Tab I

Fall in the Sierra
Photo by John Walker, NDEP

Part IA –Technical Proposal	
RFP Title:	**Automated ©Application Hunt, Game Tag Draw and Licensing System**
RFP:	**3009**
Vendor Name:	**Systems Consultants**
Address:	**185 North Maine Street** **PO Box 2040** **Fallon, NV 89407-2040**
Proposal Opening Date:	**March 28, 2013**
Proposal Opening Time:	**2:00 PM**

Systems Consultants

Tab I

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This proposal is printed on recycled paper.

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TAB III VENDOR INFORMATION SHEET

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VENDOR INFORMATION SHEET FOR RFP 3009

Vendor Must:

A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 will be used for development of the contract;
B) Type or print responses; and
C) Include this Vendor Information Sheet in Tab III, State Documents of the Technical Proposal.

V1	Company Name	***Systems Consultants***

V2	Street Address	***185 North Maine Street***

V3	City, State, ZIP	***Fallon, Nevada 89406***

V4	Telephone Number		
	Area Code: ***775***	Number***: 423-1345***	Extension:

V5	Facsimile Number		
	Area Code: ***775***	Number***: 423-0381***	Extension:

V6	Toll Free Number		
	Area Code: ***800***	Number: ***576-1020***	Extension:

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: ***Thomas L. Reeves***
	Title: ***Executive Director***
	Address: ***185 North Maine Street, Fallon, Nevada 89406***
	Email Address: ***treeves@sci-nevada.com***

V8	Telephone Number for Contact Person		
	Area Code: ***775***	Number: ***428-7020*** (Direct Dial)	Extension:

V9	Facsimile Number for Contact Person		
	Area Code: ***775***	Number: ***423-0391***	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: ***Thomas L. Reeves***	Title: ***Executive Director***

V11	Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date: ***Mar 27, 2013***

Tab III

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TAB IV STATE DOCUMENTS

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ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "confidential" **will not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a "trade secret" as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors' technical and cost proposals become public information.

In accordance with the Submittal Instructions of this RFP, vendors are requested to submit confidential information in separate binders marked "**Part I B Confidential Technical**" and "**Part III Confidential Financial**".

The State will not be responsible for any information contained within the proposal. Should vendors not comply with the labeling and packing requirements, proposals will be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that will be in an open meeting format, the proposals will remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information as defined in ***Section 2 "ACRONYMS/DEFINITIONS."***

Please initial the appropriate response in the boxes below and provide the justification for confidential status.

Part I B – Confidential Technical Information			
YES		NO	***X***
Justification for Confidential Status			
NA			
A Public Records CD has been included for the Technical and Cost Proposal			
YES	***X***	NO	
Part III – Confidential Financial Information			
YES	***X***	NO	
Justification for Confidential Status			
Per RFP para 5.1.11			

Systems Consultants
Company Name

Signature

Thomas L. Reeves ***03/27/2013***
Print Name Date

This document must be submitted in Tab IV of vendor's technical proposal

Tab IV

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ATTACHMENT C – VENDOR CERTIFICATIONS

Vendor agrees and will comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and will not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.

(2) All proposed capabilities can be demonstrated by the vendor.

(3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.

(4) All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.

(5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.

(6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion must be in writing and included in the proposal at the time of submission.

(7) Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

(8) All employees assigned to the project are authorized to work in this country.

(9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.

(10) The company has a written policy regarding compliance for maintaining a drug-free workplace.

(11) Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

(12) Vendor must certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

(13) The proposal must be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

Systems Consultants

Vendor Company Name

Vendor Signature

Tab IV

Thomas L. Reeves	***03/27/2013***
Print Name	Date

This document must be submitted in Tab IV of vendor's technical proposal

Tab IV

State of Nevada
Department of Administration
Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

Brian Sandoval
Governor

Greg Smith
Administrator

SUBJECT:	**Amendment No. 1 to Request for Proposal No. 3009**
DATE OF AMENDMENT:	March 14, 2013
DATE OF RFP RELEASE:	February 13, 2013
DATE AND TIME OF OPENING:	March 28, 2013
AGENCY CONTACT:	Marti Marsh, Procurement Staff Member

The following shall be a part of RFP No. ***3009*** for ***Automated ©Application Hunt, Game Tag Draw and Licensing System.*** If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

---

1. Page 4, Project Overview states that walk-in traffic is to the current vendor's facility. Is it required that vendors have a local office for walk-in traffic or can vendors propose a system for just internet/mail-in applications? If walk-in component is required, could potential vendors propose that walk-in traffic be directed to Nevada Department of Wildlife Offices?

   It is not required for vendors to have a local office for walk-in traffic however, current commission regulation allows for the public to walk in to the current vendor for processing of first come first serve remaining tag applications. Such walk-ins represent a very small percentage of the total applications. The vendor may propose a system accommodating just internet and mail-in applications (but it must accommodate both of those), subject to commission approved changes to commission regulation.

   NDOW offices do not accept walk-in traffic for tag applications.

2. Is real-time interface expected with the Nevada Wildlife Database System? Is it just financial information? Are there other system interfaces expectations? Are there any historical data imports from the current system into the new database? If so, to what extent?

   There must be a real-time data exchange interface with the Nevada Wildlife Data System which is not limited to financial information. This is also to support license

and stamp sales, retrieval of existing license information, hunter education lookup, and citation and revocation lookup for each applicant. Data regarding current tags are also transferred from the Application Hunt System to the Nevada Wildlife Data System for each client. The Application Hunt System also interfaces with the Interstate Wildlife Violators Compact (IWVCS). This interface allows for a lookup for wildlife violators who would be ineligible to apply in Nevada.

3. 1.1.4 Isn't this an internet-only sales channel system? If so, how does touch screen and VeriFone hardware apply?

   The current channels are the internet, mail-in and walk-in at the current vendor's office. NDOW's current Application Hunt System allows the applicant to access the system by PC through the internet. Smart phone users can access the system via the internet as well. Veriphone is a Point of Sale hardware process. We offer a similar POS process with our license agents for license sales only. It is not NDOW's intent to make the tag application process through our license agents. The broader intent of this item (which is listed as a "Goal" of the RFP, but not a critical element to the RFP) is to allow potential vendors to offer alternative solutions for NDOW to minimize costs, maximize revenues and provide our customers with as many channels as possible to submit applications and make purchases through the system.

4. 3.4.1 Would NDOW provide the number of sales of other privileges (fishing licenses, stamps etc.)? Is the full NDOW's license catalog expected to be supported?

   The full license catalog is not expected to be supported through the game tag draw process. Pursuant to NAC 502.4175, the only types of licenses and related stamps sold through this process are hunting licenses and combination hunting and fishing licenses, and the associated tags. Those using the game tag application process would not be able to purchase a fishing license only. Fishing license only sales, as well as all other license sales, are available through the Department's Nevada Wildlife Data System.

   The embedded document reflects those licenses, related stamps and associated sales which occurred through the game tag draw process from the period of January 1, 2012 to December 31, 2012. Approximately 96% of these sales represent credit card sales.

License and stamp sales Hunt

5. 4.1.2.2 Is the vendor responsible for creating, printing and mailing of postcards? Is vendor responsible for processing the returned cards or is NDOW?

   The vendor is responsible for preparing, printing and mailing of the postcards in coordination with NDOW who will have final approval of the layout.

   The vendor will be responsible for processing the return cards. See #16 below.

6. 4.1.2.4 Is the vendor expected to display only the item purchased through the Big Game System or all privileges from NDOW?

   Through the interface with the Nevada Wildlife Data System the lookup retrieves any hunting or combination hunting and fishing license privileges the applicant may have already purchased to satisfy the application requirements to apply for big game tags. It determines if the client would already have any stamps before allowing a purchase of another stamp of the same type.

   The interface with the Nevada Wildlife Data System provides for the purchase of hunting and combination hunting and fishing licenses and hunting type stamps. At the end of the application transaction the program prints the license document in the NWDS format that allows all items purchased during the application transaction to print on the document.

7. 4.1.3.1 How many pre-printed applications is the vendor responsible for mailing? The RFP also indicates that NDOW may also include additional letters or inserts. The number of inserts will directly affect mailing/handling costs. Can NDOW clarify the number of inserts included?

   Pre-printed applications are for the mail-in clients only. Three years worth of mail-in paper applications are presented in the volume statistics in this RFP.

   NDOW recognizes that additional letters or inserts other than what is already identified in Exhibit I of the RFP can affect mailing or handling costs. Any additional inserts provided by NDOW will take the weight requirements in Exhibit I into account.

8. 4.1.6.5 What are the print/stock requirements printing tags and licenses for issuance?

   NDOW provides the stock for both licenses and tags.

9. 4.1.7.1 The RFP says all revenues go into the state's bank (not vendors). If this is the case the vendor would provide the credit card gateway but the revenue would be deposited directly to the state's bank account. Is this correct? Also, one would assume that paper

applications would include a check written to NDOW. What is the process for handling checks?

Vendors would provide the credit card gateway while all the credit card revenues would be processed in the state's account. Need specifics on what part of the process you are referring to as far as handling checks? Are you referring to how NDOW handles checks in general or checks associated with applications? And you are referring to just tag applications?

10. 4.1.10 Does the state reimburse the vendor for all mailing costs or for increases in postage only?

The state will reimburse for increases in postage and if a mailing exceeds the weight requirement identified in Exhibit I.

11. 11.1 Proposals are evaluated based on 5 separate components. How are the various criteria weighted in the evaluation?

The State declines to provide the weights for the identified evaluation criteria.

12. RE: 3.3 Process Flow document is labeled DRAFT. Define 'draft' and clarify if bidders can assume this process for pricing purposes. Please explain if this document reflected how the process currently flows, and if not, what changes are reflected.

"DRAFT" and track changes should have been removed from the document. It reflects how the process currently flows.

13. Is NDOW open to considering a different hosted structure wherein DNOW has more direct control over and access to the system functions?

Yes. However, while NDOW is open to creative solutions to meet the intent of this RFP, NRS 502.175 requires that a private entity conduct the drawing to award the tags.

NRS 502.175 Drawings to award and issue tags or permits: Contract with private entity; procedure; regulations.

1. The Department shall contract with a private entity to conduct a drawing and to award and issue the tags or permits as established by the Commission. The drawing must be conducted using a computer program that awards tags or permits based on a random order of selection. The contract must provide for the acquisition by the Department of the ownership of the computer program at the end of the term of the contract. The Department shall solicit bids for the contract pursuant to the provisions of chapter 333 of NRS.
2. The Department shall:
   (a) Provide to the private entity to whom a contract is awarded pursuant to the provisions of subsection 1 any applications for tags, permits, documents or other information required by the private entity to conduct the drawing; and
   (b) Otherwise cooperate with the private entity in conducting the drawing.

3. As soon as practicable after the drawing is completed, the private entity shall submit the results of the drawing to the Department.
4. If no private entity qualifies for the awarding of the contract specified in subsection 1, the Department shall conduct a drawing to award tags or permits in the manner set forth in the regulations adopted by the Commission pursuant to the provisions of subsection 5.
5. The Commission shall adopt regulations necessary to carry out the provisions of this section, including regulations that prescribe the manner in which the Department shall conduct a drawing specified in subsection 1 if no private entity qualifies for the awarding of the contract. (Added to NRS by 1999, 1662; A 2003, 1537, 2544)

14. RE: 4.1.11.1, 4.1.2.2, 4.1.3.1, 4.1.2.9 Clarify who is responsible for the cost of providing supplies and printing. Please confirm that per pdf in 4.1.21 the Big Game postcard must be printed in color, and explain if any other color printing is required.

    The vendor is responsible for the supplies and printing with the exception of the tag and license stock. Those will be provided by NDOW. The big game postcard artwork has historically included pencil drawings but most recently has been color photos provided by NDOW. No other color printing.

15. Please confirm that NDOW is responsible for the costs of tag and license printing.

    NDOW will provide the tag and license stock.

16. Please confirm that Vendor is responsible for data entry of return cards and providing courtesy reminder letters. Please provide volume statistics for 4.2.9.2 (or indicate where they can be found in the RFP) and samples.

    NAC 502.405 requires the Department to publish the address of the vendor for the processing of the return cards. Pursuant to the NAC and as part of the administration of the Application Hunt program the vendor is responsible for data entry and preparing and sending courtesy reminder letters. These values are directly affected by the tag quotas set by the commission.

    - ***Tags eligible for a harvest report in:***
      - ***2011: 23,657***
      - ***2012: 34,752***

    - ***Data Entry***
      - ***2011***
        - ✓ ***561 keyed by telephone operators***
        - ✓ ***16,337 reported by client on-line***
        - ✓ ***5,904 keyed from paper reports***

      - ***2012 (Reporting is ongoing)***

- ✓ ***985 keyed by telephone operators***
- ✓ ***23,584 reported by client on-line***
- ✓ ***8,057 keyed from paper reports***

Return Card reminder letters printed in 2012:

- ***RCError: 912 were sent to clients filing paper reports with incompatible answers. For example: Did not hunt and successfully harvested. Also sent under specific circumstances to clients reporting on either web or paper for answers that do not result in rejection but are suspicious. A good example are those that report harvesting in a unit that is not valid for their tag.***
- ***RCRPenal: 82 were sent to clients after the reporting deadline has elapsed. These clients have submitted a harvest report that is currently in reject status.***
- ***RCLPenal: 23 were sent to clients after the reporting deadline has elapsed. These clients submitted a harvest report but after the deadline.***
- ***RCFPenal 2,534 were sent to clients after the reporting deadline has elapsed. These clients failed to submitted a harvest report.***
- ***RCNotice: 17,438 were sent as courtesy reminders to clients that have not reported three weeks after the season had ended.***

Late fines paid

- ***2011: 700***
- ***2012: 377 (Reporting is ongoing)***

Requested samples of return cards (Elk, deer and sheep) are embedded below:

17. RE: 4.1.2.4 Clarify how you envision allowing for the purchase of fishing licenses and stamps. Is this limited to only during/with the application submission, or can anglers purchase without submitting a hunt application?

    This was an inadvertent entry to the RFP . NAC 502.4175 does not allow for the sale of fishing licenses only during the application process, just hunting or combination hunting and fishing licenses. See # 4 above.

18. RE: 4.1.2.4 Explain if this is currently available during the online application and if so, please explain the process (is it real-time, how is eligibility confirmed, how is data provided to the licensing system and when, how are license documents provided to the purchaser, how are license fees paid to NDOW, is vendor responsible for the credit card

fees on the purchase, does the customer pay the same fee as if purchased from an agent or directly from NDOW, is an additional convenience fee added, etc.).

This question is similar to question 17. Fishing licenses only are not offered because it is not allowed by NAC 502.4175. Through the interface with the Nevada Wildlife Data System, eligibility and data exchanges are accomplished. The Application Hunts System allows for the applicant to print the license at the end of the transaction or opt to have it fulfilled (mailed) by the vendor.

Most license fees are paid on-line, some licenses purchased at NDOW offices, other through the mail, and small percentage is paid through our current vendor's office. Not sure if question is what credit card fees are being referred to when asked "is the vendor responsible for the credit card fees…" and again not clear when asked "does the customer pay the same fee…". Please clarify what fees are referred to when asking about "credit card fees"?

19. The Process Flow document describes only purchasing the hunting license related to the draw (buy now or only if fulfilled). Please clarify if there is any other means of purchasing this license outside of the © Application process. Please confirm if other hunting licenses and permits are issued through a separate licensing system?

    Sportsmen can purchase licenses from license agents throughout the state via the Nevada Wildlife Data System (NWDS) or from agents still issuing licenses manually, which are subsequently entered into NWDS by NDOW. The licenses issued through the Application Hunt process are issued through the interface with NWDS, which is the NDOW licensing program.

20. The Process Flow document refers to NDOW being responsible for some hunts but for all other hunts, their access is limited to inquiry and reporting capabilities only. Please explain "responsible for some hunts" and what NDOW and Contractors responsibilities are that differ for each type.

    Pursuant to NRS 502.175 (see the #13 for the complete language), the vendor is responsible for the hunts associated with random draws. NDOW enters the applications and issues some tags outside of the random draw process, such as Heritage Tags, emergency depredation tags, landowner damage compensation tags, elk incentive tags. Our NDOW offices have limited access to be able to issue a duplicate tag when a hunter claims to have lost it.

21. RE: 4.1.2.6 Please explain the "hunter education look-up" and clarify if this is for hunter information or if data is exchanged during the application process.

There is a link provided on the left side of the homepage of the www.huntnevada.com ***website. This allows a person to check and see if their hunter education information has been provided in the past and is currently on record.***

22. RE: 4.1.2.7 Please clarify if the Vendor issues the emails or if a report of customers is provided to NDOW and NDOW issues the emails.

    The vendor is responsible for issuing emails.

23. RE: 4.1.2.8 Please clarify if the mail-in applications are mailed directly to the Vendor and the Vendor enters the information and handles the payments.

    The mail-in applications are required to be mailed to the vendor and the vendor does the data entry and handles the payments.

24. Please explain to whom returned tags are sent and processed by – Vendor or NDOW.

    Returned tags are processed by the vendor. For the return process see NAC 502.422. The Department procedure is to forward any phone inquiries or correspondence to the vendor regarding these tags in order to ensure that they are processed by the vendor to meet the regulatory requirements for returned tags.

25. RE: 4.1.7.7 -8 Please clarify if Vendor is ever in possession of fees or funds collected, or if all funds are deposited directly to NDOW.

    Currently, the credit card funds go into the current Vendor's bank account and the Vendor then transfers the money to the State of Nevada account. Cash and checks are deposited directly into the State's bank account.

    The income code under which NDOW recognizes these deposits is a generalized Revenue General Ledger (RGL) account number. The Vendor provides NDOW with a breakdown of the deposits by revenue type, and NDOW makes a manual accounting entry to distribute the amounts accounting-wise into the proper revenue RGLs based on the type of fee. This procedure requires the reconciliations described in 4.1.7.7-8.

    However, under 4.1.7.1-2 of the RFP, all revenues generated from the draws would be deposited into NDOW's bank account directly and not to the vendor's bank account, and all such revenues would be applied directly to a the proper RGL (instead of a generalized RGL) at the time of receipt. This would eliminate the need for the procedures in 4.1.7.7-8.

Tab IV

26. RE: 4.1.8.8, 4.1.12.2 Please provide volume statistics related to calls received from the public, and the average call length.

    During the year from March 6, 2012 to March 5, 2013, 16,895 application hunt calls were received (inbound) from the public. The average duration of these calls was 3.79 minutes. In addition to inbound calls thousands of outbound calls are made each year for credit card declines, etc.

27. RE: 4.1.15 Please clarify the estimated number of NDOW users of the system.

    Dependent upon staffing levels, approximately 30 users.

28. RE: 4.1.22.1 Are the quarterly financials filed with NDOW public record?

    At this time we do not know the answer to this question.

29. RE: 4.1.22.6 -7 and 4.2.4.7 Please clarify if these dates are negotiable. A public company, for example, has SEC reporting requirements that prevent release of certain financial information before it is made publicly available. The Instructions document does not appear to address public companies.

    Yes, the dates are negotiable provided the bidder has a good reason why the proposed deadline would not work.

30. RE: 4.2.1.2 and 4.2.1.3 Please explain "if the vendor is proposing". Clarify what options are available to bidders related to Administration, Maintenance and Enhancement and how they are to be reflected in the Cost Proposal?

    Items 4.2.1.2 and 4.2.1.3 should be read as if the phrase "[i]f the vendor is proposing Administration, Maintenance and Enhancement" was not included; i.e., all vendors should address these two items.

    Regarding the options, as noted in the overview there are two distinct approaches:

    - ***Administer, maintain and enhance the existing ©Application Hunt System for receiving and processing tag applications and their associated fees, as well as, administering and conducting the tag drawing (Maintenance/Enhancement), or***

    - ***Provide a replacement automated system for receiving and processing such applications and fees, primarily received through the Internet, administer and maintain the new program and conduct the tag drawings pursuant to NRS 502.175.***

In other words, the vendor can (1) take over the existing software, run it, maintain it, and provide enhancements as needed, or (2) provide a replacement system instead. In either case, the vendor will be responsible for all of the administrative processes required by NAC associated with the tag draw processes.

31. RE: 1. States it is imperative bidder includes cost of additional hardware and software utilized for program maintenance and testing. Please confirm that these costs are to be covered by the per application fee paid to vendor.

The vendor can include them in the per application fee or can propose another way to recover their cost.

32. RE: Att. I, Schedule I Please confirm for purposes of Schedule I, the estimated Number of Applications Processed.

Here is the number of applications processed during the calendar year 2012. They are indicative of the volume, but the exact volume going forward is unknown.

Main Big Game Draw	***164,238***
Big Game 2nd Draw	***2,842***
Big Game Remaining First-Come-First-Served Draw	***734***
Spring Turkey Draw	***1,388***
Spring Turkey Remaining First-Come-First-Served	***47***
Non-Resident Guided Draw	***848***
Swan Draw	***166***
Swan Remaining First-Come-First-Served	***484***
Total	***170,747***

The mix of on-line vs. paper applications can be approximated from the Volume Statistics (embedded in Section 3.3 of the RFP).

33. Schedule I refers to "cost per application processed" but Schedule K refers to "cost per online application processed" and "cost per paper application processed". Please clarify the correlation between Schedules I and K in evaluating bids.

Schedule I has been amended to allow pricing for on-line applications and paper applications, respectively. The number of applications for calendar year 2012 is shown in the answer to question 32 (above), and the mix of on-line vs. paper applications can be approximated from the Volume Statistics (embedded in Section 3.3 of the RFP).

34. Please confirm that the actual compensation proposal price is reflected in Schedule K.

In their cost proposals, bidders may substitute an alternative method of calculating the amount payable under this contract.

35. Who pays each of the "per xx costs" in Schedule K?

Schedule K reflects the rate per application payable by NDOW if the contract calls for payment based on the number of applications processed.

36. Is the convenience fee paid to the customer to be included or excluded from Schedule K? If not included, is it to be quoted anywhere in the Cost Schedule?

It is to be included as part of the cost proposal in Schedule K.

37. RE: 4.1.7.9 Since merchant fees are Vendor's responsibility, it is necessary for pricing to understand the total amount of NDOW fees collected per year that are subject to Vendor's merchant fees; please provide.

The first of the two embedded documents reflect sales of those license and license-related documents which occurred through the game tag application process from January 1, 2012 through December 31, 2012. This is the same document as included in #4 above. The second embedded document reflects game tags sold through the game tag application process during the same period. Approximately 96% of sales presented in these two documents represent credit card sales.

License and stamp sales Hunt

Tags for Hunt year 2012.pdf

38. Please clarify what Vendor expenses are intended to be covered by the convenience fee applied at the time of application, such as merchant fees, any mailing costs, etc.?

NAC 502.118 allows for a fee for an application (i.e., document) submitted to the department electronically. There is no restriction on how the vendor can use such fees. Link to NAC.502.118: http://leg.state.nv.us/nac/nac-502.html#NAC502Sec118

39. RE: 4.2.3.1; 4.2.3.2 What hours are currently offered? Does NDOW consider these hours adequate and if not, why?

Monday through Friday 8am – 5pm for phone customer service. Internet transaction assistance is available while the online site is open until the deadline. The Department considers this adequate, however we would consider 24/7 as ideal.

40. RE: 4.1.8.6 – Please indicate if call calls are currently recorded. How often does NDOW access the recordings? Is CDOW willing to consider samples for monitoring instead of recording 100%? What is the required retention for recordings of calls?

    All calls are currently being recorded. NDOW accesses those recordings if a complaint is elevated to NDOW or is received by NDOW directly. NDOW requires 100% recording of all phones calls received by the vendor to be able to respond to complaints and to address training issues. NDOW has the ability to login to access the recordings. Per the Nevada State Administrative Manual the retention requirement is three months. However, we frequently need to review recordings well beyond three months.

41. RE: 4.2.9 COST The introduction requires services for 'years 2013, 2014 and 2015'. Please clarify if this is calendar years, and the pricing for the 2 contract years is July 2013 – June 2015.

    The first sentence of the first paragraph of this section is amended to read as follows:

    > ***NDOW is requesting that vendors prepare proposals for the services described below for the years August 1, 2013 – July 31, 2014, and August 1, 2014 – July 31, 2015, respectively.***

42. RE: 5.1.8.7 How many of these requests are received annually? Are the lists provided free to the requestor?

    The breakdown of the number of saleable lists purchased from the current vendor over the past 3 years is as follows:

    2010: 79
    2011: 80
    2012: 62

    The form to purchase saleable lists is located on the vendor's website. www.huntnevada.com***. The form reflects the prices based upon the type of lists***

43. RE: 5.1.11 and 10.5. Please confirm that this is the same information required to be submitted.

    Yes – same information, except that 10.5 specifies Nevada's substitute W-9 form be included. That form has the federal ID.

44. RE: 5.2 Define 'subcontractor' and clarify if it includes service providers such as printing companies, suppliers, off-site back-up data storage or DR facility,

    Reiterating the definition of Subcontractor in Section 2:

Third party, not directly employed by the contractor, who will provide services identified in this RFP. This does not include third parties who provide support or incidental services to the contractor.

45. RE Section 7. Explain on what basis is the current contractor is paid. Please clarify the payment schedule anticipated by NDOW in the new contract. Clarify if payment to contractor is anticipated to be made monthly based on invoices for the previous month's services, or if other model, explain.

There are four payment components under the current contract:

- ***A fixed fee per application processed multiplied by the number of applications processed, with a minimum guaranteed number of 161,000 applications per year.***
- ***A fixed fee per return card processed multiplied by the number of tags issued, with a minimum guaranteed number per year. For the period December 2, 2011 to December 1, 2012, the minimum was 25,000 cards.***
- ***An additional amount for programming up to a stated maximum amount. Projects and fees are agreed upon by NDOW and the current Vendor from time to time.***
- ***A contingency of 10% of the total of (1) the fixed costs (the guaranteed minima for applications and return cards) and (2) the stated maximum amount for programming.***

Under the current contract, the amounts payable each month for application and return card processing are set forth in a schedule (the amounts vary from month to month pursuant to a forecast but are fixed). Twice annually, the vendor reconciles the scheduled and actual number of applications and return cards, respectively, and (1) in the first reconciliation bills for any amount by which the actual numbers exceed the minima, and (2) in the second reconciliation bills for the actual numbers of applications and return cards for the year less any amounts for which it has already billed. So the monthly payments for application and return card processing are actually fixed before payment and "true-up" occurs just twice a year.

Under the current contract, programming and contingent amounts are not included in the fixed monthly payment schedule.

Billing and payment structures are negotiable. Billing can be monthly, but bidders may propose alternatives to the billing structure described above.

46. Is the current contract and record of payments for this service public record and if so, where can a copy be obtained?

The current contract is a matter of public record. A copy can be obtained by submitting a formal request via the Purchasing website at http://purchasing.state.nv.us/Public_Requests/Public_Requests.htm We do not know if the record of payments is public record but that information would only be available from NDOW.

47. RE: 10.6.4 Please confirm that CDs are required (per Submission Checklist) even if vendor does not designate any portions as proprietary/confidential.

    CD's are required as identified in Section 10 of the submission requirements even if the vendor does not designate any portion as proprietary or confidential. The Master CD is to contain the Technical, Confidential Technical (if applicable) and Cost Proposal. The Public Records CD must include the Technical and Cost Proposal and must not include any confidential or proprietary information.

48. RE: Attachment I – Please clarify if it is acceptable for bidders to propose a SaaS solution that includes multi-tenant hosting and configurable COTS applications to meet requirements. This form appears to imply reporting for costs of a singularly-operated custom solution; please clarify.

    While we have limited knowledge of multi-tenant hosting, we understand it to mean that system applications of multiple customers are being hosted on a common single database, with a common operating environment and software version, and that such an environment allows for a variety of economies of scale. We are open to creative solutions to our needs.

49. RE: Attachment I, Schedule C – Estimated quantities will need to be provided by NDOW for the amounts that are not included elsewhere in the RFP.

    The Volume Statistics are embedded in Section 3.3 of the RFP.

50. When do you expect to receive a final product and implement it into the full working order?

    This is not a contract to develop a new system. On August 1, 2013, the awarded vendor will either take over administration, maintenance and (if needed) enhancement of the existing system or will provide a replacement system, the latter case involving systems that are already in existence and use elsewhere.

51. What operation system currently hosts Application Hunt?

Tab IV

Current Software List.doc

52. What security standards (ie, SSL) do you require if a web-based application is proposed?

All vendors need to be Payment Card Industry (PCI) compliant and will need to be sure all their infrastructure, systems, and gateway are certified by the various credit card processors as well as have safe locations.

53. What file format(s) can NV Wildlife Database System read and write and can it be accessed from an external server / application? Any standard or protocol available regarding Nevada Wildlife Database System integration/access?

The Nevada Wildlife Data System does not read or write specific file formats. It is composed of a Microsoft SQL backend and a series of web sites that access the SQL data.
The Application Hunt System accesses NWDS Data in three manners:

- ***Two XML interfaces for reading, updating and adding information to NWDS.***
  - ✓ ***AHSClientAccess.asmx – is used to determine if a client exists already in NWDS, and if so retrieves the Client information, the Hunter Ed Certificate, and the most current year licenses.***
  - ✓ ***nwdslicenseservice.asmx – is used to record the sale of a license.***
- ***AHS accesses budget split information through a ADODB connection to the NWDS SQL data.***
  - ✓ ***Tables accessed:***
    - o ***LICENSE_TYPES_ACCOUNTS***
    - o ***LICENSE_TYPES_BUDGET_SPLITS***
  - ✓ ***Should another vendor win either the AHS or NWDS contracts, the directly accessed tables in NWDS from AHS should be converted to fixed tables in AHS. The NWDS vendor would then transfer updated tables periodically to the AHS vendor. (These tables are infrequently updated.)***
- ***AHS accesses one stored procedure in the NWDS SQL:***
  - ✓ ***sp_newlicensenumber.***
  - ✓ ***Should another vendor win either the AHS or NWDS contracts, this procedure would require that an XML interface be constructed to replace it.***

54. Are there any platform requirements for the application development and deployment?

No. We are seeking a vendor to assume the administrative and technical support of the existing Application Hunt program, or a vendor offering an alternate existing system. We are not seeking to "develop and deploy" a new system.

55. Are there requirements to migrate data or archives from existing system?

If a vendor offering an alternative system is awarded the contract, all data must be migrated from the existing Application Hunt System to the new alternative system.

56. Does the state require the use of special paper and/or the deployment and management of POS equipment for license sale agents as part of the requested solution, or are vendors free to submit innovative solutions that do not include special paper or POS equipment to meet the objectives of the RFP?

NDOW license agents will not be a part of the requested solution. The license and tag stock will be provided to the vendor. Potential vendors are encouraged to provide innovative solutions for our needs.

57. What online payment methods does the State desire? PayPal? eCheck? Other? Discussion: Paragraph 1.1.3 states "Provide multiple on-line payment options for customers (currently only credit cards can be used with on-line applications)", while Paragraph 4.1.2.10 states "All on-line transactions and purchases are paid for by credit card. Vendor must be Payment Card Industry compliant." We are confused as to what the State wants.

Paragraph 1.1.3 refers to the State's goals for the system. The State would like to be able offer its customers a variety of on-line payment methods including options such as PayPal and eCheck, etc. Vendors should be aware of the direction the State would like to go and should help the State in research and exploring these options. Currently, as stated in 4.1.2.10, all on-line payments are done by credit card.

58. Which specific systems does the State desire to deploy/employ for hunt applications? Discussion: Paragraph 1.1.4 states "Make automated system deployable to multiple devices such as touch screen POS, PC, Verifone POS and other mobile devices". If the intent is to use the HTML-compliant browser on the smart phone or tablet, that is already possible. a. If the intent is to develop and field an app that will work external to the browser across Apple (iOS), Android, Blackberry, and Microsoft operating systems, there will be significant development costs incurred. If this approach is desired, where (which cost line item) should the vendor bid the costs of development and implementation? Should all of Apple, BlackBerry, Android and Microsoft phone operating systems be considered? If so, which versions of each operating system needed to be supported by Apps? i.e., the latest BlackBerry OS (10.0) is NOT supported by legacy devices like the BlackBerry Storm or Storm II, this would suggest multiple versions of each of the operating systems need be supported, if so, which ones? b. The Verifone POS system

(currently in use at NDOW counters) is mentioned in the "such as" list by the state (quoted above). Does the State intend to offer hunt applications through its NDOW counter agents? If so, how does the State intend to capture the application data since Verifone device is designed for credit card activity and does not collect alphabetic information? How will the permit fees be collected if the applicant is successful if the State collected the application fees over the counter? Will AHS be expected to interface with the State's credit card system/vendor? c. What "other mobile devices" must be supported? d. Does the State intend to offer hunt applications through its retail POS Agents? If so, will the Agent collect the funds and transfer them to NDOW via ACH Sweep or will the POS device have to collect the funds via credit or debit card directly? How will the Agent be compensated? How will the permit fees be collected if the applicant is successful if the Agent collects the application fees?

NDOW's current Application Hunt System allows the applicant to access the system by PC and internet. Smart phone users can access the system via the internet as well. NDOW has no intention at this time to deploy the tag application process to our license agents. However, the broader intent of this item (which is listed as a "Goal" of the RFP, but not a critical element to the RFP) is to allow potential vendors to offer alternative solutions for NDOW.

59. Given that all revenues must be deposited into the State bank account, who is responsible for payment of credit card merchant fees? Discussion: Paragraph 4.1.7.1 states "All revenues generated from the draws must be deposited into NDOW's bank account directly and not to the vendor's bank account. The State's current bank account is with Wells Fargo Bank." Paragraph 4.1.7.9 states "Merchant fees shall be the responsibility of the successful vendor by collecting a convenience fee applied at the time of application. The successful vendor will supply NDOW with an annual reconciliation report that identifies detailed costs relating to its credit card processing expenditures compared to the revenue received from the members of the public regarding the convenience." Merchant fees are collected by the credit card company from the merchant bank account in which the funds are deposited. Currently all credit card revenues are deposited into an SCI merchant bank account and SCI pays the fees. Please clarify this issue.

Paragraph 4.1.7.9 should be disregarded. Merchant fees will be the responsibility of the state.

60. If NDOW elects to take hunt applications over the counter at NDOW offices, will NDOW pay the credit card fees and charge the Convenience Fee? How will the accounting be handled? Discussion: Section 4.1.7.9 states that "merchant fees shall be the responsibility of the successful vendor by collecting a convenience fee applied at the time of application. The successful vendor will supply NDOW with an annual reconciliation report that identifies detailed costs relating to its credit card processing expenditures compared to the revenue received from the members of the public regarding the convenience."

There is no mention in the neither the goals nor the scope of work about NDOW accepting hunt applications over the counter.

61. How will revenue collected with applications be accounted for? Discussion: Paragraph 4.1.7.2 states "All revenue received from applicants for each hunt draw, whether through a paper application or online, pre- or post-draw, will be applied directly to a NDOW unique individual fee revenue ledger number at the time of receipt, and not to a general holding revenue ledger number (which requires separation into applicable revenue ledger numbers at a later date) as under the current system. The Vendor will know, at the time of the application, where some of the fees are going, regardless of whether the application is on paper or credit card: • Application Fees • Silver State Application Fees • Predator Management Fees • Elk Depredation Fees • License fees for licenses purchased at the time of application. The Vendor will not know where to place the following fees, when taken at the time when a paper application is processed, as they are contingent on events that occur as late as the draw: • How will tag fees on paper applications that are refunded if the application is unsuccessful be accounted for? • PIW Donations depend on the outcome of the Main Draw and the outcome of the PIW draw. If the hunter is unsuccessful in the Main Draw and then successful in the PIW Draw, for example, the PIW Donation is not collected but a PIW tag fee is collected. How will this be accounted for and reported pre-draw when the initial funds are posted? How will it be accounted for (reported) post-draw when allocated then since the allocation may change? Similarly, and perhaps more importantly because of sheer volume, if the hunter is unsuccessful in the Main Draw and unsuccessful in the PIW Draw, the PIW Donation IS ultimately collected. How will this be accounted for and reported pre-draw when the initial funds are posted from a paper application (but the PIW status is not yet known), keeping in mind that credit card based applications WON'T have these fees included pre-draw while Paper Applications would have funds that either would ultimately be allocated entirely to a tag if successful in the main draw or partially allocated to PIW donation and partially refunded if unsuccessful in the main draw and unsuccessful in the PIW draw? • Predator Donations and Operation Game Thief Donations made on paper applications are often not accompanied by sufficient funds to cover the tag fee AND the donation. How will this be accounted for and reported pre-draw when the initial funds are posted? How will it be accounted for (reported) post-draw when allocated then since the allocation may change? • "Licenses only if successful" fees are not collected until the outcome of the draw is known for online applicants. How will this be accounted for pre-draw and post-draw with paper applications? • "Mountain lion tag only if successful" is another similar issue. How will this be accounted for pre-draw and post-draw with paper applications? Money Short situations complicate this issue further. If a hunter applies for Elk and opts to purchase a license regardless of success and only send two dollars, where are the two dollars applied? Application Fee? Elk Depredation Fee? Predator Fee? License fee? How will bounced checks be accounted for? Rejected applications?

The States does recognize that above issues are serious limitations of the current system. The State also recognizes that this may impose certain challenges to some vendors, but also recognizes that this may not pose a challenge to all vendors. These questions assume all vendors will experience the same issues described in this

question. The purpose of this RFP is to determine which vendors can best meet all of the RFP requirements and each vendor needs to take into account their current strengths and weakness when responding to the RFP.

62. Would the State consider deleting the requirement stated in 4.1.7.2 for paper applications? Discussion: Since paper applications constitute such a small percentage of the total and since paper applications may be on the way out, we suggest that continuing to service paper applications in the same manner as they have been done in the past would be a prudent cost-saving measure.

    As noted in Section 1 of the RFP: "NDOW is currently working with the Commission to eliminate paper applications however; proposals for this RFP must include all paper application processing as currently required." Elimination of paper applications would require approval by the Commission.

63. Where and how should the one time programming costs for requirements such as Paragraph 4.1.7.2 be included in the cost proposal? "4.1.7.2 All revenue received from applicants for each hunt draw, whether through a paper application or online, pre- or post-draw, will be applied directly to a NDOW unique individual fee revenue ledger number at the time of receipt, and not to a general holding revenue ledger number (which requires separation into applicable revenue ledger numbers at a later date) as under the current system." Discussion: Specifically which line item/Schedule should these one-time costs be included under? How should one-time programming costs be amortized over the life of the contract?

    Schedule H – Other; or they may be separately stated as one-time charges.

64. What internal controls is the state specifically interested including in the Procedures Manual? Discussion: Paragraph 4.1.14 states "Procedures Manual: Successful vendor shall provide a complete and detailed procedures manual to document that internal controls and separation of duties are developed in adherence with managerial polices. Controls consist of all procedures an agency uses to safeguard resources, provide accurate information, and assure adherence to applicable laws, regulations and policies. The procedures manual will be reviewed and approved by NDOW and must be completed within the first year of contract and will be reviewed annually. Does this apply to all business operations of the vendor, to all business operations of the Vendor that involve the Agency, or specifically to those operations with direct applicability to the Application Hunt System?

    The controls should be those that apply to all business operations of the Vendor that involve NDOW (most of which will be the operations directly applicable to the Application Hunt System).

The current user manuals and the Process Flow document embedded in the RFP mention various control mechanisms in their discussions of procedures, but none of these have a section devoted exclusively to "internal controls and separation of duties developed in adherence with managerial policies."

65. Where are Return Card mailing costs entered in the Cost Schedule - Attachment I? Discussion: Schedule J specifically asks for Return Card Processing Costs, but some of these costs (Return Card Courtesy Letters and Non-Return Penalty Letters) appear to be captured on Schedule C, Mailing Costs. The vendor's bid for return card processing appears to be covered again in paragraph 4.2.9.2 of the Technical Proposal vice the Cost Proposal. Para 10.2.12 specifically states that no cost data is to be included in the Technical Proposal. "Cost and/or pricing information contained in the technical proposal may cause the proposal to be rejected." Please clarify.

    The tag is a perforated multisection form that includes the return card. The mailing costs for the Return Card would be covered at the time the tag is mailed.

    Attachment I Schedule C is about mailing costs, not processing. Processing might be included under Other in Schedule E (Labor), or Schedule H (other costs). Paragraph 4.2.9.2 is not related to the Technical Proposal; the information described in that paragraph goes into the Cost Proposal. The warning in Paragraph 10.2.12 stands.

66. Exactly which proposal paragraph numbers does the State want discussed under Tab VI, Scope of Work? Discussion: Paragraph 10.2.2.6 states that the Scope of Work to be discussed under Technical Proposal Tab VI is Section 3, Scope of Work. Section 3 in the RFP is the Background; Section 4 is the Scope of Work. Additionally, Paragraph 4.2 is entitled "Vendor Response to Scope of Work"; is this the section that the State desires the Vendor to answer with regard to the Scope of Work?

    Yes – Section 4.2 is the section the Vendor must answer with regard to the Scope of Work. However, cost matters should be discussed in the Cost Proposal.

67. Exactly which proposal paragraph numbers does the State want discussed under Tab VII, Company Background and References? Discussion: Paragraph 10.2.2.7 states that the Company Background and References to be discussed under Technical Proposal Tab VII is Section 4, Company Background and References. Section 4 in the RFP is the Scope of Work; Section 5 is the Company Background and References.

    The matters to be discussed under Tab VII are those described (and the questions presented) in Section 5 of the RFP.

<u>ALL ELSE REMAINS THE SAME FOR RFP 3009.</u>

Tab IV

Vendor shall sign and return this amendment with proposal submitted.

NAME OF VENDOR _____

AUTHORIZED SIGNATURE _____

TITLE _____ **DATE** _____

RFP 3009 Amendment 1

This document must be submitted in the "State Documents" section/tab of vendors'

Tab IV

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TAB V TECHNICAL PROPOSAL CERTIFICATE OF COMPLIANCE WITH TERMS AND CONDITIONS OF RFP

PLACEHOLDER for TAB

Tab V

Tab V

ATTACHMENT B – TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE WITH TERMS AND CONDITIONS OF RFP

I have read, understand and agree to comply with ***all*** the terms and conditions specified in this Request for Proposal.

YES ***X*** I agree to comply with the terms and conditions specified in this RFP.

NO _____ I do not agree to comply with the terms and conditions specified in this RFP.

If the exception and/or assumption require a change in the terms in any section of the RFP, the contract, or any incorporated documents, vendors ***must*** provide the specific language that is being proposed in the tables below. If vendors do not specify in detail any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

Systems Consultants
Company Name

Signature

Thomas L. Reeves ***March 27, 2013***
Print Name Date

Vendors MUST use the following format. Attach additional sheets if necessary.

EXCEPTION SUMMARY FORM

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
None			

ASSUMPTION SUMMARY FORM

ASSUMPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	ASSUMPTION (Complete detail regarding assumptions must be identified)
1.	**4.1.7.9 Schedule K**	**Pg 17**	**SCI assumes that the convenience fee has been deleted. We have captured all costs on the per application prices in Schedule K.**

This document must be submitted in Tab V of vendor's technical proposal

Tab V

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TAB VI SCOPE OF WORK

Placeholder for Tab

Tab VI

4. SCOPE OF WORK

4.1 VENDOR RESPONSIBILITIES

SCI proposes to administer, maintain, and enhance the existing Application Hunt System© using the staff and procedures we have developed over the past 20 years.

4.2 VENDOR RESPONSE TO SCOPE OF WORK

4.2.1 Proposed Organization and Staffing Plan

4.2.1.1 Include any costs associated with the proposed organization and staffing in the proposed bid information included in the response to this RFP in ***Attachment I - Cost Schedule.***

All SCI organization and staffing costs are captured in Attachment I, Cost Proposal. Our staff is sized to the requirement based on our 20 years of experience. Our mixture of full-time, part-time, and seasonal workers allows us to achieve maximum personnel efficiencies in the workforce while maintaining an outstanding level of service.

4.2.1.2 If the vendor is proposing Administration, Maintenance and Enhancement, identify all key project personnel who will be assigned to administer the hunt, their roles and responsibilities, their qualifications, and their availability to perform the proposed scope of services in ***Attachment G – Proposed Staff Resumes.***

SCI has identified the key personnel required for the administration of the hunt program, and their roles and responsibilities, qualifications, and availability are covered in detail in Attachment G – Proposed Staff Resumes. Our key staff personnel have a combined total of over 90 years of wildlife experience with 80 years of experience on this specific project.

Don Sefton is the founder, owner, and President of SCI. With over 38 years of experience in the IT industry and over 20 years of Nevada wildlife administrative services experience on the Nevada hunt, Don offers unparalleled expertise to this program, including the design of the original Application Hunt System©. Don will manage the overall program, participate in system design, and serve as the executive interface with NDOW.

Thom Reeves is the Executive Director and Director of Operations of SCI. Since joining SCI in 1994 after successful careers in the Marine Corps and in DoD Training Program Management, he has participated in the development and operation of the Application Hunt System©, inter alia. Thom will oversee the integration of system enhancements into the SCI infrastructure and serve as the network administrator and database administrator for this project.

Monty Martin is Director of Wildlife Administrative Services at SCI. Monty has over 25 years of programming and design experience including 14 years of work on the Application Hunt System©. Monty has overall responsibility for SCI wildlife administrative service operations.

Wayne Taylor maintains the HuntNevada.Com website and the Application Hunt System©, and he is intimately familiar with both systems and the Nevada hunt application milieu. Wayne is an SCI Lead Programmer and Systems Analyst with 9 years of AHS experience.

Bob Glennon is the Director of Training and QA. He joined SCI in 2002 after a 20-year Navy career as a Naval Aviator and a 17 year stint as an instructional design and development specialist. Bob will oversee the training and certification of all WASO employees on the Application Hunt System©.

Brinda Israel is SCI's Wildlife Administrative Services Manager, providing administrative support for five state wildlife agencies. She has been with SCI for 11 years, the last 2 of which have involved extensive work in the Nevada hunt arena. Brinda has overall responsibility for day-to-day operations and scheduling.

Due to health issues, we plan to replace the current Nevada Supervisor after the 2013 Big Game Draw with Dawn Anda, the person who filled in while the current supervisor was on medical leave. Dawn has worked at SCI for 6 years, first as a telephone operator and then in quality assurance testing all SCI wildlife administration systems. She is intimately familiar with the rules and regulations governing the Application Hunt System©.

4.2.1.3 If the vendor is proposing Administration, Maintenance and Enhancement, describe your proposed staffing for the engagement, including the total number of personnel (Full Time Equivalent) by position, including manager(s), clerical personnel, data entry personnel, and others to be assigned to the project in ***Attachment G – Proposed Staff Resumes.***

SCI is proposing Administration, Maintenance, and Enhancement of the Application Hunt System©. Our staffing proposal and organizational structure are discussed in detail in Attachment G – Proposed Staff Resumes.

Our current total staffing of 65 FTEs is sufficient for the performance of the work specified in the RFP as well as all of our other contract commitments.

4.2.2 Administration of the Hunt and Return Card Processing

4.2.2.1 Include any costs associated with administration of the ©Application Hunt and return card processing in the response to this RFP in ***Attachment I – Cost Schedule.***

SCI has broken out the costs for Application Hunt System© Maintenance, Administration, and Enhancement and the Return Card Program separately, and they are both included in Attachment I – Cost Schedule.

4.2.2.2 Describe your approach to administering the ©Application Hunt program including application and brochure mail-outs, application and return card processing, conducting drawings, printing tags and reports, and other miscellaneous tasks

described in Calendar of Activities and Process Flow documents contained in ***Section 3.3 – Vital Source Material for Prospective Bidders.***

Introduction

SCI will continue to maintain, administer, and enhance the existing Application Hunt System© under this contract in accordance with the agreed upon Hunt Calendar developed jointly with NDOW staff each year, including:

- ***Maintaining the hunt/draw business rules in AHS and on HuntNevada.Com***
- ***Mailing out post cards, brochures and pre-printed applications for each draw as appropriate***
- ***Receiving, processing, and entering paper applications***
- ***Receiving and processing web applications***
- ***Generating application correction letters***
- ***Checking applications in real-time for Interstate Wildlife Violator Compact and State of Nevada revocations/citations***
- ***Reconciling funds from paper applications and depositing the funds to NDOW's bank account***
- ***Reconciling credit card receipts between AHS and the NDOW Credit Card Gateway***
- ***Accounting for donations to Operation Game Thief and Predator Management***
- ***Operating the Main Draw***
- ***Conducting the PIW Program draw, the Silver State Draw, and the Bear Draw within the Main Draw***
- ***Conducting the Guided Nonresident Draw, Second Draw, the Turkey Draw(s), and the Swan Draw***
- ***Conducting First-Come, First Served Tag Sales***
- ***Updating and rejecting client application records to reflect NSF checks***
- ***Notifying NSF clients and processing payments***
- ***Generating post-draw reports***
- ***Posting indexed draw results to the website by 5:00 pm two days after the draw***
- ***Generating and sending results letters to all applicants and results eMails to applicants who furnished an eMail address.***
- ***Fulfilling licenses and stamps sold through the application process***
- ***Fulfilling tags to successful hunters***
- ***Fulfilling requested mountain lion tags***
- ***Generating the refund file for NDOW for unsuccessful paper application hunters***
- ***Generating harvest report reminder letters after season end for each hunt for nonresponsive hunters***
- ***Receiving and entering harvest reports by mail, fax, telephone, and web***
- ***Mail out of Harvest Report correction letters***
- ***Generation of harvest report penalty letters***
- ***Production of all required reports***
- ***Responding with data, statistics, and estimated costs for Fiscal Notes for BDRs and Petitions to the Wildlife Commission***

SCI uses the hunt calendar to plan and schedule the necessary supporting events to execute the NDOW Hunts. We will describe the Big Game Draw first, since it is by far the largest of the draws and the most complex.

The Big Game Draw

The Nevada Big Game Draw is by far the most demanding requirement for the Application Hunt System©. In a typical year, SCI accepts over 164,000 applications for Big Game from over 57,000 individual sportsmen in a one month period. Embedded within the Big Game Draw are additional draws for the Silver State Tags and the Partnership in Wildlife (PIW) Tags. The Silver State Tag draw occurs first in the sequence, since successful hunters in Silver State will not be eligible to participate in the Main Draw for the same species. Similarly, only applicants who are unsuccessful in the Silver State and Main Draws for a species, and who so indicate, are entered in the PIW Draw, which occurs immediately after the Main Draw.

Pre-Application Period Activities

Preparation for the application period, processing the applications, and administering the draw is a complex undertaking that requires close coordination with the NDOW staff and constant attention to detail.

Duplicate records are the bane of database administrators. AHS has a built-in search mechanism to identify possible duplicate client records based on one of several criterion sets in a report. Each suspected duplicate is then investigated and the records are merged if appropriate. This is performed twice during the application period – once before generating the paper applications for mailing and again just prior to the Draw.

In December, SCI and NDOW begin work on the application forms and screens for the upcoming year. SCI develops paper application forms for Resident and Nonresident hunters with an 11" x 17" sheet containing two applications:

1) ***Big Game -Elk, California Bighorn, Nelson (Desert) Bighorn, Rocky Mountain Bighorn, Antelope, Rocky Mountain Goat, and Black Bear.***
2) ***Mule Deer***
3) ***Additional Resident and Nonresident Application Forms for the new party hunts are now produced in addition to the traditional forms. Party hunts are now permitted for Mule Deer, Antlerless Elk, and Antelopes (Horns shorter than Ears) but all party hunt applications must be submitted together with one payment for all members.***

The proposed Mule Deer application has provisions for purchase of a Mountain Lion Tag, as well. The application forms are thoroughly reviewed by NDOW before implementation.

SCI also creates two-sided application forms for the guided hunt at this time of year.

In January of each year, NDOW begins preparation of the Big Game Brochure for their printer. It is typically ordered in mid-February and issued in mid-March, shortly before the application period begins. At the same time SCI orders the mailing supplies and pre-printed

envelopes it will need for the year. NDOW also sends an update to the AHS for citations and associated subsequent hunter education.

Hunting regulation changes and regulations affecting the hunt are usually finalized at the February Commission Meeting. SCI attends all Commission Meetings to offer an expert resource on AHS and NWDS and to provide input as directed.

Following the February Commission Meeting NDOW finalizes the Hunter Choice, unit group, and season information and forwards it to SCI so we can update the appropriate files for the Main Draw; these files essentially contain the business rules for the draw. SCI's Nevada Supervisor and the WASO Manager make the changes and double check the tables for completeness and accuracy. The completed tables are then reviewed by NDOW as a further check on accuracy and completeness.

SCI conducts an eligibility update at the end of the hunt year and after each draw as well to ensure that all bonus points and other factors are updated and accurately reflected in AHS. At the yearend update, we convert youth bonus points to adult bonus points as well. Resident to nonresident and nonresident to resident bonus point transfers are handled as they occur.

Next, SCI updates and checks the Season Tables based on NDOW's input. At this point, the hunts are defined to the system except for quota. With the regulations and hunt rules in place, SCI begins work on updating the HuntNevada.Com website, and the AHS as required, in mid-February for the upcoming application period.

When the Seasons Report has been approved by NDOW, SCI generates a Tag Sample Report for NDOW review of the final appearance of the game tags.

SCI maintains a full-time QA staff of 4 experienced test personnel, all of whom have been trained and certified on the AHS and all of whom have previous experience as an operator qualified to assist Nevada hunters. SCI QA maintains a comprehensive test script for every aspect of the online draw application process, and these scripts are run until all aspects have been thoroughly exercised and all errors fixed. The site is then made available to NDOW staff for their testing. SCI will be happy to provide NDOW with the test scripts if desired.

SCI conducts load testing on the HuntNevada.Com website using MicroSoft's Visual Studio Team Foundation Suite each year. Team Foundation generates web inquiries at varying intensities to test the websites capacity and identifies bottlenecks for programmer action, such as adding an index.

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It is important to note that SCI will maintain a test/development/training version of the HuntNevada.Com websitefor the entire period of the contract. The test site will be available to NDOW staff as desired.

The Main Page is shown in Figure 1. The links to informational content are boxed.

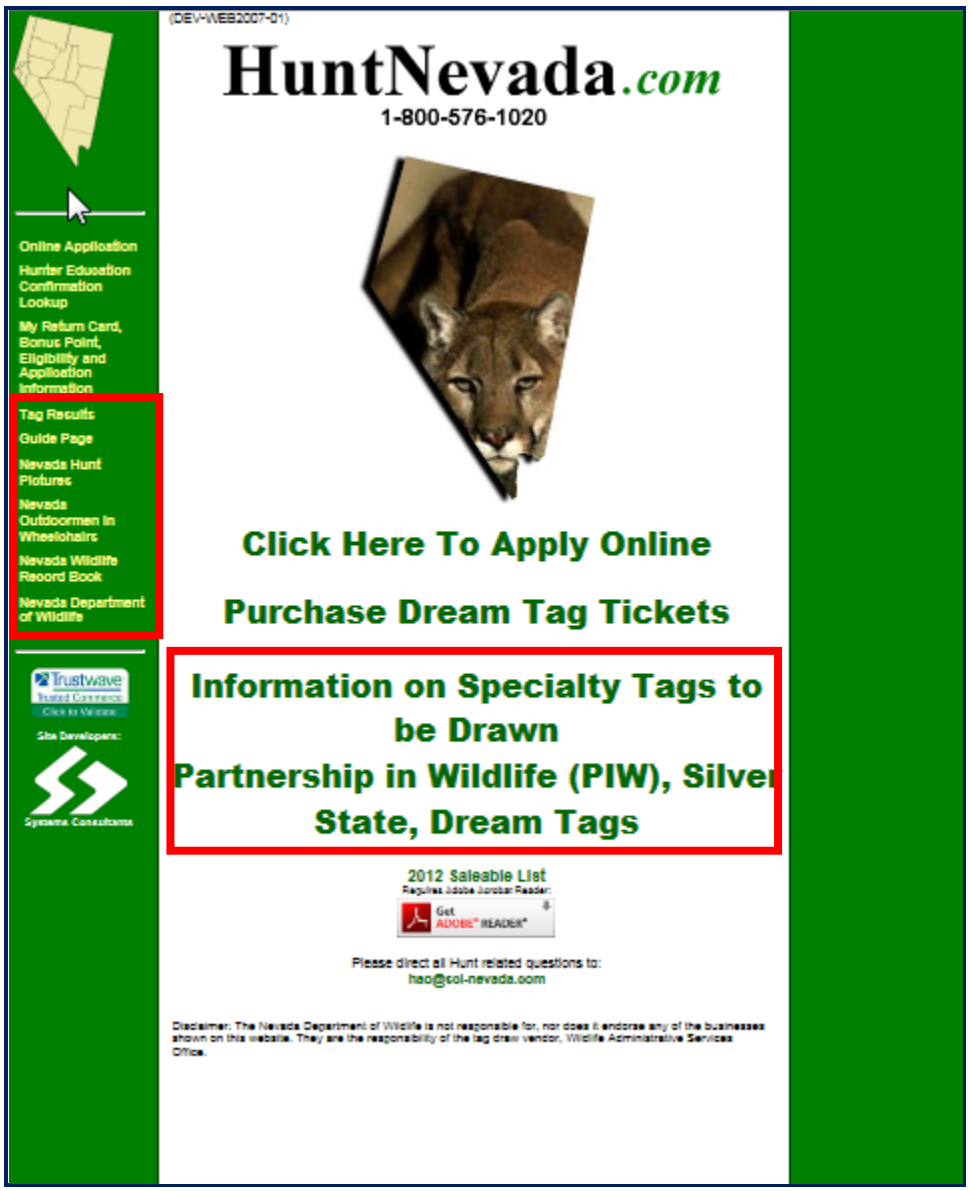

Figure 1 HuntNevada.Com Main Page

Figure 2 depicts the Application page from HuntNevada.com. The general information items are boxed.

Figure 2 HuntNevada.Com Application Page

SCI conducts employee training on the Application Hunt System© and HuntNervada.Com in early March annually. Experienced operators and supervisors receive 3 hours of classroom instruction that covers Nevada hunting regulations, introduces any changes from the previous year, and reviews the operation of the website and the AHS customer service features. This facilitates operator assistance to hunters and customer service activities.

We have re-written and updated the comprehensive test that was administered in prior years and will re-introduce it in 2014. For new hires, the recurrent training class is reinforced by one-on-one hands-on training. The test/training versions of the AHS and HuntNevada.Com are available to all employees year-round.

SCI designs reminder post cards with the application period dates, website URL, and telephone information for mailing to all hunters who applied online in the previous two years. After NDOW approval, the card artwork is printed. The cards are then returned to SCI for addressing by AccuMail Frameworks© and AHS in USPS CASS/PAVE order. Shortly before the opening of the application period, the reminder post cards are mailed. At the same time, we produce and mail out pre-printed paper applications to all hunters who applied on paper in the past two years and those who request to be added to the mailing list. Additionally, PDF files of the blank application forms are sent to NDOW for distribution to NDOW offices and POS Agents, and the files are made available for download on the HuntNevada.Com and NDOW.Org websites. SCI prints a limited number of blank applications for local use and distribution over-the-counter.

SCI mails copies of the Nevada Big Game Seasons and Applications brochure to nonresident hunters who specifically request them, and we include a set of nonresident paper applications. Residents who request brochures are referred to an NDOW office and/or the website for a download.

SCI uses USPS-approved AccuMail Frameworks© software for address checking and cleansing to USPS Coding Accuracy Support System (CASS) standards. We view every contact with the sportsman as an opportunity to update address information. All volume mailings are produced in Delivery Point Barcode order using AccuMail Frameworks© to qualify for *Presort Accuracy Verification and Evaluation* ***(PAVE) rates, affording us the lowest possible mailing rates.***

The Application Period
The Big Game Hunt application period runs from mid-March to the third Monday in April. Applications for tags and Bonus Points are accepted on the HuntNevada.Com website and via hardcopy for approximately one month. Applications for bonus points only are accepted for an additional week. In 2013, the hunt application period opened on Monday, March 18 and is scheduled to close on Monday, April 15. Bonus point applications are being accepted until Monday, April 22.

Mail-in applications are received at the SCI Mail Facility for initial processing for data entry. These applications must be accompanied by a check or money order for the non-refundable application fees plus the tag fees for all tags on the application; credit cards are not accepted for mail-in applications. The hunts allowing parties now include all deer, antlerless elk, and antelopes with horns shorter than ears. A party applies together with the same Hunt Choice Numbers for all members, pays all fees, and indicates the size of the party.

After delivery to WASO by a recognized postal service, each envelope is opened and the application form and check are stapled together and given a machine-generated serial application number.

The application number assigned to each application is a combination of the hunt year, the draw, the serial number, the hunt number, and the man number, e.g. 2013-5-653099-1331-1. The AHS treats all hunts as party hunts for processing purposes; an individual application is a

party of one with an application number such as 2013-5-123456-1331-1. If the application is for a party of more than one, each member receives a sequential Man Number, i.e. 2013-5-653099-1331-1, 2013-5-653099-1331-2, 2013-5-653099-1331-3, etc.

After assignment of the application serial number, an SCI clerk edits each application, highlights the items to be keyed, and groups the application numbers into batches of 50.

The Supervisor removes the funds and aggregates them into deposits by batch; a deposit may contain multiple batches. The deposit must be entered into the Application Hunt System© by the Supervisor before any data entry for the batch can occur. Three tapes are run on the checks and money orders– the total of the numeric amounts written on the checks and money orders, the total of the written amounts from the checks and money orders, and the total of the amounts from the application forms in the batch. All three must be equal to proceed

Deposits are made to the designated NDOW bank account daily..

A Batch Processing Form is prepared for each batch of 50 application numbers with the starting and ending application numbers, the deposit amount, and the batch number. All batches are also logged in the Batch Log. The Batch Processing Form then accompanies the batch of applications through the rest of the process, and the responsible individual annotates the form at each step with the date and the initials of the person performing the process step.

Batch funds are then aggregated into a deposit by the Supervisor who runs one tape total on the deposit slip and a tape total from each individual batch. The deposit is recorded on the NDOW SCI Daily Reconciliation Worksheet, and copies of the deposit slip and Worksheet are furnished to NDOW.

Batches of paper applications are assigned to data entry personnel for entry in the system. Each batch is then keyed twice, once by the original data entry keyer and then independently by a second person as verifier. As a cross check, each batch is identified to the system by both the keyer and the verifier, and the system matches it to the deposit records to ensure that the data entry deposit amount matches the Supervisor deposit amount.

A Supervisor then runs the Compare process to compare the entries in the keyer batch and the verifier batch. The AHS identifies all discrepancies between the keyer data and the verifier data, and the supervisor may elect to accept either the original or verifier data field or to enter new data in the field. Once the data has been compared, the original and verifier batches are identical, the deposit amounts all match exactly, and the batch is ready for posting to the system.

Interim balancing is performed each time a batch is posted to the system, whenever an NSF check is reported or clreared, and whenever other money corrections are received.

The AHS edits applications for compliance with hunt restrictions, eligibility, required funds, etc. If a big game application is rejected due to correctable errors, a correction letter is generated by the system and mailed to the hunter, provided that there is sufficient time

available for the hunter to make the correction and return the form to WASO prior to the Big Game Correction Letter deadline. The correction letter is specific to the problems with the individual application and can be completed and mailed back to WASO to resolve the issue. On receipt, the corrections and/or funds are entered into the AHS database.

SCI currently receives notification from NDOW in the event that a check fails to clear. We update AHS, change the application status to Reject, and generate a correction letter. The hunter must make the check good and pay a $25 Bad Check Fee. Until cleared, the NSF will prevent future transactions in AHS.

Mail-in applications are accepted for two mail delivery days after the deadline and entered into AHS as late applications. Applications received after that time are returned to the sender unopened. No hand deliveries are accepted; a recognized postal service must be used.

SCI has implemented a strict procedure for handling suspicious and/or threatening mail; all employees who handle mail are required to be familiar with the procedure.

Web applicants directly enter their applications on www. HuntNevada.Com. The web site can be reached directly or by clicking the link on the NDOW web site at www.NDOW.org. If the hunter is already in the database, the form displays with the demographic information filled in. The hunter may edit this information as required. If the client is new to the database, a blank onscreen form is provided to capture the required information.

Web transactions are protected by 2028-bit encryption using Microsoft's Secure Socket Layer (SSL) technology. Security certificates and SSL are provided by Symantec's VeriSign™ unit. The client will see the VeriSign seal, the padlock, and the https:// address leader for the website, providing assurances that all sensitive information transmitted over the web is fully protected.

Security certificates carry varying capabilities for recognizing variations of web addresses. If, for example, a hunter forgets the "www" in the URL or mistypes "http" instead of "https", the security certificate might reject the URL variation. Depending on the browser, this may result in a warning message that might cause consternation to the user. While certificate purveyors such as Go-Daddy.Com offer inexpensive certificates that do not exhibit this issue, they do not offer the level of assurance that VeriSign provides. SCI will employ only VeriSign security certificates on NDOW web sites.

Hunters applying on the web must pay by credit card. Web applicants are only charged for the non-refundable fees. If the hunter is successful in the draw, the tag fees and license fees if appropriate are charged to the same credit card. There are therefore no refunds required in the web application process. The Application Hunt System© validates the credit card and obtains authorization for the charge from Nevada's credit card gateway. The gateway settles transactions nightly, and funds will be deposited to the designated State of Nevada merchant bank account by the card provider, usually within 3-4 days. AHS is currently programmed to interact with Authorize.Net. If NDOW selects another gateway, the interface will require reprogramming.

Based on our experience with the Utah hunts, SCI has procedures in place to accommodate the changeover to directly depositing credit card funds to the Nevada state merchant bank account as we do in Utah

SCI will be happy to entertain other payment methods, such as other credit cards, eCheck, or PayPal. Our experience with eCheck has been fraught with difficulties including longer remittance times and the lack of guaranteed funds. An NSF can occur after the eCheck is authorized. Since NDOW is receiving the funds directly, the only cost implication is an up-front programming cost. We suggest that an ECP approach be used to make such changes.

SCI is evaluated for PCI-compliance monthly to ensure that sensitive information is being properly safeguarded. All of our secure sites are checked by TrustKeeper ™, a certified PCI provider. In accordance with Payment Card Industry (PCI) requirements, our volume level dictates only that we be evaluated for PCI compliance every three months. We have opted for the more stringent monthly evaluation. TrustKeeper issues a certificate after each test, such as the example shown in Figure 3. Copies of the certificate will be provided to NDOW upon request.

To view this email as a web page, go here.

Trustwave

Thom Reeves

This is an automated email to notify you that the scheduled TrustKeeper vulnerability scan of Systems Consultants has completed and passed. You may still need to complete your PCI Self-Assessment to finish the PCI certification process. Please login to TrustKeeper to see if you have any further action required.

TrustKeeper is in the process of generating a vulnerability scan report. You may view these results by accessing your TrustKeeper account:

https://login.trustwave.com
User Name: SYSCON

Your next vulnerability scan is currently scheduled for 03/14/2013.

TrustKeeper is a certified remote assessment and compliance solution created by Trustwave and designed to help merchants meet the PCI DSS and achieve compliance with the associated programs of Visa®, MasterCard®, American Express®, Discover®, and other credit card associations. The TrustKeeper solution is an integrated easy-to-use tool that removes the challenge of navigating the complex PCI DSS requirements and provides a "one stop shop" for merchants to certify compliance.

DO NOT REPLY TO THIS MESSAGE VIA EMAIL.
This mail is sent by an automated message system and the reply will not be received. Thank you for using TrustKeeper.

This email was sent to: **treeves@sci-nevada.com**
This email was sent by: Trustwave
70 West Madison Street, Suite 1050, Chicago, IL, 60602, USA
We respect your right to privacy - view our policy

To view this email as a web page, go here.

Figure 3 TrustKeeper PCI Compliance Certificate

The client may enter multiple hunters as desired and then has the option to select the hunter or hunters to be included on each hunt. Payment by one credit card for all applications and licenses is required, however.

A special case exists for both paper and online Partnership in Wildlife (PIW) applications. The hunter indicates on one or more applications that he/she wishes to be considered in the PIW Draw if unsuccessful in the Main Draw for a species. If the hunter is successful in the Main Draw or if the hunter is successful in the PIW Draw, the $10.00 donation is not charged. If the hunter is unsuccessful in the PIW Draw, then the $10.00 PIW donation is charged after the draw is complete.

Web applications are taken on our server farm and recorded in a separate table in the Application Hunt System© SQL database. Several stored procedures in the application website and external xml calls are made to NWDS and IWVCS determine eligibility and

license status in real time. The online hunt application process follows the steps shown in Figure 4.

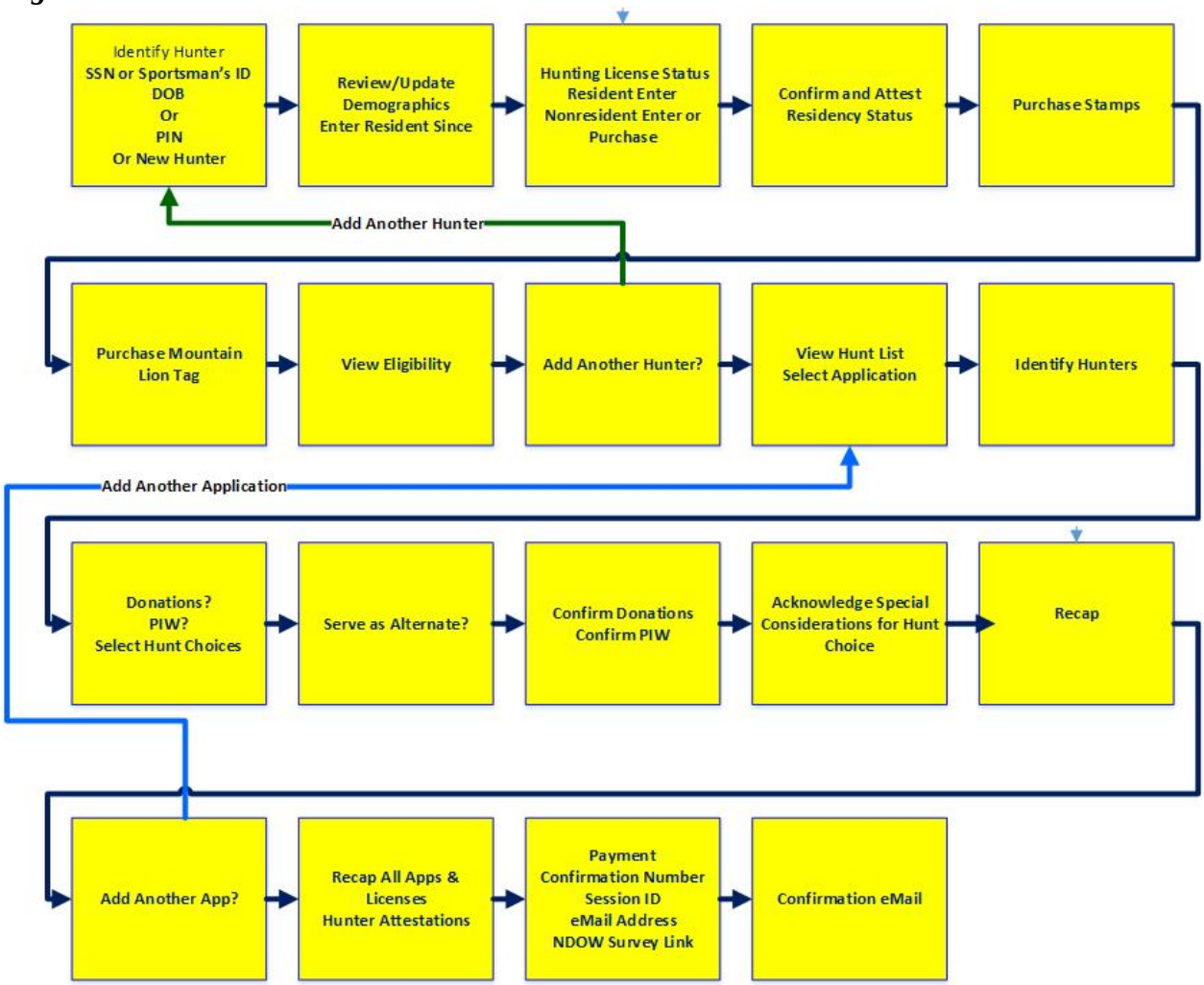

Figure 4 Big Game Online Application Process

The Hunt List for 2013 from HuntNevada.Com is shown in Figure 5. Note that the client can apply for Silver State Tags and Bear Tags, which are awarded in the Big Game Draw. Also note that the client can purchase Dream Tag raffle tickets (and the prerequisite Resource Enhancement Stamp), which are awarded in a separate draw held by the Community Foundation of Western Nevada, thus affording the hunter one-stop shopping.

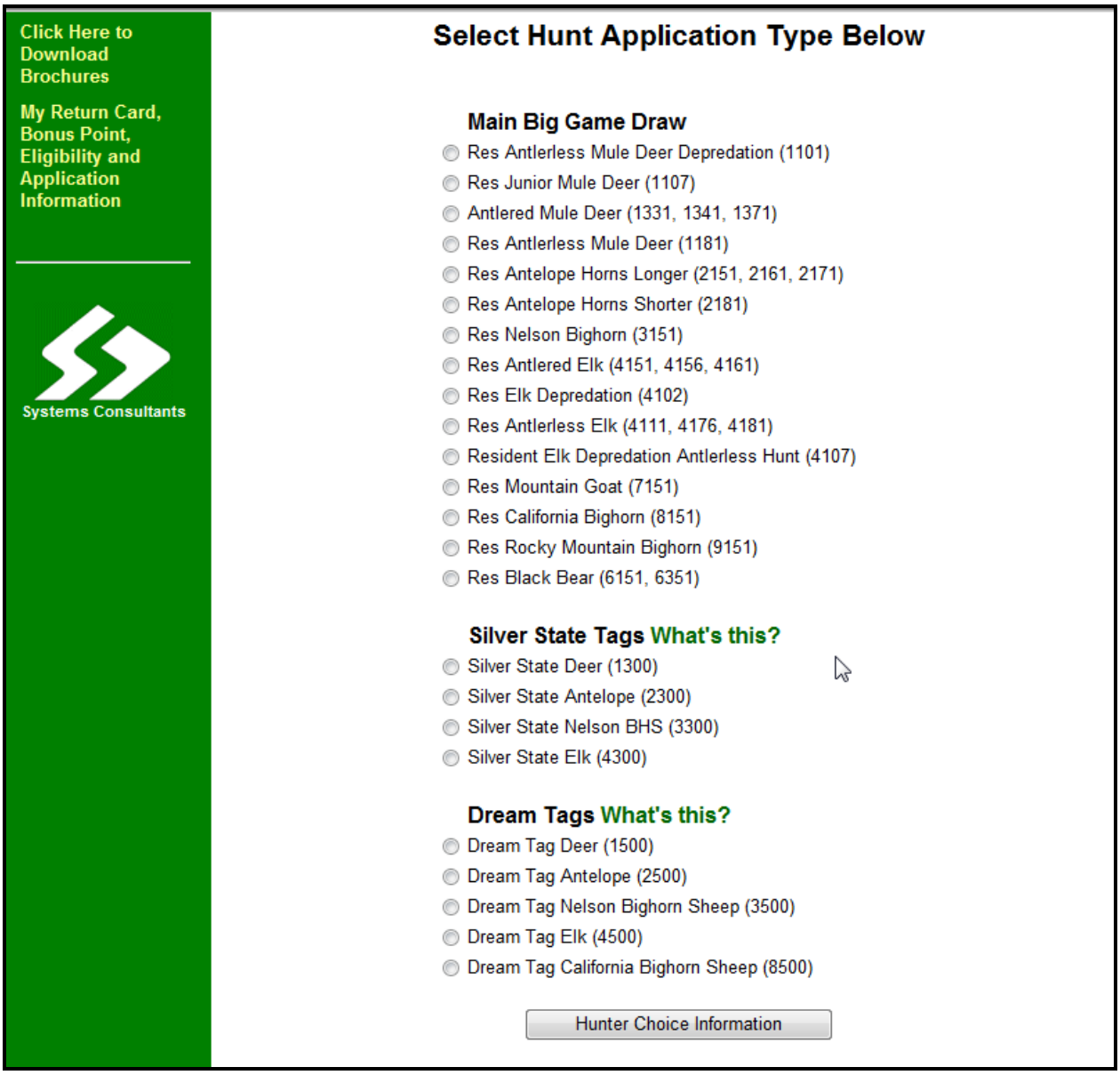

Figure 5 2013 Big Game Draw Hunt List

All address information is checked and cleansed by AccuMail Frameworks to comply with USPS CASS regulations. If the address requires a change the change is shown to the client for acceptance. Approximately 95% of all US addresses are in the AccuMail Frameworks database; an Override function is available to accept addresses not in the database.

Web application charges are reconciled daily between the credit card gateway and the AHS before the web applications are imported. Then the SQL transactions from the web are imported into the AHS using the Import Web Apps function in AHS. On import, the applications are assigned sequential application numbers and grouped into batches of 1,000.

AHS generates an Exception Report as a batch posts, be it a paper batch or a web batch. The Nevada Supervisor then reviews and resolves each exception as dictated by the business rules established by NDOW. AHS then generates the required Correction Letters.

Since "data entry" is performed by the client for web applications, there is no independent verification. SCI built a robust error-checking routine into the web application, so errors on accepted web applications are rare. Typically, these errors are confined to problems when the applicant provides an incorrect SSN or Client Number that causes a merge of historical records that invalidates the current application or when the applicant submits both paper and web applications that conflict with each other.

Correction Letter returns are entered into AHS as received. If there is a money correction, the NDOW Money Correction Form accompanies the letter until all entries have been made. When completed, the Correction Letter is stapled to the original application to preserve the audit trail.

SCI runs the Cash Control Report each day during the application period. The total dollar amount of applications must equal the deposits reported to the Nevada Department of Wildlife. If the totals do not match, the SCI Supervisor identifies the discrepancy and contacts NDOW-Accounting Division to see if a correction to a deposit was reported.

In the current system of accounting for application funds received are recorded to a general holding revenue ledger number until after the draw, at which time the funds are reconciled and distributed to the proper NDOW accounts using the accounting information furnished by AHS. In the future, NDOW desires to book all draw revenue when received rather than using the holding account.

- ***Nonrefundable fees are not a problem to distribute - Application Fees, Silver State Application Fees, Predator Management Fees, Elk Depredation Fees, License and stamp fees for licenses purchased at the time of application, and credit card donations.***
- ***Since only non-refundable fees are charged on web applications, distributing the charges to the proper accounts on receipt is straightforward. Post-Draw, the charges for tags, licenses only if successful, mountain lion tags only if successful, and PIW donations can be recorded to the proper account when reconciled.***
- ***Paper applications, however, must be accompanied by all fees charged on the application. Some of these fees are contingent on the draw outcome and therefore subject to the absolute uncertainty of the draw - refundable tag fees for unsuccessful applicants, PIW donations, Predator Management Donations, Operation Game Thief Donations, Mountain Lion tag only if successful, and License purchases only if successful fees.***

The most cost-effective way to solve this is to change the web accounting when the new contract goes into effect and maintain the status quo with the checks/money orders until paper applications cease to exist. Since paper applications constitute a very small percentage of the total, this should not cause any major distortion of the financial outlook from the draw.

If NDOW desires to make the changes and include the paper applications, SCI proposes to allocate the nonrefundable fees on receipt. We would capture the refundable fees from incoming paper applications to a general holding revenue ledger number until after the draw. Once the draw is complete, the Refunds Report will be used to make the refunds and allocate funds remaining in the holding account.

Here's an example: Assume that a nonresident hunter applies for Bull Elk, opts for PIW, opts to purchase a license only if successful, and makes a $100 donation to Operation Game Thief if unsuccessful.

Application	*w/App*	*Pre-Draw Allocations*	*Post Draw Allocations Successful*	*Post Draw Allocations Unsuccessful*
Paid In Amount	*$1360*	*$1360*		
Application Fee	*($10)*	*($10)*	*0*	*0*
Predator Management	*($3)*	*($3)*	*0*	*0*
Elk Depredation Fee	*($5)*	*($5)*	*0*	*0*
License Fee	*($142)*	*0*	*($142)*	*0*
Tag Fee	*($1200)*	*0*	*($1200)*	*0*
PIW Donation	*$0*	*0*	*0*	*($10)*
OGT Donation	*$0*	*0*	*0*	*($100)*
General Holding Account		*($1342)*	*$1342*	*$1342*
Refund to Client				*($1232)*
	$0	*$0*	*$0*	*$0*

SCI operates a state-of-the-art 24x7x365 Call Center in Fallon. We typically answer over 16,000 calls each year regarding the Nevada draws, the great preponderance of which concern Big Game. In the past, under the terms of our contract, our Nevada-trained operators have answered the Nevada Hunt lines during normal business hours with service to 11:00 PM during the last day of the tag application period and the last day of the Bonus Point Only application period. While it represents additional cost, we are proposing to expand the operating hours for the Nevada lines to 24x7x365 to better serve Nevada hunters. All SCI operators are native English speakers.

Hunters typically have difficulties with the online application, questions about their bonus points or the bonus point system, hunter eligibility concerns (age issues, residency status, hunter education, waiting periods, return card problems, or citations/revocations), or clarification requests, particularly for special programs such as Silver State Tags, PIW Tags, and Dream Tags.

The revocation associated with some citations can be cleared by attending an approved Hunter Safety Course. NDOW sends these citations to SCI via eMail or fax when issued, and our staff enters the citation into the AHS. Upon completion of the course, NDOW notifies SCI, and our operator can enter it into AHS, restoring the hunter's eligibility. All law enforcement issues regarding citations and revocations that arise with the hunters are referred to NDOW Law Enforcement.

Many of the other eligibility questions can be answered by the hunter on HuntNevada.Com by selecting My Return Card, Bonus Point, Eligibility, and Application Information, seen in Figure 6.

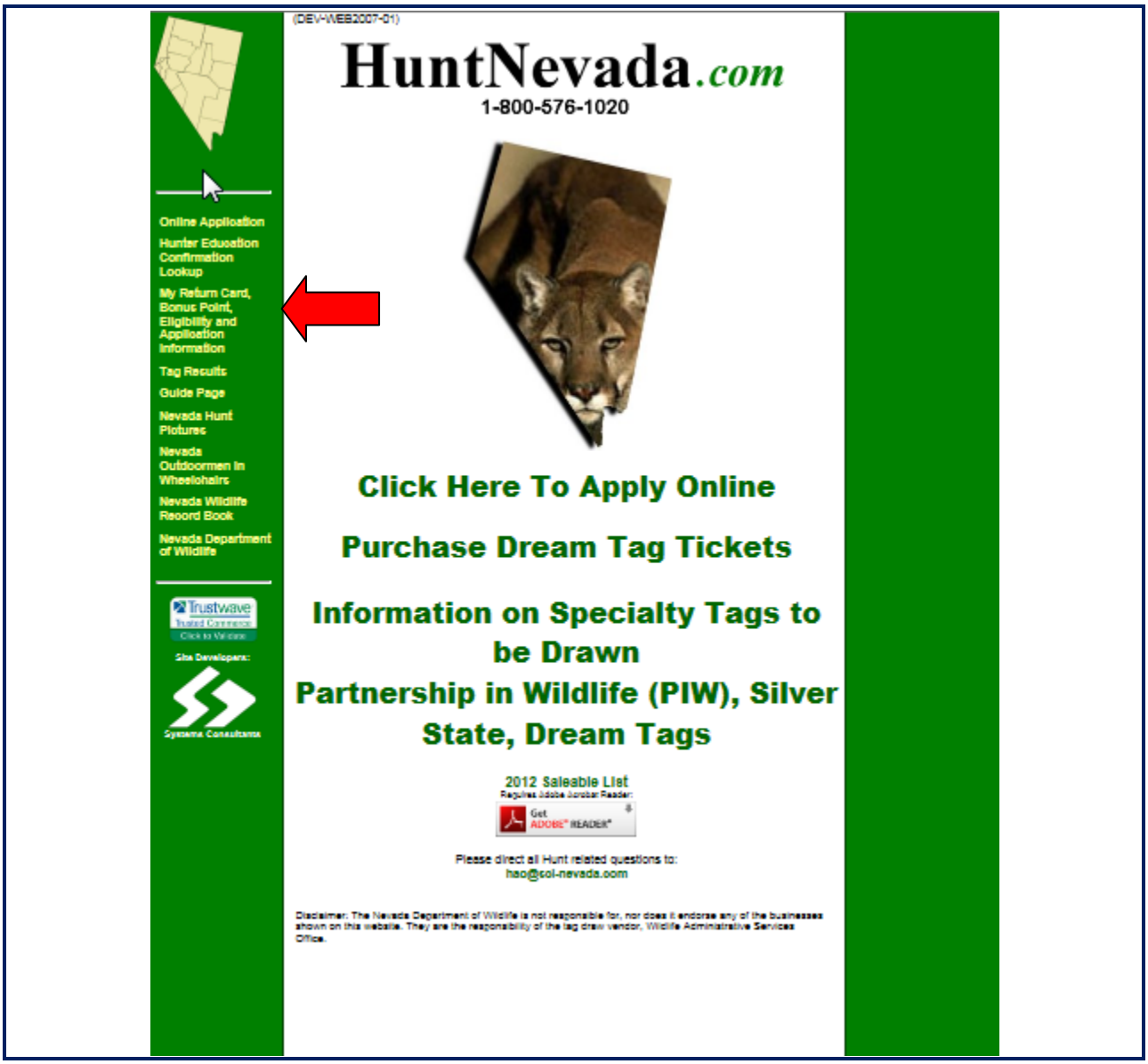

Figure 6 My Return Card, Bonus Point, Eligibility, and Application Information

This displays records of all previous hunter return cards, eligibility, applications, and licenses and tags extant in AHS. It also allows a hunter to update demographic information. A typical hunter's record is shown in Figure 7. Identifying information in the example has been blocked for privacy. Tabs are available for Return Card History, Contact Info, Application History, and Licenses and Tags. The Refunds Tab pertains to refunds from paper applications only, as reported to NDOW. Production and mailing of the checks is the States responsibility.

Hunters in Nevada born after January 1, 1960, must provide physical proof of completion of hunter education for an initial hunting license purchase. Hunters can check the status of their Hunter Education on HuntNevada.Com as seen in Figure 6 or by calling WASO. Nevada hunter education completions are recorded in NWDS and verified by an xml call to NWDS. NDOW will accept hunter education certificates from the other states, and the Canadian provinces as well as previous hunting licenses that have a unique mark indicating completion of hunter education. Year-round, the hunter can mail, fax, or eMail proof to WASO for review by SCI's Nevada Supervisor and subsequent entry into the database. Typically, there is a high volume of these requests in the week leading up to the deadline for applications, and SCI makes every effort to ensure that the proof presented is reviewed and acted upon in time for submission of applications. We will guarantee that any hunter education submissions submitted up to one week before the hunt application deadline will be acted upon within one business day.

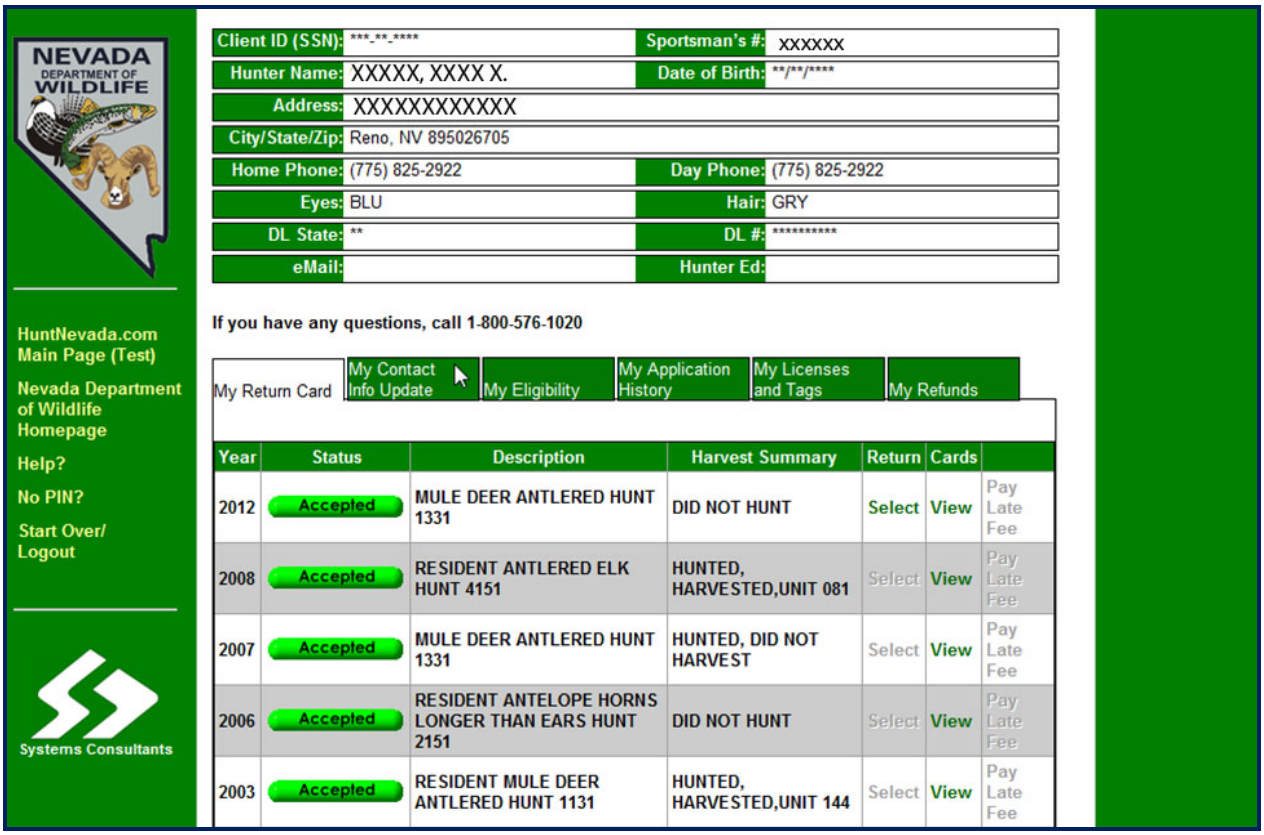

Figure 7 HuntNevada.Com Hunter Record

The same information is available to operators using the AHS to answer telephone inquiries, as shown in Figure 8.

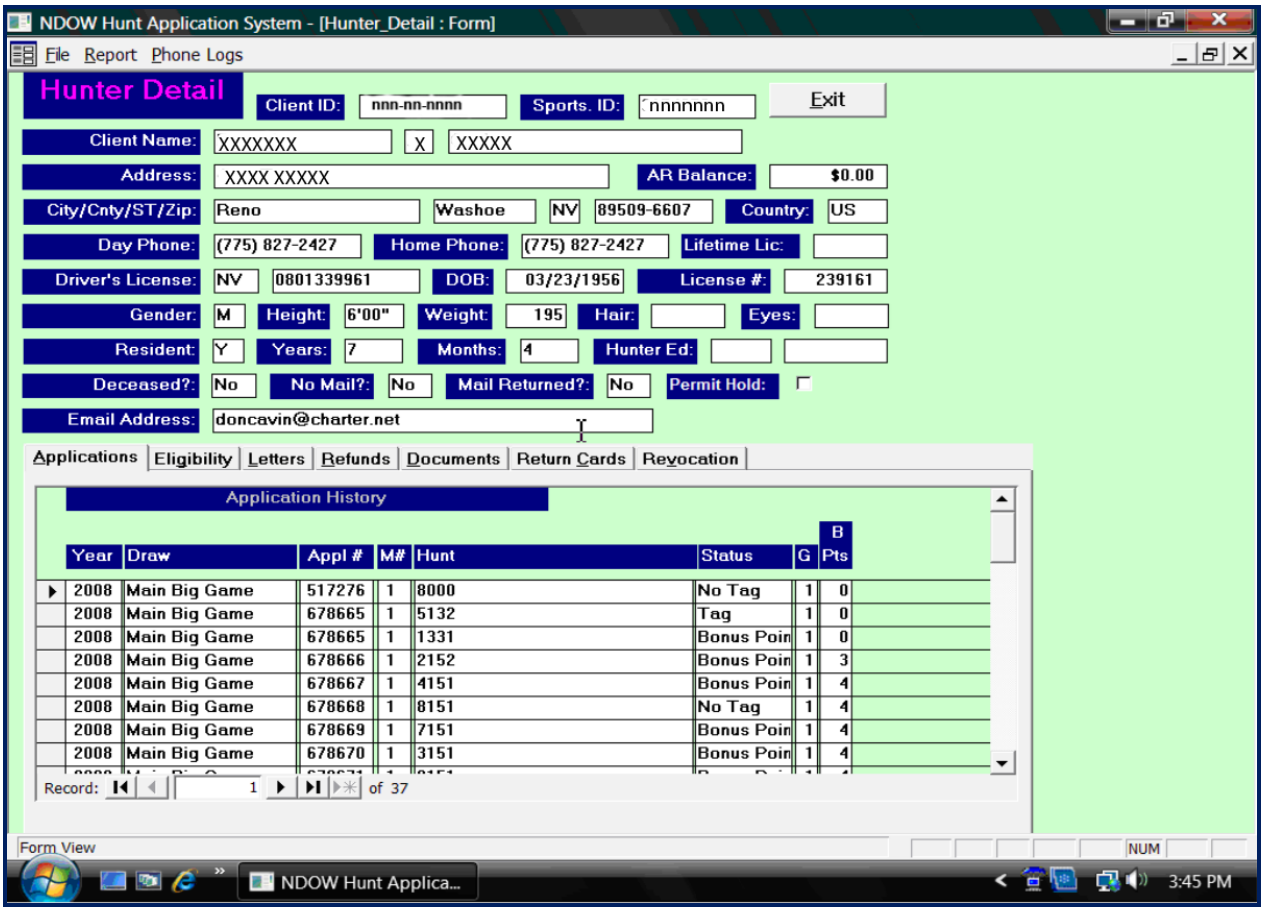

Figure 8 AHS Hunter Record

Operators log all telephone contacts with a hunter using the AHS's Phone Log. The data entry screen is shown in Figure 9. A complete record of all contacts is thus available should the client call again or should a review be necessary. It is worth mentioning at this juncture that ALL WASO calls, both incoming and outgoing, are digitally recorded, as well. NDOW can access the Nevada calls as desired.

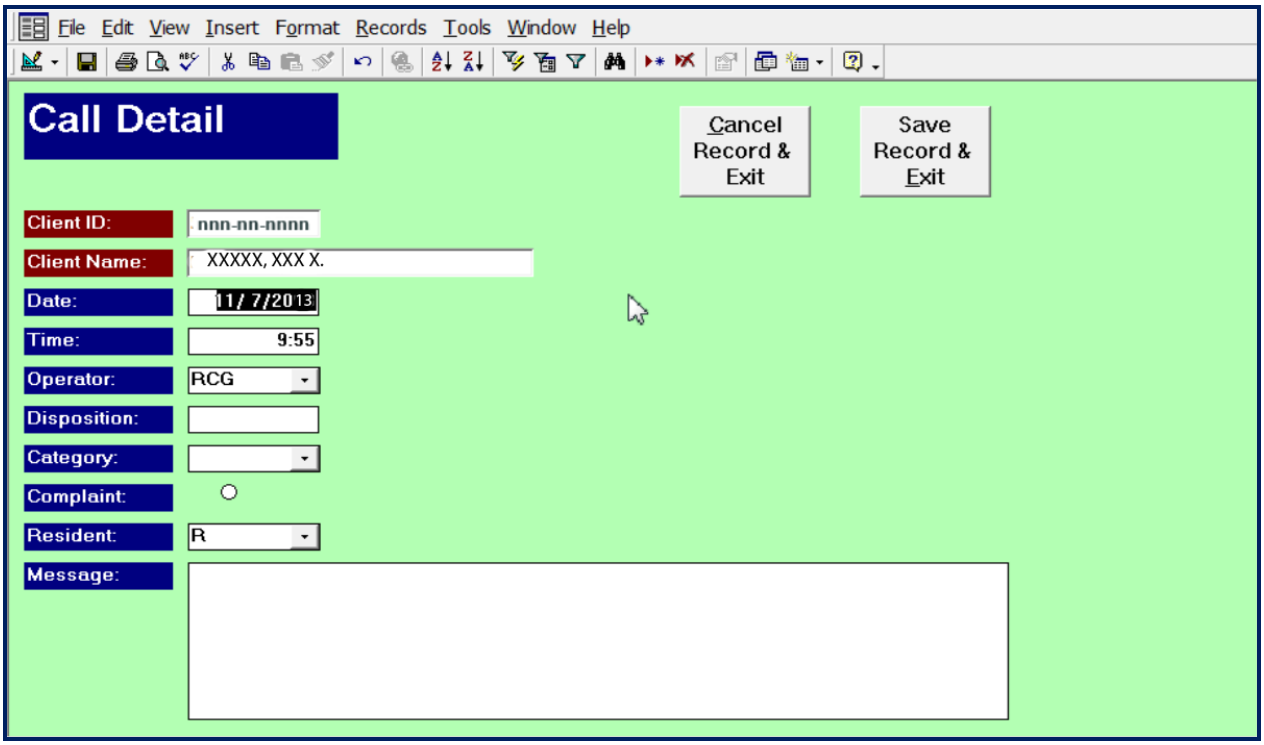

Figure 9 AHS Phone Log Screen

Once submitted, Nevada hunt applications cannot be changed. They may be withdrawn, however, by visiting HuntNevada.Com and clicking Withdraw Application on the Application Page. Withdrawals can be made up until the close of the Bonus Point Only Application period. The hunter provides Sportsman's ID or SSN, DOB, and Confirmation Number to identify the application being withdrawn; the Confirmation Number was provided on the Confirmation eMail that was sent to the applicant after the original application was accepted. Should the hunter not have the Confirmation Number, an SCI operator can supply it from the AHS. No refunds of Application Fees are made, and licenses and privileges, if purchased, are not withdrawn or refunded. Once withdrawn, the hunter may resubmit an application for the species or a bonus point up until the deadline for the hunt or bonus point, as appropriate, if desired. The application fee must be paid again with the new application.

Hunters who applied on paper can also withdraw and resubmit applications by contacting the Call Center. A letter to WASo is required, signed by the applicant.

Quotas are finalized at the May Commission Meeting, and the data is entered into the Hunter Choice Table by SCI when received. Once entered, the final Hunter Choice Table is reviewed by the Nevada Supervisor and the WASO Manager prior to being sent to NDOW for approval.

In May, the Wildlife Administrative Services Office staff runs the Merge Clients Reports and process a second time to resolve all duplicate client records prior to the Draw.

SCI reconciles all AHS receipts prior to the draw – license and stamp fees sold through the application process, application fees, tag fees (paper applicants only) - between AHS records and bank/merchant bank account deposits.

The Draw
The Main Draw is held in late May or Early June. Prior to the event, SCI runs several test draws using the current applications to ensure that the system is operating properly. The Main Draw is held at the SCI offices in Fallon; it is open to the public and there are observers from NDOW in attendance as well as a number of hunters. To ensure the integrity of the draw, the AHS and the SQL database of applications are copied to a stand-alone computer not connected to any network during the draw.

The Draw is comprised of multiple steps:

- ***Initialize Files – Hunter Choices*** ***resets the quota used to zero for each Hunter Choice in the Draw, resets all application statuses except 2 (Withdrawn) and 7 (Rejected) to 1 (Open); Dream Tag apps remain in Reject status. All mountain lion tag applications that were sold at time of application remain with current status. The system deletes any existing PIW applications to ensure that PIW applications are not duplicated. (The PIW draw is a separate round conducted after the Main Draw.)***

- ***Initialize Draw Record*** ***with draw date, random number seed, and other values***

- ***Clear the Draw Number Table*** ***clears any old draw numbers in case the draw is being re-run. This ensures that that new draw numbers will be assigned.***
-
- ***Delete Old Party Records*** ***deletes any old party records remaining in case the draw is being re-run. This ensures that new draw numbers will be assigned.***

- ***Update Application Records*** ***for most current bonus points***

- ***Create PIW Applications*** ***for all primary applications with PIW flagged.***

- ***Create New Party Records*** ***creates new party records for all parties and individuals (party of one) from the applications.***

- ***Assign Random Draw Numbers*** ***assigns each party record (application) the correct number of draw numbers randomly selected from the range of possible draw numbers; one draw number is assigned for the current party application and additional draw numbers equal to the square of Bonus Points are assigned. For party applications, the average number of Bonus Points among party members, rounded to a whole number, is assigned. Only the lowest draw number awarded to the party's application is used to determine success in the draw. The draw numbers are produced by a random number generator using a modulus formula developed by Donald E. Knuth from a range of 0-99,999,999 possibilities. The seed number is generated by the exact clock tick of the computer's internal clock when the draw process was initiated. This step produces a report – Draw Numbers at a Glance – that shows 50 intervals of 2,000,000 possible numbers in each of the intervals and how many numbers could be expected to be drawn from that interval versus how many were actually drawn. In a random draw, the number of numbers used in each interval should be roughly equal. The***

discrepancy between the expected frequency and the actual frequency can then be analyzed using the Chi-Square statistical test to demonstrate that the draw was, in fact, random and thus that each number in the range had a roughly equal chance of being drawn. An example is seen in Figure 10.

Nevada Department of Wildlife
Draw Numbers at a Glance
Draw 5, Main Big Game

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Interval Begin	Interval End	Act. Interval Ave. Draw	Exp. Interval Ave. Draw	Delta %	Actual Interval Count	Exp. Interval Count	Delta	Delta % Dev.
1	2,000,000	996,845	1,000,001	0.16%	58,855	58,692.54	162	0.28%
2,000,001	4,000,000	3,001,630	3,000,001	-0.03%	59,055	58,692.54	362	0.62%
4,000,001	6,000,000	4,998,248	5,000,001	0.09%	58,642	58,692.54	-51	-0.09%
6,000,001	8,000,000	7,002,706	7,000,001	-0.14%	58,320	58,692.54	-373	-0.63%
8,000,001	10,000,000	9,001,087	9,000,001	-0.05%	58,839	58,692.54	146	0.25%
10,000,001	12,000,000	10,995,959	11,000,001	0.20%	59,014	58,692.54	321	0.55%
12,000,001	14,000,000	13,002,700	13,000,001	-0.13%	58,898	58,692.54	205	0.35%
14,000,001	16,000,000	15,000,035	15,000,001	0.00%	58,673	58,692.54	-20	-0.03%
16,000,001	18,000,000	17,000,148	17,000,001	-0.01%	58,961	58,692.54	268	0.46%
18,000,001	20,000,000	18,996,763	19,000,001	0.16%	58,289	58,692.54	-404	-0.69%
20,000,001	22,000,000	21,000,478	21,000,001	-0.02%	58,926	58,692.54	233	0.40%
22,000,001	24,000,000	23,002,454	23,000,001	-0.12%	58,424	58,692.54	-269	-0.46%
24,000,001	26,000,000	24,997,581	25,000,001	0.12%	58,542	58,692.54	-151	-0.26%
26,000,001	28,000,000	26,994,725	27,000,001	0.26%	59,054	58,692.54	361	0.62%
28,000,001	30,000,000	29,002,573	29,000,001	-0.13%	59,499	58,692.54	806	1.37%
30,000,001	32,000,000	30,996,677	31,000,001	0.17%	57,986	58,692.54	-707	-1.20%
32,000,001	34,000,000	33,005,362	33,000,001	-0.27%	58,835	58,692.54	142	0.24%
34,000,001	36,000,000	35,000,808	35,000,001	-0.04%	58,832	58,692.54	139	0.24%
36,000,001	38,000,000	37,001,719	37,000,001	-0.09%	58,993	58,692.54	300	0.51%
38,000,001	40,000,000	38,996,887	39,000,001	0.16%	[illegible]	58,692.54	-303	-0.52%
40,000,001	42,000,000	40,999,738	41,000,001	[illegible]	[illegible]	58,692.54	-87	-0.15%
42,000,001	44,000,000	43,005,580	[illegible]	[illegible]	[illegible]	58,692.54	478	0.82%
44,000,001	46,000,000	45,002,905	[illegible]	[illegible]	[illegible]	58,692.54	107	0.18%
46,000,001	48,000,000	46,998,08[illegible]	[illegible]	[illegible]	[illegible]	58,692.54	-200	-0.34%
48,000,001	50,000,000	49,005,68[illegible]	[illegible]	[illegible]	[illegible]	58,692.54	96	0.16%
50,000,001	52,000,000	50,996,36[illegible]	[illegible]	[illegible]	[illegible]	58,692.54	36	0.06%
52,000,001	54,000,000	53,002,442	[illegible]	[illegible]	58,376	58,692.54	-317	-0.54%
54,000,001	56,000,000	55,003,07[illegible]	[illegible]	[illegible]	58,346	58,692.54	-347	-0.59%
56,000,001	58,000,000	57,000,5[illegible]	[illegible]	[illegible]	58,806	58,692.54	113	0.19%
58,000,001	60,000,000	59,004,03[illegible]	[illegible]	-0.20%	58,494	58,692.54	-199	-0.34%
60,000,001	62,000,000	60,999,721	[illegible]	0.01%	58,585	58,692.54	-108	-0.18%
62,000,001	64,000,000	62,999,700	[illegible]	0.02%	58,961	58,692.54	268	0.46%
64,000,001	66,000,000	65,002,901	65,000,001	-0.15%	58,124	58,692.54	-569	-0.97%
66,000,001	68,000,000	66,996,371	67,000,001	0.18%	58,708	58,692.54	15	0.03%
68,000,001	70,000,000	68,997,757	69,000,001	0.11%	58,730	58,692.54	37	0.06%
70,000,001	72,000,000	70,997,443	71,000,001	0.13%	58,904	58,692.54	211	0.36%
72,000,001	74,000,000	72,995,094	73,000,001	0.25%	58,306	58,692.54	-387	-0.66%
74,000,001	76,000,000	74,999,677	75,000,001	0.02%	58,595	58,692.54	-98	-0.17%
76,000,001	78,000,000	76,999,222	77,000,001	0.04%	58,990	58,692.54	297	0.51%
78,000,001	80,000,000	79,006,595	79,000,001	-0.33%	58,459	58,692.54	-234	-0.40%
80,000,001	82,000,000	81,000,457	81,000,001	-0.02%	58,530	58,692.54	-163	-0.28%
82,000,001	84,000,000	83,000,723	83,000,001	-0.04%	59,052	58,692.54	359	0.61%
84,000,001	86,000,000	84,999,225	85,000,001	0.04%	58,501	58,692.54	-192	-0.33%
86,000,001	88,000,000	87,002,509	87,000,001	-0.13%	58,298	58,692.54	-395	-0.67%
88,000,001	90,000,000	88,998,636	89,000,001	0.07%	58,230	58,692.54	-463	-0.79%
90,000,001	92,000,000	90,999,321	91,000,001	0.03%	58,667	58,692.54	-26	-0.04%
92,000,001	94,000,000	92,998,681	93,000,001	0.07%	58,894	58,692.54	201	0.34%
94,000,001	96,000,000	95,004,362	95,000,001	-0.22%	58,895	58,692.54	202	0.34%
96,000,001	98,000,000	96,998,953	97,000,001	0.05%	58,740	58,692.54	47	0.08%
98,000,001	100,000,000	99,001,859	99,000,001	-0.09%	58,821	58,692.54	128	0.22%
	Average Draw #:	49,977,918			2,934,627	Total Draw Numbers		

SAMPLE

Figure 10 Sample Draw Numbers at A Glance Report

- ***<u>Sort Party Records in Draw Sequence</u> orders the party records so that Silver State applications precede Main Draw Applications and Main Draw Applications precede PIW Applications. The party records are then sorted by draw number within each group from lowest to highest.***

- ***<u>Allocate Quota</u> evaluates every application in draw number order from lowest to highest by comparing the hunt choices on each application to quota available and***

awarding a tag to the party if the quota (or quotas) is (are) available from its Hunter Choices. For party hunts, sufficient quota for all members must be available or the entire party is unsuccessful. Then, the AHS produces the Tags Sold and Remaining Report depicting each Hunt Code, the original resident and nonresident quota, and the tags sold and tags remaining for each. An example is shown in Figure 11.

Nevada Department of Wildlife
Tags Sold and Remaining after Draw # 5

			Resident/Combined			Non Resident		
Hunt Number	Hunter Choice	Unit Description	Original Quota	Tags Sold	Tags Remaining	Original Quota	Tags Sold	Tags Remaining
1000	999	ANY OPEN ANTLERED MULE DEER UNI	22	22	0	0	0	0
1101	601	UNITS 114, 115 EARLY WITHIN 1 MILE O	25	25	0	0	0	0
1101	602	UNITS 114, 115 LATE WITHIN 1 MILE OF	30	11	19	0	0	0
1101	SBP	BONUS POINT ONLY	0	0	0	0	0	0
1107	603	UNITS 011 - 013	45	45	0	0	0	0
1107	604	UNIT 014	12	12	0	0	0	0
1107	605	UNIT 015	4	4	0	0	0	0
1107	606	UNIT 021	9	9	0	0	0	0
1107	607	UNIT 022	10	10	0	0	0	0
1107	608	UNIT 031	47	[illegible]	0	0	0	0
1107	609	UNIT 032	[illegible]	[illegible]	0	0	0	0
1107	610	UNIT 033	[illegible]	[illegible]	0	0	0	0
1107	611	UNIT 034	[illegible]	[illegible]	0	0	0	0
1107	612	UNIT 035	[illegible]	[illegible]	0	0	0	0
1107	613	UNITS 041, 042	[illegible]	11	0	0	0	0
1107	614	UNITS 043 - 046	[illegible]	73	0	0	0	0
1107	615	UNIT 051	150	131	19	0	0	0
1107	616	UNITS 061, 062, 064, 066 - 068	224	224	0	0	0	0
1107	617	UNIT 065	10	10	0	0	0	0
1107	618	UNITS 071 - 079, 091	316	238	78	0	0	0
1107	619	UNIT 081	16	16	0	0	0	0
1107	620	UNITS 101 - 108	476	264	212	0	0	0
1107	621	UNITS 111 - 113	240	205	35	0	0	0
1107	622	UNITS 114, 115	112	90	22	0	0	0

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SAMPLE

Figure 11 Tags Sold and Remaining Report Example

- ***<u>Prepare Tag Buckets</u> is used to to allow for simultaneous printing on multiple machines and printers.***

- ***<u>Create Post-Draw Credit Card Record</u> to collect charges for successful credit card hunters and unsuccessful credit card PIW applicants.***

- ***<u>Create Refunds</u> generates the refund files remaining funds post-draw for the State Treasurer. All clients have a refund record in this file, even if the refund is zero, as would be the case for a credit card client. A refund file is then exported with the details necessary for the state accounting system to issue checks.***

Post-Draw Activities

As soon as the draw has completed (approximately 6 hours), the Director of Wildlife Administrative Services performs a SQL backup on the standalone work station, copies the SQL backup and all relevant AHS files to a secondary hard drive, and seals and stores it in an offsite fire-resistant storage container.

Post Draw Activities
SCI posts the draw results as html files on the website for online hunter inquiry by 5:00 pm two days after the draw. The formal release date for draw results, however, typically takes place the second Monday in June.

Every hunter who applies receives a Results Letter; if the hunter furnished an eMail address on the application, he also receives a results eMail. The Results Letter/eMail summarizes all applications submitted by the hunter for the draw being reported. Contents for both documents are reviewed and approved by NDOW before they are sent. These letters and eMails are generated by AHS and sent two business days prior to the Release Date for the draw results.

The formal release includes fulfillment of saleable lists, etc. SCI makes the Draw Reports available as well.

Once the draw has run, SCI begins to collect the outstanding fees for the tags awarded to online applicants, the PIW donations for unsuccessful PIW applicants, and the license fees for hunters who opted to purchase a license only if they were successful in the draw. The Nevada Supervisor uses AHS to submit the charges to Nevada's gateway provider for settlement and payment over the course of several days.

AHS submits the card charge 4 times over several days in an effort to collect the payment, after which the Credit Card Decline Report is run. The 4 attempts policy grew out of the fact that credit card declines can ne due to Internet problems, gateway problems, problems at the issuing bank, etc that are not the fault of the hunter; of course they can also be due to problems with the hunter's card .

If the charge has not processed after four attempts by AHS, SCI's WASO operators make up to 4 attempts over several days to contact the hunter and arrange for alternate payment. The hunter has two weeks from the time of the decline to complete the payment. If unsuccessful, the tag will be awarded to an alternate.

One wrinkle that arises at this point is the use of debit cards to apply online. There is currently no electronic means to ascertain whether the card number submitted is a debit card or a credit card. This becomes important when the tag fee charge hits the debit card, perhaps up to 4 times in the effort to collect, and the hunter's bank account incurs an NSF charge each time! For this reason, there are several places in the online site that advise hunters of the pitfalls inherent in using debit cards to pay the fees.

Hunters may call or eMail WASO with changes to credit card data throughout the draw process. It is important the changes be entered into AHS immediately and that the Telephone Credit Card Report information be updated prior to sending the post-draw charges.

Tag printing begins shortly after the Draw. Tags are printed on controlled stock, so a pseudo number system is used to serialize the print job for comparison to the range of serial numbers on the stock. AccuMail Frameworks© orders the print job by Delivery Point Barcode, as well. The tag print job is spot checked by SCI personnel to ensure the completeness and accuracy of the tags. Tags are mailed individually, and the tag mailing includes the Nevada Hunting Guide and other items as directed by NDOW.

The tags are a multipart form and include the Return Card. An envelope is provided with the tag for the return card.

Bear Tags and Bighorn Tags are printed separately:

- ***Clients who receive a Bighorn tag are invited to a voluntary indoctrination class prior to their hunt, and the tags have a special insert with the indoctrination course information. Bighorn tags are held, stuffed with the insert received from NDOW, and mailed separately from the bulk of the tags.***

- ***Clients who receive a Bear tag are <u>required</u> to attend an indoctrination class prior to receiving their tags. These tags are printed and delivered to NDOW with a representative of NDOW signing for receipt.***

Tags being withheld for any reason are manually pulled from the print job and held for disposition; this is usually due to a payment issue.

Licenses and stamps purchased through the Draw are printed through NWDS rather than AHS, and accountable stock is not used. Licenses and stamps for which payment is not received are voided in NWDS and returned to NDOW. NDOW may wish to revisit this approach if two different contractors are awarded the AHS and NWDS work.

Post Draw reports include:

- ***<u>Draw Proof Report</u> depicts the allocation of quota beginning with the lowest draw number; it is produced for the Nonresident Restricted Guided Hunt only.***
- ***<u>Remaining Tags Report</u>***
- ***<u>Successful Report</u>***
- ***<u>Unsuccessful Report</u>***
- ***<u>Reject Report</u>***
- ***<u>Alternate Report</u>***

The Law Enforcement Report is produced after the Guided Draw, the Main Draw, and Second Draw are complete. This allows us to produce a single report of all tags for wardens to carry

in the field. Interim PDFs (before all draws are completed) are available on request at no charge.

SCI conducts an eligibility update after each draw in addition to the February update to capture bonus point changes and update the other eligibility factors as required.

Beginning in 2013, hunters applying online and desiring post-draw consideration as alternates must so indicate on their applications; should one or more tags become available, the next alternate hunter(s) in line by virtue of draw number will be awarded the tag.

Tags typically become available when WASO cannot collect payment or when a hunter surrenders a tag. Hunters who surrender tags due to death, serious illness, or military commitments with proper documentation are given refunds for the tag fee and, in the latter two cases, restored to eligibility and awarded a bonus point for their application. Any other hunter may surrender a tag as well subject to the conditions below:

- ***Bighorn Sheep or Mountain Goat hunters returning their tags before July 15 are given reinstatement of bonus points and eligibility and they receive a refund of their tag fees. No reason or documentation is required.***
- ***Bighorn Sheep or Mountain Goat hunters returning their tags after July 15 but before the season starts are given reinstatement of bonus points and eligibility but they do not receive a refund of their tag fees. No reason or documentation is required.***
- ***Antelope, Deer, or Elk hunters surrendering their tags at least 1 business day before the season begins are given reinstatement of bonus points and eligibility but they do not receive a refund of their tag fees. No reason or documentation is required.***

If NDOW or SCI made an error in the processing of an application, SCI will complete the Division Error Worksheet and re-evaluate the application using AHS to determine whether the hunter would have been successful. There are two scenarios:

1. ***If the application is in AHS, the Nevada Supervisor uses the Re-Evaluation Process in AHS to determine if the applicant's lowest draw number would have been successful in the draw.***

2. ***If the application is not in AHS due to the error, it can be entered post-draw and draw numbers assigned. The draw number sequence is continued based on the last draw number issued. The system skips a number of successive random numbers based on the clock tick of when the re-evaluation was started. The hunter will receive the next draw numbers(s) produced. These can be evaluated to ascertain if the hunter would have been successful.***

NDOW permits the sale of hunter address lists from AHS. Saleable Lists can be ordered using an application available on request directly from SCI. The output is available in a variety of formats. Production begins after the draw, but the list materials are not delivered to the client until the Draw Release Date.

Refunds from unused fees from paper applications are made after the draw and recorded on the Draw Revenue and Disbursements Report and exported to NDOW in a Text file compatible with the State accounting system for check generation and mailing.

Processing of other refunds begins two weeks after the Draw and is reported via the Bi-weekly Revenue and Disbursement report. This report is separated into Cash Refunds and Credit Card charges eligible for credits. Cash refunds are exported to NDOW in a Text file compatible with the State accounting system for check generation and mailing. Credit card charges still eligible within a limited period after the original charge must be refunded by SCI using a credit to the original card.

The earliest hunting season for Big Game starts in late July or early August. Remaining tags can be sold until the last Friday in November.

The Second Draw

Any Big Game tags left over after the Main Draw are made available to hunters in the Second Draw. During the Main Draw Application period, SCI will update HuntNevada.Com for the Second Draw and test it. As soon as the Main Draw is complete, SCI will update AHS and HuntNevada.Com with seasons and quotas and make them available for NDOW testing.

SCI will develop resident and nonresident application forms for the Second Draw based on the quotas and seasons provided.

We will begin accepting Second Draw Applications through the mail and on HuntNevada.Com on the scheduled date in June for the two-week application period with an additional week for Bonus Point only applications.

The applications developed by SCI reflecting the available hunts can be downloaded from HuntNevada.Com and ndow.org, and the information is displayed on HuntNevada.Com as well.

The hunter's updated Bonus points are used to award extra draw numbers, as is the case in the Main Draw. Hunters can accumulate only one bonus point per year per species; this rule is enforced by AHS.

Processing of applications and funds will be accomplished in the same manner as was the case for the Main Draw. All funds received for the Second Draw will be reconciled between AHS and the bank/merchant bank deposits prior to the draw.

The Second Draw is held on the second Wednesday in July. Draw results will be posted on the website as html files by 5:00 pm two days after the draw. The formal release date is the third Wednesday in July. At this time, SCI will transmit pdf files of the Draw Reports to NDOW for distribution to NDOW offices.

Immediately after the Second Draw, SCI will begin post-draw processing. We will charge successful web applicants for the tag and license fees, generate a refund file for unsuccessful

paper applicants, prepare Results Letters/eMails, and begin printing tags and licenses. The Post-Draw Reports will be generated and delivered to NDOW.

Any Big Game tags remaining after the Second Draw are made available to the public in the First-Come, First-Served (FCFS) Sales website. Hunters can purchase these tags via the HuntNevada.Com website or apply on paper through the mail. There is no Bonus Point Only option for FCFS applications. The Nevada Supervisor manually produces the tags one at a time from the AHS and mails them to the hunters with the Nevada Hunting Guide.

The mandatory Big Game Return Card Program in Nevada requires all hunters who receive a Big Game Tag or Turkey Tag including tags awarded outside the Draw (Heritage, Landowner, Elk Incentive, Dream Tags, etc.) to report. Results can be entered directly by the sportsman on HuntNevada.Com, or can be provided by mail, by fax or by telephone and entered by SCI personnel.

SCI mails out reminder letters to hunters at the conclusion of the season for those that have not yet responded. Failure to report by January 31 makes the hunter ineligible to apply for Big Game the following season unless they complete their report and pay an administrative fine of $50.00. In Early February SCI mails out Penalty Letters to hunters who have not submitted their return cards.

The fine must be paid by the application deadline to apply for a hunt or, alternatively, by the Bonus Point deadline to apply for the Bonus Point only.

Receipt of administrative fee funds is reported to NDOW via the Bi-Weekly Revenue and Disbursement Report.

Hunters may view their submitted return cards on HuntNevada.Com or they can inquire by telephone and an SCI operator can review the submission with the hunter. Changes can be made by the SCI Nevada Supervisor.

Non-Draw Big Game Tags

NDOW's license Year runs from 1 March through the last day of February of the following year. Throughout that period, NDOW may issue tags outside the draw under the Landowner Damage Compensation and/or Elk Incentive Programs. Landowners have the option to sell the tags or to hunt them themselves. Environmental conditions sometimes lead to the need for issue of tags under the Emergency Depredation Program, as well. NDOW also allots a small number of Heritage Tags to non-profits for auction each year. As these non-draw tags are issued, they are entered into the AHS by NDOW and reported on the Biweekly Revenue and Disbursement Report.

The Restricted Nonresident Guided Draw

Nevada offers a guided antlered mule deer hunt to nonresident hunters. The hunters apply through a licensed Nevada Guide, who submits the applications either online or in hardcopy on the Restricted Nonresident Guided Hunt Application form.

Annually, NDOW furnishes SCI with a list of licensed guides in good standing and the units they are licensed to guide in. This is maintained in AHS and used in the application process.

The SCI staff thoroughly tests HuntNevada.Com in December and January in preparation for the hunt application period.

Seasons are set at the February Commission Meeting, after which the AHS Hunt Master, AHS Hunter Choices, season, and ***HuntNevada.Com are updated to reflect the guided hunt parameters. SCI then produces the Restricted Nonresident Guided Hunt Application form for NDOW approval. SCI then mails the Master Guide packets to the Nevada hunting guides for use by their clients and opens HuntNevada.Com for applications for this hunt.***

The guides submit the applications for their clients. The deadline for hunt applications is the second Monday in March with the deadline for bonus point only applications on the third Monday in March. The Restricted Nonresident Guided Hunt Draw is held on the third Wednesday in March and is typically attended by many of the guides. Immediately after the Draw, a custom- bound draw results packet is produced and delivered to each guide. To accommodate the crowd, SCI holds the Draw in the Fallon Convention Center.

Post-draw processing for this Draw comprises:

1. ***Charging and settling credit cards for tag and license fees for successful hunters and license fees for unsuccessful hunters as appropriate***
2. ***Printing and reconciling tags and licenses***
3. ***Generate the refund Text files compatible with the State financial system***
4. ***Generating the Revenue and Disbursement report for NDOW and the State Treasurer***
5. ***Mailing tags and licenses***
6. ***Sending the refund file to NDOW***

Results of the Restricted Nonresident Guided Drawing are posted on the website by 5:00 pm two days after the draw.

The Turkey Draw

Nevada currently offers only one turkey season in the spring. Preparations begin in November with the development, review, and approval of the application reminder post card. The Commission provides the season tables in December, and SCI updates the Hunt Master accordingly.

In December, SCI updates the HuntNevada.Com website and tests it for Spring Turkey.

SCI mails the reminder post cards to applicants for Spring Turkey in early January. NDOW is responsible for producing and distributing mail application forms for Spring Landowner Turkey to the appropriate landowners when the application period opens on the third Tuesday in January, provided that the hunt is offered.

The application period for Spring Turkey is one month. The draw is held on the last Wednesday in February. Only web applications are accepted for Spring Public Lands Turkey; only paper applications are accepted for Landowner Spring Turkey.

Post-draw processing for the Spring Turkey Draw comprises:

1. ***Charging and settling credit cards for tag and license fees for successful hunters and license fees for unsuccessful hunters as appropriate***
2. ***Printing and reconciling tags and licenses***
3. ***Generate refund Text files compatible with the State financial system***
4. ***Generating the Revenue and Disbursement report for NDOW and the State Treasurer***
5. ***Mailing tags and licenses***
6. ***Sending the refund file to NDOW***

Results of the Spring Turkey Drawing are posted on the website by 5:00 pm two days after the draw. Any remaining tags are offered to the public in First-Come, First-Served sales via mail or HuntNevada.com. Funds are reported to NDOW on the Bi-Weekly Revenue and Disbursement Report.

SCI creates the paper applications for First-Come, First-Served only and submits them to NDOW for approval

Turkey hunters are required to submit Return Cards by May 31.

The Swan Draw

Nevada offers a swan hunt in the winter. SCI readies the HuntNevada.Com website for the application period after the August Commission Meeting and mails reminder postcards to previous applicants. The one month online application period opens the second Monday in August.

The Swan Draw is held the fourth Wednesday in September and the results are posted on the by 5:00 pm two days after the draw.

Post-draw processing for the Swan Draw comprises:

1. ***Charging and settling credit cards for tag and license fees for successful hunters and license fees for unsuccessful hunters as appropriate***
2. ***Printing and reconciling tags and licenses***
3. ***Generating the Revenue and Disbursement report for NDOW and the State Treasurer***
4. ***Mailing tags and licenses***

Tags remaining after the Draw are available for sale First-Come, First-Served on the website or by mail or over the counter from SCI's office. SCI develops paper applications for the First Come, First Served sales. Funds are reported to NDOW on the Bi-Weekly Revenue and Disbursement Report.

4.2.2.3 Describe your approach to assure proper handling of NDOW applicant funds. Include a description of your procedure to

handle credit card funds, card cancellation, reversals and charge backs.

Paper applicant funds are processed by the Nevada Supervisor assisted by a clerk. After the applications and checks/money orders are numbered and batched, the checks and money orders are totaled three times – by the written amount on the check, by the numerical amount on the check, and by the amount on the applications in the batch. All must agree. A batch is then created in AHS with the totals, and a deposit slip entry is made. Several batches can be entered on one deposit slip.

Credit card funds are balanced between AHS and the credit card gateway by the SCI Credit Card Supervisor each business day. The Credit Card Supervisor receives the web application credit receipts from the SCI Information Systems Manager daily, and the receipt cutoff is the previous day at 8:00 PM PT. If the number of transactions is small, this can be done manually using the web interface to the gateway and the AHS. If there are a large number of transactions, the process is automated by applying a file downloaded from the gateway to the AHS transactions. Once the charges are batched and settled by the gateway, the gateway transmits a list of the payments expected by date and card type – VIAS/MasterCard, AMEX, and Discover. The SCI Business Manager ties these amounts back to the AHS receipts and advice NDOW Accounting of the upcoming deposit to the NDOW merchant banking account.

Changes of credit card occur frequently in the draws due to lost or cancelled cards. Typically the hunter contacts WASO by telephone or eMail to report a new card, and the Nevada Supervisor makes the change in AHS.

Credit card chargebacks arise when a client questions a charge. All credit card transactions will list the Nevada Hunt telephone number on the Card Statement: 1-800-576-1020, so the customer might contact WASO directly in lieu of complaining to the card issuer. If not, upon notification by NDOW, the Nevada Supervisor will personally investigate the case and call the client to seek resolution. Most often, the client simply did not recognize what the charge was for. Very rarely, a hunter enters the credit card incorrectly and the card number coincidentally passes the gateway's check sum feature and the error is not caught by the check sum feature, resulting in an incorrect charge. The outcome of the investigation is then reported to NDOW and appropriate action taken on the application.

Credit card credits occur most often due to a duplicate transaction. If the charge has not settled, SCI will cancel the second charge. If the charge has settled, SCI will investigate the cause and request NDOW authorization to issue the credit.

4.2.2.4 Describe your approach to mail handling, handling of monies, checks and credit card funds received; and processing of refunds.

All mail is opened in the SCI mailroom by the mail clerk. AHS-specific mail – applications, correction letters, return cards, etc. are opened, stapled (including the envelope), and delivered to the Nevada Supervisor and an assisting clerk.

For applications, the Supervisor and the clerk edit the incoming applications, highlighting the amounts and hunter choices on each application. The clerk then goes through the stack, numbering each application and placing the same number on the accompanying check with our automatic numbering machine.

The clerk creates batches of 50 applications for data entry and separates the checks from the applications. For each batch, the Supervisor then runs two separate adding machine tapes on the checks (written and numeric amounts) in the batch and one on the amounts recorded on the batch of applications. The totals must match before the batch can be created in AHS. The Supervisor creates a line in Deposit Browse in the Application Hunt System© for the batch(s) and prepares the Deposit Slip for the bank. The funds are deposited to the designated NDOW account at Wells-Fargo.

Corrections involving money must be made in kind through the mail in response to an SCI correction letter. The returned correction letter is annotated with the check number and date and filed to provide an audit trail.

Clients calling in with credit card issues can furnish new credit card information to the operator which will then be entered by the Nevada Supervisor to clear the problem. These revenues are reported on the Draw and Bi-Weekly Revenue and Disbursements Reports.

Clients correcting NSF issues must include the NSF fee in their payment to clear their record. NSF fees are recorded on a dedicated form with the check number and date.

Correction money is deposited the same day it is received. The deposit is entered into AHS, as well.

4.2.2.5 Describe work monitoring, quality assurance and review procedures to be utilized to manage the administration of the ©Application Hunt program; and

SCI employs a number of processes and procedures to ensure that the work performed for the Nevada Department of Wildlife hunts is accurate, complete, and timely.

- ***Each year we prepare and publish a Hunt Calendar for the year in close conjunction with NDOW. Our yearly work is then tracked against this calendar.***
- ***Our QA staff thoroughly tests HuntNevada.Com for each application period before going live to ensure that all business rules are in place and operating according to a comprehensive script that is updated continuously. A sample is attached under Tab IX. The system is recursively tested until all issues are resolved.***
- ***All operators and supervisors receive 3 hours of refresher training in AHS annually in conjunction with the Big Game Draw. A certification test will be administered each year at the conclusion of the training.***
- ***Supervisors and Lead Operators routinely monitor activity on the floor by observation and by randomly monitoring telephone calls to assess employee performance.***
- ***SCI has video monitoring in place 24x7x365 for the entire call center. Files are retained indefinitely***

- ***Data entry is monitored during the Compare Process to check for accuracy, completeness, and adherence to the business rules of both the keyer and the verifier.***
- ***All outgoing eMail messages are reviewed by the WASO Manager before transmission to the client.***
- ***The IT staff runs custom-designed SQL queries on the database to check for possible problems.***
- ***The two person rule helps to ensure that funds are handled properly and deposited to the correct accounts.***
- ***Pseudo numbers produced in AHS for all controlled stock printing ensure that all items print by comparing the pseudo number range in the print bucket to the serial number range.***
- ***Tag print jobs are spot checked by the Nevada Supervisor and a Lead Operator to ensure that the tags printed properly.***

4.2.2.6 Describe your approach to tag and license inventory security.

Inventory control is accomplished on AHS using the Inventory Module. Stock is received into the system by NDOW and issued to SCI as needed. SCI expends the inventory as consumed. Inventory is tracked throughout the life cycle from receipt through assignment to issuance and possible voids, returns and each change is recorded to the record. The current status of each inventory record controls possible actions, i.e. to record a tag as sold, it must be both open and charged out to the appropriate agent; a tag that is sold cannot be returned to NDOW; and voids can occur with either open stock or sold stock,

Currently, the tag stock is the only controlled stock in use for the Nevada Hunt Draws. When received from NDOW, the tag stock is inventoried page by page. It is stored in a locked fireproof vault on premises until issued by the Nevada Supervisor for use. When issued for tag printing, the pseudo number system is used to ensure that all documents print. Unused stock is returned to inventory with the appropriate adjustment to the SCI Inventory System.

4.2.3 Customer Support Plan

WASO is staffed 24x7x365 for telephone, mail, and data entry activities; eight 800 number trunk lines are assigned to NDOW. If maintenance on any SCI operational system is required, it will be scheduled between midnight Sunday night and 2:00 AM Monday morning.

Customer support provided by the successful vendor is of the utmost importance to NDOW as the successful vendor will be the main interface to applicants and hunters regarding the game hunts. Please specify your plan for providing effective and responsive service to customers, including applicants, hunters, NDOW personnel, etc. Include any costs associated with providing customer support in the proposed bid response to this RFP in ***Attachment I - Cost Schedule***.

All customer support costs are included in our Cost Proposal.

Bidders should emphasize a plan which specifically addresses:

4.2.3.1 Days and hours of service for phone calls;

Our trained and certified operators will respond to all Nevada hunt calls 24x7x365 in our call center in Fallon, Nevada. All operators are native English speakers and call back service is available for Spanish-speaking clients. Services available include questions, requests for assistance, and address updates. If our operator cannot solve the customer's problem, the call will be referred to the shift supervisor immediately with the transaction information and call back number. Our operator will inform the customer when we will respond, as well.

Our problem escalation philosophy is to escalate when there is any doubt whatsoever. If the Nevada Supervisor cannot solve the problem, it is escalated to the WASO Manager and then to the designated point-of-contact at NDOW. All calls are digitally recorded and the operators and supervisors use the built-in Phone Log in AHS to log all contacts with the client. On the rare occasions that we do make an error, everyone on our staff is trained to report the error to management immediately, and we in turn report it to NDOW without delay. NDOW has the ability to independently to listen to all Nevada calls and download the call recording in a PC compatible format.

4.2.3.2 Days and hours of service for Internet application transaction assistance;

The Wildlife Administrative Services Office will respond to Nevada calls 24x7x365 for assistance to Internet customers. User help with the online system is always available and our operators are trained to provide limited customer technical support to customer callers through the use of trouble-shooting decision trees. In-depth technical assistance is present from 8:00 AM to 5:00 PM PST/PDT on all working days.

4.2.3.3 Location from which services will be provided;

SCI's Wildlife Administrative Service Office is located at 185 North Maine Street in Fallon, Nevada. Our facility has 42 operator positions, a mail-handling area, a fire-proof walk-in vault, and dedicated office space for supervisors and managers. An exterior view is shown in Figure 12.

Figure 12 Systems Consultants Wildlife Administrative Services Building

The interior of the building is shown in the blueprint view in Figure 13.

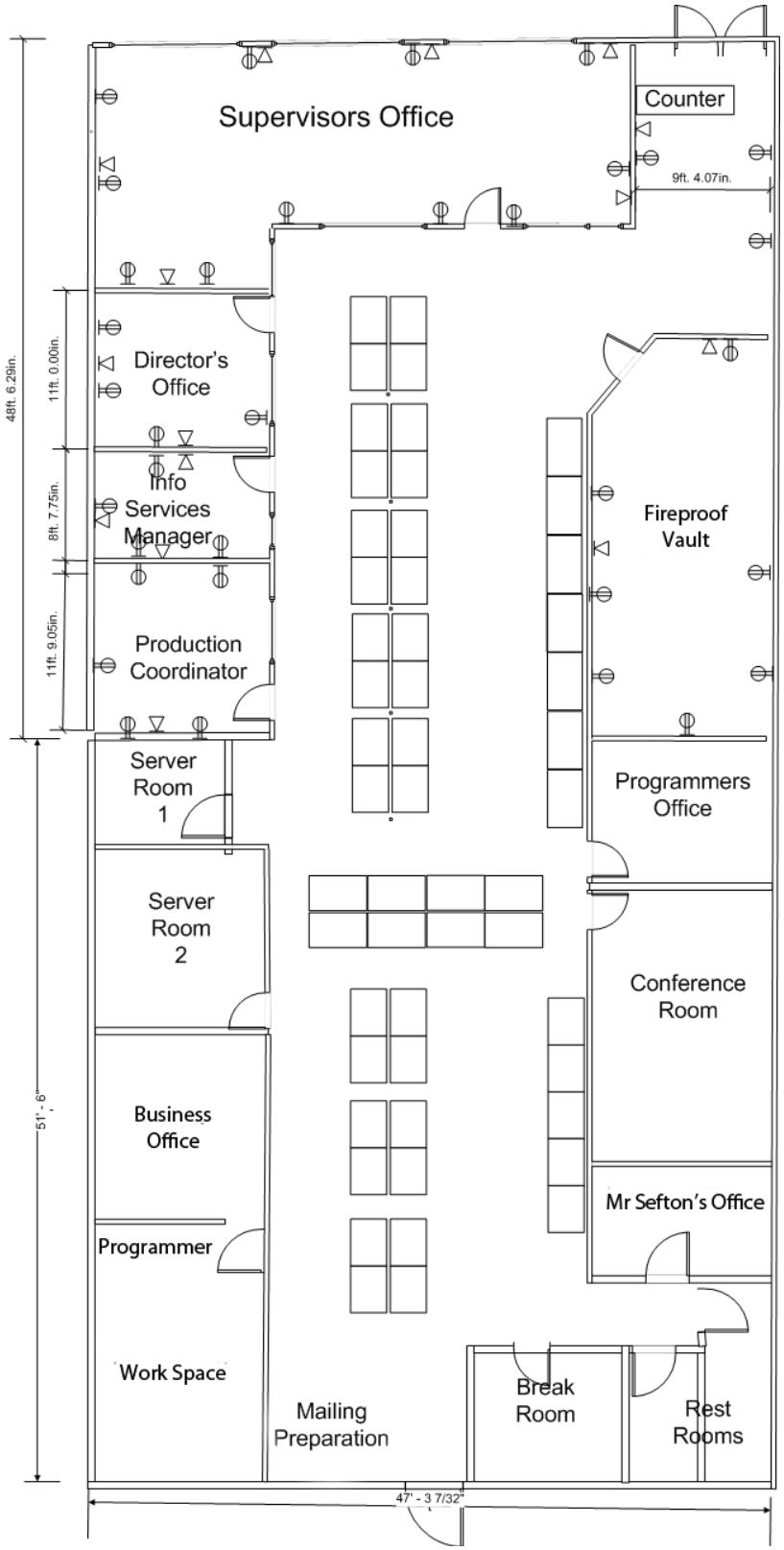

Figure 13 Systems Consultants WASO Layout

4.2.3.4 Number of staff assigned to perform customer service duties;

SCI has operated inbound processing centers for wildlife administrative support for over 20 years, generating invaluable experience in staffing the processing center for varying workloads. We have 19 operators trained to work the Nevada Hunt working in WASO. Duringt peak periods of Nevada activity, 8 are on day shift, 4 to 8 on swing shift and 2 on graveyard shift. We can assign up to 8 operators to the swing shift during the last few days of the Big Game application period.

There are also 4 supervisors on day shift, 1 on the swing shift, and a Lead Operator on the graveyard shift; supervisors also answer telephone inquiries when calls are escalated. The work force is continually sized properly to meet the demands of our wildlife clients – Nevada, Utah, Kentucky, Colorado, and Idaho.

WASO operators answer Nevada hunt phone inquiries 24x7x365 and the Internet site is accessible 24x7x365 from any compatible browser (2048 bit encryption, cascading style sheets, and frame support). If maintenance is required, it will be scheduled in the 2 hours between midnight Sunday night and 2:00 AM Monday morning.

4.2.3.5 Proposed phone system - The awarded vendor must be able to provide 1-800 numbers to the public;

SCI completed the implementation of a new, state-of-the-art digital telephone system in the Spring of 2012. Our SHORETEL VOIP Telephone system features automated call distribution (ACD), 69 trunk lines (expandable to 75), dynamic assignment of numbers to trunk lines, OAISYS Digital Call Monitoring/Recording, and a comprehensive suite of reporting and management tools. Our WASO operators interact with the system via a computer interface from their desktops without handsets, enabling the incorporation of many advanced features such as call forwarding, call transfer, complex escalation protocols, automated dialing for outgoing calls, etc. The ShoreTel Communicator screen is shown in Figure 14. Tabs in the interface contain Call History, the Company Directory, and Voice Mail. 8 trunk lines are assigned to our NDOW 800 number. The hunter is greeted with a short recording approved by NDOW before the call is routed to the operator; if there will be a delay, the length of the delay is given to the caller. While our system offers Interactive Voice Response (IVR), it is not used at SCI for NDOW; all callers speak to a live operator. Spanish language speakers receive a call-back from one of our Spanish-speaking operators.

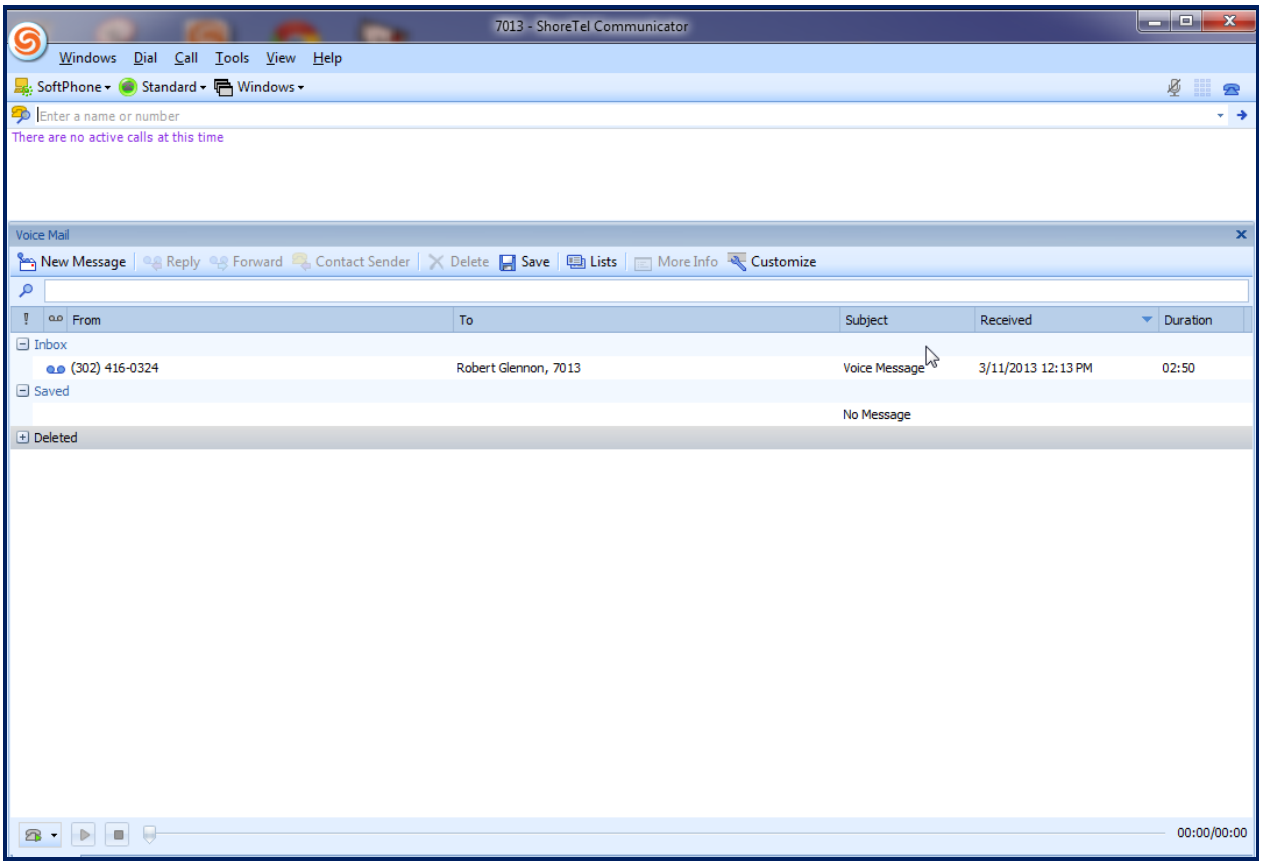

Figure 14 ShoreTel Communicator VOIP Telephone System Softphone Interface

Management, supervisory, and administrative personnel are equipped with digital handsets, direct-inward-dialing (DID) extensions, conferencing capability, hands-free telephony, and the full range of digital telephony benefits.

Long distance telephone service is provided by Sprint with negotiated backup service from Churchill County Telephone as required.

4.2.3.6 Describe response times for responding to phone messages, emails, and responding to inquiries in writing; and

Telephone calls received during normal business hours will be answered immediately by our WASO telephone operators. If follow-up is required, it will be completed by close-of-business on the next business day. We will respond to mail inquiries received within 3 business days by close of business. We will respond to eMail inquiries received with an immediate automatic response with a human response by close of business on the next business day. Should any delay ensue for any reason, we will provide the client with a call-back guarantee.

4.2.3.7 Provide additional information as it pertains to any other areas deemed important by the bidder.

SCI's problem handling includes both technical and operational issues.

The first step in the process is notification. Typically, one of our operators receives a telephone call from a customer with a problem. The operator, having received specialized training, is equipped to handle approximately 95% of the problems likely to be encountered.

Alternatively, we may receive a problem via eMail at our Contact Us address. This mailbox is monitored by the Nevada Supervisor, who will handle the issue or assign an operator to follow-up.

Using the appropriate script for the operational problem presented or the decision tree job aid for technical problems, the operator goes through the transaction or technical problem with the customer to resolution.

If the operator is unable to handle an operational problem, he or she so informs the customer and then calls the Supervisor for assistance. Our operators are not permitted to seek assistance from another operator.

Our Supervisors are very knowledgeable and can resolve most issues. If not the Supervisor informs the customer that the issue will be forwarded to NDOW for resolution via e-mail (with a copy to the WASO Manager) and requests a call back number and time to reach the customer. The customer is told that he or she will be contacted by WASO or NDOW as soon as practicable.

If the operator is unable to handle a technical question, the Supervisor is notified in all cases. The Supervisor is responsible for follow-up. This is done to ensure that the results of the troubleshooting effort are forwarded to the proper personnel for further investigation and remediation. The table in Figure 15 lists likely technical problems and the notification required of the Supervisor.

Problem	***Supervisor Notification***
No Access – Customer ISP Down	***Inform Customer***
Browser Incompatibility	***Inform Customer***
SSL or Cookies Not Enabled	***Inform Customer***
No Access – Customer ISP Block	***SCI Director of Operations*** ***Designated NDOW POC***
No Access –NDOW Site Down	***Designated NDOW POC***
No Access – NDOW-SCI Link Broken	***Designated NDOW POC***
No Access – SCI Site Down	***SCI Director of Operations*** ***Designated NDOW POC***
Invalid Credit Card Rejection	***Director of Operations at Authorize.Net***

Figure 15 Technical Problem Escalation Matrix

Technical problems with our site are addressed by onsite maintenance personnel immediately during normal working hours. After hours, our Director of Operations or his designate is paged by the supervisor and responds within 45 minutes.

We employ DotCom Monitor™ to check our web sites electronically 24x7x365. DotCom Monitor™ pings the site every five minutes. In the event that DotCom Monitor ™ identifies a problem, the Director of Operations and his assistant receive an automatic page and an eMail stating the nature of the difficulty.

4.2.4 Internal Control Plan and Audit

Sound internal accounting and administrative controls for the purpose of safeguarding assets, checking the accuracy and reliability of accounting data, promoting operational efficiency, and assuring adherence to applicable laws, regulations and policies must be put in place by the awarded vendor. NDOW will require the successful vendor to document and deliver their accounting and internal control systems by November 30, 2013. Briefly discuss the attributes of your proposed internal control plan.

SCI has performed this contract for 20 years. The processes and procedures developed over that period have been reviewed and approved by NDOW on numerous occasions, but they can always be improved. Should we be awarded the contract, we have arranged for James T. Thompson, CPA, the retired president of Kafoury, Armstrong & Company to conduct an end-to-end review of our internal controls and procedures which will form the basis for a complete revision of our Nevada Hunt Procedures Manual. Our revised manual will break out internal controls and separation of duties as standalone chapters.

Include any costs associated with providing internal control plan and audit in the proposed bid information included in the response to this RFP in ***Attachment I - Cost Schedule***.

All costs to be incurred in updating our internal controls and audit procedures have been included in our bid.

Briefly discuss the attributes of your proposed internal control plan. At a minimum, address:

SCI has a proven system of internal controls developed in over 20 years of experience with NDOW and other wildlife agencies. Our Nevada Procedures Manual contains over 70 detailed procedures for administration of the Nevada Hunt and over 60 forms used for implementation of our control measures. A sample procedure has been included in Tab IX. We look forward to the review and update of these procedures. Our procedures are designed to ensure that our business processes proceed in an orderly and efficient manner and written in sufficient detail that an employee with general knowledge of the process can execute it from the procedure. We have developed procedures for all mission-critical activities in AHS, and all issues involving the handling of funds are addressed. The two-person rule and separation of duties are maintained in the chain of events for funds processing at every step of the way, and our written reports and electronic logs ensure that an audit trail is always maintained.

4.2.4.1 Separation of Duties: Describe the practices and procedures which will be employed to assure proper separation of functional duties. A plan which dictates key duties and responsibilities for authorizing, processing, and reviewing transactions should be presented.

SCI maintains separation of duties throughout the application cycle to ensure that no one person may mischievously intervene in the process. Much of the operational functionality to accomplish this is built-in to the Application Hunt System©. By assigning each user restricted rights and privileges, we can control who performs any task in the workflow.

Paper Applications
Incoming mail is stored in the fireproof vault at WASO until sorted and opened by our Mail Clerk. The Clerk delivers the open applications to the Nevada Supervisor and an assisting clerk.

First, the Nevada Supervisor edits the batch of applications, highlighting the amounts and hunter choices on each application. The clerk then goes through the stack, numbering each application and placing the same number on the accompanying check with our Bates Automatic Numbering Machine. In the event that multiple applications are paid on one check, all the application numbers are stamped on the check; if there is an NSF, the applications to be placed in NSF status are thus readily identified.

Working together, the clerk and the Nevada Supervisor create batches of 50 applications for data entry and separate the checks from the applications. This process is performed under video surveillance to ensure that all checks and any cash received can be accounted for. Any envelopes with cash are processed with two people present, and both must initial the application certifying the amount of cash received. For each batch, the Supervisor then runs two separate adding machine tapes on the checks (written and numeric amounts) in the batch and one on the amounts recorded on the applications. The totals must match before the batch can be created in AHS. The Supervisor then adds the funds from the applications in the batch and creates a line in Deposit Browse in the Application Hunt System© for the batch(s) and prepares the Deposit Slip for the bank. Deposits are made to the specified NDOW account daily.

Our Business Manager then tracks the deposit back to the Batch Processing Forms and Deposit Slips to ensure that all deposits were made correctly.

Each batch of applications is then assigned to a keyer, who enters the application data into the AHS. The keyer enters the monetary amounts, which the system compares to the batch amount entered by the Supervisor in the Deposit Slip. Again, the numbers must match before proceeding.

A second operator, the verifier, then keys the batch independently. The system prevents someone from inputting both the original and verification batches. The verifier also keys in the monetary amounts for comparison to the Deposit Slip. Again, the numbers must match before proceeding.

We produce reports of keying statistics that measure not only the time required to key the batch (and number of records), but also the number of mistakes that were corrected via the comparison process. This gives us the ability to measure keyers and determine who should and who should not be assigned to this critical task.

A Supervisor then performs the Compare process, which compares each entry in the Keyer Batch to the corresponding entry in the Verifier Batch. This process identifies all discrepancies and offers the option of accepting the original entry, accepting the verification entry, or entering a correction.

When the original and verify batches match exactly, the batch can be posted to the system.

Web Applications
SCI's Information System Manager exports the web applications to AHS daily and records the total for the batch. Web applications are aggregated into batches of 1,000 applications. We use 8:00 PM PT as the cutoff so that the day's charges will make the midnight deadline on the East Coast for forwarding to the card issuers. This allows Visa, MasterCard, and AMEX payments to be received in NDOW's Merchant Bank Account two business days later; Discover funds typically take 5 business days. If NDOW uses Wells Fargo for merchant services, these transfers would be intrabank versus interbank, and the delay could be reduced to one day for VISA/MC and AMEX.

Nightly, the credit card charges are settled automatically by the gateway. The following morning, the credit Card charges are exported by the WASO Information Systems Manager and settled by SCI's Credit Card Supervisor working through the credit card gateway. Web application charges on HuntNevada.Com are recorded with a Web Transaction Number that serves as an invoice number for the credit card gateway/issuers. This invoice number is used to match each charge forwarded to the gateway with the charge recorded by AHS. On occasion, a charge will not settle or be recorded as authorized. To rectify these issues, the Credit Card Supervisor has specifically designated privileges in the gateway's system that permit her to reconcile the accounts and to issue charges/credits in a narrowly defined set of circumstances. For example, when a hunter has abandoned an application prior to acknowledgement of payment, the gateway may complete the charge. Because the hunter left the website prior to the application being marked as authorized, the Credit Card Supervisor will see a completed application with an incomplete payment status but a completed matching payment in Authorize.Net . The Supervisor can mark the application as having completed payment in AHS. Credits occur when a hunter inadvertently submits payment twice; the Supervisor simply cancels one of the charges if not yet settled or, if settled, issues the credit.

Once the batch is settled, the gateway furnishes us with a report broken down by card type of all charges. SCI's Business Manager ties these figures back to the AHS batch figures and provides NDOW with a notice of the upcoming deposit.

4.2.4.2 Accounting Procedures (Audit Trail): Describe the accounting procedures proposed to keep track of assets, liabilities, revenues and expenses for the purpose of assuring:

Transactions are properly recorded and classified; and Transactions will be executed by only those specifically designated to do so.

SCI Assets are clearly marked with an SCI Asset Tag with unique numbers and we perform periodic location audits. Our equipment is tracked in our Fixed Asset Accounting System. All NDOW property on loan to SCI such as POS Terminals and printers, etc. carries State Property Accounting Tags and all of our property has SCI Fixed Asset Tags.

The other NDOW asset in our custody is the tag stock. Inventory control is accomplished on AHS using the Inventory Module. Stock is received into the system by NDOW and issued to SCI as needed. SCI expends the inventory as consumed. Inventory is tracked throughout the life cycle from receipt through assignment to issuance and possible voids, returns and each change is recorded to the record. The current status of each inventory record controls possible actions, i.e. to record a tag as sold, it must be both open and charged out to the appropriate agent; a tag that is sold cannot be returned to NDOW; and voids can occur with either open stock or sold stock,

When received from NDOW, the tag stock is inventoried page by page. It is stored in a locked fireproof vault on premises until issued by the Nevada Supervisor for use. When issued for tag printing, the pseudo number system is used to ensure that all documents print. Unused stock is returned to inventory with the appropriate adjustment to the SCI Inventory System.

The audit trail for paper hunt applications is maintained on the Batch Processing Sheet that is created when the supervisor logs in the batch by creating a deposit slip and a deposit in the Application Hunt System©. The Supervisor's work is verified by both the keyer and the verifier, who independently enter the funds directly from the application. These must balance in order to post the batch. The Supervisor, the keyer, the verifier, and the Lead or Supervisor who runs the Compare and posts the batch all date and sign off on this form. When the bank statement arrives, NDOW reconciles the bank deposits against the deposits in the Application Hunt System©.

For online applications, the credit card charge authorization is obtained by Authorize.Net and sent to the online application. We consider the transaction fulfilled when the charge has been authorized. As an agent for NDOW, our credit card supervisor will settle with Authorize.Net on a daily basis. We reconcile and clear the credit card transactions as received against the AHS credit Card receipts. The actual transfer of funds occurs 2-5 days after authorization with the credit card provider transferring the funds directly to the designated merchant bank account.

Changes of credit card occur frequently in the draws due to lost or cancelled cards. Typically the hunter contacts WASO by telephone or eMail to report the change, and the Nevada Supervisor makes the change.

Credit card charge backs arise when a client questions a charge. All credit card transactions will list the Nevada Hunt telephone number on the Card Statement: 1-800-576-1020, so the customer might contact WASO directly in lieu of complaining to the card issuer. If not, upon notification by NDOW, the Nevada Supervisor will personally investigate the case and call the client to seek resolution. Most often, the client simply did not recognize what the charge was for. Very rarely, a hunter enters the credit card incorrectly and the error is not caught by the check sum feature, resulting in an incorrect charge. The outcome of the investigation is then reported to NDOW and appropriate action taken on the application.

Credit card credits occur most often due to a duplicate transaction. If the charge has not settled, SCI will cancel the second charge. If the charge has settled, SCI will investigate the cause and request NDOW authorization to issue the credit.

On the refunds side, the draw process creates a check register for all unsuccessful hardcopy hunter applications, and we send the register to NDOW for approval and verification. NDOW then forwards the file to the State Treasurer for generation and mailing of the refund checks. The amounts reported to NDOW are shown on in the Refunds Tab HuntNevada.Com and AHS's Hunter Detail.

On a general note, SCI's Business Manager, Jan Clasen, has a bachelor's degree in business with an emphasis in accounting and manages our financial system. We use Great Plains© to track revenues, expenses, assets, and liabilities. Jan produces the quarterly financial reports to NDOW.

SCI invoices for services in cases, such as the NDOW Application Hunt System activities described herein, when all monies are deposited directly to an Agency bank account and/or merchant bank account. Invoices are prepared by the Executive Director and the Business Manager and submitted according to the agreed-upon invoicing schedule.

4.2.4.3 Vendor Organization and Personnel Policies: Describe practices that will be employed in managing the people who will carry out the duties and functions to administer the ©Application Hunt. Include hiring, supervision, and training procedures for personnel to assure that the responsibilities of the successful vendor can be carried out on a consistent basis. Affirm that the ©Application Hunt office structure (organization chart), and position descriptions will be documented and maintained for all jobs related to the successful vendors' staff.

The SCI Personnel Policies and Procedures Manual is available for NDOW's inspection upon request. Specific to this RFP:

1. ***All employees sign a statement acknowledging that they and their immediate families are not permitted to apply for or participate in any hunt in which we perform the draw.***
2. ***All employees sign a statement acknowledging that they will safeguard all sensitive client information in SCIs possession.***

3. ***Our personnel policies include a drug policy and an EO policy***

Our high-level organization chart is shown in Figure 16.

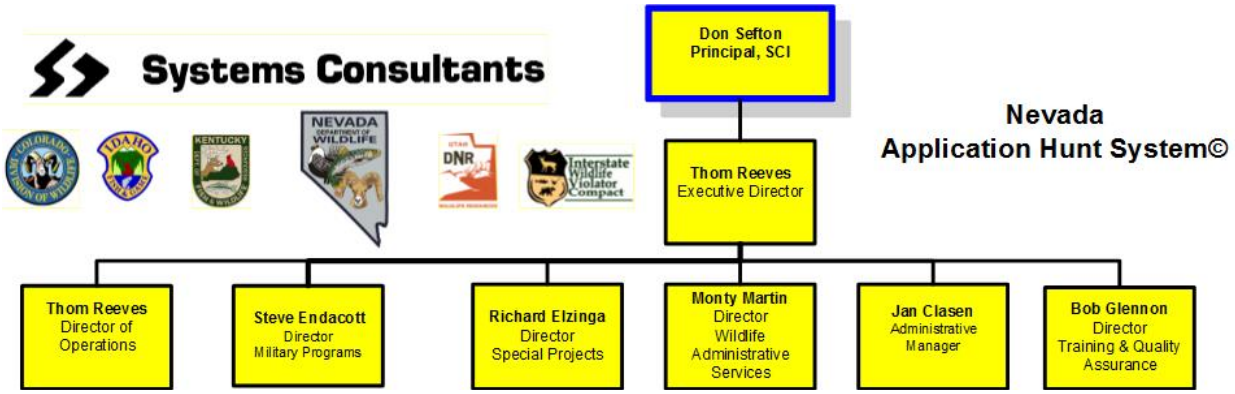

Figure 16 SCI Organization Chart

Essentially we operate in a matrix organization, task organizing for new projects and operating existing programs under a permanent structure. Our biggest business areas are wildlife administration with approximately 90% of our business, military operations accounting for 5%, and other clients accounting for the remainder. We also service a number of legacy clients in the finance, health care, legal, and telecommunications areas.

Our work force is a mix of full time staff and part time operators. Use of part time operators allows us to take full advantage of the available work force in Fallon to meet the seasonal surges inherent in hunt administration. SCI employs a labor force of approximately 65 full-time equivalent positions. Position descriptions (PDs) for the Director of Wildlife Administrative Services, the WASO Manager, and the Nevada Application Hunt System Supervisor are included in Tab IX. PDs are reviewed and updated as required.

The work force consists of year-round full-time and part-time personnel and seasonal personnel. Open positions are advertised locally with the prerequisites drawn from our position descriptions. We have never experienced any difficulties in filling an open position.

New hires receive indoctrination to the Company and Company operations, such as the Project Accounting System, the ShoreTel Digital Telephone System, and our various business activities. They are specifically trained and certified to work with each Agency or task, i.e. the Nevada Application Hunt System.

For AHS, new hires receive three hours of classroom instruction on Nevada hunting and draw regulations, the application process, the conduct of the draw, post-draw activities, and detailed instruction on the operation of HuntNevada.Com and the Application Hunt System customer service features. The new employees complete a written certification examination on the course objectives. New employees are then paired with an experienced operator and exercised on the test versions of the AHS and HuntNevada.Com to ensure that they understand the functionality of the system. During the application period they observe an experienced operator for 4-8 hours as required to acquaint themselves with our customer service

operations. Finally, the new operator works a shift under the close supervision of an experienced operator prior to answering calls or performing AHS functions on his/her own.

After initial training, all employees receive 3 hours of recurrent training in the AHS annually, as well, and the certification examination will be administered annually.

There is a Supervisor on duty from 7:00 AM until 11:00 PM daily who is available to assist our operators should they encounter any out-of-the-ordinary situations. Our operators are trained to escalate issues unless they are absolutely confident that they have the answer! Our supervisors monitor operator phone calls on a random basis and provide feedback as well.

4.2.4.4 Physical Protection of Assets: Describe the practices proposed to protect the assets of the company which will administer the ©Application Hunt program.

SCI conducts periodic location audits for all fixed assets.

WASO and the Admin/Development Site are protected against fire and intrusion by commercial alarm systems. In addition, WASO is manned 24x7x365 by a minimum of two personnel. The building is equipped with a security camera system which takes pictures from 5 vantage points at regular intervals.

WASO is located 1 block from the Churchill County Sheriff's Office, 2 blocks from the Fallon Police Department, and 1 block from the Churchill County Fire Department. We periodically train our personnel in proper fire response, as well.

WASO's backup 40kW generator provides emergency power sufficient to power all business activity should there be an outage. Our communications are provided by two independent carriers, Sprint and Verizon with an emergency backup available from Churchill County Telephone Company.

Document storage for keyed applications, unkeyed applications, and controlled printer stock is accomplished in a fireproof vault on premises. After the last draw of the year, the documents are returned to NDOW.

Backup tape storage is done in two fireproof GSA-approved safes at Hangar G-3 at the Fallon municipal Airport. Long-term document storage is also accommodated at these premises.

4.2.4.5 Documentation of a Disaster Recovery Plan: Describe the areas to be documented in the required disaster recovery plan. This plan must address the procedures which will be complied with in the event of a disaster. In addition, in your response, please affirm your intent to complete this plan within the first three months of operations.

We believe it is essential to maintain reliable primary storage, immediate backup of all transactions in real time, and tiered or staged backups. This methodology utilizes several types of media including secondary disk storage and DAT tapes for system data and DAT tapes and CDs for application information such as source code, executables, etc.

Backups
Both the Web Applications Server and the Application Hunt System© operate on Microsoft SQL 2005.

SCI maintains a server farm (server cluster) to service HuntNevada.Com and NWDS. Clustered servers offer load balancing and automatic fail-over should one of the 4 web servers in the cluster units experience difficulty.

Each server has a Hewlett Packard LTO tape backup system. Servers are backed up nightly using Symantec Backup Exec© automated backup system. The Sunday backup tape is stored in our fireproof vault for each week of the month. At month's end, the backup tape from the last Sunday of the month is maintained off site in a GSA-approved fireproof safe for a period of at least five years. At month's end the weekly tapes are recycled.

Because customers and staff use the system virtually 24 hours a day, we utilize RAID-5 storage that is hot swappable. With this mechanism, a single disk drive can fail and the system will stay up thanks to cyclic redundancy and striping. This represents the first tier of protection.

Microsoft SQL™ has a mechanism for concurrent backup that records data changes as they occur to a Transaction Log. The Transaction Log is recorded on disk devices that are physically separated from the primary disk storage. This represents the second tier of backup protection. If primary disk storage fails, it can be restored from the last full backup, utilizing the Transaction Log to bring the last backup up-to-date.

Because of the need for minimal downtime, we perform the primary backup utilizing other disk drives. Microsoft SQL ™can perform disk-to-disk backups hourly. In other words, with Microsoft SQL ™we perform a full back up by backing up the primary database to the primary server, which we then copy to a physically-separated secondary server, a third tier of protection.

As further protection, we perform a full back up of this secondary storage, off-line, to LTO Tapes after the primary "fast" backup to disk has been completed, the fourth and final tier of protection. We regularly rotate and test media used in this cycle.

Microsoft SQL ™backup depends on a number of parameters, and we have heard of users who discovered that their backups could not be restored. There are a variety of reasons why restore processes can fail including media, formatting, checkpoint parameters, etc. We will demonstrate backup and restoration capabilities annually. In addition, we will regularly check the backup and restore process by loading test servers with data that has been backed up from the live server.

Systems Consultants' Disaster Recovery Plan will be provided to NDOW on request. Thomas L. Reeves is the designated Primary Disaster Recovery Officer and Jeremy Murray is the Alternate Disaster Recovery Officer. Both have experience in data recovery, and routinely restore elements of the primary server to the development server for testing purposes.

In the event of a primary file server failure, the backup server will be loaded with the latest backup tape of the primary server and updated to the time of failure using the transaction logs. This process requires approximately four hours to complete. The maximum data loss would be one hour. Lost data will be determined by the paper trail and re-keyed as required. Depending upon the nature of the failure, a file server can be rebuilt and returned to service in not less than two hours and not more than six hours.

In the web arena, web server farms provide a minimum of lost time due to equipment failure. The remaining servers can carry the load while the failed server is being serviced or repaired.

Data and system files can be restored from a backup tape in less than four hours. Spare resources, such as hard drives, power supplies and network interface cards are maintained on site and can be installed in less than 30 minutes. RAID-5 data storage generally protects us from hard disk drive failure in any case. In addition, there are numerous robust workstations, which can be converted to file servers in extreme conditions.

In the event that our location was unusable (i.e., a common disaster in Fallon, Nevada) and it were necessary to work elsewhere, we have a mutual "hot site" agreement with a location in Reno and another in Carson City. These two facilities have similar equipment and it would be possible to load our backup information (maintained off-site) on their servers, changeover the communications, and begin operations. Again, we believe that this evolution would require 24 hours.

WASO has a 40kW emergency generator that automatically activates in the event of a power outage capable of powering all systems.

4.2.4.6 Documentation of Accuracy and Reasonableness of Revenues and Disbursements: Describe the procedure for verifying the accuracy and reasonableness of game draw revenues and disbursements and bi-weekly revenue and disbursements.

SCI furnishes a comprehensive Draw Revenue and Disbursements Report to NDOW for each draw that we conduct. This report breaks out all receipts and disbursements by category, e.g.

application fees, tag fees, donations, refunds, and miscellaneous adjustments. This report accurately reflects the total financial picture for each draw.

In addition, SCI furnishes a Bi-Weekly Report of Revenues and Disbursements to NDOW every two weeks covering all financial activity during the period throughout the year.

4.2.4.7 Documentation of Financial Statement: Describe the process for generating and providing, within the time frames required, financial statements in the form and format required by NDOW.

SCI currently makes quarterly financial reports to NDOW in the format specified by the State. We have taken notice of the changes required in the RFP, and we will comply with the new requirements. The only issue we have with the dates is the timely delivery of end-of-year/new year data from our benefits provider, Hunter Benefits Consulting Group. These reports will be submitted as follows for the contract period of performance beginning in August of 2013.

Quarterly and Annual Reporting:

Balance Sheet Part A: Assets	***30 days after quarter end***
Balance Sheet Part B: Liabilities and Equity	***30 days after quarter end***
Statement of Revenue and Expenses and Changes in Equity	***30 days after quarter end***
Quarterly Certification Statement	***30 days after quarter end***
Listing of Contractor Officers and Directors	***30 days after quarter end***

Fourth (4th) Quarter Reports for the period ending December 31 will be submitted within 45 days versus the 30 days noted above.

For internal accounting purposes, SCI uses Great Plains Accounting Software coupled to our Project Accounting System. Great Plains is a modular accounting program with modules for Accounts Payable (AP), Accounts Receivable (AR), Payroll, Cash Management, and General Ledger.

The SCI Project Accounting System segregates efforts by client, project, and task from the employees for payroll and for AP for clients who use our services on a time and materials basis. These entries are automatically summarized into revenue and expense categories for General Ledger purposes.

Manual invoices like those prepared for NDOW are generated in the Project Accounting System by manually entering the required billing data.

Cash receipts are posted to AR and automatically update the Cash Management Module. All activity in the AR Module is summarized automatically and fed to the General Ledger Module.

Vouchers are entered for invoices to be paid. These vouchers are distributed to cost categories by department and natural classification of accounts. All AP activities (both the posting of the original voucher and the subsequent payment) are automatically summarized for General Ledger purposes.

In addition to the automatic entries to the General Ledger, created by AP, AR, Payroll and Cash Management, manual journal entries are posted for accruals, amortization, depreciation, and adjustments or reclassifications of mis-recorded items from the subsidiary systems.

We have used a COTS software product, F9, to create and implement an add-on to Great Plains that allows us to access the Great Plains Chart of Accounts from within an Excel spreadsheet to create financial reports in the format desired by NDOW with footnotes as required. Our accounting system was designed, programmed, and implemented by a CPA, but SCI does not employ an outside auditor, and we do not produce audited financial reports.

4.2.4.8 Affirm your intent to submit to an operational/performance audit anytime during the period of the contract and subsequent to the conclusion of the contract, and to provide all information requested by auditors.

SCI will submit to an operational/performance audit when required. SCI was audited by McGladry & Pullen in 1995, by the LCB in 1998, and by the LCB again in 2007.

4.2.4.9 Describe the process for ensuring that the biweekly revenue and disbursements reports regarding the activity are prepared for NDOW.

It is one of the routine duties of the Nevada Supervisor to prepare the Bi-Weekly Revenue and Disbursements Report. This report is generated by the Application Hunt System and reviewed as required by WASO Manager. The report is based upon details maintained in the application hunt system and summarized using the rules provided by NDOW. Post draw activity that involves receipt of funds or disbursement of refunds generates detail records. These records are the basis for the bi-weekly revenue and disbursement reports. In the future, given the changes to fund allocation procedures, a revenue and disbursement report detailing the pre-draw distribution of cash funds, will be required, as well.

4.2.4.10 Describe the procedure for verifying the accuracy and reasonableness of game draw revenues and disbursements; and

Currently the Draw Revenue and Disbursement Report, the Draw Reconciliation Spreadsheets (2), and the ACH Transfer Reports are reconciled with each other by SCI. These are balanced against the application records, the credit card transaction records, the cash deposits, the NSF fees, the tag records, the license records, and the refund records. Once in balance, these reports are provided to NDOW.

4.2.4.11 Describe the process for generating and providing, within the time frames required, financial statements in the form and format required by NDOW.

(Duplicated from 4.2.4.7) SCI currently makes quarterly financial reports to NDOW in the format specified by the State. We have taken notice of the changes required in the RFP, and we will comply with the new requirements, subject to the timely delivery of pension and benefit

information from Hunter Benefit Consulting Group. These reports will be submitted as follows for the contract period of performance beginning in August of 2013.

<u>Quarterly and Annual Reporting:</u>

Balance Sheet Part A: Assets	***30 days after quarter end***
Balance Sheet Part B: Liabilities and Equity	***30 days after quarter end***
Statement of Revenue and Expenses and Changes in Equity	***30 days after quarter end***
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The SCI Project Accounting System segregates efforts by client, project, and task from the employees for payroll and for AP for clients who use our services on a time and materials basis. These entries are automatically summarized into revenue and expense categories for General Ledger purposes.

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We have used a COTS software product, F9, to create and implement an add-on to Great Plains that allows us to access the Great Plains Chart of Accounts from within an Excel spreadsheet to create financial reports in the format desired by NDOW with footnotes as required. Our accounting system was designed, programmed, and implemented by a CPA, but SCI does not employ an outside auditor, and we do not produce audited financial reports.

4.2.5 Procedure and User Manuals

The WASO staff developed the Nevada Application Hunt System© Procedures Manual for internal use, and the WASO Manager is responsible for maintaining the document. The document is reviewed annually and updated as required. SCI will perform an annual update immediately if we are awarded the new contract. Currently the 114 page document contains over 70 fully documented procedures as jointly arrived at with the NDOW staff. A sample procedure is included in Tab IX.

SCI developed and published the Nevada Application Hunt System© User's Manual in 2002 for distribution to NDOW and SCI staff, and it has been continuously updated since. The Nevada Application Hunt System© User's Manual is oriented towards using the database system to accomplish specific tasks. A sample chapter is included in Tab IX. The Director of Training is responsible for maintaining this document, and it is reviewed on a biennial basis. The review incorporates changes identified in NDOW's review of the manual and changes required to reflect enhancements incorporated since the last update.

4.2.5.1 Include any costs associated with producing procedures and user's manuals in the response to this RFP in ***Attachment I - Cost Schedule.***

All costs associated with the production, maintenance, and update of the Nevada Application Hunt System© Procedures Manual and the Nevada Application Hunt System© User's Manual are included in the prices quoted in the cost proposal.

4.2.5.2 Describe the process you will utilize in preparing a procedures manual documenting that internal controls are observed and separation of duties are in place. Controls addressed must include all the procedures an agency would use to safeguard resources, provide accurate information, and assure adherence to applicable laws, regulations, and policies.

The Nevada Application Hunt System© Procedures Manual was developed in 1993 and has been updated continuously on an as needed basis. The Manual is available for inspection on request. It was updated in March of 2013 prior to the Big Game Draw. It will be reviewed and updated annually.

4.2.5.3 Affirm your intent to submit a procedures manual no later than December 30, 2013; and

If awarded the contract, SCI will have a Certified Public Accountant review all procedures and internal controls in light of applicable NAC and NRS as well as our company policy, and Generally Accepted Accounting Principles. We will then institute the required changes. Our revised Manual will be submitted to NDOW for review no later than December 30, 2013.

4.2.5.4 Describe the process that will be utilized to update procedures and user manuals.

Typically, the Nevada Application Hunt System© Procedures Manual, the Nevada Application Hunt System© User's Manual, and the Application Hunt System Training Program are

reviewed and updated in January and February of each year to incorporate any changes and to ensure that the three documents are in consonance.

4.2.6 ©Application Hunt System Maintenance

The purpose of this section is to allow proposing vendors to provide NDOW with information regarding how the vendor proposes to maintain and support the ©Application Hunt System. To assist in preparing the response to this section of the RFP, a description of the software can be found in ***Section 4.1.18.2*** and the process flow may be found in ***Section 3.3*** of this RFP.

4.2.7 Software Support and Maintenance

Maintenance will be required to correct software failures that may be discovered in the course of operating the system or to make minor changes in the system that become necessary as a result of changes in business procedures.

SCI designed the Application Hunt System© for ease of maintenance. Most of the rules and parameters required by the application is table driven and a robust table-editing feature is incorporated. Items such as fees, seasons, hunts, hunter choices, and hunt rules are all editable in the Hunt Master Detail function which manages a number of related tables, for example. Changes to this data are performed as received at no additional charge, and the tables are updated throughout the year as directed by NDOW. It is particularly important to thoroughly check the data immediately prior to the opening of the draw application period.

SCI also provided two Ad Hoc Report Generators with the Application Hunt System©, allowing NDOW to easily construct new reports or ad hoc reports. These reports are catalogued in the Report Writer for future reuse/modification. NDOW can avail themselves of these capabilities at no extra cost.

HuntNevada.Com will be revised and updated as per the annual schedule. Generally, an update and comprehensive functionality check is performed before each draw. The update parameters are jointly determined with the NDOW staff to ensure that we capture both the letter and the spirit of any changes made.

Emergent changes and repairs will be made as they occur. Since we do not depend on subcontractors, all the elements necessary to troubleshoot, diagnose, and repair any system failure are present and available on call.

4.2.7.1 Include any costs associated with providing software support and maintenance in the response to this RFP in ***Attachment I - Cost Proposal.***

All software support and maintenance costs are included in our Cost Proposal.

4.2.7.2 Specify the normal hours over which support services will be provided. Indicate the guaranteed maximum response time between placement of a call for service and initiation of maintenance activity. If a sub-contractor is being used for any portion of the software services provided, describe the communication process that will be implemented between the Prime Contractor's firm, the sub-contractor, and NDOW.

Routine maintenance and support are available during normal business hours, and we will respond immediately; there will be no subcontractors involved. Minor problems not affecting our ability to take applications, conduct the draw, or perform the scheduled post-draw activities will be addressed on the next business day.

In the event of a major failure affecting our ability to take applications, conduct the draw, or perform the scheduled post-draw activities, action will be taken within an hour. When notified of a problem by NDOW, a client, DotCom Monitor, or the WASO staff, the Director of Operations will marshal our response team and direct the effort. We will notify the cognizant NDOW official immediately, as well, with the nature of the problem and our expected time to resolution. We will keep NDOW apprised of our progress throughout.

Describe the method by which program modifications will be tested to ensure that programs function as required. Include a description of the change control procedures that will be implemented to ensure that the integrity of the production copy of the ©Application Hunt System is maintained; and

SCI maintains a full development suite incorporating HuntNevada.Com and the AHS. All changes are developed and tested by the programmer then incorporated in the development suite for full system testing by the QA staff.

The SCI QA Staff consists of 4 full time test personnel. QA develops and maintains a comprehensive test script for all SCI client applications. These scripts are designed to test every facet of the operation, including both normal and abnormal operation. We employ recursive testing after all repairs and modifications to ensure that the tests performed exercise all affected areas of the system A sample script is included under Tab IX.

4.2.7.3 Describe the steps that will be taken to educate the assigned staff on the programs and procedures included in the ©Application Hunt System.

All SCI operators, QA personnel, and supervisors receive at least three hours of annual recurrent training. All employees working the Nevada hunt then take a comprehensive proficiency test after first training and annually thereafter. New hires will also receive one-on-one hands on training using the test systems in both AHS and the website. When comfortable, the new hire will be paired with an experienced operator for at least one shift to observe, followed by a shift under observation of an experienced operator.

SCI uses a set of CDs to train Access techniques and another set to train VB, DOT.NET, and SQL techniques. Then new programmers are given small tasks under close supervision with

instruction from superiors familiar with the system. Once the programmers have master small changes, we allocate them ever more involved tasks.

4.2.8 General Overview of Software Enhancements Methodology

Enhancements are improvements in the software that provide new capabilities to the users. Enhancements typically come as a result of suggestions from the Wildlife Commission, the hunting community, NDOW personnel, or by legislative mandate. Suggestions may also be provided by the successful vendor. Enhancements are treated as individual projects, each with a proposed budget and timetable, and are subject to the approval of NDOW.

Enhancement costs are NOT to be included in the cost per application figures provided in the response to this RFP.

Our approach to software enhancements is customer-driven. We much prefer to work closely with the Department in designing new enhancements so that all concerned reach a consensus as to the requirement, the solution, and the execution of the enhancement.

We participated in Joint Application Development (JAD) sessions with Department personnel on the NWDS project, among others, and we propose to continue using this valuable process to attain congruence of goals and expectations with enhancements to the Application Hunt System© if the scope of the enhancement justifies the expenditure of Department and SCI time.

Planning

A kick off meeting is scheduled with NDOW if required to clarify the desired enhancement and to plan the work if the scope of the enhancement is large enough to justify the time and expense involved. SCI will quote a price to accomplish the enhancement if outside the scope of normal system maintenance.

If the project is of sufficiently large scope, 3 weeks of programming or more, a formal project plan is developed in Microsoft Project establishing the key events, JAD sessions requiring NDOW participation, milestones for progress reviews, development deadlines, testing schedules, etc. This schedule is submitted to the cognizant NDOW manager for review and approval, signifying NDOW's commitment to provide the appropriate personnel for JAD, design reviews, and testing.

SCI will perform corrections and fixes to existing systems capabilities at no cost to NDOW. The additions of new capabilities, such as a new draw requiring changes to system code, will be priced in the planning stage and presented to NDOW for consideration.

Project progress is reviewed weekly at the SCI Staff Meeting and asset reallocation is accomplished as required to maintain the performance schedule.

Analysis

The first step in designing an enhancement is to understand the purpose of the change and define the outcome. Working with Department personnel directly knowledgeable in the area, we carefully specify the purpose and required capabilities of the desired enhancement. The degree of specificity is a key consideration here, as it is necessary to fully comprehend the destination before setting out on the trip.

Design
Next we identify and/or define the inputs required to generate the outcome and specify the sources for each datum. Usually, the data is resident in the system to some degree, but it may be necessary to redesign a paper form, web page, and a table to collect the desired input data.

Our design staff then establishes the information architecture required to retrieve, validate, process, and output the data. This design furnishes the blueprint for the programming staff.
Development
The designers and programmers meet for an overview of the required change and a detailed walkthrough of the enhancement considerations and decisions. Included here is the impact of the enhancement on the existing system architecture. Work assignments are made to each of the programmers, and the system designer walks through each assignment with the assigned programmer. Our goal is that each programmer develop a stand-alone module under the design guidance furnished by the designer.

Each programmer is responsible for developing his/her assigned module and fully testing its functionality. No testing is performed on the live system. SCI maintains an up-to-date development version of the Application Hunt System© on a separate server. In fact, our policies forbid programmers from working in the live system, and they do not have access to it.

The Information Systems Manager performs the initial system integration on the test system assisted by all programmers involved.
Testing
All testing is performed on the development system. Our QA staff has developed detailed, step-by-step Acceptance Test Plans that exercise all possible functions of the system, both from normal use and abnormal (erroneous) use. We will modify these scripts as required to test enhancements. The written results of the Acceptance Test Plan are then analyzed to ensure that full system functionality is present and that the desired outcomes are fully realized.

Implementation
Once testing is complete and all defects and corrections have been made and verified using the test scripts, our staff certifies the enhancement for the live system. A sample Test Script from the NWDS project is attached as Appendix 6. The SCI Wildlife Information Systems Manager installs the enhancement on the live system and rechecks its functionality.

4.2.8.1 Briefly describe the approach used in managing software enhancement projects; and

A formal ECP system is proposed for change control to accomplish enhancements and changes. Figure 17 is a sample ECP Form.

	NDOW Application Hunt System© Engineering Change Proposal (ECP)	Systems Consultants (SCI)

Project Information			
ECP No .	**Date:**	**Submitter Name:**	
NDOW Project Manager:		**SCI Project Manager:**	
Production Date needed:			
Title of Requested Change:			
Reason for ECP			
Information & Requirements			
Technical Response			
Impact of ECP			

Estimate				
Resources (as needed)		Rate per Hour	Estimated Hours	Estimated Cost
	Project Management			
	Programming			
	Training			
	Testing			
		Total Estimates:		
		Recommended Start Date:		
		Estimated Date of Completion:		

Authorization			
Organization	**Title**	**Name**	**Date**
NDOW			

Status of ECP	
Approved	Rejected

Figure 17 SCI ECP Form

When a change requirement is identified by either NDOW or SCI, the originator will document the requirements on the form in Figure 17. The ECP will be researched by SCI and an estimate for completion will be developed. The ECP will then be slated for discussion. If the change is urgent, an immediate teleconference will be arranged.

Receipt of a signed copy of the ECP or authorizing eMail executed by a State employee who is authorized to obligate the state will be required to implement the change.

4.2.8.2 Describe how the charges for software enhancements are determined. Include specific hourly rates for each category of personnel assigned to an enhancement project, even if these rates are only used as a basis for computing a fixed bid.

Additionally, include a description of the response time between initiation of request and the formulation of a proposed plan. Include hourly rates associated with each category in ***Attachment I - Cost Schedule.***

SCI normally accepts minor changes (verbiage, field lengths, minor edit criteria changes, etc.) as "normal" and not deserving a change to project scope, cost or schedule. If substantive changes to the agreed upon design occur during the project or during NDOW's acceptance testing, then these are scoped separately as an add-on to the existing project or a separate project.

Enhancements can be bid in one of two ways:

1) ***SCI will provide NDOW with a Statement of Work and a Firm Fixed Price (FFP) Quote. Once the work is completed and accepted, we will invoice NDOW for the FFP.***
2) ***SCI will provide NDOW with a Statement of Work and a labor rate matrix with the estimated hours required in each category and an estimated required materials list with quotes for each item. The total price is the cost plus the agreed upon fixed fee (CPFF). Once the work is completed and accepted, we will furnish NDOW with an itemized invoice for the labor, the material costs incurred, and the agreed upon fee.***

Charges for software enhancements are developed by the cognizant SCI personnel involved in the proposed enhancement. A labor hour estimate by labor category using our loaded labor rates is developed and any associated hardware and commercial software requirements are identified.

For most enhancements, SCI can furnish a quote under either method within one week of receipt of the ECP.
Our labor rates by labor category are included in our Cost Proposal.

4.2.9 Project Cost Information

NDOW is requesting that vendors prepare proposals for the services described below for the years 2013, 2014 and 2015. In this section of your response, please provide the following:

4.2.9.1 Cost of On-line and Paper Application Processing – Proposals may be expressed as a cost per application processed for the hunt years 2013 and 2014 or by some other measure. If pricing is based on the cost per application, (1) state separately the cost per on-line application and paper application, respectively and (2) indicate whether a minimum guarantee on the number of applications is required and what the minimum guarantee is.

(Note that paper applications constitute only 4% of the total number of applications currently received and NDOW is currently working with the Commission to eliminate the paper applications however, proposals for this RFP must include the processing of paper applications as described above).

4.2.9.2 Cost of Processing Return Cards – Bids may be expressed as a cost per return card processed for the hunt years 2013 and 2014 or by some other measure. If pricing is based on the cost per return card, (1) state separately the cost per online application and paper application respectively and (2) indicate whether a minimum guarantee on the number of return cards is required and what the minimum guarantee is. If pricing on the basis of a cost per return card, present the proposal in the sample table illustrated below and included in ***Attachment I - Cost Schedule***.

Description	**First Contract Year**	**Second Contract Year**
Cost Per On-Line Application Processed		
Cost Per Paper Application Processed		
Cost Per Return Card Processed On-Line		
Cost Per Paper Return Card Processed		

All project cost information is contained in the SCI Cost Proposal.

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TAB VII - COMPANY BACKGROUND AND REFERENCES

Tab VII

5. COMPANY BACKGROUND AND REFERENCES

5.4 VENDOR INFORMATION

5.4.1 Vendor Profile

Vendors must provide a company profile in the table format below.

Question	Response
Company name:	**Systems Consultants**
Ownership (sole proprietor, partnership, etc.):	**Sole Proprietorship**
State of incorporation:	**NA**
Date of incorporation:	**NA**
# of years in business:	**34**
List of top officers:	**Donald H. Sefton, Principal** **Thomas L. Reeves, Exec. Director**
Location of company headquarters:	**185 North Maine Street** **Fallon, NV 89406**
Location(s) of the company offices:	**185 North Maine Street** **Fallon, NV 89406**
Location(s) of the office that will provide the services described in this RFP:	**185 North Maine Street** **Fallon, NV 89406**
Number of employees locally with the expertise to support the requirements identified in this RFP:	**65 FTE**
Number of employees nationally with the expertise to support the requirements in this RFP:	**65 FTE**
Location(s) from which employees will be assigned for this project:	**185 North Maine Street** **Fallon, NV 89406**

5.4.2 Corporate Registration

Please be advised, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state must register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

5.4.3 Business License

The selected vendor, prior to doing business in the State of Nevada, must be appropriately licensed by the State of Nevada, Secretary of State's Office pursuant to NRS76. Information regarding the Nevada Business License can be located at http://sos.state.nv.us.

Question	Response
Nevada Business License Number:	**NV20101587444**
Legal Entity Name:	**Donald H. Sefton dba** **Systems Consultants**

Is “Legal Entity Name” the same name as vendor is doing business as?

Yes	X	No	

If “No”, provide explanation.

5.4.4 Other Licensing Requirements

Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

5.4.5 Previous State Contracts

Has the vendor ever been engaged under contract by any State of Nevada agency?

Yes	X	No	

If “Yes”, complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

Question	Response
Name of State agency:	Nevada Department of Wildlife
State agency contact name:	Bob Haughian
Dates when services were performed:	12/93 - Present
Type of duties performed:	Application Hunt System Hunt Applications, Computer Services ,Tag Draws/Fulfillment and Web Services
Total dollar value of the contract:	$14.5 Ongoing Operations

Question	Response
Name of State agency:	Nevada Department of Wildlife
State agency contact name:	Paula Lannen
Dates when services were performed:	01/2002 - Present
Type of duties performed:	Automated Wildlife Data System for licensing, boat registration, ConEd, law enforcement
Total dollar value of the contract:	$1.3M Ongoing Operations

5.4.6 Previous Employment with the State of Nevada

Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

Yes		No	**X**

If "Yes", please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person will be performing or producing the services which you will be contracted to provide under this contract, you must disclose the identity of each such person in your response to this RFP, and specify the services that each person will be expected to perform.

5.4.7 Previous Contract Failures, Breaches, or Litigation

Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor's ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP must also be disclosed.

Does any of the above apply to your company?

Yes		No	X

If "Yes", please provide the following information. Table can be duplicated for each issue being identified.

Question	Response	
Date of alleged contract failure or breach:	NA	
Parties involved:	NA	
Description of the contract failure, contract breach, or litigation, including the products or services involved:	NA	
Amount in controversy:	NA	
Resolution or current status of the dispute:	NA	
If the matter has resulted in a court case:	Court	Case Number
	NA	
Status of the litigation:	NA	

5.4.8 Company Background and History

Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

Tab VII

Systems Consultants was founded in 1979 to furnish computer system design and development services in the newly emerging personal computer arena to business, industry, the government, and the military. With 65 FTE employees and revenues of over $4.5 M annually, SCI has established an enviable business reputation over the past 34 years.

Military training services and support provides approximately 5% of our business, and wildlife services comprises approximately 95%.

In the military arena, SCI has provided unmanned air vehicle (UAV) training and surrogate UAV services, and ordinance reliability evaluations to all branches of the armed services. We are exiting this business area to focus on wildlife administration, and our major program at present is the Free Space Optical Experimental Network Experiment (FOENIX) for DARPA.

SCI has specialized in providing wildlife administrative services automation to state governments since 1992, and we currently count 5 states as clients – Colorado, Idaho, Kentucky, Nevada, and Utah - and we operate the Interstate Wildlife Violator's Compact database for the 35 member states.

While we are on our first contracts with Kentucky and Colorado, we have received sequential awards from all of our other current state clients.

Systems Consultants has been engaged in a variety of wildlife administrative services since 1992.

- Of particular importance to this RFP, we designed, developed, and implemented the Nevada Department of Wildlife's Application Hunt System© in 1992, and we have maintained and operated the system through four re-bids from that time to the present. Under this contract we operate the call center to provide application information to the hunting public, take online and paper applications, establish eligibility, collect and transfer the funds due, apply bonus points as appropriate, offer licenses and other privileges for sale, conduct the draw, send results notifications to all participants, fulfill the licenses and permits, provide the State Treasurer with a refund file, and collect and administer the mandatory harvest reports.
- In 1995, with NDOW's consent, we were awarded a contract to customize the Application Hunt System© for the Utah Division of Wildlife Resources, and we have maintained and operated that system through several re-bids from that time to the present. In Utah we operate a call center to provide application information to hunters, take online applications, establish eligibility, offer licenses for sale, collect and reconcile the funds due, apply bonus points and preference points as appropriate, conduct the draw, send results notifications to all participants, fulfill the licenses and permits, and collect and administer the mandatory harvest reports.
- From 1999 to 2007, SCI performed data entry services for all NMDGF vendor license sales and for all New Mexico special hunt applications. We typically keyed between 450,000 and 600,000 Vendor License Sales Documents in a year along with more than 100,000 Special Hunt Applications.
- In 2000 we were awarded a contract to collect harvest report information for Idaho Department of Fish and Game. This contract has involved web, telephone, mail and fax processing of harvest return cards from Idaho deer, elk, and pronghorn permit holders in the

past; currently, SCI makes approximately 45,000 outgoing telephone calls to solicit harvest reports from recalcitrant hunters identified by IDFG not.

- In 2000, we were awarded a contract to provide online hunt applications and license sales for the Arizona Department of Fish and Game; we provided those services through 2005. For this contract we operated a web site to sell hunting and fishing licenses and to take hunting permit applications. AZGFD operated the draw and fulfilled the permits. AZGFD has taken this work in-house.
- In 2002, AZGFD awarded SCI the contract to provide the Arizona Internet and Telephone Boat Registration Renewal System. The boat registration process was accomplished in a separate database that was synchronized nightly with the AZGFD database in Phoenix; SCI fulfilled all renewals that it conducted. AZGFD has also taken this work in-house.
- In 2002, we were awarded the contract to develop and field the Nevada Wildlife Data System (NWDS), comprising counter/POS/web license sales, boat titling and registration, conservation education, law enforcement, and inventory/fiscal functions. Now in the operational phase, we host and maintain NWDS as well as operating the NDOW consumer web site.
- In 2006, we were awarded a contract to provide telephone hunt applications and license sales to the Kentucky Department of Fish and Wildlife Resources, and we continue to provide services under that contract as well. SCI sells Kentucky recreational licenses and permits, and we take applications for Kentucky deer, pheasant, waterfowl, quail, and upland bird quota hunts.
- In 2006, we were awarded a contract to collect and process mandatory harvest reports from New Mexico deer and elk hunters and all New Mexico trappers. Beginning in 2009, voluntary reports are also accepted for all other managed species. NMDGF periodically provides SCI with the permit files, and most, but not all permits, are imported into our system. The Agency took this work in house in 2010.
- Since 2009, SCI has provided non-mandatory harvest reporting services for Utah. These surveys are conducted via outgoing telephone calls and a public web site.
- Since 2007, SCI has provided telephone license sales to Utah sportsmen.

We have provided a host of multidisciplinary services to business, industry, the government, and the military in our 32 year history, and we have over 20 years of experience in the wildlife administration area. Specifically, we have performed the services shown in Figure 18:

32 Years of Continuous Progress and Process Improvement	
Systems Design (1979)	Double T-1 Data Lines (2002)Web / Telephone Boat
Programming (1979)	Registration Renewals (2003)
Testing (1979)	Registration Decal Fulfillment (2003)
System Documentation (1979)	Examination/Certification of our Phone Operators (2003) Web
User Documentation (1979)	Chronic Wasting Disease Test Results (2004)
Project Management (1980)	Interstate Wildlife Violator's Compact Database (2004)
Pilot and Implementation Services (1983)	Digital Recording of Telephone Conversations (2005)
Instructional Systems Design (1985)	Web Based Video Surveillance of WASO (2005)
Computer Based Training (1986)	40 KW Back-Up Generator (2005)
System Administration (1986)	eMail Draw Results (2005)
SQL Database Design/Admin (1988)	eCheck Payments Accepted via the Web (2006)
Disaster Recovery Planning (1989)	Web Hunter Education Status Confirmation (2005)
Meeting and Conference Facilitation (1991)	Web Hunter Indoctrination (Swan Recognition) (2004)
Call Center Operations (1993)	Web Customer Account View/Update (2006)
USPS-Compliant Bulk Mailing (1993)	Web Hunter Education Class Registration (2007)
IVR Programming (1993)	Web Server Farm (Server Clusters) (2007)
Web Site Hosting (1996)	SQL Mirroring (2007)
Credit Card Processing/Reconciliation (1997)	Boat Dealer Registration Data Capture (2007)
Handheld Programming (1998)	Outgoing Phone/eMail Surveys (2009)
Secure Internet Site Development (1998)	T-3 Data Line (2009)
Web Big Game Draw Applications (1999) Web	Real-Time XML Look-Ups for IWVCS Revocations (2010)
Draw Results (1999)	USPS NCOA Change of Address updating (2010)
Accu-Mail Address Cleansing (1999)	Interactive Map Lookups 2010
Web Based License Sales (1999)	Outgoing Telephone Surveys (2010)
Web Harvest Reporting (2001)	VOIP Telephone System (2012)

Figure 18 32 Years of Continuous Progress at SCI

We have been actively developing and implementing technology based solutions on the Internet since 1990. Our wide range of clients and the particular expertise we bring to bear in the wildlife services administration area uniquely qualify us to continue to provide hunt application processing, draw services, and harvest reporting to the Nevada Department of Wildlife. Our clients have profited from our continuous process and technology improvement in the past, and we have enjoyed great success through the employment of technology that has proved itself in the marketplace.

Operating from our state-of-the-art call center in Fallon, Nevada, we will continue to offer a well-trained and experienced staff, a modern communications and information technology infrastructure, and extensive corporate expertise in the wildlife administrative services arena to the Nevada Department of Wildlife and its clients.

95% of our workforce works only hunting, fishing, and boating areas, so they are accustomed to working with sportsmen and they have a very good grounding in the arena. Our supervisory force is very experienced and very skilled at handling special circumstance calls and situations.

In the telephone call center arena, our state-of-the-art ShoreTel VOIP telephone system handles over 500,000 calls per year, including 30,000 draw-related calls from Nevada hunters, 16,000 of which are inbound calls. The Call Center operates 24x7x365. We digitally record all incoming and outgoing calls, and we perform operator call monitoring. NDOW has complete access to monitor calls at any time, and we can provide historical call recordings on demand when issues arise.

SCI routinely sends out very large mailings, totaling several million pieces per annum, and our infrastructure can easily and handle large volume fulfillment activity. We perform mass mailings of informational materials for the Agencies we serve, and we fulfill licenses, tags, and permits, including in-house printing, processing for bulk mailing in accordance with USPS CASS/PAVE Standards, and mailing, ensuring that we receive the lowest possible rates. Our AccuMail Frameworks© mailing software is USPS approved, and the database is updated every two months. Our mailing services are fully qualified to take advantage of USPS delivery confirmation services, as well.

Our web sites have the capability to scale from taking 3,500 big game hunt applications in one day in Nevada to taking 3500 applications in one hour on the last day of the Draw. In Utah, we have taken 50,000 applications in one day. We estimate that we can take 6,000 per hour. This capability is exercised for each permit draw using ***MicroSoft's Visual Studio Team Foundation Suite*** to exercise the site before the application period opens.

Our infrastructure provides data connectivity via a T-3 connection and 2 T-1 connections to the Internet, and our systems are protected by redundant Watchguard Firewalls. Inside the firewall, our gigabit Ethernet LAN provides connectivity to every desktop. For high volume web sites like Nevada Hunt, we have established dedicated server farms to service the demand; currently, HuntNevada.Com is served by 4 web servers. Our high-level architecture is shown in Figure 19.

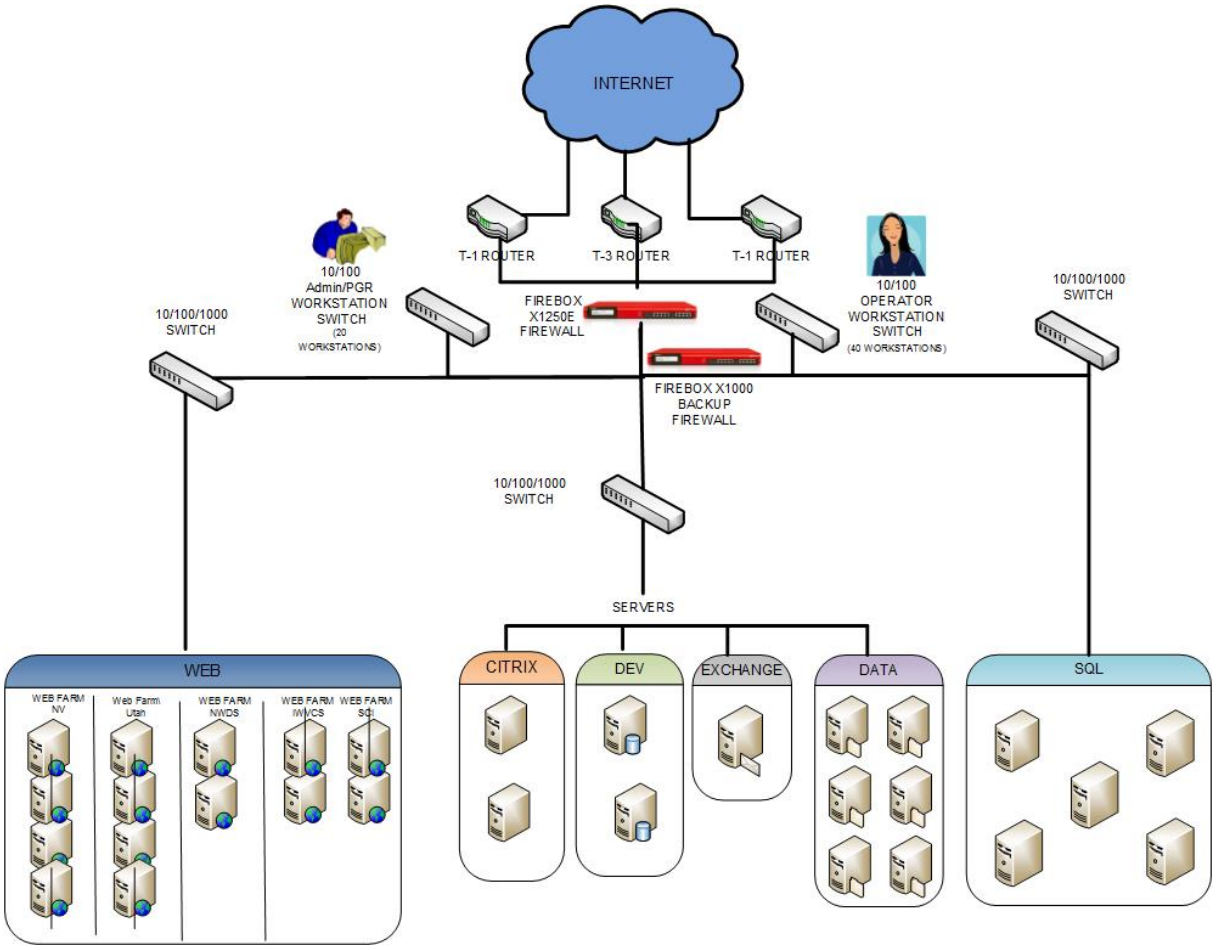

Figure 19 SCI High Level Network Schematic

Internet availability is assessed continuously by DotCom Monitor, and we enjoy an average availability far in excess of the 99.9% requirement in many of our contracts.

Most of our applications self-report difficulties to management and the cognizant programmer via eMail.

Our electronic security performance is monitored monthly by TrustWave for PCI compliance as required by our contracts with Nevada, Utah, Kentucky, and Colorado.

Internally, SCI monitors license sales, game permit applications, mandatory and non-mandatory hunter harvest reports, and web boat registrations on multiple calendar cycles.

The best indicator of customer satisfaction is repeat business. We have provided recreational administrative services to Nevada, Utah, Arizona, New Mexico, Idaho, Kentucky, and Colorado through multiple re-bids, and all but Arizona and New Mexico are current clients. The Arizona Game and Fish Department and the New Mexico Game and Fish Department both opted to establish in house IT staff and take their systems in-house.

5.4.9 Duration and Description of Services

Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

SCI was awarded the original contract to develop and operate the Application Hunt System© in 1993 by the Nevada Department of Wildlife. We won 4 successive re-bids for the work and we have performed the contract tasks continuously from 1993 to the present.

As a result of our performance on the Nevada contract, we were awarded a contract to customize the Application Hunt System© for the Utah Division of Wildlife Resources in 1995. We have won 3 successive re-bids of this work and we have performed the contract tasks for Utah continuously from 1995 to the present.

From 1999 2007, we performed data entry for New Mexico Game and Fish hunting licenses and special hunt applications – approximately 700, 000 documents per year.

In 2000, we were awarded a contract to perform license sales and accept hunt applications on the web for the Arizona Game and Fish Department. We provided this service from 2000-2005.

From 2000 to the present we have collected harvest reports for Idaho Fish and Game, currently making over 45,000 outgoing calls annually to survey Idaho hunters.

In 2006, we were awarded a contract to perform telephone license sales and hunt application processing for the Kentucky Department of Fish and Wildlife Resources, and we have provided that service from 2006 to the present.

From 2006 – 2009, we collected Mandatory harvest Reports for New Mexico Fish and Game.

In 2008, we were awarded A CONTRACT FOR Utah telephone license sales.
In 2009, we were awarded a contract for Utah Non-Mandatory Harvest Reporting.

5.4.10 Financial Information Requirements

Financial information and documentation to be included in Part III, Confidential Financial of vendor's response in accordance with ***Section 9.5, Part III – Confidential Financial***.

5.4.10.1 Dun and Bradstreet Number

DUNS: 796291110

5.4.10.2 Federal Tax Identification Number

FEIN: 95-4087140

5.5 SUBCONTRACTOR INFORMATION

5.5.1 Use of Subcontractors

Does this proposal include the use of subcontractors? Check the appropriate response in the table below.

Yes		No	X

SCI will not use any subcontractors in the performance of this work. The remainder of Section 5.5 has been deleted for brevity.

5.6 BUSINESS REFERENCES

5.6.1 Business References from Similar Projects

Vendors should provide a minimum of three (3) business references from similar projects performed for private, state and/or large local government clients within the last three (3) years.

5.6.2 Business Reference Information Requirements

Vendors must provide the following information for ***every*** business reference provided by the vendor and/or subcontractor:

The "Company Name" must be the name of the proposing vendor or the vendor's proposed subcontractor.

5.6.3 Reference Questionnaires

Vendors must also submit ***Attachment F, Reference Questionnaire*** to the business references that are identified in ***Section 4.3.2***.

Reference Questionnaires were requested from:
Maureen Hullinger, Nevada Department of Wildlife
Paula Lannen, Nevada Department of Wildlife
Judi Tutorow, Utah Division of Wildlife Resources
Denise Boebinger, Kentucky Department of Fish and Wildlife Resources
John Bloom, formerly of the Arizona Department of Game and Fish Department and now with the Association of Fish and Wildlife Agencies (AFWA).

5.6.4 Submittal of Reference Questionnaires

The company identified as the business references must submit the Reference Questionnaire directly to the Purchasing Division.

5.6.5 Reference Questionnaire Deadline

It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in ***Section 8, RFP Timeline*** for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.

5.6.6 State Contact with References

The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

Reference #: 1			
Company Name:	**Nevada Department of Wildlife**		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	Nevada Application Hunt System©		
Primary Contact Information			
Name:		Maureen Hullinger	
Street Address:		4600 Kietzke Lane Building D-135	
City, State, Zip		Reno, NV 89512	
Phone, including area code:		(775) 688-1881	
Facsimile, including area code:		(775) 688-1509	
Email address:		mhullinger@ndow.org	
Alternate Contact Information			
Name:		Bob Haughian	
Street Address:		4600 Kietzke Lane Building D-135	
City, State, Zip		Reno, NV 89512	
Phone, including area code:		(775) 688-1580	
Facsimile, including area code:		(775) 688-1509	
Email address:		bhaughian@ndow.org	
Application Hunt System Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		The Application Hunt System© was designed in 1992-93 by Systems Consultants under our original contract with NDOW. We have maintained, upgraded, and operated the system through 3 successful re-bids of the contract until the present. SCI imported all records held by NDOW at program inception, and the Application Hunt System© stores all hunt records produced. We update hunter records prior to each draw to ensure that eligibility requirements are current and that bonus points are correct. The SCI Call Center operators are trained to assist hunters in applying and to answer hunter questions regarding their records and draw eligibility. The Application Hunt System accepts online applications through a dedicated web site at www.HuntNevada.com and paper applications received through the Postal Service, express deliveries, or over the counter	

	at our Fallon Office. The HuntNevada.Com website provides the hunter with a complete record of applications and results since 1993 as well as eligibility for the current draw. We currently operate draws for the Guided Deer Hunt, the Big Game Hunt (including the Silver State and Partners in Wildlife permits), Big Game Remaining Tags, the Spring and Fall Turkey Hunts, and the Swan Hunt. Party applications are accepted for all deer hunts, the antlerless elk hunt, and the pronghorns with horns shorter than ears hunt in the Big Game Draw. Hunting licenses are offered through the draw, as well. SCI collects application fees and other fees as directed at the time of application. All applications are screened for errors and returned to the hunter for correction if possible. Using a random number generator to produce and assign draw numbers, SCI executes the draw in accordance with the business rules prescribed by NDOW and awards tags based on draw number, quota remaining, and hunter choice. Any remaining Big Game permits are offered on a First Come, First Served basis. Application results are sent to every applicant. Post draw, SCI collects the tag fees for successful applicants and generates a refund file for the State Treasurer for unsuccessful paper applicants. SCI then fulfills the drawn tags and licenses purchased through the draw. Mandatory Hunter Harvest Reports (Return Cards) can be submitted on the web site or via mail. These are recorded in the Application Hunt System as a condition of future eligibility. Throughout the process, SCI makes the required reports to NDOW to enable the Agency to manage the hunts.

	The Application Hunt System© uses the Microsoft .NET architecture and Microsoft's SQL database application. The system is hosted at SCI with web access through a server farm and dedicated SQL file servers. A T-3 line furnishes connectivity, backed up by 2 T-1 lines from a different carrier.
Original Project/Contract Start Date:	12/1992
Original Project/Contract End Date:	12/1997
Original Project/Contract Value:	
Final Project/Contract Date:	Ongoing Operations
Was project/contract completed in time originally allotted, and if not, why not?	Yes
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	Yes

Reference #: 2			
Company Name:	**Nevada Department of Wildlife**		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	Nevada Wildlife Data System		
Primary Contact Information			
Name:		Paula Lannen	
Street Address:		4600 Kietzke Lane Building D-135	
City, State, Zip		Reno, NV 89512	
Phone, including area code:		(775) 688-1983	
Facsimile, including area code:		(775) 688-1509	
Email address:		plannen@ndow.org	
Alternate Contact Information			
Name:		Kathy Manfredi	
Street Address:		4747 Vegas Dr.	
City, State, Zip		Las Vegas, NV 89108	
Phone, including area code:		(702) 486-5127	
Facsimile, including area code:		(702) 486-5133	
Email address:		kmanfredi@ndow.org	
NWDS **Project Information**			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		The Nevada Wildlife Data System (NWDS) is designed to automate most of NDOW's daily business operations under one, integrated system, accessed by headquarters/field personnel and sales agents through the Internet via a web browser. Transactions occur in real time to one set of linked SQL™ databases. The contract involves Boat Registration and Titling; Internet, POS, and Counter License Sales; Special Licenses and Permits; Law Enforcement; Conservation Education; Retail Sales and Inventory Management; Cash Drawer and Financial Reporting; and Fulfillment. SCI also hosts the application and provides Internet services. SCI sends HIP data to the USFWS twice a month. NWDS uses the Microsoft .NET architecture and Microsoft's SQL database application. The	

	system is hosted at SCI with web access through a server farm and dedicated SQL file servers. A T-3 line furnishes connectivity, backed up by 2 T-1 lines from a different carrier.
Original Project/Contract Start Date:	3/2002
Original Project/Contract End Date:	8/2007
Original Project/Contract Value:	$1,350,000
Final Project/Contract Date:	8/2007 Phase I – Phase II Ongoing Operations
Was project/contract completed in time originally allotted, and if not, why not?	Yes
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	Yes

Reference #: 3			
Company Name:	**Utah Division of Wildlife Resources (UDWR)**		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	UDWR Application Hunt System and Telephone License Sales		
Primary Contact Information			
Name:		Judi Tutorow	
Street Address:		1594 West North Temple Suite 2110	
City, State, Zip		Salt Lake City UT 84114	
Phone, including area code:		(801) 538-4851	
Facsimile, including area code:		(801) 538-4745	
Email address:		juditutorow@utah.gov	
Alternate Contact Information			
Name:		Bryan Christensen	
Street Address:		1594 West North Temple Suite 2110	
City, State, Zip		Salt Lake City UT 84114	
Phone, including area code:		(801)538-4844	
Facsimile, including area code:		(801) 538-4745	
Email address:		bryanchristensen@utah.gov	
Utah Hunt System Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		This contract provides for processing over 330,000 web hunt applications annually, operation of a data/call center, and high volume, time-sensitive processing of data in conducting the Utah game permit drawings, fulfilling the permits, and collecting post-hunt harvest reports. SCI also provides a call center and telephonic recreational license sales and fulfillment for UDWR. SCI conducts the Utah Big Game, Sportsman, Dedicated Hunter, Antlerless, Bear, Sandhill Crane, Cougar, Turkey, and Swan draws We fulfill 85,000 hunting permits and 30,000 hunting licenses for Utah annually. In 2010, we won an additional contract to perform non-mandatory harvest reporting for Utah via web and outgoing telephone calls. The Utah Application Hunt System uses Microsoft's SQL database. The web sites use the	

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	Microsoft .NET architecture and SQL.
Original Project/Contract Start Date:	2/96
Original Project/Contract End Date:	2/98
Original Project/Contract Value:	Transaction-Based
Final Project/Contract Date:	Ongoing (4th Rebid)
Was project/contract completed in time originally allotted, and if not, why not?	Yes
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	Yes

Reference #: 4	
Company Name:	**Kentucky Department of Fish and Wildlife Resources (KYDFWR)**

Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	KYDFWR Quota Hunt Applications and Telephone License Sales		

Primary Contact Information	
Name:	Denise Boebinger
Street Address:	#1 Sportsman's Lane
City, State, Zip	Frankfort, KY 40601
Phone, including area code:	(502) 564-7109 x 4456
Facsimile, including area code:	(502) 564-9845
Email address:	denise.boebinger@ky.gov
Alternate Contact Information	
Name:	David Yancey
Street Address:	#1 Sportsman's Lane
City, State, Zip	Frankfort, KY 40601
Phone, including area code:	(502) 564-7109 x 465
Facsimile, including area code:	(502) 564-9845
Email address:	david.yancey@ky.gov
Utah Hunt System Project Information	
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	This contract provides for the sale of Kentucky hunting/fishing/trapping licenses, statewide deer permits, out-of-zone elk permits, and quota hunt applications for deer, bear, migratory waterfowl, and upland game birds by telephone via an 800 number 24x7x365. We also sell recreational use permits for two Wildlife Management Areas. HIP surveys are administered to all hunters purchasing a migratory waterfowl permit. SCI sends HIP data to the USFWS twice a month. SCI transfers sales, license, and application data to KYDFWR nightly: funds are transferred daily via ACH. The Kentucky Telephone Sales System uses Microsoft .NET architecture and SQL.
Original Project/Contract Start Date:	7/06
Original Project/Contract End Date:	1/14

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Original Project/Contract Value:	Transaction-Based
Final Project/Contract Date:	Ongoing
Was project/contract completed in time originally allotted, and if not, why not?	Yes
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	Yes

Reference #:			
Company Name:	Arizona Game and Fish Department		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	Arizona License Sales and Hunt Applications		
Primary Contact Information			
Name:		John Bloom	
Street Address:		AFWA, 444 North Capitol Street, NW Suite 725	
City, State, Zip		Washington, D,.C. 20001	
Phone, including area code:		(202) 624-7890	
Facsimile, including area code:		(202) 624-7891	
Email address:		jbloom@fishwildlife.org	
Alternate Contact Information			
Name:		Sheri Carson	
Street Address:		AZGFD, 5000 West Carefree Highway	
City, State, Zip		Phoenix, AZ 85086-5000	
Phone, including area code:		(623) 537-0621	
Facsimile, including area code:		NA	
Email address:		shericarson@cox.net	
AZGFD Licensing and Hunt Application Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		This contract involved Internet and telephone license sales, taking online hunt applications, operating the First Come-First Served Draw, posting draw results, and associated financial reporting. SCI developed and operated the system for Internet and Telephone sales of game and fish licenses. We also developed and operated the Hunt Application web site and the First Come, First Served Hunting Permit web application for Arizona. The system included Federal Harvest Information Program (HIP) reporting for migratory birds and waterfowl. Telephone assistance for Arizona hunters was available 24x7x365 from the Wildlife Administrative Services Office. In September of 2005, SCI lost the re-bid on cost and the successful contractor subsequently defaulted in 2007. SCI won the 2007 re-bid, but we were unable to meet the State's performance bond requirement and the solicitation was	

	cancelled. AZGFD has been developing an in-house system since 2007. Under an additional contract awarded in 2002 SCI designed, developed, implemented, and operated a telephone/web boat registration renewal program for AZGFD and operated the system until 2009. Telephone assistance for Arizona boaters was available 24x7x365 from SCI. Subsequently, SCI designed and developed a boat dealer adjunct for AZGFD to allow boat dealers to input the initial registration information and pay the fees online with a US Mail backup with the original documents. AZGFD opted to take the boat registration work in house in late 2009. The AZGFD applications used the Microsoft .NET architecture and Microsoft's SQL database application. Data transfer to and from AZGFD was accomplished using Microsoft's Data Transformation Services (DTS).
Original Project/Contract Start Date:	9/2000
Original Project/Contract End Date:	7/2005
Original Project/Contract Value:	
Final Project/Contract Date:	7/2005
Was project/contract completed in time originally allotted, and if not, why not?	Yes
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	Yes

TAB VIII - PROPOSED STAFF RESUMES

Placeholder for Tab.

Tab VIII

SCI STAFF ORGANIZATION AND PERSONNEL

The SCI staff has over 20 years of experience in the design, development, implementation, operation, and maintenance of the Nevada Application Hunt System©. Our Organization Chart is shown in Figure 20. Positions in blue are key personnel for this effort, and their full resumes have been included in this section. All personnel shown are current employees of SCI.

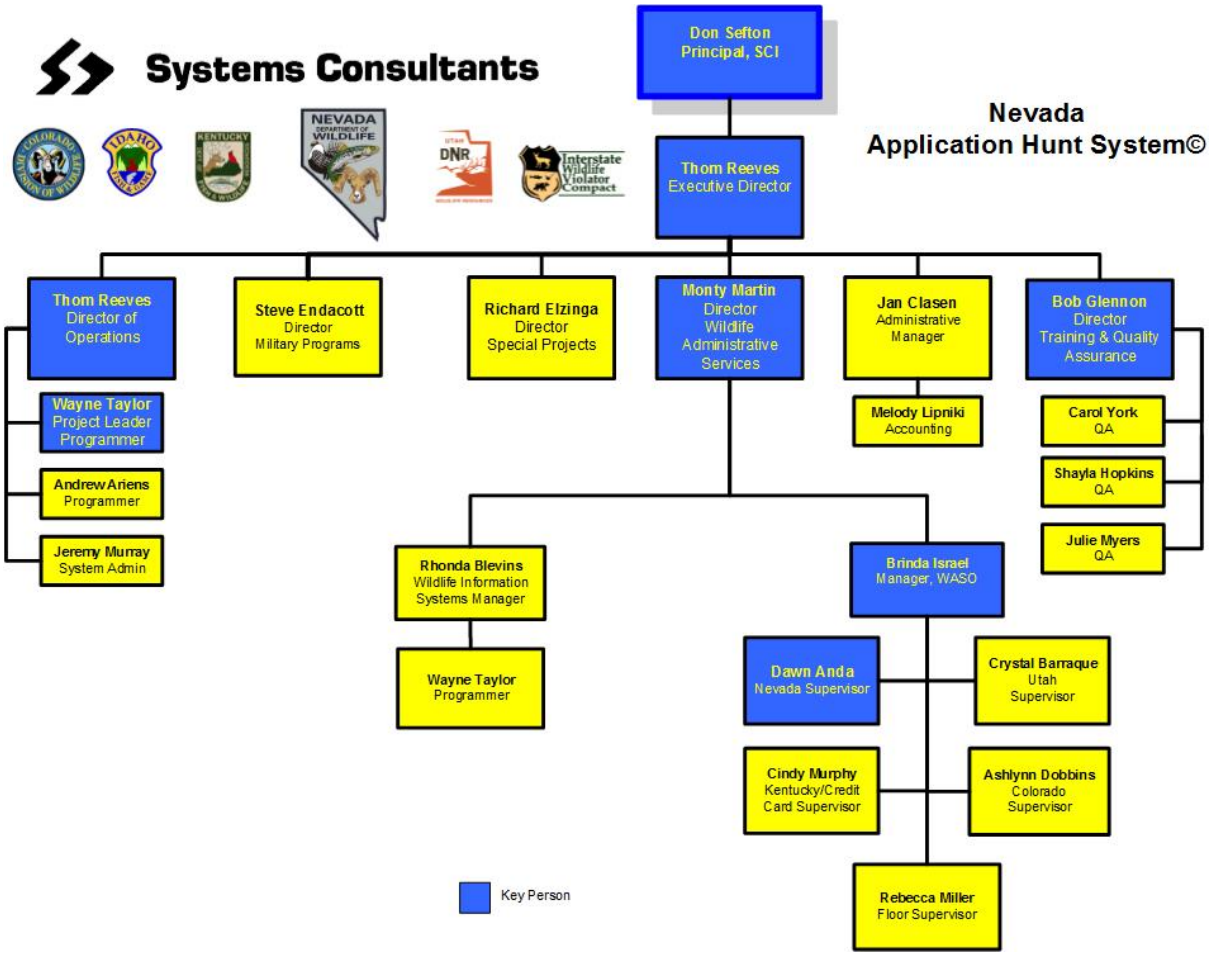

Figure 20 SCI Project Team Roles and Responsibilities

Our Team functions in a matrix organization as shown in the table In Figure 21.

	Prog Mgr	System Design	Prog	Q A	Training & Doc	Db/NW Admin	Call/Data Center	Availability
Donald H. Sefton	X	X						35%
Thomas L. Reeves		X				X		30%
Monty C. Martin		X	X					35%
Wayne Taylor		X	X					30%
Robert C. Glennon			X	X	X			35%
Brinda Israel				X	X		X	35%
Dawn Anda				X	X		X	90%

Figure 21 SCI Key Personnel Involvement in AHS

Don Sefton is the founder, owner, and President of SCI. He has over 33 years of experience in providing computer-based solutions for the challenges on business, industry, healthcare, the military, and federal and state government. Don was the primary designer of both the Application Hunt System© and the Nevada Wildlife Data System, and he wrote the draw, refund, and tag applications. He has been the primary interface with NDOW for hunt administration policy matters for the past 20 years and attends all Nevada Board of Wildlife Commissioners meetings as an expert resource for the Application Hunt System© Nevada Wildlife Data System. Don will manage the overall program, participate in system design, and serve as the executive interface with NDOW.

Thom Reeves is the Executive Director and Director of Operations of SCI. Thom served as a career Marine Corps pilot before entering the technology industry in 1984. He has served in a variety of training-oriented software development projects before joining SCI in 1994. At SCI, he participated in the development of the Application Hunt System©, web-based hunt application services, and the Nevada Wildlife Data System as the hardware architect and database administrator. Thom will oversee the integration of system enhancements into the SCI infrastructure and serve as the database administrator for this project.

Monty Martin is Director of Wildlife Administrative Services with overall responsibility for the Wildlife Administrative Services Office (WASO). Monty has over 24 years of programming and design experience spanning a wide variety of applications from flight simulation to complex database implementations. He has an impressive background in both hardware and software, especially in the LAN/WAN/Internet environment. Monty has managed the operation of the Application Hunt System© for the past ten years, including the development and incorporation of numerous enhancements. Monty has overall responsibility for SCI wildlife administrative service operations.

Wayne Taylor is a Lead Programmer and Systems Analyst; he has been with Systems Consultants for 9 years. He maintains the HuntNevada.Com website and the Application Hunt System©, and he is intimately familiar with both systems and the Nevada hunt application milieu. Wayne has played a big part in the development and fielding of the Interstate Wildlife Violator's Compact system, and he maintains that system as well. With his extensive experience and impressive expertise in both the SQL and .NET areas, Wayne will continue to maintain the Nevada systems as well as assisting in the design and implementation of system enhancements.

Bob Glennon is the Director of training and QA. He joined SCI in 2002 after a 20-year career as a Naval Aviator and a 17 year stint with Link Training and Simulation in instructional design and development. Bob wrote the training programs that SCI uses to qualify and certify employees to work on the Nevada game draws, and he administers the recurrent training annually. Bob is also the author of the Nevada Application Hunt System© User's Manual, and he maintains the document as well. He *will oversee the training and certification of all WASO employees on the Application Hunt System©.*

Brinda Israel is SCI's *Wildlife Administrative Services Manager. She manages WASO, which provides administrative support for five state wildlife agencies. In this capacity she manages six supervisors who supervise 24-hour support activities for these five states including data entry, bank deposits and transfers, telephone processing center (more than 100,000 calls per year), and printing, stuffing and mailing. Brinda has overall responsibility for day-to-day operations and scheduling.*

Dawn Anda has worked at SCI for 6 years, first as a telephone operator and then in quality assurance testing all SCI wildlife administration systems. She is intimately familiar with the work calendar for the Application Hunts

System, the rules and regulations governing the draws, and the personnel and equipment employed. She has filled in during periods of illness for the current supervisor.

5.4 VENDOR STAFF RESUMES

A resume must be completed for each proposed individual on the State format provided in ***Attachment G,*** for key personnel to be responsible for performance of any contract resulting from this RFP.

SCI has included the following key personnel resumes

- ***Donald H. Sefton, President***
- ***Thomas L. Reeves, Executive Director***
- ***Monty C. Martin, Director of Wildlife Administrative Services***
- ***Wayne Taylor, Lead Programmer***
- ***Bob Glennon, Director of Training and QA***
- ***Brinda Israel, Manager, Wildlife Administrative Services***
- ***Dawn Anda, Nevada Supervisor***

PROPOSED STAFF RESUMES

COMPANY NAME:	Systems Consultants		
☑ **Contractor**		☐ **Subcontractor**	
Name:	**Donald H. Sefton**		☑ **Key Personnel**
Classification:	President	**# of Years in Classification:**	33
Brief Summary: of Experience:	Mr. Sefton has worked in computer programming in a variety of capacities since 1967. He founded Systems Consultants in 1979, and has accumulated extensive experience in systems design and analysis in developing application software for a wide variety of industries. He is currently involved in the evaluation, design, development and project management of all computer systems developed by the company. These systems typically utilize microcomputer technology, and encompass database, telecommunications, graphics, computer based training, financial applications and mathematical and statistical analysis. Frequently Mr. Sefton is involved in the bridging of existing technology or the development of new technology. Mr. Sefton has authored a book and several magazine articles in addition to providing consulting services to a number of Fortune 500 companies. He speaks German in addition to English, and holds a current Top Secret clearance with special background investigation. Mr. Sefton was the program manager for the development of the Nevada Application Hunt System©. In this capacity he made the major implementation decisions including choice of language and database, and he provided archetypes for screen and report formats. He made the primary architectural decisions and directed the efforts of the other programmers who worked on the project. Mr. Sefton designed and programmed the random number generator and wrote many of the key application hunt system programs including the permit printing, check printing, letter printing, check register, password maintenance, duplicates merge, several standard reports, and the statistical report writer. In addition to the Application Hunt System© Mr. Sefton developed the prototype for the Arizona Game & Fish Department Web-based License Sales System and the prototype for the New Mexico Department of Game and Fish Vendor License Sales program. Mr. Sefton has had extensive JAD experience in the development of the applications for the Nevada Department of Wildlife, the Arizona Department of Fish and Game, the Utah Division of Wildlife Resources, and numerous military programs. Mr. Sefton is currently managing the development of the Nevada Wildlife Data System.		
# of Years with Firm:	33		

SEFTON RELEVANT PROFESSIONAL EXPERIENCE	
Required Information: ***MMYYYY to Present:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	01/1993 to Present Systems Consultants Nevada Board of Wildlife Commissioners Jack Robb 100 Valley Rd., Reno, NV 89505, (775)848-3637, jrobb@pacificmeters.com Chairman The Application Hunt System (AHS) processes web and paper hunt applications and executes the Nevada's game tag drawings. The SCI Call/Data Center supports the effort. SCI's Nevada Application Hunt System handles over 160,000 tag applications per year with 150,000+ being taken on the web via our site during relatively short availability periods, resulting in an extremely high volume of web transactions and telephone inquiries to our processing center. The process involves license sales to resident and out-of-state hunters, look-ups on Hunter Ed, acceptance of applications, screening for law enforcement and legal system holds (including IWVCS), execution of the draws, publication of the results, and a mass mailing of the tags to successful hunters. All web payments are credit card transactions with the fees collected and deposited in an SCI account for ACH transfer to the designated State of Nevada bank account. We fulfill over 25,000 tags and 30,000 licenses per year under this contract. In addition, we provide call center support for as many as 15,000+ toll free calls each year. There have been four consecutive contracts. The current contract runs to 2013.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	02/1996 to Present Systems Consultants Utah Division of Wildlife Resources Judi Tutorow 1594 West North Temple, Suite 2110, Box 146301 Salt Lake City, UT 84114, (801)538-4851, juditutorow@utah.gov Licensing Coordinator SCI's Utah Hunt Application System handles over 330,000 game permit drawing applications annually on the web via our site during relatively short availability periods, and an extremely high volume of transactions and telephone inquiries to our processing center. The process involves the sale of hunting licenses, acceptance of applications, screening for legal holds (including IWVCS), executing the draws, publication of the results, and a mass mailing of the permits to successful hunters. Mandatory post season harvest reporting for premium big game hunts is accommodated, as well. All payments are credit card transactions with the fees collected and deposited directly to State accounts. We fulfill 85,000 permits and over 20,000 licenses. Our processing center supports 60,000+ toll free calls each year for Utah. There have been four consecutive hunt application contracts with the current effort running until 2014. SCI has provided an online orientation course for Utah Swan Hunters since 1999. SCI has provided non-mandatory harvest reporting services for Utah since 2009. These surveys are conducted via outgoing telephone calls and a public web site. Mr. Sefton designed the original Utah draw system.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	01/2002 to Present Systems Consultants Nevada Department of Wildlife Paula Lannen 4600 Kietzke Lane, Reno, NV 89512, (775)688-1983, plannen@ndow.org NWDS Project Manager NWDS is an automated wildlife data system (AWDS) comprising Internet, POS, and Counter License Sales; Special Licenses and Permits; Conservation Education Management; Boat Titling and Registration; Law Enforcement; Retail Sales and Inventory Management; Office Cash Accounting; and Financial Reporting. NWDS is designed to automate most of NDOW's daily business operations under one, integrated system, accessed by headquarters and field personnel through the Nevada WAN via a web browser. Transactions occur in real time to one set of linked SQL™ databases. The system accommodates hunting and fishing license sales by NDOW outlets, the Internet, and retail agents as well as sales of special licenses and permits through NDOW. The conservation education program offers online registration for classes as well as printing certificates and instructor and facility scheduling and management. NDOW outlets perform boat titling and registration, and registration renewals are offered through either the SCI web site or through an NDOW office. Law enforcement uses the system data, performs case management, and administers citations and revocations, including a two-way connection to Justice Link. NWDS also offers management of POS equipment, retail sales and inventory, and overall retail financial management. Mr. Sefton was the chief architect of NWDS from its inception.

SEFTON EDUCATION		
Description		***# of Years Experience***
Institution Name:	University of Southern California	1974
City:	Los Angeles	
State:	California	
Degree/Achievement:	BA Mathematics	
Certifications:		
SEFTON REFERENCES		

Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Bob Haughian Chief, Administrative Services Nevada Department of Wildlife (775)688-4851 bhaughian@ndow.org Jack Robb Chairman, Nevada Board of Wildlife Commissioners (775)848-3637 jrobb@pacificmeters.com Greg Sheehan Director Utah Division of Wildlife Resources (801) 538-4700 (801) 538-4745 (Fax) gregsheehan@utah.gov Tommy Ford President, Ford Construction Former Chairman Nevada Board of Wildlife Commissioners (702) 682-7707 (702) 736-1302 (Fax) tford@fordcontracting.com Chris Mackenzie Former Chairman Nevada Board of Wildlife Commissioners Principal, Allison, MacKenzie, Pavlakis, Wright & Fagan, Ltd. (775) 687-0202 (775) 882-7918 (Fax) **cmackenzie@allisonmackenzie.com** Bill Bradley Former Chairman Nevada Board of Wildlife Commissioners Principal, Bradley, Drendel, Jeanney Attorneys at Law billobradleyjr@yahoo.com (775) 335-9999 (775) 335-9993 Peter Yoakum President, eChannel (206) 310-1552 peter@yoakum.com

COMPANY NAME:	Systems Consultants (SCI)		
☑ **Contractor**		☐ **Subcontractor**	
Name:	**Thomas L. Reeves**	☑ **Key Personnel**	
Classification:	Executive Director/Director of Operations	**# of Years in Classification:**	17 Years
Brief Summary: of Experience:	Mr. Reeves has 28 years in Project Management to include the implementation of the Naval Strike Warfare Center (NSWC) at NAS Fallon, NV, in Sept of 1984, the implementation of Aircrew Training for F-117 Aircrews at Tonopah, NV, in 1989, and implementation of EA-6B Aircrew training at NAS Whidbey Island in 1991. Mr. Reeves developed and implemented a new training device for the EA-6B Prowler for SCI. The 2A79 Part Task Trainer operates on an Industry standard architecture personal computer. It has been used to train EA-6B navigators in the use of the aircraft's navigation system since 1996. In September of 2000, Mr. Reeves Implemented the Internet and Telephone License Sales for the State of Arizona. The project has increased sales three fold since commencement. In July of 2001 Mr. Reeves Implemented the Idaho Hunter Report Processing Services for Internet, telephone and FAX reporting of harvest information. Since 2002, Mr. Reeves has also served as Executive Director and Business Manager for the Company.		
# of Years with Firm:	17		

REEVES RELEVANT PROFESSIONAL EXPERIENCE	
Required Information: ***MMYYYY to Present:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	01/2002 to Present Systems Consultants Nevada Department of Wildlife Paula Lannen 4600 Kietzke Lane Reno, NV 89512, (775)688-1983 plannen@ndow.org NWDS Project Manager NWDS is an automated wildlife data system (AWDS) comprising Internet, POS, and Counter License Sales; Special Licenses and Permits; Conservation Education Management; Boat Titling and Registration; Law Enforcement; Retail Sales and Inventory Management; Office Cash Accounting; and Financial Reporting. NWDS is designed to automate most of NDOW's daily business operations under one, integrated system, accessed by headquarters and field personnel through the Nevada WAN via a web browser. Transactions occur in real time to one set of linked SQL™ databases. The system accommodates hunting and fishing license sales by NDOW outlets, the Internet, and retail agents as well as sales of special licenses and permits through NDOW. The conservation education program offers online registration for classes as well as printing certificates and instructor and facility scheduling and management. NDOW outlets perform boat titling and registration, and registration renewals are offered through either the SCI web site or through an NDOW office. Law enforcement uses the system data, performs case management, and administers citations and revocations, including a two-way connection to Justice Link. NWDS also offers management of POS equipment, retail sales and inventory, and overall retail financial management. Mr. Reeves is the business manager for the NWDS contract.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	02/1996 to Present Systems Consultants Utah Division of Wildlife Resources Judi Tutorow 1594 West North Temple, Suite 2110, Box 146301 Salt Lake City, UT 84114 (801)538-4851, juditutorow@utah.gov Licensing Coordinator SCI's Utah Hunt Application System handles over 330,000 game permit drawing applications annually on the web via our site during relatively short availability periods, an extremely high volume of transactions and telephone inquiries to our processing center. The process involves the sale of hunting licenses, acceptance of applications, screening for legal holds (including IWVCS), executing the draws, publication of the results, and a mass mailing of the permits to successful hunters. Mandatory post season harvest reporting for premium big game hunts is accommodated, as well. All payments are credit card transactions with the fees collected deposited directly to State accounts. We fulfill 85,000 permits and over 20,000 licenses. Our processing center supports 60,000+ toll free calls each year for Utah. There have been 4 consecutive hunt application contracts with the current effort running until 2014. SCI has provided an online orientation course for Utah Swan Hunters since 1999. SCI has provided non-mandatory harvest reporting services for Utah since 2009. These surveys are conducted via outgoing telephone calls and a public web site. Mr. Reeves is the business analyst for the Utah contract.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	12/00 to Present Systems Consultants Idaho Department of Fish and Game Summer Crea PO Box 25 Boise, ID 83707, Summer Crea, (208)287-2742, summer.crea@idfg.idaho.gov Harvest Reporting Supervisor This contract has involved web, telephone, mail and fax processing of harvest return cards from Idaho deer, elk, and pronghorn permit holders in the past; currently, SCI makes approximately 45,000 outgoing telephone calls to solicit harvest reports from recalcitrant hunters identified by IDFG. In the past, SCI periodically imported the Idaho hunt files from the state and generated courtesy postcards to hunters to fulfill the Idaho Harvest Reporting requirement. We received approximately 160,000 harvest reports directly from hunters via telephone, web site, fax, or mail each year. This database information was then used to update the Idaho hunt files, and the updated files were periodically transmitted back to the State. File exchange took place weekly for much of the year and daily during peak periods of activity. If we had an eMail address on file for the hunter, the system provided an eMail confirmation of receipt. In 2008, the state placed the majority of the harvest reporting program under its licensing vendor and asked SCI to conduct telephone surveys of Idaho hunters. In 2009-2010, SCI made nearly 43,000 outgoing calls in a 2 month period in support of this requirement, and we are in the process for the 2011-2012 season. Mr. Reeves is the business analyst for the Idaho contract.

REEVES EDUCATION		
Description		***# of Years Experience***
Institution Name: ***City:*** ***State:*** ***Degree/Achievement:*** ***Certifications:***	U.S. Naval Academy Annapolis, MD BS in Engineering	1958
	Pepperdine University Malibu, CA Master of Arts in Education	1978

REEVES REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Judi Tutorow Utah Division of Wildlife Resources (801)538-4851 juditutorow@utah.gov Bob Haughian Nevada Department of Wildlife 4600 Kietzke Lane, Reno, NV 89512 (775)688-4851 bhaughian@ndow.org B. G. Butcher (619)435-6979 thunderbgb@aol.com

COMPANY NAME:	Systems Consultants (SCI)		
☑ **Contractor**		☐ **Subcontractor**	
Name:	**Monty C. Martin**	☑ **Key Personnel**	
Classification:	Director of Wildlife Administrative Services	**# of Years in Classification:**	14 Years
Brief Summary: of Experience:	Mr Martin has 14 years of experience as a computer systems engineer with experience in systems analysis; hardware installation; programming; maintenance of hardware, software, and networks; and computer security. As the Director of Wildlife Administrative Services, Mr Martin manages all aspects of WASO operations with the assistance of three direct reporting Managers – Admin Services, Training, and Information Services. Mr Martin will direct and manage the overall Nevada OHV Registration Fulfillment operation. Formerly the SCI Wildlife Information Systems Manager, Mr. Martin was responsible for the maintenance and enhancement of the Nevada Department Of Wildlife (NDOW) and Utah Division of Wildlife Resources (UDWR) big game application and draw processing systems, the Arizona Game and Fish Department (AZGFD) online license sales system, the New Mexico Department of Game and Fish (NMDGF) hunter license sales and special hunt data entry system, and the Idaho Department of Fish and Game (IDFG) hunter return card processing system. Mr Martin managed three programmers in support of the above- mentioned applications. Previously, Mr Martin served as Project Manager/WAN Administrator for a large development project to create advanced interactive training and partial simulation to enhance visualisation and comprehension of concepts and tactics for FA-18 pilots. Project involved development of an advanced user interface, multimedia, 3D graphics, and software components that model FA-18 flight characteristics, cockpit avionics, and weapon systems delivered over a wide area network. He coordinated a 12 person team including software engineers, 2D/3D graphics artists, non-linear (digital) video editing personnel, and FA-18 subject matter experts. He was responsible for evaluation of new computer technologies to determine suitability for incorporation into current development plans, and he set-up, maintained, administered and set policies for a wide area Microsoft NT network.		
# of Years with Firm:	14 Years		

MARTIN RELEVANT PROFESSIONAL EXPERIENCE	
Required Information: ***MMYYYY to Present:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	09/1998 to Present Systems Consultants Nevada Department of Wildlife Maureen Hullinger 4600 Kietzke Lane, Reno, NV 89512, (775)688-1881, mhullinger@ndow.org License Office Supervisor The Application Hunt System (AHS) processes web and paper hunt applications and executes the Nevada's game tag drawings. The SCI Call/Data Center supports the effort. SCI's Nevada Hunt Application System handles over 160,000 tag applications per year with 150,000+ being taken on the web via our site during relatively short availability periods, resulting in an extremely high volume of web transactions and telephone inquiries to our processing center. The process involves license sales to resident and out-of-state hunters, look-ups on Hunter Ed, acceptance of applications, screening for law enforcement and legal system holds (including IWVCS), execution of the draws, publication of the results, and a mass mailing of the tags to successful hunters. All web payments are credit card transactions with the fees collected and deposited in an SCI account for ACH transfer to the designated State of Nevada bank account. We fulfill over 25,000 tags and 30,000 licenses per year under this contract. In addition, we provide call center support for as many as 15,000+ toll free calls each year. There have been four consecutive contracts. The current contract runs to 2013. Mr. Martin manages the Nevada Game Draws.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	09/1998 to Present Systems Consultants Judi Tutorow Utah Division of Wildlife Resources 1594 West North Temple Suite 2110, Box 146301 Salt Lake City, UT 84114, (801)538-4851, juditutorow@utah.gov Licensing Coordinator SCI's Utah Hunt Application System handles over 330,000 game permit drawing applications annually on the web via our site during relatively short availability periods, an extremely high volume of transactions and telephone inquiries to our processing center. The process involves the sale of hunting licenses, acceptance of applications, screening for legal holds (including IWVCS), executing the draws, publication of the results, and a mass mailing of the permits to successful hunters. Mandatory post season harvest reporting for premium big game hunts is accommodated, as well. All payments are credit card transactions with the fees collected and deposited directly to State accounts. We fulfill 85,000 permits and over 20,000 licenses. Our processing center supports 60,000+ toll free calls each year for Utah. There have been 4 consecutive hunt application contracts with the current effort running until 2014. SCI has provided an online orientation course for Utah Swan Hunters since 1999. SCI has provided non-mandatory harvest reporting services for Utah since 2011. These surveys are conducted via outgoing telephone calls and a public web site. Mr. Martin manages the Utah game draws.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	12/2000 to Present Systems Consultants Summer Crea Idaho Department of Fish and Game PO Box 25, Boise, ID 83707, (208)287-2742, summer.crea@idfg.idaho.gov Harvest Reporting Supervisor This contract has involved web, telephone, mail and fax processing of harvest return cards from Idaho deer, elk, and pronghorn permit holders in the past; currently, SCI makes approximately 45,000 outgoing telephone calls to solicit harvest reports from recalcitrant hunters identified by IDFG. In the past, SCI periodically imported the Idaho hunt files from the state and generated courtesy postcards to hunters to fulfill the Idaho Harvest Reporting requirement. We received approximately 160,000 harvest reports directly from hunters via telephone, web site, fax, or mail each year. This database information was then used to update the Idaho hunt files, and the updated files were periodically transmitted back to the State. File exchange took place weekly for much of the year and daily during peak periods of activity. If we had an eMail address on file for the hunter, the system provided an eMail confirmation of receipt. In 2008, the state placed the majority of the harvest reporting program under its licensing vendor and asked SCI to conduct telephone surveys of Idaho hunters. In 2009-2010, SCI made nearly 43,000 outgoing calls in a two-month period in support of this requirement, and we are in the process of doing the same for the 2011-2012 season. Mr. Martin supervises the Idaho harvest reporting program.

MARTIN EDUCATION

Description		***# of Years Experience***
Institution Name:	Arkansas State University	1987
City:	Jonesboro	
State:	Arkansas	
Degree/Achievement:	BS - 1987	
Certifications:	Microsoft Certified Professional	

Tab VIII

MARTIN REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Len Giuliani (559)998-0878 lgiuliani@aol.com Billy White (703)989-3096 bmwhite@rockwellcollins.com Frank Wesh (775)857-2235 fwesh@charter.net

COMPANY NAME:	Systems Consultants		
☑ **Contractor**		☐ **Subcontractor**	
Name:	Wayne Taylor		☑ **Key Personnel**
Classification:	Web Programmer	**# of Years in Classification:**	9
Brief Summary: of Experience:	Mr. Taylor is an exceptionally skilled web programmer with significant capabilities in SQL database programming, network security, PC and network hardware-software integration, and computer graphic arts. He maintains, updates, and enhances many of SCI's wildlife websites on an ongoing basis, and he participates in design and ECP efforts.		
# of Years with Firm:	9		

TAYLOR RELEVANT PROFESSIONAL EXPERIENCE	
Required Information: ***MMYYYY to Present:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	06/2004 to Present Systems Consultants Nevada Department of Wildlife Maureen Hullinger *Correct Contact for Wayne?* 4600 Kietzke Lane Reno, NV 89512 (775)688-1881 mhullinger@ndow.org License Office Supervisor Mr. Taylor has maintained and managed multiple e-Commerce websites to accommodate the running of the Nevada ©Application Hunt System activities. He ported and rewrote a number of these websites from ASP.NET 1.1 to ASP.NET 2.0. He is responsible for creating store procedures, database users and updating and inserting SQL statements for each of these websites. He has integrated XML web-services and Google maps API into the existing websites.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	06/2004 to Present Systems Consultants Utah Division of Wildlife Resources Judi Tutorow 1594 W North Temple, Box 146301, Salt Lake City, UT 84114-6301 801-538-4351 Licensing Supervisor Mr. Taylor has maintained and managed multiple e-Commerce websites to accommodate the running of the Utah Application Hunt System activities. He ported and rewrote a number of these websites from ASP.NET 1.1 to ASP.NET 2.0. He is responsible for creating store procedures, database users and updating and inserting SQL statements for each of these websites. He has integrated XML web-services and Google maps API into the existing websites.
Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	06/2004 to Present Systems Consultants Interstate Wildlife Violators Compact System (IWVCS) Ken Fitz Ohio Department of Natural Resources 2045 Morse Rd., Bldg. G Columbus, OH 43229-6693 (614)265-6318 ken.fitz@dnr.state.oh.us President, Interstate Wildlife Violators Compact Mr. Taylor has participated in the design and enhancement efforts for the online Interstate Wildlife Violator Compact System (IWVCS), an interstate data-sharing program for wildlife violators with license suspensions. For this effort, he works under the direct supervision of Mr. Robert Glennon, the project manager for the system, a Systems Consultants employee.

TAYLOR EDUCATION	
Institution Name: ***City:*** ***State:*** ***Degree/Achievement:*** ***Certifications:***	Pacific Union College Angwin, CA June 2000 Bachelor of Science Degree in Digital Media Technology Computer Art Institute San Francisco, CA May 2006 3D Studio Max

TAYLOR REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Donald H. Sefton, Owner Systems Consultants 775-423-1345 dsefton@sci-nevada.com Thomas L. Reeves, Executive Director Systems Consultants 775-423-1345 treeves@sci-nevada.com Rhonda Blevins, Information Systems Manager Systems Consultants 775-423-1345 rblevins@sci-nevada.com

COMPANY NAME:	Systems Consultants (SCI)		
☑ **Contractor**		☐ **Subcontractor**	
Name:	**Robert C. Glennon**		☑ **Key Personnel**
Classification:	Director of Training	**# of Years in Classification:**	11
Brief Summary: of Experience:	Mr. Glennon has over 20 years of experience in Training and Project Management to include directing the Naval Strike Warfare Center (NSWC) at NAS Fallon, NV, for 7 years; managing the development of a part-task trainer for the USAF F-117A Stealth Fighter: directing the Singapore Army Tactical Training CBT Project; managing training development projects for the IRS, Bell Labs, the USAF, and the USMC; and developing training and documentation for SCI. Since joining SCI in 2002, Mr. Glennon has developed documentation and training for all od SCI's major wildlife administrative applications. He is also the principal trained for the Company, and he is also very active in new business development.		
# of Years with Firm:	11		

GLENNON RELEVANT PROFESSIONAL EXPERIENCE	
Required Information: ***MMYYYY to Present:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	03/2002-Present Systems Consultants Nevada Department of Wildlife Paula Lannen 4600 Kietzke Lane Reno, NV 89512, (775)688-1983 plannen@ndow.org NWDS Project Manager Mr. Glennon developed a comprehensive User Manual for the Nevada Wildlife Data System, and he authored the Nevada and the SCI employee certification training programs for NWDS. Mr. Glennon delivers NWDS training to the SCI staff annually.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	03/2002-Present Systems Consultants Nevada Department of Wildlife Maureen Hullinger 4600 Kietzke Lane, Reno, NV 89512, (775)688-1881, mhullinger@ndow.org License Office Supervisor Mr. Glennon developed a comprehensive User Manual for the Nevada Application Hunt System and he authored the SCI employee certification training programs for the Nevada Application Hunt System. Mr. Glennon delivers NDOW Application Hunt System Training to the SCI staff annually.
Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	03-2002-Present Systems Consultants Utah Division of Wildlife Resources Judi Tutorow 1594 West North Temple Suite 2110, Box 146301 Salt Lake City, UT 84114, (801)538-4851, juditutorow@utah.gov Licensing Coordinator Mr. Glennon developed the comprehensive User Manual for the Utah Application Hunt System, and he authored the SCI employee certification training program for the Utah Application Hunt System. Mr Glennon delivers the UDWR Application Hunts System Training to SCI employees annually.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	08/2005-Present Systems Consultants Interstate Wildlife Violators Compact Ken Fitz Ohio Department of Natural Resources 2045 Morse Rd., Bldg. G Columbus, Ohio 43229-6693 (614) 265-6318 ken.fitz@dnr.state.oh.us President, Interstate Wildlife Violators Compact Mr. Glennon is the Project Manager for the online Interstate Wildlife Violator System (IWVCS), an interstate data-sharing program for wildlife violators with license suspensions. He participated in the design and development, and he serves as the database administrator. Mr. Glennon developed a comprehensive User's Manual for the system, and he authored a training program for the use of the 39 Compact members.
Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	07/2006 – Continuing Systems Consultants Kentucky Department of Fish and Wildlife Resources Denise Boebinger #1 Sportsman's Lane, Frankfort, KY 40601, (800)858-1549, (502)564-9845 denise.boebinger@ky.gov Licensing Supervisor Mr. Glennon developed the in-house training program to provide telephone recreational license sales and quota hunt applications to KYDFWR customers. He delivers the training annually to all operators and supervisors.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	10/1985-02/2002 Link Simulation and Training Division L-3 Communications Billy White 7592 Ruxton Drive, Springfield, VA 22153 (703) 455-5035 bmwhite@rockwellcollins.com Director Mr Glennon served as a training project manager for training program development, implementation, and operation for diverse clients including all branches of the military, the Singapore Army, the Internal Revenue Service, and Bell Labs. He specialized in computer and web based training design using the instructional systems design (ISD) process.

GLENNON EDUCATION	
Institution Name: ***City:*** ***State:*** ***Degree/Achievement:*** ***Certifications:***	U.S. Naval Academy Annapolis, MD, BS In Engineering Cum Laude Naval Officer University of N. Colorado Greely CO MA in Psychology National University San Diego, CA Master Of Business Administration

GLENNON REFERENCES

Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Nevada Department of Wildlife Paula Lannen (775)688-1983 plannen@ndow.org Ken Fitz Ohio Department of Natural Resources President, Interstate Wildlife Violator's Compact (614) 265-6318 ken.fitz@dnr.state.oh.us Billy White Rockwell-Collins Corporation (703) 455-5035 bmwhite@rockwellcollins.com

COMPANY NAME:	Systems Consultants (SCI)		
☑ **Contractor**		☐ **Subcontractor**	
Name:	**Brinda Israel**		☑ **Key Personnel**
Classification:	Wildlife Operations Manager	**# of Years in Classification:**	2 Years
Brief Summary: of Experience:	Oversees four Supervisors and 80 Customer Service Representatives to accomplish all Wildlife Operations including License Sales, Applications, Drawings, and Harvest Report processing for Nevada Department of Wildlife and Utah Division of Wildlife Resources; License Sales and Watercraft Renewals for Nevada Department of Wildlife; License Sales and Quota Hunt Applications for Kentucky Department of Fish and Wildlife Resources; and Harvest Report processing for Idaho Department of Fish and Game and Colorado Parks and Wildlife. Ms Israel will oversee Nevada Hunt System operations on a daily basis. Ensure that all Supervisors and Customer Service Representatives meet or exceed performance standards. Provide training on and review of policies, procedures and personnel issues as necessary. Liaison with all contracted State offices, ensuring effective flow of communication and information. Work with various State personnel to set deadlines. Verify adherence to deadlines by Supervisors. Balance and reconcile drawing monies including cash and credit cards. Verify that fulfillment, mailing and other daily processes of license sales, watercraft renewals, harvest reports and draw applications are performed in accordance with contract guidelines. Confirm that draw processes adhere to State regulations.		
# of Years with Firm:	12 Years		

ISRAEL RELEVANT PROFESSIONAL EXPERIENCE	
Required Information: ***MMYYYY to Present:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	02/2011 to Present Systems Consultants Nevada Department of Wildlife Maureen Hullinger 4600 Kietzke Lane, Reno, NV 89512, (775)688-1983, MHullinger@ndow.org License Office Supervisor The Application Hunt System (AHS) processes web and paper hunt applications and executes the Nevada's game tag drawings. The SCI Call/Data Center supports the effort. SCI's Nevada Application Hunt System handles over 160,000 tag applications per year with 150,000+ being taken on the web via our site during relatively short availability periods, resulting in an extremely high volume of web transactions and telephone inquiries to our processing center. The process involves license sales to resident and out-of-state hunters, look-ups on Hunter Ed, acceptance of applications, screening for law enforcement and legal system holds (including IWVCS), execution of the draws, publication of the results, and a mass mailing of the tags to successful hunters. All web payments are credit card transactions with the fees collected and deposited in an SCI account for ACH transfer to the designated State of Nevada bank account. We fulfill over 25,000 tags and 30,000 licenses per year under this contract. In addition, we provide call center support for as many as 15,000+ toll free calls each year. There have been four consecutive contracts. The current contract runs to 2013.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	06/2004 to Present and 06/2001 to 06/2002 Systems Consultants Utah Division of Wildlife Resources Judi Tutorow 1594 West North Temple, Suite 2110, Box 146301, Salt Lake City, UT 84114, (801)538-4851, juditutorow@utah.gov Licensing Coordinator SCI's Utah Hunt Application System handles over 330,000 game permit drawing applications annually on the web via our site during relatively short availability periods, and an extremely high volume of transactions and telephone inquiries to our processing center. The process involves the sale of hunting licenses, acceptance of applications, screening for legal holds (including IWVCS), executing the draws, publication of the results, and a mass mailing of the permits to successful hunters. Mandatory post season harvest reporting for premium big game hunts is accommodated, as well. All payments are credit card transactions with the fees collected and deposited directly to State accounts. We fulfill 85,000 permits and over 20,000 licenses. Our processing center supports 60,000+ toll free calls each year for Utah. There have been four consecutive hunt application contracts with the current effort running until 2014.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	07/2006 - Continuing Systems Consultants Kentucky Department of Fish and Wildlife Resources Denise Boebinger #1 Sportsman's Lane, Frankfort, KY 40601, (800)858-1549, (502)564-9845, denise.boebinger@ky.gov Licensing Supervisor SCI provides 24x7x365 telephone sales of Kentucky recreational licenses and use permits. During the month of September, we also sell Kentucky Quota Hunt Permit applications. SCI developed a web-based system operating on an internal network to meet the requirement. Our operators take the license and permit application information and collect credit card payment. The data is then transmitted to KYDFWR nightly, and we receive a nightly update from KYDFWR. KYDFWR fulfills the sales. Funds are transferred to KYDFWR via ACH daily.

ISRAEL EDUCATION		
Description		***# of Years Experience***
Institution Name:	ITT Technical Institute	
City:	Seattle	
State:	WA	
Degree/Achievement:	AA in Business Applications and Information Systems	1990-1992
Certifications:		

ISRAEL REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Maureen Hullinger License Office Supervisor Nevada Department of Wildlife (775)688-1500, (775)688-1577, MHullinger@ndow.org Judi Tutorow Licensing Coordinator Utah Division of Wildlife Resources (801)538-4851, (801)538-4709, juditutorow@utah.gov Denise Boebinger Administrative Branch Manager Kentucky Department of Fish & Wildlife (800)858-1549, (502)564-9845, Denise.Boebinger@ky.gov

COMPANY NAME:	Systems Consultants		
☑ **Contractor**		☐ **Subcontractor**	
Name:	**Ellen Dawn Anda**		☑ **Key Personnel**
Classification:	Quality Assurance Tech 1	**# of Years in Classification:**	6
Brief Summary: of Experience:	Ms. Anda's working career has featured the use of technology to perform business operations, first in the banking industry and, more recently, with Systems Consultants in the wildlife administrative services arena. With SCI she provided outstanding customer service to clients from all 5 of our client states and the Interstate Wildlife Violator's Compact. Moving to QA, she has employed her in-depth knowledge of the business rules of our client wildlife agencies to thoroughly test all of our sites each year.		
# of Years with Firm:	6		

ANDA RELEVANT PROFESSIONAL EXPERIENCE	
Required Information: ***MMYYYY to Present:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	08/2007 to Present Systems Consultants Nevada Department of Wildlife Maureen Hullinger 4600 Kietzke Lane, Reno, NV 89512, (775)688-1881 mhullinger@ndow.org License Office Supervisor Ms. Anda started with Systems Consultants as a Phone Operator and assisted call-in customers with hunting application procedures for Nevada, data entry of information, and assisted with preparing bulk mail. She was promoted February 2008 to Quality Assurance testing company created hunt application websites for accuracy, correcting flow of information, accessibility of different computer systems, grammar and program errors. In December 2013, she was promoted to interim Nevada Supervisor to assist with keying of hunter's harvest questionnaires, customer correspondence and pre-draw procedures for Nevada Spring Turkey and Nonresident Guided draws. She answered phone operators and customers' questions on procedures in the absence of the Nevada Supervisor.

Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	08/07 to Present Systems Consultants Utah Division of Wildlife Resources Judi Tuturow 1594 W North Temple, Box 146301, Salt Lake City, UT 84114-6301 801-538-4700 Ms. Anda started with Systems Consultants as a Phone Operator and assisted call-in customers with hunting application procedures for Utah, data entry of information, and assisted with preparing bulk mail. She was promoted February 2008 to Quality Assurance testing company created hunt application websites for accuracy, correcting flow of information, accessibility of different computer systems, grammar and program errors.
Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Contract/Project:*** ***Details and Duration of Contract/Project:***	08/2002 to 02/2007 Colonial Bank Fallon NV Assistant Branch Sales Manager Ms. Anda assisted the branch manager in operation of the branch. She maintained the cash drawer, balance vault and ATM. She developed a tracking spreadsheet of employee sales, cash outages and other information needed for yearly evaluations and reviewed loan applications for completeness. Ms. Anda made decisions based on personal experience and policy on daily customer transactions and ensured customer confidentiality. She answered multi-line phones, greeted customers, filed miscellaneous paperwork and maintained an organized office.

ANDA EDUCATION	
Institution Name: ***City:*** ***State:*** ***Degree/Achievement:*** ***Certifications:***	Western Nevada Community College Fallon, NV Various job related courses Certified Payroll Professional certification Red Lodge High School 1972 Red Lodge, Montana Working knowledge of Word, Excel, Outlook, Access and Internet. Limited knowledge of PowerPoint

ANDA REFERENCES

Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Gail Williams Member Services at Financial Horizons Credit Union 775-428-6768 John Frandsen City of Fallon Police Department 775-423-1542 Carolyn Gardner Retired 775-423-1542

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TAB IX - OTHER INFORMATIONAL MATERIAL

Sample QA Script
Sample Training Slides
Sample Procedure
Position Descriptions (3)
Sample Manual Chapter
NV AHS FAQs