

STATE OF NEBRASKA SERVICE CONTRACT ADDENDUM

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508

Telephone: (402) 471-6500
Fax: (402) 471-2089

CONTRACT NUMBER
48707 04

PAGE 1 of 2	ORDER DATE 06/26/19
BUSINESS UNIT 65060120	BUYER DIANNA GILLILAND (AS)
VENDOR NUMBER: 500412	
VENDOR ADDRESS: DATAMAXX APPLIED TECHNOLOGIES INC 2001 DRAYTON DR TALLAHASSEE FL 32311-7854	

AN AWARD HAS BEEN MADE TO THE VENDOR/CONTRACTOR NAMED ABOVE FOR THE SERVICES AS LISTED BELOW FOR THE PERIOD:

AUGUST 01, 2019 THROUGH JULY 31, 2020

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Original/Bid Document 3473 Z1

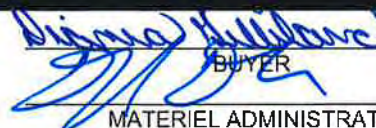
Contract to supply and deliver Message Switch Services to the State of Nebraska as per the attached specifications for the contract period August 1, 2019 through July 31, 2020. The contract may be renewed for one (1) additional one (1) year periods when mutually agreeable to the vendor and the State of Nebraska.

Vendor Contact: Christina Lake
Phone: 850-558-8102
Fax: 850-558-8302
E-Mail: christina.lake@datamaxx.com

This is the first renewal of the contract as amended. (ms 06/24/19)

Addendum One To Contract as attached. (ms 06/24/19)

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
6	ONSITE REGRESSION TESTING COMPLETED: JANUARY 16, 2012	40,000.0000	EA	1.0000	40,000.00
7	USER TESTING PHASE COMPLETED: JANUARY 31, 2011	35,000.0000	EA	1.0000	35,000.00
8	TRAINING PHASE COMPLETED: FEBRUARY 28, 2012	30,000.0000	EA	1.0000	30,000.00
9	DOCUMENTATION PHASE COMPLETED: FEBRUARY 17, 2012	43,200.0000	EA	1.0000	43,200.00
10	PRODUCTION CUT OVER PHASE COMPLETED: MARCH 12, 2012	60,000.0000	EA	1.0000	60,000.00
11	CHANGE ORDER #1 FOR MAINFRAME INTERFACES	25,000.0000	EA	1.0000	25,000.00

7/2/19

 BUYER
 6-26-19
 7/2/19
 MATERIEL ADMINISTRATOR

STATE OF NEBRASKA SERVICE CONTRACT ADDENDUM

Slate Purchasing Bureau
1526 K Street, Suite 130
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PAGE 2 of 2		ORDER DATE 06/26/19	
BUSINESS UNIT 65060120		BUYER DIANNA GILLILAND (AS)	
VENDOR NUMBER: 500412			

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
12	YEAR 4 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C ITEMS 1-8	1.0000	LS	66,500.0000	66,500.00
13	YEAR 5 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C ITEMS 1-8	1.0000	LS	66,500.0000	66,500.00
14	YEAR 6 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C ITEMS 1-8	1.0000	LS	66,500.0000	66,500.00
15	YEAR 7 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C ITEMS 1-8	1.0000	LS	66,500.0000	66,500.00
16	YEAR 8 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C ITEMS 1-8	1.0000	LS	66,500.0000	66,500.00
17	YEAR 9 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C AND EXHIBIT ONE	69,600.0000	\$	1.0000	69,600.00
Total Order					635,300.00


BUYER INITIALS

ADDENDUM ONE
 To Contract 48707 O4
 Message Switch Services for the State of Nebraska
 Between
 The State of Nebraska and Datamaxx Applied Technologies, Inc.

This Addendum (the "Addendum") is made by the State of Nebraska and Datamaxx Applied Technologies, Inc. parties to Contract 48707 O4 (the "Contract"), and upon mutual agreement and other valuable consideration the parties agree to and hereby addend the contract as follows:

Effective August 1, 2019, the following contract line is added to the contract for maintenance, support and warranty per Cost Schedule C and attached Exhibit One:

Line	Description	Quantity	Unit of Measure	Unit Price
17	YEAR 9 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C AND EXHIBIT ONE	69,600.00	\$	1.00

This addendum and any attachments hereto will become part of the Contract. Except as set forth in this Addendum, the Contract is unaffected and shall continue in full force and effect in accordance with its terms. If there is conflict between this addendum and the Contract or any earlier addendum, the terms of this addendum will prevail.

IN WITNESS WHEREOF, the parties have executed this Addendum as of the date of execution by both parties below.

State of Nebraska
 By: 

Name: Doug Carlson

Title: AS Materiel Administrator

7/2/19

Contractor: Datamaxx Applied Technologies, Inc.

By: Christina Lake

Name: Christina Lake

Title: Executive Vice President

STATE OF NEBRASKA SERVICE CONTRACT AWARD

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VENDOR ADDRESS: DATAMAXX APPLIED TECHNOLOGIES INC 2001 DRAYTON DR TALLAHASSEE FL 32311-7854	

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AUGUST 01, 2019 THROUGH JULY 31, 2020

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Original/Bid Document 3473 Z1

Contract to supply and deliver Message Switch Services to the State of Nebraska as per the attached specifications for the contract period August 1, 2019 through July 31, 2020. The contract may be renewed for one (1) additional one (1) year periods when mutually agreeable to the vendor and the State of Nebraska.

Vendor Contact: Christina Lake
Phone: 850-558-8102
Fax: 850-558-8302
E-Mail: christina.lake@datamaxx.com

This is the first renewal of the contract as amended. (ms 06/24/19)

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10	PRODUCTION CUT OVER PHASE COMPLETED: MARCH 12, 2012	60,000.0000	EA	1.0000	60,000.00
11	CHANGE ORDER #1 FOR MAINFRAME INTERFACES	25,000.0000	EA	1.0000	25,000.00

7/2/19
PK
Dianna Gilliland 6-26-19
BUYER
7/2/19
MATERIEL ADMINISTRATOR

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VENDOR NUMBER: 500412			

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13	YEAR 5 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C ITEMS 1-8	1.0000	LS	66,500.0000	66,500.00
14	YEAR 6 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C ITEMS 1-8	1.0000	LS	66,500.0000	66,500.00
15	YEAR 7 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C ITEMS 1-8	1.0000	LS	66,500.0000	66,500.00
16	YEAR 8 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C ITEMS 1-8	1.0000	LS	66,500.0000	66,500.00
Total Order					565,700.00


BUYER INITIALS

NEBRASKA

Good Life. Great Service.

DEPT. OF ADMINISTRATIVE SERVICES

CONTRACT RENEWAL

January 3, 2019

Ms. Christina Lake
Datamaxx Applied Technologies Inc
2001 Drayton Dr.
Tallahassee, FL 32311-7854

RE: Contract Number 48707 O4, Message Switch Services

Dear Ms. Lake:

The above named contract for providing Message Switch Services to the State of Nebraska expires July 31, 2019.

It carries a provision for renewal when mutually agreeable to the Vendor and the State of Nebraska. The State of Nebraska wishes to renew this contract for an additional one (1) year period, i.e. August 1, 2019 through July 31, 2020.

If this is agreeable with Datamaxx Applied Technologies Inc, please sign and return as soon as possible, keeping one (1) copy for your files.

If no response is received within thirty (30) calendar days, the State of Nebraska will assume that Datamaxx Applied Technologies Inc does not intend to renew contract number 48707 O4 and thus may begin the formal solicitation process to obtain Message Switch Services.

Sincerely,



Dianna Gilliland, Buyer
State Purchasing Bureau

Datamaxx Applied Technologies Inc is agreeable to the renewal of 48707 O4 for Message Switch Services August 1, 2019 through July 31, 2020.

SIGNATURE: Christina Lake

TITLE: Executive Vice President

DATE: 2/5/19

Shereece Dandy-Sanders, Materiel Administrator

Department of Administrative Services | MATERIEL DIVISION

1528 K Street, Ste. 130
Lincoln, Nebraska 68508

OFFICE 402-471-6500
FAX 402-471-2089

das.nebraska.org

STATE OF NEBRASKA SERVICE CONTRACT AMENDMENT

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, Nebraska 68508
OR
P.O. Box 94847
Lincoln, Nebraska 68509-4847
Telephone: (402) 471-6500
Fax: (402) 471-2089

CONTRACT NUMBER
48707 O4

PAGE 1 of 3	ORDER DATE 11/12/14
BUSINESS UNIT 65060120	BUYER ROBERT THOMPSON (AS)
VENDOR NUMBER: 500412	
VENDOR ADDRESS: DATAMAXX APPLIED TECHNOLOGIES INC 2001 DRAYTON DR TALLAHASSEE FLORIDA 32311-7854	

THE CONTRACT PERIOD IS:

AUGUST 01, 2011 THROUGH JULY 31, 2019

THIS SERVICE CONTRACT HAS BEEN AMENDED PER THE FOLLOWING INFORMATION:

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Contract to provide Message Switch Services to the State of Nebraska for a period effective August 1, 2011 through July 31, 2019 with the option to renew for two (2) additional one (1) year periods as mutually agreed upon by all parties.

The State may request that payment be made electronically instead of by state warrant. ACH/EFT Enrollment Form can be found at: <http://www.das.state.ne.us/accounting/forms/achenrol.pdf>

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system mean 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 a newly hired employee.

The contractor certifies that the contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participating in transactions (debarred). The contractor also agrees to include the above requirements in any and all subcontracts into which it enters. The contractor shall immediately notify the Department if, during the term of this contract, contractor becomes debarred. The Department may immediately terminate this contract by providing contractor written notice if contractor becomes debarred during the term of this contract. 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: www.das.state.ne.us.
2. 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 require to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
3. 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.

The contract shall incorporate the following previously submitted documents:

1. Contract Award;
2. Any Contract Amendments, in order of significance;
3. Any Request for Proposal Addenda and/or Amendments to include Questions and Answers;

11/13/14
11-14-14
BUYER
MATERIEL ADMINISTRATOR

STATE OF NEBRASKA SERVICE CONTRACT AMENDMENT

State Purchasing Bureau
 1526 K Street, Suite 130
 Lincoln, Nebraska 68508
 OR
 P.O. Box 94847
 Lincoln, Nebraska 68509-4847
 Telephone: (402) 471-6500
 Fax: (402) 471-2089

CONTRACT NUMBER
48707 04

PAGE 2 of 3	ORDER DATE 11/12/14
BUSINESS UNIT 65060120	BUYER ROBERT THOMPSON (AS)
VENDOR NUMBER: 500412	

4. The original RFP document;
5. The signed Request for Proposal form; and
6. The Contractor's Proposal.

Vendor Contact: Christina Lake
 Phone: 850-558-8102
 Fax: 850-558-8302
 E-Mail: christina.lake@datamaxx.com

AMENDMENT ONE (1): Change Order #1 for mainframe interfaces. (02/29/12 bl)

AMENDMENT TWO (2) as attached (11/12/14 ld)

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
6	ONSITE REGRESSION TESTING COMPLETED: JANUARY 16, 2012	40,000.0000	EA	1.0000	40,000.00
7	USER TESTING PHASE COMPLETED: JANUARY 31, 2011	35,000.0000	EA	1.0000	35,000.00
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10	PRODUCTION CUT OVER PHASE COMPLETED: MARCH 12, 2012	60,000.0000	EA	1.0000	60,000.00
11	CHANGE ORDER No. 1 FOR MAINFRAME INTERFACES	25,000.0000	EA	1.0000	25,000.00
12	YEAR 4 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C ITEMS 1-8	1.0000	LS	66,500.0000	66,500.00
13	YEAR 5 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C ITEMS 1-8	1.0000	LS	66,500.0000	66,500.00
14	YEAR 6 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C ITEMS 1-8	1.0000	LS	66,500.0000	66,500.00
15	YEAR 7 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C	1.0000	LS	66,500.0000	66,500.00


 BUYER INITIALS

STATE OF NEBRASKA SERVICE CONTRACT AMENDMENT

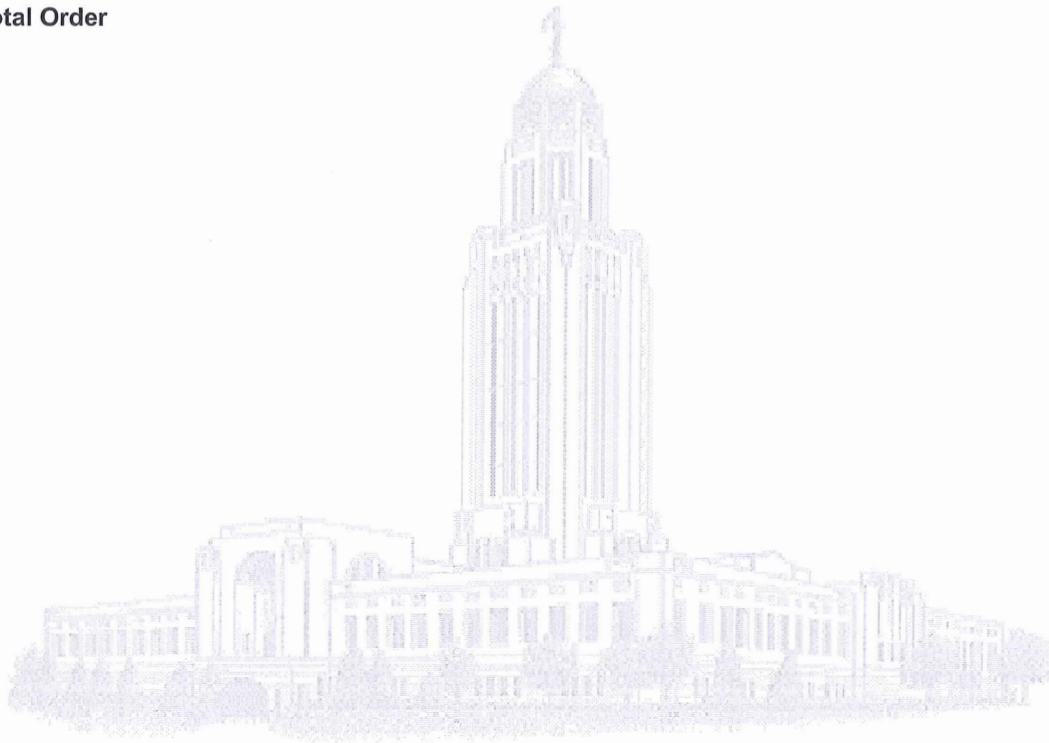
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CONTRACT NUMBER
48707 04

PAGE 3 of 3	ORDER DATE 11/12/14
BUSINESS UNIT 65060120	BUYER ROBERT THOMPSON (AS)
VENDOR NUMBER: 500412	

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
	ITEMS 1-8				
16	YEAR 8 MAINTENANCE, SUPPORT AND WARRANTY COST SCHEDULE C ITEMS 1-8	1.0000	LS	66,500.0000	66,500.00
	Total Order				565,700.00



RT
 BUYER INITIALS

AMENDMENT NUMBER TWO
48707 O4
Contract to provide Message Switch Services to the State of Nebraska
Between The State of Nebraska and Datamaxx Applied Technologies Inc.

This Amendment (the "Amendment") is made by the State of Nebraska and Datamaxx Applied Technologies Inc., parties to Contract 48707 O4 (the "Contract"), and upon mutual agreement and other valuable consideration the parties agree to and hereby amend the contract as follows:

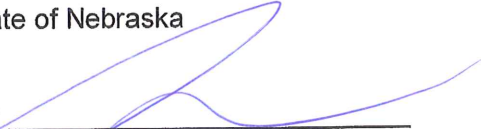
The current vendor contact is removed in its entirety and replaced with:

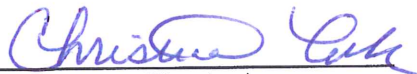
Vendor Contact: Christina Lake
 Phone: 850-558-8102
 Fax: 850-558-8302
 E-Mail: Christina.Lake@datamaxx.com

Lines 12 through 16 are hereby added to the contract, per Attachment A, attached hereto, to provide for Maintenance, Support and Warranty for Years Four (4) through Eight (8) as originally bid on Cost Schedule C of RFP 3473 Z1.

This amendment and any attachments hereto will become part of the Contract. Except as set forth in this Amendment, the Contract is unaffected and shall continue in full force and effect in accordance with its terms. If there is conflict between this amendment and the Contract or any earlier amendment, the terms of this amendment will prevail.

IN WITNESS WHEREOF, the parties have executed this Amendment as of the date of execution by both parties below.

State of Nebraska
 By: 
 (Signature)

Contractor: Datamaxx Applied Technologies Inc.
 By: 
 (Signature)

Name: Bo Botelho
 (Printed)

Name: Christina Lake
 (Printed)

Title: Materiel Administrator

Title: Executive Vice President

Date: 10/9/14

Date: 10/9/14

48707 O4

Attachment A

Line	Description	Quantity	Unit of Measure	Unit Price
12	Year 4 Maintenance, Support and Warranty Cost Schedule C Items 1-8	1.000	LS	66,500.0000
13	Year 5 Maintenance, Support and Warranty Cost Schedule C Items 1-8	1.000	LS	66,500.0000
14	Year 6 Maintenance, Support and Warranty Cost Schedule C Items 1-8	1.000	LS	66,500.0000
15	Year 7 Maintenance, Support and Warranty. Cost Schedule C Items 1-8	1.000	LS	66,500.0000
16	Year 8 Maintenance, Support and Warranty Cost Schedule C Items 1-8	1.000	LS	66,500.0000

STATE OF NEBRASKA SERVICE CONTRACT AMENDMENT

State Purchasing Bureau
301 Centennial Mall South, 1st Floor
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Telephone: (402) 471-2401
Fax: (402) 471-2089

CONTRACT NUMBER
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PAGE 1 of 2	ORDER DATE 02/29/12
BUSINESS UNIT 65060120	BUYER MARY LANNING (AS)
VENDOR NUMBER: 500412	
VENDOR ADDRESS: DATAMAXX APPLIED TECHNOLOGIES INC 2001 DRAYTON DR TALLAHASSEE FLORIDA 32311-7854	

THE CONTRACT PERIOD IS:

AUGUST 01, 2011 THROUGH JULY 31, 2019

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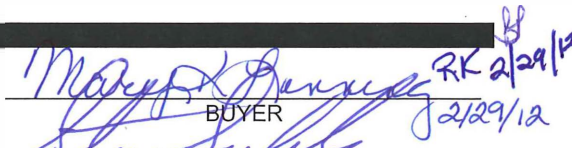
The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system mean the electronic verification of the work authorization 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 a newly hired employee.

The contractor certifies that the contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participating in transactions (debarred). The contractor also agrees to include the above requirements in any and all subcontracts into which it enters. The contractor shall immediately notify the Department if, during the term of this contract, contractor becomes debarred. The Department may immediately terminate this contract by providing contractor written notice if contractor becomes debarred during the term of this contract. If the Contractor is an individual or sole proprietorship, the following applies:

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VENDOR NUMBER: 500412	

4. The original RFP document;
5. The signed Request for Proposal form; and
6. The Contractor's Proposal.

Vendor Contact: Gregory A. Rohm
Phone: 850-558-8505
Fax: 850-558-8605
E-Mail: greg.rohm@datamaxx.com

AMENDMENT ONE (1): Change Order #1 for mainframe interfaces. (02/29/12 bl)

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
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Total Order					233,200.00

MOR
BUYER INITIALS 2/29/12

Project Change Order has been removed as proprietary & confidential information.

COPY

STATE OF NEBRASKA SERVICE CONTRACT AWARD

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VENDOR ADDRESS: DATAMAXX APPLIED TECHNOLOGIES INC 2001 DRAYTON DR TALLAHASSEE FLORIDA 32311-7854	

CONTRACT NUMBER
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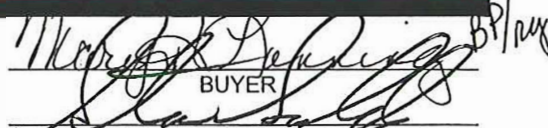
The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system mean the electronic verification of the work authorization 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 a newly hired employee.

The contractor certifies that the contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participating in transactions (debarred). The contractor also agrees to include the above requirements in any and all subcontracts into which it enters. The contractor shall immediately notify the Department if, during the term of this contract, contractor becomes debarred. The Department may immediately terminate this contract by providing contractor written notice if contractor becomes debarred during the term of this contract. 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: www.das.state.ne.us.
2. 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 require to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
3. 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.

The contract shall incorporate the following previously submitted documents:

1. Contract Award;
2. Any Contract Amendments, in order of significance;
3. Any Request for Proposal Addenda and/or Amendments to include Questions and Answers;
4. The original RFP document;
5. The signed Request for Proposal form; and
6. The Contractor's Proposal.


 BUYER
 MATERIEL ADMINISTRATOR

STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau
 301 Centennial Mall South, 1st Floor
 Lincoln, Nebraska 68508
 OR
 P.O. Box 94847
 Lincoln, Nebraska 68509-4847
 Telephone: (402) 471-2401
 Fax: (402) 471-2089

CONTRACT NUMBER
48707 04

PAGE 2 of 2	ORDER DATE 07/06/11
BUSINESS UNIT 65060120	BUYER MARY LANNING (AS)
VENDOR NUMBER: 500412	

Vendor Contact: Gregory A. Rohm
 Phone: 850-558-8505
 Fax: 850-558-8605
 E-Mail: greg.rohm@datamaxx.com

jc 07/06/11

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
1	ACCEPTANCE OF PROJECT SCHEDULE AUGUST 15, 2011	65,000.0000	EA	1.0000	65,000.00
2	DELIVERY OF DESIGN SPECIFICATION: OCTOBER 4, 2011	65,000.0000	EA	1.0000	65,000.00
3	SOFTWARE LICENSES RECIEVED BY NSP: OCTOBER 26, 2011	234,000.0000	EA	1.0000	234,000.00
4	IMPLEMENTATION OF INTERFACES (PRODUCTION SYSTEM): NOVEMBER 23, 2011	50,000.0000	EA	1.0000	50,000.00
5	IMPLEMENTATION OF INTERFACES (TEST/DEVELOPMENT SYSTEM): NOVEMBER 30, 2011	50,000.0000	EA	1.0000	50,000.00
6	ONSITE REGRESSION TESTING COMPLETED: JANUARY 16, 2012	40,000.0000	EA	1.0000	40,000.00
7	USER TESTING PHASE COMPLETED: JANUARY 31, 2011	35,000.0000	EA	1.0000	35,000.00
8	TRAINING PHASE COMPLETED: FEBRUARY 28, 2012	30,000.0000	EA	1.0000	30,000.00
9	DOCUMENTATION PHASE COMPLETED: FEBRUARY 17, 2012	43,200.0000	EA	1.0000	43,200.00
10	PRODUCTION CUT OVER PHASE COMPLETED: MARCH 12, 2012	60,000.0000	EA	1.0000	60,000.00
Total Order					672,200.00


 BUYER INITIALS

Software License Agreement has been removed as proprietary & confidential information.

Enhanced Support Agreement has been removed as proprietary & confidential information.

Implementation Plan has been removed as proprietary & confidential information.

Nebraska NBLETS Replacement Project Schedule

ID	WBS	Resource Name	Work
		Group: No Value	5,112.67 hrs
		Unassigned	0 hrs
	1.1.2.3.3	Issuance of Milestone 1 Invoice	0 hrs
	1.2.2.7	Issuance of Milestone 2 Invoice	0 hrs
	1.2.6.3	State of Nebraska cofirms Bill of Laden allows Vendor to retain custody of hardware for staging	0 hrs
	1.2.6.4	Issuance of Milestone 3 Invoice	0 hrs
	1.4.4.3	Issuance of Milestone 4 Invoice	0 hrs
	1.4.5.1.14	Issuance of Milestone 5 Invoice	0 hrs
	1.4.5.2.14	Issuance of Milestone 6 Invoice	0 hrs
	1.4.6.6	Issuance of Milestone 7	0 hrs
	1.5.1.5	Issuance of Milestone 8	0 hrs
	1.6.3.3	Issuance of Milestone 9	0 hrs
	1.7.7	Issuance of Milestone 10	0 hrs
	1.8.9.4	Issuance of Milestone 11	0 hrs
	1.9.6	Project Closeout	0 hrs
1		Tallahassee Operations	192 hrs
	1.1.1.1	Administrative Issues/Contract Prerequisites	8 hrs
	1.2.6.1	Coordinate ordering and delivery of Hardware and Systems Software	80 hrs
	1.4.3.15	Prepare Hardware / Licenses for Shipment to Nebraska from Vendor Facility	24 hrs
	1.4.3.16	Ship Production Hardware / Licenses to Nebraska from Vendor Facility	80 hrs
	1.4.4.1	Application Software License for Test Environment_Shipped	0 hrs
	1.4.4.2	Application Software License for Production Environment_Shipped	0 hrs
3		Solution Architect 1	109.33 hrs
	1.1.2.4.2.1.1	FBI CJIS Security Requirements	2.67 hrs
	1.1.2.4.2.1.2	NBLETS Replacement System Network Architecture	10.67 hrs
	1.1.2.4.2.1.3	QA Review of FBI CJIS Security Req & System Network Arch.	16 hrs
	1.1.2.4.2.3.1	System Design Review - SME	5.33 hrs
	1.1.2.4.2.3.3	Develop and Deliver Contract SME recommendations	2.67 hrs
	1.1.2.4.2.3.4	Contingency for Corrections to NBLETS Replacement System Design	16 hrs
	1.2.3.1	Implementation Plan	56 hrs
4		Solution Architect_NC	168 hrs
	1.1.2.4.2.2.1	LEMS Database (State Hot Files)	16 hrs
	1.1.2.4.2.2.2	NBLETS Direct Connection to Message Switch	16 hrs
	1.1.2.4.2.2.3	OCIO Mainframe (DMV files and Protection Orders)	16 hrs
	1.1.2.4.2.2.4	NCIC Connection	16 hrs
	1.1.2.4.2.2.5	NLETS Connection	16 hrs
	1.1.2.4.2.2.6	WSUS (DNS, Active Directory, Windows Update Server)	16 hrs
	1.1.2.4.2.2.7	SOR (Sex Offender Registry)	16 hrs
	1.1.2.4.2.2.8	PCH (Patrol Criminal History)	16 hrs
	1.1.2.4.2.2.9	RITS (Record Information Tracking System)	16 hrs
	1.1.2.4.2.2.10	Metro Hosts (Douglas County, et al)	8 hrs
	1.1.2.4.2.2.11	Voyager (PDA Connections)	16 hrs
10		Engineering Oversight	2,096 hrs
11		Solution Architect 2 - Remote	0 hrs
12		Field Engineer 2 - Remote	356 hrs
	1.4.1.1.1	Omnixx Enterprise (Server, Console, OSW, Desktop, Omnixx Web/Web Lite)	40 hrs
	1.4.1.1.2	Biztalk Server	16 hrs
	1.4.1.1.3	Database Server	8 hrs
	1.4.1.2.1	Omnixx Enterprise (Server, Console, OSW, Desktop, Omnixx Web/Web Lite)	16 hrs
	1.4.1.2.2	Biztalk Server	2 hrs
	1.4.1.2.3	Database Server	2 hrs
	1.4.2.1.1	Omnixx Enterprise (Server, Console, OSW, Desktop, Omnixx Web/Web Lite)	16 hrs
	1.4.2.1.2	Biztalk Server	16 hrs

ID	% Complete	Task Name	NBLETS Repla		ojned Preliminary Schedule			Resource Names
			Duration	Start	Finish	Predecessors		
0	0%	Nebraska NBLETS Replacement Project Schedule	262.92 days	Mon 6/16/11	Wed 6/16/12			
1	0%	Project Phases	262.02 days	Mon 6/14/11	Wed 6/14/12			
2	0%	Initiation Phase	34.62 days	Mon 6/14/11	Fri 7/1/11			
3	0%	Contract Award	1 day	Mon 6/16/11	Mon 6/16/11			
4	0%	Administrative Issues/Contract Prerequisites	1 day	Mon 5/16/11	Mon 5/16/11		Tallahassee Operations,Project Manager,NBLETS Resource	
5	0%	Initial Planning and Project Management	33.42 days	Tue 6/17/11	Fri 7/1/11			
6	0%	Project Initiation & Analysis (review existing NBLETS documentation)	2 days	Tue 6/17/11	Wed 6/18/11	4	Subject Matter Expert-DMAX,Project Manager	
7	0%	Project Kick-Off & Preliminary Discovery	4.75 days	Thu 6/18/11	Wed 6/25/11	6		
10	0%	Preliminary Project Management Plan (Outline)	10 days	Wed 6/22/11	Wed 6/30/11			
11	0%	Refine and Deliver Preliminary Microsoft Project Schedule	5 days	Wed 6/22/11	Wed 6/30/11	8FS+1 day	Project Manager	
12	0%	Nebraska Acceptance (and sign-off on) of Preliminary Project Schedule	5 days	Wed 6/22/11	Wed 6/30/11	11	NBLETS Resource	
13	0%	Issuance of Milestone 1 Invoice	0 days	Wed 6/22/11	Wed 6/22/11	12		
14	0%	Discovery	16.07 days	Thu 6/23/11	Fri 7/1/11			
15	0%	Hardware + Software Architectural Review	1 days	Thu 6/23/11	Tue 6/24/11			
16	0%	System Analysis	3 days	Thu 6/23/11	Tue 6/24/11			
17	0%	On-Site, AD-9 System Discovery	3 days	Thu 6/23/11	Tue 6/24/11			
18	0%	Message Flow	1 day	Thu 6/23/11	Fri 6/24/11	12FS+1 day	Solution Architect 1 - On Site	
19	0%	Data Conversion	1 day	Fri 6/24/11	Mon 6/27/11	18	Solution Architect 1 - On Site	
20	0%	Interfaces	1 day	Mon 6/27/11	Tue 6/28/11	19	Solution Architect 1 - On Site	
21	0%	Documentation for NBLETS Replacement System Requirements & Initial Design	12.07 days	Tue 6/28/11	Fri 7/1/11			
22	0%	Nebraska State Security Requirements	3.67 days	Tue 6/28/11	Mon 6/29/11			
23	0%	FBI CJIS Security Requirements	0.33 days	Tue 6/28/11	Wed 6/29/11	16	Solution Architect 1,Project Manager,NBLETS Resource	
24	0%	NBLETS Replacement System Network Architecture	1.33 days	Wed 6/29/11	Thu 6/30/11	23	Solution Architect 1,Project Manager,NBLETS Resource	
25	0%	QA Review of FBI CJIS Security Req & System Network Arch.	2 days	Thu 6/30/11	Mon 6/20/11	24	Subject Matter Expert-DMAX,Solution Architect 1	
26	0%	NBLETS Replacement System Interfaces to Internal & Partner Systems	2 days	Mon 6/20/11	Wed 6/22/11	25		
27	0%	LEMS Database (State Hot File)	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC	
28	0%	NBLETS Direct Connection to Message Switch	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC	
29	0%	OCIO Malware (DMV Files and Protection Content)	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC	
30	0%	NCIC Connection	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC	
31	0%	NLETS Connection	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC	
32	0%	WSUS (DNS, Active Directory, Windows Update Server)	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC	
33	0%	SDR (Sex Offender Registry)	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC	
34	0%	PCH (Patrol Criminal History)	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC	
35	0%	RITS (Record Information Tracking System)	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC	
36	0%	Metro Hosts (Douglas County, et al)	1 day	Mon 6/20/11	Tue 6/21/11		Solution Architect_NC	
37	0%	Voyager (PDA Connections)	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC	
38	0%	Develop NBLETS Replacement System Design	7 days	Wed 6/22/11	Fri 7/1/11			
39	0%	System Design Review - SME	0.07 days	Wed 6/22/11	Thu 6/23/11	20	Subject Matter Expert-DMAX,Project Manager,Solution Architect 1	
40	0%	Initial System Design Review Session-On-Site	4 days	Thu 6/23/11	Wed 6/29/11	39	Solution Architect 1 - On Site,Project Manager,NBLETS Resource,Subject Matter Expert-DMA	
41	0%	Develop and Deliver Contract SME recommendations	0.33 days	Thu 6/23/11	Wed 6/29/11	40	Subject Matter Expert-DMAX,Solution Architect 1,Project Manager	
42	0%	Contingency for Corrections to NBLETS Replacement System Design	2 days	Wed 6/29/11	Fri 7/1/11	41	Solution Architect 1,Project Manager,Technical Writer NB	
43	0%	Design Phase	81 days	Fri 7/1/11	Mon 8/28/11			
44	0%	Verify Infrastructure Plan	16.5 days	Fri 7/1/11	Fri 7/22/11			
45	0%	Network and Security Architecture Requirements & Design	4.5 days	Fri 7/1/11	Thu 7/7/11	38	Project Manager,Solution Architect 1	
46	0%	Logical Architecture	3 days	Thu 7/7/11	Tue 7/12/11	45	Project Manager,Solution Architect 1	
47	0%	Physical Architecture	3 days	Tue 7/12/11	Fri 7/15/11	40	Project Manager,Solution Architect 1	
48	0%	QA Review of Infrastructure Plan	4 days	Fri 7/15/11	Thu 7/21/11	47	Subject Matter Expert-DMAX	
49	0%	Revise and Republish plans/documentation as Necessary	1 day	Thu 7/21/11	Fri 7/22/11	48	Project Manager,Solution Architect 1	
50	0%	Design Specification	23.5 days	Fri 7/22/11	Thu 8/22/11			
51	0%	Conceptual Architecture Design	3 days	Fri 7/22/11	Wed 7/27/11	49	Project Manager,Solution Architect 1	
52	0%	Update Initial Design Specification	10.5 days	Wed 7/27/11	Thu 8/11/11	51	Project Manager,Solution Architect 1	
53	0%	QA Review of Conceptual Architecture and Initial Design	4 days	Thu 8/11/11	Wed 8/17/11	52	Subject Matter Expert-DMAX	
54	0%	Delivery of Conceptual Architecture and Initial Design	0 days	Wed 8/17/11	Wed 8/17/11	53	Project Manager	
55	0%	Nebraska Review of Conceptual Architecture and Initial Design	5 days	Wed 8/17/11	Wed 8/24/11	54	NBLETS Resource	
56	0%	Revise and Republish plans/documentation as Necessary	1 day	Wed 8/24/11	Thu 8/25/11	55	Project Manager	
57	0%	Issuance of Milestone 2 Invoice	0 days	Thu 8/25/11	Thu 8/25/11	56		
58	0%	Implementation Plan	16 days	Thu 8/25/11	Fri 9/2/11			
59	0%	Implementation Plan	7 days	Thu 8/25/11	Mon 8/22/11	52	Project Manager,Solution Architect 1	
60	0%	QA Review Implementation Plan	3 days	Mon 8/22/11	Thu 8/25/11	50	Subject Matter Expert-DMAX	
61	0%	Delivery of Implementation Plan	0 days	Thu 8/25/11	Thu 8/25/11	60	Project Manager	
62	0%	Nebraska Review of Implementation Plan	5 days	Thu 8/25/11	Thu 9/1/11	61	NBLETS Resource	
63	0%	Revise and Republish plans/documentation as Necessary	1 day	Thu 9/1/11	Fri 9/2/11	62	Project Manager	
64	0%	ORI Data Conversion Plan	11 days	Thu 9/2/11	Fri 9/9/11			
65	0%	Create ORI Table Conversion Plan	2 days	Thu 9/2/11	Mon 8/29/11	60	Solution Architect 1,Project Manager	
66	0%	QA Review of ORI Table Conversion Plan	3 days	Mon 8/29/11	Thu 9/1/11	65	Subject Matter Expert-DMAX	
67	0%	Delivery of ORI Table Conversion Plan	0 days	Thu 9/1/11	Thu 9/1/11	66	Project Manager	
68	0%	Nebraska Review & Acceptance of ORI Table Conversion Plan	5 days	Thu 9/1/11	Thu 9/8/11	67	NBLETS Resource	
69	0%	Revise and Republish plans/documentation as Necessary	1 day	Thu 9/8/11	Fri 9/9/11	68	Project Manager	
70	0%	Data Conversion (Data from LEMS)	12 days	Wed 9/7/11	Wed 9/7/11			
71	0%	Review Data Produced by LEMS	2 days	Wed 9/7/11	Fri 9/9/11	53	Solution Architect 1	
72	0%	Create Data Conversion Plan	2 days	Fri 9/9/11	Tue 9/23/11	71	Solution Architect 1,Project Manager	
73	0%	Delivery of Data Conversion Plan	0 days	Tue 9/23/11	Tue 9/23/11	72	Project Manager	
74	0%	Nebraska Review & Acceptance of Data Conversion Plan	10 days	Tue 9/23/11	Tue 9/28/11	73	NBLETS Resource	
75	0%	Revise and Republish plans/documentation as Necessary	1 day	Tue 9/28/11	Wed 9/29/11	74	Project Manager	
76	0%	Hardware	16 days	Fri 9/29/11	Mon 10/24/11			

ID	% Complete	Task Name	NBLETS Replic		Project Preliminary Schedule			Resource Names
			Duration	Start	Finish	Predecessors		
77	0%	Coordinate ordering and delivery of Hardware and Systems Software	10 days	Fri 9/22/11	Fri 9/16/11			
78	0%	Receive Production Hardware and Systems Software at Vendor Facility	1 day	Fri 9/16/11	Mon 9/19/11		Tallahassee Operations	
79	0%	State of Nebraska confirms Bill of Lading allows Vendor to retain custody of hardware for staging	0 days	Mon 9/19/11	Mon 9/19/11		NBLETS Resources	
80	0%	Issuance of Milestone 3 Invoice	0 days	Mon 9/19/11	Mon 9/19/11			
81	0%	Pre-Stage Solution Hardware and Systems Software at Vendor Facility	5 days	Mon 9/19/11	Mon 9/26/11			
82	0%	Development Phase	21 days	Mon 9/26/11	Tue 10/25/11		Solution Architect	
83	0%	Final Test Plans Based on Design Specifications	21 days	Mon 9/26/11	Tue 10/25/11			
84	0%	Functional Testing	3 days	Mon 9/26/11	Thu 9/29/11		81	
85	0%	Interface Testing	4 days	Thu 9/29/11	Wed 10/5/11		Project Manager, Solution Architect	
86	0%	User Acceptance Test Scripts	3 days	Wed 10/5/11	Mon 10/10/11		84	
87	0%	System Acceptance Testing	5 days	Mon 10/10/11	Mon 10/17/11		85	
88	0%	Nebraska Review & Acceptance of Test Plan	5 days	Mon 10/17/11	Mon 10/24/11		Project Manager, Solution Architect	
89	0%	Revise and Republish plan/documentation as Necessary	1 day	Mon 10/24/11	Tue 10/25/11		87	
90	0%	Implementation Phase	107 days	Mon 9/26/11	Wed 12/22/11		89	
91	0%	Installation	8 days	Mon 9/26/11	Thu 10/6/11		Project Manager	
92	0%	Production System	3 days	Mon 9/26/11	Thu 10/6/11			
93	0%	Omniux Enterprise (Server, Console, OSW, Desktop, Omnibx Web/Web Life)	5 days	Mon 9/26/11	Mon 10/3/11		81	
94	0%	BlitzTalk Server	2 days	Mon 10/3/11	Wed 10/5/11		Field Engineer 2 - Remote	
95	0%	Database Server	1 day	Wed 10/5/11	Thu 10/6/11		Field Engineer 2 - Remote	
96	0%	Test, Training & Development System	2.5 days	Mon 9/26/11	Wed 9/28/11		Field Engineer 2 - Remote	
97	0%	Omniux Enterprise (Server, Console, OSW, Desktop, Omnibx Web/Web Life)	2 days	Mon 9/26/11	Wed 9/28/11		81	
98	0%	BlitzTalk Server	0.25 days	Wed 9/28/11	Wed 9/28/11		Field Engineer 2 - Remote	
99	0%	Database Server	0.25 days	Wed 9/28/11	Wed 9/28/11		97	
100	0%	System Configuration	10 days	Thu 10/6/11	Thu 10/20/11		Field Engineer 2 - Remote	
101	0%	Production System	5 days	Thu 10/6/11	Thu 10/13/11			
102	0%	Omniux Enterprise (Server, Console, OSW, Desktop, Omnibx Web/Web Life)	2 days	Thu 10/6/11	Mon 10/10/11		82	
103	0%	BlitzTalk Server	2 days	Mon 10/10/11	Wed 10/12/11		Field Engineer 2 - Remote	
104	0%	Database Server	1 day	Wed 10/12/11	Thu 10/13/11		Field Engineer 2 - Remote	
105	0%	Test, Training & Development System	5 days	Thu 10/13/11	Thu 10/26/11		Field Engineer 2 - Remote	
106	0%	Omniux Enterprise (Server, Console, OSW, Desktop, Omnibx Web/Web Life)	2 days	Thu 10/13/11	Mon 10/17/11		103	
107	0%	BlitzTalk Server	2 days	Mon 10/17/11	Wed 10/19/11		Field Engineer 2 - Remote	
108	0%	Database Server	1 day	Wed 10/19/11	Thu 10/20/11		Field Engineer 2 - Remote	
109	0%	Solution Configuration & Factory Acceptance Testing	31 days	Thu 10/20/11	Fri 12/2/11		Field Engineer 2 - Remote	
110	0%	LEMS Database (State Hot Files)	1 day	Thu 10/20/11	Fri 10/21/11	101,105	Field Engineer_NC	
111	0%	NBLETS Direct Connection to Message Switch	1 day	Fri 10/21/11	Mon 10/24/11		Field Engineer_NC	
112	0%	OCIO Mainframe (DMV files and Protection Orders)	1 day	Mon 10/24/11	Tue 10/25/11		Field Engineer_NC	
113	0%	NCIC Connection	1 day	Tue 10/25/11	Wed 10/26/11		Field Engineer_NC	
114	0%	NLETS Connection	1 day	Wed 10/26/11	Thu 10/27/11		Field Engineer_NC	
115	0%	WSUS (DNS, Active Directory, Windows Update Server)	1 day	Thu 10/27/11	Fri 10/28/11		Field Engineer_NC	
116	0%	SOR (Sex Offender Registry)	1 day	Fri 10/28/11	Mon 10/31/11		Field Engineer_NC	
117	0%	PCH (Patrol Criminal History)	1 day	Mon 10/31/11	Tue 11/1/11		Field Engineer_NC	
118	0%	RITS (Record Information Tracking System)	1 day	Tue 11/1/11	Wed 11/2/11		Field Engineer_NC	
119	0%	Metro Hosts (Douglas County, et al)	1 day	Wed 11/2/11	Thu 11/3/11		Field Engineer_NC	
120	0%	Voyager (PDA Connections)	1 day	Thu 11/3/11	Fri 11/4/11		Field Engineer_NC	
121	0%	User Database Bulk Load	1 day	Fri 11/4/11	Mon 11/7/11		Field Engineer 2 - Remote	
122	0%	Nebraska Business Rules Transactions	5 days	Mon 11/7/11	Mon 11/14/11		Field Engineer 2 - Remote	
123	0%	Content Installation	1 day	Mon 11/14/11	Tue 11/15/11		Field Engineer 2 - Remote	
124	0%	Prepare Hardware / Licenses for Shipment to Nebraska from Vendor Facility	3 days	Tue 11/15/11	Fri 11/18/11		Field Engineer 2 - Remote	
125	0%	Ship Production Hardware / Licenses to Nebraska from Vendor Facility	10 days	Fri 11/18/11	Fri 12/2/11		Tallahassee Operations	
126	0%	Software received by Nebraska	0 days	Fri 12/2/11	Fri 12/2/11		Tallahassee Operations	
127	0%	Application Software License for Test Environment Shipped	0 days	Fri 12/2/11	Fri 12/2/11		125	
128	0%	Application Software License for Production Environment Shipped	0 days	Fri 12/2/11	Fri 12/2/11		125	
129	0%	Issuance of Milestone 4 Invoice	0 days	Fri 12/2/11	Fri 12/2/11		125,128	
130	0%	On-Site Implementation	42 days	Fri 12/2/11	Tue 1/31/12			
131	0%	Production System	13 days	Fri 12/2/11	Wed 12/21/11			
132	0%	System Installation / Network Integration	1 day	Fri 12/2/11	Mon 12/5/11		125	
133	0%	LEMS Database (State Hot Files)	1 day	Mon 12/5/11	Tue 12/6/11		Field Engineer 2 - On Site, Project Manager	
134	0%	NBLETS Direct Connection to Message Switch	1 day	Tue 12/6/11	Wed 12/7/11		Field Engineer_NC	
135	0%	OCIO Mainframe (DMV files and Protection Orders)	1 day	Wed 12/7/11	Thu 12/8/11		Field Engineer_NC	
136	0%	NCIC Connection	1 day	Thu 12/8/11	Fri 12/9/11		Field Engineer_NC	
137	0%	NLETS Connection	1 day	Fri 12/9/11	Mon 12/12/11		Field Engineer_NC	
138	0%	WSUS (DNS, Active Directory, Windows Update Server)	1 day	Mon 12/12/11	Tue 12/13/11		Field Engineer_NC	
139	0%	SOR (Sex Offender Registry)	1 day	Tue 12/13/11	Wed 12/14/11		Field Engineer_NC	
140	0%	PCH (Patrol Criminal History)	1 day	Wed 12/14/11	Thu 12/15/11		Field Engineer_NC	
141	0%	RITS (Record Information Tracking System)	1 day	Thu 12/15/11	Fri 12/16/11		Field Engineer_NC	
142	0%	Metro Hosts (Douglas County, et al)	1 day	Fri 12/16/11	Mon 12/19/11		Field Engineer_NC	
143	0%	Voyager (PDA Connections)	1 day	Mon 12/19/11	Tue 12/20/11		Field Engineer_NC	
144	0%	Initial Site Installation Test	1 day	Tue 12/20/11	Wed 12/21/11		Field Engineer 2 - On Site	
145	0%	Issuance of Milestone 5 Invoice	0 days	Wed 12/21/11	Wed 12/21/11		144	
146	0%	Test, Training & Development System - Virtual Environment	13 days	Wed 12/21/11	Mon 1/8/12			
147	0%	System Installation / Network Integration	1 day	Wed 12/21/11	Thu 12/22/11		131	
148	0%	LEMS Database (State Hot Files)	1 day	Thu 12/22/11	Fri 12/23/11		Field Engineer 2 - On Site	
149	0%	NBLETS Direct Connection to Message Switch	1 day	Fri 12/23/11	Mon 12/26/11		Field Engineer_NC	
150	0%	OCIO Mainframe (DMV files and Protection Orders)	1 day	Mon 12/26/11	Tue 12/27/11		Field Engineer_NC	
151	0%	NCIC Connection	1 day	Tue 12/27/11	Wed 12/28/11		Field Engineer_NC	

		NBLETS Reple		ject (Preliminary Schedule				
ID	% Complete	Task Name	Duration	Start	Finish	Predecessors	Resource Names	
152	0%	NBLETS Connection	1 day	Wed 12/29/11	Thu 12/29/11	151		Field Engineer_NC
153	0%	WSUC (DNS, Active Directory, Windows Update Server)	1 day	Thu 12/29/11	Fri 12/30/11	152		Field Engineer_NC
154	0%	SOR (Sex Offender Registry)	1 day	Fri 12/30/11	Mon 1/2/12	153		Field Engineer_NC
155	0%	PCH (Prison Criminal History)	1 day	Mon 1/2/12	Tue 1/3/12	154		Field Engineer_NC
156	0%	RITS (Record Information Tracking System)	1 day	Tue 1/3/12	Wed 1/4/12	155		Field Engineer_NC
157	0%	Metro Hosts (Douglas County, et al)	1 day	Wed 1/4/12	Thu 1/5/12	156		Field Engineer_NC
158	0%	Voyager (PDA Connections)	1 day	Thu 1/5/12	Fri 1/6/12	157		Field Engineer_NC
159	0%	Intel Site Installation Test	1 day	Fri 1/6/12	Mon 1/9/12	158		Field Engineer 2 - On Site
160	0%	Issuance of Milestone 8 Invoice	0 days	Mon 1/9/12	Mon 1/9/12	159		
161	0%	On-Site Configuration (All systems)	12 days	Mon 1/9/12	Wed 1/26/12	131,146		
162	0%	Omniux Enterprise Edition (Console, Message Broker, Desktop Omniux Web/Web Ute)	3 days	Mon 1/9/12	Thu 1/12/12			Field Engineer 2 - On Site
163	0%	Nebraska Specific Transactions / Business Rules	3 days	Thu 1/12/12	Tue 1/17/12	162		Field Engineer 2 - On Site
164	0%	MSGFT BRTalk	3 days	Tue 1/17/12	Fri 1/20/12	163		Field Engineer 2 - On Site
165	0%	Omniux Reporting Module	3 days	Fri 1/20/12	Wed 1/25/12	164		Field Engineer 2 - On Site
166	0%	Data Conversion	4 days	Wed 1/25/12	Tue 1/31/12			
167	0%	Implement Data Conversion Plan (DR)	2 days	Wed 1/25/12	Fri 1/27/12	165		Project Manager,Field Engineer 2 - On Site
168	0%	Implement LEMS Data Conversion Plan	2 days	Fri 1/27/12	Tue 1/31/12	167,75		Project Manager,Field Engineer 2 - On Site
169	0%	Datamaxx System Regression Testing (On-Site) - Functionality	16 days	Tue 1/31/12	Wed 2/22/12			
170	0%	Core and Secondary Components	5 days	Tue 1/31/12	Tue 2/7/12	168		Field Engineer 2 - On Site
171	0%	Fallover and Business Continuity	2 days	Tue 2/7/12	Thu 2/9/12	170		Field Engineer 2 - On Site
172	0%	Integration Testing	2 days	Thu 2/9/12	Mon 2/13/12	171		Field Engineer 2 - On Site
173	0%	Functionality Testing	2 days	Mon 2/13/12	Wed 2/15/12	172		Field Engineer 2 - On Site
174	0%	Transaction Testing	5 days	Wed 2/15/12	Wed 2/22/12	173		Field Engineer 2 - On Site
175	0%	Issuance of Milestone 7	0 days	Wed 2/22/12	Wed 2/22/12	174		
176	0%	User Testing Phase	8 days	Wed 2/22/12	Mon 3/5/12			
177	0%	Conduct Tests per Design Specifications	8 days	Wed 2/22/12	Mon 3/6/12			
178	0%	Functional Testing	1 day	Wed 2/22/12	Thu 2/23/12	175		NBLETS Resources,Field Engineer 2 - Remote
179	0%	Interface Testing (LEMS, NBLETS, OCIO, etc.)	1.5 days	Thu 2/23/12	Fri 2/24/12	178		NBLETS Resources,Field Engineer 2 - Remote
180	0%	Nebraska Transaction / Business Rule Testing	5 days	Fri 2/24/12	Fri 3/2/12	179		NBLETS Resources,Field Engineer 2 - Remote
181	0%	User Acceptance Testing (Omniux Enterprise)	0.5 days	Fri 3/2/12	Mon 3/5/12	180		NBLETS Resources,Field Engineer 2 - Remote
182	0%	Issuance of Milestone 8	0 days	Mon 3/5/12	Mon 3/5/12	181		
183	0%	Training Phase	135 days	Mon 3/26/11	Mon 4/2/12			
184	0%	System Training Plan	11 days	Mon 3/26/11	Tue 10/11/11			
185	0%	Develop System Training Plan	7 days	Mon 3/26/11	Wed 10/5/11	43		Training Manager
186	0%	Delivery of System Training Plan	1 day	Wed 10/5/11	Thu 10/6/11	185		Project Manager
187	0%	Nebraska Review of System Training Plan	2 days	Thu 10/6/11	Mon 10/10/11	186		NBLETS Resources
188	0%	Revise and Republish plans/documentation as Necessary	1 day	Mon 10/10/11	Tue 10/11/11	187		Project Manager,Training Manager
189	0%	Training course development / customization	18 days	Mon 3/6/12	Tue 3/27/12			
190	0%	Course Customization/Tests	5 days	Mon 3/6/12	Mon 3/12/12	181		Trainer 1 - Project
191	0%	Turn Over Plan Development (aka Transfer of Knowledge)	5 days	Mon 3/12/12	Mon 3/19/12	190		Trainer 1 - Project
192	0%	Develop Course Tests - Certificate of Completion	5 days	Mon 3/19/12	Mon 3/26/12	191		Trainer 1 - Project
193	0%	Training Material Production	1 day	Mon 3/26/12	Tue 3/27/12	192		Trainer 1 - Project
194	0%	Training Classes	20 days	Mon 3/6/12	Mon 4/2/12			
195	0%	Turn Over Plan (up to 10 People) (Transfer of Knowledge)	4 days	Tue 3/27/12	Mon 4/2/12	193		NBLETS Resources,Field Engineer 2 - On Site
196	0%	Omniux Switch Administration Train the Trainer(up to 10 people)	2 days	Mon 3/5/12	Wed 3/7/12	181		Trainer 1 - On Site,NBLETS Resources
197	0%	Issuance of Milestone 9	0 days	Mon 4/2/12	Mon 4/2/12	195,195		
198	0%	Documentation Phase	107 days	Tue 10/26/11	Thu 3/22/12			
199	0%	Omniux Enterprise product documentation	1 day	Wed 10/26/11	Wed 10/26/11	82		Project Manager,Solution Architect
200	0%	Final As-Built Configuration and Specification documentation (System Documentation)	5 days	Mon 3/5/12	Mon 3/12/12	176		Project Manager,Solution Architect
201	0%	Review of As-Built Configuration and Specification documentation (System Documentation)	2 days	Mon 3/12/12	Wed 3/14/12	200		Project Manager,Solution Architect
202	0%	Delivery of As-Built Configuration and Specification documentation (System Documentation)	0 days	Wed 3/14/12	Wed 3/14/12	201		Project Manager
203	0%	Nebraska Review of As-Built Configuration and Specification documentation (System Documentation)	5 days	Wed 3/14/12	Wed 3/21/12	202		NBLETS Resources
204	0%	Revise and Republish plans/documentation as Necessary	1 day	Wed 3/21/12	Thu 3/22/12	203		Project Manager,Solution Architect
205	0%	Issuance of Milestone 10	0 days	Thu 3/22/12	Thu 3/22/12	204		
206	0%	Production Cutover Phase	28.5 days	Mon 3/6/12	Fri 4/13/12			
207	0%	Produce Business Continuity Plan	8 days	Mon 3/5/12	Thu 3/15/12	181		Solution Architect 1,Project Manager
208	0%	Delivery of Business Continuity Plan	0 days	Thu 3/15/12	Thu 3/15/12	207		Project Manager
209	0%	Nebraska Review of Business Continuity Plan	10 days	Thu 3/15/12	Thu 3/22/12	208		NBLETS Resources
210	0%	Revise and Republish plans/documentation as Necessary	1 day	Thu 3/22/12	Fri 3/30/12	209		Project Manager
211	0%	Produce Cutover Plan	8 days	Thu 3/15/12	Tue 3/27/12	206		Field Engineer 2 - Remote,Project Manager
212	0%	Delivery of Cutover Plan	0 days	Tue 3/27/12	Tue 3/27/12	211		Project Manager
213	0%	Nebraska Review of Cutover Plan	5 days	Tue 3/27/12	Tue 4/3/12	212		NBLETS Resources
214	0%	Revise and Republish plans/documentation as Necessary	1 day	Tue 4/3/12	Wed 4/4/12	213		Project Manager,Field Engineer 2 - Remote
215	0%	Create Go-Live Briefing Presentation	7.5 days	Wed 4/4/12	Fri 4/13/12			
216	0%	Create Go-Live Presentation	3 days	Wed 4/4/12	Mon 4/9/12	214		Project Manager,Solution Architect
217	0%	Data Conversion (DR) Table	4 days	Mon 4/9/12	Fri 4/13/12			
218	0%	Final Data Conversion Migration	3 days	Mon 4/9/12	Thu 4/12/12	216		Solution Architect 1 - On Site(50%),Project Manager(50%)
219	0%	Present Go-Live Briefing Presentation	1 day	Thu 4/12/12	Fri 4/13/12	218		Project Manager
220	0%	Perform Cutover - Co-Live - Server	1.5 days	Thu 4/12/12	Fri 4/13/12	218		Project Manager,Field Engineer 2 - On Site
221	0%	Issuance of Milestone 11	0 days	Fri 4/13/12	Fri 4/13/12	220		
222	0%	Transition to Support Phase	23 days	Fri 4/13/12	Wed 5/1/12			
223	0%	Create Maintenance and Support Plan	15 days	Fri 4/13/12	Fri 5/4/12	220		Project Manager
224	0%	Delivery of Maintenance and Support Plan	0 days	Fri 5/4/12	Fri 5/4/12	223		Project Manager
225	0%	Nebraska Review of Maintenance and Support Plan	5 days	Fri 5/4/12	Fri 5/11/12	224		NBLETS Resources
226	0%	Revise and Republish plans/documentation as Necessary	1 day	Fri 5/11/12	Mon 5/14/12	225		Project Manager

			NBLETS Replic		ojaid Preliminary Schedule				
ID	% Complete	Task Name	Duration		Start	Finish	Predecessors	Resource Names	
227	0%	Support Team Introduction	1 day		Mon 5/14/12	Tue 5/15/12	226		Project Manager
228	0%	Project Closeout	1 day		Tue 5/15/12	Wed 5/16/12	227		
229	0%	Monitoring and Controlling Phase	262 days		Mon 5/16/11	Tue 6/16/12			
230	0%	Day to Day PM (incl. weekly Progress Updates, Status Reports, Risk Log, etc.)	262 days		Mon 5/16/11	Tue 5/15/12			Project Manager - Total Project Oversight
231	0%	PMO Oversight	262 days		Mon 5/16/11	Tue 5/15/12			PMO Oversight
232	0%	Engineering Oversight	262 days		Mon 5/16/11	Tue 5/15/12			Engineering Oversight

Request for Proposal Number 3473 Z1
Contract Number 48707 O4
Proposal Opening: February 14, 2011

In accordance with Nebraska Revised Statutes §84.712.05(3), the following material(s) has not been included due to it being marked proprietary.

Datamaxx Applied Technologies, Inc.

1. Attachment B – Pending Litigation
2. Attachment C – Financial Statements
3. Project Change Order
4. Software License Agreement
5. Enhanced Support Agreement
6. Implementation Plan

In accordance with Federal U.S. Copyright Law Title 17 U.S.C. Section 101 et seq., Title 18 U.S.C. 2319, the following material(s) has not been included due to them being copyrighted.

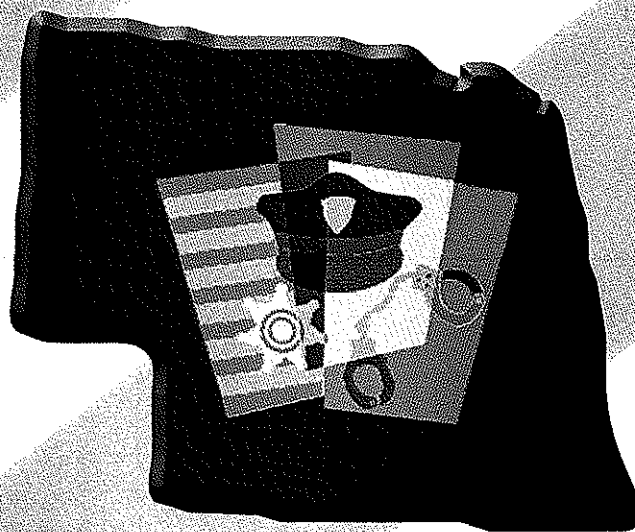
Datamaxx Applied Technologies, Inc.

1. None

Technical Proposal

Original

Nebraska State Patrol



NBLETS Replacement Project

RFP No. 3473Z1

**Datamaxx Group, Inc. d/b/a
Datamaxx Applied Technologies, Inc.
2001 Drayton Drive
Tallahassee, Florida 32311-7854
850.558.8000
www.Datamaxx.com**



Datamaxx
GROUP

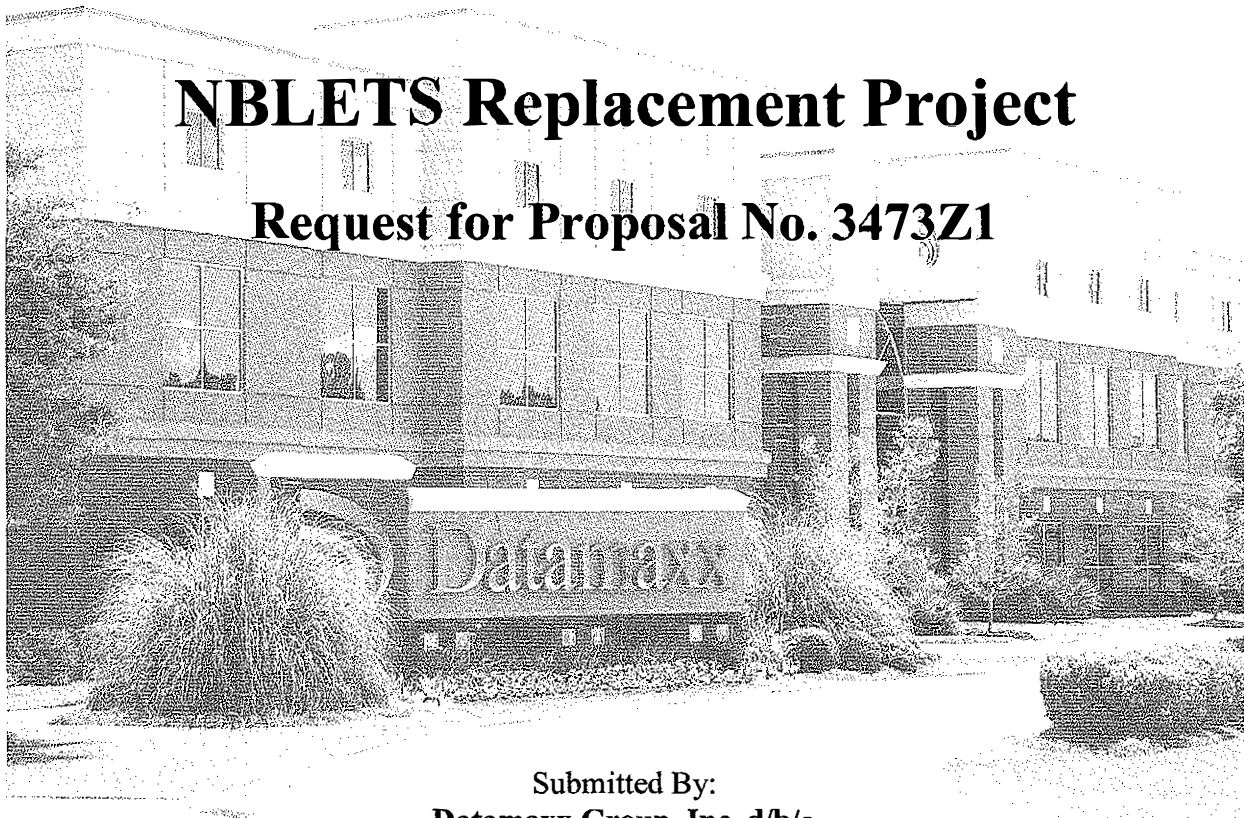
State of Nebraska Nebraska State Patrol

TECHNICAL PROPOSAL

Original

NBLETs Replacement Project

Request for Proposal No. 3473Z1



Submitted By:

**Datamaxx Group, Inc. d/b/a
Datamaxx Applied Technologies, Inc.**

FED ID: 59-3081678

DUNS No.: 13-4345060

2001 Drayton Drive
Tallahassee, Florida 32311
(850) 558-8000 (850) 558-8001 fax
February 14, 2011 @ 2:00 PM CT

Contact Person:

Greg Rohm, Vice President/Sales
telephone: (850) 558-8505
e-mail: greg.rohm@datamaxx.com



February 10, 2011

Mary Lanning
Nebraska State Purchasing Bureau
301 Centennial Mall South, 1st Floor
Lincoln, Nebraska 68508

Dear Ms. Lanning:

Datamaxx Group, Inc. ("Datamaxx") is pleased to submit for consideration our response to the Nebraska State Patrol's Request for Proposal No. 3473Z1, NBLETS Replacement Project (Message Switch Services).

Datamaxx will provide the Nebraska State Patrol with a complete and comprehensive Message Switch Services system. Datamaxx represents the collective experience acquired from over thirty-eight (38) statewide projects, including projects similar in nature to the one requested by the NSP. Datamaxx currently serves over 70 percent of the Law Enforcement and Public Safety communications market in North America supporting over 500,000 end-users.

Datamaxx stands ready to enter into fact-finding and negotiations in good faith with the Nebraska State Patrol and to take the appropriate action to conduct such negotiation within a reasonable time-period at the location of NSP's choosing. As Vice President of Sales, I am authorized to make legally binding contractual obligations, and am the contact for all technical and contractual clarifications. I have affixed my signature to this Transmittal Letter and all affidavits required by the RFP.

As noted in the Technical Proposal, *Attachment B - Pending Litigation* and *Attachment C - Datamaxx Financial Statements* are considered "Proprietary" in nature and are provided under separate cover.

The essence of our proposal is "Excellence": Excellence in the software and services provided by Datamaxx. We take pride in the solutions we develop in cooperation with the law enforcement and public safety communities we serve.

On behalf of Datamaxx, we thank you for the opportunity to respond to this request. We look forward to beginning a long and mutually beneficial relationship with the Nebraska State Patrol.

Respectfully submitted,

DATAMAXX GROUP, INC., d/b/a
DATAMAXX APPLIED TECHNOLOGIES, INC.

Gregory A. Rohm
Vice President Sales

Form A

Bidder Contact Sheet

Request for Proposal Number 3473Z1

Form A should be completed and submitted with each response to this Request for Proposal. 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:	Datamaxx Group, Inc. d/b/a Datamaxx Applied Technologies, Inc.
Bidder Address:	2001 Drayton Drive Tallahassee, Florida 32311
Contact Person & Title:	Gregory A. Rohm
E-mail Address:	greg.rohm@datamaxx.com
Telephone Number (Office):	(850) 558-8505
Telephone Number (Cellular):	(850) 322-7614
Fax Number:	(850) 558-8605

Each bidder shall 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:	Datamaxx Group, Inc. d/b/a Datamaxx Applied Technologies, Inc.
Bidder Address:	2001 Drayton Drive Tallahassee, Florida 32311
Contact Person & Title:	Gregory A. Rohm
E-mail Address:	greg.rohm@datamaxx.com
Telephone Number (Office):	(850) 558-8505
Telephone Number (Cellular):	(850) 322-7614
Fax Number:	(850) 558-8605

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A. TECHNICAL PROPOSAL

1. REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

By signing the "Request for Proposal For Contractual Services" form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the Terms and Conditions stated in this Request for Proposal and certifies bidder maintains a drug free work place environment.

The Request for Proposal for Contractual Services form must be signed in ink and returned by the stated date and time in order to be considered for an award.

Datamaxx Response:

Datamaxx provides the completed and signed Request for Proposal for Contractual Services Form in **Attachment A** to the NBLETS Replacement Project Technical Proposal.

2. EXECUTIVE SUMMARY

The Executive Summary shall condense and highlight the contents of the solution being proposed by the bidder in such a way as to provide the Evaluation Committee with a broad understanding of the Contractor's Technical Proposal.

Bidders must present their understanding of the problems being addressed by implementing a new system, the objectives and intended results of the project, and the scope of work. Bidders shall summarize how their Technical Proposal meets the requirements of the Request for Proposal, and why they are best qualified to perform the work required herein.

Datamaxx Response:

We are uniquely qualified.

Datamaxx Applied Technologies, Inc, (Datamaxx) a private company focused solely on the public safety and criminal justice market, has been fortunate to have the Nebraska State Patrol as a customer since the company's inception in 1991. In fact, personnel from Datamaxx have been working with NSP in the NBLETS environment since 1986 as employees of Datamaxx's predecessor company, Datamaxx USA.

Datamaxx is proposing an approach that is based on a mature and proven solution. The unique qualities of our team and the broad functionality and scalability of the proposed solution **meets and exceeds the State's requirements** and provides a platform that allows future expandability. Datamaxx looks forward to having the opportunity to continue our partnership with the State of Nebraska, and Nebraska State Patrol, in its quest to successfully

"replace the current message switch with a modern, robust and real-time message switch."

DATAMAXX GROUP OVERVIEW

Datamaxx, acting as the Prime Contractor and sole provider of all services within this proposal, represents the collective experience acquired from the successful deployment of over 38 statewide public safety technology projects, including state message switches, integrated justice systems, intelligence/analytical systems, as well as statewide workstations and mobile data applications. Acting as Prime Contractor, Datamaxx has fulfilled the role as Chief Design Architect and Project Manager for all projects related to the implementation of a State Message Switch (SMS) system. As a result of serving the role of Prime Contractor and Project Manager, Datamaxx realized the benefit of the following:

- Subject Matter Expertise related to State Message Switch System Design
- Subject Matter Expertise related to State Message Switch Program and Project Management (and related planning documents)
- Subject Matter Expertise related to State Message Switch Training Plans
- Subject Matter Expertise related to State Message Switch Post Implementation Support

Since the company's inception, Datamaxx has been solely focused on providing mission-critical solutions to public safety and criminal justice agencies throughout the country. This focus has allowed Datamaxx to acquire the domain expertise necessary to implement systems such as that requested by Nebraska State Patrol. A privately held company, Datamaxx serves more than 70 percent of the Law Enforcement communications market in North America supporting more than 500,000 end users. A sampling of Datamaxx customers include:

- State of South Carolina – statewide use of Omnixx Enterprise Platform and Omnixx Force Desktop
- State of Iowa – statewide use of Omnixx Enterprise Platform and Omnixx Force Desktop, Omnixx Force Mobile, and Omnixx Force PDA
- State of Tennessee – statewide use of Omnixx Enterprise Platform, Omnixx Force Desktop, and Omnixx Force Web
- State of Texas – statewide use of Omnixx Enterprise Platform, Omnixx Force Desktop, Omnixx Trainer, and Omnixx Force Web
- State of Maryland – statewide use of Omnixx Enterprise Platform, Omnixx Force Desktop, and Omnixx Trainer
- Commonwealth of Puerto Rico – commonwealth-wide use of Omnixx Enterprise Platform, Omnixx Force Desktop, and Omnixx Force PDA
- State of North Carolina – statewide use of Omnixx Enterprise Platform, Omnixx Force Desktop, Omnixx Trainer, and Omnixx Force Mobile
- State of Montana – statewide use of Omnixx Enterprise Platform, Omnixx Force Desktop, and Omnixx Trainer
- New York City Police Department – City-wide use of Omnixx Enterprise Platform, Omnixx Force Desktop, Omnixx Force Mobile Suite, and Omnixx PDA
- Others – FBI, US Coast Guard, US Department of State, US Office of Personnel Management, and the US Department of Homeland Security

In process of deployment:

- State of Washington – statewide use of Omnixx Enterprise Platform, Omnixx Force Desktop, Omnixx Force Web, Omnixx Force Mobile, Omnixx Force PDA, Omnixx Trainer
 Contact: Heather Anderson, heather.anderson@wsp.wa.gov, (360) 534-2103

Recently awarded:

- Federal Bureau of Investigation – agency use of Omnixx Enterprise Platform, Omnixx Force Desktop, Omnixx Force Web
 Awarded through competitive procurement, the following statement is from the evaluation team...
"This is the only vendor to successfully demonstrate their product's ability to satisfy all of the system requirements and could be implemented with minimal risk."

The following sections address specific topics important to NSP as conveyed in the Request for Proposal, including:

- Understanding of the Problem*
- Objectives and Intended Results*
- Scope of Work*
- How the Datamaxx Proposal Meets NSP requirements*
- Why Datamaxx is Best Qualified*

UNDERSTANDING OF THE PROBLEM

Datamaxx personnel have over 25 years direct experience working within the Nebraska State Patrol message switch environment, starting with the delivery of the first intelligent terminals on the Benchmark message switch in 1986. Datamaxx is privileged to be the current provider of the NBLETS “teletype application software”, also referred to as the web-based Omnixx SE application, and the zero-footprint CyberLINXX application. This direct experience provides Datamaxx great insight and understanding of the current environment and the various technology challenges faced by the NSP. While not a subcontractor in this proposal, Datamaxx has a formal partnership with Microsoft as a technology provider for the underlying State Message Switch solution. The partnership enables Microsoft products to be seamlessly embedded into Datamaxx products, and leverages the expertise that Microsoft brings to Information technologies.

The Datamaxx Team has a wealth of experience with NBLETS. Below are a few of the Datamaxx Project Team members who will be involved with the deployment of the Datamaxx Message Switching system (please reference *Section B – Summary of bidder’s Proposed Personnel/Management Approach* for full résumés), and the number of years of experience supporting various aspects of the NBLETS environment:

Jonathan Waters	Program Manager	25 years
Ryan Rodgers	Project Manager	4 years
Donnie Lewis	Systems Design	18 years

Tate O'Connor	Systems Design	15 years
Christina Lake	Deployment and Support Team	17 years
Bob Iadriccio	Deployment and Support Team	14 years

Table 1: The Datamaxx Team

The Datamaxx Project Team will be led by Mr. Jonathan Waters. NSP is very familiar with Mr. Waters, recognized for his industry level Subject Matter Expertise (SME) related to message switch systems and public safety solutions – and his specific knowledge of the Nebraska State Patrol NBLETS environment. Mr. Waters has documented the current NBLETS environment as a result of the many years of NSP service, and is extremely familiar with the intricacies of the internal and external interfaces, application integration, network connections, and ongoing maintenance concerns. Mr. Waters and the Datamaxx Team have the years of proven experience with NSP to truly understand the challenges that will be involved with the upcoming transition to the new message switching system.

Datamaxx understands that the NSP seeks a solution that minimizes or fully eliminates the use of vendor proprietary architectural and data standards. In addition, NSP seeks a solution that requires no or minimal customizations and is compatible with the external application processing environment, and thus will cause minimal or no impact on end users. The Datamaxx system is built on Open Systems standards, utilizing technology and standards currently deployed in the NBLETS environment. The proposed solution provides a “snap-in” architecture that allows any communications methodology and interface data format to be defined and configured. Technologies such as Web Services are a current feature of the proposed solution, and are defined by the use of “Business Rules”. More importantly, the Datamaxx Message Switch solution requires very little coding – the system is designed to allow soft configurations achievable by the customer, if desired.

In 1994 NSP published an RFP for a message switch to replace their existing system, which had been created by Benchmark but was on older hardware and was not fully supported. There are important requirements that were included in that bid, as follows (amongst others):

“Provide a means by which the message process procedures scripts or tables can be maintained by authorized administrative personnel, using a full screen editor or similar tool as defined in Section 9.”

“Provide a methodology for an NSP system administrator who is not a programmer to define new transactions, new data elements and any other functions related to the "Hot File" database. This will include new file categories (e.g. Gun Permits).”

In other words, NSP was very clear that they want complete control of the functionality of the system without involving formal programming staff, either in-house or from the vendor or a contractor.

Datamaxx understands the existing message switch within the Nebraska State Patrol has aged and, at this point, is not easily adaptable to the evolving business needs of the user community.

The existing message switch system is a proprietary system that can be difficult to exploit for the maximization of interoperability efforts. The existing system also requires a high degree of dependency on the vendor, or legacy skills developed internally, to make changes to the system and provide ongoing maintenance. As a result, NSP is currently not enjoying some of the cost benefits of COTS technology.

The current NBLETS environment requires constant administrative support by NSP staff. There are three separate administrative environments related to the message switch and workstation, including the Unisys LEMS switch, the Datamaxx Omnixx Force SE client application and the Datamaxx CyberLINXX client application. Administration of these three separate environments is not efficient and could be combined into a single administrative console.

The NSP environment represents a single, complex, and highly interrelated system of applications all operating in the same environment. NSP will move toward a distributed environment, separating the message switch services into a set of separate services (switching and applications) running on different server instances or platforms.

Datamaxx will leverage this understanding of the existing environment, and the problems this RFP is intended to resolve, to help design, deploy, and support the future NBLETS message switch system.

OBJECTIVES AND INTENDED RESULTS

NSP has indicated the primary objective of this project is to deploy a message switch solution by May 2012 that provides the following:

- Open Systems and Open Standards
- Toolset standards, such as SQL and Open Database Connectivity (ODBC)
- A simplified system management resulting in a reduction of administration efforts and cost.
- Improved performance to support future growth and expanded capabilities such as embedded images.
- A reduction in ongoing maintenance expense by operating in an environment comprised of open standards and open systems.
- Flexibility and extensibility for future functionalities such as XML and NIEM support, custom graphical user interfaces, multiple delivery channels, etc.
- Improved and secure retention of transaction logs.
- A system that enables disaster recovery operations and improves on return-to-service timelines.
- National Crime Information Center (NCIC) 2000 text and image based services to both fixed and mobile devices
- An integrated Web-based user presentation and interface technology.

Nebraska State Patrol is interested in acquiring a low-risk, cost-effective COTS solution that provides a distributed and modular approach and that can easily be managed, updated, and expanded without required reliance on the vendor. The new environment will provide the ability to easily enhance and increase data exchange between systems to maximize interoperability efforts.

The proposed Datamaxx message switch solution meets all of the objectives noted above, as well as all of the requirements located within the NSP RFP. The result of this project will be the replacement of the current message NBLETS switch with a scalable system that provides real-time, on-line access to data and ensure high performance combined with high availability and reliability.

Datamaxx has the NSP experience, as well as an existing NBLETS technology infrastructure, to confidently commit to all requirements, as well as the project timeline of May 15, 2012, as stated in the Request for Proposal.

SCOPE OF WORK

Datamaxx and NSP will work in a collaborative manner to develop the Scope of Work (SOW) for the NBLETS replacement project. The SOW will establish the project specifics and details in terms of deliverables and dates of installation and implementation. The SOW will be constructed based on the requirements of this RFP and the proposal.

At a high level, the scope of this effort includes the following primary functions:

Software Acquisition

Acquisition of all necessary software, including client software, to ensure a fully functional, expansive, and national-standards-compliant message switch and related infrastructure, along with required interfaces to the various local, state, and national system as outline in the RFP. The proposed Datamaxx message switch solution has been successfully tested and is functional in a virtualized environment, and provides the capability to support industry standards such as GJXDM and NIEM.

Hardware Acquisition

Acquisition of hardware to support the NBLETS replacement system. All hardware proposed will be compatible with the State of Nebraska's Virtualized Environment.

Did you know.....

- *Datamaxx has had a successful 20 year relationship with NSP*
- *The FBI referred to Datamaxx in a recent competitive procurement as "the **only vendor to successfully demonstrate** their product's ability to satisfy all of the system requirements and could be implemented with minimal risk."*
- *The State would have a message switch and workstation environment managed from **one unified administrative console***
- *Delton Tipton, NLETS 2nd VP and CTA for State of South Dakota stated, "Datamaxx has provided mission critical software solutions to the State of South Dakota for over 10 years, and this **partnership continues to grow** within our State and Local agencies...."*
- *The State would have an ability to **prioritize and plan for future improvements** and replacement of outdated components "à la carte," without the threat of non-compatible applications.*
- *Datamaxx has the **only FBI approved Network Operations Center** in the private sector used to provide remote maintenance and support*
- *Jennifer Schroeder, ARIIS Project Manager said of Datamaxx in reference to the Washington State Patrol Photo Sharing Project... "I am impressed **with Datamaxx's professionalism and dedication** to getting this implementation completed on time. You all should be proud and have done a fantastic job. "*
- *The State would benefit by seamless transition for the end-users since the Datamaxx workstation is the current **operational CJIS workstation** deployed throughout the State of Nebraska.*
- *The State would be engaging our **team of professionals, subject matter experts, and practitioners** including Jonathan Waters, Brad Long, Donnie Lewis, and Tate O'Connor, who have served the Justice and Public Safety industry, and **specifically the Nebraska State Patrol**, for many years.*
- *The State would be leveraging our **technical experience gained from our work on national standards organizations** such as IJIS, NIEM, GFIPM, and GLOBAL's Security and Emerging Technologies Committees.*
- *The State would **benefit from the numerous industry committees and associations** our professionals participate with, such as NLETS, LEIM, SEARCH, FBI APB, and NCJA.*

Services

Acquisition of all required services to ensure successful implementation, migration, conversion, and ongoing management and support of the acquired NBLETS.

The proposed Datamaxx message switch system will provide backward compatibility with the existing NBLETS environment to enable criminal justice agencies to interface with NCIC, NLETS and other vital agency's data sources with their existing software and computing resources. The current message switch will be replaced with a customized 'turn-key' solution. This turn key solution includes a web-based interface for access plus the capability to easily add new interfaces as technology advances. The proposed Datamaxx message switch will allow criminal justice agencies to take advantage of new technology developments regarding use of graphical interfaces, transmission of digital images and provide greater flexibility to integrate and access other criminal justice information systems.

Datamaxx will begin the project by initially conducting a Systems Design Assessment. Datamaxx will analyze the current message switch business and technical environment, as well as review any available background information and documentation. Discussions points will include descriptions of the hardware, software, and network environments; current transactions, records, and metrics; current standards, maintenance routines, and NSP staffing levels involved with existing solution. A review of existing interfaces, including strategizing on the most logical transition to the new interfaces and message switch, will also be included in these initial assessment discussions.

The new message switch will run on an operating environment consisting of open (non-proprietary) standards based systems that will interoperate with existing legacy systems. The message switch, among other things, will support Global Justice Extensible Mark-up Language (GJXML) 3.0.3 and handle the transformation between XML and legacy formats. It will also provide the ability to exchange information between web technologies and legacy transports. The new message system will retain the philosophy and operational concept of the existing message switch while providing flexibility to upgrade to new technologies.

The scope of this effort will include transition to a new NBLETS environment, and will require extensive planning to ensure no distribution to the interface agencies and end-user community. In order to ensure smooth transition, Datamaxx will provide the following planning documents as part of the scope of this project:

Migration Plan, to include:

- *NBLETS Interfaces* – Current interfaces must be seamlessly migrated and functional on the new switch at implementation.
- *Message Routing/Applications* – Plan for orderly implementation of routing tables and applications.
- *Database* – Design and creation of a database.

Testing Plan

Training Plan

Fail-Back Plan

Printing Strategy

Hot File Strategy

Log File Strategy

Interfaces and Exchanges

The scope of this effort will also include addressing the current and future requirements for system interfaces, information exchanges, and information exchange schemas required with the NBLETS solution.

Datamaxx understands there are significant desired enhancements to the NBLETS environment as a result of this initiative, and will be included in the scope of this initiative:

- Induction of the NBLETS into a virtualized environment, if applicable.
- Development of a Web interface including providing limited Web services under certain conditions as mutually agreed upon by both parties.
- Induction of photo sharing capabilities.

The final Statement of Work will be co-developed between Datamaxx and NSP, and will be inclusive of all requirements found within this RFP, input from NSP, and the knowledge gained from Datamaxx involvement with NSP for the past 20 years.

HOW THE DATAMAXX PROPOSAL MEETS NSP REQUIREMENTS

The Datamaxx proposal meets NSP requirements through the combination of proven COTS technology, along with a Project Team that consists of Subject Matter Expertise with proven experience deploying state message switch solutions. The following section provides an overview of the Datamaxx capabilities in meeting all NSP requirements for the NBLETS replacement project.

TECHNOLOGY AS THE FOUNDATION FOR SUCCESS

Currently, the Nebraska State Patrol utilizes the Datamaxx Omnixx SE desktop product for the direct-connect user interface, and the Datamaxx CyberLINXX product for the web-enabled (“zero footprint”) client. The Datamaxx proposal includes a new message switch through deployment of the Omnixx Enterprise Platform, and a seamless migration of the existing Omnixx SE and CyberLINXX clients to the Omnixx Enterprise Edition – a fully integrated suite of client interfaces that include a full function java based desktop client, along with a web-based, zero footprint client that offers query-only AND full function. NOTE: Current end-users of the Omnixx SE client will experience NO disruption during the migration to the Omnixx Enterprise Platform.

The Omnixx Enterprise Product Suite incorporates all communications, message switching and routing, with access to all necessary data sources. The communications component will serve as the hub for NSP users to access law enforcement related networks and databases. It will provide standard interfaces that facilitate the seamless integration of multiple types of devices (MDTs, CADs, Desktops, Hand-held, etc.). The system also incorporates Microsoft’s BizTalk orchestration process and XML transformation services to expand the access to data sources as they migrate to new technologies, and to facilitate the implementation of new data sources that adhere to GJXDM, NIEM and other standards, using a Service Oriented Architecture.

The new system will do much more than simply replace the existing system and add new interfaces and device capabilities. The new system will add data content processing using open standards, including “XML”, while maintaining compatibility with existing data streams. The new system will also be inherently capable of handling any form of Binary data (e.g. images),

without being restricted to fixed standards, such as the NCIC Image format specification. It will also allow for “URL” based exchange of data, from any authorized Web based repository, using Web Services and XML.

Proposed Solution Architecture Graphic Overview

The diagram below provides the reader a graphical overview of the solution proposed by Datamaxx. Descriptions of the components that comprise the proposed Datamaxx solution are discussed below.

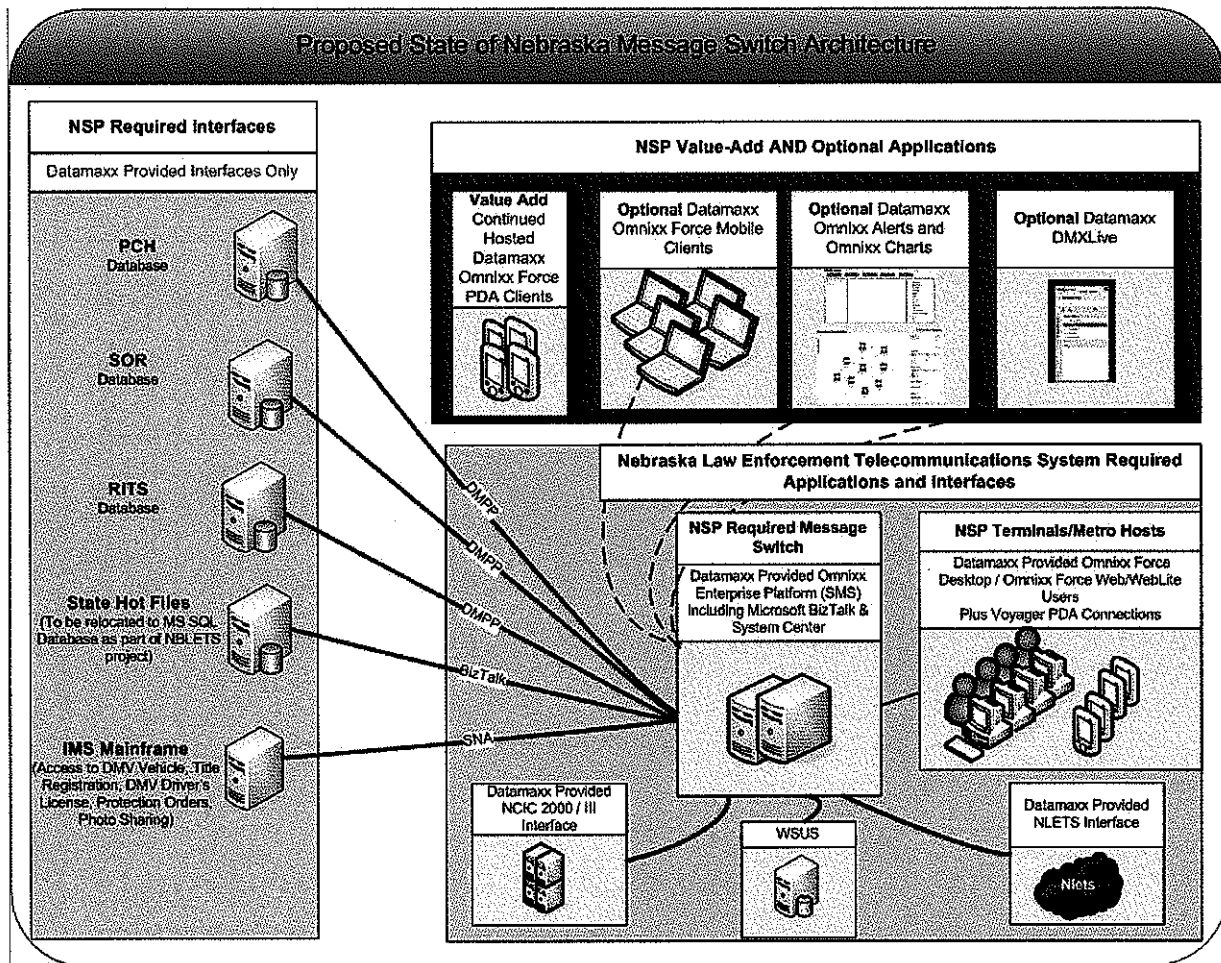


Figure 1: Proposed Solution Architecture Graphic Overview

PROPOSED MESSAGE SWITCH COMPONENTS

The application and system software components that comprise the proposed State Message Switch solution include:

- Omnixx Enterprise Platform
- Microsoft SQL Sever
- Microsoft BizTalk
- Microsoft System Center

Omnixx Enterprise Platform – The core component of the proposed solution is the proven Datamaxx Omnixx Enterprise Platform which provides NSP with a scalable distributed architecture second to none. The Omnixx Enterprise Platform offers a framework that supports a variety of clients including desktop, Web, mobile laptop and wireless portable (hand-held) clients along with interfaces to external and/or legacy systems all while providing a centralized point for device, user, application, business rule and transaction administration. The highly scalable nature of the Omnixx Enterprise architecture means the solution may be deployed in a variety of different configurations with no custom programming required. This must be acquired through Datamaxx.

Microsoft SQL Server – The Omnixx Enterprise Platform includes a centralized repository for users, their access information, and the roles and permissions granted to them. Users have one name and identifier and one set of authentication credentials, and all user attributes, including date of entry are managed in the one place, the centralized repository. This central repository includes support for all other informational requirements for the system too, including security policy configurations, device information, ORI Tables, groups, reports, training course ware, training classes, and certification tests. In addition, all Omnixx database events are logged into a table in the Omnixx Enterprise Platform database. Through the use of extensive and robust logging and auditing functions, all entries, changes, and deletions and tracked and audited (and is also searchable). NSP may acquire this component through other state contract sources.

Microsoft BizTalk – Microsoft BizTalk, integrated with Omnixx Enterprise Platform, provides the orchestration necessary to update NSP state hot files. BizTalk uses a visual “drag and drop” approach to data manipulation and processing. This obviates the need for a formal programmer, as was envisioned in the bid from 1994 as mentioned above. Another significant point of difference between Datamaxx’s proposed solution and others in the market, is that this unique approach makes adding additional interfaces, integrations, compliance with standards such as NIEM, etc. easy via the BizTalk user interface tools that allow simple techniques such as drop-and-drag. NSP may acquire this component through other state contract sources.

Microsoft System Center – Integrated with the Omnixx Enterprise Platform, Microsoft System Center provides a tool for managing and monitoring Windows environments. It monitors hardware and software in the environment, keeping track of everything from application availability to disk utilization. It offers a true “data center” class monitoring solution. Coupled with System Center “Management Packs” developed by Datamaxx, the solution offers unparalleled insight into the performance Omnixx Enterprise Platform applications, as well as the hardware, software, and database services supporting it. NSP may acquire this component through other state contract sources.

Omnixx Force PDA (10 users) – A significant value-add, Omnixx Force PDA provides FIPS 1402-2, secure CJIS query capabilities optimized for wireless environments and limited screen size on most RIM Blackberry devices and Window Mobile devices. Datamaxx proposes expanding the existing deployment of the hosted Omnixx Force PDA solution, currently in production within NSP. Datamaxx proposes offering NSP 10 Omnixx Force PDA user subscriptions. This component must be purchased through Datamaxx.

The NSP message switch solution proposed by Datamaxx is XML-based, and complies with GJXDM and NIEM standards. In fact, the Datamaxx State Message Switch implementation in the Commonwealth of Puerto Rico represents one of the first fully GJXDM-compliant implementations in the Country.

The Omnixx Enterprise Platform provides the interface to exchange data and information in GJXDM or NIEM format. This functionality is both built into the server software as well as provided through web services in order to communicate with systems that are not in the CJIS network but rely on GJXDM/NEIM for efficient information sharing. Datamaxx provides the capability to interface using GJXDM as one of its native data exchange models. In the case of NIEM, there are many messages and data formats that have been introduced, based on state and agency requirements. The Datamaxx solution has the current capability to interface in NIEM formats, but will require cooperative work with NSP to determine which NIEM formats are to be handled in order to define those in the business rules for implementation.

Datamaxx understands that the NSP seeks a solution that minimizes or fully eliminates the use of vendor proprietary architectural and data standards. In addition, NSP seeks vendor solutions that require no or minimal customizations and are compatible with the external application processing environment, and thus will cause minimal or no impact on end users. The Datamaxx system is built utilizing Open Systems standards, using technology and standards currently deployed in NSP. The proposed solution provides a "snap-in" architecture that allows any communications methodology and interface data format to be defined and configured. Technologies such as Web Services are a current feature, and are defined by the use of Omnixx "Business Rules". The business rules can also be used to define any message key and apply data edit, formatting and routing logic to the resultant transaction. More importantly, the Datamaxx Message Switching solution requires very little coding – the system is designed to allow soft configurations achievable by the customer, if desired.

The proposed solution provides encapsulation for non-text payloads (e.g. NCIC images). This functionality is provided by the Datamaxx Standard Embedded Object (DSEO) specification, which has been adopted as an Industry Standard and is widely used in these types of systems. Although the obvious use is for images such as mug shots, this specification allows for any non-text data to be transmitted in a message. The DSEO is bi-directional in that it can be used for the exchange of non-text data from the server to the client, and vice-versa. When entering common non-text data (such as a mugshot for transmission to NCIC) special edit controls are applied to ensure that the data is sized correctly for the target system. The user can make adjustments if that is not the case. The use of "pre-canned" specifications, such as the DSEO specification, is a result of the experience and "lessons-learned" from the design and implementation of multiple state message switching systems throughout the country.

Datamaxx is proposing the use of Microsoft "BizTalk" product to create the processing and orchestration of activities within the NSP Hot File system and to allow for integration with future data sources. BizTalk permits a script based processing that can access data sources via ODBC and Stored Procedures and also access other sources that use different protocols, such as TCP/IP, IBM WebSphere MQ, etc. Furthermore, BizTalk permits synchronization of remote sources (example: updating records with an NCIC NIC number) within its orchestration, should that be necessary.

Datamaxx chose to integrate BizTalk into the solution because it provides significant advantages over more common, hand coded processing of databases and transactions, especially where synchronization has to occur. Elevating the processing to a high-level reduces maintenance costs and administrative overhead. This open system architecture provides a graphical user interface for analyzing, mapping, and transforming data, and applying business rules. This increases the universe of available personnel resources to maintain and enhance the new NBLETS environment.

All products proposed by Datamaxx are based on native XML processing, and BizTalk is no exception. This also permits easy integration with the GJXDM and NIEM standards, using standard Open Systems concepts such as XML Style Sheets and similar transformations – again allowing NSP to easily maintain and expand the system with minimal administrative overhead. This provides a significant benefit as well as a significant point-of-difference.

It should be noted that BizTalk orchestration allows for “chaining” or generating queries from responses. For example, the results from one query (e.g. plate query which returns a VIN number) could be used to create a query for Department of Motor Vehicle systems for owner information, which may not be specified in the NSP or NCIC files.

The proposed solution supports several forms of connectivity for interface agencies. These include, but are not limited to TCP/IP (using Web Services, custom TCP/IP sockets strategies, the Datamaxx DMPP-2020 protocol, a widely accepted specification used nationally) and other strategies.

Datamaxx built its corporate reputation on designing and developing ways to interface to law enforcement and criminal justice information systems. In fact, two law enforcement communication standards are Datamaxx creations, and will be leveraged for the NSP solution:

- **DMPP-2020** – Datamaxx Message Processing Protocol defined the de facto standard used today to provide robust message handling in a law enforcement communications environment. See **Attachment K** – DMPP-2020 Interface Specification.
- **DSEO** – Datamaxx Standard Embedded Object established the standard protocol to support the exchange of non-text objects such as mug shots, stolen property photos and fingerprints in the law enforcement communications environment. See **Attachment L** – DSEO Technical Specification.

Datamaxx Omnixx Enterprise Platform provides a complete framework for communications handling and queuing, transaction formatting and processing, user and environment management and an interface to the Microsoft “BizTalk” application that provides orchestration for data transformations and related data source interface processing.

The solution also “decouples” the communications interfaces from the actual processing by use of standard protocols, and soft set “business rules” and configurations that are accessible to authorized system administrators. By use of the communications strategy (as discussed in more detail later in the proposal) effectively any communications structure and protocol or data source can be integrated into the system, with no changes to the central “core” processing code. This reduces risk and overhead when making changes to the system.

Being based on Open Systems, especially TCP/IP and XML, and not requiring any proprietary hardware, the system will meet NSP standards, as well as established National standards, such as GJXDM, the handling for which is an inherent feature of the proposed solution.

The proposed solution supports a wide variety of protocols (e.g. TCP/IP sockets, Web Services, etc), and the data content (including control information required for routing and auditing purposes) is controlled by the business rules, and is therefore configurable (not hard coding). The data content strategy is separate from the communications strategy, which provides tremendous advantages when implementing new interfaces, as a "mix and match" of existing components can be configured.

The following communications strategies are an inherent part of the proposed solution.

- TCP/IP via a sockets interface using the Datamaxx DMPP-2020 specification.
- TCP/IP via a sockets interface using the NCIC-2000 specification.
- TCP/IP via a sockets interface using the NLETS specification.
- TCP/IP via sockets using existing data format and connection strategies, such as those used by "METRO" interfaces, such as Douglas County or Buffalo County Sheriff's office.
- IBM SNA over TCP/IP for the interface to the State mainframe systems, such as motor vehicles and protection orders.
- Web Services.

The following data content strategies are an inherent part of the proposed solution.

- XML using the OFML standard
- Legacy "dot" format using a "trusted Server" concept that allows for remote agencies to maintain context (control) and device routing information in all exchanges.
- Legacy "dot" format using a "Logical device Identifier" (LDI), also known as a Device Address Control (DAC) concept that allows for remote agencies to maintain device routing information in all exchanges. This is a simpler subset of the above-mentioned trusted server and is ideal for small "clusters" of devices as is often found in agencies.

For systems that fall outside any of the above strategies, the proposed solution supports "External Interfaces". These are free running processes which can create an "adapter" between the solution and any data source or communications interface. Datamaxx has supported communications strategies ranging from slow speed RS-232 communications to fully customized database interfaces on remote systems using ODBC. These adapters integrate with the proposed solution and are configured using the business rule process, which is common to all components.

The use of the External Interface enables any type of data to be accessed, including files that are transferred, or provided on storage. Effectively, any format that can be accessed can be processed. This includes not only content manipulation, but code conversion (e.g. EBCDIC to ASCII), as is often required when accessing mainframe database or file systems.

THE DATAMAXX PROJECT TEAM

The Nebraska State Patrol placed significant attention in the RFP on project management, and clearly indicated the desire to align with a company with demonstrated experience providing State Message Switch system integration and project management.

The Datamaxx Project Team assigned to this project, and referenced throughout this proposal, include several public safety and criminal justice "Subject Matter Experts" (SME). These SMEs offer knowledge gained from over a combined 478 person years of providing technology solutions to the law enforcement and public safety market – as well as knowledge gained from involvement in industry organizations and working groups. Datamaxx is an active member in many of the industry working groups considered significant contributors to setting standards in the law enforcement and public safety market, including Nlets, SEARCH, FBI (and FBI APB) In fact, Datamaxx is the only private company authorized by the FBI to host, manage, and/or support Criminal Justice Information System (CJIS) systems from the Datamaxx Network Operations Center. As a result, Datamaxx is subject to bi-annual FBI security audits to ensure full compliance. Please reference **Attachment M** for the most recent Datamaxx FBI Audit Letter, indicating our successful performance in meeting all security requirements. Datamaxx believes that to continue to be leaders in our market, taking an active role in industry working groups is paramount to providing solutions to customers that continue to evolve with the changing technology standards and trends within law enforcement and criminal justice.

The Datamaxx Project Team proposed, to design, implement, and support the NSP solution, consists of many employees who are considered Subject Matter Experts (SME) in the field of law enforcement and public safety technology systems. Based on the requirements of the NSP project, Datamaxx proposes Mr. Jonathan Waters, Chief Technology Officer of Datamaxx, as the Program Manager and Chief Design Architect for this project. Mr. Waters will also work side-by-side with the Project Manager to ensure all system design requirements are accounted for in the project plan and related documents.

Datamaxx proposes the following as the Project leads for the NBLETS replacement project:

- **Program Manager:** Mr. Jonathan Waters
Mr. Waters will leverage his industry proven experience, along with his 25 years NSP experience, to lead this project during project design and deployment. Mr. Waters will be assigned as the NSP Program Manager throughout the duration of this 10-year contract.
- **Project Manager:** Mr. Ryan Rodgers
Mr. Rodgers will leverage his proven experience in managing public safety project, his 12-year successful record with Datamaxx, and his 3 years of direct experience with NSP to manage the day-to-day activities of the NBLETS replacement project.

The Datamaxx Project Team, led by Mr. will follow a very structured process from Systems Design to Project Acceptance. The processes followed have been created, and modified, over the years to accommodate the lessons learned from previous state message system implementations.

Datamaxx offers the technology solution that meets all functional requirements and provides a foundation for growth, as well as the project team with proven capabilities to deploy and support this mission critical environment.

WHY DATAMAXX IS BEST QUALIFIED

Why is Datamaxx the most qualified to provide Nebraska State Patrol the NBLETS replacement system?

- Datamaxx has over 20 years proven success with Nebraska State Patrol.
- Datamaxx is solely focused on development, deployment, and support of public safety technology solutions.
- Datamaxx is proposing a non-proprietary, proven COTS solution for the NBLETS replacement.
- Datamaxx is recognized for providing systems that are developed utilizing open standards, which provide the ability for multi-system integration.
- Datamaxx has tightly integrated Microsoft technologies into the proposed message switch solution, allowing NSP the ability to most easily expand and maintain the new NBLETS environment.
- Datamaxx is the current provider of the NBLETS direct connect user interface client (Omnixx SE) – resulting in no changes or disruption to the client!
- Datamaxx will migrate the backend components of the existing direct connect user interface clients (Omnixx SE) and Web clients (CyberLINXX) to the new Datamaxx/NBLETS environment providing one centralized point of administration.
- Datamaxx presents the least risk for the successful deployment of the new NBLETS solution.
- The Datamaxx proposal provides ALL required functionality as set forth by NSP for the NBLETS Message Switch system, while also providing a platform to leverage for future growth and scalability.
- Datamaxx has included Value Add components in this proposal at no-charge, including the Omnixx Force Mobile and Omnixx Force PDA client licenses.
- Datamaxx provides many other complimentary solutions, included as Options within this proposal.
- Datamaxx Project Team members are message switch system “Subject Matter Experts”.
- Datamaxx is recognized as an Innovator in public safety technology solutions.
- Datamaxx delivers high quality of service during every phase of the project.

Datamaxx feels privileged to be considered a trusted source in the many law enforcement and public safety agencies throughout the country in which we serve. From the company’s inception in 1991, Datamaxx has been a proven leader in public safety technology solutions, and especially as it relates to the unique challenges inherit in law enforcement and public safety message switch systems. Datamaxx comes uniquely qualified to deliver a successful NBLETS replacement system for the Nebraska State Patrol, and hopes to have the opportunity to continue this long and mutually successful partnership.

3. CORPORATE OVERVIEW

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

A. Bidder Identification and Information

In addition to the Corporate Overview information required by Sections V.A.3, which includes references and key personnel resumes, the bidder must complete the Bidder Strength and Stability Form (FORM D). If the proposal involves multiple bidders, be sure to include relevant information for each bidder. Please provide a clear and concise response to each question.

Form D – Bidder Strength and Stability Form

The bidder must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business, whether the name and form of organization has changed since first organized, and Federal Employer Identification Number and/or Social Security Number.

This information should be filled out on Form D - Bidder Strength and Stability Form.

Datamaxx Response:

Datamaxx provides the following corporate information:

Datamaxx Group, Inc. d/b/a Datamaxx Applied Technologies, Inc. is headquartered at 2001 Drayton Drive, Tallahassee, Florida 32311. Datamaxx Applied Technologies, Inc. was chartered in the State of Florida, on August 23, 1991, as a Sub Chapter S, privately held Woman Business Enterprise (FED ID: 59-3081678). Datamaxx is also a registered WBE in the States of Missouri, New York and Massachusetts. Datamaxx is a Federal GSA Schedule 70 Contractor and designated as a Woman Business Enterprise.

Datamaxx provides the completed **Form D – Bidder Strength and Stability Form** in this section of the NBLETS Replacement Project Technical Proposal.

FORM D

BIDDER STRENGTH AND STABILITY FORM

Request for Proposal Number 3473Z1

Information Requested		Bidder Response, Comments, or Explanation
BIDDER INFORMATION		
1.	Full company or corporate name	Datamaxx Group, Inc. d/b/a Datamaxx Applied Technologies, Inc.
2.	Name, address, and telephone number of each principal	<p><u>Datamaxx Group, Inc. d/b/a Datamaxx Applied Technologies, Inc.</u> The following are the Officers and Principals for the Datamaxx Group, Inc. d/b/a Datamaxx Applied Technologies, Inc.</p> <p><u>Directors</u></p> <p>Kay Stephenson, Chairman 3320 Calumet Drive Tallahassee, FL 32311 (850) 558-8080</p> <p>Thomas Quinn, Vice Chairman 1591 Brass Lantern Way Reston, VA 20194 (850) 558-8086</p> <p>Jonathan Waters, Director 1572 China Grove Trail Tallahassee, FL 32301 (850) 558-8085</p>

Information Requested	Bidder Response, Comments, or Explanation
	<p>Christina Lake, Director 3651 Mossy Creek Lane Tallahassee, FL 32311 (850) 558-8102</p> <p><u>Officers</u></p> <p>Kay Stephenson, President & CEO 3320 Calumet Drive Tallahassee, FL 32311 (850) 558-8080</p> <p>Jonathan Waters, Chief Technology Officer 1572 China Grove Trail Tallahassee, FL 32301 (850) 558-8085</p> <p>Christina Lake, Executive VP 3651 Mossy Creek Lane Tallahassee, FL 32311 (850) 558-8102</p> <p>Stephani Miller, Executive VP 3170 Coneflower Drive Tallahassee, FL 32311 (850) 558-8510</p> <p>William Lake, VP 3651 Mossy Creek Lane Tallahassee, FL 32311 (850) 558-8515</p>

Information Requested		Bidder Response, Comments, or Explanation
		<p>Gregory Rohm, VP 3261 Carrollton Drive Tallahassee, FL 32311 (850) 558-8505</p> <p>Michael Stephenson, VP 545 Prather Drive Ft. Myers, FL 33919 (850) 558-8012</p> <p>Christina Poulos, Secretary/Treasurer 6383 Pisgah Church Road Tallahassee, FL 32309 (850) 558-8036</p>
3.	Number of years the bidder has been in the software business	Datamaxx has been designing, developing and supporting communications and applications software for law enforcement, criminal justice, public safety and homeland security government agencies since its founding in 1991 (19 years). Datamaxx has a considerable depth of subject matter expertise in the processing and policy requirements of the law enforcement, public safety and criminal justice marketplace and is committed to the continuing education of its personnel to support the demands of its government clients.
4.	Amount/percentage of sales reinvested into research and development	Datamaxx reinvests an average of 14% of sales into Research and Development.
PERSONNEL		
<i>Total number of FTEs in the company (in each Category):</i>		
5.	Customer user support	12
6.	Customer technical support	7
7.	Research and development	15
8.	Project management	5

Information Requested		Bidder Response, Comments, or Explanation
9.	Project implementation and rollout	11
<i>Total persons yrs of experience for your company's employees in each Category (e.g. 5 support people with 3 yrs each = 15 person yrs):</i>		
10.	Customer user support	44.2
11.	Customer technical support	15.2
12.	Research and development	37.9
13.	Project management	39
14.	Project implementation and rollout	29
15.	Estimated number of resources to be dedicated to this client	10
BIDDER CUSTOMER SUPPORT		
16.	Information about any local branch offices or support centers that might serve an account in Nebraska.	<p>Datamaxx has an office located in California. This office is manned by one employee who supports the company's endeavors in the Western United States. Mr. Ryan Rodgers has been with Datamaxx for nearly 10 years, functioning in various roles across the organization from a Network Administrator for our On Demand Services to a Technical Account Representative and Project Manager. His breadth of expertise is invaluable for our clients that reside in the Western United States and across the Pacific. Of course, Mr. Rodgers has a very large staff of Datamaxx supporting personnel across the country as well and utilizes them when appropriate.</p> <p style="text-align: center;">Datamaxx Office Mr. Ryan Rodgers 4106 Laredo Lane Simi Valley, CA 93063</p> <p>For the past 19 years, Datamaxx has been solely focused on providing technology solutions to the public safety market. As a result, Datamaxx understands the importance of these mission critical systems, and has always provided 24x7x365 support to ensure our customers are always served. The Datamaxx Support Department is "always open" to provide all necessary</p>

Information Requested		Bidder Response, Comments, or Explanation
		<p>support, regardless of location or time zone.</p> <p>Lastly, it is important to mention the Datamaxx/Nlets Strategic Partnership and how it affords Datamaxx the opportunity to provide enhanced support services for our customers. Datamaxx corporate headquarters is located in Tallahassee, Florida in a 31,814 square foot state-of-the-art secure facility. Datamaxx maintains a direct connection to Nlets from the secure Datamaxx Network Operations Center and from that, connection to Nlets Datamaxx has the ability to access all State message switches. As a result, Datamaxx can provide an increased level of customer service by assisting in the maintenance of the Datamaxx systems.</p>
17.	For each local branch listed in #16, identify the number of employees and type(s) of services provided	<p>Datamaxx has an office located in California. This office is manned by one employee who supports the company's endeavors in the Western United States. Mr. Ryan Rodgers has been with Datamaxx for nearly 10 years, functioning in various roles across the organization from a Network Administrator for our On Demand Services to a Technical Account Representative and Project Manager. His breadth of expertise is invaluable for our clients that reside in the Western United States and across the Pacific. Of course, Mr. Rodgers has a very large staff of Datamaxx supporting personnel across the country as well and utilizes them when appropriate.</p> <p style="text-align: center;">Datamaxx Office Mr. Ryan Rodgers 4106 Laredo Lane Simi Valley, CA 93063</p>
18.	Are there user groups in place for your proposed hardware/software?	<p>Datamaxx has recently launched "The Datamaxx Zone", a new online user group meeting that has been extremely well received by our public safety customers. The concept is a secure, on-line "user group" to promote communication and collaboration with the vast number of Datamaxx customers. The Datamaxx Zone offers many benefits to Datamaxx customers, including:</p>

Information Requested	Bidder Response, Comments, or Explanation
	<ul style="list-style-type: none"> • Ability to provide real-time information to Datamaxx customers related to product • Real-time collaboration between Datamaxx Product Management and Datamaxx Customers to gain feedback for new product enhancements • Real-time collaboration between Datamaxx Customer Support and Datamaxx Customers to provide real-time information and tips-and-tricks on best uses of Datamaxx Products • Real-time collaboration between all Datamaxx customers, providing the ability for customers to gain knowledge and input from their counterparts across the country. <p>Below is a sampling of “The Datamaxx Zone”.</p>

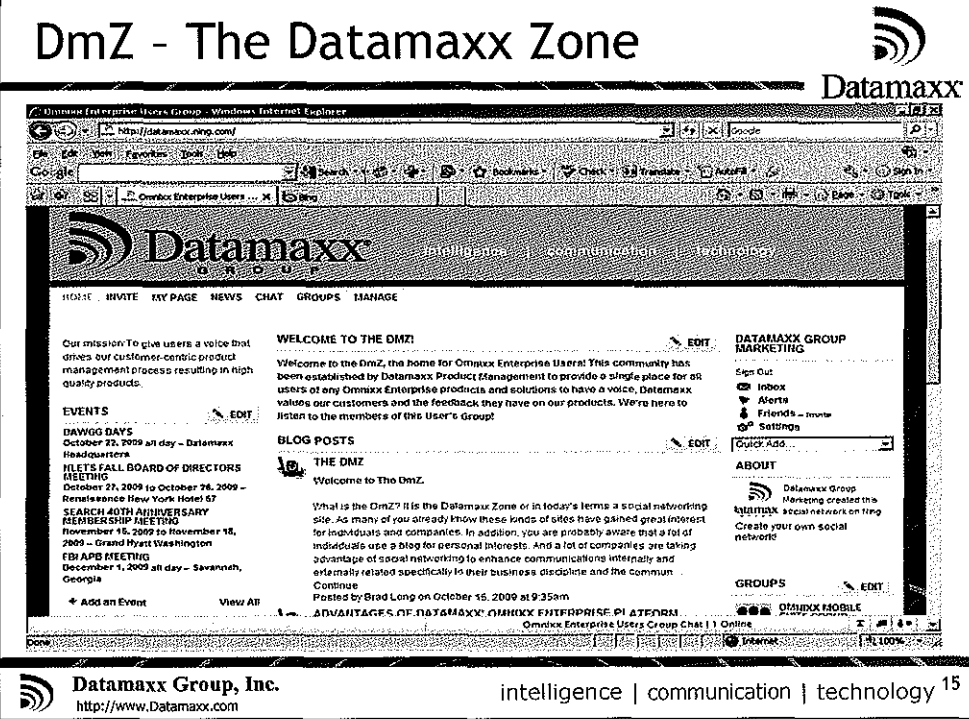
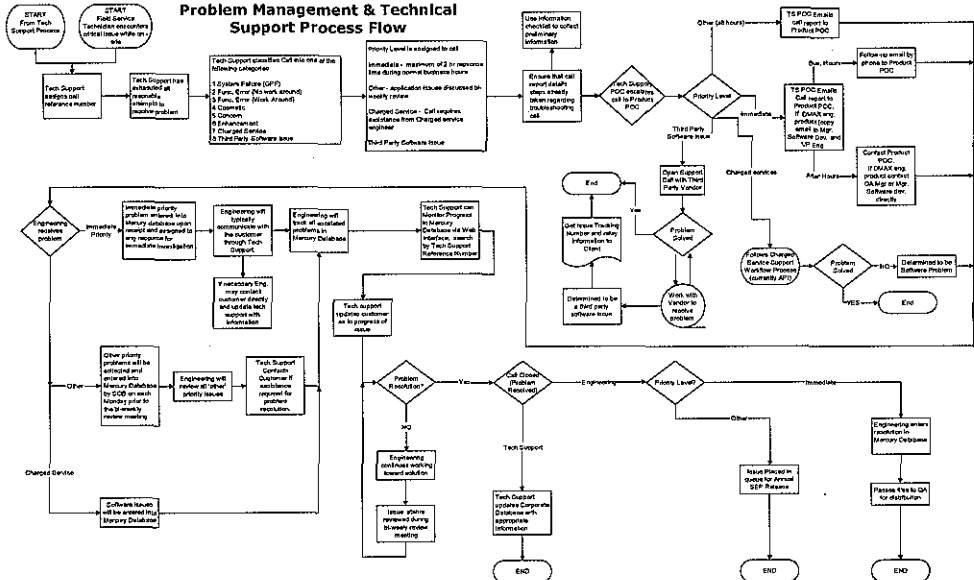
Information Requested	Bidder Response, Comments, or Explanation
	 <p>The screenshot shows the 'DmZ - The Datamaxx Zone' website. The page features a navigation menu with 'HOME', 'INVITE', 'MY PAGE', 'NEWS', 'CHAT', 'GROUPS', and 'MANAGE'. A 'WELCOME TO THE DMZ!' section contains a message from the Datamaxx Group. Below this, there are sections for 'EVENTS' (listing 'DRAWING DAYS' and 'MEETINGS'), 'BLOG POSTS' (with a post titled 'THE DMZ'), and 'DATAMAXX GROUP MARKETING'. The footer includes the Datamaxx Group, Inc. logo and contact information.</p>
<p>19. Does the bidder provide toll-free telephone support?</p>	<p>Yes. Datamaxx provides a single point of contact for support related items 24x7x365. The client may contact Datamaxx Technical support via Phone (toll free phone number) or by E-Mail.</p>

Figure 2: The Datamaxx Zone

Information Requested		Bidder Response, Comments, or Explanation										
20.	What are the hours of support (e.g., 8 a.m. to 5 p.m. CST, 24/7)?	Datamaxx provides three levels of support services: Silver, Gold and Platinum. These levels are designed to provide clients with the perfect fit based on hours of operation, etc. Silver Support subscriptions allow support access from 8am – 5pm EST, Monday through Friday; Gold Support subscriptions allow support access from 6am – 9pm EST, Monday through Friday; Platinum Support subscriptions allow support access 24 hours per day, 7 days per week, and 365 days per year.										
21.	How is after-hours support provided?	As noted above, if a client subscribes to Platinum level support, Datamaxx technical support personnel are available 24x7x365. However, if a client subscribes to either Silver and/or Gold, after hours support is available based on a fee of \$250/hour.										
22.	How are support calls classified and prioritized?	<p>All calls received by the Datamaxx support center will be immediately assigned a category level based on the table listed below.</p> <table border="0"> <thead> <tr> <th><u>CATEGORY</u></th> <th><u>SEVERITY</u></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>A defect causing crashes of the system, the irrevocable loss or corruption of data, or the loss of a mission critical system or software functionality. No documented work-around is practicable.</td> </tr> <tr> <td>2</td> <td>A defect causing crashes of the system, the irrevocable loss or corruption of data, or the loss of a mission critical system or software functionality. A documented work-around is practicable.</td> </tr> <tr> <td>3</td> <td>A defect causing the recoverable loss or corruption of data, or the loss of system or software functionality that is not mission-critical.</td> </tr> <tr> <td>4</td> <td>A defect that does not materially affect the operation of the system, such as minor imperfections to the user interface or items that function properly but do not meet customer requirements.</td> </tr> </tbody> </table>	<u>CATEGORY</u>	<u>SEVERITY</u>	1	A defect causing crashes of the system, the irrevocable loss or corruption of data, or the loss of a mission critical system or software functionality. No documented work-around is practicable.	2	A defect causing crashes of the system, the irrevocable loss or corruption of data, or the loss of a mission critical system or software functionality. A documented work-around is practicable.	3	A defect causing the recoverable loss or corruption of data, or the loss of system or software functionality that is not mission-critical.	4	A defect that does not materially affect the operation of the system, such as minor imperfections to the user interface or items that function properly but do not meet customer requirements.
<u>CATEGORY</u>	<u>SEVERITY</u>											
1	A defect causing crashes of the system, the irrevocable loss or corruption of data, or the loss of a mission critical system or software functionality. No documented work-around is practicable.											
2	A defect causing crashes of the system, the irrevocable loss or corruption of data, or the loss of a mission critical system or software functionality. A documented work-around is practicable.											
3	A defect causing the recoverable loss or corruption of data, or the loss of system or software functionality that is not mission-critical.											
4	A defect that does not materially affect the operation of the system, such as minor imperfections to the user interface or items that function properly but do not meet customer requirements.											

Information Requested	Bidder Response, Comments, or Explanation
	<p data-bbox="1102 327 1940 434">5 There is no defect; however, the customer may request a change to the subject item through the requirements change process.</p> <p data-bbox="985 475 1847 505"><i>The assigned category will determine the escalated response time.</i></p> <p data-bbox="985 551 1940 728">Datamaxx will make an initial response to a Category 1 call within a maximum time-period of one hour after receipt. Datamaxx will use extraordinary efforts to provide a fix, work around, or patch to Category 1 bugs within four (4) hours after the bug has been replicated and confirmed by Datamaxx. Category 1 calls will be handled on a 24x7x365 basis.</p> <p data-bbox="985 773 1962 949">Datamaxx will make an initial response to a Category 2 call within a maximum time-period of one hour after receipt. Datamaxx will provide a fix, work around, or patch to Category 2 bugs within twenty-four (24) hours after the bug has been replicated and confirmed by Datamaxx. Category 2 calls will be handled on a 24x7x365 basis.</p> <p data-bbox="985 994 1974 1171">Datamaxx will make an initial response to a Category 3 call (phone or email) within a maximum time-period of four hours after receipt. Datamaxx will make reasonable efforts to identify a resolution to Category 3 calls within thirty (30) days and to incorporate Category 3 fixes in the next upcoming release of the product.</p> <p data-bbox="985 1215 1974 1318">Datamaxx will make an initial response to a Category 4 call (phone or email) within a maximum time period of four hours after receipt. Category 4 calls will be handled on a case-by-case basis.</p> <p data-bbox="985 1362 1974 1465">Datamaxx will make an initial response to a Category 5 call (phone or email) within a maximum time period of twenty-four hours after receipt. Category 5 calls will be worked with customer on a case-by-case basis.</p>

Information Requested	Bidder Response, Comments, or Explanation
	<p>Should a Category 1 or 2 issue go unresolved and onsite support is necessary to continue to investigate and address the issue a mutually agreed upon timeframe for onsite service will be determined. This determination process will occur between the Customer and the Datamaxx Manager of Technical Services.</p> <p>Please review the "Problem Management & Technical Support Process Flow" diagram (included below) for a documented process of the internal workflow and escalation procedures.</p>  <p>The diagram is a complex flowchart titled "Problem Management & Technical Support Process Flow". It starts with "START From Tech Support Process" and "START Tech Service Technician receives initial issue via phone". The process involves several steps: Tech Support assigns call reference number, Tech Support has established all reasonably identifiable hardware problem, Tech Support creates Call and sets up the following categories (System Failure (DPT), Data Error (Data Error), Error (Data Error), Error (Data Error), Error (Data Error), Error (Data Error), Error (Data Error), Error (Data Error), Error (Data Error), Error (Data Error)), Priority Level is assigned to call, Use information provided to confirm preliminary information, and Tech Support creates Call report (date, time, priority, location, etc.). The flowchart includes decision points for "Problem Solved?", "Problem Determined to be Software Problem?", and "Problem Determined to be Hardware Problem?". It also shows various escalation paths, including "Escalate - maximum of 2 to request the during normal business hours" and "Escalate - maximum of 2 to request the during normal business hours". The process ends with "END" or "Escalate to Vendor to resolve problem".</p>
<p>23. How are support calls escalated in an emergency?</p>	<p>Technical support issues received by Datamaxx will be handled according to the standard procedures and practices in place. The "Problem Management & Technical Support Process Flow" (included above in Support -7) provides</p>

Information Requested	Bidder Response, Comments, or Explanation
	<p>the general flow for escalated items. These procedures ensure that all customers receive the appropriate level of service in a manner, which is consistent with the mission critical nature of their activities In the event the issue is reported as a system down or a severe problem that has caused an emergency situation Datamaxx enters a critical state, raises the severity level, and notifies all applicable departments that a system is down. The problem escalation procedure is defined below.</p> <p>The technician receiving the original call from the reporting agency will create a call reference number and will immediately notify the Manager of Technical Support. The call will then be immediately escalated to the Application Engineer. Additional resources will be assigned within 1 hour after receipt of the call to begin troubleshooting the reported issue.</p> <p>If the Application Engineer reviews the reported issue and determines that a workaround is available to return the system to a functional state, it will be applied. If the workaround successfully returns the system to stable and functional operation, the issue classification will be lowered. Resources will continue to research the original issue in an attempt to determine the initial cause.</p> <p>If the Application Engineer cannot determine an appropriate work around or solution to the reported issue, the call will be escalated to the Datamaxx Field Engineering, Quality Assurance and Engineering teams. Resources from those teams will be immediately assigned to troubleshoot the reported issue. If a determination that a workaround or stopgap solution is available to return the system to a functional state, it will be applied. If the workaround or stopgap successfully returns the system to stable and functional operation, the issue classification will be lowered. Resources will continue to research the original issue in an attempt to determine the initial cause.</p>

Information Requested		Bidder Response, Comments, or Explanation
		In the event that Datamaxx is unable to correct the reported issue remotely and based on the proximity between the reporting agency and Datamaxx, service personnel may be dispatched to the reporting agency to troubleshoot and correct the issue.
24.	What is the average response time to calls?	During the 2010 calendar year, the average response time to calls received to the Datamaxx support center was 5 seconds, as verified from the Datamaxx Call Center Reporting Logs.
25.	What is the average service-call resolution time?	The average service call resolution time is between two and four hours, depending on the complexity of the issue being reported.
26.	Will NSP have direct access to dedicated support personnel to solve a particular issue?	Yes, a key differentiator between Datamaxx and other vendors in this marketplace is the Datamaxx Technical Account Representative (TAR) program. In addition to the 24x7x365 Technical Support services provided, a TAR will be assigned to the MC-IJIS Implementation program upon system acceptance to serve as a dedicated customer point-of-contact. The TAR is the internal customer-advocate to insure support issues are effectively resolved. Should Datamaxx be awarded the opportunity for NSP, a TAR would be named accordingly.
27.	Does the bidder offer online access to general information and troubleshooting tools (e.g., searchable knowledge base, FAQs, training materials, manuals)?	<p>Yes. Datamaxx provides all help files and product documentation online, and available via the Omnixx client application as well as on our virtual users group site, DMXLive.</p> <p>Datamaxx also provides electronic support via a Datamaxx support e-mail address. Datamaxx recently deployed a web-based system that will soon be expanded to provide customers the ability to submit and track issues, a searchable knowledge base, and product update and document downloads. In addition to the future deployment of the web-based support system, Datamaxx provides on-line Take-30 Web Training Sessions.</p> <p>The Take-30 Web Training sessions are free to Datamaxx customer with maintenance and support service plans. These web training sessions help ensure you receive the maximum use of your Datamaxx products. Various</p>

Information Requested		Bidder Response, Comments, or Explanation
		subjects are covered, with topics changing on a monthly basis. Each web session is given by a “live” trainer, and begins with an overview of the application and then addresses the class subject. Most classes run approximately 30-60 minutes. User feedback and suggestions for upcoming class “topics” are welcomed and encouraged.
28.	Will ongoing support for subsequent years be available through a maintenance agreement on a set-cost basis? What is included in this service?	<p>Datamaxx can accommodate ongoing support for subsequent years through a maintenance agreement. The cost basis is determined by applying a percentage to the license cost. Datamaxx is proposing Platinum level support. The service includes:</p> <ul style="list-style-type: none"> • 24x7x365 toll free access to Datamaxx Technical Support • Up to 80 hours onsite maintenance and support services • Assignment of a Datamaxx Technical Account Representative • Periodic software maintenance upgrades and enhancement. Two minor and one major software enhancements/upgrade per year. • “Take 30 Training” – free, on-going monthly web based training provided by Datamaxx Trainers to Datamaxx maintenance/support customers <p>Datamaxx Reports – delivery of reports related to system performance and support/maintenance deliveries</p>
29.	What are the specifics for items to be typically performed for upgrades of the package?	The upgraded software as well as updated forms and rules are provided for upgrades. Remote upgrade assistance is provided via the Technical Support 800 number.
BIDDER IMPLEMENTATION HISTORY		
30.	Number of years of experience for the bidder:	19
31.	In public sector and State/local government:	19
32.	Total number of Web/Internet projects that the bidder has implemented:	58
33.	In public sector and State/local government:	58

Information Requested		Bidder Response, Comments, or Explanation
34.	Total number of Web/Internet projects that the bidder is currently undertaking:	9
PENDING LITIGATIONS		
35.	Number of pending litigations that the company has had in the past 5 years. Please attach a separate document with the details of each situation (client name, date, and description/cause):	Due to its proprietary nature, please reference Attachment B under separate cover.
36.	Number of situations in which the company has been subject to liquidated damages in the past 5 years. Please attach a separate document with the details of each situation (client name, imposed amount, imposed date, collected amount, date collected, and description/cause):	Since the company inception in 1991, Datamaxx has never been subject to liquidated damages.

B. Financial Statements

The bidder must provide financial statements applicable to the firm. If publicly held, the bidder must 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 must 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 must provide a banking reference.

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

Datamaxx Response:

Datamaxx Applied Technologies, Inc., ("Datamaxx") has been in business since 1991, and is a privately-held, woman owned enterprise. Datamaxx is the leading provider of communications technologies and application software solutions to law enforcement, criminal justice, public safety and homeland security agencies. Datamaxx is widely recognized as a domain expert and has established a well-known brand name in the market it serves. Datamaxx customers comprise over 2,500 local, state and federal agencies, constituting over 500,000 end-users of various Datamaxx information technology solutions. Datamaxx is committed to sharing its vast reservoir of experience and utilizing its intellectual property assets to promote the benefits of information sharing and delivery of actionable intelligence to enable its clients to enhance the security of our homeland.

Over its twenty-year history, Datamaxx has delivered over \$221 Million in products and services to its customer base. Business recently awarded to Datamaxx through the competitive procurement process has earned Datamaxx **current contracts in-house in excess of \$20 Million**. In addition to the current in-house contracts, Datamaxx has **recurring revenue** for maintenance, technical support, and for Software as a Service user subscription contracts exceeding **\$4 Million in annual recurring revenues**. Datamaxx projects a CAGR (compounded annual growth rate) of 11.9% for hosted solution subscription customers marketed by the Company as "Datamaxx On Demand Cloud". Current Datamaxx On Demand customers include the New York City Police Department, the States of Florida, Georgia, Iowa, South Carolina, South Dakota, and Tennessee, the Commonwealth of Puerto Rico, the Federal Aviation Administration, the U.S. Office of Personnel Management, and a worldwide enterprise solution for the United States Department of State. Datamaxx SaaS Customers are supported in the Datamaxx state-of-the-art Secure Network Operations Center 24x7x365.

Datamaxx employs 54 engineering, training, technical support and administrative professionals. Datamaxx moved to its new corporate headquarters, a 31,584 square foot state-of-the-art facility in 2001. Datamaxx designed its new facility to specifically support the Datamaxx Secure

Network Operations Center to host infrastructure and information technology solutions for its mission critical customer base. The facility is located on a 3.84-acre campus in Tallahassee, Florida, and owned by Datamaxx Capital Holdings, LLC, the real estate affiliate of Datamaxx.

Datamaxx and its leadership have received many accolades and awards because of its steadfast commitment to excellence and singular focus to the market we are privileged to serve.

Most recently, Datamaxx earned or has been recognized in the following manner:

Top Women Led Businesses in Florida	2008, 2009 and 2010
IACP Excellence in Technology Innovation for OSBI Project	2008
Women of Distinction in Technology Award	2007
Florida State University Entrepreneurial Excellence Award	2007
City of New York Technology of the Year Award	2005 and 2006

The Nebraska RFP requires that *privately held* companies provide pertinent information to enable proposal evaluators to reasonably formulate a determination about the stability and financial strength of the organization. In response to this requirement, Datamaxx attaches hereto the following data:

Internal Datamaxx Income Statement – 2009 and 2010	See Attachment C
Letter of Reference from Datamaxx Financial Institution	See Attachment D

Due to its proprietary nature, the Internal Datamaxx Income Statement (**Attachment C**) is provided under separate cover.

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 must describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded vendor(s) will require notification to the State.

Datamaxx Response:

In the event Datamaxx changes ownership or control of the company after contract award, Datamaxx will notify the State of Nebraska as to the changes in ownership or control. At this time, Datamaxx has *no* plans to change ownership or control in the foreseeable future.

D. Office Location

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

Datamaxx Response:

Datamaxx Group, Inc. d/b/a
Datamaxx Applied Technologies, Inc.

2001 Drayton Drive
Tallahassee, FL 32311

E. Relationships with the State

The bidder shall describe any dealings with the State over the previous five (5) years. If the organization, its predecessor, or any party named in the bidder's proposal response has contracted with the State, the bidder shall identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

Datamaxx Response:

Datamaxx has demonstrated abilities to successfully deliver technology solutions within Nebraska State Patrol since 1986, starting with the delivery of the first intelligent terminals on the Benchmark message switch. Datamaxx is privileged to be the current provider of the "teletype application software", also referred to as the web based Omnixx SE application, and the zero footprint CyberLINXX application. Datamaxx Contract: NO. CA: 3898 REN(3)

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.

Datamaxx Response:

No employee of Datamaxx is or has been an employee of the State of Nebraska within the past twelve (12) months.

Datamaxx, nor any employee of Datamaxx, has been an employee of any agency of the State of Nebraska or has been employed by Datamaxx as a subcontractor to Datamaxx.

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 experience 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 ten (10) 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.

Datamaxx Response:

Datamaxx has not had any contracts terminated as described in the above section. Datamaxx prides itself on this 20-year track record of success in delivering and supporting mission critical applications for the law enforcement and public safety market.

H. Summary of Bidder's Corporate Experience

The bidder shall provide a summary matrix listing the bidder's previous projects similar to this Request for Proposal 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. Two of which, the bidder must have successfully completed implementations for State-level Law Enforcement message switches of comparable size and complexity to NSP's needs.

NSP is concerned about the overall company strength and viability to support NSP with this solution. NSP views this procurement as a long-term technology investment and seeks to ensure that bidders can accomplish the NBLETS Replacement Project.

Bidders must submit references, along with contact information, for the qualifying experience of message switch solution implementations by using the Bidder References Form (FORM C).

Please be advised that the NSP Evaluation Committee will call the bidder references to confirm information. Bidders must have satisfactorily completed the qualifying project, as verified by the references, in order to receive evaluation point for this requirement.

The bidder must address the following:

- i. Bidder must provide narrative descriptions to highlight the similarities between their experience and this Request for Proposal. These descriptions must include:
 - a) the time period of the project;
 - b) the scheduled and actual completion dates;
 - c) the contractor's responsibilities;
 - d) for reference purposes (FORM C), a customer name (including the name of a contact person, a current telephone number, a facsimile number and e-mail address);
 - e) each project description shall identify whether the work was performed as the prime contractor or as a subcontractor. If a bidder performed as the prime contractor, the

- description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget;
- f) each project description shall identify the bidder's ability to interface with related systems. The referenced message switch solutions implemented must have included multiple integration points to other bidder-provided or custom State, local/county, and federal-level public safety systems, including the International Justice & Public Safety Information Sharing Network, NCIC, and local agency interfaces.
- ii. Contractor and subcontractor(s) experience must be listed separately. Narrative descriptions submitted for subcontractors must be specifically identified as subcontractor projects; and
- iii. if the work was performed as a subcontractor, the narrative description shall identify the same information as requested for the contractors above. In addition, subcontractors shall identify what share of contract costs, project responsibilities, and time period were performed as a subcontractor.

Datamaxx Response:

Datamaxx has the corporate experience to ensure successful deployment and support of the new NBLETS environment. Included in this proposal are switch references that are similar in size, scope, and complexity as that being requested by the NSP. All references submitted for NSP review include the Omnixx Enterprise Platform as the message switching system, ensuring a solution that is proven as a high volume, reliable system for the mission critical environment. Datamaxx has submitted all required contact information in the Bidder References Form, FORM C.

NSP is interested in aligning with a company that has the strength and stability to support this long-term investment. Over its twenty-year history, Datamaxx has delivered over \$221 Million in products and services to its customer base. Business recently awarded to Datamaxx through the competitive procurement process has earned Datamaxx **current contracts in-house in excess of \$20 Million**. In addition to the current in-house contracts, Datamaxx has **recurring revenue** for maintenance, technical support, and for Software as a Service user subscription contracts exceeding **\$4 Million in annual recurring revenues**. Datamaxx projects a CAGR (compounded annual growth rate) of 11.9% for hosted solution subscription customers marketed by the Company as "Datamaxx On Demand Cloud". Current Datamaxx On Demand customers include the New York City Police Department, the States of Florida, Georgia, Iowa, South Carolina, South Dakota, and Tennessee, the Commonwealth of Puerto Rico, the Federal Aviation Administration, the U.S. Office of Personnel Management, and a worldwide enterprise solution for the United States Department of State. Datamaxx SaaS Customers are supported in the Datamaxx state-of-the-art Secure Network Operations Center 24x7x365.

Datamaxx employs 54 engineering, training, technical support and administrative professionals. Datamaxx moved to its new corporate headquarters, a 31,584 square foot state-of-the-art facility in 2001. Datamaxx designed its new facility to specifically support the Datamaxx Secure Network Operations Center to host and support infrastructure and information technology solutions for its mission critical customer base. The facility is located

on a 3.84-acre campus in Tallahassee, Florida, and owned by Datamaxx Capital Holdings, LLC, the real estate affiliate of Datamaxx.

Datamaxx has the proven experience in the market, and specifically with NSP, to successfully deliver and provide long-term support of the new NBLETS environment.

Form C – Bidder References Form

Datamaxx Response:

Datamaxx Applied Technologies, Inc., (“Datamaxx”) has been in business since 1991, and is a privately-held, woman owned enterprise. Datamaxx is the leading provider of communications technologies and application software solutions to law enforcement, criminal justice, public safety and homeland security agencies. Datamaxx is widely recognized as a domain expert and has established a well-known brand name in the market it serves. Datamaxx customers comprise over 2,500 local, state and federal agencies, constituting over 500,000 end-users of various Datamaxx information technology solutions. Datamaxx is committed to sharing its vast reservoir of experience and utilizing its intellectual property assets to promote the benefits of information sharing and delivery of actionable intelligence to enable its clients to enhance the security of our homeland.

Datamaxx has provided references extremely relevant to the NSP message switch replacement project. Datamaxx references include customers of the Datamaxx Message Switching System (Omnixx Enterprise Platform), as well as the Datamaxx end-user CJIS interface (Omnixx Force Desktop, Omnixx Force Web, and Omnixx Force Mobile) for accessing state, local and federal criminal justice data sources. Datamaxx references represent the company’s ability to support the entire project lifecycle of message switching systems – including the management, design, conversion, deployment, and post-implementation support

IMPORTANT NOTE:

Datamaxx has provided the Commonwealth of Guam as a reference, but understands that being separated by multiple time zones might make contact difficult. Therefore, Datamaxx has provided four references to ensure NSP has adequate information to evaluate past performance.

It is also important to mention another State Message Switching recently awarded to Datamaxx, but not yet in the project deployment stage, and therefore not appropriate to use as one of the official project references. This CTA level message switch project was awarded through a competitive procurement process, with Datamaxx being selected for providing the best overall technical solution at the best overall price. This system includes:

Federal Bureau of Investigation - awarded but not yet initiated

System Description: CTA Message Switch System
CJIS Access Workstation Software
Training/Testing/Certification Software

The FBI award justification document from states that Datamaxx "is the only vendor to successfully demonstrate their product's ability to satisfy all of the system requirements and could be implemented with minimal risk"

Datamaxx provides the completed **Form C – Bidder References Form** in this section of the Nebraska Message Switch Services Technical Proposal.

FORM C

BIDDER REFERENCES FORM

Request for Proposal Number 3473Z1

References					
1.	Name of Client Agency	U.S. Department of State			
	Application Name	CTA Level State Message Switch /Omnixx Enterprise Platform Hosted Enterprise Platform/ Message Switch, Desktop and Web Clients	Year Contracted	2006	
	Client Address	1801 North Lynn Street			
	Client City	Washington	State	DC	Zip 20522
	Client Contact	Tim Longanacre	Title	Unit Chief, Diplomatic Security Service	
	Contact Telephone and Fax	Telephone: (571) 345-2908	Fax: None		
	Contact E-Mail	LonganacreTA@state.gov			
	Number of Years Contracted	5 years			
	Application Modules/ Functions Operational	<p>CTA Level State Message Switch, Omnixx Force Enterprise Suite, Omnixx Force Desktop, Omnixx Force Web</p> <p>Datamaxx is the Prime Contractor for this project. After a successful 30 day "Proof of Concept", Datamaxx began the deployment of a worldwide solution in support of the U.S. Department of State, Diplomatic Security Division. The entire system is offered in a Software as a Service (SaaS) model, meaning that Datamaxx provides and supports this system within the Datamaxx Network Operations Center (NOC). In this case, Datamaxx acts as the "agent of record" for the Agency.</p> <p>The solution consists of the Enterprise Platform, including Omnixx Switch which facilitates a direct connection to the National Law Enforcement Telecommunications System (Nlets); Omnixx Force Desktop that provides full access, meaning the ability to not only query, but also to add, modify, and delete records in Law Enforcement databases (only records owned by the State Department) and; Omnixx Force Web Lite allowing query only access from a true browser based application.</p>			
	Application Modules/ Functions Planned for	The U.S. Department of State has also purchased a subscription to Omnixx Trainer. The plans to deploy this module			

References			
	Implementation	are in the planning stages. Omnixx Trainer will allow the agency to train users all over the world using a browser based content management learning system. The system deployed in this manner allows for varying time zones to be accounted for easily, by choosing to pre-record sessions, tests etc. Finally, Datamaxx has recently entered into a contract with US DOS to begin a needs assessment to add the TECS interface as a means of data access. It is expected that this needs assessment will result in a procurement of services from Datamaxx to implement such.	
	Total Contract Value	\$482,600.00 (recurring annual subscription)	
	Number of Users	2,000+ users	
2.	Name of Client Agency	City of New York Police Department, Office of Technology and Systems Development	
	Application Name	Omnixx Enterprise Platform/Message Switch	Year Contracted 1999
	Client Address	1 Police Plaza, Room 900	
	Client City	New York	State NY Zip 10038
	Client Contact	Wayne Scibelli	Title Detective
	Contact Telephone and Fax	Telephone: (646) 610-5545	Fax: (646) 610-5848
	Contact E-Mail	wscibell@nypd.org	
	Number of Years Contracted	12+ years	
	Application Modules/ Functions Operational	<p>Omnixx Enterprise Platform (Omnixx Message Switch, Omnixx Console, Omnixx Server); Omnixx Force Mobile, Omnixx PDA</p> <p>For more than a decade, Datamaxx has been providing the NYPD with high quality products and services. In 1999, Datamaxx was awarded a contract to provide 50 wireless handheld devices equipped with a software application with a key objective or providing wireless secure access NYPD CJIS data sources. The project was an instant success and received attention from NYPD executives and the local media as a valuable utility to the officer out in the field. Shortly thereafter, Datamaxx was awarded a task contract to replace the central message switching system to support the NYPD mobile fleet of thousands of police vehicles. The Datamaxx team delivered the replacement system on an accelerated schedule without interruption to the NYPD's mission critical environment. The key objectives of this project were to replace outdated technology with new technology that would provide for high availability, failover and disaster recovery, and deliver reliable message switching technology that could support the volume of CJIS transactions the NYPD needed. Both systems were in place and supported the NYPD without fail through the September 11, 2001 terrorist attacks.</p> <p>Datamaxx operated as a subcontractor on two tasks for the NYPD, one of which was under Hewlett Packard's Computer Aided Dispatch contract in which Datamaxx was hired to provide a secure wireless mobile data computing software application, Omnixx Force Mobile, for the entire NYPD mobile fleet. Through this contract, Datamaxx was also tasked to extend an Enterprise license of Omnixx Force PDA to the secure wireless handheld users. The second project in which</p>	

References						
	<p>Datamaxx acted as a subcontractor was to Northrop Grumman who held a New York City-wide contract called NYCWIN.</p> <p>Datamaxx was sought to provide Datamaxx IntelliWare software which provides Mobile Encrypted VPN, Seamless Intelligent Roaming, and Data Compression, to support the NYPD's wireless and radio networks.</p> <p>Finally, Datamaxx was awarded two sole source contracts with the NYPD for Technology Refresh which included refreshing the OpenFox message switches with updated technology provided by the Omnixx Enterprise Platform, as well as upgrading the mobile and handheld software, providing Secure Over-the-Air user, application, and device management software, Omnixx AirSync, and integration to NYPD LDAP servers.</p>					
	Application Modules/ Functions Planned for Implementation	Datamaxx was also contracted to provide an Automated Field Reporting application that provides the NYPD mobile fleet with wireless real-time data collection capability. This will also include data integration with State and City repositories and extend to handle all of NYPD's forms over time.				
	Total Contract Value	Multi Contract Value - \$13,056,251.00				
	Number of Users	40,000				
3.	Name of Client Agency	U.S. Territory of Guam, Guam Judicial Law Center				
	Application Name	CTA Statewide Message Switch System	Year Contracted	2008		
	Client Address	Superior Court of Guam, 120 West O'Brien Drive				
	Client City	Agana	State	Guam	Zip	96910
	Client Contact	Peter Leon Guererro	Title			
	Contact Telephone and Fax	Telephone: (671) 475-3126	Fax: none			
	Contact E-Mail	pflg@mail.justice.gov.gu				
	Number of Years Contracted	3 years				
	Application Modules/ Functions Operational	Omnixx Enterprise Platform (Omnixx Message Switch, Omnixx Console, Omnixx Server); Omnixx Desktop, Omnixx Force Mobile, Omnixx PDA, Omnixx Searchlight (Virtual Criminal History) and use of BizTalk in support of Interfaces. Datamaxx is the Prime Contractor for this project.				
	Application Modules/ Functions Planned for Implementation	Nlets Interface Hot File System Training/Testing/Certification Software Validation System				
	Total Contract Value	\$3,625,996.53				
	Number of Users	Upon final deployment: 1,000+				
4.	Name of Client Agency	Washington State Patrol				
	Application Name	CTA Statewide Message Switch System	Year Contracted	2010		
	Client Address	Washington State Patrol General Administration Building PO Box 42600				
	Client City	Olympia	State	WA	Zip	98504-2600
	Client Contact	Heather Anderson	Title	Section Manager and Nlets Representative		
	Contact Telephone and Fax	Telephone: (360) 534-2103	Fax: none			

References	
Contact E-Mail	Heather.anderson@wsp.wa.gov
Number of Years Contracted	1 year
Application Modules/ Functions Operational	<p>Datamaxx, serving as Prime Contractor, and WSP are actively involved in the design and development of the new statewide message switch and workstation solution. Datamaxx has delivered and deployed the Photo Sharing Interface, which was designed to work with the existing legacy message switch AND the upcoming deployment of the new Datamaxx message switch. ARJIS (www.arjis.com) and Nlets funded this Photo Sharing interface, and upon completion the following statement was made by the customer:</p> <p>"I am impressed with Datamaxx's professionalism and dedication to getting this implementation completed on time. You all should be proud and have done a fantastic job." Jennifer Schroeder ARJIS Project Manager</p>
Application Modules/ Functions Planned for Implementation	<p>Omnixx Enterprise Platform (Omnixx Message Switch, Omnixx Console, Omnixx Server); Omnixx Desktop, Omnixx Force Mobile, Omnixx PDA, BizTalk in support of Interfaces. Nlets Interface Training/Testing/Certification Software Validation System</p>
Total Contract Value	\$1,930,839.00
Number of Users	30,000+

B. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

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

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

The bidder shall 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 Request for Proposal in addition to assessing the experience of specific individuals.

Resumes must not be longer than three (3) pages. Resumes shall 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.

- i. The proposed project staff shall include the account manager, project manager, training personnel, and all other key staff to be assigned to the NBLETS Replacement Project. Bidders must provide an outline of all proposed individuals, including their major areas of responsibility during the project and the percentage of time that each will be dedicated to the project.
- ii. Specific guidelines for the bidder's project manager include the following:
 - a) Must be able to demonstrate a history of successful projects of a similar size, nature and complexity.
 - b) Must have a bachelor's degree.
 - d) Must be able to demonstrate a minimum of 5 years' project management experience.

Though not required, Project Management Professional (PMP) certification from the Project Management Institute (PMI) would be a value-added qualification.

Resumes of all key proposed personnel are required and must include the following, at a minimum:

- i. Experience with the bidder.
- ii. Experience with projects related to public safety, especially message switch solutions.
- iii. Experience with projects similar in size, scope, and complexity to this project.
- iv. System design and development experience.
- v. System implementation and support experience.
- vi. System integration experience.

Bidders shall indicate any industry-acknowledged certifications (e.g. Capability Maturity Model Integration [CMMI], PMP, International Organization for Standardization [ISO]) that their organization or key proposed personnel have attained or are actively pursuing.

The description of experience must include specific responsibilities of bidder personnel and the number of years of their experience.

Each project referenced in a resume shall include the customer name, customer reference (including current telephone number), and time period of the project, as well as a very brief project description.

It is of note that NSP reserves the right to approve or reject any changes to the bidder’s project manager or other key personnel after the contract award. NSP also reserves the right to require key personnel changes, with reasonable notice to the bidder, following contract award if NSP determines that such changes are in the best interest of the project.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. Datamaxx provides résumés for personnel assigned to the NBLETS Replacement Project in this section of the proposal. Further, the following diagram denotes the organizational structure that will be applied to this opportunity.

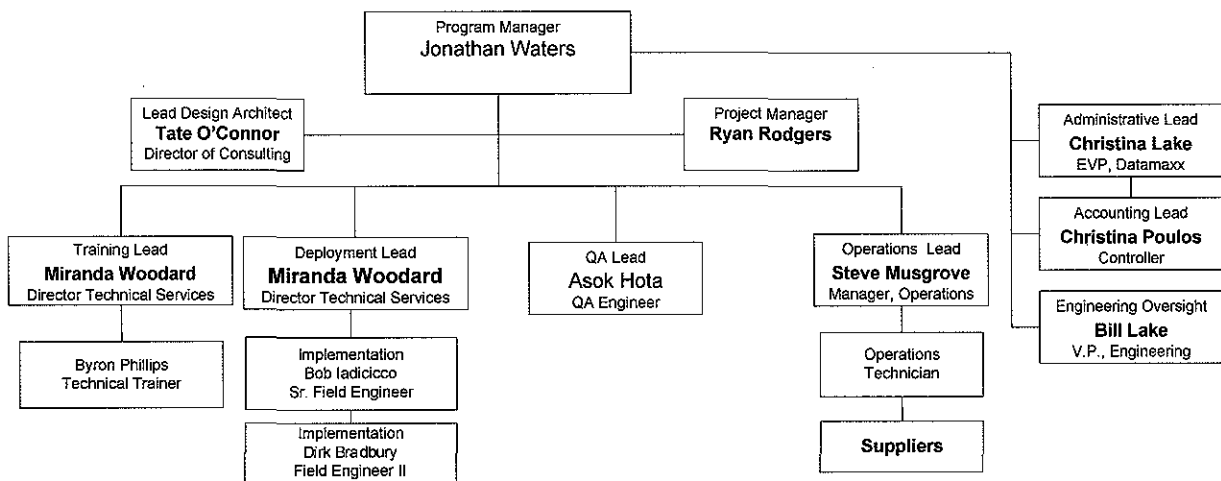


Figure 4: Datamaxx Organizational Chart for this Project

Resume – Executive Vice President and Chief Technology Officer, Subject Matter Expert**Jonathan Waters**

Datamaxx Group, Inc. d/b/a	Phone: 850-558-8046
Datamaxx Applied Technologies, Inc.	Fax: 850-558-8246
2001 Drayton Drive	E-mail: jonathan.waters@datamaxx.com
Tallahassee, FL 32311-7854	www.Datamaxx.com

Summary of Qualifications

Responsible for the development of wireless and web-based law enforcement interfaces used in agencies nationwide. Key role in the research and development of wireless communications and message switching technology in the law enforcement environment. Possesses a broad background in many aspects of processing for this environment including extensive experience with large-scale IBM mainframes.

Expertise in project management, product planning and development, design and implementation, as well as performing general corporate duties, and customer support for agencies. He is involved in writing product specifications and marketing information; and designs, writes, implements, and teaches customer courses.

Mr. Waters has been directly involved with law enforcement and Criminal justice systems since 1986. He has personally designed and implemented interfaces for all major networks in the country, including NCIC (FBI), CLETS (California), NYSPIN (New York), Nebraska State Patrol, amongst many others.

He will be deeply involved in the implementation of the Datamaxx Omnixx product, should Datamaxx be the successful responder.

Before joining Datamaxx Applied Technologies, Inc., employed by a technology-based company as the Senior Marketing Technical Representative, and employed as a Systems Programmer by a software company in support of various governmental and commercial users. Holds a BS in Physics from McMaster University, and is certified in Advanced TOTAL Database Design and Advanced MVT Systems Programming.

Specific experience in the software industry including wireless communications and browser-based technology. Developed the following technology for Datamaxx:

- | | |
|--------------------------------------|---|
| ➤ Message Switching | ➤ Message Switch Specification Consulting |
| ➤ Wireless Communications Interfaces | ➤ Windows-based Comm Protocols |
| ➤ Web-based Interfaces | ➤ PC-based Workstation Software |
| ➤ Hot File Systems | ➤ Law Enforcement Terminals |

Accomplishments include:

- Implemented the Nlets Photo Sharing Interface for the Washington State Patrol
- Designed and implemented the Florida Highway Patrol Message Switch. Designed and implemented the client-side communications protocols for the FHP switch. Implemented the FCIC protocols for the FHP switch, and all Datamaxx communications products that access FCIC
- 25 + years of direct involvement with systems on State Law Enforcement networks, including Kansas, Florida, Georgia, Tennessee, South Carolina, North Carolina, Nebraska, Kentucky, Ohio, California, Oregon, Idaho, Utah, Washington, Iowa, Arkansas, Texas, New Mexico, Arizona, North Dakota, South Dakota, Michigan, Alabama, Maine, Pennsylvania, New Jersey, Illinois, Indiana, Minnesota, Mississippi, amongst others
- Developed software components for a browser-based product that is used in agencies nationwide
- Developed wireless law enforcement communications interfaces
- Developed all software components for wireless communications in the law enforcement environment using diverse protocols such as: RD-LAP, CDPD, Norcomm Satellite, Data Radio DMP
- Developed PC-based workstation software product

Mr. Water's resume continued

- Developed all software components for a standard workstation product used in agencies nationwide
- Developed communications protocols, both stand-alone and LAN/WAN for the workstation
- Developed TCP/IP communications protocols for law enforcement networks used in agencies nationwide
- Designs, writes, implements and teaches customer courses
- Provides message switch specification consulting
- Designed and wrote specifications for an NCIC-2000 compliant message switch for vendors to bid on, and evaluated responses
- Provides Hot File system consulting
- Designed and wrote specifications for a state Hot File conversion from a mainframe to an Open System platform, and evaluated all responses
- Developed an intelligent terminal for law enforcement communities nationwide
- Developed communications protocols for terminals
- Handled overall system architecture, development, and implementation for state and local level message switching and end-user interface systems
- Assisted customers in implementing extensive teleprocessing and database systems
- Developed operating systems for loose-coupled mainframes using teleprocessing and database systems
- Designed and developed operating systems interface for applications

Professional Experience

1991 - Present Datamaxx Applied Technologies, Inc.
Executive Vice President and Chief Technology Officer

1988-1991 Datamaxx Division of Zentec (defunct)
Vice President of Research and Development

1980-1988 Datamaxx USA Corporation (defunct)
Vice President of Research and Development

1972-1973 Government of Canada
Systems Programmer

Project History**Project: Development of Web based Law Enforcement Interfaces**

Responsibilities: Development of all software components for a browser-based product that is used in agencies nationwide.

Customers: Iowa Department of Public Safety, Iowa Department of Transportation, Iowa Department of Corrections, Kentucky State Police, Nebraska State Patrol, Tennessee Bureau of Investigation, Florida Department of Law Enforcement, U S Department of Justice (various bureaus), and other law enforcement agencies nationwide.

Project: Development of PC-based Workstation Software Product

Responsibilities: Development of all software components for a standard workstation product that is used in agencies nationwide. Developer of communications protocols, both stand-alone and LAN/WAN for the workstation

Customers: Iowa Department of Public Safety – and many local Iowa agencies (detail list available upon request), Kentucky State Police, Nebraska State Patrol, Tennessee Bureau of Investigation, California Department of Justice, U S Department of Justice (various bureaus), and 30+ state law enforcement agencies nationwide.

Project: Development of Windows-based Communications Protocols

Responsibilities: Developer of TCP/IP communications protocols for law enforcement networks used in agencies nationwide

Customers: Various Iowa State and Local agencies as a result of Kaleidoscope, Louisiana State Police, Oregon State Police, Iowa department of Public Safety, Florida Department of Law Enforcement, and other state law enforcement agencies nationwide.

Mr. Water's resume continued**Project: Message Switch Specification Consulting**

Responsibilities: Designed and wrote specifications for an NCIC-2000 compliant message switch for vendors to bid on, and evaluated responses.

Customers: Nebraska State Patrol

Project: Hot File System Consulting

Responsibilities: Designed and wrote specifications for a state Hot File conversion from a mainframe to an Open System platform, and evaluated all responses.

Customers: State of Oregon

Project: Development of Law Enforcement Terminals

Responsibilities: Developed an intelligent terminal for law enforcement communities nationwide. Developed communications protocols for terminals.

Customers: Iowa Department of Public Safety, Michigan State Police, Massachusetts State Police, Law Enforcement Agencies Nationwide, Nebraska State Patrol, California Department of Justice, and law enforcement agencies nationwide.

Project: Project Management and Oversight

Project Description: Handled overall system architecture, development, and implementation for state and local level message switching and end user interface systems.

Customers: Michigan State Police, Rhode Island State Police, New York City Police Department, Nebraska State Patrol, Oklahoma Department of Public Safety, Kentucky State Police, National Crime Information Center (Clarksburg) plus many other law enforcement agencies nationwide.

Education

1969 McMaster University
Bachelor of Science in Physics

References

John (Jack) Parkin
Maine State Police
36 Hospital Street
Augusta, ME 04333-0042
207-624-7084
jack.parkin@state.me.us

Jillian Watts
Maryland State Police
1201 Reisterstown Rd.
Pikesville, MD 21208
410-653-8247
jswatts@mdsp.org

Gwen Ferguson
3891 Highway 468 West
Pearl, MS 39208
gferguson@mdps.state.ms.us

Resume – Vice President of Engineering**William Lake**

Datamaxx Group, Inc. d/b/a
 Datamaxx Applied Technologies, Inc.
 2001 Drayton Drive
 Tallahassee, FL 32311-7854

Phone: 850-558-8515
 Fax: 850-558-8615
 E-mail: bill.lake@datamaxx.com
 www.Datamaxx.com

Summary of Qualifications

Responsible for managing all aspects of the Engineering department including developing an overall technical architecture that meets the company's long-term product objectives, developing and expanding product integration capabilities, enforcing sound quality assurance testing practices and methodologies, managing the engineering and SQA staff, coordination with other departments, project management, and liaison with customers and other companies.

Mr. Lake has been directly overseeing Omnixx Enterprise Platform over the last 6 years and has been overseeing Omnixx Searchlight, Visual Analytics (Link Analysis), Datamaxx's Portal Platform, ETL, and Omnixx Mapping products since their inception. He was directly responsible for the initial design and ultimate release of each of the products. He will be directly involved in the implementation of the proposed solution, should Datamaxx be the successful responder.

Technical skills include:

- Microsoft Windows NT Administration
- Microsoft Windows NT Architecture
- Microsoft Windows NT Security
- Microsoft Visual Basic
- Microsoft ActiveX Technologies
- Microsoft SQL Server 7/2000 Administration
- Microsoft SQL Server 7/2000 Architecture
- Data Warehousing on MS SQL Server
- Microsoft Transaction Server
- Microsoft Internet Information Server
- Sybase SQL
- Oracle Administration
- Oracle SQL Programming
- Hummingbird Products
- Web Authoring and Publishing
- Enterprise Operating Systems
- JAVA Fundamentals
- Internet Security
- GJXDM/NIEM
- JIEM Modeling

Professional Experience**Datamaxx Applied Technologies, Inc.****Vice President of Engineering****2005 - Present**

Oversee day-to-day operations of all matters relating to the engineering services performed by, or involved with Datamaxx.

Datamaxx Enterprise Intelligence, Inc.**Vice President of Technical Services****1997 - 2005**

Oversee day-to-day operations of all matters relating to the technical services performed by, or involved with Datamaxx Enterprise Intelligence. Provide project management, implementation, development, and customization services for all software applications. Maintain current technical requirements and certifications relating to SOA, Portal technologies, Mobility applications, Knowledge Management, imaging applications, document management, workflow, web development, operating systems, and custom SQL applications.

Mr. Lake's resume continued

Project History

Project: Development and Integration

Judiciary of Guam

Omnixx Enterprise Platform include State Level Message Switch, Virtual Computerized Criminal History System, Hot Files, Omnixx Searchlight (Federated Searching)

Project Dates - July 2009 to Present

Oversee the design, development and delivery of the Omnixx Enterprise Platform which included CTA State Level Message Switch, Virtual Computerized Criminal History System powered by Omnixx Searchlight (a Federated Searching Engine), Hot Files, CJIS Access workstations, and a Training/Testing/Certification system. The core components of the project included a next generation message switch and a federated searching engine which powers the Virtual Criminal History System – the first of its kind throughout the nation. The data sources feeding the VCCH consist of the same key law enforcement and correctional agencies which comprise legacy CCH systems found throughout the country today. These sources include the Police RMS, Attorney General's Case Management System, Judiciary of Guam Case Management system, Dept. of Corrections Probation/Parole/Jail Management systems, and AFIS fingerprint system. These are the core contributors to any CCH system but rather than duplicate data entry into a new standalone system – the Virtual Criminal History System queries and builds the Rap Sheet real-time from the underlying data contributors. Also, a core component to the solution is the CTA State Level Message Switch – this platform was designed to function in a mission critical law enforcement environment and is seamlessly integrated with the entire solution. The Guam Message Switch supports all transactions for the territory.

Project: Oversight - Development and Integration

New York City Police Department

Omnixx Enterprise Platform include Message Switch, City-Wide Mobile Software including Automated Field Reporting, Workflow and CJIS PDA Software

Project Dates - July 2005 to Present

Oversee the design, development and final delivery of redundant message switches to replace the existing legacy message switch. As part of the solution there are message switch interfaces that access data from over eight internal NYPD databases. The solution also consists of a technology refresh of the Datamaxx Mobile Client software – both the in-car solution as well as PDAs. The Datamaxx Mobile Client software is deployed in over two thousand five hundred (2,500) vehicles, and the Omnixx PDA solution is currently deployed on over four hundred devices. Not only is the Omnixx Message Switch acting as the core switch for the entire City but will be handling automated forms which contain citation data, stop and frisk data, and other data collected by officers in the field.

Project: Oversight - Development and Integration

Department of State

CTA Level State Message Switch, Omnixx Client – both Web and Desktop

Project Dates – 2006 to Present

Oversee the design, development of worldwide solution in support of the DoS, Diplomatic Security Division. The entire system consists of existing networks (internet), dedicated network connections into the Datamaxx Secure Network Operations Center (NOC), Clientless VPN software, Datamaxx' Omnixx Software (Enterprise Platform – CTA State Level Message Switch, Omnixx Force Desktop, and Omnixx Force Web Lite), racks, servers, internal cabling, network monitoring tools, power, and HVAC. Once designed, the system was offered in a Software as a Service model, meaning that Datamaxx provides and supports the entire system from within the Datamaxx Secure (NOC). As the 'agent of record' for the Agency, under FBI rules, Datamaxx ensures to the FBI that the system is secure and operational on behalf of the DoS. Security protocols made installing new software on Embassy computers a costly and time consuming effort. Datamaxx delivered this web browser based solution with all of the appropriate security measures as dictated by the FBI. Embassy personnel were provided the ability to connect to any state through Nlets and the FBI National Crime Information System (NCIC) in order to perform background checks on individuals interfacing with embassies around the world.

*Mr. Lake's resume continued***Education**

1991 Florida State University
Bachelor of Science in Political Science

1991 Florida State University - London
International Studies

Certifications

GJXDM Developer Training (2005)
JIEM Certified (2004) - Justice Information Exchange Model
Sybase SQL Performance and Tuning (1994)
Sybase SQL Administration (1993)
JIEM Certified
Migrating to Sybase System - SQL Server (1995)
Implementing and Supporting NT Server (1995)
Implementing and Support NT Workstation (1995)
System Administration of NT SQL (1995)
NT SQL Database Design (1994)
Oracle SQL Administration and Troubleshooting (1994)
PC DOCS Certified Professional – CDP (1993)
Kofax Certified Professional (1997)

References

John Shannon
LeRoux Solutions Inc.
49 Wichard Blvd
Commack NY 11725
631-948-1029
johnshannon@lsisecure.com

Peter F. Leon Guerrero
Judiciary of Guam
120 West O'Brien Drive
Hagåtña, Guam 96910-5174
(671) 688-8061
pflg@mail.justice.gov.gu

Mike Duffey
FL Department of Law Enforcement
2331 Phillips Road
Tallahassee, FL 32308
macduffey@mac.com

Resume – Director of Solutions Architecture**Donnie Lewis**

Datamaxx Group, Inc. d/b/a
Datamaxx Applied Technologies, Inc.
2001 Drayton Drive
Tallahassee, FL 32311-7854

Phone: 850-558-8048
Fax: 850-558-8248
E-mail: donnie.lewis@datamaxx.com
www.Datamaxx.com

Summary of Qualifications

Mr. Lewis has vast experience in all aspects of software development, program management, project management, requirements analysis, and integrated solutions.

Professional Experience

Datamaxx Group, Inc.
Director of Solutions Architecture
2006 – Present

Responsibilities include:

- Provide extensible and reusable enterprise-level solutions based on scalable designs driven by our market and product management direction.
- Provide architectural guidance and foundation for custom and COTS applications as well as systems integration across a wide-variety of platforms and technologies.
- Participate in researching, analyzing, designing, and prototyping products.
- Provide technical leadership with developers for projects that are fully or partially outsourced.
- Identify architectural gaps and provide a migration strategy and solution for mitigation.
- Participate in developing technical responses for Bid Invitations (ITBs) and Request for Proposals (RFPs).
- Participate in developing Statements of Work (SOWs) with Business Analysts and Project Managers for custom projects; drive work estimates and work-breakdown structures.
- Work across product management's business and technology teams to ensure alignment between solution definition and systems architecture.
- Work with Product Management to finalize Product Requirements Documents (PRD). Authors and oversees architecture and design documents for projects based on the PRDs.
- Provide direction and oversight for porting of applications across technology platforms to foster tighter and seamless integration across product lines.
- Travel as necessary for visiting customers, providing on-site consultation, presentations, and development support.
- Directly involved in systems and forms development for many customers throughout the US, including: USDOS, NYPD, Nebraska State Patrol, State of Ohio, State of Tennessee, State of Washington, State of Montana, State of California, North Carolina Department of Justice, North Carolina Highway Patrol, and many others.

Datamaxx Applied Technologies, Inc.
Manager of Software Development
1996 – 2006

Responsibilities include:

- Managed a team of Software Engineers to create commercial-of-the-shelf (COTS) products for the desktop, mobile, and handheld devices, using Microsoft .Net (C#, ASP.Net, VB.Net), J2SE 1.3, 4, 5, 6, Visual C++, Microsoft SQL Server, Microsoft BizTalk, Microsoft SilverLight 3/4/5, HTML 4/5, JavaScript, Oracle.
- Provided consulting and mentoring for client-server, database, and web projects/ products, including clustering and load-balancing solutions.

Mr. Lewis' resume continued

- Performed professional project management, requirements analysis, and on-site support for integration projects.
- Participated in design and oversight for COTS products for desktop and mobile devices.
- Participated in developing technical responses for Bid Invitations and Request for Proposals (RFPs)

Project History**Datamaxx Applied Technologies, Inc.****Project: Information Sharing Products**

Project involved designing and implementing a browser solution using .Net 4.0, WPF, Microsoft Silverlight 4 and ASP.Net to create a suite of products for information sharing including a presence based instant messenger, an real-time analysis and alerting system, a federated search component, and a analytical link analysis display and renderer.

Project: ASP.Net Workstation

Project involved designing and implementing a browser solution using Microsoft Visual Studio 2005 (ASP.Net and C#.Net) to support HTTP access via the browser to public safety data stores via NCIC and Nlets. It includes full audit trails, FIPS 140-2 encryption, and two-factor authentication.

Project: Mobile Digital Dispatch interface

Project involved designing and implementing a mobile digital dispatch interface, which integrated the Datamaxx mobile client with Motorola Printrak CAD system for deployment in thousands of mobile computers for the New York City Police Department.

Project: Java Workstation

Project involved designing and implementing a browser solution using Java to support access via a Java Application delivered in a browser to public safety data stores via NCIC and Nlets. The application is a rich client that provides a comprehensive GUI, encrypted local message logs, and a persistent connection to the public safety switch. Requirements analysis, change management, network hardware design, and maintenance of product for delivery in 13 statewide deployments with over 100,000 users.

Project: Browser Implementation

Project involved designing and implementing a browser solution using Visual C++, CGI, HTML, JavaScript, and ASP to support HTTP access via the browser to public safety data stores via NCIC and Nlets. It included full audit trails, encryption, and security.

Project: Mobile Client and Server Implementation

Project involved designing and implementing a mobile client/server solution for multiple states to support wireless access (CDPD, DataRadio, Motorola, and Mobitex) to public safety data stores via NCIC and Nlets. A computer aided dispatch module was also developed to allow integrated CAD vendors to perform silent dispatching.

Project: Violent Criminal Database

Project involved designing and implementing a statewide violent criminal database in conjunction with Florida Department of Law Enforcement (FDLE). Project was designed and implemented using Microsoft Access as the client front end and Microsoft SQL Server 6.5. Microsoft Visual C++ was also used to interface with the RAS API and to perform image manipulations.

**Project: Oregon State Police (LEDS) Criminal History Database Reengineering
Database Quality Assurance Consultant**

Project consisted of monitoring and quality assurance of the contractor selected to implement a statewide criminal history database using Microsoft Visual C++ and Microsoft SQL Server 6.5. Reviewed database design, functional specifications, and technical approach, attended on-site project meetings, performed, and analyzed benchmark testing.

Technical Expertise

Possesses extensive management expertise in client-server and web-based applications, as well as database design, relational theory and implementation.

Mr. Lewis' resume continued

- Microsoft Windows 2000/2003/2008/2008 R2 Administration, Architecture, and Security
- Visual Studio 2005/2008/2010 (VB.Net, C#.Net, ASP.Net)
- Microsoft Visual Basic 6.0
- Microsoft ActiveX Technologies
- Microsoft SQL Server 7, 2000, 2005, 2008, 2008R2 Design, Architecture, Stored Procedures, Reporting Services, Service Broker, SQL Server Integration Services
- Microsoft Internet Information Server 5.0, 6.0, 7.0, & 7.5
- Microsoft BizTalk 2006/2009/2010
- TCP/IP Architecture and Routing
- Web Authoring and Publishing
- JAVA 1.3, 5.0, & 6.0
- Internet Security / Applied Systems Engineering
- HTML, JavaScript, ASP 3.0, CGI via (C++), ADO/ADO.NET, RDO, XML

Education

1994 Valdosta State University
B.S. Computer Science

1991 Valdosta State College
A.A.S. Technical Studies

1987 Valdosta Technical College
Mechanical and Architectural Drafting Degree

References

Dennis Thorp, Ph.D.
Sr. Vice President
LearnSomething, Inc.
2457 Care Drive,
Tallahassee, FL 32308
(850) 385-7915 x147
dathorp@learnsomething.com

Mike Denning
Server Support Manager
NC Department of Justice – IT Division
3320 Garner Road
Raleigh, NC 27610
(919) 773-7833
mdenning@ncdoj.gov

Orin Walker
Software Developer
Web Designs Unlimited, LLC
3335 Dartmouth Dr, Tallahassee, FL 32317
(850) 510-3502
orin.walker@gmail.com

**Resume – Director Business Development/Law Enforcement Systems and Subject Matter
Expert**

Brad Long

Datamaxx Group, Inc. d/b/a
Datamaxx Applied Technologies, Inc.
2001 Drayton Drive
Tallahassee, FL 32311-7854

Phone: 850-558-8015
Fax: 850-558-8215
E-mail: brad.long@datamaxx.com
www.Datamaxx.com

Summary of Qualifications

Strong and diverse experience in Administration and Management of Criminal Justice Information Systems for the State of Oklahoma, Department of Public Safety. Represented the State of Oklahoma at the State and Federal level in various capacities and on a number of initiatives. Liaison for the Oklahoma DPS to the State Legislature on legislative matters and to the internal command staff.

Professional Experience

Datamaxx Applied Technologies, Inc.
Director, Business Development, Datamaxx Security Officer
2004 - Present

Responsibilities: Responsible for strategic planning and establishing direction of sales and business development efforts for Law Enforcement Systems and Solutions. Strategize and execute marketing, education, and partner opportunities within the law enforcement marketplace.

State of Oklahoma, Department of Public Safety
Director, Oklahoma Law Enforcement Telecommunications System
1986 - 2004

Responsibilities: Responsible for managing the statutory Oklahoma Law Enforcement Telecommunications System (OLETS) Division within the Department of Public Safety. Directed the Network, Compliance, Training and Management Services Section in the Division. Administrative requirements included budgeting, personnel, short and long term planning, financial, and procurement responsibilities. Major accomplishments included:

- Sourced and managed a major upgrade to the statewide law enforcement communications network, message switching system and numerous end user applications, deploying both Intranet and Internet technologies, including mobile data systems via satellite communications in police vehicles for law enforcement agencies statewide.
- Coordinated with senior officials at the University of Oklahoma and Oklahoma State University on the design and implementation of the world class Oklahoma Mesonet.
- Organized with the FBI's Bomb Task Force technical and staff support for nationwide intelligence collection of information related to the Murrah Building bombing.
- Developed strategy and technical support with the Oklahoma State Bureau of Investigation for the acquisition and implementation of the Oklahoma Automated Fingerprint Identification System and automated Criminal Histories. These efforts led to Oklahoma becoming an Interstate Identification Index (III) participating State.
- Created statewide design and deployment of the Juvenile On-line Tracking System (JOLTS) with the Oklahoma Office of Juvenile Affairs for law enforcement and criminal justice agencies in Oklahoma.

Professional Activities

**State of Oklahoma Representative to the National Law
Enforcement Telecommunications System (Nlets)**
1986 – 2004

Mr. Long's resume continued

- Previously served as President, 1st Vice President and 2nd Vice President.
- Served on the Nlets Board of Directors.
- Served on the Nlets Standing Committees, Finance and Management, and Technical Operational Committee. Chairman of Technical Operations Committee from 2002-2004.
- Served on numerous Nlets Special Committees, for example: Constitution and By-Laws (Chair), Subcommittee to Acquire Message Switching Equipment for Nlets, and Nlets Upgrade Committee (the only Nlets State Representative to serve on both of these Committees), Strategic Planning Committee.
- Inducted into the Nlets Hall of Fame, June, 2010

**State of Oklahoma Control Terminal Officer to the FBI's Criminal Justice Information Services Division
1986 – 2004**

- Served as one of twelve elected State Representatives to the FBI's Advisory Policy Board. Chairman of the Social Security Access Committee and By-Laws Committees and member of the NCIC Committee.
- Served as the Chairman of the CJIS and NCIC Southern Region Working Group from 1992-1998.
- Member of the Committee that restructured the NCIC and UCR Advisory Policy Board into the CJIS Advisory Policy Board

**US Department of Justice Global Advisory Committee
2001 – 2004**

- Member of the Global Infrastructure/Standards Working Group (ISWG)
- Chairman of the ISWG Disaster Recover and Business Continuity Subcommittee.

Education

1986 State of Oklahoma, Office of Personnel Management
Human Resource Development Department Management Training

1974-1976 Panhandle State University, Goodwell, OK
General Education

1973-1974 Altus Junior College, Altus, OK
General Education, Federal Aviation Administration Private Pilot Certification

References

Patrick Doyle
President and CEO
Criminal Justice Information Solutions Group
2758 Coastal Highway US 98
Crawfordville, FL 32327
850-926-9800
PJ@cjisgroup.com

Delton K. Tipton
Manager
SDLETS
Kneip Building
700 Governor's Drive
Pierre, SD 57501
605-773-4636
delton.tipton@state.sd.us

Mr. Long's resume continued

Roy Weise
Senior CJIS Advisor
Federal Bureau of Investigation
Criminal Justice Services Division
1000 Custer Hollow Road
Module C-3
Clarksburg, WV 26306
304-625-2730
rweise@leo.gov

Resume – Project Manager**Ryan Rodgers**

Datamaxx Group, Inc. d/b/a
Datamaxx Professional Services, Inc.
Datamaxx California Office
Tallahassee, FL 32311-7854

Phone: 850-558-8145
Fax: 850-558-8345
E-mail: ryan.rodgers@datamaxx.com
www.Datamaxx.com

Summary of Qualifications

Mr. Rodgers has been working directly with the Nebraska State Patrol and the NBLETS environment for the past four years. Mr. Rodgers has a total of ten years of experience in the public safety information technology field. A successful record of leadership in information technology program initiation, business analysis, financial control, program management, and solutions engineering. Strong leader, problem solver, communicator, and motivator. Effective coordinator of human, material, and financial resources. Demonstrated ability to supervise technical staff, conducts independent analyses, negotiate and manage contracts, develop strategic plans, and maintain positive customer relations.

Professional Experience**Datamaxx Group, Inc. d/b/a Datamaxx Professional Services, Inc.****Project Manager****2010 – Present**

Responsibilities: Mr. Rodgers' plans, directs, advises, prepares and coordinates activities of designated projects to ensure that goals or objectives of the project are accomplished within the prescribed timeframe and funding parameters by performing the duties personally or through subordinate supervisors or staff. This includes all phases of a project from the requirements analysis and scope of work preparation to program termination.

Datamaxx Group, Inc. d/b/a Datamaxx Professional Services, Inc.**Technical Account Representative****2005 – 2010**

Responsibilities: Mr. Rodgers' responsibilities include managing the support call flow to ensure quality support experiences, ensuring that issues are resolved, and enhancements, code table updates, and application updates are correctly delivered and deployed to the customer via software updates and upgrades.

Datamaxx Group, Inc. d/b/a Datamaxx Professional Services, Inc.**Senior Systems Administrator****2003 – 2005**

Responsibilities: Mr. Rodgers' responsibilities included maintaining and supporting all server hardware and network appliances. Ryan was responsible for the installation and configuration of hosted network applications, and maintaining the Datamaxx disaster recovery system. Mr. Rodgers' also managed the technical support team for the hosted network applications.

Datamaxx Group, Inc. d/b/a Datamaxx Applied Technologies, Inc.**LAN Technician****2001 – 2003**

Responsibilities: Mr. Rodgers' responsibilities included maintaining and supporting corporate servers and applications. Ryan also provided first level support for email, office productivity suite, and document management systems.

Gold Coast Point of Sales Systems**Systems Analyst****April 2004 – June 2005**

Responsibilities: Mr. Rodgers' responsibilities included the installation and configuration Point of Sale systems for retail and restaurant businesses. Ryan also provided hardware and software support on installed systems.

Mr. Rodger's resume continued

Project History

Project: Judiciary of Guam Virtual Computerized Criminal History implementation

Responsibilities: Served as project lead for the delivery of the National Crime Information Center (NCIC) Communications Message Processor System /Computerized Criminal History Records Application. Lead and delivered the Judiciary of Guam Technology Assessment Report. Delivered the Omnixx Enterprise Platform configured to support a full function NCIC interface. Managed the rollout of the Omnixx Force Desktop clients which included support for the full suite of NCIC transactions. Managed the delivery the Virtual Computerized Criminal History (VCCH) system that provides real time criminal history information from multiple data sources.

Project: California Dept. of Corrections and Rehabilitation LINXX to Omnixx Migration

Responsibilities: Planned and coordinated the migration from our legacy application to our Omnixx Enterprise Suite including the migration of over 1000 users.

Project: Iowa LINXX to Omnixx Migration

Responsibilities: Planned and coordinated migration from our legacy application to our Omnixx Enterprise Suite. Assisted in the migration of over 100 agencies and 500 devices.

Project: DHS FAMS mobile device rollout

Responsibilities: Installed and configured server hardware and network devices to support 5000 Windows Mobile devices. Developed and maintained device image to be deployed. Maintained wireless device management application for software updates.

Education

1988-2001 Florida State University
Major – Computer Science
Minor - History

Continuing Education

Microsoft MCSE
Comptia Network +
Comptia A+

References

W.L. Cason
119 Cypress Circle
Bainbridge, GA 31717
(229) 416-5735
casonwl@msn.com

George Sheldon
2972 Medinah Court
Tallahassee, FL 32312
(850) 251-4471
ghsheldon@aol.com

Paul Hatmaker
1941 Shady Brook Drive
Thousand Oaks, CA 91362
(805) 807-0557
paul.hatmaker@teradyne.com

Resume – Manager of Software Development**Matthew Burke**

Datamaxx Group, Inc. d/b/a
 Datamaxx Applied Technologies, Inc.
 2001 Drayton Drive
 Tallahassee, FL 32311-7854

Phone: 850-558-8507
 Fax: 850-558-8607
 E-mail: matt.burke@datamaxx.com
 www.Datamaxx.com

Summary of Qualifications

Vast experience in management of computer software development. Responsible for managing engineering staff, providing leadership, and designing wireless and server products. Mr. Burke has several years of experience working on Nebraska State Patrol forms and product updates, therefore is familiar with many of the business rules and requirements of the existing system.

Technical Expertise

Expertise includes the following:

Hardware

PC hardware (desktops, laptops, servers)
 LAN/WAN (routers, hubs switches, etc)
 Backup units, CD ROMS, optical jukebox
 Remote Connectivity Hardware
 Wireless LAN
 HP, DELL, SAG
 Compact Server Systems
 Scanners – Hewlett Packard and Fujitsu
 Variety of peripheral devices
 Printers, Print Device

Training

PC DOCS
 DOCS Open
 CyberDOCS
 Imaging
 Microsoft Windows NT
 Microsoft SQL Server
 Kofax Imaging Products
 Microsoft Database Design
 GJXDM Training
 JIEM Certified

Software

Novell GroupWise
 Windows XP
 Windows Vista
 Windows 2003 Server
 Sybase SQL
 Oracle RDBMS (8i, 9i, 10g)
 Kofax Imaging – Ascent Capture/
 Ascent Storage
 MS SQL Server (2000, 2005)
 MS Exchange
 MS Office (2003, 2007)
 UNIX
 SCO UNIX
 DOS
 NetWare Operating System
 DOCS OPEN and
 various other DOCS applications
 TCP/IP Softbridge Basic Language
 Informix SQL Server
 Visual Basic
 C#
 ASP
 ASP.Net

Professional Experience**Datamaxx Applied Technologies, Inc.****Manager Software Development****2005 – Present**

Responsible for managing engineering staff, providing leadership, and designing wireless and server products.

Primary responsibilities include:

- Providing expertise in application development to senior staff and developers
- Assisting newly hired engineering staff in learning law-enforcement technology
- Designing server software
- Providing leadership for R&D projects for core server components

Mr. Burke's resume continued

- Providing progress reports to senior staff
- Maintaining and developing extensive expertise in .NET, Java, C#, JavaScript, and XML
- Design and Development for the Omnixx Message Broker.
- Data Integration and Orchestration via Microsoft BizTalk.
- Meeting with technical and management staff to discuss deadlines, priorities, scheduling
- Providing Project Management
- Interviewing, evaluating, and hiring engineering staff

Datamaxx Group, Inc. d/b/a Datamaxx Enterprise Intelligence, Inc.**Senior Software Engineer****2000 – 2005**

Lead design and development engineer involving all aspects of development. Fulfills technical requirements including network architecture, technical documentation, needs assessments and solution requirements, application integration and development, database design, and custom database procedure development. Provides support throughout the project lifecycle. Customizes software solutions using ASP, HTML, Java, Visual Basic and other application development tools. Expertise in database design, programming, data extraction and manipulation techniques, XML and schema design, and web services.

Project History**Project: Department of Homeland Security****Web and Wireless Portal**

Design web and wireless application and database architecture to allow thousands of field agents to submit data wirelessly to a centralized storage facility allowing analysts to run pattern and trend analytics. Applications included wireless application (Palm and Window Mobile) and a web based portal containing data collection application, Analytical Tool for Pattern and Trend Analysis, notification and messaging subsystem, business intelligence reporting, and knowledge management application. Systems reside in clustered environment with load balancing and fail over capabilities. Designed XML schema and parser for web and wireless applications.

Project: Department of Homeland Security - IAIP**Web and Wireless Portal**

Design web and wireless application architecture to allow field agents to submit data wirelessly to a centralized storage facility allowing analysts to run pattern and trend analytics. Applications included wireless application (Palm and Window Mobile) and a web based portal containing data collection application, Analytical Tool for Pattern and Trend Analysis, notification and messaging subsystem, business intelligence reporting, and knowledge management application. Systems reside in clustered environment with load balancing and fail over capabilities. Designed XML schema and parser for web and wireless applications.

Project: Royal Canadian Mounted Police - RCMP**Email, Web and Wireless Portal**

Design web and wireless application architecture to allow field agents to send and receive email securely over wireless networks. Web portal will allow for application integration using web services and enterprise service bus technology. Applications included secure wireless email, access to scheduling data, and a web and wireless based portal containing notification and messaging subsystem, external application access, and knowledge management applications.

Project: New York Police Department**Web Services (SOA), Enterprise Service Bus (ESB)**

Design SOA architecture and Enterprise Service Bus (ESB) for use within NYPD pilot project. The infrastructure allows access to the Domestic Violence, Image, and Pistol Licensing database repositories via web services architecture through an Enterprise Service Bus. The system allows end user client devices to submit queries to the Message Switch in the form of a transaction string of data. The Message Switch parses the data, adds elements that are contained within the switch but are not in the string and processes the resultant data as query elements to the enterprise service bus for search and retrieval. Specific expertise in GJXDM compliant XML schema creation, data manipulation, transaction definition, and overall architecture.

*Mr. Burke's resume continued***Project: Kaleidoscope – Integrated Justice for the State of Iowa
Data Exchange, NCIC/Nlets Interface, Web Portal, Messaging System**

Project Kaleidoscope is a comprehensive criminal justice integration initiative within the State of Iowa. Designed technical architecture for system allowing access to local databases (booking and jail management systems) access to/from NCIC/Nlets, messaging subsystem (SMTP and SMS), and reporting all through legacy client, message switch and web portal. Data based on XML standards and currently being updated to be GJXDM compliant.

The architecture focused on operational effectiveness and efficiency across the entire criminal justice community for the information exchange and sharing. The architecture was based on SEARCH's model:

- **Query local**, regional, statewide and national databases
- **Push** information to another agency based on actions taken within the originating agency
- **Pull** information from other systems for incorporation into the recipient agency system
- **Publish** information regarding people, cases, events and agency action
- **Subscribe** to a notification service when certain events/actions occur

Project: Department of Transportation – OWI**Data Exchange, NCIC/Nlets Interface, Web Portal, Messaging System**

Designed technical architecture for system including data exchange methods, switch interface, and end user response formats. The system centrally stores DOT OWI and citation information and matches that information to the data in the Kaleidoscope repository for the purposes of providing OWI information to Law Enforcement and Corrections officials in the State of Iowa through the legacy switch transactions. The system is GJXDM compliant using the GJXDM version 3.02

Education

1999 Florida State University
B.S. Information Studies
Minor Computer Science, Business

References

Jeff Miller
Software Sales Specialist
Tower Software/HP Software
321-235-0322
jeff.miller@towersoft.com

Brad Gable
Software Sales Specialist
HP Software
850-609-1212
brad.gable@towersoft.com

Driss Chahboune
Software Technical Sales Specialist,
OpenText Software
850-212-4161
Driss.Chahboune@Tally.Hummingbird.com

Resume – SQA Team Lead, Configuration Management**Ashok Hota**

Datamaxx Group, Inc. d/b/a	Phone: 850-558-8513
Datamaxx Applied Technologies, Inc.	Fax: 850-558-8713
2001 Drayton Drive	E-mail: ashok.hota@datamaxx.com
Tallahassee, FL 32311-7854	www.Datamaxx.com

Summary of Qualifications

Responsible for managing all aspects of the Configuration Management including change management, software configuration management (SCM), release management, streamlining build process, issue tracking, development and implementation of processes for smooth transitioning of workflow, coordinating and leading SQA projects by implementing industry standard processes and methodologies, coordination with development, production support and field engineering. Technical skills include:

- | | |
|---|---------------------------------|
| ➤ AccuRev SCM Server Administration | ➤ Quality Center Administration |
| ➤ Microsoft Windows Server Administration | ➤ Oracle 9i/10g Administration |
| ➤ Microsoft SQL Server 2000/2005 Administration | ➤ .NET |
| ➤ JAVA | ➤ Hummingbird Products |
| ➤ Windows Mobile Technology | ➤ IBM Mainframe Administration |
| ➤ Microsoft Visual Studio | ➤ IMS DB/DC and CICS |
| ➤ Quick Test Pro | ➤ Win Runner |
| ➤ Load Runner | ➤ UNIX |

Professional Experience

Datamaxx Applied Technologies, Inc.
Team Lead, Configuration Management

01/2008 - Present

Software configuration management, change management, release management, streamlining build process, leading and managing SQA projects, coordination with development to resolve issues and re-testing issues.

Datamaxx Applied Technologies, Inc.
Sr. SQA Engineer

01/2006- 12/2007

Leading and managing SQA projects, developing test plan documents, design of test cases, setting up requirements traceability using test cases, setting up test environment, integration of application components, execution of test cases, issue tracking and reporting, Coordination with development to resolve issues and re-testing issues.

EBSCO Industries Inc.

Sr. SQA Engineer

03/2005- 12/2006

Leading and managing SQA projects, developing test plan documents, design of test cases, setting up requirements traceability using test cases, setting up test environment, integration of application components, execution of test cases, issue tracking and reporting, Coordination with development to resolve issues and re-testing issues.

Citizens Property Insurance Corporation

QA Technician

08/2004- 01/2005

Developing test plan documents, design of test cases, setting up requirements traceability using test cases, setting up test environment, integration of application components, execution of test cases, issue tracking and reporting.

Mr. Hota's resume continued

Project History

Project: Omnixx Enterprise Edition

This is a Datamaxx Enterprise Edition suite of product release that includes Automated Field Reporting, AirSync, Automatic Vehicle Locator, Omnixx Force Mobile, Omnixx Force PDA, Enhanced Omnixx Enterprise Edition, Message Broker and Omnixx Utility. Challenges include integration of all the product line into the Omnixx Enterprise Environment and providing Validation and Verification of the products.

Project: Migration of Source Code

Migration of source code from Visual Studio to AccuRev source code management system. This will provide Agile development and parallel development of different projects in the pipeline.

Project: Omnixx Enterprise Mobile Edition

This is a Datamaxx Enterprise Mobile Edition suite of product release that includes AirSync, Automatic Vehicle Locator, Omnixx Force Mobile, Omnixx Force PDA, Omnixx Enterprise Edition, Omnixx Switch and Omnixx Utility.

Project: Tactical Information Sharing System

Development of test plans, setting up traceability matrix for the TISS application, execution of test cases, issue tracking and reporting. Application system includes both a browser based Web Portal as well as a wireless interface for handheld devices. The application include Admin Tools to manage user and groups and security policies, provides advanced and basic searches, visual analysis and much more. Comprised of three different components (Portal, Knowledge Management (KM), and the SDR Analyzer) the system performs both automated and manual searches. Using unique Knowledge Activators and Pattern Recognition, links to information sources are created to ensure that the searching process is seamless to users.

Education

1985 Kurukshetra University, India
Master of Science in Computer Science

Continuing Education

2005 Project Management Professional (PMP)
2007 Certified Software Tester
2007 Six Sigma Green Belt

References

Radha Jayamangalam
EBSCO Industries, Inc.
4845 Hwy 280 E
Birmingham, AL 35242
205-981-4071

Manju Miman
Citizens Property Insurance Corporation
101 N Monroe St.
Tallahassee, FL 32301
850-513-3886

Sean Badger
Ford Motor Company
ITEK Center
Dearborn, MI 48121
313-208-8614

Resume – Director of Consulting, Solution Architect**Tate O'Connor**

Datamaxx Group, Inc. d/b/a
 Datamaxx Professional Services, Inc.
 2001 Drayton Drive
 Tallahassee, FL 32311-7854

Phone: 850-558-8130
 Fax: 850-558-8330
 E-mail: tate.oconnor@datamaxx.com
 www.Datamaxx.com

Summary of Qualifications

Over 13+ years' experience managing both quality assurance and technical service teams. Skilled management professional proficient in building a team oriented work environment. Vast experience in management of computer software development. Mr. O'Connor has been working with the Nebraska State Patrol forms and product updates, as well as previous product deployments since 1998, and therefore is familiar with many of the business rules and requirements of the existing NBLETS system.

Technical Expertise

Demonstrates expertise and in-depth knowledge of the following technologies and platforms:

- Web Technologies
- SOA and ESB
- Reporting and Data Warehousing
- Enterprise Architecture
- System Profiling
- Performance and optimization
- Data Architecture
- Networking Fundamentals
- Systems Security
- Clustering and load balancing
- Disaster Recovery
- XML
- Java Script
- HTML
- SOAP
- .NET
- Windows 9X/NT/2K/XP, IIS,
- MS SQL Server

Professional Experience**Datamaxx Group, Inc. d/b/a Datamaxx Professional Services, Inc.****Director, Consulting Services****2011 – Present**

Responsibilities: As part of the Datamaxx team, plays a key leadership role requiring a mix of advanced technology savvy and strategic business acumen, including experience architecting and designing enterprise solutions. Primary responsibility includes working with customers to align the Datamaxx Omnixx platform to the respective business needs – by providing strong technical leadership and architectural guidance in the delivery of Datamaxx solutions. Conducts project review sessions to evaluate customer needs, reviewing contract deliverables and project specifications directly with respective clients. Based on both client and project team discussions works to develop a conceptual, logical and physical set of architectural models and technical design documents following industry standards and frameworks. Works day to day with various levels within the organization from application architects and developers, Project Management, Product Management, Executive Management, Engineering and Implementation teams and must be comfortable understanding and explaining technology solutions that are being considered, evaluated and recommended.

Responsible for understanding both internal and external customer needs, as well as designing computer and network systems that allow customers to implement Datamaxx solutions for their technology business applications. This responsibility involves performing system and network modeling, analysis and planning sessions to implement a solution that meets business needs within financial budget guidelines. This may also include researching software and hardware products or services, and finding best solutions and prices to meet business requirements.

Mr. O' Connor's resume continued

In most cases will present and translate the design to customers to ensure the design will meet the customers' requirements. Provides guidance and leadership on decisions or changes required throughout the design and implementation process. After the completion of the solution design, works to translate the requirements to internal implementation and development teams to enable a successful deployment of the system. Along with design and implementation, also participates in the reviewing and analyzing current technology infrastructures and the ability to support customer strategic objectives. This responsibility includes working with the sales organization in a pre-sales capacity, such as engaging in RFP responses, needs assessments, and highly technical product demonstrations. Responsibilities also include representing the company as a trusted advisor and strategic partner in both pre and post sales activities, to create a positive client experience, identifying and positioning Datamaxx for future opportunities.

Datamaxx Group, Inc. d/b/a Datamaxx Professional Services, Inc.**Manager of Technical Services****2004 – 2011**

Responsibilities: Responsible for managing all aspects of the Technical Services Personnel. Primary role is to ensure the streamlined operation of the Field Engineering Department and Technical Support department in alignment with the business objectives of the organization. Plan, coordinate, direct and design Field Engineering and Technical Support related activities of the organization, as well as provide administrative direction and support for daily operational activities of the Technical Services team. Design and implement Technical Services policies, procedures, and best practices. Manage a team of support professionals during a rapid growth period for the company. Designed and implemented a call center queue system to be utilized in the call center for incoming support calls. Managed a Field Engineering team to provide customization and implementation efforts for the Datamaxx product line in support of customer requirements. Coordinate training of Technical Support personnel and Field Services Engineers on current and past Datamaxx product, assisting federal, state and local law enforcement departments with software/hardware issues, creating and designing state formats, function keys and transaction definitions, Nlets, NCIC and state updates. Trained the Field Engineering team in planning deployment strategies.

Manager of Quality Assurance**1998 – 2004**

Responsibilities: Responsible for developing, implementing, and coordinating the Software Quality Assurance Program to prevent or eliminate defects in new and existing products. These responsibilities included the evaluation and testing of new and modified software programs to verify functionality performs according to requirements and conform to established guidelines; development and maintenance of quality standards and test procedures for software design and evaluation; development and maintenance of utility programs to test, track and verify defects in software programs; and conferring with software development engineers to ensure that quality is built into new products.

Project History**Project: Technical Services Manager – (Solution Architect) Washington State Patrol**

Description: ACCESS Message Switch Replacement
Technical Implementation design, planning, and oversight

Project: Technical Services Manager – State of Nebraska, State of Louisiana, State of Mississippi, State of Montana, State of Wyoming

Description: LINXX to Omnixx Conversion
Technical Implementation development, planning and oversight

Project: Technical Services Manager – State of Louisiana

Description: Omnixx Lite and Omnixx Switch Solution
Technical Implementation development, planning and oversight

Project: Technical Services Manager – New York Police Department

Description: Omnixx Mobile and Wireless PDA Solution

Mr. O' Connor's resume continued

Technical Implementation development, planning and oversight

Project: Technical Services Manager – City Cleveland – Aroostook, Maine – City of Westbrook Police Department, ME – City of Mt Home, AR – State of West Virginia

Description: Omnixx Mobile Solution

Technical Implementation development, planning and oversight

Project: Technical Services Manager – State of Texas

Description: Omnixx Web, Omnixx Desktop, Omnixx Enterprise Solution.

Technical Implementation development, planning and oversight

Project: Technical Services Manager – Puerto Rico

Description: Omnixx PDA, Omnixx Desktop, Omnixx Enterprise Solution.

Technical Implementation development, planning and oversight

Education

New Jersey Institute of Technology

BS Mechanical Engineering

Certifications

08/05 Managing Multiple Project, Objectives and Deadlines
01/04 Florida Department of Law Enforcement (FCIC II System)
08/03 The 7 Habits of Highly Effective People
05/02 Florida Department of Law Enforcement (FCIC II System)
05/00 Florida Department of Law Enforcement (FCIC II System)
09/00 Improving Managerial Skills of the New or Prospective Manager
03/98 Florida Department of Law Enforcement (FCIC II System)
01/98 Mercury TestSuite Advanced
08/98 System Administration for MS SQL Server 6.5
12/97 Hands-On C++ for Non-C Programmers

References

Sgt. Todd Melzer, Cleveland Police Department
205 West St. Clair Ave.
Cleveland, OH 44113
216-664-3839
tmelzer@city.cleveland.oh.us

Ben Gherezgiher, Director Information Technology Services Division
Oklahoma State Bureau of Investigation
405-879-2532
beng@osbi.state.ok.us

Delton K. Tipton, BIT/SDLETS
Manager
Kneip Building
700 Governor's Drive
Pierre, SD 57501
605-773-4636
delton.tipton@state.sd.us

Resume – Director of Technical Services**Miranda Woodard**

Datamaxx Group, Inc. d/b/a
Datamaxx Applied Technologies, Inc.
2001 Drayton Drive
Tallahassee, FL 32311-7854

Phone: 850-558-8511
Fax: 850-558-8611
E-mail: miranda.woodard@datamaxx.com
www.Datamaxx.com

Summary of Qualifications

Skilled Professional with more than seventeen years of experience in implementing complex technology solutions. Strong leadership, communications and organizational skills. Proven ability to implement technology based solutions.

Professional Experience**Datamaxx Applied Technologies, Inc.****Director of Technical Services****2006 - Present**

Responsibilities: Management of DPS Field Service team, Training team and Technical Support team and Hosted Solutions team via respective department managers. Responsible for technical implementation and training of projects as well as post implementation support for all clients via Datamaxx SEP maintenance contracts. Ms. Woodard is directly responsible for management of the Datamaxx resources supporting the existing NBLETS environment, and is familiar with the most efficient processes to deliver a high quality of service to the NSP.

Datamaxx Group, Inc. d/b/a**Datamaxx Enterprise Intelligence, Inc.****DEI Field Services Manager****2004 – 2006**

Responsibilities: Direct management of DEI Field Services technical team including training reporting to DEI VP of Technical Services. Responsible for technical design and integrity of all projects. Provide project over site for all projects. Acting Project Manager for specific projects.

Euronet Worldwide, Inc.**Senior Consultant****2000 – 2004**

Responsibilities: Senior Consultant and Director of EMEA Solutions and Support supporting banking system implementations and support worldwide. Direct management of implementations team including Project Management, Engineers, Developers, Technical and Business Consultants, Account Management, Support and Second Level Support Teams. Consulting responsibilities including technical design for complex multi-nation banking systems, data encryption and security, and Project Director for complex implementations spanning multiple corporate banks, international card organizations, multiple vendor suppliers and multiple national data confidentiality laws

Project History**Project: Director, Technical Services – Ohio MARCS**

Description: Omnixx Enterprise Platform, Omnixx Force Mobile, Automated Field Report, Automate Vehicle Locator

Project Manager, Implementation planning and oversight

Project: Director, Technical Services – State of Louisiana

Description: Omnixx Enterprise Platform, Omnixx Force Desktop, Omnixx Force Web

Project Manager, Implementation planning and oversight

*Ms. Woodard's resume continued***Project: Director, Technical Services - New York Police Department****Description:** Omnixx Mobile and Wireless PDA Solution

Implementation planning and oversight

Project: Director, Technical Services - City of Cleveland**Description:** Omnixx Mobile Solution

Implementation planning and oversight

Project: Director, Technical Services - Aroostook, Maine**Description:** Omnixx Mobile Solution

Implementation planning and oversight

Project: Director, Technical Services - State of Texas**Description:** Omnixx Web, Omnixx Desktop, Omnixx Enterprise Solution.

Implementation planning and oversight

Project: Director, Technical Services - Puerto Rico**Description:** Omnixx PDA, Omnixx Desktop, Omnixx Enterprise Solution.

Implementation planning and oversight

Education**U of A at Little Rock**

Business Management

Phillips Junior College

Computer Science

References

Sheila Glasscock
3803 Foxcroft Road
Little Rock, AR 72227
501-227-5035

Gil Gilmer
1401 Country Club Road
Sherwood, AR 72120
501-833-2062

Melani Dancy
17300 Chenal Parkway
Little Rock, AR 72223
501-218-7374

Resume – Manager of Technical Support/Hosted Services**Rogers Pessin**

Datamaxx Group, Inc. d/b/a
Datamaxx Applied Technologies, Inc.
2001 Drayton Drive
Tallahassee, FL 32311-7854

Phone: 850-558-8103
Fax: 850-558-8303
E-mail: rogers.pessin@datamaxx.com
www.Datamaxx.com

Summary of Qualifications

Accomplished sales and management professional with exceptional leadership skills. Extensive experience with the Internet, WAN/LAN networks and firewalls. Skilled in the creation and implementation of comprehensive training initiatives that develop and retain effective sales teams. A dynamic leader, organizer, motivator and team builder with high caliber presentation, negotiation and closing skills.

Professional Experience

Datamaxx Applied Technologies, Inc.
Manager of Secure Service Solutions (S³)
2005 - Present

Responsibilities: Oversees a team of system, networking and technical support professionals utilizing cutting edge server technology, state-of-the-art communications services, and Datamaxx designed software to support law-enforcement and other government agencies. Responsibilities include achieving the highest service availability possible for hosted applications both from a server and network perspective; assisting in the sales process starting as early as the pre-sales stage and running through the pilot, final deployment, and then ongoing support and maintenance of the account; overseeing and assisting the technical support team in their delivery of world class customer support; and researching new and innovative technologies and products that help keep Datamaxx at the forefront of law-enforcement solutions.

Cox Business Services – Rancho Santa Margarita, California
Sales Engineer Supervisor
2001 – 2005

Responsibilities: Utilize extensive industry experience to effectively lead sales engineering staff in maintaining cutting edge technology knowledge and innovative sales skills that identify and fulfill customer needs and expectations.

- Guide and mentor Sales Engineering Team in effective sales and marketing initiatives and continually cultivate their knowledge of new products and service offerings, resulting in approximately \$1.3 million in additional annual corporate revenues.
- Key player in the successful design and launch of CBS of Orange County's Tiered Optical Product, Transparent LAN, Cox Internet Assurance and Cox Flex T1 services that have generated an additional 330 customers and \$3.8 million in annual revenue to date.
- Managed the conception and initial development phase of CBS of Orange County's Business Information Database project, a web-based application that seamlessly interfaces Sales, Construction, Accounting and Operations, resulting in increased productivity that allowed annual business to grow more than 20% while holding staffing levels steady and saved approximately \$2.3 million in out-sourced development costs; received prestigious Cox Communications 2003 Vision Award for innovation in technology.

NorthPoint Communications – Irvine, California
Executive Director of Sales Engineering, Western Region
1998 – 2000

Responsibilities: Selected to provide operational leadership, technical expertise and sales technique mentoring for the Western United States territory.

Mr. Pessin's resume continued

Responsibilities included hiring and training new sales engineers, developing training curricula and serving as technical liaison with the two largest customer accounts that ensured complete client satisfaction.

- Assisted the sales team in securing more than a dozen ISPs as NorthPoint partners that generated several millions of dollars in additional revenue.
- Co-wrote and implemented the training curricula for the National Sales Engineering Training Conferences that focused on new and existing product training, sales training, improving existing products and developing new ones.
- Managed networking project that facilitated automation of service orders, service availability checking, and support tickets between NorthPoint and key ISP partners.
- Trained and mentored ISP partners' technical support teams on the Internet, DSL and NorthPoint's support structure.

Winfire Corporation – Newport Beach, California**Director of Internet Services****2000**

Responsibilities: Chosen due to proven track record of success and exceptional industry knowledge to design and deploy an IP network with capacity to provide DSL Internet access for 90,000 customers in six major metropolitan markets.

- Implemented ahead of schedule and under designated \$1.5 million budget an Internet access network for DSL users with systems for DNS, user authentication, and web caching.
- Instrumental in collaborating with software development and quality assurance teams in providing multiple new features including increased bandwidth on demand and automatic increased bandwidth per file type during customer downloading.
- Provided effective training and mentoring for 50 customer support representatives and six network operation center technicians in diverse technical and customer service capacities.

Verio of Southern California – Irvine, California**Sales Engineer****1995 – 1998**

Responsibilities: Promoted to technical position to coordinate with sales teams to identify, create, and present customized Internet, intranet, and LAN/WAN solutions for clientele.

- Devised and implemented descriptive network diagram publication that grouped associated products and services together, which reduced sales time by 20% and increased total service sales revenues by 5%.
- Spearheaded new training class for Concord's Network Health monitoring software, acquired additional instructor certifications, developed training curricula and led quarterly seminars for 10-member classes.

Senior Customer Support Representative**1995 – 1997**

Responsibilities: Brought on to lead the project to design and implement Customer Support Department policies and procedures for optimal customer service, exceptional technical troubleshooting and increased efficiency.

- Work entailed registering domain names, maintaining DNS records, configuring customer web and e-mail addresses, fielding technical inquires and administering SMTP and POP e-mail servers for thousands of customers.
- Provided exemplary operational management that served as a role model for associates and reduced support call back times from 24 hours to taking live calls with less than one minute holding times for customers.

Mr. Pessin's resume continued**Egghead Software – British Columbia and Colorado****Store Manager****1989 – 1995**

Responsibilities: Challenged to revitalize sales for failing British Columbia store and chosen to relocate, due to proven ability to increase sales and invigorate corporate visibility, to Colorado, to spearhead new store locations.

- Developed and implemented innovative sales training programs for associates that increased sales by 22%.
- Initiated improved attention to detail in procedural operations in product inventory, accuracy of stock control and point-of-sale merchandising for all associates that improved corporate bottom line and improved internal audit score from 82% to 96% within first year.
- Relocated to two locations in Colorado; implemented operational procedures that ensured EBITDA positive positions within 13 months, up to seven months earlier than that required of new stores.
- Created and instituted a comprehensive employee training program that cultivated highly capable sales staff positioned for further corporate promotions.

Education**1988 University of British Columbia – Vancouver, British Columbia**

Completed Coursework in Computer Science, Mathematics, Psychology and Physics

Training and Certifications

Completed following training and certification programs:

- Cisco CCNA 2.0 Certification
- Checkpoint Firewall CCSA and CCSE Certification
- Selling Against the Competition
- Problem Analysis and Decision Making
- Broadband Communications Network Design
- Introduction to Fiber Optics
- Civil Treatment for Leaders
- Situational Leadership Training
- Dialogue Works
- Sun Reseller Workgroup Product Training
- Microsoft Exchange Server Administration

References

Tim Chapin
3753 Esplanade Way, Tallahassee, FL 32311
850-877-7852
tim_chapin@yahoo.com

Keith Slade
3294 Salinger Way, Tallahassee, FL 32311
850-656-2510
kslade@film.fsu.edu

Todd Abernethy
3250 Endicott, Tallahassee, FL 32311
850-251-7982
todd@respartners.com

Resume – Senior Field Engineer**Bob Iadicicco**

Datamaxx Group, Inc. d/b/a
Datamaxx Applied Technologies, Inc.
2001 Drayton Drive
Tallahassee, FL 32311-7854

Phone: 850-558-8131
Fax: 850-558-8331
E-mail: bob.iadicicco@datamaxx.com
www.Datamaxx.com

Relevant Experience**Field Services Engineer****1997 – Present**

Responsibilities: Installations, training, creation and design of state formats, function keys and transaction definitions, Nlets, NCIC and state updates, testing software builds, troubleshooting on site software/hardware, assistance in Quality Assurance program, installation of single user platforms and local area networks including NT, Novell and Windows networking. Instrumental in the conversion of LINXX to Omnixx.

Project History

Customer Name: **State of Nebraska – Nebraska State Patrol**

Project Description: Convert LINXX forms to Omnixx and Test. Installation of Omnixx Server.

Customer Name: **City of New York Police Department**

Project Description: Create and test MDC forms. Upgrade Omnixx Switch for Handhelds.

Customer Name: **City of Westbrook Police Department, ME**

Project Description: Install and configure MDCC and CommSERV.

Customer Name: **County of Brunswick Sherriff Office, NC**

Project Description: Install and configure MDCC.

Customer Name: **City of Mt Home, AR**

Project Description: Install and configure MDCC.

Customer Name: **State of Montana**

Project Description: Convert LINXX forms to Omnixx and Test Installation of Omnixx Servers.

Customer Name: **State of Ohio**

Project Description: Create and Test Omnixx forms. Installation of Omnixx Servers. Installation of client hardware and Omnixx software.

Customer Name: **State of North Carolina**

Project Description: Create and Test Omnixx forms. Installation of Omnixx Servers. Installation of client Omnixx software.

Customer Name: **State of Idaho**

Project Description: Create and Test Omnixx forms. Installation of Omnixx Servers. Installation of client hardware and Omnixx software.

Customer Name: **State of Puerto Rico**

Project Description: Create and Test Omnixx forms. Installation of Omnixx Servers. Installation and configuration of Omnixx Switch.

Mr. Iadicicco's resume continued

Customer Name: **State of Guam**
Project Description: Convert LINXX forms to Omnixx and Test. Installation of Omnixx Servers. Installation of Omnixx CommSERV.

Customer Name: **State of Ohio**
Project Description: Create and Test Omnixx forms. Installation of Omnixx Servers.

Customer Name: **State of Kansas**
Project Description: Client deployment of LINXX.

Customer Name: **State of Kentucky**
Project Description: Create and Test LINXX v.2 forms for NCIC 2000

Customer Name: **State of Minnesota**
Project Description: LINXX v.2 Deployment.

Customer Name: **State of Florida**
Project Description: LINXX v.3 Enhancements

Customer Name: **LESA, Tacoma, WA**
Project Description: Installation of CommServ software

Customer Name: **EPIC, El Paso, TX**
Project Description: Installation of CommServ software

Customer Name: **City of New York Police Department**
Project Description: Installation and Support of CommSERV, CyberPORT/CyberFORCE

Customer Name: **State of Maine**
Project Description: Create and Test LINXX v.2 forms for NCIC 2000

Customer Name: **City of Miami Police Department, FL**
Project Description: Installation of CyberLINXX

Customer Name: **State of Arkansas**
Project Description: Create and Test LINXX v.2

Customer Name: **FBI and Globals**
Project Description: Create LINXX v.2 forms for NCIC 2000

Customer Name: **State of Arkansas**
Project Description: LINXX v.2 Deployment

Customer Name: **State of Arkansas**
Project Description: Create and Test LINXX v.2 forms

Customer Name: **State of Maine**
Project Description: Create and Test LINXX v.2 forms

Customer Name: **Woodford County Sheriffs Department, Illinois**
Project Description: Troubleshoot CommSERV software

Customer Name: **State of Tennessee**
Project Description: Create LINXX v.2 forms

Mr. Iadicicco's resume continued

Customer Name: **State of Georgia**
Project Description: Update LINXX v.2 forms

Customer Name: **State of Florida**
Project Description: Create and test LINXX v.3 formats.

Customer Name: **State of Michigan**
Project Description: Upgrade of law enforcement department software

Customer Name: **State of Minnesota**
Project Description: Create and test LINXX v.2 forms.

Customer Name: **FBI, Illinois**
Project Description: Update and test LINXX v.1 forms.

United States Navy, 1985-1997

Education

GlobalNet Training, Dallas, TX, 03 November 2006, CCNA Training Program
Data flex, Tallahassee, FL, 12 August 1998
System Administration for MS SQL Server 6.5, Comp USA, Warwick, RI, March 1997,
Microsoft Access Level 3 Certificate, Comp USA, Warwick, RI, 28 January 1997 Microsoft Access Level 2
Certificate, Naval Education and Training Center, Newport, RI, 8 March 1996
Instructor Training Course Certificate

References

Nora Walsh
419 Lyndale Ave
Staten Island, NY 10312
347-996-1065

Joan Rouche
369 Yetman Ave
Staten Island, NY 10307
718-869-3715

Angel Heshelman
70 Cemetary Ave
Westfork, AR 72774
479-435-3205

Resume – Field Engineer**Dirk Bradbury**

Datamaxx Group, Inc. d/b/a
Datamaxx Applied Technologies, Inc.
2001 Drayton Drive
Tallahassee, FL 32311-7854

Phone: 850-558-8106
Fax: 850-558-8306
E-mail: dirk.bradbury@datamaxx.com
www.Datamaxx.com

Relevant Experience**Field Services Engineer****2005 – Present**

Responsibilities: Installations, training, creation and design of state formats, function keys and transaction definitions, Nlets, NCIC and state updates, testing software builds, troubleshooting on site software/hardware, assistance in Quality Assurance program, installation of single user platforms and local area networks including NT, Novell and Windows networking. LINXX and Omnixx updates/upgrades to maintain NCIC compliance with forms and program procedures for Datamaxx customer states. Perform LINXX/Omnixx installations. Participation in multiple Omnixx Implementations as well as LINXX to Omnixx Conversions.

Technical Support Technician, 2004-2005**Datamaxx Professional Services, Inc.**

Dirk joined Datamaxx in 2004 as a technical support technician where he was responsible for providing first tier software support, as well as third party hardware support to Datamaxx customers utilizing both wireline and wireless solutions. Provided advanced troubleshooting and problem resolution for all Datamaxx products.

Project History**Project: Mississippi Omnixx Implementation**

LINXX to Omnixx Conversion.

Converted Mississippi's LINXX-2010 build to Omnixx. Installed and configured state level Omnixx servers to provide service to state agencies.

Project: Puerto Rico Omnixx and Switch Implementation

Forms development, message switch routing, server installs, and deployment support.

Project: Iowa Omnixx Implementation

LINXX to Omnixx Conversion.

Converted Iowa's LINXX-2010 build to Omnixx. Installed Iowa Datamaxx hosted solution providing Omnixx to state agencies.

Project: Texas Omnixx Implementation

Developed Texas' Omnixx forms and functionality based on their existing Legacy system. Installed and configured Omnixx servers to provide service to state agencies.

Project: Indiana Omnixx Server Upgrades/New Omnixx server installation

Installed most recent version of Omnixx Server on 6 new servers. Configured state for slow migration roll over to upgraded Omnixx servers.

Project: Nebraska State Patrol Omnixx Server Upgrades/New server installs

Member of Datamaxx team responsible for migration of NSP LINXX forms to Omnixx SE Forms.

Project: Wyoming Omnixx Server Upgrades

Upgraded Omnixx Server to most recent version. Staged state for slow migration to the new Omnixx version.

Mr. Bradbury's resume continued**Project: North Carolina Omnixx Server Upgrades/New server installs**

Upgraded Omnixx Server to most recent version on production system. Installed Omnixx Server on new servers to be used as Disaster Recovery servers.

Project: NCIC TOU updates

Continuing development and updating of Omnixx/LINXX forms to meet the requirements of NCIC.

Project: Omnixx Upgrades

Omnixx program updates and upgrade performed as NCIC/Nlets requirements change.

Education

06/1999 Computer Technology Diploma

References

David P. Kwiatkowski
AVP
Consultant-Trading Support
980-386-1598
Bank of America
Hearst Support
214 N. Tryon Street
Charlotte, NC 28255

R. Lee Gordon
QA Lead Analyst
252-454-8677
RBC Bank
1405 N. Church St.
Ground Floor Building 2
Rocky Mount, NC 27804

Thomas Poore
Business Systems Analyst
850-201-1437
Government Healthcare Solutions
Affiliated Computer Services
2324 Killearn Center Blvd
Tallahassee, FL 32309

Resume – Field Engineer**Karl Halbert**

Datamaxx Group, Inc. d/b/a Phone: 850-558-8117
Datamaxx Applied Technologies, Inc. Fax: 850-558-8317
2001 Drayton Drive E-mail: karl.halbert@datamaxx.com
Tallahassee, Florida 32311-7854 www.Datamaxx.com

Relevant Experience**Field Services Engineer****2010 – Present**

Responsibilities: Installations, training, creation and design of state formats, function keys and transaction definitions, Nlets, NCIC and state updates, testing software builds, troubleshooting on site software/hardware, assistance in Quality Assurance program, installation of single user platforms and local area networks including NT, Novell and Windows networking.

Professional Experience**US Census Bureau (Contractor)****Document Management Administrator****2009-2010**

Maintain existing Document Management system (Opentext), apply updates and maintain MSSQL server, provide SQL scripts to remove data from existing DM system and insert into new DM system.

Handshake Software**Technical Support/Trainer****2007-2009**

Provide phone support to customers on install, configuration and customization of the Handshake product. Conduct education onsite and in-house for customers

Opentext/Hummingbird/PCDOCS**Support tech, Technical Trainer, Senior Support tech****1996-2007**

Provide direct customer support for document management software, including install, configuration and customization. Assist with SQL maintenance as needed. Conduct onsite and in house customer classes. Provide advanced technical support for customers

Project History**Project: Cleveland AFR**

Responsibilities: Build interface from AFR to RMS using BizTalk.

Project: Cleveland CRIS

Responsibilities: Build interface from AFR to CRIS using BizTalk.

Education

1986 **Northeast Missouri State**
MS Education

1994 **Lincoln University**
BS Computer Science

Mr. Halbert's resume continued

1980 **University of Missouri – Columbia**
BS Education

Continuing Education

2011 SAT100 Security Awareness
2010 CJS Security

References

Joe Gaither
9509 Good Spring Drive
Perry Hall, MD 21128-9423
(410) 529-4954
gaitherj@me.com

Sandy Hilbert
8200 Bridge Water Trail
Tallahassee, FL 32312-3667
(850) 576-1485
shilbert@opentext.com

David Twomey
2098 Victory Garden Lane
Tallahassee, FL 32301-3346
(850) 893-1987
dtwomey@opentext.com

Resume – Senior Technical Training Specialist**Kelly Schultz**

Datamaxx Group, Inc. d/b/a
Datamaxx Applied Technologies, Inc.
2001 Drayton Drive
Tallahassee, FL 32311-7854

Phone: 850-558-8169
Fax: 850-558-8369
E-mail: kelly.schultz@datamaxx.com
www.Datamaxx.com

Summary of Qualifications

Education and experience organizing groups, group leadership, group and individual conflict resolution, gender communication and dialogue facilitation. Experience with developing presentations for and training clients to use mobile data client (controller and client).

Professional Experience**Datamaxx Professional Services, Inc.****Technical Training Specialist****October 2000 to present**

Responsibilities include: Conducting classes for Datamaxx clients on various software programs and in various network environments, both on-site and via the Internet and various collaborative applications. Scheduling classes for state deployments of software programs as well as individual agency training. Travel to sites across the country to teach classes and install software programs at customer sites. Create documentation for training classes and in-house software programs. Conduct Datamaxx classes for in-house Datamaxx employees.

Project History**Texas Department of Public Safety****September 2010 – December 2010**

Responsibilities included: Test and document the Texas Central Repository system and related workflows. Prepare training documentation and present training to users at Austin training site.

Louisiana Department of Public Safety**March – April 2006**

Responsibilities included: Provided train-the-trainer instruction for DPS staff tasked with training users statewide, in preparation for switch from LINXX-2010 to Omnixx Force Browser. Also, Ms. Schultz provided an overview of Omnixx administration interface to DPS to allow them to effectively plan necessary default settings for specific user needs. Assisted with loading of application to DPS machines to be used for training across the state.

Mississippi Department of Public Safety**October 2005**

Responsibilities included: Assisted administrators at Mississippi DPS with learning the features and functionality of the Omnixx Console administrator interface. Demonstrated the features of Omnixx Force Browser with emphasis on differences users can expect upon switching from LINXX-2010 to Omnixx Force Browser.

Federal Air Marshal Service**October 2003 and September 2005**

Responsibilities included: Documented and presented training on the use of handheld devices and related applications for public records searches, law enforcement network queries, and communications to representatives of a Department of Homeland Security Agency. Also participated in planning and follow up training on updated technology for the same group.

Ms. Schultz's resume continued**Global Justice Gateway Pilot****August 2005 – November 2005****Responsibilities included:** Provided Web training and support for law enforcement agencies participating in a pilot program to test the Datamaxx Global Justice Gateway, including portal access to Public Records Search functions.Education**1996 University of Florida – Gainesville FL**
BA Business Administration/ManagementCertifications2001 FCIC – Florida Department of Law Enforcement CJIS
2000 Microsoft Certified Systems EngineerReferencesAdam Myers
Deputy US Marshal
401 SE 1st Ave
Gainesville FL 32601
352-378-2082 office
352-219-8322 cellMichelle Jordan
Florida Department of Corrections
6415 Bold Venture Trail
Tallahassee FL 32309
850-410-4582 cellCathy M Sellers
Broad and Cassel
215 S Monroe St Ste 400
Tallahassee FL 32301
850-980-1210 cell
850-681-6810 office

Resume – Technical Training Specialist**Byron Phillips**

Datamaxx Group, Inc. d/b/a
Datamaxx Applied Technologies, Inc.
2001 Drayton Drive
Tallahassee, FL 32311-7854

Phone: 850-558-8164
Fax: 850-558-8364
E-mail: byron.phillips@datamaxx.com
www.Datamaxx.com

Summary of Qualifications

Experience in training and course development: including Leading Workshops, Adult Education, Hands-on Tutorials, One-on-one Instruction and Support, Organizing/Designing/Building Classes and Aids (Handouts, Graphics, PowerPoint, etc.). Experience as an Information Technology Specialists: including network administration, deployments, migrations, and maintenance.

Professional Experience**Datamaxx Professional Services, Inc.****Technical Training Specialist****2010 to present**

Responsibilities include: Conducting classes for Datamaxx clients on various software programs and in various network environments, both on-site and via the World Wide Web. Scheduling classes for state deployments of software programs as well as individual agency training. Travel to sites across the country to teach classes and install software programs at customer sites. Create documentation for training classes and in-house software programs. Conduct Datamaxx classes for in-house Datamaxx employees.

Comcast Cable, Tallahassee, Florida**IP Support Lead/Subject Matter Expert****2005 – 2010****Responsibilities included:**

- Manage and support a team of varying numbers (10-20) in their support of customers utilizing Comcast's High Speed Internet and Digital Voice services
- Analyze customer and agent service usage and suggest/implement corrective techniques for a resolution to both internal and external customer concerns
- Report to direct supervisor (Customer Service/IP Support Supervisor) detailed information on account discrepancies and other anomalies that might otherwise result in lost capital for the company
- Utilize proprietary software for analytical and management purposes of customer accounts and services
- Support in-field technicians and their supervisors in the resolution of customer escalated concerns

Comcast Cable, Tallahassee, Florida**IP Support Representative****2003 – 2005****Customer Account Executive****2001 – 2003****Skills**

- Proficient in support of Microsoft operating systems including Vista, XP, 2000, ME, 98, and 95
- Experienced in support of Apple operating systems including OS 10 and 9
- Proficient in Microsoft Office
- Ten years experience in account management and customer relations utilizing proprietary software
- Seven years experience in networking, IP support, and data management
- Five years experience in personnel management

Mr. Phillip's resume continued

- Certified by We Train in Customer Service Support
- Able to teach/train new concepts to others
- Can lead by example and position and has done so in personal and professional life
- Accelerated learner
- Experienced motivator
- Extremely flexible
- Experienced in fluid/constantly-changing work environments and high-pressure situations
- Good organizer
- Effective communicator
- Broad visionary
- Able to multi-task

Professional Achievements

Promoted to Customer Account Executive and beyond:

- Promoted to CAE-1 in only three months
- Promoted to CAE-2 in six months
- Promoted to IP Support Representative in 2 years
- Promoted to IP Support Lead in 4 years

Recognized as a "Champion of Excellence" several times

- Awarded "Champion of Excellence" as an outstanding representation of company standards and achievement by peers 10 times in 9 years
- Awarded "Champion of Excellence" as an outstanding representation of company standards and achievement by management 3 times in 9 years
- Recognized as overall "Champion of Excellence" for the full month twice in 9 years

Trained 75 people in 2 cities on the intricacies of telecommunications and LAN/IP networking

- Performed duties as principal trainer to newly-hired and recently-promoted employees in Tallahassee in the field of broadband cable applications including internet and digital voice as needed
- Requested to assist in training a newly opened internet support office for Comcast Cable in Orlando, FL.

Education

Florida Agricultural and Mechanical University
Tallahassee, FL
1997-2000

College Preparatory Diploma with Vocational Seal
Salem High School, Conyers, GA.
1993-1997

Educational Achievements

Distinguished Scholars Award Recipient – FAMU 1997
Member of National Honor Society
Awarded "Who's Who Among American High School Students"
Member of National Beta Club
Member of SECME

Mr. Phillip's resume continued

References

Kimika Ward
Head Trainer for Comcast Cable
3760 Hartsfield Road
Tallahassee, FL 32303
(850) 766-4024

Jacque Williams
IP Support Representative for Comcast Cable
2952 Eugene Bailey Road
Tallahassee, FL 32308
(850) 284-3458

Timothy Mapp
IP Support Coordinator for Comcast Cable
2226 Tanglewood Terrace
Tallahassee, FL 32303
(850) 321-6568

C. SUBCONTRACTORS

If the bidder intends to subcontract any part of its performance hereunder, the bidder must 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.

Datamaxx Response:

Datamaxx comes fully prepared to deliver every requirement of the Nebraska State Patrol message switch RFP, and does *not* intend to utilize any subcontractor(s) for delivery of any aspect of this project.

EXCEPTIONS TO REQUIREMENTS OF THE RFP

Datamaxx Response:

Datamaxx takes *no* exceptions to the State of Nebraska Request for Proposal, RFP 3473Z1.

4. TECHNICAL APPROACH

The technical approach section of the Technical Proposal must consist of the following subsections.

Datamaxx Response:

Datamaxx acknowledges this requirement and provides responses to the following subsections.

D. TECHNICAL RESPONSE

Bidders must follow the outline below for the Technical Response section of the overall proposal. A more detailed explanation of the information is available in the RFP section referenced.

Proposal Outline

<i>ID</i>	<i>Proposal Component</i>	<i>RFP Reference</i>
1.	Scope of Work Acknowledgement	IV.D.1
2.	Overall Solution Approach	IV.D.2
3.	Project Management Plan	IV.D.3
4.	Risk Management Plan	IV.D.4
5.	Implementation Plan	IV.D.5
6.	Data Conversion Plan	IV.D.6
7.	Business Continuity Solution	IV.D.7
8.	Migration Plan	IV.D.8
9.	Fail-Back Plan	IV.D.9
10.	Test Plans	IV.D.10
11.	Training Plan	IV.D.11
12.	System Documentation Approach	IV.D.12
13.	Maintenance and Support Plans	IV.D.13
14.	Software Escrow Requirement	IV.D.14
15.	End of Contract Transition Plan	IV.D.15
16.	Completed Requirements Matrices	IV.E

IV.D. SCOPE OF WORK

1. Scope of Work (SOW) Acknowledgement

Bidders will provide a statement of agreement and acknowledgement of the approach that the SOW will be developed collaboratively by NSP with the selected bidder. The SOW will establish the project specifics and details in terms of deliverables and dates of installation and implementation. The SOW will be constructed based on the requirements of this RFP and the proposal.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. Datamaxx, as the selected vendor, will work with NSP to develop the Statement of Work (SOW) for the Nebraska Message Switch services. The SOW will establish the project specifics and details in terms of deliverables and dates of installation and implementation. Once the project specifics have been determined, Datamaxx will update the project management plan to reflect the deliverables and all dates related to those, as well as dates related to project installation and implementation. The SOW will be constructed based on the RFP and the responses in Datamaxx's proposal.

2. Overall Solution Approach

The Overall Solution Approach of the Technical Response section shall provide a comprehensive written description of the bidder's solution, project approach, and business continuity strategy. This shall include a response of the bidder's understanding of the NSP vision, how the solution will specifically address this vision, and a definition of all services to be provided. Specific emphasis must be placed on the following:

- a. A description of the proposed solution and a discussion regarding how this solution addresses the goals and requirements of the target NBLETS environment.

Datamaxx Response:

Datamaxx understands that the vision of NSP is to implement a solution that provides critical statewide criminal justice information and a central technology environment with minimal impact on and maximum service to the justice community. Additionally, NSP must have control over standard administrative functions, such as adding message keys, collecting data, and others, without vendor intervention. Datamaxx believes that the solution proposed fits NSP's vision in every aspect, especially as it pertains to NSP being self-sufficient in the management and support of the system with minimum impact and maximum service to the community. Datamaxx's unique and innovative approach of incorporating the powerful tools offered by Microsoft BizTalk with the robust and scalable message switching functionality of the Omnixx Enterprise Platform puts NSP in a position that meets and exceeds its needs and also allows NSP to grow the solution towards a Service Oriented Architecture and an easy to configure criminal justice information sharing platform for the future.

The proposed solution by Datamaxx, consisting of the Omnixx Enterprise Platform as a center-point to the solution directly applies to the above desired network topology. The following diagram shows the proposed Datamaxx Solution. One can easily see the direct applicability of this architecture to the State CTA Switching Environment. This is by design. Datamaxx has been designing and developing Law Enforcement Technology for over 18 years and completely understands the needs of such systems. Additionally, however, the architecture of the Omnixx Enterprise Platform provides a deeper value added technology base than is typically delivered in such environments.

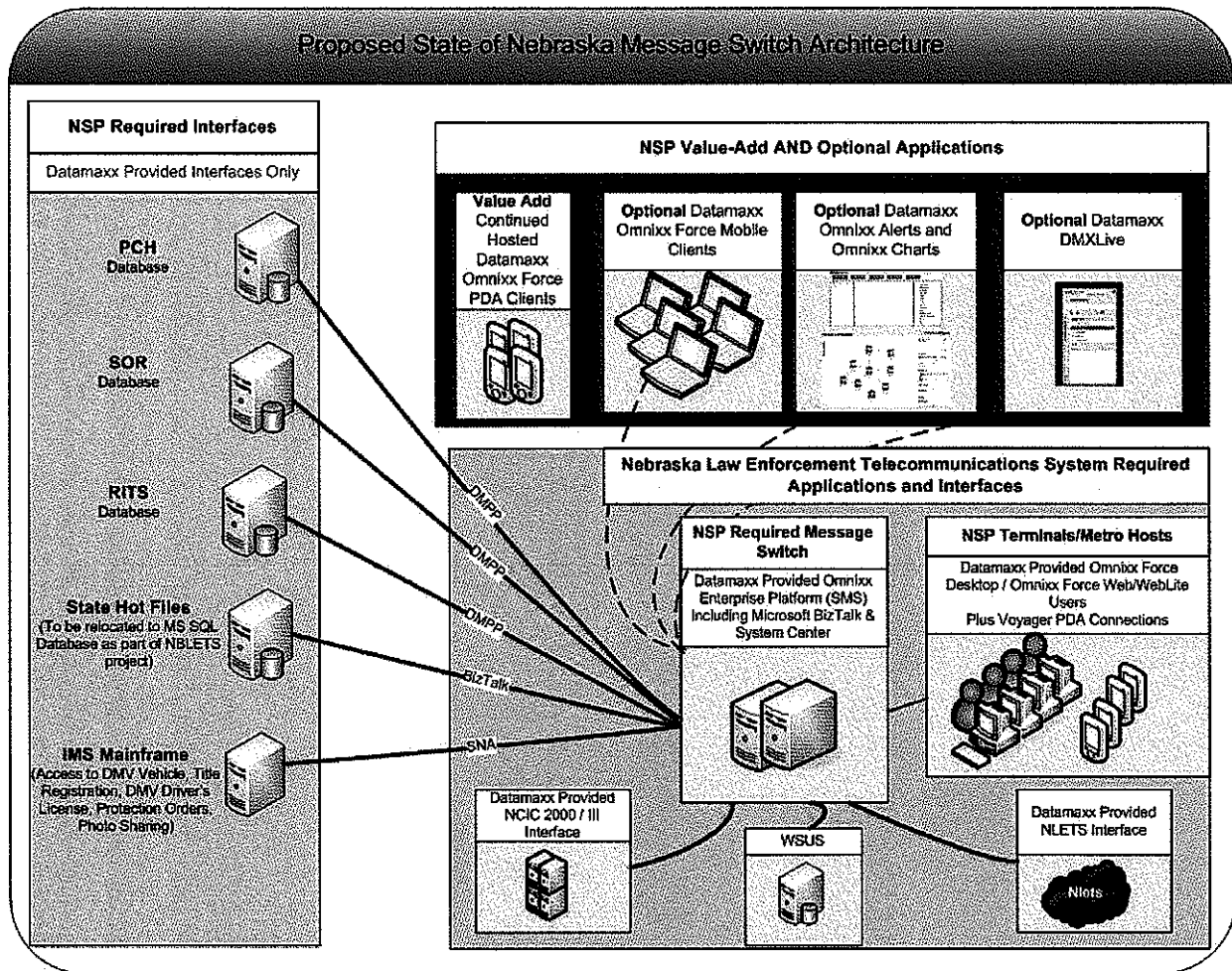


Figure 5: Message Switch Architecture Diagram

The *Omnixx* Enterprise Product Suite incorporates all communications, message switching and routing, with access to all necessary data sources. The communications component will serve as the hub for NSP users to access law enforcement related networks and databases. It will provide standard interfaces that facilitate the seamless integration of multiple types of devices (MDTs, CADs, Desktops, Hand-held, etc.). The system also incorporates Microsoft's BizTalk orchestration process and XML transformation services to expand the access to data sources as they migrate to new technologies, and to facilitate the implementation of new data sources that adhere to GJXDM, NIEM and other standards, using a Service Oriented Architecture.

The new system will do much more than simply replace the existing system and add new interfaces and device capabilities. The new system will add data content processing using open standards, including "XML", while maintaining compatibility with existing data streams. The new system will also be inherently capable of handling any form of Binary data (e.g. images), without being restricted to fixed standards, such as the NCIC Image format specification. It will also allow for "URL" based exchange of data, from any authorized Web based repository, using Web Services and XML.

The architecture that Datamaxx is proposing is based on a Virtualized Server deployment using VMWare technology. Individual server components are hosted together in a virtualized

environment that supports the scalability, failover, and functionality that is required while providing the State of Nebraska with an energy efficient solution that reduces the cost of infrastructure and improves the maintainability and management of the system.

As part of the overall solution approach, Datamaxx recognizes the importance of business continuity for any organization, including NSP. Below is a synopsis of the Datamaxx proposed solution for business continuity. Datamaxx will work with NSP to meet their requirements for business continuity.

BUSINESS CONTINUITY

Datamaxx's Business Continuity and Disaster Recovery Plan (BCDRP) for the proposed NBLETS system are intended to be integrated into any existing BCDRP already in place for NSP. The Datamaxx BCDRP only addresses the components comprising the proposed Datamaxx solution. The following highlights the methods that the Omnixx Enterprise Solution provides in order to maintain Business Continuity, load balancing and scalability. It is in this manner that the Omnixx Enterprise Solution provides 99.999 availability on a 24/7 basis.

The proposed BCDRP relies on a duplicate set of servers located at the NSP designated backup data facility to ensure continued operation of the NBLETS solution with minimal downtime in case of a temporary or permanent failure of the solution components or systems they rely on (e.g. the primary data facility itself or the network infrastructure within) at the primary data facility. These backup servers will be kept synchronized with the servers at the primary data facility on a scheduled basis which will minimize any potential loss of data caused by a failure at the primary data center.

RECOVERY POINT OBJECTIVE

Datamaxx will work with NSP to determine a Recovery Point Objective (RPO) that is acceptable to NSP and sustainable by the existing network infrastructure and proposed solution components. The RPO represents the maximum amount of time between replication of data stored by the Datamaxx solution in the SQL database and any application configuration information from the servers at the primary data facility to the servers at the backup data facility.

DATA SYNCHRONIZATION

Synchronization of data in the SQL database from the SQL server at the primary data facility to the backup SQL server at the backup data facility along with the synchronization of any locally stored application information (i.e., any configuration information not stored in the database for any applications) will be handled by a manual task to:

- Make backups of necessary databases from the SQL server at the primary facility.
- Copy the database backups from the primary facility to the backup SQL server at the backup data facility along with any application configuration information.
- Properly restore the database copies from the primary database server into the backup SQL server along with any application configuration information.

How often this task is completed to synchronize the data will impact not only the servers themselves (as they process the backups and recovery) but potentially more importantly the

Wide Area Network (WAN) connection between the primary and backup data facilities. Datamaxx's experience with other customers using similar solutions suggests a daily synchronization of this data at an off-hour (e.g. middle of the night) is sufficient to meet most customers' RPO and minimizes any WAN impact. Automation of this process by 3rd party applications is possible but is beyond the scope of this proposal.

APPLICATION SYNCHRONIZATION

In order to ensure the servers at the backup facility will operate exactly as those at the primary facility it is essential that all application, Operating System (OS), and hardware changes (e.g. installation or upgrading of applications or OS patches) made on the primary servers are also performed on the backup servers. Ensuring any application, OS, or hardware changes are done on both the primary and backup servers should be made part of the normal Process and Procedures followed by any group or vendor that accesses the servers comprising the Datamaxx solution.

FAILING OVER TO BACKUP SERVERS

As previously stated, it is assumed that NSP has an existing BCDRP and the network infrastructure already in place will effect the transition of the respective clients from the primary data facility to the backup data facility (and back again) in the event of any failure or disaster at the primary data facility.

Datamaxx servers at the backup data facility are run in a hot standby mode (they are always on and are synchronized often enough to meet the RPO). This means there will be no need for NSP staff to do anything special (beyond what they would already do to facilitate the shift of clients to the backup data facility) with the Datamaxx solution in order to fail over to the backup servers.

It should be noted that while the Datamaxx servers located at the backup facility are run in a hot mode, the servers in the backup data facility do not maintain any stateful information with the servers at the primary facility. This means that any clients logged in to the primary servers at the time a transition to the backup facility is made will simply have to login again (to the servers at the backup data facility) and re-run any queries that may have been in the process of completing at the time the transition of clients to the backup data facility was made.

FAIL BACK TO PRIMARY SERVERS

As previously stated, it is assumed that NSP has an existing BCDRP and the network infrastructure already in place will effect the transition of the respective clients from the primary data facility to the backup data facility (and back again) in the event of any failure or disaster at the primary data facility.

Once any issue at the primary data facility is resolved, the Datamaxx servers at the primary facility would be ready to handle client requests as soon as NSP staff facilitates the transition of clients back to the primary data facility from the backup data facility. This means there will be no need for NSP staff to do anything special (beyond what they would already do to facilitate the shift of clients back to the primary data facility) with the Datamaxx solution in order to fail back to the primary servers.

PERIODIC TESTING

Datamaxx recommends semi-annual to annual testing of the backup servers by forcing a fail over to the backup data center in order to simulate a disaster situation and ensure that all backup systems operate as expected.

- b. A listing of all components of the proposed solution, including all application and system software as well as hardware, networking components and peripherals needed to fully implement the solution. If any of these components are proprietary and/or must be sourced through the bidder, this must be so indicated. (Note – for hardware, software or other components that are available through multiple sources, the State reserves the right to purchase these components separately through other State contracts, as applicable.)

Datamaxx Response:**PROPOSED MESSAGE SWITCH COMPONENTS**

The application and system software components that comprise the proposed State Message Switch solution include:

- Omnixx Enterprise Platform
- Microsoft SQL Sever
- Microsoft BizTalk
- Microsoft System Center

Omnixx Enterprise Platform – The core component of the proposed solution is the proven Datamaxx Omnixx Enterprise Platform which provides NSP with a scalable distributed architecture second to none. The Omnixx Enterprise Platform offers a framework that supports a variety of clients including desktop, Web, mobile laptop and wireless portable (hand-held) clients along with interfaces to external and/or legacy systems all while providing a centralized point for device, user, application, business rule and transaction administration. The highly scalable nature of the Omnixx Enterprise architecture means the solution may be deployed in a variety of different configurations with no custom programming required. This must be purchased through Datamaxx.

Microsoft SQL Server – The Omnixx Enterprise Platform includes a centralized repository for users, their access information, and the roles and permissions granted to them. Users have one name and identifier and one set of authentication credentials, and all user attributes, including date of entry are managed in the one place, the centralized repository. This central repository includes support for all other informational requirements for the system too, including security policy configurations, device information, ORI Tables, groups, reports, training course ware, training classes, and certification tests. In addition, all Omnixx database events are logged into a table in the Omnixx Enterprise Platform database. Through the use of extensive and robust logging and auditing functions, all entries, changes, and deletions and tracked and audited (and is also searchable). NSP may purchase this component through other state contract sources.

Microsoft BizTalk – Microsoft BizTalk, integrated with Omnixx Enterprise Platform, provides the orchestration necessary to update NSP state hot files. BizTalk uses a visual “drag and drop” approach to data manipulation and processing. This obviates the need for a

formal programmer. Another significant point of difference between Datamaxx's proposed solution and others in the market is that this unique approach makes adding additional interfaces, integrations, compliance with standards such as NIEM, etc. easy via BizTalk user interface tools that allow simple techniques such as drop-and-drag. NSP may purchase this component through other state contract sources.

Microsoft System Center – Integrated with the Omnixx Enterprise Platform, Microsoft System Center provides a tool for managing and monitoring Windows environments. It monitors hardware and software in the environment, keeping track of everything from application availability to disk utilization. It offers a true “data center” class monitoring solution. Coupled with System Center “Management Packs” developed by Datamaxx, the solution offers unparalleled insight into the performance Omnixx Enterprise Platform applications, as well as the hardware, software, and database services supporting it. NSP may purchase this component through other state contract sources.

The NSP message switch solution proposed by Datamaxx is XML-based, and complies with GJXDM and NIEM standards. In fact, the Datamaxx State Message Switch implementation in the Commonwealth of Puerto Rico represents one of the first fully GJXDM-compliant implementations in the Country.

The Omnixx Enterprise Platform provides the interface to exchange data and information in GJXDM or NIEM format. This functionality is both built into the server software as well as provided through web services and the Enterprise Service Bus in order to communicate with systems that are not in the CJIS network but rely on GJXDM/NEIM for efficient information sharing. Datamaxx provides the capability to interface using GJXDM as one of its native data exchange models. In the case of NIEM, there are many messages and data formats that have been introduced, based on state and agency requirements. The Datamaxx solution has the current capability to interface in NIEM formats, but will require cooperative work with NSP to determine which NIEM formats are to be handled in order to define those in the business rules for implementation.

Datamaxx understands that the NSP seeks a solution that minimizes or fully eliminates the use of vendor proprietary architectural and data standards. In addition, NSP seeks vendor solutions that require no or minimal customizations and are compatible with the external application processing environment, and thus will cause minimal or no impact on end users. The Datamaxx system is built utilizing Open Systems standards, using technology and standards currently deployed in NSP. The proposed solution provides a “snap-in” architecture that allows any communications methodology and interface data format to be defined and configured. Technologies such as Web Services are a current feature, and are defined by the use of Omnixx “Business Rules”. More importantly, the Datamaxx Message Switching solution requires very little coding – the system is designed to allow soft configurations achievable by the customer, if desired.

The proposed solution provides a full set of functions for end user access, databases access and external agency access, including NCIC and Nlets. The actual formats and displays are defined by “business rules” which are defined and maintained on the server using a console that is part of the proposed solution. The business rules can be used to define any message key and apply data edit, formatting and routing logic to the resultant transaction.

The proposed solution provides encapsulation for non-text payloads (e.g. NCIC images). This functionality is provided by the Datamaxx Standard Embedded Object (DSEO) specification, which is widely used in these types of systems. Although the obvious use is for images such as mug shots, this specification allows for any non-text data to be transmitted in a message. The DSEO is bi-directional in that it can be used for the exchange of non-text data from the server to the client, and vice-versa. When entering common non-text data (such as a mugshot for transmission to NCIC) special edit controls are applied to ensure that the data is sized correctly for the target system. The user can make adjustments if that is not the case. The use of "pre-canned" specifications, such as the DSEO specification, is a result of the experience and "lessons-learned" from the design and implementation of multiple state message switching systems throughout the country.

Datamaxx is proposing the use of Microsoft BizTalk product to create the processing and orchestration of all activities within the NSP Hot File system and to allow for integration with future data sources.. BizTalk permits a script based processing that can access data sources via ODBC and Stored Procedures and also access other sources that use different protocols, such as TCP/IP, IBM WebSphere MQ, etc. Furthermore, BizTalk permits synchronization of remote sources (example: updating records with an NCIC NIC number) within its orchestration should that be necessary.

Datamaxx chose to integrate BizTalk into our solution because it provides significant advantages over more common, hand coded processing of databases and transactions, especially where synchronization has to occur. Elevating the processing to a high-level reduces maintenance costs and administrative overhead. This open system architecture provides a graphical user interface for analyzing, mapping, and transforming data, and applying business rules. This increases the universe of available personnel resources to maintain and enhance the new NSP system.

All products proposed by Datamaxx are based on native XML processing, and BizTalk is no exception. This also permits easy integration with the GJXDM and NIEM standards, using standard Open Systems concepts such as XML Style Sheets and similar transformations – again allowing NSP to easily maintain and expand the system with minimal administrative overhead. This provides a significant benefit as well as a significant point-of-difference.

All functions will use a BizTalk orchestration. These will not only include Create (enter), modify, Locate and clear (cancel) information but also process queries, where appropriate, including "spawning" if necessary. The exact functionality and orchestration will be determined via the discovery sessions at the onset of the project.

It should be noted that BizTalk orchestration allows for "chaining" or generating queries from responses. For example, the results from one query (e.g. plate query which returns a VIN number) could be used to create a query for Department of Motor Vehicle systems for owner information, which may not be specified in the NSP or NCIC files.

Proposed hardware specifications for the proposed Datamaxx solutions is as follows:

Qty	Description
SERVER GROUP (each system configured with 72GB RAM and two, 146GB mirrored hard drives – RAID 1)	
2	HP ProLiant DL380 G6 Perf Xeon QC X5560 2.80GHz(x2) / 8MBL3 / 12GB / OpnBay 2.5”SAS / SATA HS / DVDRW / GNIC / RPS HP Servers
2	HP 5yr 24x7 24h CTR Proliant DL38x HW Support
36	HP SmartBuy 4GB PC3-10600 240-pin DDR3 SDRAM RDIMM for Select ProLiant Models HP Server Accessories
2	HP NC360T PCI Express Dual Port Gigabit Server Adapter HP Server Accessories
4	HP StorageWorks 81Q PCI Express Fibre Channel Host Bus Adapter HP StorageWorks
2	DL380 G6 3 Slot PCI-E Riser Kit HP Server Accessories
2	HP Installation During Non-Standard Business Hours for ProLiant DL38x Hewlett Packard Accessories/service
4	HP 146GB 15K SAS DP 2.5” Hard Disk Drive HP Server Accessories
1	Integrated Lights Out (iLO) Advanced Pack 1 Server License w / 24x7 Technical Support & Updates HP Server Accessories
4	Open Licensing – Windows Server – Datacenter Edition, per processor w/SA (2yr) (must license per processor. Provides host + unlimited virtual licenses)
STORAGE GROUP (realized storage capacity is 6.9 TB’s, RAID 5)	
1	StorageWorks P2000 G3 iSCSI MSA Dual Controller SFF Array System HP StorageWorks

Table 2: Hardware Specifications

The proposed hardware and peripherals may be purchased through other state contract sources.

OTHER APPLICATION COMPONENTS

Datamaxx recognizes that NSP has been successfully utilizing Omnixx SE Desktop for many years. Datamaxx proposes, as part of the solution, including upgrades to the NSP Omnixx SE Desktop clients with the following:

➤ **OMNIXX FORCE DESKTOP**

Omnixx Force Desktop – Omnixx Force Desktop is a Java-based client that provides a feature-rich user experience for the “power” user. Through the use of innovative Java Web Start technology, the Omnixx Force Desktop client is a web-delivered application allowing for automated rapid deployments and update, with zero user intervention, across the enterprise. Datamaxx utilizes industry best practices where user interface methodologies are concerned which brings about enhanced product usability and intuitiveness, reduced time for training impact on end-user agencies. The fact that Omnixx Force Desktop is integrated with Omnixx Enterprise Platform, functions such as

user authentication becomes easier to manage, as does upgrades to Omnixx Force Desktop. For example, any modifications to Omnixx Force Desktop forms are downloaded to the client application upon user log on. There is no requirement to physically “touch” each client to realize changes. This component must be purchased through Datamaxx.

Datamaxx recognizes that NSP has been successfully utilizing Omnixx CyberLINXX for many years. Datamaxx proposes, as part of the solution, including upgrades to the NSP Omnixx CyberLINXX clients with the following:

- **OMNIXX FORCE WEB**
- **OMNIXX FORCE WEB LITE**

Omnixx Force Web – The Omnixx Force Web client is a thin-client browser application that offers full functionality (query, add, modify, delete, etc) to the user. Datamaxx believes this to be a competitive point of difference by offering the only true full function web client on the market – there is NO installation of software on the workstation. This component must be purchased through Datamaxx.

Omnixx Force Web Lite – A true thin-client browser application, Omnixx Force Web Lite is the “Lite” version of Omnixx Force Web in that it provides query only capability. This offers NSP an out-of-box interface specifically designed for the casual or query-only users without any cumbersome configurations or customizations. Datamaxx also believes this to be a competitive point of difference by offering the only true web query-only client – there is NO installation of software on the workstation. This component must be purchased through Datamaxx.

Datamaxx propose offering NSP the following software licenses components at no charge to the NBLETS solution:

- **OMNIXX FORCE MOBILE (100 LICENSES)**
- **OMNIXX FORCE PDA (10 LICENSES)**

Omnixx Force Mobile – Designed specifically for the mobile-data computing environment and includes touch-screen functionality (with large “buttons” that can be accessed by gloved hands). A mobile client is not just a desktop client with larger fonts – a true mobile client is developed from the ground up to consider the challenges of the wireless environment and for optimization of data transfer and delivery. Datamaxx also offers add-on modules such as Omnixx AFR (Automated Forms and Reports) and Omnixx AVL (Automated Vehicle Location). Datamaxx proposes offering NSP 100 Omnixx Force Mobile licenses as no cost. These components must be purchased through Datamaxx.

Omnixx Force PDA – Provides FIPS 1402-2, secure CJIS query capabilities optimized for wireless environments and limited screen size on most RIM Blackberry devices and Window Mobile devices. Datamaxx proposes expanding the existing deployment of the hosted Omnixx Force solution, currently in production within NSP. Datamaxx proposes

offering NSP 10 Omnixx Force PDA software subscriptions. This component must be purchased through Datamaxx.

- c. An explanation of how the bidder will accomplish the required interfaces.

Datamaxx Response:

The proposed solution supports several forms of connectivity for interface agencies. These include, but are not limited to TCP/IP (using Web Services, the Datamaxx DMPP-2020 protocol, a widely accepted specification used nationally) and other strategies such as IBM WebSphere MQ or similar.

In addition to providing interface support for web services in a Service Oriented Architecture/Enterprise Service Bus (ESB/SOA) environment, Datamaxx personnel possess unmatched Subject Matter Expertise (SME) with regard to analyzing existing information technology environments, and designing effective and efficient methodologies to interface with, or integrate into those environments.

Datamaxx built its corporate reputation on designing and developing ways to interface to law enforcement and criminal justice information systems. In fact, two law enforcement communication standards are Datamaxx creations, and will be leveraged for the NSP solution:

- **DMPP-2020** – Datamaxx Message Processing Protocol defined the de facto standard used today to provide robust message handling in a law enforcement communications environment.
- **DSEO** – Datamaxx Standard Embedded Object established the standard protocol to support the exchange of non-text objects such as mug shots, stolen property photos and fingerprints in the law enforcement communications environment.

Datamaxx Omnixx Enterprise platform provides a complete framework for communications handling and queuing, transaction formatting and processing, user and environment management and an interface to the Microsoft “BizTalk” application that provides orchestration for all database activities.

The solution also “decouples” the communications interfaces from the actual processing by use of standard protocols, and soft set “business rules” and configurations that are accessible to authorized system administrators. By use of the communications strategy (as discussed in more detail later in the proposal) effectively any communications structure and protocol or data source can be integrated into the system, with no changes to the central “core” processing code. This reduces risk and overhead when making changes to the system.

Being based on Open Systems, especially TCP/IP and XML, and not requiring any proprietary hardware, the system will meet NSP standards, as well as established National standards, such as GJXDM, the handling for which is an inherent feature of the proposed solution.

The proposed solution supports a wide variety of protocols (e.g. TCP/IP sockets, Web Services, IBM WebSphere MQ, etc), and the data content (including control information required for routing and auditing purposes) is controlled by the business rules, and is therefore configurable (not hard coding). The data content strategy is separate from the communications strategy, which provides tremendous advantages when implementing new interfaces, as a "mix and match" of existing components can be configured.

The following communications strategies are an inherent part of the proposed solution.

- TCP/IP via a sockets interface using the Datamaxx DMPP-2020 specification.
- TCP/IP via a sockets interface using the NCIC-2000 specification.
- TCP/IP via a sockets interface using the Nlets specification.
- TCP/IP via sockets using existing data format and connection strategies, such as those used by "METRO" interfaces, such as Douglas County or Buffalo County Sheriff's office.
- IBM SNA over TCP/IP for the interface to the State mainframe systems, such as motor vehicles and protection orders.
- Web Services.

The following data content strategies are an inherent part of the proposed solution.

- XML using the OFML standard
- Legacy "dot" format using a "trusted Server" concept that allows for remote agencies to maintain context (control) and device routing information in all exchanges.
- Legacy "dot" format using a "Logical Device Identifier (LDI), also known as a "Device Address Control (DAC)", concept that allows for remote agencies to maintain device routing information in all exchanges. This is a simpler subset of the above-mentioned trusted server and is ideal for small "clusters" of devices as is often found in agencies. This is analogous to the legacy IBM "3270 Controller" strategy.

For systems that fall outside any of the above strategies, the proposed solution supports "External Interfaces". These are free running processes which can create an "adapter" between the solution and any data source or communications interface. Datamaxx has supported communications strategies ranging from slow speed RS-232 communications to fully customized database interfaces on remote systems using ODBC. These adapters integrate with the proposed solution and are configured using the business rule process, which is common to all components.

The use of the External Interface enables any type of data to be accessed, including files that are transferred, or provided on storage. Effectively, any format that can be accessed can be processed. This includes not only content manipulation, but code conversion (e.g. EBCDIC to ASCII), as is often required when accessing mainframe database or file systems.

- d. A description of the extent to which the proposed solution adheres to national standards.

Datamaxx Response:

The *Omnixx* Enterprise Platform provides the interface to exchange data and information in GJXDM or NIEM format. This functionality is both built into the server software as well as provided through web services and the Enterprise Service Bus in order to communicate with systems that are not in the CJIS network but rely on GJXDM/NEIM for efficient information sharing. Datamaxx provides the capability to interface using GJXDM as one of its native data exchange models. In the case of NIEM, there are many messages and data formats that have been introduced, based on state and agency requirements. The Datamaxx solution has the current capability to interface in NIEM formats, but will require cooperative work with NSP to determine which NIEM formats are to be handled in order to define those in the business rules for implementation.

- e. A discussion of how the bidder will perform risk management, as well as mitigation and issues management.

Datamaxx Response:

The Datamaxx Project Team, led by Mr. Jonathan Waters, will follow a very structured process from Systems Design to Project Acceptance. The processes followed have been created, and modified, over the years to accommodate the lessons learned from previous State Message System implementations, and to account for unexpected project risks that are sure to occur. A major function of the Datamaxx Project Manager will be to identify and communicate all risks immediately upon recognition of possible risk factors. From that point, a Risk Mitigation Process will be followed in order to prevent any significant project interruption.

- f. Identification of any known/anticipated implementation and operational risks in the near and long terms.

Datamaxx Response:

The Datamaxx Project Team, led by Mr. Jonathan Waters, will follow a very structured process from Systems Design to Project Acceptance. The processes followed have been created, and modified, over the years to accommodate the lessons learned from previous State Message System implementations, and to account for unexpected project risks that are sure to occur. A major function of the Datamaxx Project Manager will be to identify and communicate all risks immediately upon recognition of possible risk factors. From that point, a Risk Mitigation Process will be followed in order to prevent any significant project interruption.

3. Project Management Plan

Bidders must provide a project management plan that includes elements of project management, quality assurance (QA), and scheduling. Specific elements to be contained in the plan include:

a. Project Management

Bidders must provide a description of how they will successfully manage the complex aspects of budget, scope, and schedule management. In addition, describe the project management methodology to be utilized, including a description of any supporting software. This discussion shall include information about overall project management techniques, issue management approaches, status reporting, meeting facilitation, and staffing. NSP prefers the use of Microsoft Project 2007 as the project management software.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. The State of Nebraska has placed significant attention in the RFP to a vendors' project management methodology, specifically as it relates to the complex nature of "budget, scope and schedule management." Datamaxx has provided as **Attachment F** to this proposal a sample Project Plan that details the methodology used to manage efforts of a similar nature and scope. Datamaxx understands the criticality of a qualified and experienced project team, and especially a qualified Project Manager, in order to ensure success. The Project Manager uses Microsoft Project 2007 as the component in which resources, tasks, dependencies, etc. are controlled.

Having served the role as "Project Manager" and/or "Program Manager" on 30+ State and Federal message switching systems since 1991, Datamaxx has extensive experience which will be leveraged for the NBLETS Replacement message switching system. Mr. Jonathan Waters will participate in the role of Program Manager, providing oversight at the highest levels of the project. Mr. Waters keen understanding of the existing LEMS implementation in Nebraska as well as his industry expertise of systems of a similar nature make him an excellent candidate for such a role. Mr. Ryan Rodgers will serve as Project Manager for this effort. The combined efforts of Mr. Jonathan Waters as a Subject Matter Expert (SME) and Mr. Ryan Rodgers project management expertise will ensure a complete understanding of the variables involved in designing and implementing a state message switching system that meet the goals and objectives of the State of Nebraska.

b. Quality Assurance

Describe the QA process to be utilized for the project tasks, schedule, deliverables, and testing in order to ensure that work related to the production of acceptable deliverables is on track and expectations are met or exceeded. The QA process is expected to be proactive so as to ensure not only that the schedule is met but also that product and service quality is maintained.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. The Datamaxx Project Plan, **Attachment F** of this proposal discusses the QA process applied to the project as a whole.

However, it is important to note that Datamaxx also employs a very detailed Quality Assurance Process in support of all software releases from the organization for public consumption. This process includes the use of the HP Quality Center for defect tracking, Accurev for source control management, and a variety of other testing tools such as WinRunner/LoadRunner, Microsoft Load Agent, and Jmeter. As in every software company, issues will be revealed after distribution. In that particular situation, Datamaxx would use the Support Issue Review Board, or SIRB team to review the issue, determine approach to addressing the fix as well as the release date. All active projects have a team member assigned to the SIRB team so project related issues get the visibility necessary to reach resolution in an expedited fashion. The SIRB consists of support personnel, field-engineering personnel, engineering personnel, quality assurance personnel and active project team members.

c. Project Schedule

The project schedule must include a timeline identifying all major tasks, submitted in Gantt chart format. This schedule shall contain a breakdown of all tasks and subtasks required to successfully complete the NBLETS Replacement Project. For each identified subtask, bidders shall include the following information:

- i. Resource assignments (e.g. bidder staff, local agency staff).
- ii. Milestones.
- iii. Key dates.
- iv. Deliverables.

Bidders are required to state their ability to meet this timeline and/or to discuss any foreseen risks in meeting this timeline. This includes all required modifications identified during the Question and Answer activities, i.e. scheduling, services, equipment, and connectivity required – all of which **MUST** be performed or provided at the contractor's expense. All modifications identified, **MUST** be defined within the project plan, to include scheduling, services, equipment, and connectivity required.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. The Project Schedule for the NBLETS Replacement project is noted as **Attachment G**. This schedule provides the detailed tasks, resource assignments, milestones, key dates and deliverables. This is a draft project plan and will be finalized during the kick off meeting where any optional items that may be elected will be accounted for at that time.

4. Risk Management Plan

Bidders must provide a risk management plan that minimally identifies all risks associated with implementing NBLETS, the methods proposed to mitigate each risk, the probability that each risk will occur (i.e., high, medium, low), and the impact each risk can have on the project (i.e., high, medium, low). Each environment option proposed (i.e. service-oriented versus traditional) has different risks associated with it, and these risks must be included in the risk management plan.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. The objective of a Risk Management Plan is to foresee risks, to estimate the likelihood and consequences of those risks, and to create response plans to mitigate those risks. A risk is defined as an uncertain event or condition that, if it occurs, has either a positive or negative effect on a project's objectives. Because the risk is inherent with any project, Project Managers should assess risks continually and develop plans to address them.

Datamaxx is only proposing one option with respect to the replacement message switch. In this case, it is the service-oriented approach. However, there are still associated risks that could be presented regardless of the option. At a high level, these risks can be broken out into the following categories: Project Management Risks, Security Risks, Resource Risks, Client Risks and Technical Risks. A Risk Management Plan will be tailored accordingly. However, it should be noted that the Risk Management planning may be distinguished by four distinct steps: Risk Identification, Qualitative Risk Assessment, Risk Response Planning and Risk Monitoring and Control.

The following table represents the crux of the Risk Management Plan and the category and likelihood of each risk. This Plan will be customized to meet the needs of the NBLETS Replacement Project when appropriate.

Priority Algorithm					
Likelihood	Consequences				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost certain	Significant	Significant	High	Very high	Very high
Likely	Moderate	Significant	Significant	High	Very high
Moderate	Low	Moderate	Significant	High	High
Unlikely	Low	Low	Moderate	Significant	High
Rare	Trivial	Trivial	Moderate	Significant	Significant

Risk Assessment							
Risk	Likelihood	Consequences	Priority of Risk (Use Algorithm)	Owner	Control Strategy	Contingency Plan	
1 Project Management Risks							
a	Likelihood that project definition is inadequate	Rare	Moderate	Moderate	BOTH	Mitigate	Yes
b	Likelihood that WSP expert staff/resources will not be available	Unlikely	Major	Significant	DMAX	Accept	No
c	Likelihood that project is based on unrealistic time frames	Unlikely	Moderate	Moderate	DMAX	Mitigate	Yes
d	Likelihood that project plan is deficient or not accurate	Unlikely	Minor	Low	DMAX	Mitigate	Yes
e	Likelihood that "Scope Creep" will impact the project	Moderate	Minor	Moderate	NSP	Accept	Yes
f	Likelihood that a lack of communication between Vendor and Client becomes an issue	Rare	Major	Significant	BOTH	Mitigate	Yes
g	Others						
2 Security Risks							
a	Likelihood that security requirements cannot be met by Vendor	Unlikely	Major	Significant	DMAX	Mitigate	Yes

Risk Assessment							
	Risk	Likelihood	Consequences	Priority of Risk (Use Algorithm)	Owner	Control Strategy	Contingency Plan
b	Likelihood that data or information accuracy or integrity is inadequate	Moderate	Moderate	Significant	NSP	Accept	No
c	Likelihood that a breach of privacy occurs	Rare	Major	Significant	BOTH	Mitigate	Yes
d	Others						
3 Resource Risks							
a	Likelihood that a loss of Vendor staff occurs	Moderate	Moderate	Significant	DMAX	Accept	Yes
b	Likelihood that project roles and responsibilities are unclear	Unlikely	Moderate	Moderate	DMAX	Mitigate	Yes
c	Likelihood that Vendor project team expertise is inadequate	Unlikely	Minor	Low	DMAX	Mitigate	Yes
d	Likelihood that Vendor experiences insufficient funding	Unlikely	Moderate	Moderate	DMAX	Mitigate	Yes
e	Others						
4 Client Risks							
a	Likelihood that business requirements were inadequate or incomplete	Unlikely	Minor	Low	NSP	Accept	Yes
b	Likelihood that client will be dissatisfied with product in acceptance tests	Unlikely	Catastrophic	High	BOTH	Mitigate	Yes
c	Likelihood that training of clients/users is inadequate	Unlikely	Major	Significant	BOTH	Mitigate	Yes
d	Likelihood that project is impacted by client staff's resistance to change	Unlikely	Major	Significant	NSP	Mitigate	Yes
e	Others						
5 Technical Risks							

Risk Assessment							
	Risk	Likelihood	Consequences	Priority of Risk (Use Algorithm)	Owner	Control Strategy	Contingency Plan
a	Likelihood that procurement issues, including tendering become problematic	Unlikely	Moderate	Moderate	NSP	Mitigate	Yes
b	Likelihood that hardware proves to be inadequate	Unlikely	Moderate	Moderate	BOTH	Mitigate	Yes
c	Likelihood that systems software becomes unavailable or unacceptable	Rare	Moderate	Moderate	BOTH	Mitigate	Yes
d	Likelihood that technical problems delay project completion	Unlikely	Major	Significant	BOTH	Mitigate	Yes
e	Others						
6	Other Risks						
a	Likelihood that interdependencies with other systems delays project completion	Rare	Moderate	Moderate	NSP	Accept	Yes
b	Likelihood that level of ongoing support is inadequate	Moderate	Major	High	DMAX	Mitigate	Yes
c	Others						

5. Implementation Plan

Bidders must provide a detailed plan for implementation of the proposed NBLETS solution, outlining the steps from the point of contract signing through complete acceptance and go-live of the future NBLETS infrastructure in the production environment.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. Datamaxx provides an Implementation Plan as **Attachment H** to this response. This plan will be reviewed and revised following the planning and discovery phase of the project.

6. Data Conversion Plan

Bidders must provide a plan for the conversion of electronic data from the current message switch system to the new platform. As a part of this plan, the bidder shall provide the data conversion specifications for NSP to review. If NSP is able to provide the legacy system data according to the specification, the successful bidder will then be asked to convert and enter the data into the new solution.

Upon contract award, a conversion planning conference must be conducted, and a detailed conversion work plan must be prepared and delivered for review and acceptance. The work plan must include:

- a. A description of the conversion process, record handling and inventory control process, and quality control activities.
- b. An outline of common errors and resolutions from previous conversion efforts.
- c. A description of roles and responsibilities.
- d. A detailed activity schedule and timeline for the conversion process.
- e. The work plan shall also outline each major step anticipated in the data conversion process.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform has an import/export utility that is used to facilitate data conversion from a legacy system such as the LEMS system, to the OEP audit database. The OEP audit database is stored in a MS SQL server database, which allows for the use SQL Server Integration Services (SSIS) in order to convert the LEMS transaction data into the OEP database structure.

Upon contract award, Datamaxx would embark upon a conversion planning conference where the ultimate deliverable would be a detailed conversion work plan that will include but not be limited to the following:

- a. A description of the conversion process, record handling and inventory control process, and quality control activities.
- b. An outline of common errors and resolutions from previous conversion efforts.
- c. A description of roles and responsibilities.

- d. A detailed activity schedule and timeline for the conversion process.
- e. The work plan shall also outline each major step anticipated in the data conversion process.

7. Business Continuity Solution

Bidders must provide a brief overview of their proposed business continuity solution. A detailed breakdown and explanation of the proposed business continuity solution is to be included with the overall solution approach within the Technical Responses section.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. Datamaxx's Business Continuity for the proposed NBLETS replacement system is intended to be integrated into whatever Business Continuity plan is already in place for State of Nebraska. The Datamaxx business continuity plan only addresses the components comprising this proposed solution. The following plan is intended as a guide and is subject to change based on any needs discovered during the System Design phase of this project or other State of Nebraska requirements.

OVERVIEW

The Datamaxx solution for the NBLETS replacement system relies on a duplicate set of servers located at the NBLETS designated backup data facility to ensure continued operation of the NBLETS solution with minimal downtime in case of a temporary or permanent failure of the solution components or systems they rely on (e.g. the primary data facility itself or the network infrastructure within) at the primary data facility. These backup servers will be kept synchronized with the servers at the primary data facility on a scheduled basis which will minimize any potential loss of data caused by a failure at the primary data center.

RECOVERY POINT OBJECTIVE

Datamaxx will work with the State of Nebraska to determine a Recovery Point Objective (RPO) that is acceptable to Nebraska and sustainable by the existing network infrastructure and proposed solution components. The RPO represents the maximum amount of time between replication of data stored by the Datamaxx solution in the SQL database and any application configuration information from the servers at the primary data facility to the servers at the backup data facility.

DATA SYNCHRONIZATION

Synchronization of data in the SQL database from the SQL server at the primary data facility to the backup SQL server at the backup data facility along with the synchronization of any locally stored application information (i.e., any configuration information not stored in the database for any applications) will be handled by a manual task to:

- Make backups of necessary databases from the SQL server at the primary facility.

- Copy the database backups from the primary facility to the backup SQL server at the backup data facility along with any application configuration information.
- Properly restore the database copies from the primary database server into the backup SQL server along with any application configuration information.

How often this task is completed to synchronize the data will impact not only the servers themselves (as they process the backups and recovery) but potentially more importantly the Wide Area Network (WAN) connection between the primary and backup data facilities. Datamaxx's experience with other customers using similar solutions suggests a daily synchronization of this data at an off-hour (e.g. middle of the night) is sufficient to meet most customers' RPO and minimizes any WAN impact. Automation of this process by 3rd party applications is possible but is beyond the scope of this proposal.

APPLICATION SYNCHRONIZATION

In order to ensure the servers at the backup facility will operate exactly as those at the primary facility it is essential that all application, Operating System (OS), and hardware changes (e.g.: installation or upgrading of applications or OS patches) made on the primary servers are also performed on the backup servers. Ensuring any application, OS, or hardware changes are done on both the primary and backup servers should be made part of the normal Process and Procedures followed by any group or vendor that accesses the servers comprising the Datamaxx solution.

FAILING OVER TO BACKUP SERVERS

As previously stated, it is assumed that the State of Nebraska has an existing Business Continuity plan and the network infrastructure already in place will effect the transition of the respective clients from the primary data facility to the backup data facility (and back again) in the event of any failure or disaster at the primary data facility.

Datamaxx servers at the backup data facility are run in a hot standby mode (they are always on and are synchronized often enough to meet the RPO). This means there will be no need for NBLETS staff to do anything special (beyond what they would already do to facilitate the shift of clients to the backup data facility) with the Datamaxx solution in order to fail over to the backup servers.

It should be noted that while the Datamaxx servers located at the backup facility are run in a hot mode, the servers in the backup data facility do not maintain any stateful information with the servers at the primary facility. This means that any clients logged in to the primary servers at the time a transition to the backup facility is made will simply have to login again (to the servers at the backup data facility) and re-run any queries that may have been in the process of completing at the time the transition of clients to the backup data facility was made.

FAIL BACK TO PRIMARY SERVERS

As previously stated, it is assumed that the State of Nebraska has an existing Business Continuity plan and the network infrastructure already in place will effect the transition of the respective

clients from the primary data facility to the backup data facility (and back again) in the event of any failure or disaster at the primary data facility.

Once any issue at the primary data facility is resolved, the Datamaxx servers at the primary facility would be ready to handle client requests as soon as NBLETS staff facilitates the transition of clients back to the primary data facility from the backup data facility. This means there will be no need for NBLETS staff to do anything special (beyond what they would already do to facilitate the shift of clients back to the primary data facility) with the Datamaxx solution in order to fail back to the primary servers.

PERIODIC TESTING

Datamaxx recommends semi-annual to annual testing of the backup servers by forcing a fail over to the backup data center in order to simulate a disaster situation and ensure that all back up systems operate as expected.

8. Migration Plan

Bidders must provide a detailed approach and plan for the migration of NSP from the current (legacy) message switch to the new environment. This plan will include considerations for the logistics of cutover of the following installations:

- a. NSP central site.
- b. User/interface sites.

This plan will need to address the seamless migration of legacy user devices to the new environment. Finally, this plan must clearly include the logistics of coordinating the training of users of the new environment and the cutover of interfaces in close time proximity to the installation at NSP.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. As part of the implementation plan outlined above, Datamaxx will account for a migration strategy. However, since there is an existing system, it is recommended that both the legacy and replacement systems run simultaneous to one another which would allow the legacy switch to remain in tact while the replacement message switch is constructed. Once the replacement message switch is operational, users will be migrated slowly from the legacy system. Based on the experience gained as a result of being solution providers in this industry for over 18 years, Datamaxx believes this is the most effective approach and certainly the least impactful to the user community.

9. Fail-Back Plan

Each bidder must provide a structured plan for the rapid and orderly return to the prior (current) version or environment if the transition effort for any element of the new environment (during cutover and for the period up to final acceptance) begins to fail in production, including plans for:

- a. System Restoration and Rollback.
- b. Data Restoration and Rollback.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. The migration strategy proposed above takes into consideration a fail-back approach should an issue with the new system be presented while the migration is taking place. In this event, the user would simply be redirected to the legacy system. As part of the migration plan, Datamaxx will account for a fail-back approach. It is important to note that the *Omnixx* Enterprise system inherently supports rollback in the event new releases, patches etc. cause a disruption in service. The releases can be earmarked for production and quickly be reverted back to an unpublished state.

10. Test Plans

Comprehensive test plans of NBLETS and its components must be provided, including verification that all requirements of the delivered system and its components are full satisfied.

a. Test Plan Elements

Elements of the test plan must include:

- i. Test Procedures – Define the test procedures overall and for each of the specific test areas below, including verification of compliance with requirements.
- ii. Inspection – To ensure the availability and quality of delivered equipment, certifications, documentation, and so forth.
- iii. Functional Testing – To demonstrate each of the discrete functional capabilities of the system.
- iv. Operational Testing – To demonstrate the full operability of all integrated components in an operational environment and to validate associated user and maintenance documentation.
- v. Benchmark Testing – To demonstrate that the system meets or exceeds performance requirements, including throughput and response time and identification accuracy.
- vi. Final Acceptance Testing – To demonstrate that system components are completely readied for production implementation.

b. Detailed Test Plan

A comprehensive test plan will account for unit, integration, and acceptance testing, as applicable. Test plans must be prepared and delivered for final review and acceptance. The test plan must also include:

- i. An overview of each phase of testing with anticipated time frame for each phase, including specifications of bidder and NSP roles and responsibilities and a description of each test team as applicable.
- ii. A specification of the facility requirements and test configurations that will be implemented to support phases of the testing.
- iii. A timeline for preparing detailed test procedures and conducting the testing.

iv. A plan for tracking, correcting, and retesting any deviations.

c. Testing Procedures

Prior to commencement of testing, a comprehensive set of test procedures must be prepared and delivered for review, providing the specific steps that will be followed to perform each inspection, functional test, operational test, and benchmark test. The procedures also must establish test criteria that have to be achieved for each individual test procedure.

d. Test Reporting and Remediation

At the conclusion of each phase of testing, a test report that includes the following must be compiled and delivered:

- i. Completed and signed checklists documenting the successful performance of the inspection or test.
- ii. A detailed schedule for discrepancy correction and retesting.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. The goal of project testing is to ensure that the system, which is ultimately placed into operation, will function as expected. During the Testing Phase, Datamaxx will deliver comprehensive test plans for the Message Switch solution and its components. The Project Test Plan will reflect procedures to test each of the items specified in the Design Specification. Although initial testing will be performed at the Datamaxx offices where software development is performed, on-site testing will be performed to ensure that each functional component meets the specification in a real world environment. In order to aid in development and testing Datamaxx has developed NCIC and Nlets "simulation" programs. These stub programs (program simulating the host destination) will receive transactions and route back into the system appropriate response transactions. Each of the test steps and results concerning individual components will be reviewed with the State's personnel to make sure that they meet the specifications.

There are several testing stages, with each stage inclusive of numerous testing procedures. A high-level description of the testing stages is listed below – with detailed descriptions of the testing procedures included within the technical proposal.

TESTING STAGES

Inspection – Datamaxx will devise a checklist accounting for all equipment and other components to ensure that upon delivery all hardware is properly accounted for. This checklist will be measured against the respective purchase orders and manufacturer packing slips. Upon confirmation of receipt, Datamaxx will run through a series of manual checks to qualify the equipment is operating in the manner in which it is expected. The same inspection can be performed at the State of Nebraska site as well since equipment will go through another shipping process.

Component or Functional Testing – Component testing ensures that individual elements combined to make up the project system are individually ready for operation within the system.

Interface Testing – System/Interface testing ensures that the individual components integrate as designed to comprise the project system.

Operational Testing – Operational System Test is a pre-defined, structured and well-documented test conducted by both Datamaxx and the State to validate the full operability of all integrated components in an operational environment and to validate associated user and maintenance documentation. The Operational System Test systematically checks a representative number of functions to ensure that the specified functionality and performance is provided. The operational test will also include the failover testing cycle as well.

Benchmark Testing – Datamaxx has a comprehensive set of tools that can be used to generate messages and responses for benchmark testing. Datamaxx also has monitoring tools that provide real-time graphically presented statistics as to the performance of the system. These tools will be used during installation and system testing to verify the performance of the system.

System (Final) Acceptance Test – System Acceptance Test is the test conducted during the period of time after final (post-production cutover) changes have been made to the project system. The purpose of the System Acceptance Test is to provide an opportunity for the State to formally evaluate and accept the system in its final state, and to demonstrate that system components are ready for production implementation.

Testing, Reporting and Remediation – The Datamaxx Project Manager will keep an Issues Tracking log detailing each issue, time reported, release, and re-test information and final remediation. The list will be handled by a project testing remediation team. This Issues Tracking log will be reviewed daily during the remediation period by all stakeholders to ensure appropriate dialogue and progress are moving forward.

The operation of the system will be closely monitored during the various tests; results will be documented and reviewed with the State. Only after the system has passed the acceptance criteria will it be placed into production. At that time, an Acceptance Document will be signed by all parties acknowledging the system is in operational order.

Details surrounding the associated time frames for each of these testing events are noted in the Microsoft Project Schedule, included in this proposal as **Attachment G**.

11. Training Plan

Bidders must provide a comprehensive user and system administrator training program, as well as periodic refreshers upon contract award. In addition, a training conference must be conducted, and a detailed training plan must be prepared and delivered for review and acceptance.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. Datamaxx views training as a critical component to a successful project. Our Datamaxx Academy is comprised of instructors with years of experience in teaching law enforcement agencies how to utilize the applications to efficiently perform their every day tasks. Our comprehensive training is geared toward preparing users and solution support staff for a seamless transition to the new system including taking full advantage of the new application's features and functions. The Datamaxx training philosophy can be summarized by our Training Mission Statement:

Our Mission

To improve the performance of our clients by providing comprehensive, effective and ongoing training programs delivered in a professional and consistent manner.

All courses taught by the Datamaxx Academy instructors are evaluated by each student at the conclusion of each course. The evaluation allows the student to evaluate the training materials, the instructor's delivery, and their overall perception of the course on a scale from 1 to 5. Below is a summary of evaluation average scores over the past 4 years:

Year	Average Evaluation Score
2010	4.96
2009	4.98
2008	4.94
2007	4.96

Table 3: Evaluation Average Scores

The Datamaxx courses are designed to provide the student with an understanding of not only the operation of the various system components, but also the concepts and theories behind their operation. While Datamaxx offers a structured training approach, it is also "user friendly" as students are encouraged to actively participate in the classes by asking questions, practicing techniques using hands-on exercises, and openly taking part in class discussions. Each class will be concluded with the student taking an exam.

The Datamaxx provides a training plan as part of this response; however, a training conference will be scheduled as part of the project planning activities to review the proposed training and make adjustments as needed. The revised training plan will be provided for review and acceptance.

Refresher training in the form of web sessions is provided at no charge to all clients that participate in the Datamaxx SEP (Software Enhancement Program) program.

a. Skills Inventory

Presented in the table that follows is an overview of the current NSP professional staff, by grouping, that will need to be addressed in the training plan requirements outlined below.

ID.	Staff Description	Staffing Totals	NBLETS Staff
Application Support			
1	SQL Application Developers	5	.25
2	Business Operations	1.5	.5
Network and Technical Support			
3	Network Administration	4	1
4	Microsoft Windows System	4	1
5	Desktop Support	4	1
6	Computer-Aided Dispatch (CAD)	1	
7	Database Administrator	1	.25

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. Datamaxx used the information provided in this requirement in developing the Training Plan that is provided as part of this response. The Training Plan details the proposed training for the all above-mentioned staff.

b. Training Plan

The proposed training plan must include the following:

- i. An overview of the training program, including objectives, roles and responsibilities, and facility requirements.
- ii. Course descriptions and curriculum outlines for each training course.
- iii. A plan for student training and evaluation, including:
 - a) A "train-the-trainer" course for the Law Enforcement Agencies, field support and system administrators.
 - b) Directed and detailed software and application training for developer and support staff.
 - c) Directed and detailed hardware training for system operations staff.
 - d) Directed and detailed DBA training.
 - e) A detailed training schedule and timeline.
 - f) A delineation of training in relation to system installation and go-live.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. Datamaxx provides a comprehensive training plan as part of this response.

The Training Plan includes:

- Overview of the Training Program
- Training Objectives
- Roles and Responsibilities
- Facility Requirements
- Detailed outlines for each course

- Student Testing and Evaluation
- Hands-on, Train-the-Trainer approaches
- Training timelines
- Recommendations for training schedule

The training plan details training for the staff mentioned above in requirement 11a. The proposed courses will be conducted in a 'Train-the-Trainer' format. Each training course will complete with student testing and the students will be asked to complete an evaluation of the course.

The proposed training schedule is included in **Attachment G – Project Schedule**. The training is scheduled to occur prior to system go live in order to prepare both the users and support staff to be trained prior to using the system.

12. System Documentation Approach

Each bidder must describe its overall approach to providing NSP with a comprehensive set of user, system, and management documentation. NSP seeks both online, or otherwise electronic, and hard copy documentation volumes. The online user documentation must describe the components, functions, and operations of each NBLETS workstation type. Operations descriptions must include a list and description of all error conditions, as well as the associated error message displayed and the action required of the operator.

In addition, NSP expects that online documentation must be maintained and updated throughout the life of system to reflect software version updates and modifications.

A description of how this is to be accomplished shall be included in the proposal. Finally, each workstation with NBLETS access must be provided with complete online user documentation that resides on the workstation, or can be accessed via NSP's internal networks.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. Datamaxx offers several types of documentation on each hardware and software component proposed. A comprehensive set of detailed and fully descriptive user, system, and management documentation in both printed and electronic formats are provided as part of the proposed solution. Electronic manuals are easily accessible to users via a simple selection off of the Product Menu. This allows for any user and/or agency location to easily access necessary documentation. The proposed solution further allows NSP to configure the Product Menu such that any other documentation can be made accessible to users of the system as necessary. As Datamaxx product versions are delivered, updated documentation is provided.

Datamaxx also provides custom system documentation to facilitate a complete transfer-of-knowledge to NSP in support of the solution. In order to provide concise system documentation, and to lay the groundwork for future enhancements, Datamaxx performs extensive system "discovery", and then creates a Design Document that defines the system. This document is considered part of the Project Book, and is reviewed at all levels by all parties, to ensure correct implementation. The Datamaxx Project Manager will work with NSP to define and revise this

documentation as necessary. Datamaxx will deliver additional documentation to NSP throughout the implementation of the Project as the need arises.

Datamaxx will provide editable copies of all documentation to NSP for internal use such as training and certification use.

13. Maintenance and Support Plans

a. Maintenance and Support Program

Bidders must provide a description of a comprehensive maintenance and operations support program that includes:

- i. Preventive maintenance.
- ii. Remedial maintenance.
- iii. Help desk support.
- iv. On-site support.

A detailed maintenance and operations support plan must be prepared and delivered for review and acceptance. The plan must minimally include:

- i. An overview of the maintenance and operations support program.
- ii. A detailed preventive maintenance schedule for each system component.
- iii. A set of service level agreements outlining the requirements and plan for providing response and remediation of problems for each system component.

A proposal for on-site, ongoing maintenance support required by NSP, including:

- i. A problem escalation procedure, including the escalation metrics.
- ii. Help desk plans and procedures, including support during non business hours.
- iii. A procedure for warranty repair/replacement of defective components.
- iv. A comprehensive list of maintenance spares and consumable items.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. Datamaxx views customer service and support as the cornerstone to building a successful and long-term relationship with our customer community. The Datamaxx philosophy can best be summarized by the Customer Support Mission Statement:

Our Mission

Exceed customer expectations by providing the highest quality of technical support, customer service and product knowledge and to position Datamaxx as our client's most trusted advisor by providing counsel and actions in the best interest of our client's business and mutual partnership.

Datamaxx provides service and support for all implementations via a two-phased approach. The initial phase includes all service and support while the proposed solution is being

designed, developed and implemented and is considered an active project within the Datamaxx Project Management Office (PMO). All service and support activities will be managed by the Datamaxx assigned project manager.

Upon completion of the project phase, the project moves from an active status to completed status, the system will migrate to the maintenance phase. During the maintenance phase, all maintenance and support activities are to be provided by the Datamaxx Technical Support group.

Datamaxx Technical Support and Customer Service will be provided based on the Datamaxx Software Enhancement Program (SEP) noted below.

Software Enhancement Program:

Datamaxx is proposing the Platinum level SEP agreement to support this requirement.

Platinum Level Support provides the following:

1. Priority notification and availability of product updates.
2. Priority product support by telephone, twenty-four hours a day, seven days a week, 365 days a year (24x7x365).
3. Priority product support by remote, electronic means (if available), twenty-four hours a day, seven days a week, 365 days a year (24x7x365).
4. Automatic reporting of support calls.
5. Quarterly summary of account activity.
6. Warranty replacement material by electronic download where possible or by overnight couriers where not possible.
7. A Technical Account Manager will be assigned to the customer to review and monitor all support activity provided by Datamaxx and to provide a single point of escalation for all critical support and maintenance related issues. The technical account representative will also coordinate the delivery and installation of any applicable system maintenance releases. **The Technical Account Representative (TAR) is a point of difference offering the customer a single point of contact for ALL customer related activities and inquiries.**

Platinum Support – Reporting

The Technical Account Manager will prepare monthly summaries of their sites to include all technical issues reported during the Support Term, and a status of outstanding issues that may be in process with the Call Center or Research and Development.

Platinum customers will receive an annual Site Review. This review consists of:

- Technical Account Representative will conduct a three days on site review process of outstanding issues. If necessary, Field Engineering team member may accompany TAR for routine maintenance of the overall Datamaxx system.
- Configuration and planning of upgrades or rollout

- If time permits during the three-day audit, the Technical Account Manager may troubleshoot current issues open with the call center.

A report of the findings and recommendations will be supplied to the client following the review. This service is provided to the client as part of the Platinum Support Level.

The Datamaxx support team is well trained, and prepared to respond to reported issues and/or questions. The support team participates in the Datamaxx employee-training program which requires that each employee complete training on all products and pass the test specific to each product-training course. Datamaxx utilizes both classroom and computer based training system courses as a part of employee training.

Support Structure

Datamaxx has dedicated technical support personnel. These individuals have Public Safety domain knowledge as well as technical skill-sets relative to supporting mission critical systems. Personnel are also trained and certified (where certification is available) on Datamaxx systems along with third party systems.

The roles and responsibilities of the technical support staff are as follows:

Technical Account Representatives: A Technical Account Representative is assigned to all Platinum level SEP clients. Their responsibilities include daily monitoring of all support activity for the client; scheduling and coordination for software updates and upgrades; escalation point for issues; three day annual site visit to review system, scheduled reporting of reported cases.

Field Engineer: The Field Engineer's responsibilities include system configuration and implementation, and the support of the system until the implementation project completes and the system has been formally turned over to Datamaxx Technical Support for production level support.

Application Engineer: The Application Engineer's responsibilities include dedicated attention to any escalated technical support issue and ownership of the issue until resolution.

Maintenance Engineer: The Maintenance Engineer's responsibilities include dedicated technical support (on site if deemed necessary) for software updates and upgrades.

Technical Support Technician: The Technical Support Technician's responsibilities include first line support for user and technical issues.

Technical Support Lifecycle

Technical support issues will be handled according to the standard procedures and practices in place. These procedures ensure that all customers receive the appropriate level of service in a manner, which is consistent with the mission critical nature of their activities. Datamaxx will provide support via remote access methodology as agreed upon with the customer during project kickoff.

Lifecycle of a Technical Support Issue

This section provides a brief narrative of the procedures for handling technical support issues.

1. Client experiences a technical issue.
2. Client reports issue to Datamaxx Technical Support:
 - a. By Phone (toll free phone number) – (877) 369-8324
 - b. By E-mail – support@datamaxx.com
3. If not immediately available, a Technical Support Representative will respond in the timeframe appropriate to the client's support package.
4. All information regarding the problem will be recorded in the Datamaxx Technical Support Database. This action will produce a Trouble Ticket number which is provided to the client for reference.
5. Datamaxx Technician helps the user diagnose the cause of the problem.
 - a. If the problem is rooted in a Datamaxx application, the Technician will test and troubleshoot to determine the cause of, and solution for said problem. If needed the Technician will involve the Application Engineer in this process.
 - b. If the problem is rooted in a service rendered by a Datamaxx Partner the Datamaxx Technician will contact the appropriate partner to make them aware of the problem and assist in reaching a resolution. The Trouble Ticket number will be given to the Datamaxx Partner for updating Datamaxx Technical Support upon reaching a resolution.
6. Once a resolution has been provided:
 - a. If Datamaxx provided the resolution, the Datamaxx Technician will update the Trouble Ticket.
 - b. If a Datamaxx Partner provided the resolution, said partner is responsible for contacting Datamaxx Technical Support in an effort to update the Datamaxx Trouble Ticket.
7. Upon an agreement between the Datamaxx Technician and the client, issues that have been resolved to the client's satisfaction will receive a status of "Closed" in the Datamaxx Technical Support Database.
8. If the issue is determined to be a reproducible software bug, the Trouble Ticket will be closed with the status of "Bug" and will be forwarded to Engineering for resolution.
9. If the issue is determined to be an enhancement request, the Trouble Ticket will be closed with the status of "Enhancement", forwarded to Engineering, and entered in the "Bug/Enhancement Spreadsheet" for tracking.

CASE ESCALATION PROCESS

In the event a client reported issue has not been resolved during the initial call for assistance, the call enters the call escalation procedure will be utilized. The initial step is to assign the issue to an appropriate category. Datamaxx will respond to and completely correct errors, defects, and malfunctions, in accordance with the following schedule.

CATEGORY	SEVERITY
1	A defect causing crashes of the system, the irrevocable loss or corruption of data, or the loss of a mission critical system or software functionality. No documented work-around is practicable.
2	A defect causing crashes of the system, the irrevocable loss or corruption of data, or the loss of a mission critical system or software functionality. A documented work-around is practicable.
3	A defect causing the recoverable loss or corruption of data, or the loss of system or software functionality that is not mission critical.
4	A defect that does not materially affect the operation of the system, such as minor imperfections to the user interface or items that function properly but do not meet client requirements.
5	There is no defect; however, the client may request a change to the subject item through the requirements change process.

Table 4: Escalation Categories

The assigned category will determine the escalated response time.

Datamaxx will make an initial response to a Category 1 call within a maximum time-period of one hour after receipt. Datamaxx will use extraordinary efforts to provide a fix, work around, or patch to Category 1 bugs within four (4) hours after the bug has been replicated and confirmed by Datamaxx. Category 1 calls will be handled on a 24x7x365 basis.

Datamaxx will make an initial response to a Category 2 call within a maximum time-period of one hour after receipt. Datamaxx will provide a fix, work around, or patch to Category 2 bugs within twenty-four (24) hours after the bug has been replicated and confirmed by Datamaxx. Category 2 calls will be handled on a 24x7x365 basis.

Datamaxx will make an initial response to a Category 3 call (phone or email) within a maximum time-period of four hours after receipt. Datamaxx will make reasonable efforts to identify a resolution to Category 3 calls within thirty (30) days and to incorporate Category 3 fixes in the next upcoming release of the product.

Datamaxx will make an initial response to a Category 4 call (phone or email) within a maximum time period of four hours after receipt. Category 4 calls will be handled on a case-by-case basis.

Datamaxx will make an initial response to a Category 5 call (phone or email) within a maximum time period of twenty-four hours after receipt. Category 5 calls will be handled on a case-by-case basis.

Should a Category 1 or 2 issue go unresolved and onsite support is necessary to continue to investigate and address the issue a mutually agreed upon timeframe for onsite service will be determined. This determination process will occur between the Contract Manager or Designee, and the Datamaxx Manager of Technical Support.

In the event that a resolution cannot be established for a failure during the troubleshooting process, Datamaxx will provide a workaround for any critical or non-critical error in an effort to ensure minimal downtime for the affected agency. This workaround shall be considered "temporary" until a permanent resolution can be distributed.

Datamaxx provides electronic support via a Datamaxx support e-mail id. Datamaxx is in the planning stages for a web-based support system that will include the ability to submit and track issues, a searchable knowledge base, and product update and document downloads.

The average Datamaxx support call queue wait time is 10 seconds. The support technician will provide the caller with a case number to identify the issue and will work the reported issues when the call is answered. If the support technician cannot resolve the issue, he/she will immediately escalate the issue to a Datamaxx Application Engineer (AE). The support technician and/or Application Engineer (AE) will maintain proactive contact on the telephone with the caller through initial troubleshooting process. If the issue requires extensive troubleshooting, the technician will update the caller on progress as agreed with the caller through this process. In addition, the assigned Datamaxx Technical Account Representative (TAR) will be alerted, and will assist in issue resolution and status communication with the caller.

MAINTENANCE AND OPERATIONS SUPPORT PLAN

Upon completion of the Project Phase and prior to moving into the Maintenance Phase, a complete maintenance and operations support plan will be provided which meets the stated requirements. This plan will also addresses procedures to follow for warranty repair/replacement of defective components as well as a comprehensive list of maintenance spares and consumable items.

b. On-Site Support

On-site bidder support staffing during system installation and implementation as follows:

- i. Project Manager – Minimum .75 FTE in NSP offices, Monday through Friday/standard business days; also available by telephone 24/7.
- ii. Support Staff – Minimum 1.25 FTEs (IT and CSO) in NSP offices, Monday through Friday/standard business days.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. A Project Manager and Field Engineer will be on-site during the system installation and implementation, as identified in the project plan (see **Attachment F**).

c. Warranty/Maintenance

The bidder shall address in written form each numbered section and subsection of this RFP. If the bidder takes exception to a specific paragraph, they shall fully describe their exception in the appropriate section of the proposal.

All software and services furnished by the Contractor under the resulting contract shall be warranted free from defects in material and workmanship, and shall conform to this RFP, and the bidder's response thereto, with all exceptions agreed to by the State. In the event any such defects in software or services become evident within the warranty period, the Contractor shall correct the defect at its option, by (1) correct any reproducible and/or recurring software defects; or (2) redo the faulty services. The Contractor is responsible for all charges incurred in the performance of all warranty services, including labor, materials and other related costs, during the warranty period. Thereafter, the maintenance and service of the System will either be contracted out to the Contractor, contracted to a third party, or provided by the NSP. The Contractor further warrants that during the warranty period the software furnished under this contract shall operate under normal use and service as a complete System, which shall perform in accordance with this RFP and the response thereto, with all exceptions agreed to by the NSP.

The warranty period shall be a period of 36 months from the date of final system acceptance as defined herein. Standard maintenance and support for the first 36 months shall be included as part of this warranty period. Claims under any of the warranties herein are valid if made within 30 days after termination of the warranty period. In addition, the following specific requirements apply to the Contractor's warranty:

- i. The NSP shall notify the Contractor within a reasonable time after the discovery of any failure or defect within the warranty period.
- ii. Should the Contractor fail to remedy any failure or defect within 30 consecutive days after receipt of notice thereof, the parties shall meet and discuss an extension of time which may be fair and equitable under the circumstances, failing which the NSP shall have the right to replace, repair, or otherwise remedy such failure or defect at the Contractor's expense.
- iii. The Contractor will obtain any warranties which subcontractors or suppliers to the Contractor give in the regular course of commercial practice, and shall apply the same benefit to the NSP.
- iv. The Contractor shall remedy at its own expense damage caused by the Contractor to NSP-owned or controlled real or personal property.
- v. The Contractor shall be liable to NSP for supply of information, materials, and labor necessary for mandatory revisions determined by the manufacturer for the duration of the warranty period at no cost to the NSP.
- vi. Under this warranty, the Contractor shall remedy at its own expense any failure to conform to the general contract terms, System requirements, or any other document included by reference in the contract. The Contractor also agrees to remedy at its own expense any defect in materials or workmanship.

vii. The "acceptance" of systems/equipment by the NSP shall not limit the NSP's warranty rights set forth above with respect to defects in materials or workmanship.

a) Maintenance During the Warranty Period

The bidder shall describe in the proposal how system maintenance and repair will be handled during the warranty period. Warranty shall include all routine maintenance during the warranty period to include specifically any needed upgrades or enhancements to operate the system. During the warranty period, the Contractor will respond to all repair calls or notices of system malfunction at no additional cost to the NSP. Warranty service shall be on a 24-hour per day, 365-day per year basis. The Contractor will have qualified technicians available to respond to major system malfunctions within two hours and to minor system malfunctions within four hours during the warranty period. A major system malfunction is defined as one in which the entire system is out of service or in which system functionality is degraded to the point that the system is not substantially providing the level of usage required. A minor system malfunction is defined as one in which some system features are inoperative, not rendering the entire system unusable or significantly degraded. The NSP reserves the right to decide whether a system malfunction is classified as major or minor.

Acceptance of the work upon completion of the project shall not preclude the NSP from requiring strict compliance with the contract, in that the Contractor shall complete or correct upon discovery any faulty, incomplete, or incorrect work not discovered at the time of acceptance. The three-year limit specified above shall not void or limit this requirement for little-used features or functions.

b) Service Under Warranty

If it becomes necessary for the NSP to contract with another vendor for warranty repairs, due to inability or failure of the Contractor to perform required system repairs, the Contractor shall reimburse the NSP for all invoices for labor, materials required, and the shipping/handling costs thereof to perform such repairs, within 30 days from presentation of such invoices. This shall only occur after the Contractor has been given reasonable time and fair opportunity to respond and correct the problem(s). The cost limitation for such repairs will not exceed the parts and labor replacement price of the repair.

c) Follow-On Maintenance Following Warranty Period

The bidder shall include in the proposal a price for the follow-on maintenance described herein. The proposal price shall include a five-year maintenance period following the warranty period and beginning 36 months after system acceptance. Annual renewal can occur automatically unless either party notifies the other in writing at least 90 days prior to expiration. The Contractor must provide notice of warranty/maintenance period expiration ninety (90) days prior to such expiration.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. Datamaxx will provide warranty for all services, parts, and materials that are provided by Datamaxx for the contracted warranty period. However, only the components provided as part of this RFP response can be warranted for system performance due to the fact that these components will be integrated into a network and infrastructure that is outside the scope of this RFP.

Datamaxx standard times for responding to and remedying issues, as explained in the Case Escalation Process section of our response to section 13.a above, meet or exceed the standards set by NSP. For example, qualified technicians will be available to respond to a major system malfunction (Category 1 issues) within 1 hour as opposed to the 2-hour requirement set by NSP.

Datamaxx will provide a remedy to a failure or defect within 30 days of notice of issue. Reported issues will be categorized and resolved in accordance with the process detailed in response to section 13.a above. Datamaxx is also open to discussing a specialized SLA with NSP.

Datamaxx will obtain any warranties which subcontractors or suppliers to Datamaxx give in the regular course of commercial practice, and shall apply the same benefit to the NSP.

Datamaxx acknowledges and will comply with the need to remedy at its own expense damage caused by Datamaxx to NSP-owned or controlled real or personal property.

Datamaxx acknowledges it shall be liable to NSP for supply of information, materials, and labor necessary for mandatory revisions determined by Datamaxx for the duration of the warranty period at no cost to the NSP.

Datamaxx acknowledges and agrees to remedy at its own expense any defect in materials or workmanship.

Upon completion of the Project Phase and prior to moving into the Maintenance Phase, a complete maintenance and operations support plan will be provided. This plan will also address how system maintenance and repair will be handled during the warranty period.

d. Maintenance of Bidder Furnished Software

The NSP requires that the Contractor maintain all furnished software in a reliable operating condition, and incorporate the latest software changes applicable to the installed system.

i. Scope

The bidder will describe the nature of their software maintenance coverage and program for maintaining reliable, efficient, and current software.

ii. Software Policy

The maintenance contract pricing shall include providing and installing any system software patches, upgrades, enhancements, etc., developed by the software manufacturer during the maintenance contract period. The bidder shall describe the upgrade/enhancement methodology for each type of software provided.

iii. Extraneous Application Support

The maintenance contract pricing shall include providing a documented number of hours of support for non-defective application support. This type of support will assist in system configuration, performance tuning, and other support that would normally fall outside the scope of a typical support call. The bidder shall describe their willingness and associated cost to assist the client with system issues of this nature.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement.

SOFTWARE CHANGE SUPPORT

The proposed Platinum level SEP maintenance agreement covers both Datamaxx software major and minor releases. Both major and minor releases can include a combination of system patches as well as new functional components and features. A description of the Software Change process is described below.

Software Change support is managed through the contract which will indicate the process by which changes are approved through the contract. Once the change is approved through a Process Change Order, the requested change enters a Datamaxx process to fit the change into the software lifecycle.

Datamaxx has a methodical and effective process for governing the software lifecycle. The process includes identification of features, enhancements, and fixes that are required by the customer and a plan for incorporating them in the current software.

In general, Datamaxx products are updated according to the following schedule:

Major Release

One Major Release is scheduled each 12-month period. A Major Release contains all hot fixes and patches that have been identified to date. Additionally, a Major Release will include Major new features that are of benefit to the customer and help differentiate Datamaxx products in the marketplace. Major releases are packaged together on a CD.

Minor Release

One Minor Release is scheduled for each product or product suite every year, approximately six months after the Major Release. A minor release includes enhancements that were not time-amenable for the Major Release as well as patches and fixes that have been identified to date. A Minor release is fully regression tested and delivered with an update installer.

Hot Fixes

Issues found after release in the field are reported to Support. A Hot Fix is defined as something that addresses critical customer issues or those issues preventing acceptance by a customer. Release is ASAP as SQA and Development resources are assigned as required. Testing is minimal. If the Change Control Board (CCB), operating in the Tollgate Process, decides that a hot-fix is required, Engineering will code and perform a mini-test of the fix. The affected file(s) and installation instructions will be packaged in a ZIP archive and submitted to Support for delivery. Support will maintain these hot-fixes and provide to other customers who report the same problem. Customers are cautioned that these are not fully regression tested in order to provide a quick turnaround. Targeted turnaround for hot-fixes is 24 – 48 hours once accepted by the CCB.

Hot fixes are streamed from the major releases as their own entity. They are very specific and will not contain any other fixes unless the hot-fix covers more than one issue. Hot-fixes, once confirmed by Support that it resolves the customer's problem, are then merged into the in-progress major release project.

Patch

A Patch is meant to address critical customer issues or major deficiency in the product that affects customers globally. Normally Patches are delivered as part of a service pack, but if the need is immediate, Datamaxx can issue an independent patch. Independent patches should be rarely done.

Service Packs

On a fixed release schedule (generally three (3) months after a major or minor release), hot-fixes and any accepted (very) small enhancements will be rolled into a service pack. Service Packs have their own update installer and are then run through a testing cycle. Service packs are then released to and maintained by operations. A release to a customer will comprise of the major/minor release and the latest service pack.

Software Updates

Datamaxx Software updates and upgrades are included as part of the proposed maintenance. The installation of these updates and upgrades can be accomplished via remote methodologies or on-site installation services can be offered as an optional add-on to standard maintenance services.

Facility/System Requirements

Although Datamaxx does not require special facility needs such as office space, phone lines, etc. for on-going maintenance, Datamaxx does request remote access to the Nebraska System(s). The primary method for issue resolution will be via remote access. Datamaxx utilizes the following methods for system access when needed, Virtual Private Networking (VPN) based on the customers security specifications and access authentication, Cisco Meeting Place which allows Datamaxx to access the workstations or Servers, and PC Anywhere.

e. Optional Components Approach

The optional components approach shall include a comprehensive written description of the bidder's project approach toward optional components and functionality. Each bidder shall identify any and all hardware, software, service, and ongoing operational requirements, beyond its baseline proposal, to fully implement optional functionalities. This shall be accompanied by a description of how the functions will operate from user and administrator perspectives in relation to the baseline NBLETS solution. In addition, all costs, including associated with selecting and adding these optional components to the system with initial implementation or at a later date shall be provide. NSP is interested in understanding the options that are available.

i. Other Value-Added Services

Bidders should understand that procurement is a unique opportunity for NSP to further enhance its NBLETS operations. As such, NSP may consider some or all optional functionality if financially feasible.

ii. Each bidder shall also indicate, for each optional component, what elements above are already included in its proposed NBLETS solution.

Datamaxx Response:

Datamaxx is proud to offer a comprehensive and modular public safety suite of products.

Important considerations for all Optional Components outlined in this RFP.

Hardware – Datamaxx has developed each of the following optional components as “modules” to fit into the proposed Omnixx Enterprise Platform environment. Based on the information provided to Datamaxx by NSP in this proposal, Datamaxx believes the current proposed hardware environment will support these options, with the possible exception of Omnixx Computerized Criminal History and Sex Offender Registry systems.

Ongoing Operational Requirements – The Omnixx Console, a part of the proposed Datamaxx NBLETS solution, is the sole administration tool for all of the following optional components. There is no additional administration software needed for any of the optional components.

Software – Datamaxx has included software licenses costs for each of the following optional components in the Cost Proposal.

Services – Datamaxx has also included, in the Cost Proposal, a “baseline” services cost, per optional component. This cost includes Datamaxx services to install the optional component server software in NSP environment. Datamaxx would need to conduct a “Needs Assessment” for each optional component (if purchased separately by NSP; otherwise the “Needs Assessment” may be combined into one). The Needs Assessment(s) will help Datamaxx understand and determine NSP requirements for these optional components. Once the Needs Assessment(s) have been completed, then Datamaxx will provide a quotation to NSP for the costs of the configuration and implementation of each optional component.

The following Optional Components are included for NSP consideration:

OMNIXX FORCE PDA

Datamaxx has included 10 software licenses for the Omnixx Force PDA application, at no charge, as part of this proposal. There are no additional costs to implement the Omnixx Force PDA clients.

NSP currently utilizes Omnixx Force PDA application, hosted in the Datamaxx Network Operations Center (NOC) in Tallahassee, FL. Datamaxx proposes to extend the number of Omnixx Force PDA software licenses to ten (10) for NSP. Datamaxx would continue to host the Omnixx Force PDA application in the Datamaxx NOC, at no charge.

Omnixx Force PDA provides law enforcement users secure, FIPS 140-2, wireless inquiry access to law enforcement sensitive data (e.g. NBLETS, NCIC, Nlets, etc.) through a Windows Mobile or Blackberry PDA device. Omnixx Force PDA includes a limited set of pre-formatted transaction forms that provide the user the ability to send NBLETS queries in a secure and easy-to-use manner.

OMNIXX FORCE MOBILE

Datamaxx has included 100 software licenses for Omnixx Force Mobile client, at no charge, as part of this proposal. There are costs for the implementation of the Omnixx Force Mobile server software and the configuration of the mobile devices.

Omnixx Force Mobile provides law enforcement users secure wireless inquiry access to law enforcement sensitive data (e.g. NBLETS, NCIC, Nlets, etc.) through an easy-to-use graphical user interface. Each transaction is accessed using a pre-formatted transaction form that provides both field level and transaction level "help". Each transaction field is validated and compressed prior to transmission to reduce over-the-air overhead. Omnixx Force Mobile was built from the "ground-up" to be a client used in a mobile environment – it is NOT a desktop client that simply has larger font size. Rather, the Datamaxx mobile client is optimized to perform on wireless networks and to handle the typical issues prevalent in a mobile environment.

Additional Omnixx Force Mobile features include client-to-client communication (vehicle-to-vehicle, vehicle-to-group of vehicles, vehicle-to-all vehicles, etc.), and a CAD interface module. The Omnixx Force Mobile CAD interface module accepts incident information from the CAD system, displays that information in a consistent format with other Omnixx Force Mobile modules, and allows the mobile user to generate status updates, inquire into the CAD system (i.e., pending (or stacked) calls, unit status lists, etc.), and support other features that are enabled by the target CAD system.

OMNIXX AIRSYNC

As part of the Omnixx Force Mobile offering to NSP, we offer the optional Omnixx AirSync for the management of Omnixx software on mobile data devices, laptops as well as PDAs. This capability is not limited to Omnixx software, however. Omnixx AirSync provides the

ability to manage the entire wireless enterprise in a very efficient and cost effective manner. Using Omnixx AirSync for the management of software and connecting devices, can result in tremendous Return on investment simply from the operational savings due to not having to bring in laptop computers for maintenance, updates, corrective action, disablement, or troubleshooting.

OMNIXX[®] ANALYTICS – A Suite of analytical tools including:

Omnixx[®] Alerts and Data Exchange

Allows for Subscription based notifications to be sent out automatically based upon triggering events. These Alerts can be based upon a User Subscription or System Event. In the case of a User Subscription, a user is able to “subscribe” to a triggering event such as a New Record. As an example, a user wants to be notified via an Alert message that “if any new data arrives in any system such as an RMS on “John Doe”, please send a notification to the user(s) defined with the details of the new data entered”.

In the case of a System Event, Omnixx Alerts can monitor triggering events that will initiate system actions. As an example, a user or administrator who has the certifications to configure System Events is able to say that “if a new warrant enters into the system, push a copy of the warrant data from System A to System B and notify User B that a new Warrant has now arrived into System B”. For System Events, users are able to set such configurations to exchange data to follow IEPDs and industry standard formats such as NIEM 2.0. On the backend, access to the different data sources, and access to data transformation services are facilitated by Omnixx Searchlight and Microsoft BizTalk.

Omnixx[®] Charts

Datamaxx offers, as an option, Omnixx Analytics, a Link Analysis module known as Omnixx Charts is provided that creates a visualization of data source objects and their relationships. This exposes hidden relationships between data source objects that might not otherwise become noticeable to a user or analyst.

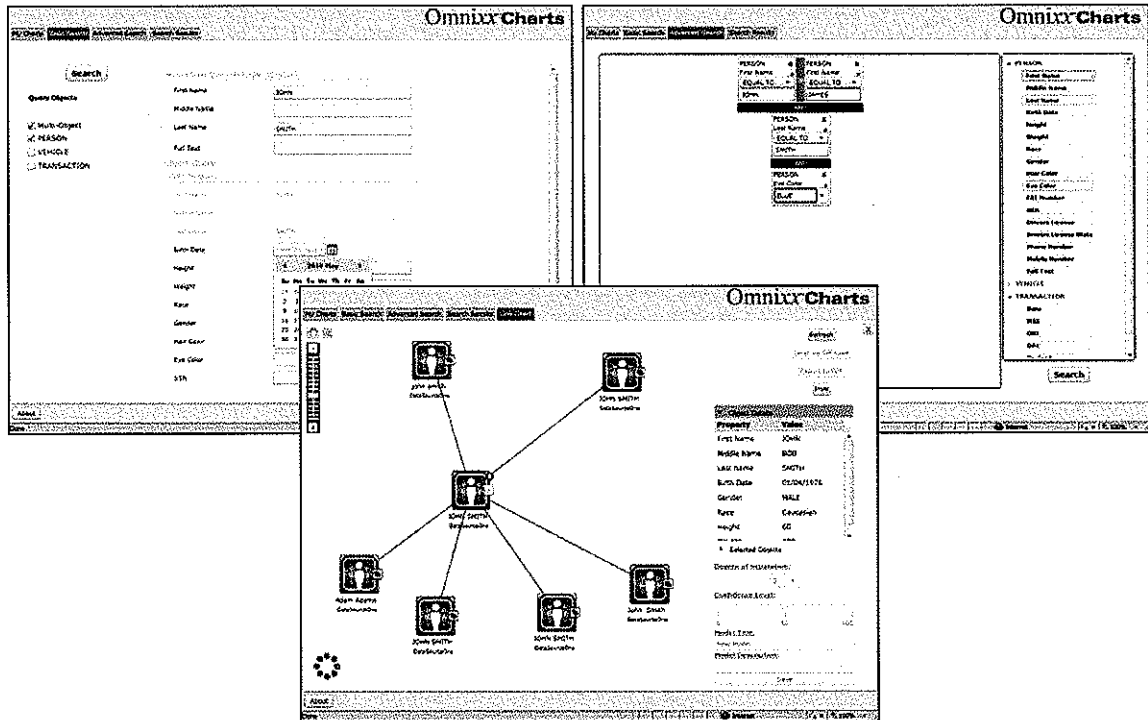
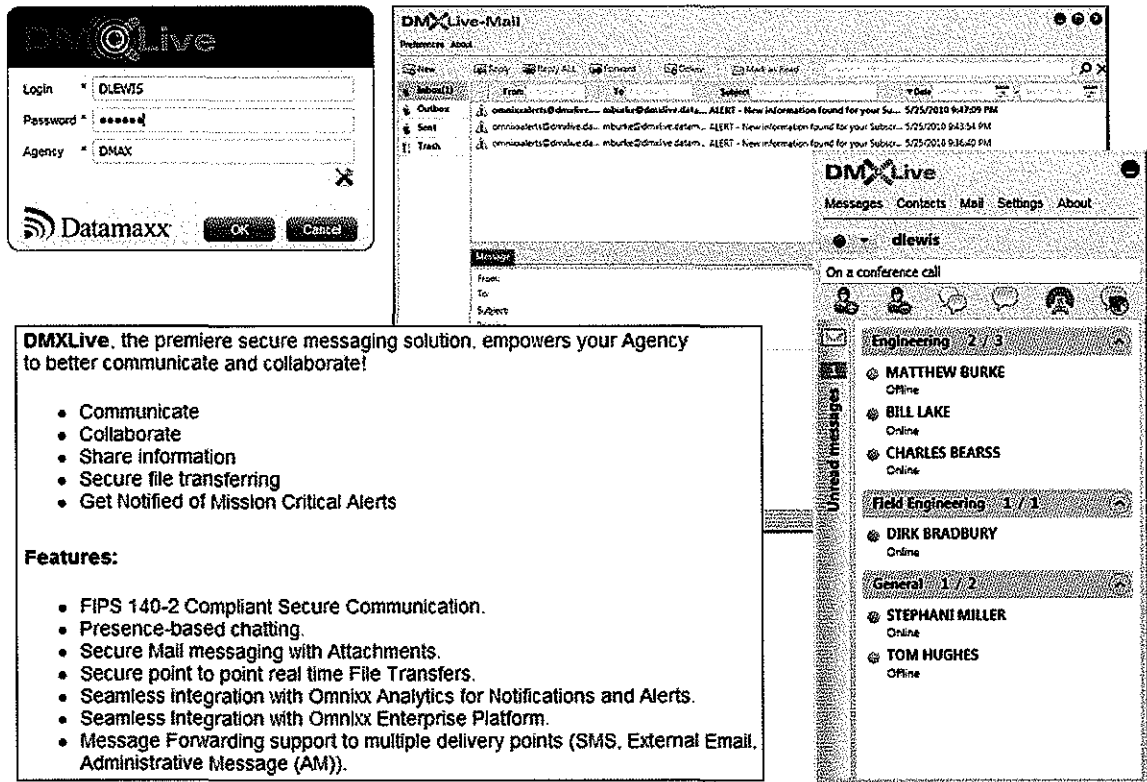


Figure 6: Omnix Charts

DMXLive®

Offered as part of Omnix Analytics, DMXLive provides a true FIPS 140-2 compliant presence-based Enterprise Messaging client that facilitates information sharing via instant messaging, collaboration, email, and file sharing. While also not a direct requirement of the NSP RFP, Datamaxx offers DMXLive as an option, and a must have tool to truly foster information sharing in a CJIS Secure environment. DMXLive is also seamlessly integrated with Omnix Alerts and user alerts can be delivered to DMXLive clients.



DMXLive, the premiere secure messaging solution, empowers your Agency to better communicate and collaborate!

- Communicate
- Collaborate
- Share information
- Secure file transferring
- Get Notified of Mission Critical Alerts

Features:

- FIPS 140-2 Compliant Secure Communication.
- Presence-based chatting.
- Secure Mail messaging with Attachments.
- Secure point to point real time File Transfers.
- Seamless integration with Omnix Analytics for Notifications and Alerts.
- Seamless Integration with Omnix Enterprise Platform.
- Message Forwarding support to multiple delivery points (SMS, External Email, Administrative Message (AM)).

Figure 7: DMXLive

Omnix® Enterprise Portal and Omnix Searchlight

The proposed solution includes a rich user experience for federated queries, user management (single sign-on), reports, and management dashboards through the Enterprise Portal. Federated query functionality powered by Omnix Searchlight is seamlessly integrated into the Enterprise Portal interface. This allows users to conduct queries against various data sources in real time which does not require a data warehouse to be built. The Enterprise Portal will also provide for Single Sign-On for all authorized users and will authenticate users directly with the Omnix Enterprise Platform and external authentication environments as necessary.

OMNIXX COMPUTERIZED CRIMINAL HISTORY SYSTEM

Omnixx Computerized Criminal History relies on advanced Search and Database Orchestration techniques to search multiple databases to retrieve the information contained in a Standardized RAP Sheet. The Criminal History is assembled in real time at the time the query is posted. This type of system eliminates the errors that arise when multiple system must maintain (and synchronize) the exact same information and eliminates the need for a separate database to be maintained.

Datamaxx would utilize the Omnixx Enterprise Platform, Omnixx Enterprise Portal, Omnixx SearchLight and Microsoft BizTalk for the deployment of the Omnixx CCH.

DATAMAXX SEX OFFENDER SYSTEM

The Datamaxx Sex Offender System provides the ability to easily create and maintain a sex offender registry. The Omnixx Enterprise Platform will provide all interface capabilities to the various sources of data and images required as part of the Sex Offender system. The Datamaxx Sex Offender System also provides an easy to use public interface and is built upon the Omnixx Security Standards, ensuring that public access is limited to only those areas of the site appropriate for public viewing/consumption.

NSP LOG FILE CONVERSION

Datamaxx is proposing as an optional component that the existing legacy log files be extracted and entered into the Omnixx Enterprise Platforms Archive system.

The Archive system maintains a complete, searchable, audit trail and log of all transactions and activities (such as user logon, logoff functions, etc) as well as the data from all transactions. This is accessible via authorized personnel via a Web browser.

All log files are stores in a formal Microsoft SQL server database for easy access, both with the management tools provided by Datamaxx and by standard query tools.

Datamaxx will create a program that will take log data provided by NSP and convert it to a format that can be loaded into the Omnixx Archive database. The Omnixx system already has a mechanism whereby data can be loaded in a serial manner as records become available, and this process will be followed for the conversion.

From an administrator's perspective, there following will be noted:

- The administrator will be able to view both current data and legacy data from a single location with a single interface.
- It is possible that the existing legacy logs may contain less detail data than can be displayed by the Omnixx Archive system and, thus, some fields may appear to be "missing". The extent of any data discrepancies will be defined during the discovery process should the NSP accept this optional component.

From a user's perspective, the following will be noted:

- Authorized uses will be able to display both legacy and current log data via the Web Browser interface.

Without this option, the logs will remain separate, and separate viewing tools will be required.

It should be noted that Datamaxx is in the process of performing this conversion for the State of Washington whereby 6 years of legacy log records will be converted and imported into the Omnixx archive. This is conceptually identical to the process described above.

Please see **Attachment N** for sample documentation related to possible Log File Strategy.

APPLICATION PROGRAMMING INTERFACE (API)

NSP has also expressed interest in an optional proposal for a specification or application programming interface (API) to the new switch that would allow NSP to redirect the current GUI. This will not be necessary with the Datamaxx proposed solution, as this proposal includes an integrated solution, including the message switch, direct-connect users (existing Omnixx SE users), and all web-enabled user (currently CyberLINXX). Datamaxx will also provide NSP an API to the Omnixx Enterprise Platform at no charge to utilize as necessary for other functions.

14. Software Escrow Agreement

Upon contract execution, the Contractor shall place a complete set of the source code to all Contractor software provided under this agreement in object form in an escrow account managed by a neutral party of the benefit of the NSP, in accordance with the Source Code Escrow Agreement attached hereto in Attachment 1 to Appendix A. The Source Code will be released to the NSP in the event of the Contractor's material breach of this Agreement, the Contractor's abandonment of support and maintenance of the NSP's software, or the Contractor's abandonment of support and maintenance of the NSP's software to the extent that the NSP operations are severely impaired. In the event that the Source Code is released to the NSP, the NSP agrees to use it exclusively for internal purposes, to maintain its confidentiality, and to otherwise be bound by all other terms and conditions of this agreement not inconsistent with its possession and use of the Source Code.

Datamaxx Response:

Based on Addendum Two, Vendor Questions and Answers, Datamaxx proposes delivering the new message switch system source code to NSP in lieu of a third party source code agent. Datamaxx will provide all source code in object form to a designee within NSP, with an agreement allowing the State or a contractor to access, modify and use the source code based upon a set of conditions stated in the agreement.

15. End of Contract Transition Responsibilities

The Contractor shall be responsible for end of contract activities at the completion of the contract to ensure that the transition from Contractor operations by the successor Contractor or the State occurs smoothly and without disruption to the State. End of Contract Transition activities will include planning, timely transfer of data and documentation specifically for Nebraska.

- a. Provide a draft detailed Turnover Plan prior to contract termination.
- b. Modify the Turnover Plan based upon the results of a review by the State.
- c. Transfer data, documentation, and other applicable materials to the State in accordance with the approved Turnover Plan.
- d. Provide technical and professional support to the State and/or a successor vendor in support of the turnover.

- e. Prepare and submit initial draft through final deliverables for State review, comment, and approval.

Datamaxx Response:

Datamaxx will comply with all requirements as described above for End of Contract Transition Responsibilities, and will offer full cooperation to ensure a smooth transition upon contract termination.

E. REQUIREMENTS MATRICES

1. RESPONSES TO REQUIREMENTS IN MATRICES

Section IV.E.18 and IV.E.20 of this document contain the detailed functional and technical requirements for the NBLETS Replacement Project. In responding to the requirements regarding functions, features, and reporting capabilities, for each requirement bidder must select the response option that accurately indicates its current or future ability to provide each requirement by using “CC”, “FR”, “CD”, or “NA”, as defined in Table 22 below. Bidder responses will be balanced against the system approach and architecture model proposed. The table below describes the response boxes in the attachments.

TABLE 22		
ID	Response Options	Definition
1	CC - Current Capability or Configurable Item	Requirement will be met by the proposed future message switch solution that is installed and operational in other states and can be readily demonstrated to NSP. <i>The cost of requirements receiving this response must be included in the cost of the base package, and the requirements must be delivered with the baseline solution at installation.</i>
2	FR - Future Release	Requirement will be met by a future release of the product. <i>The cost of requirements receiving this response must be included in the cost of the base package, and the requirements must be delivered within 1 year of baseline solution installation.</i>
3	CD - Custom Development	Requirement will be met by package software currently under development, in beta test, or not yet released. <i>The cost of requirements receiving this response must be included in the cost of the base package, and the requirements must be delivered with the baseline solution at installation.</i>
4	NA - Not Available	Requirement cannot be provided either as part of the baseline solution or future enhancement.
5	DM - Demonstration Method	For all requirement IDs except those marked as Not Available, bidders must include a <i>brief description or indication</i> of how each requirement is met, is provided for in the solution, and can be tested for the purposes of requirements traceability. Examples of these indications might be: documentation (include citations), application/software functionality, and reports.

It is important to note the following:

- a. Responses are necessary for each requirements entry in Section IV.E.18, IV.E.20 and their subsections. An omitted response will be assumed to be the same as a response of Not Available.

- b. Any response other than Not Available necessitates that the requirement will be provided within the quoted budget and at the time of installation (or within 1 year for a response of Future Release).
- c. All costs associated with each response must be included in the Cost Schedules (FORM F) with the RFP.
- d. Bidders must provide detailed explanations of how those requirements marked as Current Capability or Configurable Item are met by following the instructions in the response section of the RFP. Reference IV.E.1.
- e. Bidders must provide detailed explanations of how those requirements marked as Future Release will be met by following the instructions in subsections IV.E.1.
- f. Bidders must provide detailed explanations of why they chose not to provide those requirements marked as Not Available by following the instructions in subsections IV.E.1.

NSP seeks bidder solutions that meet most, if not all, requirements with no or minimum customization. If customization is required, it is expected that the cost to meet these requirements is already inherent in the cost of the base package. In instances where this is not the case, all additional costs must be included on the Cost Schedules (FORM F). Bidders must provide detailed explanations of how those requirements marked as Custom Development will be met by following the instructions in subsection IV.E.1. NSP will not be responsible for paying any custom-development costs not included in the bidder's response.

Datamaxx Response:

Datamaxx acknowledges and complies with these requirements.

2. FUNCTIONAL REQUIREMENTS

Methods for functional requirements are described below. A brief explanation of the interrelationships of the two models will be located after Functional Requirements have been explained.

Functional Requirements for the future NBLETS solution are categorized into elements – business process, analysis, action and decision, and work flow.

- f. Business Process – Is the core functional business components of the future NBLETS environment. This includes the modules necessary to meet business needs such as data entry, query, maintenance, and results.
- g. Analysis – The components required of the future NBLETS solution in relations to the use of the data captured for analytical decision-making. Requirements here include various types of online and hard copy reporting requirements.
- h. Action and Decision – The components required to allow users of the future NBLETS solution to aid business decisions based on the analytical information presented.

- i. Work Flow – The requirements relative to the routing, verification, and storage of information in the future NBLETS environment.

Datamaxx Response:

Datamaxx acknowledges and complies with these requirements.

3. RELATIONSHIPS OF FUNCTIONAL AND TECHNICAL REQUIREMENTS

The purpose of the differing function and technical requirements is straightforward. It is possible that a functional requirement can impact the technical architecture of the systems on numerous levels. For example, the functional requirements of entering or removing a person’s record may have an impact on data structures, integration with message switch applications, access restrictions, and security elements of the technical requirements.

Datamaxx Response:

Datamaxx acknowledges and complies with these requirements.

4. FUNCTIONAL REQUIREMENTS MATRICES

a. Business Process

The following presents the core functional business components of the future NBLETS environment. It also includes the modules necessary to meet business needs such as data query and messaging. Refer to IV.E.1. – Table 22 for response options.

ID.	General	Response	Demonstration Method
BP-1	The proposed solution must accommodate changes to existing message keys by NSP administrators and the addition of new message keys as required.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The proposed Datamaxx solution complies with this requirement with its current capability. The Omnixx platform provides an intuitive method for managing the message keys provided by NSP, NCIC and Nlets.</p> <p>Formats and displays of message keys are defined by “business rules” within the Omnixx Enterprise Platform. The business rules are defined and maintained on the server (Omnixx Enterprise Platform) using the Omnixx Console which is part of the proposed solution. These business rules are not part of the application code, but rather reference files, and provide the ability to easily change, modify, add, or delete message keys as required.</p> <p>The business rules can be used to define any message key and apply data edit, formatting and routing logic to the resultant transaction.</p>			
BP-2	The proposed solution shall minimally provide all of the functionality of the	CC	Application/Software functionality

ID.	General	Response	Demonstration Method
	current NBLETS environment.		
<p>Comments: Datamaxx acknowledges and complies with this requirement. Datamaxx is very familiar with the Nebraska (NBLETS) environment and its functionality. The functionality described in the RFP is well understood by Datamaxx as a result of our extensive experience. It is this understanding that enables Datamaxx to guarantee the continuance of the current functionality in the new replacement system.</p>			
BP-3	The proposed solution shall minimally provide the interface and protocol capabilities of the current NBLETS environment.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. Datamaxx is very familiar with the Nebraska (NBLETS) environment and its functionality. The functionality described in the RFP is well understood by Datamaxx as a result of our extensive experience. It is this understanding that enables Datamaxx to guarantee the continuance of the current functionality in the new replacement system.</p>			
BP-4	The proposed solution shall minimally provide the operational capacity of the current NBLETS environment, including photos.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The proposed solution meets these requirements with current capability or configurable items. The Omnixx Enterprise Platform is installed in many locations that have similar requirements to the NBLETS system and it employs best practices for cluster and load balancing providing a robust, scalable, and mature platform. It can support the NBLETS processing requirements and projected 5% growth rate. User, Agency, Device, ORI, etc. are stored in a SQL Server relational database providing the ability to store all necessary information and the ability to add to it for future growth.</p>			
<p>The Omnixx Enterprise Platform supports all NCIC and Nlets transactions including Entries, Modifies, Clears, Cancels, Locates, and Queries. New transactions for state specific data stores can be added to the system using the built-in tools for creating transaction forms, help files, code tables, etc. Photos, images, and binary files are supported in a variety of formats, including NCIC 2000, NISP (Nlets Interstate Sharing of Photos), and state specific formats (e.g. DMV, etc.).</p>			
BP-5	The proposed solution shall provide transaction-level/group user authorization capabilities.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The proposed solution provides full transaction-level or group or user authorization capabilities controlled by a Systems Administrator. Omnixx Console provides a very easy to use and complete set of administrative tools that allows the system administrator to establish the levels and types of access, and to then set and assign certificates to users allowing that access.</p>			
BP-6	The proposed solution shall accommodate changes to production applications without impact to operations, and the vendor shall explain how this is accomplished.	CC	Application/Software functionality

ID.	General	Response	Demonstration Method
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Comments: Datamaxx acknowledges and complies with this requirement. The solution proposed by Datamaxx allows the system administrator complete control over the system configuration. The Omnixx System Administrator Console allows administrators with the appropriate security certifications to manage all configurable elements. Each configuration is saved as a “version”. While the Omnixx Enterprise Platform may support multiple “versions” simultaneously, one and only one version may be designated as the “production” version. Therefore, authorized system administrators may create a system “version”, assign that version to specified devices, and allow a select team of users to access that particular version without impacting the production environment. This version may be promoted to “production” status by the system administrator once the criteria for doing so (as defined by the agency) are met. The graphic below provides the reader with a sample showing two versions, one of which is identified as “production”.

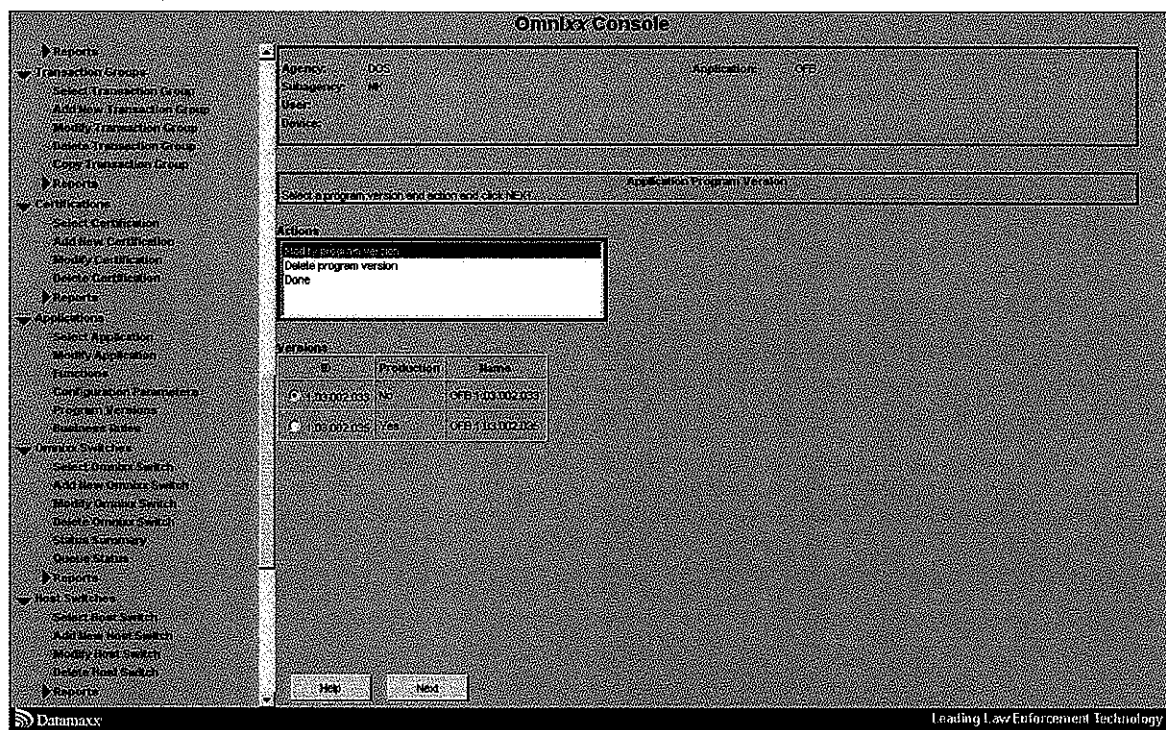


Figure 8: Program Version Selections

The Omnixx Solution is a significant move forward in technology as compared to existing message switch technology. The Omnixx system is configuration based rather than code based. Being so configuration based, enables system administrators as well as Datamaxx personnel the ability to implement changes through the use of configuration utilities rather than code updates. The changes are made in a “real-time” mode and immediately available and thus limit the need for system upgrades to “update” code as well as operational downtime. The configuration ability coupled with the version concept will enable administrators to implement changes required without impacting system operations.

BP-7	The proposed solution shall provide a means for real-time end users notifications regarding system availability.	CC	Application/Software functionality
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ID.	General	Response	Demonstration Method
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Comments: Datamaxx acknowledges and complies with this requirement. The Proposed Solution meets this requirement with its current capability. The User Clients of Omnixx (Omnixx Force Desktop, Omnixx Force Web, etc) provide the user with a real time indication of Switch/Omnixx Enterprise Platform availability. This aids in the decision making of the user for working offline or troubleshooting. Additionally, Omnixx Enterprise Platform provides the ability to trigger emails to system administrators in the event of switch or interface failures.

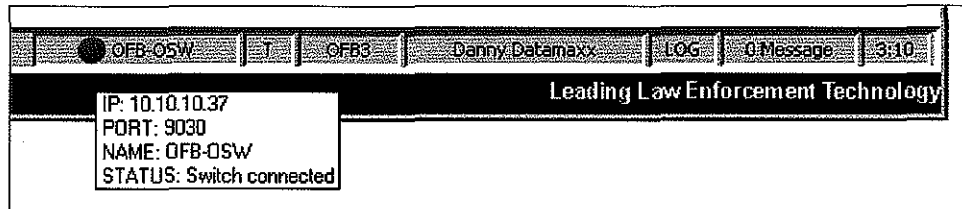


Figure 9: Trigger E-mails

BP-8	The proposed solution shall provide an originating agency identifier (ORI) table that includes not only agency name, but also mailing address, physical address, telephone number, alternate telephone number, fax number, secondary fax number, terminal agency coordinator, terminal or device ID, etc. This information must be available so that various pieces of information can be extracted and used, depending on the purpose.	CC	Application/Software functionality
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Comments: Datamaxx acknowledges and complies with this requirement. A part of the Datamaxx proposed solution includes the Omnixx Console, which is the Omnixx system administration piece of the solution. Within the Omnixx Console, the system administrator (provided they have the appropriate authority) can add or modify an Originating Agency Identifier (ORI) in the Omnixx Enterprise Platform. The administrator enters data into the following fields:

- **Name** – Enter the name of the agency assigned to the ORI.
- **Primary Device** – Enter the identifier associated with the ORI’s main device.
- **Transaction Group** – Select the group associated with the ORI: *All* or *None*.
- **Status** – The ORI may be active or disabled.
- **Miscellaneous** – Any desired miscellaneous text information can be entered for the ORI.

The Omnixx administrator can then enter the ORI’s point of contact information including, but not limited to:

- First, Middle, Last Name of contact
- Title
- Phone number

ID.	General	Response	Demonstration Method
<ul style="list-style-type: none"> • Fax Number • Street Address • Building • City • State • Zip 			
<p>The information entered into the Omnixx Console is stored in the Omnixx repository (MS SQL database) and may be reported on via standard, provided reports or via Microsoft SQL Reporting Services.</p>			
BP-9	<p>The proposed solution shall be capable of processing batch transactions from local agencies (e.g., processing a group of inquiries on a batch of data items or processing groups of record entries or modifications).</p>	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides batch transaction processing capability with its current capability.</p>			
BP-10	<p>The proposed solution shall provide a description of the system’s ability to meet the online storage requirements. Note any impacts on system performance and recommendations for an alternate approach to having access to detailed transactions for retrieval and analysis.</p>	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The proposed Datamaxx solution provides parameters which allow the system administrator to set the administrative policies for data storage as well as access to that data. The proposal also includes an Archive & Retrieval module which is the administrative tool that is used to archive audit data and have it stored online for search and retrieval. The proposed solution manages access to the stored audit data through the use of certifications which are essentially “roles” or “application rights” granted to a user. If you are granted permission to access the data – you will be able to see that functionality. If you do not have rights (the proper certification) – you will not see or gain access to the stored data.</p>			
BP-11	<p>The proposed solution shall include use of and descriptions of the standard techniques utilized that enable scalability, security, and integrity.</p>	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform is “n-tiered” and can be configured to have multiple tiers distributed across multiple physical platforms, if desired.</p> <p>There is a “gateway” tier, an “application” tier, and a “database” tier that can be co-located or placed on separate physical or virtual machines depending upon the requirements for how it is to be deployed within the network. This provides many advantages for securing access to the data sources as well as for integrity, scalability, security, redundancy, and disaster recovery.</p>			

ID.	General	Response	Demonstration Method
BP-12	The proposed solution shall handle errors (both user and application) in a consistent manner with the display of a message that indicates the problem.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. There are two aspects to consider when discussing errors in headers or destinations.</p> <p>The first involves an error made by a user in addressing a message, to a destination that does not exist. In this case, an error message is returned, indicating that the destination is invalid and allowing the user to make a correction, with out re-entering the message content.</p> <p>The second case occurs when the actual routing header is in error, which could be caused by improper data in a header received from an interface agency, or a message with a destination that cannot be determined. The Omnixx Enterprise Platform routes such message to an “intercept” queue or a monitored device for resolution. In the case where an error message might cause a “ping pong” effect on the interface, the data source interface can be configured to return a machine error message rather than a human readable message.</p> <p>The configuration of how message and destination error messages are handled by the business rules and easily set up by system administrators.</p>			
BP-13	The proposed solution shall provide editing capabilities for correction of errors in data.	CC	Application/Software functionality
<p>Comments: When an error message is returned, the user is allowed to make a correction, with out re-entering the message content.</p>			
BP-14	The proposed solution shall utilize application server technology that allows tasks to be off-loaded onto other computers or processors to prevent a loss in performance as system usage grows.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform employs best practices load balance techniques for support of both software and hardware configurations to provide a secure, scalable, and highly available system. If necessary, as the system grows, additional computers can be added to the load balancers or cluster to share the load between it and the other computers, to prevent a loss in performance. Omnixx uses a multi-tier architecture to provide a secure operating environment. The tiered components offer multiple configurations to fit many environments. For example, the Tier-1 component (in the DMZ) acts as a “proxy” for Omnixx clients to access Tier-2 (which in turn accesses the database). There could also be a Tier 1 server on the inside of the firewall for internal users. The firewall is configured to allow access to Tier-2 only from Tier-1, and specifically HTTPS traffic, only thru port 443. Additional application servers can be added to the environment to offload workload as the system continues to grow – this is a unique feature of the Datamaxx solution.</p>			
BP-15	The proposed solution shall allow users to receive priority messages first, regardless of what other information is	CC	Application/Software functionality

ID.	General	Response	Demonstration Method
	queued.		
<p>Comments: Datamaxx acknowledges and complies with this requirement. The proposed system provides for a priority to be set for message delivery, based on the response type and content. The definition and handling of priorities is defined in the “business rules” on the server.</p>			
<p>The proposed end user interfaces uses a “mailbox” paradigm for all messages. The messages can be configured with various priorities.</p>			
<p>The priority of delivery is determined by the central server. Messages are retained in a queue with an indicator to show priority and which have (or have not) been read, and any critical information pertaining to that message.</p>			
<p>The definition of the message priorities will be determined during the system design phase.</p>			
BP-16	The proposed solution shall utilize compression techniques for data, message, and image packets to maximize system performance, including an explanation of the compression method used.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform employs WinZip compatible compression techniques, Sun’s Pack 200 format, and JPG Image format to compress application metadata and image packets to maximize system performance. The Pack 200 format compresses application metadata by 70%, followed by an approximate 82% reduction using the WinZip compatible compression techniques.</p>			
BP-17	The proposed solution shall utilize encryption techniques to maximize protection from unauthorized access or monitoring per security policy, including an explanation of the encryption technique utilized.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The entire Omnixx Enterprise, including Server and Client software uses encryption to protect data at rest and in transit. The Omnixx Enterprise solution uses a variety of certified encryption modules to meet the FIPS 140-2 encryption requirement depending upon the client application. This encryption is in addition to the hardware encryption techniques that may be in place on the network. Certified encryption implementation includes RSA BSAFE and Microsoft cryptographic libraries. The certifications showing that these meet FIPS 140-2 compliancy are available from the NIST site at http://csrc.nist.gov/cryptval/140-1/140val-all.htm. Specifically, the Omnixx Enterprise Platform uses cryptographic solutions that are covered under NIST FIPS 140-2 certificates #608, #865 and #1012.</p>			
BP-18	The proposed solution shall accommodate network elements that may already be encrypted at the originating source.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. All encryption techniques used by the Omnixx Solution (Server and Clients) works with all data packets that</p>			

ID.	General	Response	Demonstration Method
<p>are handled within the system, regardless of text protocol, or web services, or other future protocol. Encryption techniques by Omnixx do not interfere with the encryption techniques that may be used for other network elements, providing the infrastructure to handle the original encryption remains in place.</p>			
BP-19	<p>The proposed solution shall utilize sequential message and response return techniques to improve performance and timeliness of information.</p>	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Message Broker (switch) component of the Omnixx Enterprise Platform) specifically performs in an asynchronous manner, delivering message responses as soon as they are received and in accordance with the business rules set in order to maximize the timeliness and performance of the system. Along with each transaction, a unique non-sequential message number is assigned, enabling transaction requests and response to be correlated, regardless of the order they were received in. The business rules are used to configure the prioritization of a response based upon data source and/or message content. For example, messages that contain "hits", such as "MKE/WANTED PERSON" or "MKE/STOLEN VEHICLE" can be assigned the highest priority in order to ensure they are delivered first.</p>			
BP-20	<p>The proposed solution shall support the linking of all responses to the queries that triggered them.</p>	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Message Broker (switch) component of the Omnixx Enterprise Platform) specifically performs in an asynchronous manner, delivering message responses as soon as they are received and in accordance with the business rules set in order to maximize the timeliness and performance of the system. Along with each transaction, a unique non-sequential message number is assigned, enabling transaction requests and response to be correlated, regardless of the order they were received in. The business rules are used to configure the prioritization of a response based upon data source and/or message content. For example, messages that contain "hits", such as "MKE/WANTED PERSON" or "MKE/STOLEN VEHICLE" can be assigned the highest priority in order to ensure they are delivered first.</p>			
BP-21	<p>The proposed solution shall support queries to the Nebraska SOR, Computerized Criminal History (CCH), and Records Information Tracking System (RITS) in conjunction with the standard name query.</p>	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform, coupled with the use of Microsoft BizTalk, allows the proposed solution to easily add and query multiple data sources. As part of the proposed solution, Datamaxx will configure the message switch (and BizTalk) to support queries to the Nebraska SOR, Computerized Criminal History and Records Information Tracking System in conjunction with the standard name query.</p>			
BP-22	<p>The proposed solution shall support and provide a method for NSP's timely receipt and utilization of updates to NCIC (or other) code tables.</p>	CC	Application/Software functionality

ID.	General	Response	Demonstration Method
<p>Comments: Datamaxx acknowledges and complies with this requirement. NSP System administrators will be able to make the necessary changes to code tables without Datamaxx assistance. The Omnixx Enterprise solution includes the Application Rules Editor to manage updates to message keys, code tables, help files, field edits, transaction definitions, etc., collectively known as "business rules". Each rule is versioned stamped so that client applications can keep the current rules in sync with changes made at the server, without user intervention. Updates are made centrally, by using the Application Rules Editor, and are versioned with each change. When changes are detected, differential updates are performed, where only the changes or new versions are synchronized. This is automatic; does not require user intervention, and is completely controlled by authorized administrators. These techniques are used for all updates, including NCIC, Nlets, and NBLETS transaction elements and code tables. The majority of the TOU changes can be updated in Omnixx by NSP administrators using the Application Rules Editor. In addition to the Application Rules Editor being included in the Omnixx Suite, the Datamaxx Maintenance agreement includes all TOU Changes required in the system. Datamaxx will coordinate with NSP personnel to determine the best method to implement the NCIC TOU or Nlets and/or state specific transactions changes as well as the appropriate implementation schedule based on the timelines and go-live timeframes established in the TOU notifications.</p> <p>In addition, the code tables may be exported from the Omnixx System that may be exported to other dispatch or records systems that interface with NBLETS. Although the files may be exported it has been Datamaxx's experience that the interface software providers will not utilize the Omnixx formats and handle code table updates in a manner unique to the particular application. However, the files may be exported and provided to the interface agency software providers as a reference that can be used to update the specific tables if so required.</p>			
BP-23	The proposed solution shall support the identification and credentialing of individual users on the local agency interface to NBLETS.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. Credentialing of individual users is managed at the Omnixx Enterprise Platform. The server recognizes user account information such as name, password, agency, advanced authentication method, and provisioning of certificates or roles for access control.</p>			
BP-24	The proposed solution shall allow automatic printing of message as specified.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform allows for automatic printing of messages identified by System Administrators with printers identified as targets. These configurations are set in the business rules by administrators using Omnixx Console.</p>			

b. Analysis

The following presents the components required of the future NBLETS solution relative to the use of the data captured for subsequent analytical decision-making, including various types of online and hard copy reporting requirements. Refer to IV.E.1. – Table 22 for response options.

ID.	Analysis	Response	Demonstration Method
AN-1	The proposed solution shall track every transaction and messaging action (auditing).	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement.</p> <p>Logging of inbound and outbound transaction and messaging actions. The Omnixx Enterprise Platform stores all significant events including <u>all inbound and outbound</u> transactions, changes in session state (e.g. logons, logoffs, etc.), failed delivery attempts, changes to interface status, and typical message switch events. All events are time-stamped and stored with associated data including device, user, MKE, and ORI.</p> <p>Images may be cited without including the image in the log. This is supported via a configuration option to <u>not log images</u> associated with a message unless specified by the user to do so. An <u>optional</u> system generated citation can be placed in lieu of the image to indicate image removal if desired.</p> <p>Logging is configurable by NBLETS administrators. The Omnixx Enterprise Platform provides several configuration options for logging including the interval of when events are moved to the archive, retention periods for transactions that must be purged based upon status (e.g. Brady Bill transactions), and the ability to configure certain fields to be left out of the archive.</p>			
AN-2	The proposed solution shall provide all reports in a format that is viewable online. The solution shall provide the capability to print or export any report.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. Omnixx Enterprise Platform Reports are web based and viewable online. The Reporting solution provides the capability to easily print or export any report to a variety of file formats.</p> <p>The Reporting solution provides an export option so that you can export a browser-based report to another application. The export option is available on the report toolbar that appears at the top of every report that is rendered in the HTML Viewer. Exporting a report allows you to do the following:</p> <ul style="list-style-type: none"> • Work with the report in another application. • Save the report as an application data file. • Print the report in a different rendering format. <p>To export a report, select a rendering format from the drop-down list and click “Export” – it is that easy. The report opens in the application associated with the rendering format (for example, choosing Excel opens the report in Microsoft Excel). The file associations defined for the local computer determine which application is used for a particular rendering format. The following formats are supported for exporting: Excel, Web Archive, Acrobat PDF, TIFF, XML, CSV.</p>			

ID	Analysis	Response	Demonstration Method
AN-3	The proposed solution shall have online detailed transaction logs for an NSP-configurable period of time.	CC	Application/Software functionality

Comments: Datamaxx acknowledges and complies with this requirement.

The Omnixx Enterprise Platform includes an Archive & Retrieval system for long-term storage and the ability to search, display and generate reports from it.

The “Event Log Archive” is stored in a Microsoft SQL server database with indexes and tag fields to provide fast search results for commonly used fields such as MKE, Name, SSN, and VIN.

Events are stored immediately in an online “Event Log” and remain there for a configurable period of time as determined by the administrator (typically a few days) and then transferred to the “Event Log Archive” where they remain for a configurable period of time (typical a number of years).

The “Event Log Archive” Search Tool (shown below) is also included, and provides the ability to perform searches by key fields such as user, agency, ORI, and date/time. Additionally “free text” searches are supported for keywords or phrases in the message summary or body.

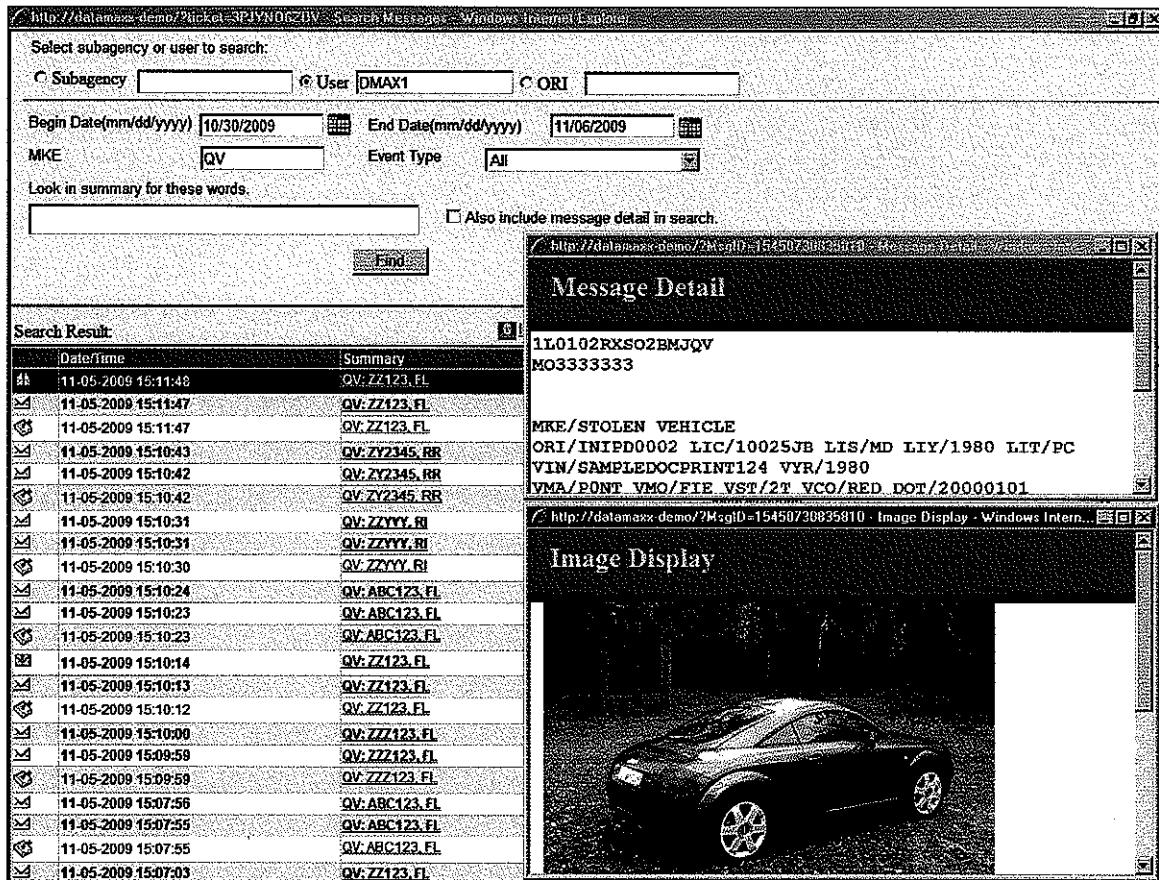


Figure 10: Event Log Archive Search Tool

ID. Analysis Response Demonstration Method

Another included tool for the “Event Log Archive” is the Archive Viewer Tool (shown below). This tool provides a detailed record level view including message size statistics and images.

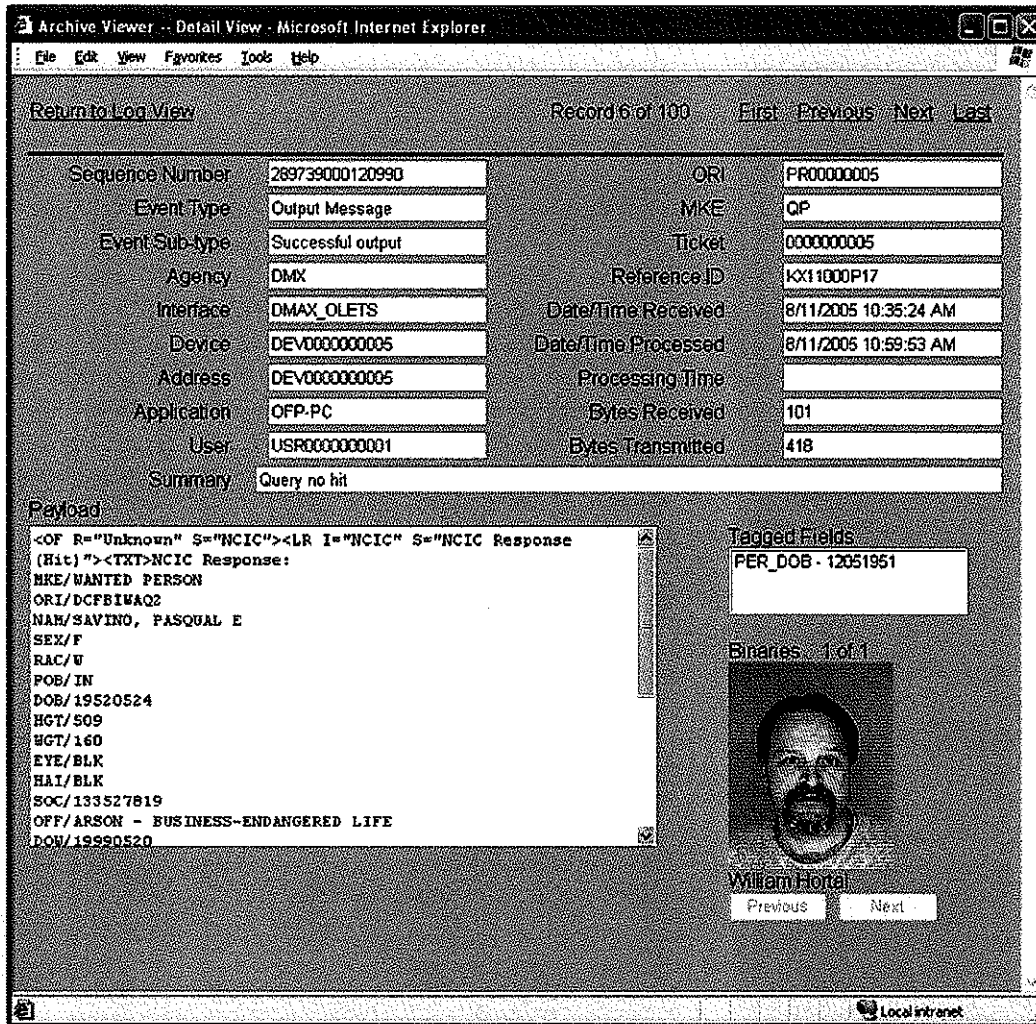


Figure 11: Event Log Archive Viewer Tool

Both of these tools are accessed from the web-based administrative console called Omnixx Console which uses configurable certifications (or roles) to determine which features are available to a particular administrative user and the scope of the search allowed.

AN-4	The proposed solution shall provide the capability to export data into any of the standard and commercially available software/report packages or formats such as: .xls, .csv, .txt, PDF, and XML.	CC	Application/Software functionality
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Comments: Datamaxx acknowledges and complies with this requirement. There are two ways in which NSP can export the data:

1. Using the native Import/Export tool in MS SQL
2. Using MS SQL Reporting Services to export data contain in a report

ID.	Analysis	Response	Demonstration Method
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Both ways can accomplish the requirement of exporting data into a standard and commercially available software/porting package or formats. NSP has the option to use either method depending on the ultimate goal of the task.

Using the Native Import/Export tool in MS SQL

The data from the proposed system is stored in a Microsoft SQL Server Database which provides a robust tool for importing and exporting data called the “SQL Server Import and Export Wizard”. This tool allows the choice of data source types when exporting including “.xls”, “.csv”, “.txt”, and “.xml”. The following is a brief description.

Select the desired output format.

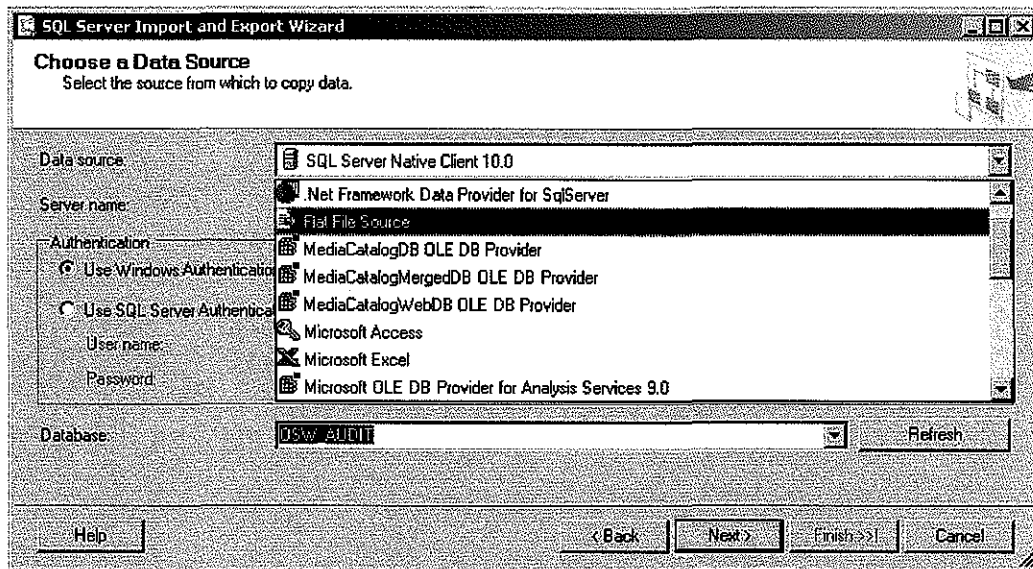


Figure 12: SQL Server Import and Export Wizard

Set the appropriate properties for the selected export type.

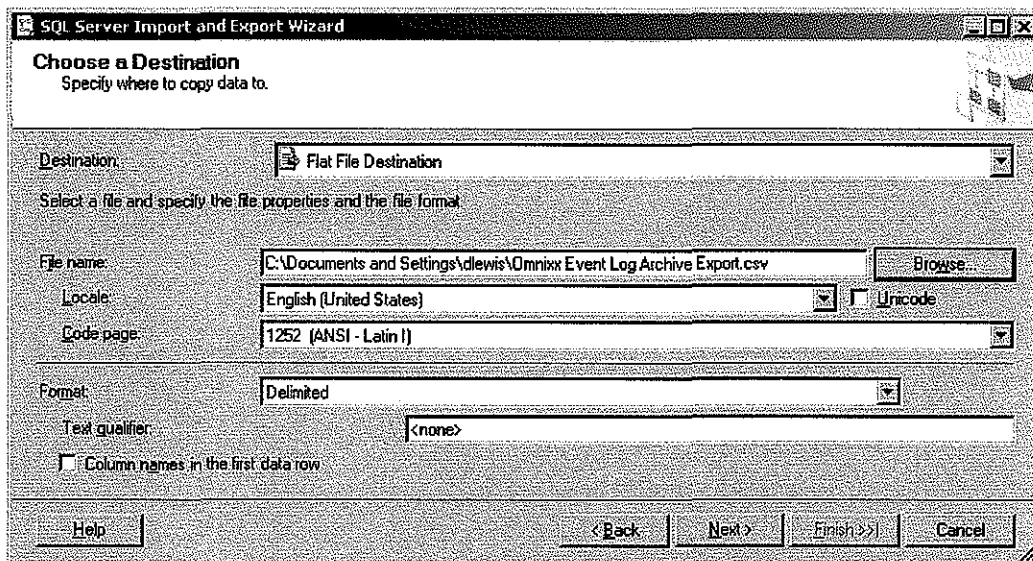


Figure 13: Select Export Type

ID. Analysis Response Demonstration Method

Select whether to copy an existing table or build your own query.

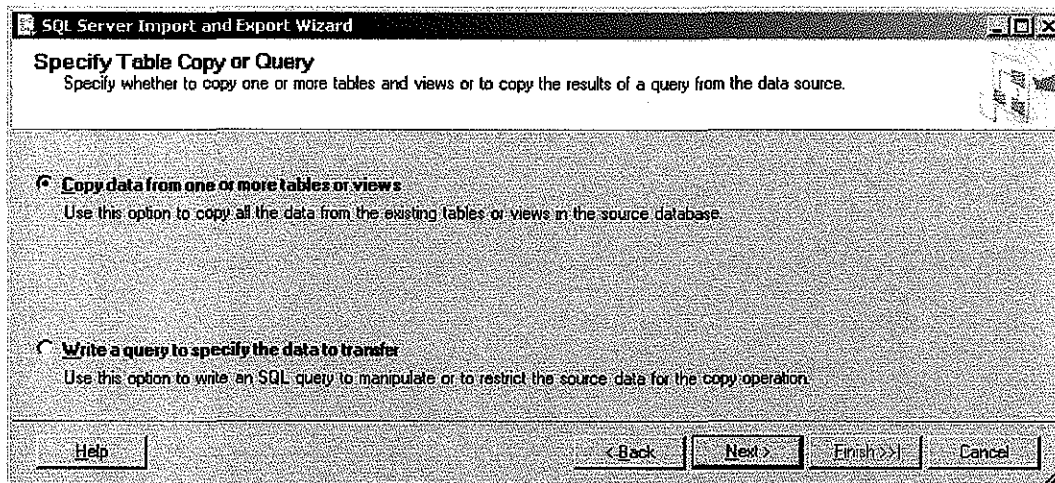


Figure 14: Copy Existing Table

Export Complete.

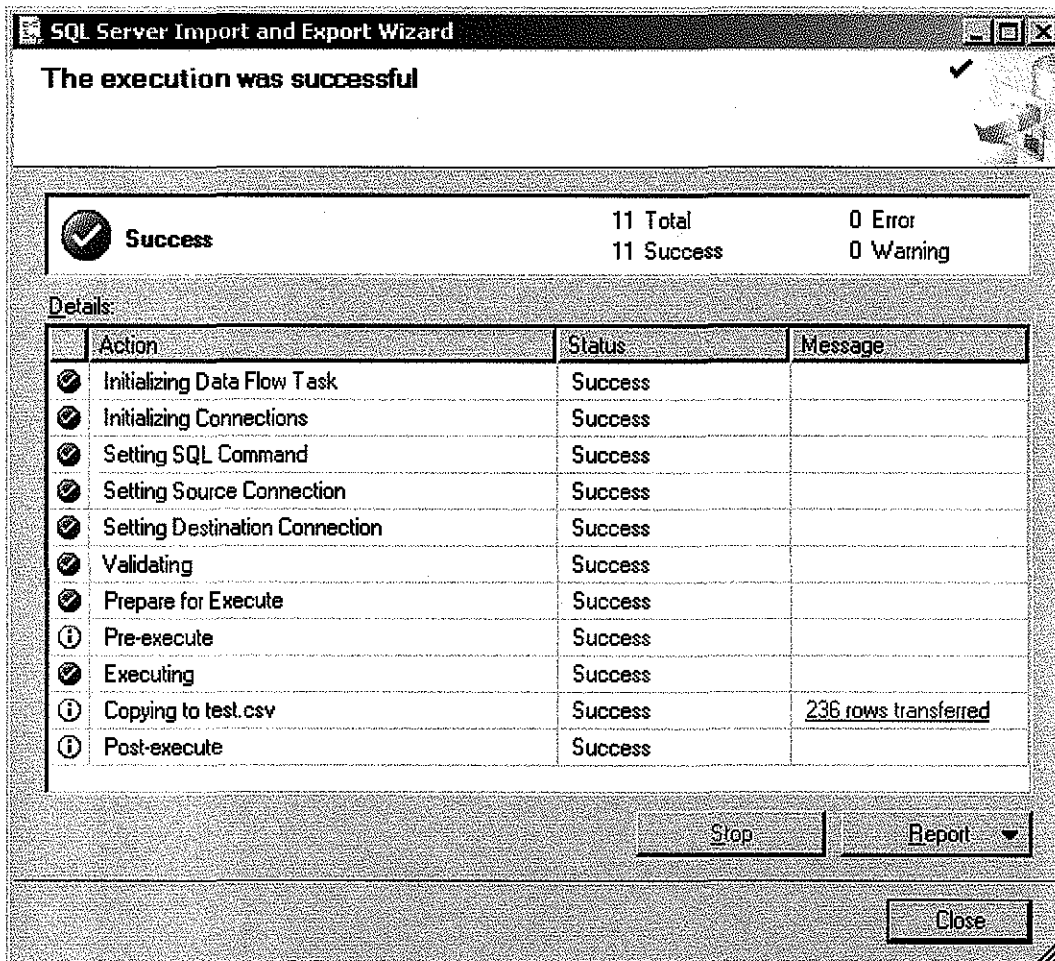


Figure 15: Export Complete

ID.	Analysis	Response	Demonstration Method
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In addition, the Omnixx Enterprise Platform exposes a data model for the Event Log Archive so that it can be accessed from Microsoft SQL Server Reporting Services. This provides a powerful “drag and drop” report designer making it easy to create reports for the Event Log Archive.

Using the Export Feature in SQL Reporting Services

The Reporting solution also provides an export option so that you can export a browser-based report to another application. The export option is available on the report toolbar that appears at the top of every report that is rendered in the HTML Viewer. Exporting a report allows you to do the following:

- Work with the report in another application.
- Save the report as an application data file.
- Print the report in a different rendering format.

To export a report, select a rendering format from the drop-down list and click “Export” – it is that easy. The report opens in the application associated with the rendering format (for example, choosing Excel opens the report in Microsoft Excel). The file associations defined for the local computer determine which application is used for a particular rendering format. The following formats are supports for exporting: Excel, Web Archive, Acrobat PDF, TIFF, XML, CSV.

Below are screenshots of the Reporting UI.

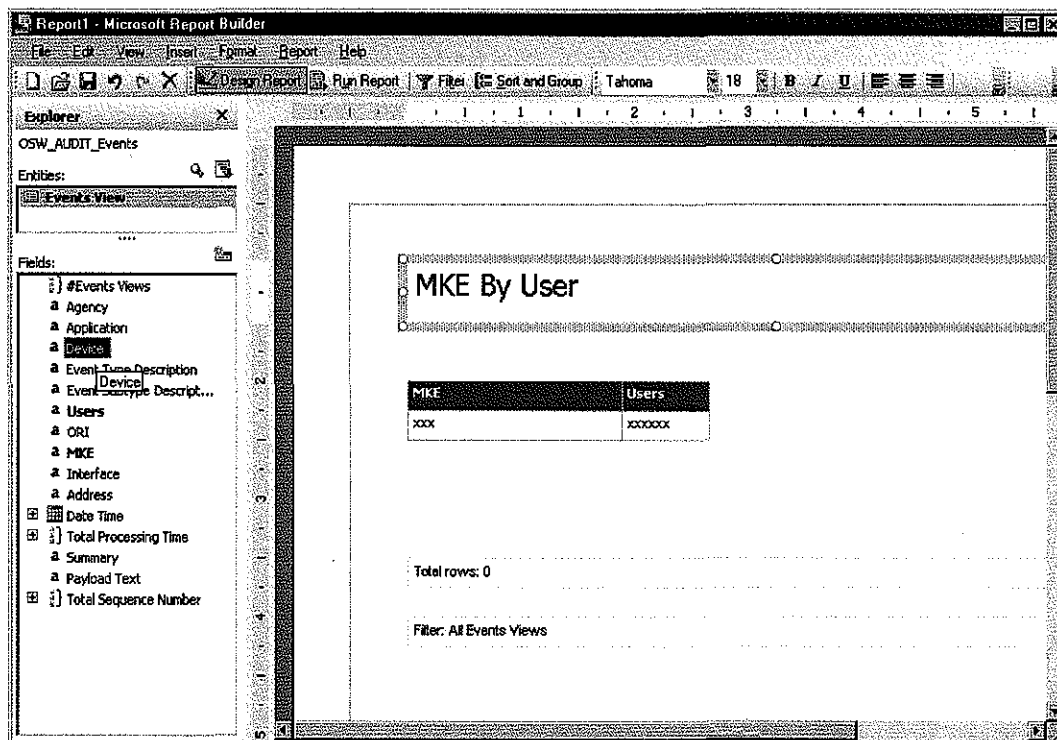


Figure 16: Drag and Drop Designer (using the Event Archive Log model)

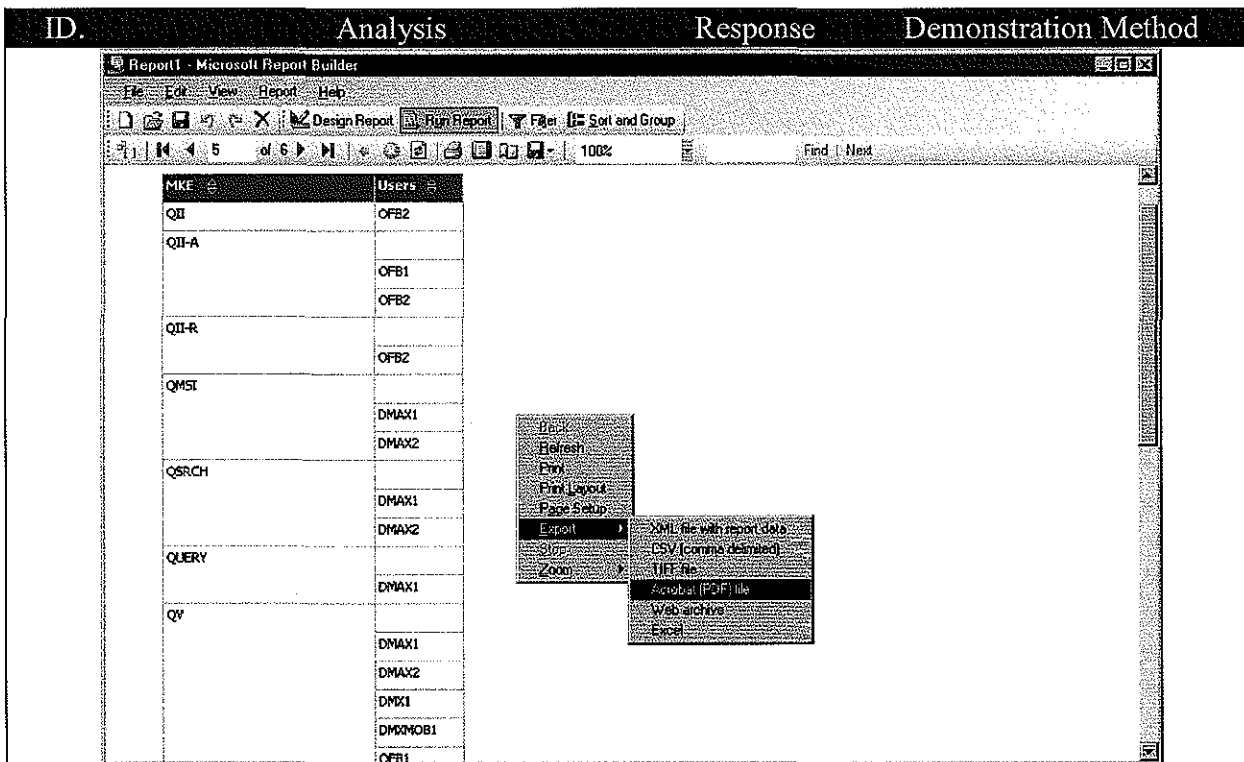


Figure 17: Export options within Report Builder

AN-5	The proposed solution shall provide the ability to modify report headers, exclude columns, sort by and/or filter on any key data field (including filtering on date range), and save any modified report format for subsequent use.	CC	Application/Software functionality
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Comments: Datamaxx acknowledges and complies with this requirement.

As described above, the proposed solution is tightly integrated with Microsoft SQL Server Reporting Services, which enables authorized users to generate ad-hoc reports and the ability to generate completely custom reports, including the ability to modify report headers, exclude columns, sort by and/or filter on any key data field, and save any modified report format for subsequent use.

The following is a brief overview of the SQL Server reporting features and sample screenshots. One nice feature is the ability to define a data model for use when generating ad-hoc and/or custom reports. This insulates the end user from the complexities of the actual database, providing a standard approach when creating reports and providing a common reporting forum. The proposed solution includes models for the databases with easy to understand names. The screenshot below depicts some sample reports that have been generated against the “Event Archive Log” model. Existing report designs can be modified as well as the properties for setting permissions for access, retention polices, execution policies, names, descriptions, etc.

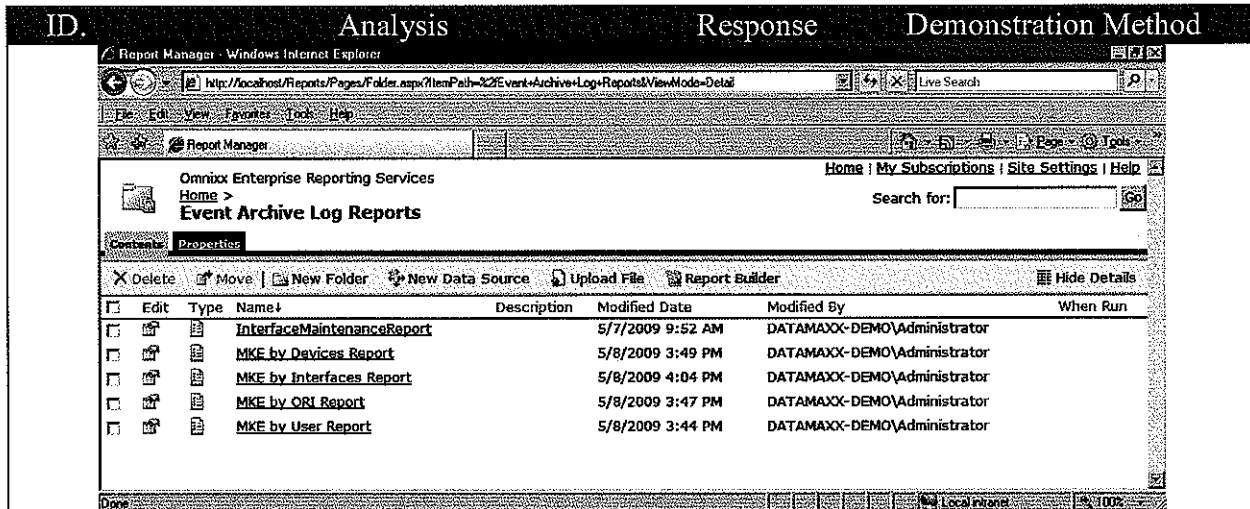


Figure 18: Event Archive Log Model

Note, the ability to modify the reports is also controlled by certifications (or roles) to determine who can update, create, and/or run reports. To run a report, just click the desired hyperlink under the Name column. The following screenshot depicts the rendered report in Internet Explorer.

Users can use the zoom or page controls to navigate the report or select the export option to render it in another format such as Excel or PDF. There is also a command to search for a specific value in the report and to print it.

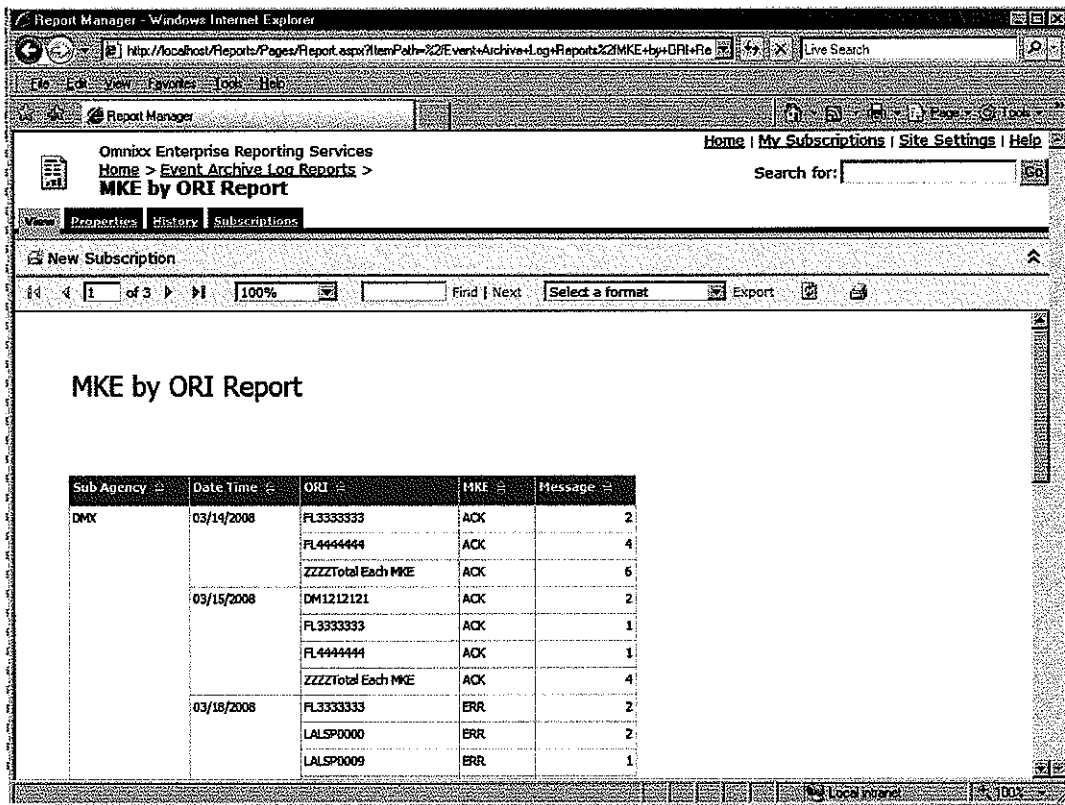


Figure 19: Report Viewer

ID	Analysis	Response	Demonstration Method
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Users can also setup subscriptions to the report to have it delivered on a scheduled basis as well as specify the delivery destination (email or file share) and format (pdf, excel, csv, text file, xml, tiff, or web archive).

Report Delivery Options

Specify options for report delivery.

Delivered by:

To:

Cc:

Bcc:

(Use (;) to separate multiple e-mail addresses.)

Reply-To:

Subject:

Include Report Render Format:

Include Link

Priority:

Comment:

XML file with report data

CSV (comma delimited)

TIFF file

Acrobat (PDF) file

Web archive

Excel

Figure 20: Report Delivery Options

Use this schedule to determine how often this report is delivered.

Schedule details

Choose whether to run the report on an hourly, daily, weekly, monthly, or one time basis.

All times are expressed in (GMT -05:00) Eastern Standard Time.

Hour **Daily Schedule**

Day

Week

Month

Once

On the following days:

Sun Mon Tue Wed Thu Fri Sat

Every weekday

Repeat after this number of days:

Start time: : A.M. P.M.

Start and end dates

Specify the date to start and optionally end this schedule.

Begin running this schedule on:

Stop this schedule on:

Figure 21: Select Delivery Schedule

AN-6	The solution shall provide standardized daily, weekly, monthly and yearly system management and quality assurance reports.	CC	Application/Software functionality
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ID.	Analysis	Response	Demonstration Method
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform employs SQL Server Reporting Services which are used to schedule and provide daily, weekly, and monthly system management and quality assurance reports. The following is a sampling of standard reports included with the proposed solution. These reports can be easily modified or new ones created by using the SQL Server Reporting Services Tools.</p>			
<p><u>MKE by Device</u> - summarizes the number of each MKE sent by each Device.</p>			
<p><u>MKE by User</u> - summarizes the number of each MKE sent by each User.</p>			
<p><u>MKE by ORI</u> - summarizes the number of each MKE sent by each ORI.</p>			
<p><u>Interface Maintenance Report</u> - summarizes when each interface was started or stopped</p>			
<p><u>MKE by Switch-Host Interface Report</u> - summarizes the number of each MKE sent to host interfaces (e.g. NCIC, Nlets, and DMV)</p>			
<p><u>Hourly Distribution Report</u> - Summarizes the number of inputs; output and total bytes; and input and output of total messages sent and received over each interface by hour of day</p>			
<p><u>Omnixx Switch Summary</u> - displays the address, interface connections, and status of the Omnixx Message Broker.</p>			
<p>The reports can be generated on demand or scheduled, and can be modified by NSP.</p>			
AN-7	<p>The solution shall provide the ability to create/generate custom or ad hoc reports as determined by the user on any of the data elements in the NBLETS database.</p>	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. As described above, the proposed solution is tightly integrated with Microsoft SQL Server Reporting Services, which enables authorized users to generate ad-hoc reports and the ability to generate completely custom reports, including the ability to modify report headers, exclude columns, sort by and/or filter on any key data field, and save any modified report format for subsequent use.</p>			
<p>The following is a brief overview of the SQL Server reporting features and sample screenshots. One nice feature is the ability to define a data model for use when generating ad-hoc and/or custom reports. This insulates the end user from the complexities of the actual database, providing a standard approach when creating reports and providing a common reporting forum. The proposed solution includes models for the databases with easy to understand names. The screenshot below depicts some sample reports that have been generated against the "Event Archive Log" model. Existing report designs can be modified as well as the properties for setting permissions for access, retention polices, execution policies, names, descriptions, etc.</p>			

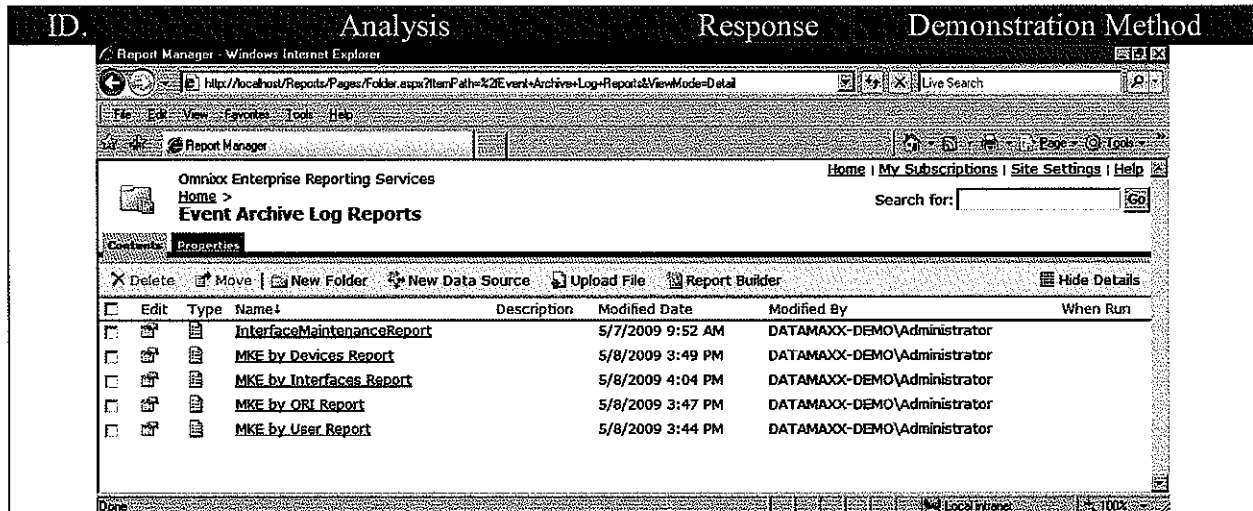


Figure 22: Event Archive Log Reports

Note, the ability to modify the reports is also controlled by certifications (or roles) to determine who can update, create, and/or run reports. To run a report, just click the desired hyperlink under the Name column. The following screenshot depicts the rendered report in Internet Explorer.

Users can use the zoom or page controls to navigate the report or select the export option to render it in another format such as Excel or PDF. There is also a command to search for a specific value in the report and to print it.

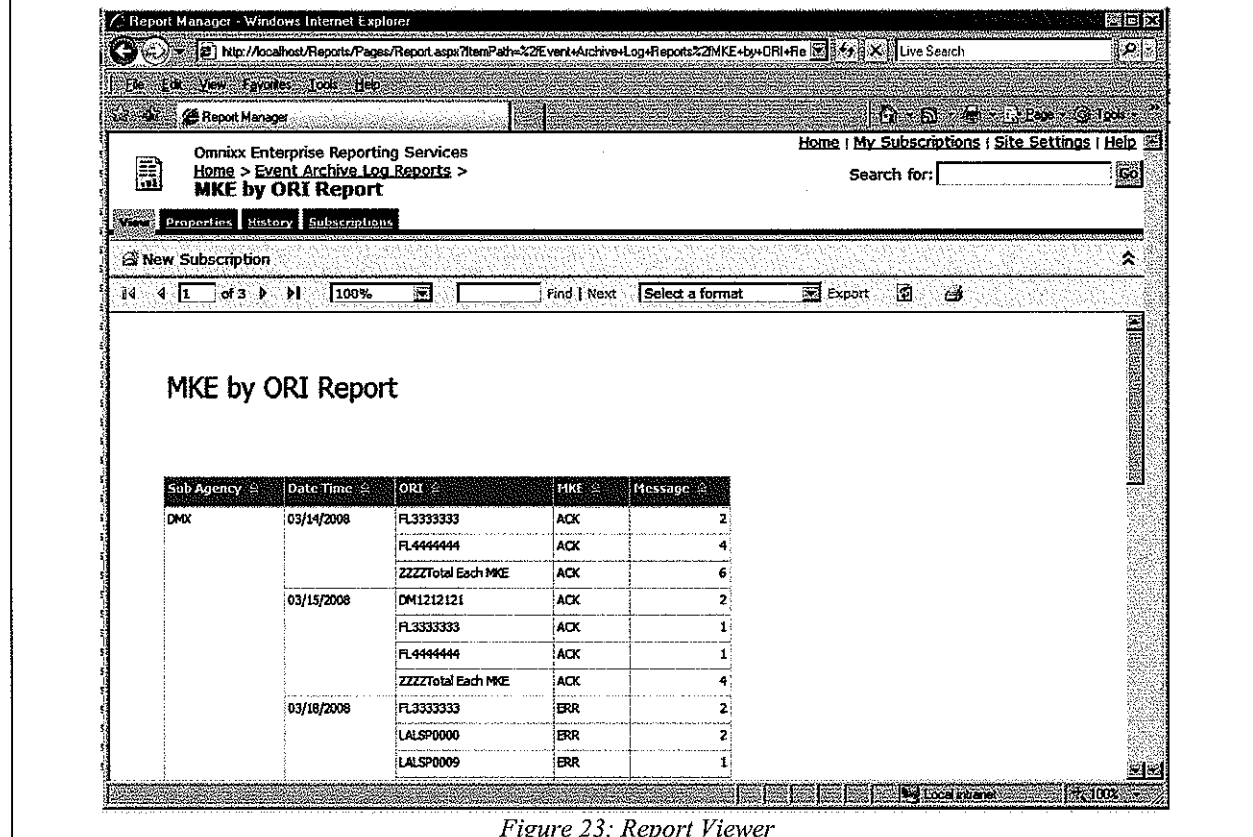


Figure 23: Report Viewer

ID	Analysis	Response	Demonstration Method
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Users can also setup subscriptions to the report to have it delivered on a scheduled basis as well as specify the delivery destination (email or file share) and format (pdf, excel, csv, text file, xml, tiff, or web archive).

Report Delivery Options

Specify options for report delivery.

Delivered by:

To:

Cc:

Bcc:

(Use (;) to separate multiple e-mail addresses.)

Reply-To:

Subject:

Include Report Render Format:

Include Link

Priority:

Comment:

XML file with report data

CSV (comma delimited)

TIFF file

Acrobat (PDF) file

Web archive

Excel

Figure 24: Report Delivery Options

Use this schedule to determine how often this report is delivered.

Schedule details

Choose whether to run the report on an hourly, daily, weekly, monthly, or one time basis. All times are expressed in (GMT -05:00) Eastern Standard Time.

Hour

Day

Week

Month

Once

Daily Schedule

On the following days:

Sun Mon Tue Wed Thu Fri Sat

Every weekday

Repeat after this number of days:

Start time: : A.M. P.M.

Start and end dates

Specify the date to start and optionally end this schedule.

Begin running this schedule on:

Stop this schedule on:

Figure 25: Select Delivery Schedule

AN-8	The solution shall provide the ability to generate validation reports on demand.	CC	Application/Software functionality
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ID	Analysis	Response	Demonstration Method
<p>Comments: Datamaxx acknowledges and complies with this requirement. The proposed solution supports NCIC record validations from standard user workstations that provide notifications to users for records that need to be validated, and an easy to use interface to review and validate the records. The reports can be generated on demand or scheduled, and can be modified by NSP using SQL Server Reporting services.</p>			
AN-9	<p>The proposed solution shall maintain an audit trail and have the ability to query the audit data based on specific search criteria.</p>	CC	Application/Software functionality
<p>Comments: Audit Trails and Audit Records – The Omnixx Enterprise Platform maintains a detailed audit log of each transaction processed. These audit logs are stored in Omnixx Enterprise Platform database files, and are available for searching and reporting as required by NCIC and Nlets.</p>			
AN-10	<p>The proposed solution shall provide both predefined reports and an ad hoc reporting tool (which includes reports on system management and end-user metrics that are available in real time), and it shall accommodate changes to these reports by NSP staff without vendor intervention.</p>	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. Many of the standard reports with the appropriate filtering, such as time span, details (text search), jurisdiction, etc. are core capabilities of the Omnixx Enterprise Platform and will support the needs of NBLETs auditors “out-of-the-box”. The Omnixx Enterprise Platform delivers the following standard reports.</p> <p>A standard feature provided with each report is a filter screen containing the filters appropriate for each report. The checkboxes on the left are used to include/exclude certain fields from reports, and the combo boxes on the right are to control the sort order for the report.</p>			

ID.	Analysis	Response	Demonstration Method
User Certification Status Report Select report criteria and click "Show Report"			
Report Title User Certification Status Report			
Field	Filter	Order	
<input checked="" type="checkbox"/> User ID		1	
<input checked="" type="checkbox"/> First Name		2	
<input checked="" type="checkbox"/> Last Name		3	
<input checked="" type="checkbox"/> Subagency	- ALL	4	
<input checked="" type="checkbox"/> Certification ID	ALL	5	
<input checked="" type="checkbox"/> PAID	ALL	6	
<input checked="" type="checkbox"/> Status	ALL	7	
<input checked="" type="checkbox"/> Expiration Date	ALL	8	
<input checked="" type="checkbox"/> SSN		9	

Figure 26: Report Filter Options

Omnixx Enterprise Server – Standard Reports

Agency Reports

- Logon Status
- Logon History
- Agency Maintenance
- Subagency Maintenance
- Device Maintenance
- User Maintenance
- User Certification Maintenance
- Certification Maintenance

Subagency Reports

- Subagency Summary
- Logon Status
- Logon History

User Reports

- User Summary
- User Certification Status
- User Test History

ORI Reports

- ORI Summary

Group Reports

- Group Summary
- Group Membership

Transaction Group Reports

- Transaction Group Summary

ID.	Analysis	Response	Demonstration Method
	<p>Transaction Group Membership</p> <p><u>Certification Reports</u></p> <p>Certification Summary</p> <p>User Certification Status</p> <p>Certification Transaction</p> <p><u>Omnixx Switch Reports</u></p> <p>Omnixx Switch Summary</p> <p>Archive Viewer</p> <p>Event Archive Log Search</p> <p>Hourly Distribution</p> <p>Interface Maintenance</p> <p>MKE by Switch-Host Interface</p> <p>MKE by User</p> <p>MKE by Device</p> <p>MKE by ORI</p> <p><u>Host Switch Reports</u></p> <p>Host Switch Summary</p> <p><u>Switch-Host Interface Reports</u></p> <p>Switch-Host Interface Summary</p>		
	<p>Access to the Omnixx Enterprise Platform System Administrator console, and all functionality supported by the System Administrator Console, is controlled by the Omnixx system security and user certifications – discussed elsewhere in this proposal. The flexible nature of this subsystem allows the system administrator to identify “certifications” that will allow users to access all, or a limited subset of the System Administrator console, including not only the reporting feature, but can also limit to generating specific reports.</p>		
AN-11	<p>The proposed solution shall be capable of supporting and providing reports defined by and to be used by NBLETS auditors. These reports shall also be made available in real time via some NBLETS transaction to be authorized via the user provisioning screen.</p>	CC	Application/Software functionality
	<p>Comments: Datamaxx acknowledges and complies with this requirement. Many of the standard reports with the appropriate filtering, such as time span, details (text search), jurisdiction, etc are core capabilities of the Omnixx Enterprise Platform and will support the needs of NBLETS auditors “out-of-the-box”. The Omnixx Enterprise Platform delivers the following standard reports.</p> <p>A standard feature provided with each report is a filter screen containing the filters appropriate for each report. The checkboxes on the left are used to include/exclude certain fields from reports, and the combo boxes on the right are to control the sort order for the report.</p>		

ID.	Analysis	Response	Demonstration Method
User Certification Status Report Select report criteria and click 'Show Report'			
Report Title User Certification Status Report			
Field	Filter	Order	
<input checked="" type="checkbox"/> User ID		1	
<input checked="" type="checkbox"/> First Name		2	
<input checked="" type="checkbox"/> Last Name		3	
<input checked="" type="checkbox"/> Subagency	- ALL	4	
<input checked="" type="checkbox"/> Certification ID	ALL	5	
<input checked="" type="checkbox"/> PAID	ALL	6	
<input checked="" type="checkbox"/> Status	ALL	7	
<input checked="" type="checkbox"/> Expiration Date	ALL	8	
<input checked="" type="checkbox"/> SSN		9	

Figure 27: Report Filter Options

Omnixx Enterprise Server – Standard Reports

Agency Reports

- Logon Status
- Logon History
- Agency Maintenance
- Subagency Maintenance
- Device Maintenance
- User Maintenance
- User Certification Maintenance
- Certification Maintenance

Subagency Reports

- Subagency Summary
- Logon Status
- Logon History

User Reports

- User Summary
- User Certification Status
- User Test History

ORI Reports

- ORI Summary

Group Reports

- Group Summary
- Group Membership

Transaction Group Reports

- Transaction Group Summary

ID.	Analysis	Response	Demonstration Method
	<p>Transaction Group Membership</p> <p><u>Certification Reports</u></p> <p>Certification Summary</p> <p>User Certification Status</p> <p>Certification Transaction</p> <p><u>Omnixx Switch Reports</u></p> <p>Omnixx Switch Summary</p> <p>Archive Viewer</p> <p>Event Archive Log Search</p> <p>Hourly Distribution</p> <p>Interface Maintenance</p> <p>MKE by Switch-Host Interface</p> <p>MKE by User</p> <p>MKE by Device</p> <p>MKE by ORI</p> <p><u>Host Switch Reports</u></p> <p>Host Switch Summary</p> <p><u>Switch-Host Interface Reports</u></p> <p>Switch-Host Interface Summary</p>		
	<p>Access to the Omnixx Enterprise Platform System Administrator console, and all functionality supported by the System Administrator Console, is controlled by the Omnixx system security and user certifications – discussed elsewhere in this proposal. The flexible nature of this subsystem allows the system administrator to identify “certifications” that will allow users to access all, or a limited subset of the System Administrator console, including not only the reporting feature, but can also limit to generating specific reports.</p>		
AN-12	<p>The proposed solution shall provide a set of standard system and data reports for message switch operations, minimally including the following:</p> <ul style="list-style-type: none"> • List of transaction types (warrants, missing, etc.) for various agencies run over a user-defined period. • List of all reports under a certain ORI for a given message key and record type. • Ability to schedule reports. 	CC	Reports

ID.	Analysis	Response	Demonstration Method
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform System Administrator includes a “transactions by MKE” report which addresses the transaction types for selected agencies over a defined period of time.</p> <p>The Omnixx Enterprise Platform provides a report functionality that allows an authorized administrator to create a report of all transactions for an agency organized by message key or record type. The format of the report is HTML for maximum flexibility of use and can be saved, printed or emailed.</p> <p>The Omnixx Enterprise Platform Console provides the ability to schedule reports. An example of the User Work Flow is as follows:</p> <p>The current report functionality allows an authorized administrator to select the report, specify filter criteria, and then click the "Show Report" button. Additionally, an authorized administrator is presented with a "Schedule Report" button that enables the user to schedule a one time or recurring schedule for the report, using the selected filter criteria. This functionality applies to all standard or ad-hoc reports.</p>			
AN-13	The proposed solution shall be capable of printing any of the reports or other outputs at administratively configurable locations/printers.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides logging and auditing for all transactions and utilities to search, display, and print the logs. In addition, administrative changes are also logged, tracking user logons/logoffs, user account changes (e.g. permissions, password changes), device changes, etc.</p> <p>The Omnixx Enterprise Platform provides robust support for configurable security roles (known as certifications) including limiting access to audit trails to authorized users and limiting access to data within the log. For example, the chart below displays the hierarchy of administrative certifications employed by the Omnixx Enterprise Platform. The data in the audit log a user access is determined by their certification (or role). This will determine if you have full access (entire log) or limited access (for a specific user, agency, or ORI).</p> <p>Robust search and reporting tools are provided, making it easy to analyze log data and generate informative and statistical reports. Sample screenshots are shown below.</p>			

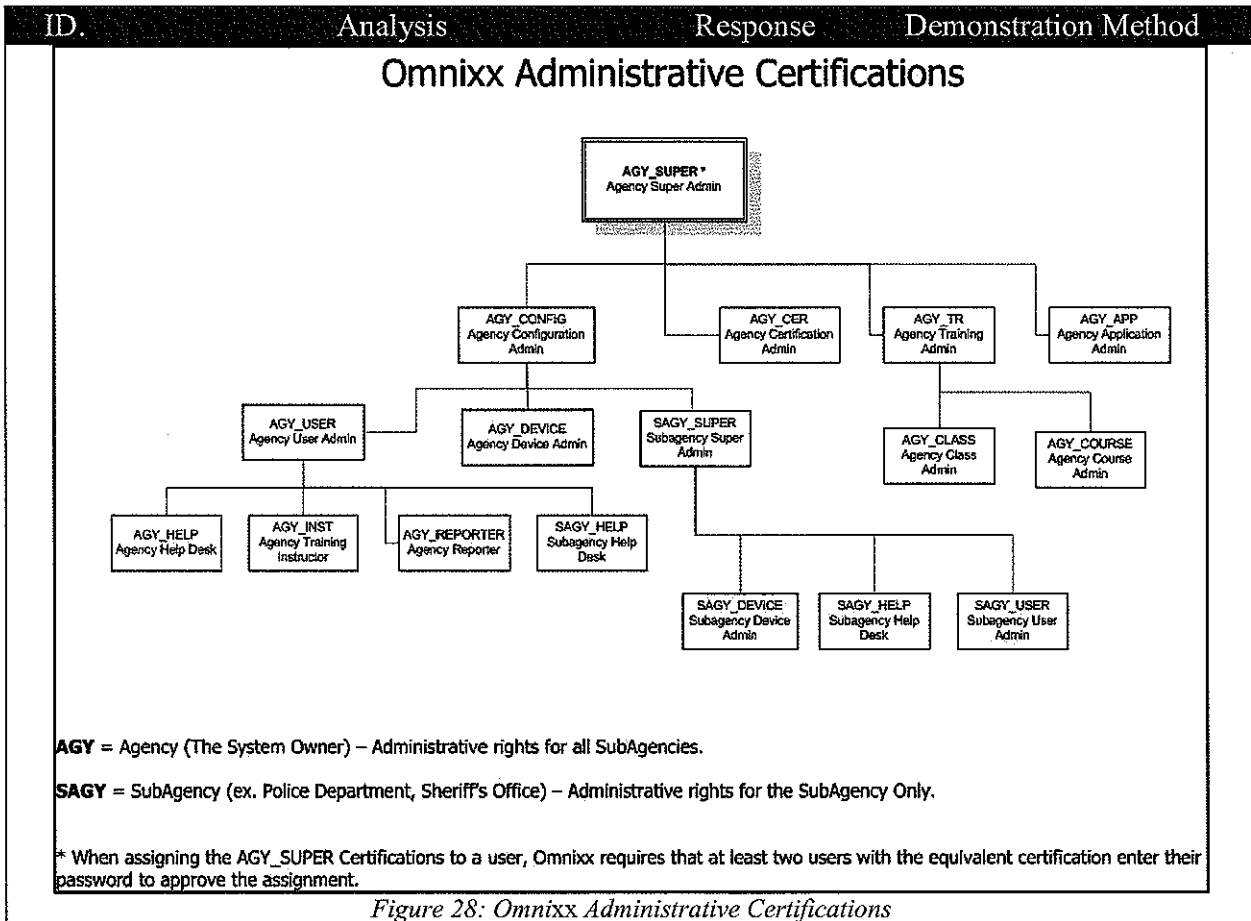


Figure 28: Omnixx Administrative Certifications

ID.	Analysis	Response	Demonstration Method
AN-14	The proposed solution shall be capable of supporting a reporting function that can minimally provide data by reporting jurisdiction.	CC	Reports
<p>Comments: Datamaxx acknowledges and complies with this requirement. Many of the standard reports with the appropriate filtering, such as time span, details (text search), jurisdiction, etc are core capabilities of the Omnixx Enterprise Platform and will support the needs of NBLETS auditors “out-of-the-box”.</p> <p>Access to the Omnixx Enterprise Platform System Administrator console, and all functionality supported by the System Administrator Console, is controlled by the Omnixx system security and user certifications – discussed elsewhere in this proposal. The flexible nature of this subsystem allows the system administrator to identify “certifications” that will allow users to access all, or a limited subset of the System Administrator console, including not only the reporting feature, but can also limit to generating specific reports.</p>			
AN-15	The proposed solution shall be capable of producing daily activity reports by operator, terminal, ORI, etc.	CC	Reports
<p>Comments: Datamaxx acknowledges and complies with this requirement. Many of the standard reports with the appropriate filtering, such as time span, details (text search), jurisdiction, etc are core capabilities of the Omnixx Enterprise Platform and will support the needs of NBLETS auditors “out-of-the-box”. The Omnixx Enterprise Platform delivers the following standard reports.</p> <p>A standard feature provided with each report is a filter screen containing the filters appropriate for each report. The checkboxes on the left are used to include/exclude certain fields from reports, and the combo boxes on the right are to control the sort order for the report.</p>			

ID.	Analysis	Response	Demonstration Method
User Certification Status Report Select report criteria and click 'Show Report'			
Report Title User Certification Status Report			
Field	Filter	Order	
<input checked="" type="checkbox"/> User ID		1	
<input checked="" type="checkbox"/> First Name		2	
<input checked="" type="checkbox"/> Last Name		3	
<input checked="" type="checkbox"/> Subagency	- ALL	4	
<input checked="" type="checkbox"/> Certification ID	ALL	5	
<input checked="" type="checkbox"/> PAID	ALL	6	
<input checked="" type="checkbox"/> Status	ALL	7	
<input checked="" type="checkbox"/> Expiration Date	ALL	8	
<input checked="" type="checkbox"/> SSN		9	

Figure 31: Filter Options

Omnixx Enterprise Server – Standard Reports

Agency Reports

- Logon Status
- Logon History
- Agency Maintenance
- Subagency Maintenance
- Device Maintenance
- User Maintenance
- User Certification Maintenance
- Certification Maintenance

Subagency Reports

- Subagency Summary
- Logon Status
- Logon History

User Reports

- User Summary
- User Certification Status
- User Test History

ORI Reports

- ORI Summary

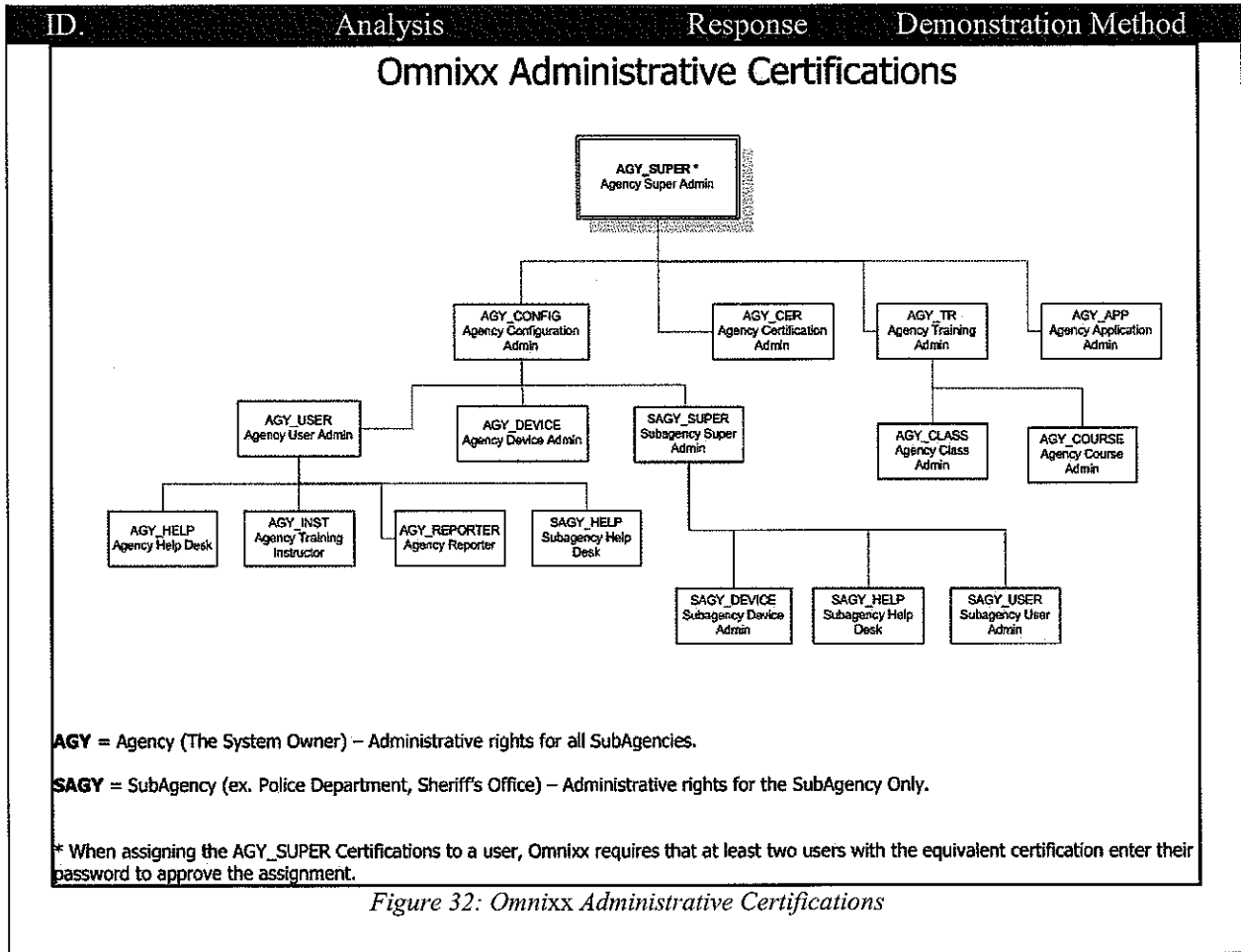
Group Reports

- Group Summary
- Group Membership

Transaction Group Reports

- Transaction Group Summary

ID.	Analysis	Response	Demonstration Method
<p>Transaction Group Membership</p> <p><u>Certification Reports</u></p> <p>Certification Summary</p> <p>User Certification Status</p> <p>Certification Transaction</p> <p><u>Omnixx Switch Reports</u></p> <p>Omnixx Switch Summary</p> <p>Archive Viewer</p> <p>Event Archive Log Search</p> <p>Hourly Distribution</p> <p>Interface Maintenance</p> <p>MKE by Switch-Host Interface</p> <p>MKE by User</p> <p>MKE by Device</p> <p>MKE by ORI</p> <p><u>Host Switch Reports</u></p> <p>Host Switch Summary</p> <p><u>Switch-Host Interface Reports</u></p> <p>Switch-Host Interface Summary</p>			
<p>Access to the Omnixx Enterprise Platform System Administrator console, and all functionality supported by the System Administrator Console, is controlled by the Omnixx system security and user certifications – discussed elsewhere in this proposal. The flexible nature of this subsystem allows the system administrator to identify “certifications” that will allow users to access all, or a limited subset of the System Administrator console, including not only the reporting feature, but can also limit to generating specific reports.</p>			
AN-16	<p>The proposed solution shall be capable of producing an audit trail of all user logon transactions, including password resets. A maximum number of login attempts will be set.</p>	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides logging and auditing for all transactions and utilities to search, display, and print the logs. In addition, administrative changes are also logged, tracking user logons/logoffs, user account changes (e.g. permissions, password changes), device changes, etc.</p> <p>The Omnixx Enterprise Platform provides robust support for configurable security roles (known as certifications) including limiting access to audit trails to authorized users and limiting access to data within the log. For example, the chart below displays the hierarchy of administrative certifications employed by the Omnixx Enterprise Platform. The data in the audit log a user access is determined by their certification (or role). This will determine if you have full access (entire log) or limited access (for a specific user, agency, or ORI).</p> <p>Robust search and reporting tools are provided, making it easy to analyze log data and generate informative and statistical reports. Sample screenshots are shown below.</p>			



ID.
Analysis
Response
Demonstration Method

Select subagency or user to search:

Subagency
 User
 ORI

Begin Date(mm/dd/yyyy)
 End Date(mm/dd/yyyy)

MKE
 Event Type

Look in summary for these words:

Also include message detail in search.

Search Result

#	Date/Time	Summary
<input checked="" type="checkbox"/>	11-05-2009 15:11:48	QV:ZZ123.FL
<input checked="" type="checkbox"/>	11-05-2009 15:11:47	QV:ZZ123.FL
<input checked="" type="checkbox"/>	11-05-2009 15:10:43	QV:ZY2345.RR
<input checked="" type="checkbox"/>	11-05-2009 15:10:42	QV:ZY2345.RR
<input checked="" type="checkbox"/>	11-05-2009 15:10:42	QV:ZY2345.RR
<input checked="" type="checkbox"/>	11-05-2009 15:10:31	QV:ZZYY.RI
<input checked="" type="checkbox"/>	11-05-2009 15:10:31	QV:ZZYY.RI
<input checked="" type="checkbox"/>	11-05-2009 15:10:30	QV:ZZYY.RI
<input checked="" type="checkbox"/>	11-05-2009 15:10:24	QV:ABC123.FL
<input checked="" type="checkbox"/>	11-05-2009 15:10:23	QV:ABC123.FL
<input checked="" type="checkbox"/>	11-05-2009 15:10:23	QV:ABC123.FL
<input checked="" type="checkbox"/>	11-05-2009 15:10:14	QV:ZZ123.FL
<input checked="" type="checkbox"/>	11-05-2009 15:10:13	QV:ZZ123.FL
<input checked="" type="checkbox"/>	11-05-2009 15:10:12	QV:ZZ123.FL
<input checked="" type="checkbox"/>	11-05-2009 15:10:00	QV:ZZ123.FL
<input checked="" type="checkbox"/>	11-05-2009 15:09:59	QV:ZZ123.FL
<input checked="" type="checkbox"/>	11-05-2009 15:09:59	QV:ZZ123.FL
<input checked="" type="checkbox"/>	11-05-2009 15:07:56	QV:ABC123.FL
<input checked="" type="checkbox"/>	11-05-2009 15:07:55	QV:ABC123.FL
<input checked="" type="checkbox"/>	11-05-2009 15:07:55	QV:ABC123.FL
<input checked="" type="checkbox"/>	11-05-2009 15:07:03	QV:ZZ123.FL

Message Detail

1L0102RKSO2BMJQV
MO3333333

MKE/STOLEN VEHICLE
ORI/INIPD0002 LIC/10025JB LIS/MD LIY/1980 LIT/PC
VIN/SAMPLEDOCPRINT124 VYR/1980
VMA/PONT VMO/FIE VST/2T VCO/RED DOT/20000101

Image Display




Figure 33: Display Message Contents

Hourly Distribution Report

for 05/12/2009

MULES_QRY						
Hour	Bytes			Messages		
	Input	Output	Total	Input	Output	Total
19	356	314	670	2	2	4
20	356	314	670	2	2	4
23	178	157	335	1	1	2
24	178	157	335	1	1	2
Total	1068	942	2010	6	6	12

NC-QRY						
Hour	Bytes			Messages		
	Input	Output	Total	Input	Output	Total
19	232	127	359	3	3	6
20	760	78	838	2	2	4
23	380	39	419	1	1	2
24	380	39	419	1	1	2
Total	1752	283	2035	7	7	14

OFB

Figure 34: Display Report

ID	Analysis	Response	Demonstration Method
AN-17	The proposed solution shall provide access to audit trails for authorized users, based on configurable security roles. These audit logs shall come with robust reporting and search tools.	CC	Application/Software functionality

Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides logging and auditing for all transactions and utilities to search, display, and print the logs. In addition, administrative changes are also logged, tracking user logons/logoffs, user account changes (e.g. permissions, password changes), device changes, etc.

The Omnixx Enterprise Platform provides robust support for configurable security roles (known as certifications) including limiting access to audit trails to authorized users and limiting access to data within the log. For example, the chart below displays the hierarchy of administrative certifications employed by the Omnixx Enterprise Platform. The data in the audit log a user access is determined by their certification (or role). This will determine if you have full access (entire log) or limited access (for a specific user, agency, or ORI).

Robust search and reporting tools are provided, making it easy to analyze log data and generate informative and statistical reports. Sample screenshots are shown below.

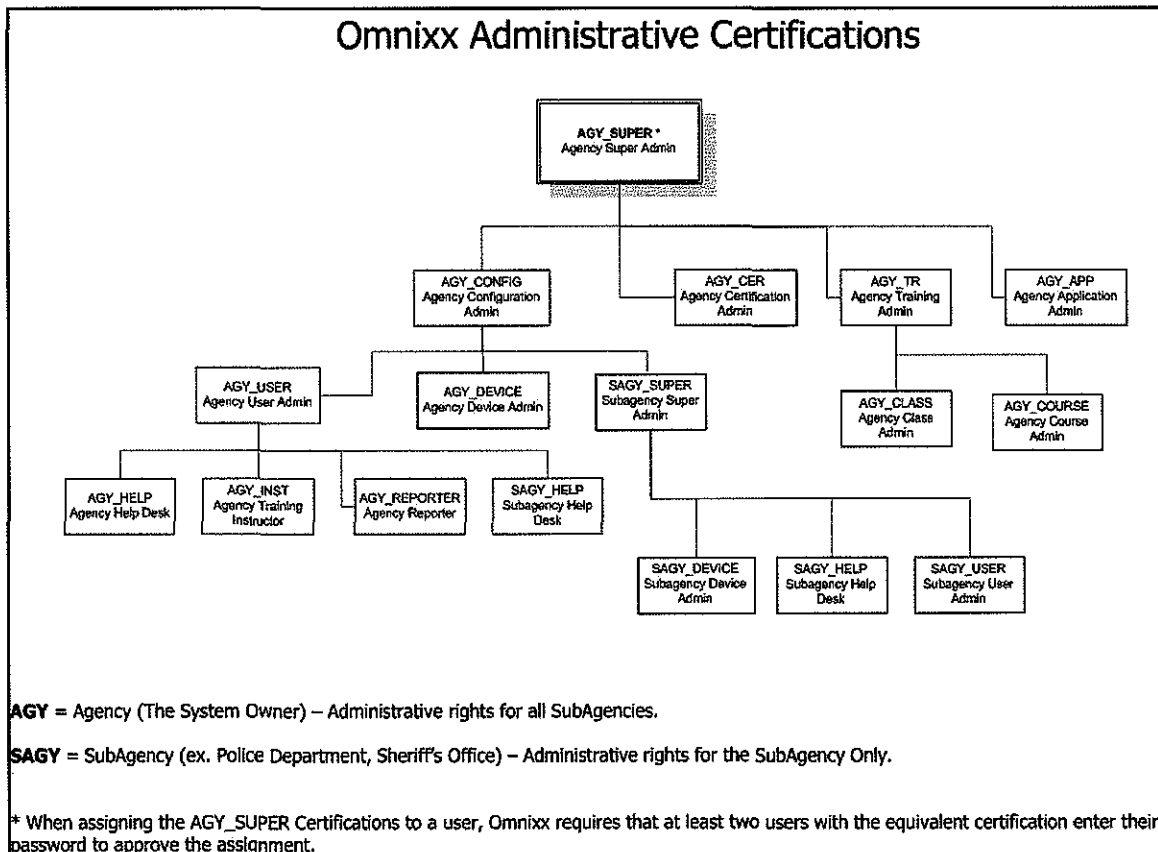


Figure 35: Omnixx Administrative Certifications

ID.
Analysis
Response
Demonstration Method

Select subagency or user to search:

Subagency
 User
 ORI

Begin Date(mm/dd/yyyy)
 End Date(mm/dd/yyyy)

MKE
 Event Type

Look in summary for these words:
 Also include message detail in search.

Search Result:

Date/Time	Summary
11-05-2009 15:11:48	QV:ZZ123.FL
11-05-2009 15:11:47	QV:ZZ123.FL
11-05-2009 15:10:43	QV:ZY2345.RR
11-05-2009 15:10:42	QV:ZY2345.RR
11-05-2009 15:10:42	QV:ZY2345.RR
11-05-2009 15:10:31	QV:ZZYYY.RI
11-05-2009 15:10:31	QV:ZZYYY.RI
11-05-2009 15:10:30	QV:ZZYYY.RI
11-05-2009 15:10:24	QV:ABC123.FL
11-05-2009 15:10:23	QV:ABC123.FL
11-05-2009 15:10:23	QV:ABC123.FL
11-05-2009 15:10:14	QV:ZZ123.FL
11-05-2009 15:10:13	QV:ZZ123.FL
11-05-2009 15:10:12	QV:ZZ123.FL
11-05-2009 15:10:00	QV:ZZ123.FL
11-05-2009 15:09:59	QV:ZZ123.FL
11-05-2009 15:09:59	QV:ZZ123.FL
11-05-2009 15:07:56	QV:ABC123.FL
11-05-2009 15:07:55	QV:ABC123.FL
11-05-2009 15:07:55	QV:ABC123.FL
11-05-2009 15:07:53	QV:ZZ123.FL

Message Detail

1L0102RXSO2BMJQV
MO3333333

MKE/STOLEN VEHICLE
ORI/INIPD0002 LIC/10025JB LIS/MD LIY/1980 LIT/PC
VIN/SAMPLEDOCPRINT124 VYR/1980
VMA/PONT VMO/FIE VST/2T VCO/RED DOT/20000101

Image Display




Figure 36: Display Message Contents

Hourly Distribution Report

for 05/12/2009

MULES_QRY	Hour	Bytes			Messages		
		Input	Output	Total	Input	Output	Total
	19	356	314	670	2	2	4
	20	356	314	670	2	2	4
	23	178	157	335	1	1	2
	24	178	157	335	1	1	2
Total		1068	942	2010	6	6	12

NC-QRY	Hour	Bytes			Messages		
		Input	Output	Total	Input	Output	Total
	19	232	127	359	3	3	6
	20	760	78	838	2	2	4
	23	380	39	419	1	1	2
	24	380	39	419	1	1	2
Total		1752	283	2035	7	7	14

OFB	Routes	Messages
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Figure 37: Display Report

c. Action and Decision

The following describes the components required to allow users of the future NBLETS solution to render business decisions based on the analytical information presented. These decisions will have a downstream effect on other system users. For example, notifications can be made to validate information contained in the system prior to enforcement action being taken. Refer to IV.E.1. – Table 22 for response options.

ID	Action and Decision	Response	Demonstration Method
AD-1	<p>The proposed solution must be able to handle enforcement of the 10-minute rule.</p> <p>1st Request: Upon receipt of an urgent request for hit confirmation, the entering agency must provide a substantive answer within 10 minutes.</p> <p>2nd Request: If no confirmation is received, the system sends another request to the agency and to the designated State control point.</p> <p>3rd Request: State of Nebraska.</p> <p>If no response is received within 10 minutes and the ORI is a Nebraska ORI and the destination agency is also a Nebraska ORI, a third request is sent to the agency and the designated CSA terminal -- NSP. This request must formulate the coded fields to plain language similar to the Nlets translation of the coded fields from the appropriate message key.</p> <p>3rd Request: Outside the State of Nebraska</p> <p>If the request is going to another State, a third request is sent to the agency, NCIC, and designated CSA terminal -- NSP.</p>	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The 10-Minute Rule that prompts an entering agency to provide a substantive answer to a request for a hit confirmation is a core capability of the Omnixx Enterprise Platform. Following a rules pattern established by the administrators, if no confirmation is received within the 10 minutes, the system will send another request to the agency and to a designated state control point. If there is</p>			

ID.	Action and Decision	Response	Demonstration Method
<p>still no response after the second attempt, a third request is sent to the agency, NCIC and NSP. If the request is to another state, the control point for the state and NCIC Quality control will also receive a request. These rules and the specific delivery points can be established and managed through Business Rules so that no changes to the application code are required to establish, maintain or change the destinations.</p>			
AD-2	<p>The proposed solution shall support a record validation process by which responsible parties are automatically notified in advance of the need to validate within a specific time frame, records are deleted, and parties are notified of the deletions.</p>	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The proposed solution supports record validations from standard user workstations that provide notifications to users for records that need to be validated, and an easy to use interface to review and validate the records. The reports can be generated on demand or scheduled, and can be modified by NSP using SQL Server Reporting services.</p>			
AD-3	<p>The proposed solution shall provide subscription and notification capabilities (e.g., receiving notification that the status of a previous record inquiry has changed).</p>	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform includes a powerful and dynamic subscription and notification engine. It will be configured to monitor the inquiry record data source for changes, and then to notify subscribers via Email, SMS, and/or Administrative Messaging (AM) when they occur.</p>			

d. Work Flow

The following describes requirements related to the routing, verification, and storage of information in the future NBLETS environment. Refer to IV.E.1. – Table 22 for response options.

ID.	General Work Flow	Response	Comments
WF-1	<p>The proposed solution shall ensure that administrative messages can be sent or routed to:</p>		
	<ul style="list-style-type: none"> • Users and groups of users. 	CC	Application/Software functionality
	<ul style="list-style-type: none"> • Agencies and groups of agencies. 	CC	Application/Software functionality
	<ul style="list-style-type: none"> • Defined devices. 	CC	Application/Software functionality
	<ul style="list-style-type: none"> • Computer interfaces. • Any of the above within a defined geographic radius or defined group. 	CC	Application/Software functionality

ID.	General Work Flow	Response	Comments
		CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The proposed solution has full handling for Users, agencies, defined devices and computer interfaces as well as grouping of all of the above. The groups are easily defined by the system administrator, using the console.</p> <p>Messages destinations for any messages, including administrative messages are controlled by the business rules, with capabilities that meet this requirement.</p> <p>The Omnixx Enterprise Platform can deliver to any defined group, including those that are part of a defined geographic area. Datamaxx will work with NSP at the onset of the project to define all groups, as well as to train NSP personnel on the method to create additional groups as the needs arise.</p>			
WF-2	The proposed solution shall allow for the maintenance of user-defined, reusable group destination codes or lists of users.	CC	Application/Software functionality

Comments: Datamaxx acknowledges and complies with this requirement. The proposed system allows for the creation and maintenance of the various group lists by authorized administrators. Groups may be comprised of ORIs, devices, users, other groups, or any combination of these. Groups may be limited to one category as illustrated below.

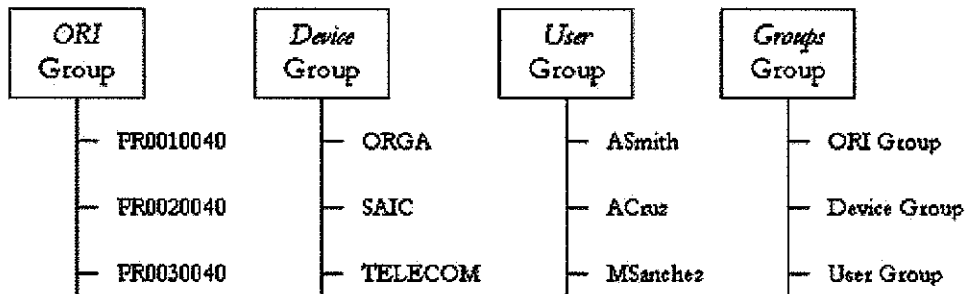


Figure 38: Groups

Or, Groups may be nested and contain multiple categories, including other Groups as shown in the diagram below.

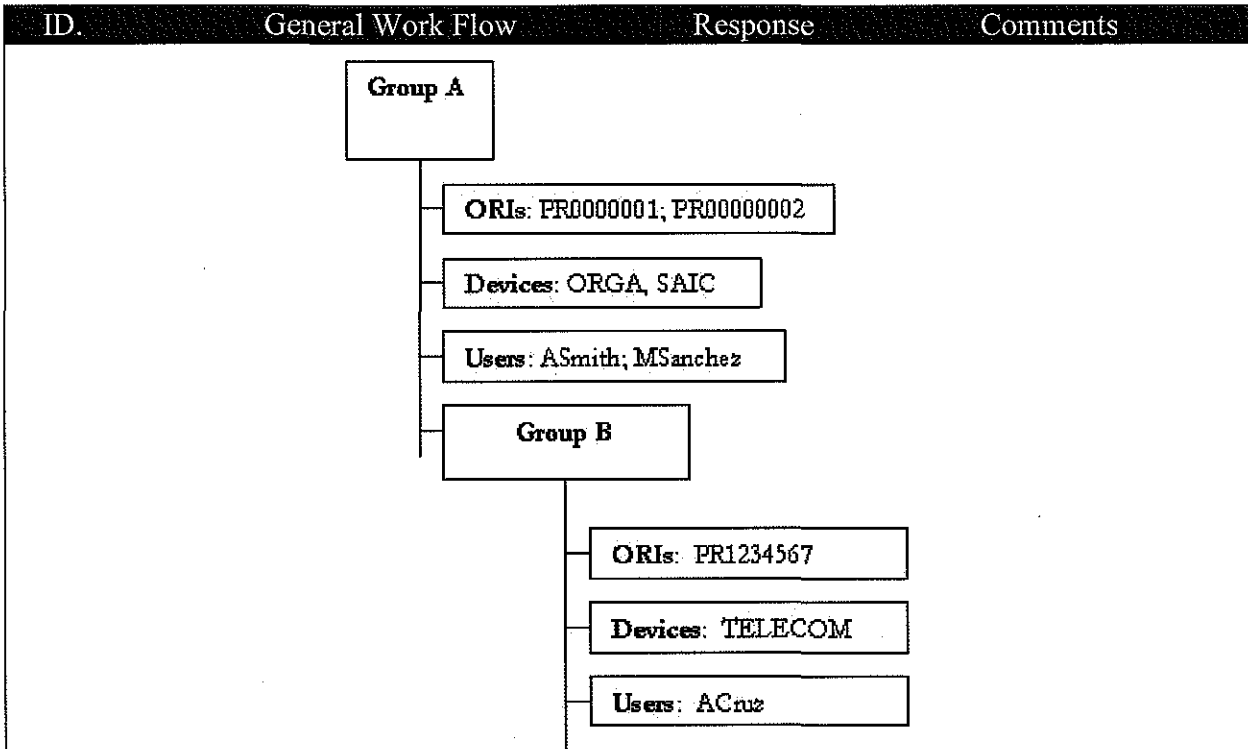


Figure 39: Group Contents

Messages can be sent to multiple destinations at one time through the use of Groups. Once a Group has been defined, a message can be addressed to the Group and will be delivered to all members of that Group.

The following screenshots show the Groups wizard dialogs, where the group information is entered, and then the associated group members are selected.

Figure 40: Add a Group

ID.	General Work Flow	Response	Comments
	<div data-bbox="315 216 1417 842"> </div>		

Figure 41: Add a Device

Figure 42: Group Member Selections

WF-3	The proposed solution shall enable configurable routing based on message or transaction type and content. For example, a hit on a wanted person destined for a mobile device is automatically “copied” to a dispatch center device.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides easy modification of routing rules for messages. Omnixx Enterprise implements “business rules” which permit custom processing to be performed. This includes the ability to create “courtesy copies” to one or more destinations based on message content.</p> <p>As part of the project plan, Datamaxx will work with NSP on initial routing configurations and</p>			

ID.	General Work Flow	Response	Comments
	train NSP personnel on how to make adjustments to existing routes and the creation of new routes.		
WF-4	The proposed solution shall provide guaranteed message and transaction delivery, including an explanation of how this is accomplished.	CC	Application/Software functionality

Comments: Datamaxx acknowledges and complies with this requirement. In 1996, Datamaxx invented the Datamaxx Message Processing Protocol, known as DMPP-2020 to provide a standard method to provide robust message handling and guaranteed Message delivery in the Law Enforcement Environment. The guaranteed delivery mechanism uses positive and negative acknowledgement techniques to ensure message delivery before de-queuing the message. Additional techniques are used with systems that do not provide application-to-application acknowledgement. For example, since the NCIC TCP/IP protocol does not support application-to-application acknowledgements, the Omnixx Enterprise Platform will wait for a response to be received before removing the message from the queue.

DMPP-2020 has become the defacto standard for law enforcement communications. It is used in over 30 state and federal systems, and it has been implemented by every major law enforcement vender in their system.

DMPP-2020 regularly provides guaranteed message delivery for millions of messages every day. The following diagram depicts the states and federal systems utilizing DMPP-2020 today.

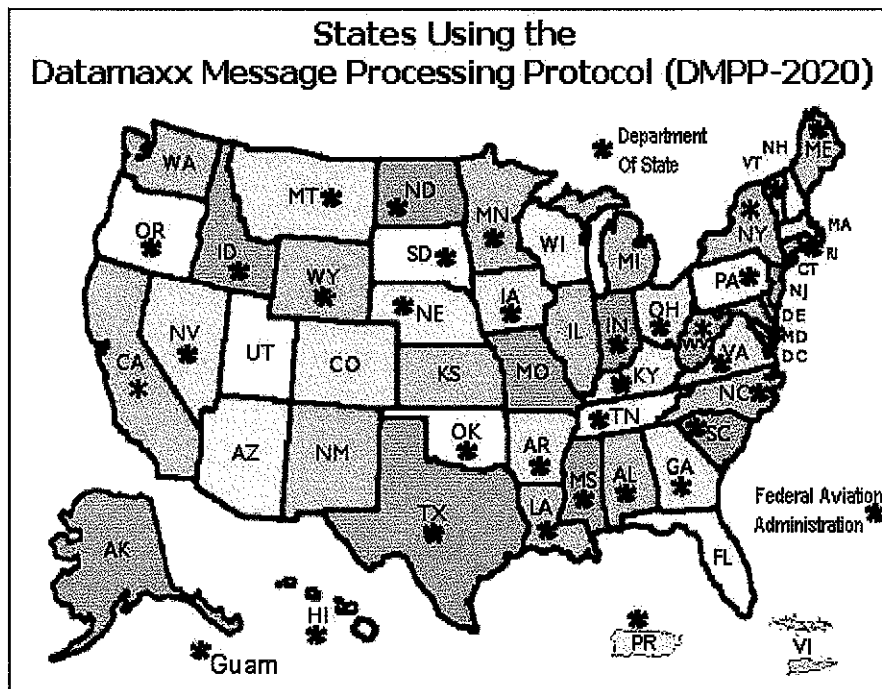
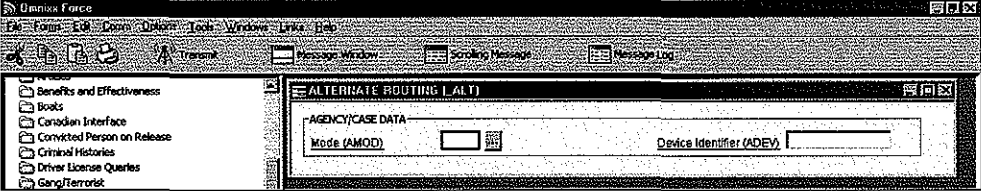


Figure 43: States Utilizing DMPP-2020

WF-5	The proposed solution shall provide for optional message and transaction	CC	Application/Software functionality
------	--	----	------------------------------------

ID.	General Work Flow	Response	Comments
	<p>escalation and alternative delivery. For example, Agency A experiences a power outage, so Agency B is designated to receive Agency A's messages.</p>		
<p>Comments: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform proposed by Datamaxx provides for both manual and automatic alternate delivery mechanisms. Omnixx Force Desktop provides a transaction form to use (if the user has the correct permission) to "alternate route" messages from one device to another.</p>			
			
<p style="text-align: center;"><i>Figure 44: Alternate Delivery</i></p>			
<p>The system also supports "courtesy copies" in that it can be configured to send a copy of a message to another device in cases of emergency. The message for the original device will remain in queue until the operator logs on and receives his or her messages.</p>			
WF-6	<p>The proposed solution shall provide queuing that allows messages and transactions to accumulate for subsequent delivery in the event of connectivity or system downtime; such queues are to be configurable by NSP both by duration and message type.</p>	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. Omnixx Enterprise is complete message queuing and retention functionality as a core feature of the architecture. If connectivity is interrupted for any reason, a queued message will be delivered once communications has been re-established and any required user verification procedures have been performed.</p>			
<p>Message/transaction queuing and retention applies to both end user devices such as NBLETS Terminals and data source providers (NCIC, Nlets).</p>			
WF-7	<p>The proposed solution shall allow messages to queue and present them based on message priorities.</p>	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The proposed end user interfaces uses a "mailbox" paradigm for all messages. The messages can be configured with various priorities.</p>			
<p>The priority of delivery is determined by the central server. Messages are retained in a queue with an indicator to show priority and which have (or have not) been read, and any critical information pertaining to that message.</p>			
<p>The definition of the message priorities will be determined during the system design phase.</p>			

ID.	General Work Flow	Response	Comments
WF-8	The proposed solution shall allow users to directly update (modify, cancel, locate, clear) records.	CC	Application/Software functionality
<p>Comments: The proposed Datamaxx solution offers both a “full-function web delivered client” (Omnixx Force Desktop) and a “full function true zero footprint web client” called Omnixx Force Web. Both the web and desktop clients allow users to operate in a “query-only” mode, or, in a “full-function” mode, providing the ability to enter, modify, cancel, locate and clear records. Datamaxx believes we are the only vendor that offers a full function web client – not just a ‘browser based – web delivered” client, but a true web client with nothing installed on the workstation.</p>			
WF-9	The proposed solution shall provide a mechanism for making users aware that messages or responses have been received.	CC	Application/Software functionality
<p>Comments: Datamaxx acknowledges and complies with this requirement. The business rules control all message routing, both from end users to data sources, and amongst the data sources themselves. The business rules are sets of tables and other configured processing elements that are managed by administrators, using a Web Browser.</p>			

e. Additional Value-Added Options

Bidders are encouraged to provide descriptions of any other value-added services that are not already referenced by specifications included within this RFP. Any value-added options may be presented as optional components when there are associated additional costs. The Technical Response section shall include a comprehensive and written description of the bidder’s approach to all value-added options that may be provided.

The value added option is to be associated with additional costs and, as a result, is to be included as an optional component on the Cost Schedule P – Optional Components (FORM F).

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. Datamaxx has included the following value-added products/services in the proposed solution. **There are no additional charges associated with these value-added services/products:**

1. Value-Add: Omnixx Enterprise Platform

The Omnixx Enterprise Platform is the core of the Datamaxx state message switch solution, and can be leverage for other Datamaxx applications such as Omnixx Force Mobile and PDA clients, as well as the Trainer, Testing, Automated Field Reporting (AFR) and Automatic Vehicle Locator (AVL) (these additional modules are not included in this proposal). This provides NSP with several key benefits:

- Provides the ability to leverage the existing investment of the state message switch platform for future initiatives;

- Provides a module approach to a “total solution” – NSP can “plug-in” additional modules as the needs arise and as the funds permit;
- Provides streamlined deployment of additional modules – the server component is leveraged for all Datamaxx applications; and
- Provides systems management/administrative efficiencies.

2. Value-Add: Omnixx Force Mobile

Datamaxx has included 100 client licenses for the Omnixx Force Mobile client licenses as part of this proposal.

Omnixx Force Mobile provides law enforcement users secure wireless inquiry access to law enforcement sensitive data (i.e., NBLETS, NCIC, Nlets, etc.) through an easy-to-use graphical user interface. Each transaction is accessed using a pre-formatted transaction form that provides both field level and transaction level “help”. Each transaction field is validated and compressed prior to transmission to reduce over-the-air overhead. Omnixx Force Mobile was built from the “ground-up” to be a client used in a mobile environment – it is NOT a desktop client that simply has larger font size. Rather, the Datamaxx mobile client is optimized to perform on wireless networks and to handle the typical issues prevalent in a mobile environment.

Additional Omnixx Force Mobile features include client-to-client communication (vehicle-to-vehicle, vehicle-to-group of vehicles, vehicle-to-all vehicles, etc.), and a CAD interface module. The Omnixx Force Mobile CAD interface module accepts incident information from the CAD system, displays that information in a consistent format with other Omnixx Force Mobile modules, and allows the mobile user to generate status updates, inquire into the CAD system (i.e., pending [or stacked] calls, unit status lists, etc.), and support other features that are enabled by the target CAD system.

3. Value-Add: Omnixx Force PDA

Datamaxx has included 10 client licenses for the Omnixx Force PDA application as part of this proposal.

Omnixx Force PDA provides law enforcement users secure wireless inquiry access to law enforcement sensitive data (i.e., NBLETS, NCIC, Nlets, etc.) through a Windows Mobile or Blackberry PDA device. Omnixx Force PDA includes a limited set of pre-formatted transaction forms that provide the user the ability to send NBLETS queries in a secure and easy-to-use manner.

4. Value-Add: Advanced Authentication

Datamaxx has included in this proposal, *at no-charge*, the Risk-Based Advanced Authentication module for the proposed client software. Datamaxx Security Officer, Mr. Brad Long, spearheaded the process of obtaining FBI approval for Risk-based Advanced Authentication as a method to meet FBI security requirements. This includes an

authentication scheme where several factors are used by the system to authenticate a user. These factors include:

- Username & Password
- Machine identification and registration
- Challenge/Response Questions
- User PIN

These are used at various stages within the authentication process to ensure that user is indeed the registered system user.

While Datamaxx supports multiple methods of providing Advanced Authentication, including hard tokens, Datamaxx believes Risk Basked Authentication offers customers the best solution to meet the FBI requirement, while eliminating the cost and administrative overhead associated with hard token.

5. Value-Add: Web Client

Datamaxx believes a point of difference is the ability to offer a “full-function” Web Client interface. This is a java-less client, and allows users to operate in a “query-only” mode, or, in a “full-function” mode, providing the ability to add, modify, delete, etc. The Web client is included in the base line proposal and is not an extra cost.

6. Value-Add: Nlets Strategic Partnership

Since 2003, Datamaxx has been a Strategic Partner of Nlets, the National Law Enforcement Telecommunication System. Datamaxx was the first company to execute such an agreement, which allows Datamaxx the ability to utilize the secure Nlets network which provides access to every state throughout the country. The ability to utilize the Nlets connection offers Datamaxx customers many options in which solutions are managed/supported. This Nlets connection serves as a great tool in providing secure, remote technical support of the proposed state message switch solution. With minor routing changes to the existing NSP Nlets connection, Datamaxx could utilize the same Nlets connection to gain secure access from the Datamaxx Network Operations Center to the NSP system. Datamaxx can also offer customers the ability to purchase systems as a “Software as a Service” (SaaS) – which provides a “per-month-per-user” pricing model to allow for a low cost method to utilize leading edge law enforcement technology solutions. If NSP permits access via the Nlets frame connection, Datamaxx will provide this secure remote support at no extra charge as part of the proposed Datamaxx maintenance and support package.

7. Value-Add: System Monitoring Services

The Datamaxx Monitoring Service is available for all customers for use at the customer location for use by systems administrators, and/or, can be monitored by the Datamaxx Support Staff via the secure Nlets frame connection (as noted above). This is an extremely powerful system that allows proactive management and maintenance of the state message switch solution.

This system, called Omnixx WatchDawgg, *leverages Microsoft System Center*, and enables the system administrator to monitor system and network resources. The system administrator can monitor resources with a high degree of granularity, which provides specific data about how those resources are functioning and how users are accessing those resources. The system administrator can perform these tasks using the information generated by Performance Monitor:

- Evaluate the load for specific resources;
- Determine the source of performance problems.
- Assess how best to allocate existing resources; and
- Observe how adjustments to resources affect performance.

The WatchDawgg allows administrators to monitor switch activity in several functional areas. From one screen, administrators can view and monitor system performance, message throughput, database activity, network connectivity, as well as some logging functions and interface activities. Omnixx Enterprise Platform Monitor does not have to be run on the same computer where Omnixx Enterprise Platform is installed. It can be installed and run from any computer that has access to the Omnixx Enterprise Platform Audit and databases.

There are several different controls that can be displayed on the Omnixx Enterprise Platform Monitor screen, including:

1. Interfaces,
2. CPU Usage,
3. Current Messages Per Second,
4. Current Number of Queues,
5. Ping control,
6. Memory Usage,
7. Virtual Memory Usage, and
8. Disk Usage.

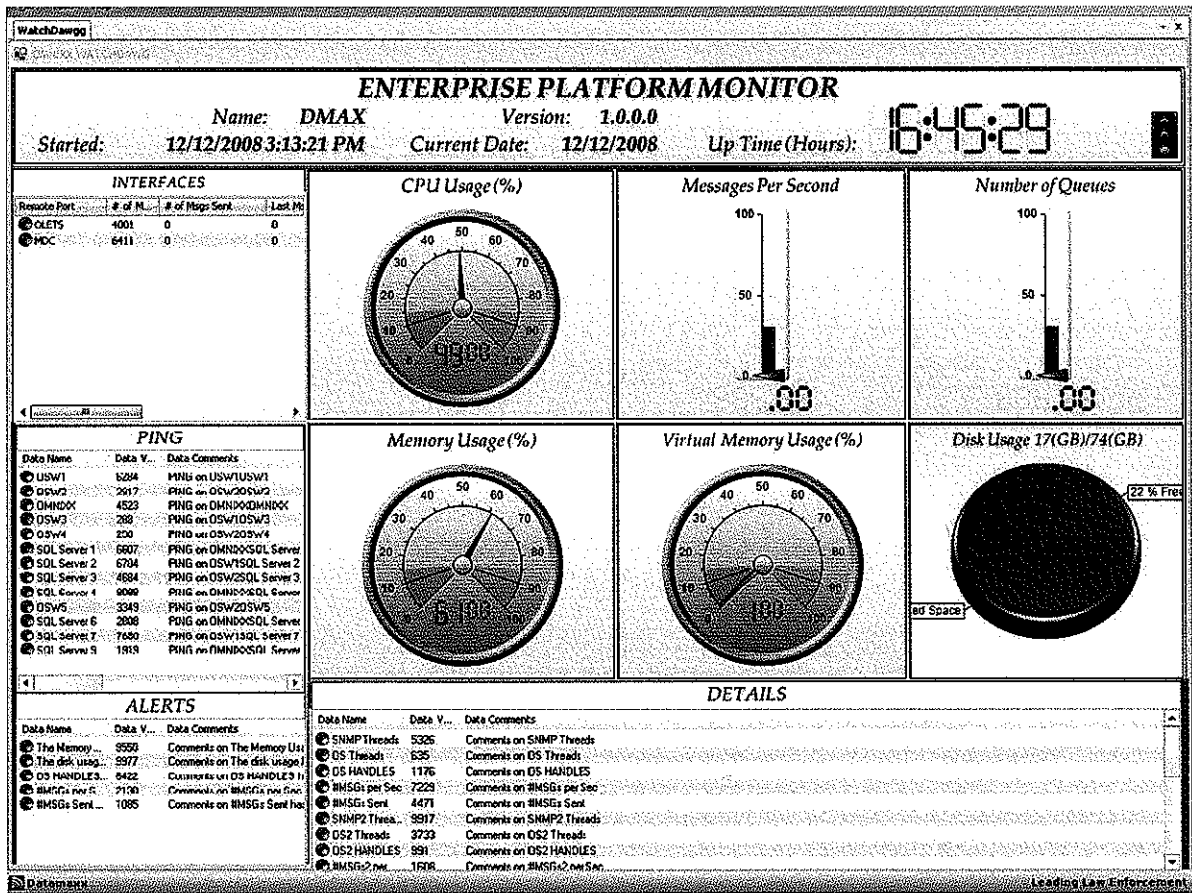


Figure 45: Omnixx Enterprise Platform Monitor Screen

8. Value-Add: Use of Microsoft Technologies, including SQL and BizTalk Server

Datamaxx believes that customers must consider each investment and determine how best to leverage that investment for future benefit. Service-oriented architecture, extreme transaction processing, software as a service, open source and event-driven architecture are all key change drivers and continued technology advancement.

Datamaxx and Microsoft believe the tools included in this proposal not only deliver the solution as promised, but also improves the work environment for NSP technical resources. No other solution on the market has invested the same amount of time in developing the enterprise platform as Datamaxx and Microsoft.

The Datamaxx proposed solution utilizes Microsoft technologies at the core, allowing NSP to leverage existing skill sets to manage and administer the new state message switch solution. BizTalk builds on the existing integration capabilities, which make it easier and less expensive to connect systems within an agency as well as those of regional and national systems. Used in conjunction with the Datamaxx Enterprise Platform, BizTalk Server allows service-oriented applications to connect and interoperate to a wide range of highly heterogeneous systems, including local database systems, legacy systems, smart devices, and other external systems.

f. Proposal Checklist

Bidders must complete and attach the Proposal Checklist (FORM E).

Datamaxx Response:

Datamaxx provides the completed **Form E – Proposal Checklist** in this section of the NBLETS Replacement Project Technical Proposal. Datamaxx acknowledges that all the required items have been included within this RFP response.

FORM E
PROPOSAL CHECKLIST
Request for Proposal Number 3473Z1

<i>ID</i>	<i>Item</i>	<i>RFP Reference</i>	<i>Page No.</i>
1.	Signed "State of Nebraska Request For Proposal For Contractual Services" form	V.A.1	1
2.	Executive Summary	V.A.2	1
3.	Corporate Overview	V.A.3	16
	Technical Approach	V.A.4	
4.	Table of Contents	V.A.4.b	i
5.	Bidder Strength and Stability Form	V.A.4.c	16
6.	Additional Value Added Options	V.A.4.e	176
7.	Proposal Checklist (this document)	V.A.4.f	181
	Technical Response	V.A.4.d	
8.	Scope of Work Acknowledgement	IV.D.1	83
9.	Overall Solution Approach	IV.D.2	84
10.	Project Management Plan	IV.D.3	96 & 284
11.	Risk Management Plan	IV.D.4	97
12.	Implementation Plan	IV.D.5 & IV.C.4.a	102 & 286
13.	Data Conversion Plan	IV.D.6	102 & 292
14.	Business Continuity Solution	IV.D.7	103
15.	Migration Plan	IV.D.8	105
16.	Fail-Back Plan	IV.D.9	105
17.	Test Plans	IV.D.10	106
18.	Training Plan	IV.D.11	108 & 287
19.	System Documentation Approach	IV.D.12	111
20.	Maintenance and Support Plans	IV.D.13	112
21.	Software Escrow Requirement	IV.D.14	129
22.	End of Contract Transition Plan	IV.D.15	129
23.	Completed Requirements Matrices	IV.E	131
	Cost Proposal	V.B – V.C	
24.	Pricing Summary	V.B.1	1
25.	Pricing Detail	V.B.2	3
26.	Pricing Schedule	V.C	4

5. TECHNICAL REQUIREMENTS

The following presents the framework for the technical requirements. Methods for technical requirements are described below. A brief explanation of the interrelationships of the two models will be located after Function Requirements have been explained.

Technical requirements for the future NBLETS solution are categorized into elements – infrastructure, applications, publication, integration, strategic and tactical analysis, and management and administration.

- a. Infrastructure – Denotes the components which provide technology solutions that deliver secure and reliable systems. This layer includes primarily hardware and networking components.
- b. Applications – Addresses the components required of the software solutions that ensure operability in the target environment. This layer includes software platform, storage, and data model requirements.
- c. Publication – Outlines the components required to ensure user access to information captured by the desired solution. These include the indexing of global search engines, report-writing services, data transformation services, and subscription and notification systems.
- d. Integration – Denotes the components relative to the exchange of information captured by the desired solution. These include the indexing of global search engines, report-writing services, data transformation services, and subscription and notification systems.
- e. Strategic and Tactical Analysis – Provides complex relational information to criminal justice users from existing information systems. The components include summary data sets that can be used to build comprehensive data warehouses which are designed to drive business decisions between organizations.
- f. Management and Administration – Represents the components associated with the management and administration of the system, which include the elements necessary to ensure successful operation in the desired technical environment, as well as applicable standards and bidder support.

Datamaxx Response:

Datamaxx acknowledges and complies with these requirements.

6. TECHNICAL REQUIREMENTS MATRICES

a. Infrastructure

The table below describes elements that provide technology solutions and deliver secure and reliable systems. These elements are primarily hardware and networking components. Refer to IV.E.1. – TABLE 22 for response options.

ID.	General	Response	Demonstration Method
IN-1	The proposed solution shall utilize a system architecture that is open, nonproprietary, and portable.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed solution meets these requirements with current capability.</p> <p>The Omnixx Enterprise Platform provides robust support for standardized technologies including XML, Web Services, the Simple Object Access Protocol (SOAP), HTML, XSLT, and Java Script, providing a system architecture that is open, nonproprietary, and portable. It supports industry standard hardware and databases, and has proven success in virtualized environments.</p> <p>Datamaxx was the first company to deploy law enforcement products (<i>North Carolina, 20,000 users, Year: 2001</i>) that fully support XML exchanges between server and clients, XSLT for message transformations, JavaScript for script processing, and HTML for rendering. The Omnixx Enterprise Platform also provides best in class support for XML formatted message exchange to Nlets, as well as other systems that employ GJXDM (Global Justice XML Data Model), and NIEM (National Information Exchange Model).</p> <p>Datamaxx published the Datamaxx Messaging Processing Protocol, known as DMPP-2020 to provide a standard approach for communications and guaranteed message delivery. DMPP-2020 is now a standard, used in over 30 States, and is supported by all major law enforcement systems vendors.</p> <p>Unlike other vendor solutions that were implemented in UNIX and converted to Windows, the Omnixx Enterprise Platform was built from the ground up leveraging the best in Microsoft platforms, technologies, and development tools. It is a robust platform leveraging Microsoft technologies such as .Net, SQL Server, Windows OS technologies, Microsoft BizTalk, and Microsoft System Center providing a flexible environment that integrates <u>natively</u> with Windows. One example of deep integration with Windows is that the Omnixx Enterprise Platform utilizes the core Windows kernel HTTPS driver which provides high performance web services from the Windows core OS. This driver is highly optimized and scalable and is the same driver used by Internet Information Services (IIS) to serve up high performance web sites by Windows.</p> <p>Another unique feature offered by the Omnixx Platform is it exposes Web Services for items stored in repository (e.g. User Profiles, Device Configurations, Groups, Roles, ORIs, Archive Log, etc.) and to send and receive messages. These powerful features mean that any application needing to access to the repository information and/or send and receive transactions, it can do so in a secure and standardized way (e.g. XML) utilizing industry standard web services. No other vendor offers this flexibility.</p> <p>The Omnixx Enterprise Platform is “n-tiered” and can be configured to have multiple tiers distributed across multiple physical platforms, if desired.</p> <p>There is a “gateway” tier, an “application” tier, and a “database” tier that can be co-located or placed on separate physical or virtual machines depending upon the requirements for how it is</p>			

ID.	General	Response	Demonstration Method
<p>to be deployed within the network. This provides many advantages for securing access to the data sources as well as for scalability, redundancy, and disaster recovery.</p>			
<p>The architecture is “firewall friendly” in that access between servers use standard Internet technologies such as “Simple Object Access Protocol (SOAP)”. This permits components such as the repository database to be located within a secured network a protected by firewalls, with no requirement to open access to any other function except those required by SOAP. This is an important level of indirection, as it allows end user access to the user facing components (such as the Web Server and communications components) but block any user access to protect items such as direct database access.</p>			
<p>This architecture also provides distributed and delegated administrative capabilities via a web browser. The Omnixx Console web application is used to manage user profiles, devices, configurations, courseware, class schedules, reports, etc. It provides fine-grained control of the features by using certifications or roles to control access to them. For example, an administrative user can be configured to access only those user accounts within his or her agency, providing a way to delegate user maintenance in a restricted fashion. Another example is to assign an administrative user a “help desk” certification (e.g. role) that only permits access to the “password reset” function. This fine-grained control provides a unique feature that is configurable to provide any combination of access to virtually any function within the system.</p>			
<p>IN-2</p>	<p>The proposed solution shall be adaptive and use extensible architecture for future expansion and scalability without the need for major architectural modifications.</p>	<p>CC</p>	<p>Application/Software functionality</p>
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed solution utilizes an extensible architecture and is well positioned for future expansion and scalability without the need for major architectural modifications. Omnixx Enterprise Platform is comprised of a series of “run-engines” that interpret business rules stored on a central server to provide the desired functionality. It employs standard technologies including XML, Web Services, SOAP, HTML, XSLT, Java Script, and Regular Expressions as well as best practices support for load balancing and cluster technologies to provide a scalable, highly available, manageable environment.</p>			
<p>XML is key factor in extensibility in that it provides a structured approach for data process, making it easy to extend and an approach that is backwards compatible with existing client applications when new features are added.</p>			
<p>The Omnixx Enterprise Platform design imposes no limits on the number users, devices, communications interfaces, or transaction definitions. There is no “System Generation” required to add or expand system databases to accommodate solution expansion. For example, the Omnixx Enterprise Platform database servers may be on one platform, while the Omnixx Enterprise Platform application servers reside on a second platform and the Omnixx Enterprise Platform communications components on a third, depending on individual processing requirements. The location of Omnixx Enterprise Platform components is a soft configuration option that can be modified with no code changes to the overall system.</p>			

ID.	General	Response	Demonstration Method
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This design allows for easy expansion without having to perform major architectural changes to the hardware or software. This is a unique feature of the Datamaxx solution supporting both vertical and horizontal scaling to accommodate future growth, protecting NSP's technology investment.

IN-3	The proposed solution shall provide system diagnostics, including, but not limited to, error correction and detection.	CC	Application/Software functionality
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Comment: Datamaxx acknowledges and complies with this requirement. An important function of the Omnixx Enterprise Platform is integration with Microsoft System Center Operation Manager, which is a tool for managing and monitoring Windows environments. It monitors hardware and software in the environment, keeping track of everything from application availability to disk utilization. It offers a true "data center" class monitoring solution. Coupled with System Center "Management Packs" developed by Datamaxx, the solution offers unparalleled insight into the performance Omnixx Enterprise Platform applications, as well as the hardware, software, and database services supporting it. Not only can the system monitor itself, but it can also self-correct issues that arise without waiting until the problem interrupts the entire system. This provides NSP with a common foundation for monitoring and managing desktops, servers, routers, and more.

A few sample screenshots are shown below demonstrating the ability to "drill-down" into machine specific details, as well as providing an easy to read "Dashboard" that provides a system help summary at a glance.

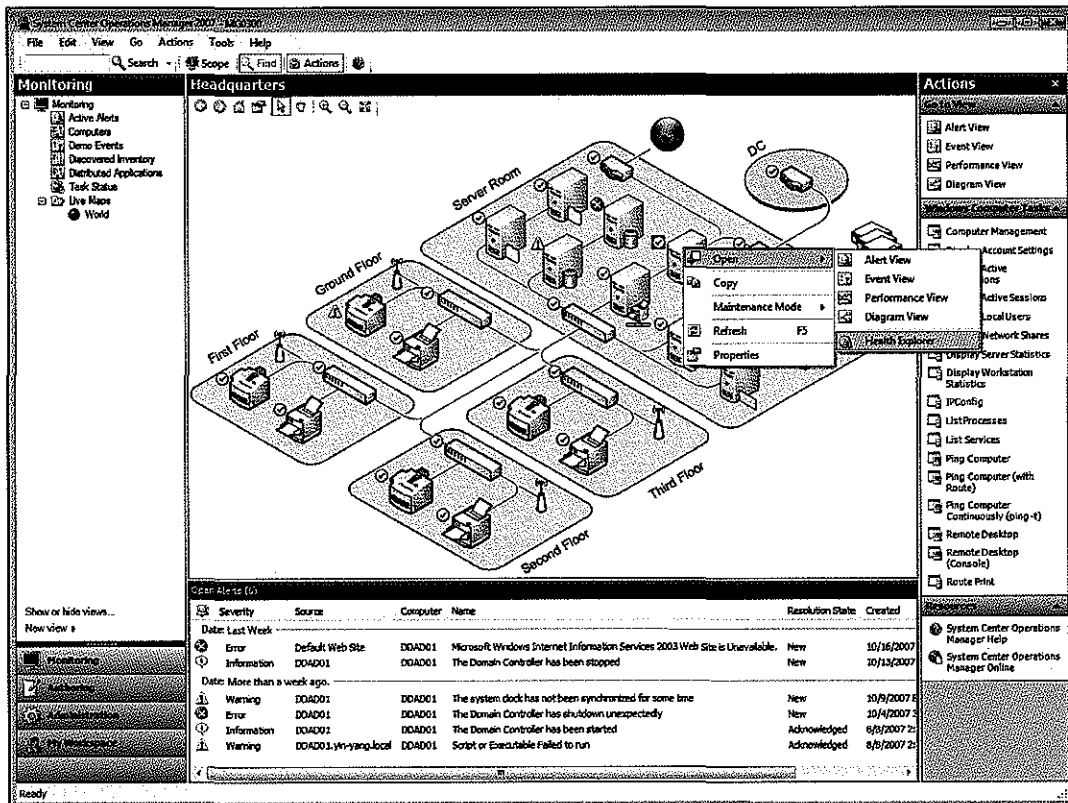
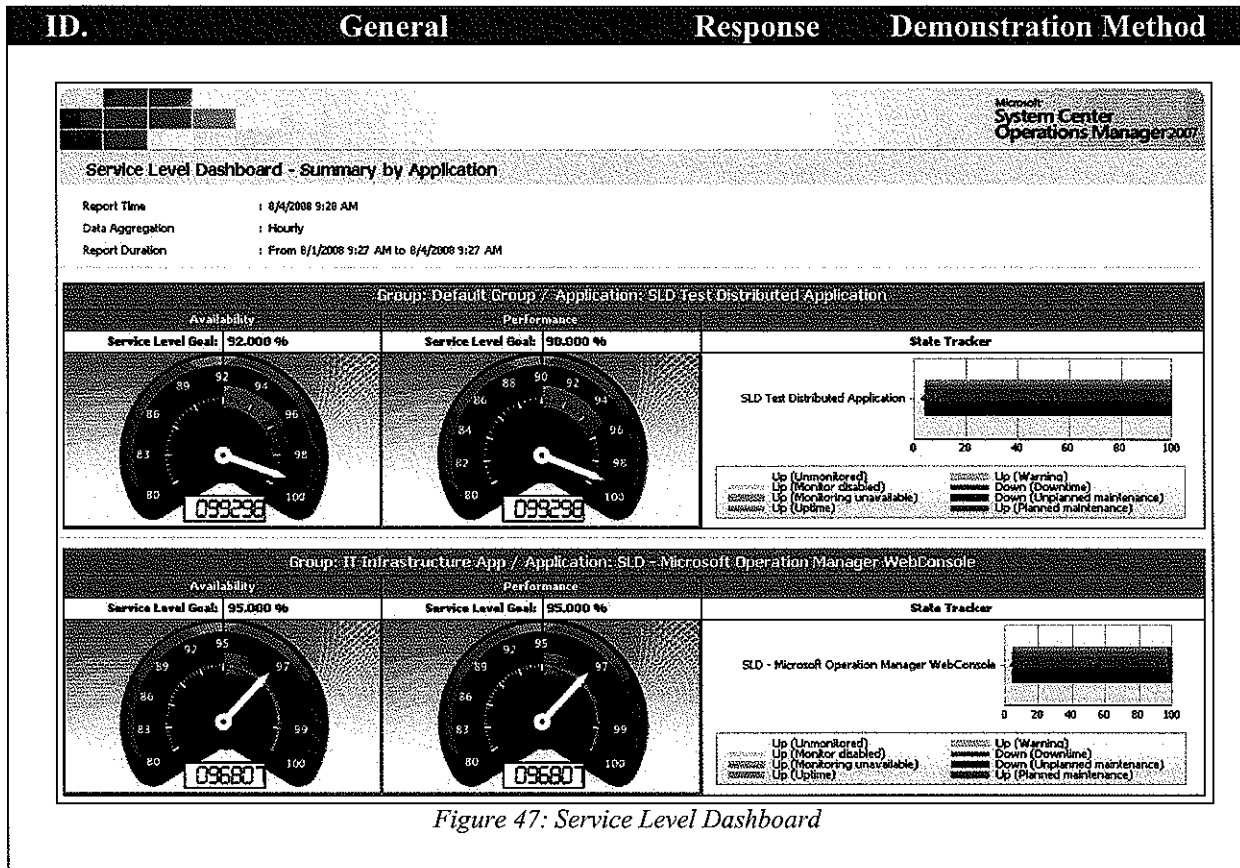


Figure 46: Machine Specific Details



IN-4	The operational production availability of the proposed solution shall be at least 99.999 percent on a 24/7 basis, including a description/justification of how the solution will meet this reliability requirement.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed Datamaxx solution, the Omnixx Enterprise Platform, will be installed in a virtualized production environment, coupled with a "hot failover" virtualized environment. Datamaxx will utilize clustering and VMWare software to ensure 99.999%, 24/7 availability of the solution. Datamaxx is also proposing the usage of Microsoft System Center to monitor the system in general, to catch any issues as quickly as they arise.</p>			
IN-5	The proposed solution shall be capable of supporting test, training, and development environments.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The deployed system will include production, test, training, and development environments and the necessary licenses for those systems.</p>			
IN-6	The proposed solution's processing time shall be 2 seconds or less, unless the operation is external to NBLETS; the vendor shall include a description of how the solution will meet this	CC	Application/Software functionality

ID.	General	Response	Demonstration Method
	<p>response requirement as well as methods for verification of performance.</p>		
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed solution complies with all NCIC response time and performance specification, within the factors controllable by the solution.</p> <p>NCIC publishes standards for performance in section 5.2 of the Operating Manual. An excerpt from the requirements is as follows:</p> <p>“Average message response time from a CTA to an agency interfaced with the CTA should not exceed 12 seconds after transmission of the inquiry, with two (2) of the 12 seconds allocated to the transmission to, processing by, and return of the response from NCIC 2000 as described in standard 1 above.”</p> <p>There are two factors to consider – the processing of an NCIC request as submitted by a user, with regards to the creation of the correct message format, plus any spawning requirements, and that of the NCIC communications interface itself.</p> <p>The internal processing of a transaction, including data editing and transaction creation and logging is controlled by the “business rules” and happens within 250 milliseconds (1/4 of a second). The baseline benchmark for performance is “Occupancy time”. This metric indicates how much time a transaction spends in a processing cycle, from the time that an input is received, until all outputs have been generated, and the process is available to accept the next transaction. Occupancy time is a good measure of performance, as it isolates the processing system from external factors such as network speeds and congestions, except for locally accessed systems, such as database storage. With a “multi-thread” approach, as is used in the proposed solution, multiple transactions can be active simultaneously.</p> <p>The proposed solution has extensive tracing and monitoring tools that allow the tracking of a transaction, both from an external viewer and from logs that are saved to disk detailing each step in the processing of a transaction. The logs are written both as “rolling” logs, using an hour-by-hour granularity, and also into the Window Server Event log, so that they may be viewed using standard tools.</p>			
IN-7	<p>The proposed solution shall allow the addition of third-party hardware and software components through open architecture.</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. As previously stated, the Omnixx Enterprise Platform is designed to be delivered on industry-standard, readily available and open hardware platforms, operating systems and databases; designed around XML technology that complies with GJXDM and NIEM standards; and incorporates technically sophisticated ESB/SOA technology as a value add. This unique feature of the proposed Datamaxx solution allows the system to easily scale through the addition of third party hardware and software components. This is a key point of difference for the Datamaxx solution as the highly configurable nature of the Omnixx Enterprise Platform allows for NSP to fully leverage their technology investment in many ways. While the Datamaxx solution is</p>			

ID.	General	Response	Demonstration Method
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based on open standards, it was develop using the .NET platform to natively run in a Microsoft Windows environment where as other vendor solutions use third party tools to port legacy UNIX based applications over to a Windows environment. Datamaxx's native application design allows for software flexibility without the concern of breaching cross platform code porting limitations as it relates to software integration points.

Also to highlight our experience, Datamaxx has successfully deployed similar solutions in various other states and federal agencies that integrated with 3rd party software applications such as a Certification application, intelligence databases, other local hot files, automated vehicle locator systems (AVL), automate field reports and forms (AFR), multiple CAD and RMS systems, and a myriad of other software applications which run through systems comparable to that of NSP's NBLETS system. Hardware and more specifically software integration is a strong point of the Datamaxx solution as our goal is to enable the customer to control and expand their solution without vendor interference.

To highlight this aspect, the Omnixx Enterprise Platform includes various server and client interfaces (desktop, mobile, handheld, web) as well as a fully documented Applications Programming Interface (API) Guide that easily enables 3rd Party software applications to send and receive messages and data to the various components connected to the platform. This is critical for any platform requiring 3rd party software integration. A standardized approach to application integration is required especially for on-going maintenance in the future. Custom, one-off integration will cost more in the long run to support which is a limitation of other vendor solutions.

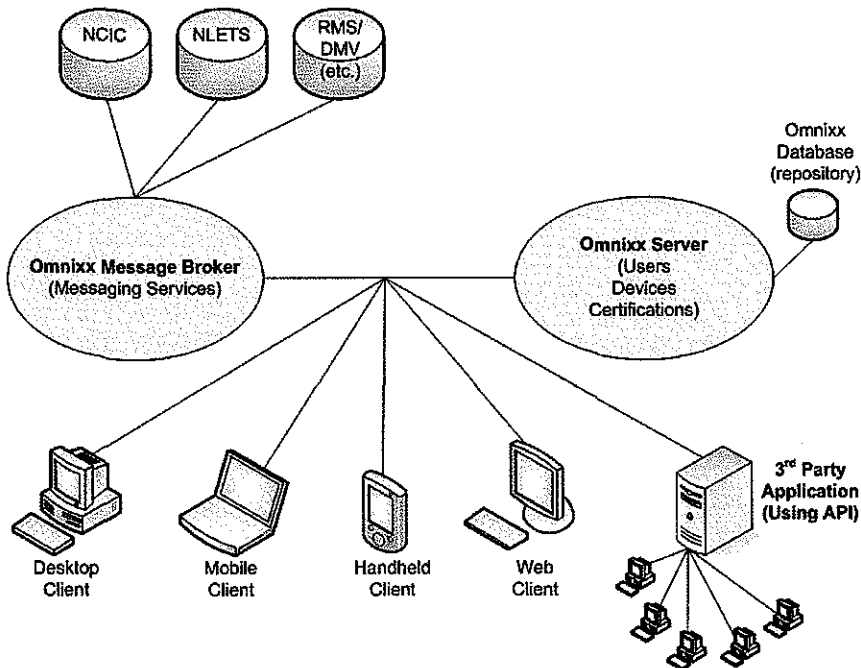
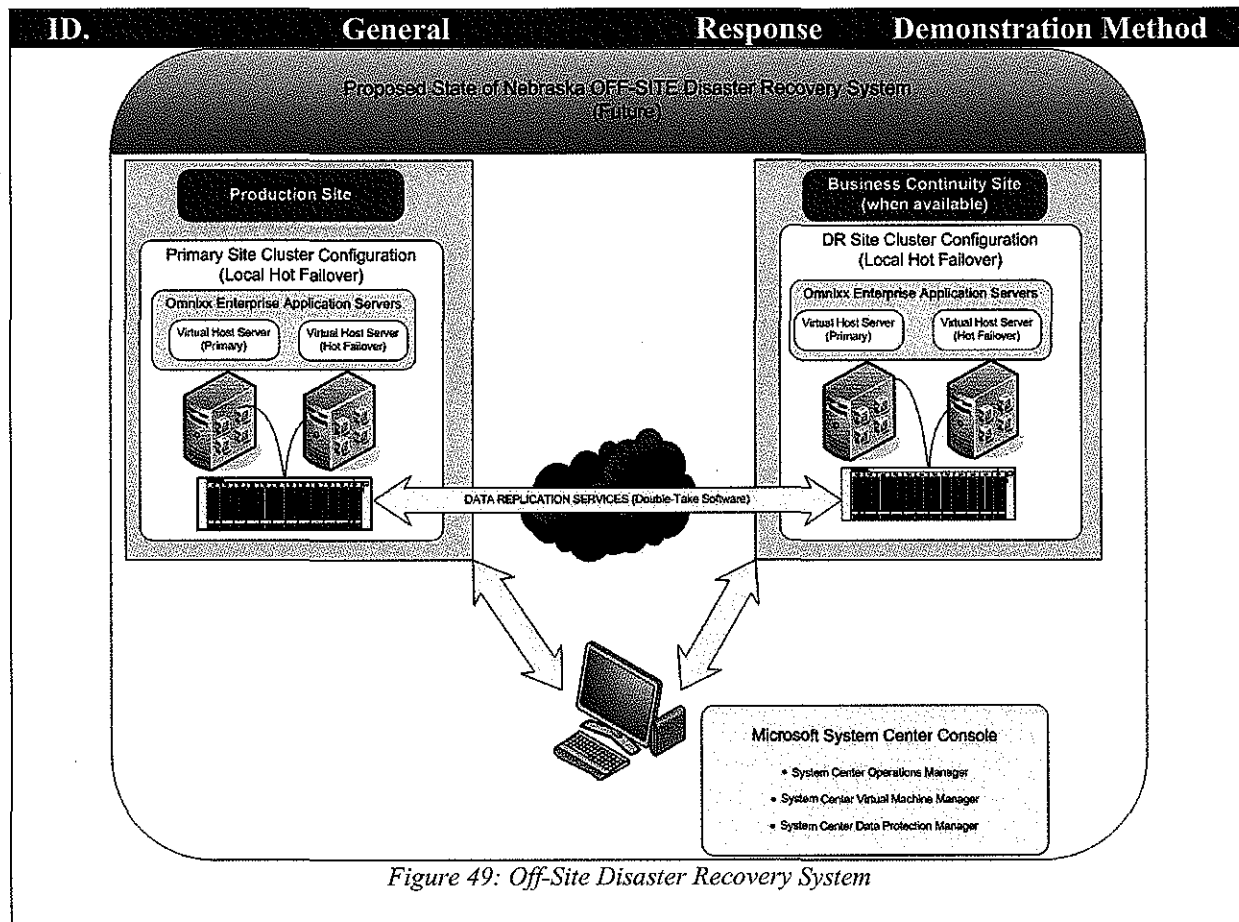


Figure 48: Overview of 3rd Party Software Integration Flexibility of the Omnixx Enterprise Platform

As for allowing additional hardware, the Omnixx Enterprise Platform is built to operate in an open architecture and there are no limitations to adding SANs, NAS, additional servers and/or hardware components.

ID.	General	Response	Demonstration Method
IN-8	The proposed solution shall provide a description of each system configuration and its ability to meet the availability specification. The vendor shall include a system diagram, previous experience achieving these performance specifications, and options.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed Datamaxx solution consists of a “gateway” tier, an “application” tier, and a “database” tier that can be co-located or placed on separate physical or virtual machines. NSP has requested that the message switch environment be set up in a virtualized environment. As depicted below, the NSP production site will consist of two physical servers, virtualized. This will provide many advantages for securing access to the data sources as well as for scalability, redundancy, and disaster recovery. It is in this manner that the Omnixx Enterprise Solution provides 99.999 availability on a 24/7 basis.</p> <p>The proposed Datamaxx system relies on a duplicate, hot failover, virtualized server(s) located at the NSP designated location to ensure continued operation of the NBLETS solution with minimal downtime in case of a temporary or permanent failure of the solution components or systems they rely on (e.g. the primary data facility itself or the network infrastructure within) at the primary data location. These backup server(s) will be kept synchronized with the servers at the primary data location on a scheduled basis which will minimize any potential loss of data caused by a failure at the primary data location.</p> <p>As depicted in the diagram below, the Datamaxx proposed architecture is scalable and flexible enough to handle the addition of an “off site” disaster recovery site, if this becomes an NSP requirement in the future.</p>			



ID.	General	Response	Demonstration Method
IN-10	The proposed solution shall support Simple Network Management Protocol (SNMP) and the Web-based tool set for secure centralized control of the system using an enterprise management platform.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. As designed, the Omnixx Enterprise Platform supports Simple Network Management Protocol (SNMP), providing traps and alerts in a standard format, so our true enterprise-class centralized management system can receive and effectively process notifications accordingly. Because the solution proposed by Datamaxx is based on industry standards, there is support for the use of SNMP agents throughout to detect and proactively notify necessary personnel. Only in this way can data center management teams understand what components together comprise a mission critical solution, (i.e., servers, applications, network devices and more), see the resultant effect on those services should a component fail, and be able to focus the response in the event of an incident.</p> <p>The enterprise management platform proposed by Datamaxx consists of Microsoft’s System Center Operations Manager as the core platform framework with a set of highly comprehensive and specialized “Management Packs” developed by Datamaxx to monitor application specific processes and metrics. These management packs developed by Datamaxx provide a feature-rich set of dashboard tools that monitor very granular aspects of the system such as interface status, application status, messages receive/sent, uptime, and queue information just to name a few. In order for these management packs to provide the level of detail, the underlying systems need to support SNMP which the Omnixx Enterprise does out of the box. There are also standard management packs that come as part of the system that provide a comprehensive set of standard server monitoring statistics such as CPU, memory, disk activity and usage, threads, plus much more. Not only will NSP have these management packs, but will also have ones that monitor MS SQL Server at a very detailed level as well. Everything needed to successfully monitor the entire system health of your mission critical solution is provided.</p> <p>This architecture allows NSP to take full ownership and control over what is monitored, who has access to the monitoring system, who is able to receive alerts (and how – SMS, email, etc), and of course reporting features. NSP would also receive a development guide called “System Center Operations Manager Management Pack Authoring Guide” which will allow NSP to control its own destiny by having the ability to create whatever management packs are desired in the future. The proposed solution not only provides extremely comprehensive monitoring of servers, databases and applications, but could also be extended to manage desktops, laptops and PDAs if NSP decides to extend the functionality even further in the future. No other solution on the market today matches the functionality contained in this enterprise class data center system-monitoring package. End-to-end visibility into the health and performance of the infrastructure is the first step to ensuring that the required levels of service are delivered for mission critical solutions running in the data center.</p> <p>Even with such visibility into the infrastructure, the time to respond to incidents is still driven up when the respective administrator needed to correct the issue has to be engaged to respond.</p>			

ID.	General	Response	Demonstration Method
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What is really required is a mechanism to push administrative actions down to the earliest possible responder, (e.g., the helpdesk team, DBAs, network engineers, etc) without having to necessarily grant those individuals administrative access to those systems or applications, or have to train them in potentially complex procedures or in the monitored application itself.

The proposed enterprise management platform will uniquely enable NSP to reduce the cost of data center management across server operating systems through a single, familiar and easy to use interface. Through numerous views that show state, health and performance information (such database performance, connectivity information, etc.) as well as alerts generated according to some availability, performance, configuration or security situation being identified, operators can gain rapid insight into the state of the current environment, and the services running across different parts of the proposed solution.

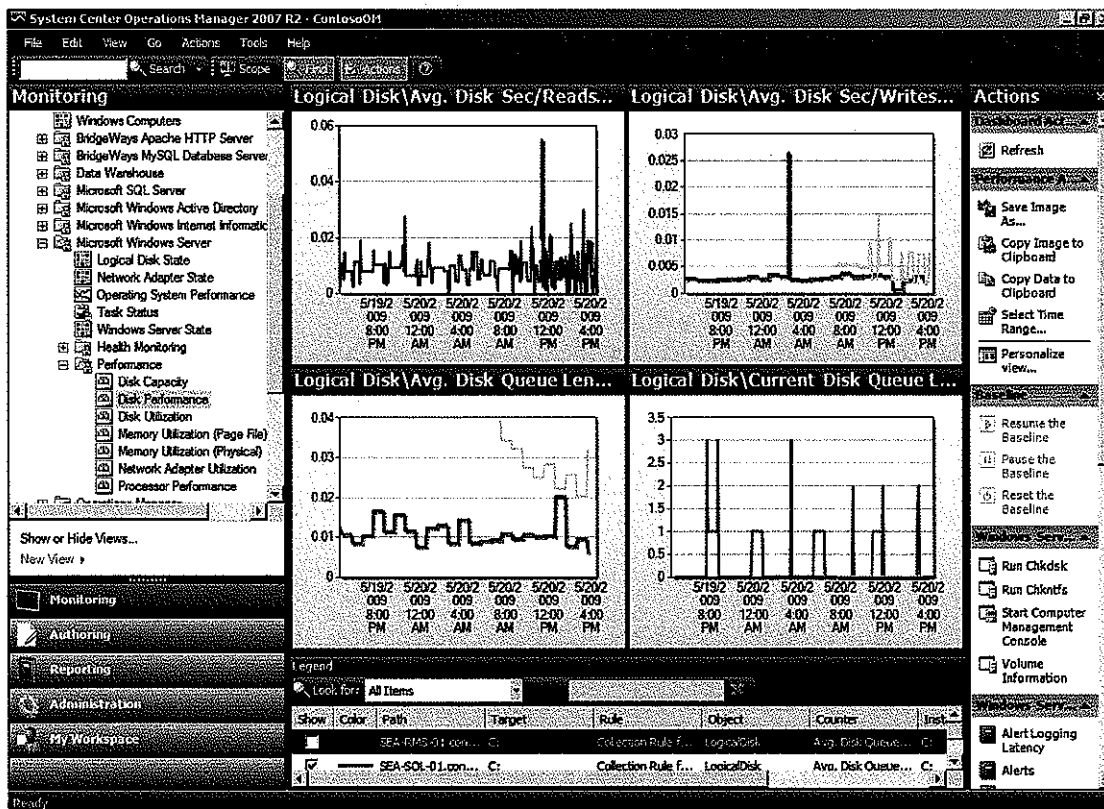


Figure 50: Sample Screenshot of Enterprise Management Platform Dashboard

With the proposed enterprise management platform, NSP will also able to improve their availability and performance metrics through enhanced service level monitoring, while NSP operations staff will be able to have improved access the key functionality they need to maintain and enhance the service they deliver to their end users. The product delivers capabilities across 3 core areas:

End-to-End Data Center Service Management. System Center Operations Manager helps improve data center service performance by improving resolution time through best practice driven alerting, service level monitoring, and reporting. With out-of-the box capabilities for monitoring Windows, UNIX and Linux servers; support for Simple Network Management

ID.	General	Response	Demonstration Method
	<p>Protocol (SNMP); and extensive Management Packs such as the ones developed by Datamaxx, Operations Manager delivers comprehensive monitoring and management for NSP's data center needs.</p>		
	<p>Increased Efficiency and Control. System Center Operations Manager automates routine, redundant tasks. It provides intelligent monitoring and the ability to automate action to help increase efficiency and enable greater control of NSP's environment. Role-based security, Active Directory integration, and powerful infrastructure elements make it easier to monitor, configure and deploy in complex environments. Support for high-availability features such as clustering and failover ensure the NSP environment is always monitored.</p>		
	<p>Flexible Notification Infrastructure Operations Manager delivers support for notifications to be sent to recipients through a number of different communication channels that include e-mail, SMS, and instant messaging. Commands and scripts can also be run based upon a notification alert.</p>		
	<p>Using a notification schedule, subscribers can determine how they wish to be notified on different alert types, and through which notification channel. For example, during business hours a SQL administrator may wish to receive notifications through his work email account, and can elect to receive notifications via SMS outside of business hours.</p>		
	<p>While operators can be subscribed to be notified on alerts by a central administrator, Operations Manager also allows end-users to "self-subscribe" to receive notifications to alerts of their choosing. This significantly reduces the administrative burden often placed on administrators.</p>		
	<p>Built-in Security Capabilities Operations Manager uses Active Directory to manage its users and group-based access, leveraging that centralized identity store without forcing organizations to manage, maintain and secure a separate identity repository. This allows the use of Active Directory groups to determine access to different roles, and also leverages domain security policies to ensure that security is adequately maintained for operators and their accounts.</p>		
	<p>From an operations standpoint, Operations Manager dramatically reduces the security risk of monitored systems by acting as the "proxy" between its users and the systems and workloads being managed. Using role-based access controls, administrators can limit the scope of views and actions that an operator can perform using Operations Manager. For example, the organization may decide that members of the SQL management team are only able to view the available SQL monitoring views in the console, and be allowed to run the tasks that start or restart the SQL Server and SQL Reporting Services. This would essentially remove access to any of the other views or panes available in the console.</p>		
	<p>Integrated, Updatable Monitoring Capabilities As discussed above, Operations Manager relies upon operations management packs to deliver advanced and in-depth monitoring of agency environments. One of the challenges of the System Center Catalog is that as it grows, it becomes harder to navigate and to identify if a newer version of a management pack is available. With Operations Manager, there is a web</p>		

ID.	General	Response	Demonstration Method
	<p>service for the System Center Catalog. Using the management pack import wizard, administrators can select to view all management packs, all released in the past 3 to 6 months, as well as view all management packs that are newer versions of those already installed. With auto-resolve capabilities, Operations Manager now takes much of the work out of determining and resolving any management pack dependencies, and helps quickly identify if a management pack is installed, as well as if an update is available.</p>		

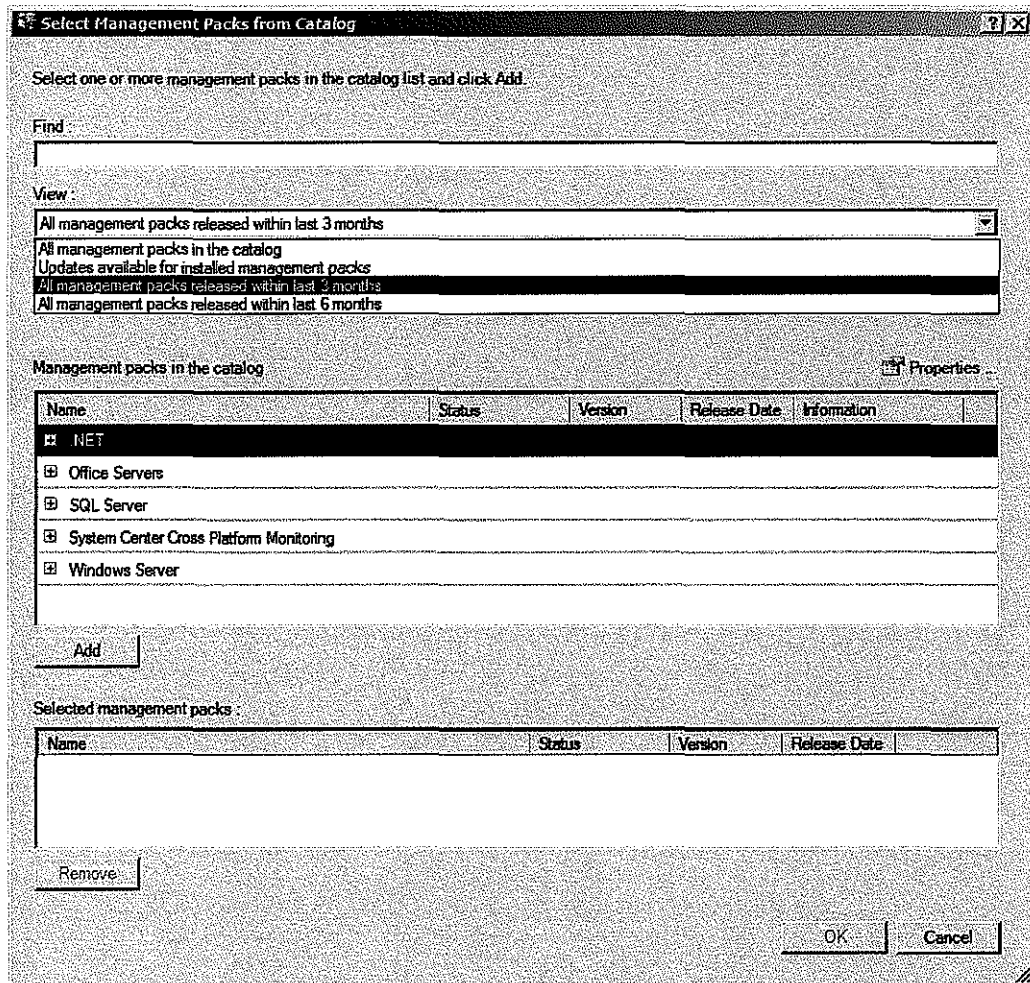


Figure 51: Sample Screen Shot for Importing New Management Pack

The proposed enterprise management platform truly excels over other homegrown and basic monitoring tools on the market today by extending the familiar monitoring interface and capabilities of Windows. With Service Level Tracking capabilities, NSP is empowered to leverage the service and component information already collected by Operations Manager to assess the delivery of those services against service level objectives, and at a glance, be able to identify where services are at risk of falling below expectations, as well as quickly drill down to identify the root cause of incidents. With many other enhancements, including richer monitoring capabilities, enhanced usability, and improved performance. Overall, the Datamaxx solution delivers the reliability, flexibility and scale required by NSP, along with the familiarity and ease of use; all elements of which are needed to successfully reduce the costs of managing your mission critical solution.

ID.	General	Response	Demonstration Method
IN-11	The proposed solution shall be compatible with current wired networking standards for NSP.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed solution is compatible with current wired networking standards (ex. 10MB/100 GB) for NSP. There are no special requirements or proprietary networking components required for the solution to properly operate.</p>			
IN-12	The proposed solution shall support TCP/IP addressability for all components throughout the network.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed solution will provide TCP/IP addressability for all components throughout the network. The proposed solution is compatible with TCP/IP networking standards as this communications strategy is an inherent part of the proposed solution.</p>			
IN-13	The proposed solution shall support individual device IDs within agencies (ORI) that can be addressed for the purposes of message routing.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides support for ORI and agency configurations using the web-based administration console called Omnixx Console. This permits authorized administrators, based upon their role the ability to modify ORIs and agencies. An ORI is associated with a device and messages addressed to that ORI will be routed to that device. In addition, transaction forms that require an ORI will be automatically populated or “preloaded” with the ORI assigned to a device when a form is opened or reset. This aides the user so that the ORI does not need to be typed in for each transaction, and provides the ability for it to be changed (if the configured by an authorized administrator to allow it).</p> <p>The agency configuration provides an optional property for identifying the ORI assigned to that agency. Additionally, another optional feature is that ORI code lists can be configured for each agency or device restricting the ORIs that a user may use for transactions. This is helpful for agencies that run transactions on behalf of other agencies, and gives NSP central control of who is allowed to run transactions for a specific ORI. The screenshots below depict the agency and device configuration screen.</p>			

ID.	General	Response	Demonstration Method
<p>Agency: TLETS Subagency: DALLAS_CO_ATT User: Device:</p>			
<p>Subagency Identification Modify the subagency's identifying information and click NEXT</p>			
<p>Identifier DALLAS_CO_ATT</p> <p>Name Dallas County Attorney</p> <p>Status Active</p> <p>Primary ORI TX057013A</p> <p>Miscellaneous</p>			

Agency ORI

Figure 52: Subagency Configuration Screen

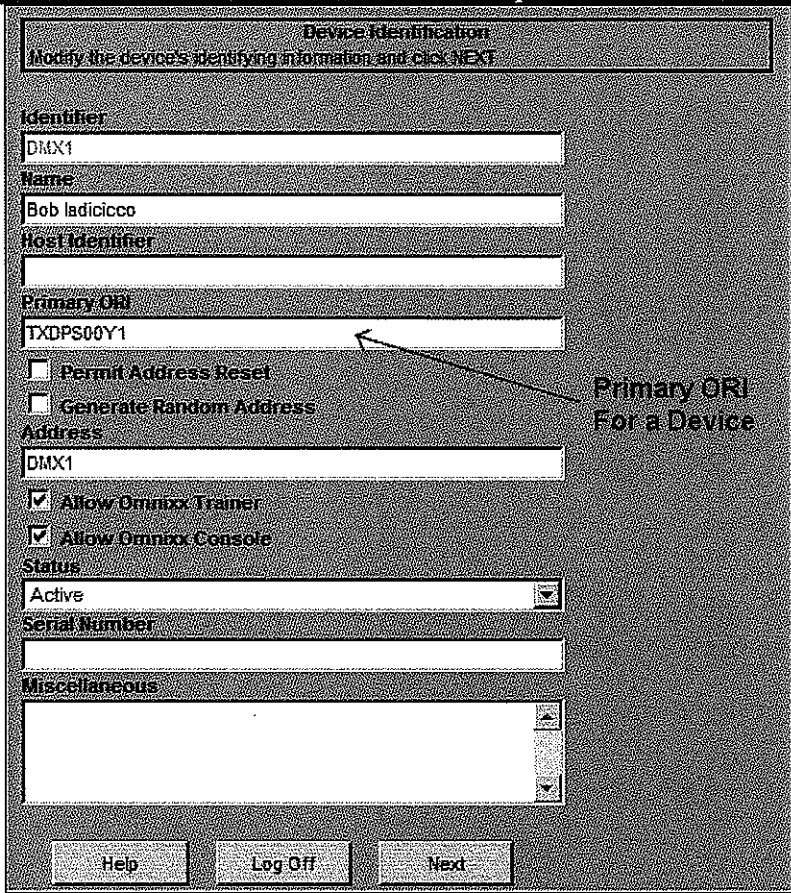
ID.	General	Response	Demonstration Method
			

Figure 53: Device Configuration Screen

IN-14	Client software and updates must be provided in .msi and .exe formats for efficient software deployments.	CC	Documentation
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Datamaxx solution starts by providing an easy to use wizard driven master installer that handles all the database requirements, file copy and installation along with the initial configuration of the system for great out of the box user experience. Datamaxx also provides the same type of easy to use installer programs for our Service Packs which enable the administrator to apply updates without fear of manual error. This provides the customer with a comfortable experience without having to manually copy files, run SQL scripts or wade through multiple steps by hand - all the latest components are ready for deployment by walking through a wizard-based installation programs which are based on .MSI and .EXE formats.</p>			
IN-15	The proposed solution shall be designed to support the addition of hardware and capacity to accommodate increases in NBLETS throughput and workload an 8-year period. Bidders shall identify the system requirements necessary to achieve this.	CC	Documentation
<p>Comment: Datamaxx acknowledges and complies with this requirement. The software is N-Tiered; therefore, additional processor capacity and/or storage hardware can be added as well</p>			

ID.	General	Response	Demonstration Method
<p>as database capacity to accommodate throughput and workload over a five-year period (and beyond). By simply adding additional processing power and disk space, the system can be expanded as required by NSP. There are no limitations to hardware expansion and the system can be implemented and managed by NSP staff.</p>			
<p>The Omnixx Enterprise Platform design imposes no limits on the number users, devices, communications interfaces, or transaction definitions. There is no “System Generation” required to add or expand system databases to accommodate solution expansion. The proposed solution will scale to the limits of the hardware platform on which it is installed.</p>			
<p>For example, in a similar project deployment, the Omnixx Enterprise hardware platform was expanded to include additional storage space as the customer’s transactional volume increased with the addition of many more users over the course of time along with wanting to keep the audit data available for a longer period of time. Datamaxx added a NAS which increased the storage capacity immediately without any impact to the operational system.</p>			
IN-16	<p>The proposed solution shall provide NSP with the right to contract directly with hardware providers for servers if it believes it is in its best interest to do so. Vendors shall identify their preferences for a hardware acquisition approach.</p>	CC	Nothing to Demo
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx understands NSP has other contracts available to purchase hardware, and these other contracts could provide NSP with better pricing than what Datamaxx is able to offer. Datamaxx encourages NSP to contract directly with hardware vendors to acquire hardware independently of the Datamaxx proposal. Datamaxx will not impose any price penalty for NSP contracting directly with hardware vendors for any component of the Datamaxx proposed solution.</p>			

b. Applications

The following table describes components required of the software solutions that ensure operability in the target environment and includes software platform, storage, and data model requirements. Refer to IV.E.1. – TABLE 22 for response options.

ID.	General	Response	Demonstration Method
AP-1	<p>The proposed solution shall support multilevel security to restrict access and control functionality.</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Architecture is based on issuing certificates to access transactions or groups of transactions. If a user is not certified to access a function or group of functions, that function (or group of functions) is not even presented to the user.</p>			
<p>By way of example, User1 has inquiry, add, update and delete capability for a particular database, while User2 has inquiry access only. User1 will be presented with menu selections for inquiry, add, update and delete transactions; while User2 will be presented with only those menu selections that support inquiry transactions.</p>			

ID.	General	Response	Demonstration Method
<p>This certification process is also implemented for system administrative functions. Omnixx Enterprise Platform system administrators may be defined specific roles, ranging from the ability to add, modify, or delete users or devices; to modifying configurations that effect business rules and transaction processing. Furthermore, and administrator may be assigned certifications that allow them to implement changes that take effect system wide, or only at the local agency (designated “sub-agency” in the Omnixx vernacular) level.</p> <p>The Omnixx Enterprise Architecture incorporates multiple certifications “out-of-the-box”, and provides the system administrator to add custom certificates based on individual customer requirements.</p>			
AP-2	<p>The proposed solution shall allow for the establishment of user accounts and passwords within the parameters of, and shall be fully compliant with, the guidelines and specifications established in the FBI Criminal Justice Information Services Security Policy 4.5.</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The solution proposed by Datamaxx meets the current FBI CJIS Security Policy requirements with regard to Section 7, Technical Security. In particular, FBI CJIS Security Policy Components addressed by the solution proposed by Datamaxx include:</p> <p>Unique User ID – The Omnixx System Administrator assigns each Omnixx user is assigned a unique, user id. The Omnixx Enterprise Platform supports the ability for the Omnixx System Administrator to allow subagencies (in the proposed solution, NSP would be the system “Agency”, and all other Nebraska Law Enforcement Agencies would be configured as “SubAgencies”) to assign User IDs, Passwords, certifications, etc. All system User IDs must be unique, regardless if assigned by the Agency Administrator, or SubAgency Administrator.</p> <p>Robust Password – The Omnixx Enterprise Platform is designed to allow the Omnixx System Administrator to determine password composition rules, including password length, character composition (i.e., combination of numeric, alpha-numeric, and “special characters”), how many passwords prior to reuse and the “term” (how long the password is valid before it must be changed).</p> <p>Audit Trails and Audit Records – The Omnixx Enterprise Platform maintains a detailed audit log of each transaction processed. These audit logs are stored in Omnixx Enterprise Platform database files, and are available for searching and reporting as required by NCIC and NSP.</p>			
AP-3	<p>The proposed solution shall allow the agency to define how long a password will remain valid within the following secure password attributes established by and in compliance with the FBI Criminal Justice Information Services Security Policy:</p>	CC	Application/Software functionality

ID	General	Response	Demonstration Method
	<ul style="list-style-type: none"> • Minimum length of eight characters. • Not a dictionary word or proper name. • Not the same as the user ID. • Changed at a maximum of every 90 days. • Prevents reuse of the last 10 passwords. • Shall not be transmitted in the clear, outside the secure domain. • Nebraska’s current requirement is for password to be between 8 and 20 characters. Minimally include one alphabetical, one numeric, and one special character (allowing only @ # \$ % &). Cannot contain the users First Name, Last Name or UserID. Cannot contain any lower case letters. Prevents reuse of the last 12 passwords and shall be changed at a maximum of every 90 days. <p>User account termination shall be automatic based on certification date or cancellation by an authorized manager-level command.</p>		
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed Omnixx solution requires the entry of a user ID, Password, Agency ID and validation string for user logon.</p> <p>The Omnixx Enterprise Platform is designed to allow the Omnixx System Administrator to determine password composition rules, including password length, character composition (i.e., combination of numeric, alpha-numeric, and “special characters”), how many passwords prior to reuse and the “term” (how long the password is valid before it must be changed).</p> <ul style="list-style-type: none"> ➤ Minimum Password length of 8 characters is set by administrator ➤ Elimination of dictionary words and proper names is controlled by administrator ➤ Forcing difference between password and user ID is configured “out of the box” ➤ Password force change is pre-configured to 90 days and updated by administrator ➤ Prevent re-use of previous 10 passwords is preset and updated by administrator ➤ Passwords are never sent in the clear. <p>The Omnixx Enterprise Platform security policy is managed at the agency (i.e., WPS) level;</p>			

ID	General	Response	Demonstration Method
<p>however, the Omnixx Enterprise system administrator may allow a subagency to manage a local security policy that meets agency guidelines.</p> <p>The rules for password lockout and disablement are controlled by the Omnixx Enterprise Platform system administrator.</p>			
<p>AP-4</p>	<p>The proposed solution shall utilize user profiles to determine system access to the following:</p> <ul style="list-style-type: none"> • “Read” access to any data. • “Add” access to any data. • “Modify” access to any data. • “Delete” access to any data. • Each function key for which access is granted. • Each command for which access is granted. • User classification or role. • Production (live) or training mode. 	<p>CC</p>	<p>Application/Software functionality</p>
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Architecture is based on issuing certificates to individuals for access to transactions or groups of transactions. If a user is not certified to access a function or group of functions, that function (or group of functions) is not even presented to the user.</p> <p>By way of example, User1 has inquiry, add, update and delete capability for a particular database, while User2 has inquiry access only. User1 will be presented with menu selections for inquiry, add, update and delete transactions; while User2 will be presented with only those menu selections that support inquiry transactions.</p> <p>This certification process is also implemented for system administrative functions. Omnixx Enterprise Platform system administrators may be defined specific roles, ranging from the ability to add, modify, or delete users or devices, to modifying configurations that effect business rules and transaction processing. Furthermore, and administrator may be assigned certifications that allow them to implement changes that take effect system wide, or only at the local agency (designated “sub-agency” in the Omnixx vernacular) level.</p> <p>The Omnixx Enterprise Architecture is incorporates multiple certifications “out-of-the-box”, and provides the system administrator to add custom certificates based on individual customer requirements</p> <p>Omnixx Certifications, as described above, may be configured to allow groups of users to access specific functions, based on user classification. The user classification is related to the Omnixx Certifications which define permissible functions.</p>			

ID	General	Response	Demonstration Method
<p>The solution proposed by Datamaxx incorporates a completely separate training environment. Furthermore, an inherent feature in the proposed Omnixx Enterprise Platform solution is the ability to assign specific Omnixx Clients to different “interfaces”. This allows the Omnixx System Administrator to assign specified clients or users to different systems (i.e., the training or test systems) to perform tasks that do not impact the live environment.</p>			
<p>Omnixx Certifications managed within the Omnixx Enterprise Platform control all of the required access levels including:</p>			
<ul style="list-style-type: none"> • Read Access • Add Access • Delete Access • Function Keys for which access is granted • Commands for which access is granted • User classification or role • Production Mode Access • Training/Testing Mode Access 			
AP-5	<p>The proposed solution shall require users to log on to the system before receiving access to any function. This sign-on shall include, at a minimum:</p> <ul style="list-style-type: none"> • A unique user ID and password. 	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Omnixx Enterprise requires application level login in order to perform any functions within the system. In particular, requirements for log include Agency ID and a Unique User Name and Password. Additionally, login may also include the transactions related to advanced authentication at the time of log in.</p>			
AP-6	<p>The proposed solution shall allow for the ability to change password at setup, at sign-on, and during the course of a logged-in session.</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform supports the requested password features:</p> <ol style="list-style-type: none"> 1) The password can be changed at setup using the User Password. 			

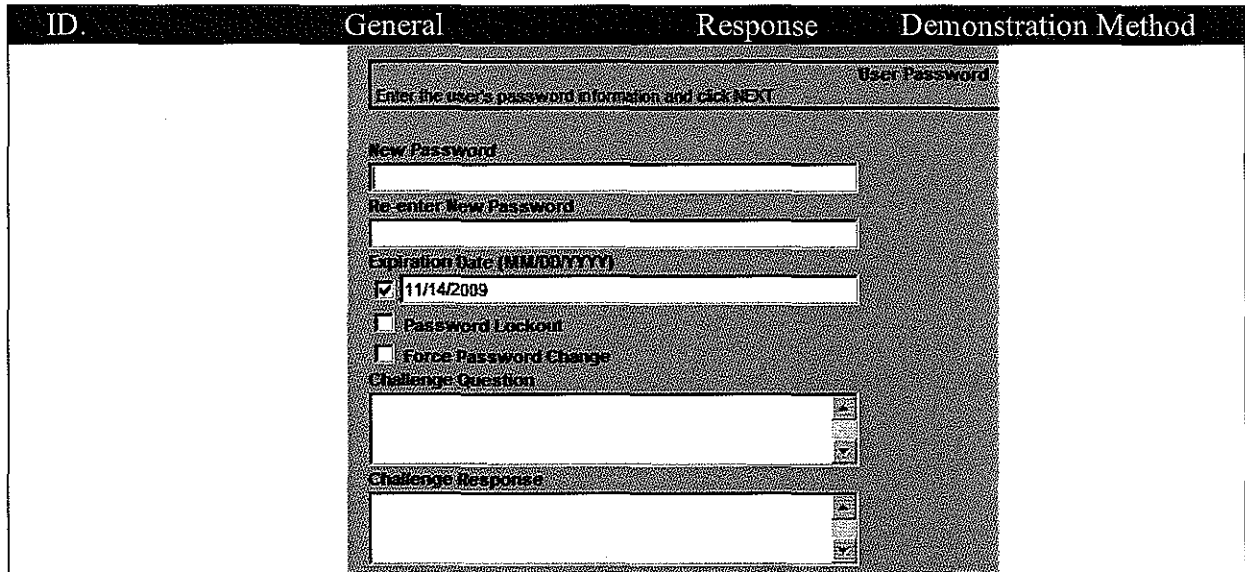


Figure 54: Password Configuration Screen

- 2) The password can be changed at sign-on or during the course of a logged on session by selecting the "Change Password" command, which will display the "Modify Password" dialog as shown below.

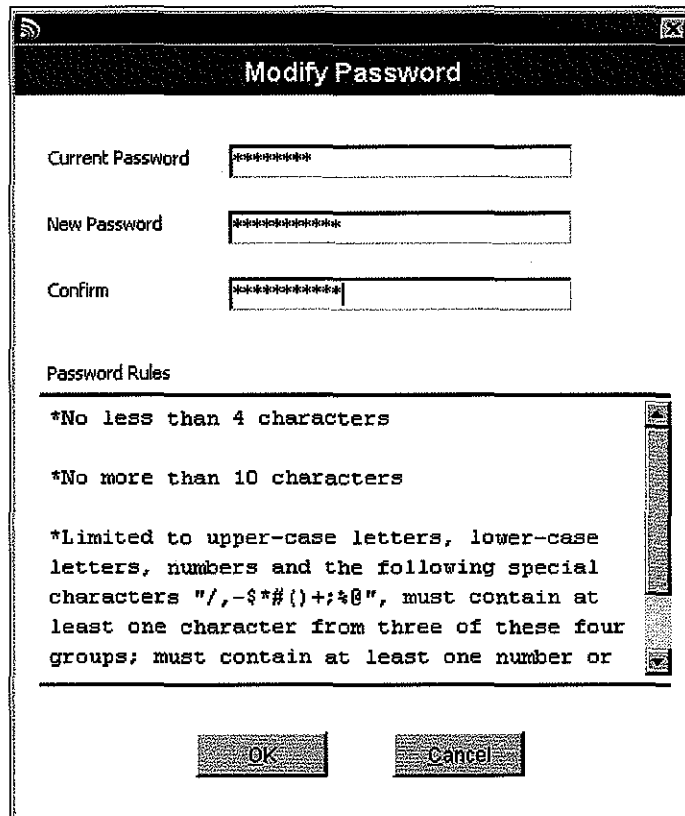


Figure 55: Modify Password

- 3) Using any Omnix client (Omnix Force Desktop, Omnix Force Web, etc) the user has the option, via a menu option, to change their password for that client during a logged-in session.

ID	General	Response	Demonstration Method
AP-7	<p>The proposed solution shall provide a means for users to recall or reset their password using techniques including, but not limited to:</p> <ul style="list-style-type: none"> • Forgot My Password techniques used extensively on Internet sites. • Challenge questions and answers established during user setup. • If the user successfully answers the challenge question, provide a temporary complex password and require a new user password upon successful session sign-on. • Ability for the terminal agency coordinator to reset a password if necessary. 	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. There are many different methods that can be implemented within the Omnixx Enterprise Framework, all of which are governed by business rules. While the normal methods of resetting passwords are included, including:</p> <ul style="list-style-type: none"> • Forgot My Password (send it to an email) • Send a new complex password to an email with instructions to reset upon login • Challenge and response questions accompanied by a Graphic to Text input • Ability for an administrator to reset a password – and force a new password to be created upon login, etc. <p>The specific implementation of how passwords are to be reset is normally a control agency preference. Therefore, Datamaxx will work with NSP to determine the rules, challenges, and procedures that users will follow to recover passwords.</p> <p>All configurations for security are managed by the Web Based administrators' Omnixx console.</p>			
AP-8	<p>The proposed solution shall be able to be configured such that users are notified of impending password expiration. If a user's password has expired, the system shall prompt the user to change the password at sign-on.</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides an option in the Security Policy called "Password Expiration Notice Period" that determines the number of days prior to a user's password expiring that they will be prompted to change their password. A sample prompt is shown below.</p>			

ID.	General	Response	Demonstration Method
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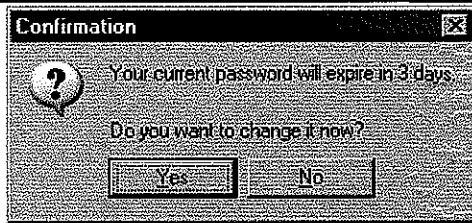


Figure 56: Password Expiration Notification

A user whose password has expired, will be prompted to change the password at sign-on (as shown below), and then are presented with a screen to perform the password change (per the Agencies password polices, which are configurable within the system).



Figure 57: Password Expired Notification

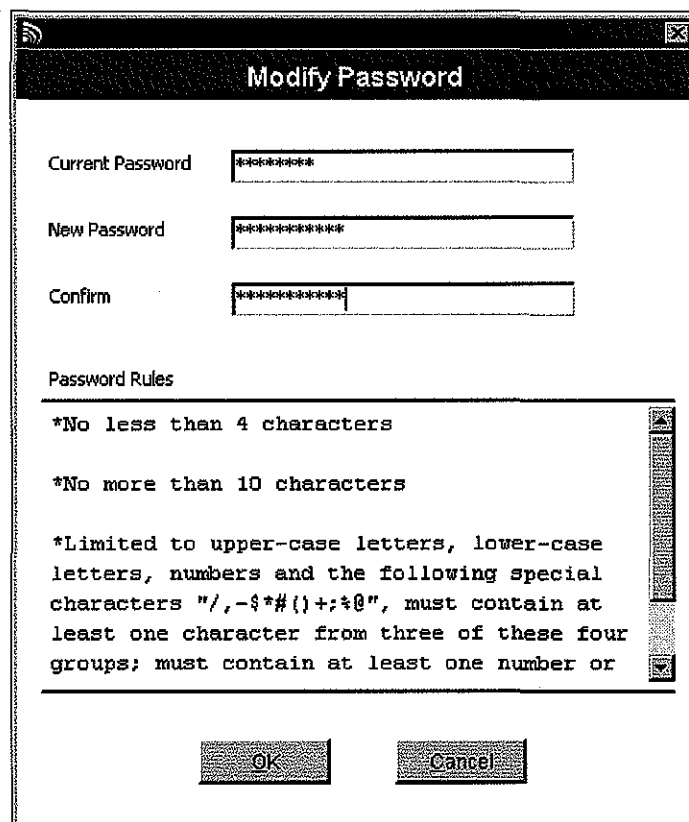


Figure 58: Modify Password

Architecture may be configured to notify the user of impending password expiration. If a user's password has expired, the Omnixx Enterprise Architecture will prompt the user to change the password at sign-on. Furthermore, the Omnixx System Administrator can force the user to change the password at any time.

ID.	General	Response	Demonstration Method
AP-9	The proposed solution shall store a configurable number of previous passwords for each user and not allow the user to set the new password to any of these previous values.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform is designed to allow the Omnixx System Administrator to determine password composition rules, including password length, character composition (i.e., combination of numeric, alpha-numeric, and “special characters”), how many passwords prior to reuse, and the “term” (how long the password is valid before it must be changed).</p> <ul style="list-style-type: none"> ➤ Minimum Password length of 8 characters is set by administrator. ➤ Elimination of dictionary words and proper names is controlled by administrator. ➤ Forcing difference between password and user ID is configured “out of the box”. ➤ Password force change is pre-configured to 90 days and updated by administrator. ➤ <u>Prevent re-use of previous 10 passwords is preset and updated by administrator.</u> ➤ Passwords are never sent in the clear. 			
AP-10	The proposed solution shall support user roles or classifications that can be dynamically assigned at sign-on to permit users with the proper security level to sign on at any system workstation, local or remote. This classification shall be defined by user capabilities.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Role based security is set up and managed through Omnixx Console, the Omnixx System Administrator tool. The Omnixx Enterprise Platform manages user access by a method referred to as “Certifications” using the Omnixx Console application. Users are provided with Certifications by an administrator that controls their access to applications, forms, databases, data and task functionality, regardless of which system workstation they sign on.</p>			
AP-11	The proposed solution shall afford system administrators the ability to easily update security parameters while the system is online.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Omnixx manages access to transactions through the use of certifications. Each transaction is assigned to a specific certification or certification group. While Omnixx Enterprise Platform comes pre-configured with multiple certifications designed to meet many common customer requirements, the Omnixx System Administrator has the ability to create new certifications to meet specific customer requirements.</p> <p>The proposed solution allows security policy configuration statements to be modified while the system is online. These modifications are implemented immediately and are reflected the next time the user logs on to the system.</p>			

ID	General	Response	Demonstration Method
<p>Additionally Omnixx Console provides the administrator with an easy to use interface to modify other security parameters such as password policy, as well as user, group, agency and device parameters.</p>			
AP-12	<p>The proposed solution shall lock user accounts that have been inactive (no sign-on activity) for a specified period of time (NSP-configurable 180 days). Such accounts can only be unlocked by a terminal agency coordinator or NSP administrator.</p>	CC	Application/Software functionality

Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Console allows the Omnixx System Administrator to set the maximum period between logons for users. After this period, the user is automatically logged off of the system and can re-access the system by simply logging back onto the application. The Omnixx Console screenshot below shows where this period of time is specified (and/or modified at any time by the System Administrator).

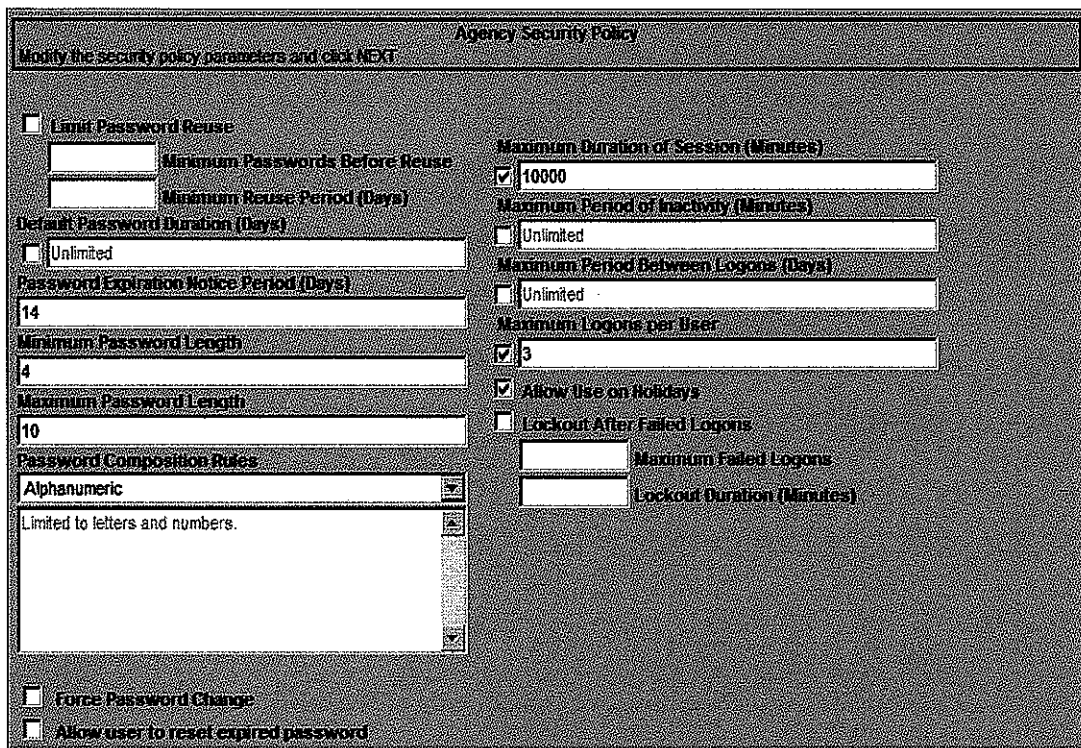


Figure 59: Set Time Period for In-Active Accounts

AP-13	<p>The proposed solution shall have the capability to automatically log off users that have been inactive for a specified period of time (NSP-configurable hours). Users can simply sign back on to system to resume activity.</p>	CC	Application/Software functionality
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Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Console allows the Omnixx System Administrator to set the maximum period of inactivity (in minutes)

ID.	General	Response	Demonstration Method
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for users. After this period, the user is automatically logged off of the system and can re-access the system by simply logging back onto the application. The Omnixx Console screenshot below shows where this period of time is specified (and/or modified at any time by the System Administrator).

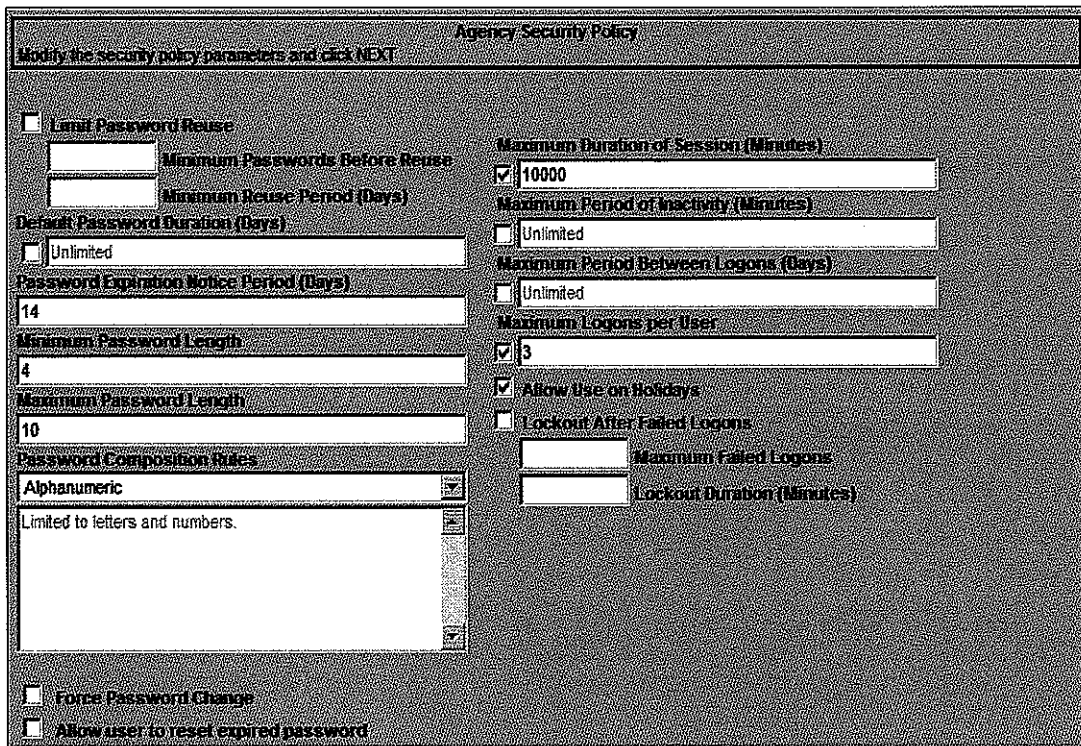


Figure 60: Set Time Period for Inactivity

AP-14	The proposed solution shall support Web services.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Not only does Datamaxx provide fully functional interfaces to NCIC and Nlets but Datamaxx provides fully functional web service interfaces which can be configured to access the NSP environment.</p> <p>The Omnixx Enterprise Platform provides the infrastructure to connect existing applications (regardless of the platform) and to compose, expose, and consume new services. This allows NSP to leverage the investments that may have already been made in the Web Service enabled applications, and minimize the cost of integrating the new technology that will be acquired. Because the Omnixx Enterprise Platform includes tools to connect both proprietary and standards based systems, the Omnixx Enterprise Platform is a central part of any web service based strategy for message switching.</p> <p>All products proposed by Datamaxx are based on native XML processing and allow for easy transformation to active standards such as GJXDM and NIEM. The transformation services use XML Style Sheets and similar methodologies, none of which needs programming support again enabling the power and scalability of integrated web service support. This functionality is both built into the server software as well as provided through web services in order to communicate with systems that are not in the CJIS network but rely on GJXDM/NIEM for</p>			

ID.	General	Response	Demonstration Method
	<p>efficient information sharing. Omnixx Enterprise Platform provides a full set of functions for end user access, databases access and external agency access, including NCIC and Nlets. The actual formats and displays are defined by soft settable "business rules" which are defined and maintained on the server using a dashboard that is part of the proposed solution. The business rules can be used to define messages and apply data edit, formatting and routing logic to the resultant transaction.</p> <p>With no single point of failure, the Omnixx Enterprise Platform is inherently reliable and linearly scalable to mitigate performance bottlenecks. Platform Integration Services – including application/business logic as well as fundamental transformation, routing, connectivity and distribution services – may be deployed and managed from any physical location across the network. Built entirely on industry standards, including XML and Web Services, the Omnixx Enterprise platform enables the next wave of comprehensive and affordable integration solutions, unifying applications and infrastructure within an agency.</p> <p>The exposed web services are self-contained and have well-defined interfaces to let the users of those services know how to interact with them. From a technical standpoint, the web services environment creates "loosely coupled" application components, in which code is not necessarily tied to a particular database, or even a particular infrastructure. It is this loose coupling that enables the combination of services into diverse applications. It also enables much greater code reuse, cutting down workload at the same time that it increases the capabilities of the NSP solution. Because a service and the client accessing that service are not tied to each other, a service used to process a request could be completely replaced, and the client-services placing request would never know.</p> <p><u>Advantages of the Datamaxx Web Services Architectural Approach</u> Based on previous implementations, the following are benefits to using the web services approach proposed by Datamaxx:</p> <p>Reusability: Reusing functionality that already exists outside or inside an agency instead of developing code that reproduces those functions can result in a huge savings in application development cost and time. The benefit of reuse grows dramatically as more and more business services get built, and incorporated into different applications.</p> <p>There are many ways in which NSP can leverage the Omnixx Enterprise Platform for other projects. For example, as additional NSP applications expand their data access such as the Fusion Center or other Regional Systems, they can easily tap into the existing infrastructure that is already available to NSP through the Omnixx Platform. As future projects get underway which require access, there is an immediate and reusable method for providing the data rather than spending time and money recoding existing interfaces.</p> <p>Interoperability: The objective is for clients and services to communicate and understand each other no matter what platform they run on. This objective can be met only if clients and services have a standard way of communicating with each other -- a way that is consistent across platforms, systems, and languages. In fact, web services provide exactly that. Web services comprise a maturing set of protocols and technologies that are widely accepted and used, and that are platform, system, and language independent. In addition, these protocols and</p>		

ID.	General	Response	Demonstration Method
	<p>technologies work across firewalls, making it easier for business partners to share vital services.</p> <p>An example of interoperability is the capability for handhelds, MDC laptops, desktops, custom applications, CAD systems, and other methods to be able to effectively use the same Omnixx Enterprise Platform to access and retrieve data without making modifications for each type of device. You are able to control the data being returned based on screen display and network capacity but you do not have to recode the fundamental business rules and processing. This would allow these applications and/or system to access data such as the Image Repository, NCIC and Nlets, Sexual Offender, Violent Gangs, etc.</p> <p>Scalability: Because services in a SOA are loosely coupled, applications that use these services tend to scale easily -- certainly more easily than applications in a more tightly coupled environment. That is because there are few dependencies between the requesting application and the services it uses. The dependencies between client and service in a tightly coupled environment are compounded (and the development effort made significantly more complex) as an application that uses these services scales up to handle more users. Services in a web services-based SOA tend to be coarse-grained, document-oriented, and asynchronous.</p> <p>Flexibility: Loosely coupled services are typically more flexible than more tightly coupled applications. In a tightly coupled architecture, the different components of an application are tightly bound to each other, sharing semantics, libraries, and often sharing state. This makes it difficult to evolve the application to keep up with changing business requirements. The loosely coupled, document-based, asynchronous nature of services in an SOA allows applications to be flexible, and easy to evolve with changing requirements.</p> <p>As interfaces reside on the Omnixx Enterprise Platform, additional spawning and intelligent data enrichment can be orchestrated allowing for a more complete informational picture of what may be happening at an incident. For example, as the Violent Gang and Gun repositories are brought on to the Omnixx Enterprise Platform as mirrored files, if a query was issued which hits the Violent Gang database; a gun serial number can be retrieve from the initial query. Then, automatically without user intervention, a query can be spawned to the Gun database using the gun serial number to retrieve the person's name and/or address in order to retrieve a comprehensive list of all permits held by that person. This would allow the officer to know how many weapons are held by that person in case any are hidden or not disclosed. This information dramatically enhances officer safety and is a powerful feature of the data orchestration capabilities.</p> <p>Cost Efficiency: A standards-based approach such as a web services-based SOA should result in less costly solutions because the integration of clients and services does not require the in-depth analysis and unique code of customized solutions. In addition, because services in an SOA are loosely coupled, applications that use these services should be less costly to maintain and easier to extend than customized solutions. In addition, a lot of the Web-based infrastructure for a web services-based SOA is already in place in many enterprises, further limiting the cost. Last, but not least, SOA is about reuse of business functions exposed as coarse-grained services. This is potentially the biggest cost saving of all.</p>		

ID	General	Response	Demonstration Method
<p>The “snap-in”, modular architecture of the proposed Omnixx Enterprise solution allows any communications methodology and interface data format to be defined and configured when interfacing with existing or new external systems. Using technologies such as Web services as a core component of the system will create a new breed of a cross-functioning statewide message switch for NSP and will extend the functionality of other end-to-end process applications enabled by integration and interoperability based on Web services. This new type of “smart agency” extends the functionality of not only what messaging switching is today but will provide benefit to other agency initiatives which can be extend team collaboration, data sharing, and mission support.</p>			
<p>In addition to providing interface support for web services in a Service Oriented Architecture/Enterprise Service Bus (ESB/SOA) environment, Datamaxx personnel possess unmatched subject matter expertise (SME) with regard to analyzing existing information technology environments, and designing effective and efficient methodologies to interface with, or integrate into those environments.</p>			
AP-15	The solution shall support the use of pointing devices, hot keys, key combinations, buttons, and hyperlinks.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform supports pointing devices, configurable hot keys, key combinations (macros) buttons and hyperlinks as core functionality. In many cases, the administration tools can be used to define the hot keys, key combinations, and hyperlinks as needed.</p>			
<p>Another unique feature of the platform is its “Secure Link” technology that can be used to provide hyperlinks to important documents on a web server or file share not accessible to the end-user. This means that the end-user cannot open their browser and browse directly to the secure information, but will have access to it from within the “Link” menu within client applications according to their permission level. For example, North Carolina uses this technology to provide access to authorized users for standard procedure manuals, contact information, and private policies not meant for public consumption.</p>			
AP-16	<p>The solution shall provide for:</p> <ul style="list-style-type: none"> • A visual distinction between mandatory and non-mandatory fields. • Validation of data upon submission of the screen for posting. • Display of errors on the appropriate screen for the user. 	CC	Application/Software functionality
<p>Comment: The proposed Datamaxx solution, including Omnixx Force Desktop and Omnixx Force Web clients, provide for visual distinction between mandatory and non-mandatory fields.</p>			
<p>In the example screenshot below, fields with green labels are choice fields, fields with blue labels are required fields, fields with grey labels are disabled, and fields with black labels are optional.</p>			

ID.	General	Response	Demonstration Method
VEHICLE INQUIRY TRANSACTION (QV)			
AGENCY/CASE DATA			
Originating Agency Code (ORI)	<input type="text" value="WA333333"/>		
Miles Number (MSI)	<input type="text"/>		
Related Search Hit (RSH)	<input type="checkbox"/>		
LICENSE PLATE DATA			
License Plate (LIC)	<input type="text" value="ABC123"/>	State (LIS)	<input type="text" value="WA"/>
VEHICLE DATA			
Vehicle ID Number (VIN)	<input type="text"/>		
Make (VMA)	<input type="text"/>		
Owner Applied Number (OAN)	<input type="text"/>		
Part Serial Number (PSN)	<input type="text"/>		
IMAGE DATA			
Image Indicator (IND)	<input type="checkbox"/>		
SPECIAL OPTIONS			
Test Transaction	<input type="checkbox" value="N"/>		

Figure 61: Visual Distinction between Mandatory and Non-Mandatory fields

Based on the business rules “behind the scenes” for each transaction screen, which Datamaxx will work with NSP to determine and apply, the data is validated before submission to the message switch. If the user is unsure of what the contents of a field should contain, and/or the format of the contents, the Omnixx clients offer field level “help” for each field on a transaction screen. As the user types the contents in to a field, and the format does not match the business rule (date is entered as MM/DD/YY but business rule is set as YYYY/MM/DD), an error will be displayed to the user, indicating the error and how to fix the error.

AP-17	The future NBLETS solution environment will contain the following: <ul style="list-style-type: none"> • Windows Server 2008 OS • SQL Server 2008 as the database 	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed Omnixx Enterprise Platform will be configured to support Microsoft Windows Server 2008 operating system and Microsoft SQL Server 2008. Datamaxx is closely aligned with Microsoft as a strategic business partner and fully supports Microsoft solutions. In fact, based on the high standing and strong working relationship between Datamaxx and Microsoft, Datamaxx has access to pre-releases in order to ensure future compatibility of new releases before new versions are released to the general public along with allowing Datamaxx to immediately leverage new features and enhancements.</p>			
AP-18	The proposed solution shall utilize a recognized and commercially available	CC	Application/Software functionality

ID.	General	Response	Demonstration Method
	NYIIS Soundex product.		
<p>Comment: Datamaxx acknowledges and complies with this requirement. There are open source implementations of the NYIIS Soundex algorithm which can be used in the proposed solution. These open source solutions are detailed on the NIST web site. This type of searching highlights the power of the proposed Datamaxx solution with the tight integration with Microsoft's® BizTalk™ technology. Not only can the proposed Datamaxx solution run specific transactions (such as specific NCIC/Nlets transactions), but the Omnixx Enterprise Platform can also run federated style search queries leveraging the NYSIIS algorithm which then bring back multiple matches in a "hit list" style result grid. To highlight our experience with this searching algorithm, Datamaxx has previously implemented the NYSIIS algorithm for a Statewide Information Sharing project in Iowa known as "Kaleidoscope" which is still in production today. Datamaxx can work with NSP to determine the most effective implementation of the NYSIIS search algorithm within the solution.</p>			
AP-19	The proposed solution shall minimally be capable of running on the Windows XP operating system for the client interface application.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed Datamaxx clients operate with Windows XP operating systems.</p>			
AP-20	The proposed solution shall provide a user interface with a primary inquiry form or master inquiry form or presentation that includes all of the common inquiries (80 to 100 percent of all inquiries available).	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The solution proposed by Datamaxx supports spawning logic to be applied to any transaction. Omnixx business rules define the logic to be applied, without any changes to core Omnixx Enterprise Platform software. This inherent feature allows the user to search multiple external systems and/or databases via a single query.</p>			
AP-21	The proposed solution shall provide users with a highly integrated set of application modules offering a consistent user interface in order to minimize user training and system administration, including all of the functionality supported in the current NBLETS environment.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Architecture provides the user a consistent user interface whether using the Omnixx Force Desktop or Omnixx Force Web clients. Further, the User Interface of the Omnixx Clients is provided as an "intuitive and predictive" interface where the fields of the forms dynamically change to reflect the requirements of a message.</p>			
<p>The solution proposed by Datamaxx is designed to support clients that reside on the desktop (both the Omnixx Force Desktop and Omnixx Force Web clients), laptop (Omnixx Force Mobile client), and industry-standard personal digital assistants (Omnixx Force PDA). All</p>			

ID.	General	Response	Demonstration Method
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Omnixx clients provide a consistent user interface, within the bounds of the specific device ergonomics and capabilities, and the environment in which the client is deployed. Furthermore, and equally important, the proposed solution provides a single point of administration and management for all client devices and users (the Omnixx Enterprise Platform system administrator console).

A powerful and unique feature inherent in the Omnixx Force Desktop client is the handling of "Conditionally Mandatory" fields (i.e., required field entry that changes based on the entry of data in a prior form field). This is accomplished using the Dynamic Visual Rules (DSV) field control. Using this feature, an authorized administrator can configure field controls to be **required, optional, disallowed, or conditional**.

This powerful and flexible feature enables new operators to easily learn complex NBLETS, NCIC and Nlets transactions by modifying form displays in real time, based on the information entered in form fields.

In the example screenshot below, fields with **green** labels are choice fields, fields with **blue** labels are required fields, fields with **grey** labels are disabled, and fields with **black** labels are optional.

Figure 62: Conditionally Mandatory Fields

AP-22	The proposed solution shall provide a command line, as well as screen forms, for user entry. Users shall be able to enter data on the command line without	CC	Application/Software functionality
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ID.	General	Response	Demonstration Method
	affecting operations in the forms or other work area.		

Comment: The proposed solution complies with this desired feature. In addition to preformatted screens for entry, a “command line” is also included. Users can enter messages on the command line without affecting operations in the forms or other work areas.

Datamaxx invented the “command line” option in 2000, and it has been part of the workstation product every since. It is always available at the bottom of the main screen and at the bottom of the message window.

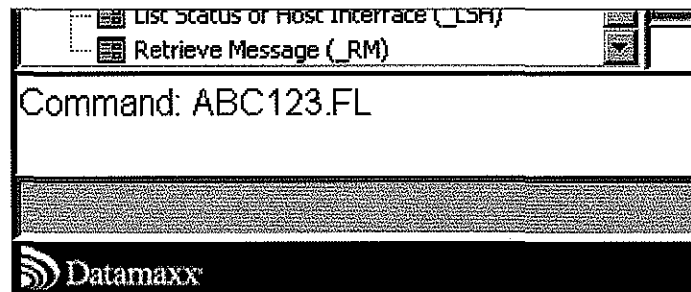


Figure 63: Command Line Option

There are several commands supported by the command line bar:

- 1) Free Form transactions – which enable operators to free hand any message or command defined in the switch.
- 2) Macros or short format queries – operators enter the important fields and press a “Quick Key” to execute the transaction. For example, enter “ABC123.NE” and press the F4 key to run a query vehicle check. Omnixx Force Desktop provides “wizards” for adding, editing, and deleting Macros and QuickKeys.

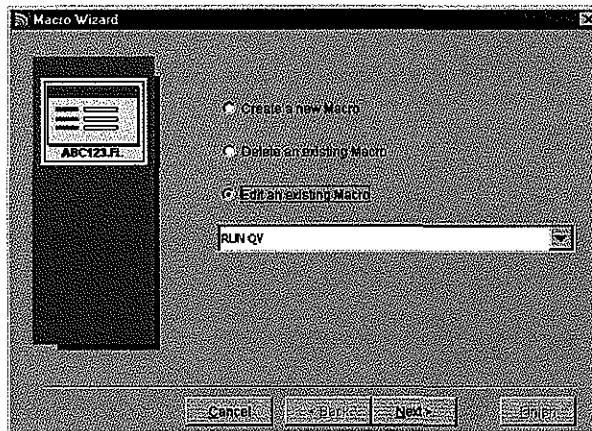


Figure 64: Macro Wizard

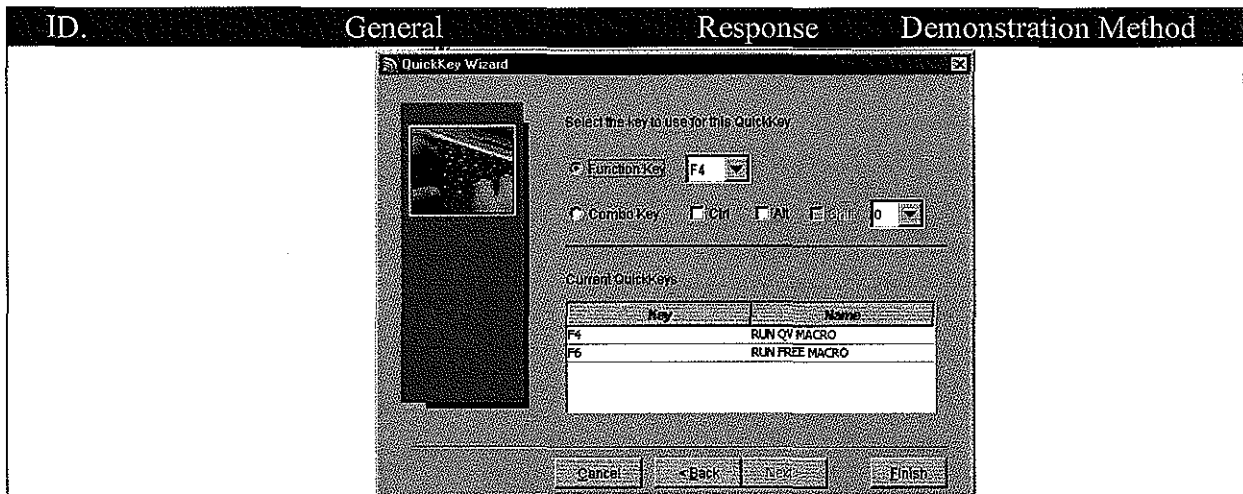


Figure 65: QuickKey Wizard

- 3) Opening Transaction Forms – operators can type use the “TF” command to quickly open transaction forms by message key. For example, entering “TF QV” and pressing the <Enter> key will open the Query Vehicle transaction form.
- 4) Exiting Omnixx Force – user can type “Exit” and press the “<Enter> key and will receive a prompt ensure they want to quit Omnixx Force Desktop.

AP-23	The proposed solution shall allow tasks to be entered by keystroke and/or mouse action. However, the system shall allow all commands to be initiated by keystroke if desired.	CC	Application/Software functionality
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Comment: The solution proposed by Datamaxx complies with this desired feature. All Omnixx clients support data entry through keystroke, and the ability to select a data value from a drop-down list of administrator-configured values. In fact, the Omnixx Force Desktop is **Certified as 508 Compliant, which is supportive of ADA laws and** means that every user action can be accomplished in multiple ways.

The image below is a sample Omnixx Force Desktop data entry form, which shows both fields into which data will be entered via keystroke, and with a sample NCIC-compliant dropdown list open from which the user may select a data entry item via mouse action.

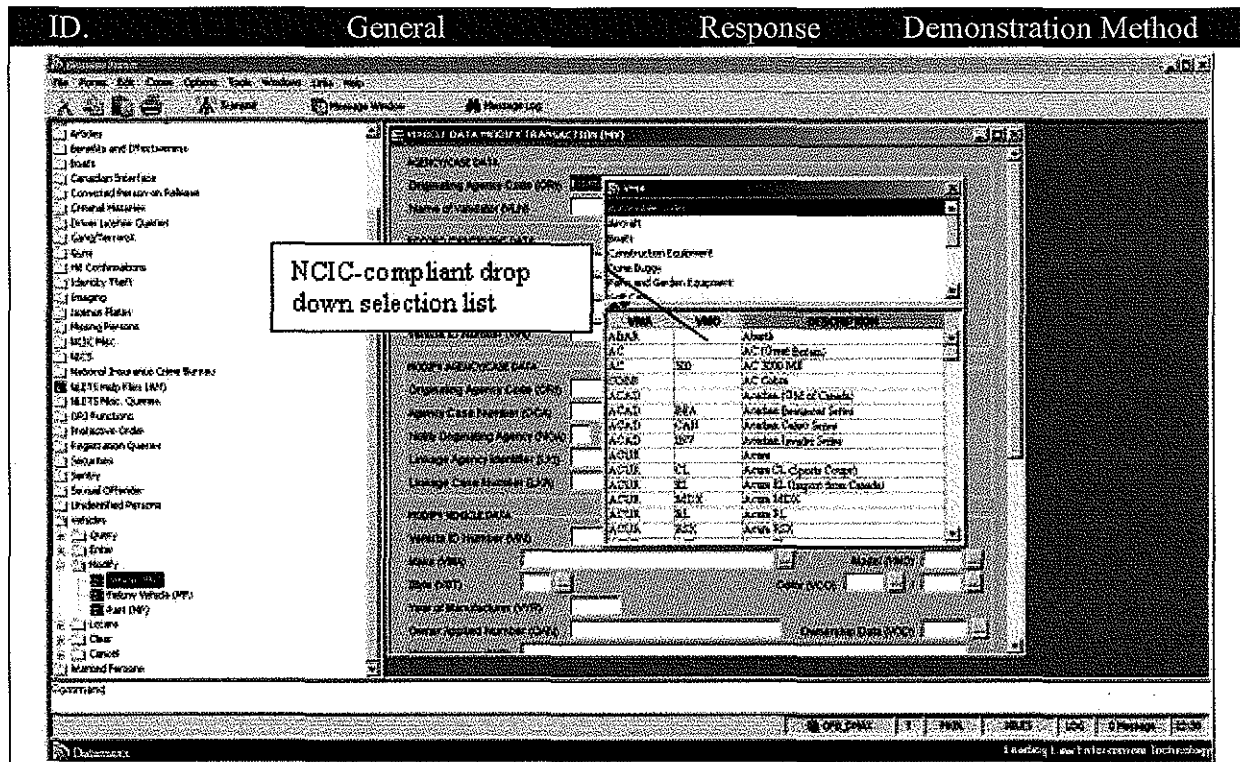


Figure 66: Sample NCIC-Compliant Drop-down List

In addition to pre-populating fields where possible (and mutually agreed with the customer), Omnixx Force Desktop supports the ability for users to define macros, and assign those macros to Quick Keys.

Macros provide an alternative method for entering data into a transaction form and are typically used as a data entry shortcut for frequently used transactions. Macro data is entered into the Command bar and executed by using an associated Quick Key function. This can greatly reduce the amount of typing done during a shift, enhance user performance, and increase efficiencies by ensuring transactions are entered correctly and consistently.

AP-24	The proposed solution shall provide standard GUI items, such as drop-down menus, to make selection easier for frequently used fields, such as message keys, all code tables, and agency IDs.	CC	Application/Software functionality
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Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx user interfaces for all clients are designed to simplify the actions of the user with intuitive, fast access techniques. In addition to drop down lists, Omnixx forms typically include a “type-ahead” feature so that a user can begin typing in a field and the system will suggest the completion of that field based on code tables, message keys, etc. The graphic below provides the user an example dropdown menu. In this example, the dropdown list includes an NCIC-compliant vehicle make list.

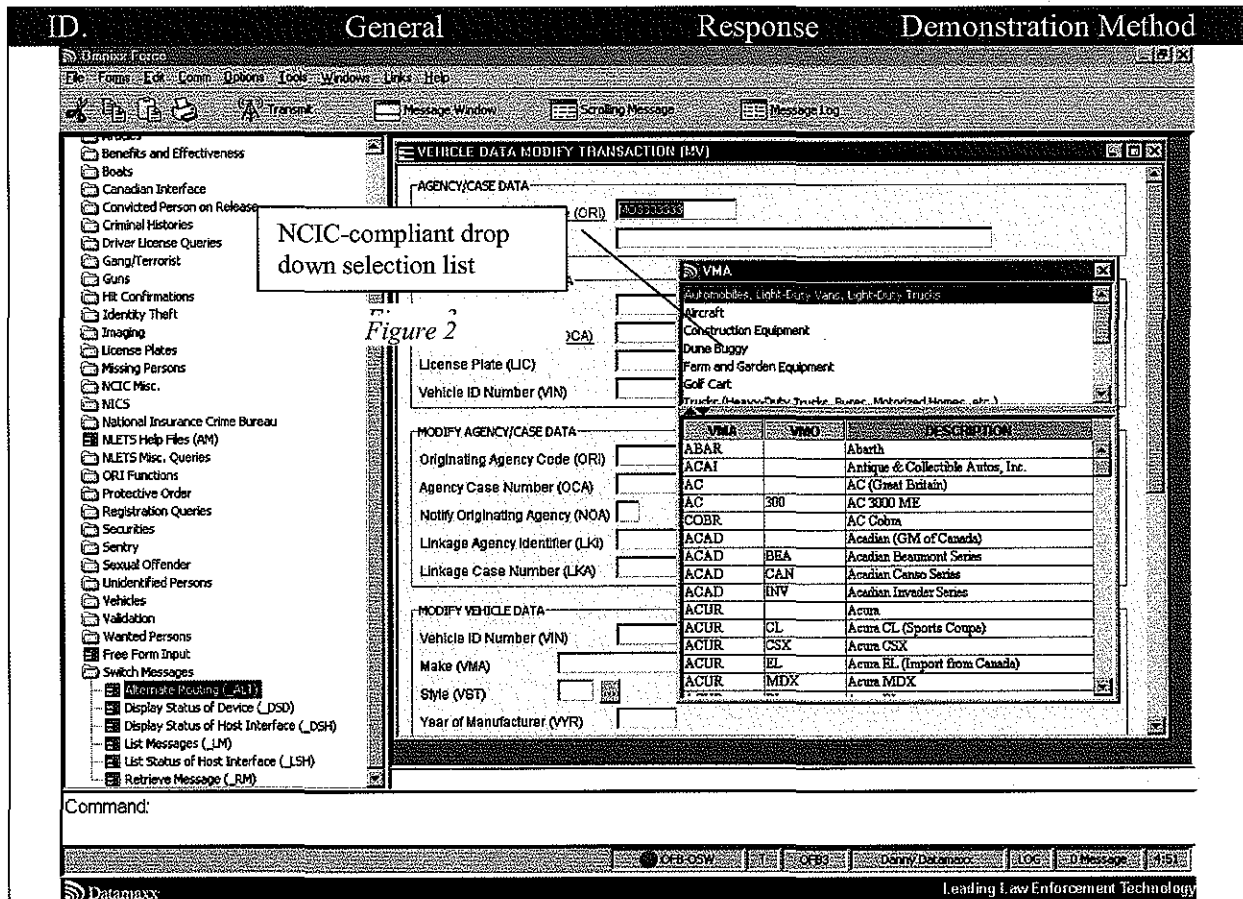


Figure 67: Sample NCIC-Compliant Drop-down List

AP-25	The proposed solution shall support “auto complete” functionality for code table lookups as the user begins to enter data in the code table lookup field.	CC	Application/Software functionality
Comment: Datamaxx acknowledges and complies with this requirement. The Omnix Force Desktop client supports a type-ahead feature when accessing drop down selection lists.			
AP-26	The proposed solution shall support automated updates to the user application.	CC	Application/Software functionality
Comment: Datamaxx acknowledges and complies with this requirement. With regard to the Omnix Force Desktop client, each time the user logs on, the solution compares the user application (and all system administrator-configured items – e.g., code lookup tables) to ensure the most current production version is in use. In the event the most current production version is not in use, updates are made to the user application as necessary.			
The Omnix solution provides a superior feature in this regard. The process for updating has been designed to be very bandwidth-aware. Only end user application components that require update are downloaded during this process. Furthermore, each update is highly compressed, which (a) reduces the amount of time necessary to complete the download transmission, and (b) reduces bandwidth consumption.			
AP-27	The proposed solution shall support pre-fill fields in appropriate pre-	CC	Application/Software functionality

ID.	General	Response	Demonstration Method
	formatted screens, eliminating redundant data entry and without impacting the usability.		
<p>Comment: Datamaxx acknowledges and complies with this requirement. This feature in the Omnixx Enterprise solution is controlled by business rules which are configurable. During the product configuration phase, Datamaxx field engineering personnel will work with the customer to determine which data elements should be pre-filled, and with the agreed default values.</p>			
AP-28	<p>The proposed solution shall provide quick entry methods such as hot keys to minimize the keystrokes required to perform inquiries. Such hot keys would enable the entry of single data inquiries on the command line, and the inquiry would then be executed according to the hot key used. The single data inquiries include:</p> <ul style="list-style-type: none"> • Operator’s license number (OLN). • License plate number. • Name. • Vehicle identification number. 	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. In addition to pre-populating fields where possible (and mutually agreed with the customer), Omnixx Force Desktop supports the ability for users to define <i>macros</i>, and assign those macros to <i>Quick Keys</i>.</p> <p><i>Macros</i> provide an alternative method for entering data into a transaction form, and are typically used as a data entry shortcut for frequently used transactions. Macro data is entered into the Command bar and executed by using an associated Quick Key function. This can greatly reduce the amount of typing done during a shift, enhance user performance, and increase efficiencies by ensuring transactions are entered correctly and consistently.</p> <p><i>Quick Keys</i> provide a mechanism for users to assign keyboard shortcut values to open transaction forms, execute Macros, and insert Data Strings. The keyboard shortcuts assigned to perform these actions are referred to as “Quick Keys” and are unique to every user’s machine.</p> <p>Both <i>Quick Keys</i> and <i>Macros</i> are configured via easy-to-use Wizards.</p> <p>Furthermore, the Omnixx “Control I” function allows the user to quickly insert pre-cached or pre-defined strings into a field, or at the current cursor location on the command line.</p> <p>The Omnixx Enterprise Platform provides a Macro Wizard to quickly and deficiently create macros for:</p>			

ID.	General	Response	Demonstration Method
	<ul style="list-style-type: none"> • DLN inquiry • License Plate Number Inquiry • Name Inquiry • Vehicle Identification Number Inquiry <p>Macros and Quick Keys are NOT limited to the above functions, however and can be created for any often-used function of form.</p>		
AP-29	The proposed solution shall provide menus to facilitate access to less frequently used functions and to aid users with applications used infrequently.	CC	Application/Software functionality

Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Force Desktop and Omnixx Force Web clients support a both a “menu bar” and a “menu tree”. Both the menu bar and menu tree displays only those functions the user is certified to perform. Display of the menu tree is optional, on a per-user basis.

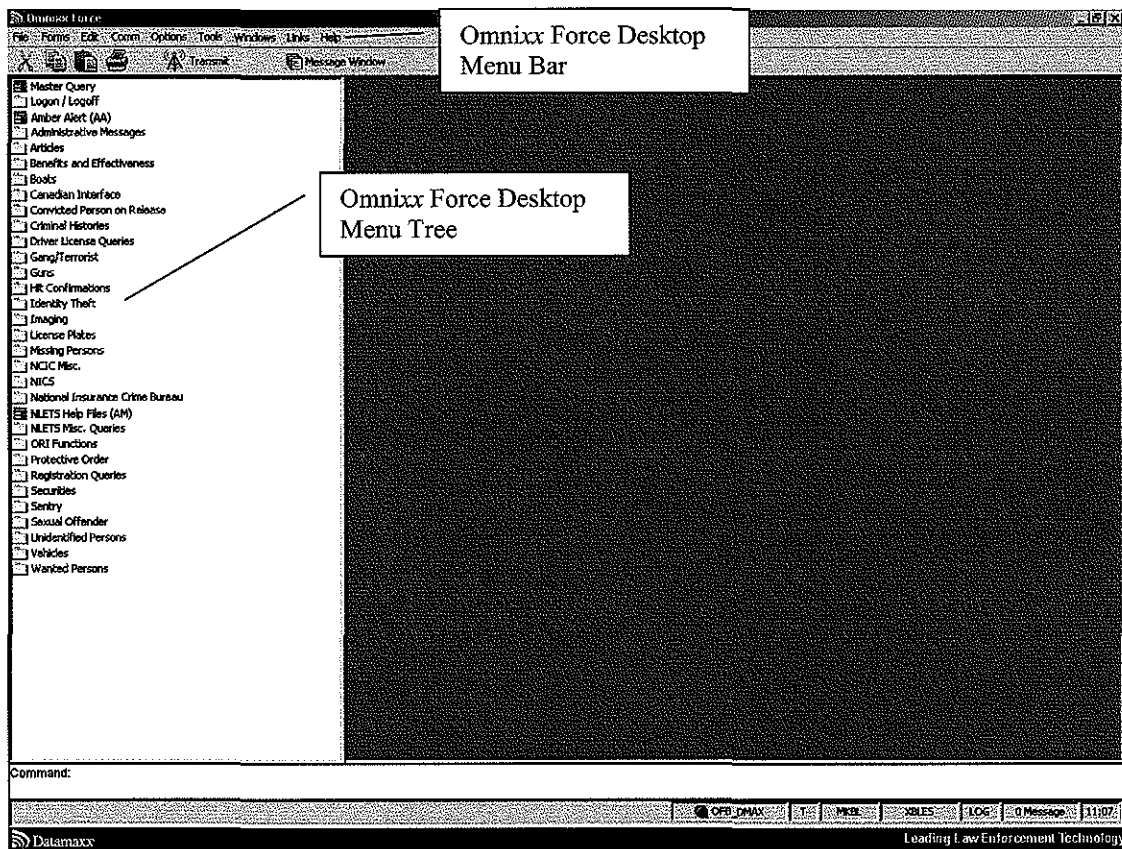


Figure 68: Omnixx Force Menu Display Options

In addition to the menu tree as shown above, the user may also access each transaction form from the Omnixx Force Desktop Menu Bar as shown below.

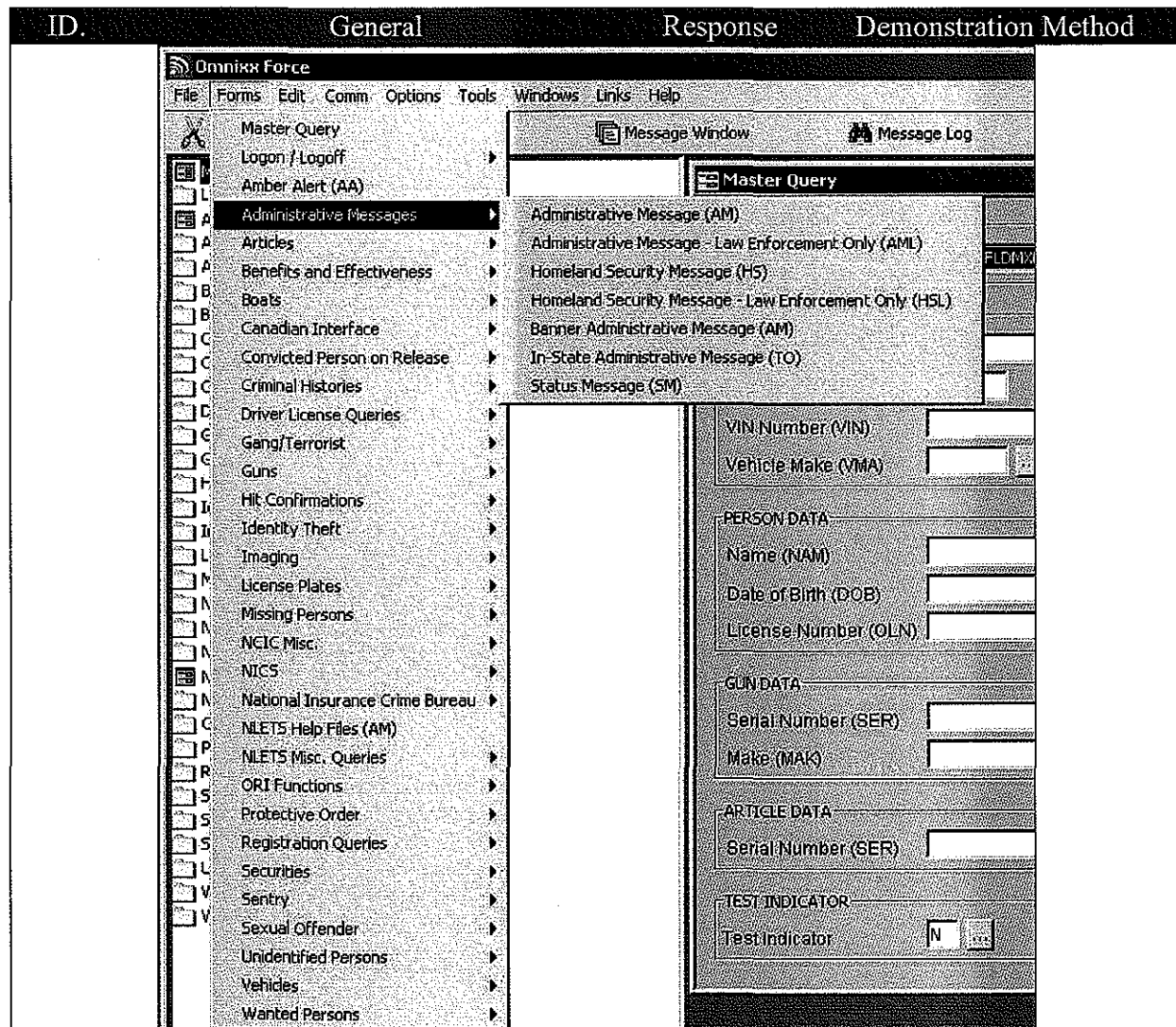


Figure 69: Omnixx Force Desktop Menu Bar

ID.	General	Response	Demonstration Method
AP-30	The proposed solution shall allow users to move forward and backward to complete data fields.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The user may navigate forms pressing the <Tab> key to move forward one field at a time or by simultaneously pressing the <Shift> and <Tab> keys to move backward one field at a time. Furthermore, the user may access any data entry field directly by positioning the mouse over that field and “left clicking” the mouse. User interface techniques employed by Omnixx represent the latest industry standards and in this functionality is consistent with Microsoft Windows standards. As a result, the application is easy to learn as it follows familiar concepts for the user.</p>			
AP-31	The proposed solution shall allow users to correct spelling errors without having to retype the entire field.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. By positioning the cursor over a word (or other data string) and “double-clicking”, Omnixx Force Desktop will “select” the word (or data string). The user may then “type-over” the selected word or data</p>			

ID.	General	Response	Demonstration Method
<p>string.</p> <p>Additionally, the Omnixx Force Desktop client supports an integrated spell checking capability to improve the quality of data input.</p>			
AP-32	<p>The proposed solution shall provide users with standard form navigation and allow easy movement from one work area to another via mouse or keyboard.</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The user may navigate forms pressing the <Tab> key to move forward one field at a time or by simultaneously pressing the <Shift> and <Tab> keys to move backward one field at a time. Furthermore, the user may access any data entry field directly by positioning the mouse over that field and “left clicking” the mouse.</p>			
AP-33	<p>The proposed solution shall provide hot keys for frequently used functions and associate them with the user profile. Hot keys will be standard key assignments (e.g., F1 through F10), and user keys would be optional key assignments (e.g., Shift F1 through F12, Alt F1 through Alt F12, Ctrl F1 through Ctrl F12 or any combination of Alt, Shift and Ctrl keys).</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Omnixx Force Desktop supports the ability for users to define <i>macros</i>, and assign those macros to <i>Quick Keys</i>.</p> <p><i>Macros</i> provide an alternative method for entering data into a transaction form and are typically used as a data entry shortcut for frequently used transactions. Macro data is entered into the Command bar and executed by using an associated Quick Key function. This can greatly reduce the amount of typing done during a shift, enhance user performance, and increase efficiencies by ensuring transactions are entered correctly and consistently.</p> <p><i>Quick Keys</i> provide a mechanism for users to assign keyboard shortcut values to open transaction forms, execute Macros, and insert Data Strings. The keyboard shortcuts assigned to perform these actions are referred to as “Quick Keys” and are unique to every user’s machine.</p> <p>Both <i>Quick Keys</i> and <i>Macros</i> are configured via easy-to-use Wizards.</p> <p>Finally, Hot-Key assignments may also be combined and implemented for certain functions (i.e., <Alt>-G) to further enhance the data entry function.</p>			
AP-34	<p>The proposed solution shall enable users to recall (configurable by NSP) and resend recently sent messages. The solution shall also support Windows cut-and-paste functionality.</p>	CC	Application/Software functionality

ID.	General	Response	Demonstration Method
<p>Comment: Datamaxx acknowledges and complies with this requirement. All messages processed by the Omnixx Enterprise solution are logged and recoverable by a user under local security control. They may then be modified and resent, or just resent. Omnixx uses Windows functions for cut, paste, copy functionality (CTL C, CTL V, right click menu), reducing the amount of training necessary for users.</p>			
AP-35	<p>The proposed solution shall enable users to recall a previous hot file entry (recent) form, to update as necessary and to reenter the record as a new entry (frequent reentry of habitual runaways/missing persons, etc.).</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Datamaxx Omnixx Force client software allows for “workspaces” to be defined by individual users so that they may save frequent transactions, modify any data elements and re-submit bas needed.</p>			
AP-36	<p>The solution shall provide default, configurable values for fields based on previous input, referential lookup, or other mechanisms. It shall incorporate currently used defaults.</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Default, configurable values are controlled by business rules. During the product configuration phase, Datamaxx field engineering personnel will work with the NSP to determine which data elements should be pre-filled, and with the agreed default values.</p>			
AP-37	<p>The solution shall provide lookup tables for valid values for fields.</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The graphic below provides the user an example dropdown list. In this example, the dropdown list includes an NCIC-compliant vehicle make list.</p>			

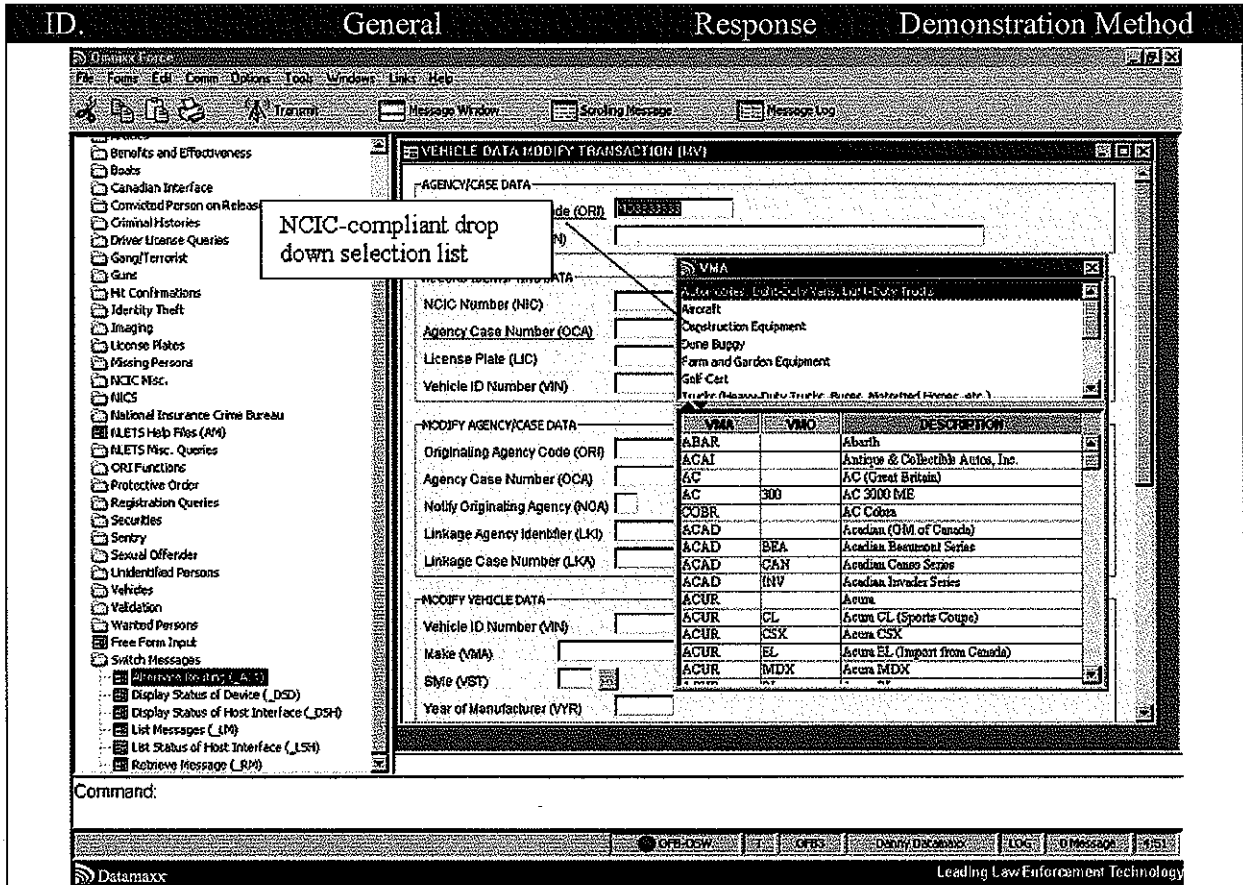


Figure 70: Sample NCIC-Compliant Drop-down List

AP-38	The proposed solution shall maintain all codes in all system code tables with start and end dates.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform supports configurable "business rules" which includes code tables. These rules are stored in a SQL Server database and are version controlled with each having a unique version number and an additional field which can be used to indicate start and end dates.</p>			
AP-39	In order to accurately disseminate historical data, the solution shall provide for storage of the code value at the time of record data entry for code-driven fields.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides storage retention for a configurable duration for all record data. The entire message entered by the user is stored at the time of record entry, and includes storing the code value for code-driven fields.</p>			
AP-40	The proposed solution shall have the capability to execute scheduled, unattended online system backups without affecting system performance.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The solution proposed by Datamaxx incorporates the Semantic Veritas backup management system (11d</p>			

ID.	General	Response	Demonstration Method
Windows Agent for Microsoft SQL Server Full Version), and supports the ability to perform database backups online without effecting system performance.			
AP-41	The proposed solution shall have the ability to restore from system backups.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform utilizes a Microsoft SQL Server database to store various entities and properties (e.g. Users, Devices, Code Tables, Rules, Help, Courses, Tests, etc.).</p> <p>The solution utilizes the robust replication facilities of Microsoft SQL Server which offers variety of replication features, including Log Shipping, Snapshot Replication, Merge Replication, Transactional Replication, and Database Mirroring.</p> <p>Log Shipping – Log shipping is a process for shipping your SQL server transaction logs sequentially from primary site to standby site on scheduled basis. In the event of failure, your application can be redirected to standby site.</p> <p>Snapshot Replication – Snapshot replication allows you to take snapshot of entire database and restore it on other site.</p> <p>Merge Replication – In merge replication, users are allowed to make changes in both publisher (source) and subscriber (target) sites. When connected, the merge replication agent searches for changes on sites and applies them appropriately. If there is conflict, it uses a predefined conflict resolution algorithm to apply appropriate changes.</p> <p>Transactional Replication – In transactional replication, the SQL server agent monitors for the changes in the source database (publisher) and transmits these transactions to the target (subscribers).</p> <p>Database Mirroring – Database mirroring is a further advancement in Log Shipping technology. In database mirroring, the SQL server engine reads from the transaction log and copies transactions to a mirror database instance. The database mirroring can operate in synchronous or asynchronous mode. In addition, the database mirror instance can also be configured for automatic fail-over if the principal server goes down.</p> <p>Furthermore, the solution proposed by Datamaxx incorporates the Semantic Veritas backup management system (11d Windows Agent for Microsoft SQL Server Full Version), and supposed the ability to perform database backups online without DBMS downtime, as well as the ability to restore archived files.</p>			
AP-42	The solution shall provide robust system backup/archiving tools and strategies.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform utilizes a Microsoft SQL Server database to store various entities and properties (e.g., Users, Devices, Code Tables, Rules, Help, Courses, Tests, etc.).</p>			

ID	General	Response	Demonstration Method
<p>The solution utilizes the robust replication facilities of Microsoft SQL Server which offers variety of replication features, including Log Shipping, Snapshot Replication, Merge Replication, Transactional Replication, and Database Mirroring.</p> <p>Log Shipping – Log shipping is a process for shipping your SQL server transaction logs sequentially from primary site to standby site on scheduled basis. In the event of failure, your application can be redirected to standby site.</p> <p>Snapshot Replication – Snapshot replication allows you to take snapshot of entire database and restore it on other site.</p> <p>Merge Replication – In merge replication, users are allowed to make changes in both publisher (source) and subscriber (target) sites. When connected, the merge replication agent searches for changes on sites and applies them appropriately. If there is conflict, it uses a predefined conflict resolution algorithm to apply appropriate changes.</p> <p>Transactional Replication – In transactional replication, the SQL server agent monitors for the changes in the source database (publisher) and transmits these transactions to the target (subscribers).</p> <p>Database Mirroring – Database mirroring is a further advancement in Log Shipping technology. In database mirroring, the SQL server engine reads from the transaction log and copies transactions to a mirror database instance. The database mirroring can operate in synchronous or asynchronous mode. In addition, the database mirror instance can also be configured for automatic fail-over if the principal server goes down.</p> <p>Furthermore, the solution proposed by Datamaxx incorporates the Semantic Veritas backup management system (11d Windows Agent for Microsoft SQL Server Full Version), and supposed the ability to perform database backups online without DBMS downtime, as well as the ability to restore archived files.</p>			
AP-43	The proposed solution shall provide a logging feature that logs entries, changes, and/or deletions to any configuration data (data transaction recovery log).	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides logging and auditing for all transactions and utilities to search, display, and print the logs. In addition, administrative changes are also logged, tracking user logons/logoffs, user account changes (e.g. permissions, password changes), device changes, etc.</p>			
AP-44	The proposed solution shall process data in real time. This means that any parameter change or data change shall be done while the system is online. The change shall take effect immediately.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform processes data and changes in real time. Application data and</p>			

ID	General	Response	Demonstration Method
configuration changes can be while the system is online, and the changes take effect immediately.			
AP-45	The proposed solution shall include live, training/test, and development systems. The user's access level needs to allow the user to be able to select the system that corresponds with the desired system.	CC	Application/Software functionality
Comment: Datamaxx acknowledges and complies with this requirement. The deployed system will include production, test, training, and development environments and the necessary licenses for those systems.			
AP-46	The proposed solution shall support ODBC compliant relational database technology. SQL Server 2008.	CC	Application/Software functionality
Comment: Datamaxx acknowledges and complies with this requirement. The proposed Omnixx Enterprise Platform will be configured to support Microsoft SQL Server 2008. Datamaxx is closely aligned with Microsoft as a strategic business partner and fully supports Microsoft solutions. In fact, based on the high standing and strong working relationship between Datamaxx and Microsoft, Datamaxx has access to pre-releases in order to ensure future compatibility of new releases before new versions are released to the general public along with allowing Datamaxx to immediately leverage new features and enhancements.			
AP-47	The solution shall provide for access to and manipulation of the data in the database through a standard management system.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. All data maintained in the Omnixx Enterprise Platform is managed via the Omnixx Enterprise Platform System Administrator Console. NSP has complete access to this easy to use management console and can grant various rights to users to manage different aspects of the system including ORI data. For example, NSP can grant some users the rights (certifications) to manage certain aspects of the system such as sub-agency data while other users may not have those rights. This allows NSP the flexibility to decentralize the management aspects to specific personnel based on their function within NSP.</p>			
<p>To highlight some administrative capabilities, below are a few of the items NSP has the ability to manage:</p>			
<ul style="list-style-type: none"> • Agency configuration information • Sub-Agency configuration information • Interfaces • Reports • Devices • Users • ORIs • Groups • Transaction Groups • Certifications 			

ID.	General	Response	Demonstration Method
	<ul style="list-style-type: none"> • Applications • Omnixx Switch Configurations • Host Switches • Omnixx Trainer 		
AP-48	The solution shall provide the ability to view the application at various levels, from high-level data flows to the actual code level.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides extensive support for logging and tracing including options for various levels (e.g. warnings, errors only, detailed information). Utilities provided by the platform enables authorized administrators to review the data flows at different levels including XML formats and HEX dumps. Transaction formats, message scripts, message process rules can also be viewed at the code level using the platforms tools for creating, editing, and viewing these items.</p>			
AP-49	The solution shall provide tools for monitoring and enhancing database organization and performance.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx acknowledges and complies with this requirement. This is an extremely strong aspect to the Datamaxx offering as monitoring this strategic mission critical solution to ensure optimal performance and business continuity in the most cost effective way is one of the top challenges facing agencies such as NSP. Homegrown, narrowly focused monitoring tools are simply not enough in today’s environment to keep a pulse on the health of your system – customers of NSP’s caliber need a true data center class monitoring solution. With Datamaxx’s monitoring solution, which is based on Systems Center, coupled with highly specialized management packs developed by Datamaxx, Microsoft and Datamaxx brought the power, visibility, and efficiency of centralized monitoring platform. Now, with Microsoft System Center Operations Manager, data centers such as NSP can extend the SQL Server monitoring capabilities enabling centralized management of the data center from one “single pane of glass”.</p> <p>As previously stated, the System Monitoring is broken down into “management packs” which provide monitoring services to different functional areas. Below is an overview of features that comprise the SQL Server Management Pack which monitors not only database performance but overall health of the SQL Server.</p> <p>Feature Bullet Summary</p> <p>The following list gives an overview of the features of the SQL Server management pack.</p> <ul style="list-style-type: none"> • Support for Enterprise, Standard and Express editions of SQL Server 2000, 2005 and 2008 and 32bit, 64bit and ia64 architectures. • Support for both simple and complex SQL configurations such as clustered installations, multiple instances and 32bit roles running on a 64bit OS. • Discovery and monitoring of SQL Server roles such as DB Engine, Reporting Services, Analysis Services, Integrations Services. • Discovery of SQL components such as databases, the SQL Agent and SQL jobs. • Over 20 views covering areas such as database free space, SQL related performance, 			

ID.	General	Response	Demonstration Method
	<p>SQL related alerts, and lists of the various SQL roles and components which are discovered and their related state.</p> <ul style="list-style-type: none"> • Reports for longer-term analysis of common problem areas related to SQL Server such as SQL Server lock analysis and top deadlocked databases, SQL Server service pack levels across discovered roles, user connection activity. Likewise the generic reports from the Microsoft Generic Report Library can be used against the roles and components discovered by the SQL MPs to review availability and performance across many systems and over longer periods of time. • Role and component specific tasks which provide access to common tools, triage information, or corrective actions without needing to leave the Operations Console in most cases. • Monitoring of databases covers database status, database free space, log shipping monitoring for both the source and destination, and transaction log free space. • Monitoring of key SQL related services. • Monitoring for persistent SPID blocking. • Monitoring of numerous SQL events and performance data points. Alerts bring the issue to your attention and provide knowledge on the impact and possible resolutions. 		
	<p>As you can see from the summary list above, the proposed Datamaxx system monitoring solution provides an extremely comprehensive set of database monitoring and maintenance capabilities which in turn will provide NSP the highest level of oversight and management. Not only can the system monitor itself, but it can also self-correct issues that arise without waiting until the problem interrupts the entire system.</p>		
AP-50	<p>The solution shall provide tools for database design and development, including documentation, diagramming, normalization, database generation, screen design and generation, report design and generation, and procedure maintenance tools.</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides tools for database generation, designing and generating screens and reports, and procedure maintenance tools. Since Datamaxx embraces an “open systems” concept and is using MS SQL 2008, there are tools readily available that will allow NSP to create database diagrams and documentation related to databases and reports.</p>			
<p>The Datamaxx solution starts by providing an easy to use master installer that handles the database generation and all surrounding dependencies. This provides the customer with a comfortable starting point without having to manually run SQL scripts or patches to get the database and system up to date – all the latest components are ready for deployment out of the box by walking through a wizard-based install.</p>			
<p>To provide NSP the highest level of flexibility and control when it comes to forms design and layout, Datamaxx provides an intuitive “forms designer” called the ARE (Applications Rules Editor) at no extra cost. The Application Rules Editor is an application initiated via the Omnixx Console to those who have been assigned rights to access it. Once started the</p>			

ID	General	Response	Demonstration Method
application provides the necessary component editors to create, modify, or delete an element associated with forms and business rules. The business rule elements employed in Omnixx capitalize on current technologies such as XML, Regular expressions, Java Script, and XML Style sheets. The majority of Message definition creation can be performed via the available library functions included with the application. Most message definitions will utilize these functions to create the expected output.			

Below the Application Rules Editor window is displayed with each tab, noting the components that may be created, modified, or deleted.

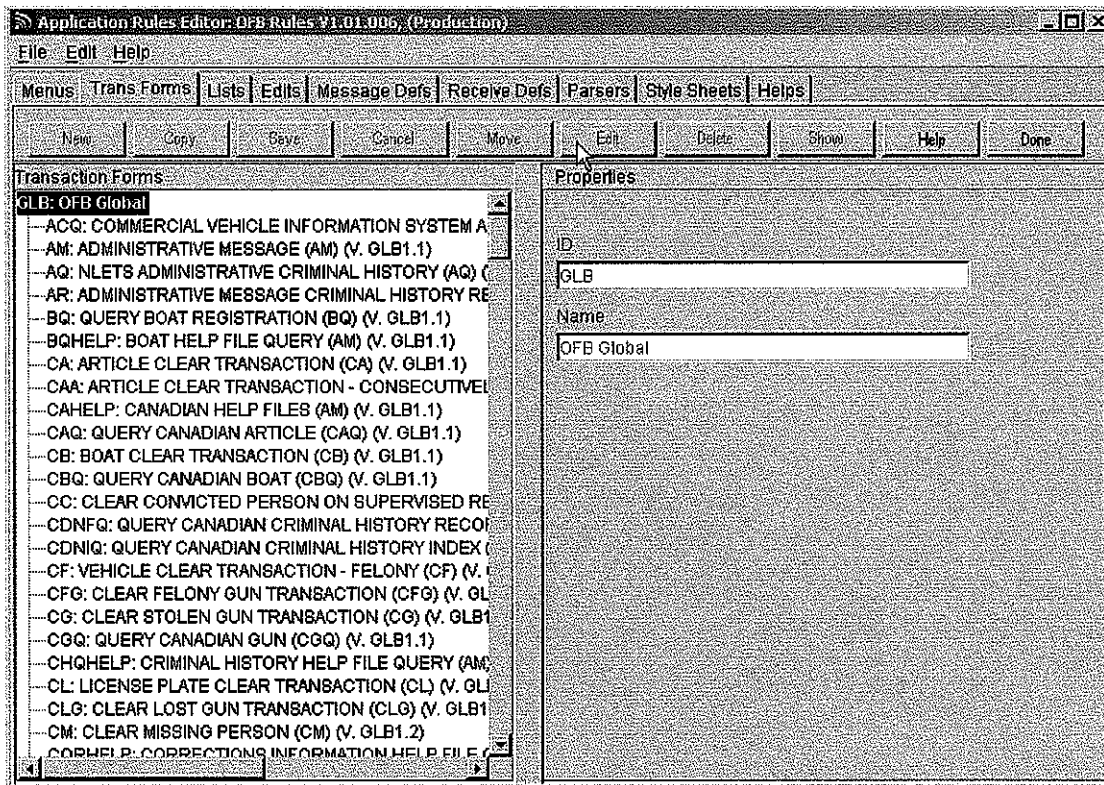


Figure 71: Application Rules Editor Window

Through the Application Rules Editor, it is possible to manage the following components as well as other items not depicted below:

- **Business Rules** – Data necessary to configure Omnixx Applications to an agency’s specific requirements. Examples: Transaction Forms, Lists, Edits, Helps, and Menus.
- **Rules Version** – Specific number assigned to all versions of Business Rules.
- **Menu** – A compiled list of items located on specific menus within Omnixx Force Browser.
- **Transaction Forms** – Visual interpretation of formatted transaction screens utilized in Omnixx Force Browser.
- **List** – A compiled list of appropriate entries for a specific field.
- **Edit** – Processing instructions for a specific field such as minimum length, acceptable characters, and entry requirements.
- **Help** – Plain text explanation of the proper information to enter in a specific field.

ID	General	Response	Demonstration Method
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- **Message Definitions** – Processing instructions for Transaction Forms. Message Definitions determine transmission items such as message key (MKE), message field code (MFC) order, and message string formatting.
- **Receive Definitions** – Receive Definitions allow administrators to define actions to be taken when a specific type of transaction is received.
- **Parsers** - Scan incoming data for defined patterns.
- **Style Sheets** - Style sheets determine how responses in Omnixx Force will be displayed in the message window.
- **Support Documents** – Documents included in an application that can be accessed by end-users. Examples: Nlets user manual, NCIC user manual, product user manual and agency-specific documents.

Using a simple drag-and-drop interface, the administrator easily place fields on a transaction form wherever they want and can drag elements around until they are satisfied with the layout. At any time, the administrator can modify the field and form properties along with the layout. The administrator has utmost control and granularity over the forms design and layout process using a very intuitive designer tool.

Transaction Form Design

Transaction Forms are the medium through which users can enter information that will ultimately result in a query, enter, modify, clear, cancel, or administrative type message. Transaction Forms are composed of *Edits* (fields) and *Lists*.

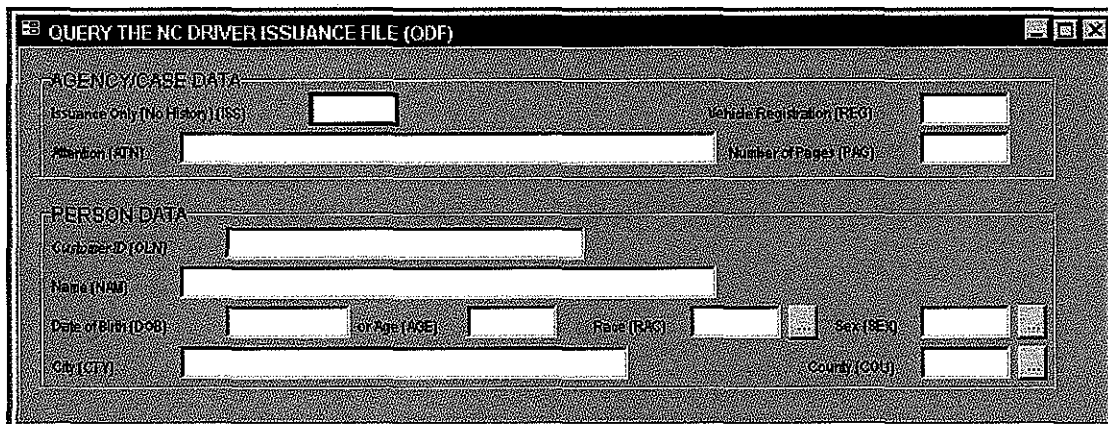


Figure 72: Sample Transaction Form

Transaction Forms Editor – The Omnixx Forms editor is used to maintain forms. Two views are available in the Forms designer: Property Sheet and Forms. The “Property Sheet” view displays all of the components of a form in a hierarchical tree. When a component (e.g. form, group box, and control) is selected from the tree, the properties for the form are displayed on the right-hand side of the dialog.

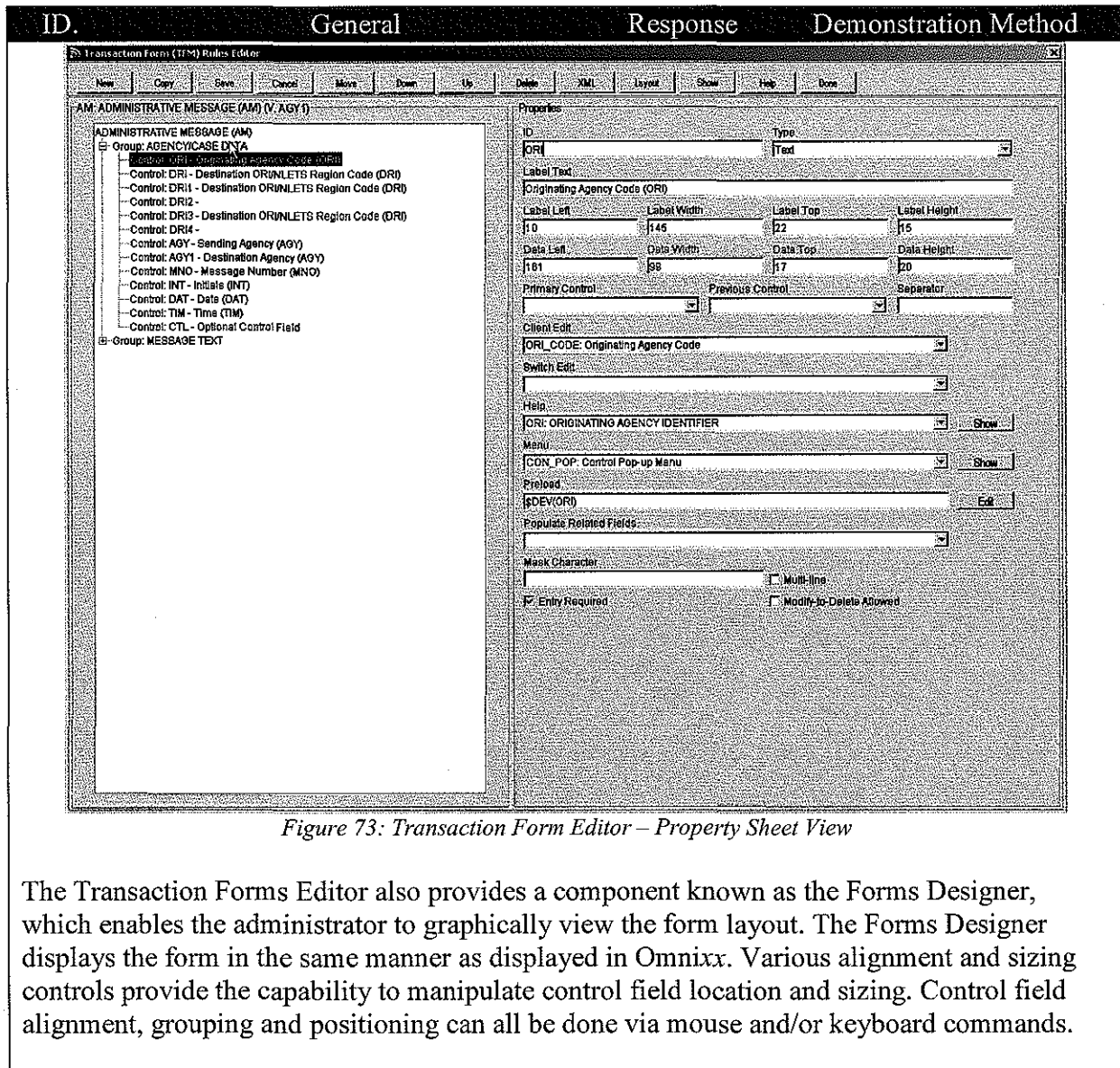


Figure 73: Transaction Form Editor – Property Sheet View

The Transaction Forms Editor also provides a component known as the Forms Designer, which enables the administrator to graphically view the form layout. The Forms Designer displays the form in the same manner as displayed in Omnixx. Various alignment and sizing controls provide the capability to manipulate control field location and sizing. Control field alignment, grouping and positioning can all be done via mouse and/or keyboard commands.

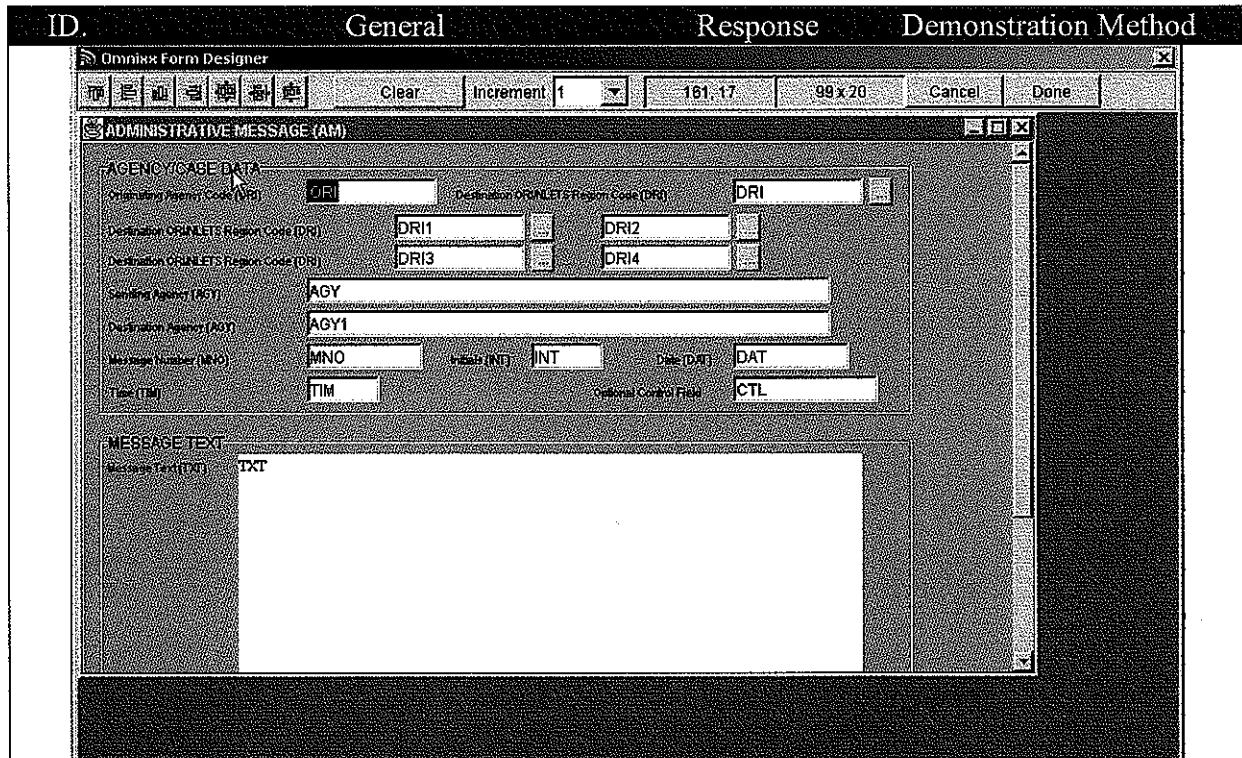


Figure 74: Transaction Form Editor – Form View

Not only does the administrator have control over the fields and forms but they have the ability to create multiple versions of the forms and rules for testing purposes. For example, the administrator may want to add a new field to a form but they do not want to roll it out to the entire user community until it is fully tested. The administrator has the ability to make changes to the form, form elements or rules and save it as new version and then mark that form for test only and assign a small number of users to work with that form. Once a set of rules is determined to be complete and ready for use it will be marked as **Production**, and it will be distributed to all appropriate clients upon the startup of the Omnixx Application.

The reporting solution Datamaxx is proposing is also built using the intuitive design and generation tools that come with Microsoft’s SQL Reporting Services. Microsoft SQL Server Reporting Services includes everything you need to create traditional and interactive reports. Optimized to best serve each group of report stakeholders, the tools in Reporting Services allow NSP to accommodate any reporting need – all from a single reporting platform.

Enterprise Reporting

NSP will benefit from the power of the SQL Server Business Intelligence development studio, a Microsoft Visual Studio–based development environment for designing even the most complex reports by using familiar design tools. This environment is optimized to enable advanced report designers to leverage a wealth of rich reporting capabilities. Features such as support for multiple data sources, dynamic end-user sorting, cascading, and multi-value parameters enable NSP to create powerful reports with a high degree of personalization, and accommodate a broad range of audiences across the agency.

AP-51	The solution shall provide for the development and maintenance of	CC	Application/Software functionality
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ID.	General	Response	Demonstration Method
	relational database structures for the support of NBLETS.		
<p>Comment: Datamaxx acknowledges and complies with this requirement. The tools inherent to MS SQL Server 2008 are sufficient for the development and maintenance of relational database structures for the support of NBLETS. Please keep in mind that Datamaxx has not sized the proposed hardware to include additional databases on our proposed system other than what is needed for the NBLETS Message Switch Environment.</p>			

c. Publication

The table below lists components required to ensure user access to information captured by the desired solution and includes such elements as global search engine indexing, report-writing services, data transformation services, and subscription and notification systems. Refer to IV.E.1. – TABLE 22 for response options.

ID.	Dissemination and Reports	Response	Demonstration Method
PU-1	The proposed solution shall have the ability to interface to an ad hoc reporting tool, preferably SQL Server Reporting Services 2008, which allows trained users to create reports from data.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The reporting solution Datamaxx is proposing is also built using the intuitive design and generation tools that come with Microsoft’s SQL Reporting Services. Microsoft SQL Server Reporting Services includes everything you need to create traditional and interactive reports. Optimized to best serve each group of report stakeholders, the tools in Reporting Services allow NSP to accommodate any reporting need – all from a single reporting platform.</p>			
PU-2	The proposed solution shall have a report batch monitor that controls the number of reports that may be run at a given time for each server.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise solution employs SQL Server Reporting services which provides processing options to control how and when reports are processed, as well as time out settings for report execution to prevent a single report from overloading system resources. The schedules are created in conjunction with NSP personnel in order to avoid excessively high usage of system resources. The system monitoring tools, as previously mentioned, are used to ensure proper performance levels.</p>			
PU-3	The proposed solution shall have a report scheduler that can schedule reports to be automatically run at user-defined times.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise solution employs SQL Server Reporting services, which provide robust scheduling capabilities for scheduling subscriptions, caching, report history, and report execution to be automatically run at user-defined times.</p>			

PU-4	The proposed solution shall provide the ability to load a Microsoft Word file onto the system that is then available as a bulletin to advise of system updates and other information.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Using standard cut paste, import functions the user has the ability to incorporate documents into messages or bulletins. Additionally, the proposed Omnixx Enterprise Platform incorporates a LINKS tool. This tool allows the system administrator to establish a link to a file location or target URL that identifies any type of file, including Microsoft Word files.</p>			
PU-5	The proposed solution shall support reports, both of real-time and snapshot data, which are publishable to an intranet or the Internet.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Reports are generated extracting either real time information (current status and processing) or from stored transaction logs. The Reporting Services use HTTP in order to make the reports as usable as possible across multiple media types (Internet, Print, etc). The reports are posted to a style sheet to be made available locally, printed, or posted to the internet.</p>			

d. Integration

The table below describes components involved in the exchange of information between the future NBLETS and related public safety systems. Requirements here are relative to the interfaces that move information between systems at a predetermined time (i.e., batch and/or real-time interfaces). Refer to IV.E.1. – TABLE 22 for response options.

ID.	Interfaces	Response	Demonstration Method
IT-1	The proposed solution shall be capable of interfacing with NCIC system files, including the FBI NICS Denied Persons file.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed solution supports all NCIC functions, as well as the file transfer transactions. The File Transfer Decision transaction can be configured when a \$.B. File Transfer Ready notification has been sent by NCIC to notify the user that a file is available and the user is ready to initiate the file transfer. Transformations are provided so that data submitted by end users in XML format are converted to the correct NCIC transaction string formats. One the full NCIC XML transactions become available, the string formatting will be placed by the XML transformations.</p>			
IT-2	The proposed solution shall be capable of interfacing with Nlets.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The NSP solution proposed by Datamaxx is an XML-based Statewide Message Switch Platform which complies with the latest published Nlets technical and functional specifications. Since the proposed Statewide Law Enforcement Message Switch is XML based, it readily complies with GJXDM and NIEM standards as well. In fact, the Datamaxx Statewide Message Switch implementation in the Commonwealth of Puerto Rico represents one of the first fully GJXDM-compliant implementations in the Country.</p>			

ID	Interfaces	Response	Demonstration Method
IT-3	The proposed solution shall be capable of interfacing with the Nebraska PCH system.		Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The NSP solution proposed by Datamaxx will interface with all systems identified in the proposal, including the Nebraska PCH system.</p>			
IT-4	The proposed solution must be capable of seamlessly interfacing with all current NBLETS interfaces on the first day of implementation (i.e., CAD, RMS, mobile data terminal [MDT], local systems).	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx will seamlessly enable all current regional system interfaces to send properly formatted NCIC messages and transactions. The Omnixx Enterprise Platform provides a complete framework for communications handling and queuing, transaction formatting and processing, user and environment management and web service support including the processing of transactions/data as defined by configurable business rules.</p> <p>A major point of difference with the Datamaxx solution is that it “decouples” the communications interfaces from the actual processing by using standard protocols which can be configured through soft set business rules and configurations that are accessible to authorized system administrators. By using a standardized communications strategy, effectively any communications structure and protocol or data source can be integrated into the system, with no changes to the central “core” message processing code. This reduces risk and overhead when making changes to the system.</p> <p>The proposed solution supports a wide variety of protocols (e.g. TCP/IP sockets, Web Services, etc), and the data content (including control information required for routing and auditing purposes) is controlled by the business rules, and is therefore configurable (not hard coding). The data content strategy is separate from the communications strategy, which provides tremendous advantages when implementing new interfaces, as a “mix and match” of existing components can be configured.</p> <p>The following communications strategies are an inherent part of the proposed solution.</p> <ul style="list-style-type: none"> • TCP/IP via a sockets interface using the Datamaxx DMPP-2020 specification. • IBM WebSphere MQ Series using the NCIC-2000 specification • TCP/IP via a sockets interface using the NCIC-2000 specification • Web Services <p>The following data content strategies are an inherent part of the proposed solution.</p> <ul style="list-style-type: none"> • XML using the GJXDM and NIEM standards • XML using the OFML standard • Legacy “dot” format using a “trusted Server” concept that allows for remote agencies to maintain context (control) and device routing information in all exchanges. 			

ID	Interfaces	Response	Demonstration Method
<ul style="list-style-type: none"> Legacy “dot” format using a “Device Address Control (DAC)” concept that allows for remote agencies to maintain device routing information in all exchanges. This is a simpler subset of the above-mentioned trusted server and is ideal for small “clusters” of devices as is often found in agencies. <p>Another significant point of difference for the Datamaxx solution relates to communications interfaces that fall outside any of the above strategies. The Datamaxx solution supports “External Interfaces”. These are free running processes which create an “adapter” between the solution and any data source or communications interface. Datamaxx has supported communications strategies ranging from slow speed RS-232 communications to fully customized database interfaces on remote systems using ODBC. These adapters integrate with the proposed solution and are configured using the business rule process, which is common to all components.</p> <p>The use of the External Interfaces enables any type of data to be accessed, including files that are transferred, or provided on storage. Effectively, any format that can be accessed can be processed. This includes not only content manipulation, but code conversion (e.g. EBCDIC to ASCII), as is often required when accessing mainframe database or file systems.</p> <p>In summary, the proposed Datamaxx solution will easily and seamlessly enable all current regional system interfaces to send properly formatted NCIC messages and transactions. Datamaxx built its corporate reputation on designing and implementing interfaces to regional systems similar to those in NSP.</p>			
IT-5	The proposed solution shall be capable of interfacing with Nlets photo sharing in conjunction with NSP and Motor Vehicle Division (MVD) photos.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx fully supports Nlets photo sharing and has recently completed the installation of this an interface for the State of Washington.</p>			
IT-6	The proposed solution shall be capable of interfacing with Nebraska MVD and photo sharing.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx fully supports Nlets photo sharing and has recently completed the installation of this an interface for the State of Washington. This include not only the Nlets interface by the interface to the State of Washington’s Driver License photo database (which is the equivalent of the Nebraska MVD).</p>			
IT-7	The proposed solution shall enable external system interfaces to send properly formatted NCIC messages and transactions.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx will seamlessly enable all current regional system interfaces to send properly formatted NCIC messages and transactions. The Omnixx Enterprise Platform provides a complete framework for communications handling and queuing, transaction formatting and processing, user and environment management and web service support including the processing of</p>			

ID.	Interfaces	Response	Demonstration Method
transactions/data as defined by configurable business rules.			
<p>A major point of difference with the Datamaxx solution is that it “decouples” the communications interfaces from the actual processing by using standard protocols which can be configured through soft set business rules and configurations that are accessible to authorized system administrators. By using a standardized communications strategy, effectively any communications structure and protocol or data source can be integrated into the system, with no changes to the central “core” message processing code. This reduces risk and overhead when making changes to the system.</p>			
<p>The proposed solution supports a wide variety of protocols (e.g. TCP/IP sockets, Web Services, etc), and the data content (including control information required for routing and auditing purposes) is controlled by the business rules, and is therefore configurable (not hard coding). The data content strategy is separate from the communications strategy, which provides tremendous advantages when implementing new interfaces, as a “mix and match” of existing components can be configured.</p>			
<p>The following communications strategies are an inherent part of the proposed solution.</p>			
<ul style="list-style-type: none"> • TCP/IP via a sockets interface using the Datamaxx DMPP-2020 specification. • IBM WebSphere MQ Series using the NCIC-2000 specification • TCP/IP via a sockets interface using the NCIC-2000 specification • Web Services 			
<p>The following data content strategies are an inherent part of the proposed solution.</p>			
<ul style="list-style-type: none"> • XML using the GJXDM and NIEM standards • XML using the OFML standard • Legacy “dot” format using a “trusted Server” concept that allows for remote agencies to maintain context (control) and device routing information in all exchanges. • Legacy “dot” format using a “Device Address Control (DAC)” concept that allows for remote agencies to maintain device routing information in all exchanges. This is a simpler subset of the above-mentioned trusted server and is ideal for small “clusters” of devices as is often found in agencies. 			
<p>Another significant point of difference for the Datamaxx solution relates to communications interfaces that fall outside any of the above strategies. The Datamaxx solution supports “External Interfaces”. These are free running processes which create an “adapter” between the solution and any data source or communications interface. Datamaxx has supported communications strategies ranging from slow speed RS-232 communications to fully customized database interfaces on remote systems using ODBC. These adapters integrate with the proposed solution and are configured using the business rule process, which is common to all components.</p>			
<p>The use of the External Interfaces enables any type of data to be accessed, including files that are transferred, or provided on storage. Effectively, any format that can be accessed can be processed. This includes not only content manipulation, but code conversion (e.g. EBCDIC to</p>			

ID.	Interfaces	Response	Demonstration Method
<p>ASCII), as is often required when accessing mainframe database or file systems.</p> <p>In summary, the proposed Datamaxx solution will easily and seamlessly enable all current regional system interfaces to send properly formatted NCIC messages and transactions. Datamaxx built its corporate reputation on designing and implementing interfaces to regional systems similar to those in NSP.</p>			
IT-8	<p>The proposed solution shall support the Global Justice XML Data Dictionary (GJXDD), GJXDM, and the NIEM XML data model.</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed solution is compliant with the NIEM data model. Since the proposed Statewide Law Enforcement Message Switch is XML based, it readily complies with NIEM (and GJXDM) standards as well. In fact, the Datamaxx Statewide Message Switch implementation in the Commonwealth of Puerto Rico represents one of the first fully GJXDM-compliant implementations in the Country.</p> <p>The proposed system is built completely around open standards, especially with regards to the use of Extensible Markup Language (XML). NIEM, a specific implementation of the XML standard is addressed within the architecture itself. Note that many external systems may not be directly NIEM compliant. However the ability for the proposed system to convert legacy data to a standardized format, and exchange information within and outside the system in NIEM (and other XML standard) formats is a powerful feature that Datamaxx introduces with the Omnixx Enterprise Platform.</p> <p>Implementations such as NIEM are oriented to database exchanges, as opposed to exchanges from an end user to a database. In order to operate efficiently, especially in the mobile environment where bandwidth is limited, Datamaxx provides "Omnixx Force Markup Language" (OFML). OFML is not proprietary - it is an adaptation of the XML standard that is optimized for end user to message processor exchanges. This does NOT inhibit the use of NIEM (and similar strategies) but removes the overhead associated with those structures in the end user environment. Conversion to and from NIEM is performed at the central message processor so that the actual database exchanges are not affected.</p> <p>For any binary data (including images and any other data that is best formatted thusly), full "Base64" encoding support is provided. Typically, standard XML structures do not accommodate binary data such as images easily, unless they are processed in a text-compatible fashion, such as using Base64 encoding. The Omnixx Enterprise server and client software components are able to pass the Base64 encoded binary objects, with no alteration, as is used with the Nlets formats. It should be noted that any binary type is supported, including those that would not pass through Nlets, such as an officer's or subject's scanned or captured signature on a traffic citation. This capability to handle binary objects not supported on the Nlets framework, allow the proposed system to handle local data, such as report forms and citations, thus expanding the usability of the system.</p> <p>The proposed system can also support legacy text strings and response formats, where needed. Although the system is based around XML because of its emergence as the standard, legacy</p>			

ID	Interfaces	Response	Demonstration Method
<p>interfaces still exist. Omnixx provides the conversions for those legacy interfaces where needed by which the text data is parsed into XML format for processing, but returned to the requesting interface in text format.</p>			
<p>Current features of the Statewide Message Switch as it relates to XML include:</p>			
<ul style="list-style-type: none"> • Full XML support for Nlets • Ready for full XML support for NCIC • Full support for data transformations, including Information Exchange Model (NIEM) and Global Justice Exchange Data (GJXDM) 			
<p>The Omnixx Enterprise Platform provides the interface to exchange data and information in GJXDM or NIEM format. This functionality is inherent in the server software as well as provided through web services and a sophisticated messaging backbone in order to communicate with systems that are not in the CJIS network but rely on GJXDM/NIEM for efficient information sharing. Datamaxx provides the capability to interface using GJXDM as one of its native data exchange models. In the case of NIEM, there are many messages and data formats that have been introduced, based on state and agency requirements. The Omnixx Enterprise Platform has the current capability to interface in NIEM formats, and will require co-operative work with the NSP to determine which NIEM formats are to be handled in order to define those in the business rules for implementation. This is part of the normal deployment planning and strategy, using the visual drag-and-drop development tools provided with the XML Transformation Mapper.</p>			
IT-9	The proposed solution shall be able to query/exchange data in the NIEM reference model format.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed solution is compliant with the NIEM data model. Since the proposed Statewide Law Enforcement Message Switch is XML based, it readily complies with NIEM (and GJXDM) standards as well. In fact, the Datamaxx Statewide Message Switch implementation in the Commonwealth of Puerto Rico represents one of the first fully GJXDM-compliant implementations in the Country.</p>			
<p>The proposed system is built completely around open standards, especially with regards to the use of Extensible Markup Language (XML). NIEM, a specific implementation of the XML standard is addressed within the architecture itself. Note that many external systems may not be directly NIEM compliant. However the ability for the proposed system to convert legacy data to a standardized format, and exchange information within and outside the system in NIEM (and other XML standard) formats is a powerful feature that Datamaxx introduces with the Omnixx Enterprise Platform.</p>			
<p>Implementations such as NIEM are oriented to database exchanges, as opposed to exchanges from an end user to a database. In order to operate efficiently, especially in the mobile environment where bandwidth is limited, Datamaxx provides “Omnixx Force Markup Language” (OFML). OFML is not proprietary - it is an adaptation of the XML standard that is optimized for end user to message processor exchanges. This does NOT inhibit the use of NIEM (and similar strategies) but removes the overhead associated with those structures in the</p>			

ID	Interfaces	Response	Demonstration Method
<p>end user environment. Conversion to and from NIEM is performed at the central message processor so that the actual database exchanges are not affected.</p>			
<p>For any binary data (including images and any other data that is best formatted thusly), full "Base64" encoding support is provided. Typically, standard XML structures do not accommodate binary data such as images easily, unless they are processed in a text-compatible fashion, such as using Base64 encoding. The Omnixx Enterprise server and client software components are able to pass the Base64 encoded binary objects, with no alteration, as is used with the Nlets formats. It should be noted that any binary type is supported, including those that would not pass through Nlets, such as an officer's or subject's scanned or captured signature on a traffic citation. This capability to handle binary objects not supported on the Nlets framework, allow the proposed system to handle local data, such as report forms and citations, thus expanding the usability of the system.</p>			
<p>The proposed system can also support legacy text strings and response formats, where needed. Although the system is based around XML because of its emergence as the standard, legacy interfaces still exist. Omnixx provides the conversions for those legacy interfaces where needed by which the text data is parsed into XML format for processing, but returned to the requesting interface in text format.</p>			
<p>Current features of the Statewide Message Switch as it relates to XML include:</p>			
<ul style="list-style-type: none"> • Full XML support for Nlets • Ready for full XML support for NCIC • Full support for data transformations, including Information Exchange Model (NIEM) and Global Justice Exchange Data (GJXDM) 			
<p>The Omnixx Enterprise Platform provides the interface to exchange data and information in GJXDM or NIEM format. This functionality is inherent in the server software as well as provided through web services and a sophisticated messaging backbone in order to communicate with systems that are not in the CJIS network but rely on GJXDM/NIEM for efficient information sharing. Datamaxx provides the capability to interface using GJXDM as one of its native data exchange models. In the case of NIEM, there are many messages and data formats that have been introduced, based on state and agency requirements. The Omnixx Enterprise Platform has the current capability to interface in NIEM formats, and will require co-operative work with the NSP to determine which NIEM formats are to be handled in order to define those in the business rules for implementation. This is part of the normal deployment planning and strategy, using the visual drag-and-drop development tools provided with the XML Transformation Mapper.</p>			
IT-10	The proposed solution shall support electronic data access to third-party systems for query/exchange (for example, Web services, ODBC, data warehouse/flat file, API).	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides a complete frame work for transaction-based electronic data access to third party systems by providing comprehensive communications handling and</p>			

ID	Interfaces	Response	Demonstration Method
	<p>queuing, transaction formatting and processing, user and environment management and an interface to the Microsoft BizTalk application that provides orchestration for all data query and data exchange functionality.</p> <p>BizTalk permits a script based processing that can access data sources via ODBC and Stored procedures and also access other sources (such as NCIC) which are accessed by other means, such as TCP/IP protocol and transactions. Furthermore, BizTalk permits synchronization of remote sources within its orchestration if so required to highlight an example.</p> <p>It should be noted that the BizTalk orchestration allows for “chaining” or queries from responses. For example the results from one query (e.g. plate query which returns a VIN number) could be used to create a query for Department of Licensing for owner information, which would not be specified in the NCIC files as well as provide data exchange during the same “process” or “transaction”. This is an extremely powerful application of the proposed solution which makes the Datamaxx offering extremely unique.</p> <p>Based on the experience obtained in the delivery of 38 state and federal message switch systems, Datamaxx has learned that the more common method of hard and hand coding transactions and interfaces is neither efficient nor cost effective. Elevating this processing to a higher level reduces maintenance cost and overhead, while still allowing freedom of choice for underlying database platform, due to the use of stored procedures on that database and the use of a “Service Oriented Architecture (SOA)”. In addition to implementing state-of-the-art technology, this solution ensures the availability of resources (including engineering, design, and programming resources) now and in the future.</p> <p>All products proposed by Datamaxx are based on native XML processing, which permits easy integration with the GJXDM and NIEM standards, using standard Open Systems concepts such as XML Style Sheets and similar transformations, none of which need low level programming support and allow for comprehensive transaction based- data exchanges.</p>		
IT-11	The proposed solution shall explain the approach to Web services.	CC	Application/Software functionality
	<p>Comment: Datamaxx acknowledges and complies with this requirement. Not only does Datamaxx provide fully functional interfaces to NCIC and Nlets but Datamaxx provides fully functional web service interfaces which can be configured to access the NSP environment. The proposed NSP web service architecture compliments the Datamaxx Enterprise Platform, which is specifically designed for this environment.</p> <p>The Omnixx Enterprise Platform provides the infrastructure to connect existing applications (regardless of the platform) and to compose, expose, and consume new services. This allows NSP to leverage the investments that have already been made in the Web Service enabled applications, and minimize the cost of integrating the new technology that will be acquired. Because the Omnixx Enterprise Platform includes tools to connect both proprietary and standards based systems, the Omnixx Enterprise Platform is a central part of any web service based strategy for message switching.</p> <p>All products proposed by Datamaxx are based on native XML processing and allow for easy transformation to active standards such as GJXDM and NIEM. The transformation services</p>		

ID.	Interfaces	Response	Demonstration Method
<p>use XML Style Sheets and similar methodologies, none of which needs programming support again enabling the power and scalability of integrated web service support. This functionality is both built into the server software as well as provided through web services in order to communicate with systems that are not in the CJIS network but rely on GJXDM/NIEM for efficient information sharing. Omnixx Enterprise Platform provides a full set of functions for end user access, databases access and external agency access, including NCIC and Nlets. The actual formats and displays are defined by soft settable "business rules" which are defined and maintained on the server using a dashboard that is part of the proposed solution. The business rules can be used to define messages and apply data edit, formatting and routing logic to the resultant transaction.</p>			
<p>With no single point of failure, the Omnixx Enterprise Platform is inherently reliable and linearly scalable to mitigate performance bottlenecks. Platform Integration Services – including application/business logic as well as fundamental transformation, routing, connectivity and distribution services – may be deployed and managed from any physical location across the network. Built entirely on industry standards, including XML and Web Services, the Omnixx Enterprise platform enables the next wave of comprehensive and affordable integration solutions, unifying applications and infrastructure within an agency.</p>			
<p>The exposed web services are self-contained and have well-defined interfaces to let the users of those services know how to interact with them. From a technical standpoint, the web services environment creates "loosely coupled" application components, in which code is not necessarily tied to a particular database, or even a particular infrastructure. It is this loose coupling that enables the combination of services into diverse applications. It also enables much greater code reuse, cutting down workload at the same time that it increases the capabilities of the NSP solution. Because a service and the client accessing that service are not tied to each other, a service used to process a request could be completely replaced, and the client-services placing request would never know.</p>			
<p><u>Advantages of the Datamaxx Web Services Architectural Approach</u></p>			
<p>Based on previous implementations, the following are benefits to using the web services approach proposed by Datamaxx:</p>			
<p>Reusability: Reusing functionality that already exists outside or inside an agency instead of developing code that reproduces those functions can result in a huge savings in application development cost and time. The benefit of reuse grows dramatically as more and more business services get built, and incorporated into different applications.</p>			
<p>There are many ways in which NSP can leverage the Omnixx Enterprise Platform for other projects. For example, as additional NSP applications expand their data access such as the Fusion Center or other Regional Systems, they can easily tap into the existing infrastructure that is already available to NSP through the Omnixx Platform. As future projects get underway which require access, there is an immediate and reusable method for providing the data rather than spending time and money recoding existing interfaces.</p>			
<p>Interoperability: The objective is for clients and services to communicate and understand each other no matter what platform they run on. This objective can be met only if clients and</p>			

ID.	Interfaces	Response	Demonstration Method
	<p>services have a standard way of communicating with each other -- a way that is consistent across platforms, systems, and languages. In fact, web services provide exactly that. Web services comprise a maturing set of protocols and technologies that are widely accepted and used, and that are platform, system, and language independent. In addition, these protocols and technologies work across firewalls, making it easier for business partners to share vital services.</p> <p>An example of interoperability is the capability for handhelds, MDC laptops, desktops, custom applications (such as the existing NSP Inquiry application), CAD systems, and other methods to be able to effectively use the same Omnixx Enterprise Platform to access and retrieve data without making modifications for each type of device. You are able to control the data being returned based on screen display and network capacity but you do not have to recode the fundamental business rules and processing. This would allow these applications and/or system to access data such as the Image Repository, NCIC and Nlets, Sexual Offender, Violent Gangs, etc.</p> <p>Scalability: Because services in an SOA are loosely coupled, applications that use these services tend to scale easily -- certainly more easily than applications in a more tightly coupled environment. That is because there are few dependencies between the requesting application and the services it uses. The dependencies between client and service in a tightly coupled environment are compounded (and the development effort made significantly more complex) as an application that uses these services scales up to handle more users. Services in a web services-based SOA tend to be coarse-grained, document-oriented, and asynchronous.</p> <p>Flexibility: Loosely coupled services are typically more flexible than more tightly coupled applications. In a tightly coupled architecture, the different components of an application are tightly bound to each other, sharing semantics, libraries, and often sharing state. This makes it difficult to evolve the application to keep up with changing business requirements. The loosely coupled, document-based, asynchronous nature of services in an SOA allows applications to be flexible, and easy to evolve with changing requirements.</p> <p>As interfaces reside on the Omnixx Enterprise Platform, additional spawning and intelligent data enrichment can be orchestrated allowing for a more complete informational picture of what may be happening at an incident. For example, as the Violent Gang and Gun repositories are brought on to the Omnixx Enterprise Platform as mirrored files, if a query was issued which hits the Violent Gang database; a gun serial number can be retrieve from the initial query. Then, automatically without user intervention, a query can be spawned to the Gun database using the gun serial number to retrieve the person's name and/or address in order to retrieve a comprehensive list of all permits held by that person. This would allow the officer to know how many weapons are held by that person in case any are hidden or not disclosed. This information dramatically enhances officer safety and is a powerful feature of the data orchestration capabilities.</p> <p>Cost Efficiency: A standards-based approach such as a web services-based SOA should result in less costly solutions because the integration of clients and services does not require the in-depth analysis and unique code of customized solutions. In addition, because services in an SOA are loosely coupled, applications that use these services should be less costly to maintain</p>		

ID	Interfaces	Response	Demonstration Method
<p>and easier to extend than customized solutions. In addition, a lot of the Web-based infrastructure for a web services-based SOA is already in place in many enterprises, further limiting the cost. Last, but not least, SOA is about reuse of business functions exposed as coarse-grained services. This is potentially the biggest cost saving of all.</p>			
<p>The “snap-in”, modular architecture of the proposed Omnixx Enterprise solution allows any communications methodology and interface data format to be defined and configured when interfacing with existing or new external systems. Using technologies such as Web services as a core component of the system will create a new breed of a cross-functioning statewide message switch for NSP and will extend the functionality of other end-to-end process applications enabled by integration and interoperability based on Web services. This new type of “smart agency” extends the functionality of not only what messaging switching is today but will provide benefit to other agency initiatives which can be extend team collaboration, data sharing, and mission support.</p>			
<p>A component of the Enterprise Platform, the Omnixx Server, consists of a database repository in which all of information used to configure the Omnixx architecture is stored and the web services that make the information available to applications such as Omnixx Message Broker, Omnixx Enterprise Portal, Omnixx Force PDA (client application), Omnixx Force Desktop (client application), Omnixx Trainer and Omnixx Console. The information in the Omnixx database is maintained using Omnixx Console.</p>			
<p>The Omnixx Enterprise Platform runs on a Microsoft Windows 2003 server and utilizes the .NET architecture and Simple Object Access Protocol (SOAP). Most of the functionality is coded in Microsoft Common Object Model (COM) objects that use SOAP to expose their methods as Web Services. The majority of Omnixx data will be stored in a Microsoft SQL relational database. The web services are implemented using Microsoft Active Server Pages (ASP) through Microsoft Internet Information Services (IIS) and the Hyper Text Transfer Protocol (HTTP) and HTTP Secure (HTTPS).</p>			
<p>In addition to providing interface support for web services in a Service Oriented Architecture/Enterprise Service Bus (ESB/SOA) environment, Datamaxx personnel possess unmatched subject matter expertise (SME) with regard to analyzing existing information technology environments, and designing effective and efficient methodologies to interface with, or integrate into those environments.</p>			
IT-12	The solution shall support authentication of an electronic report/interface data source.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides the capability to control which devices are authorized to access a particular report/interface data source. Prior to any device being able to communicate with any outlying data source, that device must first be authorized for communication on that interface. This granular control allows for the system to be connected to several outlying data sources while still maintaining the security of that data source.</p>			
IT-13	The proposed solution shall have the ability to search multiple external systems and/or databases via a single	CC	Application/Software functionality

ID.	Interfaces	Response	Demonstration Method
	query.		

Comment: Datamaxx acknowledges and complies with this requirement. The proposed system provides for spawning logic to be applied to any message from a user request. As interfaces reside on the Omnixx Enterprise Platform, additional spawning and intelligent data enrichment can be orchestrated allowing for a more complete informational picture being requested by the user. For example, when the Interface #1 and Interface #2 are brought on to the Omnixx Enterprise Platform, if a query was issued which hits the Interface #1 system; a gun serial number may be retrieve from the initial query. Then, automatically without user intervention, a query can be spawned to the Interface #2 database using the gun serial number to retrieve the person's name and/or address in order to retrieve a comprehensive list of all permits held by that person. This would allow the officer to know how many weapons are held by that person in case any are hidden or not disclosed. This information dramatically enhances officer safety and is a powerful feature of the data orchestration capabilities.

Another compelling feature of the Omnixx Enterprise Platform is the seamless integration of Microsoft's BizTalk®¹ platform to handle data orchestration and workflow functionality. BizTalk is used to manage access to external systems and the rules, or workflow, associated with the transactions. This powerful feature allows the administrator to define via a graphical user interface (GUI) the workflow path of the transaction. This can include spawning of additional transactions, entering data into external systems such as hot files, fusion center systems or intelligence databases along with retrieving information from these sources as well.

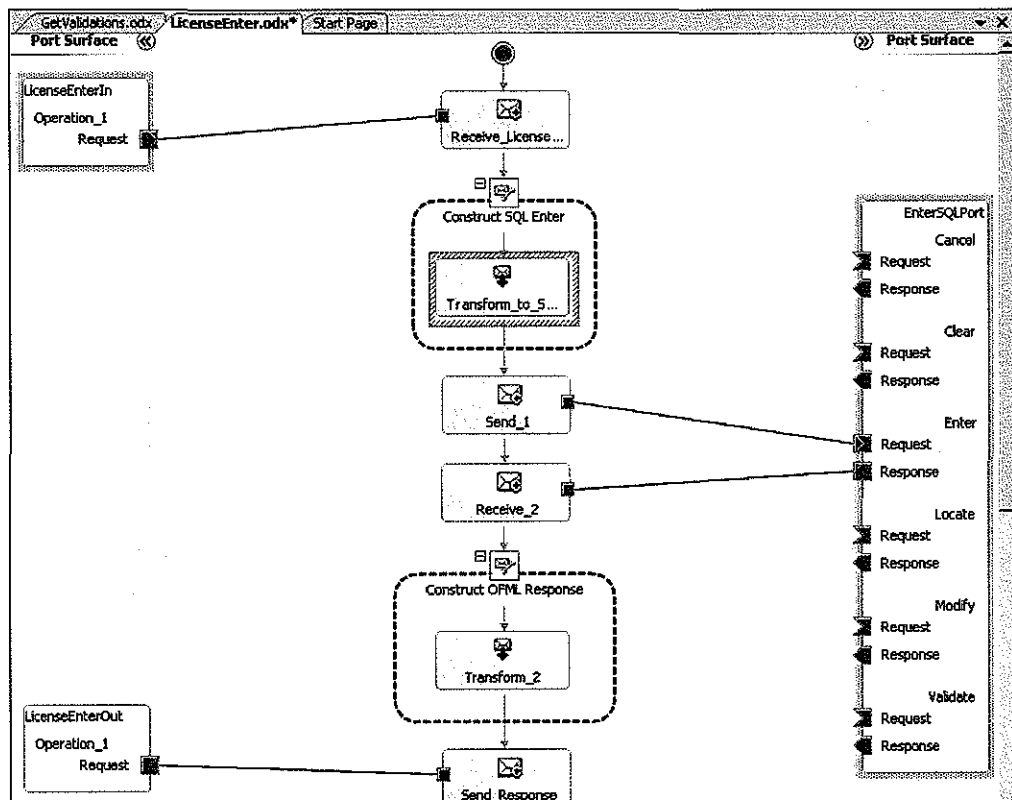


Figure 75: Sample Graphical User Interface for Data Orchestration that processes transactions which can include simple transaction spawning or more complex data entry into external systems

¹ BizTalk is a registered trademark of Microsoft, Inc.

ID.	Interfaces	Response	Demonstration Method
<p>For example, as transactions are processed through the data orchestration layer, data can be entered into one or more external systems but can also process multiple queries, where appropriate, including “spawning” if necessary. The exact functionality and orchestration will be determined via the discovery sessions at the onset of the project. This is an extremely powerful component of the Omnixx Enterprise Platform which allows NSP to work efficiently with the system as opposed to older message switching technology which hard codes these activities and functions.</p>			

The figure included below, provides a graphical representation of the Microsoft BizTalk architecture, and a high-level sample integration process.

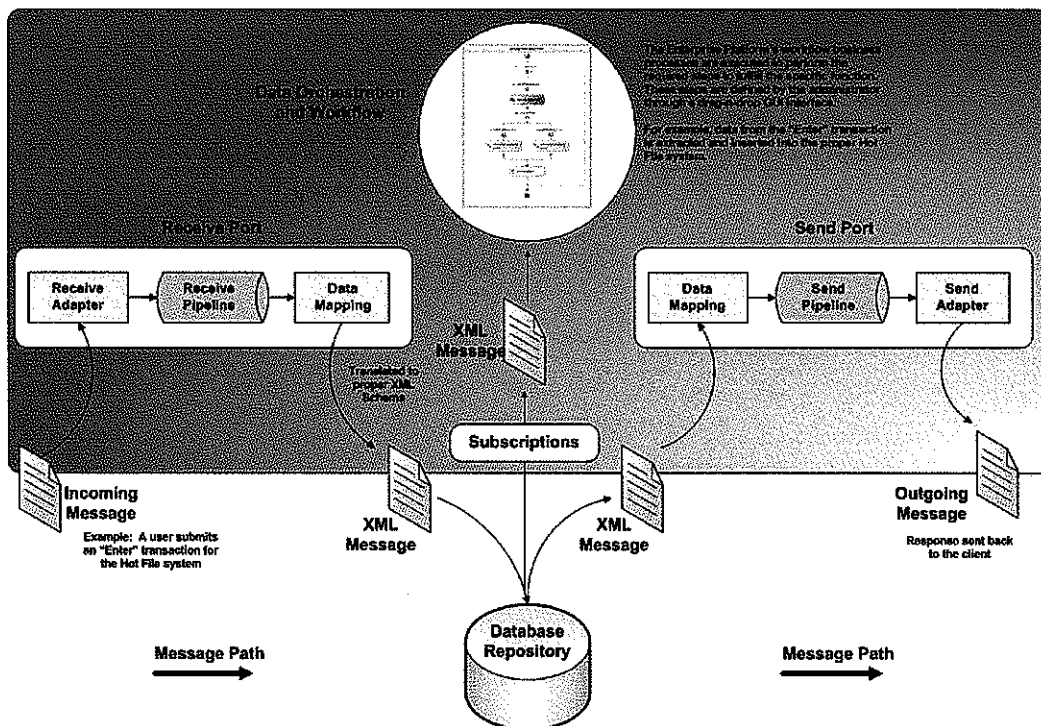


Figure 76: Microsoft BizTalk Architecture Overview

In the above diagram, incoming messages represent NCIC Hot File transactions. They are handled by the message box which is defined by subscriptions, or business rules, that manage how those files are to be processed in the NSP NBLETS environment. The Data Orchestration provides the workflow steps and the data transaction details to accomplish the data mirroring.

Datamaxx and Microsoft embedded BizTalk into the Omnixx Enterprise Platform as it provides significant advantages over more common, hand coded processing of databases and transactions, especially where synchronization has to occur. Elevating the processing to a higher level reduces maintenance costs and administrative overhead. This open system architecture provides a graphical user interface for analyzing, mapping, transforming data, and applying business rules. This increases the universe of available personnel resources to maintain and enhance the new NSP system. The solution gives NSP the ability to create, publish, and consume XML data via Web Services natively. Additionally, BizTalk allows the

ID.	Interfaces	Response	Demonstration Method
	connection of diverse environments and provides tools for graphically creating and modifying process logic. BizTalk provides application services which monitors running processes, interact with information, and performs other business-oriented tasks. BizTalk is a highly scalable and customizable infrastructure platform that supports high transactions volumes and seamlessly facilitates data exchange of disparate systems for real-time information sharing.		
IT-14	The proposed solution shall have the ability to receive and respond to queries from authorized external systems and/or databases.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Not only does Datamaxx provide fully functional interfaces to NCIC and Nlets but Datamaxx provides fully functional web service interfaces which can be configured to receive and respond to queries from authorized external systems. The Omnixx Enterprise Platform and web service architecture is specifically designed for this environment.</p> <p>The Omnixx Enterprise Platform provides the infrastructure to connect existing applications (regardless of the platform) and to compose, expose, and consume new services. This allows NSP to leverage the investments that have already been made in external systems, and minimize the cost of integrating the new technology that will be acquired. Because the Omnixx Enterprise Platform includes tools to connect both proprietary and standards based systems, the Omnixx Enterprise Platform is a central part of any web service based strategy for message switching.</p> <p>All products proposed by Datamaxx are based on native XML processing and allow for easy transformation to active standards such as NIEM and GJXDM. The transformation services use XML Style Sheets and similar methodologies, none of which needs programming support again enabling the power and scalability of integrated web service support. This functionality is both built into the server software as well as provided through web services in order to communicate with systems that are not in the CJIS network but rely on NIEM/GJXDM for efficient information sharing. Omnixx Enterprise Platform provides a full set of functions for end user access, databases access and external agency access, including NCIC and Nlets. The actual formats and displays are defined by soft settable "business rules" which are defined and maintained on the server using a dashboard that is part of the proposed solution. The business rules can be used to define messages and apply data edit, formatting and routing logic to the resultant transaction.</p> <p>With no single point of failure, the Omnixx Enterprise Platform is inherently reliable and linearly scalable to mitigate performance bottlenecks. Platform Integration Services – including application/business logic as well as fundamental transformation, routing, connectivity and distribution services – may be deployed and managed from any physical location across the network. Built entirely on industry standards, including XML and Web Services, the Omnixx Enterprise platform enables the next wave of comprehensive and affordable integration solutions, unifying applications and infrastructure within an agency. The exposed web services are self-contained and have well-defined interfaces to let the users of those services know how to interact with them. From a technical standpoint, the web services environment creates "loosely coupled" application components, in which code is not necessarily tied to a particular database, or even a particular infrastructure. It is this loose</p>			

ID	Interfaces	Response	Demonstration Method
<p>coupling that enables the combination of services into diverse applications. It also enables much greater code reuse, cutting down workload at the same time that it increases the capabilities of the NSP solution. Because a service and the client accessing that service are not tied to each other, a service used to process a request could be completely replaced, and the client-services placing request would never know.</p>			
IT-15	The proposed solution must have the hot files reside on the switch.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The hot file design allows the system to reside on the switch or operate in a distributed mode, according to the configuration chose by the State.</p>			
IT-16	The NSP development team shall be able to customize and create new queries.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. To provide NSP the highest level of flexibility and control when it comes to forms design and layout, including creation or modification of query forms, Datamaxx provides an intuitive “forms designer” called the ARE (Applications Rules Editor) at no extra cost. The Application Rules Editor is an application initiated via the Omnixx Console to those who have been assigned rights to access it. Once started the application provides the necessary component editors to create, modify, or delete an element associated with forms and business rules. The business rule elements employed in Omnixx capitalize on current technologies such as XML, Regular expressions, Java Script, and XML Style sheets. The majority of Message definition creation can be performed via the available library functions included with the application. Most message definitions will utilize these functions to create the expected output.</p> <p>Below the Application Rules Editor window is displayed with each tab, noting the components that may be created, modified, or deleted.</p>			

ID.	Interfaces	Response	Demonstration Method
<p>Figure 77: Application Rules Editor Window</p>			
<p>Through the Application Rules Editor, it is possible to manage the following components as well as other items not depicted below:</p>			
<ul style="list-style-type: none"> • Business Rules – Data necessary to configure Omnix Applications to an agency’s specific requirements. Examples: Transaction Forms, Lists, Edits, Helps, and Menus. • Rules Version – Specific number assigned to all versions of Business Rules. • Menu – A compiled list of items located on specific menus within Omnix Force Browser. • Transaction Forms – Visual interpretation of formatted transaction screens utilized in Omnix Force Browser. • List – A compiled list of appropriate entries for a specific field. • Edit – Processing instructions for a specific field such as minimum length, acceptable characters, and entry requirements. • Help – Plain text explanation of the proper information to enter in a specific field. • Message Definitions – Processing instructions for Transaction Forms. Message Definitions determine transmission items such as message key (MKE), message field code (MFC) order, and message string formatting. • Receive Definitions – Receive Definitions allow administrators to define actions to be taken when a specific type of transaction is received. • Parsers - Scan incoming data for defined patterns. • Style Sheets - Style sheets determine how responses in Omnix Force will be displayed in the message window. • Support Documents – Documents included in an application that can be accessed by end-users. Examples: Nlets user manual, NCIC user manual, product user manual and agency-specific documents. 			

ID.	Interfaces	Response	Demonstration Method
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Using a simple drag-and-drop interface, the administrator easily place fields on a transaction form wherever they want and can drag elements around until they are satisfied with the layout. At any time, the administrator can modify the field and form properties along with the layout. The administrator has utmost control and granularity over the forms design and layout process using a very intuitive designer tool.

Transaction Form Design

Transaction Forms are the medium through which users can enter information that will ultimately result in a query, enter, modify, clear, cancel, or administrative type message. Transaction Forms are composed of *Edits* (fields) and *Lists*.

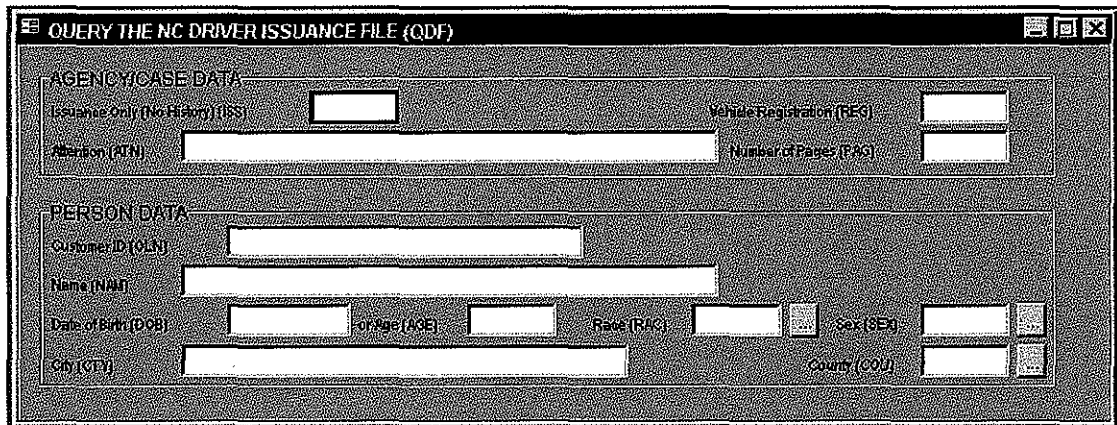


Figure 78: Sample Transaction Form

Transaction Forms Editor – The Omnixx Forms editor is used to maintain forms. Two views are available in the Forms designer: Property Sheet and Forms. The “Property Sheet” view displays all of the components of a form in a hierarchical tree. When a component (e.g. form, group box, and control) is selected from the tree, the properties for the form are displayed on the right-hand side of the dialog.

ID. Interfaces Response Demonstration Method

Figure 79: Transaction Form Editor – Property Sheet View

The Transaction Forms Editor also provides a component known as the Forms Designer, which enables the administrator to graphically view the form layout. The Forms Designer displays the form in the same manner as displayed in Omnixx. Various alignment and sizing controls provide the capability to manipulate control field location and sizing. Control field alignment, grouping and positioning can all be done via mouse and/or keyboard commands.

ID	Interfaces	Response	Demonstration Method

Figure 80: Transaction Form Editor – Form View

Not only does the administrator have control over the fields and forms but they have the ability to create multiple versions of the forms and rules for testing purposes. For example, the administrator may want to add a new field to a form but they do not want to roll it out to the entire user community until it is fully tested. The administrator has the ability to make changes to the form, form elements or rules and save it as new version and then mark that form for test only and assign a small number of users to work with that form. Once a set of rules is determined to be complete and ready for use it will be marked as **Production**, and it will be distributed to all appropriate clients upon the startup of the Omnix Application.

As part of the overall solution approach, Datamaxx recognizes the importance of business continuity for any organization, including NSP. Below is a synopsis of the Datamaxx proposed solution for business continuity. Datamaxx will work with NSP to meet their requirements for business continuity.

BUSINESS CONTINUITY

Datamaxx's Business Continuity and Disaster Recovery Plan (BCDRP) for the proposed NBLETS system are intended to be integrated into any existing BCDRP already in place for NSP. The Datamaxx BCDRP only addresses the components comprising the proposed Datamaxx solution. The following highlights the methods that the Omnix Enterprise Solution provides in order to maintain Business Continuity, load balancing and scalability. It is in this manner that the Omnix Enterprise Solution provides 99.999 availability on a 24/7 basis.

The proposed BCDRP relies on a duplicate set of servers located at the NSP designated backup data facility to ensure continued operation of the NBLETS solution with minimal downtime in case of a temporary or permanent failure of the solution components or systems they rely on (e.g. the primary data facility itself or the network infrastructure within) at the

ID	Interfaces	Response	Demonstration Method
<p>primary data facility. These backup servers will be kept synchronized with the servers at the primary data facility on a scheduled basis which will minimize any potential loss of data caused by a failure at the primary data center.</p>			
<p><i>RECOVERY POINT OBJECTIVE</i></p>			
<p>Datamaxx will work with NSP to determine a Recovery Point Objective (RPO) that is acceptable to NSP and sustainable by the existing network infrastructure and proposed solution components. The RPO represents the maximum amount of time between replication of data stored by the Datamaxx solution in the SQL database and any application configuration information from the servers at the primary data facility to the servers at the backup data facility.</p>			
<p><i>DATA SYNCHRONIZATION</i></p>			
<p>Synchronization of data in the SQL database from the SQL server at the primary data facility to the backup SQL server at the backup data facility along with the synchronization of any locally stored application information (i.e., any configuration information not stored in the database for any applications) will be handled by a manual task to:</p>			
<ul style="list-style-type: none"> • Make backups of necessary databases from the SQL server at the primary facility. • Copy the database backups from the primary facility to the backup SQL server at the backup data facility along with any application configuration information. • Properly restore the database copies from the primary database server into the backup SQL server along with any application configuration information. 			
<p>How often this task is completed to synchronize the data will impact not only the servers themselves (as they process the backups and recovery) but potentially more importantly the Wide Area Network (WAN) connection between the primary and backup data facilities. Datamaxx's experience with other customers using similar solutions suggests a daily synchronization of this data at an off-hour (e.g. middle of the night) is sufficient to meet most customers' RPO and minimizes any WAN impact. Automation of this process by 3rd party applications is possible but is beyond the scope of this proposal.</p>			
<p><i>APPLICATION SYNCHRONIZATION</i></p>			
<p>In order to ensure the servers at the backup facility will operate exactly as those at the primary facility it is essential that all application, Operating System (OS), and hardware changes (e.g. installation or upgrading of applications or OS patches) made on the primary servers are also performed on the backup servers. Ensuring any application, OS, or hardware changes are done on both the primary and backup servers should be made part of the normal Process and Procedures followed by any group or vendor that accesses the servers comprising the Datamaxx solution.</p>			
<p><i>FAILING OVER TO BACKUP SERVERS</i></p>			
<p>As previously stated, it is assumed that NSP has an existing BCDRP and the network infrastructure already in place will effect the transition of the respective clients from the primary data facility to the backup data facility (and back again) in the event of any failure or disaster at the primary data facility.</p>			

ID.	Interfaces	Response	Demonstration Method
<p>Datamaxx servers at the backup data facility are run in a hot standby mode (they are always on and are synchronized often enough to meet the RPO). This means there will be no need for NSP staff to do anything special (beyond what they would already do to facilitate the shift of clients to the backup data facility) with the Datamaxx solution in order to fail over to the backup servers.</p>			
<p>It should be noted that while the Datamaxx servers located at the backup facility are run in a hot mode, the servers in the backup data facility do not maintain any stateful information with the servers at the primary facility. This means that any clients logged in to the primary servers at the time a transition to the backup facility is made will simply have to login again (to the servers at the backup data facility) and re-run any queries that may have been in the process of completing at the time the transition of clients to the backup data facility was made.</p>			
<p><i>FAIL BACK TO PRIMARY SERVERS</i></p>			
<p>As previously stated, it is assumed that NSP has an existing BCDRP and the network infrastructure already in place will effect the transition of the respective clients from the primary data facility to the backup data facility (and back again) in the event of any failure or disaster at the primary data facility.</p>			
<p>Once any issue at the primary data facility is resolved, the Datamaxx servers at the primary facility would be ready to handle client requests as soon as NSP staff facilitates the transition of clients back to the primary data facility from the backup data facility. This means there will be no need for NSP staff to do anything special (beyond what they would already do to facilitate the shift of clients back to the primary data facility) with the Datamaxx solution in order to fail back to the primary servers.</p>			
<p><i>PERIODIC TESTING</i></p>			
<p>Datamaxx recommends semi-annual to annual testing of the backup servers by forcing a fail over to the backup data center in order to simulate a disaster situation and ensure that all back up systems operate as expected.</p>			
<p>IT-17</p>	<p>The system shall be capable of configuration for inquiries, so that NSP can add or access additional databases in the future, without having to access bidder involvement.</p>	<p>CC</p>	<p>Application/Software functionality</p>
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform is built leveraging Open Systems standards, specifically using technology and standards that have either been used or is planned to be used at NSP. The proposed solution provides a modular “snap-in” architecture that allows any communications methodology and interface data format to be defined and configured. Technologies such as Web Services are core to the system allowing NSP to quickly and easily tap web services such as business analytics, data sharing amongst external systems and other future systems. There is no longer a need to write code for these business functions, as Datamaxx will have already provided these functions in the Omnixx Enterprise Platform allowing NSP to rapidly realize benefits of the system.</p>			

ID	Interfaces	Response	Demonstration Method
<p>The ability to add on additional interfaces once the system is in production is very easy and provides NSP the flexibility to expand the system in the future. This is a key differentiator, as other vendors require involvement and control over adding additional data sources and interface expansion.</p>			
IT-18	The proposed solution shall have the ability to access mug shots and other image information stored in any other NSP repository.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx applications use Native Operating System print functions. Printers are configured and attached, using the Windows operating system. For dedicated printing, Datamaxx provides software within the application to ensure dedicated and unattended printing can be configured in the system. The proposed system also processes images independently of the response so images can be handled in a different fashion if required</p>			
IT-19	The proposed solution shall have the ability to access other documents or images stored in a specified repository.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Datamaxx Omnixx system can process any type of binary data (such as images) from any source. Images may be sent and stored as either binary data streams or as Base64 encoded data streams for ease of processing by standard XML tools.</p>			
IT-20	The proposed solution shall have the ability to retrieve and route images stored in a specified repository.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides a complete framework for communications handling and queuing, transaction formatting and processing, and message routing including the processing of images as defined by configurable business rules.</p> <p>The proposed solution provides encapsulation for various types of attachments, such as images, PDF files, Word documents, etc. This functionality is provided by the Datamaxx Standard Embedded Object (DSEO) specification, which is widely used in these types of systems.</p> <p>The Datamaxx solution supports "External Interfaces". These are free running processes which create an "adapter" between the solution and any data source or communications interface. Datamaxx has supported communications strategies ranging from slow speed RS-232 communications to fully customized database interfaces on remote systems using ODBC. These adapters integrate with the proposed solution and are configured using the business rule process, which is common to all components.</p> <p>The use of the External Interfaces enables any type of data to be accessed, including files that are transferred, or provided on storage. Effectively, any format that can be accessed can be processed. This includes not only content manipulation, but code conversion (e.g. EBCDIC to ASCII), as is often required when accessing mainframe database or file systems.</p>			

ID.	Interfaces	Response	Demonstration Method
IT-21	The proposed solution shall have the ability to retrieve and route other documents or images stored in a specified repository.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides a complete framework for communications handling and queuing, transaction formatting and processing, and message routing including the processing of other object payloads as defined by configurable business rules.</p>			
<p>The proposed solution provides encapsulation for various types of attachments, such as images, PDF files, Word documents, etc. This functionality is provided by the Datamaxx Standard Embedded Object (DSEO) specification, which is widely used in these types of systems.</p>			
<p>The Datamaxx solution supports “External Interfaces”. These are free running processes which create an “adapter” between the solution and any data source or communications interface. Datamaxx has supported communications strategies ranging from slow speed RS-232 communications to fully customized database interfaces on remote systems using ODBC. These adapters integrate with the proposed solution and are configured using the business rule process, which is common to all components.</p>			
<p>The use of the External Interfaces enables any type of data to be accessed, including files that are transferred, or provided on storage. Effectively, any format that can be accessed can be processed. This includes not only content manipulation, but code conversion (e.g. EBCDIC to ASCII), as is often required when accessing mainframe database or file systems.</p>			
IT-22	The proposed solution shall afford the user the ability to save or print images regardless and independent of the response.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx end user interface processes images independently of the response. Images may be printed, saved or forwarded to other destinations as desired by the operator.</p>			

e. Strategic and Tactical Analysis

Enhanced strategic and tactical analysis is achieved with a system that successfully addresses the functional layers above. The components detailed in the table below provide complex relational information to criminal justice users from existing information systems. The components include summary data sets that can be used to build comprehensive data warehouses designed to drive business decisions between organizations. Refer to IV.E.1. – TABLE 22 for response options.

ID.	Strategic and Tactical Analysis	Response	Demonstration Method
ST-1	The proposed solution shall support “delayed inquiry” functionality wherein new inquiry data is compared with similar inquiry types for the past 10 days (time period configurable by	CC	Application/Software functionality

	NSP). Information about any matches on similar inquiries run with the same data (data element, inquiring agency and user, and any notes associated with the inquiry) shall be returned to the user.		
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides the ability to store inquiry data for a configurable period of time in a SQL Server database. It uses a Microsoft BizTalk orchestration when a query is processed to check for any matches on similar inquiries and will return the stored information to the user if a match is detected, including the data element, inquiring agency, user, and any additional notes if they exist.</p>			
ST-2	The proposed solution shall support the addition of inquiring user notes to a recently conducted inquiry (e.g., license plate, OLN).	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform uses a BizTalk orchestration process to support adding information to records stored in the SQL Server database. The BizTalk orchestration will be configured to support adding user notes to recently conducted inquiries.</p>			
ST-3	The proposed solution shall support the ability of the end user to mine log, activity, and transaction files to recall actions and responses for a period of time configurable by NSP.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Authorized users can retrieve transaction logs through the standard reports provided by the Omnixx Enterprise Edition. The Omnixx Enterprise Platform includes the following standard reports, all of which can be filtered for particular parameters which can be established each time a report is generated:</p> <p>Omnixx Enterprise Server – Standard Reports</p> <p><u>Agency Reports</u></p> <ul style="list-style-type: none"> Logon Status Logon History Agency Maintenance Subagency Maintenance Device Maintenance User Maintenance Certification Maintenance <p><u>Subagency Reports</u></p> <ul style="list-style-type: none"> Subagency Summary Logon Status Logon History Device Reports Device Summary <p><u>ORI Reports</u></p> <ul style="list-style-type: none"> ORI Summary 			

- Group Reports
- Group Summary
- Group Membership
- Transaction Group Reports
- Transaction Group Summary
- Transaction Group Membership
- Certification Reports
- Certification Summary
- User Certification Status
- Certification Transaction
- Omnixx Switch Reports
- Omnixx Switch Summary
- Archive Viewer
- Hourly Distribution
- Interface Maintenance
- MKE by Switch-Host Interface
- MKE by User
- MKE by Device
- MKE by ORI
- Host Switch Reports
- Host Switch Summary
- Switch-Host Interface Reports
- Switch-Host Interface Summary

Access to the Omnixx Enterprise Platform System Administrator console, and all functionality supported by the System Administrator Console, is controlled by the Omnixx system security and user certifications – discussed elsewhere in this proposal. The flexible nature of this subsystem allows the system administrator to identify “certifications” that will allow users to access all, or a limited subset of the System Administrator console, including not only the reporting feature, but can also limit to generating specific reports.

ST-4	The proposed solution shall be capable of harvesting data from a response (e.g., the registered owner name and date of birth from a vehicle or plate inquiry) and auto-generate another inquiry (e.g., a standard name inquiry to NCIC) based on that data element.	CC	Application/Software functionality
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Comment: Datamaxx acknowledges and complies with this requirement. The proposed system provides for spawning logic to be applied to any message from a user request. As interfaces reside on the Omnixx Enterprise Platform, additional spawning and intelligent data enrichment can be orchestrated allowing for a more complete informational picture being requested by the user.

To highlight this functionality using a slightly different example from the one listed above, let’s assume the Omnixx Enterprise Platform has interfaces to NCIC/Nlets as well as DMV and Protection Orders. If a query was issued which hits the NCIC/Nlets, a name may be retrieve from the initial query. Then, automatically without user intervention, a query can be spawned to the DMV and Protection Orders interface using the person’s name information to

retrieve the person’s driver’s license and address info along with a comprehensive list of all protection orders against by that person. This would allow the officer to gain insight to his/her potential situation based on the full response. This information dramatically enhances officer safety and is a powerful feature of the data orchestration capabilities.

f. Management and Administration

The table below lists components associated with the management and administration of the system, including the components necessary to ensure successful operation in the desired technical environment, as well as applicable standards and vendor support. Refer to IV.E.1. – TABLE 22 for response options.

ID.	System Administration	Response	Demonstration Method
MA-1	The proposed solution shall provide communication link self-monitoring capabilities such that it identifies when a connection is unavailable and notifies the designated system administrator of the outage by predefined notification means (e.g., pager, telephone, e-mail).	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed enterprise class centralized management system can continually monitor the entire solution by performing hardware and server level diagnostics, application-level diagnostics, and connectivity and performance checks. When issues arise or performance levels are not maintained to defined service levels, the system can automatically generate alerts and reports to initiate action to the proper personnel.</p> <p>As stated earlier, the enterprise management platform proposed by Datamaxx consists of Microsoft’s System Center Operations Manager as the core platform framework with a set of highly comprehensive and specialized “Management Packs” developed by Datamaxx to monitor application specific processes and metrics. These management packs developed by Datamaxx provide a feature-rich set of dashboard tools that monitor very granular aspects of the system such as interface status, application status, messages receive/sent, uptime, and queue information just to name a few. In order for these management packs to provide the level of detail, the underlying systems need to support SNMP which the Omnixx Enterprise does out of the box. There are also standard management packs that come as part of the system that provide a comprehensive set of standard server monitoring statistics such as CPU, memory, disk activity and usage, threads, plus much more. Not only will NSP have these management packs, but will also have the capability to monitor MS SQL Server at a very detailed level as well. Everything needed to successfully monitor the entire system health of your mission critical solution is provided.</p> <p>This architecture allows NSP to take full ownership and control over what is monitored, who has access to the monitoring system, who is able to receive alerts (and how – SMS, email, etc), and of course reporting features. NSP would also receive a development guide called “System Center Operations Manager Management Pack Authoring Guide” which will allow NSP to control its own destiny by having the ability to create whatever management packs are desired</p>			

ID.	System Administration	Response	Demonstration Method
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in the future. The proposed solution not only provides extremely comprehensive monitoring of servers, databases and applications, but could also be extended to manage desktops, laptops and PDAs if NSP decides to extend the functionality even further in the future. No other solution on the market today matches the functionality contained in this enterprise class data center system-monitoring package. End-to-end visibility into the health and performance of the infrastructure is the first step to ensuring that the required levels of service are delivered for mission critical solutions running in the data center.

Even with such visibility into the infrastructure, the time to respond to incidents is still driven up when the respective administrator needed to correct the issue has to be engaged to respond. What is really required is a mechanism to push administrative actions down to the earliest possible responder, (e.g., the helpdesk team, DBAs, network engineers, etc) without having to necessarily grant those individuals administrative access to those systems or applications, or have to train them in potentially complex procedures or in the monitored application itself.

The proposed enterprise management platform will uniquely enable NSP to reduce the cost of data center management across server operating systems through a single, familiar and easy to use interface. Through numerous views that show state, health and performance information (such database performance, interface status, connectivity information, etc.) as well as alerts generated according to some availability, performance, configuration or security situation being identified, operators can gain rapid insight into the state of the current environment, and the services running across different parts of the proposed solution.

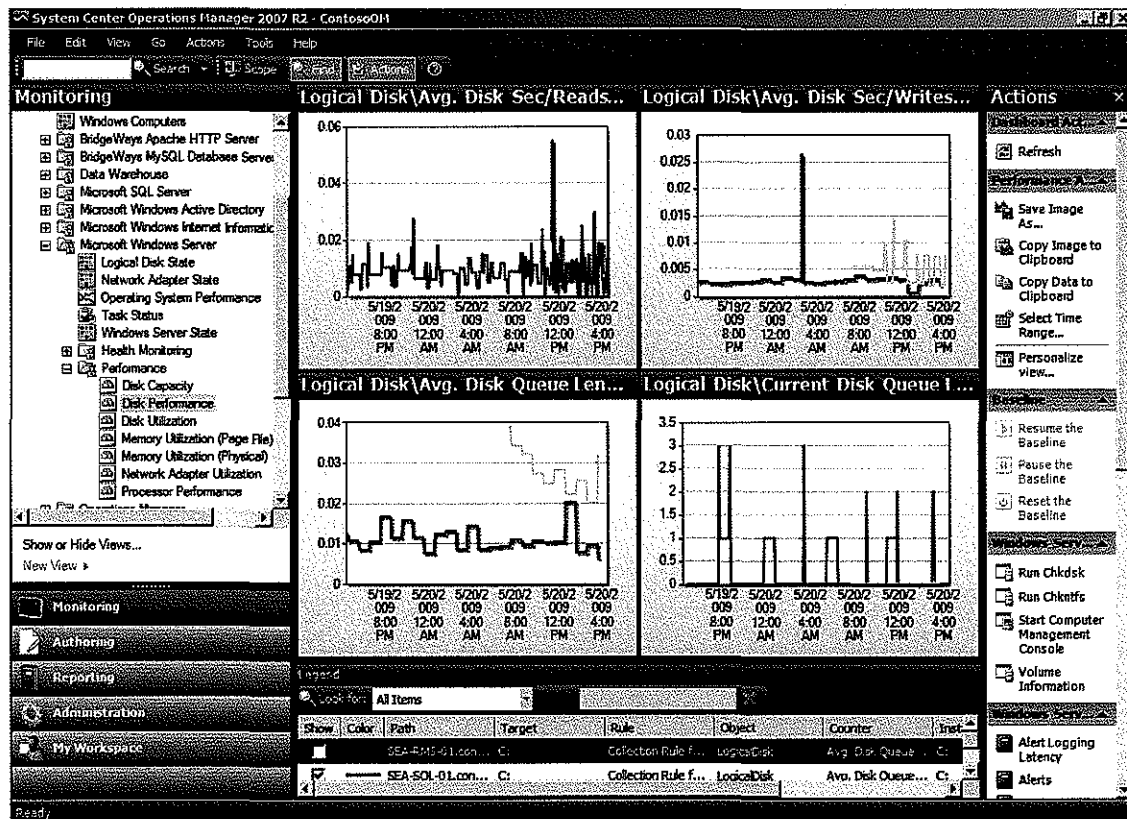


Figure 81: Sample Screenshot of Enterprise Management Platform Dashboard

ID.	System Administration	Response	Demonstration Method
	<p>With the proposed Enterprise Management Platform, NSP will also be able to improve their availability and performance metrics through enhanced service level monitoring, while NSP operations staff will be able to have improved access to the key functionality they need to maintain and enhance the service they deliver to their end users. The product delivers capabilities across 3 core areas:</p> <p>End-to-End Data Center Service Management. System Center Operations Manager helps improve data center service performance by improving resolution time through best practice driven alerting, service level monitoring, and reporting. With out-of-the box capabilities for monitoring Windows, UNIX and Linux servers; support for Simple Network Management Protocol (SNMP); and extensive Management Packs such as the ones developed by Datamaxx, Operations Manager delivers comprehensive monitoring and management for NSP's data center needs.</p> <p>Increased Efficiency and Control. System Center Operations Manager automates routine, redundant tasks. It provides intelligent monitoring and the ability to automate action to help increase efficiency and enable greater control of NSP's environment. Role-based security, Active Directory integration, and powerful infrastructure elements make it easier to monitor, configure and deploy in complex environments. Support for high-availability features such as clustering and failover ensure the NSP environment is always monitored.</p> <p>Flexible Notification Infrastructure. Operations Manager delivers support for notifications to be sent to recipients through a number of different communication channels that include e-mail, SMS, and instant messaging. Commands and scripts can also be run based upon a notification alert.</p> <p>Using a notification schedule, subscribers can determine how they wish to be notified on different alert types, and through which notification channel. For example, during business hours a SQL administrator may wish to receive notifications through his work email account, and can elect to receive notifications via SMS outside of business hours.</p> <p>While operators can be subscribed to be notified on alerts by a central administrator, Operations Manager also allows end-users to "self-subscribe" to receive notifications to alerts of their choosing. This significantly reduces the administrative burden often placed on administrators.</p> <p>Built-in Security Capabilities. Operations Manager uses Active Directory to manage its users and group-based access, leveraging that centralized identity store without forcing organizations to manage, maintain and secure a separate identity repository. This allows the use of Active Directory groups to determine access to different roles, and also leverages domain security policies to ensure that security is adequately maintained for operators and their accounts.</p> <p>From an operations standpoint, Operations Manager dramatically reduces the security risk of monitored systems by acting as the "proxy" between its users and the systems and workloads being managed. Using role-based access controls, administrators can limit the scope of views and actions that an operator can perform using Operations Manager. For example, the</p>		

ID.	System Administration	Response	Demonstration Method
<p>organization may decide that members of the SQL management team are only able to view the available SQL monitoring views in the console, and be allowed to run the tasks that start or restart the SQL Server and SQL Reporting Services. This would essentially remove access to any of the other views or panes available in the console.</p>			
<p>Powerful, extensible and customizable application monitoring. Agents deployed by Operations Manager receive instructions that are encapsulated within the Datamaxx management packs on how to discover different system components, interfaces and workloads. Once discovered, monitors and rules are deployed that the agent uses to assess the health, performance, interface connectivity, configuration and security of those systems and workloads, the status of which it then reports back to its management server.</p>			
<p>Datamaxx’s management pack monitoring capabilities are able to detect the health, performance, application services, databases, files, processes, TCP/IP ports, web services/URLs, and much more. On example of such a monitor is the web service monitor that, in addition to monitoring if a URL is responding, can also perform synthetic transactions against that web service such as logging in, performing a sample transaction – all the time evaluating the responses of that web service to be sure that the response is as expected, and is performing within expected parameters.</p>			
<p>Extensive, In-Depth Reporting. In additional to presenting near real-time information through one of its many monitoring views, Operations Manager also provides the facility for operators to run detailed reports on performance, availability and other metrics for monitored elements.</p>			
<p>Operations Manager provides a default set of reports out-of-the-box, and new reports are imported via the management packs to which they relate. For example, a dashboard that is monitoring a Windows Server 2008 provides new reports that are focused on that monitoring target (see screenshot below) which include a comprehensive list of hardware and server based diagnostics. In many cases, these reports will permit additional drill-down to deeper levels of detail; allowing investigation and greater insight into the data that created that report which can help in proactively address the underlying issues.</p>			

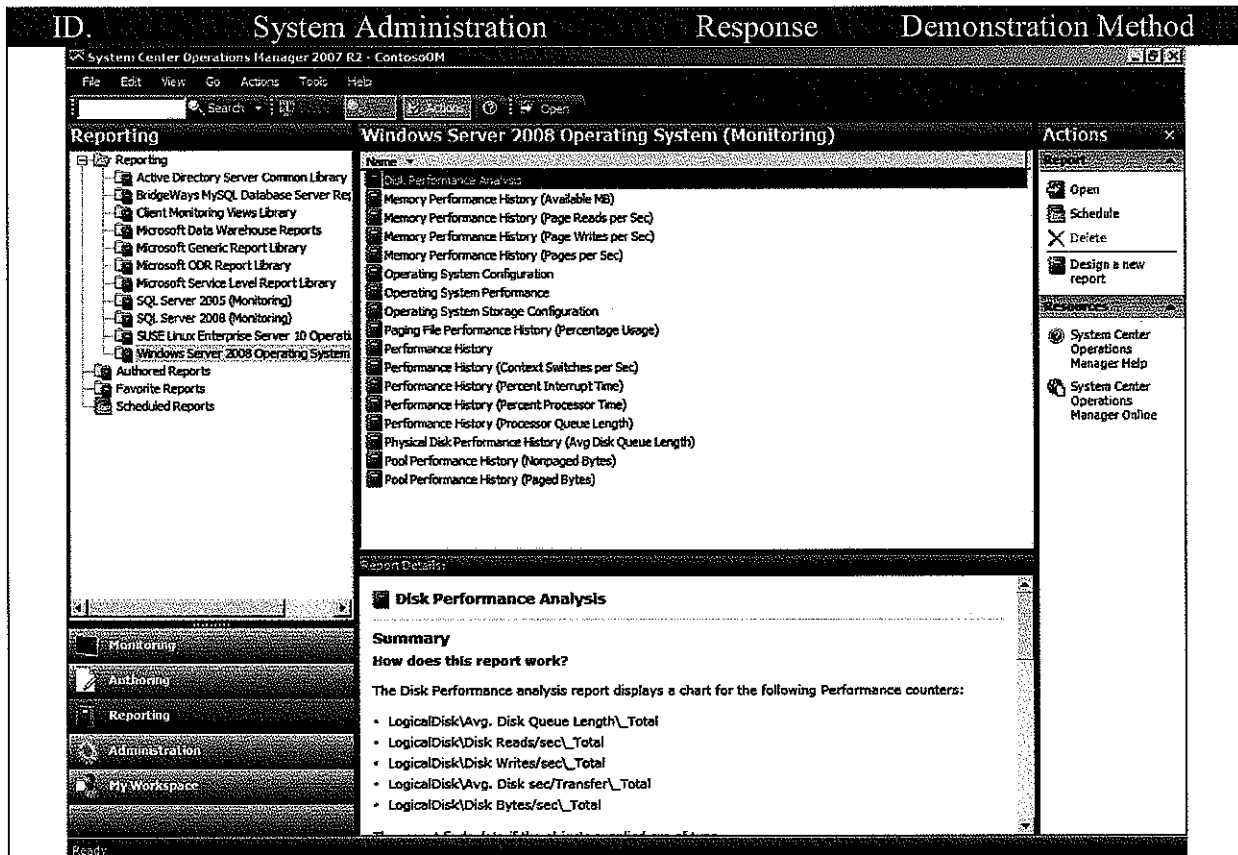


Figure 82: Rich reports are available for different management targets, such as Server Based Diagnostics

Along with reports that monitor hardware and server diagnostics, there are also application-level reports that provide information on interface connectivity and throughput. Agents are configured to ensure interfaces are performing as expected levels (based on thresholds that are configured) during different “load times” and can proactively alert personnel when these service levels are not maintained. By continually testing the performance at different times, NSP can monitor the load of the system to prevent bottlenecks from occurring which may cause delays. This method of proactive alerting can ensure NSP the highest quality of continual monitoring and issue.

MA-2	The proposed solution shall provide for software upgrades/maintenance that do not affect the production system (no downtime) in a virtualized or non-virtualized environment.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx has had much experience with upgrading software at client sites (especially since our client software is the most widely used by law enforcement throughout the United States) and recognizes the importance of being able to provide such upgrades without interruption of mission critical systems. Datamaxx provides upgrades to forms, code tables, user accounts, and administrative functions that may be the result of NCIC changes, or internal Nebraska changes through business rules. These are changed “on-the-fly” as they do not affect the operation of the code or system. Upgrades to the application code for Omnixx typically is performed by loading and testing the upgraded software on a pre-production/test machine and performing a seamless cutover upon approval of the upgrade. In a load-balanced environment, this is a very</p>			

ID.	System Administration	Response	Demonstration Method
<p>straightforward process in which Datamaxx has successfully performed this same type of upgrade easily 35 plus times over the course of time. The process results in a zero downtime cutover.</p>			
MA-3	<p>The proposed solution shall provide support for all current and proposed NCIC mandates.</p>	CC	Documentation
<p>Comment: Omnixx is completely compliant with the FBI NCIC 200 standard, and has been since its inception, for all data managed, contained and transacted.</p>			
MA-4	<p>The proposed solution shall include the necessary company and staff resources to implement the proposed system, including a detailed explanation of these resources and plans in project management and staffing plans.</p>	CC	Documentation
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx provides résumés for all personnel assigned to the NBLETs Replacement Project in Section B, Summary of Bidder’s Proposed Personnel/Management Approach to this Proposal.</p> <p>The Implementation Plan (see Attachment H) and Project Plan (see Attachment F) provide additional details on the project staff.</p>			
MA-5	<p>The solution shall enable every component of the message switch system to be modified by system administrators to meet changing federal and State standards without the need to contract with a vendor to make changes.</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Platform provides an Omnixx Console client that enables system administrators to manage all aspects of the Control Agency Switch. Additionally, the changes that occur as a result of changing federal and state standards are met within Omnixx Enterprise through the use of business rules that do not affect the core application software. The business rules can be modified by state administrators without needing to contact Datamaxx for software updates.</p>			
MA-6	<p>Vendors shall provide an explanation of their service and support philosophy, how it is carried out, and how success is measured.</p>	CC	Documentation
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx views customer service and support as the cornerstone to building a successful and long-term relationship with our customer community. The Datamaxx philosophy can best be summarized by the Customer Service Mission Statement:</p> <p><i>Our Mission</i> <i>Exceed customer expectations by providing the highest quality of technical support, customer service and product knowledge and to position Datamaxx as our client’s most trusted advisor by providing counsel and actions in the best interest of our client’s</i></p>			

ID.	System Administration	Response	Demonstration Method
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business and mutual partnership.

Datamaxx can provide customer service functions including account management, ordering and provisioning, help desk, trouble repair and handling, and service reporting.

Datamaxx has a long history of providing Customer Service to the law enforcement community and understands the requirement to have efficient and effect responses to support highly critical systems.

The statistical information below demonstrates our commitment to efficient and effect support:

Average Wait Time

Year	Average Wait Time
2010	5 seconds
2009	15 seconds
2008	10 seconds
2007	15 seconds

Table 5: Average Wait Time

Cases Closed

Year	Percent of Cases Closed
2010	99.45%
2009	97.93%
2008	95.76%
2007	98.88%

Table 6: Cases Closed

Our clients have made the following statements about their experiences with Datamaxx Customer Support:

"We really like working with your tech support because when a problem occurs they get us up and running and nothing else matters".

Jason Pentecost
Robertson County Tennessee Central Dispatch

Datamaxx offers three levels of support that are explained in detail in Section 13. Maintenance and Support Plans of this response.

MA-7	The proposed solution shall provide ongoing services and support, including, but not limited to, the following: toll-free 24/7 customer service, annual training classes, an online customer service Web site, and online software maintenance.	CC	Documentation
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ID.	System Administration	Response	Demonstration Method
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx acknowledges and complies with this requirement. Datamaxx provides ongoing services and support during the maintenance period. Datamaxx provides client access to the Datamaxx Technical Support group 24x7x365 via a toll-free phone number. In addition to the toll free phone number, Datamaxx offers online access via email access. The client may contact Datamaxx Technical support via the following method.</p>			
<ul style="list-style-type: none"> a. By Phone (toll free phone number) – (877) 369-8324 b. By E-Mail – support@datamaxx.com 			
<p>As part of the Datamaxx Maintenance offering, Datamaxx provides on-line Take-30 Web Training Sessions. The Take-30 Web Training sessions are free to Datamaxx customer with maintenance and support service plans. These brief web-training sessions help ensure you receive the maximum use of your Datamaxx products and provide for on-going training. Various subjects are covered, and time is allotted for question and answer with the trainer. Datamaxx welcomes requests for additional topics for the Take 30 training courses. Each session begins with an overview of the application and then addresses the class subject. Most classes run approximately 30 minutes and can save you valuable time in a mission-critical environment. Datamaxx offers the training sessions numerous times throughout the maintenance period and publishes a schedule via the Datamaxx web site: www.datamaxx.com. In addition, Datamaxx has includes 3 days on site training for each maintenance year. The courses to be taught in these courses will be determined based on Nebraska’s needs and/or requests.</p>			
<p>Datamaxx has a proven track record in offering software maintenance via on-line (remote) methodologies. Although Datamaxx does not require special facility needs such as office space, phone lines, etc. for on-going maintenance, Datamaxx does request remote access the Nebraska NBLETS Central System(s). Datamaxx utilizes the following methods for system access when needed: Virtual Private Networking (VPN) based on the customers security specifications and access authentication, Cisco Meeting Place which allows Datamaxx to access the workstations or Servers, and PC Anywhere. Datamaxx anticipates that most standard software maintenance activities can be done via remote methodologies; however, Datamaxx will provide on site resource(s) staffed from a Datamaxx support office in Nebraska as needed.</p>			
MA-8	The proposed solution shall provide a thorough description of help desk services, including dial-in, Web support, and ongoing maintenance.	CC	Documentation
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx acknowledges and complies with this requirement. Datamaxx provides ongoing services and support during the maintenance period. Datamaxx provides client access to the Datamaxx Technical Support group 24x7x365 via a toll-free phone number. In addition to the toll free phone number, Datamaxx offers online access via email access. The client may contact Datamaxx Technical support via the following method.</p>			

ID.	System Administration	Response	Demonstration Method
<ul style="list-style-type: none"> a. By Phone (toll free phone number) – (877) 369-8324 b. By E-Mail – support@datamaxx.com 	<p>As part of the Datamaxx Maintenance offering, Datamaxx provides on-line Take-30 Web Training Sessions. The Take-30 Web Training sessions are free to Datamaxx customer with maintenance and support service plans. These brief web-training sessions help ensure you receive the maximum use of your Datamaxx products and provide for on-going training. Various subjects are covered, and time is allotted for question and answer with the trainer. Datamaxx welcomes requests for additional topics for the Take 30 training courses. Each session begins with an overview of the application and then addresses the class subject. Most classes run approximately 30 minutes and can save you valuable time in a mission-critical environment. Datamaxx offers the training sessions numerous times throughout the maintenance period and publishes a schedule via the Datamaxx web site: www.datamaxx.com. In addition, Datamaxx has includes 3 days on site training for each maintenance year. The courses to be taught in these courses will be determined based on Nebraska’s needs and/or requests.</p> <p>Datamaxx has a proven track record in offering software maintenance via on-line (remote) methodologies. Although Datamaxx does not require special facility needs such as office space, phone lines, etc. for on-going maintenance, Datamaxx does request remote access the Nebraska NBLETS Central System(s). Datamaxx utilizes the following methods for system access when needed: Virtual Private Networking (VPN) based on the customers security specifications and access authentication, Cisco Meeting Place which allows Datamaxx to access the workstations or Servers, and PC Anywhere. Datamaxx anticipates that most standard software maintenance activities can be done via remote methodologies; however, Datamaxx will provide on site resource(s) staffed from a Datamaxx support office in Nebraska as needed.</p>		
<p>MA-9</p>	<p>To maintain configuration integrity, the proposed solution shall support configuration control for all configurable elements, including auditing, rollback, roll-forward, and configuration change transactions with the ability to both import and export configurations.</p>	<p>CC</p>	<p>Application/Software functionality</p>
<p>Comment: Datamaxx acknowledges and complies with this requirement. The solution proposed by Datamaxx allows the system administrator complete control over the system configuration. The software solution provided, including the Omnixx System Administration Console, the MS SQL Server, the Windows Operating System and the backup solution will provide the mechanisms required to perform control for all the configurable elements. The software solution also provides the ability to import and export configurations, thus allowing for configuration change management, rollback and roll-forward processes, and change auditing. Datamaxx will work with the Nebraska State Patrol staff to develop the appropriate change management procedures during the project implementation.</p>			
<p>MA-10</p>	<p>Provide at least two expense paid trip per year to vendor’s user’s conference.</p>	<p>CC</p>	<p>Application/Software functionality</p>

ID.	System Administration	Response	Demonstration Method
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx will include two expense paid trips per year to our headquarters to participate in a roundtable discussion outlining product roadmaps, new endeavors and emerging technology trends in the public safety market. This time will also allow for in-depth account review with the individual state and/or federal representatives.</p>			
MA-11	The proposed solution shall comply with established NSP and State of Nebraska technology standards and policies.	CC	Documentation
<p>Comment: The Datamaxx proposed solution will comply with established NSP and State of Nebraska technology standards and policies as identified in this RFP.</p>			
MA-12	The solution shall be compliant with all standards and policies outlined in section VI.C.5 of the RFP.	CC	Documentation
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Datamaxx proposed solution is compliant with all the standards and policies outlined in section IV.C.5 Standards, Functionality and Performance.</p> <p>The Datamaxx proposed solution complies with the policies listed in Table 18 and supports the transactions in Table 19.</p> <p>The Datamaxx proposed OEP platform performs at the following rate:</p> <ul style="list-style-type: none"> • daily rate is 5.5 transactions per second • max rate is 8.3 transactions per second <p>Datamaxx measures a transaction as a single output or output. Thus, a user who makes a request and receives 1 response will actually have performed 4 transactions, as follows:</p> <ul style="list-style-type: none"> • End user request into the switch • Request from the switch to the data source • Response from the data source to the switch • Response from the switch to the end user <p>Datamaxx proposed solution will handle the required processing load. The response time is only measured between end points controlled by the switch and does not include any processing time at any remote data source."</p>			
MA-13	The solution shall comply with FBI Criminal Justice Information Services Security Policy (V4.5), December 2008 or latest.	CC	Documentation
<p>Comment: Datamaxx acknowledges and complies with this requirement. The Omnixx Enterprise Edition, which includes the Omnixx Enterprise Platform (Servers, Switch, Repository) and the Omnixx Force Clients (Omnixx Force Desktop and Omnixx Force Web), are completely compliant with all of the standards and policies outlined. In particular:</p>			

ID.	System Administration	Response	Demonstration Method
<ul style="list-style-type: none"> Omnixx Enterprise is completely compliant with the FBI NCIC 200 standard, and has been since its inception, for all data managed, contained and transacted. Omnixx is 100% compliant with the FBI CJIS Security Policy. Datamaxx has a unique position among vendors in the law enforcement market in that we maintain a facility that is required to be audited by the FBI for CJIS compliance. As a result, Datamaxx has a CJIS Security Officer that attends FBI APB's and ensures that all of Datamaxx products are compliant with the latest security standards. <p>All data processed by the Omnixx Enterprise Platform can be converted to NIEM for exchange purposes. The Omnixx Enterprise Platform is unique in that it includes a "Data Orchestration" mechanism that has the ability to transform ALL data into NIEM, including, for example Nlets message strings.</p>			
MA-14	The proposed solution shall comply with NCIC response time and performance requirements.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The solution proposed by Datamaxx will meet NCIC, Nlets, and NSP response times as outlined in the RFP, including transmittal and performance requirements with regard to the central segment solution architected by Datamaxx. Datamaxx cannot guarantee response time or performance for solution components not provided by Datamaxx (e.g. networks, NCIC, Nlets, or other external systems).</p>			
MA-15	The proposed solution shall meet delivery and transmittal requirements for NCIC 2000 and Nlets.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The solution proposed by Datamaxx will meet NCIC, Nlets, and NSP response times as outlined in the RFP, including transmittal and performance requirements with regard to the central segment solution architected by Datamaxx. Datamaxx cannot guarantee response time or performance for solution components not provided by Datamaxx (e.g. networks, NCIC, Nlets, or other external systems).</p>			
MA-16	The proposed solution shall use standard NCIC codes and descriptors.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The solution proposed by Datamaxx is based on standard NCIC codes and descriptors. The graphics included below provide the reader samples of how these codes and descriptors are used in the proposed Omnixx solution.</p>			

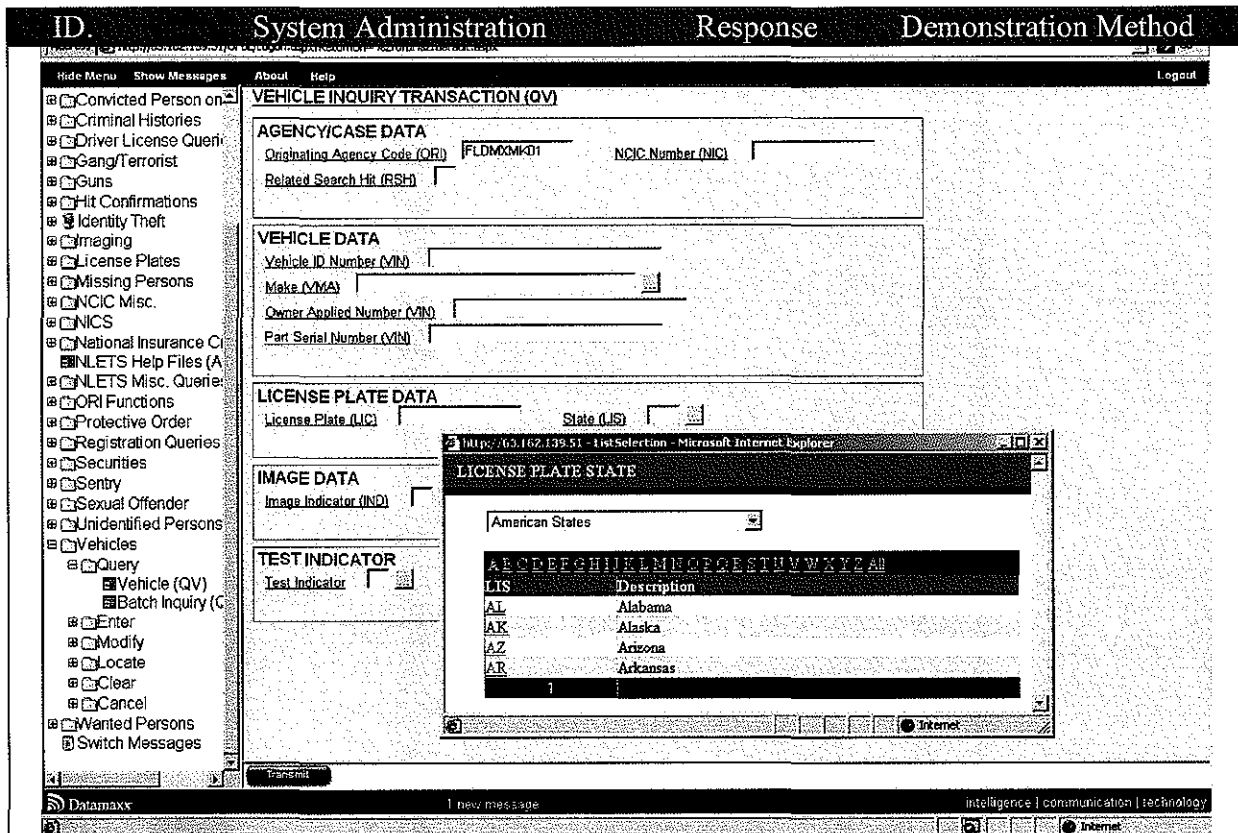


Figure 83: Standard NCIC Codes

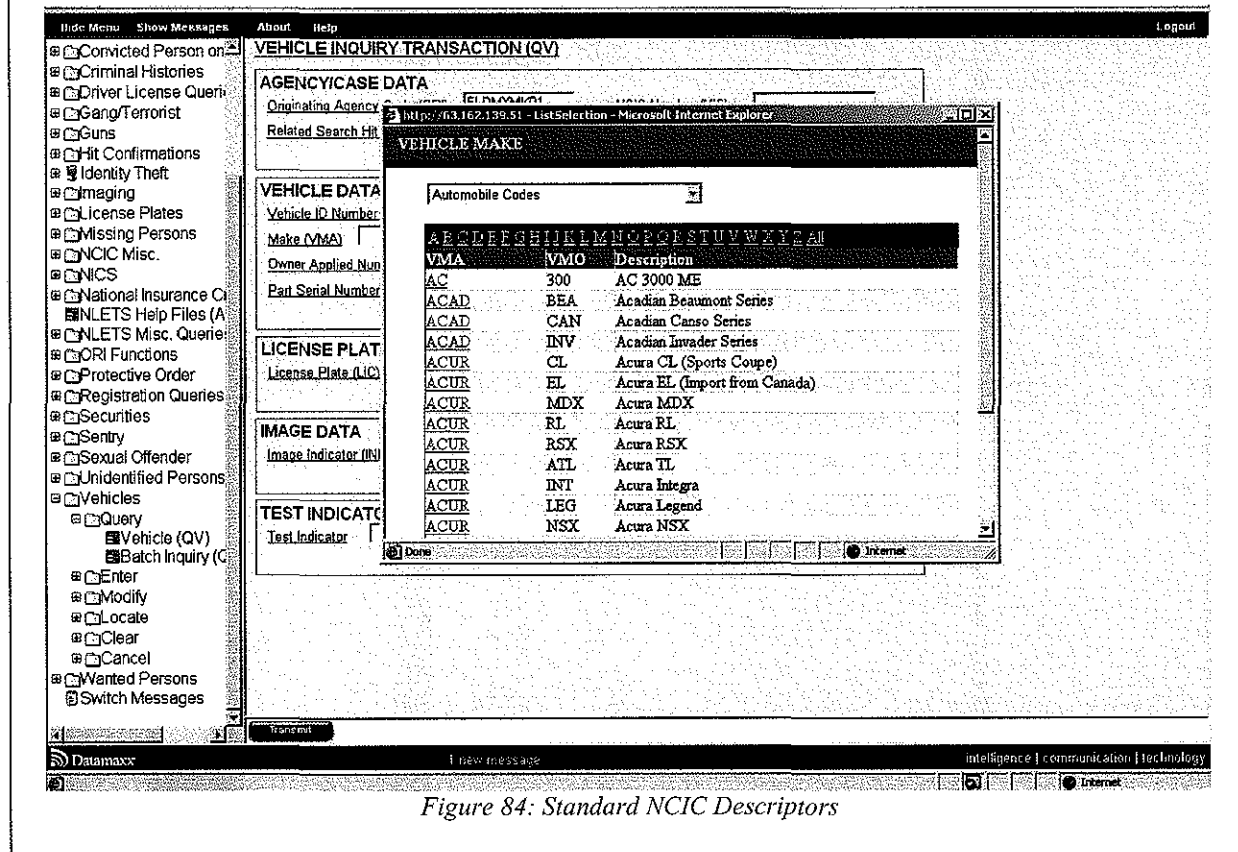
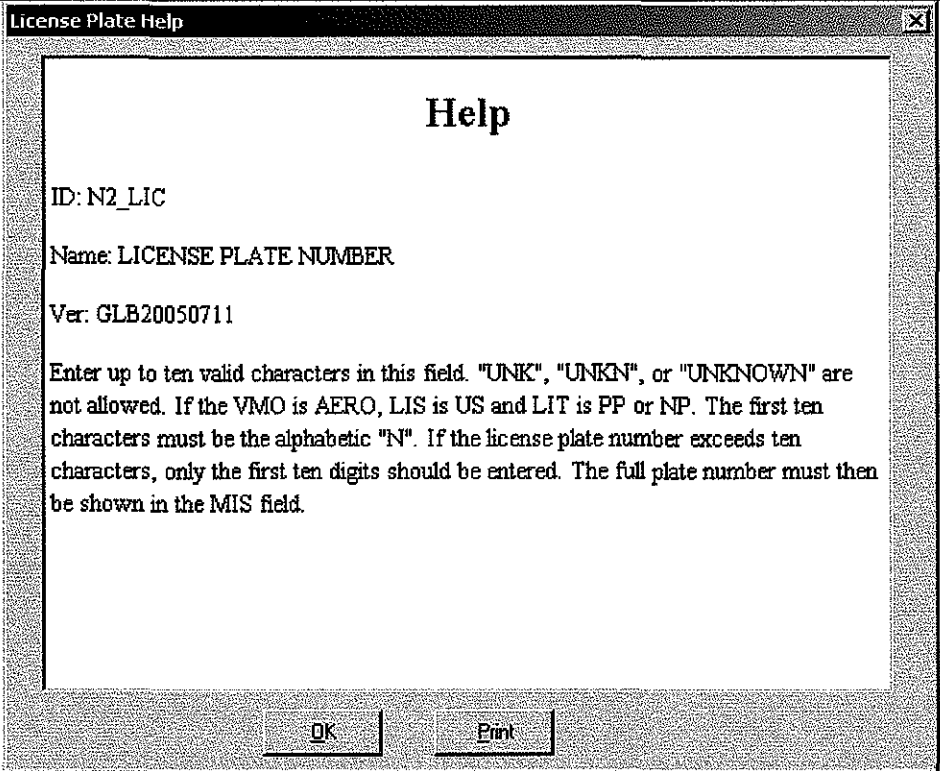


Figure 84: Standard NCIC Descriptors

ID.	System Administration	Response	Demonstration Method
MA-17	The proposed solution shall comply with NIEM and GJXDM standards.	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed Datamaxx solution is compliant with the NIEM data model.</p> <p>The proposed system is built completely around open standards, especially with regards to the use of Extensible Markup Language (XML). NIEM, a specific implementation of the XML standard is addressed within the architecture itself. Note that many external systems may not be directly NIEM compliant. However the ability for the proposed system to convert legacy data to a standardized format, and exchange information within and outside the system in NIEM (and other XML standard) formats is a powerful feature that Datamaxx introduces with the Omnixx Enterprise Platform.</p> <p>Implementations such as NIEM are oriented to database exchanges, as opposed to exchanges from an end user to a database. In order to operate efficiently, especially in the mobile environment where bandwidth is limited, Datamaxx provides "Omnixx Force Markup Language" (OFML). OFML is not proprietary - it is an adaptation of the XML standard that is optimized for end user to message processor exchanges. This does NOT inhibit the use of NIEM (and similar strategies) but removes the overhead associated with those structures in the end user environment. Conversion to and from NIEM is performed at the central message processor so that the actual database exchanges are not affected.</p> <p>For any binary data (including images and any other data that is best formatted thusly), full "Base64" encoding support is provided. Typically, standard XML structures do not accommodate binary data such as images easily, unless they are processed in a text-compatible fashion, such as using Base64 encoding. The Omnixx Enterprise server and client software components are able to pass the Base64 encoded binary objects, with no alteration, as is used with the Nlets formats. It should be noted that any binary type is supported, including those that would not pass through Nlets, such as an officer's or subject's scanned or captured signature on a traffic citation. This capability to handle binary objects not supported on the Nlets framework, allow the proposed system to handle local data, such as report forms and citations, thus expanding the usability of the system.</p> <p>The proposed system can also support legacy text strings and response formats, where needed. Although the system is based around XML because of its emergence as the standard, legacy interfaces still exist. Omnixx provides the conversions for those legacy interfaces where needed by which the text data is parsed into XML format for processing, but returned to the requesting interface in text format.</p> <p>Current features of the Statewide Message Switch as it relates to XML include:</p> <ul style="list-style-type: none"> • Full XML support for Nlets • Ready for full XML support for NCIC • Full support for data transformations, including Information Exchange Model (NIEM) and Global Justice Exchange Data (GJXDM) <p>The Omnixx Enterprise Platform provides the interface to exchange data and information in</p>			

ID.	System Administration	Response	Demonstration Method
<p>GJXDM or NIEM format. This functionality is inherent in the server software as well as provided through web services and a sophisticated messaging backbone in order to communicate with systems that are not in the CJIS network but rely on GJXDM/NIEM for efficient information sharing. Datamaxx provides the capability to interface using GJXDM as one of its native data exchange models. In the case of NIEM, there are many messages and data formats that have been introduced, based on state and agency requirements. The Omnixx Enterprise Platform has the current capability to interface in NIEM formats, and will require co-operative work with the NSP to determine which NIEM formats are to be handled in order to define those in the business rules for implementation. This is part of the normal deployment planning and strategy, using the visual drag-and-drop development tools provided with the XML Transformation Mapper.</p>			
MA-18	<p>The proposed solution shall provide a training environment, especially for hot file entry and maintenance. This environment shall simulate complete hot file entry and maintenance functionality, validation, and response, without sending to NCIC.</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. All data entry transactions may specify a “test” flag. This flag is inspected by the message switch processing and is used to determine if the recode should be processed by the production or test system. As an extension, Datamaxx also carries the flag into the NCIC transaction so that the NCIC test system may participate in the testing process, if do desired.</p>			
MA-19	<p>The proposed solution shall provide access to online system help files that describe fields, forms, and data requirements, as well as procedures from system documentation.</p>	CC	Application/Software functionality
<p>Comment: Datamaxx acknowledges and complies with this requirement. The end user interface provides a full end user help system. Every data field has a help function, and every transaction can have a help function that describes fields and data requirements. In fact, NSP has the ability to customize the actual help verbiage if so desired – the system easily allows for this type of site personalization.</p> <p>The business rules define all of these characteristics, and are set by an administrator. The following shows an example of a field help as displayed in the Datamaxx Omnixx Force Desktop interface.</p>			

ID.	System Administration	Response	Demonstration Method
			
	<p><i>Figure 85: Field Help</i></p>		
	<p>The following shows an example of a transaction help as displayed in the Datamaxx Omnixx Force Desktop interface.</p>		

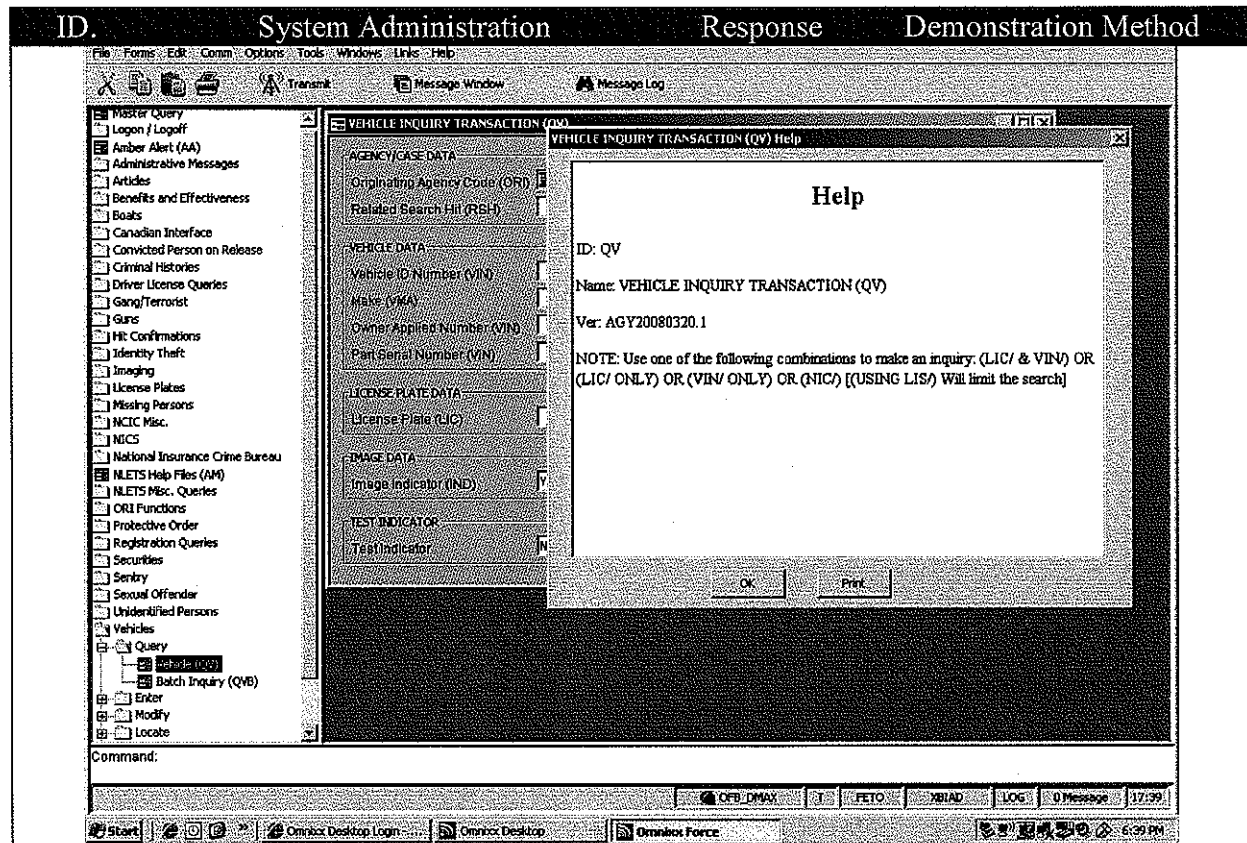


Figure 86: Transaction Form Help

Not only are a comprehensive set of help functions provided for all parts of the system, but Datamaxx also includes a link to the actual NCIC and Nlets from within the client application as well for all end users. This will allow the Omnixx Force End Users to access the actual NCIC and Nlets manual directly from the client application.

MA-20	The proposed solution shall provide access to online NCIC manual files that describe fields, forms, and data requirements, as well as procedures and automatic updates.	CC	Application/Software functionality
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Comment: Datamaxx acknowledges and complies with this requirement. The solution proposed by Datamaxx allows the system administrator to configure links to online manuals, including Omnixx User Manuals, the NCIC manuals (directly from NCIC), and Nlets manuals (directly from Nlets).

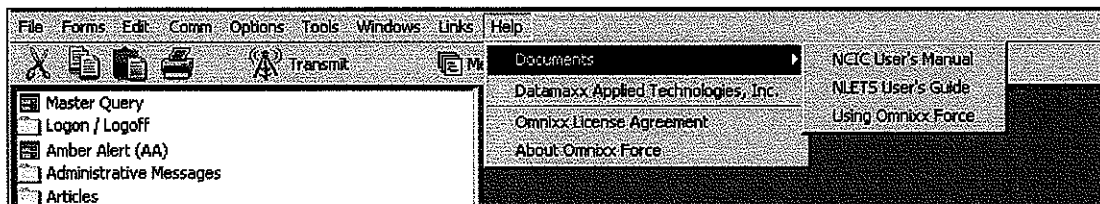


Figure 87: On-Line User Manuals

Please note: this feature is currently only available in the Omnixx Force Desktop Client which is one of the client applications proposed by Datamaxx.

ID	System Administration	Response	Demonstration Method
MA-21	The proposed solution shall provide access to online Nlets manual files that describe fields, forms, and data requirements, as well as procedures and automatic updates.	CC	Application/Software functionality

Comment: Datamaxx acknowledges and complies with this requirement. The solution proposed by Datamaxx allows the system administrator to configure links to online manuals, including Omnixx User Manuals, NCIC manuals (directly from NCIC), Nlets (directly from Nlets) and NBLETS manuals.

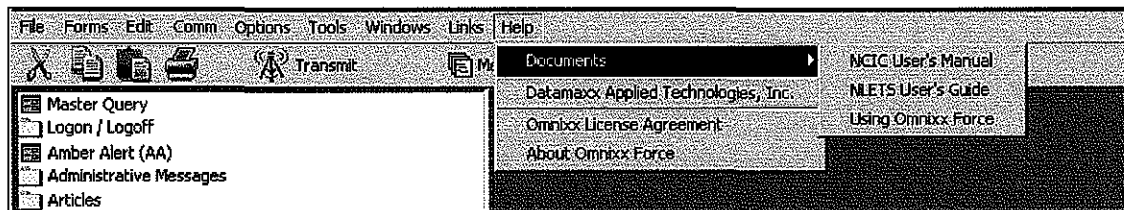


Figure 88: On-Line User Manuals

Please note: this feature is currently available only on the Omnixx Force Desktop Client which is one of the client applications proposed by Datamaxx.

MA-22	The proposed solution shall provide access to online NBLETS manual files that describe fields, forms, and data requirements, as well as procedures and automatic updates of the manual by NSP administrators.	CC	Application/Software functionality
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Comment: Datamaxx acknowledges and complies with this requirement. The solution proposed by Datamaxx allows NSP to configure links to online manuals, including Omnixx User Manuals, NCIC manuals, Nlets, and NBLETS manuals. The extension NBLETS manuals include fields, forms, and data requirements. One of the powerful features of the Datamaxx solution is the ability to allow NSP the capability to add any additional manuals deemed appropriate. NSP would have full access and management over those manuals and could automatically update them as necessary without any impact to the user.

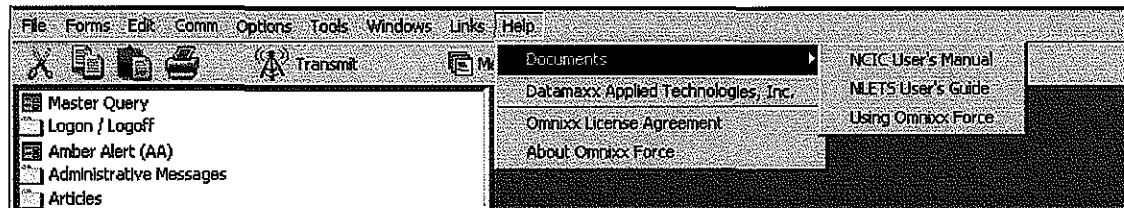


Figure 89: On-Line User Manuals

Please note: this feature is currently available only on the Omnixx Force Desktop Client which is one of the client applications proposed by Datamaxx.

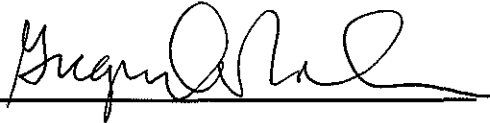
MA-23	The proposed solution shall provide the ability to query the NBLETS manual and to allow automated updates by NSP administration.	CC	Application/Software functionality
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ID.	System Administration	Response	Demonstration Method
<p>Comment: Datamaxx acknowledges and complies with this requirement. The solution proposed by Datamaxx allows NSP to configure access/links to online manuals, and given that these manuals are PDFs, Adobe Acrobat provides a searching mechanism to search through the documents. One of the powerful features of the Datamaxx solution is the ability to allow NSP the capability to add any additional manuals deemed appropriate. NSP would have full access and management over those manuals and could automatically update them as necessary without any impact to the user.</p>			
MA-24	<p>The proposed solution shall provide a detailed user-training program and include a syllabus of each class and sample training manual.</p>	CC	Training Plan
<p>Comment: Datamaxx acknowledges and complies with this requirement. Datamaxx provides a detailed user-training program and a syllabus for each proposed course in Attachment I – Training Plan. A sample training manual is provided as Attachment J.</p>			
MA-25	<p>The proposed solution shall provide sufficient training for the number and type of users described in the training plan outlined in the Section IV.D.11 of the proposal. This includes providing training during evening and night shifts. Vendors shall provide a detailed definition of the number of training classes, class duration, class size, and class location.</p>	CC	Training Plan
<p>Comment: Datamaxx acknowledges and complies with this requirement. The proposed Training Plan (see Attachment I) accommodates the users described in the Management Response section of this the proposal. The Training Plan includes details on the number of classes, class durations, class size and class location as described below:</p> <p>Datamaxx will work with Nebraska State Patrol to determine the best time of the day to conduct the training classes based on Nebraska State Patrol student availability. Datamaxx can accommodate classes during evening shifts or any time of day.</p>			

TERMS AND CONDITIONS ACCEPTANCE**Datamaxx Response:**

Datamaxx has closely read the Terms and Conditions and provides a binding signature of intent to comply with the Terms and Conditions as required in Nebraska RFP 3473Z1.

**DATAMAXX GROUP, INC. D/B/A
DATAMAXX APPLIED TECHNOLOGIES, INC.**

By: 

Name: Gregory A. Rohm

Title: Vice President Sales

Date: February 10, 2011

ATTACHMENT A – RFP FOR CONTRACTUAL SERVICES FORM

Datamaxx Response:

Datamaxx provides the completed and signed Request for Proposal for Contractual Services Form in this section of the NBLETS Replacement Project Technical Proposal.

State of Nebraska (State Purchasing Bureau)
REQUEST FOR PROPOSAL FOR
CONTRACTUAL SERVICES FORM

RETURN TO:
 State Purchasing Bureau
 301 Centennial Mall South, 1st Fl
 Lincoln, Nebraska 68508
 OR
 P.O. Box 94847
 Lincoln, Nebraska 68509-4847
 Phone: 402-471-2401
 Fax: 402-471-2089

SOLICITATION NUMBER	RELEASE DATE
RFP 3473Z1	November 1, 2010
OPENING DATE AND TIME	PROCUREMENT CONTACT
February 14, 2011 2:00 p.m. Central Time	Mary Lanning/Connie Heinrichs

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

PLEASE READ CAREFULLY!

SCOPE OF SERVICE

The State of Nebraska, Administrative Services (AS), Materiel Division, Purchasing Bureau, is issuing this Request for Proposal, RFP Number 3473Z1 for the purpose of selecting a qualified contractor to provide message switch services.

Written questions are due no later than November 29, 2010, and should be submitted via e-mail to matpurch.dasmat@nebraska.gov. Written questions may also be sent by facsimile to (402) 471-2089.

Bidder should submit one (1) original and ten (10) copies of the entire proposal. In the event of any inconsistencies among the proposals, the language contained in the original proposal shall govern. Proposals must be submitted by the proposal due date and time.

PROPOSALS MUST MEET THE REQUIREMENTS OUTLINED IN THIS REQUEST FOR PROPOSAL TO BE CONSIDERED VALID. PROPOSALS WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.

1. Sealed proposals must be received in State Purchasing by the date and time of proposal opening indicated above. No late proposals will be accepted. No electronic, e-mail, fax, voice, or telephone proposals will be accepted.
2. This form "REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES" MUST be manually signed, in ink, and returned by the proposal opening date and time along with bidder's proposal and any other requirements as specified in the Request for Proposal in order to be considered for an award.
3. It is the responsibility of the bidder to check the website for all information relevant to this solicitation to include addenda and/or amendments issued prior to the opening date. Website address is as follows:
<http://www.das.state.ne.us/materiel/purchasing/>
4. It is understood by the parties that in the State of Nebraska's opinion, any limitation on the contractor's liability is unconstitutional under the Nebraska State Constitution, Article XIII, Section 3, and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied with the contractor's bid or in the final contract.

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request For Proposal For Contractual Services form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions (see Section III) and certifies bidder maintains a drug free work place environment.

FIRM: Datamaxx Group, Inc. d/b/a Datamaxx Applied Technologies, Inc.

COMPLETE ADDRESS: 2001 Drayton Drive, Tallahassee, Florida 32311

TELEPHONE NUMBER: (850) 558-8000 FAX NUMBER: (850) 558-8001

SIGNATURE:  DATE: February 10, 2011

TYPED NAME & TITLE OF SIGNER: Gregory A. Rohm, Vice President Sales

ATTACHMENT B – PENDING LITIGATION

Datamaxx Response:

Datamaxx Pending Litigation details are considered “Proprietary” and are provided under separate cover labeled as **Attachment B**.

ATTACHMENT C – DATAMAXX FINANCIAL STATEMENTS**Datamaxx Response:**

Datamaxx's most recent financial statements are considered "Proprietary" and are provided under separate cover labeled as **Attachment C**.

ATTACHMENT D – BANKING REFERENCE

Datamaxx Response:

Datamaxx provides a banking reference in this section of the NBLETS Replacement Project Technical Proposal.



February 03, 2011

Ms. Mary Lanning
Ms. Christine Heinrichs
Nebraska State Purchasing Bureau
301 Centennial Mall South
First Floor
Lincoln, Nebraska 68508

Re: Nebraska State Patrol
Request for Proposal Number 3473Z1

Dear Ms. Lanning and Ms. Heinrichs:

This letter is to advise you that Datamaxx Applied Technologies, Inc., has been a client of LSQ Funding Group since December 2008. Datamaxx is approved to receive funding up to a maximum amount of \$3.5 Million, secured by our collateral. Datamaxx is in good standing and within the covenants of our agreement.

If you have further questions or require additional information in regard to Datamaxx, please do not hesitate to contact me as follows:

Michael Jennings, Vice President
LSQ Funding Group
1405 West Colonial Drive
Orlando, Florida 32804
407-515-6703

Sincerely yours,

LSQ FUNDING GROUP

A handwritten signature in black ink, appearing to read "Michael Jennings", with a stylized flourish at the end.

Michael Jennings, Vice President

Attachment E
Best Wireless Project
Press Release

ATTACHMENT E – BEST WIRELESS PROJECT PRESS RELEASE

Datamaxx Response:

Datamaxx provides the Best Wireless Project Press Release in this section of the NBLETS Replacement Project Technical Proposal.



NEWS RELEASE

Media Contacts:

Datamaxx Group, Inc.
Marketing Department
Phone: 850.558.8000
Toll Free: 800.999.2746
Fax: 850.558.8001
E-Mail: marketing@datamaxx.com

DATAMAXX SOLUTION WINS BEST WIRELESS PROJECT *MOBILE HANDHELD COMPUTER, NEW YORK CITY POLICE DEPARTMENT*

Tallahassee, FL – (November 3, 2006) – The NYPD has multiple databases of information such as history of violence, gun permits, and warrant data. Historically this information was not readily available to Officers in the field other than by radio contact with dispatchers or accessing their in-vehicle computer. In addition, the information that was available was often inaccurate or incomplete. For instance, warrant checks were based strictly on text descriptions of a subject and were found in many cases to be inaccurate.

The Mobile Handheld computer is a Datamaxx wireless solution that enables Officers to retrieve critical information in any location at any time. The Datamaxx solution provides an exceptionally user-friendly interface that is capable of accessing multiple Federal, State, and NYPD databases wirelessly through a rugged handheld device, thus enhancing Officer safety and streamlining the investigative process. Considerable research was performed to identify reliable network connection methodologies that would ensure persistent, uninterrupted delivery of data.

The Datamaxx handheld application is an extension of the Datamaxx MDC-2020 application delivered to NYPD, which runs on laptops in all NYPD vehicles. The Datamaxx handheld application also added access to other NYPD databases not available on any other application such as Domestic Violence, Pistol License and Warrant Photos. The additional databases have proven to be such a success that the NYPD is currently planning with Datamaxx, the upgrade of the in-vehicle software to include this functionality. In one case, Officers were able to arrest an individual wanted for murder by comparing the photo of a wanted person delivered to the handheld device with the person the Officers had stopped for investigative purposes.

The handheld has been used by Patrol Officers, Counter Terrorism, Vice and many other Bureaus. All users of the device have statistically shown that an increase of available information leads to increased safety for both officers and civilians. An added benefit has been the time savings of dispatchers who were previously tasked with running and transmitting this information to field units.

Currently, the Datamaxx application has been deployed to over 200 hardened devices. The NYPD plans to make the device available to all members of the department and has scaled the back-end of the application to provide for over 30,000 users.

NYPD Chief of Personnel, Rafael Pineiro, was instrumental in starting this project with Datamaxx, while he was the Executive Officer of the Housing Bureau, and he expanded the project while serving as the Commanding Officer of the Management Information Systems Division. He continues to be involved in every step of the planning and implementation process. The project evolved under the direction of Lieutenant Neil Walsh and Captain Donald Francisco, Commanding Officer of the Enhancement Unit of the Communications Division of the Office of Information Technology. Detective Wayne Scibelli was responsible for recommending the Datamaxx technology and executing the project with the help of Datamaxx Professional Services.

To learn more about Datamaxx Group, Inc., and the products and services it offers, call (800) 999-2746.

###

ATTACHMENT F – PROJECT PLAN

Datamaxx Response:

Datamaxx provides the Project Plan for the NBLETS Replacement Project in this section of the Technical Proposal.

PROJECT: NBLETS Replacement Project **CONTRACT ID:** XXX**PROGRAM MANAGER:** JONATHAN WATERS **Deputy PROJECT MANAGER:** Ryan Rodgers**INTRODUCTION**

Datamaxx realizes that the success of this project will be determined by how effectively Datamaxx applies project management. Datamaxx understands that due to the mission critical nature of the system being delivered, timely, concise and effective solutions must be coordinated between the Customer and the Datamaxx team.

The purpose of this document is to outline the management approach that will be adopted and employed in regard to the above named project. The goal of Datamaxx is to provide the highest level of project management possible. This document should be used as a reference to the methods that will be utilized in the overall management of the project.

The project will be managed using commercially available project and resource management tools such as Microsoft Project and Microsoft Excel. The information generated by these programs can easily be exchanged by the Customer and the Datamaxx Project Team. The key to success in any project and especially in an integration project of this magnitude is to have effective project management that identifies and manages risks. No project of the scope of this undertaking can be completed without an occasional problem. The key to effective project management is the development of the methodologies that will allow these crises to be quickly identified and overcome.

QUALITY ASSURANCE

Datamaxx believes that the customer has a right to expect only the highest level of quality service from personnel assigned to this project. Because the overall satisfaction of the customer is largely due to the efforts of the Project Manager, it is expected that any concerns regarding the management of this project be made known to Datamaxx Administration as soon as possible. If there is any time that the customer does not feel that the Project Manager is providing an adequate level of service they are requested to contact Datamaxx at:

Christina Lake
Executive Vice President
Datamaxx Group, Inc.
2001 Drayton Drive
Tallahassee, FL 32311
(850) 558-8000

Issues or concerns related to personnel other than the Project Manager should be addressed to the Project Manager for appropriate action. If this does not result in a suitable outcome for the customer, the concerns should be elevated to the Datamaxx Administration level as indicated above. All complaints will be addressed in a timely manner and Datamaxx will work diligently with the customer to ensure that the objections are overcome as quickly as possible.

THE PROJECT MANAGER

The overall project will be managed by the Project Manager assigned by Datamaxx. The Project Manager will bear complete management control over all aspects of the project planning, implementation and delivery of final product(s).

It is absolutely essential to the overall success of the project that the Datamaxx Project Manager is kept informed of any information that may ultimately impact the project.

The Datamaxx Project Manager is responsible for ensuring that the goals of the project are achieved. This includes meeting deadlines, staying within budget, meeting contractual terms and conditions and producing quality deliverables that meet the Customer's requirements. The Datamaxx Project Manager must gain commitment from each team member by ensuring roles are clearly defined, activities and estimates are agreed upon and that responsibility is accepted. The Project Manager is the primary point of contact between the Customer and Datamaxx for management items.

The Datamaxx Project Manager has the following responsibilities, among others:

- Provide the technical and management leadership for the project.
- Plan, organize and control personnel, facilities and equipment resources.
- Establish and maintain the necessary working relationships between Customer contacts, Team members and sub-contractor representatives.
- Ensure the quality, completeness and timeliness of the effort and products.
- Obtain supplemental resources, as required, from either Datamaxx or its subcontractors.
- Provide both the Customer and Datamaxx management with the information and visibility required to deliver outstanding performance over the lifetime of the entire project.

The Project Manager assigned to this project is Jonathan Waters. Contact information for Jonathan Waters follows:

Name:	Jonathan Waters
Title:	Project Manager
Address:	Datamaxx Professional Services, Inc. 2001 Drayton Drive Tallahassee, FL 32311
Phone:	(850) 558-8085
Fax:	(850) 558-8285
Cell	(850) 212-0917
Phone:	
Email:	Jonathan.waters@datamaxx.com

PROJECT MANAGEMENT PROCESS

The focus of project management is on planning, monitoring and control.

Planning – Planning is the most critical task of project management. Effective planning ensures that the project will be executed with minimum risk, that resource utilization will be optimized, and that surprises will be minimized.

Monitoring – Monitoring detects deviations from the plan at the earliest time, enabling minimum corrective action to be applied. Effective monitoring can only be accomplished when thorough, realistic planning has occurred.

Control – Control actions result in a recovery plan which often modifies the existing detailed project plan. These actions should minimize impact on the project.

PROJECT PLANNING

Project planning will be an integral part of this project. The Datamaxx planning process began during the initial proposal phase and will continue throughout the project. It is the process of defining the deliverables and anticipating the steps needed to complete the project. The generation and maintenance of visible and current plans during the life of the project are key elements of successful project management. Planning is a dynamic process that continues through the life of the project, integrating changes in the work process. The steps required for this planning process are:

1. Break down the project into manageable definable tasks.
2. Determine the interdependencies between tasks.
3. Estimate the size of each task and identify the type and number of resources.
4. Determine the duration of each task.
5. Structure the project to determine the overall project duration and cost.
6. Produce a set of integrated project plans.

Steps 3, 4 and 5 usually need repeating to assure that the overall project duration is within customer expectations, optimum use of available resources is achieved and the most effective execution of the Project's critical path is employed.

PROJECT BOOK

Datamaxx will maintain a Project Book as the repository for contract, tracking and management information related to the entire project. The Project Book provides a historical reference database for the project. It is an important part of project reviews that monitor the progress and assess the success of the project. The Project Book will contain such information such as:

- Organization chart and contact list
- Contact Information
- Work Schedules
- Tracking Reports (Categorized)
- Status Reports (Categorized)
- Weekly & Monthly Status Reports
- Project Change Requests and Logs
- Sign-off Sheets
- Other Correspondence

The Master Project Book will be maintained by the Datamaxx Project Manager, updates will be made as required. Copies of the Project Book will be disseminated to the following personnel:

- Customer Project Manager
- Datamaxx Administration
- Project Team Leaders
- Datamaxx Sales Representative (project territory)

Each copy of the Project Book will be delivered with a minimal amount of content. As additional information is disseminated by the Project Manager, it is the responsibility of each book holder to ensure that their copy of the Project Book is updated to ensure that their copy accurately reflects the content of the Master Project Book. The Project Manager will make the Master Project Book available upon request for any team member who wishes to inspect it for content.

Whenever possible the content of the Project Book will be made available in electronic format. This includes project plans, schedules, design documents, etc. These electronic copies will be disseminated only upon request to the Project Manager.

Upon project completion, Datamaxx will make available (upon request) the final copy of the Master Project Book for the Customer's reference.

PROJECT MONITORING

Communication is an integral part of the Datamaxx management approach. Communication must be on going between the Datamaxx Team, subcontractors and the Customer's Project Manager. The project will use two methods of regular communications: the first, through the issuance of regular status reports; the second, by scheduling regular status meetings.

As mentioned previously, the Datamaxx Project Manager will be the primary point of contact between the Project Team and the Customer. On an "as needed" basis, individual personnel associated with the project may be directed by the Project Manager to initiate contact directly with the Customer. When this direction occurs, the team member may make contact only with the Customer Project Manager and not directly with other Customer personnel unless specifically approved by the Customer Project Manager. Because the Datamaxx Project Manager and the Customer's Project Manager bear ultimate responsibility for all aspects of the project, it is essential that the proper communication paths be maintained.

During the design phase, Datamaxx will finalize a detailed work plan with the Customer. The work plan will identify the tasks required to successfully implement the Project. This work plan will be the basis against which project status reporting will be tracked.

Status reporting is an integral part of the Datamaxx project management approach, providing a mechanism for both monitoring and controlling project progress. Using automated support tools, time tracking and reporting procedures, the Datamaxx staff will provide input to the status reports to be delivered on a regular basis. Datamaxx project tracking is a hierarchical process that will begin with individual team members of the Project Team and their detailed task plans and conclude with the Datamaxx Project Manager and the status reports that are provided to the Customer.

WEEKLY STATUS REPORTING

The Project Manager will develop and disseminate a weekly report that provides ongoing status updating of the overall project. These reports will typically be focused on the current phase of the project however may include any aspect of project design, planning and implementation. Weekly reports will be fairly brief and will normally contain only a synopsis of the events occurring during the previous week.

Weekly project reports will be produced on Friday of each week.

A sample of the Weekly Project Report is included at the end of this document.

MONTHLY STATUS REPORT

Monthly status reports will include a summary of the information provided in the weekly reports supplemented by the output from the various automated support tools such as Microsoft Project. These reports will also provide a notification of any schedule deviations, projected activity for the upcoming month, customer billing updates and meeting schedules.

Monthly project reports will be produced on the first Friday of each month and will include information for the previous month's activity.

A sample of the Monthly Project Report is included at the end of this document.

PROJECT ISSUE MANAGEMENT REPORT

The issue management report is designed to provide an ad-hoc method of distributing additional information to all parties that is related to a particular project issue. This report is meant to provide information in addition to the Issue and Action Item Report which is meant as a tracking mechanism for outstanding issue and actions. The Project Issue Management Report will be produced by the Project Manager as needed and will be disseminated to all team members for inclusion in their copy of the Project Book.

A sample of the Project Issue Management Report is included at the end of this document.

PROJECT MEETINGS

Status review meetings will be conducted on a monthly basis throughout the project.

During these meetings the participants will discuss project status, issues, and risk assessment. These meetings will focus on the monthly project process, discussion of implementation issues impacting the project schedule, and other technical or operational issues affecting the project.

Project meetings will normally occur on the last Friday of each month unless a scheduling conflict exists. In the event of a conflict, the Customer's Project Manager and Datamaxx's Project Manager will determine the date for re-scheduling of the meeting.

When the nature of the project phase or meeting topics warrant, the monthly project meeting will be held in person. It is expected that the majority of these meetings will consist of telephone conference calls so that as many participants as possible may be included. The Datamaxx and Customer Project Managers will determine the need for live meetings on an individual meeting basis.

The Datamaxx Project Manager will produce a Project Meeting Report that provides an overview of the topics and discussion that occurred. These reports will be included in the Project Book.

A sample of the Project Meeting Report is included at the end of this document.

CHANGE ORDERS

It is anticipated that throughout the project it will be necessary to adjust the requirements and/or deliverables that are contractually specified. When this occurs a formal change order will be produced by the Datamaxx Project Manager. The Change Order will provide an overview of the change that is necessary including any impact on the project budget, schedule and tasking.

All Change Orders will be considered effective at the time they are accepted by the customer.

Each change order must be formally accepted by both the Datamaxx and Customer Project Manager. All final change orders will be maintained in the Master Project Book.

A sample of the Project Change Order is included at the end of this document.

PROJECT CONTROL

Effective planning and tracking of a project can occur only when members of the project participate in creating and maintaining the plan. Planning happens at all levels. At the top level, the Datamaxx Project Manager, in conjunction with the Customer Project Manager and other members of the Project Management Team, will plan the overall project and each task. Within each task, subordinate tasks will be created and tracked by individual Project Team members. This provides project management the necessary information to identify slippage earlier in a process thereby controlling the overall project delivery.

CONTROL TOOLS

During the project, the Datamaxx Team will use automated tools such as Microsoft Excel and Microsoft Project to maintain and document project plans. These tools are flexible yet disciplined mechanisms that track day-to-day progress as well as long-term objectives. They offer a variety of sophisticated features such as automated scheduling, custom designed reports and dynamic resource allocation, as well as the features of traditional project planning tools.

Team members will use Microsoft Project to record detailed estimates that have been reviewed by the Datamaxx Project Manager and the responsible team members. The team will record task dependencies, assign project resources and identify the critical path for the project. Resource activity assignments will be available to the State for review. Progress against activity assignments will be available for review by the Customer.

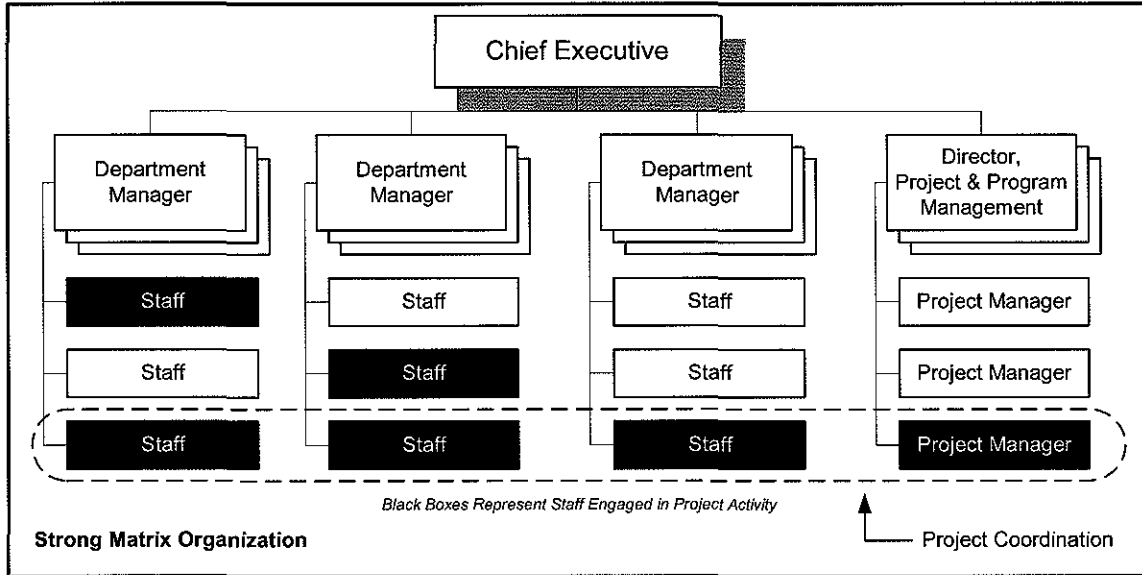
The scheduling and charting capabilities of Microsoft Project will be used to facilitate the scheduling of tasks and activities and to provide graphical displays of the schedule to the Project Team.

It is expected that the output of these control tools will be available via the Internet at a secured project site. This will provide team members with access to the latest information that may be available between regularly scheduled dissemination of printed material.

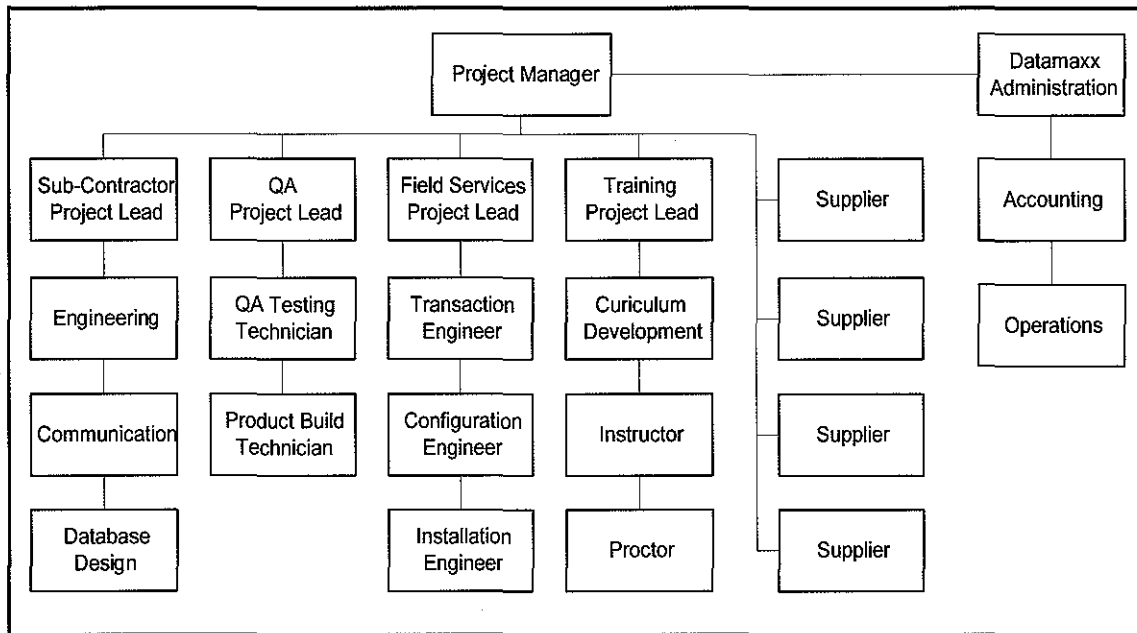
PROJECT MANAGEMENT STRUCTURE

Datamaxx utilizes a modified "Strong Matrix Organization" structure as defined by the Project Management Body of Knowledge (PMBOK). Under this organizational structure the position of Project Manager is a permanent assignment in which the individual Project Managers are assigned on a project-by-project basis. On any particular project, a project team is assembled by the Project Manager from personnel who are permanently assigned to the various departments within the company. Other personnel comprising the project team include representatives of suppliers and sub-contractor team members. Individual Project Team members are under the

management control of the Project Manager at varying levels throughout the life of the project until they are formally released from the Project Team at the conclusion of their responsibilities. Utilizing this organizational structure the Project Manager bears ultimate responsibility for the outcome of the project and is empowered to make real-time decisions related to the project and project team. The following illustration provides a graphical example of the "Strong Matrix Organization":



When this project management structure is applied to a project team, a clearly defined team structure is identified. The following graphic provides an example of the Project Team structure which is similar to the Project Team which will be utilized for this project. A Project Team structure for this project will be identified in the Project Plan which follows this document.



PROJECT DOCUMENTS

It is expected that the Datamaxx Project Manager will produce the following documents during this project:

Project Management Plan – This document.

Project Plan – Detailed information related to the project deliverables, scope and methodologies to be employed in execution of the project. The Project plan expands on many of the issues outlined in this document.

System Design Specification – Provides detailed technical design and configuration specifications for the products that will be delivered during the project.

Project Training Plan – Outlines the training which will be delivered during the project. This document contains preliminary schedules, course outlines and summaries for each training course to be provided.

Project Test Plan – Defines the methods to be used during various phases of project testing along with a detailed checklist of specific operational features which must be accepted before system cutover.

Project Deployment Plan – Defines the methods that will be used in the deployment of system deliverables.

Central Site Preparation Plan – Provides a description of the tasks and deliverables that must be completed for the central system deployment site.

Project Transition Plan – Provides information to the customer that illustrates the migration from Project Management to ongoing operation of the system delivered.

As-Built Document – Provides detailed technical information identifying the various system components in their final configuration state.

SAMPLE DOCUMENTS

The following pages provide samples of documents that have been referenced herein. The documents presented are merely samples for review by the customer. These documents will be modified to meet specific contract requirements.

PROJECT: XXX CONTRACT ID: XXX

PROGRAM MANAGER: XXX PROJECT MANAGER: XXX PROJECT ADMINISTRATOR: XXX

REPORT TERM: 01/01/01 TO 01/01/01 PROJECT PHASE ID: XXX

REPORT DATE: 01/01/01 REPORT NUMBER: XXX

ACTIVITY SUMMARY FOR THIS PERIOD:

Provides an overview of the project activity which occurred in the reporting period

TASKS COMPLETED THIS PERIOD:

Lists any tasks that were completed in the reporting period.

TASKS INITIATED THIS PERIOD:

Lists any tasks that were started during the reporting period.

TASKS BEHIND SCHEDULE THIS PERIOD:

Lists any tasks that are behind schedule and describe how project risk is affected.

ISSUES IMPACTING SCHEDULE:

Lists and describes any issues impacting the project at this point.

PROJECT MANAGER NOTES:

Includes any information in this area which is important to the management and historical record of this project which can not be included in other sections of this document.

NEXT WEEKLY REPORT: 01/01/01 NEXT MONTHLY REPORT: 01/01/01 NEXT MONTHLY MEETING: 01/01/01

PROJECT: XXX CONTRACT ID: XXX

PROGRAM MANAGER: XXX PROJECT MANAGER: XXX PROJECT ADMINISTRATOR: XXX

REPORT TERM: 01/01/01 TO 01/01/01 REPORT NUMBER: XXX REPORT DATE: 01/01/01

WEEKLY REPORTS INCORPORATED BY REFERENCE:

Lists report dates for all weekly reports published since the last Monthly Report.

PROJECT SCHEDULE INCORPORATED BY REFERENCE:

Lists the date and version number of the project schedule published in conjunction with this report.

MILESTONES REACHED THIS PERIOD:

Lists any project milestones which have been achieved during the current reporting period.

SIGNIFICANT ACCOMPLISHMENTS THIS PERIOD:

Summarizes any significant accomplishments during the current reporting period.

ACTIVITY SUMMARY FOR THIS PERIOD:

Provides a list of Previous Reporting Period Activities and the status of each.

PLANNED ACTIVITIES FOR NEXT PERIOD:

Provides a list of activities planned for the next reporting period and the status of each.

NON-TECHNICAL PROJECT ISSUES:

Lists and describes any non-technical issues impacting the project at this point.

TECHNICAL PROJECT ISSUES:

Lists and describes any technical issues impacting the project at this point

RISK STATUS:

Identifies any changes in risk status. Risk status changes includes changes in probability of occurrence or impact.

Lists and describes any new risk event identified during the reporting period.

BILLING ACTIVITY FOR THIS PERIOD:

Lists any billing activity which has occurred during the reporting period.

ANTICIPATED BILLING ACTIVITY FOR NEXT PERIOD:

Lists and describes any billing activity which is scheduled to occur in the next reporting period.

NON-WORKING DAYS FOR NEXT PERIOD:

Identifies the date and reason for any dates (excluding weekends) during the next reporting period when project activity will not be performed.

PROJECT MANAGER NOTES:

This area is be used to convey any other information important to the management and historical record for the project which is not included elsewhere in the document.

NEXT MONTHLY REPORT: 01/01/01 NEXT MONTHLY MEETING: 01/01/01



PROJECT CHANGE ORDER

PROJECT: XXX CONTRACT ID: XXX

PROGRAM MANAGER: XXX PROJECT MANAGER: XXX PROJECT ADMINISTRATOR: XXX

PREPARED BY: XXX DATE: 01/01/01

CHANGE ORDER NUMBER: XXX REFERENCE: XXX

CHANGE OVERVIEW

CHANGE DESCRIPTION

JUSTIFICATION

IMPACT OF NOT IMPLEMENTING CHANGE

ALTERNATIVE APPROACHES

ANALYSIS OF CHANGE

IMPACT ON PROJECT DELIVERABLES

IMPACT ON PROJECT SCHEDULE

IMPACT ON PROJECT BUDGET

IMPACT ON RESOURCES

CHANGE MANAGEMENT

DESCRIPTION OF CHANGE MANAGEMENT

DESCRIPTION OF ACCEPTANCE METHODOLOGY

DESCRIPTION OF STATUS REPORTING

DATAMAXX CHANGE REVIEW

MANAGEMENT

REVIEWED BY: XXX POSITION: XXX REVIEW DATE: 01/01/01

DETERMINATION: Approved Denied Deferred Until: 01/01/01 Referred to PRB for: 01/01/01

PROJECT REVIEW BOARD

REVIEW DATE: 01/01/01 DETERMINATION: Approved Denied Deferred Until: 01/01/01

RATIONALIZATION:

XXX

APPROVAL/DISAPPROVAL SPECIAL INSTRUCTIONS

XXX

AUTHORIZATION

DATAMAXX

POSITION	NAME	SIGNATURE	DATE
Project Manager			
PMO Manager*			
Program Manager*			
Financial Manager*			
Administration			

*If Applicable

CUSTOMER

POSITION	NAME	SIGNATURE	DATE
Project Manager			
PMO Manager*			
Program Manager*			
Financial Manager*			
Administration			

*If Applicable

PROJECT: XXX CONTRACT ID: XXX

PROGRAM MANAGER: XXX PROJECT MANAGER: XXX PROJECT ADMINISTRATOR: XXX

PREPARED BY: XXX DATE: 01/01/01

PIM NUMBER: XXX REFERENCE: XXX

ISSUE OVERVIEW

TECHNICAL (SPECIFY): XXXX

NON-TECHNICAL:

Project Planning Physical Resources Customer Imposed Funding Resources Procedural
 Personnel Resources Other (Specify): XXX

DATE ISSUE IDENTIFIED: 01/01/01 DATE RESOLUTION REQUIRED: 01/01/01

AFFECTS CRITICAL PATH: Yes No

ISSUE DESCRIPTION

CAUSE

ANALYSIS OF ISSUE

IMPACT ON PROJECT DELIVERABLES

IMPACT ON PROJECT SCHEDULE

IMPACT ON PROJECT BUDGET

IMPACT ON RESOURCES

ISSUE MANAGEMENT

APPROACHES TO RESOLUTION

ASSIGNMENT

ASSIGNED TO: XXX DATE ASSIGNED: 01/01/01 DATE DUE: 01/01/01

ISSUE RESOLUTION ALTERNATIVES AND RECOMMENDATION

ALTERNATIVES

RECOMMENDATION

ESTIMATE OF ADDITIONAL EFFORT

RESOURCES REQUIRED	WORK DAYS/COSTS

MANAGEMENT/PRB ACTION AND RECOMMENDATION

- Approve
 Approve with the following changes: XXX
 Defer Need Additional Information Disapprove

RECOMMENDED ACTION ASSIGNED TO: XXX

DATE RESOLUTION REQUIRED: XXX

PROJECT REVIEW BOARD

PRB REVIEW: Yes No REVIEW DATE: 01/01/01

RATIONALIZATION:

XXX

APPROVAL/DISAPPROVAL SPECIAL INSTRUCTIONS

AUTHORIZATION

POSITION	NAME	SIGNATURE	DATE
Project Manager			
PMO Manager*			
Program Manager*			
Financial Manager*			
Administration			

*If Applicable

PROJECT NAME: _____ **CUSTOMER ID:** _____
PROJECT MANAGER: _____ **PROJECT PHASE ID:** _____
MEETING DATE(S): 01/01/01 **START TIME:** 09:00 **END TIME:** 16:00
MEETING TYPE: _____ **MEETING LOCATION:** _____ **METHOD:** _____
FOLLOW-UP MEETING REQUIRED: **DATE:** 01/01/01 **LOCATION/METHOD:** _____
ATTENDEES: _____

GENERAL NOTES:
MEETING NOTES:

Item	Topic	TOPIC NOTES	TASK/ACTION
1.			
2.			
3.			
4.			
5.			

ATTACHMENT G – PROJECT SCHEDULE

Datamaxx Response:

Datamaxx provides the preliminary Project Schedule for the NBLETS Replacement Project in this section of the Technical Proposal.

NBLETS Replacement Project Preliminary Schedule

ID	% Complete	Task Name	Duration	Start	Finish	Predecessors	Resource Names
0	0%	0% Nebraska NBLETS Replacement Project Schedule	262.92 days	Mon 5/16/11	Wed 5/16/12		
1	0%	Project Phases	262.92 days	Mon 5/16/11	Wed 5/16/12		
2	0%	Initiation Phase	34.42 days	Mon 5/16/11	Fri 7/1/11		
3	0%	Contract Award	1 day	Mon 5/16/11	Mon 5/16/11		
4	0%	Administrative Issues/Contract Prerequisites	1 day	Mon 5/16/11	Mon 5/16/11		Tallahassee Operations,Project Manager,NBLETS Resource
5	0%	Initial Planning and Project Management	33.42 days	Tue 5/17/11	Fri 7/1/11		
6	0%	Project Initiation & Analysis (review existing NBLETS documentation)	2 days	Tue 5/17/11	Wed 5/17/11	4	Subject Matter Expert-DMAX,Project Manager
7	0%	Project Kick-Off & Preliminary Discovery	4.75 days	Thu 5/19/11	Wed 5/25/11	6	
10	0%	Preliminary Project Management Plan (Outline)	10 days	Wed 5/25/11	Wed 6/9/11		
11	0%	Refine and Deliver Preliminary Microsoft Project Schedule	5 days	Wed 5/25/11	Wed 6/1/11	8FS+1 day	Project Manager
12	0%	Nebraska Acceptance (and signoff) of Preliminary Project Schedule	5 days	Wed 6/1/11	Wed 6/8/11	11	NBLETS Resources
13	0%	Issuance of Milestone 1 Invoice	0 days	Wed 6/8/11	Wed 6/8/11	12	
14	0%	Discovery	15.67 days	Thu 6/9/11	Fri 7/1/11		
15	0%	Hardware + Software Architectural Review	3 days	Thu 6/9/11	Tue 6/14/11		
16	0%	System Analysis	3 days	Thu 6/9/11	Tue 6/14/11		
17	0%	On-Site, AS-IS System Discovery	3 days	Thu 6/9/11	Tue 6/14/11		
18	0%	Message Flow	1 day	Thu 6/9/11	Fri 6/10/11	12FS+1 day	Solution Architect 1 - On Site
19	0%	Data Conversion	1 day	Fri 6/10/11	Mon 6/13/11	18	Solution Architect 1 - On Site
20	0%	Interfaces	1 day	Mon 6/13/11	Tue 6/14/11	19	Solution Architect 1 - On Site
21	0%	Documentation for NBLETS Replacement System Requirements & Initial Design	12.67 days	Tue 6/14/11	Fri 7/1/11		
22	0%	Nebraska State Security Requirements	3.67 days	Tue 6/14/11	Mon 6/20/11		
23	0%	FBI CJIS Security Requirements	0.33 days	Tue 6/14/11	Wed 6/15/11	16	Solution Architect 1,Project Manager,NBLETS Resource
24	0%	NBLETS Replacement System Network Architecture	1.33 days	Wed 6/15/11	Thu 6/16/11	23	Solution Architect 1,Project Manager,NBLETS Resource
25	0%	QA Review of FBI CJIS Security Req & System Network Arch.	2 days	Thu 6/16/11	Mon 6/20/11	24	Subject Matter Expert-DMAX,Solution Architect 1
28	0%	NBLETS Replacement System Interfaces to Internal & Partner Systems	2 days	Mon 6/20/11	Wed 6/22/11	28	
27	0%	LEMS Database (Starts Hot Files)	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC
28	0%	NBLETS Direct Connection to Message Switch	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC
28	0%	OCJO Mainframe (DMV files and Protection Orders)	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC
30	0%	NCIG Connection	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC
31	0%	NLETS Connection	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC
32	0%	WSUS (DNS, Active Directory, Windows Update Server)	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC
33	0%	SOR (Sex Offender Registry)	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC
34	0%	PCH (Patrol Criminal History)	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC
35	0%	RITS (Record Information Tracking System)	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC
36	0%	Metro Hosts (Douglas County, et al)	1 day	Mon 6/20/11	Tue 6/21/11		Solution Architect_NC
37	0%	Voyager (PDA Connections)	2 days	Mon 6/20/11	Wed 6/22/11		Solution Architect_NC
38	0%	Develop NBLETS Replacement System Design	7 days	Wed 6/22/11	Fri 7/1/11		
39	0%	System Design Review - SME	0.67 days	Wed 6/22/11	Thu 6/23/11	26	Subject Matter Expert-DMAX,Project Manager,Solution Architect
40	0%	Initial System Design Review Session-On-Site	4 days	Thu 6/23/11	Wed 6/29/11	39	Solution Architect 1 - On Site,Project Manager,NBLETS Resources,Subject Matter Expert-DMA
41	0%	Develop and Deliver Contract SME recommendations	0.33 days	Wed 6/29/11	Wed 6/29/11	40	Subject Matter Expert-DMAX,Solution Architect 1,Project Manager
42	0%	Contingency for Corrections to NBLETS Replacement System Design	2 days	Wed 6/29/11	Fri 7/1/11	41	Solution Architect 1,Project Manager,Technical Writer NB
43	0%	Design Phase	81 days	Fri 7/1/11	Mon 9/26/11		
44	0%	Verify Infrastructure Plan	18.5 days	Fri 7/1/11	Fri 7/22/11		
45	0%	Network and Security Architecture Requirements & Design	4.5 days	Fri 7/1/11	Thu 7/7/11	38	Project Manager,Solution Architect
46	0%	Logical Architecture	3 days	Thu 7/7/11	Tue 7/12/11	45	Project Manager,Solution Architect
47	0%	Physical Architecture	3 days	Tue 7/12/11	Fri 7/15/11	46	Project Manager,Solution Architect
48	0%	QA Review of Infrastructure Plan	4 days	Fri 7/15/11	Thu 7/21/11	47	Subject Matter Expert-DMAX
49	0%	Revise and Republish plans/documentation as Necessary	1 day	Thu 7/21/11	Fri 7/22/11	48	Project Manager,Solution Architect
50	0%	Design Specification	23.5 days	Fri 7/22/11	Thu 8/26/11		
51	0%	Conceptual Architecture Design	3 days	Fri 7/22/11	Wed 7/27/11	49	Project Manager,Solution Architect
52	0%	Update Initial Design Specification	10.5 days	Wed 7/27/11	Thu 8/11/11	51	Project Manager,Solution Architect
53	0%	QA Review of Conceptual Architecture and Initial Design	4 days	Thu 8/11/11	Wed 8/17/11	52	Subject Matter Expert-DMAX
54	0%	Delivery of Conceptual Architecture and Initial Design	0 days	Wed 8/17/11	Wed 8/17/11	53	Project Manager
55	0%	Nebraska Review of Conceptual Architecture and Initial Design	5 days	Wed 8/17/11	Wed 8/24/11	54	NBLETS Resources
56	0%	Revise and Republish plans/documentation as Necessary	1 day	Wed 8/24/11	Thu 8/25/11	55	Project Manager
57	0%	Issuance of Milestone 2 Invoice	0 days	Thu 8/25/11	Thu 8/25/11	56	
58	0%	Implementation Plan	16 days	Thu 8/11/11	Fri 9/2/11		
59	0%	Implementation Plan	7 days	Thu 8/11/11	Mon 8/22/11	52	Project Manager,Solution Architect
60	0%	QA Review Implementation Plan	3 days	Mon 8/22/11	Thu 8/25/11	58	Subject Matter Expert-DMAX
61	0%	Delivery of Implementation Plan	0 days	Thu 8/25/11	Thu 8/25/11	60	Project Manager
62	0%	Nebraska Review of Implementation Plan	5 days	Thu 8/25/11	Thu 9/1/11	61	NBLETS Resources
63	0%	Revise and Republish plans/documentation as Necessary	1 day	Thu 9/1/11	Fri 9/2/11	62	Project Manager
64	0%	ORI Data Conversion Plan	11 days	Thu 8/28/11	Fri 9/9/11		
65	0%	Create ORI Table Conversion Plan	2 days	Thu 8/25/11	Mon 8/29/11	60	Solution Architect 1,Project Manager
66	0%	QA Review of ORI Table Conversion Plan	3 days	Mon 8/29/11	Thu 9/1/11	65	Subject Matter Expert-DMAX
67	0%	Delivery of ORI Table Conversion Plan	0 days	Thu 9/1/11	Thu 9/1/11	66	Project Manager
68	0%	Nebraska Review & Acceptance of ORI Table Conversion Plan	5 days	Thu 9/1/11	Thu 9/8/11	67	NBLETS Resources
69	0%	Revise and Republish plans/documentation as Necessary	1 day	Thu 9/8/11	Fri 9/9/11	68	Project Manager
70	0%	Data Conversion (Data from LEMS)	18 days	Wed 8/17/11	Wed 9/7/11		
71	0%	Review Data Produced by LEMS	2 days	Wed 8/17/11	Fri 8/19/11	53	Solution Architect 1
72	0%	Create Data Conversion Plan	2 days	Fri 8/19/11	Tue 8/23/11	71	Solution Architect 1,Project Manager
73	0%	Delivery of Data Conversion Plan	0 days	Tue 8/23/11	Tue 8/23/11	72	Project Manager
74	0%	Nebraska Review & Acceptance of Data Conversion Plan	10 days	Tue 8/23/11	Tue 9/6/11	73	NBLETS Resources
75	0%	Revise and Republish plans/documentation as Necessary	1 day	Tue 9/6/11	Wed 9/7/11	74	Project Manager
76	0%	Hardware	16 days	Fri 9/2/11	Mon 9/26/11		

NBLETS Rep. Project Preliminary Schedule

ID	% Complete	Task Name	Duration	Start	Finish	Predecessors	Resource Names
77	0%	Coordinate ordering and delivery of Hardware and Systems Software	10 days	Fri 9/2/11	Fri 9/16/11	63	Tallahassee Operations
78	0%	Receive Production Hardware and Systems Software at Vendor Facility	1 day	Fri 9/16/11	Mon 9/19/11	77	NBLETS Resources
79	0%	State of Nebraska confirms Bill of Lading allows Vendor to retain custody of hardware for staging	0 days	Mon 9/19/11	Mon 9/19/11	78	
80	0%	Issuance of Milestone 3 Invoice	0 days	Mon 9/19/11	Mon 9/19/11	79	
81	0%	Pre-Stage Solution Hardware and Systems Software at Vendor Facility	5 days	Mon 9/19/11	Mon 9/26/11	80	Solution Architect 1
82	0%	Development Phase	21 days	Mon 9/26/11	Tue 10/25/11		
83	0%	Final Test Plans Based on Design Specifications	21 days	Mon 9/26/11	Tue 10/25/11		
84	0%	Functional Testing	3 days	Mon 9/26/11	Thu 9/29/11	81	Project Manager, Solution Architect
85	0%	Interface Testing	4 days	Thu 9/29/11	Wed 10/5/11	84	Project Manager, Solution Architect
86	0%	User Acceptance Test Scripts	3 days	Wed 10/5/11	Mon 10/10/11	85	Project Manager, Solution Architect
87	0%	System Acceptance Testing	5 days	Mon 10/10/11	Mon 10/17/11	86	Project Manager, Solution Architect
88	0%	Nebraska Review & Acceptance of Test Plan	5 days	Mon 10/17/11	Mon 10/24/11	87	NBLETS Resources
89	0%	Revise and Republish plan/documentation as Necessary	1 day	Mon 10/24/11	Tue 10/25/11	88	Project Manager
90	0%	Implementation Phase	107 days	Mon 9/26/11	Wed 2/22/12		
91	0%	Installation	6 days	Mon 9/26/11	Thu 10/6/11		
92	0%	Production System	6 days	Mon 9/26/11	Thu 10/6/11		
93	0%	OmniX Enterprise (Server, Console, OSW, Desktop, OmniX Web/Web Lite)	5 days	Mon 9/26/11	Mon 10/3/11	81	Field Engineer 2 - Remote
94	0%	Biztalk Server	2 days	Mon 10/3/11	Wed 10/5/11	83	Field Engineer 2 - Remote
95	0%	Database Server	1 day	Wed 10/5/11	Thu 10/6/11	94	Field Engineer 2 - Remote
96	0%	Test, Training & Development System	2.5 days	Mon 9/26/11	Wed 9/28/11		
97	0%	OmniX Enterprise (Server, Console, OSW, Desktop, OmniX Web/Web Lite)	2 days	Mon 9/26/11	Wed 9/28/11	91	Field Engineer 2 - Remote
98	0%	Biztalk Server	0.25 days	Wed 9/28/11	Wed 9/28/11	97	Field Engineer 2 - Remote
99	0%	Database Server	0.25 days	Wed 9/28/11	Wed 9/28/11	98	Field Engineer 2 - Remote
100	0%	System Configuration	10 days	Thu 10/6/11	Thu 10/20/11		
101	0%	Production System	6 days	Thu 10/6/11	Thu 10/13/11		
102	0%	OmniX Enterprise (Server, Console, OSW, Desktop, OmniX Web/Web Lite)	2 days	Thu 10/6/11	Mon 10/10/11	92	Field Engineer 2 - Remote
103	0%	Biztalk Server	2 days	Mon 10/10/11	Wed 10/12/11	102	Field Engineer 2 - Remote
104	0%	Database Server	1 day	Wed 10/12/11	Thu 10/13/11	103	Field Engineer 2 - Remote
105	0%	Test, Training & Development System	5 days	Thu 10/13/11	Thu 10/20/11		
106	0%	OmniX Enterprise (Server, Console, OSW, Desktop, OmniX Web/Web Lite)	2 days	Thu 10/13/11	Mon 10/17/11	104	Field Engineer 2 - Remote
107	0%	Biztalk Server	2 days	Mon 10/17/11	Wed 10/19/11	106	Field Engineer 2 - Remote
108	0%	Database Server	1 day	Wed 10/19/11	Thu 10/20/11	107	Field Engineer 2 - Remote
109	0%	Solution Configuration & Factory Acceptance Testing	31 days	Thu 10/20/11	Fri 12/3/11		
110	0%	LEMS Database (State Hot Files)	1 day	Thu 10/20/11	Fri 10/21/11	101,105	Field Engineer_NC
111	0%	NBLETS Direct Connection to Message Switch	1 day	Fri 10/21/11	Mon 10/24/11	110	Field Engineer_NC
112	0%	OCIO Mainframe (DMV files and Protection Orders)	1 day	Mon 10/24/11	Tue 10/25/11	111	Field Engineer_NC
113	0%	NCIC Connection	1 day	Tue 10/25/11	Wed 10/26/11	112	Field Engineer_NC
114	0%	NLETS Connection	1 day	Wed 10/26/11	Thu 10/27/11	113	Field Engineer_NC
115	0%	WSUS (DNS, Active Directory, Windows Update Server)	1 day	Thu 10/27/11	Fri 10/28/11	114	Field Engineer_NC
116	0%	SOR (Sex Offender Registry)	1 day	Fri 10/28/11	Mon 10/31/11	115	Field Engineer_NC
117	0%	PCH (Patrol Criminal History)	1 day	Mon 10/31/11	Tue 11/1/11	116	Field Engineer_NC
118	0%	RITS (Record Information Tracking System)	1 day	Tue 11/1/11	Wed 11/2/11	117	Field Engineer_NC
119	0%	Metro Hosts (Douglas County, et al)	1 day	Wed 11/2/11	Thu 11/3/11	118	Field Engineer_NC
120	0%	Voyager (PDA Connections)	1 day	Thu 11/3/11	Fri 11/4/11	119	Field Engineer_NC
121	0%	User Database Bulk Load	1 day	Fri 11/4/11	Mon 11/7/11	120	Field Engineer 2 - Remote
122	0%	Nebraska Business Rules Transactions	5 days	Mon 11/7/11	Mon 11/14/11	121	Field Engineer 2 - Remote
123	0%	Confirm Installation	1 day	Mon 11/14/11	Tue 11/15/11	122	Field Engineer 2 - Remote
124	0%	Prepare Hardware / Licenses for Shipment to Nebraska from Vendor Facility	3 days	Tue 11/15/11	Fri 11/18/11	123	Tallahassee Operations
125	0%	Ship Production Hardware / Licenses to Nebraska from Vendor Facility	10 days	Fri 11/18/11	Fri 12/2/11	124	Tallahassee Operations
126	0%	Software received by Nebraska	0 days	Fri 12/2/11	Fri 12/2/11		
127	0%	Application Software License for Test Environment_Shipped	0 days	Fri 12/2/11	Fri 12/2/11	125	Tallahassee Operations
128	0%	Application Software License for Production Environment_Shipped	0 days	Fri 12/2/11	Fri 12/2/11	125	Tallahassee Operations
129	0%	Issuance of Milestone 4 Invoice	0 days	Fri 12/2/11	Fri 12/2/11	127,128	
130	0%	On-Site Implementation	42 days	Fri 12/2/11	Tue 1/31/12		
131	0%	Production System	13 days	Fri 12/2/11	Wed 12/21/11		
132	0%	System Installation / Network Integration	1 day	Fri 12/2/11	Mon 12/5/11	125	Field Engineer 2 - On Site, Project Manager
133	0%	LEMS Database (State Hot Files)	1 day	Mon 12/5/11	Tue 12/6/11	132	Field Engineer_NC
134	0%	NBLETS Direct Connection to Message Switch	1 day	Tue 12/6/11	Wed 12/7/11	133	Field Engineer_NC
135	0%	OCIO Mainframe (DMV files and Protection Orders)	1 day	Wed 12/7/11	Thu 12/8/11	134	Field Engineer_NC
136	0%	NCIC Connection	1 day	Thu 12/8/11	Fri 12/9/11	135	Field Engineer_NC
137	0%	NLETS Connection	1 day	Fri 12/9/11	Mon 12/12/11	136	Field Engineer_NC
138	0%	WSUS (DNS, Active Directory, Windows Update Server)	1 day	Mon 12/12/11	Tue 12/13/11	137	Field Engineer_NC
139	0%	SOR (Sex Offender Registry)	1 day	Tue 12/13/11	Wed 12/14/11	138	Field Engineer_NC
140	0%	PCH (Patrol Criminal History)	1 day	Wed 12/14/11	Thu 12/15/11	139	Field Engineer_NC
141	0%	RITS (Record Information Tracking System)	1 day	Thu 12/15/11	Fri 12/16/11	140	Field Engineer_NC
142	0%	Metro Hosts (Douglas County, et al)	1 day	Fri 12/16/11	Mon 12/19/11	141	Field Engineer_NC
143	0%	Voyager (PDA Connections)	1 day	Mon 12/19/11	Tue 12/20/11	142	Field Engineer_NC
144	0%	Initial Site Installation Test	1 day	Tue 12/20/11	Wed 12/21/11	143	Field Engineer 2 - On Site
145	0%	Issuance of Milestone 5 Invoice	0 days	Wed 12/21/11	Wed 12/21/11	144	
146	0%	Test, Training & Development System_Virtual Environment	13 days	Wed 12/21/11	Mon 1/8/12		
147	0%	System Installation / Network Integration	1 day	Wed 12/21/11	Thu 12/22/11	131	Field Engineer 2 - On Site
148	0%	LEMS Database (State Hot Files)	1 day	Thu 12/22/11	Fri 12/23/11	147	Field Engineer_NC
149	0%	NBLETS Direct Connection to Message Switch	1 day	Fri 12/23/11	Mon 12/26/11	148	Field Engineer_NC
150	0%	OCIO Mainframe (DMV files and Protection Orders)	1 day	Mon 12/26/11	Tue 12/27/11	149	Field Engineer_NC
151	0%	NCIC Connection	1 day	Tue 12/27/11	Wed 12/28/11	150	Field Engineer_NC

		NBLETS Rej		Project Preliminary Schedule				
ID	% Complete	Task Name	Duration	Start	Finish	Predecessors	Resource Names	
152	0%	NLETS Connection	1 day	Wed 12/28/11	Thu 12/29/11	151		Field Engineer_NC
153	0%	WSUS (DNS, Active Directory, Windows Update Server)	1 day	Thu 12/29/11	Fri 12/30/11	152		Field Engineer_NC
154	0%	SOR (Sex Offender Registry)	1 day	Fri 12/30/11	Mon 1/2/12	153		Field Engineer_NC
155	0%	PCH (Patrol Criminal History)	1 day	Mon 1/2/12	Tue 1/3/12	154		Field Engineer_NC
156	0%	RITS (Record Information Tracking System)	1 day	Tue 1/3/12	Wed 1/4/12	155		Field Engineer_NC
157	0%	Metro Hosts (Douglas County, et al)	1 day	Wed 1/4/12	Thu 1/5/12	156		Field Engineer_NC
158	0%	Voyager (POA Connections)	1 day	Thu 1/5/12	Fri 1/6/12	157		Field Engineer_NC
159	0%	Initial Site Installation Test	1 day	Fri 1/6/12	Mon 1/8/12	158		Field Engineer 2 - On Site
160	0%	Issuance of Milestone 6 Invoice	0 days	Mon 1/9/12	Mon 1/9/12	159		
161	0%	On-Site Configuration (All systems)	12 days	Mon 1/9/12	Wed 1/25/12	131,146		
162	0%	OmniBox Enterprise Edition (Console, Message Broker, Desktop OmniBox Web/Web Lite)	3 days	Mon 1/9/12	Thu 1/12/12			Field Engineer 2 - On Site
163	0%	Nebraska Specific Transactions / Business Rules	3 days	Thu 1/12/12	Tue 1/17/12			Field Engineer 2 - On Site
164	0%	MSFT BizTalk	3 days	Tue 1/17/12	Fri 1/20/12			Field Engineer 2 - On Site
165	0%	OmniBox Reporting Module	3 days	Fri 1/20/12	Wed 1/25/12	164		Field Engineer 2 - On Site
166	0%	Data Conversion	4 days	Wed 1/25/12	Tue 1/31/12			
167	0%	Implement Data Conversion Plan (ORI)	2 days	Wed 1/25/12	Fri 1/27/12	165		Project Manager,Field Engineer 2 - On Site
168	0%	Implement LEMS Data Conversion Plan	2 days	Fri 1/27/12	Tue 1/31/12	167,75		Project Manager,Field Engineer 2 - On Site
169	0%	Datamatrix System Regression Testing (On-Site) - Functionality	19 days	Tue 1/31/12	Wed 2/22/12			
170	0%	Core and Secondary Components	5 days	Tue 1/31/12	Tue 2/7/12	168		Field Engineer 2 - On Site
171	0%	Fallover and Business Continuity	2 days	Tue 2/7/12	Thu 2/9/12	170		Field Engineer 2 - On Site
172	0%	Integration Testing	2 days	Thu 2/9/12	Mon 2/13/12	171		Field Engineer 2 - On Site
173	0%	Functionality Testing	2 days	Mon 2/13/12	Wed 2/15/12	172		Field Engineer 2 - On Site
174	0%	Transaction Testing	5 days	Wed 2/15/12	Wed 2/22/12	173		Field Engineer 2 - On Site
175	0%	Issuance of Milestone 7	0 days	Wed 2/22/12	Wed 2/22/12	174		
176	0%	User Testing Phase	6 days	Wed 2/22/12	Mon 3/5/12			
177	0%	Conduct Tests per Design Specifications	6 days	Wed 2/22/12	Mon 3/5/12			
178	0%	Functional Testing	1 day	Wed 2/22/12	Thu 2/23/12	175		NBLETS Resources,Field Engineer 2 - Remote
179	0%	Interface Testing (LEMS, NBLETS, OCIO, etc.)	1.5 days	Thu 2/23/12	Fri 2/24/12	178		NBLETS Resources,Field Engineer 2 - Remote
180	0%	Nebraska Transaction / Business Rule Testing	5 days	Fri 2/24/12	Fri 3/2/12	179		NBLETS Resources,Field Engineer 2 - Remote
181	0%	User Acceptance Testing (OmniBox Enterprise)	0.5 days	Fri 3/2/12	Mon 3/5/12	180		NBLETS Resources,Field Engineer 2 - Remote
182	0%	Issuance of Milestone 8	0 days	Mon 3/5/12	Mon 3/5/12	181		
183	0%	Training Phase	135 days	Mon 9/28/11	Mon 4/2/12			
184	0%	System Training Plan	11 days	Mon 9/28/11	Tue 10/11/11			
185	0%	Develop System Training Plan	7 days	Mon 9/28/11	Wed 10/5/11	43		Training Manager
186	0%	Delivery of System Training Plan	1 day	Wed 10/5/11	Thu 10/6/11	185		Project Manager
187	0%	Nebraska Review of System Training Plan	2 days	Thu 10/6/11	Mon 10/10/11	186		NBLETS Resources
188	0%	Revise and Republish plans/documentation as Necessary	1 day	Mon 10/10/11	Tue 10/11/11	187		Project Manager,Training Manager
189	0%	Training course development / customization	16 days	Mon 3/6/12	Tue 3/27/12			
190	0%	Course Customization/Tests	5 days	Mon 3/5/12	Mon 3/12/12	181		Trainer 1 - Prep
191	0%	Turn Over Plan Development (aka Transfer of Knowledge)	5 days	Mon 3/12/12	Mon 3/19/12	190		Trainer 1 - Prep
192	0%	Develop Course Tests - Certificate of Completion	5 days	Mon 3/19/12	Mon 3/26/12	191		Trainer 1 - Prep
193	0%	Training Material Production	1 day	Mon 3/26/12	Tue 3/27/12	192		Trainer 1 - Prep
194	0%	Training Classes	20 days	Mon 3/6/12	Mon 4/2/12			
195	0%	Turn Over Plan (up to 10 People) [Transfer of Knowledge]	4 days	Tue 3/27/12	Mon 4/2/12	193		NBLETS Resources,Field Engineer 2 - On Site
196	0%	OmniBox Switch Administration Train the Trainer(up to 10 people)	2 days	Mon 3/5/12	Wed 3/7/12	181		Trainer 1 - On Site,NBLETS Resources
197	0%	Issuance of Milestone 9	0 days	Mon 4/2/12	Mon 4/2/12	196,195		
198	0%	Documentation Phase	107 days	Tue 10/25/11	Thu 3/22/12			
199	0%	OmniBox Enterprise product documentation	1 day	Tue 10/25/11	Wed 10/26/11	82		Project Manager,Solution Architect
200	0%	Final As-Built Configuration and Specification documentation (System Documentation)	5 days	Mon 3/5/12	Mon 3/12/12	176		Project Manager,Solution Architect
201	0%	Review of As-Built Configuration and Specification documentation (System Documentation)	2 days	Mon 3/12/12	Wed 3/14/12	200		Project Manager,Solution Architect
202	0%	Delivery of As-Built Configuration and Specification documentation (System Documentation)	0 days	Wed 3/14/12	Wed 3/14/12	201		Project Manager
203	0%	Nebraska Review of As-Built Configuration and Specification documentation (System Documentation)	5 days	Wed 3/14/12	Wed 3/21/12	202		NBLETS Resources
204	0%	Revise and Republish plans/documentation as Necessary	1 day	Wed 3/21/12	Thu 3/22/12	203		Project Manager,Solution Architect
205	0%	Issuance of Milestone 10	0 days	Thu 3/22/12	Thu 3/22/12	204		
206	0%	Production Cutover Phase	28.5 days	Mon 3/6/12	Fri 4/13/12			
207	0%	Produce Business Continuity Plan	6 days	Mon 3/5/12	Thu 3/15/12	181		Solution Architect 1,Project Manager
208	0%	Delivery of Business Continuity Plan	0 days	Thu 3/15/12	Thu 3/15/12	207		Project Manager
209	0%	Nebraska Review of Business Continuity Plan	10 days	Thu 3/15/12	Thu 3/29/12	208		NBLETS Resources
210	0%	Revise and Republish plans/documentation as Necessary	1 day	Thu 3/29/12	Fri 3/30/12	209		Project Manager
211	0%	Produce Cutover Plan	8 days	Thu 3/15/12	Tue 3/27/12	208		Field Engineer 2 - Remote,Project Manager
212	0%	Delivery of Cutover Plan	0 days	Tue 3/27/12	Tue 3/27/12	211		Project Manager
213	0%	Nebraska Review of Cutover Plan	5 days	Tue 3/27/12	Tue 4/3/12	212		NBLETS Resources
214	0%	Revise and Republish plans/documentation as Necessary	1 day	Tue 4/3/12	Wed 4/4/12	213		Project Manager,Field Engineer 2 - Remote
215	0%	Create Go-Live Briefing Presentation	7.5 days	Wed 4/4/12	Fri 4/13/12			
216	0%	Create Go-Live Presentation	3 days	Wed 4/4/12	Mon 4/9/12	214		Project Manager,Solution Architect
217	0%	Data Conversion (ORI Table)	4 days	Mon 4/9/12	Fri 4/13/12			
218	0%	Final Data Conversion Migration	3 days	Mon 4/9/12	Thu 4/12/12	216		Solution Architect 1 - On Site[50%],Project Manager[50%]
219	0%	Present Go-Live Briefing Presentation	1 day	Thu 4/12/12	Fri 4/13/12	218		Project Manager
220	0%	Perform Cutover - Go-Live - Server	1.5 days	Thu 4/12/12	Fri 4/13/12	218		Project Manager,Field Engineer 2 - On Site
221	0%	Issuance of Milestone 11	0 days	Fri 4/13/12	Fri 4/13/12	220		
222	0%	Transition to Support Phase	23 days	Fri 4/13/12	Wed 5/16/12			
223	0%	Create Maintenance and Support Plan	15 days	Fri 4/13/12	Fri 5/4/12	220		Project Manager
224	0%	Delivery of Maintenance and Support Plan	0 days	Fri 5/4/12	Fri 5/4/12	223		Project Manager
225	0%	Nebraska Review of Maintenance and Support Plan	5 days	Fri 5/4/12	Fri 5/11/12	224		NBLETS Resources
226	0%	Revise and Republish plans/documentation as Necessary	1 day	Fri 5/11/12	Mon 5/14/12	225		Project Manager

NBLETS Re object Preliminary Schedule

ID	% Complet	Task Name	Duration	Start	Finish	Predecessors	Resource Names
227	0%	Support Team Introduction	1 day	Mon 5/14/12	Tue 5/15/12	226	Project Manager
228	0%	Project Closeout	1 day	Tue 5/15/12	Wed 5/16/12	227	
229	0%	Monitoring and Controlling Phase	262 days	Mon 5/16/11	Tue 5/15/12		
230	0%	Day to Day PM (incl. weekly Progress Updates, Status Reports, Risk Log, etc.)	262 days	Mon 5/16/11	Tue 5/15/12		Project Manager - Total Project Oversight
231	0%	PMO Oversight	262 days	Mon 5/16/11	Tue 5/15/12		PMO Oversight
232	0%	Engineering Oversight	262 days	Mon 5/16/11	Tue 5/15/12		Engineering Oversight

ATTACHMENT H – IMPLEMENTATION PLAN

Datamaxx Response:

Datamaxx provides the Project Plan for the NBLETS Replacement Project in this section of the Technical Proposal.

ATTACHMENT I – TRAINING PLAN

Datamaxx Response:

Datamaxx provides a sample Training Plan for the NBLETS Replacement Project in this section of the Technical Proposal.

PROJECT: Nebraska NBLETS Replacement Project **CONTRACT ID:** XXX

PROGRAM MANAGER: Jonathan Waters **PROJECT MANAGER:** Ryan Rodgers

VERSION: RFP

VERSION CONTROL

VERSION	DATE	COMMENTS/DESCRIPTION
RFP	20110201	Initial Implementation Plan - RFP

DISTRIBUTION

NAME	POSITION	INTEREST IN PROJECT

INTRODUCTION

This document will be used to define the nature and methodology of the work to be performed in relation to the governing contract between Datamaxx Group, Inc. (Datamaxx) and the Nebraska State Patrol. The purpose of this plan is to define the nature, scope and methodologies which determine how the project will be managed and delivered. Detailed technical information will be provided at a later point in the project in the *System Design Specification* is delivered to CMS.

BACKGROUND

On 11/01/2010 the Nebraska State Patrol issued Request for Proposal (RFP) to solicit offers and select a vendor to deliver software and support services to replace and refresh the NBLETS system to in accordance with the specified requirements.

On 2/14/2011, Datamaxx submitted a response to the RFP.

On [Date], Datamaxx [Insert other Negotiation Activity Such as Q&A, Meetings, etc.].

On [Date], Datamaxx submitted a Best and Final Offer, along with additional clarification to questions from the Nebraska State Patrol.

The Nebraska State Patrol selected Datamaxx as the vendor to supply the goods and services as outlined in the RFP.

The Proposal submitted by Datamaxx were incorporated (by reference) into the final contract which was executed between Datamaxx and the Nebraska State Patrol on [Date].

FOUNDATION

This plan has been prepared to comply with the following:

[Contract Name/Reference] which is comprised of the following:

- Request For Proposal number 3473Z1
- RFP 3473Z1 attachments
- Question and Answer documents generated prior to proposal
- Datamaxx response (proposal) to RFP 3473Z1
- Responses to questions generated by the Nebraska State Patrol
- Best and Final Offer submitted by Datamaxx
- [Other Documents As Needed]
- Contract as executed on [Date]

REFERENCE

The following documents are incorporated into this document by reference:

- Project Management Plan (Delivered to the [Nebraska State Patrol] on [Date])
- Project Schedule

PROJECT SCOPE

The scope of this project is defined as: [Scope Statement] The following table provides further explanation of the project scope.

SCOPE
WITHIN SCOPE
OUTSIDE SCOPE
CONSTRAINTS
ASSUMPTIONS

VARIANCE FROM PROPOSAL

CATEGORY	REASON FOR VARIANCE FROM PROJECT PROPOSAL	PROPOSED CHANGES (FROM PROJECT PROPOSAL)
Scope		
Schedule		
Deliverables		
Cost		
Quality		
Risk Management		
Communications		

MAJOR DELIVERABLES

Datamaxx will supply the quantity of goods and services as specified by the contract. The following are the major deliverables to be provided for this project:

- Project Management
 - Design Documents
 - Project Plans
 - Milestone Charts
 - Project Reports
 - Acceptance Testing
- Omnixx Enterprise Platform
 - Omnixx Message Broker
- Training
 - Training will be provided as identified in the *Project Training Plan* associated with this project.
- Installation/Configuration
 - Installation and configuration services will be provided according to the terms of the contract.
- Warranty
 - A warranty period for products included in the project will be provided according to the terms of the contract.
- Maintenance
 - System Maintenance will be provided according to the terms of the contract.

PRIME CONTRACTOR

The Prime Contractor for the above referenced contract is:

LEGAL NAME: Datamaxx Group, Inc.
 dba/ Datamaxx Applied Technologies, Inc.
 BUSINESS TYPE: Corporation
 DOMICILE: Florida, USA
 ADDRESS: 2001 Drayton Drive
 Tallahassee, FL 32311
 PHONE: (850) 575-1023
 FAX: (850) 575-0689

INTERNET ADDRESS: www.datamaxx.com

As Prime Contractor, Datamaxx will bear full and complete responsibility for all contractual obligations.

SUB-CONTRACTORS/SUPPLIERS

Datamaxx will utilize various subcontractors and suppliers in fulfillment of the requirements of the contract. All subcontractors will be managed by Datamaxx in relation to this project.

While additional subcontractors and suppliers may be added at some time in the future, the following companies will be providing a substantial amount of goods and services related to this project.

COMPANY NAME	CLASSIFICATION	NATURE OF INVOLVEMENT
N/A	Subcontractor	<ul style="list-style-type: none">• N/A
		<ul style="list-style-type: none">•

PROJECT MANAGEMENT

All areas of Project Management will be provided by Datamaxx. Specific information related to the methodologies and philosophies employed in the management of this project is included in the document entitled "*Project Management Plan*" provided to the Nebraska State Patrol by Datamaxx on [Date]. The Project Management Plan is incorporated herein by reference.

DATAMAXX PROJECT MANAGER

Having served the role as "Project Manager" and/or "Program Manager" on 30+ State and Federal message switching systems since 1991, Datamaxx has extensive experience which will be leveraged for the NBLETS Replacement message switching system. Mr. Jonathan Waters will participate in the role of Program Manager, providing oversight at the highest levels of the project. Mr. Waters keen understanding of the existing LEMS implementation in Nebraska as well as his industry expertise of systems of a similar nature make him an excellent candidate for such a role. Mr. Ryan Rodgers will serve as Project Manager for this effort. The combined efforts of Mr. Jonathan Waters as a Subject Matter Expert (SME) and Mr. Ryan Rodgers project management expertise will ensure a complete understanding of the variables involved in designing and implementing a state message switching system that meet the goals and objectives of the State of Nebraska.

The Datamaxx Project Manager will serve as the primary representative for Datamaxx under this project. Their role will be to coordinate all activities and functions for the successful completion of the project with all team members. As Project Manager, this individual will have the authority to make the necessary decisions and take necessary actions in real time to ensure the successful completion of the entire project.

The Project Manager, **Ryan Rodgers** will be the primary/single point of contact for Nebraska State Patrol on all project related activities. As indicated in our Project Plan, the Project Manager will issue weekly project status reports that will include but not be limited to the following:

- Significant work plan activities performed during the reporting period. Reviewing the completed activities and comparing to plan;
- Identifying project risks and documenting recommendations to mitigate such risks;
- Deliverables completed during the reporting period. Identifying milestones reached and comparing to plan;
- Significant work plan activities planned for the next reporting period;
- Deliverables expected to be completed in the next reporting period;
- Identifying problems or issues and tracking status of problems/issues;
- Documenting what is being done to achieve resolution of problems/issues; and
- Project notes and comments.

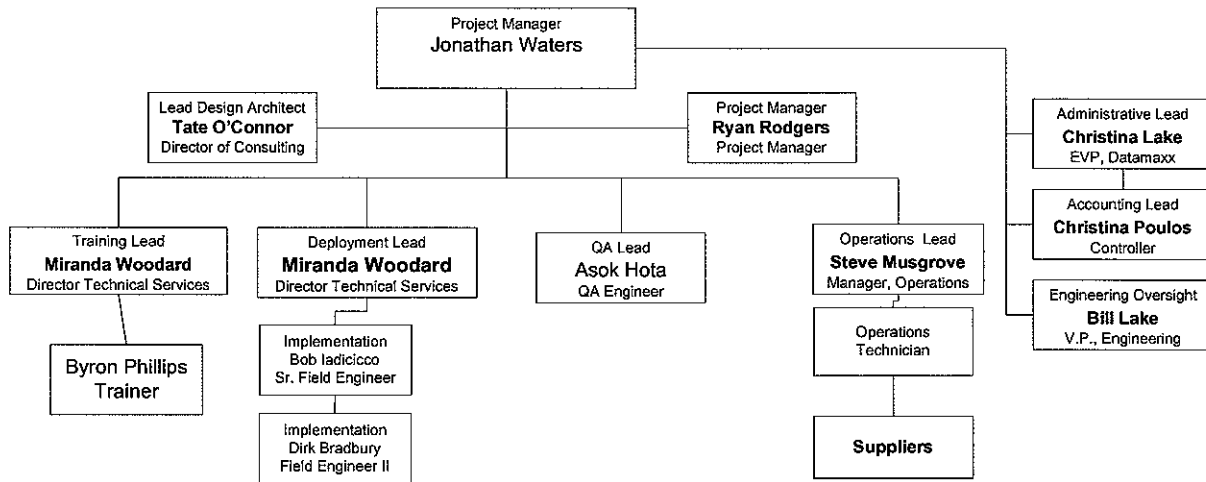
[NEBRASKA STATE PATROL]'S PROJECT MANAGER

Datamaxx understands that [Customer PM] has been assigned as the Project Manager representing the Nebraska State Patrol on this project. The contact information known to Datamaxx for [Customer PM] is:

NAME: [Name]
ADDRESS: Nebraska
 [Street Address]
 [City], [State] [Zip]
PHONE: [(xxx) xxx-xxxx]
FAX: [(xxx) xxx-xxxx]
CELLULAR: [(xxx) xxx-xxxx]
EMAIL: [Email]

PROJECT TEAM

Datamaxx will provide a team of personnel with specific expertise to be applied to this project. Datamaxx may make additions and changes to the project team due to employee attrition, required expertise, or resource allocation. Datamaxx will notify the Nebraska State Patrol any time changes to the Project Team are made. The organizational structure of the project team is depicted in the following diagram:



PROJECT PERSONNEL

The critical personnel assigned to this project, as identified in the contract documents have provided their personal identification information to facilitate criminal history background checks. Only those personnel classified as having a critical role in the project have submitted identification information. Upon direction from the Nebraska State Patrol, non-critical personal information will be submitted as well.

In addition to those critical personnel identified above, additional personnel identification information has been provided for persons who may be called on to assist with, or supplement a resource on the Project Team. Further, any personnel assigned to work on this project will provide identification and be subject to fingerprinting and a background check.

Personal data to facilitate criminal history background checks was submitted to the Nebraska State Patrol on [Date].

PROJECT CONTACT

In order to ensure that the respective Project Managers (Datamaxx and Nebraska State Patrol) are aware of all information related to this project, the Datamaxx Project Manager is the primary point of contact for communications between Datamaxx and Nebraska State Patrol. This does not eliminate the possibility of direct communication between subordinate team members, but necessitates that such contact will be only at the direction of the Project Manager. The contact information for the Datamaxx Project Manager is:

NAME: Ryan Rodgers
ADDRESS: Datamaxx
2001 Drayton Drive
Tallahassee, FL 32311
PHONE: [Phone]
FAX: [FAX]
CELLULAR: [Cell]
EMAIL: [Email Address]

The Datamaxx Project Manager is available to the Nebraska State Patrol Project Manager on a 24-hour-a-day, 7-days-a-week basis for the duration of the project.

PROJECT MILESTONES

The following tasks, events or activities are identified as milestones within this project.

1. Initial Planning and Project Management
2. Applications Software License for Test Environment
3. Applications Software License for Production Environment
4. Applications Software License for Disaster Recovery Environment
5. Functional Definition Document and Design Specification.
6. System Ready for Acceptance Testing
7. Testing Services
8. Training and Documentation
9. Production Move
10. Project HoldBack

PROJECT PHASES

This project will be approached based on clearly identifiable phases. Datamaxx has developed a phased approach to project management for this project. The following table identifies the project phases, major deliverables within each phase and the completion date associated with the major tasks. Please note that the information in this document that relates to the project schedule will not be updated on an ongoing basis. Please refer to the document entitled "Project Schedule" for detailed and timely information related to project tasks and deliverables.

The project phases identified for this project are:

PHASE 1 - Initiation

Phase 1 deliverables are primarily focused on the initial planning and project management functions. The Datamaxx Project Manager, Jonathan Waters and other project team members will begin to analyze existing Nebraska NBLETS documentation and conduct on-site system discovery. This phase will also include the project initiation meeting ('Project Kick-Off'), which will include additional discovery sessions. The goal of this phase is to ensure understanding of Nebraska NBLETS requirements through discovery and analysis in order to deliver a preliminary project plan to Nebraska NBLETS. This preliminary project plan will be further refined in a subsequent phase prior to Nebraska NBLETS acceptance.

PHASE 2 – Design

The primary goal of Phase 2 is to gain acceptance of the Functional Definition Document and Design Specification as well as the acceptance of initial Test Plans for various stages of the project. The expectation of functionality is outlined in the Functional Definition Document that will be accepted by the State prior to development of the system. The Design Specifications will document the software features and implementation methodology for all of the application software.

Phase 2 will also include the goal of receiving final acceptance of the Project Management Plan – including Project Scope Management Plan, WBS and Project Schedule, and Quality Management Plan.

PHASE 3 – Development

The primary goal of Phase 3 is for creation of the Initial NBLETS Test Plans for presentation to, and acceptance by, Nebraska State Patrol, including Functional Testing, Operational Testing, UAT Scripts, System Acceptance, and Final Acceptance.

PHASE 4 – Implementation

The primary goal of Phase 4 is to begin execution of the various project related planning documents that have been drafted and previously accepted by Datamaxx and Nebraska State Patrol. The Datamaxx NBLETS solution will be fully configured and installed.

PHASE 5 – Testing Services

The goal of project testing is to ensure that the system, which is ultimately placed into operation, will function as expected. During the Testing Phase, Datamaxx will deliver comprehensive test plans for the NBLETS solution and its components. The Project Test Plan will reflect procedures to test each of the items specified in the Design Specifications. Although initial testing will be performed at the Datamaxx offices where software development is performed, on-site testing will be performed to ensure that each functional component meets the specification in a real world environment. In order to aid in development and testing Datamaxx has developed NCIC and NLETS “simulation” programs. These stub programs (program simulating the host destination) will receive transactions and route back into the system appropriate response transactions. Each of the test steps and results concerning individual components will be reviewed with the State’s personnel to make sure that they meet the specifications.

There are several testing stages, with each stage inclusive of numerous testing procedures. A high-level description of the testing stages is listed below – with detailed descriptions of the testing procedures included within the technical proposal.

Testing Stages

Component or Functional Test – Component testing ensures that individual elements that combine to make up the project system are individually ready for operation within the system.

Operational Test – Operational System Test is a pre-defined, structured and well-documented test conducted by both Datamaxx and the State to validate the full operability of all integrated components in an operational environment and to validate associated user and maintenance documentation. The Operational System Test systematically checks a representative number of functions to ensure that the specified functionality and performance is provided. Operational Testing includes **Benchmark Testing** to ensure the system meets or exceeds performance requirements such as throughput and response time and identification accuracy.

User Acceptance Test (UAT) Scripts - The purpose of the UAT is to ensure that all requirements are met as specified and that all functionality is acceptable to Nebraska State Patrol.

System (Final) Acceptance Test – System Acceptance Test is the test conducted during the period of time after final (post production cutover) changes have been made to the project system. The purpose of the System Acceptance Test is to provide an opportunity for the State to formally evaluate and accept the system in its final state, and to demonstrate that system components are ready for production implementation.

The operation of the system will be closely monitored during the various tests; results will be documented and reviewed with the State. Only after the system has passed the acceptance criteria will it ready to be placed into production.

PHASE 6– Training & Documentation

During this Phase, Datamaxx will deliver to the Nebraska State Patrol training as defined in the Nebraska State Patrol approved Training Plan. For the purpose of the NBLETS system, Nebraska State Patrol has requested an onsite train-the-trainer method for all NBLETS training. Datamaxx will also develop and deliver the customized administrative and end-user training materials to support the training effort.

Datamaxx will provide to the Nebraska State Patrol a comprehensive set of detailed and fully descriptive user, system, and management documentation in both printed and electronic formats. In order to provide concise system documentation, and to lay the groundwork for future enhancements, Datamaxx performs extensive system "discovery", and then creates a Design Document that defines the system. This document is considered part of the Project Book, and is reviewed at all levels by all parties, to ensure correct implementation. The Datamaxx Project Manager will work with the Nebraska State Patrol to define and revise this documentation as necessary. Datamaxx will deliver additional documentation to Nebraska State Patrol throughout the implementation of the NBLETS, including the Omnixx Enterprise product documentation and NBLETS As-Built documentation.

PHASE 7 - Production Move

The primary goal of Phase 7 is to move the system into the Production environment. Datamaxx will produce, review, and revise the Cutover Plan for acceptance by Nebraska State Patrol.

Datamaxx has achieved measured success with this approach and has provided a high level of customer satisfaction as a result of implementing such structured approaches to the management of projects.

This Datamaxx proposal meets all mandatory requirements for RFP 3473Z1 for the NBLETS System. Datamaxx will leverage the experience and lessons-learned from hundreds of state, local, and federal systems during the project design and implementation phases of this system.

PHASE 8 – Transition to Support

The goals of Phase 8 include the development and delivery of the Lessons Learned document, Maintenance and Support Plan, and Project Closure Agreement.

PROJECT DOCUMENTS

PROJECT SCHEDULE

A Project Schedule will be provided and maintained throughout the life of this project. The Project Schedule provides a detailed timeline for each of the project phases and tasks within the project. The above Project Phase Chart is intended merely as an overview of these phases and tasks. The Project Schedule should be referenced for the latest and most accurate information. This timeline will be updated throughout the life of the project to ensure that all persons connected to the project are aware of the status of tasks and deliverables.

The Project Schedule for this project is incorporated herein by reference and will be considered by Datamaxx to be part of this document. The baseline Project Schedule is included as Appendix "A" of this document.

WORK BREAKDOWN STRUCTURE

Datamaxx has provided a Work Breakdown Structure (WBS) in Appendix "B" of this document. The WBS provides a hierarchical representation of the various work elements included in the project. The WBS diagram included in this document is considered a baseline and may change throughout the duration of the project. This document will not be updated based on changes to the WBS. At the request of the Nebraska State Patrol Project Manager, the WBS may be published as a separate document to illustrate changes from the baseline.

PROJECT TEST PLAN

Datamaxx will deliver, according to the timeline provided on the Project Schedule, a Project Test Plan which provides a method for the acceptance by Nebraska State Patrol of deliverables under the Contract. This plan will be developed by Datamaxx and presented to the Nebraska State Patrol for approval as to form and content. Datamaxx will revise the plan until a mutually acceptable final document is achieved.

PROJECT TRANSITION PLAN

The Project Transition Plan will provide the Nebraska State Patrol with information related to the transition from the active portion of the project to the ongoing operation of the resulting system. The active portion of the project is that which is managed and monitored by the Datamaxx Project Manager. At a point in the project, control for various portions of the project will be turned over to other individuals who will be responsible for supporting those portions. The goal of the Project Transition Plan is to make the transfer of responsibility from the Project Manager to these other individuals as smooth and orderly as possible. This plan will be presented at a point in time when the end of the action portion of the project is imminent, while still providing enough time to review, understand and implement the procedures that will be identified within the plan.

RISK MANAGEMENT PLAN

The Risk Management Plan will identify risks to the success of the project and where appropriate will include a discussion of mitigation efforts which will be used to reduce the likelihood of a risk impacting the project or the amount of impact if the risk is realized. The Risk Management Plan will be published as identified in the Project Schedule.

PROJECT QUALITY PLAN

The Project Quality Plan is provided to illustrate the methodologies utilized within the project to ensure the quality of project components. The Project Quality Plan will be published as identified in the Project Schedule.

PROJECT TRAINING PLAN

The Project Training Plan will provide detailed information about the various training programs that will be provided in support of project activities and deliverables. This plan will provide overview information about each of the courses to be delivered, the pre-requisites of each course along with the exact dates and times for each course. This plan will also identify methods for feedback and validation of the training process.

SYSTEM DEPLOYMENT PLAN

Datamaxx will deliver a System Deployment Plan which provides the methodology that is recommended by Datamaxx for the migration of services from the legacy system to the new system. This plan will include activity to be undertaken by both Datamaxx as well as the Nebraska State Patrol. The System Deployment Plan will be delivered according to the schedule provided in the Project Timeline.

SYSTEM DESIGN DOCUMENTS

Datamaxx will deliver to the Nebraska State Patrol a complete set of Design Documents for all deliverables specified in the contract. This is a technical document that is produced after Datamaxx has completed an initial analysis of the Nebraska State Patrol's needs, met with the Nebraska State Patrol to discuss the project approach and drafted a Design Specification. The Nebraska State Patrol will have an opportunity to review and request revisions to the System Design Document before a final version is presented for execution. These documents will be developed and produced according to the schedule on the Project Timeline.

PHASE AUTHORIZATION

As indicated by the Project Timeline, the Datamaxx Project Manager will issue a "Request to Proceed" at the conclusion of each project phase. The Request to Proceed will be an indication to the Nebraska State Patrol that it is Datamaxx's understanding that all of the required tasks for the previous phase have been completed and that Datamaxx is ready to begin the next phase of the project.

The Nebraska State Patrol's response to a Request to Proceed would be either a discussion of any issues the Nebraska State Patrol believes are outstanding, or not successfully completed, or the issuance of a "Notice to Proceed". Datamaxx will not undertake any billable activity for a project phase that has not been authorized by the issuance of a Notice to Proceed from the Nebraska State Patrol.

Datamaxx will forward a Notice to Proceed to the Nebraska State Patrol along with each Request to Proceed. The Nebraska State Patrol may elect to utilize the document supplied by Datamaxx, or may use any other format deemed appropriate for notifying Datamaxx that work may commence on the following phase.

CHANGE ORDERS

Any deviation from the provisions of the contract or deviation from mutually accepted plans and agreements will be documented by a Project Change Order. A copy of this order has been submitted with the Project Management Plan. All Project Change Orders must be approved by both Project Managers.

Datamaxx Project Management commonly recognizes two sources of Project Change Orders. They are; change orders initiated by the customer and those initiated by Datamaxx. Customer initiated change orders are commonly those which are related to the addition of project deliverables. Datamaxx initiated change orders are usually related to deviations from existing contract provisions. Regardless of the source, all change orders are managed by the Datamaxx Project Manager once they have been issued. Change orders require acceptance by both the customer and Datamaxx's Project Manager to ensure receipt and understanding of the issues outlined therein. Change orders are then tracked individually and are typically absorbed into the Project Task and Milestone documentation to ensure that their tenants are realized.

PAYMENT

Datamaxx will submit invoices for payment to the Nebraska State Patrol according to the terms outlined in the contract. Individual payments which are related to project phases will be invoiced within five days of the issuance of a Request to Proceed for the phase following the phase being billed. Payment of invoices will be due [Terms] days from the invoice date.

ANTICIPATED PAYMENT SCHEDULE

The following table provides the estimated invoice dates and amounts for each of the project phase invoices. If discrepancies exist between the schedule presented below and the Project Timeline, the Project Timeline will supercede the schedule presented in this section.

PROJECT PHASE	ANTICIPATED INVOICE DATE	INVOICE AMOUNT
Initiation - Planning and Project Management	[Date]	\$ [Amount]
Design	[Date]	\$ [Amount]
Development	[Date]	\$ [Amount]
Implementation	[Date]	\$ [Amount]
Testing Services	[Date]	\$ [Amount]
Training and Documentation	[Date]	\$ [Amount]
Production Move	[Date]	\$ [Amount]
Transition to Support	[Date]	\$ [Amount]
	PROJECT TOTAL:	\$ [Amount]

NEBRASKA STATE PATROL TASKS/DELIVERABLES

As identified in the Project Schedule, there are a number of tasks and deliverables required of the Nebraska State Patrol. Throughout the duration of the project there may be occasion when additional tasks and deliverables are identified which will require activity from the Nebraska State Patrol. When this occurs, Datamaxx will ensure that each task is clearly identified as to expected outcome, delivery parameters, etc.

It is assumed that the Nebraska State Patrol understands the impact of schedule deviations on a single project task may cause multiple (cascading) schedule fluctuations further along the project timeline. The Datamaxx Project Manager will work closely with the Nebraska State Patrol Project Manager to mitigate the likelihood of schedule slippage due to unrealistic task delivery requirements.

Datamaxx requests that the Nebraska State Patrol notify the Datamaxx Project Manager as soon as it is realized that a Nebraska State Patrol task or deliverable will not be provided on schedule. The two project managers will then analyze the impact and seek an alternative delivery time which meets the needs of the Nebraska State Patrol while creating as little impact as possible on the Project Schedule.

ACCEPTANCE OF DOCUMENT

This document and all documents incorporated by reference are valid only at the point when it is accepted in its final form by both the Nebraska State Patrol and Datamaxx. This document will remain valid for the duration of the project and may be modified by either party upon mutual agreement and upon the execution of a Change Order.

This document has been reviewed by both Nebraska State Patrol and Datamaxx Group, Inc. and is acceptable as to both form and content.

For Datamaxx Group, Inc.:

Name

Title

Signature

Date

For Nebraska State Patrol:

Name

Title

Signature

Date

APPENDIX A

[INSERT BASELINE PROJECT SCHEDULE HERE]

APPENDIX B – WORK BREAKDOWN STRUCTURE

[INSERT BASELINE WBS DIAGRAM HERE]

PROJECT: State of Nebraska NBLETS Replacement Project **CONTRACT ID:**

PROJECT MANAGER: Ryan Rodgers

PLAN DATE: 01/01/01

INTRODUCTION

The Datamaxx Academy will be providing professionally delivered training courses in support of project deployment activities. These courses are designed to provide the student with an understanding of not only the operation of the various system components, but also the concepts and theories behind their operation. While Datamaxx will be offering a structured training approach, it will also be "user friendly" as students will be encouraged to actively participate in the classes by asking questions, practicing techniques using hands-on exercises, and openly taking part in class discussions. Each class will be concluded with the student being provided an opportunity to evaluate the training materials, the instructor's delivery, and their overall perception of the course.

DOCUMENT ACCEPTANCE

Acceptance of this document will be accomplished through execution by the Project Managers for Datamaxx and Nebraska State Patrol.

PROJECT TRAINING COURSES

The following training courses will be offered in support of this project:

- Omnixx Server/Console Administration Train-the-Trainer (Optional)
- Omnixx Switch Administration Train-the-Trainer
- Omnixx Force Desktop Train-the-Trainer (Optional)
- Omnixx Force Web Train-the-Trainer (Optional)
- System Transfer of Knowledge (Turn Over Plan)

TRAINING STYLE

The following is a brief explanation of the types of training offered:

Train-the-Trainer

Train-the-Trainer includes a standard hands-on end-user training course to demonstrate the methods used for training users. In addition, Train-the-Trainer provides an Instructor's Manual with tips and techniques for delivering the information using the most efficient methods. The "trainers" attending the course will experience a standard end-user training course, and then have the opportunity to practice training using sections of the course material in a safe and comfortable environment.

Hands-On (Interactive)

In order to maximize the training experience and provide the greatest opportunity for training retention by the students, Datamaxx prefers to conduct its training in a "live" environment. In this situation, the pre-production project system is utilized in a protected mode to ensure that students are exposed to an environment as near to the actual production system as possible at the time.

Students are trained on the software applications which they will be using on a daily basis in a real-time, live training mode. This methodology requires that the training facility has hardware available for the students to utilize during the training courses. The topic application(s) will be loaded onto the student machines, and, if available, a live connection to the project system will be utilized to approximate the actual environment the students will encounter on a daily basis.

TRAINING LOCATION

The following table provides the location of delivery for each of the training courses identified above:

COURSE NAME	LOCATION
Omnixx Server/Console Train-the-Trainer (Optional)	Classroom Facility: Nebraska State Patrol
Omnixx Switch Administration Train-the-Trainer	Classroom Facility: Nebraska State Patrol
Omnixx Force Desktop Train-the-Trainer (Optional)	Classroom Facility: Nebraska State Patrol
Omnixx Force Web Train-the-Trainer (Optional)	Classroom Facility: Nebraska State Patrol
Transfer of Knowledge	Classroom Facility: Nebraska State Patrol

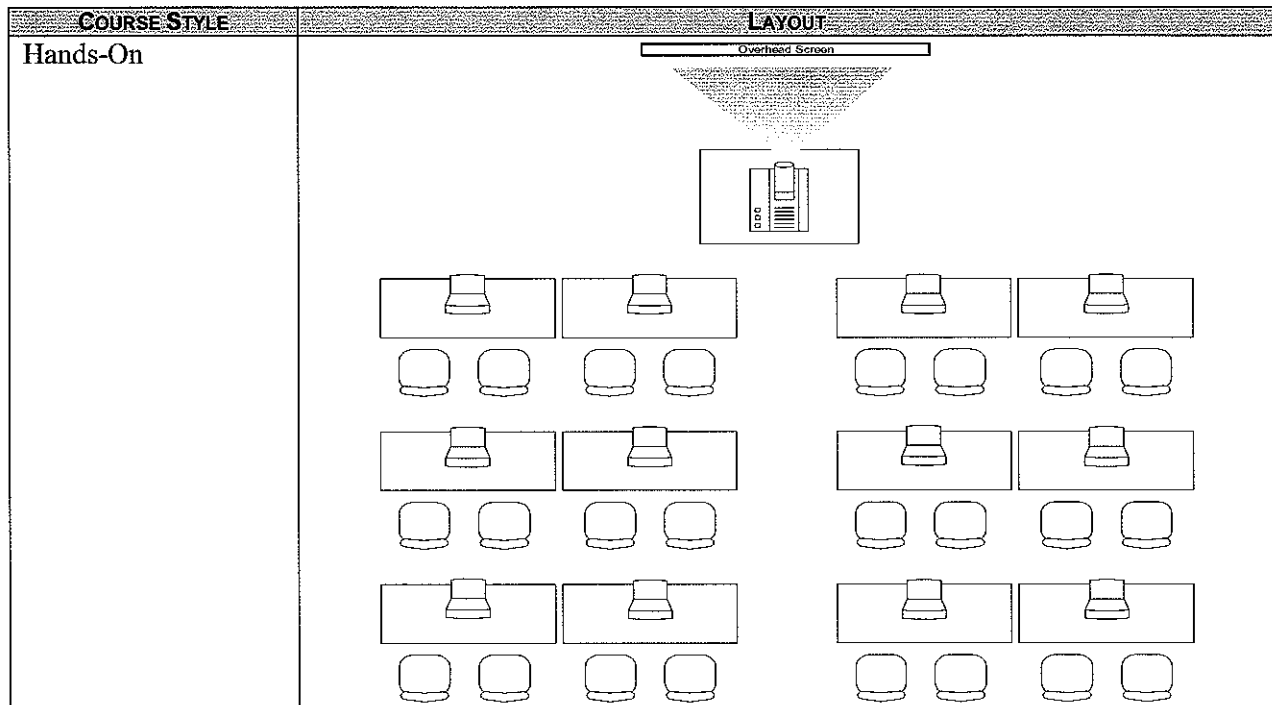
CLASSROOM REQUIREMENTS

The classrooms used for the course(s) should provide a hospitable, comfortable environment for the delivery of the course material with the following amenities:

- The classroom must provide an adequate area for the instructor(s) to address the class from the front of the room.
- The seating area must allow for easy access by a class proctor (if a proctor is required) without disturbing or requiring the students to move as the proctor monitors and assists the individual students.
- A multimedia (computer driven) projector should be provided, as well as adequate power and equipment to support the projector.
- A projection screen should be available for the display of projected images.
- The classroom should provide controls that permit variable lighting conditions conducive to proper computer ergonomics.
- Air conditioning and/or heat levels should be kept at a comfortable level appropriate for the season and clothing worn by the students.
- Restrooms should be readily accessible and properly marked for student access.
- Appropriate areas for student breaks should be identified.
- Provisions should be made to ensure that the facility and classroom are handicap accessible and that physically challenged students are not made to feel inferior or be required to be segregated from the other student population.

CLASSROOM LAYOUT

The following diagram provides an example of an acceptable classroom layout for the individual courses being delivered:



TRAINING SCHEDULE

Actual training dates will be determined jointly between Nebraska State Patrol and Datamaxx Project Managers as the project deployment progresses. The delivery of the training will be closely coordinated with the system cutover milestone, so that students receive training as close as possible to the date when they will begin utilizing the system. Actual class dates will be scheduled at least 20 days in advance of the course being delivered.

COURSE	START DATE / TIME	END DATE / TIME	TRAINING DAYS	TRAINING HOURS	NUMBER OF CLASSES	NUMBER OF STUDENTS PER CLASS
Omnixx Server/Console Administration Train-the-Trainer (Optional)	01/01/01 – 09:00	01/01/01 – 04:00	4	24	2	10
Omnixx Switch Administration Train-the-Trainer	01/01/01 – 09:00	01/01/01 – 04:00	2	12	2	10
Omnixx Force Desktop Train-the-Trainer (Optional)	01/01/01 – 09:00	01/01/01 – 04:00	4	24	2	10

Omnixx Force Web Train-the-Trainer (Optional)	01/01/01 – 09:00	01/01/01 – 04:00	4	12	2	10
Transfer of Knowledge	01/01/01 – 09:00	01/01/01 – 04:00	4	24	2	10

INSTRUCTORS

All instructors utilized in the delivery of training courses are experts in the particular field of knowledge being taught. Datamaxx instructors have conducted thousands of hours of specialized training courses similar to the ones that will be delivered for this project. In addition to the ability to deliver training curriculum in a standardized manner, our instructors are adept at understanding the unique requirements of the public safety professional. By understanding the responsibilities that their students have in their day-to-day work environment, our instructors are able to readily adapt course materials into easy to understand concepts tailored to the individual skill sets of their students.

Our instructors are encouraged to take as much time as is necessary to ensure that all the students understand the course materials as delivered, as well as the concepts and principles behind the materials.

For class sizes in excess of ten students, a proctor is also utilized to assist students with their training.

PERIPHERAL EQUIPMENT/RESOURCES

To facilitate training, the following peripheral equipment and/or resources will be needed. These items are to be provided by Nebraska State Patrol. The items listed must be available at the beginning of the classroom setup period:

COURSE	REQUIREMENT
Omnixx Switch Administration	<ol style="list-style-type: none"> 1. Computer for the instructor 2. Projection device to project the instructor's computer screen 3. Computer for each student attending class 4. All computers networked together with access to training system
Omnixx Server/Console Administration (Optional)	<ol style="list-style-type: none"> 1. Computer for the instructor 2. Projection device to project the instructor's computer screen 3. Computer for each student attending class 4. All computers networked together with access to training system
Omnixx Force Desktop Train-the-Trainer (Optional)	<ol style="list-style-type: none"> 1. Computer for the instructor 2. Projection device to project the instructor's computer screen 3. Computer for each student attending class 4. All computers networked together with access to training system
Omnixx Force Web Train-the-Trainer (Optional)	<ol style="list-style-type: none"> 1. Computer for the instructor 2. Projection device to project the instructor's computer screen 3. Computer for each student attending class 4. All computers networked together with access to training system
Transfer of Knowledge	<ol style="list-style-type: none"> 1. Computer for the instructor 2. Projection device to project the instructor's computer screen 3. Computer for each student attending class 4. All computers networked together with access to training system

CLASSROOM ACCESS

Datamaxx will require access to the Nebraska State Patrol provided classroom at least one hour prior to each training session and may require up to one hour after each training session before leaving the location. This does not apply to setup and breakdown. Additional time may be required if those activities occur on the same day as a training session.

CLASSROOM SETUP/BREAKDOWN

Datamaxx will require access to the training location(s) for a period of one day prior to the first training session to setup the classroom. A period of four (4) hours will be required after the last training session to complete the classroom breakdown and removal of equipment/materials.

ROLES AND RESPONSIBILITIES

Responsibility	Datamaxx	Nebraska State Patrol
Training Plan	X	
Approval of Training Plan	X	X
Training Manuals	X	
Training Instructor	X	
Training Facility		X
Equipment (Computers, projector)		X
Equipment Setup	X	X
Training Environment Connections		X
Training Schedule/Timeline	X	X
Training Evaluations	X	
Student Tests	X	

COURSE LESSON PLAN & REQUIREMENTS

OMNIXX SERVER/CONSOLE ADMINISTRATION TRAIN-THE-TRAINER (Optional)

COURSE DELIVERY

This course will be delivered in a standard classroom setting. Students will have access to the Omnixx Server/Console application. Students will follow instructor-led discussion by navigating and operating the applications.

COURSE OBJECTIVES

Upon completion of the Datamaxx training program, the administrator will gain a working understanding of the following: (1) the administrator will understand how to install the application, configure it to meet specific expectations, and set up system security; (2) the administrator will also understand the operational theory of the system; and (3) in addition to those items listed above, the administrator will be able to utilize diagnostics available within the application to assist with any troubleshooting issues, (4) train others on this system.

COURSE DESCRIPTION

Datamaxx will provide administrator level training to a limited number of individuals who will be responsible for maintaining the Omnixx application. Typically, the course material covers more of the theory behind the operation of the Datamaxx product.

Datamaxx trainers will teach each administrator how to install the end-user application, configure the software to the communications specifications and set up user security to meet the particular needs of the Nebraska State Patrol. Datamaxx trainers will also explain how to configure the user workstation web browsers for utilization of the Omnixx Force application.

STUDENT PROFILE

The students attending this course are expected to be administrators and application support whose job function would benefit from administering the application.

Student Role	Number of Students	Omnixx Server/Console Administration Training
SQL Application Developers	5	X
Business Operations	1.5	X
Network Administration	4	X
Microsoft Windows System	4	X
Desktop Support	4	X
Computer-Aided Dispatch (CAD)	1	X
Database Administrator	1	X
End User Trainers		

STUDENT REQUIREMENTS

The instructor will provide students with all necessary materials. Students may want to bring a writing instrument and note taking material although it will not be required for course completion.

TRAINING MATERIALS

The students will be provided with student manuals which they may retain as reference materials. Datamaxx will provide a master copy (in both printed and electronic formats) of course materials as to allow duplication of the training materials according to the provisions of the contract. The following training material will be provided.

COURSE NAME	MATERIAL LIST
Omnixx Server/Console Administration	Omnixx Server/Console Administrator Training Manual Omnixx Server/Console Administrator Trainer Manual

STUDENT HANDOUTS

Students will be provided with:

- Student Manual
- Other handouts or material deemed appropriate by the instructors

STUDENT MANUAL

A Student Manual will be provided to each student and may be kept by the student after the completion of the class for continued study. The manuals are spiral bound (or similar binding method) and contain text instructions and graphics. The manuals are meant to supplement the instructor-led course and may not necessarily match the instructor's delivery in every detail.

COURSE PREREQUISITES

The following are prerequisites for students participating in this training course.

- Familiarity with the agency's standard procedures and practices
- A working knowledge of information sources such as NCIC, Nlets, etc.
- Basic familiarity with Microsoft Windows and personal computers
- Microsoft Internet Information Server (IIS) 5.0 or higher
- Omnixx Force User Interface Application

STUDENT OBJECTIVES

At the conclusion of the course, participants should be able to:

- Understand how to install the application, configure it to meet specific expectations, and set up system security
- Understand the operational theory of the system
- Utilize diagnostics available within the application to assist with any troubleshooting issues

STUDENT PARTICIPATION

Students will be asked to actively participate in the class by:

- Asking questions as they arise
- Assisting other students in understanding course concepts whenever possible

- Participating in class activities, scenarios, reviews, etc.
- Providing information to the instructor, which may assist others in the class

COURSE OUTLINE

The following course outline consists of one (1) day of Omnixx Server/Console Administrator training.

- I. Introduction
 - b. General Concepts of the Omnixx Console
 - c. Overview of Omnixx Force
- II. Elements of the Omnixx Console Interface
 - a. Main Menu Area
 - b. Summary Area
 - c. Prompt Area
 - d. Functionality Area
- III. Standard Functions
 - a. Critical Delete Function
 - b. Non-Critical Delete Function
 - c. Add Response
 - i. Successful
 - ii. Unsuccessful
- IV. Agency Functions
 - a. Direct Agency Functions
 - i. Select Agency
 - ii. Add Agency
 - iii. Agency Properties
 - iv. Delete Agency
 - b. Indirect Agency Functions
 - i. Agency Identification
 - ii. Agency Point-of-Contact
 - iii. Miscellaneous Agency Information
- V. Sub-Agency Functions
 - a. Direct Sub-agency Functions
 - i. Select Subagency
 - ii. Add Subagency
 - iii. Sub-agency Properties
 - iv. Delete Subagency
 - b. Indirect Sub-Agency Functions
 - i. Subagency Identification
 - ii. Subagency Point-of-Contact
 - iii. Subagency Application
 - iv. Subagency Application Business Rules
 - v. Subagency Application Configuration Parameters
- VI. Device Functions
 - a. Direct Device Functions
 - i. Select Device
 - ii. Add Device
 - iii. Device Properties

- iv. Delete Device
- b. Indirect Device Functions
 - i. Device Identification
 - ii. Device Point-of-Contact
 - iii. Device Application
 - iv. Device Application Program
 - v. Device Application Business Rules
 - vi. Device ACP
 - vii. Device Interface
 - viii. Device Interface Assignment
 - ix. Device Interface Configuration Parameters (ICP)
- VII. User Functions
 - a. Direct User Functions
 - i. Select User
 - ii. Add User
 - iii. User Properties
 - iv. Delete User
 - b. Indirect User Functions
 - i. User Identification
 - ii. User Point-of-Contact
 - iii. User Application
 - iv. Authorize User Application
 - v. Cancel User Application
 - vi. User ACP
 - vii. User Certification Summary
 - viii. Assign Certification
 - ix. Certification Status
 - x. Revoke Certification
 - xi. Select Certification
 - xii. User Certification Double Password
- VIII. Host Switch Functions
 - a. Direct Switch Functions
 - i. Select Host Switch
 - ii. Add Host Switch
 - iii. Host Switch Properties
 - iv. Delete Host Switch
 - b. Indirect Host Switch Function
 - i. Host Switch Identification
- IX. Client-Switch Interface Functions
 - a. Direct Client-Switch Functions
 - i. Select Client-Switch Interface
 - ii. Add Client-Switch Interface
 - iii. Client-Switch Interface Properties
 - iv. Delete Client-Switch Interface
 - b. Indirect Client-Switch Interface
 - i. Client-Switch Interface Identification
- X. Common Interface Functions
 - a. Direct Common Interface Functions
 - b. Indirect Common Interface Functions
 - i. Interface Configuration Parameter

- ii. Add ICP
 - iii. Copy ICP
 - iv. Edit ICP
 - v. Delete ICP
- XI. Certification Functions
- a. Direct Certification Functions
 - i. Select Certification
 - ii. Add Certification
 - iii. Certification Properties
 - iv. Delete Certification
 - b. Indirect Certification Functions
 - i. Certification Identification
 - ii. Certification Transaction
- XII. Application Functions
- a. Main Application Functions
 - i. Direct Application Functions
 - 1. Select Application
 - 2. Add Application
 - 3. Application Properties
 - 4. Delete Application
 - ii. Indirect Application Functions
 - 1. Application Identification
 - b. Application Configuration Parameter Function
 - i. Direct Program Functions
 - ii. Indirect Program Functions
 - c. Application Program Functions
 - i. Direct Program Functions
 - ii. Indirect Program Functions
 - d. Application Business Rules Functions
 - i. Direct Program Function
- XII. Training-the-trainer topics
- a. How to introduce course and objectives
 - b. Forms to use for demo purposes
 - c. Queries to run & why
 - d. When to introduce the messages
 - e. Searching the log & window – tips & tricks
 - j. Wrap-up – back to course objectives
- XIII. Review/Q&A and Final Examination

OMNIXX SWITCH ADMINISTRATION TRAIN-THE-TRAINER

COURSE DELIVERY

Datamaxx trainers will conduct the Omnixx Switch Administration Train-the-Trainer course in a hands-on training environment. Within this training environment, each student will be assigned to a computer with which they will be able to follow along as the instructor guides them through the various aspects of the Datamaxx software application.

COURSE OBJECTIVES

Upon completion of the Datamaxx course, each student should be able to: (1) understand the functionality of messages; (2) follow security and session management; and (3) understand the operation of the switch, (4) train someone else how to maintain the switch.

COURSE DESCRIPTION

Datamaxx will provide switch administrator level training to a limited number of individuals who will be responsible for maintaining the Omnixx Switch. Typically, the course material covers more of the theory behind the operation of the Datamaxx product.

Datamaxx trainers will teach each switch administrator how to start and stop the application, backup the messages, and read and understand logs. Datamaxx trainers will also explain configuration parameters and how they affect the switch operation.

STUDENT PROFILE

The students attending this course are expected to be those persons who will administer and support the Omnixx Switch.

Student Role	Number of Students	Omnixx Server/Console Administration Training
SQL Application Developers	5	X
Business Operations	1.5	X
Network Administration	4	X
Microsoft Windows System	4	X
Desktop Support	4	X
Computer-Aided Dispatch (CAD)	1	X
Database Administrator	1	X
End User Trainers		

STUDENT REQUIREMENTS

The instructor will provide students with all necessary materials. Students may want to bring a writing instrument and note taking material although it will not be required for course completion.

TRAINING MATERIAL

The students will be provided with student manuals which they may retain as reference material. Datamaxx will provide a master copy (in both printed and electronic formats) of course materials as to allow duplication of the training materials according to the provisions of the contract. The following training material will be provided.

COURSE NAME	MATERIAL LIST
Omnixx Switch Administration	Omnixx Switch Administration Training Manual Omnixx Switch Administration Trainer Manual

STUDENT HANDOUTS

Students will be provided with:

- Student Manual
- Other handouts or material deemed appropriate by the instructors

STUDENT MANUAL

A Student Manual will be provided to each student and may be kept by the student after the completion of the class for continued study. The manuals are spiral bound (or similar binding method) and contain text instructions and graphics. The manuals are meant to supplement the instructor-led course and may not necessarily match the instructor's delivery in every detail.

COURSE PREREQUISITES

The following are prerequisites for students participating in this training course.

- Familiarity with the agency's standard procedures and practices
- A working knowledge of information sources such as NCIC, Nlets, etc.
- Basic familiarity with Microsoft Windows and personal computers
- Microsoft Windows 2000
- XML programming language
- Ability to implement logic statements
- Omnixx Force User Interface Application
- Omnixx Switch Functionality

STUDENT OBJECTIVES

At the conclusion of the course, participants should be able to:

- Understand the functionality of the message
- Perform security and session management
- Operate the switch
- Maintain the switch

STUDENT PARTICIPATION

Students will be asked to actively participate in the class by:

- Asking questions as they arise
- Assisting other students in understanding course concepts whenever possible
- Participating in class activities, scenarios, reviews, etc.
- Providing information to the instructor, which may assist others in the class

COURSE OUTLINE

The following topics will be discussed:

- I. Architectural overview
 - a. Role within Omnixx architecture
 - b. Relationship with other Omnixx components
- II. Functionality
 - a. Interfaces
 - i. CS and SC interfaces
 - ii. Drivers, ICP's
 - b. General message flow
 - i. Initial input processing
 - ii. INPUT document
 - iii. Security/session management
 - iv. SMP processing
 - v. Logging
 - vi. Standard error codes and text: OSW and OFF; CP transactions
 - c. Security/session management
 - i. Session types
 - ii. Certifications
 - d. Message processing
 - i. SMP selection
 - ii. SMP nodes: go through each node
 - iii. Commands vs. law enforcement message processing
 - iv. Standard error codes and text: OSW and OFF; CP transactions
 - e. Logging
 - i. Fields
 - ii. Log files and archives
 - iii. Log viewer: functionality and operation
- III. Operation of MsgProc and Communications DLLs
 - a. Run environment: executable files, services, resources, and configuration files
 - b. Configuration file: review each node – what it controls, limits, cautions
 - c. Start/stop
 - d. Trace and debug: enable/disable; files; impact on operation
- IV. Operation of Datamaxx Solution
 - a. Role of Datamaxx
 - b. Run environment: executable files, services, resources, and configuration files
 - c. Configuration file: review each node – what it controls, limits, cautions
 - d. Start/stop
 - e. Trace and debug: enable/disable; files; impact on operation
- V. Training-the-trainer topics

- f. How to introduce course and objectives
- g. Forms to use for demo purposes
- h. Queries to run & why
- i. When to introduce the messages
- j. Searching the log & window – tips & tricks
- j. Wrap-up – back to course objectives

VI. Review/Q&A
VII. Final Examination

OMNIXX FORCE DESKTOP TRAIN-THE-TRAINER (Optional)

COURSE DELIVERY

This course will be delivered in a standard classroom setting. Students will have access to the Omnixx Desktop application. Students will follow instructor-led discussion by navigating and operating the application.

COURSE OBJECTIVES

Upon completion of the Datamaxx course, each student should be able to: (1) Utilize all of the features and functions provided by the Omnixx Force application; (2) understand the theory behind the design and operation of the application; (3) be able to train end-users on the application; and (4) pass an examination on the product.

COURSE DESCRIPTION

The Omnixx Desktop Train-the-Trainer course is designed to provide staff with the information they will need to operate and train the application. Emphasis will be given to the day-to-day operation and training tips for presenting the information to end-users. Adequate time has been allotted for free-form discussion, problem solving, scenario exploration, and other class enhancement opportunities. The course will be conducted in an informal manner while still allowing the instructor to maintain an orderly environment that is conducive to the learning experience.

STUDENT PROFILE

The students attending this course are expected to be those persons who will support and maintain the application as well as those who may train the end-users.

Student Role	Number of Students	Omnixx Server/Console Administration Training
SQL Application Developers	5	X
Business Operations	1.5	X
Network Administration	4	X
Microsoft Windows System	4	X

Desktop Support	4	X
Computer-Aided Dispatch (CAD)	1	X
Database Administrator	1	X
End User Trainers		X

STUDENT REQUIREMENTS

The instructor will provide students with all necessary materials. Students may want to bring a writing instrument and note taking material although it will not be required for course completion.

TRAINING MATERIAL

The students will be provided with student manuals which they may retain as reference material. Datamaxx will provide a master copy (in both printed and electronic formats) of course materials as to allow the duplication of the training materials according to the provisions of the contract. The following training material will be provided:

COURSE NAME	MATERIAL LIST
Omnixx Desktop Train-the-Trainer	Omnixx Desktop End-user Training Manual Omnixx Desktop Train-the-Trainer Manual

STUDENT HANDOUTS

Students will be provided with:

- Student Manual
- Train-the-Trainer Manual
- Other handouts or material deemed appropriate by the instructor(s)

STUDENT MANUAL

A Student Manual will be provided to each student and may be kept by the student after the completion of the class for continued study. The manuals are spiral bound (or similar binding method) and contain text instructions and graphics. The manuals are meant to supplement the instructor-led course and may not necessarily match the instructor's delivery in every detail.

The manuals can also be provided in electronic form for Nebraska State Patrol to print for Nebraska State Patrol users that are trained by the Nebraska State Patrol trainers.

COURSE PREREQUISITES

The following are prerequisites for students participating in this training course:

- Familiarity with the agency's standard procedures and practices
- A working knowledge of information sources such as NCIC, Nlets, etc.
- Basic familiarity with Microsoft Windows and personal computer operations

STUDENT OBJECTIVES

At the conclusion of the course, participants should be able to:

- Use the features of the application
- Understand the theory behind the application
- Train end-users on the application

STUDENT PARTICIPATION

Students will be asked to actively participate in the class by:

- Asking questions as they arise
- Assisting other students in understanding course concepts whenever possible
- Participating in class activities, scenarios, reviews, etc.
- Providing information to the instructor, which may assist others in the class

COURSE OUTLINE

The following course outline consists of two (2) days of Omnixx Desktop Train-the-Trainer training.

- I. Introduction
 1. General Concepts
 2. Overview
- II. Accessing Omnixx Desktop
 - a. The Omnixx Login Screen
 - b. The Omnixx Desktop
- III. Elements of the Omnixx Desktop User Interface
 - k. Menu Bar
 - l. Toolbar
 - m. Connection Indicator
 - n. Command Bar
 - o. Status Bar
- IV. Using the Omnixx Desktop Transaction Formats
 - a. Opening a Transaction Format
 - b. Elements of a Transaction Format
 - c. Cursor Movement in the Transaction Formats
 - d. Transmitting a Transaction Format
 - e. Getting Help in a Transaction Format
- V. The Message Window
 - a. Accessing the Message Window
 - b. Elements of the Message Window
 - c. The Message Window Menu Bar
- VI. The Message Display Window
 - a. Elements of the Message Log
- VII. The Message Log
 - a. Elements of the Message Log
 - b. Adding Archived Logs to the Search

- VIII. Forwarding a Received Message
- IX. Alternate Ways to View a Sent Message
 - a. Display Base Format
 - b. Display in XX Format
- X. All Keyboard Shortcuts
- XI. Train-the-Trainer topics
 - p. How to introduce course and objectives
 - q. Forms to use for demo purposes
 - r. Queries to run & why
 - s. When to introduce the messages
 - t. Letting a message go unread – when & why
 - u. Archiving messages
 - v. Searching the log & window – tips & tricks
 - w. Message & keys & macros – suggestions on which to create, how to show the information, etc.
 - x. Images – have them ready and loaded on the desktop
 - y. Wrap-up – back to course objectives
- XII. Review/Q&A
- XIII. Final Examination

OMNIXX FORCE WEB TRAIN-THE-TRAINER (Optional)

COURSE DELIVERY

These courses will be delivered in a standard classroom setting. Students will have access to the Omnixx Force Web application on hardware (as provided by the State) that will be used in operations. Students will follow instructor-led discussion by navigating and operating the applications.

COURSE OBJECTIVES

Upon completion of the Datamaxx courses, each student should be able to: (1) Utilize all of the features and functions provided by the Omnixx Force Web application; (2) understand the theory behind the design and operation of the application; (3) be able to train end-users on the application; and (4) pass an examination on the product.

COURSE DESCRIPTION

The Omnixx Force Web Train-the-Trainer course is designed to provide staff with the information they will need to operate and train the application. Emphasis will be given to the day-to-day operation and training tips for presenting the information to end-users. Adequate time has been allotted for free-form discussion, problem solving, scenario exploration, and other class enhancement opportunities. The course will be conducted in an informal manner while still allowing the instructor to maintain an orderly environment that is conducive to the learning experience.

STUDENT PROFILE

The students attending this course are expected to be those persons who will support and maintain the application as well as those who may train the end-users.

Student Role	Number of Students	Omnixx Server/Console Administration Training
SQL Application Developers	5	X
Business Operations	1.5	X
Network Administration	4	X
Microsoft Windows System	4	X
Desktop Support	4	X
Computer-Aided Dispatch (CAD)	1	X
Database Administrator	1	X
End User Trainers		X

STUDENT REQUIREMENTS

The instructor will provide students with all necessary materials. Students may want to bring a writing instrument and note taking material although it will not be required for course completion.

TRAINING MATERIAL

The students will be provided with student manuals which they may retain as reference material. Datamaxx will provide a master copy (in both printed and electronic formats) of course materials as to allow duplication of the training materials according to the provisions of the contract. The following training material will be provided:

COURSE NAME	MATERIAL LIST
Omnixx Force Web Train-the-Trainer	Omnixx Force Web End-user Training Manual Omnixx Force Web Train-the-Trainer Manual

STUDENT HANDOUTS

Students will be provided with:

- Student Manual

- Train-the-Trainer Manual
- Other handouts or material deemed appropriate by the instructors

STUDENT MANUAL

A Student Manual will be provided to each student and may be kept by the student after the completion of the class for continued study. The manuals are spiral bound (or similar binding method) and contain text instructions and graphics. The manuals are meant to supplement the instructor-led course and may not necessarily match the instructor's delivery in every detail.

COURSE PREREQUISITES

The following are prerequisites for students participating in this training course:

- Familiarity with the agency's standard procedures and practices
- A working knowledge of information sources such as NCIC, Nlets, etc.
- Basic familiarity with Microsoft Windows and personal computer operations

STUDENT OBJECTIVES

At the conclusion of the course, participants should be able to:

- Use the features of the application
- Understand the theory behind the application
- Train end-users on the application

STUDENT PARTICIPATION

Students will be asked to actively participate in the class by:

- Asking questions as they arise
- Assisting other students in understanding course concepts whenever possible
- Participating in class activities, scenarios, reviews, etc.
- Providing information to the instructor, which may assist others in the class

COURSE OUTLINE

The following course outline consists of two (2) days of Omnixx Force Web Train-the-Trainer training. The following topics will be discussed:

- I. Overview
 - a. Simple queries only

- b. Thin-client – no downloads, installation, etc required
- II. Start Application
 - a. Open browser and enter URL
 - b. Best practice – set as home page, or create desktop shortcut
 - c. Enter user ID, password, change password if necessary
 - d. Be sure to click “log out” in upper-right corner when finished
- III. User Interface - components
 - a. Title Bar
 - b. Menu Bar
 - c. Forms Tree
 - d. Forms Display area
 - e. Toolbar
 - f. Status Bar
- IV. Transaction Forms
 - a. Review – locating and opening the form
 - b. Fields
 - c. Groups
 - d. Field Help – Field label is a link to field help
 - e. Cursor movement
- V. Transmit
 - a. After all mandatory fields and any other necessary data have been entered
 - b. If any entry errors are found dialog box will appear
 - c. As with mandatory fields
- VI. Transaction forms – Look at various examples
 - a. Master Query – allows multiple queries to be run using a single form (includes most common queries)
- VII. Messages
 - a. Click OK to acknowledge “message accepted”
 - b. message indicator shows incoming unread messages
 - c. click Show Messages to go to Message Display
 - d. Red “!” to indicate hit
 - e. Highlighted message appears in the bottom pane of the message display
- VIII. Message Display
 - a. Message Menu
 - b. Menu tree
 - c. Message icon column
 - d. Date/Time column
 - e. Message summary column
 - f. Page indicator/scroll buttons (arrow icons)
 - g. Image indicator column
 - h. Message detail display
 - i. Message counter
- IX. Train-the-trainer topics
 - 1. How to introduce course and objectives
 - 2. Forms to use for demo purposes
 - 3. Queries to run & why
 - 4. When to introduce the messages
 - 5. Letting a message go unread – when & why
 - 6. Archiving messages
 - 7. Searching the log & window – tips & tricks

8. Images – have them ready and loaded on the desktop
9. Wrap-up – back to course objectives

TRANSFER OF KNOWLEDGE

COURSE DELIVERY

This course will be delivered in a standard classroom setting. Students will have access to the system on hardware that will be used in operations. Students will follow instructor-led discussion by navigating and operating the applications.

COURSE OBJECTIVES

Upon completion of the Datamaxx Transfer of Knowledge (TOK) course, each student should be able to: (1) gain a working knowledge of the Administration Interface; (2) understand Parameter Settings and Database Maintenance; (3) become familiar with the features of the system; and (4) learn troubleshooting tips and tricks.

COURSE DESCRIPTION

The Transfer of Knowledge course is designed to provide staff with the information they will need to operate the application. Emphasis will be given to the day-to-day operations, allowing administrators to use system interfaces to perform daily system operations and other periodic maintenance.

STUDENT PROFILE

The students attending this course are expected to be those persons who will use, administer and support the system.

Student Role	Number of Students	Omnixx Server/Console Administration Training
SQL Application Developers	5	X
Business Operations	1.5	X
Network Administration	4	X
Microsoft Windows System	4	X
Desktop Support	4	X
Computer-Aided Dispatch (CAD)	1	X
Database Administrator	1	X
End User Trainers		

STUDENT REQUIREMENTS

The instructor will provide students with all necessary materials. Students may want to bring a writing instrument and note taking material although it will not be required for course completion.

TRAINING MATERIAL

The students will be provided with student manuals which they may retain as reference material. Datamaxx will provide a master copy (in both printed and electronic formats) of course materials as to allow duplication of the training materials according to the provisions of the contract. The following training material will be provided.

COURSE NAME	MATERIAL LIST
Transfer of Knowledge	Transfer of Knowledge Training Manual

STUDENT HANDOUTS

Students will be provided with:

- Student Manual
- Other handouts or material deemed appropriate by the instructors

STUDENT MANUAL

A Student Manual will be provided to each student and may be kept by the student after the completion of the class for continued study. The manuals are spiral bound (or similar binding method) and contain text instructions and graphics. The manuals are meant to supplement the instructor-led course and may not necessarily match the instructor's delivery in every detail.

COURSE PREREQUISITES

The following are prerequisites for students participating in this training course.

- Familiarity with the agency's standard procedures and practices
- Basic familiarity with Microsoft Windows and personal computers and servers
- A working knowledge of information sources such as NCIC, Nlets, etc.

STUDENT OBJECTIVES

At the conclusion of the course, participants should be able to:

- Use the features of the application
- Understand the theory behind the application
- Administer the system and perform daily and periodic maintenance

STUDENT PARTICIPATION

Students will be asked to actively participate in the class by:

- Asking questions as they arise
- Assisting other students in understanding course concepts whenever possible
- Participating in class activities, scenarios, reviews, etc.
- Providing information to the instructor, which may assist others in the class

COURSE OUTLINE

The following course outline consists of one day of Transfer of Knowledge training.

- II. Introduction
- III. Overview of System Configuration
- IV. Administration
 - f. Server State
 - g. Daily Operations
 - h. Daily Maintenance
 - i. Periodic Maintenance
- V. Hardware
- VI. Troubleshooting Tips and Tricks
 - a. System Logs
 - b. System Error Messages and Recovery
- VII. Review/Q&A

TRAINING ASSESSMENT

Below is an example of the student evaluation form Datamaxx trainers use to gather feedback from the students.

Course Evaluation

Course Name: _____

Date(s): _____

Instructor(s): _____

Agency: _____

Student Name (optional): _____

Course Evaluation	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
Administrative					
I had the knowledge required to attend this course.	5	4	3	2	1
The facilities and equipment were favorable to learning.	5	4	3	2	1
Content					
I clearly understood the course objectives.	5	4	3	2	1
The course met its objectives.	5	4	3	2	1
Design					
The course materials were clear and understandable.	5	4	3	2	1
The course materials were useful during training.	5	4	3	2	1
I had enough time to learn the information covered in the course.	5	4	3	2	1
Instructor					
The instructor was knowledgeable about the application.	5	4	3	2	1
The instructor was prepared.	5	4	3	2	1
The instructor delivered the material effectively.	5	4	3	2	1
Impact					
My knowledge increased as a result of this course.	5	4	3	2	1
I feel I could teach someone else to use this application.	5	4	3	2	1

What did you like most about this course?

What did you like least about this course?

What suggestions do you have to make the course better?

What suggestions do you have for the instructor(s)?

ATTACHMENT J – SAMPLE TRAINING MANUAL**Datamaxx Response:**

Datamaxx provides a sample Training manual for the NBLETS Replacement Project in this section of the Technical Proposal.

Datamaxx Academy

Omnixx

**Omnixx Force Web
End User
Training Manual**



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www.Datamaxx.com

SAMPLE

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SAMPLE

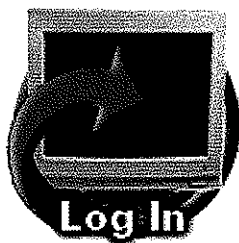
Logging in to Omnixx Force Web

Omnixx Force Web works from within your network to provide browser-based functionality that meets specific needs of the law enforcement community. The Omnixx Force Web application runs on Internet Explorer versions 6.0 or higher and Netscape Navigator versions 8.1 or higher.

To access the Omnixx Force Web login screen, enter the server URL into a web browser address bar and hit 'enter'.



On the Omnixx Force Web login screen, enter specific User ID and password details into the appropriate fields. *Note: the password may be changed by supplying a new password in the New Password field and re-entering it in the Confirm field before clicking Log In.*



Click the 'Log In' icon to access the Omnixx Force Web user interface.

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SAMPLE

Omnixx Force Web User Interface

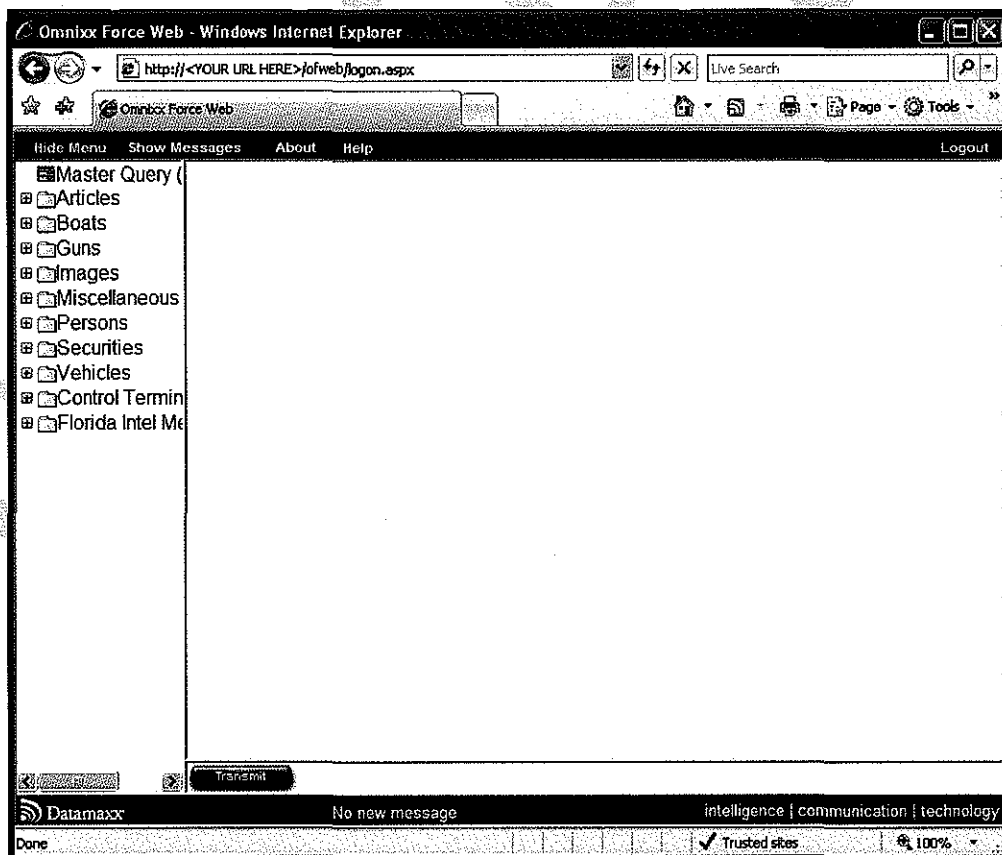
The Omnixx Force Web user interface is displayed within a standard web browser window.

Available menu items are:

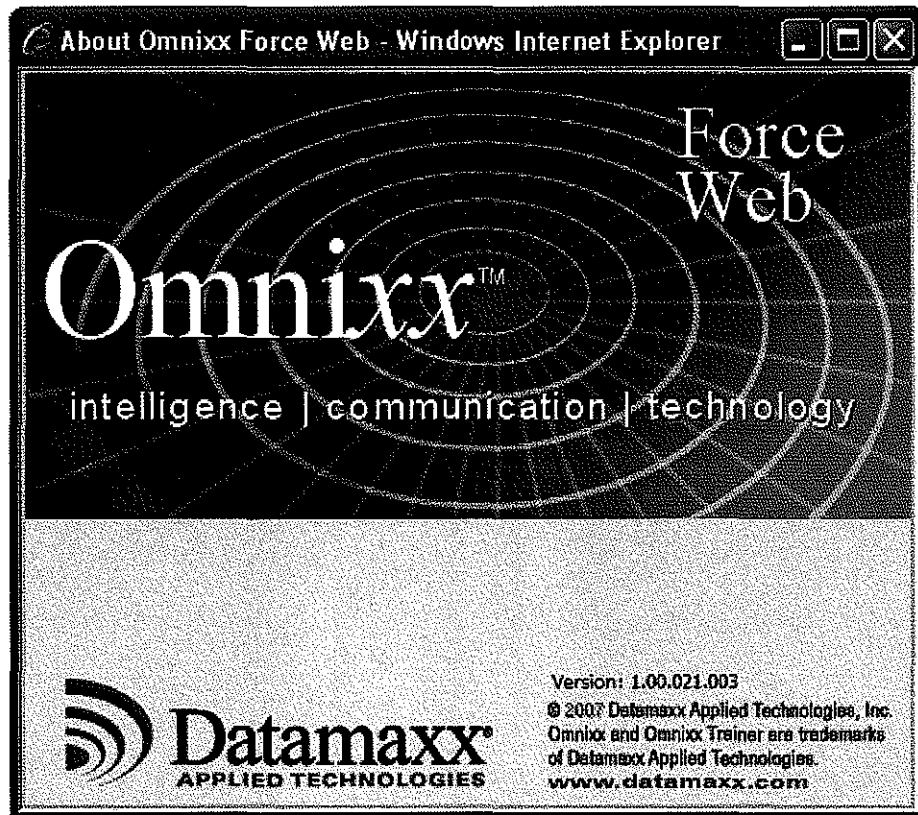
- Forms
- Show Messages
- About
- Help

Forms are displayed in the left pane of the Omnixx Force Web user interface. Use your mouse to open and close menu folders by clicking the + or - sign. If you prefer not to see the list of forms, use the **Hide Menu** option.

Show Messages directs the user to the Message Window. Messages will be covered in the Messages Chapter.

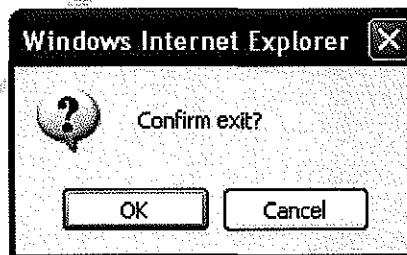


About opens a separate window that displays information about the current version of Omnixx Force Web.



Help displays help menus in a separate window.

Logout exits your session of Omnixx Force Web. You will receive a confirmation question.



Click **OK** to confirm exit of Omnixx Force Web, **Cancel** to return to Omnixx Force Web.

Forms

Omnixx Force Web uses the information placed within forms to query NCIC, NLETS and other data sources. All forms contain fields in which data is entered. Omnixx Force Web takes the entered data from the form and sends it to relevant data sources through the use of its 'Transmit' commands. The transmitted forms are processed by receiving entities and the results are returned to the Omnixx Force Web user as 'Messages'.

Forms are displayed in the left pane of the Omnixx Force Web user interface. Forms are displayed based on a user's certifications. If an Omnixx Force Web user does not have the necessary certification to perform criminal history checks, those forms will not be available in the forms list.

Use your mouse to open and close menu folders by clicking the + or - sign. If you prefer not to see the list of forms, use the **Hide Menu** option.

See the sample NLETS query form below.


Omnixx Force Web - Windows Internet Explorer
http://<YOUR URL HERE>/ofweb/login.aspx
Live Search
Omnixx Force Web
Hide Menu Show Messages About Help Logout
Master Query (DQ) QUERY DRIVERS LICENSE BY OLN
AGENCY/CASE DATA
Originating Agency Code (ORI) YOUR ORI
NLETS State/Region Code (SR) [Grid of dropdown menus]
PERSON DATA
Operator's License Number (OLN) [Text field]
CONTROL DATA
Attention (ATN) [Text field]
Test Indicator (TI) [Checkbox]
Transmit
Datamaxx No new message intelligence | communication | technology
Trusted sites 100%

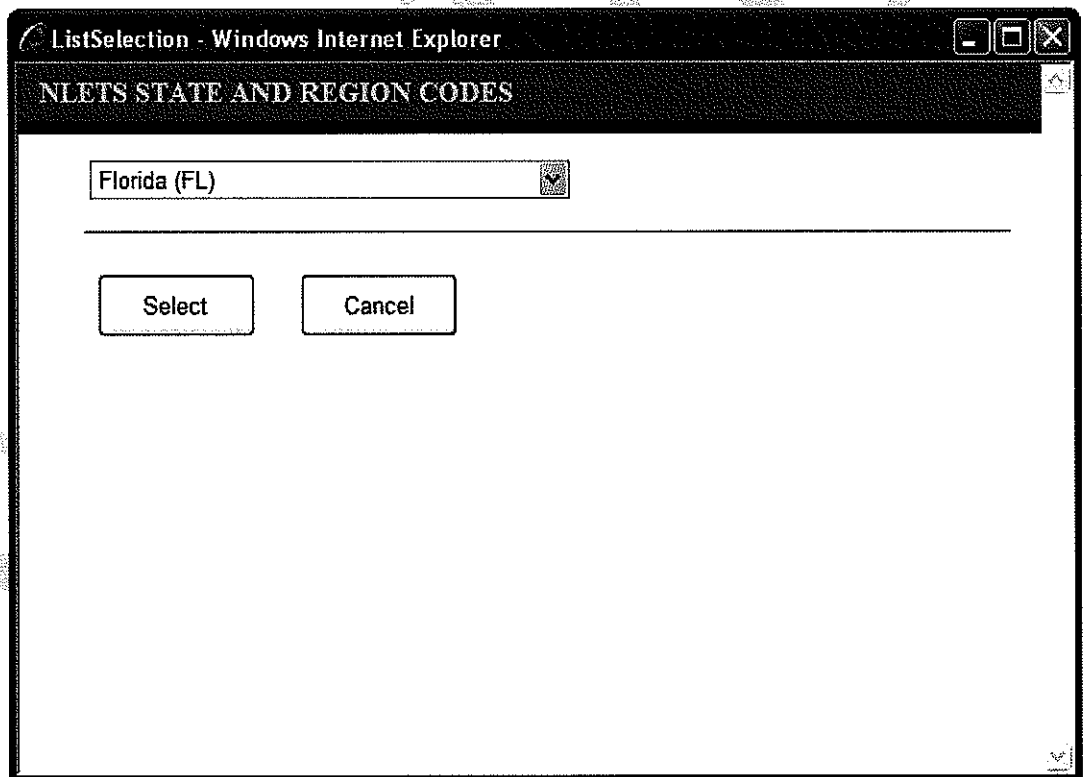
OmniXX Force Web displays one form at a time. If you click on the left to select another form, it will replace the open form.

Mandatory Fields: Field names displayed in bright blue require data to be entered before the form is transmitted. In the example above, the required fields are ORI, NLETS Region Code and Operator License Number.

NOTE: Some mandatory fields are preloaded with default values, such as ORIs. These values may be overwritten if necessary.

Field Help: Each field label has help information available. Click the name of the field and a window will display field data entry rules.

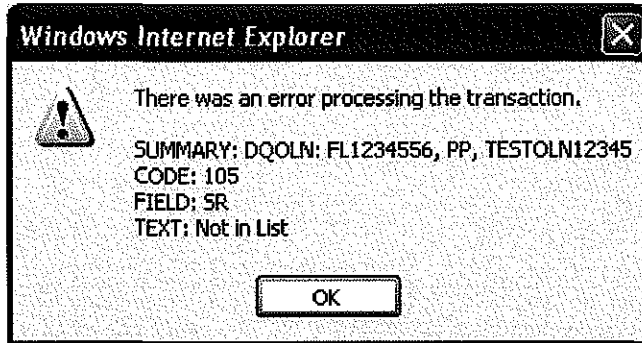
Code Table Lookups: Lookup buttons  are provided to assist in finding proper field code values. Click the button at the end of the field to open the code lookup in a separate window. Here, the State code lookup button accesses available values in a dropdown list.



Use the drop-down to find the proper code and click the Select button.

Edits: If the form contains invalid data, an error message is returned when attempting to transmit the form.

Here, the value for NLETS State Code was entered as 'PP'; the following error message returned:



Cursor Movement

Tab moves downward from field to field.

Shift + Tab moves upward from field to field.

Transmitting a Form

When you have completed the data and are ready to transmit the form, use the **Transmit** button at the bottom of the screen.



To transmit a form with keyboard strokes, use **CTRL + T**.

If your message is accepted by the switch, the following message will display.



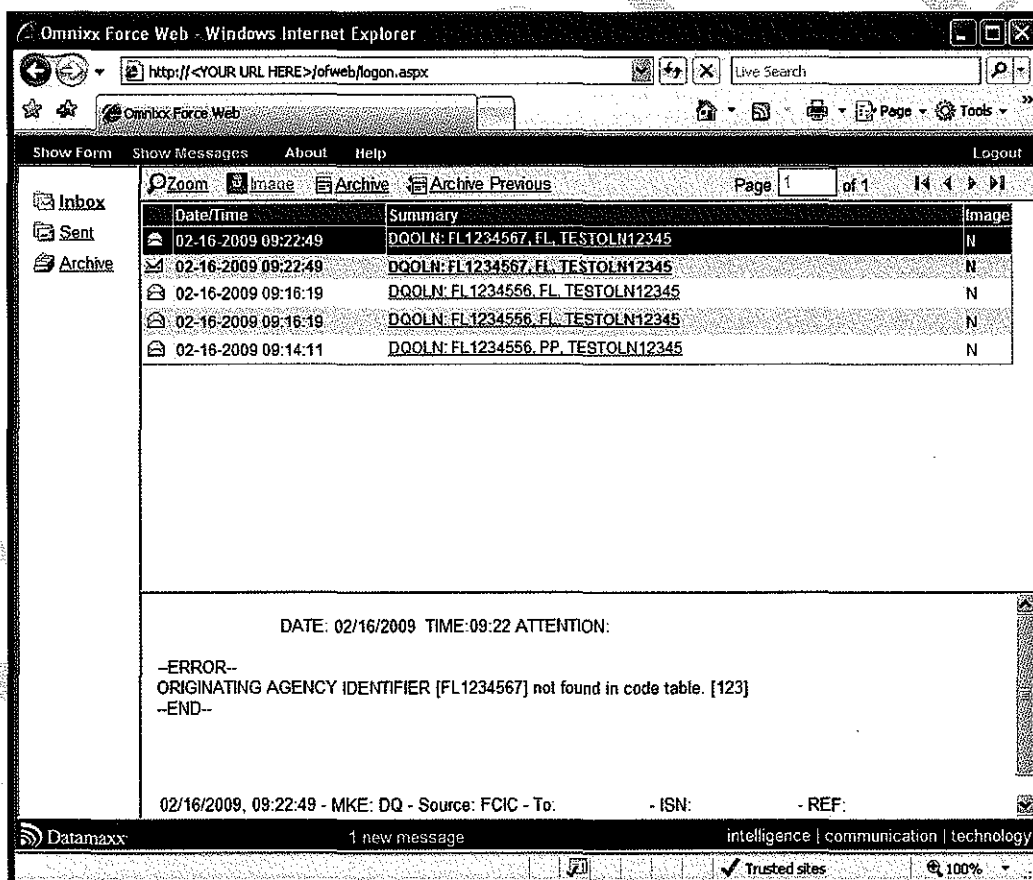
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Messages

Omnixx Force Web returns the results of form queries as messages. If a user performs a *Wanted Person* check on *John Doe* by completing a transaction form and transmitting it, the results of that check will be returned in one or more messages.

The Omnixx Force Web **Message Log** is similar to an email account, with an **Inbox** for messages received from NCIC, NLETS or other data sources and a **Sent** box for messages sent (data originally placed in forms). The **Archive** box holds messages deleted from the Inbox and Sent box.

Access the **Message Log** by using the **Show Messages** menu item at the top of the user interface.



The **Message** window has a multi-pane view. Select **Inbox**, **Sent** or **Archive** on the left, a list of messages displays top right, and a preview pane displays bottom right.

To **view** a message, click the message to display a preview at the bottom.

 **Zoom**  **Image**  **Archive**  **Archive Previous**

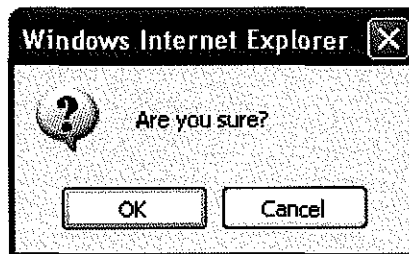
Zoom opens the message in a separate window.

Image opens the associated image, if one is available.

Archive sends the selected message to the Archive box.

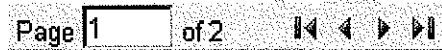
Archive Previous sends the selected message, and all previous messages, to the Archive box.

Before a message is **archived**, a confirmation box is displayed.







Click **OK** to archive or **Cancel** to stop the archive.

Page Controls are available when the selected box contains more messages than will display on one page.



Page X of X allows you to go to a specific page.

-  selects the first message.
-  selects the previous message.
-  selects the next message.
-  selects the last message.

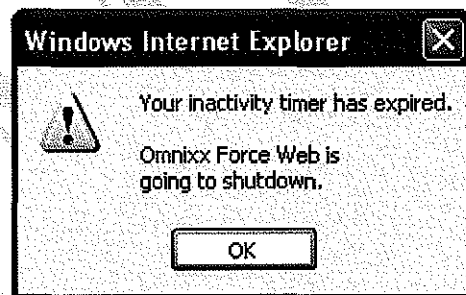
Session Expiration

When users log in to Omnixx Force Web, their activity is stored in the authenticating database as a 'session.' Open sessions have expiration times. This time is configurable and is commonly set to 60 minutes.

When your session has expired, the following message displays:



Sessions are also managed by inactivity periods (time when a user is logged in but is not using Omnixx Force Web). If the inactivity period is exceeded, click **OK** to route to the logon screen.



Send any questions, comments or suggestions to Training@datamxx.com

NOTES:

SAMPLE

ATTACHMENT K – DMPP-2020 INTERFACE SPECIFICATION

Datamaxx Response:

Datamaxx provides the DMPP-2020 Interface Specification in this section of the Technical Proposal.

Interface Specification



DMPP

Datamaxx Message Processing Protocol[®] **DMPP-2020[®] Interface Specification** **Version 8.1**



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Datamaxx Applied Technologies, Inc.
 2001 Drayton Drive
 Tallahassee, FL 32311-7854
 (850) 558-8000
www.datamaxx.com

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Version 0	Aug 1996	1) Original Issue
Version 1	Oct 1996	1) Added Levels of Service 2) Changed references to "Sequence" numbers to "validation" numbers to avoid confusion with application message sequence numbers 3) Edited in order to clarify some portions, without changing meanings or specification 4) Added Trademark notices and formal specification name
Revision 2	Jun 1997	1) Clarified use of Network Byte Order in all structures, and defined the Start and Stop Patterns 2) Minor editorial and grammatical changes
Revision 3	Sept 1997	1) Registered Copyright – TX 4-624-223 2) Modified references to NCIC 3) Changed block length field to positive value 4) Added a maximum buffer size specification. Changed format specification for the validation field.
Revision 4	Sept 1997	1) Clarified block structure and length field definitions
Revision 5	Sept 1998	1) Editorial changes defining that the implementer must choose the encryption algorithm 2) Editorial changes to the maximum overall data length field 3) Updated Datamaxx address and telephone number
Revision 6	Jun 2000	1) Added ability to send messages in multiple blocks: increased maximum block length and data length; and added new function codes 2) Redefined original concept of "Status Codes" to "Status Codes for Request Messages". The latter allows an indication of whether or not a message contains a binary object, and if so, the type.
Revision 7	Feb 2004	Updated format
Revision 8	Feb 2005	Added support for 256-bit AES encryption
Revision 8.1	Apr 2005	Added clarification regarding 256-bit AES encryption

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1 INTRODUCTION

The purpose of this paper is to define a specification that can be implemented to provide robust message handling in the Law Enforcement Environment. As the transition to modern communications protocols continues, new problems and challenges are presented to developers. This is especially true with "Open Systems", in which there are components from various vendors, all of which must operate in harmony.

With legacy systems, one vendor had control of processing, from the end-user keyboard to the host system, and thus could control all standards, and could implement necessary functionality to ensure that all messages were delivered reliably.

With Open Systems and diverse vendors, functionality tends to be implemented as a series of layers, with information being passed up and down between layers. Complicating this is the fact that the layers may be implemented as a series of disparate free running processes, in which data is passed back and forth. Therefore, an application may send data through several layers and processes about which it has no knowledge. Each process or layer may acknowledge to the previous process or layer that the data was successfully processed; however, error messages are often not communicated to previous processes, the change, and the originating application may not be aware of an error. Thus, the need for "application-to-application" or "end-to-end" acknowledgment.

Complicating the situation is that Open Systems are truly open, as they are designed to allow easy interconnection. This immediately provides points of access that can be used for unauthorized or abusive use of a system.

A further factor is that new protocols are "peer-to-peer" and do not provide a continuous status monitoring (as is the case with "master slave" type protocols). This can lead to situations in which an application can send a message to a destination that cannot process it. Since there is no immediately available status, error indications may not be provided for several minutes (or at all) and the sending application will not be aware of the situation.

Consider the following scenario:

- 1) Host prepares a message for transmission
- 2) Host passes the message to communications subsystem
- 3) Communications subsystem passes message to communications controller
- 4) Subsystem sends message immediately to destination, but is not aware if any intermediate devices (e.g. bridges or routers) are inoperative
- 5) Remote application crashes before reading buffer, or operator powers system off

In this scenario, the host application would consider that the messages have been correctly processed, when indeed it was not. Furthermore, many messages may have been sent and buffered for a remote application that never processes them. There are also many other potential points of failure that can leave the host in a state assuming a message was delivered, when it was not actually delivered.

In order to eliminate these potential points of failure, a structure must be defined that can be used universally. The approach defined herein uses a Message Header processing to achieve full end-to-end confirmation of all messages.

The processing strategy is known as the “Datamaxx Message Processing Protocol (DMPP-2020^{®1})”.

¹ Datamaxx Message Processing Protocol and DMPP-2020 are registered trademarks of Datamaxx Applied Technologies, Inc.

2 CONCEPTS

In developing the message header processing, many factors were considered including:

- Compatibility with NCIC designs
- Compatibility with State designs
- Full message delivery confirmation
- Communications Protocol Independent
- Applicable to all processing platforms
- Programmer friendly
- Support for security issues
- Support for data encryption
- Features can be configured to meet different requirements
- Flow control is automatically provided to avoid flooding of a target system

The design that evolved, after much research, involves the implementation of a special header in each message packet. This header contains control fields that can be used to provide all functionality, as needed. The header can also be defined as optional in order to allow remote systems to be converted as available, rather than requiring a “big bang” conversion. This header will be referred to as the “**Extended Message Header**” throughout this paper.

A discussion of each of the concepts is warranted, in order to provide background and rationale for the design.

- 1) **Compatibility with NCIC designs** – This design leverages off the structure proposed for the NCIC-2000 system, in order to reduce research and development time. It is not an exact copy.
- 2) **Compatibility with State designs** – This design allows the Extended Message Header to be placed in front of existing message formats, with no requirement to change those formats. This alleviates the requirement to modify existing processing applications.
- 3) **Full Message Delivery Confirmation** – The Extended Message Header provides both *positive and negative* confirmation of message delivery. For negative delivery confirmation, a reason code is provided.

- 4) **Communications Protocol Independent** – Although the obvious protocol that this specification can be applied to is TCP/IP, it is actually protocol independent. It can operate on *any* binary transparent protocol, ranging from serial links (e.g. mobile communications via CPDP IP packets) to mainframe protocols (e.g. LU 6.2).
- 5) **Applicable to all Processing Platforms** – This design is compatible with *all* processing platforms. Careful sizing and alignment of all data fields achieve this in order to avoid alignment and size specification errors that are generated by some processors.
- 6) **Programmer Friendly** – The design guards against assumptions made by various compilers. For example, some compilers will automatically initialize data structures to null values, or just plain junk. This can lead to subtle processing flaws. Thus, this specification does not allow any command, directive or response code that is all null values, and requires that all values be verified. It is also programming language independent. All Extended Message Header processing is symmetrical with respect to direction (inbound and outbound).
- 7) **Support for Security Issues** – The Extended Message Header provides for full authentication of all connections, including dynamic re-verification of connections at random intervals.
- 8) **Support for Data Encryption** – The Extended Message Header provides for full encryption of the data portion of messages. This allows a full software solution to be implemented, independent of all communications hardware. Dynamic key update and control is supported.
- 9) **Features can be configured to Meet Different Requirements** – The features can be configured to meet the needs of a specific system. For example, the Extended Message Header can be implemented using a few of its capabilities, and then more features can be activated as required.
- 10) **Levels of Implementation** – The specification can be implemented as “levels of service”, depending on what options are selected. thus, it can be adapted to many different needs and environments.
- 11) **Flow Control** – The Extended Message Header can provide a natural flow control, if desired by the implementer.

3 EXTENDED MESSAGE HEADER

The Extended Message Header is a structure that is inserted in a cleanly delineated message block. The general structure of the message block is detailed in the table shown below.

FIELD	SPECIFICATION
Start Pattern (STAP)	\xFF\x00\xAA\x55
Block Length	32-bit signed integer (see note below) Encompasses the whole packet, including the Start Pattern, Block Length field itself, Extended Message Header, Data (if any present) and Stop Pattern
Header	Extended Message Header (defined in Section 4)
Data	Variable length data
Stop Pattern (STOP)	\x55\xAA\x00\xff

For consistency across platforms, all values in the header are stored in “Network Byte Order”. This order places the most significant byte first, descending to the least significant byte reading to the right. This is contrary to method used on some Intel platforms (notably the 80X6 family) and thus, the implementation must handle this situation as required.

The minimum block size is 28 characters, which can occur when the Extended Message Header length is 16 and there is no data present. The maximum block size is 2,147,483,647 ($2^{31} - 1$). thus, the value of the Block Length field must never be less than 28 or more than 2,147,483,647.

4 EXTENDED MESSAGE HEADER FORMAT

The Extended Message Header has the following *required* format:

FIELD	SPECIFICATION
Header Length	16-bit signed integer
Function Code	16-bit signed integer
Validation Code	32-bit unsigned integer
Data Length	32-bit signed integer
Status Code	16-bit signed integer
Destination	16-bit signed integer

The Extended Message Header has the following optional extension for encryption:

FIELD	SPECIFICATION
Length	16-bit signed integer
Request Type	16-bit signed integer
Key ID	32-bit unsigned integer

In the following tables, all numbers are expressed as decimal integers. They can be converted to other number systems (e.g. octal or hex) as required. Note how the use of zeros is consistently avoided. Each field is discussed in detail, as follows:

- 1) **Header Length** encompasses all the header data, including the length field. it will be 16 if an Encryption Header is not included. If an Encryption Header is included, Header Length will be at least 20 with the actual value depending on the type of encryption specified in the header.
- 2) **Function Code** defines the processing path of the message. Currently defined values include:

VALUE	DESCRIPTION
1	Data message with no acknowledgment, final block
2	Data message with acknowledgment, final block
3	Data message with no acknowledgment, more blocks to follow (see note below)
4	Data message with acknowledgment, more blocks to follow (see note below)
17	Positive acknowledgment to data message (Status Code is set to "Successful receipt of data message")
18	Negative acknowledgment to data message (Error is defined in the Status Code field)
33	Request status of system
34	Response to status request (Status is defined in the Status Code field)
49	Send Coded Message 1
50	Send Coded Message 2

VALUE	DESCRIPTION
65	Positive response to Coded Message 1
66	Positive response to Coded Message 2

Note: Function Codes 3 and 4 are used to indicate that the message will be sent in multiple blocks with Function Codes 1 and 2 used to indicate the last block. Each block in such messages must use successive values as the Validation Code.

- 3) **Validation Code** defines a number that is used to create a unique identification for each message, and will be returned on its corresponding acknowledgment. Its format is up to the implementer. This value may be all zeros, as it is not inspected but simply returned to the requester intact.
- 4) **Data Length** defines the length of the actual data portion of the message. It is used for redundancy checking. It must be zero for status and status response messages. The maximum value is 2,147,483,619 ($2^{31} - 1 - 28$).
- 5) **Status Code for Request Messages** contains the status code that can be included in request messages. Currently defined values include:

VALUE	DESCRIPTION
1	Message does not contain binary object
2	Message contains binary object in NCIC transaction format
3	Message contains binary object in NCIC response format
4	Message contains binary object in DSEO-2020 ² format

Note: Any message that can contain a binary object in any of the supported formats can contain multiple binary objects but they must all be in the same format.

- 6) **Status Code for Response Messages** contains the status code that can be returned in responses. They should be used only with responses – never part of request messages (i.e., status codes are not “piggybacked” onto a request). The code returned will depend on the type of request received (e.g. a write request with acknowledgment, or an explicit request for status). Currently defined values include:

VALUE	DESCRIPTION
1	Successful receipt of data message
17	Permanent (i.e., non-recoverable) error occurred (e.g. disk failure)
18	Temporary (i.e., recoverable) error occurred (e.g. printer out of paper)
19	Logical error occurred (e.g. too many messages received too quickly, and thus a queue containing acknowledgments filled up)
20	Message length exceeds maximum, message will be discarded
33	Queried destination is available and ready
34	Queried destination is available, but not ready (e.g. printer has buffer space, but is out of paper)

² DSEO-2020 is a registered trademark of Datamaxx Applied Technologies, Inc.

VALUE	DESCRIPTION
35	Queried destination is not available and not ready
49	Invalid function code received
50	Invalid (or non-existent) destination received
51	Invalid Extended Message Header format or length received
52	Function not supported

- 7) **Destination** defines a logical destination. This permits a packet to be addressed to different logical units, and effectively creates a cluster at a location. The actual definition is up to the implementer and the configuration. This permits logical units to be defined for specific purposes (e.g. a destination for “Hit Confirmation” messages), and permits implementation of message priorities. The value of 0 is invalid. The value of “-1” is considered a broadcast to all defined destinations.
- 8) **Encryption Header Length** defines the length of the optional encryption header. A length of zero is invalid. If this optional value is included, it will be at least four (4) with the actual value depending on the type of encryption specified in the header as defined below.
- 9) **Encryption Header** defines the parameters to be used to decrypt the data. The encrypted data itself is included in the Data field of the message. The format depends on the Encryption Type field as defined below. Note that the Encryption Header can specify that the Data field in the message is not encrypted.

FIELD	SPECIFICATION
Header Length	16-bit signed integer
	16-bit signed integer Defines how data is encrypted: 0 – No encryption 1 – 128-bit FIPS-197, CBC mode, PKCS7 padding 2 – 256-bit FIPS-197, CBC mode, PKCS7 padding
Parameters	Variable length depending on Encryption Type as defined below Specifies the parameters needed to decrypt the Data field in the message

- a) **Encryption Type 0** – The contents of the Data field are not encrypted and, consequently, there are no associated parameters.

- b) **Encryption Type 1** – The contents of the Data field are encrypted using parameters defined below with the National Institute of Standards and Technology (NIST) Advanced Encryption Standard (AES) as defined in the Federal Information Processing Standard (FIPS) 197, with the following options:
- (1) 128-bit keys
 - (2) 128-bit encryption blocks
 - (3) Cipher Block Chaining (CBC) Mode with an explicit Initialization Vector (IV)
 - (4) PKCS7 padding
 - (5) The encryption key should be derived from the book of keys identified by Book ID, using the specific key identified by Key ID. See Appendix A for the format of key books.

PARAMETER	SPECIFICATION
Book ID	16-bit signed integer
Key ID	16-bit signed integer
CRC	16-bit signed integer Standard cyclic redundancy check (CRC-16) value of the clear-text with initial value set to zero
IV	16-bytes Initialization Vector randomly selected for each message

- c) **Encryption Type 2** – Same as Type 1 with 256-bit keys
- d) The Encryption Header should only be used with Function Codes 1, 2, 3 and 4.
- e) If DMPP-2020 blocking (Function Code of 3 or 4) is used, each block will be independently encrypted and decrypted using the CRC and IV included in that block.
- f) The following errors will be NAK'd in the same manner as non-encrypted errors using the indicated status codes:

VALUE	DESCRIPTION
65	Invalid encryption header
66	Invalid book ID
67	Invalid key ID
68	CRC error

5 SERVICE LEVELS

The DMPP-2020 specification allows for service levels. A service level defines that functionality that has been activated for a given endpoint on a communications network. The following service levels are defined:

- 1) **Level 1** provides the functionality for handling message header functions from 1 through 47 (as they may be defined). This functionality encompasses guaranteed delivery of messages and full status checking, but does not include authentication or encryption.
- 2) **Level 2** provides the functionality as described in Level 1 and adds the functionality for system authentication (function codes 49 through 79 as they may be defined).
- 3) **Level 3** provides the functionality as described in Level 2 plus adds the encryption options via the extensions for encryption.

6 IMPLEMENTATION NOTES

The following notes are presented to give an insight into how the Extended Message Header may be applied to various functions.

- 1) **Integer Values.** In this specification all integers are positive signed values, unless otherwise noted.
- 2) **Destination** does not have to replace existing header structures. It is meant to augment them. This technique permits many logical units to be addressed by a single host address (e.g. a single TCP/IP address). This eliminates large control tables, and their associated maintenance (e.g. holes in firewalls). The application may still process existing headers (e.g. those used on a BiSync 2780 line).
- 3) **Flow Control.** By use of the "Write with Acknowledge" function, flow control may be achieved. The application can be structured to allow any number of messages to be outstanding at any time, subject only to the limits of the receiver. If the limit is set to 1, automatic flow control is achieved.
- 4) **Keep Alive Timer** provides full keep-alive support, at the application level. A keep-alive probe is a packet with a Request Status Function code and no data length. If an appropriate Response to Status Request is returned, then the connection is intact. Note that this can also be used to temporarily suspend traffic by responding with a Status Code 34 (temporarily unavailable).
- 5) **Coded Messages** are used to authenticate connections. Their use is specific, as follows:
 - a) A session requesting a connection provides a predictive string of data (e.g. a logical name) and encodes it in such a way that the receiver can decode it. This can be done by using a known element (e.g. system name, date, circuit number, telephone number, etc.) and encoding it using a Huffman coding, or other encoding process. It sends it as Coded Message 1 to the receiver.
 - b) The receiving session encodes a similar string (that is why it must be predictive) and compares it to the received string. If a match is found, a response code of 65 is sent, with no data. If no match, the receiver is silent (Why tell the crook how he failed?).
 - c) Either side of the session may send a Coded Message 2 request at any time. The Coded Message 2 has a random data string as its data portion. The receiver then adds another predictive string of data to the coded data, re-encodes it and returns it as a response of code 66 to the sender.
 - d) The sender of the Coded Message 2 analyzes the response. If valid, processing continues (there is no response). If invalid, the connection is terminated due to suspected invasion of the system.
 - e) The exchange of Coded Message 2 functions may occur at any time, thus creating a keep-alive, as well as continually re-authenticating connections.

- f) The encoded data in the Coded Message 2 may also be used as the encryption key by inserting the optional encryption header.
- 6) **Configuration Control.** The features listed may be made configurable. For example, some systems may not support encryption, while others may allow many messages to be queued before acknowledgment. Other systems may require coded messages. These should all be implemented via service levels, not by specific option enabling techniques.
- 7) **Precise Error and Status Reporting.** The response codes permit isolation of errors clearly and cleanly. For example, there are codes for both “Invalid Function” and “Unsupported Function”. This permits an interface to query a peer interface to determine what level of functionality is supported.

APPENDIX A: ENCRYPTION KEY BOOK FORMAT

Encryption keys will be distributed in the format defined below and referenced from within DMPP encryption headers as defined in Section 4 of this document. The key book will be an ASCII text file consisting of a Book ID record, Keys record and some number of Key records.

RECORD	DESCRIPTION
Book ID	First record: book identifier Format: "BOOK:" followed by ID ASCII integers (0<Book ID<32K)
Keys	Second record: number of keys Format: "KEYS:" followed by number of keys in book ASCII integers (0<Keys<32K)
Key	Subsequent records: keys Format: Key ID followed by ":" followed by key Key ID: 5 ASCII integers with leading zeros (0<Key ID<32K) Key: 32 ASCII-encoded hex characters for 128-bit keys; 64 characters for 256-bit keys Key IDs must start at one and be sequential and contiguous

Example key book file with 10 keys:

```
BOOK:23
KEYS:10
00001:B8944C0CDB06DC5FD0F58C09749A44DD
00002:9FE3BF381FA0911C40464FF6422A66B5
00003:A32917E4C64EAA618BED08E6A8875640
00004:3F0657274A82FA861C7C9D03115208A8
00005:D13A752BE81C67735192E174DC4A4105
00006:C43745073D9CE581A6F1E95273F2058E
00007:86DDABF576B268D868397AE54428395E
00008:73AB9C2C3F10C671120B8837BC6EB1AB
00009:0664FCB6B456F1A51216F87F3664828F
00010:8EA7B1CB7235C08CC5FCAEE61FCB6022
```


ATTACHMENT L – DSEO-2020 TECHNICAL SPECIFICATION

Datamaxx Response:

Datamaxx provides the DSEO-2020 Technical Specification in this section of the Technical Proposal.

Technical Specification



DSEO

Datamaxx Standard Embedded Object[®] DSEO-2020 Object Processing In The Law Enforcement Environment



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Datamaxx Applied Technologies, Inc.
2001 Drayton Drive
Tallahassee, FL 32311
(850) 558-8000
www.datamaxx.com

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Version 1.0	09/2000	Section 2.3.1: corrected error in example.
Version 1.0	10/2002	Baseline version
Version 2.0	08/2008	Added specification for XML format using Base 64 encoding

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1 INTRODUCTION

The purpose of this document is to define a standard that can be implemented to support the exchange of non-text objects such as mug shots, pictures of stolen property and fingerprints in the Law Enforcement environment. Historically, Law Enforcement message switching has been based on standards and formats defined by the Federal Bureau of Investigation's National Crime Information Center (NCIC) and the National Law Enforcement Telecommunications System (NLETS). Until recently, these systems were text based and couldn't process messages containing such embedded non-text objects since it was possible, and quite likely, that they would contain control characters that would interfere with the binary synchronous (BiSync) line protocol. The user terminals in most states had similar problems with line protocols such as 8A1/8S1, Uniscope, 3270, poll-select and others. In addition, few if any of the terminals were able to display images. Most Control Terminal Agency (CTA) switches were not designed to process messages containing embedded non-text objects and would probably reject any if received. One of the main reasons for this is there was not any standard for including non-text objects in Law Enforcement messages.

With NCIC 2000, the NLETS upgrade and the widespread use of network protocols such as TCP/IP and LU 6.2, some of these barriers have been removed. NCIC and NLETS now have standards for including non-text objects in messages exchanged with CTAs. And since TCP/IP and LU 6.2 are "data transparent", they can transport any data since they are not susceptible to interference from binary data in the payload. Unfortunately, these standards, while adequate for interfacing with NCIC and NLETS individually, do not provide a comprehensive approach for CTAs to use within their own system – that is, in-state traffic between the CTA switch and its end users. This is due to the following issues:

- a) The NCIC and NLETS standards for embedding photographs and fingerprints in messages are based on completely different approaches and the NLETS standard has complexities that are not always applicable to client applications.
- b) The NCIC standard does not include a provision for removing images from messages copied or sent to devices that can't process them.
- c) CTAs may want to allow objects other than those supported by NCIC and NLETS to be supported within their own state.
- d) CTAs in different states will likely need to contend with additional standards for exchanging driver's license photos with their Department of Motor Vehicles (DMV), mug-shots and fingerprints with their Computerized Criminal History (CCH) systems and so on. As other data sources adopt still other standards, all client devices (workstations, MDCs, CAD systems, remote hosts and so on) would need to be updated to recognize the new formats. It is quite likely that not recognizing and properly processing a message containing a non-text object will cause fatal problems for an application.
- e) CTAs need a standard that allows their users to exchange messages such as in-state AMs that contain these objects.

The remainder of Section 1 provides an example of the problems these issues could cause and the objectives of the Datamaxx Standard Embedded Object (DSEO-2020[®]) as a solution. Section 2 contains specifications for the DSEO-2020 object. It also revisits the example provided in Section 1 and shows how DSEO-2020 eliminates the problems.

Datamaxx and Computer Projects, Inc. (CPI), our partner in Law Enforcement solutions, both support this standard in our products and advocate its use for all in-state communications. Datamaxx recommends CTAs adopt it wherever possible as their standard for exchanging all embedded objects, including images, mugshots, driver's license photos and fingerprints, between the message switch and workstations, remote hosts and in-state databases, in both directions. Datamaxx will also support similar standards that CTAs have adopted as long as they adequately address the objectives described in Section 1.2.

1.1 Example of Problems Caused by Multiple Standards

This section illustrates the problems associated with using multiple standards for embedding non-text objects in messages exchanged between a message switch and its clients. It shows using the NCIC standard along with a standard currently used in one state for retrieving operator license photos. The latter standard will be referred to as AS (another standard). In both cases, the image is exchanged in JPG format.

The NCIC standard for identifying images in a response are well documented in the *NCIC 2000 Message Book*. In summary, a line beginning with "IMR/" identifies images. This is followed immediately by: 1 byte IMT, 47 byte upper top text (UTT), 47 byte upper bottom text (UBT), 47 byte lower top text (LTT), 244 byte lower bottom text (LBT, also referred to as a "miscellaneous" field), a 5 byte ASCII encoded decimal image size indicator and a JPG image. For example (note that the second line feed after the ORI is not shown to simplify the example):

```
1L01TESTX
AS1234567
MKE/IMAGE
IMR/MNAM:ROBERTS, RICARDO                DOB:19
710202RAC:W HGT:511      WGT:195      DOI:199903
29      NIC:W150005877 IMN:I125000155
        02410<2410 byte JPG image>
```

Images embedded using the AS standard are identified by: the presence of the pattern "IMR/" anywhere in the message followed by a 4 byte ASCII encoded decimal image length indicator and a JPG image of that length. For example:

```
DR.ASDMV0000.AS1234567.TXT
NAM: ROBERTS, RICARDO
DOB: 19710202 RACE:W
HGT: 511 WGT:195
IMR/4567<4567 byte JPG image>
```


States typically deliver responses from NCIC and other databases to the originator of the request after adding a delivery header that identifies, among other information, the device that sent the response, such as NCIC or DMV. In this example, the NCIC and DMV responses, respectively, would be sent to ORI AS1234567 as follows:

```
MSG 24680 NCIC      AS1234567 11:00:01 11/01/1999
1L01TESTX
AS1234567
MKE/IMAGE
IMR/MNAM:ROBERTS, RICARDO          DOB:19710
202RAC:W HGT:511      WGT:195      DOI:19990329
  NIC:W150005877 IMN:I125000155      0
2410<2410 byte JPG image>
```

and

```
MSG 24681 DMV      AS1234567 11:00:02 11/01/1999
DR.ASDMV0000.AS1234567.TXT
NAM: ROBERTS, RICARDO
DOB: 19710202 RACE:W
HGT: 511 WGT:195
IMR/4567<4567 byte JPG image>
```

ORI AS1234567 would need to scan the message for images based on the source device identified in the delivery header. This would be adequate for the device receiving the response directly (through the switch) from NCIC or DMV. The problems arise if this message is forwarded to another workstation. For example, in many states, a response can be forwarded to another device by prefixing it with an AM header. If both of these messages were forwarded in this manner to ORI AS7654321, they would be received as follows:

```
MSG 13570 AS1234567 AS7654321 11:00:03 11/01/1999
MSG 24680 NCIC      AS1234567 11:00:01 11/01/1999
1L01TESTX
AS1234567
MKE/IMAGE
IMR/MNAM:ROBERTS, RICARDO          DOB:19710
202RAC:W HGT:511      WGT:195      DOI:19990329
  NIC:W150005877 IMN:I125000155      0
2410<2410 byte JPG image>
```

and

```
MSG 13571 AS1234567 AS7654321 11:00:04 11/01/1999
MSG 24681 DMV      AS1234567 11:00:02 11/01/1999
DR.ASDMV0000.AS1234567.TXT
NAM: ROBERTS, RICARDO
DOB: 19710202 RACE:W
HGT: 511 WGT:195
IMR/4567<4567 byte JPG image>
```

Here is where the problem arises: based on the delivery header, ORI AS7654321 only knows that the message was received from ORI AS1234567. How does it know which set of rules to use to scan for images? What if it used the DMV rules but the response was from NCIC? The message does contain "IMR/" but the images are embedded according to the NCIC standard. The different applications in the client devices such as workstations, CAD systems, and remote hosts would each react to this situation differently and there is no guarantee it wouldn't be fatal.

This is but a single example of using the NCIC standard along with a state-unique standard. Even with these two standards, there are many other cases to consider such as how the switch distinguishes between inputs using the NCIC EIM approach as opposed to a forwarded NCIC or DMV response. The complexities will grow exponentially with each additional standard. And each device will need to be designed to deal with these complexities individually.

The Section 2 of this document specifies the Datamaxx Standard Embedded Object (DSEO-2020[®]) and revisits this example to show how DSEO-2020 avoids these problems.

1.2 DSEO-2020 Objectives

The overall objective of the Datamaxx Standard Embedded Object (DSEO-2020[®]) is to provide a robust approach for exchanging messages containing embedded non-text objects in a typical Control Terminal Agency (CTA) environment. The approach needs to address the issues described in the Introduction to this standard and avoid the problems illustrated in Section 1.1. Specifically, the approach must meet the following objectives:

- a) **NCIC 2000 and NLETS Upgrade Compatibility.** The approach must be compatible with NCIC 2000 and the NLETS upgrade. Compatibility, however, does not imply that the standard must include objects embedded in native NCIC 2000 and NLETS formats. The only requirement is that it allows messages to be exchanged with these interfaces according to their standards, even if it requires reformatting between their standards and a CTA's standards.
- b) **Standard Object Compatibility.** The approach must be compatible with standard non-text objects such as Microsoft Word (DOC), Visio drawing (VSD), bitmap (BMP), etc. files.
- c) **Extensible.** The approach must be easily extended to include new types of objects and the impact of adding them to client applications must be minimal.
- d) **Unlimited Number of Objects in a Message.** The approach must allow any number of objects to be embedded in a single message, limited only by the maximum size of the message.
- e) **Processing Platform Independent.** The approach must be able to be implemented in any processing environment and in any suitable programming language and not depend on specific data representations of the platform.
- f) **Communication Protocol.** The approach must be independent of any the communication protocol. The only requirement on the communications protocol is that it be data

transparent – not susceptible to interference from any possible character or sequence of characters within the data payload.

- g) **Unlimited forwarding of Messages.** The approach must allow messages with embedded objects to be forwarded any number of times.
- h) **Simple.** The approach must be as simple as possible while meeting these objectives.
- i) **Compatible with Open system Concepts.** The approach must embrace Open System concepts as much as possible

2 DSEO-2020 SPECIFICATIONS

The following sections define the format and processing specifications for the DSEO-2020 object.

Note that the original specification required the presence of binary data. This specification continues, and an XML format has been added that uses the industry standard base64 encoding for the binary data, with an XML data structure.

2.1 DSEO-2020 Binary Format Specifications

The following table shows how Datamaxx Standard Embedded Objects (DSEO-2020[®]) are structured. Any number of DSEO-2020 objects may be embedded in a message.

[START] [OBJECT LENGTH] [OBJECT TYPE] [DATA LENGTH] [DATA] [TEXT LENGTH] [TEXT] [STOP]

FIELD	LENGTH	CONTENTS
START	4	a) Start pattern b) Always "<DLE>dbo" (hex representation: 0x1064626F)
OBJECT LENGTH	4	a) Length of object from START to STOP, inclusive b) 4 byte unsigned integer in Network Byte Order
OBJECT TYPE	4	a) Type of object contained in the DATA field – see detailed explanation below b) 4 alphanumeric characters; blank-fill fourth character if necessary
DATA LENGTH	4	a) Length of DATA field b) 4 byte unsigned integer in Network Byte Order
DATA	Variable	a) Variable length field containing the embedded object
TEXT LENGTH	4	a) Length of TEXT field b) Must be zero if text is not included c) 4 byte unsigned integer in Network Byte Order
TEXT	Variable	a) Optional, variable length field containing the text associated with the embedded object
STOP	4	a) Stop pattern b) Always "obd<DLE>" (hex representation: 0x6F626410)

2.1.1 Object Types

The DATA field can contain standard or non-standard objects. Standard objects are files that are typically associated with applications running in the Microsoft environment such as Microsoft Word (DOC), Visio drawing (VSD), bitmap (BMP), etc. files. For standard objects, the OBJECT TYPE field contains the extension associated with the file. For example, for Microsoft Word files, the OBJECT TYPE is "DOC" and for a BMP file the OBJECT TYPE is "BMP".

Non-standard objects can be defined to fit any need as long as there is agreement among the interfacing parties. At a minimum, the following non-standard types should be supported for NCIC and NLETS messages. See the *NCIC-2000 Message Book* for detailed specifications of NCIC message formats and the *NLETS User's Guide* for specifications of NLETS message formats.

- a) **"IMG": non-fingerprint images sent to NCIC.** The DATA field for this OBJECT TYPE includes the 1 character image type designator, five (5) character image size indicator, and the JPG image data. It contains exactly the same data as will follow "IMG/" in an EIM transaction for entering a non-fingerprint image.
- b) **"FIM": fingerprint data sent to NCIC.** The DATA field for this OBJECT TYPE includes the "F", "M" and "V" indicators and associated byte counts, and image data. It contains exactly the same data as will follow "FIM/" in an EIM transaction for entering a fingerprint image.
- c) **"IMR": images included in responses from NCIC.** The DATA field for this OBJECT TYPE includes the 1 character image type designator (IMT); 47 character upper top text (UTT), upper bottom text (UBT) and lower top text (LTT) fields; five character image size indicator and the JPG image data. It contains exactly the same data as will follow "IMR/" in a response from NCIC that includes an image.
- d) **"NRAP": Standardized NLETS RAP sheets.** The specification for this OBJECT TYPE will be defined once NLETS finalizes its definition of standardized RAP sheets.

2.1.2 Text Field

The TEXT field can be used to associate text with a DSEO-2020 object. For example, when a state's DMV provides an operator's license photo, it would be useful to include the operator's name or other identifying information within the object such that the information is always associated with it.

2.2 DSEO-2020 XML Format Specifications

This section describes the DSEO format in terms of XML data structure. The binary data portion is encoded using Base 64 standard.

It should be noted that each field defined in the XML structure maps exactly to a corresponding field in the Binary structure. Please note that some fields are optional, while others are required.

FIELD TAG	CONTENTS
<DSEO>	Required. Indicates a DSEO object
<OBJECT_LENGTH> </OBJECT_LENGTH>	Optional. Total length of the object, for compatibility reasons, as ASCII numeric data.
<OBJECT_TYPE> </OBJECT_TYPE>	Required. Type of object contained in the DATA, as per the binary specification, as ASCII numeric data.
<BINARY_DATA_LENGTH> </BINARY_DATA_LENGTH>	Required. Length of binary data field, as ASCII numeric data.
<BINARY_DATA> </BINARY_DATA>	Required. Actual binary data in Base 64 encoding.
<TEXT_LENGTH> </TEXT_LENGTH>	Optional, but required if text data is present. Length of TEXT_DATA field
<TEXT_DATA> </TEXT_DATA>	Optional. Text data associated with the binary data.
</DSEO>	Required. Indicates the end of a DSEO object

2.3 DSEO-2020 Processing Specifications

Any system (client or server) that uses Datamaxx Standard Embedded Objects (DSEO-2020[®]) should process all inputs that could contain the object in the manner described below which addresses how to detect the object and verify its integrity.

This section applies to the binary format. The XML format can be processed by an program that understands XML data structures.

- 1) Scan the message for the START pattern.
- 2) If the START pattern is detected, determine OBJECT LENGTH from the next 4 bytes.
- 3) Read the number of bytes specified by OBJECT LENGTH less 8 (the remaining number of bytes in the object after START and OBJECT LENGTH).
- 4) Perform the following integrity checks. If any fail, it should be assumed that the detected pattern does not indicate the beginning of a DSEO-2020 object and scanning should resume with the bytes immediately following the detected pattern.
 - a) The last 4 bytes should contain the STOP pattern.
 - b) OBJECT LENGTH, DATA LENGTH, and TEXT LENGTH should all be positive integers.
 - c) The following should be true:
$$\text{DATA LENGTH} + \text{TEXT LENGTH} = \text{OBJECT LENGTH} - 24$$
 - d) OBJECT TYPE should contain alphanumeric or blank spaces only.
- 5) Process the object per the specific requirements of the application and continue with Step 1 to search for additional objects until no more are found.

Further processing of the object depends on the specific application and could include such actions as displaying the object, storing the object in a file, removing the object if the intended destination does not support images, converting the object to another form of representation, etc. For example, if a message switch receives an NCIC enter image (EIM) transaction from a workstation, the IMG field should contain a JPG image formatted as a DSEO-2020 object with TYPE="IMG" and TEXT LENGTH=0. In order to comply with NCIC standards, the switch would reformat the IMG field to NCIC standards before sending it to NCIC.

2.4 Examples using DSEO-2020

The following examples illustrate use of the Datamaxx Standard Embedded Object (DSEO-2020) for embedding objects in messages exchanged between a message switch and its clients. In the examples, characters shown in bold are hexadecimal equivalents of their respective byte values (2 hexadecimal characters define a single byte).

2.4.1 Previous Example Revisited

This example revisits the situation described in Section 1.1 illustrating the problems associated with using multiple standards for embedding non-text objects in messages exchanged between a message switch and its clients. It shows the same responses from NCIC and DMV that are delivered to a device in the DSEO-2020 format and the subsequent forwarding of them to another device.

The NCIC response is still formatted to NCIC standards:

```
1L01TESTX
AS1234567
MKE/IMAGE
IMR/MNAM:ROBERTS, RICARDO                DOB:19
710202RAC:W HGT:511      WGT:195      DOI:199903
29      NIC:W150005877 IMN:I125000155
      02410<2410 byte JPG image>
```

The DMV response is still formatted to the hypothetical AS standard:

```
DR.ASDMV0000.AS1234567.TXT
NAM: ROBERTS, RICARDO
DOB: 19710202 RAC: W
HGT: 511      WGT: 195
IMR/4567<4567 byte JPG image>
```

Both responses are delivered to the destination with delivery headers. However, the images and related text have been reformatted per the DSEO-2020 standard. For the NCIC response, the image and all related information (IMT, UTT, UBT and LTT) are encapsulated into an "IMR" object.

The NCIC response would be sent to ORI AS1234567 as follows:

```
MSG 24680 NCIC      AS1234567 11:00:01 11/01/1999
1L01TESTX
AS1234567
MKE/IMAGE
IMR/1064626F00000A10IMR 000009F8MNAM:ROBERTS, RIC
ARD0                DOB:19710202RAC:W HGT:511
WGT:195      DOI:19990329      NIC:W150005877 IMN:I
125000155                02410<2410 byte JPG im
age>000000006F626410
```


The DMV response would be sent to ORI AS1234567 as follows:

```
MSG 24681 DMV          AS1234567 11:00:02 11/01/1999
DR.ASDMV0000.AS1234567.TXT
NAM: ROBERTS, RICARDO
DOB: 19710202 RAC: W
HGT: 511          WGT: 195
IMR/1064626F000011EFJPG 000011D7<4567 byte JPG im
age>000000006F626410
```

ORI AS1234567 would scan the message for embedded objects based on the DSEO-2020 standard, not the source device. It would scan every message for the start pattern **1064626F**. When detected, the presence and integrity of a DSEO-2020 object could be confirmed by the rules described in Section 2.2. By using DSEO-2020, the client software has benefited since it only needs to be able to process a single type of embedded object instead of two. The real benefit is realized when the messages are forwarded to another device. If both of these messages were forwarded to ORI AS7654321, they would be received as follows:

```
MSG 13570 AS1234567 AS7654321 11:00:03 11/01/1999
MSG 24680 NCIC          AS1234567 11:00:01 11/01/1999
1L01TESTX
AS1234567
MKE/IMAGE
IMR/1064626F00000A10IMR 000009F8MNAM:ROBERTS, RIC
ARDO          DOB:19710202RAC:W HGT:511
WGT:195      DOI:19990329      NIC:W150005877 IMN:I
125000155          02410<2410 byte JPG im
age>000000006F626410
```

and

```
MSG 13571 AS1234567 AS7654321 11:00:04 11/01/1999
MSG 24681 DMV          AS1234567 11:00:02 11/01/1999
DR.ASDMV0000.AS1234567.TXT
NAM: ROBERTS, RICARDO
DOB: 19710202 RAC: W
HGT: 511          WGT: 195
IMR/1064626F000011EFJPG 000011D7<4567 byte JPG im
age>000000006F626410
```

When they are received by the second device (AS7654321), they can be processed in exactly the same way they were processed by the first device (ORI AS1234567) since processing is based on the DSEO-2020 standard instead of the original source. There is no confusion or need to know the original source. And the message could be forwarded any number of times without a problem.

The remaining examples illustrate how DSEO-2020 would be used in other situations.

2.4.2 Example: NCIC Enter Image (EIM) Transaction

Workstation AS1234567 sends the switch an NCIC enter image (EIM) transaction from a workstation containing an NCIC IMG image embedded as a DSEO-2020 object. The IMG field contains the IMT indicator, image length, and a 4500 byte JPG mugshot.

The message as sent by AS1234567:

```
EIM.AS1234567.NIC/W987654321.IMT/M.DOI/19991015.I
MG/1064626F000011B2IMG 0000119AM04500<JPG mug hot
>000000006F626410
```

The EIM transaction as it should be sent to NCIC with the DSEO-2020 object reformatted to NCIC standards.

```
1B01987654321012345.EIM.AS1234567.NIC/W987654321.
IMT/M.DOI/19991015.IMG/M04500<JPG mugshot>
```

2.4.3 Example: AM Message

Workstation AS1234567 sends workstations AS7654321 and AS7654322 an AM message via the switch. The message contains a 4K byte JPG photo and 8K byte BMP drawing, both embedded as DSEO-2020 objects with information entered in both TEXT fields. AS7654321 can receive messages containing embedded objects but AS7654322 cannot.

The message as sent by AS1234567:

```
AM.NB1234567.NB2468024.NB1357913.TXT
BE ON LOOKOUT FOR SUSPECT ... PER FOLLOWING PHOTO
1064626F00000FC4JPG 00000FA0<4000 byte JPG mug ho
t>0000000CROBERT SMITH6F626410
FOLLOWING SMT ON RIGHT FOREARM
1064626F00001F65BMP 00001F40<8000 byte BMP drawin
g >0000000DRIGHT FOREARM6F626410
```

The message as it should be sent to AS7654321 containing DSEO-2020® objects:

```
MSG 13570 AS1234567 AS7654321 11:00:03 11/01/1999
AM.NB1234567.NB2468024.NB1357913.TXT
BE ON LOOKOUT FOR SUSPECT ... PER FOLLOWING PHOTO
1064626F00000FC4JPG 00000FA0<4000 byte JPG mug ho
t>0000000CROBERT SMITH6F626410
FOLLOWING SMT ON RIGHT FOREARM
1064626F00001F65BMP 00001F40<8000 byte BMP drawin
g >0000000DRIGHT FOREARM6F626410
```

The message as it should be sent to AS7654322 with the JPG photo and BMP drawing replaced by text noting their removal:

```
MSG 13570 AS1234567 AS7654322 11:00:03 11/01/1999
AM.NB1234567.NB2468024.NB1357913.TXT
BE ON LOOKOUT FOR SUSPECT ... PER FOLLOWING PHOTO
*** IMAGE REMOVED ***
FOLLOWING SMT ON RIGHT FOREARM
*** IMAGE REMOVED ***
```


ATTACHMENT M – FBI CJIS SECURITY AUDIT CERTIFICATE

Datamaxx Response:

Datamaxx provides the FBI CJIS Security Audit Certificate in this section of the Technical Proposal.



U.S. Department of Justice

Federal Bureau of Investigation

Clarksburg, WV 26306

March 20, 2009

Ms. Christina Lake
President and Chief Executive Officer
Datamaxx Professional Services, Inc.
2001 Drayton Drive
Tallahassee, FL 32311-7854

Dear Ms. Lake:

The purpose of this letter is to provide a summary of the results from the FBI Criminal Justice Services (CJIS) Division, CJIS Audit Unit's (CAU's) Information Technical Security Audit (ITSA) of the Datamaxx Group. During the audit, the FBI CJIS Division conducted an administrative interview with Datamaxx Group personnel and conducted a network inspection. The FBI CJIS Division ITSA is designed to ensure compliance with the *CJIS Security Policy* through a review and analysis of the Datamaxx Group's information technology policies and procedures. Particular emphasis is placed on the technical security measures in place to protect CJIS systems and data from unauthorized access. It should be noted that the results of this ITSA does not imply an endorsement by the FBI of the Datamaxx Group. The FBI cannot endorse any company's products or services.

During the audit, the FBI CJIS Division auditor determined that the Datamaxx Group had implemented all applicable components of the CJIS Security Addendum. Components included that the Datamaxx Group had a Security Officer who had established a documented information technology security program plan. Security training was also provided to personnel responsible for CJIS systems and data. Additionally, the Datamaxx Group had established security violation and reporting procedures.

During the network inspection, the FBI CJIS Division auditor determined that the Datamaxx Group had established appropriate measures to ensure security of the telecommunications infrastructure that supports CJIS data. Additionally, the Datamaxx Group ensured that appropriate background screenings were conducted on personnel accessing and/or maintaining CJIS systems and data. Furthermore, the Datamaxx Group had implemented the minimum 128-bit data encryption protocols to protect CJIS data from unauthorized access.

The FBI CJIS Division wishes to thank the Datamaxx Group staff for all efforts and assistance throughout the audit process. The FBI CJIS Division would like to specifically recognize and thank Mr. Brad Long and Mr. Rogers Pessin for their support and assistance throughout the audit. The FBI CJIS Division was pleased that the Datamaxx Group staff was eager to ensure compliance with the *CJIS Security Policy*.

Ms. Christina Lake

The FBI CJIS Division sincerely appreciates your hard work and dedication. We value the working relationship that has been established between our staffs as we strive to ensure the integrity of the CJIS systems and data. If you have any questions or concerns regarding the *CJIS Security Policy*, please contact Mr. Derek A. Holbert, Information Technology Specialist, at (304) 625-5479.

Sincerely yours,

Robert J. Casey
Section Chief
Liaison, Advisory, Training
and Statistics Section
Criminal Justice Information
Services Division



By:
Todd C. Commodore
Unit Chief

1) - Mr. Brad Long
Datamaxx Group
20251 Northeast 63rd Street
Harrah, OK 73045

ATTACHMENT N – SAMPLE LOG CONVERSION STRATEGY

Datamaxx Response:

Datamaxx provides a sample Log Conversion Strategy in this section of the Technical Proposal.

1. INTRODUCTION

As part of the implementation of the new ACCESS Message Switching system, Datamaxx will be converting data records from the previous system and its Archive and Retrieval facilities to the Audit Database as provided with the Datamaxx Omnixx Enterprise Platform (OEP).

The purpose of this document is to define the technical aspects of the conversion process.

The current Archive data is stored in a proprietary database created by Level-II, Inc. The Washington State Patrol (WSP) has contracted with Level II to provide an extract of the data records in a "text file" fashion so that they can be converted programmatically. Sample data extracts have already been provided to Datamaxx for review and a conversion strategy has been defined.

The OEP Audit database replaces the Level II system and is stored in a Microsoft SQL server database. The use of a standard database product allows for custom reports to be generated as required.

2. STRATEGY

The strategy to be invoked makes use of existing data structures in the OEP and their associated stored procedures in the SQL Server database. This eliminates risk that would be introduced by a re-design.

The records from the Level II system which have been provided will be read one at a time and their content loaded into the "Events Temporary Table" as used by the OEP. Note that not all fields that are implemented in the Datamaxx Audit database are available from the Level II system so appropriate default (or blank) values will be inserted. In other words, The Level II system is extremely limited and can supply only a portion of the files available in the Datamaxx solution.

As the temporary table is loaded, the automatic scripts that are provided with the Datamaxx OEP will take the temporary table values and build the full archive database, as occurs normally during OEP processing.

There is a large amount of data that needs to be processed. The test datasets provided by Level II showed there were approximately 12,000 records in each of the datasets. Test programs showed the records could be extracted within a few seconds on a small processor, so performance is not expected to be an issue. The conversion can be started at any time after the production system has been installed, or even earlier if so desired by implementing a temporary database to hold the converted records.

At the time of this writing, Datamaxx will accept the bulk of the Level II data on or around February 16, 2011. At that time Datamaxx will convert that data using the application's developed and tested for that purpose. Approximately 95% of the Level II data will be converted at this time. On or about June 13, 2011, (just before the Go-Live date of June 17, 2011), the Journal data generated by the Level II system between February 16, 2011 and June 13, 2011 will be converted, the remaining 5% of the Level II data. The data generated between June 13, 2011 and Go-Live (a very small amount) will be added after Go-Live.

3. IMPLEMENTATION

The layout of the "Events Temporary Table" is shown in *Appendix A*. The conversion will create the SQL Server statements to populate this table, so it can be migrated into the full database as defined above.

In the OEP "Event Temporary Table", there are several event codes (e.g. "Input message") that will be inferred from the data in the Level II records. This process will be handled automatically by the conversion process.

The Level II data records consist of a header followed by an optional data stream. Where appropriate, the data stream will be inspected to obtain data elements that are not specifically defined in the header portion, such as the ORI and the Message Key (MKE).

The following data elements will be extracted from the Level II datasets, and transferred to the temporary table.

- Direction (Send/Receive)
- Time and Date
- Source Device
- Message Key
- ORI
- Full Data Stream

APPENDIX A

The following is the layout of the "Events Temporary Table", as expressed in terms of the SQL Server "Create" statement.

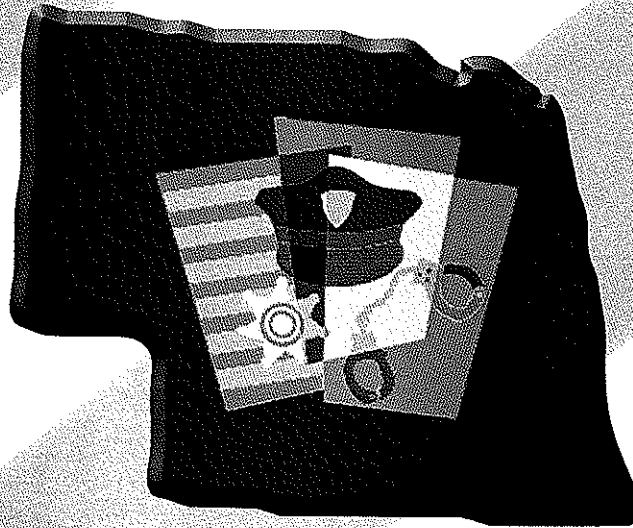
```
USE [OMNIXX_AUDIT]
GO
SET ANSI_NULLS ON
GO
SET QUOTED_IDENTIFIER ON
GO
SET ANSI_PADDING ON
GO
CREATE TABLE [dbo].[Events_Tmp] (
    [SequenceNumber] [bigint] NOT NULL,
    [EventType] [int] NOT NULL,
    [EventSubtype] [int] NULL,
    [Date_Time] [bigint] NULL,
    [Date_Time1] [bigint] NULL,
    [ProcessingTime] [int] NULL,
    [Interface] [varchar] (20) NULL,
    [Agency] [varchar] (20) NULL,
    [Application] [varchar] (20) NULL,
    [Device] [varchar] (20) NULL,
    [Address] [varchar] (50) NULL,
    [ORI] [varchar] (20) NULL,
    [Users] [varchar] (20) NULL,
    [Ticket] [varchar] (20) NULL,
    [ReferenceId] [varchar] (20) NULL,
    [Summary] [varchar] (50) NULL,
    [MKE] [varchar] (10) NULL,
    [PayloadText] [text] NULL,
    [PayloadLength] [int] NULL,
    [BytesRx] [int] NULL,
    [BytesTx] [int] NULL,
    [PrevSeqNumber] [bigint] NULL,
    [MsgStatus] [tinyint] NULL,
    [Hit] [tinyint] NULL,
    [BinObjPresent] [tinyint] NULL,
    [Archive] [char] (1) NULL CONSTRAINT [DF_Events_Tmp_Archive] DEFAULT ('N'),
    [InsertDateTime] [datetime] NULL CONSTRAINT [DF_Events_Tmp_InsertDateTime] DEFAULT
(getdate()),
    [PermFlag] [varchar] (1) NULL,
    [DevSAGY] [varchar] (50) NULL,
    [UserSAGY] [varchar] (50) NULL,
    [IFType] [int] NULL,
    CONSTRAINT [PK_Events_Tmp] PRIMARY KEY CLUSTERED
(
    [SequenceNumber] ASC
)WITH (PAD_INDEX = OFF, STATISTICS_NORECOMPUTE = OFF, IGNORE_DUP_KEY = OFF,
ALLOW_ROW_LOCKS = ON, ALLOW_PAGE_LOCKS = ON) ON [PRIMARY]
) ON [PRIMARY] TEXTIMAGE_ON [OMNIXX_AUDIT_Group1]

GO
SET ANSI_PADDING OFF
```

Cost Proposal

Original

Nebraska State Patrol



NBLETs Replacement Project

RFP No. 3473Z1

**Datamaxx Group, Inc. d/b/a
Datamaxx Applied Technologies, Inc.
2001 Drayton Drive
Tallahassee, Florida 32311-7854
850.558.8000
www.Datamaxx.com**



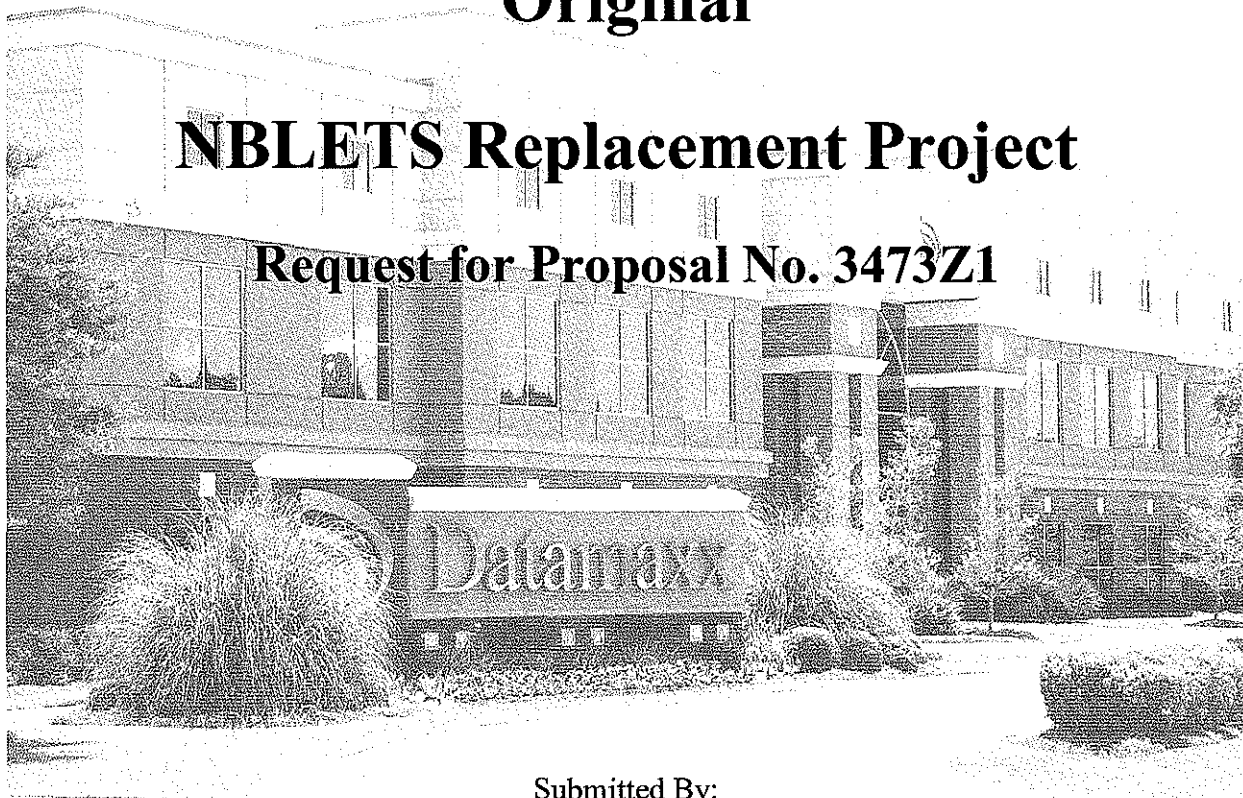
State of Nebraska Nebraska State Patrol

COST PROPOSAL

Original

NBLETs Replacement Project

Request for Proposal No. 3473Z1



Submitted By:

**Datamaxx Group, Inc. d/b/a
Datamaxx Applied Technologies, Inc.**

FED ID: 59-3081678

DUNS No.: 13-4345060

2001 Drayton Drive

Tallahassee, Florida 32311

(850) 558-8000 (850) 558-8001 fax

February 14, 2011 @ 2:00 PM CT

Contact Person:

Greg Rohm, Vice President/Sales

telephone: (850) 558-8505

e-mail: greg.rohm@datamaxx.com

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B. COST PROPOSAL

This section describes the requirements to be addressed by bidders in preparing the Cost Proposal. The bidder must submit the Cost Proposal in a section of the proposal that is a separate section or is packaged separately as specified in this RFP from the Technical Proposal section.

1. APPLICATION SOFTWARE COSTS

This summary shall present the total fixed price to perform all of the requirements of the Request for Proposal. The bidder must include details in the Cost Proposal supporting any and all costs. These details must include, at a minimum, detailed descriptions and/or specifications of the goods and services to be provided, quantities, and timing and unit costs, if applicable.

NSP is interested in understanding all of the costs associated with the proposals for the NBLETS Replacement Project.

Each bidder is required to submit a complete set of Cost Schedules (FORM F) for its proposed solution.

Note: NSP seeks software licensing arrangements based on an enterprise license agreement.

It is important to note the following:

- a. The bidder's quantifiable solution must be deliverable-based and each deliverable must account for and receive a final acceptance.
- b. Bidders must include "transition" costs associated with maintaining current message switch system functionality during implementation of the new environment and equipment.
- c. NSP shall be provided with the option to procure only select elements of a total proposal at the costs quoted for those specific elements. At the sole discretion of the State, NSP further reserves the right to procure partial solutions from different bidders if deemed to be in its best interest.

The State reserves the right to review all aspects of the Cost Proposal for reasonableness and to request clarification of any proposal where the cost component shows significant and unsupported deviation from industry standards or in areas where detailed pricing is required.

Datamaxx Response:

Datamaxx provides the completed Form F – Cost Sheets in **Attachment A** to the NBLETS Replacement Project Cost Proposal.

2. PRICES

Prices quoted shall be net, including transportation and delivery charges fully prepaid by the bidder, F.O.B. destination named in the Request for Proposal. No additional charges will be allowed for packing, packages, or partial delivery costs. When an arithmetic error has been made in the extended total, the unit price will govern.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement.

Section C
Payment Schedule

C. PAYMENT SCHEDULE

NSP requires a deliverables-based, milestone payment plan, with the majority of the disbursement being made upon final testing and acceptance. The payment schedule for the project is tied to specific dates and deliverables. Invoices may be submitted by the contractor on specific dates based on the completion and acceptance of related deliverables. No invoice will be approved unless the associated deliverables have been approved.

Datamaxx Response:

Datamaxx acknowledges and complies with this requirement. Datamaxx provides the following payment schedule for consideration by NSP for the NBLETS Replacement Project.

Milestone Date	Milestone Description	Amount
Acceptance of Project Schedule	June 8, 2011	\$52,142.86
Delivery of Design Specification	August 25, 2011	\$52,142.85
Confirmation of Bill of Laden for Hardware	September 19, 2011	\$263,651.56
Software Licenses Received by NSP	December 2, 2011	\$234,000.00
Implementation of Interfaces	December 21, 2011	\$52,142.85
Test, Training, and Development System Interface Installation Acceptance	January 9, 2012	\$52,142.86
On-site Regression Testing Completed	February 22, 2012	\$52,142.86
User Testing Phase Completed	March 5, 2012	\$52,142.86
Training Phase Completed	April 2, 2012	\$38,200.00
Documentation Phase Completed	March 22, 2012	\$35,000.00
Production Cut Over Phase Complete - GO LIVE	April 13, 2012	\$52,142.86
TOTAL		\$935,851.56

ATTACHMENT A – COST SHEETS**FORM F – COST SHEETS****Datamaxx Response:**

Datamaxx provides the completed **Form F – Cost Sheets** in this section of the NBLETS Replacement Project Cost Proposal.

Required Components Cost Summary	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
Documentation Costs (Cost Schedule L if applicable)	\$ 35,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Out-Of-Pocket Expenses (travel/per diem, etc.) (Cost Schedule M if applicable)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
On-Site Implementation Staffing Support (Cost Schedule N if applicable)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other Costs (Cost Schedule O if applicable)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL COSTS BY PERIOD:	\$ 935,851.56	\$ 900.00	\$ -	\$ -	\$ 84,872.00	\$ 84,872.00	\$ 84,872.00	\$ 84,872.00	\$ 84,872.00

* Year One begins upon acceptance of fully implemented system.

Application Software Cost Detail -- List each module, component or package individually along with all associated cost by period.	Number of Licenses Required	Initial Costs	Annual Costs Year One*	Annual Costs Year Two	Annual Costs Year Three	Annual Costs Year Four	Annual Costs - Year Five	Annual Costs - Year Six	Annual Costs - Year Seven	Annual Costs - Year Eight
Interfaces - User Interface Product										
1. LEMS (State HotFiles)	Incl	\$ -								
2. NBLETS	Incl	\$ -								
3. OCIO Mainframe (DMV Files and Protection Orders)		\$ 10,000.00								
4. NCIC	Incl	\$ -								
5. NLETS	Incl	\$ -								
6. WSUS		\$ 5,000.00								
7. SOR		\$ 5,000.00								
8. PCH		\$ 5,000.00								
9. RITS		\$ 5,000.00								
10. Metro Hosts	Incl	\$ -								
11. Voyager	Incl	\$ -								
		\$ 30,000.00								
TOTAL COSTS BY PERIOD:		\$ 234,000.00								

* Year One begins upon acceptance of fully implemented system.

		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL COSTS BY PERIOD:		\$ 184,444.36	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

* Year One begins upon acceptance of fully implemented system.

**VSphere licenses are not included in this proposal. VSphere licenses may be necessary if Nebraska does not currently own VSphere licenses as part of current VMWare package. VSphere licensing can be supplied upon request.

3									
Other Support Items									
1.									
2.									
TOTAL COSTS BY PERIOD:					\$ 84,872.00	\$ 84,872.00	\$ 84,872.00	\$ 84,872.00	\$ 84,872.00

* Year One begins upon acceptance of fully implemented system.

Cost Schedule D

**Required Hardware and Peripherals, available only from Bidder
Request for Proposal Number 347321**

Required Hardware and Peripherals, only available from Bidder – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.2.b for a description of what must, at a minimum, be included on this form.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1. QTY 2 - HP ProLiant DL380 G6 Perf Xeon QC X5560 2.80GHz(x2) / 8MBL3 / 12GB / OpnBay 2.5"SAS / SATA HS / DVDRW / GNIC / RPS HP Servers	\$ 18,834.20	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
2. QTY 2 - HP 5yr 24x7 24h CTR ProLiant DL38x HW Support	\$ 5,706.34	Incl	Incl	Incl	Incl	N/A**	N/A**	N/A**	N/A**
3. ATY 36 - HP SmartBuy 4GB PC3-10600 240-pin DDR3 SDRAM RDIMM for Select ProLiant Models HP Server Accessories	\$ 10,159.71	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. QTY 2 - "HP NC360T PCI Express Dual Port Gigabit Server Adapter	\$ 648.14	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. QTY 4 - "HP StorageWorks 81Q PCI Express Fibre Channel Host Bus Adapter	\$ 6,507.43	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
6. QTY 2 - DL380 G6 3 Slot PCI-E Riser Kit HP Server	\$ 283.26	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7. QTY 2 - "HP Installation During Non-Standard Business Hours for ProLiant DL38x	\$ 1,346.17	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8. QTY 4 - HP 146GB 15K SAS DP 2.5" Hard Disk Drive HP Server Accessories	\$ 2,993.14	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. QTY 1 - Integrated Lights Out (iLO) Advanced Pack 1 Server License w / 24x7 Technical Support & Updates HP Server Accessories	\$ 507.36	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. QTY 1 - "StorageWorks P2000 G3 iSCSI MSA Dual Controller SFF Array System HP StorageWorks"	\$ 13,592.09	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. QTY 1 - 3-year CarePack 24x7 4-hour Hardware Support for MSA 2000 G3 Compaq Service Paqs/service	\$ 2,562.84	\$ 900.00	N/A**	N/A**	N/A**	N/A**	N/A**	N/A**	N/A**
12. QTY 24 - 300GB 6Gbps SFF Hot-Swap Hard Drive Axiom Memory Solutions	\$ 15,586.29	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Shipping/Freight	\$ 480.23	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL COSTS BY PERIOD:	\$ 79,207.20	\$ 900.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

* Year One begins upon acceptance of fully implemented system.

**Server Hardware Maintenance only available thru Year 4 and Storage Hardware Maintenance only available thru Year 1. Should additional maintenance be required, Hardware Manufacturer will need to quote at that time.

Cost Schedule E
Project Management Cost Detail
Request for Proposal Number 3473Z1

Project Management Cost Detail – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.3 for a description of what must, at a minimum, be included on this form.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1. Project Management	\$ 127,500.00								
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:	\$ 127,500.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

* Year One begins upon acceptance of fully implemented system.

Cost Schedule F
Installation Cost Detail
Request for Proposal Number 3473Z1

Installation Cost Detail – List each item with its associated cost by period. Add additional lines if needed.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1. Installation	\$ 95,000.00								
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:	\$ 95,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

* Year One begins upon acceptance of fully implemented system.

Cost Schedule G
Integration Cost Detail
Request for Proposal Number 3473Z1

Integration Cost Detail – List each item with its associated cost by period. Add additional lines if needed.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1. Integration	\$ 45,000.00								
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:	\$ 45,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

* Year One begins upon acceptance of fully implemented system.

Cost Schedule H
Data Conversion Cost Detail
Request for Proposal Number 3473Z1

Data Conversion Cost Detail – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.6 for a description of what must, at a minimum, be included on this form.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1. Data Conversion	\$ 30,000.00								
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:	\$ 30,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

* Year One begins upon acceptance of fully implemented system.

Cost Schedule I
Business Continuity Cost Detail
Request for Proposal Number 3473Z1

Business Continuity Cost Detail – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.7 for a description of what must, at a minimum, be included on this form.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1. Business Continuity	\$ 25,000.00								
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:	\$ 25,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

* Year One begins upon acceptance of fully implemented system.

Cost Schedule J
Migration Cost Detail
Request for Proposal Number 3473Z1

Migration Cost Detail – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.8 for a description of what must, at a minimum, be included on this form.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1. Migration	\$ 42,500.00								
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:	\$ 42,500.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

* Year One begins upon acceptance of fully implemented system.

Cost Schedule K
Training Cost Detail
Request for Proposal Number 3473Z1

Training Cost Detail – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.11 for a description of what must, at a minimum, be included on this form.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1. Training	\$ 38,200.00								
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:	\$ 38,200.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

* Year One begins upon acceptance of fully implemented system.

Cost Schedule L
Documentation Cost Detail
Request for Proposal Number 3473Z1

Documentation Cost Detail – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.12 for a description of what must, at a minimum, be included on this form.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1. Documentation	\$ 35,000.00								
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:	\$ 35,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

* Year One begins upon acceptance of fully implemented system.

Cost Schedule M
Out-Of-Pocket Expense Detail
Request for Proposal Number 3473Z1

Out-Of-Pocket Expense Detail – List each item with its associated cost by period. Add additional lines if needed.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:									

* Year One begins upon acceptance of fully implemented system.

Cost Schedule N
On-Site Implementation Staffing Support Cost Detail
Request for Proposal Number 3473Z1

On-Site Implementation Staffing Support Cost Detail – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.13.b for a description of what must, at a minimum, be included on this form.	Hourly/ Daily Rate	Hourly Phone Rate	Incidentals or Per Diem	Extended Total Cost
1. <i>Project Manager</i> – Minimum .75 FTE in NSP offices, Monday through Friday/standard business days; also available by telephone 24/7.	115	75	Incl	*
2. <i>Support Staff</i> – Minimum 1.25 FTEs (IT and CSO) in NSP offices, Monday through Friday/standard business days.	250	150	Incl	*
3.				
4.				
5.				
6.				
7.				
TOTAL COSTS:				\$ -

**Project Management and Support Staff Pricing included in Individual Services Pricing Categories.*

Cost Schedule O
Other Cost Detail
Request for Proposal Number 3473Z1

Other Cost Detail – List each item with its associated cost by period. Add additional lines if needed.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:	0	0	0	0	0	0	0	0	0

* Year One begins upon acceptance of fully implemented system.

	Optional Component Description	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
5	Omnixx CCH Baseline Installation	\$ 10,000.00								
6	Needs Assessment - Omnixx CCH	\$ 20,000.00								
7	Omnixx SOR Baseline Installation	\$ 10,000.00								
8	Needs Assessment - Omnixx SOR	\$ 10,000.00								
Other Optional Items										
1										
2										
3										
	TOTAL COSTS BY PERIOD:									

Optional Component Pricing Notes:

- 1 Additional Hardware and System Software may be required depending upon options chosen.
- 2 *Datamaxx has included 100 Omnixx Force Mobile Device Licenses and 10 Omnixx Force PDA Licenses as part of baseline proposal.*
- 3 For Omnixx Analytics Suite, Omnixx CCH, and Omnixx SOR options, Datamaxx is unable to calculate all associated costs until a formal Needs Assessment was completed.
Pricing provided above related to these components covers baseline software installation and Professional Services associated with performing Needs Assessments.
- 4 For Omnixx AirSync and any additional Omnixx Force Mobile and/or Omnixx Force PDA Device Licenses, unit 1 pricing was provided above.

ADDENDUM THREE

DATE: January 21, 2011

TO: All Vendors

FROM: Mary Lanning/Connie Heinrichs, Buyers
 State Purchasing Bureau

RE: 2nd Round Questions and Answers for RFP Number 3473Z1
 to be opened February 14, 2011

Following are the questions submitted and answers provided for the above mentioned Request For Proposal. The questions and answers are to be considered as part of the Request For Proposal.

QUESTIONS	ANSWERS
<p>1. Section III. Terms and Conditions states –</p> <p>Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, (2) including an explanation for the bidder's inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable. Rejection in whole or in part of the Terms and Conditions may be cause for rejection of a bidder's proposal.</p> <p>Please specify where in our proposal you would like us to include this portion of our response.</p>	<p>This should be included in a separate section of the proposal response.</p>

QUESTIONS	ANSWERS
<p>2. DD. Performance Bond (page 16): Would the State consider limiting the term of the required performance bond to the delivery of the system plus three warranty period, exclude the resulting 5 year maintenance/support renewals?</p> <p>a. If the State will not allow the performance bond to be limited to delivery of the system and three year warranty period, would the State consider a negotiated reduction of the required performance bond for each year following delivery and warranty? For example, a reduction in the required bond would be realized on the anniversary of year 5, and proportional reductions for each year thereafter until the end of the term of the contract.</p>	<p>The RFP is amended to read as follows:</p> <p>The selected contractor will be required to supply a certified check or a bond executed by a corporation authorized to contract surety in the State of Nebraska, payable to the State of Nebraska, which shall be valid from the date of the contract award though the warranty period. The amount of the certified check or bond must be twenty-five percent (25%) of the contract amount. The check or bond will guarantee that the selected contractor will faithfully perform all requirements, terms and conditions of the contract. Failure to comply shall be grounds for forfeiture of the check or bond as liquidated damages. Amount of forfeiture will be determined by the agency based on loss to the State. The bond or certified check will be returned when the service has been satisfactorily completed as solely determined by the State, after termination or expiration of the contract.</p>

QUESTIONS	ANSWERS
<p>3. Page 67: “The proposed solution shall support a record validation process by which responsible parties are automatically notified in advance of the need to validate within a specific time frame, records are deleted, and parties are notified of the deletions.” Does this apply to NCIC Validations or State validations or both? NCIC does provide a \$ Message indicating records are deleted and a notification is delivered to the Agency ORI but is the State requesting more than this functionality? Can the State please provide the current validation process?</p>	<p>a) This applies to the state HOT file validation listings, since NCIC currently provides a \$.C message.</p> <p>b) No.</p> <p>c) The current validation process is a manual one. The CSO receives the monthly NCIC validation via email as a flat-text MS Word attachment. The email is forwarded to the ISO who manually inserts page breaks in between the different ORI’s until the entire document is broken up with page breaks between each different ORI. The new document is printed. The State HOT files are grouped by ORI by using a command from the terminal to the message switch, which sorts all entries for the particular month by ORI. Each file listed by ORI is printed. The ISO takes the NCIC printout and the state HOT file printout and groups together a mailing of a particular agency’s NCIC records or State HOT file records or both NCIC and State HOT file records. Color sheets of paper are inserted between each agency’s printout to ease the mailing process. Individual mailing envelopes are sent to agencies each month, with a 30-day turnaround timeframe. A signed validation document is returned to the CSO signifying that the validation process has taken place. The State would like to automate this process, as each month; the procedure can take up an entire day’s work.</p>
<p>4. Pg 91 B Financial Statements; must vendors disclose any court-ordered payments it is expecting to receive from another vendor?</p>	<p>I “might materially affect the viability or stability of the organization, or state that no such condition is known to exist</p>
<p>5. Pg 92 H Corporate Experience; Does the state consider a mobile controller interfacing to an existing state-level message switch as an adequate state-level message switching experience?</p>	<p>The bidder may submit an explanation of how this would meet the requirement. During the evaluation process a determination will be made.</p>
<p>6. BP-19 “The proposed solution shall utilize sequential message and response return techniques to improve performance and timeliness of information.” Can the state clarify this requirement further? Did the state mean non-sequential?</p>	<p>The proposed solution shall utilize a message sequence numbering system with a queue management process prioritizing messages for request and response techniques to improve performance and timeliness of information.</p>

QUESTIONS	ANSWERS
<p>7. IN-1 Page 69 – We realize that the State requires that the Windows operating system and SQL Server are required for the database applications per requirement AP-17. However, is it the States desire to have all components of the proposed solution to utilize the Windows operating system?</p>	<p>Yes.</p>
<p>8. Requirement IN-5: For the purpose of License Cost Reduction, can the Test System, Development System, and Training System be located on a single server?</p>	<p>No.</p>
<p>9. Requirement IN-5: For the purpose of hardware cost reduction, can the Test System, Development System, training system etc. be located on virtual hardware environments or does the State Desire Stand Alone Servers for each?</p>	<p>Yes to the virtual hardware environment. No to the Stand Alone Servers.</p>
<p>10. Following up on the answer to question 3 of the first round of questions, which states, “The eight (8) year period is a three (3) year warranty period and a five (5) year maintenance period.” The three year warranty period starts at system acceptance. However, the eight year total contract period starts at contract signing. How is the period between contract signing and system acceptance accounted for?</p>	<p>The contract period begins at the time the contract is signed by the State Purchasing Bureau and continues through system acceptance, the warranty and maintenance period. The performance bond will be in effect from the time the contract is signed by the State Purchasing Bureau through system acceptance and the warranty period.</p>
<p>11. Following up on the answer to question 33 of the first round of questions, referring to Page 45 letter e: Is the optional We-based interface with limited teletype capabilities the only user interface expected to be provided under contract? Is the vendor also required to provide a complete featured user interface to replace the existing Omnixx SE workstation software, or will the Omnixx SE workstation software continue to be used?</p>	<p>1.) Web based interface with limited teletype capacities is not the only user interface. 2.) The workstation software must work with the environment that is proposed in the RFP.</p>
<p>12. Page 33, Table 6, lists the Number of Stand-alone Terminals, Number of Mobile Terminals, and Number of Metro Terminals. Is it correct that the user interface for Mobile Terminals and Metro Terminals is not part of this procurement, and that the only end user interface for this procurement is for the 157 Stand-alone Terminals?</p>	<p>Yes.</p>

QUESTIONS	ANSWERS
<p>13. Page 39, Section 2.A.ii states a requirement for Development of a Web interface including providing limited Web services under certain conditions as mutually agreed upon by both parties. Are these web services intended to directly support a web browser based user interface or to provide a service (as in Service Oriented Architecture) that is consumed by other computers (such as metro CAD systems)?</p>	<p>Yes to both the web application and the web service.</p>
<p>14. Page 45 Section d.: This section appears to presuppose a “scale-out” architecture where all components are load balanced. Would the NSP consider “a scale-up” architecture based on clustered failover, as long as the vendor can still provide the required performance and business continuity capabilities?</p>	<p>Load Balancing is preferred. The State would also consider failover.</p>
<p>15. Page 48, Section D.2.b: Should pricing for hardware and system software (such as VMWare, Windows Server, and SQL Server) compatible with the State of Nebraska’s Virtualized Environment be included in the response in the base price or as options; or should the vendor state the hardware and system software required that will be provided by the State of Nebraska?</p>	<p>VMWare and Windows Server shall be excluded from the base price. Please include the hardware specifications and costs as well.</p>
<p>16. Page 71 requirement IN-15: In quantitative terms, what is the increase in NBLETS throughput and workload a 8-year period compared to p. 45 Table 17?</p>	<p>Please refer to Table 20 on page 48.</p>

ADDENDUM TWO

DATE: December 17, 2010

TO: All Vendors

FROM: Mary Lanning/Connie Heinrichs, Buyers
 State Purchasing Bureau

RE: Questions and Answers for RFP Number 3473Z1
 to be opened February 14, 2011

Following are the questions submitted and answers provided for the above mentioned Request For Proposal. The questions and answers are to be considered as part of the Request For Proposal.

QUESTIONS	ANSWERS
General Contract Questions	
1. Page 1 A. Schedule of Events numbers 5 & 6, is a year correction needed?	Yes, it should read 2011.
2. Page 3 C. 3. Makes mention of a "Pre-Proposal Conference", however, it is not listed in the schedule of events. Please explain.	The State is not conducting a Pre-Proposal Conference.

QUESTIONS	ANSWERS
<p>3. Section I states, “A contract resulting from this Request for Proposal will be issued for a period of eight (8) years effective upon contract signing, with the option to renew for two (2) additional one (1) year periods as mutually agreed upon by all parties.” Section IV.D.13.c states, “The warranty period shall be a period of 36 months from the date of final system acceptance as defined herein. Standard maintenance and support for the first 36 months shall be included as part of this warranty period.” Section IV.D.13.c.vii.c) states, “The proposal price shall include a five year maintenance period following the warranty period and beginning 36 months after system acceptance. Annual renewal can occur automatically unless either party notifies the other in writing at least 90 days prior to expiration.” Could the NSP please clarify which periods are a part of the base contract and which are optional?</p>	<p>The eight (8) year period is a three (3) year warranty period and a five (5) year maintenance period.</p>
<p>4. Section K: Evaluation of Proposals (page 5): Section K indicates that the State will not issue the evaluation criteria until after the bid opening. In order for vendors to have the ability to focus on those areas that are most important to the Evaluation Committee, would the State consider releasing the weighed criteria for each of the areas that will be addressed during the evaluation prior to bid opening?</p>	<p>Evaluation criteria will become public information at the time of the Request for Proposal opening. Scoring criteria and a list of respondents will be posted to the State Purchasing Bureau website at http://www.das.state.ne.us/materiel/purchasing/rfp.htm Evaluation criteria will not be released prior to the proposal opening.</p>
<p>5. CC. Retainage (page 16): Section CC states that the retainage will be payable upon six (6) months after the successful completion of the project. Can the State define what will be deemed as the successful completion of the project? Would ‘project completion’ be considered the delivery of the state message switching system, excluding the three year warranty period and five annual maintenance renewals?</p>	<p>Successful completion of the project is:</p> <ul style="list-style-type: none"> • Acceptable completion of all project tasks. • Completion of resolution of project issues which are acceptable by NSP. • Thorough and vigorous testing of the product. • The system is fully operational up to NSP’s expectations.

QUESTIONS	ANSWERS
<p>6. DD. Performance Bond (page 16): Based on the RFP language, a Performance Bond or Certified Check for 25% of the total contract value is required for the total term of the contract which, if renewal option periods are exercised, would be ten (10) years. In addition to the surety requirement, the RFP requires a 25% retainage on payments which retainage will be held until six (6) months after acceptance of the system. The State of Nebraska will incur significant costs due to the dollar value of the Performance Bond and the lengthy term of ten (10) years. A Performance Bond premium could be as much as 2% of the bond annually for ten years. In lieu of the Performance Bond or Certified Check, would the State of Nebraska increase the retainage to a level of 40% of each milestone, excluding hardware, since the risk to the State of Nebraska is primarily attributed to "delivery and acceptance" of the system itself and not an on-going ten year risk? The costs and risk to the State of Nebraska would be mitigated by increasing the retainage amounts for the delivery of the vendor's actual software applications and integration of the system.</p>	<p>The selected contractor will be required to supply a certified check or a bond executed by a corporation authorized to contract surety in the State of Nebraska, payable to the State of Nebraska, which shall be valid for the life of the contract to include any renewal and/or extension periods.</p>
<p>7. Pg. 21 Terms and Conditions section WW Disaster Recovery/Backup Plan; does this reference a back-up plan for the Contractors' facility?</p>	<p>The State is interested in recommendations on the best practices for the backup of their product.</p>
<p>IV. Project Description and Scope of Work</p>	
<p>8. Section IV. Project Description and Scope of Work, Sub Section 4 Functions, page 24: "This system must also contain features such as failure detection and trusted recovery". Could the State please explain what is meant by "trusted recovery"?</p>	<p>A verified procedure that allows for a test recovery of the systems in the case of a disaster. An example would be: Verification of successful recovery of backups.</p>
<p>9. Pg 27 Table 2 Operating System and Application ID 5; will the vendor be required to maintain the current SNA to the mainframe interface implementation?</p>	<p>Yes, the contractor will be required to maintain current connections of SNA/IP, however future (unknown date) implementations will be TCP/IP.</p>
<p>10. Pg 27 Table 2 Operating System and Application ID 5; Are there options for this interface other than SNA such as TN3270 or TN3270E that could be used to replace the SNA?</p>	<p>No.</p>

QUESTIONS	ANSWERS
<p>11. Pg 27 Table 2 Operating System and Application ID 5; will the state provide a copy of this interface specification before the submission deadline?</p>	<p>No, existing Host Integration Server 2004, sp 2 (HIS) configurations will be provided upon award of the contract.</p>
<p>12. Pg 27 Table 2 Operating System and Application ID 6; will the state provide a copy of this interface specification before the submission deadline?</p>	<p>This is an application that is currently used in NSP's environment. It is not an interface.</p>
<p>13. Pg 27 Table 2 User Interface ID 1; will the state provide a copy of this interface specification before the submission deadline?</p>	<p>Refer to Question 12.</p>
<p>14. Pg 27 Table 2 User Interface ID 2; will the state provide a copy of this interface specification before the submission deadline?</p>	<p>Refer to Question 12.</p>
<p>15. Please provide the technical specification for the interfaces with all the external to NSP State data sources (such as the state IMS mainframe) and the internal to NSP data sources (i.e. PCH, RITS and SOR).</p>	<p>LEMS Database (State Hot Files) – Oracle 9i NBLETS connection to Message Switch – Datamaxx DMPP 2020 protocol OCIO Mainframe – SNA/IP using HIS 2004 SP2 NCIC Connection – TCP-NCIC NLETS Connection – TCP-NLETS WSUS – TCP/IP SOR – TCP/IP via SQL call to the database PCH – GJXDM RITS – Treated as a terminal or Metro connection, makes queries only to message switch. Metro Hosts – TCP/IP Voyager – Datamaxx DMPP 2020 Metro protocol</p>
<p>16. Pg 30 Table 4 Interface/Exchange; will the state provide a copy of these interface specifications before the submission deadline?</p>	<p>This will be provided upon award of the contract.</p>

QUESTIONS	ANSWERS
<p>17. Section IV. Project Description and Scope of Work, Sub Section 9 “Maintenance Jobs, and Staffing”, letter a, ii “Compliance Status” (table located on page 36).</p> <p>Question: In reference to the “Standards/Policy” items marked with a Compliance Status of “Partial”, could the State provide more specific information related to those items that are non-compliant?</p>	<p>The current system is not fully compliant with the FBI CJIS Security Addendum or the Global Justice XML Data Model (GJXDM). That is not desirable, and it is not germane to the new system. The new system will be fully compliant with all standards and policies listed in Table 9 of the RFP.</p>
<p>18. Pg 38 item b.ii - requires that the hardware be compatible with the "State of Nebraska Virtualized Environment". Several other sections note the virtual environment. Can the State provide clarification to their virtual environment?</p>	<p>VMWare ESX 4.1.</p>
<p>19. Project Requirements Section, page 38, 1.b.ii. Hardware: "....State of Nebraska's Virtualized Environment". What does the State currently use for virtualization (VMWare, HyperV, etc)?</p>	<p>Refer to Question 18.</p>
<p>20. Pg 39 Section 2 Specifications, subsection iii; can the state provide the location of the DL Photo store?</p>	<p>Currently the NSP does not have the DL Photo store in existence, however this addresses that the product needs to be put in place so that it can be quickly deployed when the DL Photo store is available..</p>
<p>21. Pg 39 Section 2 Specifications, subsection iii; can the State provide the interface specification to the DL photos before the submission deadline?</p>	<p>Refer to Question 20.</p>
<p>22. Pg 40 Table 14 Ref #1 SOR; is the vendor required to convert/rewrite the SOR?</p>	<p>No, just the interface.</p>
<p>23. Pg 40 Table 14 Ref # 3 CCH; is the vendor required to convert/rewrite the CCH?</p>	<p>No, just the interface.</p>
<p>24. Pg 43 Table 15 ID #4 – Can the state clarify this requirement?</p>	<p>The contractor will be required to provide a plan to rapidly return to the current system should any element in the new system begin to fail as it is being brought up to production. These plans would include restoring the old system and its data.</p>
<p>25. Pg 43 - Table 15 ID #7 Log File Strategy; what is the intended functionality of the log-file?</p>	<p>The log file is a record of system transactions for event-log searches.</p>
<p>26. Pg 43 Table 15 ID #7 Log File Strategy; is the vendor required to interface to the existing system or convert the data to the new system?</p>	<p>Converting the data to the new system to provide search availability is required.</p>

QUESTIONS	ANSWERS
<p>27. Pg 43 Table 15 ID #7 Log File Strategy; if the vendor must convert the file will the state provide a flat file and will the state provide the layout for this file before the submission deadline?</p>	<p>The log file is a flat text file and will be provided upon award of the contract. The current layout is proprietary to the current switch, and the future layout will be dependent upon internal system programming of the new switch.</p>
<p>28. Pg 43 Table 15 ID #7 Log File Strategy; will the state provide documentation on the current search capabilities?</p>	<p>No. Search capability is message switch application specific. Every vendor may take a different approach.</p>
<p>29. Pg 43 Table 15 ID #7 Log File Strategy; what is the size of the current log file?</p>	<p>97 GB.</p>
<p>30. Pg 43 Table 15 ID #7 Log File Strategy; how far back does the current log go?</p>	<p>Three (3) years.</p>
<p>31. Pg 43 Table 15 ID #7 Log File Strategy; how far back does the state wish the data to be retained?</p>	<p>Refer to Question 30.</p>
<p>32. Pg 45 letter d Business Continuity; can the state clarify its intent of this subsection?</p>	<p>The switch must have failover and remain operational 24 x 7 x 365.</p>
<p>33. Pg 45 letter e Optional Components i; can the state clarify its intent of this subsection?</p>	<p>An optional Web-based interface that will allow users system access with a set of limited teletype capabilities, basically allowing query only.</p>
<p>34. Pg 46 Table 18 #7 requires compliance with Nebraska State Policies, specifically for access and identity management which includes an LDAP requirement with User ID, password, two-factor authentication and x.509 certificates but is focused on web applications. Can the State provide clarification on these policies?</p>	<p>Please refer to the footnotes on page 46 of Section IV. C. Project Requirements. The policies may be accessed at the URL listed in the footnotes.</p>
<p>35. Page 53, Section 13, Maintenance and Support Plans, b, ii: What is intended by the letters "IT and CSO" found within this requirement of "Minimum 1.25 FTE's (IT and CSO) in NSP offices, Monday through Friday/standard business days."</p>	<p>CSO: Criminal Justice Information Services System Officer.</p>
<p>36. Pg 57 Number 14 Software Escrow; is it acceptable to the State if the vendor keeps a copy the source code on the local server in lieu of a software escrow arrangement?</p>	<p>The RFP is amended as follows: The contractor may keep the source code on the State server, with an agreement allowing the State or a contractor to access, modify and use the source code based upon a set of conditions stated in the agreement.</p>

QUESTIONS	ANSWERS
37. Pg 62 Requirement BP 17; is there a requirement to store data in the database in encrypted form?	The transactions need to be encrypted.
38. Requirement BP-18: The proposed solution shall accommodate network elements that may already be encrypted at the originating source. Please clarify this requirement. What is the expected accommodation?	The requirement is referring to the transactions between the switch and the client application.
39. Pg 62 Requirement BP 19; can the state provide a clarification on this requirement?	These are standard message switch operating techniques.
40. Pg 62 Requirement BP-20; Can the state provide clarification of the 'linking' - is this a logical link or physical link?	Refer to Question 39.
41. Pg 63 Requirement BP21; will the state provide the necessary communications protocol and data message formats to interface to the Nebraska SOR before the submission deadline?	SOR is an SQL database. Data message formats will be provided upon award of the contract.
42. Pg 63 Requirement BP21; will the state provide the necessary communications protocol and data message formats to interface to the Nebraska CCH before the submission deadline?	CCH is a web application utilizing GJXDM. URL and data formats will be provided upon award of contract.
43. Pg 63 Requirement BP21; will the state provide the necessary communications protocol and data message formats to interface to the Nebraska RITS before the submission deadline?	No, RITS is treated as a terminal or Metro connection using the Datamaxx DMPP- 2020 protocol. It makes queries only to the message switch.
44. Pg 63 Requirement BP21; can the state clarify the meaning of "consolidation of responses" with respect to this requirement?	The question does not describe BP21.
45. Requirement AN-7 What data elements compose the NBLETS database? Switch? Hotfiles? Both?	Both.
46. Pg 64 Requirement AN-8; are in-state warrants to be validated or NCIC records only?	In-State records only, not NCIC. The in-State records are located in the Hot Files.
47. Requirement AN-8 Elaborate on Validation Reports. Are these NCIC, Hot Files or both?	Please refer to Question 46.
48. Requirement AN-8: Could the State please explain/define what types of validation reports are required.	The State HOT File entry validation reports. This is the State's equivalent of NCIC monthly validations. These reports will contain every current entry made in the HOT files for a given month regardless of entry year.

QUESTIONS	ANSWERS
<p>49. Requirement AN-10 Can NSP elaborate on what is meant by end-user metrics?</p>	<p>This is not an inclusive list: The end user will want to track information by transaction #. A summary report by ORI or user, that is data sensitive, is needed.</p>
<p>50. Pg 65 Requirement AN 11; can the state provide a clarification on this requirement?</p>	<p>NSP requires the ability to generate statistical reports with user-selected parameters as pre-defined. NSP would like the IT staff to have the ability to define the elements and parameters.</p>
<p>51. Requirement AN-16 Do all "user logon transactions" include PDAs, MDTs and Metro Connections?</p>	<p>Yes.</p>
<p>52. Pg 66 Requirement AD-1; does the state want the new system to generate these requests automatically?</p>	<p>No, they require user intervention.</p>
<p>53. Pg 67 Requirement AD-3; on what record type or types shall this requirement be enacted?</p>	<p>The vision is to have a subscription and notification capability for any end user agency.</p>
<p>54. Pg 69 Requirement IN-1; which specific operating systems would this requirement preclude?</p>	<p>Windows based OS's, Client compatible w/ mobile devices.</p>
<p>55. Requirement IN-5: Can the State please verify that there are four separate environments to be delivered with the proposed system, including 1. Testing, 2. Training, 3. Development, and 4. Production.</p>	<p>Yes.</p>
<p>56. Pg 71 Requirement IN-14; are other formats acceptable if they provide efficient software deployments?</p>	<p>This requirement is a minimum requirement, the State is interested in other options that are more effective.</p>
<p>57. Requirement IN-14 Elaborate on why software updates must be provided in .msi and .exe formats.</p>	<p>For the ease of deployment. Also refer to Question 56.</p>
<p>58. Requirement AP-4 Elaborate on the following bullet points and how they relate to the user profile:</p> <ul style="list-style-type: none"> • Each function key for which access is granted • Each command for which access is granted <p>How must the solution's behavior change for a user when his profile sets his mode to 'training'?</p>	<p>It should not change.</p>

QUESTIONS	ANSWERS
59. Requirement AP-10 Is this requirement looking for access to multiple systems (i.e. test, production) from a single user management server?	The State is requiring separate access to the environments.
60. Requirement AP-14 Can NSP please provide more information on the type of web services that will be required?	Web services will be required to communicate between the switch and the PCH database, as well as for Question #33.
61. Requirement AP-16 Is NSP open to other server operating systems?	No, It appears that this question is with regard to Requirement AP-17,
62. Requirement AP-18: The proposed solution shall utilize a recognized and commercially available NYIIS Soundex product. Please clarify this requirement. What is meant by "NYIIS Soundex", and what is its' envisioned use?	NYSIIS: The New York State Identification and Intelligence System is used for Soundex name searching
63. Requirement AP-36 Please elaborate on this requirement.	Client software must have the ability to store default values or previously used values in entry fields.
64. Requirement AP-39 Is this for NCIC code tables, Hot Files code tables or both?	Both.
65. Requirement AP-43 Please elaborate on what is meant by a data transaction recovery log.	A log that tracks changes made to any configuration data, so that changes can be reversed.
66. Requirement AP-48 Please elaborate on this requirement. How does NSP envision this functionality?	Refer to Question 41.
67. Pg 81 Requirement AP-48; can the state please provide clarification on this requirement?	The State requires the ability to diagnose application problems by examining data flows at different levels and for troubleshooting errors and data flow problems.
68. Requirement PU-1-PU-5 Are these requirements met by the procurement of SQL Server Reporting Services 2008?	No.
69. Requirement PU-5 Can NSP elaborate on what data specifically will be published to the intranet or the Internet?	Monthly terminal and user statistics. This contain statistical information for a variety of topics.
70. Requirement IT-8 What systems/interfaces will be using GJXDM and/or NIEM XML data models?	Refer to Question 15 for information on GJXDM.
71. Requirement IT-9 What systems/interfaces will be required to exchange data in the NIEM format?	This is for future requirements only. PCH will probably be required in the future to exchange data in the NIEM format, and possibly several other databases as well.

QUESTIONS	ANSWERS
72. Requirement IT-12 Please elaborate on this requirement.	Reports are on the production server in the current system. The reports can be large and impact performance to the users. The State is interested in a resolution to this issue and prepare for data mining.
73. Requirement IT-12: Could the State please provide more information regarding this requirement? (The solution shall support authentication of an electronic report/interface data source.)	Refer to Question 72.
74. Requirement IT-15 Is this simply relocating the data location or a redesign of the entire Hot Files system?	HOT Files will not be redesigned, but will be relocated in a MS-SQL database which should reside on a SAN.
75. Requirement IT-17 Can NSP elaborate on what is meant by accessing additional databases in the future? How does NSP envision this functionality without bidder involvement?	There may be databases in the future that the NSP will need to access from the message switch, and the NSP needs the ability to configure the message switch to connect to those databases without having to rely on vendor intervention. The contractor must provide training for NSP staff. An example of this is the Operators Licenses Photo Database. The database should be designed to provide this functionality without contractor involvement.
76. Requirement IT-19 Can these documents or images be posted to a web page or should this be available via a message key?	This must be available via a message key.
77. Requirement ST-1 Which queries shall support the “delayed inquiry” functionality?	Working similarly to the NCIC Delayed Inquiry, the solution should support queries on HOT File entries, particularly Wanted Persons.
78. Requirement ST-2 Would inquiring user notes be a part of a form?	Yes, most likely a form in the client application. NSP is open to vendor proposal solutions.
79. Requirement MA-2 Does this requirement refer to the client, server or both?	Both.
80. Requirement MA-5 Please elaborate on this requirement. How does NSP envision this functionality?	Administrators need to have user-configurable parameters that control how the system connects and transmits data to State and Federal systems.
81. Pg 89, Requirement ID MA-22, please explain further the intent of the state regarding accessing and auto updating of online manuals.	On-line manuals should be accessed by system users to assist them with entries, broadcasts, policies, etc. The following list is not an inclusive list: NCIC 2000 Operating Manual, NCIC 2000 Code Manual and NSP Policy Manuals.

QUESTIONS	ANSWERS																																	
<p>82. Pg 97 Section 1 Pricing Summary letter b; are the vendors to supply costs of maintenance and support of the current system?</p>	<p>No, there will be a time when the State will operate parallel systems.</p>																																	
General Questions																																		
<p>83. What is the budget for this project?</p>	<p>The State is looking for the most economical solution that meets the requirements in this RFP.</p>																																	
<p>84. The bid makes several passing references to the "hot files" and lists message keys for them in the documentation. Does this bid include replacing the hot files, or interfacing to them?</p>	<p>Requires converting HOT Files from an Oracle 9i database to a SQL 2008 database and interfacing to it.</p>																																	
<p>85. If interfacing to the hot files, please provide the technical specification for the interface between the switch and the hot file process.</p>	<p>This information will be available upon contract award.</p>																																	
<p>86. If replacing the hot files, please provide a list of any fields that may be different from or in addition to the corresponding NCIC hot file fields (persons and vehicles).</p>	<p>The State plans are to convert the Hot Files from an Oracle 9i database to a MS-SQL database and interfacing to it. Additional fields may become apparent after the contact award.</p>																																	
<p>87. Attachment A NBLETS Message Keys: We believe the following NCIC message keys are obsolete. Can they be removed from the attachment?</p> <table border="1" data-bbox="220 1188 769 1808"> <thead> <tr> <th>ID</th> <th>MKE</th> <th>MKE Description</th> </tr> </thead> <tbody> <tr> <td colspan="3">NCIC Vehicles, Parts and License Plates</td> </tr> <tr> <td>27</td> <td>LVS1-LVS2</td> <td>LOCATE ADD-ON STOLEN VEHICLE</td> </tr> <tr> <td>55</td> <td>XVS1-XVS2</td> <td>CANCEL ADD-ON STOLEN VEHICLE</td> </tr> <tr> <td>69</td> <td>EBP1-EBP7</td> <td>ENTER BOAT PART ADD-ON SUPPLEMENTAL</td> </tr> <tr> <td>70</td> <td>EBS</td> <td>ENTER BOAT SUPPLEMENTAL</td> </tr> <tr> <td>71</td> <td>EBT</td> <td>ENTER BOAT TRAILER SUPPLEMENTAL</td> </tr> <tr> <td>73</td> <td>LBP1-LBP7</td> <td>LOCATE BOAT PART ADD-ON SUPPLEMENTAL</td> </tr> <tr> <td>74</td> <td>LBT</td> <td>LOCATE BOAT TRAILER SUPPLEMENTAL</td> </tr> <tr> <td>80</td> <td>XBP1-XBP7</td> <td>CANCEL BOAT PART ADD-ON SUPPLEMENTAL</td> </tr> <tr> <td>81</td> <td>XBT</td> <td>CANCEL BOAT TRAILER SUPPLEMENTAL</td> </tr> </tbody> </table>	ID	MKE	MKE Description	NCIC Vehicles, Parts and License Plates			27	LVS1-LVS2	LOCATE ADD-ON STOLEN VEHICLE	55	XVS1-XVS2	CANCEL ADD-ON STOLEN VEHICLE	69	EBP1-EBP7	ENTER BOAT PART ADD-ON SUPPLEMENTAL	70	EBS	ENTER BOAT SUPPLEMENTAL	71	EBT	ENTER BOAT TRAILER SUPPLEMENTAL	73	LBP1-LBP7	LOCATE BOAT PART ADD-ON SUPPLEMENTAL	74	LBT	LOCATE BOAT TRAILER SUPPLEMENTAL	80	XBP1-XBP7	CANCEL BOAT PART ADD-ON SUPPLEMENTAL	81	XBT	CANCEL BOAT TRAILER SUPPLEMENTAL	<p>Yes. They can be removed.</p>
ID	MKE	MKE Description																																
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<p>88. Could the NSP provide the current screen formats or screen documentation implemented by the "Datamaxx Omnixx SE w/Nebraska Business Rules"?</p>	<p>Not without prior written permission from Datamaxx, as this is proprietary information.</p>																																	

QUESTIONS	ANSWERS
89. Can you provide a copy of the RFP in Word format?	A Word version of the RFP may be located at http://www.das.state.ne.us/materiel/purchasing/3473.htm

ADDENDUM ONE

DATE: December 17, 2010

TO: All Vendors

FROM: Mary Lanning/Connie Heinrichs, Buyers
 State Purchasing Bureau

RE: RFP Number 3473Z1

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
3. State responds to written questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://www.das.state.ne.us/materiel/purchasing/rfp.htm	December 17, 2010
4. Last day to submit second round of written questions after Agency responds to first round	December 28, 2010
5. State responds to written questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://www.das.state.ne.us/materiel/purchasing/rfp.htm	January 21, 2010 January 21, 2011
6. Last day to submit "Letter of Intent To Bid"	January 26, 2010 January 26, 2011
7. Proposal opening Location: Nebraska State Office Building State Purchasing Bureau 301 Centennial Mall South, Mall Level Lincoln, NE 68508	February 14, 2011 2:00 PM Central Time
8. Review for conformance of mandatory requirements	February 14, 2011

	ACTIVITY	DATE/TIME
9.	Evaluation period	February 15, 2011- March 15, 2011
10.	"Oral Interview/Presentations and/or Scripted Demonstrations" (if required)	March 21, 2011 – March 25, 2011
11.	Post "Letter of Intent to Contract" to Internet at: http://www.das.state.ne.us/materiel/purchasing/rfp.htm	April 1, 2011
12.	Performance bond submission	April 11, 2011
13.	Contract award	April 15, 2011
14.	Contractor start date	May 15, 2011

This addendum will become part of the proposal and should be acknowledged with the RFP.

**State of Nebraska (State Purchasing Bureau)
REQUEST FOR PROPOSAL FOR
CONTRACTUAL SERVICES FORM**

RETURN TO:
State Purchasing Bureau
301 Centennial Mall South, 1st Fl
Lincoln, Nebraska 68508
OR
P.O. Box 94847
Lincoln, Nebraska 68509-4847
Phone: 402-471-2401
Fax: 402-471-2089

SOLICITATION NUMBER	RELEASE DATE
RFP 3473Z1	November 1, 2010
OPENING DATE AND TIME	PROCUREMENT CONTACT
February 14, 2011 2:00 p.m. Central Time	Mary Lanning/Connie Heinrichs

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

PLEASE READ CAREFULLY!

SCOPE OF SERVICE

The State of Nebraska, Administrative Services (AS), Materiel Division, Purchasing Bureau, is issuing this Request for Proposal, RFP Number 3473Z1 for the purpose of selecting a qualified contractor to provide message switch services.

Written questions are due no later than November 29, 2010, and should be submitted via e-mail to matpurch.dasmat@nebraska.gov. Written questions may also be sent by facsimile to (402) 471-2089.

Bidder should submit one (1) original and ten (10) copies of the entire proposal. In the event of any inconsistencies among the proposals, the language contained in the original proposal shall govern. Proposals must be submitted by the proposal due date and time.

PROPOSALS MUST MEET THE REQUIREMENTS OUTLINED IN THIS REQUEST FOR PROPOSAL TO BE CONSIDERED VALID. PROPOSALS WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.

1. Sealed proposals must be received in State Purchasing by the date and time of proposal opening indicated above. No late proposals will be accepted. No electronic, e-mail, fax, voice, or telephone proposals will be accepted.
2. This form "REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES" MUST be manually signed, in ink, and returned by the proposal opening date and time along with bidder's proposal and any other requirements as specified in the Request for Proposal in order to be considered for an award.
3. It is the responsibility of the bidder to check the website for all information relevant to this solicitation to include addenda and/or amendments issued prior to the opening date. Website address is as follows:
<http://www.das.state.ne.us/materiel/purchasing/>
4. It is understood by the parties that in the State of Nebraska's opinion, any limitation on the contractor's liability is unconstitutional under the Nebraska State Constitution, Article XIII, Section 3, and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied with the contractor's bid or in the final contract.

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request For Proposal For Contractual Services form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions (see Section III) and certifies bidder maintains a drug free work place environment.

FIRM: _____

COMPLETE ADDRESS: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

SIGNATURE: _____ DATE: _____

TYPED NAME & TITLE OF SIGNER: _____

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GLOSSARY OF TERMS

Acceptance Test Procedure: Benchmarks and other performance criteria, developed by the State of Nebraska or other sources of testing standards, for measuring the effectiveness of products or services and the means used for testing such performance.

Addendum: Something added or deleted.

Agency: Any State agency, board, or commission other than the University of Nebraska, the Nebraska State colleges, the courts, the Legislature, or any officer or agency established by the Constitution of Nebraska.

Agent: A person authorized by a superior or organization to act on their behalf.

Amend: To alter or change by adding, subtracting, or substituting. A contract can be amended only by the parties participating in the contract. A written contract can only be amended in writing.

Amendment: Written correction or alteration.

Appropriation: Legislative authorization to expend public funds for a specific purpose. Money set apart for a specific use.

Award: All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple bidders in whole or in part. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State.

Best and Final Offer (BAFO): A second-stage bid in a public procurement for services.

Bid: The executed document submitted by a bidder in response to a Request for Proposal.

Bid Bond: A bond given by a surety on behalf of the bidder to ensure that the bidder will enter into the contract as bid and is retained by the State from the date of the bid opening to the date of contract signing.

Bidder: Any person or entity submitting a competitive bid response to a solicitation.

Business: Any corporation, partnership, individual, sole proprietorship, joint-stock company, joint venture, or any other private legal entity.

Business Day: Any weekday, excepting public holidays.

CAD: Computer-Aided Dispatch

Calendar Day: Every day shown on the calendar; Saturdays, Sundays and State/Federal holidays included. Not to be confused with "Work Day".

CCH: Computerized Criminal History

CJIS: Criminal Justice Information System

Collusion: A secret agreement or cooperation between two or more persons or entities to accomplish a fraudulent, deceitful or unlawful purpose.

Competition: The process by which two or more vendors vie to secure the business of a purchaser by offering the most favorable terms as to price, quality, delivery and/or service.

Confidential Information: Unless otherwise defined below, "Confidential Information" shall also mean proprietary 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 Nebraska Attorney General Opinions 92068 and 97033, proof that information is proprietary requires identification of specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would provide.

Contract: An agreement between two or more persons to perform a specific act or acts.

Contract Administration: The Management of various facets of contracts to assure that the contractors total performance is in accordance with the contractual commitments and obligations to the purchaser are fulfilled.

Contract Management: Includes reviewing and approving of changes, executing renewals, handling disciplinary actions, adding additional users, and any other form of action that could change the contract.

Contractor: Any person or entity that supplies goods and/or services.

Conversion Period: A period of time not to exceed six (6) months, during which the State converts to a new Operating System under "Conversion" as per this RFP.

Copyright: A grant to a writer/artist that recognizes sole authorship/creation of a work and protects the creator's interest(s) therein.

COTS: Commercial Off-the-Shelf

CPU: Any computer or computer system that is used by the State to store, process, or retrieve data or perform other functions using Operating Systems and applications software.

Critical Program Error: Any Program Error, whether or not known to the State, which prohibits or significantly impairs use of the Licensed Software as set forth in the documentation and intended in the contract.

DBA: Database Administrator

Default: The omission or failure to perform a contractual duty.

Deviation: Any proposed change(s) or alteration(s) to either the contractual language or deliverables within the scope of this Request for Proposal.

Documentation: The user manuals and any other materials in any form or medium customarily provided by the contractor to the users of the Licensed Software which will provide the State with sufficient information to operate, diagnose, and maintain the Licensed Software properly, safely, and efficiently.

Evaluation Committee: A committee (or committees) appointed by the requesting agency that advises and assists the procuring office in the evaluation of proposals.

Evaluation of Proposal: The process of examining a proposal after opening to determine the bidder's responsibility, responsiveness to requirements, and to ascertain other characteristics of the proposal that relate to determination of the successful bidder.

Extension: A provision, or exercise of a provision, of a contract that allows a continuance of the contract (at the option of the State of Nebraska) for an additional time according to contract conditions. Not to be confused with "Renewals."

FBI: Federal Bureau of Investigation

F.O.B. Destination: Free on Board. The delivery charges have been included in the quoted price and prepaid by the vendor. Vendor is responsible for all claims associated with damages during delivery of product.

Foreign Corporation: A foreign corporation is a corporation that was formed (i.e. incorporated) in another State but transacting business in Nebraska pursuant to a certificate of authority issued by the Nebraska Secretary of State.

FTE: Full-Time Equivalent

GJXDD: Global Justice XML Data Dictionary

GJXDM: Global Justice XML Data Model

Installation Date: The date when the procedures described in "Installation by Contractor, and Installation by State", as found in the RFP, are completed.

IP: Internet Provider

IV&V: Independent Verification and Validation

Late Proposal: A proposal received at the place specified in the solicitation after the date and time designated for all proposals to be received.

LDAP: Lightweight Directory Access Protocol

LEA: Law Enforcement Agency

Licensed Software: Any and all software and documentation by which the State acquires or is granted any rights under the contract.

Mandatory: Required, compulsory or obligatory.

May: Denotes discretion.

MDT: Mobile Data Terminal

Module: A collection of routines and data structures that perform a specific function of the Licensed Software.

Must: Denotes the imperative, required, compulsory or obligatory.

MVD: Nebraska Motor Vehicle Division

NBLETS: Nebraska Law Enforcement Telecommunications System

NCIC: National Crime Information Center

NCJIS: Nebraska Criminal Justice Information System

NE: Nebraska

NIEM: National Information Exchange Model

NLETS: National Law Enforcement Telecommunications System

NSP: Nebraska State Patrol

ODBC: Open Database Connectivity

ORI: Originating Agency Identifier

Opening Date: Specified date and time for the public opening of received, labeled and sealed formal proposals. Not to be confused with "Release Date".

Operating System: The control program in a computer that provides the interface to the computer hardware and peripheral devices, and the usage and allocation of memory resources, processor resources, input/output resources, and security resources.

Outsourcing: Acquiring computing or related services from a source outside of the State of Nebraska which may include programming and/or executing the State's Licensed Software on the State's CPU's, programming, and/or executing the State's programs and Licensed Software on the contractor's CPU's or any mix thereof.

Outsourcing Company: A company that provides Outsourcing Services under contract to the State.

PCH: Patrol Crime History (synonym for CCH)

Performance Bond: A bond given by a surety on behalf of the contractor to ensure the timely and proper (in sole estimation of the State) performance of a contract.

Platform: A specific hardware and Operating System combination that is different from other hardware and Operating System combinations to the extent that a different version of the Licensed Software product is required to execute properly in the environment established by such hardware and Operating System combination.

PMI: Project Management Institute, Inc.

PMP: Project Management Professional

Pre-Proposal Conference: A meeting scheduled for the purpose of providing clarification regarding a Request for Proposal and related expectations.

Product: A module, a system, or any other software-related item provided by the contractor to the State.

Program Error: Code in Licensed Software which produces unintended results or actions, or which produces results or actions other than those described in the specifications. A program error includes, without limitation, any “Critical Program Error.”

Program Set: The group of programs and products, including the Licensed Software specified in the RFP, plus any additional programs and products licensed by the State under the contract for use by the State.

Project: The total of all software, documentation, and services to be provided by the contractor under this contract.

Proposal: The executed document submitted by a bidder in response to a Request for Proposal.

Proprietary Information: 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, proof that information is proprietary requires identification of specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive.

Protest: A complaint about a governmental action or decision related to a Request for Proposal or the resultant contract, brought by a prospective bidder, a bidder, a contractor, or other interested party to AS Materiel Division or another designated agency with the intention of achieving a remedial result.

Public Proposal Opening: The process of opening proposals, conducted at the time and place specified in the Request for Proposal, and in the presence of anyone who wishes to attend.

QA: Quality Assurance

Recommended Hardware Configuration: The data processing hardware (including all terminals, auxiliary storage, communication, and other peripheral devices) to the extent utilized by the State as recommended by the contractor.

Release Date: Date of release of the Request for Proposal to the public for submission of proposal responses. Not to be confused with “Opening Date”.

Renewal: Continuance of a contract for an additional term after a formal signing by the parties.

Representative: Includes an agent, an officer of a corporation or association, a trustee, executor or administrator of an estate, or any other person legally empowered to act for another.

Request for Proposal (RFP): All documents, whether attached or incorporated by reference, utilized for soliciting competitive proposals.

Responsible Bidder: A bidder who has the capability in all respects to perform fully all requirements with integrity and reliability to assure good faith performance.

Responsive Bidder: A bidder who has submitted a bid which conforms in all respects to the solicitation document.

RFP: Request for Proposal

RMS: Records Management System

SAN: Storage Area Network

Shall: Denotes the imperative, required, compulsory or obligatory.

Should: Indicates an expectation.

SNMP: Single Network Management Protocol

Solicitation: The process of notifying prospective bidders or offerors that the State of Nebraska wishes to receive proposals for furnishing services. The process may consist of public advertising, posting notices, or mailing Request for Proposals and/or Request for Proposal announcement letter to prospective bidders, or all of these.

Solicitation Document: Request for Proposal.

SOR: Sex Offender Registry

SOW: Statement of Work

Specifications: The information provided by or on behalf of the contractor that fully describes the capabilities and functionality of the Licensed Software as set forth in any material provided by the contractor, including the documentation and User's Manuals described herein.

System: Any collection or aggregation of two (2) or more Modules that is designed to function, or is represented by the contractor as functioning or being capable of functioning as an entity.

Termination: Occurs when either party pursuant to a power created by agreement or law puts an end to the contract. All obligations which are still executory on both sides are discharged but any right based on prior breach or performance survives.

Trademark: A distinguishing sign, symbol, mark, word, or arrangement of words in the form of a label or other indication, that is adopted and used by a manufacturer or distributor to designate its particular goods and which no other person has the legal right to use.

Trade Secret: Information, including, but not limited to, a drawing, formula, pattern, compilation, program, device, method, technique, code, or process that; (a) derives independent economic value, actual or potential, from not being known to, and not being ascertainable by proper means, other persons who can obtain economic value from its disclosure or use; and (b) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy (see Neb. Rev. Stat. §87-502(4)).

Upgrade: Any improvement or change in the Software that improves or alters its basic function.

Vendor: An actual or potential contractor; a contractor.

Will: Denotes the imperative, required, compulsory or obligatory.

XML: Extensible Markup Language

I. SCOPE OF THE REQUEST FOR PROPOSAL

The State of Nebraska, Administrative Services (AS), Materiel Division, Purchasing Bureau (hereafter known as State Purchasing Bureau), is issuing this Request for Proposal, RFP Number 3473Z1 for the purpose of selecting a qualified contractor to provide message switch services.

A contract resulting from this Request for Proposal will be issued for a period of eight (8) years effective upon contract signing, with the option to renew for two (2) additional one (1) year periods as mutually agreed upon by all parties.

ALL INFORMATION PERTINENT TO THIS REQUEST FOR PROPOSAL CAN BE FOUND ON THE INTERNET AT: <http://www.das.state.ne.us/materiel/purchasing/rfp.htm>

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 Request for Proposal	November 1, 2010
2.	Last day to submit first round of written questions	November 29, 2010
3.	State responds to written questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://www.das.state.ne.us/materiel/purchasing/rfp.htm	December 17, 2010
4.	Last day to submit second round of written questions after Agency responds to first round	December 28, 2010
5.	State responds to written questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at: http://www.das.state.ne.us/materiel/purchasing/rfp.htm	January 21, 2010
6.	Last day to submit "Letter of Intent To Bid"	January 26, 2010
7.	Proposal opening Location: Nebraska State Office Building State Purchasing Bureau 301 Centennial Mall South, Mall Level Lincoln, NE 68508	February 14, 2011 2:00 PM Central Time
8.	Review for conformance of mandatory requirements	February 14, 2011
9.	Evaluation period	February 15, 2011- March 15, 2011
10.	"Oral Interview/Presentations and/or Scripted Demonstrations" (if required)	March 21, 2011 – March 25, 2011
11.	Post "Letter of Intent to Contract" to Internet at: http://www.das.state.ne.us/materiel/purchasing/rfp.htm	April 1, 2011
12.	Performance bond submission	April 11, 2011
13.	Contract award	April 15, 2011
14.	Contractor start date	May 15, 2011

II. PROCUREMENT PROCEDURES

A. PROCURING OFFICE AND CONTACT PERSON

Procurement responsibilities related to this Request for Proposal reside with the State Purchasing Bureau. The point of contact for the procurement is as follows:

Name: Mary Lanning/Connie Heinrichs
Agency: State Purchasing Bureau
Address: 301 Centennial Mall South, Mall Level
Lincoln, NE 68508

OR

Address: P.O. Box 94847
Lincoln, NE 68509
Telephone: 402-471-2401
Facsimile: 402-471-2089
E-Mail: matpurch.dasmat@nebraska.gov

B. GENERAL INFORMATION

The Request for Proposal is designed to solicit proposals from qualified vendors who will be responsible for providing message switch services at a competitive and reasonable cost. Proposals that do not conform to the mandatory items as indicated in the Request for Proposal will not be considered.

Proposals shall conform to all instructions, conditions, and requirements included in the Request for Proposal. Prospective bidders are expected to carefully examine all documentation, schedules and requirements stipulated in this Request for Proposal, and respond to each requirement in the format prescribed.

A fixed-price contract will be awarded as a result of this proposal. In addition to the provisions of this Request for Proposal and the awarded proposal, which shall be incorporated by reference in the contract, any additional clauses or provisions required by the terms and conditions will be included as an amendment to the contract.

C. COMMUNICATION WITH STATE STAFF

From the date the Request for Proposal is issued until a determination is announced regarding the selection of the contractor, contact regarding this project between potential contractors and individuals employed by the State is restricted to only written communication with the staff designated above as the point of contact for this Request for Proposal.

Once a contractor is preliminarily selected, as documented in the intent to contract, that contractor is restricted from communicating with State staff until a contract is signed. Violation of this condition may be considered sufficient cause to reject a contractor's proposal and/or selection irrespective of any other condition.

The following exceptions to these restrictions are permitted:

1. written communication with the person(s) designated as the point(s) of contact for this Request for Proposal or procurement;
2. contacts made pursuant to any pre-existing contracts or obligations;

3. State staff and/or contractor staff present at the Pre-Proposal Conference when recognized by the State Purchasing Bureau staff facilitating the meeting for the purpose of addressing questions; and
4. State-requested presentations, key personnel interviews, clarification sessions or discussions to finalize a contract.

Violations of these conditions may be considered sufficient cause to reject a bidder's proposal and/or selection irrespective of any other condition. No individual member of the State, employee of the State, or member of the Evaluation Committee is empowered to make binding statements regarding this Request for Proposal. The buyer will issue any clarifications or opinions regarding this Request for Proposal in writing.

D. NOTIFICATION OF INTENT TO BID

Bidders should hand deliver, return by facsimile, e-mail or delivery by US mail the "Notification of Intent to Bid Form" that accompanies this document (see Form B) to the contact person shown on the cover page of the Request For Proposal Form. This form should be filled out in its entirety and returned no later than the date shown in the Schedule of Events.

It is preferred that Form B, Notification of Intent To Bid, be sent via e-mail to matpurch.dasmat@nebraska.gov, but may be hand delivered, sent via facsimile to 402-471-2089 or delivery by US mail.

A list of vendors who submitted a Notification of Intent to Bid will be provided through an addendum to be posted on the Internet at <http://www.das.state.ne.us/materiel/purchasing/rfp.htm> on or after the date shown in the Schedule of Events.

E. WRITTEN QUESTIONS AND ANSWERS

Any explanation desired by a bidder regarding the meaning or interpretation of any Request for Proposal provision must be submitted in writing to the State Purchasing Bureau and clearly marked "RFP Number 3473Z1; message switch services Questions". It is preferred that questions be sent via e-mail to matpurch.dasmat@nebraska.gov. Questions may also be sent by facsimile to 402-471-2089, but must include a cover sheet clearly indicating that the transmission is to the attention of Mary Lanning/Connie Heinrichs, showing the total number of pages transmitted, and clearly marked "RFP Number 3473Z1; message switch services Questions".

Written answers will be provided through an addendum to be posted on the Internet at <http://www.das.state.ne.us/materiel/purchasing/rfp.htm> on or before the date shown in the Schedule of Events.

F. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS

The Evaluation Committee(s) may conclude after the completion of the Technical and Cost Proposal evaluation that oral interviews/presentations and/or demonstrations are required in order to determine the successful bidder. All bidders may not have an opportunity to interview/present and/or give demonstrations; the State reserves the right to select only the top scoring bidders to present/give oral interviews in its sole discretion. The scores from the oral interviews/presentations and/or demonstrations will be added to the scores from the Technical and Cost Proposals. The presentation process will allow the bidders to demonstrate their proposal offering, explaining and/or clarifying any unusual or significant elements related to their proposals. Bidders' key personnel may be requested to participate in a structured interview to determine their understanding of the requirements of this proposal, their authority and reporting relationships within their firm, and their management style and philosophy.

Bidders shall not be allowed to alter or amend their proposals. Only representatives of the State and the presenting bidders will be permitted to attend the oral interviews/presentations and/or demonstrations.

Once the oral interviews/presentations and/or demonstrations have been completed the State reserves the right to make a contract award without any further discussion with the bidders regarding the proposals received.

Detailed notes of oral interviews/presentations and/or demonstrations may be recorded and supplemental information (such as briefing charts, et cetera) may be accepted; however, such supplemental information shall not be considered an amendment to a bidders' proposal. Additional written information gathered in this manner shall not constitute replacement of proposal contents.

Any cost incidental to the oral interviews/presentations and/or demonstrations shall be borne entirely by the bidder and will not be compensated by the State.

G. SUBMISSION OF PROPOSALS

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

To facilitate the proposal evaluation process, one (1) original, clearly identified as such, and ten (10) copies of the entire proposal should be submitted. The copy marked "original" shall take precedence over any other copies, should there be a discrepancy. Proposals must be submitted by the proposal 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 III, Proprietary Information. Proposal responses should include the completed Form A, Bidder Contact Sheet. Proposals must reference the request for proposal number and be sent to the specified address. Container(s) utilized for original documents should be clearly marked "ORIGINAL DOCUMENTS". Please note that the address label should appear as specified in Section II part A on the face of each container or bidder's bid response packet. Rejected late proposals will be returned to the bidder unopened, if requested, at bidder's expense. If a recipient phone number is required for delivery purposes, 402-471-2401 should be used. The request for proposal number must be included in all correspondence.

Emphasis should be concentrated on conformance to the Request for Proposal instructions, responsiveness to requirements, completeness and clarity of content. If the bidder's proposal is presented in such a fashion that makes evaluation difficult or overly time consuming, it is likely that points will be lost in the evaluation process. Elaborate and lengthy proposals are neither necessary nor desired.

The Technical and Cost Proposals should be packaged separately (loose-leaf binders are preferred) on standard 8 ½" by 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 and referenced in the text by that number. They should be placed as close as possible to the referencing text. The Technical Proposal must not contain any reference to dollar amounts. However, information such as data concerning labor hours and categories, materials, subcontracts and so forth, shall be considered in the Technical Proposal so that the bidder's understanding of the scope of work may be evaluated. The Technical Proposal shall disclose the bidder's technical approach in as much detail as

possible, including, but not limited to, the information required by the Technical Proposal instructions.

H. PROPOSAL OPENING

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

I. LATE PROPOSALS

Proposals received after the time and date of the proposal opening will be considered late proposals. Rejected late proposals will be returned to the bidder unopened, if requested, at bidder's expense. The State is not responsible for proposals that are late or lost due to mail service inadequacies, traffic or any other reason(s).

J. REJECTION OF PROPOSALS

The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple bidders in whole or in part. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State.

K. EVALUATION OF PROPOSALS

All responses to this Request for Proposal which fulfill all mandatory requirements will be evaluated. Each category will have a maximum possible point potential. The State will conduct a fair, impartial and comprehensive evaluation of all proposals in accordance with the criteria set forth below. Areas that will be addressed and scored during the evaluation include:

1. Executive Summary;
2. Corporate Overview shall include but is not limited to;
 - a. the ability, capacity and skill of the bidder to deliver and implement the system or project that meets the requirements of the Request for Proposal;
 - 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 bidder performance on prior contracts;
 - e. such other information that may be secured and that has a bearing on the decision to award the contract;
3. Technical Approach; and
4. Cost Proposal.

Evaluation criteria will become public information at the time of the Request for Proposal opening. Evaluation criteria and a list of respondents will be posted to the State Purchasing Bureau website at <http://www.das.state.ne.us/materiel/purchasing/rfp.htm> Evaluation criteria will not be released prior to the proposal opening.

L. EVALUATION COMMITTEE

Proposals will be independently evaluated by members of the Evaluation Committee(s). The committee(s) will consist of staff with the appropriate expertise to conduct such proposal evaluations. Names of the members of the Evaluation Committee(s) will not become public information.

Prior to award, bidders are advised that only the point of contact indicated on the front cover of this Request For Proposal For Contractual Services Form can clarify issues or render any opinion regarding this Request for Proposal. No individual member of the State, employee of the State or member of the Evaluation Committee(s) is empowered to make binding statements regarding this Request for Proposal.

M. MANDATORY REQUIREMENTS

The proposals will first be examined to determine if all mandatory requirements listed below have been addressed to warrant further evaluation. Proposals not meeting mandatory requirements will be excluded from further evaluation. The mandatory requirement items are as follows:

1. signed Request For Proposal For Contractual Services form;
2. Executive Summary;
3. Corporate Overview;
4. Technical Approach.
 - a. Functional Response,
 - b. Technical Response; and
5. Cost Proposal.

N. REFERENCE CHECKS

The State reserves the right to check any reference(s), regardless of the source of the reference information, including but not limited to, those that are identified by the company in the proposal, those indicated through the explicitly specified contacts, those that are identified during the review of the proposal, or those that result from communication with other entities involved with similar projects.

Information to be requested and evaluated from references may include, but is not limited to, some or all of the following: project description and background, job performed, functional and technical abilities, communication skills and timeliness, cost and schedule estimates and accuracy, problems (poor quality deliverables, contract disputes, work stoppages, et cetera), overall performance, and whether or not the reference would rehire the firm or individual. Only top scoring bidders may receive reference checks and negative references may eliminate bidders from consideration for award.

O. SECRETARY OF STATE/TAX COMMISSIONER REGISTRATION REQUIREMENTS

All bidders are expected to comply with any statutory registration requirements. It is the responsibility of the bidder who is the recipient of an Intent to Award to comply with any statutory registration requirements pertaining to types of business entities (e.g. a foreign or Nebraska corporation, non-resident contractor, limited partnership, or other type of business entity). The bidder who is the recipient of Intent to Award will be required to certify that it has so complied and produce a true and exact copy of its registration certificate, or, in the case registration is not required, to provide the reason as to why none is required. This must be accomplished prior to the award of contract.

P. VIOLATION OF TERMS AND CONDITIONS

Violation of the terms and conditions contained in this Request for Proposal or any resultant contract, at any time before or after the award, shall be grounds for action by the State which may include, but is not limited to, the following:

1. rejection of a bidder's proposal;
2. suspension of the bidder from further bidding with the State for the period of time relative to the seriousness of the violation, such period to be within the sole discretion of the State.

III. TERMS AND CONDITIONS

By signing the "Request For Proposal For Contractual Services" form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions and certifies bidder maintains a drug free work place environment.

Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, (2) including an explanation for the bidder's inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable. Rejection in whole or in part of the Terms and Conditions may be cause for rejection of a bidder's proposal.

A. GENERAL

Accept
& Initial

The contract resulting from this Request for Proposal shall incorporate the following documents:

1. the signed Request For Proposal form;
2. the original Request for Proposal document;
3. any Request for Proposal addenda and/or amendments to include questions and answers;
4. the contractor's proposal;
5. any contract amendments, in order of significance; and
6. contract award.

Unless otherwise specifically stated in a 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) the contract award, 2) contract amendments with the latest dated amendment having the highest priority, 3) Request for Proposal addenda and/or amendments with the latest dated amendment having the highest priority, 4) the original Request for Proposal, 5) the signed Request For Proposal form, 6) the contractor's proposal.

Any ambiguity in any provision of this contract which shall be discovered after its execution shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

Once proposals are opened they become the property of the State of Nebraska and will not be returned.

B. AWARD

Accept
& Initial

All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple bidders in whole or in part, and at its discretion, may withdraw or amend the Request for Proposal at any time. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State. The Request for Proposal does not commit the State to award a contract. If, in the opinion of the State, revisions or amendments will require substantive changes in proposals, the due date may be extended.

By submitting a proposal in response to this Request for Proposal, the bidder grants to the State the right to contact or arrange a visit in person with any or all of the bidder's clients.

Once an intent to award decision has been determined, it will be posted to the Internet at:

<http://www.das.state.ne.us/materiel/purchasing/rfp.htm>

Grievance and protest procedure is available on the Internet at:

<http://www.das.state.ne.us/materiel/purchasing/agencycommoditiesprocurementmanual/ProtestGrievanceProcedureForCommodities&Services.doc>

Any protests must be filed by a vendor within ten (10) calendar days after the intent to award decision is posted to the Internet.

C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION

Accept
& Initial

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 or privileges of employment because of race, color, religion, sex, disability, 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 services to be covered by any contract resulting from this Request for Proposal.

D. PERMITS, REGULATIONS, LAWS

Accept
& Initial

The contractor shall procure and pay for all permits, licenses and approvals necessary for the execution of the contract. The contractor shall comply with all applicable local, State, and federal laws, ordinances, rules, orders and regulations.

E. OWNERSHIP OF INFORMATION AND DATA

Accept
& Initial

The State of Nebraska shall have the unlimited right to publish, duplicate, use and disclose all information and data developed or derived by the contractor pursuant to this contract.

The contractor must guarantee that it has the full legal right to the materials, supplies, equipment, and other rights or titles (e.g. rights to licenses transfer or assign deliverables) necessary to execute this contract. The contract price shall, without exception, include compensation for all royalties and costs arising from patents, trademarks and copyrights that are in any way involved in the contract. It shall be the responsibility of the contractor to pay for all royalties and costs, and the State must be held harmless from any such claims.

F. INSURANCE REQUIREMENTS

Accept
& Initial

The contractor shall not commence work under this contract until he or she has obtained all the insurance required hereunder and such insurance has been approved by the State. The contractor shall not allow any subcontractor to commence work on his or her subcontract until all similar insurance required of the subcontractor has been obtained and approved by the State (or contractor). Approval of the insurance by the State shall not limit, relieve or decrease the liability of the contractor hereunder.

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.

1. WORKERS' COMPENSATION INSURANCE

The contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contractors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the contractor shall require the subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the State in which the work is to be performed, including Occupational Disease. This policy shall include a waiver of subrogation in favor of the State. The amounts of such insurance shall not be less than the limits stated hereinafter.

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 an Additional Insured. This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered excess and non-contributory. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned and Hired vehicles.

3. INSURANCE COVERAGE AMOUNTS REQUIRED

a. WORKERS' COMPENSATION AND EMPLOYER'S LIABILITY

Coverage A	Statutory
Coverage B	
Bodily Injury by Accident	\$100,000 each accident
Bodily Injury by Disease	\$500,000 policy limit
Bodily Injury by Disease	\$100,000 each employee

b. COMMERCIAL GENERAL LIABILITY

General Aggregate	\$2,000,000
Products/Completed Operations Aggregate	\$2,000,000
Personal/Advertising Injury	\$1,000,000 any one person
Bodily Injury/Property Damage	\$1,000,000 per occurrence
Fire Damage	\$50,000 any one fire
Medical Payments	\$5,000 any one person

c. COMMERCIAL AUTOMOBILE LIABILITY

Bodily Injury/Property Damage	\$1,000,000 combined single limit
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d. UMBRELLA/EXCESS LIABILITY

Over Primary Insurance

\$1,000,000 per occurrence

4. EVIDENCE OF COVERAGE

The contractor should furnish the State, with their proposal response, a certificate of insurance coverage complying with the above requirements, which State Purchasing will submit to Administrative Services, Risk Management Division, 301 Centennial Mall S, 1st Fl, Lincoln, NE 68508 (facsimile 402-471-2800). 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.

Notice of cancellation of any required insurance policy must be submitted to Administrative Services Risk Management when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

G. COOPERATION WITH OTHER CONTRACTORS

The State may already have in place or choose to award supplemental contracts for work related to this Request for Proposal, or any portion thereof.

Accept
& Initial

1. The State reserves the right to award the contract jointly between two or more potential contractors, if such an arrangement is in the best interest of the State.
2. The contractor shall agree to cooperate with such other contractors, and shall not commit or permit any act which may interfere with the performance of work by any other contractor.

H. INDEPENDENT CONTRACTOR

It is agreed that nothing contained herein is intended or should be construed in any manner as creating or establishing the relationship of partners between the parties hereto. The contractor represents that it has, or will secure at its own expense, all personnel required to perform the services under the contract. The contractor's employees and other persons engaged in work or services required by the contractor under the contract shall have no contractual relationship with the State; they shall not be considered employees of the State.

Accept
& Initial

All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination against the contractor, its officers or its agents) shall in no way be the responsibility of the State. The contractor will hold the State harmless from any and all such claims. Such personnel or other persons shall not require nor be entitled to any compensation, rights or benefits from the State including without limit, tenure rights, medical and hospital care, sick and vacation leave, severance pay or retirement benefits.

I. CONTRACTOR RESPONSIBILITY

The contractor is solely responsible for fulfilling the contract, with responsibility for all services offered and products to be delivered as stated in the Request for Proposal, the contractor's proposal, and the resulting contract. The contractor shall be the sole point of contact regarding all contractual matters.

Accept
& Initial

If the contractor intends to utilize any subcontractors' services, the subcontractors' level of effort, tasks and time allocation must be clearly defined in the contractor'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. Following execution of the contract, the contractor shall proceed diligently with all services and shall perform such services with qualified personnel in accordance with the contract.

J. CONTRACTOR PERSONNEL

Accept
& Initial

The contractor warrants that all persons assigned to the project shall be employees of the contractor or specified subcontractors, and shall be fully qualified to perform the work required herein. Personnel employed by the contractor to fulfill the terms of the contract shall remain under the sole direction and control of the contractor. The contractor shall include a similar provision in any contract with any subcontractor selected to perform work on the project.

Personnel commitments made in the contractor's proposal shall not be changed without the prior written approval of the State. Replacement of key personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

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

In respect to its employees, the contractor agrees to be responsible for the following:

1. any and all 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 and submitting any reports on such insurance to the extent required by governing State law; and
5. determining the hours to be worked and the duties to be performed by the contractor's employees.

Notice of cancellation of any required insurance policy must be submitted to the State when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

K. STATE OF NEBRASKA PERSONNEL RECRUITMENT PROHIBITION

Accept
& Initial

The contractor shall not, at any time, recruit or employ any State employee or agent who has worked on the Request for Proposal or project, or who had any influence on decisions affecting the Request for Proposal or project.

L. CONFLICT OF INTEREST

Accept
& Initial

By submitting a proposal, bidder certifies that there does not now exist any relationship between the bidder and any person or entity which is or gives the appearance of a conflict of interest related to this Request for Proposal or project.

The bidder certifies that it shall not take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder or which creates an actual or appearance of conflict of interest.

The bidder certifies that it will not employ any individual known by bidder to have a conflict of interest.

M. PROPOSAL PREPARATION COSTS

The State shall not incur any liability for any costs incurred by bidders in replying to this Request for Proposal, in the demonstrations, or oral presentations, or in any other activity related to bidding on this Request for Proposal.

Accept
& Initial

N. ERRORS AND OMISSIONS

The bidder shall not take advantage of any errors and/or omissions in this Request for Proposal or resulting contract. The bidder must promptly notify the State of any errors and/or omissions that are discovered.

Accept
& Initial

O. BEGINNING OF WORK

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

Accept
& Initial

P. ASSIGNMENT BY THE STATE

The State shall have the right to assign or transfer the contract or any of its interests herein to any agency, board, commission, or political subdivision of the State of Nebraska. There shall be no charge to the State for any assignment hereunder.

Accept
& Initial

Q. ASSIGNMENT BY THE CONTRACTOR

The contractor may not assign, voluntarily or involuntarily, the contract or any of its rights or obligations hereunder (including without limitation rights and duties of performance) to any third party, without the prior written consent of the State, which will not be unreasonably withheld.

Accept
& Initial

R. DEVIATIONS FROM THE REQUEST FOR PROPOSAL

The requirements contained in the Request for Proposal become a part of the terms and conditions of the contract resulting from this Request for Proposal. Any deviations from the Request for Proposal must be clearly defined by the bidder in its proposal and, if accepted by the State, will become part of the contract. Any specifically defined deviations must not be in conflict with the basic nature of the Request for Proposal or mandatory requirements. "Deviation", for the purposes of this RFP, means any proposed changes or alterations to either the contractual language or deliverables within the scope of this RFP. The State discourages deviations and reserves the right to reject proposed deviations.

Accept
& Initial

S. GOVERNING LAW

The contract shall be governed in all respects by the laws and statutes of the State of Nebraska. Any legal proceedings against the State of Nebraska regarding this Request for Proposal or any resultant contract shall be brought in the State of Nebraska administrative or judicial forums as defined by State law. The contractor must be in compliance with all Nebraska statutory and regulatory law.

Accept
& Initial

T. ATTORNEY'S FEES

In the event of any litigation, appeal or other legal action to enforce any provision of the contract, the contractor agrees to pay all expenses of such action, as permitted by law, including attorney's fees and costs, if the State is the prevailing party.

Accept
& Initial

U. ADVERTISING

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 services are endorsed or preferred by the State. News releases pertaining to the project shall not be issued without prior written approval from the State.

Accept
& Initial

V. STATE PROPERTY

Accept
& Initial

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.

W. SITE RULES AND REGULATIONS

Accept
& Initial

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 between the State and the contractor.

X. NOTIFICATION

Accept
& Initial

During the bid process, all communication between the State and a bidder shall be between the bidder's representative clearly noted in its proposal and the buyer noted in Section II, A. Procuring Office and Contact Person of this RFP. After the award of the contract, all notices under the contract shall be deemed duly given upon delivery to the staff designated as the point of contact for this Request for Proposal, in person, or upon delivery by U.S. Mail, facsimile, or e-mail. Each bidder should provide in its proposal the name, title and complete address of its designee to receive notices.

1. Except as otherwise expressly specified herein, all notices, requests or other communications shall be in writing and shall be deemed to have been given if delivered personally or mailed, by U.S. Mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth above, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or three (3) days following deposit in the mail.
2. Whenever the contractor encounters any difficulty which is delaying or threatens to delay its timely performance under the contract, the contractor shall immediately give notice thereof in writing to the State reciting all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery schedule or be construed as a waiver by the State of any of its rights or remedies to which it is entitled by law or equity or pursuant to the provisions of the contract. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery schedule because of such delay.

Either party may change its address for notification purposes by giving notice of the change, and setting forth the new address and an effective date.

For the duration of the contract, all communication between contractor and the State regarding the contract shall take place between the contractor and individuals specified by the State in writing. Communication about the contract between contractor and individuals not designated as points of contact by the State is strictly forbidden.

Y. EARLY TERMINATION

The contract may be terminated as follows:

Accept
& Initial

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 30 days 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 cancellation 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) 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;
 - i. second or subsequent documented "vendor performance report" form deemed acceptable by the State Purchasing Bureau.

Z. FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS

The State may terminate the contract, in whole or in part, in the event funding is no longer available. The State's obligation to pay amounts due for fiscal years following the current fiscal year is contingent upon legislative appropriation of funds for the contract. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal years for which such funds are not appropriated. The State will give the contractor written notice thirty (30) days prior to the effective date of any termination, and advise the contractor of the location (address and room number) of any related equipment. All obligations of the State to make payments after the termination date will cease and all interest of the State in any related equipment will terminate. 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.

Accept
& Initial

AA. BREACH BY CONTRACTOR

Accept
& Initial

The State may terminate the contract, in whole or in part, if the contractor fails to perform its obligations under the contract in a timely and proper manner. The State may, by providing a written notice of default to the contractor, allow the contractor to cure a failure or breach of contract within a period of thirty (30) days (or longer at State's discretion considering the gravity and nature of the default). Said notice shall be delivered by Certified Mail, Return Receipt Requested or in person with proof of delivery. Allowing the contractor time to cure a failure or breach of contract does not waive the State's 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.

BB. ASSURANCES BEFORE BREACH

Accept
& Initial

If any document or deliverable required pursuant to the contract does not fulfill the requirements of the Request for Proposal/resulting contract, upon written notice from the State, the contractor shall deliver assurances in the form of additional contractor resources at no additional cost to the project in order to complete the deliverable, and to ensure that other project schedules will not be adversely affected.

CC. RETAINAGE

Accept
& Initial

The State will withhold twenty-five percent (25%) of each payment due as retainage. The entire retainage amount will be payable upon six (6) months after successful completion of the project. Upon six (6) months after completion of the project, the contractor will invoice the State for any outstanding work and for the retainage. The State may reject the final invoice by identifying the specific reasons for such rejection in writing to the contractor within 45 calendar days of receipt of the final invoice. Otherwise, the project will be deemed accepted and the State will release the final payment and retainage in accordance with the contract payment terms.

DD. PERFORMANCE BOND

Accept
& Initial

The selected contractor will be required to supply a certified check or a bond executed by a corporation authorized to contract surety in the State of Nebraska, payable to the State of Nebraska, which shall be valid for the life of the contract to include any renewal and/or extension periods. The amount of the certified check or bond must be twenty-five percent (25%) of the contract amount. The check or bond will guarantee that the selected contractor will faithfully perform all requirements, terms and conditions of the contract. Failure to comply shall be grounds for forfeiture of the check or bond as liquidated damages. Amount of forfeiture will be determined by the agency based on loss to the State. The bond or certified check will be returned when the service has been satisfactorily completed as solely determined by the State, after termination or expiration of the contract.

EE. FORCE MAJEURE

Accept
& Initial

Neither party shall be liable for any costs or damages resulting from its inability to perform any of its obligations under the contract due to a natural disaster, or other similar event outside the control and not the fault of the affected party ("Force Majeure Event"). A Force Majeure Event shall not constitute a breach of the contract. The party so affected shall immediately give notice to the other party of the Force Majeure Event. The State may grant relief from performance of the contract if the contractor is prevented from performance by a Force Majeure Event. The burden of proof for the need for such relief shall rest upon the contractor. To obtain release based on a Force Majeure Event, the contractor shall file a written request for such relief with the State Purchasing Bureau. Labor disputes with the impacted party's

own employees will not be considered a Force Majeure Event and will not suspend performance requirements under the contract.

FF. PROHIBITION AGAINST ADVANCE PAYMENT

Accept
& Initial

Payments shall not be made until contractual deliverable(s) are received and accepted by the State.

GG. PAYMENT

Accept
& Initial

State will render payment to contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the contractor as solely determined by the State. Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408). 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 services provided by the contractor prior to the Effective Date, and the contractor hereby waives any claim or cause of action for any such services.

HH. INVOICES

Accept
& Initial

Invoices for payments must be submitted by the contractor to the agency requesting the services with sufficient detail to support payment. 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.

II. AUDIT REQUIREMENTS

Accept
& Initial

All contractor books, records and documents relating to work performed or monies received under the contract shall be subject to audit at any reasonable time upon the provision of reasonable notice by the State. These records shall be maintained for a period of five (5) full years from the date of final payment, or until all issues related to an audit, litigation or other action are resolved, whichever is longer. All records shall be maintained in accordance with generally accepted accounting principles.

In addition to, and in no way in limitation of any obligation in the contract, the contractor shall agree that it will be held liable for any State audit exceptions, and shall return to the State all payments made under the contract for which an exception has been taken or which has been disallowed because of such an exception. The contractor agrees to correct immediately any material weakness or condition reported to the State in the course of an audit.

JJ. TAXES

Accept
& Initial

The State is not required to pay taxes of any kind and assumes no such liability as a result of this solicitation. Any property tax payable on the contractor's equipment which may be installed in a State-owned facility is the responsibility of the contractor.

KK. INSPECTION AND APPROVAL

Accept
& Initial

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.

LL. CHANGES IN SCOPE/CHANGE ORDERS

Accept
& Initial

The State may, at any time with written notice to the contractor, make changes within the general scope of the contract. Changes in scope shall only be conducted with the written approval of the State's designee as so defined by the State from time to time. (The State retains the right to employ the services of a third party to perform any change order(s)).

The State may, at any time work is in progress, by written order, make alterations in the terms of work as shown in the specifications, require the performance of extra work, decrease the quantity of work, or make such other changes as the State may find necessary or desirable. The contractor shall not claim forfeiture of contract by reasons of such changes by the State. Changes in work and the amount of compensation to be paid to the contractor for any extra work so ordered shall be determined in accordance with the applicable unit prices of the contractor's proposal.

Corrections of any deliverable services or performance of work required pursuant to the contract shall not be deemed a modification requiring a change order.

MM. SEVERABILITY

Accept
& Initial

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 particular provision held to be invalid.

NN. CONFIDENTIALITY

Accept
& Initial

All materials and information provided by the State or acquired by the contractor on behalf of the State shall be regarded as confidential information. All materials and information provided by the State or acquired by the contractor on behalf of the State shall be handled in accordance with Federal and State Law, and ethical standards. The contractor must ensure the confidentiality of such materials or information. Should said confidentiality be breached by a contractor; contractor shall notify the State immediately of said breach and take immediate corrective action.

It is incumbent upon the contractor to inform its 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 to contractors by 5 U.S.C. 552a (m)(1), provides that any officer or employee of a contractor, 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.

OO. PROPRIETARY INFORMATION

Accept
& Initial

Data contained in the proposal and all documentation provided therein, become the property of the State of Nebraska and the data becomes public information upon opening the proposal. If the bidder 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 bidder wishes the State to withhold must be submitted in a sealed package, which is separate from the remainder of the proposal. The separate package must be clearly marked PROPRIETARY on the outside of the package. Bidders may not mark their entire Request for Proposal as proprietary. Bidder’s cost proposals may not be marked as proprietary information. Failure of the bidder to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other bidders 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, bidders 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.

PP. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION/COLLUSIVE BIDDING

Accept
& Initial

By submission of this proposal, the bidder certifies, that he or she is the party making the foregoing proposal that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham proposal, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and further that the bidder has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

QQ. PRICES

Accept
& Initial

All prices, costs, terms and conditions outlined in the proposal shall remain fixed and valid commencing on the opening date of the proposal until an award is made (and for bidder receiving award prices shall remain as bid for the duration of the contract unless otherwise so stated in the contract) or the Request for Proposal is cancelled.

Contractor represents and warrants that all prices for services, now or subsequently specified are as low as and no higher than prices which the contractor has charged or intends to charge customers other than the State for the same or similar products and services of the same or equivalent quantity and quality for delivery or performance during the same periods of time. If, during the term of the contract, the contractor shall reduce any and/or all prices charged to any customers other than the State for the same or similar products or services specified herein,

the contractor shall make an equal or equivalent reduction in corresponding prices for said specified products or services.

Contractor also represents and warrants that all prices set forth in the contract and all prices in addition, which the contractor may charge under the terms of the contract, do not and will not violate any existing federal, State or municipal law or regulations concerning price discrimination and/or price fixing. Contractor agrees to hold the State harmless from any such violation. Prices quoted shall not be subject to increase throughout the contract period unless specifically allowed by these specifications.

RR. BEST AND FINAL OFFER

Accept
& Initial

The State will compile the final scores for all parts of each proposal. The award may be granted to the highest scoring responsive and responsible bidder. Alternatively, the highest scoring bidder or bidders may be requested to submit best and final offers. If best and final offers are requested by the State and submitted by the bidder, they will be evaluated (using the stated criteria), scored and ranked by the Evaluation Committee. The award will then be granted to the highest scoring bidder. However, a bidder should provide its best offer in its original proposal. Bidders should not expect that the State will request a best and final offer.

SS. ETHICS IN PUBLIC CONTRACTING

Accept
& Initial

No bidder shall pay or offer to pay, either directly or indirectly, any fee, commission compensation, gift, gratuity, or anything of value to any State officer, legislator or employee based on the understanding that the receiving person's vote, actions or judgment will be influenced thereby. No bidder shall give any item of value to any employee of the State Purchasing Bureau.

Bidders shall be prohibited from utilizing the services of lobbyists, attorneys, political activists, or consultants to secure the contract. It is the intent of this provision to assure that the prohibition of State contact during the procurement process is not subverted through the use of lobbyists, attorneys, political activists, or consultants. It is the intent of the State that the process of evaluation of proposals and award of the contract be completed without external influence. It is not the intent of this section to prohibit bidders from seeking professional advice, for example consulting legal counsel, regarding terms and conditions of this Request for Proposal or the format or content of their proposal.

If the bidder is found to be in non-compliance with this section of the Request for Proposal, they may forfeit the contract if awarded to them or be disqualified from the selection process.

TT. INDEMNIFICATION

Accept
& Initial

1. GENERAL

The contractor agrees to defend, indemnify, hold, and save harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all 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, 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, 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 RFP.

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 provided by the contractor.

UU. NEBRASKA TECHNOLOGY ACCESS STANDARDS

Accept
& Initial

Contractor shall review the Nebraska Technology Access Standards, found at <http://www.nitc.state.ne.us/standards/accessibility> and ensure that products and/or services provided under the contract comply with the applicable standards. In the event such standards change during the contractor’s performance, the State may create an amendment to the contract to request that contract comply with the changed standard at a cost mutually acceptable to the parties.

VV. ANTITRUST

Accept
& Initial

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.

WW. DISASTER RECOVERY/BACK UP PLAN

Accept
& Initial

The contractor shall have a disaster recovery and back-up plan, of which a copy should be provided to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue services as specified under these specifications in the event of a disaster.

XX. TIME IS OF THE ESSENCE

Accept
& Initial

Time is of the essence in this contract. The acceptance of late performance with or without objection or reservation by the State shall not waive any rights of the State nor constitute a waiver of the requirement of timely performance of any obligations on the part of the contractor remaining to be performed.

YY. RECYCLING

Accept
& Initial

Preference will be given to items which are manufactured or produced from recycled material or which can be readily reused or recycled after their normal use as per state statute (Neb. Rev. Stat. §81-15, 159).

ZZ. DRUG POLICY

Accept
& Initial

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.

AAA. NEW EMPLOYEE WORK ELIGIBILITY STATUS

Accept
& Initial

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new 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 a newly hired 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 www.das.state.ne.us.
2. 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.
3. 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.

IV. PROJECT DESCRIPTION AND SCOPE OF WORK

A. PROJECT OVERVIEW

NSP (Nebraska State Patrol) seeks to replace the current message switch with a modern, robust and real-time message switch. The overall objective of this project is to obtain the services of a Contractor to install and implement a solution by May 15, 2012 and that meets the following needs:

1. OVERVIEW

- a.** Open systems and open standards.
- b.** A simplified system management resulting in a reduction of administration efforts and cost.
- c.** Improved performance to support future growth and expanded capabilities such as embedded images.
- d.** A reduction in ongoing maintenance expense by operating in an environment comprised of open standards and open systems.
- e.** Flexibility and extensibility for future functionalities such as XML support, custom graphical user interfaces, multiple delivery channels, etc.
- f.** Improved and secure retention of transaction logs.

2. BACKGROUND INFORMATION

NSP faces a situation today in which its message switch system is aged and increasingly challenged to meet current or future business demands. NSP has a large investment in a number of interrelated public safety information systems. Over time, pressure to maximize the utility and interoperability of these systems, as well as to reduce costs has increased drastically.

3. CABILITIES

The new message switch will provide high-volume reliability. It will have store and routing/forwarding capabilities that will enable NSP to process criminal justice, administrative and site-specific transactions. The message switch will have priority queuing and sequencing capabilities to prioritize and to appropriately sequence a set of messages to be delivered to their destinations based upon a predetermined message priority or sequence of a message set.

The new message system shall provide backward compatibility with the existing message switch to enable criminal justice agencies to interface with NCIC, NLETS and other vital agencies with their existing software and computing resources. The current message switch will be replaced through a customized 'turn-key' solution package. The implementation of this solution will have a web-based interface for access plus the capability to easily add new interfaces as technology advances. The new message switch will allow criminal justice agencies to take advantage of new technology developments regarding use of graphical interfaces, transmission of digital images and provide greater flexibility to integrate and access other criminal justice information systems.

The new message switch will run on an operating environment consisting of open (non-proprietary) standards based systems that will interoperate with existing legacy systems. The message switch, among other things, will support Justice Extensive Mark-up Language (XML) 3.0 and handle the transformation between XML and legacy formats. It will also provide the ability to exchange information between web

technologies and legacy transports. The new message system will retain the philosophy and operational concept of the existing message switch while providing flexibility to upgrade to new technologies.

4. FUNCTIONS

The proposed message switch will replace the current message switch, provide real-time, on-line access to data and must be designed to ensure high performance combined with high availability and reliability. In addition, access control and authentication must be used to ensure proper authorization for access to applicable systems. This system must also contain features such as failure detection and trusted recovery.

- a.** Compliance with Current System Functionality
The proposed message switch must be functionally and operationally compliant with all elements of the current application interface and protocol specifications. This includes but is not limited to Mobile Data Clients and Metro Hosts.
- b.** Primary Functions and Operations
The primary function of the proposed message switch is to administer and control the flow of data messages between various CJIS systems. Primary functions include message routing, distribution, and the exchange of binary objects (images, fingerprints, and other non-text objects) among local, State and national criminal justice users and databases.

The State of Nebraska requires a state-of-the-art message switch that relies on the most current standards and technologies. The system shall provide redundancy, fault tolerance and a high degree of scalability. The message system shall have user-defined message routing and business rules and shall employ a wide range of industry specific protocol, standards and data formats with the ability to utilize new protocols and standards as they emerge. It shall also be easily configurable and have the ability to be administered locally or remotely in a secure manner. In addition, the new message switch shall be adaptive and use extensible architecture for future expansion and scalability without the need for major architectural modifications.

5. HIGHLIGHTS

The proposed message switch functions are listed below:

- a.** Open systems and open standards.
- b.** Guaranteed message delivery.
- c.** Event-driven.
- d.** Relational database management system employed.
- e.** Integrity and non-repudiation of messages.
- f.** Adaptive and extensible architecture for future expansion and scalability without architectural modifications.
- g.** Support Extensive Mark-up Language (XML) with capability to translate and transform to existing and future application data formats.
- h.** Web-interfaces.
- i.** Graphical User Interface (GUI).
- j.** System alerts with predictive information of system problems in advance of system failure, which will reduce system downtime.

- k. Trend development software that provides for tracking and logging of system problems.

B. PROJECT ENVIRONMENT

1. INTRODUCTION

The following provides an analysis of the current State of the Nebraska State Patrol (NSP) message switch environment. This examines elements relating to hardware, software, network, and work flow, including transactions and files, standards compliance, and risks.

2. OBJECTIVES

a. Overview

The following sections analyze the current message switch business and technical environment, as well as available background information and documentation. Elements of discussion within the scope are organized as follows:

- i. Sections B.3 through B.7 – Current Message Switch Environment – Details common attributes of the operational message switch environment, including descriptions of the hardware, software, and network environments.
- ii. Section B.8 – Transactions, Records, and Metrics – Provides a review of the current transactions and records processed, as well as a review of the metrics associated with the current message switch environment.
- iii. Section B.9 – Standards, Maintenance Jobs, and Staffing – Outlines the common national, State, and local standards applicable to the message switch environment and compliance; supplies a listing of the routine NBLETS maintenance jobs; provides and a brief look at the staffing levels involved in the operation of the current NBLETS environment..
- iv. ATTACHMENT A – NCIC, NLETS and NBLETS Message Keys – Lists and describes the message keys used in the current NBLETS environment.

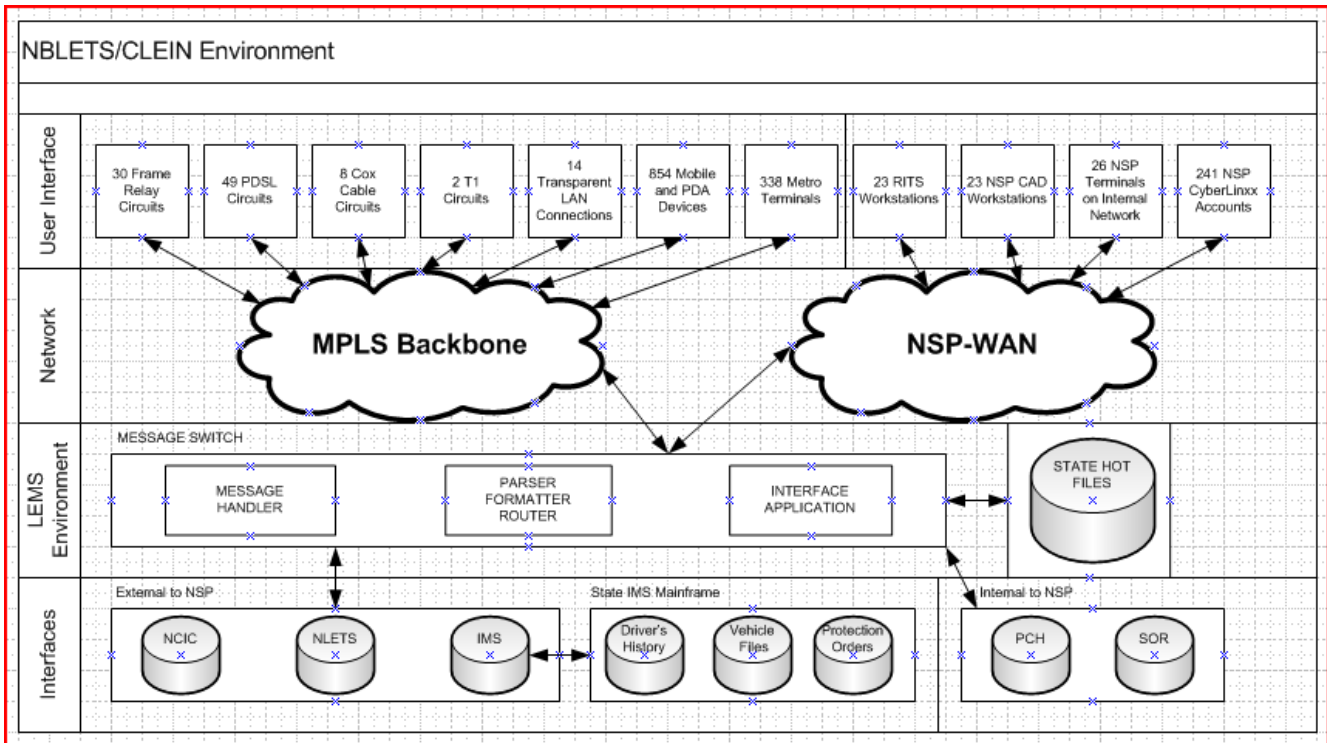
b. Purpose

The following provides an overview of the current NBLETS operating environment, including a look at each aspect of facilities, hardware, software, databases, and users of the system.

NBLETS is operated out of a computer room housed in a secured facility in Lincoln, Nebraska. The facility provides a mission-critical operational environment, including staffing, power, HVAC, and security.

3. CURRENT ENVIRONMENT

The diagram below provides a high-level view of the overall current NBLETS environment.



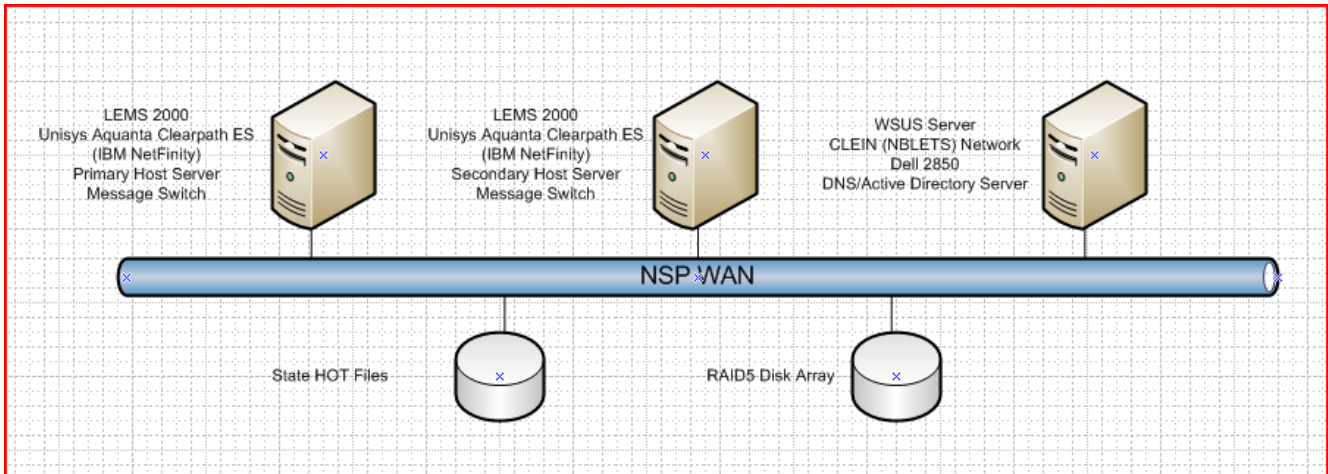
It is important to note the following details regarding the specified user interfaces:

- a. Network – Any user interface can use the NSP network connection to connect to the Law Enforcement Message Switch (LEMS).
- b. Message Headers – In the direct connection interface, incoming messages headers are created via DataMaxx and outgoing messages headers are created by LEMS.

4. HARDWARE AND SOFTWARE

The following outlines the physical hardware and software products that are currently deployed in the NBLETS operating environment.

- a. Overview
The diagram below provides a high-level view of the hardware and software components inherent to the NSP message switch environment.



b. Hardware Product Review

The specifics regarding each of the hardware products utilized in the NSP message switch environment are outlined below.

TABLE 1			
ID.	Hardware Product	Age	Application
1	Two Unisys Aquanta ClearPath ES Servers (IBM NetFinity 230 Servers) Pentium III 1.0GHz, 1GB RAM Switch system and standby system	8.0 Yrs	Operating system and application software
2	Unisys ESM6800 RAID5 System	8.0 Yrs	Oracle Database, HOT Files
3	Dell 2850 Active Directory Server, XEON 3.2 GHZ, 4GB RAM; DNS and WSUS Server	3.0 Yrs	Operating system and application software
4	Buffalo Technology Terastation	Unknown	NAS

c. Software Product Review

The specifics regarding each of the software products utilized in the NSP message switch environment are outlined below.

TABLE 2			
ID.	Software Product	Version	Application
<i>Operating System and Application</i>			
1	Microsoft Windows 2000 Advanced Server SP4	2000	Server OS
2	Microsoft Windows 2003 SE Server SP2	2003	DNS, WSUS Server
3	LEMS (Unisys)	3.3	NBLETS/CLEIN Switch Software
4	Symantec Backup Exec w/Oracle Agent	12.5	Backup/Restore
5	Microsoft Host Integration Server 2004 SP2	5.0	SNA to Mainframe
6	RealVNC VNC Enterprise Edition	E4.3.1	Remote Connection Application
7	McAfee ePolicy Orchestrator Agent	3.6.0.574	Anti-Virus
8	Microsoft SQL Server 2005	2005	Database Interface
<i>Database</i>			
1	Oracle	9i	Application Database
<i>User Interface</i>			

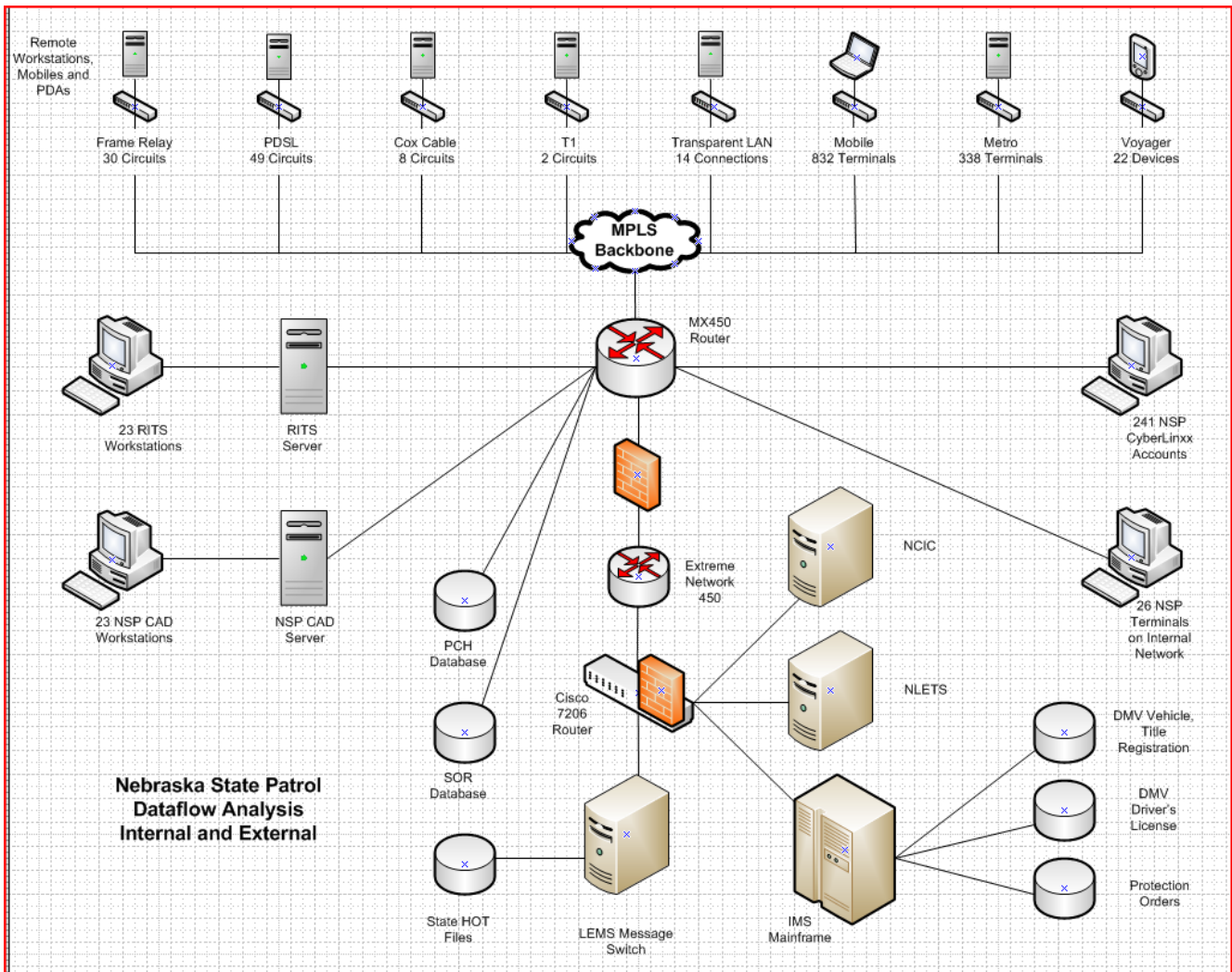
TABLE 2			
ID.	Software Product	Version	Application
1	LEMS Interface Specifications	Unisys ver. 6.56; LEMS JX ver.3.3	Local System Electronic Interface Specifications for LEMS
2	Datamaxx Omnixx SE w/Nebraska Business Rules	3.5.300.1	Teletype Application Software

5. NETWORK

This provides an outline of the network topology and exchanges currently implemented in the NBLETS operating environment.

a. Topology Overview

The diagram below provides a high-level view of the network topology inherent to the NSP message switch environment.



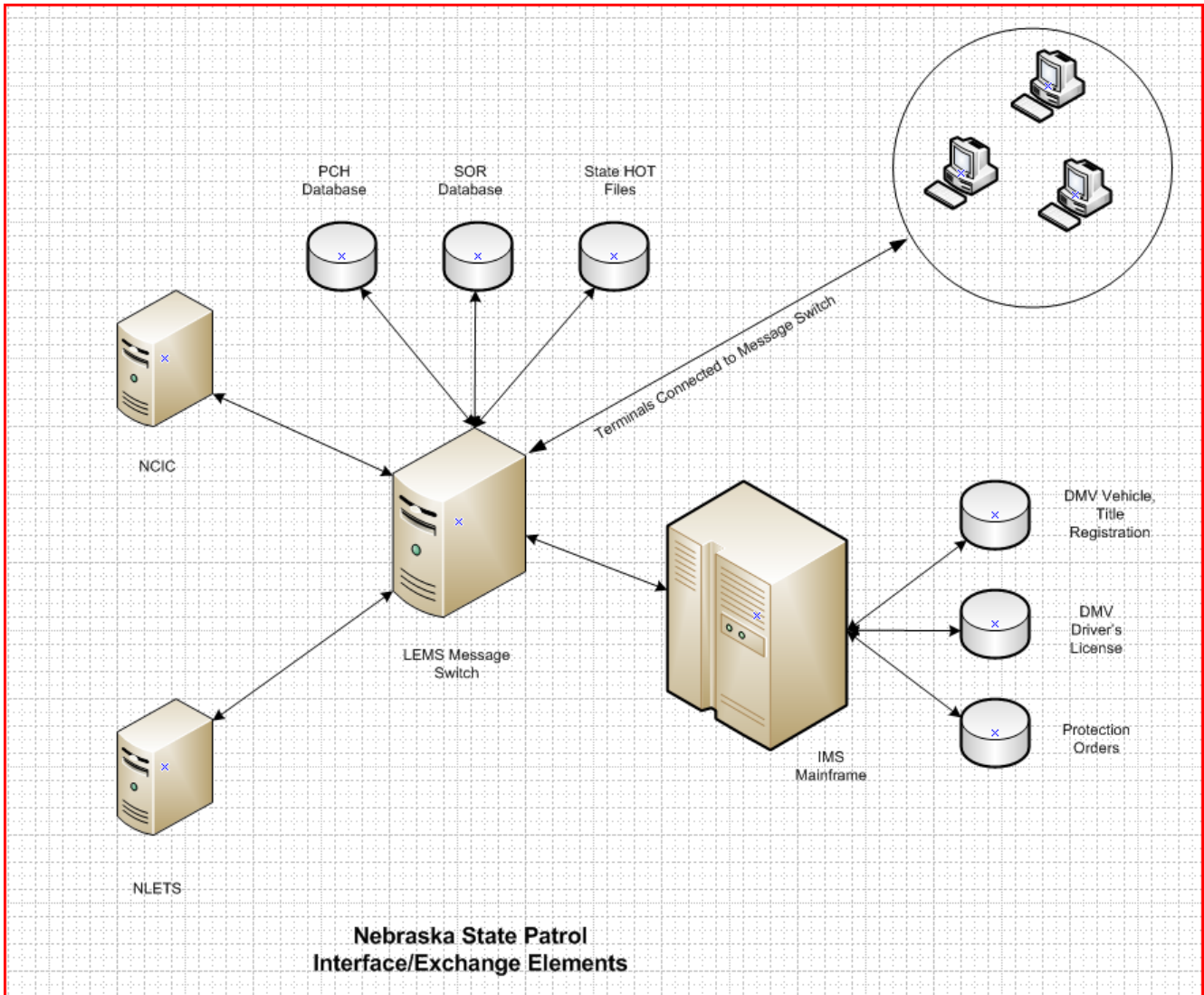
b. Topology Element Review

The specifics regarding each of the network topology elements utilized in the NSP message switch environment are outlined below.

TABLE 3			
ID.	Network Element	Protocol	Number
1	Network Message Switch	TCP/IP	1
2	NBLETS Firewall	TCP/IP, SQL.NET	1
3	NCIC Router	TCP/IP	1
4	NLETS Router	TCP/IP	1
5	Windows Server (DNS, WSUS, Active Directory)	NetBIOS; DHCP	1
6	NAS (Buffalo Tech. TeraStation)	TCP/IP	1
7	Cisco 7206 Router	ATM	1
8	PDSL Circuits	TCP/IP	49
9	56K/64K Frame Relay Circuits	TCP/IP	30
10	Cable Circuits	TCP/IP	8
11	T1 Circuits	TCP/IP	2
12	Voyager (PDA Connections)	TCP/IP	1
13	Metro Host Connections	TCP/IP	25
14	Transparent LAN	TCP/IP	14
15	Internal Network	TCP/IP	13
16	Internal Database (State Hot Files)	Oracle	1
17	External Database Connections DMV Driver History; VTR (Vehicle, Title, Registration); PCH (Patrol Criminal History); Protection Orders; SOR (Sex Offender Registry); RITS (Record Information Tracking System)	TCP/IP; SQL.NET	6

c. Interface/Exchange Overview

The diagram below provides a high-level view of the interfaces and exchanges at play in the NSP message switch environment.



6. INTERFACE/EXCHANGE ELEMENTS

The interface/exchange elements utilized in the NSP message switch environment are listed in the table below.

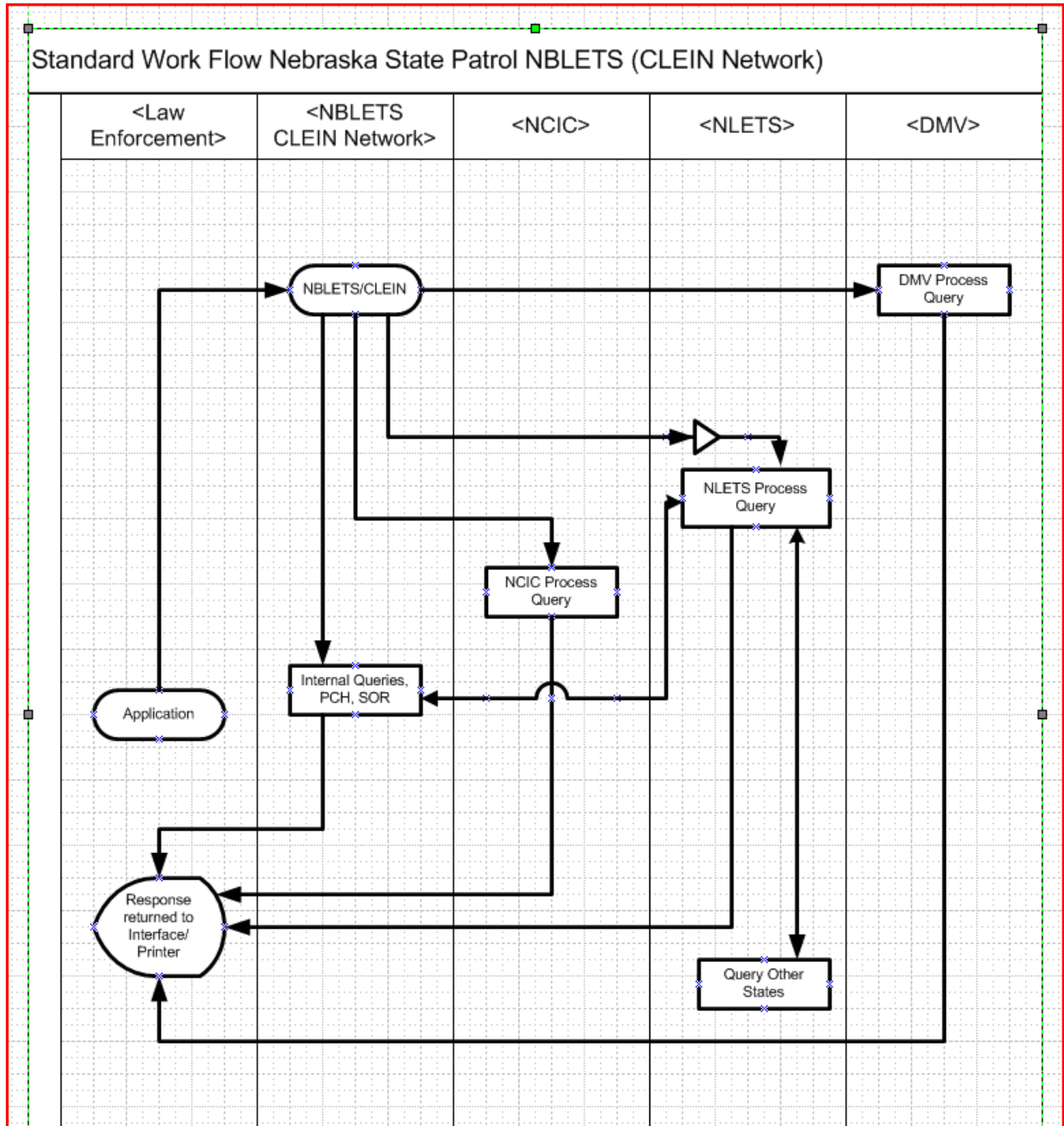
TABLE 4	
ID.	Interface/Exchange
1	LEMS Database (State Hot Files)
2	NBLETS Direct Connection to Message Switch
3	OCIO Mainframe (DMV files and Protection Orders)
4	NCIC Connection
5	NLETS Connection
6	WSUS (DNS, Active Directory, Windows Update Server)
7	SOR (Sex Offender Registry)
8	PCH (Patrol Criminal History)
9	RITS (Record Information Tracking System)
10	Metro Hosts (Douglas County, et al)
11	Voyager (PDA Connections)

7. WORK FLOW AND DATA RELATIONSHIPS

a. Standard Work Flows

The following is a high-level diagram of a generalized query flow of data through the current NBLETS message switch environment.

b. Queries



- c. Exception Processing
In the course of this examination, it has been determined that the current NBLETS operating environment is very straightforward and simple; therefore, there are no discoverable exceptions to the standard work flows currently implemented in the NBLETS operating environment as depicted above.

8. TRANSACTIONS, RECORDS, AND METRICS

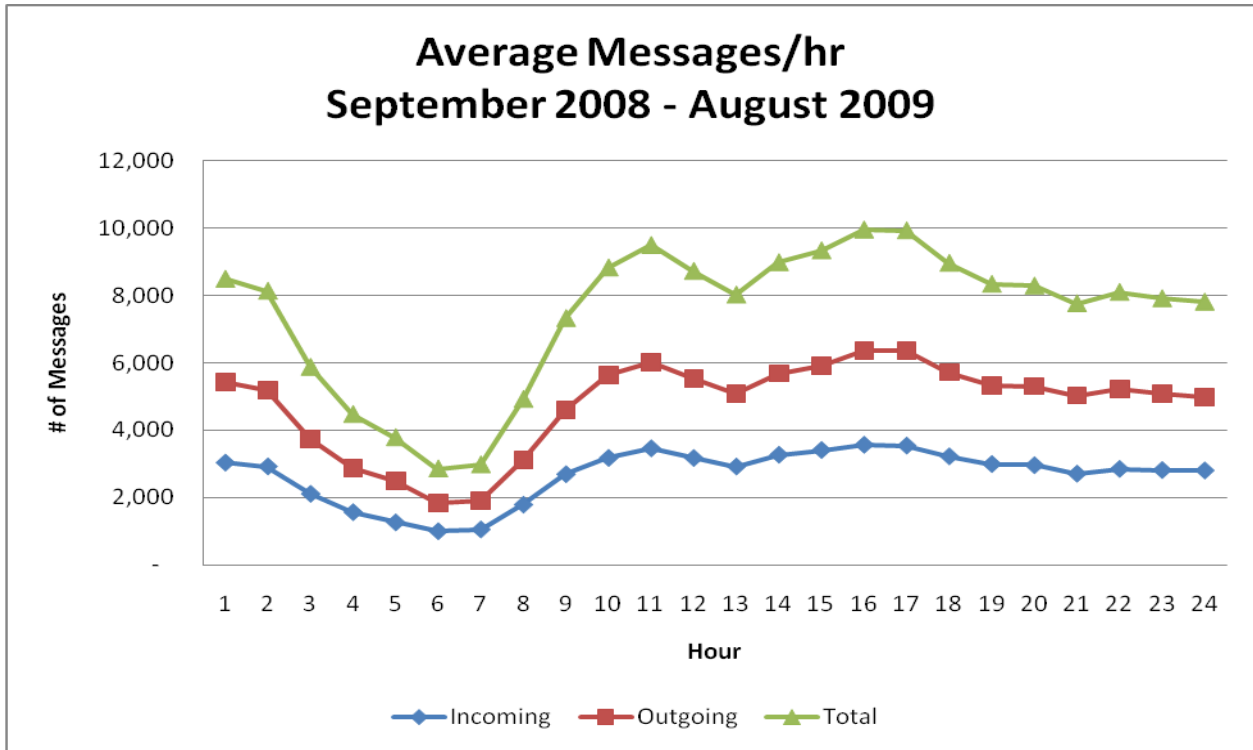
The following section examines transactions and records processed in the current NSP message switch environment, including the performance, administrative, and database metrics for the current system.

- a. Message Keys
Transactions, messages, and reports available in the current NBLETS operating environment are initiated through the use of message keys that correspond to and are in compliance with either the NCIC - or NLETS-only specifications. ATTACHMENT A provides a detailed listing of the message keys that are most commonly used in the current NBLETS environment and must be available in the future NBLETS solution.
- b. System Metrics
The following examines the performance, administrative, and database metrics that characterize the current NBLETS processing environment.
 - i. Performance
The following outlines the system performance metrics related to the operation of the NBLETS environment, average number of messages per hour and average message size per hour.

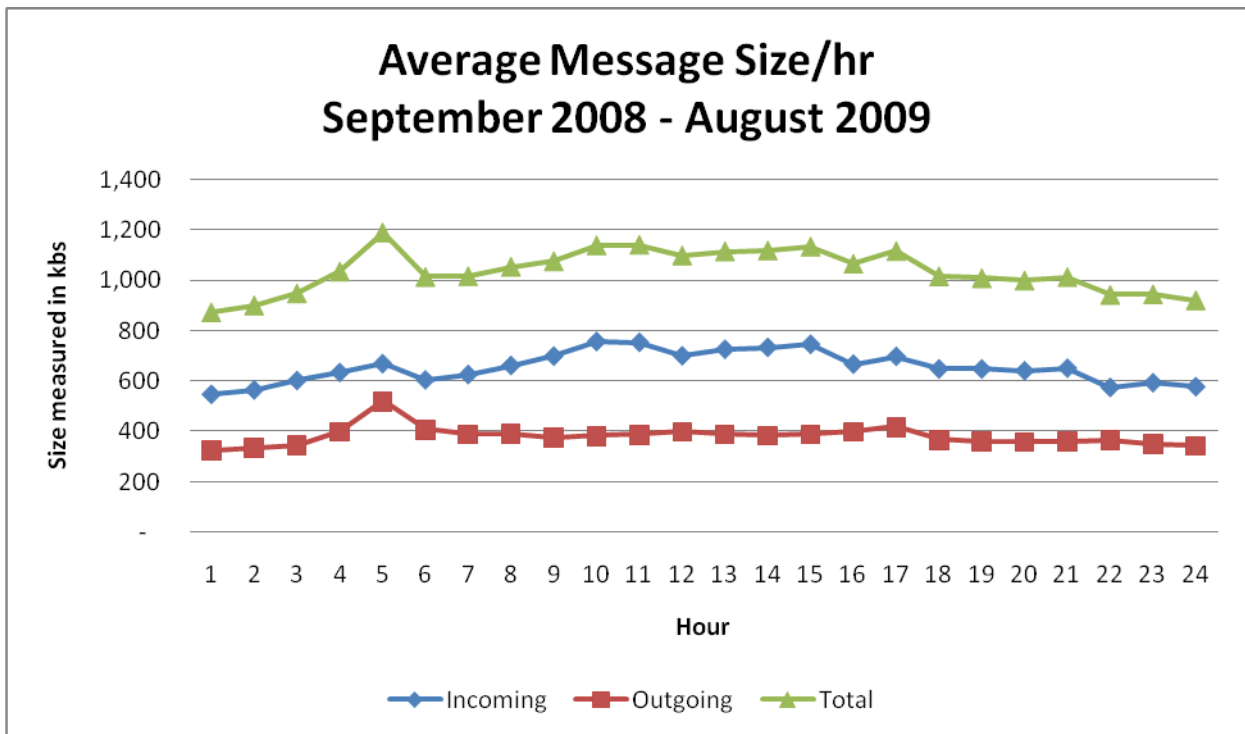
a) Messages Processed

TABLE 5		
ID	Activity	Time/Count
1	Average Number of Messages/Transactions per Hour	8,000
2	Average Number of Messages/Transactions per Day	180,000

b) Average Number of Messages per Hour



c) Average Messages Size per Hour



- ii. Administrative
The table below details the system administrative metrics related to the operation of the NBLETS environment.

TABLE 6		
ID	Element	Number
1	Number of Terminal Agencies	93
2	Number of Nonterminal Agencies	136
3	Number of User Accounts	4,500*
4	Number of Stand-alone Terminals	157
5	Number of Mobile Terminals	832
6	Number of Metro Terminals	647

* It is anticipated that approximately 50% of the user accounts are inactive

- iii. Database
The database metrics associated with the operation of the NBLETS environment are listed in the following table:

TABLE 7			
ID	Element	Database Size	Number of Records
1	NBLETS HOT FILES	1 GB	1,104,909
2	All Responses (Log Files)	75 GB	29,210
3	PCH	14 GB	37,961,396
4	RITS	342 MB	31,695
5	SOR	458 MB	4,888

9. STANDARDS, MAINTENANCE JOBS, AND STAFFING

The following section gives insight on the national and State standards and policies applicable to the future NBLETS environment and compliance, a listing of the NBLETS maintenance jobs, and a brief look at the staffing levels involved with the current environment from a training perspective.

- a. Standards Compliance
The following provides an overview of the national and State standards and policies applicable to the future NBLETS environment, as well as an assessment of the compliance status of the current environment.
 - i. Application Standards
The table below lists the standards that are specifically applicable to the implementation and operation of a State message switch in the criminal justice environment.

TABLE 8		
ID	Standard/Policy	Objectives
1	FBI NCIC 2000	<ul style="list-style-type: none"> • Inquiry response time. • IIR response time. • Record entry. • Equipment and technology compatibility. • System and service availability.
2	FBI CJIS Security Policy	Minimum security requirements for CJIS data in the following areas: <ul style="list-style-type: none"> • Access. • Transmission. • Processing. • Storage.
3	FBI CJIS Security Addendum	Addition to the FBI CJIS Security Policy
4	National Information Exchange Model (NIEM)	A framework for: <ul style="list-style-type: none"> • Identification of information-sharing requirements. • Development of standards and information exchange packages. • Technical tools to support reuse of exchange information. • Training, assistance, and support for enterprise wide information exchange.
5	Global Justice XML Data Model (GJXDM)	<ul style="list-style-type: none"> • Data model for the exchange of criminal justice information. • XML data schema (Global Justice XML Data Dictionary [GJXDD]).
6	Nebraska State Statutes: <ul style="list-style-type: none"> • Missing persons. • Sex offenders. • Missing child. • AMBER Alert. • Protective orders. 	Outlining of requirements and regulations regarding information collection, retention, and dissemination.

The standards and policies detailed above are those that are directly applicable to the operation of the message switch system in the State of Nebraska.

ii. Compliance Status

The table below outlines the compliance status for the current NBLETS operating environment in the area of standards and policies.

TABLE 9		
ID	Standard/Policy	Compliance Status
1	FBI NCIC 2000	✓
2	FBI CJIS Security Policy	✓
	FBI CJIS Security Addendum	Partial
3	National Information Exchange Model (NIEM)	X
4	Global Justice XML Data Model (GJXDM)	Partial
5	Nebraska State Statutes: <ul style="list-style-type: none"> • Missing persons. • Sex offenders. • Missing child. • AMBER Alert. • Protective orders. 	✓

Legend

✓ = Operational compliance.

Partial = Nearly in compliance.

X = Not implemented or in compliance.

Explanations for less than full compliance with the standards or policies are provided below.

- a) GJXDM – Due to the legacy nature of the message switch platform (hardware, software, and database), the current environment has only partially implemented GJXDM.
- b) NIEM – Because of the legacy nature of the message switch platform (hardware, software, and database), the current environment is unable to implement NIEM.

The following are the specific citations for each standard or policy noted above:

- a) FBI NCIC 2000 Operating Manual, Section 5, December 1999.
- b) FBI Criminal Justice Information Services Security Policy (V4.0) or later.
- c) GJXDM (V3) or later.
- d) NIEM (V2.1) or later.

NOTE: It is anticipated that these documents will continue to be updated to reflect emerging requirements. This documentation will be modified to remain current.

b. Maintenance Jobs

The routine maintenance jobs/programs needed to support the current NBLETS environment are listed in the table below with the frequency of execution.

TABLE 10		
ID	Job/Program	Frequency
1	Backups	Daily
2	Create/Delete/Reset/Deactivate User Accounts	Daily
3	Upload III Dissemination Logs to NSP Network	Weekly
4	Download State HOT File Validations	Monthly
5	Download Validations From FBI	Monthly
6	Install NCIC TOUs	Quarterly
7	Restart Message Switch Processes	As Needed
8	Purge NBLETS Message Queues	As Needed

c. Staffing

The table below provides a high-level listing of the administrative and IT staffing levels involved in the current NBLETS message switch environment. Included in this listing are both the NSP staffing levels for each category and the staff currently available to NBLETS.

TABLE 11			
ID.	Staff Description	Staffing Totals	NBLETS Staff
Application Support			
1	SQL Application Developers	1.5	.25
2	Business Operations	1.5	.5
Network and Technical Support			
3	Network Administration	4	1
4	Microsoft Windows System	4	1
5	Desktop Support	4	1
6	Computer-Aided Dispatch (CAD)	1	0
7	Database Administrator	1	.25

The staffing levels indicated above provide guidance as to the requisite training needs for the administrative and support members responsible for the NBLETS operations.

C. PROJECT REQUIREMENTS

1. OVERVIEW

a. Vision

The primary goal of the future NBLETS is to provide flexible, reliable, and accurate message switching and information access within and among the members of the Nebraska criminal justice community.

b. Summary

Through this RFP, NSP seeks to replace the core components of the existing message switch system. Specific elements sought from prospective bidders include, but are not limited to, the following:

- i. Software – Acquisition of all necessary software, including client software, to ensure a fully functional, expansive, and national-standards-compliant NBLETS host and related infrastructure. Interfaces between the current system and the various local, State, and national systems are a priority. The main software must be successfully tested and functional in a virtualized environment.
 - ii. Hardware – Acquisition of any additional hardware must be compatible with the State of Nebraska’s Virtualized Environment.
 - iii. Services – Acquisition of all required services to ensure successful implementation, migration, conversion, and ongoing management and support of the acquired NBLETS. Specific requirements are contained throughout this RFP.
- c. Target NBLETS Environment and Drivers
 The following section shows the business and technical change drivers that serve as the foundation for the target future message switch environment. The goal of this project is to implement a solution that provides critical statewide criminal justice information and a central technology environment that minimizes the impact and maximizes the service to the justice community.

TABLE 12		
Ref	Driver	Description
Business Goals		
1	Cost-Effectiveness	Procure a modular solution with current technologies that can be managed, updated, and replaced without requiring wholesale replacement.
2	Risk Management	Manage the risks of implementing and operating the new NBLETS environment while improving system and data integrity.
3	High Availability	Provide higher levels of NBLETS service with the ability to meet new, evolving requirements and user operational needs.
4	Disaster Recovery/ Business Continuity	Develop and manage a program that enables disaster recovery operations and improves on return-to-service timelines.
Technical Goals		
5	Open Architecture	Provide open-systems-based architecture that is more reliable, flexible, and maintainable.
6	Standards-Based	Adhere to national standards for data exchange, security, and interfaces.
7	Improve Data Quality and Accessibility	Improve the quality and accessibility of information for users with tool-set standards, such as SQL and Open Database Connectivity (ODBC), and do so without the involvement of operators or specialists.
8	Enhance Security	Retain the necessary level of system security to protect users and information from unauthorized access.

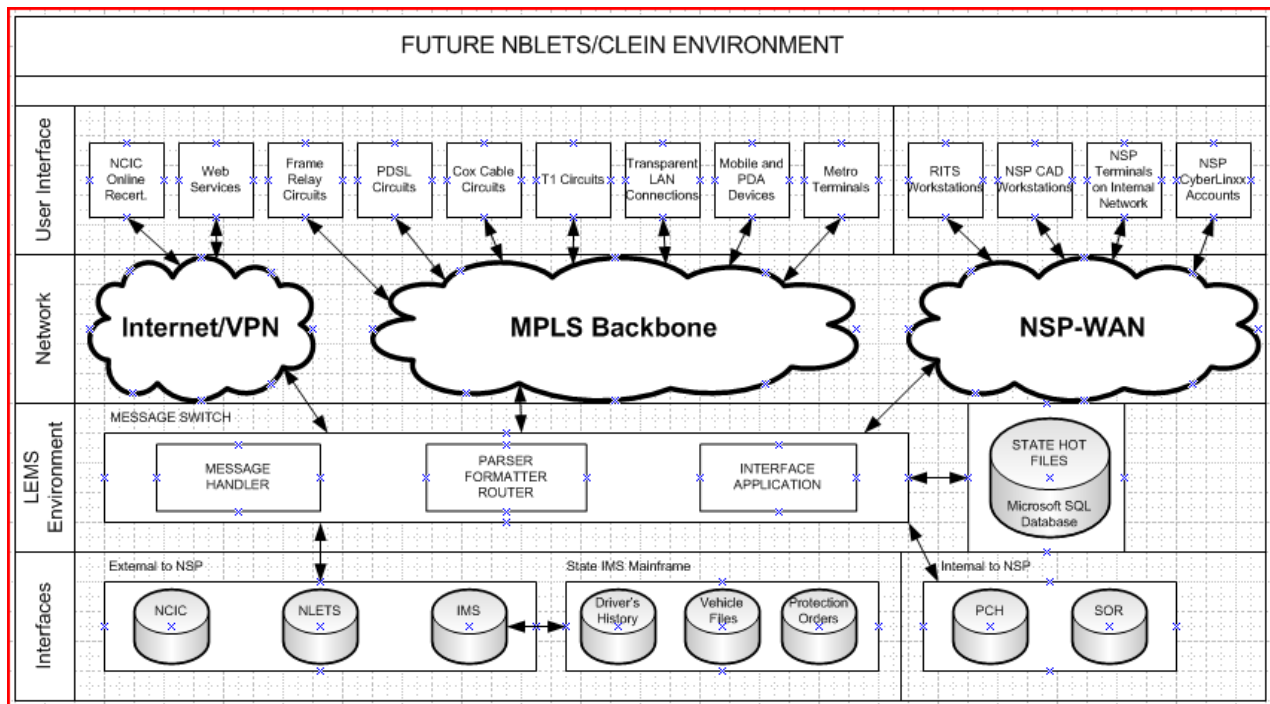
9	Enhanced Functionality and Services	Provide client agencies with increased NBLETS access and functionality, as well as complete National Crime Information Center (NCIC) 2000 text- and image-based services to both fixed and mobile devices.
10	Improved Support and Costs	Leverage best-of-breed components and commercial off-the-shelf (COTS) solutions to improve system supportability and cost.

2. SPECIFICATIONS

a. Future Model

The diagram below represents a high-level representation of the future NBLETS message switch processing environment.

System View



The significant changes in this target model NBLETS environment relative to the current environment include the following:

- i. Induction of the NBLETS into a virtualized environment, if applicable.
- ii. Development of a Web interface including providing limited Web services under certain conditions as mutually agreed upon by both parties.
- iii. Induction of photo sharing capabilities.

b. Interfaces and Exchanges.

The subsections below outline the current and future requirements for system interfaces, information exchanges, and information exchange schemas required with the NBLETS solution.

- i. Partner/External System Exchanges
The table below lists the current and future requirements for partner/external system exchanges for the proposed NBLETS solution.

TABLE 13			
Ref	Partner/External Exchange Type	Current	Future
1	LAN – The internal NSP LAN	✓	✓
2	LEAs – Law enforcement agencies (direct-connect user interface)	✓	✓
3	User Interface (Web-Enabled) – Web-browser-enabled NBLETS user interface	X	✓
4	Integration Services – Application service responsible for data exchanges between NBLETS and other internal partner agency systems (standards-based exchanges)	✓	✓
5	III – The FBI’s Interstate Identification Index system	✓	✓
6	NCIC – The FBI’s NCIC files	✓	✓
7	NLETS – The International Justice & Public Safety Information Sharing Network	✓	✓
8	IMS – State Mainframe DL Photo Sharing – Driver’s license photo repository Driver’s History Protection Orders Vehicle, Title and Registration	X ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓

Legend

✓ = Operational compliance.

Partial = Nearly in compliance.

X = Not implemented or in compliance.

a) Internal System Interfaces

The table below lists the current and future requirements for internal NSP system interfaces for the proposed NBLETS solution.

TABLE 14			
Ref	Internal System Interface Type	Current	Future
1	SOR – Sex Offender Registry	✓	✓
2	NBLETS Data Files – Related data files available through NBLETS transactions but not resident in the NBLETS environment	✓	✓
3	Patrol Criminal History	✓	✓
4	Records Information Tracking System	✓	✓

Legend

✓ = Operational compliance.

Partial = Nearly in compliance.

X = Not implemented or in compliance.

3. KEY ELEMENTS AND ISSUES

The following outlines the key high-level elements and issues that will be addressed with a transition to the future NBLETS processing model.

- a.** Elements to be addressed in the Future Environment
 - i.** Separation of Message Switch Services – Movement from a single, complex, and highly interrelated system of applications all operating in the same environment to a set of separate services (switching and applications) running on different server instances or platforms.
 - ii.** Enhanced Data Exchanges – Coupled with the enhanced applications and communication, the establishment of an environment in which data is exchanged between systems and the application in a robust and flexible manner.
 - iii.** Browser-Based Front-End Interface – Movement toward a Web-based user presentation and interface technology.

- b.** Issues of Concern in the Future Environment
 - i.** System Architecture – The current NBLETS environment is a legacy proprietary software system, which creates a high degree of dependency on legacy skills developed internally for support and changes.
 - ii.** Proprietary Solutions – The NBLETS environment is currently a proprietary system at a time when open architecture, standards-based data and communication, and COTS technology are the norm.
 - iii.** Cost – NSP is currently not enjoying any of the cost benefits of COTS technology.
 - iv.** Supportability – The current NBLETS environment requires constant administrative support by NSP staff.
 - v.** System Design – Currently, the NBLETS environment is designed as a singular, comprehensive, one-vendor system enterprise with another vendor providing the client services.
 - vi.** Business Continuity – NSP currently employs only the baseline data protection and continuous monitoring by internal staff to ensure continuity of service.
 - vii.** System Requirements – NSP currently has a virtualized environment located off site. As part of this RFP the bidder shall provide the minimum system requirements necessary to fulfill NSP's goals and objectives.
 - viii.** Management and Control – NSP will retain management and control of the Message Switch and its environment.
 - ix.** The lists above highlight some of the primary elements and issues that NSP has identified as key to the desire to begin the migration to the future NBLETS processing model.

4. CONSIDERATIONS AND IMPLEMENTATION REQUIREMENTS

The following outlines a series of plans recommended for the successful implementation of the future message switch environment, which will also serve to minimize risks. Bidders are required to provide responses to each of the required plans and elements outlined for both the implementation and the hardware/software approaches below.

a. Implementation Approach

The following table presents the general issue areas surrounding implementation the vendor must respond to and address in the message switch solution proposals:

TABLE 15		
ID	Issue Area	Elements of Concern
1	Migration Plan	<p>The future message switch solution needs to be implemented in a <i>phased approach</i> that allows for parallel operation of the newly installed components and the current operational environment. Specific elements to be considered in this phased implementation plan include:</p> <ul style="list-style-type: none"> • <i>NBLETS Interfaces</i> – Current interfaces must be seamlessly migrated and functional on the new switch at implementation. • <i>Message Routing/Applications</i> – Plan for orderly implementation of routing tables and applications. • <i>Database</i> – Design and creation of a database. • <i>User Interface</i> – Replacement of user interfaces to the new environment.
2	Testing Plan	<p>A comprehensive and orderly process for testing each aspect of the new environment (virtualization, messaging, applications, etc.) in a preproduction environment, including:</p> <ul style="list-style-type: none"> • Site installation testing. • Regression testing. • Stress testing, • NSP and end-user acceptance testing.
3	Training Plan	<p>A complete curriculum for the training of administrators and users of the system, including:</p> <ul style="list-style-type: none"> • Training guides (electronic and hard copy). • User manuals (electronic and hard copy). • Online help files.

TABLE 15		
ID	Issue Area	Elements of Concern
4	Fail-Back Plan	<p>A structured plan for the rapid and orderly return to the prior (current) version or environment if the transition effort for any element of the new system begins to fail in production, including plans for:</p> <ul style="list-style-type: none"> • System restoration and rollback. • Data restoration and rollback.
5	Printing Strategy	<p>NSP supports a variety of printing strategies in the current NBLETS environment, a majority of which are controlled by local agencies, including:</p> <ul style="list-style-type: none"> • Network printers • Local printers (attached to PCs). • Stand-alone printers. • Environments with no printers.
6	Hot File Strategy	NBLETS currently maintains local hot files.
7	Log File Strategy	<p>NBLETS log files must be maintained for all users and transactions in both the new and legacy environment. NSP is interested in any bidder strategies/proposals available for:</p> <ul style="list-style-type: none"> • Simplification of the maintenance and administration of log files between the legacy and new systems. • Seamless availability of log files to the user community as needed. • Simple access to legacy log files from the new environment. • Optional conversion of log files from the legacy system. <p>These proposals/strategies shall be configured and priced as optional components, if necessary.</p>

The elements outlined above are the high-level activities that will be necessary for the successful implementation of the future message switch environment.

b. Hardware/Software Approach

The following table summarizes the key elements of consideration regarding the message switch and applications, database issues, and the user input devices. It also outlines the general hardware and software considerations involved during implementation the bidders must address in the message switch solution proposals.

TABLE 16		
ID	Element	Considerations
1	Message Routing/Applications	<p>Considerations for the messaging and applications parts of the overall message switch implementation include:</p> <ul style="list-style-type: none"> • <i>Switch Hardware</i> – A fully functional message switch is installed in our environment on Day 1 and starts the migration of users/interfaces over to the new system. • <i>Switch Operations</i> – Messaging and other switch responsibilities are gradually phased over to the new switch hardware. • <i>Applications</i> – Applications are phased over once the new database is in place.
2	Database	<p>Considerations for the database and conversion aspects of the overall message switch implementation include the following:</p> <ul style="list-style-type: none"> • <i>Define Data Model</i> – Establish the data model. • <i>Design Database</i> – Construct database design that best serves the model and the switch services to be provided. • <i>Data Dictionaries</i> – Construct English based data dictionaries.
3	Data Conversion	<p>A plan is needed for the conversion of data from the legacy system to the new solution database. Data conversion includes the following:</p> <ul style="list-style-type: none"> • <i>User Accounts</i> – User identification data. • <i>User Certifications</i> – User certification dates and data. • <i>Agency Accounts</i> – Law enforcement agency information.
4	User Interface	<p>Considerations for the user input devices element of the overall NBLETS implementation include:</p> <ul style="list-style-type: none"> • <i>Direct-Connect Interface</i> – Users of the direct-connect interface will need to be supported and migrated to the new environment. Current interfaces must be seamlessly migrated and functional on the new switch at implementation. • <i>Interface Support</i> – A strategy will need to be developed for supporting and debugging current interfaces during implementation of the new switch environment. • <i>New User Interface</i> – Proposals shall include an introduction and implementation strategy for new user interface proposed.

c. Design Workloads

Design workloads comprise a mix of the various message keys to be processed on a daily and hourly basis. The hourly workloads measure peak hourly workload rates and are calculated as 120% of the average first shift hourly rate. All design capabilities must be built to meet or exceed the peak hourly rates.

Table 17	
Rate	Transactions
Daily	200,000
Peak Shift (Daily x 50%)	100,000
Hourly (Peak Shift Rate / 8 hrs)	12,500
Peak Hourly Rate (Hourly Rate x 120%)	15,000

d. Business Continuity

Current business continuity/return-to-service capabilities for NBLETS are limited to on-site replication of data. In the event of a disruption of service at NSP's primary data center, NSP is interested in options for quick return to service in the case of a hardware-related disruption of service.

As such, NSP is interested in business continuity option(s) predicated on the following elements:

- i.** A solution that is designed for a system during normal NBLETS production. The design of the architecture shall address the following parameters:
 - a)** Production NBLETS shall operate on all elements of the architecture during normal operation.
 - b)** Each element of the environment has the capacity to carry 100 percent of the production operating system.
 - c)** Each element of the environment normally carries a proportional amount of the production load in normal operation (e.g., 50 percent or less for two servers, 33 percent or less for three).
- ii.** A solution that provides automated return to service in the event of a disruption-of service scenario.

All business-continuity options shall include a consideration of the synchronization of files/data in the bidder proposal.

e. Optional Components

This outlines optional features and components envisioned for the future NBLETS environment. NSP is interested in bidder feedback and optional configurations and pricing for these options in its message switch solution proposals.

- i.** NBLETS Web-Based Interface – The current NBLETS user interface is not supported. NSP is interested in an optional proposal for a specification or application programming interface (API) to the new

switch that would allow NSP to redirect the current GUI. Users of the NSP Web-based interface may eventually need to be migrated to the new environment.

5. STANDARDS, FUNCTIONALITY, AND PERFORMANCE

The following provides an overview of the national and State standards and policies applicable to the future NBLETS message switch environment. It also presents an overview of the minimum transaction types that must be processed in the future NBLETS message switch environment, including the record groups that must be provided in the future system.

a. Standards Compliance

The table below outlines the compliance goals for the NBLETS message switch Operating environment in the area of standards and policies.

TABLE 18			
ID	Standard/Policy	Current	Future
1	NCIC 2000 ¹	✓	✓
2	FBI NICS Denied Persons File Interface ²	X	✓
3	Criminal Justice Information Services Security Policy ³	✓	✓
4	Global Justice XML Data Model (GJXDM) ⁴	Partial	✓
5	National Information Exchange Model (NIEM, latest version) ⁵	X	✓
6	NLETS – the International Justice & Public Safety Information Sharing Network Standards and Policies ⁶	✓	✓
7	Nebraska Sate Policies ⁷	✓	✓

Legend

- ✓ = Operational compliance.
- Partial = Nearly in compliance.
- X = Not implemented or in compliance.

b. Functionality Needs

The following reviews the transaction types and message key (specific transactions) sets that must be supported and available in the target environment, as well as provides a description of each.

i. Transaction Types

Law enforcement agency (LEA) personnel access NBLETS by using transactions through their interfaces, including direct terminals, the

¹ FBI NCIC 2000 Operating Manual, Section 5, December 1999.
² NICS/FBI Interface Control Document, NICS-DOC-05025-31.0 (Denied Persons File), September 9, 2008.
³ FBI Criminal Justice Information Services Security Policy (V4.5), September 2009.
⁴ GJXDM (V3.0.3), 2006.
⁵ NIEM (V2.1), September 28, 2009.
⁶ NLETS Policies and Procedures, May 2002 or later.
⁷ Nebraska State Policy Identity and Access Management Standard for State Government Agencies located at:
http://www.nitc.state.ne.us/standards/security/Identity_and_Access_Management_Standard_20050315.pdf

NBLETS Web-based user interface, and terminals connected to LEA servers that act as pass-throughs into NBLETS. These transaction types follow the NCIC or NLETS format.

The table below lists the transaction types (regarding both records and messaging) that must be minimally available in the target environment and provides a description of each action.

TABLE 19		
ID	Transaction Type	Description
1	Entry	The purpose of an entry message is to place a new record in file or to append supplemental records to those already on file.
2	Modification	The purpose of a modification message is to add, delete, or change a portion of data which are part of a record.
3	Cancellation	The purpose of a cancellation message is to remove an entire record or supplemental record(s) from any file.
4	Inquiry	The purpose of an inquiry message is to query NCIC 2000 and State databases for records on file.
5	Locate	The purpose of a locate message is to indicate (until the originating agency clears the record) that the wanted person has been apprehended or the property has been located.
6	Clear	The purpose of a clear message is to indicate location of a missing person, apprehension of a wanted person, or recovery of property on file.
Messaging		
7	Messages	Administrative message commands allow users to send individual or broadcast (regions/groups) messages to a specific terminal or to all agencies that access the system.
8	Other	Based on the interconnection, a variety of additional commands are available. These commands give users access to other systems interfaced to NBLETS.

ii. Message Keys

Transactions, messages, and reports available in the current NBLETS operating environment are initiated through the use of message keys that correspond to and are in compliance with the NCIC-, NLETS-, or NBLETS-only specifications. ATTACHMENT A provides a detailed listing of the message keys that are most commonly used in the current NBLETS environment and must be available in the future NBLETS solution.

The table below details a variety of capacity needs required in the future NBLETS solution.

TABLE 20		
ID	Activity/Element	Time/Count/Size
1	System Response Time	2 seconds
2	Peak Number of Messages/Transactions per Hour	30,000
3	Number of Messages/Transactions per Day	500,000
4	Average Message Size (KB), excluding Photo	1,200
5	Number of Terminal Agencies	4,000
6	Number of Nonterminal Agencies	400
7	Number of Users	6,300

D. SCOPE OF WORK

1. SCOPE OF WORK (SOW) ACKNOWLEDGEMENT

Bidders will provide a statement of agreement and acknowledgement of the approach that the SOW will be developed collaboratively by NSP with the selected The SOW will establish the project specifics and details in terms of deliverables and dates of installation and implementation. The SOW will be constructed based on the requirements of this RFP and the proposal.

2. OVERALL SOLUTION APPROACH

The Overall Solution Approach of the Technical Response section shall provide a comprehensive written description of the bidder’s solution, project approach, and business continuity strategy. This shall include a response of the bidder’s understanding of the NSP vision, how the solution will specifically address this vision, and a definition of all services to be provided. Specific emphasis must be placed on the following:

- a. A description of the proposed solution and a discussion regarding how this solution addresses the goals and requirements of the target NBLETS environment.
- b. A listing of all components of the proposed solution, including all application and system software as well as hardware, networking components and peripherals needed to fully implement the solution. If any of these components are proprietary and/or must be sourced through the bidder, this must be so indicated. (Note – for hardware, software or other components that are available through multiple sources, the State reserves the right to purchase these components separately through other State contracts, as applicable.)
- c. An explanation of how the bidder will accomplish the required interfaces.
- d. A description of the extent to which the proposed solution adheres to national standards.
- e. A discussion of how the bidder will perform risk management, as well as mitigation and issues management.
- f. Identification of any known/anticipated implementation and operational risks in the near and long terms.

3. PROJECT MANAGEMENT PLAN

Bidders must provide a project management plan that includes elements of project management, quality assurance (QA), and scheduling. Specific elements to be contained in the plan include:

a. PROJECT MANAGEMENT

Bidders must provide a description of how they will successfully manage the complex aspects of budget, scope, and schedule management. In addition, describe the project management methodology to be utilized, including a description of any supporting software. This discussion shall include information about overall project management techniques, issue management approaches, status reporting, meeting facilitation, and staffing. NSP prefers the use of Microsoft Project 2007 as the project management software.

b. QUALITY ASSURANCE

Describe the QA process to be utilized for the project tasks, schedule, deliverables, and testing in order to ensure that work related to the production of acceptable deliverables is on track and expectations are met or exceeded. The QA process is expected to be proactive so as to ensure not only that the schedule is met but also that product and service quality is maintained.

c. PROJECT SCHEDULE

The project schedule must include a timeline identifying all major tasks, submitted in Gantt chart format. This schedule shall contain a breakdown of all tasks and subtasks required to successfully complete the NBLETS Replacement Project. For each identified subtask, bidders shall include the following information:

- i.** Resource assignments (e.g., bidder staff, local agency staff).
- ii.** Milestones.
- iii.** Key dates.
- iv.** Deliverables.

Bidders are required to state their ability to meet this timeline and/or to discuss any foreseen risks in meeting this timeline. This includes all required modifications identified during the Question and Answer activities, i.e. scheduling, services, equipment, and connectivity required – all of which **MUST** be performed or provided at the contractor's expense. All modifications identified, **MUST** be defined within the project plan, to include scheduling, services, equipment, and connectivity required.

4. RISK MANAGEMENT PLAN

Bidders must provide a risk management plan that minimally identifies all risks associated with implementing NBLETS, the methods proposed to mitigate each risk, the probability that each risk will occur (i.e., high, medium, low), and the impact each risk can have on the project (i.e., high, medium, low). Each environment option proposed (i.e., service-oriented versus traditional) has different risks associated with it, and these risks must be included in the risk management plan.

5. IMPLEMENTATION PLAN

Bidders must provide a detailed plan for implementation of the proposed NBLETS solution, outlining the steps from the point of contract signing through complete

acceptance and go-live of the future NBLETS infrastructure in the production environment.

6. DATA CONVERSION PLAN

Bidders must provide a plan for the conversion of electronic data from the current message switch system to the new platform. As a part of this plan, the bidder shall provide the data conversion specifications for NSP to review. If NSP is able to provide the legacy system data according to the specification, the successful bidder will then be asked to convert and enter the data into the new solution.

Upon contract award, a conversion planning conference must be conducted, and a detailed conversion work plan must be prepared and delivered for review and acceptance. The work plan must include:

- a. A description of the conversion process, record handling and inventory control process, and quality control activities.
- b. An outline of common errors and resolutions from previous conversion efforts.
- c. A description of roles and responsibilities.
- d. A detailed activity schedule and timeline for the conversion process.
- e. The work plan shall also outline each major step anticipated in the data conversion process.

7. BUSINESS CONTINUITY SOLUTION

Bidders must provide a brief overview of their proposed business continuity solution. A detailed breakdown and explanation of the proposed business continuity solution is to be included with the overall solution approach within the Technical Response section.

8. MIGRATION PLAN

Bidders must provide a detailed approach and plan for the migration of NSP from the current (legacy) message switch to the new environment. This plan will include considerations for the logistics of cutover of the following installations:

- a. NSP central site.
- b. User/interface sites.

This plan will need to address the seamless migration of legacy user devices to the new environment. Finally, this plan must clearly include the logistics of coordinating the training of users of the new environment and the cutover of interfaces in close time proximity to the installation at NSP.

9. FAIL-BACK PLAN

Each bidder must provide a structured plan for the rapid and orderly return to the prior (current) version or environment if the transition effort for any element of the new environment (during cutover and for the period up to final acceptance) begins to fail in production, including plans for:

- a. System Restoration and Rollback.
- b. Data Restoration and Rollback.

10. TEST PLANS

Comprehensive test plans of NBLETS and its components must be provided, including verification that all requirements of the delivered system and its components are fully satisfied.

a. TEST PLAN ELEMENTS

Elements of the test plan must include:

- i.** Test Procedures – Define the test procedures overall and for each of the specific test areas below, including verification of compliance with requirements.
- ii.** Inspection – To ensure the availability and quality of delivered equipment, certifications, documentation, and so forth.
- iii.** Functional Testing – To demonstrate each of the discrete functional capabilities of the system.
- iv.** Operational Testing – To demonstrate the full operability of all integrated components in an operational environment and to validate associated user and maintenance documentation.
- v.** Benchmark Testing – To demonstrate that the system meets or exceeds performance requirements, including throughput and response time and identification accuracy.
- vi.** Final Acceptance Testing – To demonstrate that system components are completely readied for production implementation.

b. DETAILED TEST PLAN

A comprehensive test plan will account for unit, integration, and acceptance testing, as applicable. Test plans must be prepared and delivered for final review and acceptance. The test plan must also include:

- i.** An overview of each phase of testing with anticipated time frame for each phase, including specifications of bidder and NSP roles and responsibilities and a description of each test team as applicable.
- ii.** A specification of the facility requirements and test configurations that will be implemented to support phases of the testing.
- iii.** A timeline for preparing detailed test procedures and conducting the testing.
- iv.** A plan for tracking, correcting, and retesting any deviations.

c. TESTING PROCEDURES

Prior to commencement of testing, a comprehensive set of test procedures must be prepared and delivered for review, providing the specific steps that will be followed to perform each inspection, functional test, operational test, and benchmark test. The procedures also must establish test criteria that have to be achieved for each individual test procedure.

d. TEST REPORTING AND REMEDIATION

At the conclusion of each phase of testing, a test report that includes the following must be compiled and delivered:

- i.** Completed and signed checklists documenting the successful performance of the inspection or test.
- ii.** A detailed schedule for discrepancy correction and retesting.

11. TRAINING PLAN

Bidders must provide a comprehensive user and system administrator training program, as well as periodic refreshers upon contract award. In addition, a training conference must be conducted, and a detailed training plan must be prepared and delivered for review and acceptance.

a. SKILLS INVENTORY

Presented in the table that follows is an overview of the current NSP professional staff, by grouping, that will need to be addressed in the training plan requirements outlined below.

TABLE 21			
ID.	Staff Description	Staffing Totals	NBLETS Staff
Application Support			
1	SQL Application Developers	5	.25
2	Business Operations	1.5	.5
Network and Technical Support			
3	Network Administration	4	1
4	Microsoft Windows System	4	1
5	Desktop Support	4	1
6	Computer-Aided Dispatch (CAD)	1	
7	Database Administrator	1	.25

b. TRAINING PLAN

The proposed training plan must include the following:

- i.** An overview of the training program, including objectives, roles and responsibilities, and facility requirements.
- ii.** Course descriptions and curriculum outlines for each training course.
- iii.** A plan for student training and evaluation, including:
 - a)** A “train the trainer” course for the Law Enforcement Agencies, field support and system administrators.
 - b)** Directed and detailed software and application training for developer and support staff.
 - c)** Directed and detailed hardware training for system operations staff.
 - d)** Directed and detailed DBA training.
 - e)** A detailed training schedule and timeline.
 - f)** A delineation of training in relation to system installation and go-live.

12. SYSTEM DOCUMENTATION APPROACH

Each bidder must describe its overall approach to providing NSP with a comprehensive set of user, system, and management documentation. NSP seeks both online, or otherwise electronic, and hard copy documentation volumes. The online user documentation must describe the components, functions, and operations of each NBLETS workstation type. Operations descriptions must include a list and description of all error conditions, as well as the associated error message displayed and the action required of the operator.

In addition, NSP expects that online documentation must be maintained and updated throughout the life of system to reflect software version updates and modifications.

A description of how this is to be accomplished shall be included in the proposal. Finally, each workstation with NBLETS access must be provided with complete online user documentation that resides on the workstation or can be accessed via NSP's internal networks.

13. MAINTENANCE AND SUPPORT PLANS

a. MAINTENANCE AND SUPPORT PROGRAM

Bidders must provide a description of a comprehensive maintenance and operations support program that includes:

- i.** Preventive maintenance.
- ii.** Remedial maintenance.
- iii.** Help desk support.
- iv.** On-site support.

A detailed maintenance and operations support plan must be prepared and delivered for review and acceptance. The plan must minimally include:

- i.** An overview of the maintenance and operations support program, including objectives, roles and responsibilities, and facility requirements.
- ii.** A detailed preventive maintenance schedule for each system component.
- iii.** A set of service level agreements outlining the requirements and plan for providing response and remediation of problems for each system component.

A proposal for on-site, ongoing maintenance support required by NSP, including:

- i.** A problem escalation procedure, including the escalation metrics.
- ii.** Help desk plans and procedures, including support during non business hours.
- iii.** A procedure for warranty repair/replacement of defective components.
- iv.** A comprehensive list of maintenance spares and consumable items.

b. ON-SITE SUPPORT

On-site bidder support staffing during system installation and implementation as follows:

- i. Project Manager – Minimum .75 FTE in NSP offices, Monday through Friday/standard business days; also available by telephone 24/7.
- ii. Support Staff – Minimum 1.25 FTEs (IT and CSO) in NSP offices, Monday through Friday/standard business days.

c. WARRANTY/MAINTENANCE

The bidder shall address in written form each numbered section and subsection of this RFP. If the bidder takes exception to a specific paragraph, they shall fully describe their exception in the appropriate section of the proposal.

All software and services furnished by the Contractor under the resulting contract shall be warranted free from defects in material and workmanship, and shall conform to this RFP and the bidder's response thereto, with all exceptions agreed to by the State. In the event any such defects in software or services become evident within the warranty period, the Contractor shall correct the defect at its option by (1) correct any reproducible and/or recurring software defects; or (2) redo the faulty services. The Contractor is responsible for all charges incurred in the performance of all warranty services, including labor, materials and other related costs, during the warranty period. Thereafter, the maintenance and service of the System will either be contracted out to the Contractor, contracted to a third party, or provided by the NSP. The Contractor further warrants that during the warranty period the software furnished under this contract shall operate under normal use and service as a complete System, which shall perform in accordance with this RFP and the response thereto, with all exceptions agreed to by the NSP.

The warranty period shall be a period of 36 months from the date of final system acceptance as defined herein. Standard maintenance and support for the first 36 months shall be included as part of this warranty period. Claims under any of the warranties herein are valid if made within 30 days after termination of the warranty period. In addition, the following specific requirements apply to the Contractor's warranty:

- i. The NSP shall notify the Contractor within a reasonable time after the discovery of any failure or defect within the warranty period.
- ii. Should the Contractor fail to remedy any failure or defect within 30 consecutive days after receipt of notice thereof, the parties shall meet and discuss an extension of time which may be fair and equitable under the circumstances, failing which the NSP shall have the right to replace, repair, or otherwise remedy such failure or defect at the Contractor's expense.
- iii. The Contractor will obtain any warranties which subcontractors or suppliers to the Contractor give in the regular course of commercial practice, and shall apply the same benefit to the NSP.

- iv. The Contractor shall remedy at its own expense damage caused by the Contractor to NSP-owned or controlled real or personal property.
- v. The Contractor shall be liable to NSP for supply of information, materials, and labor necessary for mandatory revisions determined by the manufacturer for the duration of the warranty period at no cost to the NSP.
- vi. Under this warranty, the Contractor shall remedy at its own expense any failure to conform to the general contract terms, System requirements, or any other document included by reference in the contract. The Contractor also agrees to remedy at its own expense any defect in materials or workmanship.
- vii. The "acceptance" of systems/equipment by the NSP shall not limit the NSP's warranty rights set forth above with respect to defects in materials or workmanship.

a) Maintenance During the Warranty Period

The bidder shall describe in the proposal how system maintenance and repair will be handled during the warranty period. Warranty shall include all routine maintenance during the warranty period to include specifically any needed upgrades or enhancements to operate the system. During the warranty period, the Contractor will respond to all repair calls or notices of system malfunction at no additional cost to the NSP. Warranty service shall be on a 24-hour per day, 365-day per year basis. The Contractor will have qualified technicians available to respond to major system malfunctions within two hours and to minor system malfunctions within four hours during the warranty period. A major system malfunction is defined as one in which the entire system is out of service or in which system functionality is degraded to the point that the system is not substantially providing the level of usage required. A minor system malfunction is defined as one in which some system features are inoperative, not rendering the entire system unusable or significantly degraded. The NSP reserves the right to decide whether a system malfunction is classified as major or minor.

Acceptance of the work upon completion of the project shall not preclude the NSP from requiring strict compliance with the contract, in that the Contractor shall complete or correct upon discovery any faulty, incomplete, or incorrect work not discovered at the time of acceptance. The three-year limit specified above shall not void or limit this requirement for little-used features or functions.

b) Service Under Warranty

If it becomes necessary for the NSP to contract with another vendor for warranty repairs, due to inability or failure of the Contractor to perform required system repairs, the Contractor

shall reimburse the NSP for all invoices for labor, materials required, and the shipping/handling costs thereof to perform such repairs, within 30 days from presentation of such invoices. This shall only occur after the Contractor has been given reasonable time and fair opportunity to respond and correct the problem(s). The cost limitation for such repairs will not exceed the parts and labor replacement price of the repair.

- c) **Follow-On Maintenance Following Warranty Period**
The bidder shall include in the proposal a price for the follow-on maintenance described herein. The proposal price shall include a five year maintenance period following the warranty period and beginning 36 months after system acceptance. Annual renewal can occur automatically unless either party notifies the other in writing at least 90 days prior to expiration. The contractor must provide notice of warranty/maintenance period expiration ninety (90) days prior to such expiration.

d. MAINTENANCE OF BIDDER FURNISHED SOFTWARE

The NSP requires that the Contractor maintain all furnished software in a reliable operating condition, and incorporate the latest software changes applicable to the installed system.

- i. **Scope**
The bidder will describe the nature of their software maintenance coverage and program for maintaining reliable, efficient, and current software.
- ii. **Software Policy**
The maintenance contract pricing shall include providing and installing any system software patches, upgrades, enhancements, etc., developed by the software manufacturer during the maintenance contract period. The bidder shall describe the upgrade/enhancement methodology for each type of software provided.
- iii. **Extraneous Application Support**
The maintenance contract pricing shall include providing a documented number of hours of support for non-defective application support. This type of support will assist in system configuration, performance tuning, and other support that would normally fall outside the scope of a typical support call. The bidder shall describe their willingness and associated cost to assist the client with system issues of this nature.

e. Optional Components Approach

The optional components approach shall include a comprehensive written description of the bidder's project approach toward optional components and functionality. Each bidder shall identify any and all hardware, software, service, and ongoing operational requirements, beyond its baseline proposal, to fully implement optional functionalities. This shall be accompanied by a description of how the functions will operate from user and administrator perspectives in relation to the baseline NBLETS solution proposed. In addition, all costs, including associated with selecting and adding these optional components to

the system with initial implementation or at a later date shall be provided. NSP is interested in understanding the options that are available.

- i. Other Value-Added Services.
Bidders should understand that procurement is a unique opportunity for NSP to further enhance its NBLETS operations. As such, NSP may consider some or all optional functionality if financially feasible.
- ii. Each bidder shall also indicate, for each optional component, what elements above are already included in its proposed NBLETS solution.

14. SOFTWARE ESCROW REQUIREMENT

Upon contract execution, the Contractor shall place a complete set of the source code to all Contractor software provided under this agreement in object form in an escrow account managed by a neutral party for the benefit of the NSP, in accordance with the Source Code Escrow Agreement attached hereto in Attachment 1 to Appendix A. The Source Code will be released to the NSP in the event of the Contractor's material breach of this Agreement, the Contractor's abandonment of support and maintenance of the NSP's software, or the Contractor's abandonment of support and maintenance of the NSP's software to the extent that the NSP operations are severely impaired. In the event that the Source Code is released to the NSP, the NSP agrees to use it exclusively for internal purposes, to maintain its confidentiality, and to otherwise be bound by all other terms and conditions of this agreement not inconsistent with its possession and use of the Source Code

15. END OF CONTRACT TRANSITION RESPONSIBILITIES

The Contractor shall be responsible for end of contract activities at the completion of the contract to ensure that the transition from Contractor operations by the successor Contractor or the State occurs smoothly and without disruption to the State. End of Contract Transition activities will include planning, timely transfer of data and documentation specifically for Nebraska.

- a. Provide a draft detailed Turnover Plan prior to contract termination.
- b. Modify the Turnover Plan based upon the results of a review by the State.
- c. Transfer data, documentation, and other applicable materials to the State in accordance with the approved Turnover Plan.
- d. Provide technical and professional support to the State and/or a successor vendor in support of the turnover.
- e. Prepare and submit initial draft through final deliverables for State review, comment, and approval.

E. REQUIREMENTS MATRICES

1. RESPONSES TO REQUIREMENTS IN MATRICES

Section IV.E.18 and IV.E.20 of this document contain the detailed functional and technical requirements for the NBLETS Replacement Project. In responding to the requirements regarding functions, features, and reporting capabilities, for each requirement bidder must select the response option that accurately indicates its current or future ability to provide each requirement by using "CC", "FR", "CD", or "NA", as defined in Table 22 below. Bidder responses will be balanced against the system approach and architecture model proposed. The table below describes the response boxes in the attachments.

TABLE 22		
ID	Response Options	Definition
1	CC - Current Capability or Configurable Item	Requirement will be met by the proposed future message switch solution that is installed and operational in other states and can be readily demonstrated to NSP. <i>The cost of requirements receiving this response must be included in the cost of the base package, and the requirements must be delivered with the baseline solution at installation.</i>
2	FR - Future Release	Requirement will be met by a future release of the product. <i>The cost of requirements receiving this response must be included in the cost of the base package, and the requirements must be delivered within 1 year of baseline solution installation.</i>
3	CD - Custom Development	Requirement will be met by package software currently under development, in beta test, or not yet released. <i>The cost of requirements receiving this response must be included in the cost of the base package, and the requirements must be delivered with the baseline solution at installation.</i>
4	NA - Not Available	Requirement cannot be provided either as part of the baseline solution or future enhancement.
5	DM - Demonstration Method	For all requirement IDs except those marked as Not Available, bidders must include a <i>brief description or indication</i> of how each requirement is met, is provided for in the solution, and can be tested for the purposes of requirements traceability. Examples of these indications might be: documentation (include citations), application/software functionality, and reports.

It is important to note the following:

- a. Responses are necessary for each requirements entry in Section IV.E.18, IV.E.20 and their subsections. An omitted response will be assumed to be the same as a response of Not Available.
- b. Any response other than Not Available necessitates that the requirement will be provided within the quoted budget and at the time of installation (or within 1 year for a response of Future Release).
- c. All costs associated with each response must be included in the Cost Schedules (FORM F) with the RFP.
- d. Bidders must provide detailed explanations of how those requirements marked as Current Capability or Configurable Item are met by following the instructions in the response section of the RFP. Reference IV.E.1.
- e. Bidders must provide detailed explanations of how those requirements marked as Future Release will be met by following the instructions in subsections IV.E.1.

- f. Bidders must provide detailed explanations of why they chose not to provide those requirements marked as Not Available by following the instructions in subsections IV.E.1.

NSP seeks bidder solutions that meet most, if not all, requirements with no or minimum customization. If customization is required, it is expected that the cost to meet these requirements is already inherent in the cost of the base package. In instances where this is not the case, all additional costs must be included on the Cost Schedules (FORM F). Bidders must provide detailed explanations of how those requirements marked as Custom Development will be met by following the instructions in subsection IV.E.1. NSP will not be responsible for paying any custom-development costs not included in the bidder's response.

2. FUNCTIONAL REQUIREMENTS

Methods for functional requirements are described below. A brief explanation of the interrelationships of the two models will be located after Functional Requirements have been explained.

Functional Requirements for the future NBLETS solution are categorized into elements – business process, analysis, action and decision, and work flow.

- f. Business Process – Is the core functional business components of the future NBLETS environment. This includes the modules necessary to meet business needs such as data entry, query, maintenance, and results.
- g. Analysis – The components required of the future NBLETS solution in relations to the use of the data captured for analytical decision making. Requirements here include various types of online and hard-copy reporting requirements.
- h. Action and Decision – The components required to allow users of the future NBLETS solution to aid business decisions based on the analytical information presented.
- i. Work Flow – The requirements relative to the routing, verification, and storage of information in the future NBLETS environment.

3. RELATIONSHIPS OF FUNCTIONAL AND TECHNICAL REQUIREMENTS

The purpose of the differing functional and technical requirements is straightforward. It is possible that a functional requirement can impact the technical architecture of the systems on numerous levels. For example, the functional requirements of entering or removing a person's record may have an impact on data structures, integration with the message switch applications, access restrictions, and security elements of the technical requirements.

4. FUNCTIONAL REQUIREMENTS MATRICES

a. BUSINESS PROCESS

The following presents the core functional business components of the future NBLETS environment. It also includes the modules necessary to meet business needs such as data query and messaging. Refer to IV.E.1. – TABLE 22 for response options.

ID.	General	Response	Demonstration Method
BP-1	The proposed solution must accommodate changes to existing message keys by NSP administrators and the addition of new message keys as required.		
Comments:			
BP-2	The proposed solution shall minimally provide all of the functionality of the current NBLETS environment		
Comments:			
BP-3	The proposed solution shall minimally provide the interface and protocol capabilities of the current NBLETS environment.		
Comments:			
BP-4	The proposed solution shall minimally provide the operational capacity of the current NBLETS environment, including photos.		
Comments:			
BP-5	The proposed solution shall provide transaction-level/group user authorization capabilities.		
Comments:			
BP-6	The proposed solution shall accommodate changes to production applications without impact to operations, and the vendor shall explain how this is accomplished.		
Comments:			
BP-7	The proposed solution shall provide a means for real-time end users notifications regarding system availability.		
Comments:			

ID.	General	Response	Demonstration Method
BP-8	The proposed solution shall provide an originating agency identifier (ORI) table that includes not only agency name, but also mailing address, physical address, telephone number, alternate telephone number, fax number, secondary fax number, terminal agency coordinator, terminal or device ID, etc. This information must be available so that various pieces of information can be extracted and used, depending on the purpose.		
Comments:			
BP-9	The proposed solution shall be capable of processing batch transactions from local agencies (e.g., processing a group of inquiries on a batch of data items or processing groups of record entries or modifications).		
Comments:			
BP-10	The proposed solution shall provide a description of the system's ability to meet the online storage requirements. Note any impacts on system performance and recommendations for an alternate approach to having access to detailed transactions for retrieval and analysis.		
Comments:			
BP-11	The proposed solution shall include use of and descriptions of the standard techniques utilized that enable scalability, security, and integrity.		
Comments:			
BP-12	The proposed solution shall handle errors (both user and application) in a consistent manner with the display of a message that indicates the problem.		
Comments:			
BP-13	The proposed solution shall provide editing capabilities for correction of errors in data.		
Comments:			

ID.	General	Response	Demonstration Method
BP-14	The proposed solution shall utilize application server technology that allows tasks to be off-loaded onto other computers or processors to prevent a loss in performance as system usage grows.		
Comments:			
BP-15	The proposed solution shall allow users to receive priority messages first, regardless of what other information is queued.		
Comments:			
BP-16	The proposed solution shall utilize compression techniques for data, message, and image packets to maximize system performance, including an explanation of the compression method used.		
Comments:			
BP-17	The proposed solution shall utilize encryption techniques to maximize protection from unauthorized access or monitoring per security policy, including an explanation of the encryption technique utilized.		
Comments:			
BP-18	The proposed solution shall accommodate network elements that may already be encrypted at the originating source.		
Comments:			
BP-19	The proposed solution shall utilize sequential message and response return techniques to improve performance and timeliness of information.		
Comments:			
BP-20	The proposed solution shall support the linking of all responses to the queries that triggered them.		
Comments:			

ID.	General	Response	Demonstration Method
BP-21	The proposed solution shall support queries to the Nebraska SOR, Computerized Criminal History (CCH), and Records Information Tracking System (RITS) in conjunction with the standard name query.		
Comments:			
BP-22	The proposed solution shall support and provide a method for NSP's timely receipt and utilization of updates to NCIC (or other) code tables.		
Comments:			
BP-23	The proposed solution shall support the identification and credentialing of individual users on the local agency interface to NBLETS.		
Comments:			
BP-24	The proposed solution shall allow automatic printing of message as specified.		
Comments:			

b. ANALYSIS

The following presents the components required of the future NBLETS solution relative to the use of the data captured for subsequent analytical decision making, including various types of online and hard copy reporting requirements. Refer to IV.E.1. – TABLE 22 for response options.

ID.	Analysis	Response	Demonstration Method
AN-1	The proposed solution shall track every transaction and messaging action (auditing).		
Comments:			
AN-2	The proposed solution shall provide all reports in a format that is viewable online. The solution shall provide the capability to print or export any report.		
Comments:			
AN-3	The proposed solution shall have online detailed transaction logs for an NSP-configurable period of time.		
Comments:			

ID.	Analysis	Response	Demonstration Method
AN-4	The proposed solution shall provide the capability to export data into any of the standard and commercially available software/report packages or formats such as: .xls, .csv, .txt, PDF, and XML.		
Comments:			
AN-5	The proposed solution shall provide the ability to modify report headers, exclude columns, sort by and/or filter on any key data field (including filtering on date range), and save any modified report format for subsequent use.		
Comments:			
AN-6	The solution shall provide standardized daily, weekly, monthly and yearly system management and quality assurance reports.		
Comments:			
AN-7	The solution shall provide the ability to create/generate custom or ad hoc reports as determined by the user on any of the data elements in the NBLETS database.		
Comments:			
AN-8	The solution shall provide the ability to generate validation reports on demand.		
Comments:			
AN-9	The proposed solution shall maintain an audit trail and have the ability to query the audit data based on specific search criteria.		
Comments:			
AN-10	The proposed solution shall provide both predefined reports and an ad hoc reporting tool (which includes reports on system management and end-user metrics that are available in real time), and it shall accommodate changes to these reports by NSP staff without vendor intervention.		
Comments:			

ID.	Analysis	Response	Demonstration Method
AN-11	The proposed solution shall be capable of supporting and providing reports defined by and to be used by NBLETS auditors. These reports shall also be made available in real time via some NBLETS transaction to be authorized via the user provisioning screen.		
Comments:			
AN-12	<p>The proposed solution shall provide a set of standard system and data reports for message switch operations, minimally including the following:</p> <ul style="list-style-type: none"> • List of transaction types (warrants, missing, etc.) for various agencies run over a user-defined period. • List of all reports under a certain ORI for a given message key and record type. • Ability to schedule reports. 		
Comments:			
AN-13	The proposed solution shall be capable of printing any of the reports or other outputs at administratively configurable locations/printers.		
Comments:			
AN-14	The proposed solution shall be capable of supporting a reporting function that can minimally provide data by reporting jurisdiction.		
Comments:			
AN-15	The proposed solution shall be capable of producing daily activity reports by operator, terminal, ORI, etc.		
Comments:			
AN-16	The proposed solution shall be capable of producing an audit trail of all user logon transactions, including password resets. A maximum number of login attempts will be set.		
Comments:			

ID.	Analysis	Response	Demonstration Method
AN-17	The proposed solution shall provide access to audit trails for authorized users, based on configurable security roles. These audit logs shall come with robust reporting and search tools.		
Comments:			

c. ACTION AND DECISION

The following describes the components required to allow users of the future NBLETS solution to render business decisions based on the analytical information presented. These decisions will have a downstream effect on other system users. For example, notifications can be made to validate information contained in the system prior to enforcement action being taken. Refer to IV.E.1. – TABLE 22 for response options.

ID.	Action and Decision	Response	Demonstration Method
AD-1	<p>The proposed solution must be able to handle enforcement of the 10-minute rule.</p> <p>1st Request: Upon receipt of an urgent request for hit confirmation, the entering agency must provide a substantive answer within 10 minutes.</p> <p>2nd Request: If no confirmation is received, the system sends another request to the agency and to the designated State control point.</p> <p>3rd Request: State of Nebraska.</p> <p>If no response is received within 10 minutes and the ORI is a Nebraska ORI and the destination agency is also a Nebraska ORI, a third request is sent to the agency and the designated CSA terminal -- NSP. This request must formulate the coded fields to plain language similar to the NLETS translation of the coded fields from the appropriate message key.</p> <p>3rd Request: Outside the State of Nebraska</p> <p>If the request is going to another State, a third request is sent to the agency, NCIC, and designated CSA terminal -- NSP.</p>		

ID.	Action and Decision	Response	Demonstration Method
Comments:			
AD-2	The proposed solution shall support a record validation process by which responsible parties are automatically notified in advance of the need to validate within a specific time frame, records are deleted, and parties are notified of the deletions.		
Comments:			
AD-3	The proposed solution shall provide subscription and notification capabilities (e.g., receiving notification that the status of a previous record inquiry has changed).		
Comments:			

d. WORK FLOW

The following describes requirements related to the routing, verification, and storage of information in the future NBLETS environment. Refer to IV.E.1. – TABLE 22 for response options.

ID.	General Work Flow	Response	Comments
WF-1	<p>The proposed solution shall ensure that administrative messages can be sent or routed to:</p> <ul style="list-style-type: none"> • Users and groups of users. • Agencies and groups of agencies. • Defined devices. • Computer interfaces. • Any of the above within a defined geographic radius or defined group. 		
Comments:			
WF-2	The proposed solution shall allow for the maintenance of user-defined, reusable group destination codes or lists of users.		
Comments:			
WF-3	The proposed solution shall enable configurable routing based on message or transaction type and content. For example, a hit on a wanted person destined for a mobile device is automatically “copied” to a dispatch center device.		

ID.	General Work Flow	Response	Comments
Comments:			
WF-4	The proposed solution shall provide guaranteed message and transaction delivery, including an explanation of how this is accomplished.		
Comments:			
WF-5	The proposed solution shall provide for optional message and transaction escalation and alternative delivery. For example, Agency A experiences a power outage, so Agency B is designated to receive Agency A's messages.		
Comments:			
WF-6	The proposed solution shall provide queuing that allows messages and transactions to accumulate for subsequent delivery in the event of connectivity or system downtime; such queues are to be configurable by NSP both by duration and message type.		
Comments:			
WF-7	The proposed solution shall allow messages to queue and present them based on message priorities.		
Comments:			
WF-8	The proposed solution shall allow users to directly update (modify, cancel, locate, clear) records.		
Comments:			
WF-9	The proposed solution shall provide a mechanism for making users aware that messages or responses have been received.		

5. TECHNICAL REQUIREMENTS

The following presents the framework for the technical requirements. Methods for technical requirements are described below. A brief explanation of the interrelationships of the two models will be located after function Requirements have been explained.

Technical requirements for the future NBLETS solution are categorized into elements – infrastructure, applications, publication, integration, strategic and tactical analysis, and management and administration.

- a. Infrastructure – Denotes the components which provide technology solutions that deliver secure and reliable systems. This layer includes primarily hardware and networking components.
- b. Applications – Addresses the components required of the software solutions that ensure operability in the target environment. This layer includes software platform, storage, and data model requirements.
- c. Publication – Outlines the components required to ensure user access to information captured by the desired solution. These include the indexing of global search engines, report-writing services, data transformation services, and subscription and notification systems.
- d. Integration – Denotes the components relative to the exchange of information between the future NBLETS and related criminal justice systems. Requirements here relate to the interfaces that move information between systems at a predetermined time (i.e., batch and/or real-time interfaces).
- e. Strategic and Tactical Analysis – Provides complex relational information to criminal justice users from existing information systems. The components include summary data sets that can be used to build comprehensive data warehouses which are designed to drive business decisions between organizations.
- f. Management and Administration – Represents the components associated with the management and administration of the system, which include the elements necessary to ensure successful operation in the desired technical environment, as well as applicable standards and bidder support.

6. TECHNICAL REQUIREMENTS MATRICES

a. INFRASTRUCTURE

The table below describes elements that provide technology solutions and deliver secure and reliable systems. These elements are primarily hardware and networking components. Refer to IV.E.1. – TABLE 22 for response options.

ID.	General	Response	Demonstration Method
IN-1	The proposed solution shall utilize a system architecture that is open, nonproprietary, and portable.		
Comment:			
IN-2	The proposed solution shall be adaptive and use extensible architecture for future expansion and scalability without the need for major architectural modifications.		
Comment:			

ID.	General	Response	Demonstration Method
IN-3	The proposed solution shall provide system diagnostics, including, but not limited to, error correction and detection.		
Comment:			
IN-4	The operational production availability of the proposed solution shall be at least 99.999 percent on a 24/7 basis, including a description/justification of how the solution will meet this reliability requirement.		
Comment:			
IN-5	The proposed solution shall be capable of supporting test, training, and development environments.		
Comment:			
IN-6	The proposed solution's processing time shall be 2 seconds or less, unless the operation is external to NBLETS; the vendor shall include a description of how the solution will meet this response requirement as well as methods for verification of performance.		
Comment:			
IN-7	The proposed solution shall allow the addition of third-party hardware and software components through open architecture.		
Comment:			
IN-8	The proposed solution shall provide a description of each system configuration and its ability to meet the availability specification. The vendor shall include a system diagram, previous experience achieving these performance specifications, and options.		
Comment:			
IN-9	The proposed solution shall be compatible with Internet Protocol (IP) networking standards.		
Comment:			

ID.	General	Response	Demonstration Method
IN-10	The proposed solution shall support Simple Network Management Protocol (SNMP) and the Web-based tool set for secure centralized control of the system using an enterprise management platform.		
Comment:			
IN-11	The proposed solution shall be compatible with current wired networking standards for NSP.		
Comment:			
IN-12	The proposed solution shall support TCP/IP addressability for all components throughout the network.		
Comment:			
IN-13	The proposed solution shall support individual device IDs within agencies (ORI) that can be addressed for the purposes of message routing.		
Comment:			
IN-14	Client software and updates must be provided in .msi and .exe formats for efficient software deployments.		
Comment:			
IN-15	The proposed solution shall be designed to support the addition of hardware and capacity to accommodate increases in NBLETS throughput and workload a 8-year period. Bidders shall identify the system requirements necessary to achieve this.		
Comment:			
IN-16	The proposed solution shall provide NSP with the right to contract directly with hardware providers for servers if it believes it is in its best interest to do so. Vendors shall identify their preferences for a hardware acquisition approach.		
Comment:			

b. APPLICATIONS

The following table describes components required of the software solutions that ensure operability in the target environment and includes software platform, storage, and data model requirements: Refer to IV.E.1. – TABLE 22 for response options.

ID.	General	Response	Demonstration Method
AP-1	The proposed solution shall support multilevel security to restrict access and control functionality.		
Comment:			
AP-2	The proposed solution shall allow for the establishment of user accounts and passwords within the parameters of, and shall be fully compliant with, the guidelines and specifications established in the FBI Criminal Justice Information Services Security Policy 4.5.		
Comment:			

ID.	General	Response	Demonstration Method
AP-3	<p>The proposed solution shall allow the agency to define how long a password will remain valid within the following secure password attributes established by and in compliance with the FBI Criminal Justice Information Services Security Policy:</p> <ul style="list-style-type: none"> • Minimum length of eight characters. • Not a dictionary word or proper name. • Not the same as the user ID. • Changed at a maximum of every 90 days. • Prevents reuse of the last 10 passwords. • Shall not be transmitted in the clear, outside the secure domain. • Nebraska's current requirement is for password to be between 8 and 20 characters. Minimally include one alphabetical, one numeric, and one special character (allowing only @ # \$ % &). Cannot contain the users First Name, Last Name or UserID. Cannot contain any lower case letters. Prevents reuse of the last 12 passwords, and shall be changed at a maximum of every 90 days. . <p>User account termination shall be automatic based on certification date or cancellation by an authorized manager-level command.</p>		
Comment:			

ID.	General	Response	Demonstration Method
AP-4	<p>The proposed solution shall utilize user profiles to determine system access to the following:</p> <ul style="list-style-type: none"> • “Read” access to any data. • “Add” access to any data. • “Modify” access to any data. • “Delete” access to any data. • Each function key for which access is granted. • Each command for which access is granted. • User classification or role. • Production (live) or training mode. 		
Comment:			
AP-5	<p>The proposed solution shall require users to log on to the system before receiving access to any function. This sign-on shall include, at a minimum:</p> <ul style="list-style-type: none"> • A unique user ID and password. 		
Comment:			
AP-6	<p>The proposed solution shall allow for the ability to change password at setup, at sign-on, and during the course of a logged-in session.</p>		
Comment:			
AP-7	<p>The proposed solution shall provide a means for users to recall or reset their password using techniques including, but not limited to:</p> <ul style="list-style-type: none"> • Forgot My Password techniques used extensively on Internet sites. • Challenge questions and answers established during user setup. • If the user successfully answers the challenge question, provide a temporary complex password and require a new user password upon successful session sign-on. • Ability for the terminal agency coordinator to reset a password if necessary. 		

ID.	General	Response	Demonstration Method
Comment:			
AP-8	The proposed solution shall be able to be configured such that users are notified of impending password expiration. If a user's password has expired, the system shall prompt the user to change the password at sign-on.		
Comment:			
AP-9	The proposed solution shall store a configurable number of previous passwords for each user and not allow the user to set the new password to any of these previous values.		
Comment:			
AP-10	The proposed solution shall support user roles or classifications that can be dynamically assigned at sign-on to permit users with the proper security level to sign on at any system workstation, local or remote. This classification shall be defined by user capabilities.		
Comment:			
AP-11	The proposed solution shall afford system administrators the ability to easily update security parameters while the system is online.		
Comment:			
AP-12	The proposed solution shall lock user accounts that have been inactive (no sign-on activity) for a specified period of time (NSP-configurable 180 days). Such accounts can only be unlocked by a terminal agency coordinator or NSP administrator.		
Comment:			
AP-13	The proposed solution shall have the capability to automatically log off users that have been inactive for a specified period of time (NSP-configurable hours). Users can simply sign back on to system to resume activity.		
Comment:			

ID.	General	Response	Demonstration Method
AP-14	The proposed solution shall support Web services.		
Comment:			
AP-15	The solution shall support the use of pointing devices, hot keys, key combinations, buttons, and hyperlinks.		
Comment:			
AP-16	<p>The solution shall provide for:</p> <ul style="list-style-type: none"> • A visual distinction between mandatory and non-mandatory fields. • Validation of data upon submission of the screen for posting. • Display of errors on the appropriate screen for the user. 		
Comment:			
AP-17	<p>The future NBLETS solution environment will contain the following:</p> <ul style="list-style-type: none"> • Windows Server 2008 OS • SQL Server 2008 as the database 		
Comment:			
AP-18	The proposed solution shall utilize a recognized and commercially available NYIIS Soundex product.		
Comment:			
AP-19	The proposed solution shall minimally be capable of running on the Windows XP operating system for the client interface application.		
Comment:			
AP-20	The proposed solution shall provide a user interface with a primary inquiry form or master inquiry form or presentation that includes all of the common inquiries (80 to 100 percent of all inquiries available).		
Comment:			

ID.	General	Response	Demonstration Method
AP-21	The proposed solution shall provide users with a highly integrated set of application modules offering a consistent user interface in order to minimize user training and system administration, including all of the functionality supported in the current NBLETS environment.		
Comment:			
AP-22	The proposed solution shall provide a command line, as well as screen forms, for user entry. Users shall be able to enter data on the command line without affecting operations in the forms or other work area.		
Comment:			
AP-23	The proposed solution shall allow tasks to be entered by keystroke and/or mouse action. However, the system shall allow all commands to be initiated by keystroke if desired.		
Comment:			
AP-24	The proposed solution shall provide standard GUI items, such as drop-down menus, to make selection easier for frequently used fields, such as message keys, all code tables, and agency IDs.		
Comment:			
AP-25	The proposed solution shall support "auto complete" functionality for code table lookups as the user begins to enter data in the code table lookup field.		
Comment:			
AP-26	The proposed solution shall support automated updates to the user application.		
Comment:			
AP-27	The proposed solution shall support pre-fill fields in appropriate pre-formatted screens, eliminating redundant data entry and without impacting the usability.		

ID.	General	Response	Demonstration Method
Comment:			
AP-28	<p>The proposed solution shall provide quick entry methods such as hot keys to minimize the keystrokes required to perform inquiries. Such hot keys would enable the entry of single data inquiries on the command line, and the inquiry would then be executed according to the hot key used. The single data inquiries include:</p> <ul style="list-style-type: none"> • Operator's license number (OLN). • License plate number. • Name. • Vehicle identification number. 		
Comment:			
AP-29	<p>The proposed solution shall provide menus to facilitate access to less frequently used functions and to aid users with applications used infrequently.</p>		
Comment:			
AP-30	<p>The proposed solution shall allow users to move forward and backward to complete data fields.</p>		
Comment:			
AP-31	<p>The proposed solution shall allow users to correct spelling errors without having to retype the entire field.</p>		
Comment:			
AP-32	<p>The proposed solution shall provide users with standard form navigation and allow easy movement from one work area to another via mouse or keyboard.</p>		
Comment:			

ID.	General	Response	Demonstration Method
AP-33	The proposed solution shall provide hot keys for frequently used functions and associate them with the user profile. Hot keys will be standard key assignments (e.g., F1 through F10), and user keys would be optional key assignments (e.g., Shift F1 through F12, Alt F1 through Alt F12, Ctrl F1 through Ctrl F12 or any combination of Alt, Shift and Ctrl keys).		
Comment:			
AP-34	The proposed solution shall enable users to recall (configurable by NSP) and resend recently sent messages. The solution shall also support Windows cut-and-paste functionality.		
Comment:			
AP-35	The proposed solution shall enable users to recall a previous hot file entry (recent) form, to update as necessary and to reenter the record as a new entry (frequent reentry of habitual runaways/missing persons, etc.).		
Comment:			
AP-36	The solution shall provide default, configurable values for fields based on previous input, referential lookup, or other mechanisms. It shall incorporate currently used defaults.		
Comment:			
AP-37	The solution shall provide lookup tables for valid values for fields.		
Comment:			
AP-38	The proposed solution shall maintain all codes in all system code tables with start and end dates.		
Comment:			
AP-39	In order to accurately disseminate historical data, the solution shall provide for storage of the code value at the time of record data entry for code-driven fields.		
Comment:			

ID.	General	Response	Demonstration Method
AP-40	The proposed solution shall have the capability to execute scheduled, unattended online system backups without affecting system performance.		
Comment:			
AP-41	The proposed solution shall have the ability to restore from system backups.		
Comment:			
AP-42	The solution shall provide robust system backup/archiving tools and strategies.		
Comment:			
AP-43	The proposed solution shall provide a logging feature that logs entries, changes, and/or deletions to any configuration data (data transaction recovery log).		
Comment:			
AP-44	The proposed solution shall process data in real time. This means that any parameter change or data change shall be done while the system is online. The change shall take effect immediately.		
Comment:			
AP-45	The proposed solution shall include live, training/test, and development systems. The user's access level needs to allow the user to be able to select the system that corresponds with the desired system.		
Comment:			
AP-46	The proposed solution shall support ODBC compliant relational database technology. SQL Server 2008.		
Comment:			
AP-47	The solution shall provide for access to and manipulation of the data in the database through a standard management system.		
Comment:			

ID.	General	Response	Demonstration Method
AP-48	The solution shall provide the ability to view the application at various levels, from high-level data flows to the actual code level.		
Comment:			
AP-49	The solution shall provide tools for monitoring and enhancing database organization and performance.		
Comment:			
AP-50	The solution shall provide tools for database design and development, including documentation, diagramming, normalization, database generation, screen design and generation, report design and generation, and procedure maintenance tools.		
Comment:			
AP-51	The solution shall provide for the development and maintenance of relational database structures for the support of NBLETS.		
Comment:			

c. PUBLICATION

The table below lists components required to ensure user access to information captured by the desired solution and includes such elements as global search engine indexing, report-writing services, data transformation services, and subscription and notification systems. Refer to IV.E.1. – TABLE 22 for response options.

ID.	Dissemination and Reports	Response	Demonstration Method
PU-1	The proposed solution shall have the ability to interface to an ad hoc reporting tool, preferably SQL Server Reporting Services 2008, which allows trained users to create reports from data.		
Comment:			
PU-2	The proposed solution shall have a report batch monitor that controls the number of reports that may be run at a given time for each server.		
Comment:			

PU-3	The proposed solution shall have a report scheduler that can schedule reports to be automatically run at user-defined times.		
Comment:			
PU-4	The proposed solution shall provide the ability to load a Microsoft Word file onto the system that is then available as a bulletin to advise of system updates and other information.		
Comment:			
PU-5	The proposed solution shall support reports, both of real-time and snapshot data, which are publishable to an intranet or the Internet.		
Comment:			

d. INTEGRATION

The table below describes components involved in the exchange of information between the future NBLETS and related public safety systems. Requirements here are relative to the interfaces that move information between systems at a predetermined time (i.e., batch and/or real-time interfaces). Refer to IV.E.1. – TABLE 22 for response options.

ID.	Interfaces	Response	Demonstration Method
IT-1	The proposed solution shall be capable of interfacing with NCIC system files, including the FBI NICS Denied Persons file.		
Comment:			
IT-2	The proposed solution shall be capable of interfacing with NLETS.		
Comment:			
IT-3	The proposed solution shall be capable of interfacing with the Nebraska PCH system		
Comment:			
IT-4	The proposed solution must be capable of seamlessly interfacing with all current NBLETS interfaces on the first day of implementation (i.e., CAD, RMS, mobile data terminal [MDT], local systems).		
Comment:			

ID.	Interfaces	Response	Demonstration Method
IT-5	The proposed solution shall be capable of interfacing with NLETS photo sharing in conjunction with NSP and Motor Vehicle Division (MVD) photos.		
Comment:			
IT-6	The proposed solution shall be capable of interfacing with Nebraska MVD and photo sharing.		
Comment:			
IT-7	The proposed solution shall enable external system interfaces to send properly formatted NCIC messages and transactions.		
Comment:			
IT-8	The proposed solution shall support the Global Justice XML Data Dictionary (GJXDD), GJXDM, and the NIEM XML data model.		
Comment:			
IT-9	The proposed solution shall be able to query/exchange data in the NIEM reference model format.		
Comment:			
IT-10	The proposed solution shall support electronic data access to third-party systems for query/exchange (for example, Web services, ODBC, data warehouse/flat file, API).		
Comment:			
IT-11	The proposed solution shall explain the approach to Web services.		
Comment:			
IT-12	The solution shall support authentication of an electronic report/interface data source.		
Comment:			
IT-13	The proposed solution shall have the ability to search multiple external systems and/or databases via a single query.		
Comment:			

ID.	Interfaces	Response	Demonstration Method
IT-14	The proposed solution shall have the ability to receive and respond to queries from authorized external systems and/or databases.		
Comment:			
IT-15	The proposed solution must have the hot files reside on the switch.		
Comment:			
IT-16	The NSP development team shall be able to customize and create new queries		
Comment:			
IT-17	The system shall be capable of configuration for inquiries, so that NSP can add or access additional databases in the future, without having to access bidder involvement.		
Comment:			
IT-18	The proposed solution shall have the ability to access mug shots and other image information stored in any other NSP repository.		
Comment:			
IT-19	The proposed solution shall have the ability to access other documents or images stored in a specified repository.		
Comment:			
IT-20	The proposed solution shall have the ability to retrieve and route images stored in a specified repository.		
Comment:			
IT-21	The proposed solution shall have the ability to retrieve and route other documents or images stored in a specified repository.		
Comment:			
IT-22	The proposed solution shall afford the user the ability to save or print images regardless and independent of the response.		
Comment:			

- e. **STRATEGIC AND TACTICAL ANALYSIS**
 Enhanced strategic and tactical analysis is achieved with a system that successfully addresses the functional layers above. The components detailed in the table below provide complex relational information to criminal justice users from existing information systems. The components include summary data sets that can be used to build comprehensive data warehouses designed to drive business decisions between organizations. Refer to IV.E.1. – TABLE 22 for response options.

ID.	Strategic and Tactical Analysis	Response	Demonstration Method
ST-1	The proposed solution shall support “delayed inquiry” functionality wherein new inquiry data is compared with similar inquiry types for the past 10 days (time period configurable by NSP). Information about any matches on similar inquiries run with the same data (data element, inquiring agency and user, and any notes associated with the inquiry) shall be returned to the user.		
Comment:			
ST-2	The proposed solution shall support the addition of inquiring user notes to a recently conducted inquiry (e.g., license plate, OLN).		
Comment:			
ST-3	The proposed solution shall support the ability of the end user to mine log, activity, and transaction files to recall actions and responses for a period of time configurable by NSP.		
Comment:			
ST-4	The proposed solution shall be capable of harvesting data from a response (e.g., the registered owner name and date of birth from a vehicle or plate inquiry) and auto-generate another inquiry (e.g., a standard name inquiry to NCIC) based on that data element.		
Comment:			

- f. **MANAGEMENT AND ADMINISTRATION**
 The table below lists components associated with the management and administration of the system, including the components necessary to ensure successful operation in the desired technical environment, as well as applicable standards and vendor support. Refer to IV.E.1. – TABLE 22 for response options.

ID.	System Administration	Response	Demonstration Method
MA-1	The proposed solution shall provide communication link self-monitoring capabilities such that it identifies when a connection is unavailable and notifies the designated system administrator of the outage by predefined notification means (e.g., pager, telephone, e-mail).		
Comment:			
MA-2	The proposed solution shall provide for software upgrades/maintenance that do not affect the production system (no downtime) in a virtualized or non-virtualized environment.		
Comment:			
MA-3	The proposed solution shall provide support for all current and proposed NCIC mandates.		
Comment:			
MA-4	The proposed solution shall include the necessary company and staff resources to implement the proposed system, including a detailed explanation of these resources and plans in project management and staffing plans.		
Comment:			
MA-5	The solution shall enable every component of the message switch system to be modified by system administrators to meet changing federal and State standards without the need to contract with a vendor to make changes.		
Comment:			
MA-6	Vendors shall provide an explanation of their service and support philosophy, how it is carried out, and how success is measured.		
Comment:			

ID.	System Administration	Response	Demonstration Method
MA-7	The proposed solution shall provide ongoing services and support, including, but not limited to, the following: toll-free 24/7 customer service, annual training classes, an online customer service Web site, and online software maintenance.		
Comment:			
MA-8	The proposed solution shall provide a thorough description of help desk services, including dial-in, Web support, and ongoing maintenance.		
Comment:			
MA-9	To maintain configuration integrity, the proposed solution shall support configuration control for all configurable elements, including auditing, rollback, roll-forward, and configuration change transactions with the ability to both import and export configurations.		
Comment:			
MA-10	Provide at least two expense paid trip per year to vendor's user's conference.		
Comment:			
MA-11	The proposed solution shall comply with established NSP and State of Nebraska technology standards and policies.		
Comment:			
MA-12	The solution shall be compliant with all standards and policies outlined in section VI.C.5 of the RFP.		
Comment:			
MA-13	The solution shall comply with FBI Criminal Justice Information Services Security Policy (V4.5), December 2008 or latest.		
Comment:			
MA-14	The proposed solution shall comply with NCIC response time and performance requirements.		

ID.	System Administration	Response	Demonstration Method
Comment:			
MA-15	The proposed solution shall meet delivery and transmittal requirements for NCIC 2000 and NLETS.		
Comment:			
MA-16	The proposed solution shall use standard NCIC codes and descriptors.		
Comment:			
MA-17	The proposed solution shall comply with NIEM and GJXDM standards.		
Comment:			
MA-18	The proposed solution shall provide a training environment, especially for hot file entry and maintenance. This environment shall simulate complete hot file entry and maintenance functionality, validation, and response, without sending to NCIC.		
Comment:			
MA-19	The proposed solution shall provide access to online system help files that describe fields, forms, and data requirements, as well as procedures from system documentation.		
Comment:			
MA-20	The proposed solution shall provide access to online NCIC manual files that describe fields, forms, and data requirements, as well as procedures and automatic updates.		
Comment:			
MA-21	The proposed solution shall provide access to online NLETS manual files that describe fields, forms, and data requirements, as well as procedures and automatic updates.		
Comment:			

ID.	System Administration	Response	Demonstration Method
MA-22	The proposed solution shall provide access to online NBLETS manual files that describe fields, forms, and data requirements, as well as procedures and automatic updates of the manual by NSP administrators.		
Comment:			
MA-23	The proposed solution shall provide the ability to query the NBLETS manual and to allow automated updates by NSP administration.		
Comment:			
MA-24	The proposed solution shall provide a detailed user-training program and include a syllabus of each class and sample training manual.		
Comment:			
MA-25	The proposed solution shall provide sufficient training for the number and type of users described in the training plan outlined in the Section IV.D.11 of the proposal. This includes providing training during evening and night shifts. Vendors shall provide a detailed definition of the number of training classes, class duration, class size, and class location.		
Comment:			

V. PROPOSAL INSTRUCTIONS

This section documents the mandatory requirements that must be met by bidders in preparing the Technical and Cost Proposals. Bidders should identify the subdivisions of "Project Description and Scope of Work" clearly in their proposals; failure to do so may result in disqualification. Failure to respond to a specific requirement may be the basis for elimination from consideration during the State's comparative evaluation.

Proposals are due by the date and time shown in the Schedule of Events. Content requirements for the Technical and Cost Proposal are presented separately in the following subdivisions:

A. TECHNICAL PROPOSAL

The Technical Proposal shall consist of four (4) sections:

- a.** SIGNED "State of Nebraska Request For Proposal For Contractual Services" form;
- b.** Executive Summary;
- c.** Corporate Overview; and
- d.** Technical Approach.

1. REQUEST FOR PROPOSAL FORM

By signing the "Request For Proposal For Contractual Services" form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the Terms and Conditions stated in this Request for Proposal and certifies bidder maintains a drug free work place environment.

The Request For Proposal For Contractual Services form must be signed in ink and returned by the stated date and time in order to be considered for an award.

2. EXECUTIVE SUMMARY

The Executive Summary shall condense and highlight the contents of the solution being proposed by the bidder in such a way as to provide the Evaluation Committee with a broad understanding of the Contractor's Technical Proposal.

Bidders must present their understanding of the problems being addressed by implementing a new system, the objectives and intended results of the project, and the scope of work. Bidders shall summarize how their Technical Proposal meets the requirements of the Request for Proposal, and why they are best qualified to perform the work required herein.

3. CORPORATE OVERVIEW

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

a. BIDDER IDENTIFICATION AND INFORMATION

The bidder must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business, whether the name and form of organization has changed since first organized, and Federal Employer Identification Number and/or Social Security Number.

This information should be filled out on Form D – Bidder Strength and Stability Form.

b. FINANCIAL STATEMENTS

The bidder must provide financial statements applicable to the firm. If publicly held, the bidder must 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 must 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 must provide a banking reference.

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

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 must describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded vendor(s) will require notification to the State.

d. OFFICE LOCATION

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

e. RELATIONSHIPS WITH THE STATE

The bidder shall describe any dealings with the State over the previous five (5) years. If the organization, its predecessor, or any party named in the bidder's proposal response has contracted with the State, the bidder shall identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

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.

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 ten (10) 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.

h. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

The bidder shall provide a summary matrix listing the bidder's previous projects similar to this Request for Proposal 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. Two of which, the bidder must have successfully completed implementations for State-level Law Enforcement message switches of comparable size and complexity to NSP's needs.

NSP is concerned about the overall company strength and viability to support NSP with this solution. NSP views this procurement as a long-term technology investment and seeks to ensure that bidders can accomplish the NBLETS Replacement Project.

Bidders must submit references, along with contact information, for the qualifying experience of message switch solution implementations by using the Bidder References Form (FORM C).

Please be advised that the NSP Evaluation Committee will call the bidder references to confirm information. Bidders must have satisfactorily completed the qualifying project, as verified by the references, in order to receive evaluation points for this requirement.

The bidder must address the following:

- i. Bidder must provide narrative descriptions to highlight the similarities between their experience and this Request for Proposal. These descriptions must include:

- a) the time period of the project;
 - b) the scheduled and actual completion dates;
 - c) the contractor's responsibilities;
 - d) for reference purposes (FORM C), a customer name (including the name of a contact person, a current telephone number, a facsimile number and e-mail address);
 - e) each project description shall identify whether the work was performed as the prime contractor or as a subcontractor. If a bidder performed as the prime contractor, the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget;
 - f) each project description shall identify the bidder's ability to interface with related systems. The referenced message switch solutions implemented must have included multiple integration points to other bidder-provided or custom State, local/county, and federal-level public safety systems, including the International Justice & Public Safety Information Sharing Network, NCIC, and local agency interfaces;
- ii. Contractor and subcontractor(s) experience must be listed separately. Narrative descriptions submitted for subcontractors must be specifically identified as subcontractor projects; and
 - iii. If the work was performed as a subcontractor, the narrative description shall identify the same information as requested for the contractors above. In addition, subcontractors shall identify what share of contract costs, project responsibilities, and time period were performed as a subcontractor.

b. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

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

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

The bidder shall 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 Request for Proposal in addition to assessing the experience of specific individuals.

Resumes must not be longer than three (3) pages. Resumes shall 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.

- i. The proposed project staff shall include the account manager, project manager, training personnel, and all other key staff to be assigned to the NBLETS Replacement Project. Bidders must provide an outline of all proposed individuals, including their major areas of responsibility during the project and the percentage of time that each will be dedicated to the project.
- ii. Specific guidelines for the bidder's project manager include the following:
 - a) Must be able to demonstrate a history of successful projects of a similar size, nature and complexity.
 - b) Must have a bachelor's degree.
 - c) Must be able to demonstrate a minimum of 5 years' project management experience.

Though not required, Project Management Professional (PMP) certification from the Project Management Institute, Inc. (PMI) would be a value-added qualification.

Resumes of all key proposed personnel are required and must include the following, at a minimum:

- i. Experience with the bidder.
- ii. Experience with projects related to public safety, especially message switch solutions.
- iii. Experience with projects similar in size, scope, and complexity to this project.
- iv. System design and development experience.
- v. System implementation and support experience.
- vi. System integration experience.

Bidders shall indicate any industry-acknowledged certifications (e.g., Capability Maturity Model Integration [CMMI], PMP, International Organization for Standardization [ISO]) that their organization or key proposed personnel have attained or are actively pursuing.

The description of experience must include specific responsibilities of bidder personnel and the number of years of their experience.

Each project referenced in a resume shall include the customer name, customer reference (including current telephone number), and time period of the project, as well as a very brief project description.

It is of note that NSP reserves the right to approve or reject any changes to the bidder's project manager or other key personnel after the contract award. NSP also reserves the right to require key personnel changes, with reasonable notice to the bidder, following contract award if NSP determines that such changes are in the best interest of the project.

c. SUBCONTRACTORS

If the bidder intends to subcontract any part of its performance hereunder, the bidder must 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.

4. TECHNICAL APPROACH

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

a. Overview

Bidders must follow the outline below for the overall proposal. A more detailed explanation of the information sought by NSP in each subsection is also provided.

NOTE: Additional requirements identified throughout the RFP shall also be included this section.

- i. Table of Contents
- ii. Bidder Strength and Stability
- iii. Exceptions to Requirements of the RFP
 - a) Technical Response
 - b) Value-Added Options
- iv. Proposal Checklist

b. TABLE OF CONTENTS

A table of contents shall be included as a part of the overall proposal with cross-references between each RFP requirement and the specific page of the response to the requirement.

c. BIDDER STRENGTH AND STABILITY

In addition to the Corporate Overview information in required by Sections V.A.3, which includes references and key personnel resumes, the bidder must complete the Bidder Strength and Stability Form (FORM D). If the proposal involves multiple bidders, be sure to include relevant information for each bidder. Please provide a clear and concise response to each question.

d. TECHNICAL RESPONSE

Bidders must follow the outline below for the Technical Response section of the overall proposal. A more detailed explanation of the information is available in the RFP section referenced.

Proposal Outline

ID	Proposal Component	RFP Reference
1.	Scope of Work Acknowledgement	IV.D.1
2.	Overall Solution Approach	IV.D.2
3.	Project Management Plan	IV.D.3
4.	Risk Management Plan	IV.D.4
5.	Implementation Plan	IV.D.5
6.	Data Conversion Plan	IV.D.6
7.	Business Continuity Solution	IV.D.7
8.	Migration Plan	IV.D.8
9.	Fail-Back Plan	IV.D.9
10.	Test Plans	IV.D.10
11.	Training Plan	IV.D.11
12.	System Documentation Approach	IV.D.12
13.	Maintenance and Support Plans	IV.D.13
14.	Software Escrow Requirement	IV.D.14
15.	End of Contract Transition Plan	IV.D.15
16.	Completed Requirements Matrices	IV.E

e. ADDITIONAL VALUE-ADDED OPTIONS

Bidders are encouraged to provide descriptions of any other value-added services that are not already referenced by specifications included within this RFP. Any value-added options may be presented as optional components when there are associated additional costs. The Technical Response section shall include a comprehensive and written description of the bidder's approach to all value-added options that may be provided.

The value added option is to be associated with additional costs and, as a result, is to be included as an optional component on the Cost Schedule P – Optional Components (FORM F).

f. PROPOSAL CHECKLIST

Bidders must complete and attach the Proposal Checklist (FORM E).

Bidders may attach other materials that they feel may improve the quality of their responses. However, these materials shall be included as items in a separate appendix.

B. COST PROPOSAL REQUIREMENTS

This section describes the requirements to be addressed by bidders in preparing the Cost Proposal. The bidder must submit the Cost Proposal in a section of the proposal that is a separate section or is packaged separately as specified in this RFP from the Technical Proposal section.

The component costs of the fixed price proposal for providing the services set forth in the Request for Proposal must be provided by submitting forms substantially equivalent to those described below.

1. PRICING SUMMARY

This summary shall present the total fixed price to perform all of the requirements of the Request for Proposal. The bidder must include details in the Cost Proposal supporting any and all costs. These details must include, at a minimum, detailed descriptions and/or specifications of the goods and/or services to be provided, quantities, and timing and unit costs, if applicable.

NSP is interested in understanding all of the costs associated with the proposals for the NBLETS Replacement Project.

Each bidder is required to submit a complete set of Cost Schedules (FORM F) for its proposed solution.

Note: NSP seeks software licensing arrangements based on an enterprise license agreement

It is important to note the following:

- a. The bidder's quantifiable solution must be deliverable-based and each deliverable must account for and receive a final acceptance.
- b. Bidders must include "transition" costs associated with maintaining current message switch system functionality during implementation of the new environment and equipment.
- c. NSP shall be provided with the option to procure only select elements of a total proposal at the costs quoted for those specific elements. At the sole discretion of the State, NSP further reserves the right to procure partial solutions from different bidders if deemed to be in its best interest.

The State reserves the right to review all aspects of the Cost Proposal for reasonableness and to request clarification of any proposal where the cost component shows significant and unsupported deviation from industry standards or in areas where detailed pricing is required.

2. PRICES

Prices quoted shall be net, including transportation and delivery charges fully prepaid by the bidder, F.O.B. destination named in the Request for Proposal. No additional charges will be allowed for packing, packages, or partial delivery costs. When an arithmetic error has been made in the extended total, the unit price will govern.

C. PAYMENT SCHEDULE

NSP requires a deliverables-based, milestone payment plan, with the majority of the disbursement being made upon final testing and acceptance. The payment schedule for the project is tied to specific dates and deliverables. Invoices may be submitted by the contractor on specific dates based on the completion and acceptance of related deliverables. No invoice will be approved unless the associated deliverables have been approved.

Form A

Bidder Contact Sheet

Request for Proposal Number 3473Z1

Form A should be completed and submitted with each response to this Request for Proposal. 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:	
Bidder Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	

Each bidder shall 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:	
Bidder Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	

Form B

Notification of Intent to Bid

Request for Proposal Number 3473Z1

Bidder Name:	
Bidder Address:	
Contact Person:	
E-mail Address:	
Telephone Number:	
Fax Number:	

The "Notification of Intent to Bid" form should be submitted to the State Purchasing Bureau via e-mail (matpurch.dasmat@nebraska.gov), facsimile (402-471-2089), hand delivered or US Mail by the date shown in the Schedule of Events.

FORM C

BIDDER REFERENCES FORM

Request for Proposal Number 3473Z1

References					
1.	Name of Client Agency				
	Application Name			Year Contracted	
	Client Address				
	Client City		State		Zip
	Client Contact		Title		
	Contact Telephone and Fax				
	Contact E-Mail				
	Number of Years Contracted				
	Application Modules/ Functions Operational				
	Application Modules/ Functions Planned for Implementation				
	Total Contract Value				
	Number of Users				
2.	Name of Client Agency				
	Application Name			Year Contracted	
	Client Address				
	Client City		State		Zip
	Client Contact		Title		
	Contact Telephone and Fax				
	Contact E-Mail				
	Number of Years Contracted				
	Application Modules/ Functions Operational				
	Application Modules/ Functions Planned for Implementation				
	Total Contract Value				
	Number of Users				
3.	Name of Client Agency				
	Application Name			Year Contracted	
	Client Address				
	Client City		State		Zip
	Client Contact		Title		
	Contact Telephone and Fax				
	Contact E-Mail				
	Number of Years Contracted				
	Application Modules/ Functions Operational				
	Application Modules/ Functions Planned for Implementation				
	Total Contract Value				
	Number of Users				

FORM D

BIDDER STRENGTH AND STABILITY FORM

Request for Proposal Number 3473Z1

Information Requested	Bidder Response, Comments, or Explanation
BIDDER INFORMATION	
1. Full company or corporate name	
2. Name, address, and telephone number of each principal	
3. Number of years the bidder has been in the software business	
4. Amount/percentage of sales reinvested into research and development	
PERSONNEL	
<i>Total number of FTEs in the company (in each Category):</i>	
5. Customer user support	
6. Customer technical support	
7. Research and development	
8. Project management	
9. Project implementation and rollout	
<i>Total persons yrs of experience for your company's employees in each Category (e.g. 5 support people with 3 yrs each = 15 person yrs):</i>	
10. Customer user support	
11. Customer technical support	
12. Research and development	
13. Project management	
14. Project implementation and rollout	
15. Estimated number of resources to be dedicated to this client	

Information Requested		Bidder Response, Comments, or Explanation
BIDDER CUSTOMER SUPPORT		
16.	Information about any local branch offices or support centers that might serve an account in Nebraska.	
17.	For each local branch listed in #16, identify the number of employees and type(s) of services provided	
18.	Are there user groups in place for your proposed hardware/software?	
19.	Does the bidder provide toll-free telephone support?	
20.	What are the hours of support (e.g., 8 a.m. to 5 p.m. CST, 24/7)?	
21.	How is after-hours support provided?	
22.	How are support calls classified and prioritized?	
23.	How are support calls escalated in an emergency?	
24.	What is the average response time to calls?	
25.	What is the average service-call resolution time?	
26.	Will NSP have direct access to dedicated support personnel to solve a particular issue?	
27.	Does the bidder offer online access to general information and troubleshooting tools (e.g., searchable knowledge base, FAQs, training materials, manuals)?	
28.	Will ongoing support for subsequent years be available through a maintenance agreement on a set-cost basis? What is included in this service?	
29.	What are the specifics for items to be typically performed for upgrades of the package?	
BIDDER IMPLEMENTATION HISTORY		
30.	Number of years of experience for the bidder:	
31.	In public sector and State/local government:	
32.	Total number of Web/Internet projects that the bidder has implemented:	
33.	In public sector and State/local government:	
34.	Total number of Web/Internet projects that the bidder is currently undertaking:	

Information Requested		Bidder Response, Comments, or Explanation
PENDING LITIGATIONS		
35.	Number of pending litigations that the company has had in the past 5 years. Please attach a separate document with the details of each situation (client name, date, and description/cause):	
36.	Number of situations in which the company has been subject to liquidated damages in the past 5 years. Please attach a separate document with the details of each situation (client name, imposed amount, imposed date, collected amount, date collected, and description/cause):	

FORM E

PROPOSAL CHECKLIST

Request for Proposal Number 3473Z1

ID	Item	RFP Reference
1.	Signed "State of Nebraska Request For Proposal For Contractual Services" form	V.A.1
2.	Executive Summary	V.A.2
3.	Corporate Overview	V.A.3
	Technical Approach	V.A.4
4.	Table of Contents	V.A.4.b
5.	Bidder Strength and Stability Form	V.A.4.c
6.	Additional Value Added Options	V.A.4.e
7.	Proposal Checklist (this document)	V.A.4.f
	Technical Response	V.A.4.d
8.	Scope of Work Acknowledgement	IV.D.1
9.	Overall Solution Approach	IV.D.2
10.	Project Management Plan	IV.D.3
11.	Risk Management Plan	IV.D.4
12.	Implementation Plan	IV.D.5 & IV.C.4.a
13.	Data Conversion Plan	IV.D.6
14.	Business Continuity Solution	IV.D.7
15.	Migration Plan	IV.D.8
16.	Fail-Back Plan	IV.D.9
17.	Test Plans	IV.D.10
18.	Training Plan	IV.D.11
19.	System Documentation Approach	IV.D.12
20.	Maintenance and Support Plans	IV.D.13
21.	Software Escrow Requirement	IV.D.14
22.	End of Contract Transition Plan	IV.D.15
23.	Completed Requirements Matrices	IV.E
	Cost Proposal	V.B – V.C
24.	Pricing Summary	V.B.1
25.	Pricing Detail	V.B.2
26.	Pricing Schedule	V.C

ATTACHMENT A

NBLETS MESSAGE KEYS

Request for Proposal Number 3473Z1

a. NCIC Message Keys

ID	MKE	MKE Description
NCIC Vehicles, Parts and License Plates		
1	CF	CLEAR FELONY VEHICLE
2	CP	CLEAR VEHICLE/BOAT PART
3	CV	CLEAR STOLEN VEHICLE
4	CW	CLEAR WANTED PERSON
5	EF	ENTER FELONY VEHICLE
6	EF-A	ENTER FELONY VEHICLE/OCCUPANT(S) ARMED
7	EF-F	ENTER FELONY VEHICLE/OCCUPANT(S) ARMED/HOLD FOR LATENTS
8	EF-P	ENTER FELONY VEHICLE/HOLD FOR LATENTS
9	EFC	ENTER FELONY VEHICLE – CPIC
10	EIC	ENTER ABANDONED VEHICLE – CPIC
11	EL	ENTER STOLEN LICENSE PLATE
12	EL-A	ENTER STOLEN LICENSE PLATE - OCCUPANT(S) ARMED
13	EL-F	ENTER STOLEN LICENSE PLATE - OCCUPANT(S) ARMED AND HOLD FOR LATENTS
14	EL-P	ENTER STOLEN LICENSE PLATE - HOLD FOR LATENTS
15	ELC	ENTER STOLEN LICENSE PLATE - CPIC
16	EP	ENTER VEHICLE/BOAT PART
17	EP-P	ENTER VEHICLE/BOAT PART - HOLD FOR LATENT INDICATOR
18	EPC	ENTER VEHICLE/BOAT PART – CPIC
19	EV	ENTER STOLEN VEHICLE
20	EV-A	ENTER STOLEN VEHICLE - OCCUPANT(S) ARMED
21	EV-F	ENTER STOLEN VEHICLE - OCCUPANT(S) ARMED/HOLD FOR LATENTS
22	EV-P	ENTER STOLEN VEHICLE - HOLD FOR LATENTS
23	LF	LOCATE FELONY VEHICLE
24	LL	LOCATE LICENSE PLATE RECORD
25	LP	LOCATE VEHICLE/BOAT PART
26	LV	LOCATE STOLEN VEHICLE
27	LVS1- LVS2	LOCATE ADD-ON STOLEN VEHICLE

ID	MKE	MKE Description
28	MF	MODIFY FELONY VEHICLE
29	MFC	MODIFY FELONY VEHICLE – CPIC
30	MIC	MODIFY ABANDONED VEHICLE - CPIC
31	ML	MODIFY LICENSE PLATE
32	MLC	MODIFY LICENSE PLATE – CPIC
33	MP	MODIFY VEHICLE/BOAT PART
34	MPC	MODIFY VEHICLE/BOAT PART – CPIC
35	MSD	MODIFY SENTRY PERSON
36	MV	MODIFY STOLEN VEHICLE
37	MVC	MODIFY STOLEN VEHICLE – CPIC
38	QII	IMAGE INQUIRY - ALL IMAGES/SPECIFIC IMAGE/GENERIC BOAT/ GENERIC VEHICLE
39	QV	VEHICLE (STOLEN OR FELON) INQUIRY
40	QW	INQUIRY - ALL PERSONS, VEHICLE, LICENSE PLATE
41	QWA	INQUIRY – ALL PERSONS, VEHICLE, LICENSE PLATE
42	QWE	INQUIRY – ALL PERSONS, VEHICLE, LICENSE PLATE
43	QWF	INQUIRY – ALL PERSONS, VEHICLE, LICENSE PLATE
44	QWS	INQUIRY – ALL PERSONS, VEHICLE, LICENSE PLATE
45	RNQ	REGISTRATION INQUIRY BY NAME
46	XF	CANCEL FELONY VEHICLE
47	XFC	CANCEL FELONY VEHICLE – CPIC
48	XIC	CANCEL ABANDONED VEHICLE - CPIC
49	XL	CANCEL LICENSE PLATE
50	XLC	CANCEL LICENSE PLATE – CPIC
51	XPC	CANCEL VEHICLE/BOAT PART – CPIC
52	XP	CANCEL VEHICLE/BOAT PART
53	XUN	CANCEL UNIDENTIFIED PERSON SUPPLEMENTAL DATA
54	XVC	CANCEL STOLEN VEHICLE – CPIC
55	XVS1- XVS2	CANCEL ADD-ON STOLEN VEHICLE
56	ZV	VEHICLE (STOLEN OR FELON) INQUIRY
57	ZW	INQUIRY - ALL PERSONS, VEHICLE, LICENSE PLATE
NCIC ORI		
58	EO	ENTER ORI
59	MO	MODIFY ORI
60	QO	ORI INQUIRY - FULL LISTING
61	XO	CANCEL ORI
62	ZO	ORI INQUIRY - LIMITED LISTING
NCIC Boats		
63	CB	CLEAR STOLEN BOAT
64	EB	ENTER STOLEN BOAT

ID	MKE	MKE Description
65	EB-A	ENTER STOLEN BOAT - OCCUPANTS ARMED
66	EB-F	ENTER STOLEN BOAT - OCCUPANTS ARMED AND HOLD FOR LATENTS
67	EB-P	ENTER STOLEN BOAT - HOLD FOR LATENTS
68	EBC	ENTER STOLEN BOAT – CPIC
69	EBP1-EBP7	ENTER BOAT PART ADD-ON SUPPLEMENTAL
70	EBS	ENTER BOAT SUPPLEMENTAL
71	EBT	ENTER BOAT TRAILER SUPPLEMENTAL
72	LB	LOCATE BOAT
73	LBP1-LBP7	LOCATE BOAT PART ADD-ON SUPPLEMENTAL
74	LBT	LOCATE BOAT TRAILER SUPPLEMENTAL
75	MB	MODIFY BOAT
76	MBC	MODIFY BOAT – CPIC
77	QB	BOAT INQUIRY
78	XB	CANCEL STOLEN BOAT
79	XBC	CANCEL STOLEN BOAT – CPIC
80	XBP1-XBP7	CANCEL BOAT PART ADD-ON SUPPLEMENTAL
81	XBT	CANCEL BOAT TRAILER SUPPLEMENTAL
NCIC Guns		
82	CFG	CLEAR FELONY GUN DATA
83	CG	CLEAR STOLEN GUN
84	CLG	CLEAR LOST GUN
85	CRG	CLEAR RECOVERED GUN
86	EFG	ENTER FELONY GUN DATA
87	EFGP	ENTER FELONY GUN DATA – HOLD FOR LATENTS
88	ELG	ENTER LOST GUN DATA
89	EG	ENTER STOLEN GUN DATA
90	EG-P	ENTER STOLEN GUN DATA - HOLD FOR LATENTS
91	ERG	ENTER RECOVERED GUN DATA
92	LG	LOCATE STOLEN GUN
93	LLG	LOCATE LOST GUN
94	MFG	MODIFY FELONY GUN DATA
95	MG	MODIFY STOLEN GUN
96	MLG	MODIFY LOST GUN
97	MRG	MODIFY RECOVERED GUN DATA
98	QG	GUNS INQUIRY
99	XFG	CANCEL FELONY GUN DATA
100	XG	CANCEL STOLEN GUN
101	XLG	CANCEL LOST GUN

ID	MKE	MKE Description
102	XRG	CANCEL RECOVERED GUN
103	ZG	GUNS INQUIRY
NCIC Articles		
104	CA	CLEAR STOLEN ARTICLE
105	CAA	CLEAR CONSECUTIVELY SERIALIZED STOLEN ARTICLES
106	EA	ENTER STOLEN ARTICLE
107	EAA	ENTER CONSECUTIVELY SERIALIZED STOLEN ARTICLES
108	EA-P	ENTER STOLEN ARTICLE - HOLD FOR LATENTS
109	LA	LOCATE SINGLE ARTICLE
110	LAA	LOCATE CONSECUTIVELY SERIALIZED ARTICLES
111	MA	MODIFY SINGLE STOLEN ARTICLE
112	MAA	MODIFY CONSECUTIVELY SERIALIZED STOLEN ARTICLES
113	QA	SINGLE AND CONSECUTIVELY SERIALIZED ARTICLES INQUIRY
114	XA	CANCEL SINGLE STOLEN ARTICLE
115	XAA	CANCEL CONSECUTIVELY SERIALIZED STOLEN ARTICLES
NCIC Securities		
116	CS	CLEAR SINGLE SECURITY
117	CSS	CLEAR CONSECUTIVELY SERIALIZED SECURITIES
118	ES	ENTER SINGLE SECURITY
119	ESS	ENTER CONSECUTIVELY SERIALIZED SECURITIES
120	LS	LOCATE SINGLE SECURITY
121	LSS	LOCATE CONSECUTIVELY SERIALIZED SECURITIES
122	MS	MODIFY SINGLE SECURITY
123	MSS	MODIFY CONSECUTIVELY SERIALIZED SECURITIES
124	QS	SINGLE AND CONSECUTIVELY SERIALIZED SECURITIES INQUIRY
125	XS	CANCEL SINGLE SECURITY
126	XSS	CANCEL CONSECUTIVELY SERIALIZED SECURITIES
NCIC Persons		
127	CT	CLEAR TEMPORARY FELON PERSON
128	CW	CLEAR WANTED PERSON
129	DW	ENTER DETAINED WANTED PERSON
130	EID	ENTER IDENTITY THEFT
131	EIDC	ENTER IDENTITY THEFT – CAUTION
132	EIM	ENTER IMAGE
133	EIN	ENTER IDENTITY THEFT SUPPLEMENTAL
134	EMN	ENTER MISSING PERSON SUPPLEMENTAL DATA
135	EN	ENTER WANTED PERSON SUPPLEMENTAL DATA

ID	MKE	MKE Description
136	ENS	ENTER PERSON FRAUDULENT DATA
137	ESD	ENTER SENTRY PERSON
138	ESDN	ENTER SENTRY PERSON SUPPLEMENTAL
139	ET	ENTER TEMPORARY FELON
140	ET-C	ENTER TEMPORARY FELON – CAUTION
141	EW	ENTER WANTED PERSON
142	EW-C	ENTER WANTED PERSON – CAUTION
143	EWJ	ENTER WANTED JUVENILE PERSON
144	EWJC	ENTER WANTED JUVENILE PERSON - CAUTION
145	LT	LOCATE TEMPORARY FELON
146	LW	LOCATE WANTED PERSON
147	MII	MODIFY IMAGE DATA
148	MID	MODIFY IDENTITY THEFT
149	MDW	MODIFY DETAINED WANTED PERSON
150	MT	MODIFY TEMPORARY FELON
151	MW	MODIFY WANTED PERSON
152	QID	IDENTITY THEFT INQUIRY
153	QPER	NAME ONLY SEARCH
154	QW	INQUIRY - ALL PERSONS, VEHICLE, LICENSE PLATE
155	XDW	CANCEL DETAINED WANTED PERSON
156	XID	CANCEL IDENTITY THEFT
157	XIM	CANCEL IMAGE
158	XIN	CANCEL IDENTITY THEFT SUPPLEMENTAL
159	XN	CANCEL WANTED PERSON AND TEMPORARY FELON SUPPLEMENTAL DATA
160	XNS	CANCEL WANTED PERSON AND TEMPORARY FELON FRAUDULENT DATA
161	XSD	CANCEL SENTRY RECORD
162	XSDN	CANCEL SENTRY RECORD SUPPLEMENTAL
163	XT	CANCEL TEMPORARY FELON
164	XW	CANCEL WANTED PERSON
NCIC Protection Orders		
165	CPO	CLEAR PROTECTION ORDER
166	CTO	CLEAR TEMPORARY PROTECTION ORDER
167	ENPO	ENTER PROTECTION ORDER – SUPPLEMENTAL
168	EPO	ENTER PROTECTION ORDER
169	EPOC	ENTER PROTECTION ORDER – CAUTION
170	ETO	ENTER TEMPORARY PROTECTION ORDER
171	ETOC	ENTER TEMPORARY PROTECTION ORDER – CAUTION
172	MPO	MODIFY PROTECTION ORDER
173	MTO	MODIFY TEMPORARY PROTECTION ORDER

ID	MKE	MKE Description
174	QPO	INQUIRE ON PROTECTION ORDER
175	XNPO	CANCEL SUPPLEMENTAL PROTECTION ORDER DATA
176	XPO	CANCEL PROTECTION ORDER
177	XTO	CANCEL TEMPORARY PROTECTION ORDER
NCIC Missing Persons		
178	CM	CLEAR MISSING PERSON
179	EMD	ENTER MISSING PERSON DISABILITY
180	EMDC	ENTER MISSING PERSON DISABILITY – CAUTION
181	EME	ENTER MISSING PERSON ENDANGERED
182	EMEC	ENTER MISSING PERSON ENDANGERED - CAUTION
183	EMI	ENTER MISSING PERSON INVOLUNTARY
184	EMIC	ENTER MISSING PERSON INVOLUNTARY - CAUTION
185	EMJ	ENTER MISSING PERSON JUVENILE
186	EMJC	ENTER MISSING PERSON JUVENILE - CAUTION
187	EMO	ENTER MISSING PERSON OTHER
188	EMOC	ENTER MISSING PERSON OTHER - CAUTION
189	EMV	ENTER MISSING PERSON CATASTROPHE VICTIM
190	EMVC	ENTER MISSING PERSON CATASTROPHE VICTIM - CAUTION
191	LM	LOCATE MISSING PERSON
192	MM	MODIFY MISSING PERSON
193	QM	MISSING PERSON INQUIRY - NON UNIQUE IDENTIFIERS
194	XM	CANCEL MISSING PERSON
195	XMN	CANCEL MISSING PERSON SUPPLEMENTAL DATA
NCIC Sexual Offender		
196	CXS	CLEAR SEXUAL OFFENDER
197	EXS	ENTER SEXUAL OFFENDER
198	EXSC	ENTER SEXUAL OFFENDER – CAUTION
199	EXSN	ENTER SEXUAL OFFENDER SUPPLEMENTAL DATA
200	MXS	MODIFY SEXUAL OFFENDER
201	SON	SEXUAL OFFENDER NOTIFICATION
202	SOR	SEXUAL OFFENDER RESPONSE
203	QXS	SEXUAL OFFENDER INQUIRY
204	XXS	CANCEL SEXUAL OFFENDER
205	XXSN	CANCEL SEXUAL OFFENDER SUPPLEMENTAL DATA
NCIC Unidentified Persons		
206	CU	CLEAR UNIDENTIFIED PERSON (NCIC ONLY)
207	ED	ENTER SUPPLEMENTAL DENTAL DATA - MISSING OR UNIDENTIFIED PERSON
208	EUD	ENTER UNIDENTIFIED PERSON DECEASED (NCIC ONLY)

ID	MKE	MKE Description
209	EUL	ENTER UNIDENTIFIED PERSON LIVING (NCIC ONLY)
210	EUN	ENTER UNIDENTIFIED PERSON SUPPLEMENTAL - SCARS, MARKS, AND TATTOOS (NCIC ONLY)
211	EUV	ENTER UNIDENTIFIED PERSON CATASTROPHE VICTIM (NCIC ONLY)
212	MD	MODIFY SUPPLEMENTAL DENTAL (MISSING OR UNIDENTIFIED PERSONS) (NCIC ONLY)
213	MU	MODIFY UNIDENTIFIED PERSON (NCIC ONLY)
214	QU	UNIDENTIFIED PERSON INQUIRY (NCIC ONLY)
215	XD	CANCEL MISSING PERSON AND UNIDENTIFIED PERSON SUPPLEMENTAL DENTAL DATA (NCIC ONLY)
216	XU	CANCEL UNIDENTIFIED PERSON (NCIC ONLY)
217	XUN	CANCEL UNIDENTIFIED PERSON SUPPLEMENTAL DATA (NCIC ONLY)
NCIC Violent Gangs and Terrorist Organizations		
218	EGG	ENTER CRIMINAL GANG GROUP
219	EGGN	ENTER SUPPLEMENTAL CRIMINAL GANG/TERRORIST GROUP DATA
220	EGGT	ENTER CRIMINAL TERRORIST GROUP
221	EGM	ENTER CRIMINAL GANG MEMBER - CAUTION
222	EGMN	ENTER SUPPLEMENTAL CRIMINAL GANG/TERRORIST MEMBER DATA
223	EGMT	ENTER CRIMINAL TERRORIST MEMBER - CAUTION
224	MGG	MODIFY CRIMINAL GANG/TERRORIST GROUP DATA
225	MGM	MODIFY CRIMINAL GANG/TERRORIST MEMBER DATA
226	QGG	INQUIRE ON CRIMINAL GANG/TERRORIST GROUP
227	QGM	INQUIRE ON CRIMINAL GANG/TERRORIST MEMBER
228	XGG	CANCEL CRIMINAL GANG/TERRORIST GROUP
229	XGGN	CANCEL SUPPLEMENTAL CRIMINAL GANG/TERRORIST GROUP DATA
230	XGM	CANCEL CRIMINAL GANG/TERRORIST MEMBER
231	XGMN	CANCEL SUPPLEMENTAL CRIMINAL GANG/TERRORIST MEMBER DATA
PCH Transactions From NCIC		
232	\$.A.AFC	APPROXIMATE FINGERPRINT CLASSIFICATION
233	\$.A.CFN	APPLICANT FINGERPRINT SUBMISSION NOT IDENTIFIED RESPONSE
234	\$.A.CFR	APPLICANT FINGERPRINT SUBMISSION IDENTIFIED RESPONSE
235	\$.A.CHR	CRIMINAL HISTORY RECORD
236	\$.A.CON	NCIC III RECORD CONSOLIDATION
237	\$.A.DEC	DECEASED – SID NUMBER RETIRED

ID	MKE	MKE Description
238	\$.A.EXP	FBI NUMBER EXPUNGED
239	\$.A.EXS	SID NUMBER EXPUNGED
240	\$.A.FCC	FINGERPRINT CLASS CHANGE
241	\$.A.FNC	FBI NUMBER CHANGED
242	\$.A.MSO	MULTISTATE OFFENDER
243	\$.A.NAC	FINGERPRINT CLASS NO LONGER APPROXIMATE
244	\$.A.NMS	NON-MATCHING SID IGNORED
245	\$.A.NPR	NO PRIOR RECORD
246	\$.A.PEM	NOTIFICATION TO THE STATE THAT SID NUMBER EXISTS (MULTISTATE)
247	\$.A.PES	NOTIFICATION TO THE STATE ADVISING OF SUBSEQUENT SUBMISSIONS (SINGLE STATE)
248	\$.A.PIR	PRIOR NCIC III RECORD
249	\$.A.REA	RECORD REACTIVATED
250	\$.A.RNP	SID REJECTED – NO PRIOR NCIC III RECORD
251	\$.A.RPR	SID REJECTED – NO PRIOR NCIC III RECORD
252	\$.A.SSO	SINGLE – STATE OFFENDER
253	\$.U	NOTIFICATION THAT NCIC III FILE IS GOING OUT OF SERVICE
254	\$.V	NOTIFICATION THAT NCIC III FILE IS IN FULL SERVICE
255	\$.W	NOTIFICATION THAT NCIC III FILE IS GOING INTO RESTRICTED SERVICE
256	\$.X	NOTIFICATION THAT NCIC III IS CONTINUING RESTRICTED SERVICE
257	\$.Y	NOTIFICATION THAT NCIC-CTA LINE HAS BEEN REOPENED AND THAT NCIC III IS IN FULL SERVICE
258	\$.Z	NOTIFICATION THAT NCIC-CTA LINE HAS BEEN REOPENED AND THAT NCIC III IS IN RESTRICTED SERVICE.
PCH Transaction to NCIC		
259	DEC	DECEASED – SID NUMBER RETIRED
260	DRS	EXPUNGES SID
261	DSP	DISPOSITION REPORTING
262	EHN	ENTER SUPPLEMENTAL IDENTIFIERS
263	MRS	MODIFICATION MESSAGE
264	QH	QUERY CRIMINAL HISTORY RECORD EXISTENCE
265	QI	ALL INFORMATION RELATED TO ONE CRIME INQUIRY
266	QIS	COMPARE SINGLE FINGERPRINT (VERIFICATION MATCH)
267	QR	FULL RECORD QUERY
268	QTP	TEN-PRINT INQUIRY
269	SRA	SEXUAL OFFENDER REGISTRATION

ID	MKE	MKE Description
270	SRD	SEXUAL OFFENDER DELETE
271	SRM	SEXUAL OFFENDER MODIFICATION
272	XHN	CANCEL SPECIFIC IDENTIFIERS
273	ZI	ADMINISTRATIVE INQUIRY
274	ZRS	STATUS VERIFICATION
275	ZR	MRS RECORD AVAILABILITY
Batch Queries		
276	QAB	BATCH ARTICLES INQUIRY
277	QBB	BATCH BOAT INQUIRY
278	QGB	BATCH GUNS INQUIRY
279	QSB	BATCH SECURITIES INQUIRY
280	QVB	BATCH VEHICLES INQUIRY
281	QWB	BATCH WANTED PERSON INQUIRY
Responses Queries		
282	BR	BOAT REGISTRATION RESPONSE
283	CAR	CANADIAN ARTICLE RESPONSE
284	CBR	CANADIAN BOAT RESPONSE
285	CGR	CANADIAN GUN RESPONSE
286	CSR	CANADIAN SECURITY RESPONSE
287	DNR	DRIVER RESPONSE FROM NAME ONLY INQUIRY
288	DQR	REGISTRATION RESPONSE BY REGION
289	DR	DRIVER'S REGISTRATION RESPONSE
290	DRG	DRIVER RESPONSE BY REGION
291	KR	DRIVERS HISTORY RESPONSE
292	RNR	REGISTRATION RESPONSE BY NAME
293	RR	VEHICLE REGISTRATION RESPONSE
294	RRG	DRIVER RESPONSE BY REGION
295	SR	SNOWMOBILE REGISTRATION RESPONSE
296	UR	CANADIAN DMV DRIVER LICENSE RESPONSE
297	VR	CANADA VEHICLE FILE RESPONSE
298	WR	CANADA PERSON FILE RESPONSE
299	XR	CANADIAN DMV VEHICLE REGISTRATION RESPONSE

b. NLETS Message Keys

ID	MKE	MKE Description
1	AM	ADMINISTRATIVE MESSAGE
2	AML	ADMINISTRATIVE MESSAGE LAW ENFORCEMENT
3	ACQ	CVIS QUERY ON COMMERCIAL CARRIER
4	AQ	RETRIEVE FULL RECORD FROM STATE FILE
5	ATQ	ATF GUN TRACING INQUIRY

ID	MKE	MKE Description
6	AVQ	CVIS QUERY ON COMMERCIAL VEHICLE
7	BQ	BOAT REGISTRATION INQUIRY
8	CAQ	CANADIAN ARTICLE INQUIRY
9	CBQ	CANADIAN BOAT INQUIRY
10	CGQ	CANADIAN GUN INQUIRY
11	CSQ	CANADIAN SECURITY INQUIRY
12	DEX	ENTRY OF NDPIX RECORD
13	DNQ	DRIVER QUERY BY NAME ONLY
14	DQ	DRIVER'S REGISTRATION INQUIRY
15	DQG	REGISTRATION INQUIRY BY REGION
16	DRX	RENEW RECORD IN NDPIX
17	DTX	REQUEST TO NDPIX FOR ONILE RECORD
18	DUX	UPDATE TO EXISTING NDPIX RECORD
19	ER	NLETS ERROR MESSAGE
20	FCC	CANCEL IFTA RECORD
21	FEC	ENTER VIOLATING COMPANY INDEX
22	FEN	ENTER IFTA RECORD
23	FQ	CHRI FULL RECORD REQUEST
24	FQC	IFTA QUERY
25	FQN	IFTA CONTACT QUERY
26	FRN	IFTA CONTACT FILE QUERY
27	GQ	FAA/TECS AIRCRAFT REGISTRATION SYSTEM (ACRS) INQUIRY
28	HS	HOMELAND SECURITY
29	HSL	HOMELAND SECURITY LAW ENFORCEMENT
30	HQ	ROAD/WEATHER INQUIRY
31	IAQ	INS ALIEN INQUIRY
32	JQ	FAA/TECS AIRCRAFT TRACKING SYSTEM (ACTS) INQUIRY
33	KQ	DRIVERS HISTORY REQUEST
34	LQ	GENERIC INQUIRY FOR STATE SYSTEMS
35	MQ	HAZARDOUS MATERIALS INQUIRY
36	NAQ	NICB ALL FILES INQUIRY
37	NCI	CANCEL IMPOUND RECORD
38	NEI	ENTER IMPOUND RECORD
39	NIQ	NICB IMPOUND/EXPORT FILES INQUIRY
40	NUI	UPDATE IMPOUND RECORD
41	PAQ	PAROLE, PROBATION & CORRECTION INQUIRY
42	PBQ	PROBATION INQUIRY
43	PCQ	CORRECTIONS INQUIRY
44	PPQ	PAROLE INQUIRY
45	RQ	VEHICLE REGISTRATION REQUEST

ID	MKE	MKE Description
46	RQG	DRIVER INQUIRY BY REGION
47	SOQ	SEXUAL OFFENDER INQUIRY
48	SQ	SNOWMOBILE REGISTRATION REQUEST
49	TA	ORION RECORD ENTRY
50	TD	ORION RECORD DELETION
51	TQ	ORION RECORD INQUIRY
52	TU	ORION RECORD MODIFY
53	UQ	CANADIAN DMV DRIVER LICENSE INQUIRY
54	VQ	CANADA VEHICLE FILE INQUIRY
55	WQ	CANADA PERSON FILE INQUIRY
56	XQ	CANADIAN DMV VEHICLE REGISTRATION INQUIRY
57	YQ	CONFIRMATION HIT REQUEST
58	YR	CONFIRMATION HIT RESPONSE
PCH Transaction From NLETS		
59	AQ	CHRI INQUIRY
60	FQ	CHRI INQUIRY
61	IQ	CHRI IDENTITY REQUEST
PCH Transaction To NLETS		
62	AR	FULL RECORD RESPONSE FROM STATE
63	CR	III RECORD RESPONSE FROM NCIC
64	FR	CHRI FULL RECORD REQUEST RESPONSE
65	IR	CHRI IDENTITY RESPONSE
Responses		
66	ACR	CVIS RESPONSE ON COMMERCIAL CARRIER
67	ATR	ATF RUN TRACING RESPONSE
68	AVR	CVIS RESPONSE ON COMMERCIAL VEHICLE
69	DEA	RESPONSE FROM NDPIX RESULTING FROM ENTRY
70	DRA	RESPONSE FROM NDPIX RESULTING FROM RENEWAL
71	DRR	REQUEST TO NDPIX FOR ON-LINE REPORT
72	DTR	RESPONSE FROM NDPIX FOR ON-LINE REPORT
73	DUA	RESPONSE FROM NDPIX RESULTING FROM UPDATE
74	FQR	IFTA RESPONSE
75	FRC	RESPONSE TO INQUIRY ON IFTA INDEX BY FEDERAL ID NO.
76	HR	ROAD/WEATHER RESPONSE
77	IAR	INS ALIEN RESPONSE
78	LR	GENERIC RESPONSE FROM STATE SYSTEMS
79	MR	HAZARDOUS MATERIALS RESPONSE
80	GR	FAA/TECS AIRCRAFT REGISTRATION SYSTEM (ACRS) RESPONSE

ID	MKE	MKE Description
81	JR	FAA/TECS AIRCRAFT TRACKING SYSTEM (ACTS) RESPONSE
82	NAR	NICB ALL FILES RESPONSE
83	TR	ORION RECORD RESPONSE
84	TV	ORION REVIEW TRANSACTION

c. NBLETS Message Keys

ID	MKE	MKE Description
Administrative		
1	SZE	HOT FILE DATE OF ENTRY QUERY
Criminal History		
2	QPR	NIS PROTECTION ORDER RESPONSE FOR CJIS-IMS TESTING
3	SQH	CCH INQUIRY TO DETERMINE EXISTANCE OF AN INDEX RECORD
4	SQR	CCH REQUEST FOR CRIMINAL HISTORY
5	SZR	CCH INQUIRY TO DETERMINE IF AN FBI OR SID NUMBER IS INDEXED IN CCH
Drivers History		
6	DNQ2	DRIVERS QUERY BY NAME ONLY
Felony Vehicle		
7	SCF	HOT FILE FELONY VEHICLE CLEAR
8	SEF	HOT FILE FELONY VEHICLE ENTRY
9	SEF-A	HOT FILE FELONY VEHICLE ENTRY, OCCUPANTS ARMED
10	SEF-F	HOT FILE FELONY VEHICLE ENTRY, HOLD FOR LATENTS AND OCCUPANTS ARMED
11	SEF-P	HOT FILE FELONY VEHICLE ENTRY, HOLD FOR LATENTS
12	SLF	HOT FILE FELONY VEHICLE LOCATE
13	SMF	HOT FILE FELONY VEHICLE MODIFY
14	SXF	HOT FILE FELONY VEHICLE CANCEL
Missing Persons		
15	SCM	HOT FILE MISSING PERSON CLEAR
16	SED	HOT FILE SUPPLEMENTAL DENTAL INFORMATION ENTRY
17	SEMD	HOT FILE MISSING PERSON ENTRY, DISABILITY
18	SEMDC	HOT FILE MISSING PERSON ENTRY, DISABILITY, CAUTION
19	SEME	HOT FILE MISSING PERSON ENTRY, ENDANGERED
20	SEMEC	HOT FILE MISSING PERSON ENTRY, ENDANGERED, CAUTION
21	SEMI	HOT FILE MISSING PERSON ENTRY, INVOLUNTARY
22	SEMIC	HOT FILE MISSING PERSON ENTRY, INVOLUNTARY,

ID	MKE	MKE Description
		CAUTION
23	SEMJ	HOT FILE MISSING PERSON ENTRY, JUVENILE
24	SEMJC	HOT FILE MISSING PERSON ENTRY, JUVENILE, CAUTION
25	SEMN	HOT FILE SUPPLEMENTAL RECORD OF ALIASES AND/OR ADDITIONAL IDENTIFIER ENTRY
26	SEMV	HOT FILE MISSING PERSON ENTRY, CATASTROPHE VICTIM
27	SEMVC	HOT FILE MISSING PERSON ENTRY, CATASTROPHE VICTIM, CAUTION
28	SLM	HOT FILE MISSING PERSON LOCATE
29	SMD	HOT FILE SUPPLEMENTAL DENTAL INFORMATION MODIFY
30	SMM	HOT FILE MISSING PERSON MODIFY
31	SQM	HOT FILE NONSPECIFIC IDENTIFIER INQUIRY
32	SSM1	HOT FILE SEARCH FOR MISSING JUVENILE
33	SXD	HOT FILE SUPPLEMENTAL DENTAL INFORMATION CANCEL
34	SXM	HOT FILE MISSING PERSON CANCEL
35	SXMN	HOT FILE CANCELLATION OF SUPPLEMENTAL RECORD
RITS		
36	EQNP	RITS NCIC 2000 QUERY NICS RECORDS INCLUDING ALL PROTECTION ORDERS
37	RDQ	RITS NLETS DRIVER'S LICENSE QUERY FROM USER OR NLETS
38	RIAQ	RITS NLETS I.N.S. ALIEN QUERY
39	RQH	RITS NCIC-III INQUIRY TO DETERMINE EXISTANCE OF AN INDEX RECORD
40	RQN	RITS NCIC 2000 QUERY NICS RECORD
41	RQNP	RITS NCIC 2000 QUERY NICS RECORDS INCLUDING ALL PROTECTION ORDERS
42	RQPO	RITS NCIC 2000 INQUIRY ON PROTECTION ORDER
43	RQR	RITS NCIC-III REQUEST FOR CRIMINAL HISTORY RECORD
44	RQW	RITS NCIC 2000 INQUIRY - ALL PERSONS, VEHICLE, LICENSE PLATE
Stolen Vehicle/Parts		
45	SCP	HOT FILE STOLEN PART CLEAR
46	SCV	HOT FILE STOLEN VEHICLE CLEAR
47	SEP	HOT FILE STOLEN PART ENTRY
48	SEP-P	HOT FILE STOLEN PART ENTRY, HOLD FOR LATENTS
49	SEPS1	HOT FILE STOLEN PART ADD-ON ENTRY
50	SEPS2	HOT FILE STOLEN PART ADD-ON ENTRY
51	SEPS3	HOT FILE STOLEN PART ADD-ON ENTRY

ID	MKE	MKE Description
52	SEPS4	HOT FILE STOLEN PART ADD-ON ENTRY
53	SEPS5	HOT FILE STOLEN PART ADD-ON ENTRY
54	SEPS6	HOT FILE STOLEN PART ADD-ON ENTRY
55	SEPS7	HOT FILE STOLEN PART ADD-ON ENTRY
56	SEV	HOT FILE STOLEN VEHICLE ENTRY
57	SEV-A	HOT FILE STOLEN VEHICLE ENTRY, OCCUPANTS ARMED
58	SEV-F	HOT FILE STOLEN VEHICLE ENTRY, HOLD FOR LATENTS AND OCCUPANTS ARMED
59	SEV-P	HOT FILE STOLEN VEHICLE ENTRY, HOLD FOR LATENTS
60	SEVS1	HOT FILE STOLEN VEHICLE ADD-ON ENTRY
61	SEVS2	HOT FILE STOLEN VEHICLE ADD-ON ENTRY
62	SLP	HOT FILE STOLEN PART LOCATE
63	SLPS1	HOT FILE STOLEN PART ADD-ON LOCATE
64	SLPS2	HOT FILE STOLEN PART ADD-ON LOCATE
65	SLPS3	HOT FILE STOLEN PART ADD-ON LOCATE
66	SLPS4	HOT FILE STOLEN PART ADD-ON LOCATE
67	SLPS5	HOT FILE STOLEN PART ADD-ON LOCATE
68	SLPS6	HOT FILE STOLEN PART ADD-ON LOCATE
69	SLPS7	HOT FILE STOLEN PART ADD-ON LOCATE
70	SLV	HOT FILE STOLEN VEHICLE LOCATE
71	SLVS1	HOT FILE STOLEN VEHICLE ADD-ON LOCATE
72	SLVS2	HOT FILE STOLEN VEHICLE ADD-ON LOCATE
73	SMP	HOT FILE STOLEN PART MODIFY
74	SMV	HOT FILE STOLEN VEHICLE MODIFY
75	SQV	HOT FILE STOLEN VEHICLE INQUIRY
76	SXP	HOT FILE STOLEN PART CANCEL
77	SXPS1	HOT FILE STOLEN PART ADD-ON CANCEL
78	SXPS2	HOT FILE STOLEN PART ADD-ON CANCEL
79	SXPS3	HOT FILE STOLEN PART ADD-ON CANCEL
80	SXPS4	HOT FILE STOLEN PART ADD-ON CANCEL
81	SXPS5	HOT FILE STOLEN PART ADD-ON CANCEL
82	SXPS6	HOT FILE STOLEN PART ADD-ON CANCEL
83	SXPS7	HOT FILE STOLEN PART ADD-ON CANCEL
84	SXV	HOT FILE STOLEN VEHICLE CANCEL
85	SXVS1	HOT FILE STOLEN VEHICLE ADD-ON CANCEL
86	SXVS2	HOT FILE STOLEN VEHICLE ADD-ON CANCEL
87	SZV	HOT FILE STOLEN VEHICLE TEST INQUIRY
Test Msg Keys		
88	T\$.8	TEST \$.8 FOR CDP
89	T\$.A	TEST \$.A FOR CPD

ID	MKE	MKE Description
90	TAM	VTAM AM TEST MESSAGE
91	TAR	VTAM AM TEST MESSAGE RESPONSE
92	TBQ	VTAM BQ TEST MESSAGE
93	TBR	VTAM BQ TEST MESSAGE RESPONSE
94	TCB	VTAM CLEAR BOAT TEST
95	TCG	NCIC-HOT STOLEN GUN CLEAR - NCIC2000 TESTING
96	TCM	NCIC-HOT MISSING PERSON CLEAR - 2000
97	TDNQ	TEST DRIVERS QUERY BY NAME ONLY
98	TDNR	TEST DRIVERS RESPONSE BY NAME ONLY
99	TDQ	NLETS DRIVERS LICENSE QUERY FROM USER
100	TDQG	NLETS REGIONAL DRIVERS LICENSE QUERY FROM USER
101	TDR	NLETS DRIVERS LICENSE RESPONSE FROM NLETS
102	TDRG	NLETS REGIONAL DRIVERS LICENSE RESPONSE FROM NLETS
103	TEA	NCIC-HOT SINGLE STOLEN ARTICLE ENTRY - NCIC2000
104	TEAA	NCIC-HOT MULTIPLE STOLEN ARTICLE ENTRY - 2000
105	TEB	NCIC-HOT STOLEN BOAT ENTRY - NCIC2000 TESTING
106	TEB-A	NCIC-HOT STOLEN BOAT ENTRY, OCCUPANTS ARMED TESTING
107	TEB-F	NCIC-HOT STOLEN BOAT ENTRY, FELONY TESTING
108	TEB-P	NCIC-HOT STOLEN BOAT ENTRY, HOLD FOR LATENTS TESTING
109	TEG	NCIC-HOT STOLEN GUN ENTRY - NCIC2000 TESTING
110	TEG-P	NCIC-HOT STOLEN GUN ENTRY, HOLD FOR LATENTS - NCIC2000 TESTING
111	TEMD	NCIC-HOT MISSING PERSON ENTRY, DISABILITY - 2000
112	TEMDC	NCIC-HOT MISSING PERSON ENTRY, DISABILITY, CAUTION - 2000
113	TEME	NCIC-HOT MISSING PERSON ENTRY, ENDANGERED - 2000
114	TEMEC	NCIC-HOT MISSING PERSON ENTRY ENDANGERED, CAUTION - 2000
115	TEMI	NCIC-HOT MISSING PERSON ENTRY, INVOLUNTARY - 2000
116	TEMIC	NCIC-HOT MISSING PERSON ENTRY, INVOLUNTARY, CAUTION - 2000
117	TEMJ	NCIC-HOT MISSING PERSON ENTRY, JUVENILE - 2000
118	TEMJC	NCIC-HOT MISSING PERSON ENTRY, JUVENILE - 2000 - CAUTION
119	TEMO	NCIC-HOT MISSING PERSON ENTRY, OTHER - 2000
120	TEMOC	NCIC-HOT MISSING PERSON ENTRY, OTHER, CAUTION - 2000
121	TEMV	NCIC-HOT MISSING PERSON ENTRY, CATASTROPHE

ID	MKE	MKE Description
		VICTIM - 2000
122	TEMVC	NCIC-HOT MISSING PERSON ENTRY, CATASTROPHE VICTIM, CAUTION - 2000
123	TERG	NCIC-HOT RECOVERED GUN ENTRY - NCIC2000
124	TET	NCIC-HOT WANTED PERSON - TEMPORARY FELON ENTRY - NCIC2000 TESTING
125	TET-C	NCIC-HOT WANTED PERSON - TEMPORARY FELON ENTRY, CAUTION - NCIC2000 TESTING
126	TEV	NCIC-HOT STOLEN VEHICLE ENTRY - NCIC2000 TESTING
127	TEW	NCIC-HOT WANTED PERSON ENTRY - NCIC2000 TESTING
128	TEW-C	NCIC-HOT WANTED PERSON ENTRY, CAUTION - NCIC2000 TESTING
129	TFQ	TEST NLETS CRIMINAL HISTORY QUERY FROM USER
130	TFR	NLETS CANADIAN CRIMINAL HISTORY RESPONSE FROM NLETS
131	TI\$	TEST NCIC TRIPLE I INPUT TO GENERATE TRANSMISSION OF A \$.A. MESSAGE
132	TIQ	VTAM IQ TESTING
133	TIQ-R	VTAM IQ TESTING - RESPONSE
134	TIR	NLETS CRIMINAL HISTORY INDEX RESPONSE FROM NLETS
135	TKQ	NLETS DRIVER HISTORY QUERY FROM USER
136	TKR	NLETS DRIVER HISTORY RESPONSE FROM NLETS
137	TLA	NCIC-HOT SINGLE STOLEN ARTICLE LOCATE - 2000
138	TLAA	NCIC-HOT MULTIPLE STOLEN ARTICLE LOCATE - 2000
139	TLM	NCIC-HOT MISSING PERSON LOCATE - 2000
140	TLT	NCIC-HOT WANTED PERSON LOCATE TEMPORARY FELON - 2000
141	TLW	NCIC-HOT WANTED PERSON LOCATE - 2000
142	TMA	NCIC-HOT SINGLE STOLEN ARTICLE MODIFY - 2000
143	TMAA	NCIC-HOT MULTIPLE STOLEN ARTICLE MODIFY - 2000
144	TMB	NCIC-HOT STOLEN BOAT MODIFY - NCIC2000 TESTING
145	TMG	NCIC-HOT STOLEN GUN MODIFY - 2000
146	TMT	NCIC-HOT WANTED PERSON - TEMPORARY FELON MODIFY - 2000
147	TMV	NCIC-HOT STOLEN VEHICLE MODIFY - NCIC2000 TESTING
148	TMW	NCIC-HOT WANTED PERSON MODIFY - NCIC2000 TESTING
149	TQA	NCIC-HOT SINGLE STOLEN ARTICLE INQUIRY - NCIC2000 TESTING
150	TQB	NCIC-HOT STOLEN BOAT INQUIRY - NCIC2000

ID	MKE	MKE Description
		TESTING
151	TQG	NCIC-HOT STOLEN GUN INQUIRY - NCIC2000 TESTING
152	TQGM	QUERY GROUP MEMBER CAPABILITY - NCIC2000 TESTING
153	TQH	NCISVTAM INQUIRY TO DETERMINE EXISTANCE OF AN INDEX RECORD
154	TQM	NCIC-HOT NONSPECIFIC IDENTIFIER INQUIRY - NCIC2000 TESTING
155	TQN	NCIC-HOT FILES REQUEST FOR NICS CHECK
156	TQNP	NCIC-HOT FILES REQUEST FOR NICS CHECK
157	TQO	NCIC-HOT ORI QUERY - NCIC2000
158	TQPO	NCIC PROTECTION ORDER QUERY - NCIC2000 TESTING
159	TQPR	NCIC PROTECTION ORDER RESPONSE FOR CJIS-IMS TESTING
160	TQR	CCH REQUEST FOR CRIMINAL HISTORY - NCIC2000 TESTING
161	TQRP	NCIC-HOT FILES REQUEST FOR NICS CHECK - RESPONSE
162	TQRR	NCIC-HOT FILES REQUEST FOR NICS CHECK - RESPONSE
163	TQS	NCIC-HOT SINGLE STOLEN ARTICLE INQUIRY - NCIC2000 TESTING
164	TQU	NCIC-HOT UNIDENTIFIED PERSON INQUIRY - NCIC2000 TESTING
165	TQV	NCIC-HOT STOLEN VEHICLE INQUIRY - NCIC2000 TESTING
166	TQW	NCIC-HOT WANTED PERSON INQUIRY - NCIC2000 TESTING
167	TQXS	NCIC-HOT SEXUAL OFFENDER INQUIRY - NCIC2000 TESTING
168	TRNQ	NEBRASKA REGISTRATION QUERY FROM USER BY NAM, TTL, CTY OR COU
169	TRNR	NEBRASKA REGISTRATION RESPONSE FROM NEBRASKA WITH NAM/TTL/CTY/NXT/COU
170	TRQ	NLETS REGISTRATION QUERY FROM USER
171	TRQG	NLETS REGIONAL REGISTRATION QUERY FROM USER
172	TRR	NCIS DRIVERS HISTORY RESPONSE FROM NCIS/VTAM
173	TRRG	NLETS REGIONAL REGISTRATION RESPONSE FROM NLETS
174	TSEVT	TEST HOT FILE TOWED VEHICLE ENTRY
175	TSEVTH	TEST HOT FILE HOLD TOWED VEHICLE ENTRY
176	TSMV	TEST HOT FILE STOLEN VEHICLE MODIFY
177	TSOQ	TEST NLETS QUERY SEX OFFENDER REGISTRATION

ID	MKE	MKE Description
178	TSQ	NCIS/VTAM SNOWMOBILE REGISTRATION QUERY FROM USER
179	TSQH	NCIS/VTAM INQUIRY TO DETERMINE EXISTANCE OF AN INDEX RECORD
180	TSQR	CCH REQUEST FOR CRIMINAL HISTORY
181	TSQV	TEST HOT FILE STOLEN VEHICLE INQUIRY
182	TSR	SNOWMOBILE REGISTRATION RESPONSE FROM NCIS/VTAM
183	TSXV	TEST HOT FILE STOLEN VEHICLE CANCEL
184	TV	NCIC-HOT STOLEN VEHICLE TEST INQUIRY
185	TXA	NCIC-HOT SINGLE STOLEN ARTICLE CANCEL - 2000
186	TXAA	NCIC-HOT MULTIPLE STOLEN ARTICLE CANCEL - 2000
187	TXB	VTAM CANCEL BOAT ENTRY TESTING
188	TXM	NCIC-HOT MISSING PERSON CANCEL - 2000
189	TXT	NCIC-HOT WANTED PERSON - TEMPORARY FELON CANCEL - 2000
190	TXV	NCIC-HOT STOLEN VEHICLE CANCEL - 2000
191	TXW	NCIC-HOT WANTED PERSON CANCEL - 2000
192	TZB	NCIC-HOT STOLEN BOAT TEST INQUIRY
193	TZV	NCIC-HOT STOLEN VEHICLE INQUIRY - NCIC2000 TESTING
194	TZW	NCIC-HOT WANTED PERSON INQUIRY - NCIC2000 TESTING
Towed Vehicle		
195	SEVT	HOT FILE TOWED VEHICLE ENTRY
196	SEVTH	HOT FILE HOLD TOWED VEHICLE ENTRY
Vehicle Registration		
197	RNQ2	NEBRASKA REGISTRATION QUERY FROM USER BY NAM, TTL, CTY OR COU
Wanted Persons		
198	SCT	HOT FILE WANTED PERSON - TEMPORARY FELON CLEAR
199	SCW	HOT FILE WANTED PERSON CLEAR
200	SEN	HOT FILE WANTED PERSON SUPPLEMENTAL ENTRY
201	SET	HOT FILE WANTED PERSON - TEMPORARY FELON ENTRY
202	SET-C	HOT FILE WANTED PERSON - TEMPORARY FELON ENTRY, CAUTION
203	SEW	HOT FILE WANTED PERSON ENTRY
204	SEW-C	HOT FILE WANTED PERSON ENTRY, CAUTION
205	SEWJ	HOT FILE WANTED JUVENILE ENTRY
206	SEWJC	HOT FILE WANTED JUVENILE ENTRY, CAUTION
207	SLT	HOT FILE WANTED PERSON LOCATE TEMPORARY
208	SLW	HOT FILE WANTED PERSON LOCATE

ID	MKE	MKE Description
209	SMT	HOT FILE WANTED PERSON - TEMPORARY FELON MODIFY
210	SMW	HOT FILE WANTED PERSON MODIFY
211	SQW	HOT FILE WANTED PERSON INQUIRY
212	SSW1	HOT FILE SEARCH FOR WANTED JUVENILE
213	SXN	HOT FILE WANTED PERSON SUPPLEMENTAL ENTRY CANCEL
214	SXT	HOT FILE WANTED PERSON - TEMPORARY FELON CANCEL
215	SXW	HOT FILE WANTED PERSON CANCEL
216	SZW	HOT FILE WANTED PERSON TEST INQUIRY
Responses Queries and Unsolicited Responses		
Administrative		
1	SZE	HOT FILE DATE OF ENTRY QUERY
Criminal History		
2	QPR	NIS PROTECTION ORDER RESPONSE FOR CJIS-IMS TESTING
3	SQH	NCIC 2000 QUERY NICS RECORD
4	SQR	CCH REQUEST FOR CRIMINAL HISTORY
Felony Vehicle		
5	SCF	HOT FILE FELONY VEHICLE CLEAR
6	SEF	HOT FILE FELONY VEHICLE ENTRY
7	SEF-A	HOT FILE FELONY VEHICLE ENTRY, OCCUPANTS ARMED
8	SEF-F	HOT FILE FELONY VEHICLE ENTRY, HOLD FOR LATENTS AND OCCUPANTS ARMED
9	SEF-P	HOT FILE FELONY VEHICLE ENTRY, HOLD FOR LATENTS
10	SLF	HOT FILE FELONY VEHICLE LOCATE
11	SMF	HOT FILE FELONY VEHICLE MODIFY
12	SXF	HOT FILE FELEONY VEHICLE CANCEL
Internal		
13	\$.SJ	HOT FILE EMANCIPATION NOTIFICATION TO ORI OF RECORD
14	\$.SL	HOT FILE RESPONSE
15	\$.SP	HOT FILE PURGE NOTIFICATION TO ORI OF RECORD
Missing Persons		
16	SCM	HOT FILE MISSING PERSON CLEAR
17	SED	HOT FILE SUPPLEMENTAL DENTAL INFORMATION ENTRY

ID	MKE	MKE Description
18	SEMD	HOT FILE MISSING PERSON ENTRY, DISABILITY
19	SEMDC	HOT FILE MISSING PERSON ENTRY, DISABILITY, CAUTION
20	SEME	HOT FILE MISSING PERSON ENTRY, ENDANGERED
21	SEMEC	HOT FILE MISSING PERSON ENTRY, ENDANGERED, CAUTION
22	SEMI	HOT FILE MISSING PERSON ENTRY, INVOLUNTARY
23	SEMIC	HOT FILE MISSING PERSON ENTRY, INVOLUNTARY, CAUTION
24	SEMJ	HOT FILE MISSING PERSON ENTRY, JUVENILE
25	SEMJC	HOT FILE MISSING PERSON ENTRY, JUVENILE, CAUTION
26	SEMN	HOT FILE SUPPLEMENTAL RECORD OF ALIASES AND/OR ADDITIONAL IDENTIFIER ENTRY
27	SEMV	HOT FILE MISSING PERSON ENTRY, CATASTROPHE VICTIM
28	SEMVC	HOT FILE MISSING PERSON ENTRY, CATASTROPHE VICTIM, CAUTION
29	SLM	HOT FILE MISSING PERSON LOCATE
30	SMD	HOT FILE SUPPLEMENTAL DENTAL INFORMATION MODIFY
31	SMM	HOT FILE MISSING PERSON MODIFY
32	SQM	NCIC 2000 MISSING PERSON INQUIRY - NON-UNIQUE IDENTIFIERS
33	SSM1	HOT FILE SEARCH FOR MISSING JUVENILE
34	SXD	HOT FILE SUPPLEMENTAL DENTAL INFORMATION CANCEL
35	SXM	HOT FILE MISSING PERSON CANCEL
36	SXMN	HOT FILE CANCELLATION OF SUPPLEMENTAL RECORD
RITS		
37	QNP	RITS NCIC 2000 QUERY NICS RECORDS INCLUDING ALL PROTECTION ORDERS
Stolen Vehicle/Parts		
38	SCP	HOT FILE STOLEN PART CLEAR

ID	MKE	MKE Description
39	SCV	HOT FILE STOLEN VEHICLE CLEAR
40	SEP	HOT FILE STOLEN PART ENTRY
41	SEP-P	HOT FILE STOLEN PART ENTRY, HOLD FOR LATENTS
42	SEPS1	HOT FILE STOLEN PART ADD-ON ENTRY
43	SEPS2	HOT FILE STOLEN PART ADD-ON ENTRY
44	SEPS3	HOT FILE STOLEN PART ADD-ON ENTRY
45	SEPS4	HOT FILE STOLEN PART ADD-ON ENTRY
46	SEPS5	HOT FILE STOLEN PART ADD-ON ENTRY
47	SEPS6	HOT FILE STOLEN PART ADD-ON ENTRY
48	SEPS7	HOT FILE STOLEN PART ADD-ON ENTRY
49	SEV	HOT FILE STOLEN VEHICLE ENTRY
50	SEV-A	HOT FILE STOLEN VEHICLE ENTRY, OCCUPANTS ARMED
51	SEV-F	HOT FILE STOLEN VEHICLE ENTRY, HOLD FOR LATENTS AND OCCUPANTS ARMED
52	SEV-P	HOT FILE STOLEN VEHICLE ENTRY, HOLD FOR LATENTS
53	SEVS1	HOT FILE STOLEN VEHICLE ADD-ON ENTRY
54	SEVS2	HOT FILE STOLEN VEHICLE ADD-ON ENTRY
55	SLP	HOT FILE STOLEN PART LOCATE
56	SLPS1	HOT FILE STOLEN PART ADD-ON LOCATE
57	SLPS2	HOT FILE STOLEN PART ADD-ON LOCATE
58	SLPS3	HOT FILE STOLEN PART ADD-ON LOCATE
59	SLPS4	HOT FILE STOLEN PART ADD-ON LOCATE
60	SLPS5	HOT FILE STOLEN PART ADD-ON LOCATE
61	SLPS6	HOT FILE STOLEN PART ADD-ON LOCATE
62	SLPS7	HOT FILE STOLEN PART ADD-ON LOCATE
63	SLV	HOT FILE STOLEN VEHICLE LOCATE
64	SLVS1	HOT FILE STOLEN VEHICLE ADD-ON LOCATE
65	SLVS2	HOT FILE STOLEN VEHICLE ADD-ON LOCATE
66	SMP	HOT FILE STOLEN PART MODIFY
67	SMV	HOT FILE STOLEN VEHICLE MODIFY
68	SQV	HOT FILE STOLEN VEHICLE INQUIRY
69	SXP	HOT FILE STOLEN PART CANCEL
70	SXPS1	HOT FILE STOLEN PART ADD-ON CANCEL
71	SXPS2	HOT FILE STOLEN PART ADD-ON CANCEL
72	SXPS3	HOT FILE STOLEN PART ADD-ON CANCEL
73	SXPS4	HOT FILE STOLEN PART ADD-ON CANCEL

ID	MKE	MKE Description
74	SXPS5	HOT FILE STOLEN PART ADD-ON CANCEL
75	SXPS6	HOT FILE STOLEN PART ADD-ON CANCEL
76	SXPS7	HOT FILE STOLEN PART ADD-ON CANCEL
77	SXV	HOT FILE STOLEN VEHICLE CANCEL
78	SXVS1	HOT FILE STOLEN VEHICLE ADD-ON CANCEL
79	SXVS2	HOT FILE STOLEN VEHICLE ADD-ON CANCEL
80	SZV	HOT FILE STOLEN VEHICLE TEST INQUIRY
Test MSG Keys		
81	T\$.8	TEST \$.8 FOR CDP
82	T\$.A	TEST \$.A FOR CPD
83	TAM	VTAM AM TEST MESSAGE
84	TAR	VTAM AM TEST MESSAGE RESPONSE
85	TBQ	VTAM BQ TEST MESSAGE
86	TBR	VTAM BQ TEST MESSAGE RESPONSE
87	TCB	VTAM CLEAR BOAT TEST
88	TCR	TEST NLETS III RESPONSE
89	TCV	NCIC-HOT STOLEN VEHICLE CLEAR
90	TDNQ	TEST DRIVERS QUERY BY NAME ONLY
91	TDNR	TEST DRIVERS RESPONSE BY NAME ONLY
92	TDQG	NLETS REGIONAL DRIVERS LICENSE QUERY FROM USER
93	TDR	NLETS DRIVERS LICENSE RESPONSE FROM NLETS
94	TDRG	NLETS REGIONAL DRIVERS LICENSE RESPONSE FROM NLETS
95	TEB	NCIC-HOT STOLEN BOAT ENTRY - NCIC2000 TESTING
96	TEV	NCIC-HOT STOLEN VEHICLE ENTRY - NCIC2000 TESTING
97	TFQ	TEST NLETS CRIMINAL HISTORY QUERY FROM USER
98	TFR	NLETS CANADIAN CRIMINAL HISTORY RESPONSE FROM NLETS
99	TI\$	TEST NCIC TRIPLE I INPUT TO GENERATE TRANSMISSION OF A \$.A. MESSAGE
100	TIQ	VTAM IQ TESTING
101	TIR	VTAM IQ TESTING - RESPONSE
102	TIR	NLETS CRIMINAL HISTORY INDEX RESPONSE FROM NLETS
103	TKQ	NLETS DRIVER HISTORY QUERY FROM USER

ID	MKE	MKE Description
104	TKR	NLETS DRIVER HISTORY RESPONSE FROM NLETS
105	TMB	NCIC-HOT STOLEN BOAT MODIFY - NCIC2000 TESTING
106	TMV	NCIC-HOT STOLEN VEHICLE MODIFY - NCIC2000 TESTING
107	TQH	NCISVTAM INQUIRY TO DETERMINE EXISTANCE OF AN INDEX RECORD
108	TQN	NCIC-HOT FILES REQUEST FOR NICS CHECK
109	TQNP	NCIC-HOT FILES REQUEST FOR NICS CHECK
110	TQPO	NCIC PROTECTION ORDER QUERY - NCIC2000 TESTING
111	TQPR	NCIC PROTECTION ORDER RESPONSE FOR CJIS-IMS TESTING
112	TQRP	NCIC-HOT FILES REQUEST FOR NICS CHECK - RESPONSE
113	TQRR	NCIC-HOT FILES REQUEST FOR NICS CHECK - RESPONSE
114	TRNQ	NEBRASKA REGISTRATION QUERY FROM USER BY NAM, TTL, CTY OR COU
115	TRQ	NLETS REGISTRATION QUERY FROM USER
116	TRQG	NLETS REGIONAL REGISTRATION QUERY FROM USER
117	TRR	NCIS DRIVERS HISTORY RESPONSE FROM NCIS/VTAM
118	TRRG	NLETS REGIONAL REGISTRATION RESPONSE FROM NLETS
119	TSQ	NCIS/VTAM SNOWMOBILE REGISTRATION QUERY FROM USER
120	TSQR	CCH REQUEST FOR CRIMINAL HISTORY
121	TSR	SNOWMOBILE REGISTRATION RESPONSE FROM NCIS/VTAM
122	TXB	VTAM CANCEL BOAT ENTRY TESTING
123	TXV	NCIC-HOT STOLEN VEHICLE CANCEL - 2000
Towed Vehicle		
124	SEVT	HOT FILE TOWED VEHICLE ENTRY
125	SEVTH	HOT FILE HOLD TOWED VEHICLE ENTRY
Wanted Persons		
126	SCT	HOT FILE WANTED PERSON - TEMPORARY FELON CLEAR

ID	MKE	MKE Description
127	SCW	HOT FILE WANTED PERSON CLEAR
128	SEN	HOT FILE WANTED PERSON SUPPLEMENTAL ENTRY
129	SET	HOT FILE WANTED PERSON - TEMPORARY FELON ENTRY
130	SET-C	HOT FILE WANTED PERSON - TEMPORARY FELON ENTRY, CAUTION
131	SEW	HOT FILE WANTED PERSON ENTRY
132	SEW-C	HOT FILE WANTED PERSON ENTRY, CAUTION
133	SEWJ	HOT FILE WANTED JUVENILE ENTRY
134	SEWJC	HOT FILE WANTED JUVENILE ENTRY, CAUTION
135	SLT	HOT FILE WANTED PERSON LOCATE TEMPORARY
136	SLW	HOT FILE WANTED PERSON LOCATE
137	SMT	HOT FILE WANTED PERSON - TEMPORARY FELON MODIFY
138	SMW	HOT FILE WANTED PERSON MODIFY
139	SQW	HOT FILE WANTED PERSON INQUIRY
140	SSW1	HOT FILE SEARCH FOR WANTED JUVENILE
141	SXN	HOT FILE WANTED PERSON SUPPLEMENTAL ENTRY CANCEL
142	SXT	HOT FILE WANTED PERSON - TEMPORARY FELON CANCEL
143	SXW	HOT FILE WANTED PERSON CANCEL
144	SZW	HOT FILE WANTED PERSON TEST INQUIRY

ATTACHMENT B

SOURCE CODE ESCROW AGREEMENT

Request for Proposal Number 3473Z1

THIS ESCROW AGREEMENT is entered into as of this _____ day of _____, 200____, by and between _____, Inc., referred to herein as Licensor or “____” a _____ corporation having its principal place of business at _____, The _____,(blank name) the Escrow Agent, whose address is _____, and The Nebraska State Patrol, referred to herein as NSP whose address is: 1600 HWY 2 Lincoln, NE 68502.

- A. In consideration of the mutual covenants set forth in this agreement, and to the exclusion of all other agreements, _____, the Escrow Agent, and NSP agree as follows:
- B. This Escrow Agreement shall remain in effect for a period of twenty (20) years, commencing on _____, 200__ and terminating on _____, 200__; or until the earlier termination of the Agreement (defined below) or such time as NSP has elected not to renew its Maintenance and Support Services Agreement for the software. NSP shall provide notice to the Escrow Agent of any election not to renew its Maintenance and Support Services Agreement with _____.
- C. Unless the escrowed documents are released pursuant to the provisions hereof, or a notice of dispute has been received from NSP and the dispute remains unresolved, the Escrow Agent shall destroy the escrowed materials upon termination of this Escrow Agreement.
- D. _____ is the copyright owner of computer programs and supporting documentation to be held in escrow by the Escrow Agent for _____. Nothing contained herein shall be construed as a representation that NSP has or will register such copyrights.
- E. _____ will deliver to the Escrow Agent a source code copy of the computer software licensed in object code form to _____ by _____ pursuant to the Agreement dated as of _____, 200__, between _____ and NSP (the Agreement). The Escrow Agent is not a party to the Agreement. The software system will be in both computerized form (tape) and in printed hard copy form and will include source code, source code listings, procedures, and documentation of the complete software system. A listing of all computer software licensed to NSP pursuant to the Agreement and deposited with the Escrow Agent is attached hereto as Exhibit A.
- F. This escrow arrangement is to provide NSP with access to the source code and supporting documentation in the event that _____ discontinues business and/or fails to provide for continued support of the software system purchased by NSP.
1. Confidential Materials. The Escrow Agent agrees to accept from _____ to be held in escrow under this Escrow Agreement, for safe keeping purposes only, confidential materials in the form of program listings, supporting documentation, and other related materials that shall be delivered to Escrow Agent in a sealed, dated envelope. _____ will promptly deposit any future updates with the Escrow Agent in the manner provided in this Escrow Agreement. Wherever the software system is updated, _____ will notify NSP and provide NSP with a list of all computer software programs to be updated. _____ will permit a designated

Authorized _____ Representative (as defined in Section 3(a) hereof) to load the updated system into the _____ computer system to test its functionality and accuracy. In addition, _____ will provide the designated _____ Authorized Representative with the hard copy printout of the updated source codes, to verify the accuracy and authenticity of it. Upon _____ completion of its verification procedures, _____ will promptly deliver to the _____ an envelope containing a source code copy of the computer software licensed in object code form to NSP pursuant to this Agreement, with all applicable updates. Upon its verification of the contents of the envelope, _____ shall seal and date the envelope and deliver it to the Escrow Agent to be substituted for the sealed, dated envelope previously on deposit with the Escrow Agent. _____ verification of the updated software system shall be evidenced by a written notice, executed by an Authorized _____ Representative, (i) authorizing the Escrow Agent to accept the substitute envelope for the envelope then on deposit with the Escrow Agent, and, (ii) certifying that _____ has verified, but has not copied, duplicated, disseminated, distributed, or reverse engineered, the software source code or any related documentation. The Escrow Agent shall not accept a new envelope containing the updated software system unless the envelope is accompanied by _____ written notice. When updates are deposited with the Escrow Agent in the manner provided herein, _____ shall provide written instructions to the Escrow Agent to release outdated materials to NSP.

2. Retention of Confidential Materials. The Escrow Agent shall retain possession of the escrow materials until such time as a release of materials is required under the terms of this agreement. The Escrow Agent shall provide _____ and NSP with 45 days prior written notice in the event that it should cease doing business or is otherwise unable to perform its obligations in accordance with the terms of this Escrow Agreement. _____ and NSP shall reasonably agree on a substitute escrow agent to perform the obligations of the Escrow Agent hereunder. In the event that _____ and NSP are unable to agree on a new escrow agent, the Escrow Agent may petition a court of competent jurisdiction to appoint a new escrow agent, and the Escrow Agent shall be entitled to court costs and reasonable attorney fees in connection with such proceeding. _____ and NSP shall each be responsible for payment of one-half of such court costs and attorneys fees.
3. Release of Confidential Materials to _____. The Escrow Agent is authorized to release escrow materials to _____ only upon compliance with the procedures specified in a, b, or c below:
 - a. Upon written demand by an officer of _____ authorized to act on behalf of _____ pursuant to the resolution delivered in connection herewith (an Authorized _____ Representative), provided that such demand is accompanied by a written approval of release by the Executive Director or any other individual designated by _____ to act on its behalf under this Escrow Agreement (an Authorized _____ Representative). Simultaneously with the execution of this Escrow Agreement, _____ shall deliver to the Escrow Agent a resolution listing the individuals authorized to execute documents on _____ behalf under this Escrow Agreement, together with specimen signatures of such individuals. Simultaneously with the execution hereof, _____ shall deliver to Escrow Agent a resolution identifying officers of _____ authorized to execute documents on its behalf under this Escrow Agreement, together with specimen signatures of such officers.
 - b. Upon written demand by an Authorized _____ Representative provided that such demand is accompanied by a written order of the American Arbitration Association directing such release after having ruled on a dispute between _____ and NSP.

- c. Upon written notice from an Authorized _____ Representative that NSP has discontinued usage of the computer software system.
4. Release of the Escrow Materials to _____. The Escrow Agent is authorized to release the escrow materials to _____ only upon compliance with the procedures specified in a, b, c, or d below:
- a. Upon written demand by an Authorized _____ Representative, provided that such demand is accompanied by a written approval by an Authorized _____ Representative.
 - b. Upon written demand by an Authorized _____ Representative, provided that such demand is accompanied by a written order of the American Arbitration Association directing such release after having ruled on a dispute between _____ and NSP.
 - c. Upon compliance by _____ and the Escrow Agent with the provisions of Section 5 hereof entitled "Demand and Dispute."
 - d. Upon written notice from an Authorized _____ Representative that _____ has discontinued support of the computer software system purchased by _____ and NSP authorizes such release of the escrow materials.

5. Demand and Dispute.

- a. In the event _____ demands release to _____ of the escrow materials in accordance with Section 4(c) above, such demand must be accompanied by all of the following documents, each signed by an Authorized _____ Representative.

A notarized letter to the Escrow Agent stating that _____ has determined, after a diligent search, that as a matter of public record, _____ has ceased conducting business and/or has failed to make provisions for continued support of the software purchased by NSP; or,

A notarized letter to the Escrow Agent, stating _____:

- a) Attempted to contact _____ via telephone without success; and,
- b) Attempted certified mail contact with _____ (copy must be enclosed) without success; and,
- c) Has failed to receive a response from _____ or its successor and a period of time greater than ten (10) days has elapsed from the attempted certified mail contact.

Upon receipt of a demand and all required documents, the Escrow Agent shall attempt to notify _____ of such demand by sending a copy of _____ demand to _____ by certified mail, return receipt requested. The Escrow Agent shall not be required to perform any further investigation to confirm NSP's demand. In the event the Escrow Agent receives no response from _____ or its successor after providing the notice specified in this paragraph, _____'s claim that _____ is no longer doing business shall be deemed to be confirmed and the release of the escrow materials to _____ shall be automatically authorized.

_____ or its successor may dispute such demand at any time within ten (10) days following the Escrow Agent's mailing of the written notice described in clause (3) above. _____ shall provide written notice to the Escrow

Agent that it continues to conduct business or has made adequate provisions to provide support service to the software purchased by NSP and that the materials should not be released to NSP.

6. No Duty to Inquire into Truth, Authenticity, or Authority. The Escrow Agent shall not be required to inquire into the truth or authenticity of any statements or representations contained in any notices, certificates, documents, or signatures in the course of performing its obligations under this Escrow Agreement.
7. No Implied Duties. The Escrow Agent undertakes to perform only such duties as are expressly set forth herein and no implied duties or obligations shall be read into this Escrow Agreement against the Escrow Agent.
8. Reliance on Instruments. The Escrow Agent may act in reliance upon any writing or instrument or signature which it, in good faith, believes to be genuine, may assume the validity and accuracy of any statement or assertion contained in such a writing or instrument, and may assume that any person purporting to give any writing, notice, advice, or instructions in connection with the provisions hereof has been duly authorized to do so. The Escrow Agent shall not be liable in any manner for the sufficiency or correctness as to form, manner of execution, or validity of any instrument deposited in this escrow or delivered pursuant to the terms hereof, nor as to the identity, authority, or right of any person executing the same; and its duties hereunder shall be limited to the safekeeping of such certificates, moneys, instruments or other documents received by it as such escrow holder, and for the disposition of same in accordance with the written instructions contemplated by this Escrow Agreement.
9. Indemnification. _____ and NSP hereby agree to indemnify the Escrow Agent and hold it harmless from any and all claims, liabilities, losses, actions, suits, or proceedings at law or in equity, or any other expenses, fees, or charges of any character or nature, which it may incur or with which it may be threatened by reason of its acting as Escrow Agent under this Escrow Agreement, but not including actions of the Escrow Agent which are negligent, fraudulent, or otherwise a breach hereof; and in connection therewith, to indemnify the Escrow Agent against any and all expenses, including attorneys fees and the cost of defending any action, suit, or proceedings or resisting any claim.
10. Interpleader. If there is disagreement about the interpretation of the Escrow Agent's duties under this Escrow Agreement, or about its rights and obligations, or the propriety of any action contemplated by the Escrow Agent hereunder, the Escrow Agent may, at its sole discretion, file an action in interpleader to resolve the disagreement. The Escrow Agent shall be indemnified for all costs, including reasonable attorneys' fees, in connection with the aforesaid interpleader action, and shall be fully protected in suspending all or a part of its activities under this Agreement until a final judgment in the interpleader action is received.
11. Limitation on Escrow Agent's Liability. The Escrow Agent may consult with counsel of its own choice and shall have full and complete authorization and protection for any action taken or suffered by it hereunder in good faith and in accordance with the opinion of such counsel. The Escrow Agent shall otherwise not be liable for any mistakes of fact or errors of judgment, or for any acts or omissions of any kind unless caused by its willful misconduct or gross negligence.
12. Fees of Escrow Agent. _____ and NSP shall hereby agree to pay the Escrow Agent compensation for the services to be rendered hereunder as provided below, and to pay reasonable compensation for all additional services not contemplated by this Escrow Agreement. The Escrow Agent's fees for services rendered pursuant to this Escrow Agreement will be as follows:
 - a. A one-time acceptance fee of _____, payable upon execution of this Escrow Agreement; and,

b. _____ annual fee, payable upon execution of this Escrow Agreement and on each anniversary of the date of execution hereof.

13. Notices. Notices under this agreement shall be in writing, and shall be delivered by registered or certified mail, return receipt requested, to the intended recipient at the address set forth adjacent to such party's signature hereto, or to such other address as such recipient shall have designated in a notice to the parties to this Escrow Agreement.

14. Termination. This Agreement may not be terminated or modified except in writing signed by the Escrow Agent, Licensor, and NSP.

15. Governing Law. The laws of the State of Nebraska shall govern this Agreement.

Arbitration. Any controversy or claim between _____ and NSP, including any dispute regarding the release of the escrowed documents to _____ or _____, shall be determined by binding arbitration in accordance with the rules of the American Arbitration Association. Any arbitration proceeding conducted under the terms of this Agreement shall be held in Lancaster County, Nebraska. Judgment upon any arbitration award may be entered in any court located in Lancaster County, Nebraska, having jurisdiction, or NSP may bring an action, including a summary or expedited proceeding, to compel arbitration of any controversy or claim under this Escrow Agreement in any court located in Lancaster County, Nebraska, having jurisdiction over such action.

(Signatures)

Required Components Cost Summary	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Seven	Year Eight
Migration Costs (Cost Schedule J if applicable)									
Training Costs (Cost Schedule K if applicable)									
Documentation Costs (Cost Schedule L if applicable)									
Out-Of-Pocket Expenses (travel/per diem, etc.) (Cost Schedule M if applicable)									
On-Site Implementation Staffing Support (Cost Schedule N if applicable)									
Other Costs (Cost Schedule O if applicable)									
TOTAL COSTS BY PERIOD:									

** Year One begins upon acceptance of fully implemented system.*

Application Software Cost Detail – List each module, component or package individually along with all associated cost by period.	Number of Licenses Required	Initial Costs	Annual Costs - Year One*	Annual Costs - Year Two	Annual Costs - Year Three	Annual Costs - Year Four	Annual Costs - Year Five	Annual Costs - Year Six	Annual Costs - Year Seven	Annual Costs - Year Eight
Interfaces - User Interface Product										
1.										
2.										
3.										
4.										
TOTAL COSTS BY PERIOD:										

* Year One begins upon acceptance of fully implemented system.

Cost Schedule B
System Software Cost Detail
Request for Proposal Number 3473Z1

System Software Cost Detail – List each module, component or package individually along with all associated cost by period.	Number of Licenses Required	Initial Costs	Annual Costs - Year One*	Annual Costs - Year Two	Annual Costs - Year Three	Annual Costs - Year Four	Annual Costs - Year Five	Annual Costs - Year Six	Annual Costs - Year Seven	Annual Costs - Year Eight
Message Switch Application - Production										
1.										
2.										
3.										
4.										
5.										
Message Switch Application - Test/Development										
1.										
2.										
3.										
Message Switch Application - Business Continuity										
1.										
2.										
TOTAL COSTS BY PERIOD:										

* Year One begins upon acceptance of fully implemented system.

Cost Schedule C
Maintenance and Support Cost Detail
Request for Proposal Number 3473Z1

Maintenance, Support and Warranty Cost Detail – List each module, component or package individually along with all associated cost by period. See Section IV.D.13 for a description of what must, at a minimum, be included on this form.	Initial Costs	Annual Costs - Year One*	Annual Costs - Year Two	Annual Costs - Year Three	Annual Costs - Year Four	Annual Costs - Year Five	Annual Costs - Year Six	Annual Costs - Year Seven	Annual Costs - Year Eight
Maintenance and Support Program (Section IV.D.13.a and IV.D.13.b)									
1.									
2.									
3.									
4.									
5.									
Warranty (Section IV.D.13.c)									
1.									
2.									
3.									
Other Support Items									
1.									
2.									
TOTAL COSTS BY PERIOD:									

* Year One begins upon acceptance of fully implemented system.

Cost Schedule D
Required Hardware and Peripherals, available only from Bidder
Request for Proposal Number 3473Z1

Required Hardware and Peripherals, only available from Bidder – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.2.b for a description of what must, at a minimum, be included on this form.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:									

* Year One begins upon acceptance of fully implemented system.

Cost Schedule E
Project Management Cost Detail
Request for Proposal Number 3473Z1

Project Management Cost Detail – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.3 for a description of what must, at a minimum, be included on this form.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:									

* Year One begins upon acceptance of fully implemented system.

Cost Schedule F
Installation Cost Detail
Request for Proposal Number 3473Z1

Installation Cost Detail – List each item with its associated cost by period. Add additional lines if needed.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:									

* Year One begins upon acceptance of fully implemented system.

Cost Schedule G
Integration Cost Detail
Request for Proposal Number 3473Z1

Integration Cost Detail – List each item with its associated cost by period. Add additional lines if needed.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:									

* Year One begins upon acceptance of fully implemented system.

Cost Schedule H
Data Conversion Cost Detail
Request for Proposal Number 3473Z1

Data Conversion Cost Detail – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.6 for a description of what must, at a minimum, be included on this form.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:									

* Year One begins upon acceptance of fully implemented system.

**Cost Schedule I
Business Continuity Cost Detail
Request for Proposal Number 3473Z1**

Business Continuity Cost Detail – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.7 for a description of what must, at a minimum, be included on this form.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:									

* Year One begins upon acceptance of fully implemented system.

Cost Schedule J
Migration Cost Detail
Request for Proposal Number 3473Z1

Migration Cost Detail – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.8 for a description of what must, at a minimum, be included on this form.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:									

* Year One begins upon acceptance of fully implemented system.

Cost Schedule K
Training Cost Detail
Request for Proposal Number 3473Z1

Training Cost Detail – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.11 for a description of what must, at a minimum, be included on this form.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:									

* Year One begins upon acceptance of fully implemented system.

**Cost Schedule L
Documentation Cost Detail
Request for Proposal Number 3473Z1**

Documentation Cost Detail – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.12 for a description of what must, at a minimum, be included on this form.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:									

* Year One begins upon acceptance of fully implemented system.

Cost Schedule M
Out-Of-Pocket Expense Detail
Request for Proposal Number 3473Z1

Out-Of-Pocket Expense Detail – List each item with its associated cost by period. Add additional lines if needed.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:									

* Year One begins upon acceptance of fully implemented system.

Cost Schedule N
On-Site Implementation Staffing Support Cost Detail
Request for Proposal Number 3473Z1

On-Site Implementation Staffing Support Cost Detail – List each item with its associated cost by period. Add additional lines if needed. See Section IV.D.13.b for a description of what must, at a minimum, be included on this form.	Hourly/ Daily Rate	Hourly Phone Rate	Incidentals or Per Diem	Extended Total Cost
1. <i>Project Manager</i> – Minimum .75 FTE in NSP offices, Monday through Friday/standard business days; also available by telephone 24/7.				
2. <i>Support Staff</i> – Minimum 1.25 FTEs (IT and CSO) in NSP offices, Monday through Friday/standard business days.				
3.				
4.				
5.				
6.				
7.				
TOTAL COSTS:				

Cost Schedule O
Other Cost Detail
Request for Proposal Number 3473Z1

Other Cost Detail – List each item with its associated cost by period. Add additional lines if needed.	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven	Year Eight
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL COSTS BY PERIOD:									

* Year One begins upon acceptance of fully implemented system.

Cost Schedule P
Optional Components
Request for Proposal Number 3473Z1

	Optional Component Description	Initial Costs	Year One*	Year Two	Year Three	Year Four	Year Five	Year Six	Seven	Year Eight
Optional Application Software										
1										
2										
3										
Optional System Software										
1										
2										
3										
Optional Maintenance and Support										
1	as part of the initial system pricing.									
2										
3										
Optional Hardware & Peripherals Software										
1										
2										
3										
Optional Services										
1										
2										
3										
Other Optional Items										
1										
2										
3										
	TOTAL COSTS BY PERIOD:									

* Year One begins upon acceptance of fully implemented system.