

Oracle America, Inc. Response to

Nebraska DMV



Nebraska DVM and State Purchasing

Bureau

RFI # 52016

June 30, 2016

The Oracle logo, consisting of the word "ORACLE" in a bold, red, sans-serif font. A registered trademark symbol (®) is located at the top right of the letter "E".

Response Guidelines

Corporate Entity

This Response is being made by Oracle America, Inc., a wholly owned subsidiary of Oracle Corporation. All responses reflect information concerning Oracle Corporation (hereinafter referred to as Oracle) except where otherwise indicated as being information of Oracle America, Inc. (hereinafter Oracle America, Inc.).

Definition

Throughout this Response, the term “solution” refers to and is interchangeable with “approach” or “system.” Solution is not intended to contractually bind Oracle to “solve” any issues or problems. It is intended to express the concept that an approach to your project has been well thought out and is the result of the use of our products, methods, and experience.

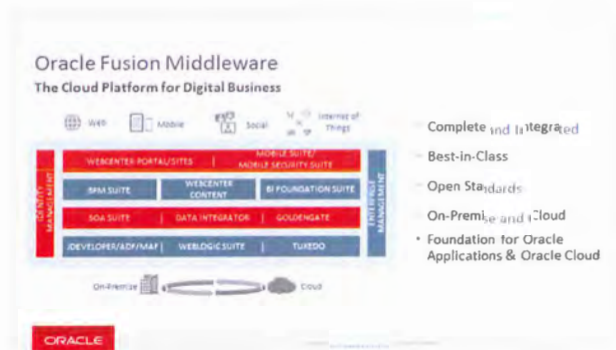
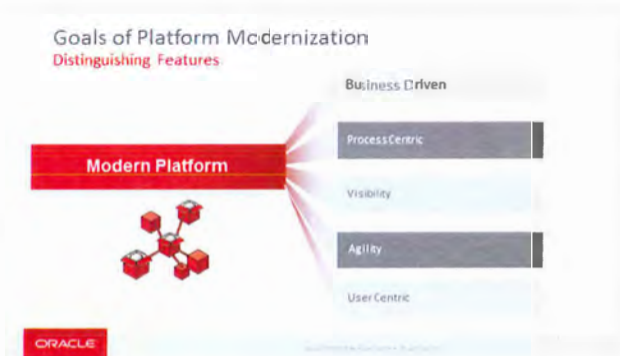
Throughout this Response, the term “partner” refers to and is interchangeable with “ally” or “collaborator.” Partner is not intended to contractually or legally bind Oracle or any third party.

Executive Overview

Oracle is a market leader in the core technologies of cloud and on-premise IT environments, including database and middleware software, enterprise applications, virtualization, clustering, large-scale systems management and related infrastructure. Oracle offers a wide range of services in all three primary layers of the cloud: Software as a Service (SaaS), Platform as a Service (PaaS) and Infrastructure as a Service (IaaS). Oracle Cloud offerings are designed to be rapidly deployable to enable customers shorter time to innovation, are more easily maintained to reduce integration and testing work, and cost effective by requiring lower upfront customer investment.

Oracle has more than 400,000 customers including all of the Fortune 100 and all fifty states. Oracle's industry-leading cloud-based and on-premises solutions give customers complete deployment flexibility and unmatched benefits including application integration, advanced security, high availability, scalability, energy efficiency, powerful performance and low total cost of ownership. Oracle has 135,070 employees worldwide, and a vast partner network dedicated to providing a complete business offering that includes integrated industry leading products combined with award-winning support services.

Oracle database is the database of choice for HP, CNSI and Xerox in their existing MMIS systems. Other Oracle technologies such as CRM/CX (customer experience), Business Intelligence, Identity Management, Security, SOA Suite and Oracle hardware make up parts of the many DMV systems around the country. Oracle SOA, Security and Identity Management will play a key role in integrating content across the different modules and systems across the state.



State of Nebraska (State Purchasing Bureau)
REQUEST FOR INFORMATION

RETURN TO:
 State Purchasing Bureau
 1526 K Street, Suite 130
 Lincoln, Nebraska 68508
 Phone: 402-471-6500
 Fax: 402-471-2089

SOLICITATION NUMBER	RELEASE DATE
RFI 52016	May 20, 2016
OPENING DATE AND TIME	PROCUREMENT CONTACT
June 30, 2016 2:00 p.m. Central Time	Teresa Fleming/Robert Thompson

This form is part of the specification package and must be signed in ink and returned, along with information documents, by the opening date and time specified.

PLEASE READ CAREFULLY!

SCOPE OF SERVICE

The State of Nebraska, Administrative Services, Materiel Division, State Purchasing Bureau, is issuing this Request for Information (RFI) 52016 for the purpose of gathering information to modernize the Nebraska Department of Motor Vehicles (State DMV) Vehicle Title and Registration System (VTR).

Written questions are due no later than June 3, 2016, and should be submitted via e-mail to as.materielpurchasing@nebraska.gov. Written questions may also be sent by facsimile to (402) 471-2089.

Bidder should submit one (1) original of the entire RFI response. RFI responses should be submitted by the RFI due date and time.

Sealed RFI responses should be received in the State Purchasing Bureau by the date and time of RFI opening indicated above.

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I. SCOPE OF THE REQUEST FOR INFORMATION

The State of Nebraska, Administrative Services, Materiel Division, State Purchasing Bureau (hereafter known as State Purchasing Bureau), is issuing this Request for Information, RFI 52016, for the purpose of gathering information to modernize the Nebraska Department of Motor Vehicles (State DMV) Vehicle Title and Registration System (VTR).

ALL INFORMATION PERTINENT TO THIS RFI CAN BE FOUND ON THE INTERNET AT:

<http://das.nebraska.gov/materiel/purchasing.html>

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

ACTIVITY		DATE/TIME
1	Release RFI	May 20, 2016
2	Last day to submit written questions	June 03, 2016
3	State responds to written questions through RFI "Addendum" and/or "Amendment" to be posted to the internet at: http://das.nebraska.gov/materiel/purchasing.html	June 10, 2016
4	RFI opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 30, 2016 2:00 p.m. Central Time
5	Conduct oral interviews/presentations and/or demonstrations	<u>Tentatively</u> July 25, 2016 and July 26, 2016

II. RFI RESPONSE PROCEDURES

A. OFFICE AND CONTACT PERSON

Responsibilities related to this Request for Information (RFI) reside with the State Purchasing Bureau. The point of contact for the RFI is as follows:

Name: Teresa Fleming/Robert Thompson
Agency: State Purchasing Bureau
Address: 1526 K Street, Suite 130
Lincoln, NE 68508
Telephone: 402-471-6500
Facsimile: 402-471-2089
E-Mail: as.materielpurchasing@nebraska.gov

B. GENERAL INFORMATION

A subsequent Request for Proposal (RFP) may not be issued as a result of this RFI. There will not be a contract as a result of this RFI, and the State is not liable for any cost incurred by vendors in replying to this RFI. If an RFP is issued, the information provided will assist the State of Nebraska in developing the RFP. This RFI does not obligate the State to reply to the RFI responses, to issue an RFP, or to include any RFI provisions or responses provided by vendors in any RFP.

C. COMMUNICATION WITH STATE STAFF

From the date the RFI is issued, and until RFI opening (as shown in the Schedule of Events), contact regarding this RFI between potential vendors and individuals employed by the State is restricted to written communication with the staff designated above as the point of contact for this RFI.

The following exceptions to these restrictions are permitted:

1. Written communication with the person(s) designated as the point(s) of contact for this RFI
2. Contacts made pursuant to any preexisting contracts or obligations
3. State-requested presentations, key personnel interviews, clarification sessions, or discussions

Violations of these conditions may be considered sufficient cause to reject a vendor's response to the RFI. No individual member of the State, employee of the State, or member of the Interview Committee is empowered to make binding statements regarding this RFI. The State of Nebraska will issue any clarifications or opinions regarding this RFI in writing.

D. WRITTEN QUESTIONS AND ANSWERS

Any explanation desired by a vendor regarding the meaning or interpretation of any RFI provision should be submitted in writing to the State Purchasing Bureau and clearly marked "RFI Number 52016; Modernization of the Nebraska Department of Motor Vehicles (State DMV) Vehicle Title and Registration System (VTR) Questions." It is preferred that questions be sent via e-mail to as.materielpurchasing@nebraska.gov. Questions may also be sent by facsimile to 402-471-2089, but should include a cover sheet clearly indicating that the transmission is to the attention of Teresa Fleming/Robert Thompson and the total number of pages transmitted, and be clearly marked "RFI Number 52016; Modernization of the Nebraska Department of Motor Vehicles (State DMV) Vehicle Title and Registration System (VTR) Questions."

It is recommended that Vendors submit questions that are sequentially numbered, and include the RFI reference and page number, using the following format.

<u>Question Number</u>	<u>RFI Reference</u>	<u>Section</u>	<u>RFI Page Number</u>	<u>Question</u>

Written answers will be provided through an addendum to be posted on the internet at <http://das.nebraska.gov/materiel/purchasing.html> on or before the date shown in the Schedule of Events.

E. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS

The State reserves the right to conduct oral interviews/presentations and/or demonstrations if required at the sole invitation of the State.

Any cost incidental to the oral interviews/presentations and/or demonstrations shall be borne entirely by the vendor and will not be compensated by the State. The State may allow for participation in oral interviews, presentations, and/or demonstrations via remote method, such as conference call or video conference.

F. SUBMISSION OF RESPONSE

The following describes the requirements related to the RFI submission, handling, and review by the State.

To facilitate the response review process, one (1) original of the entire RFI should be submitted. RFI responses should be submitted by the RFI due date and time. A separate sheet must be provided that clearly states which sections have been submitted as proprietary or have copyrighted materials. All proprietary information the bidder wishes the State to withhold must be submitted in accordance with the instructions outlined in Section II G. Proprietary Information. RFI responses should include the completed Form A, Vendor Contact Sheet. RFI responses should reference the RFI and be sent to the specified address. Please note that the address label should appear as specified in Section II, Part A on the face of each container or bidder's RFI response packet. If a recipient phone number is required for delivery purposes, 402-471-6500 should be used. The RFI number should be included in all correspondence.

All RFI responses should be presented on standard 8 ½" x 11" paper, except that charts, diagrams and the like may be on fold-outs which, when folded, fit into the 8 ½" by 11" format. Pages may be consecutively numbered for the entire proposal, or may be numbered consecutively within sections. Figures and tables must be numbered consecutively within sections. Figures and tables should be numbered and referenced in the text by that number. They should be placed as close as possible to the referencing text.

G. PROPRIETARY INFORMATION

Data contained in the response, and all documentation provided therein, become the property of the State of Nebraska, and the data become public information upon opening the response. If the vendor wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. All proprietary information the vendor wishes the State to withhold must be submitted in a sealed package, which is separate from the remainder of the response. The separate package must be clearly marked PROPRIETARY on the outside of the package. The vendor may submit the Estimated Budget as proprietary information. The vendor may not mark their entire RFI as proprietary. Failure of the vendor to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other vendors and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which, if released, would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. § 84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, vendors submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

H. RFI OPENING

The sealed responses will be publicly opened and the responding entities announced on the date, time, and location shown in the Schedule of Events. Responses will be available for viewing by those present after the opening. Vendors may also contact the State to schedule an appointment for viewing RFI responses.

III. PROJECT DESCRIPTION AND SCOPE OF WORK

The respondent should provide the following information in response to this Request for Information (RFI).

A. PURPOSE AND BACKGROUND

The purpose of this RFI is to gather information as a planning tool for the modernization of the Nebraska Department of Motor Vehicles (State DMV) Vehicle and Title Registration (VTR) system. The State DMV, in conjunction with the Nebraska State Purchasing Bureau, anticipates to issue a Request for Proposals (RFP) within the next 12 months for the products and services to design and implement a modern VTR system. The information provided in response to this RFI will assist the State DMV in the development of the RFP and in fine tuning the scope of the services sought.

In 2013, the State DMV commissioned a business case for the replacement or modernization of the VTR system. The University of Nebraska Public Policy Center completed and issued the business case in October 2013. The business case describes the limitations of the existing VTR system, new functionality, and trends which make the need for a modernized VTR system compelling. In addition, the business case identifies options for acquiring a new VTR system from funding, legislative, and planning standpoints. The report may be accessed at this link: http://www.dmv.nebraska.gov/dvr/pdf/DMV_VTR_BUSINESS_CASE_FINAL_10-23-2013.pdf

B. CURRENT BUSINESS PRACTICES AND ENVIRONMENT

The State DMV is a standalone agency in Nebraska State government. It is responsible for regulating both motor vehicles and motor vehicle operators in the State. The State DMV also enforces motor vehicle laws and provides education to the public. A key responsibility, in addition to issuing driver license and identification cards, is the registration and titling of motor vehicles. The revised statutes of Nebraska, Chapters 37 and 60, enumerate the responsibilities associated with registering and titling motor vehicles and boats. The State DMV is charged with registering vehicles for the purpose of collecting fees, enforcing the law, and providing for public protection. Titling of vehicles and boats is accomplished in order to establish ownership, deter theft, document financial interest, and collect fees.

The state Central Data Processing division (CDP), now known as the Office of the Chief Information Officer (OCIO), built the VTR system, using State employees and contract staff, and was originally developed to support three separate business processes:

1. Assessment and taxation: County assessors previously determined the vehicle value for tax assessment purposes and also identified the situs location to determine the distribution of fees and taxes to local and State tax districts (by State law, and with few exceptions, vehicles are registered and titled in the county of situs).
2. Title issuance: County clerks originally processed the title transaction.
3. Registration and tax collection: County treasurers originally processed only the vehicle registration and collected the taxes and fees.

Each VTR system section contains numerous sub-applications and multiple databases. After each section was developed, they were bridged together to allow the system to function as a single process.

County assessors and clerks are no longer involved in the titling or assessing function of motor vehicles. All county title and registration services have been consolidated and are performed by the 93 county treasurers who act as agents of the State DMV. In addition, some title and registration services are performed at the State DMV. The tax assessment, title, and registration business processes have been consolidated under the aegis of the county treasurers, and VTR system screens have been modified to permit, but not require, a single process flow.

In 2015, over 2.3 million vehicle registrations and 762,000 titles were processed in the VTR system, and the VTR system accounted for over \$650 million in fees and taxes.

C. SYSTEM OVERVIEW

The VTR system was designed to operate within a distributed processing architecture. The distributed architecture for the VTR system comprises a replication of the VTR system software and database for each of Nebraska's county treasurers (County VTR system). The State also has a replication of the VTR system software and database (State VTR system). The County VTR systems provide current and historical data needed to fulfill the service needs of the county. The State VTR system is used for titling and registration, along with other related applications to fulfill the State DMV's statutory responsibilities. The State DMV and Game and Parks Commission (GPC) have a contractual relationship, where the State DMV provides boat registration services via the VTR system. Boat registration services occur at GPC and county treasurer offices.

The OCIO has successfully virtualized 91 of the County VTR systems into a central data center. Each of these virtual instances resides on a pair of Application System/400 (AS400) systems. Two counties continue to utilize a local copy of the VTR system and its associated data on a physical system within their respective counties. These counties are Douglas and Sarpy, which are two of the most populated counties in the state.

In addition to the distribution of County VTR and State VTR systems, the State Mainframe is the repository for a subset of information from each County VTR system. The most recent registration and plate data for each county is contained in this repository, as is all title and lien information. The State Mainframe is the system of record for title and lien information.

County and State DMV system users connect to the County VTR and State VTR systems using a standard 5250 terminal emulation software. Users are authenticated and authorized to the VTR system, using standard AS400 security. County VTR system users connect directly to their county's VTR system and data either through the State's data center or a county AS400. State DMV system users connect directly to the State VTR system and have pass-through capability to reach each County VTR system. State DMV users also connect to the State Mainframe, using a standard 3270 terminal emulation software. There are a total of 824 users enrolled in the County VTR system.

The OCIO maintains four physical AS400 systems in a central data center. Two of these AS400s host 91 virtual county instances and one State instance, all of which include an application and data partition. Douglas and Sarpy Counties utilize a local AS400 system for their VTR system and its associated data within a county data center.

The OCIO also maintains an IBM mainframe for the State DMV in a central data center. The communications network used by the VTR system utilizes a number of different types of data connections. The following are currently in use:

1. Virtual Private Network (VPN) over a Digital Subscriber Line (DSL) circuit (encrypted)
2. Private Ethernet circuit
3. Douglas County Network Bridge (private network operated by Douglas County)

D. PLANNED FUTURE ENVIRONMENT

The modernization of the registration and title processes for the State of Nebraska includes several high-priority goals.

1. A single view of the customer – A modernized system is expected to deliver a single customer record for an individual or business, and all of the vehicle and title information associated with the customer. Eventually the same customer record and history is expected to be utilized for driver and motor carrier services.
2. A single statewide view of title and registration data – The replacement system should present a single, consolidated, and uniform view of the registration and title information to counties, the State DMV, law enforcement, and other stakeholders, no matter which county or business entity completed the transaction.
3. Business processes should be guided by standardized business rules and data validation to improve accuracy, reliability, and audit capabilities.
4. The State DMV expects the nature of title and registration to evolve further in coming years to include additional service channels, third-party processors, electronic payment options, mobile solutions, etc. As authorized by the department or administration, and with proper safeguards in place, the State DMV is seeking a system which anticipates future changes and offers flexibility to accommodate new functions.
5. The State DMV plans for a solution which will be hosted inside the State's environment.

E. INFORMATION SOUGHT

The State DMV requests information from vendors with experience in design, development, and implementation of modern vehicle title and registration solutions. This section of the RFI provides questions for vendor responses.

1. Approach and Possible Solution:

The Current Environment Report (CER), a description of the existing VTR system business and technical environment, is available at this link:

<http://www.dmv.nebraska.gov/dvr/pdf/DMVvtrCER.pdf>

The report will provide relevant background for answering the following questions:

- a. What overall solution would you propose to replace the existing VTR system? Please specify commercial off the shelf (COTS), modified off the shelf (MOTS), or some other software design or approach. The State DMV is interested in any information you can provide about your high-level solution.

Oracle encourages The State of Nebraska to consider the overall technical platform and enterprise architecture as you explore different options for your DVM VTR Modernization procurement. An architecture which is flexible enough to allow for implementation of modules in phases, which provides for multiple deployment options, which provides for modularity, and which allows for implementation of best of breed COTS products with well-defined upgrades and product roadmaps will result in an VTR system running a standards-based modular technology stack capable of growing and expanding as the needs of the organization change over time.

NE DMV Reference Architecture



A modern platform such as Oracle's incorporates, security compliance, a service oriented architecture, and takes advantage of COTS products as needed. A key benefit of service oriented architecture (SOA) is interoperability. This would provide NE DMV the ability to pick and use the best of breed solutions that align with current needs and adapt to future business needs by changing, adding, or configuring VTR modules, COTS functionality, or 3rd party systems by plugging them into the platform. DMV would not be constrained by functionality or technology that is locked into proprietary or monolithic vendor solutions. DMV can pick what's best for the business and evolve over time.



Multi-channel capabilities



Prebuilt communication integration framework



ENHANCED PORTALS FOR CUSTOMERS & PARTNERS

Oracle's Siebel Public Sector eService and Provider Portal & Oracle WebCenter Portal

Flexible and personalized portal for UI access from all customers, agents, and administrators for a single point of entry and task based interface.



MOTOR VEHICLE & CASE MANAGEMENT FUNCTIONS

Oracle's Siebel CRM Base, Public Sector CRM, Financial Services and Manufacturing CRM & Oracle Policy Automation (OPA), Oracle Real Time Scheduler, Oracle Service Cloud

Person/Contact	CDL	Hearings	Contact Relationship Mgmt	Customer Service	DMV Services
Accounts	CDL Supplemental	Correspondence	Data Integrity	Service Requests	Approvals
Driver's Licenses	Driver's Licenses Supplemental	Emissions	Fiscal Management	Correspondence	Appointments/Scheduling
Rules Engine	Forms Management	ID Cards	Inventory Control	Motor Carriers	Task, Alerts, and Notifications
Vehicle Titles	Audits	Permits	Business Licenses	Registrations	Appraisals

Complete Case Management and DMV Object/Process capabilities



INTEGRATION PLATFORM

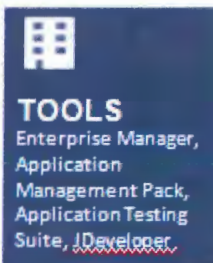
Oracle Fusion Middleware (SOA Suite, BPM, ESB, BPEL Application Adapters, OPA Connector to Siebel, WebLogic Suite, API Gateway)

Standards based, open Integration middleware capabilities for seamless integration to all the system components



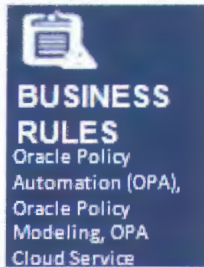
**MARKETING/
SOCIAL**
Oracle Marketing Cloud
Social Relationship Mgmt

Social Marketing applications to facilitate outreach and social communications

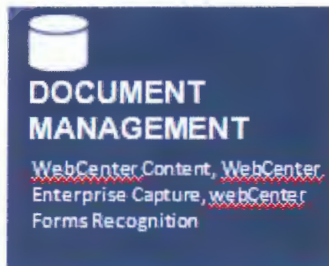


TOOLS
Enterprise Manager,
Application
Management Pack,
Application Testing
Suite, JDeveloper

Development and monitoring tools that provide flexibility for modifications and changes to the solution.



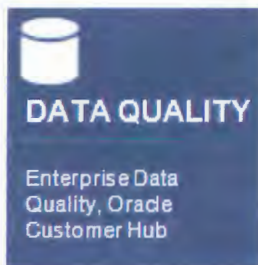
Policy Management and Business rules engine to quickly allow for development and deployment of policies and their related business processes within the enterprise.



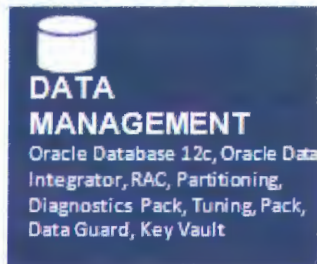
Document Management capabilities to handle capturing, publishing and storing content and documents utilized through all business processes.



Financial Management solution to control general ledger, payments, and invoicing functions.



Set of applications and solutions that match, standardize, and govern data quality within the solution.



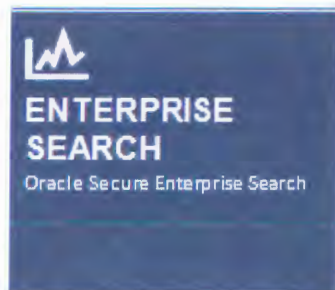
Database maintenance, management, and control capabilities for all the data stored within the enterprise.



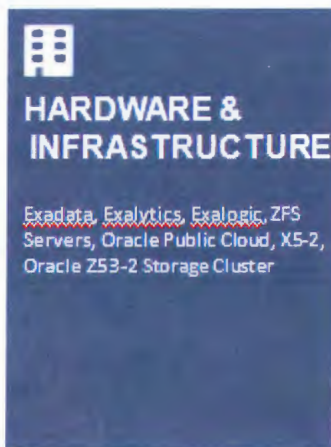
Security, Authentication and provisioning components for controlling and securing user access to the system and its data.



Analytics and Reporting capabilities to do transactional reporting as well as full dashboard/analytics functionality and predictive modeling.



Search engine to allow for searching data across the enterprise to assist with business process and data quality integrity.



Engineered systems of hardware preconfigured for the complete Oracle solution for scalability, flexibility and speed.

- b. How many jurisdictions have adopted your VTR system solution?

Oracle has a number of state using solutions and technology for DVM and was recently awarded the State of Nevada DMV modernization.

<https://civsourceonline.com/2016/06/06/nevada-to-modernize-dmv-operations/>

- c. Can you share any plans for future releases or a product roadmap, and explain any anticipated future enhancements?

Oracle has cyclical product releases that take into consideration of the entire Oracle stack for timing. Customers on Oracle's award winning support are entitled to all upgrades of any product under support.

2. Staff:

Information to be provided by System Integrator of choice.

3. Training:

VTR system stakeholders include those who work outside of the State DMV offices and, in many cases, those who are a long drive from State DMV headquarters in Lincoln. Many cannot easily travel to Lincoln for long periods for training. We are interested in the blend you offer between classroom-based training, hands-on training at a county office or some regional location, and computer-based training. For planning purposes, the State DMV asks the following questions:

- a. What approaches to training for internal and external users do you suggest, given the size and complexity of the planned VTR system modernization?

A: Oracle University is one of the world's largest IT training organizations, able to train both internal and external users effectively by offering customers a variety of training delivery methods. Oracle's training delivery methods allow customers to meet customer's budget, time, travel and learning preferences. These training methods include:

Instructor Led Classroom Training (ILT) – ILT courses are public and private events that utilize standard training materials, offer hands-on experience and a deep understanding of topics. Customers attend a class at a near-by Oracle training center, or an experienced Oracle trainer comes to the customer's location.

Instructor Led – Virtual Classroom (LVC) – LVC courses are the same in-class experience as a classroom training, offered virtually via the web. This option saves the customer travel expenses and time away from the office, while providing real-time instructor student interaction.

Self Paced / Digital Offerings Training – Self Paced Courses provide 24 x 7 training at a student's own pace. Self-paced training offerings include self-study CD ROM's, Training On Demand (TOD) and Learning Streams. These offerings allow students to get full classroom content online, anytime, anywhere, and TOD includes access to a lab environment and the course eKit; the Oracle University training materials. Enterprise agreements are available to support students who need access to a wide variety of self-study topics.

Learning Subscriptions - In addition to single class training options, Oracle offers Learning Subscriptions. Subscription offerings provide one-year subscriptions to Oracle's complete Training on Demand Library, Cloud Training offers, access to lab environments, unlimited access to online Learning Streams (short topical webinars / learning sessions on advanced topics and information not covered in other training classes) and online access to Oracle experts. For one price, students can take advantage of an unlimited amount of training over the course of a year. The Unlimited Learning Subscription can also include options for live virtual courses.

In order to ensure that the right training plan is put in place for customers, Oracle University provides the assistance of an Education Solutions Consultant. The role of this individual is to work directly with members of the client team to define the right training courses, for the right people, at the right time using the right format.

Based on Oracle University's experience, the best delivery approach is a blended delivery solution, where some students attend in-person classes and others take advantage of digital and subscription offerings.

b. What training do you recommend for State DMV, OCIO or other technical staff who will maintain and/or troubleshoot the system?

A: The project team and those who will need to support the project technically will often attend "Standard Training Classes" provided through Oracle University. These standard training classes, offered in a traditional classroom setting, in a live virtual environment, through on-demand training sessions or via self-study options

make use of a comprehensive set of materials, hands-on lab exercises, and lectures that provide a broad and deep understanding of functionality, system configuration, and technical components of the applications. These classes allow students to walk-away ready to make configuration decisions, support and maintain the applications and understand the functional features of each Oracle module. Clients also have the option to tailor the standard courses to meet client-specific training requirements and/or hold courses in a Private Event setting.

4. Service Level Agreements (SLAs):

- a. The State DMV requests any standard SLA information.

This is provided by the System Integrator that the State of Nebraska/DMV choose

5. Hardware and Software Configuration:

The State of Nebraska will host this solution within the State network. The following questions pertain to minimum hardware requirements to operate a system.

Oracle has a full complement of hardware solutions to meet the greatest variety of enterprise requirements, including the only Cloud Machine that sits behind the firewall for customers wanting the best of both worlds and future considerations. Oracle will be working with a selected integrator of the State's choosing to implement the full solution and it will be the responsibility of the implementer to provide specific hardware specifications. Provided below are illustrations of Oracle offerings that can meet the needs of the DMV

Exalogic System Hardware Overview

Fast. Easy. Open



Compute	I/O Fabric	Storage
<ul style="list-style-type: none"> • 2 socket, 18-core, 2.3 GHz Intel Xeon Haswell processors • 256 GB of DDR4 RAM • (2) 400 GB SAS-3 SSDs • Dual-port QDR InfiniBand HCA (PCIe) 	<ul style="list-style-type: none"> • Between 2-4 InfiniBand Gateway Switches - (32) QDR InfiniBand ports - (8) 10GbE ports for datacenter connectivity • 40 Gb/sec internal I/O backplane 	<ul style="list-style-type: none"> • Enterprise-class, integrated Network Attached Storage • 80 TB SAS disk, 6.4 TB read cache, 800 GB SAS-3 write cache • Clones, snapshots, remote replication

Exalogic Systems are Expandable

From an Eighth Rack to Full and Beyond



Just add additional compute nodes - no restart required. Previous generation racks support newer compute nodes.

ORACLE

Introducing Oracle Exalogic Elastic Cloud



ORACLE

What is Oracle Exalogic?

Rack-based system of hardware + software engineered to work together

Racks contain x86 servers, ZFS storage and InfiniBand networking gear

Why Oracle Exalogic?

Oracle Cloud Engineered on Premise. Same software stack as Oracle's public cloud

Unparalleled Performance & Efficiency. 2-10x greater scalability/performance of apps/middleware

Lowest Business Risk. Full vertical integration from one vendor

Native Infiniband Connectivity with Exabus

Exadata and Exalogic



Oracle Exadata Database Machine Vision



- **The best platform for all Oracle Database workloads**
 - Warehousing → OLTP → Consolidation → In-Memory Database
- **Latest, most advanced hardware**
 - Fully scale-out servers and intelligent storage with unified InfiniBand connectivity and PCI flash
- **Unique software that maximizes the Oracle Database**
 - Database optimized compute, storage, and networking software dramatically improves performance and cost
- **Standardized, optimized, hardened end-to-end**
 - By the core Oracle RDBMS development team

ORACLE

6. Database Requirements:

- a. What database structure does your system utilize? Are there any requirements or prerequisites for your solution's database or database structure?

Oacle 12c

7. Data Cleansing and Conversion:

- a. What experience do you have consolidating separate county and state databases into a single statewide title and registration database?
- b. Are there specific tools or techniques you use for consolidating registration and title data?

Oracle GoldenGate Studio enables you to design and deploy high-volume, real-time database replication by automatically handling table and column mappings, allowing drag and drop custom mappings, generating best practice configurations from templates, and contains context sensitive help. With Oracle GoldenGate Studio, users new to Oracle GoldenGate can start replicating data with minimal effort while experienced users have access to Oracle GoldenGate's advanced replication options.

In this 12.2.1.1 release, Oracle GoldenGate Studio provides wizards, templates, and a flow-based declarative user interface for designing and deploying database replication solutions across heterogeneous databases. This means that you can now quickly implement real-time replication across different databases without having to be an Oracle GoldenGate or database expert. As the real-time data requirements evolve you will discover easy access to the advanced Oracle GoldenGate Studio replication features such as filtering, transformations, and conflict detection and resolution. Wizards will walk you through the seven simple steps to create a project, select a logical solution template, and create an associated deployment profile. Tables can be auto mapped and dragged and dropped between sources and targets allowing you to deploy solutions within minutes.

The full development life cycle is supported by ensuring continuity between development, quality assurance (QA), and production environments. You can do this because the same logical solution to be deployed to multiple physical locations so that a single change is automatically reflected in all environments the next time you deploy. After deployment, you can monitor and control the physical processes that were deployed to ensure they are running and actively replicating data.

All design and deployment artifacts, as well as the deployment history, are securely stored in a central database repository. Teams can share the same repository allowing collaboration on projects. You can copy projects, solutions, and mapping groups within a single repository environment and between external repositories via XML files. For example, a consultant can design a solution, export it to XML, then a third party such as a customer or Oracle Support, can import the XML file into their Oracle GoldenGate Studio environment and instantly see the solution diagram and mapping details of the consultant's design. Oracle GoldenGate Studio also supports manual offline deployments by generating Oracle GoldenGate command line scripts and parameter files to a local file system.

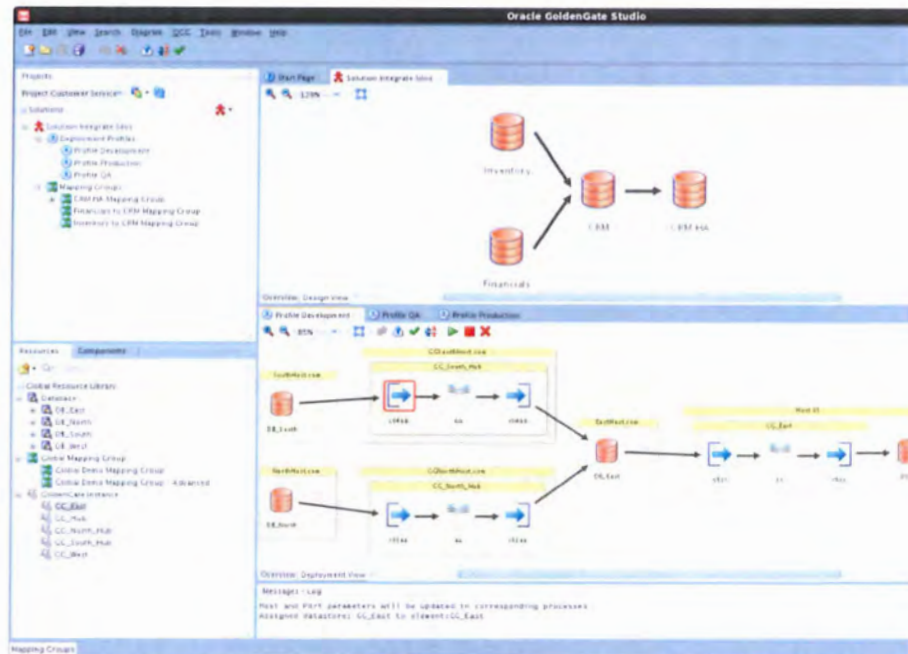


Figure 1: Oracle GoldenGate Studio allows you to design your replication solutions logically (top diagram) and best practice templates fill in the underlying details (bottom diagram) while still providing access to advanced options.

- c. Are there specific tools or techniques you use for cleansing registration and title data? For example, in Nebraska’s current environment, data for the same vehicle may be contained in separate county databases, such as when a customer moves from one county to another. The expectation is having multiple records opens the possibility customer and/or vehicle information in those records may contain discrepancies. How would you recommend the State DMV approach resolving this issue?

Oracle’s Master Data Management serves as a hub for the various system components that contain customer data and creates a comprehensive “golden record” of the most up to date information. Within each component, as data is updated or changed through various channels, the master data component evaluates the change and pushes that information to the necessary enterprise components to ensure that each piece of the solution is referencing the most up-to-date information for the beneficiary and providers. This master data management approach is a major component in fraud reduction, ensuring benefits are distributed to the correct individuals and to verified address locations by accurate and authorized providers.

Oracle's MDM solution seamlessly integrates with modern service oriented architectures in order to manage the master data across the many systems that are responsible for data entry. This incorporates clean corporate master data to the applications and processes that run the business.

Oracle's MDM becomes the central source for accurate fully cross-referenced real time master data. It seamlessly integrates with data warehouses and the Business Intelligence (BI) systems, designed to bring the right information in the right form to the right person at the right time. In addition to supporting and augmenting SOA and BI systems, the MDM application must support data governance. MDM enables orchestrated data stewardship across the enterprise.

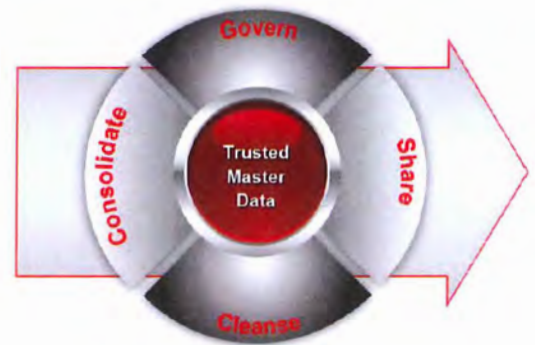


Figure 1: Master Data Management

8. Customer Relationship Management (CRM)

- a. Does your solution include a CRM function for tracking correspondence and customer touch points?

Yes - Only Oracle offers a complete and integrated CRM solution that breaks down silos to deliver a seamless customer experience across marketing, sales, commerce, service, social, and configure, price, and quote (CPQ). Whether deployed modularly to tackle specific business challenges or deployed as a comprehensive solution, Oracle's CRM approach enables your company to:

- Provide cross-channel, consistent customer experiences using pre-built business processes that span silos
- Integrate CRM with enterprise applications, providing connections throughout the buyer's journey and making operations more efficient
- Leverage industry-specific best practices for competitive advantage and lower TCO

9. General

- a. What three things about your solution make it different/unique from other solutions/your competition?

In order to submit a comprehensive and competitive bid for the Systems Integrator RFP, the RFP should contain current system technologies and integration details.

For example, consider the following list that is not meant to be exhaustive.

- Listing of all current systems that require integration
- Listing of existing integrations including the technology, direction of the integration and volumes
- Real-time or batch
- Synchronous or Asynchronous
- Identification within the system and integration architecture of what is expected to stay and what will be added or replaced
- Identity and access controls

- Data Governance
- Expected integration approaches
- Services based - system to system
- Any proprietary product based point to point integrations
- Services based via an enterprise service bus
- Etc

10. Budget:

- a. The State DMV requests the following information for budgeting purposes:

Budget considerations will be answered in parallel with the SI that State of NE chooses for this project

FORM A

VENDOR CONTACT SHEET

Request for Information Number 52016

Form A should be completed and submitted with each response to this solicitation document. This is intended to provide the State with information on the vendor's name and address, and the specific persons who are responsible for preparation of the vendor's response.

Preparation of Response Contact Information	
Vendor Name:	Oracle Corporation
Vendor Address:	
Contact Person and Title:	John Klaus, FMW Sales
E-mail Address:	john.klaus@oracle.com
Telephone Number (Office):	913-269-8718
Telephone Number (Cellular):	913-269-8718
Fax Number:	

Each vendor shall also designate a specific contact person who will be responsible for responding to the State if any clarification of the vendor'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	
Vendor Name:	Oracle Corporation
Vendor Address:	
Contact Person and Title:	John Klaus, FMW Sales
E-mail Address:	john.klaus@oracle.com
Telephone Number (Office):	913-269-8718
Telephone Number (Cellular):	913-269-8718
Fax Number:	