Service, or the NIC Technology; or (iii) resell or otherwise use the Software Service for any purpose other than its own internal business purposes.

c. As between the parties, NIC alone (and its licensors, where applicable) own all right, title, and interest, in and to the Software Service, NIC Technology, or any suggestions, ideas, enhancement requests, feedback, recommendations or other information provided by Client or any other party relating to the Software Service. Client will not copy, distribute, reproduce, or use any of the foregoing except as expressly permitted under the agreement. All rights in the NIC Technology not expressly granted to Client are reserved by NIC and its licensors.

d. NIC acknowledges that as between the parties, Client controls the means and uses of data put into the Software Service by Client or an end user ("Client Data"); *provided, however*, that Client grants NIC the right to use any and all

Client Data: (i) to perform its obligations described in the agreement, (ii) for back-up or testing purposes, and (iii) to the extent permitted by applicable law, in blinded, de-identified or aggregated form for the purpose of data analysis, compilation, interpretation, study, reporting, publishing, improvement of the Software Service, and product and service development.

e. Client is responsible for maintaining the security of all access credentials granted to it, for the security of its information systems used to access the Software Service, and for its end users' use of the Software Service. Client is responsible for all activities conducted under its login credentials. NIC has the right at any time to terminate or suspend access to any user if NIC reasonably believes that such termination or suspension is necessary to preserve the security, integrity, or accessibility of the Software Service, any Client Data, NIC, or NIC's other customers.

f. When NIC is providing the Software Service and related services as a Payment Facilitator, Client will enter into a submerchant agreement with sponsor bank, payment processor and NIC, as required by credit card rules.

3. **__Disclaimers.__ Except as otherwise provided in the agreement, NIC provides all services to Client without warranties, express or implied.** Client acknowledges that the payment and data processing activities will require transmission of Client Data over the Internet, and that the Internet consists of multiple participating networks that are not subject to the control of NIC. Client therefore understands and agrees that to the extent such networks are not subject to NIC's control, NIC cannot and does not guarantee the privacy, security or authenticity of any information transmitted over the Internet, due to the nature of the Internet.

4. **__Limitation of Liability.__** IN NO EVENT SHALL NIC'S AGGREGATE LIABILITY ARISING FROM OR RELATING TO THE AGREEMENT EXCEED (A) WITH RESPECT TO BREACH OF SECURITY OF CLIENT DATA, TWO TIMES NET REVENUES RECEIVED BY NIC ASSOCIATED WITH THE AGREEMENT IN THE PREVIOUS 12-MONTH PERIOD, OR (B) WITH RESPECT TO OTHER CLAIMS, NET REVENUES RECEIVED BY NIC ASSOCIATED WITH THE AGREEMENT IN THE PREVOIUS 12-MONTH PERIOD. "NET REVENUES" MEANS TOTAL REVENUES LESS MERCHANT AND INTERCHANGE FEES. IN NO EVENT SHALL EITHER PARTY AND/OR ITS LICENSORS BE LIABLE TO ANYONE FOR ANY INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY TYPE OR KIND, ARISING OUT OF, OR IN ANY WAY CONNECTED WITH THE AGREEMENT, INCLUDING BUT NOT LIMITED TO THE USE OR INABILITY TO USE THE SOFTWARE SERVICE, EVEN IF THE PARTY FROM WHICH DAMAGES ARE BEING SOUGHT OR SUCH PARTY'S LICENSORS HAVE BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NIC SHALL HAVE NO RESPONSIBILITY OR LIABILITY FOR ANY DEFECT IN OR FAILURE CAUSED BY CLIENT OR ITS OTHER CONTRACTORS, OR OF THE TELECOMMUNICATIONS NETWORK CONNECTING CLIENT, END USERS OR THEIR SYSTEMS OR EQUIPMENT TO THE SOFTWARE SERVICE.

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NIC Attachment C – NIC Draft Security Plan (Proprietary Information)

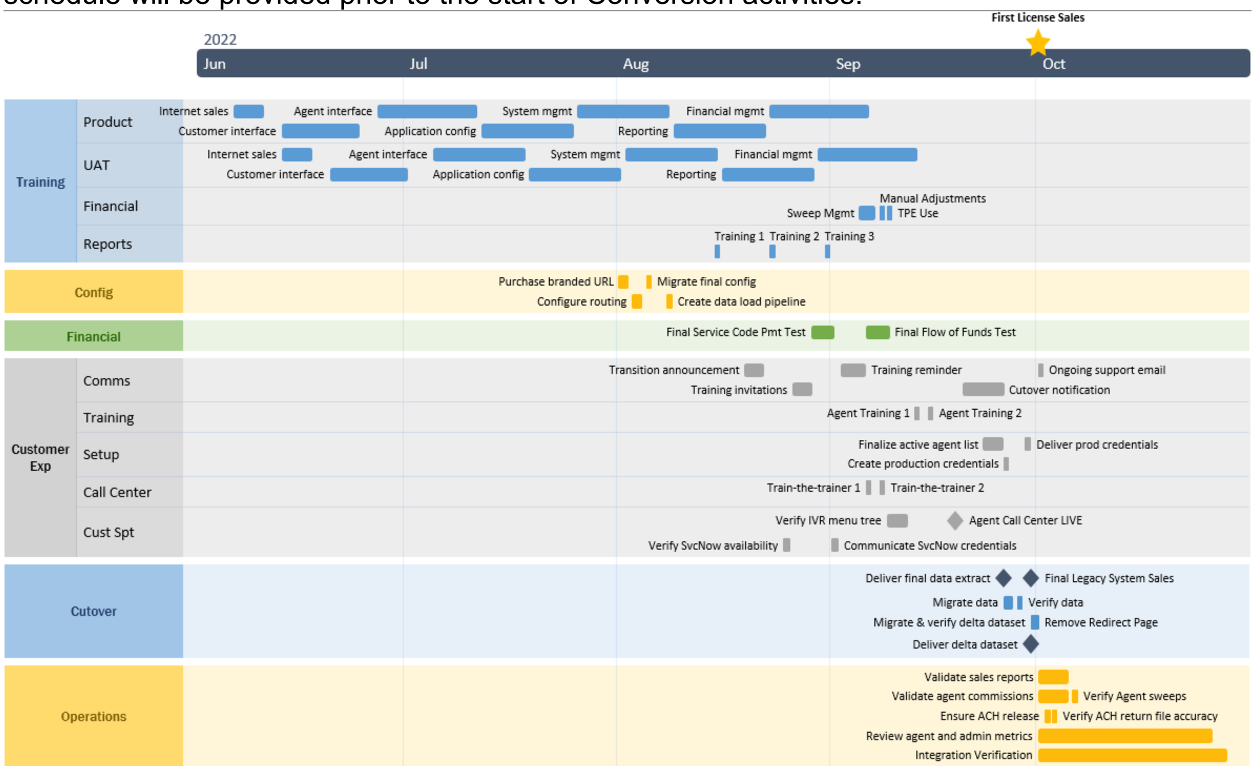
(as required in ***RFP Section VIII.S.1.***)

NIC is providing this information in the Proprietary Information file.

NIC Attachment D – NIC Draft Conversion Plan

(as required in ***RFP Section IX.A.***)

NIC's conversion plan for NGPC in both graphical and tabular format. A standard MS Project schedule will be provided prior to the start of Conversion activities.



WBS	Task Name	Start	Finish	Predecessors
1	**NE G&P Conversion Plan**	**6/6/22**	**10/2/22**	
1.1	**Training**	**6/6/22**	**9/13/22**	
1.1.1	**Product**	**6/6/22**	**9/6/22**	
1.1.1.1	Internet sales	6/6/22	6/10/22	
1.1.1.2	Customer interface	6/13/22	6/24/22	4
1.1.1.3	Agent interface	6/27/22	7/11/22	5
1.1.1.4	Application configuration	7/12/22	7/25/22	6
1.1.1.5	System management	7/26/22	8/8/22	7
1.1.1.6	Reporting	8/9/22	8/22/22	8
1.1.1.7	Financial accounting and transactions	8/23/22	9/6/22	9
1.1.2	**Configuration Acceptance**	**6/13/22**	**9/13/22**	
1.1.2.1	Internet sales	6/13/22	6/17/22	4
1.1.2.2	Customer interface	6/20/22	7/1/22	12
1.1.2.3	Agent interface	7/5/22	7/18/22	13
1.1.2.4	Application configuration	7/19/22	8/1/22	14
1.1.2.5	System management	8/2/22	8/15/22	15
1.1.2.6	Reporting	8/16/22	8/29/22	16

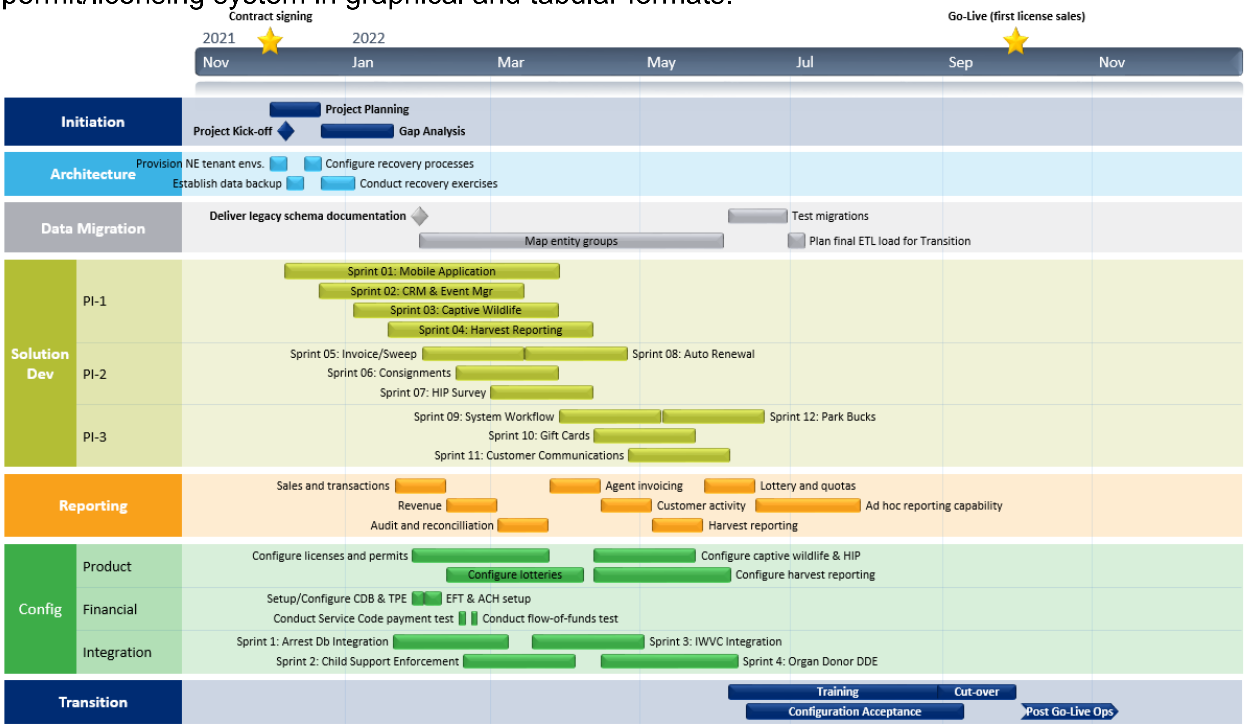
WBS	Task Name	Start	Finish	Predecessors
1.1.2.7	Financial accounting and transactions	8/30/22	9/13/22	17
1.1.3	**Financial Training**	**8/22/22**	**8/24/22**	
1.1.3.1	**Financial - Sweep Mgmt Reports**	**8/22/22**	**8/22/22**	
1.1.3.2	Financial - Configure Accounting Sweep	8/22/22	8/22/22	20
1.1.3.3	Financial - Sweep Search	8/22/22	8/22/22	21
1.1.3.4	Financial - Resubmit/Adjust failed sweep	8/23/22	8/23/22	22
1.1.3.5	Financial - Configure Sweep Email/Broadcast	8/23/22	8/23/22	23
1.1.3.6	Financial - Manual Adjustments	8/23/22	8/23/22	24
1.1.3.7	Financial - TPE Use	8/24/22	8/24/22	25
1.1.4	**Report Training**	**8/15/22**	**8/18/22**	
1.1.4.1	**JasperSoft overview**	**8/15/22**	**8/15/22**	
1.1.4.2	JasperSoft follow-up	8/16/22	8/16/22	28
1.1.4.3	JasperSoft hands-on, part 2	8/17/22	8/17/22	29
1.1.4.4	Harvest Reports (JasperSoft)	8/18/22	8/18/22	30
1.2	**PROD Env. Configuration**	**8/1/22**	**8/8/22**	
1.2.1	Purchase branded URL	8/1/22	8/2/22	
1.2.2	Configure routing	8/3/22	8/4/22	33
1.2.3	Copy UAT configuration to PROD	8/5/22	8/5/22	34
1.2.4	Create data load pipeline	8/5/22	8/8/22	35
1.3	**Financial Testing and Transition**	**8/29/22**	**9/9/22**	
1.3.1	**Final Service Code Payment Test**	**8/29/22**	**9/1/22**	
1.3.1.1	Set up new service disbursement codes for Wallet	8/29/22	8/29/22	
1.3.1.2	Conduct null-service test	8/30/22	8/30/22	39
1.3.1.3	Hook up OOD Prod to TPE Prod	8/31/22	8/31/22	40
1.3.1.4	Conduct null-service test on the customer site	9/1/22	9/1/22	41
1.3.1.5	**Service codes verified**	**9/1/22**	**9/1/22**	**42**
1.3.2	**Final Flow of Funds Test for Internet Sales**	**9/6/22**	**9/9/22**	
1.3.2.1	Purchase catalog products	9/6/22	9/6/22	
1.3.2.2	Verify funds arrival	9/7/22	9/7/22	45
1.3.2.3	Conduct a refund	9/8/22	9/8/22	46
1.3.2.4	Verify the refund	9/9/22	9/9/22	47
1.3.2.5	**Flow-of-funds verified**	**9/9/22**	**9/9/22**	**48**
1.4	**Customer Support Team Tasks**	**8/19/22**	**10/2/22**	
1.4.1	**Agent Communications**	**8/19/22**	**10/2/22**	
1.4.1.1	Create training webinars in Zoom	8/19/22	8/22/22	59SF-15 days
1.4.1.2	Send transition announcement and training invitations	8/19/22	8/22/22	59SF-15 days
1.4.1.3	Create and send invitations	8/26/22	8/29/22	59SF-10 days
1.4.1.4	Training invitation reminder	9/2/22	9/6/22	59SF-5 days
1.4.1.5	Send Outage/Launch/Cutover Emails	9/20/22	9/26/22	87SF-5 days
1.4.1.6	Send Ongoing Support Email	10/2/22	10/2/22	87
1.4.2	**Agent Training**	**9/13/22**	**9/15/22**	
1.4.2.1	Commercial Agent Training 1	9/13/22	9/13/22	

WBS	Task Name	Start	Finish	Predecessors
1.4.2.2	Commercial Agent Training 2	9/15/22	9/15/22	
1.4.2.3	**Agent training complete**	**9/15/22**	**9/15/22**	**59,60**
1.4.3	**Agent prod setup**	**9/23/22**	**9/26/22**	
1.4.3.1	Review and finalize active agent spreadsheet	9/23/22	9/26/22	87SF-5 days
1.4.3.2	Create production credentials spreadsheet	9/26/22	9/26/22	63
1.4.3.3	Run script to create and deliver prod credentials to agent managers	9/26/22	9/26/22	64
1.4.4	**Call Center Readiness**	**9/6/22**	**9/26/22**	
1.4.4.1	Conduct OneSupport train-the-trainer sessions (Day 1)	9/6/22	9/6/22	
1.4.4.2	Conduct OneSupport train-the-trainer sessions (Day 2)	9/8/22	9/8/22	
1.4.4.3	**Verify ServiceNow readiness**	**9/26/22**	**9/26/22**	**87SF-5 days**
1.4.4.4	Verify Greeting and Menu Tree	9/23/22	9/26/22	87SF-5 days
1.4.4.5	Verify Reporting Portal availability	9/23/22	9/26/22	87SF-5 days
1.4.4.6	Communicate Reporting Portal credentials	9/23/22	9/26/22	87SF-5 days
1.4.5	**Agent Call Center LIVE**	**9/19/22**	**9/19/22**	**87SF-10 days**
2	**Implementation Period (No Sales)**	**9/26/22**	**10/1/22**	
2.1	**Data Migration**	**9/26/22**	**9/28/22**	
2.1.1	**Deliver final data extract**	**9/26/22**	**9/26/22**	**87SF-5 days**
2.1.2	Conduct data migration	9/26/22	9/27/22	76
2.1.3	Validate data migration	9/28/22	9/28/22	77
2.2	Final regression testing	9/29/22	9/29/22	78
2.3	**Final Legacy System Sales**	**9/30/22**	**9/30/22**	**87SF-1 day**
2.4	**Delta data migration**	**9/30/22**	**10/1/22**	
2.4.1	NEGP deliver delta data extract	9/30/22	9/30/22	80
2.4.2	Conduct delta data migration	9/30/22	9/30/22	82
2.4.3	Validate delta data migration	9/30/22	10/1/22	83
2.5	Remove Redirect Page	9/30/22	10/1/22	87SF
2.6	**Notify NEGP of system availability**	**10/1/22**	**10/1/22**	**87SF**
2.7	**First License Sales**	**10/1/22**	**10/1/22**	
3	**Post-Go-Live Activities**	**10/2/22**	**10/31/22**	
3.1	Validate sales reports	10/2/22	10/6/22	87
3.2	Validate agent commissions	10/2/22	10/6/22	87
3.3	Review and verify Agent sweeps	10/7/22	10/7/22	87FS+5 days
3.4	Ensure all ACHs release for posting	10/3/22	10/3/22	87FS+1 day
3.5	Verify ACH Return (Failure) file accuracy	10/4/22	10/4/22	92
3.6	Review agent and admin metrics	10/2/22	10/27/22	87
3.7	**Integration Verification**	**10/2/22**	**10/31/22**	**87**

NIC Attachment E – NIC Draft Schedule of Work

(as required in ***RFP Section IX.C***.)

NIC's proposed Schedule of Work for NGPC's implementation of a statewide web-based permit/licensing system in graphical and tabular formats.



WBS	Task Name	Start	Finish	Predecessors
1	**Project Initiation & Planning**	**12/1/21**	**1/20/22**	
1.1	Contract signing	12/1/21	12/1/21	
1.2	Project Kick-off	12/7/21	12/7/21	2FS+5 days
1.3	Project Planning	12/1/21	12/21/21	2
1.4	Gap Analysis	12/22/21	1/20/22	4
2	**Solution Architecture**	**12/1/21**	**1/4/22**	
2.1	Provision NE tenant envs.	12/1/21	12/7/21	2
2.2	Establish data backup	12/8/21	12/14/21	7
2.3	Configure recovery processes	12/15/21	12/21/21	8
2.4	Conduct recovery exercises	12/22/21	1/4/22	9
3	**Data Migrations**	**1/31/22**	**7/6/22**	
3.1	Deliver legacy schema documentation	1/31/22	1/31/22	
3.2	**Map entity groups**	**1/31/22**	**6/3/22**	
3.2.1	**Product entity mapping**	**1/31/22**	**2/18/22**	**12**
3.2.1.1	Map Product fields	1/31/22	2/4/22	
3.2.1.2	Develop Product mapping scripts	2/7/22	2/11/22	15
3.2.1.3	Test Product mapping scripts	2/14/22	2/18/22	16

WBS	Task Name	Start	Finish	Predecessors
3.2.2	**Customer entity mapping**	**2/21/22**	**3/11/22**	**14**
3.2.2.1	Map Customer fields	2/21/22	2/25/22	
3.2.2.2	Develop Customer mapping scripts	2/28/22	3/4/22	19
3.2.2.3	Test Customer mapping scripts	3/7/22	3/11/22	20
3.2.3	**Agent entity mapping**	**3/14/22**	**4/1/22**	**18**
3.2.3.1	Map Agent fields	3/14/22	3/18/22	
3.2.3.2	Develop Agent mapping scripts	3/21/22	3/25/22	23
3.2.3.3	Test Agent mapping scripts	3/28/22	4/1/22	24
3.2.4	**Order entity mapping**	**4/4/22**	**4/22/22**	**22**
3.2.4.1	Map Order fields	4/4/22	4/8/22	
3.2.4.2	Develop Order mapping scripts	4/11/22	4/15/22	27
3.2.4.3	Test Order mapping scripts	4/18/22	4/22/22	28
3.2.5	**Lottery entity mapping**	**4/25/22**	**5/13/22**	**26**
3.2.5.1	Map Lottery fields	4/25/22	4/29/22	
3.2.5.2	Develop Lottery mapping scripts	5/2/22	5/6/22	31
3.2.5.3	Test Lottery mapping scripts	5/9/22	5/13/22	32
3.2.6	**Harvest entity mapping**	**5/16/22**	**6/3/22**	**30**
3.2.6.1	Map Harvest fields	5/16/22	5/20/22	
3.2.6.2	Develop Harvest mapping scripts	5/23/22	5/27/22	35
3.2.6.3	Test Harvest mapping scripts	5/30/22	6/3/22	36
3.3	**Test migrations**	**6/6/22**	**6/29/22**	**13**
3.3.1	Migration test 1	6/6/22	6/6/22	
3.3.2	Performance tuning 1	6/7/22	6/13/22	39
3.3.3	Migration test 2	6/14/22	6/14/22	40
3.3.4	Performance tuning 2	6/15/22	6/21/22	41
3.3.5	Migration test 3	6/22/22	6/22/22	42
3.3.6	Performance tuning 3	6/23/22	6/29/22	43
3.4	Plan final ETL load for Transition	6/30/22	7/6/22	44
4	**Solution Enhancement**	**12/7/21**	**6/20/22**	
4.1	**Sprint 01: Mobile Application**	**12/7/21**	**3/28/22**	
4.1.1	Custom Mobile App. development	12/7/21	2/28/22	
4.1.2	NIC QA team testing	3/1/22	3/7/22	48
4.1.3	NEGP testing, feedback and acceptance (UAT)	3/8/22	3/21/22	49
4.1.4	Sprint issue resolution & revisions	3/22/22	3/28/22	50
4.2	**Sprint 02: CRM & Event Mgr**	**12/21/21**	**3/14/22**	
4.2.1	Custom CRM & Event Mgr development	12/21/21	2/14/22	
4.2.2	NIC QA team testing	2/15/22	2/21/22	53
4.2.3	NEGP testing, feedback and acceptance (UAT)	2/22/22	3/7/22	54

WBS	Task Name	Start	Finish	Predecessors
4.2.4	Sprint issue resolution & revisions	3/8/22	3/14/22	55
4.3	**Sprint 03: Captive Wildlife**	**1/4/22**	**3/28/22**	
4.3.1	Custom Captive Wildlife development	1/4/22	2/28/22	
4.3.2	NIC QA team testing	3/1/22	3/7/22	58
4.3.3	NEGP testing, feedback and acceptance (UAT)	3/8/22	3/21/22	59
4.3.4	Sprint issue resolution & revisions	3/22/22	3/28/22	60
4.4	**Sprint 04: Harvest Reporting**	**1/18/22**	**4/11/22**	
4.4.1	Custom Harvest Reporting development	1/18/22	3/14/22	
4.4.2	NIC QA team testing	3/15/22	3/21/22	63
4.4.3	NEGP testing, feedback and acceptance (UAT)	3/22/22	4/4/22	64
4.4.4	Sprint issue resolution & revisions	4/5/22	4/11/22	65
4.5	**Sprint 05: Invoice/Sweep**	**2/1/22**	**3/14/22**	
4.5.1	Custom Invoice/Sweep development	2/1/22	2/14/22	
4.5.2	NIC QA team testing	2/15/22	2/21/22	68
4.5.3	NEGP testing, feedback and acceptance (UAT)	2/22/22	3/7/22	69
4.5.4	Sprint issue resolution & revisions	3/8/22	3/14/22	70
4.6	**Sprint 06: Consignments**	**2/15/22**	**3/28/22**	
4.6.1	Custom Consignments development	2/15/22	2/28/22	
4.6.2	NIC QA team testing	3/1/22	3/7/22	73
4.6.3	NEGP testing, feedback and acceptance (UAT)	3/8/22	3/21/22	74
4.6.4	Sprint issue resolution & revisions	3/22/22	3/28/22	75
4.7	**Sprint 07: HIP Survey**	**3/1/22**	**4/11/22**	
4.7.1	Custom HIP development	3/1/22	3/14/22	
4.7.2	NIC QA team testing	3/15/22	3/21/22	78
4.7.3	NEGP testing, feedback and acceptance (UAT)	3/22/22	4/4/22	79
4.7.4	Sprint issue resolution & revisions	4/5/22	4/11/22	80
4.8	**Sprint 08: Auto Renewal**	**3/15/22**	**4/25/22**	
4.8.1	Custom Auto-renewal development	3/15/22	3/28/22	
4.8.2	NIC QA team testing	3/29/22	4/4/22	83
4.8.3	NEGP testing, feedback and acceptance (UAT)	4/5/22	4/18/22	84
4.8.4	Sprint issue resolution & revisions	4/19/22	4/25/22	85
4.9	**Sprint 09: System Workflow**	**3/29/22**	**5/9/22**	
4.9.1	Custom System W/F development	3/29/22	4/11/22	
4.9.2	NIC QA team testing	4/12/22	4/18/22	88

WBS	Task Name	Start	Finish	Predecessors
4.9.3	NEGP testing, feedback and acceptance (UAT)	4/19/22	5/2/22	89
4.9.4	Sprint issue resolution & revisions	5/3/22	5/9/22	90
4.10	**Sprint 10: Gift Cards**	**4/12/22**	**5/23/22**	
4.10.1	Custom Gift Card development	4/12/22	4/25/22	
4.10.2	NIC QA team testing	4/26/22	5/2/22	93
4.10.3	NEGP testing, feedback and acceptance (UAT)	5/3/22	5/16/22	94
4.10.4	Sprint issue resolution & revisions	5/17/22	5/23/22	95
4.11	**Sprint 11: Customer Communications**	**4/26/22**	**6/6/22**	
4.11.1	Custom Customer Comm. development	4/26/22	5/9/22	
4.11.2	NIC QA team testing	5/10/22	5/16/22	98
4.11.3	NEGP testing, feedback and acceptance (UAT)	5/17/22	5/30/22	99
4.11.4	Sprint issue resolution & revisions	5/31/22	6/6/22	100
4.12	**Sprint 12: Park Bucks**	**5/10/22**	**6/20/22**	
4.12.1	Custom Park Bucks development	5/10/22	5/23/22	
4.12.2	NIC QA team testing	5/24/22	5/30/22	103
4.12.3	NEGP testing, feedback and acceptance (UAT)	5/31/22	6/13/22	104
4.12.4	Sprint revisions	6/14/22	6/20/22	105
5	**Reporting**	**1/21/22**	**7/29/22**	
5.1	**Sales and transactions**	**1/21/22**	**2/10/22**	
5.1.1	Update Sales reports	1/21/22	1/27/22	5
5.1.2	NIC QA team testing	1/28/22	1/31/22	109
5.1.3	NEGP testing, feedback and acceptance (UAT)	2/1/22	2/7/22	110
5.1.4	Report revisions	2/8/22	2/10/22	111
5.2	**Revenue**	**2/11/22**	**3/3/22**	
5.2.1	Update Revenue reports	2/11/22	2/17/22	108
5.2.2	NIC QA team testing	2/18/22	2/21/22	114
5.2.3	NEGP testing, feedback and acceptance (UAT)	2/22/22	2/28/22	115
5.2.4	Report revisions	3/1/22	3/3/22	116
5.3	**Audit and reconcilliation**	**3/4/22**	**3/24/22**	
5.3.1	Update Audit reports	3/4/22	3/10/22	113
5.3.2	NIC QA team testing	3/11/22	3/14/22	119
5.3.3	NEGP testing, feedback and acceptance (UAT)	3/15/22	3/21/22	120
5.3.4	Report revisions	3/22/22	3/24/22	121
5.4	**Agent invoicing**	**3/25/22**	**4/14/22**	

WBS	Task Name	Start	Finish	Predecessors
5.4.1	Update Agent reports	3/25/22	3/31/22	118
5.4.2	NIC QA team testing	4/1/22	4/4/22	124
5.4.3	NEGP testing, feedback and acceptance (UAT)	4/5/22	4/11/22	125
5.4.4	Report revisions	4/12/22	4/14/22	126
5.5	**Customer activity**	**4/15/22**	**5/5/22**	
5.5.1	Update Customer reports	4/15/22	4/21/22	123
5.5.2	NIC QA team testing	4/22/22	4/25/22	129
5.5.3	NEGP testing, feedback and acceptance (UAT)	4/26/22	5/2/22	130
5.5.4	Report revisions	5/3/22	5/5/22	131
5.6	**Harvest reporting**	**5/6/22**	**5/26/22**	
5.6.1	Update Harvest reports	5/6/22	5/12/22	128
5.6.2	NIC QA team testing	5/13/22	5/16/22	134
5.6.3	NEGP testing, feedback and acceptance (UAT)	5/17/22	5/23/22	135
5.6.4	Report revisions	5/24/22	5/26/22	136
5.7	**Lottery and quotas**	**5/27/22**	**6/16/22**	
5.7.1	Update Lottery reports	5/27/22	6/2/22	133
5.7.2	NIC QA team testing	6/3/22	6/6/22	139
5.7.3	NEGP testing, feedback and acceptance (UAT)	6/7/22	6/13/22	140
5.7.4	Report revisions	6/14/22	6/16/22	141
5.8	**Ad hoc reporting capability**	**6/17/22**	**7/29/22**	
5.8.1	Develop ETL views	6/17/22	7/14/22	138
5.8.2	Validate views	7/15/22	7/28/22	144
5.8.3	Provision NEGP users	7/29/22	7/29/22	145
6	**Configuration**	**1/20/22**	**6/9/22**	
6.1	Configure licenses and permits	1/28/22	3/24/22	5FS+5 days
6.2	Configure harvest reporting	4/12/22	6/6/22	62
6.3	Configure captive wildlife & HIP	4/12/22	5/23/22	77,57
6.4	Configure lotteries	2/11/22	4/7/22	5FS+15 days
6.5	**Financial Configuration**	**1/21/22**	**2/21/22**	
6.5.1	Obtain bank letters for Authorization	1/21/22	1/21/22	5
6.5.2	Configure statement text	1/24/22	1/24/22	153
6.5.3	Setup/Configure CDB & TPE	1/28/22	2/1/22	5FS+5 days
6.5.4	EFT & ACH setup	2/2/22	2/8/22	155
6.5.5	Enter accounting codes	2/9/22	2/15/22	156
6.5.6	Conduct service code Pmt test	2/16/22	2/18/22	157
6.5.7	Conduct flow-of-funds test	2/21/22	2/21/22	158

WBS	Task Name	Start	Finish	Predecessors
6.6	**Integration development**	**1/20/22**	**6/9/22**	
6.6.1	**Sprint 1: Arrest Db Integration**	**1/20/22**	**3/7/22**	
6.6.1.1	Provide file requirements	1/20/22	1/20/22	5
6.6.1.2	Develop file ingestion process	1/21/22	2/17/22	162
6.6.1.3	Create file delivery location	2/18/22	2/18/22	163
6.6.1.4	Configure security keys	2/21/22	2/21/22	164
6.6.1.5	NIC QA team validate file input	2/22/22	2/28/22	165
6.6.1.6	Issue resolution	3/1/22	3/7/22	166
6.6.2	**Sprint 2: Child Support Enforcement**	**2/18/22**	**4/4/22**	
6.6.2.1	Provide file requirements	2/18/22	2/18/22	170SF
6.6.2.2	Develop file ingestion process	2/18/22	3/17/22	163
6.6.2.3	Create file delivery location	3/18/22	3/18/22	170
6.6.2.4	Configure security keys	3/21/22	3/21/22	171
6.6.2.5	NIC QA team validate file input	3/22/22	3/28/22	172
6.6.2.6	Issue resolution	3/29/22	4/4/22	173
6.6.3	**Sprint 3: IWVC Integration**	**3/18/22**	**5/2/22**	
6.6.3.1	Provide file requirements	3/18/22	3/18/22	177SF
6.6.3.2	Develop file ingestion process	3/18/22	4/14/22	170
6.6.3.3	Create file delivery location	4/15/22	4/15/22	177
6.6.3.4	Configure security keys	4/18/22	4/18/22	178
6.6.3.5	NIC QA team validate file input	4/19/22	4/25/22	179
6.6.3.6	Issue resolution	4/26/22	5/2/22	180
6.6.4	**Sprint 4: Organ Donor DDE**	**4/15/22**	**6/9/22**	
6.6.4.1	Provide integration requirements	4/15/22	4/15/22	184SF
6.6.4.2	Code to NE API	4/15/22	5/12/22	177
6.6.4.3	NIC QA team testing	5/13/22	5/19/22	184
6.6.4.4	NEGP testing, feedback and acceptance (UAT)	5/20/22	6/2/22	185
6.6.4.5	Issue resolution	6/3/22	6/9/22	186
7	**Transition**	**6/6/22**	**11/11/22**	
7.1	**Training**	**6/6/22**	**9/2/22**	
7.1.1	Internet sales	6/6/22	6/10/22	
7.1.2	Customer interface	6/13/22	6/24/22	190
7.1.3	Agent interface	6/27/22	7/8/22	191
7.1.4	Application configuration	7/11/22	7/22/22	192
7.1.5	System management	7/25/22	8/5/22	193
7.1.6	Reporting	8/8/22	8/19/22	194
7.1.7	Financial accounting and transactions	8/22/22	9/2/22	195
7.2	**Configuration Acceptance**	**6/13/22**	**9/9/22**	
7.2.1	Internet sales	6/13/22	6/17/22	190

WBS	Task Name	Start	Finish	Predecessors
7.2.2	Customer interface	6/20/22	7/1/22	198
7.2.3	Agent interface	7/4/22	7/15/22	199
7.2.4	Application configuration	7/18/22	7/29/22	200
7.2.5	System management	8/1/22	8/12/22	201
7.2.6	Reporting	8/15/22	8/26/22	202
7.2.7	Financial accounting and transactions	8/29/22	9/9/22	203
7.3	**Cut-over**	**8/30/22**	**9/30/22**	
7.3.1	Final code deployment	8/30/22	8/30/22	
7.3.2	Full system verification	8/30/22	9/5/22	206
7.3.3	Code Freeze	8/30/22	9/26/22	206
7.3.4	Deliver final data extract	9/29/22	9/29/22	212SF-2 days
7.3.5	Conduct data migration	9/29/22	9/29/22	209
7.3.6	Conduct data validation	9/30/22	9/30/22	210
7.4	Go-Live (first license sales)	10/1/22	10/1/22	
7.5	**Post Go-Live Ops**	**10/3/22**	**11/11/22**	
7.5.1	Validate Sales Reports	10/3/22	10/7/22	212
7.5.2	Verify Agent Commissions	10/10/22	10/14/22	212FS+5 days
7.5.3	Verify integration DDE	10/10/22	10/14/22	212FS+5 days
7.5.4	Review admin metrics	10/3/22	10/28/22	212
7.5.5	Application Monitoring	10/3/22	11/11/22	212

NIC Attachment F – NIC Disaster Recovery Plan with System Recovery Emphasis

(as required in ***RFP Section VI.I.2.***)

Introduction

This Disaster Recovery Plan addresses the business continuity processes that are in place for the NIC OneOutdoor Recreation solution. These processes ensure ongoing system availability, data retention, and the relocation strategy in case of an outage.

The solution is a cloud-based, Software-as-a-Service (SaaS) licensing solution that is hosted on the Amazon Web Services (AWS) cloud platform and can be accessed from computers and mobile devices that have Internet access. Its financial environment is hosted in two different AT&T data centers within two dispersed geographical locations. In accordance with industry best practices for business continuity, NIC uses application and database replication techniques that allow for real-time failover between the two AT&T data centers. This approach mitigates a potential disaster from impacting transaction processing.

The disaster recovery methodology described in this plan will be used to manage the core solution. It will also be used to manage other applications that notify users of upcoming government deadlines or assist users with completing tasks. This methodology, however, will not be used to manage external applications that support the solution, data exchange applications the solution integrates with but are not part of the solution, or NIC's microservice platform (MSP) as provided by the MSP environment.

Technology Overview

There are two geographically dispersed AWS regions located in the continental United States that support this solution. At least two availability zones (AZs) will be used in each region. Amazon provides power, HVAC, Internet access, physical security, and remote hands-on-support in Tier 4 rated facilities, as defined by the Uptime Institute.

Info: The Uptime Institute is a professional services organization known for its "Tier Standard" and its associated certification awarded to data centers that comply with industry standards. The data centers are connected by high throughput, low latency circuits that are leveraged for:

- Replication for highly available and highly redundant converged database architecture
- SaaS-based local and global traffic management equipment
- Internet service provider (ISP) grade firewalls

Disaster Recovery Roles and Responsibilities

The NIC team members responsible for managing the infrastructure, operations, and disaster recovery of this solution and the tools used to support the disaster recovery processes are defined below.

Roles

The following table contains a list of the roles needed to fulfill this Disaster Recovery Plan.

Role	Responsibility
Vice President	• Overseeing technology development of NIC solutions
Director of Product Management	• Overseeing product development
Director of Enterprise Service Delivery	• Managing product development, support, and operations
Disaster Recovery Manager	• Overseeing business continuity and disaster recovery processes and policies
Director of Security Operations	• Overseeing security operations

Business Function Priorities

There are two degrees of disasters that NIC addresses for this solution:

- Availability Zone Disaster - The loss of an availability zone
- Regional Disaster - The loss of a region

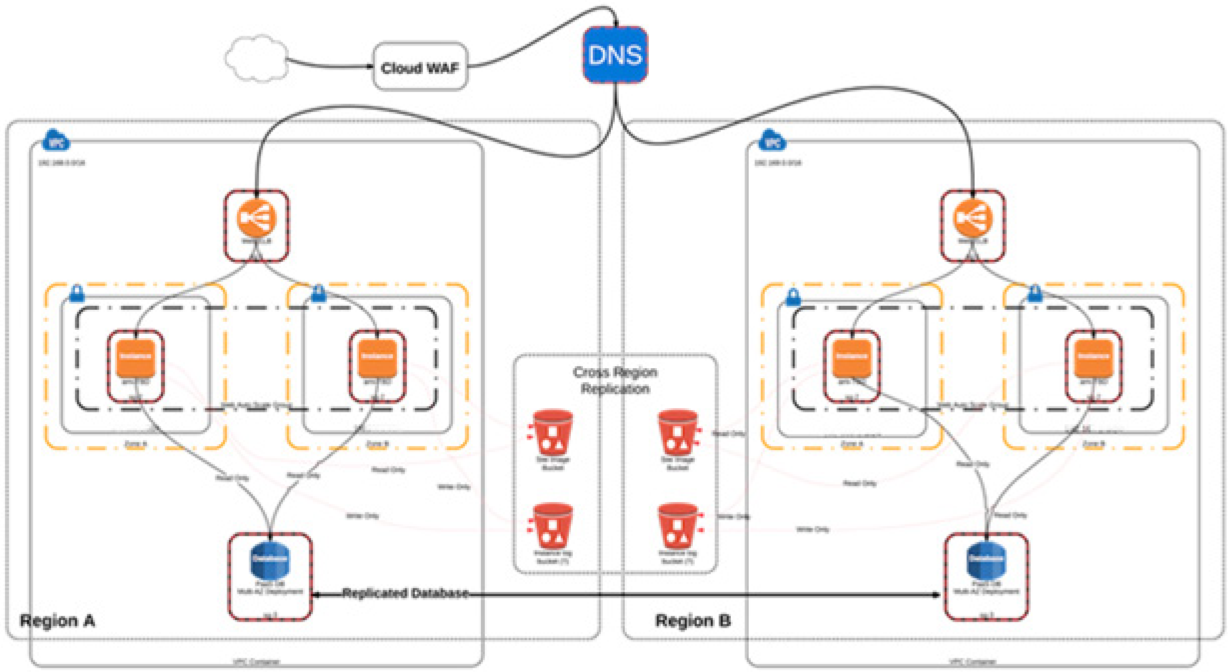
Events that trigger any type of outage or disruption to services are classified by incident type. Once identified, the incident is prioritized, and the correct failover and relocation strategy is implemented.

The following table contains a list of incident types addressed in this plan. The Failover and Relocation Strategy section of this document contains detailed descriptions of each Amazon service used to support these disaster recovery events.

Incident Type	Action
Application failure	AWS automatically reroutes traffic to healthy instances until the unhealthy instances have been restored.
Data corruption	AWS automatically uses AWS Relational Database Service (RDS) and AWS storage services with multi-redundancy within different AZs in the same region. With multi-region deployment, this redundancy is replicated in the disaster recovery region.
Network outage	AWS automatically fails over to an alternate region. AWS uses the Shield Standard service to provide security control for the solution to prevent a Distributed Denial of Service (DDoS) attack.
Region-wide service disruption	AWS automatically fails over to an alternate region.
Natural outage	AWS automatically fails over to an alternate region.

Failover and Relocation Strategy

NIC has invested a significant amount of resources, time, and automation in its cloud infrastructure resiliency. For each replication of the solution, the cloud infrastructure is architected to provide maximum resiliency using high availability configurations, scalable architectures, and disaster recovery capabilities. Deployment of the solution is configured in a multi-region hot standby, as shown in the following diagram. After a regional failover is initiated, no additional manual work needs to be done for the alternate region to begin processing. Processing, testing, hosting, and development of the solution occurs on AWS servers.



Amazon Failover Services

NIC uses the following AWS failover services to meet static and dynamic solution requirements and to support disaster recovery activities. This allows the solution to be highly available and highly stable.

- **AWS Regions and Availability Zones** – The AWS cloud infrastructure is built around regions and AZs. A region is a physical location in the world that has multiple AZs. These zones consist of one or more discrete data centers housed in separate facilities. Multiple AZs allow the solution to be highly available, fault-tolerant, and scalable.

- **AWS Simple Storage Service S3** – The solution's digital content is stored using the AWS Simple Storage Service (AWS S3). This service provides a highly durable storage infrastructure that is suitable for storing mission-critical and primary data. This service ensures that objects are redundantly stored on multiple devices across multiple facilities within a region and is designed to provide a durability of 99.999999999% (11 9s). Digital content is stored in categories with versioning enabled. This allows NIC to use versioning to protect the solution against unintended overwrites and deletions. It also provides NIC access to archived objects and previous versions.

  This service replicates user input from the active region to the alternate region. The hosting of static web resources, tenant files, and configurations are deployed to the two regions.

- **Amazon Glacier** – This service provides storage for data archiving and backups. Objects are optimized for infrequent access, for which retrieval times of several hours are adequate.

- **Amazon Elastic Block Store (EBS)** – This service creates point-in-time snapshots of data volumes that are attached to each running EC2 instance. The snapshot will include operating system files and solution files but will never contain change data or persisted data. The snapshots can be used as the starting point for new Amazon EBS volumes. This service also provides a mechanism to protect data and provide long-term durability by storing snapshots within Amazon S3.

- Amazon Elastic Compute Cloud (EC2) – This service provides resizable computing capacity in the cloud and can rapidly create virtual machines that can be controlled.

- Amazon Route 53 – This service is a highly available and scalable Domain Name System (DNS) web service.

- Elastic Load Balancing – This service detects unhealthy instances within a pool of Amazon EC2 instances and automatically distributes incoming application traffic across multiple healthy Amazon EC2 instances.

- Amazon Relational Database Service (RDS) – This service makes it easy to set up, operate, and scale a relational database in the cloud.

- AWS CloudFormation – This service creates a collection of related AWS resources and provisions them in an orderly and predictable fashion. You can create templates for environments and deploy associated collections of resources as needed.

Execution of the Disaster Recovery Process

The disaster recovery process entails the following stages that will be initiated in sequential order.

1. Identify the occurrence of a disaster event
2. Activate the disaster recovery plan
3. Initiate alternate site operations
4. Transition to the primary region

Disaster Event Occurrence

By performing advanced monitoring, it is possible to recognize when a system or its components suffered an availability-related event. This is done using monitoring tools that assess the overall health of the solution, the implemented cloud service, and their dependencies.

If an event occurs and the primary region experiences a service disruption, the alternate region becomes active. NIC is then informed of the failure and executes its disaster recovery plan to the alternate region. Amazon Route 53 manages this DNS failover automatically, although a failover can also be triggered manually if the need arises.

Disaster Recovery Plan Activation

If a region in the cloud infrastructure goes down, the DNS service will detect it automatically and will route all new incoming sessions to the alternate region. Existing sessions in the primary region will be lost, however, those sessions can be re-established in the alternate region. Amazon Route 53 manages this DNS failover automatically, although a failover can also be triggered manually if the need arises.

Completion of all disaster recovery tests and any needed recoveries result in system availability within eight hours. The solution will be available for backups between pre-scheduled time ranges every 24 hours. A transactional database backup of the solution will be performed every 15 minutes.

In a recovery situation, if the automatic failover is not triggered, on-call staff are trained to initiate a failover of the solution to the alternate site as a first attempt to restore service. If the failover of the solution is unsuccessful, this information is helpful for troubleshooting the issue and restoring service in the primary region if possible.

Alternate Site Operations

Due to the fully redundant, dual region design, the alternate region operations are identical to the primary region operations. Services operating in the alternate site will be equivalent to services operating in the Production environment. If necessary, product deployments and updates will occur as scheduled.

Transition to Primary Region

After services are determined to be healthy in the primary data center, normalization of the environment is the last step. When possible, this step is scheduled at the earliest convenient time and occurs when transaction processing is at its lowest. Depending on the scenario and severity of the disaster, a decision will be made whether to switch other environments, such as Deployment and Test, to the alternate data center while waiting for the primary region to recover. The team that is responsible for restoring services is assembled and the execution process is reviewed. Execution of the recovery procedures will commence at an agreed upon time.

Test and Evaluate

NIC follows a strict business continuity process that requires training, execution of the disaster recovery plan, and an evaluation upon completion of each disaster recovery exercise. NIC will update and test the disaster recovery plan prior to go-live, annually, and upon any infrastructure changes.

Training

All NIC personnel responsible for supporting this solution have gone through established corporate-sponsored training pertaining to disaster recovery planning and execution. In addition to the training, detailed disaster recovery plans have been established outlining the steps required to relocate services.

Exercise

NIC currently performs quarterly disaster recovery exercises for the entire financial suite of products. NIC will perform an annual disaster recovery exercise specifically for this solution in the Production environment. This exercise will be coordinated with the required parties to ensure awareness. Due to the configuration of the solution, this should be a zero-downtime exercise. During the exercise, data will be collected, and functionality will be verified in the alternate region. A disaster recovery test plan will then be delivered to interested parties with the results of the exercise.

Appendix A: Key Terms

Key Terms

Key terms and definitions referenced in this plan are listed in the following table.

Term	Definition
AWS	Amazon Web Services
AWS S3	Amazon Web Service Simple Storage Service
AZ	Availability Zone
DDoS	Distributed Denial of Service
DNS	Domain Name Service
EBS	Elastic Block Store
EC2	Elastic Compute Cloud
ISP	Internet Service Provider
MSP	Microservice Platform
RDS	Relational Database Service
SaaS	Software-as-a-Service

NIC Attachment G – NIC Key Personnel Resumes

(as required in ***RFP Section XI.A.1.i***)

NIC's Key Personnel resumes will begin on the page immediately following.

SAMUEL BARNES
PROJECT MANAGER

EXPERIENCE SUMMARY

22 Years of Experience, 15 years' Project Management experience

EXPERIENCE/PROJECTS

PROJECT MANAGER | NIC | 2019-PRESENT

Project managed the OneOutdoor product implementation for both the Pennsylvania Game and Pennsylvania Fish & Boat Commissions. The very complex program entailed managing various teams responsible for deployment of point of sale hardware to over 1,000 locations, ensuring product customizations were developed and configured to meet the requirements of over 300 product catalog items, and integrations into over 14 external systems.

- Define, plan and direct the execution of the project
- Gather and gain sign-off on project scope with customers in order to set appropriate expectations regarding delivery of work
- Manage both internal and customer relationships and ensure their delivery, on time and on budget
- Manage the tracking of projects, resources, risks, conflicts

PROJECT MANAGER FOR BUSINESS | INTELLIGENCE | TEKSYSTEMS | 2018-2019

Managed enterprise metric delivery project. Led executive effort for Commonwealth of Pennsylvania Office of Administration to identify and establish key operational performance metrics in a single framework and data model for simplified delivery and reporting. Additional responsibilities included:

- Facilitated requirements discovery sessions involving sixteen Commonwealth Agencies and to develop business and product specifications for internal, cloud-based, dashboards
- Drafted system architecture documentation and diagrams outlining system interactions and data exchange paths and protocols
- Defined and drafted requisition requirements for acquiring and acclimating contracted data analytics resources; includes develop of workflow maps providing detailed visual definition of individual metric data-gathering processes
- Developed project management templates, reporting tools, and project website for delivery of information to executive oversight team

MANAGER, PROJECT DELIVERY | NA ALI'I CONSULTING | MECHANICSBURG, PA | 2018-2018

Managed contract engagement with US Naval Supply Systems Command (NAVSUP) on $4.6MM re-write of asset management system using Agile scrum methodology with sprint-based deliverables; prepared and delivered weekly reports to Sr. Management on project milestones, change control, and risk management

- Accountable for schedule management, stakeholder monitoring, risk management and ensuring full team engagement with distributed customer-base

- Conducted requirements clarification sessions to assist with translation of customer requirements to improve product clarity, system usability (user experience), and to control the product scope
- Developed integration plans for multi-factor authentication and oracle database migration as well as test plans for verification and validation of contract deliverables
- Drafted roadmap for migration to a hosted, cloud-based solution based on initial contract requirements

MANAGER, BUSINESS PROCESS QUALITY | DNV GL | 2014-2018

Provided mentorship and oversight of ISO certification. Led business unit efforts to achieve two ISO certifications.

- Integrated quality management system, promoted compliance initiatives for information security, and managed software quality processes. Provided mentorship and oversight for project management practices and software validation and verification techniques
- Planned and managed projects resource management for a global team of 20 developers, engineers, and analysts conducting tests on GIS-based, cloud and desktop applications; improved focus on verification and validation by broadening quality assurance focus on: analytical integrity, user experience, and code stability
- Implemented innovative web-based acceptance testing & test-automation framework to enhance digital delivery of test reports; created testing-as-a-service utilizing Cloud based (Azure) technology and open source tools; reduced test run times by 72%
- Interfaced with engineering support team to enhance customer experience and provide technical support on customer issues; team efforts contributed 12% growth in customer satisfaction scores

PROJECT MANAGER | METRO BANK | 2010-2014

Managed AML System Integration. Led two AML efforts designed to remediate a consent order against the bank. Oversaw projects focused primarily on improving business processes and customer service for Business-Improvement Project Management.

- Led requirements sessions to determine key business rules and transaction monitoring requirements
- Conducted vendor negotiations for data transformation, business rule enhancements, and support contracts
- Facilitated stakeholder implementation of streamlined regulatory reporting practices
- Developed New Project Management Office – worked with senior leadership to establish a PMO with project governance and executive oversight. Drafted corporate project management methodology, project governance, and quality assurance
- Orchestrated IT project team in network architecture replacement project (provisioning, network security, operating system/server virtualization, and source-code management implementation) with budget of ~$350M

PROGRAM MANAGER | ACCLAIM SYSTEMS | 2008-2010
SENIOR BUSINESS ANALYST | AJILON CONSULTING | 2005-2008

EDUCATION

Messiah College

BA – Political Science

Pennsylvania State University

MBA

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

- Meeting Facilitation Certification, Group Systems.com
- Earned Value Management, LearningTree
- Project Management Professional (PMP) Certification, 2010, Project Management Institute (PMI)
- System Integration

REFERENCES:

Reference #	Reference Name	Address:	Telephone Number:
1	Mike Mealman	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(913) 754-7064
2	Mukesh Patel	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(813) 787-4329
3	Sandi Miller	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(406) 431-0675

JAMES NIELSEN
PRODUCT MANAGER

EXPERIENCE SUMMARY

15 years of experience, 5 years' Product Management experience

EXPERIENCE/PROJECTS

Product Manager | NIC | 2019- Present

Served as the lead OneOutdoor product liaison for the implementation project for both the Pennsylvania Game and Pennsylvania Fish & Boat Commissions. Closely worked with stakeholders from both commissions to collect to configure business rules and identify system gaps. Facilitated the collection of business requirements and closely worked with all team members to usher system enhancements through the software development lifecycle.

- Manage a product line life cycle from strategic planning to tactical activities
- Specify market requirements for current and future products by conducting market research
- Document and maintain competitive analyses, along with strategies for winning in the marketplace
- Manage product portfolio and roadmaps for assigned products
- Measure and report on platform adoption and usage patterns
- Create and manage product marketing plans to raise awareness about, and drive adoption of, our products and services
- Develop and implement company-wide go-to-market plan, working with all departments to execute

BUSINESS ANALYST | AXOS FIDUCIARY SERVICES | 2016-2019

- Gathered business requirements to build 2 web applications with mobile responsiveness.
- Wrote and defined user stories for Developers and Quality Assurance team.
- Collaborated with User Experience/Interface lead on designs to meet business requirements.
- Met with business weekly to review application designs, backlog priorities, and to gather business requirements.
- Led 4 teams that consisted with a combination of 24 Developers and Testers

PRODUCT SPECIALIST | EPIQ SYSTEMS | 2013-2016

- Responsible for converting new and existing clients onto into our 2 Chapter 7 databases, ensuring all data points transitioned seamlessly, validating all data prior to handing off the finished product to the client. Converting 2 to 3 clients per week.
- Collaborated with the SQL Development team to streamline processes, enhance the conversion process, and to make application enhancements.
- Provided strong business analysis and cross-functional team project leadership to ensure success of client implementation.

SOURCING MANAGER |KGP LOGISTICS | 2011-2013

PROPOSAL MANAGER |KGP LOGISTICS | 2010-2011
BUSINESS ANALYST | EMBARQ CORPORATION | 2009-2010

EDUCATION

Baker University

BS – Business Management

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

- Agile Development

REFERENCES:

Reference #	Reference Name	Address:	Telephone Number:
1	Jason Day	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(816) 651-8695
2	Sandi Miller	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(406) 431-0675
3	Mukesh Patel	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(813) 787-4329

NICK PORTER
USER EXPERIENCE MANAGER

EXPERIENCE SUMMARY

17 years of experience, 14 years' UX Management experience

EXPERIENCE/PROJECTS

UX MANAGER | NIC | 2019-PRESENT

Created the OneOutdoor front-end user interface and user experience development for the custom features for the implementation project for both the Pennsylvania Game Commission and Pennsylvania Fish and Boat Commission.

- Define and lead the UX strategy for all Outdoor product offerings and drove the overall design based on business goals, product requirements, user testing, and design thinking (identifying and addressing the right design problems)
- Use business requirements, usability findings, user journeys and market research to develop scenarios, use cases, and high-level requirements: design conceptual wireframes, high-fidelity mock-ups, user journey workflows, information architecture diagrams, interaction specifications, and functional prototypes to convey concepts and address complex requirements
- Create processes and feedback loops that allow you to validate design solutions through A/B testing, quantitative and/or qualitative usability research methods
- Advise the product management team on user-centered design solutions that considering target users, customer feedback, metrics and usability findings

SENIOR UI/UX DEVELOPER | NIC | 2016-2019

- Focused on front end UI and UX development from design, wireframing, prototyping to developing effective, professional, scalable, high performing web UI applications applying modern UI/UX design principles and best practices using HTML, CSS, JavaScript, jQuery, View JS, ASP.NET MVC, C#
- Responsible for UI architecture, usability, performance and accessibility (section 508)
- Implemented branding requirements through the application and CSS; developed new user-facing features that meet product needs
- Participated in technical planning & requirements gathering phases including design, code, test, troubleshoot, and document business software applications
- Responsible for front end unit testing for page load times, render speeds, performance budget, visual changes and accountability for code changes.

SENIOR UX DESIGNER/FRONT END DEVELOPER | PROATHLETE INC. | 2011-2015

- Designed, prototyped, and then helped develop brand new internal e-commerce management platform called SiteManager to replace 3 separate antiquated pieces of web-based software. SiteManager streamlined the process of product creation &

management, order processing, various customer service and distribution center tasks. The new site freed up development resources to work on more important projects.
- Designed and helped implement various Web Site Analytics tools and initiatives. Google
- Created shipping metric visualizations for display in the Distribution Center at all times that alerted employees of the amount of remaining work to be completed during their shift. This project reduced annual shipping costs by over $15,000.
- Worked directly with IT team to troubleshoot various issues & bug reports, as well as to implement new project features requiring hardware or server configurations.

WEB DESIGNER & DEVELOPER | COMPUTERIZED ASSESSMENTS & LEARNING | 2008-2011

- Designed corporate logo, all marketing collateral, and web site which transformed the company from a small-time start-up into a credible and trustworthy vendor
- Lead UI Designer for first redesign of industry leading student testing software used by over 1 million users each year in 7 states. Outcome was one of key contributors in purchase of company by ETS
- Lead UI Designer on first CAL/ETS initiative for a new product offering from the family of products that is one of the most recognizable assessment products in the world (TOEFL), with over 25 million test administrations in more than 130 countries worldwide
- Worked directly with Back-End Developers to implement accessibility features including, screen magnification, visual accommodations, keyboard or tab-based navigation, as well as other user interface enhancements
- Served as the Lead Front-End Developer, by hand-coding product front ends using Apache Velocity Templating engine, HTML5, CSS3, and jQuery ensuring highly scalable, easily maintainable and efficient coding practices

MULTIMEDIA DESIGNER & DEVELOPER | BREAKTHROUGH | 2007-2008
MULTIMEDIA DESIGNER | BLUE CROSS BLUE SHIELD OF KANSAS | 2006-2007

EDUCATION

Illinois Institute of Art

Bachelor of Fine Arts – Multimedia & Web Design

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

ASP .NET C# | BackboneJS | Bootstrap | CSS(3) | Google Analytics | GitHub | Grunt / Gulp | HTML5 & XHTML | JavaScript | jQuery | MySQL & T-SQL | PHP

REFERENCES:

Reference #	Reference Name	Address:	Telephone Number:
1	Jason Day	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(816) 651-8695
2	Sandi Miller	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(406) 431-0675
3	Chris Neff	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(435) 901-3870

JAYDE ORTIZ
IMPLEMENTATION PROJECT MANAGER

EXPERIENCE SUMMARY

12 years of experience, 8 years' Project Management experience

EXPERIENCE/PROJECTS

IMPLEMENTATION PROJECT MANAGER | NIC | MARCH 2016 – PRESENT

- Define, plan and direct the execution of a broad range of technical and non-technical projects
- Develop status reporting for internal and external customers at multiple seniority levels
- Gather and gain sign-off on project scope with customers in order to set appropriate expectations regarding delivery of work
- Balance the competing demands of scope, time, cost, quality, resources, and risk to produce a high-quality outcome
- Manage both internal and customer relationships and ensure their delivery, on time and on budget
- Ability to manage multiple projects ensure sequencing and resources are appropriate
- Manage the tracking of projects, resources, risks, conflicts
- Experience in analyzing and responding to RFPs.

SENIOR PROJECT MANAGER, TECHNOLOGY SERVICES (AGILE) | BNSF RAILWAY (CONTRACT) | OCTOBER 2015 – MARCH 2016

- Serve as Project Manager overseeing the work of both on and off-shore resources in the integration of Automated Testing activities and Performance Improvements for the Liability Rating Project.
- One of two resources selected to assist in the maturing of the project management methodology (transition to Agile), including; polices, processes, tools and templates.
- Proactively monitor and manage project status, schedule, budget, scope, quality, issues, risks and dependencies.

SENIOR PROJECT MANAGER, PORTFOLIO AND PROGRAM MANAGEMENT OFFICE (AGILE) | WESTAR ENERGY (CONTRACT) | JULY 2015 - AUGUST 2015

- Serve as Project Manager overseeing the IVR Replacement project.
- Manage vendor activities, deliverables and schedule while establishing a foundation for ongoing partnership and communication between both teams.
- Develop project plans that include risk/issue management, milestones, budget, scope and change management processes.
- Monitor project risks and scope to identify potential problems and proactively identifying solutions to address them in advance.
- Assist in the transition from Waterfall to Agile Methodology, defining processes and tools to be used consistently throughout the program.

SENIOR PROJECT MANAGER, FLIGHT OPERATIONS & DIGITAL AVIATION (AGILE) | JEPPESEN SANDERSON, A BOEING COMPANY (CONTRACT) | SEPTEMBER 2014 - JULY 2015

- Serve as a Senior Project Manager/Scrum Master overseeing and leading all aspects of the Configurable Charting Engine (C2E) and Flite Deck iOS Projects including but not limited to; numerous application integrations, software development, software test, planning, process development, program/project support, budget, risk mitigation and training.
- Perform Program Manager Duties including preparation of the monthly NavAir Program SQA Metrics Report, as well as the NavAir Program Management Review slide deck. Both of which are data roll-ups from all NavAir projects to which I review and analyze the data for accuracy prior to it being presented to the entire NavAir Program, key stakeholders and Executive Leadership.
- Prepare and analyze project performance measures (cost reporting, earned value, variance analysis, and risk assessments) to determine alternative approaches and appropriate actions to increase project performance while considering factors such as timing, personnel, and priorities and negotiating change where appropriate.
- Perform Scrum Master duties including preparing and holding daily scrum/status meetings, sprint and release planning activities, capacity planning and resource allocation.
- Provide feedback and performance assessment of project team members and help resolve conflict when necessary.
- Provide oversight of the NavAir department policies and procedures to enhance/maintain efficiency and work quality while ensuring compliance with rules and regulations from various sources.
- Manage the end-to end development of information technology systems with complex designs, crossing various departments and vendors.
- Develop project plans, deliverables and schedules, direct all project phases and act as the primary project contact on medium to large projects. Coordinate the operational aspects of the projects and serve as a liaison between project teams and other parts of the organization.
- Establish alliances with other departments and organizations by recognizing dependencies in order to assess potential partnership and commitment to the project. Develop and maintain constructive and cooperative interpersonal working relationships with others.
- Analyze and interpret statutory regulations and administrative policies, procedures and requirements while ensuring compliance and consistently striving for improvements.

BUSINESS ANALYST/PROJECT MANAGER (AGILE) | TRIPPAK SERVICES, A XEROX COMPANY (CONTRACT) | 2014 - 2014
BUSINESS ANALYST (AGILE) | HEARTLAND CROP INSURANCE (CONTRACT)| 2013-2014
IT PROJECT MANAGER (WATERFALL)| KANSAS STATE DEPARTMENT OF EDUCATION | 2011-2013
TRANSPORTATION ASSISTANT (OFFICE MANAGER) | HIGHMARK BLUE SHIELD | 2008-2011

EDUCATION

DeVry University

BS – Technical Management; emphasis in Project Management

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

- agile/scrum/waterfall software development

REFERENCES:

Reference #	Reference Name	Address:	Telephone Number:
1	Mike Mealman	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(913) 754-7064
2	Mukesh Patel	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(813) 787-4329
3	Allen Erwin	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(816) 509-5676

MICHELE FAHEY
IMPLEMENTATION CONSULTANT

EXPERIENCE SUMMARY

24 years of experience, 21 years' Implementation Consultation experience

EXPERIENCE/PROJECTS

IMPLEMENTATION CONSULTANT, ONEOUTDOOR | NIC | 2019-PRESENT

- Assist Program Manager communicate with agency throughout process of replacing their legacy systems with NIC OneOutdoor.
- Gather, analyze, and interpret business requirements,
- Coordinate with the technical team and follow through implementation.
- Led elicitation meetings to gather requirements
- Identified business and functional requirements with stakeholders
- Designed detailed requirement templates for agency usage
- Configure and test the SaaS solution to meet the requirements of the customer

BUSINESS ANALYST/PROJECT LEAD, TEAM LEAD, METRICS /DATA ANALYST, AND SUPERVISOR | DXC/LIFE INSURANCE | 1999-2019

- Partner with new clients to identify reporting needs, interpret contract requirements, create and map workflows, write testing scripts, and coordinate UAT testing to ensure quality reporting of SLAs. Led successful implementation of 15 new clients.
- Partner with developers to automate manual processes, saving time and money while decreasing errors.
- Respond to regulatory inquiries. This involves effectively communicating with various departments to collect information, analyzing data thoroughly, liaise between business and technical personnel to ensure a mutual understanding of system changes, and preparing written response.
- Facilitate employee training and development by producing procedure manuals and streamlining formal training process.
- Serve as the manager of call center operations, responsible for directing Mail Room Team as well as administering performance evaluations.
- Led and surpassed business expectations, thereby attaining high customer satisfaction, implementing process improvements, and enhancing quality reporting

MANAGER, ACCOUNT MANAGER, AND FRAUD INVESTIGATOR | NCH NUWORLD MARKETING | 1996 - 1999

- Coordinated activities of 15 associates, in charge of overseeing client coupon redemption.
- Developed detailed metrics to facilitate and measure professional development and growth of associates and management.
- Closely interfaced with clients to identify coupon requirements; while informing them regarding the coupon industry and coupon fraud.

- Effectively handled negotiations to integrate the customer service call center of an external client to the company, which resulted to acquisition of additional revenue.
- Played an integral role in developing and implementing effective procedures to drive a paperless environment for the division.

EDUCATION

Quincy University

BA – Communications & Public Relations

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

- JIRA/SQL

REFERENCES:

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1	Mike Mealman	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(913) 754-7064
2	Mukesh Patel	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(813) 787-4329
3	Nuala Cunningham	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(217) 381-6280

MARIAN ROWDEN
QUALITY ASSURANCE ANALYST

EXPERIENCE SUMMARY

19 years of experience, 14 years' Quality Assurance Analyst experience

EXPERIENCE/PROJECTS

QUALITY ASSURANCE ANALYST | NIC/PENNSYLVANIA INTERACTIVE | 2018 – PRESENT

Led the quality assurance efforts between the Product Development and Professional Services Team for the OneOutdoor implementation for the Pennsylvania Game and Pennsylvania Fish & Boat Commissions. Activities included managing a team of QA resources, writing test scripts, testing the solution, and tracking issues through resolution.

- Develop comprehensive test scenarios to facilitate system testing as well as customer user acceptance testing
- Perform detailed system, integration, and regression testing and succinctly document software defects or missing functionality
- Provide the first level of support for our customers in analyzing customer reported problems/defects during implementation projects

SCRUM MASTER/BUSINESS ANALYST/LEAD QUALITY ASSURANCE ANALYST | PENNSYLVANIA INTERACTIVE/NIC | 2017 – 2018

- Assessed agile processes, bridging gaps between business requirements gathering, software development and quality assurance.
- VSTS: Added User Stories, Requirements, Added Defects, Added Automation Scripts, linked defects to bug/defects Collaborate with business partners to define requirements into feature sets across projects for quicker delivery.
- Led various maintenance and projects Agile teams delivering high value business features.
- Created and ensured user stories/requirements met the Definition of Ready Experience with multiple team members (Developers, PM, BA, QA and more team members)
- Executed test plans for web-based sites which are developed through SharePoint
- Created detailed test cases focused on the functional changes and regression requirements for application/function
- Tested the product through all phases of Agile SDLC (Functional testing, regression/integration testing, sanity, end-to- end testing) using combination of black-box, smoke gray-box and automation testing methods
- Executed Test plans and provided QA documentation of what was tested

SCRUM MASTER/BUSINESS ANALYST/SYSTEMS ANALYST | ONEMAIN FINANCIAL (FKA: CITIFINANCIAL) | 2014-2016

- Collected information to analyze and evaluate existing or proposed systems. Oversaw test scenarios and UAT planning and implementation. Coordinated solutions requirement

document (SRDs) that pertains to use cases, workflow, screen mock-ups, and spreadsheet models.
- Created User Stories and once reviewed and approved entered into IRise experience - in simulation of how an application would flow before the code is created/generated for production base on user experience (Creates US### for the User Stories Created)
- Partnered with key stakeholders to develop customized test scenarios, implementing Agile methodology to deliver high level test scripts, gathering requirements, securing approval, flow charts and executing test plans.
  - Documented in SRD using Microsoft office and Visio for the flowcharts
- Identify, reproduce and track defects in TFS (VSTS)
- Troubleshot and resolved complex technical issues, identified modification needs, and assisted in creating optimal system design and functionality; ensuring system requirements and deadlines were met with little disruption to client business.

QUALITY ASSURANCE ANALYST LEAD / TESTING ANALYST / SCRUM MASTER | ONEMAIN FINANCIAL (FKA: CITIFINANCIAL) | 2005 – 2014

- Partnered with offshore team on user stories progress and scripts execution, working collaboratively to develop and deliver comprehensive test plans, meeting functionality requirements.
- Facilitated, Executed, and Followed up to the Project & Sprint Ceremonies
- Implemented improvements in the SCRUM Teams based in the Retrospective Action Items
- Managed the complete life cycle process for the project.
- Managed defects in Test Director / HP-Quality Center and ran test scenarios, liaising regularly with offshore and onshore teams, and ensuring system specifications were met and corporate policies were followed.
- Facilitated defect calls for all projects, updated defects status, requested recommendations from key members, documented technical information and managed resources and deadlines

EDUCATION

Strayer University

BS – Computer Science - Networking

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

- Certificate: Scrum Master, Scrum Study and Scrum Alliance | 2013, 2016
- Certified Scrum Product Owner, Scrum Alliance | Dec 2017
- ITIL (IT Infrastructure Library), Peoplecert.org | Aug 2018
- Oracle, iRise, JIRA

REFERENCES:

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1	Mike Mealman	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(913) 754-7064
2	Mukesh Patel	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(813) 787-4329
3	Sandi Miller	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(406) 431-0675

BINDU BANDLAPALLI
IMPLEMENTATION CONSULTANT

EXPERIENCE SUMMARY

15 years of experience, 15 years' Implementation Consultation experience

EXPERIENCE/PROJECTS

IMPLEMENTATION CONSULTANT | NIC | 2009-PRESENT

- Responsible for supporting the planning, design and execution of system testing on the NIC OneOutdoor application
- Working collaboratively within the application development department and business units to create acceptance tests, assess the quality of releasable software and create automated scripts that, when executed, quickly assess the quality of the software.
- Act as a liaison between end-users, project teams, governmental organizations and other stakeholders in the analysis, design, configuration, testing and maintenance of digital services,
- Develop and tailor test strategies to specific customer needs/issues, business processes, and determine appropriate solutions with the project team,
- Ensures that every phase and feature of the software solution is tested and that any potential issue is identified and fixed before the product goes live.
- Configure and test the SaaS solution to meet the requirements of the customer

TECHNICAL ANALYST | BEARINGPOINT, INC. | 2007-2009

- Served as Technical QA for Texas Online, BearingPoint's Web portal for the State of Texas; also, responsible for support of over 145 Web -based applications (including Web services, Java, JSP, Oracle 10g and Oracle WebLogic) for initiating and renewing online occupational licenses, permits, and registrations for various professions regulated by the State.
- Wrote test plans and test cases, establishing traceability from RequisitePro to test cases; executing test sets throughout the test cycle.
- Logged defects, support requests, and review items in ClearQuest
- Practice acquired by NIC, Inc. in May 2009.

SQA ENGINEER | MSB | 2005-2007

- Performed Integration Testing and Regression Testing for MSB Software.
- Tested both online and PC based application for residential and commercial property valuation technology and property and casualty insurance Software.
- Executed test cases and verified actual results against expected results.
- Also Performed Ad hoc, Smoke, Functional Testing.
- Extensively used SQL queries for data verification and backend testing.
- Wrote Test cases and SQL scripts for populating and manipulating data.
- Performed Black Box Testing.

- Performed testing of the application on LAN, DSL Connection and dial up as End Users use this product at different locations.
- Uploaded/Downloaded large loss claims with Estimate lines and images at different Timeout settings.
- Communicated with Developers and DBA on Weekly basis and when the Need arises.
- Performed Positive and Negative Testing.
- Performed Gateway Testing (ICX>Admin>IC, IC>Admin>ICX).
- Performed Database to Database Testing.
- Performed special testing in Insurance Valuation software(RCT, BVS)
- Worked on Test Director using Mercury Quality Center.
- Developed test sets in Test Director for Manual Testing.
- Executed the test sets in test lab in Test Director.

EDUCATION

Sri Venkateswara University

BS - Biochemistry

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

- Agile/Waterfall SDLC
- Atlassian tool set (JIRA, Zephyr, Confluence), InVision, AWS
- Oracle 11g, Post Gres, SQL Developer, Microsoft SQL Server

REFERENCES:

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1	Mike Mealman	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(913) 754-7064
2	Mukesh Patel	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(813) 787-4329
3	Nuala Cunningham	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(217) 381-6280

ALLEN ERWIN
TECHNOLOGY & DEVELOPMENT DIRECTOR

EXPERIENCE SUMMARY

18 years of experience, 4 years' Development experience

EXPERIENCE/PROJECTS

DIRECTOR, ENTERPRISE APPLICATION SERVICES | NIC | 2019 – PRESENT

- Manage and lead a large team of Software Engineers, Business Analysts, Quality Assurance engineers, Project Managers and various support roles potentially in multiple locations both domestic and offshore
- Define and manage structured Software Development Lifecycle (SDLC) to steer the team in the specification, design, development, test, release and support of software.
- Work closely with the Product Management and Sales teams to help define product roadmaps and estimate development efforts based on customer requirements.
- Define, manage, implement the support and release roadmap for the enterprise application systems
- Define and measure support services performance against service levels using measurable KPIs.
- Define/confirm key processes, organization structure, resource requirements, tool requirements, key performance metrics and management processes for each of the functional areas within their responsibility

DIRECTOR, SOFTWARE ENGINEERING | QUEST DIAGNOSTICS | 2017 – 2019

Managed a team 142 Development Leads, Project Managers, Scrum Masters, Business Analysts, Architect, Database and vendor management; also responsible for project roadmap tracking for future strategic technology and business initiatives.

- Responsible for strategic development and support for Employer Solutions. (300+ million revenue annually)
- Implemented development coding standards
- Managed project to transition customers from 3rd party vendor to in-house developed Employer Solutions Portal
- Established project roadmaps for Employer Solutions
- Increased unit testing to improve code coverage from 0% to 85%

SENIOR MANAGER, SOFTWARE ENGINEERING | QUEST DIAGNOSTICS | 2014 – 2017

Directly managed a team of 73 Project Managers, Scrum Masters, Business Analysts, .NET/SQL Application Developers, and vendor management; also, responsible for project roadmap tracking for future strategic technology and business initiatives.

- Responsible for strategic development and support for the Wellness Engine. (160+ million revenue annually)
- Responsible for evaluating build vs. buy and selecting 3rd party vendors and applications as well as project road-mapping and prioritization

- Directly managed the United Health Group (Optum) onboarding and transition initiative
- Implemented QScreen mobile application
- Managed the team responsible for updates and supported to the https://my.questforhealth.com website
- Implemented Angular front-end framework, replacing Knockout & jQuery

SR MANAGER, APPLICATION DEVELOPMENT/ENTERPRISE ARCHITECT | CVR ENERGY | 2013-2014

Directly manage an internal team of 15 Enterprise Project Managers, Business Analysts, Application Developers, SOA architects and vendor management; also responsible for projecting roadmaps for future strategic technology and business initiatives.

- Introduced and Implemented Project Lifecycle Methodology, following PMI standards
- Projected road-mapping and prioritization
- Determined Agile vs Waterfall project methodology based on project requirements and timeline
- Implemented Return on Investment processes
- Led the TIBCO Enterprise Service Bus initiative to translate and transfer data between Maximo Financial and Oracle EBS.

IT MANAGER, APPLICATION DEVELOPMENT | UMB FINANCIAL | 2010-2013

Manage a team of 18 Application developers, project leads, and architects, while also managing projects aligned with specific lines of business.

- Led projects encompassing Business Analysts, Networking, Data Security, Mainframe, Java, .NET Application Developers, Database Administrators, System Engineers, and Quality Assurance teams
- Account Manager for Executive Management in Payment & Technologies Solutions (HSA/FSA, Treasury Management, Commercial Credit Cards)
- Coordinated 1 to 5-year roadmaps/strategic company and business unit goals
- Managed Check Processing, Electronic Fund transfer, Trust Funds, and Mutual Funds development teams
- Created assessment documents to review return on investment, expenses, and revenue breakdown over short and long-term periods.

PROJECT MANAGER II | UMB FINANCIAL | 2008 – 2010
SR PROJECT MANAGER | ALEXANDER OPEN SYSTEMS | 2007-2008

EDUCATION

Keller Graduate School of Management

MBA – Executive Leadership

DeVry University

BS – Computer Information Systems

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

- Project Management Professional Certification (PMP)
- Certified SCRUM Master
- Agile Project Management with SCRUM

REFERENCES:

Reference #	Reference Name	Address:	Telephone Number:
1	Peter Eichorn	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(512) 501-5996
2	Sandi Miller	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(406) 431-0675
3	Jason Day	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(816) 651-8695

JASON DAY
PRODUCT DIRECTOR

EXPERIENCE SUMMARY

13 years of experience, 8 years' Product Management experience

EXPERIENCE/PROJECTS

DIRECTOR, OUTDOOR RECREATIONAL SERVICES | NIC | 2019 – PRESENT

- Champion the Outdoor Recreation business vision within NIC, including working with NIC's Senior Leadership Team on the strategy, platform roadmap, and annual business and budget planning
- Own the product lifecycle from strategic planning, to road mapping, to the technology direction
- Develop and implement the business vision for NIC to differentiate from competitors
- Collaborate with NICs National Sales teams to identify and close new and existing opportunities and with NICs Corporate Technology teams to ensure successful implementation and delivery of products
- Develop and own strategic partnerships to drive the adoption and growth of our outdoor recreation products

SR PRODUCT MANAGER, INSURER SERVICES | EXAMONE, A QUEST DIAGNOSTICS COMPANY | 2012 – 2019

- Responsible for formalizing the Product Management discipline across the organization's full portfolio of products and services spanning 15 software platforms
- Proposed and implemented organizational changes to align key resources and teams with the process of initiating, planning and executing strategic initiatives
- Implemented a tool to track goals, initiatives, ideas, personas and features, and published roadmaps linking corporate strategy to the deliverables of the agile teams
- Championed the culture change of embracing UX design as a fundamental requirement of the product development process, which led to the overhaul of 3 customer facing platforms
- Developed and launched a responsive medical questionnaire platform to help insurance underwriters obtain applicant health data while adhering to strict regulatory guidelines

PRODUCT MANAGER, DATA COLLECTION SERVICES | EXAMONE, A QUEST DIAGNOSTICS COMPANY | 2012-2017

- Developed a mobile app to enable paramedics to conduct paperless health examinations of insurance applicants, including the tasks of medical questionnaires and specimen collection
- Launched a crowd-sourced idea site to capture the voice of the customer and funnel their ideas into the prioritization and backlog grooming processes
- Conducted prioritization with stakeholders to align user pains with strategic goals and create a roadmap to deliver maximum value with each iteration and release

- Led cross-functional product launches (in parallel with a monthly release cycle) to coordinate change awareness, user training and marketing campaigns

MANAGER, TELE-UNDERWRITING ADMINISTRATION | EXAMONE, A QUEST DIAGNOSTICS COMPANY | 2007-2012

- Built a team of analysts to consult with life insurance companies and usher implementation projects through the full project lifecycle
- Served as the product evangelist and assisted the sales team with customer engagements to solicit requirements and demonstrate product fit during the sales cycle
- Developed and implemented portfolio management practices to successfully coordinate the initiation, execution and delivery of numerous customer installation projects simultaneously
- Responsible for maintaining the processing integrity of a large-scale multi-tenant software platform processing over 1.2 million life insurance applications annually

EDUCATION

University of Missouri, Columbia

BA – Computer Science, Minor in Business

REFERENCES:

Reference #	Reference Name	Address:	Telephone Number:
1	Sandi Miller	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(406) 431-0675
2	Allen Erwin	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(816) 509-5676
3	Mukesh Patel	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(813) 787-4329

MICHAEL MEALMAN
IMPLEMENTATION DIRECTOR

EXPERIENCE SUMMARY

23 years of experience, 11 years' Implementation experience

EXPERIENCE/PROJECTS

DIRECTOR, PROFESSIONAL SERVICES | NIC | 2019 – PRESENT

- Responsible for leading and directing all implementation efforts from project conception to completion including data migrations, system integrations, customizations, configurations, and project management.
- Monitor delivery stages, assessing regularly the progress, providing assistance, and solutions when progress is stalled.
- Catalyst for continuous improvement across the Professional Services, Product, and Development organizations.
- Coordinate retrospectives throughout the lifecycle of programs to assess people, processes, and tools to ensure high quality and operational efficiencies.

DIRECTOR, APPLICATION & PRODUCT DEVELOPMENT | NIC | 2017 – 2019

- Lead a large, multi-disciplined team responsible for the planning, architecture, development, implementation, and operations of cloud native and hosted (AWS and Azure) enterprise platforms and products.
- Defined, designed and implemented new tools and processes as the organization initiated a new product strategy.
- Led development efforts across four enterprise products spanning three verticals, across multiple locations.
- Led development and engagement of an enterprise micro-service platform, utilized by multiple enterprise product and custom development teams, as the company migrates to an enterprise service-based delivery model.

DIRECTOR – ETS BUSINESS OPS | NIC | 2015 – 2017

- Responsible for the daily management of business operations and personnel including Communications & Marketing, Project Management, Financial Analysis, Enterprise License Management, Talent Management, ITIL Tools Support (ServiceNow), and Executive Operational Reporting.
- Successfully implemented processes that allowed for creating, tracking, and monitoring a $24 million-dollar business unit budget utilized across multiple departments and foundational for managing a budget that now exceeds $40 million.
- Successfully implemented automated workflows for 25 of the most utilized service catalog requests to address business needs for faster fulfillment, reduced cycle time, and increased quality of services.
- Successfully implemented a talent management strategy across the organization to address decline in employee engagement and increased turn over. Programs included a

formalized recognition program, leadership development program, career laddering, formalized performance management program, and an onboarding program for all new employees. As a result, turnover decreased by 15%.

MANAGER, SERVICE STRATEGY & PMO | NIC | 2013 – 2015

- Responsible for project management teams over application development and infrastructure projects, leveraging both waterfall and agile methodologies, that included the organization's private, PCI compliant cloud offering.
- Identified and implemented numerous process and planning improvements, across all aspects of the IT organization, resulting in the successful delivery of over 286 projects with improved on-time delivery each year.
- Responsible for the implementation of supply and demand balancing tools to assist in the management of customer expectations for service delivery and better resource utilization.
- Created a portfolio management program identifying areas to improve in alignment of IT work to high business value.

PROCESS LEAD, IT GOVERNANCE; MANAGER, IT, HR/PAYROLL/FINANCIAL SYSTEMS; MANAGER, IT, FIELD OPERATIONS SYSTEMS | YRC WORLDWIDE | 2007-2013

- Responsible for Field Operations Systems Team focused on rebuilding a decimated workforce.
- Lead the selection, planning and implementation of a $20 million project to upgrade the City Pickup and Delivery's over 10,000 mobile hardware devices and software, across 400 locations, 2 countries, and three operating companies.
- Implemented an executive dashboard for the IT and Sales organizations that identified performance gaps through KPIs utilizing both leading and lagging indicators.
- Developed a core suite of reporting and analytics tools, utilized by the CIO and other executives, to track and determine health and performance instrumental in IT's ability to meet objectives and identify areas for operational improvement.

EDUCATION

Emporia state University

MS – Environmental Biology

Baker University

BS – General Biology

REFERENCES:

Reference #	Reference Name	Address:	Telephone Number:
1	Mukesh Patel	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(813) 787-4329
2	Sandi Miller	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(406) 431-0675
3	Jason Day	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(816) 651-8695

SCOTT PIGFORD
CUSTOMER EXPERIENCE DIRECTOR

EXPERIENCE SUMMARY

23 years of experience, 5 years' Customer Relationship experience

EXPERIENCE/PROJECTS

DIRECTOR, CUSTOMER EXPERIENCE | NIC | 2018 – PRESENT

Develop and execute NIC's Customer Experience vision and strategy spanning multiple enterprise class solutions, customer touchpoints and support tiers.

- Steer efforts to promote awareness on company's microservices and application programming interface (API) platform to power digital government service applications across 30 business units supporting state, local, and federal government agencies
- Liaise across all business units to determine new services and desired enhancements while collaborating with development teams and engineers for execution
- Develop feature requests based on research and feedback of user community to ensure prioritization of product backlog
- Strategically implement marketplace website for the user community to discover available microservices, documentation, and performance metrics
- Communicate with information technology leadership and business stakeholders to report microservice key performance indicators (adoption metrics, usage, and project pipeline)
- Evangelized 16 microservices increasing platform adoption by 200% and monthly API call volume from 80K to over 1.5M
- Assisted in rolling out of Voice of Customer (VoC) program at United States Department of Agriculture
- Helped develop business case to create an office of customer experience at NIC
- Documented omnichannel experience using journey mapping techniques
- Researched VoC software vendors and provide feedback to senior Leadership
- Coordinated VoC proof-of-concept with an NIC state partner using chosen VoC vendor
- Managed business relationships between the Enterprise Technology Services (ETS) department and 30 business units
- Coordinated across business units to determine, support, and advance business objectives
- Executed operational level agreements (OLA) defining and documenting service levels and support provided by ETS
- Facilitated quarterly service review meetings for each business unit
- Made use of seven different key performance indicators in creating customer satisfaction index to provide individual score to each business unit
- Administered ongoing customer satisfaction surveys and responded to feedback when necessary
- Guaranteed alignment of OLAs with service level agreements of government partners

PRODUCT MANAGER | NIC | 2012 –2016

Responsible for product lifecycle, onboarding of new agencies and development of product demos and customer engagement.

- Directed product lifecycle for two online payment applications that support Texas government agencies
- Held responsibility for the onboarding of state and local agencies and Tier 2 support for the deployment of more than 300 online payment applications
- Closely interacted with marketing and outreach teams to obtain new sales leads, prepare product demos, and engage with current and potential government customers

PROGRAM/PROJECT MANAGE |DELL, INC | 2004 – 2012

- Analyzed end-to-end customer experience through call recording software and communication with business stakeholders to improve call center technologies, operations, and processes
- Maintained collaboration with internal technology providers, vendors, and business stakeholders to maintain a cohesive customer care approach across all channels
- Served as the representative of the business unit for high-profile projects
- Performed regular user experience testing and focus groups to ensure IVR user interface was optimized
- Efficiently managed speech recognition interactive voice response (IVR) applications that enabled customer self-service, accurate call routing, and resulting in $3M cost avoidance

MANAGER/BA/SUPERVISOR | MCI | 1997 – 2004

EDUCATION

Texas Christian University

BBA – Management

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

- ITIL V3
- Business Relationship Management Training
- Six Sigma Greenbelt Training
- PMP Training
- Agile Training

REFERENCES:

Reference #	Reference Name	Address:	Telephone Number:
1	Mukesh Patel	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(813) 787-4329
2	Sandi Miller	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(406) 431-0675
3	Michael Mealman	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(913) 754-7064

CHRIS VARN
PRODUCT ARCHITECT

EXPERIENCE SUMMARY

17 years of experience, 15 years' Product Architect experience

EXPERIENCE/PROJECTS

PRODUCT ARCHITECT, OUTDOOR RECREATION | NIC | 2017 – PRESENT

- Responsible for the technical architecture and direction of several components for the OneOutdoor solution.
- Led the successful implementation of YourPassNow, a leading digital park pass solution, in a number of different parks and sites for the National Park Service, National Forest Service, Bureau of Land Management, Maryland State Parks, New Jersey State Parks, Wisconsin State Parks, Kentucky Horse Park, and the city of Eureka Springs.
- Designed and developed full-stack applications using modern toolsets, languages, and frameworks.
- Led the infrastructure design and solution build-out using AWS services

ARKANSAS INFORMATION CONSORTIUM | 2003 – 2017

DIRECTOR OF OPERATIONS | 2016-2017

- One of four members on the executive management team in Arkansas, serving as a backup to the General Manager. As a team, we were responsible for fostering a healthy culture and ensuring managers and employees understand the company vision and mission. Created business plans for operational units and set budget and growth targets.
- Directly responsible for the Project Management Office and the Service Desk. Oversaw two managers in charge of these two departments to deliver great products and customer service. Served as a coach to drive the business forward.
- Handled escalations from state government agency partners by developing healthy, long-term relationships.

DIRECTOR OF DEVELOPMENT | 2013-2016

- Led a team of 7 Software Engineers and a security analyst to build new services and maintain a portfolio of over 800 highly visible and highly utilized web applications and services for the citizens of Arkansas.
- Responsible for hiring, firing, and managing the performance of the development team and conducting regular performance reviews.

LEAD SOFTWARE ARCHITECT | 2012-2013

- Development lead over a team of engineers building a large, back office web based application for the Arkansas Secretary of State. The solution is used to manage UCC,

Corporation, Franchise Tax, and Trademark filings. The application is written in C# using a MSSQL DB and includes a Windows desktop imaging component.
- Responsible for guiding design and architecture decisions and ensuring the team understands and buys into the design.

DEVELOPER/SR. SOFTWARE DEVELOPER | 2007-2012

- Part of a team responsible for developing a C# based backend system for the Secretary of State.
- .Net developer working on multiple projects for state agencies.
- During the early iPhone years, built an iOS application framework used company wide.
- Built a web-based backend system for the Arkansas State Police to manage Concealed Handgun licenses. System was built using C# and MSSQL

ADVANCED ANALYTICS PROGRAMMER | MA/R/C RESEARCH | 2003 – 2007

EDUCATION

Clemson University

B.S. – Computer Science with a Minor in Business Administration

Schiller International University

A.S. – International Business

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

- AWS Solution Architect
- ITIL Foundations

REFERENCES:

Reference #	Reference Name	Address:	Telephone Number:
1	Allen Erwin	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(816) 509-5676
2	Peter Eichorn	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(512) 501-5996
3	Sandi Miller	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(406) 431-0675

JUSTIN WISE
SENIOR DEVELOPER

EXPERIENCE SUMMARY

15 years of experience, 15 years' Developer experience

EXPERIENCE/PROJECTS

SENIOR DEVELOPER, OUTDOOR RECREATION | NIC | 2018 - PRESENT

- Accountable for major development responsibilities of large/complex projects or across multiple, nearly simultaneous smaller projects
- Collaborate with the product team to design, develop, and support existing as well as create new services, applications for internal and public usage
- Write high quality code components following best practices and standards for coding, compliance, security and high performance
- Write unit tests for authored components and achieve coverage
- Create appropriate technical design specifications and documentation
- Monitor incident management queue; efficiently resolve, report and close active issues
- Research and coordinate exploratory work across teams as needed to resolve and implement solutions for complex problems

.NET SYSTEMS ARCHITECT | USA 800 | 2010 - 2018

Coordinated a team of developers to maintain primary applications ranging from ASP.NET Web Applications to a WPF Computer Telephony Integration (CTI) system. Leveraged SOA to interface with Windows Services, Telephony Systems, and client applications.

- Data and functional integration with disparate client systems ranging from web services, to mainframe systems to flat file or data dumps.
- Coordinated development needs for client system integrations as well as internal management applications.
- Documented policies and procedures for systems usage as well as API distributions.
- Implemented multiple environment development pattern to increase stability of released products through rigorous automated and regression testing methods
- Designed service monitoring architecture which leveraged WCF using messaging on TCP/IP protocol.
- Developed a windows service that distributed data to client partners through a configurable task-oriented design process, which could be maintained through configuration and unit-tested tasks.
- Architected and developed Unified Authentication system which leverages OAuth2 and web services.

.NET ARCHITECT | DEVSPRING | 2014 -2018

Designed and produced several MVC web applications for multiple clients. Ranging from commercial site, to content management system to project management system. All sites were designed using MVC2/3/5 with NHibernate as the ORM data layer for rapid application development.

EDUCATION

University Of Maryland, Asian Division

BS – Computer Science

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

C# 2/3.5/4/4.5/4.6 | JavaScript | jQuery | JSON | XML | HTML
PHP | SQL | VBScript | Visual Studio 2005/2008/2012/2015 | Crystal Reports | VSS | SVN | Mercurial TFS | SQL Server 2000/2005/2008R2/2012/2014

REFERENCES:

Reference #	Reference Name	Address:	Telephone Number:
1	Allen Erwin	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(816) 509-5676
2	Peter Eichorn	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(512) 501-5996
3	Sandi Miller	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(406) 431-0675

CHRIS NEFF
MARKETING REPRESENTATIVE

EXPERIENCE SUMMARY

22 years of experience, 22 years' Marketing experience

EXPERIENCE/PROJECTS

VP MARKETING/SALES AND ORGANIC GROWTH | NIC | 2016 - PRESENT

Oversee customer retention-focused marketing strategies for $350M flagship digital government platform. Lead and manage the organic growth marketing functions across the core business, including strategy, creative, partnerships, customer service focus, and sales pursuits, securing nine new national contracts that grew annual revenue by 48%. Collaborate with team of 35+ direct and indirect reports to provide custom marketing programs.

- Increased organic revenue by 18% in less than one year by developing a winback-focused marketing automation program for lapsed consumers.
- Closed the company's largest contract, valued at $250M over 10 years, by creating a multiyear sales messaging program and a custom spec marketing program that was adopted by the client.
- Manage long-term customer marketing programs in 15+ states that protected long-term contracts, enhanced revenues, and resulted in a 100% retention rate.

VP MARKETING/OUTDOOR RECREATION | NIC | 2008 - 2016

Led execution of an innovative marketing strategy to secure the Recreation.gov contract through social media influencing, digital marketing, and ongoing client engagement. Drove growth by securing partnership agreement with eventual prime contractor. Conducted market research of young adult outdoor recreation preferences to provide persuasive sales content. Secured contracts worth $100 million by formulating market expansion plan for new outdoor licensing and reservation product. Led and empowered a team of 12 direct and indirect reports.

- Developed and executed Your Pass Now contactless park entry pass branding and sell-in program expanded to 100+ federal and state properties.
- Established Recreation.gov brand positioning and Bring Home a Story tagline, as well as pre-and post-launch awareness campaign that boosted transaction by 65% in first three months.

DIR. OF INTEGRATED MARKETING | NIC | 2000 -2008

Renewed and amplified company reputation following 2001 dot-com collapse by optimizing sales messages, resulting in seven long-term contracts that increased revenue by 35%. Streamlined message consistency by creating corporate brand management structure. Delivered strategic counsel to governors on best practices to promote citizen-friendly digital government.

- Implemented digital services marketing across mobile platforms; led the successful launch of 11 category-expanding solutions and created upsell strategy that increased per-transaction revenue by 22%.
- Commended for generating $8 million annual earned media exposure through cultivating relationships and placing stories in key industry and national publications.
- Conceptualized and initiated crisis management strategies across legal, legislative, and consumer media channels, retaining two long-term contracts worth $60 million

EDUCATION

Thunderbird School of Global Management

MBA – Global Marketing

University Of Michigan

BA – Communication

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

Brand Management | Multichannel Campaigns | Competitive Market Positioning | Marketing Strategy and Growth Planning | Market Research and Data Analysis

REFERENCES:

Reference #	Reference Name	Address:	Telephone Number:
1	Elizabeth Proudfit	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(646) 845-7356
2	Jim Doucette	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(818) 324-1323
3	Sandi Miller	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(406) 431-0675

KHIARA MOREHOUSE
PAYMENTS PROJECT MANAGER

EXPERIENCE SUMMARY

13 years of experience, 13 years' Project Management experience

EXPERIENCE/PROJECTS

PAYMENTS PROJECT MANAGER | NIC | 2010-PRESENT

- Project Management of complex Internet and e-commerce products and services
- Create proposals, statements of work, service and change requests, project plans and testing plans based on scope of work
- Establish project milestones and timelines based on the design and scope of work
- Provide overall project coordination and management of resources
- Assign project management team members to appropriate projects
- Attend weekly project meetings to disseminate project status information
- Supervision of Project Coordinator and IT developers
- Marketing of complex Internet and e-commerce products and services
- Produce print and online Public Relations materials including brochures, newsletters and press releases
- Coordinate and attend trade shows, conferences and conventions
- Account management for state/city agencies and association members
- Implementation of ECHO/WorldPay/SPS Financial Reporting, ImageNow software, TPE-The Payment Engine, CommonCheckout (CCP) and proprietary CDB system
- All AP/AR for portal, budgeting for portal (over 1 million/year), maintain accurate balances on agency and customer accounts
- Primary POC for partner inquiries, corporate accountant and partner portals. Create, maintain and update over 2500 City/County Agency and customer accounts. Resolve all customer and agency issues pertaining to application usage and account balances
- Process and resolve all fraud claims or disputes for credit card transactions

OPERATIONS MANAGER | NIC | 2007-2010

- All office operations and financial processes for eGovernment Development Company in partnership with the City of Indianapolis and Marion County; including payroll, inventory, HR duties and customer service.
- Human Resource responsibilities including; benefit administration, performance evaluation/review processing, compliance training and management, payroll adjustment submission.
- Implementation of multiple applications built for the City of Indianapolis website. Training and support for all County Agency users and customers.
- Primary point of contact for County Agencies regarding application issues, changes and enhancements.
- Responsible for project management and marketing on multiple projects for the City of Indianapolis and Marion County; including gathering requirements, scoping projects, tracking development hours, testing and deployment of applications.

- Marketing initiatives to promote online usage of applications by citizens.
- Implementation of ECHO Financial Reporting, ImageNow software, TPE-The Payment Engine and EZCash Collection system.
- All AP/AR for portal, budgeting for portal (over 1 million/year), maintain accurate balances on agency and customer accounts.
- Create, maintain and update over 2500 City/County Agency and customer accounts.
- Primary POC for partner inquiries, corporate accountant and partner portals.
- Resolve all customer and agency issues pertaining to application usage and account balances. Process and resolve all fraud claims for credit card transactions.

EDUCATION

Western Governors University

BS – Cybersecurity and Information Assurance

Perdue University

BS – Psychology & Sociology

TECHNICAL SKILLS / CERTIFICATIONS / LANGUAGES

ITIL | CompTIA A+ ce | CompTIA Network+ ce | CompTIA Security+ ce | CompTIA Project+ ce | CompTIA Secure Infrastructure Specialist – CSIS | CompTIA IT Operations Specialist – CIOS
CIW-WSA Certification | CIW Site Development Associate | ECES Certified Encryption Specialist | EC Council Certified Incident Handler v2 | ISC2 SSCP-Systems Security Certified Practitioner

REFERENCES:

Reference #	Reference Name	Address:	Telephone Number:
1	Lindy Bouchard	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(913) 754-7059
2	Sloane Wright	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(317) 233-2108
3	Mukesh Patel	25501 W. Valley Pkwy, Suite 300 Olathe, KS 66061	(813) 787-4329

NIC Attachment H – NIC OneOutdoor Technical Architecture

(as required in ***RFP Section VI.G.***)

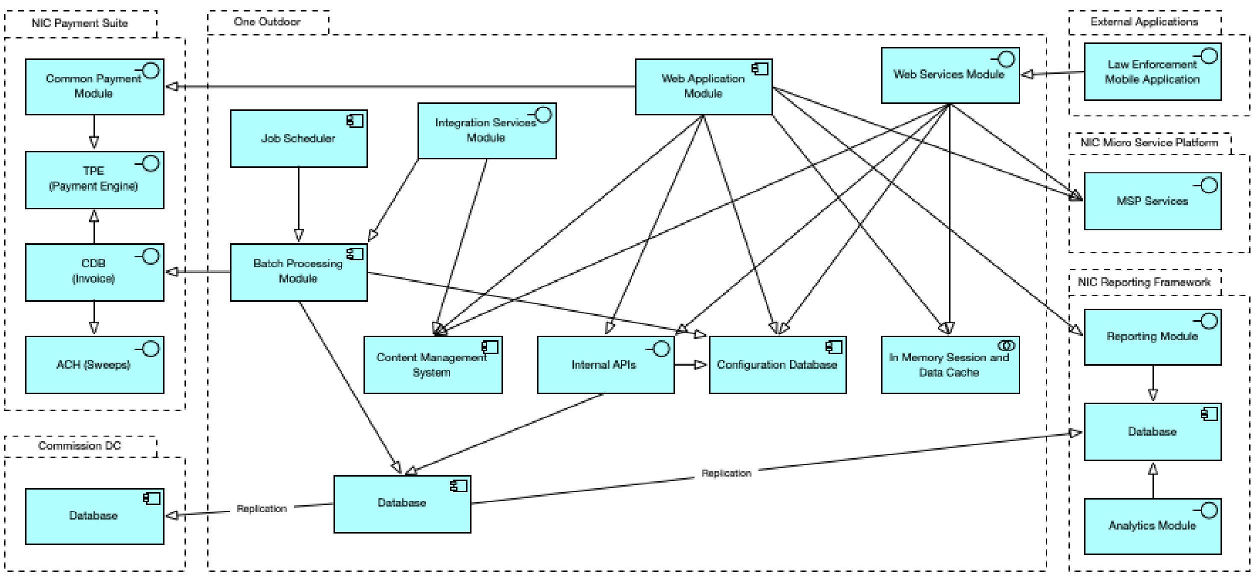
Introduction

The architectural design of the NIC Outdoor Recreation Solution is illustrated in the following diagrams:

- Component Model
- Development Model
- Topology Model

Component Model

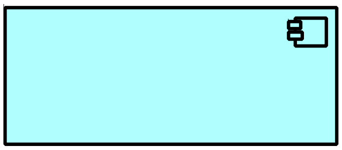
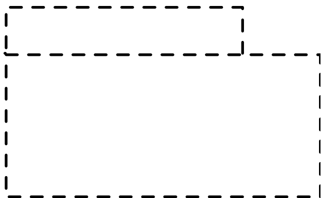
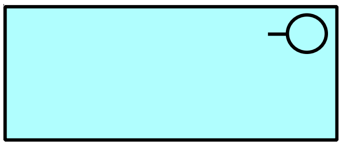
The following diagram shows the dependencies and interactions between the required software components used by the solution. The Component Model Key provides additional information about the components.



Component Model Key

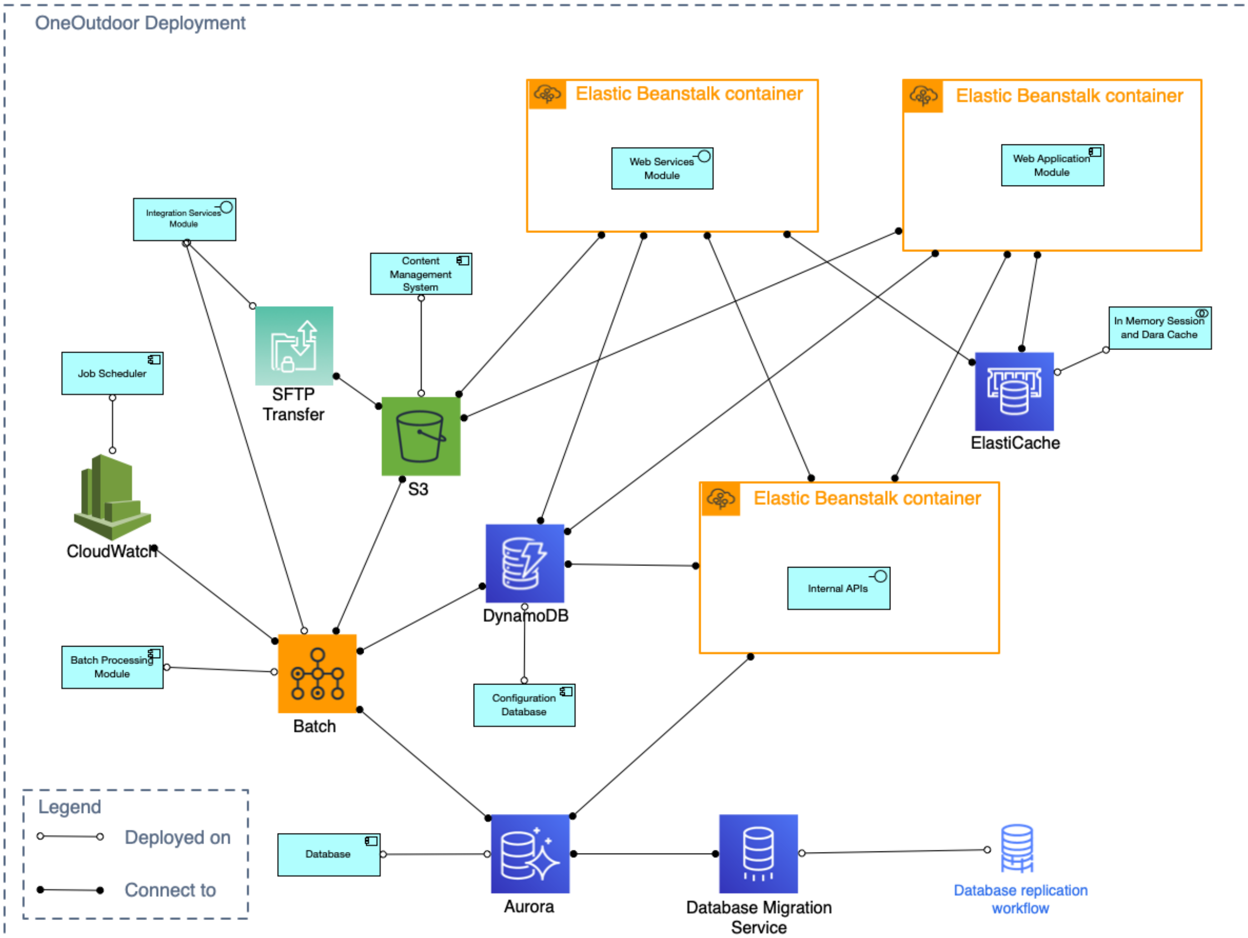
The following table contains a description of each symbol used in the above Component Model diagram.

Symbol	Name	Definition
	Collaboration	An aggregate of two or more application components that work together to perform collective behavior

Symbol	Name	Definition
	Component	A modular, deployable, and replaceable part of the system that encapsulates its contents and exposes its functionality through a set of interfaces
	Grouping	A grouping of related objects
	Interface	A point of access where an application service is made available to a user or another component

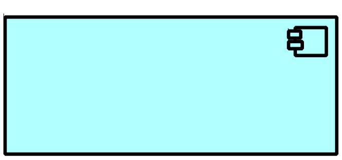
Deployment Model

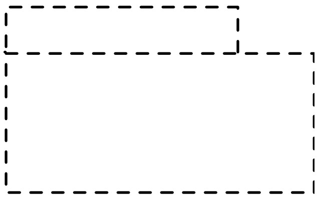
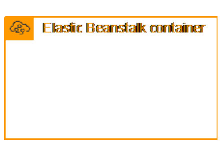
The following diagram shows the tools used to create, deploy, and support the solution as well as the connections between components. The Deployment Model Key provides additional information about the components.



Deployment Model Key

The following table contains a description of each symbol used in the above Deployment Model diagram.

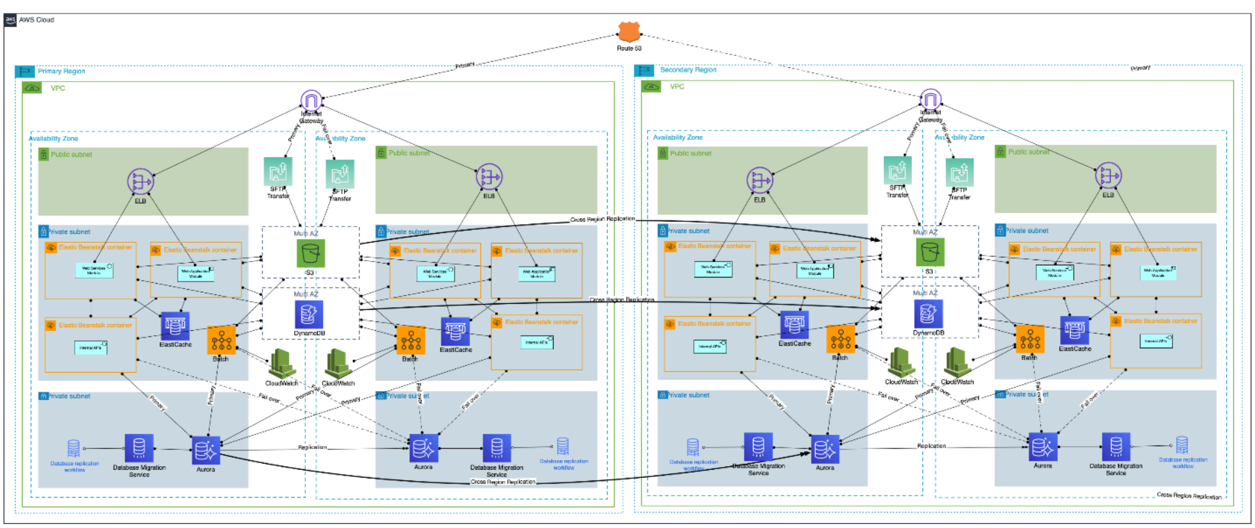
Symbol	Name	Definition
	Collaboration	An aggregate of two or more application components that work together to perform collective behavior
	Component	A modular, deployable, and replaceable part of the system that encapsulates its contents and exposes its functionality through a set of interfaces

Symbol	Name	Definition
	Grouping	A grouping of objects that are related based on common characteristics
	Interface	A point of access where an application service is made available to a user or another component
 CloudWatch	Amazon CloudWatch	A monitoring and observation service
 **Batch**	AWS Batch	A set of batch management capabilities that provide the ability to run batch computing jobs on AWS
	AWS Transfer for SFTP	A fully managed service that enables the transfer of files directly into and out of Amazon S3 using the Secure File Transfer Protocol (SFTP)
 **S3**	Amazon S3	An object storage service that offers scalability, data availability, security, and performance
 **DynamoDB**	Dynamo DB	A key-value and document database
	Elastic Beanstalk Container	A highly scalable, high-performance container orchestration service that supports Docker containers

Symbol	Name	Definition
ElastiCache	ElastiCache for Redis	A fully managed, in-memory data store that enables high throughput and low latency data retrieval
Aurora	Aurora	A MySQL and PostgreSQL-compatible relational database built for the cloud that combines the performance and availability of traditional enterprise databases with the simplicity and cost-effectiveness of open source databases
Database Migration Service	Database Migration Service	A service that allows for one-time or continuous database migrations that can be homogeneous or heterogeneous
Database replication workflow	Database Replication Workflow	A workflow specification for data migrations deployed using a database migration service

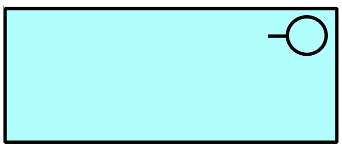
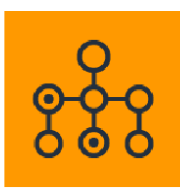
Topology Model

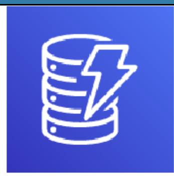
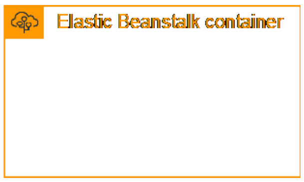
The following diagram illustrates the arrangement of elements within the AWS CloudWatch framework and the interaction of software components and services that are used to develop and support the solution. The diagram also shows the relationship between two geographically dispersed AWS regions that support this solution. The Topology Model Key provides additional information about the components.

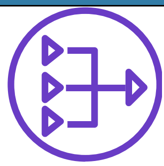
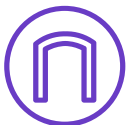


Topology Model Key

The following table contains a description of each symbol used in the above Topology Model diagram.

Symbol	Name	Definition
	Component	A modular, deployable, and replaceable part of the system that encapsulates its contents and exposes its functionality through a set of interfaces
	Interface	A point of access where an application service is made available to a user or another component
 CloudWatch	Amazon CloudWatch	A monitoring and observation service
 Batch	AWS Batch	A set of batch management capabilities that provide the ability to run batch computing jobs on AWS
	AWS Transfer for SFTP	A fully managed service that enables the transfer of files directly into and out of Amazon Simple Storage Service (Amazon S3) using the Secure File Transfer Protocol (SFTP)
 S3	Amazon S3	An object storage service that offers scalability, data availability, security, and performance
	Dynamo DB	A key-value and document database

Symbol	Name	Definition
 DynamoDB		
 Elastic Beanstalk container	Elastic Beanstalk Container	A highly scalable, high-performance container orchestration service that supports Docker containers
 ElastiCache	ElastiCache for Redis	A fully managed, in-memory data store that enables high throughput and low latency data retrieval
 Aurora	Aurora	A MySQL and PostgreSQL-compatible relational database built for the cloud that combines the performance and availability of traditional enterprise databases with the simplicity and cost-effectiveness of open source databases
 Database Migration Service	Database Migration Service	A service that allows for one-time or continuous database migrations that can be homogeneous or heterogeneous
 Database replication workflow	Database Replication Workflow	A workflow specification for data migration deployed on the Database migration service
	Elastic Load Balancer	A service that is capable of handling rapid changes in network traffic patterns, including deep integration with Auto Scaling that ensures sufficient application capacity to meet varying

Symbol	Name	Definition
 ELB		levels of application load without requiring manual intervention
 Internet Gateway	Internet Gateway	The Amazon Virtual Private Cloud (VPC) side of a connection to the public Internet that allows communication between VPC instances and the Internet
 Route 53	Route 53	A highly available and scalable Domain Name System (DNS) that routes end users to Internet applications by translating names into numeric IP addresses that allow computers to connect to each other

Appendix A: Key Terms

Key terms and definitions referenced in this document are listed in the following table.
Term Definition

Term	Definition
Amazon S3	Amazon Simple Storage Service
AWS	Amazon Web Services
DNS	Domain Name System
MSP	NIC Micro Service Platform
SFTP	Secure File Transfer Protocol
VPC	Virtual Private Cloud